

THE  
**TIME**  
IS NOW

# Introducing Aliyah Journey



הסוכנות היהודית  
לארץ ישׂרָאֵל  
JEWISH AGENCY  
FOR ISRAEL

THE  
**TIME**  
IS NOW

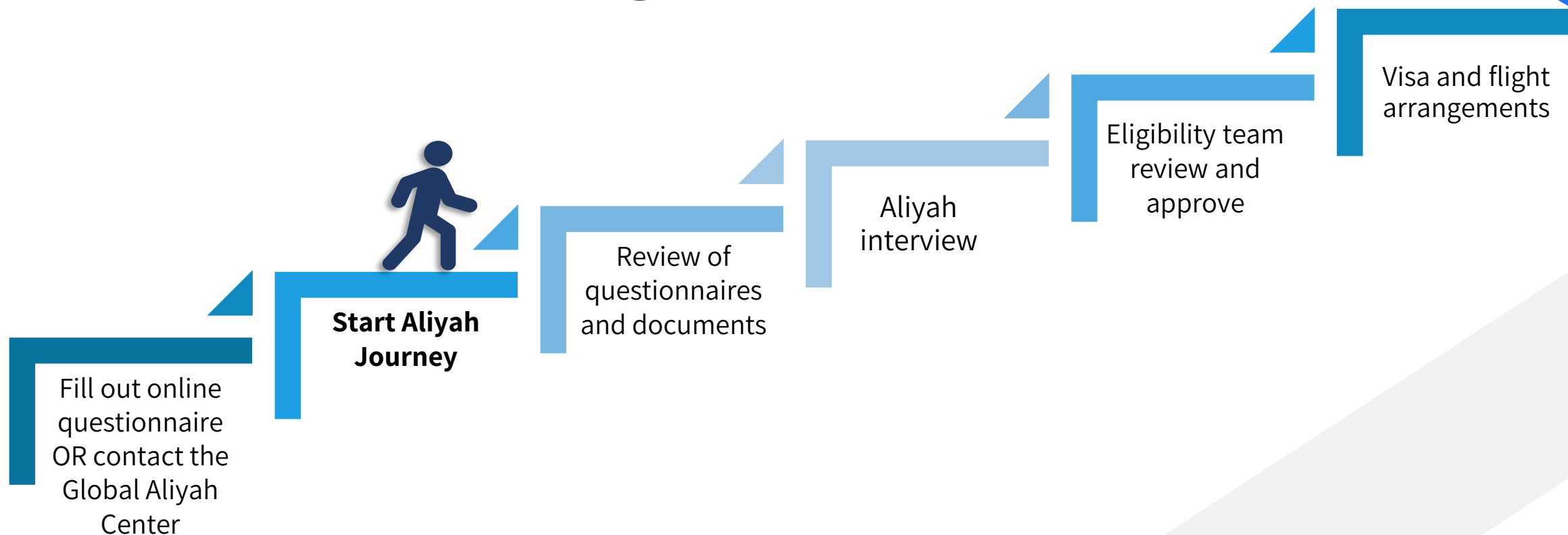
# ALIYAH JOURNEY

## Time to make Aliyah!



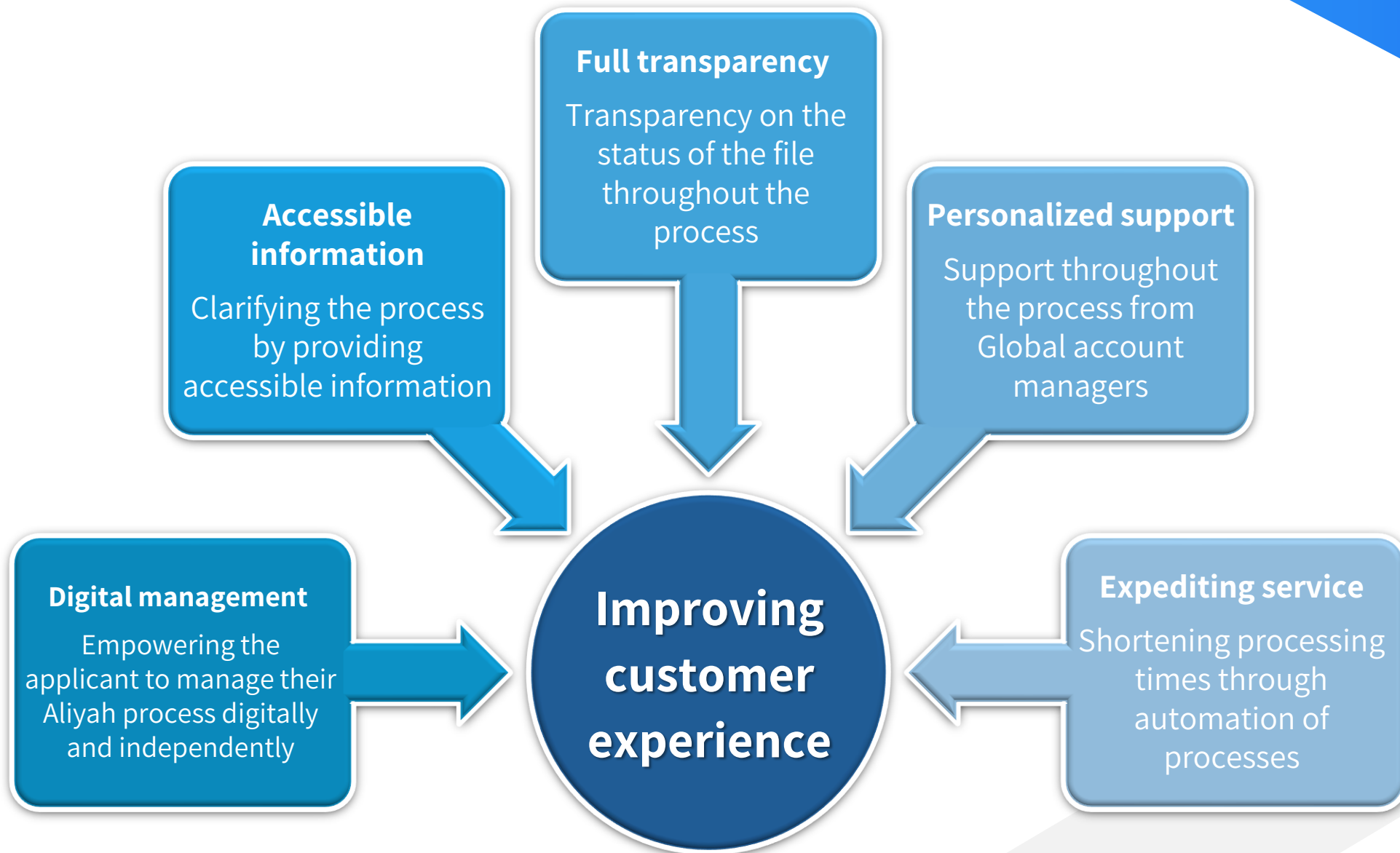
- The Jewish Agency is improving the customer experience by launching “Aliyah **Journey**”, the new personal area where candidates can manage their entire Aliyah process
- Incorporating new technologies, Aliyah Journey has been designed to provide a personalized, user-friendly experience which will make the Aliyah process transparent, faster and more accessible
- Aliyah Journey will replace the current system which is being retired, having helped hundreds of thousands of people to realize their dreams and make Aliyah

# Aliyah Journey: background



# Aliyah Journey

## The Goal : Improving customer experience



## For the whole family

Full transparency  
Trackers showing where they are in the process

The screenshot shows a multi-step process for family members. On the left, a vertical progress bar highlights the first three steps: 'Getting started', 'Family details', and 'Interview'. The 'Family details' step is currently active. The main content area is titled 'Family member details' and includes an illustration of a family. Below this, a list of three family members is shown, each with a progress bar and a 'Continue' button. The first member, David Cohen, has 'Visits to Israel' as his current step. The second member, Rebecca Cohen, has 'Background' as her current step. The third member, Noa Cohen, has 'Upload documents' as her current step. A 'Family overview' link is visible in the text. At the bottom, there is a 'Tips' section with a 'More tips' link and navigation arrows.

## For each family member




This screenshot shows the individual progress tracker for David Cohen. At the top left is a link to 'Return to my Aliyah steps'. Below it is a profile icon and the name 'David Cohen'. A horizontal progress bar shows six steps: 'Personal details', 'Eligibility questionnaire', 'Background', 'Health declaration', 'Visits to Israel', and 'Upload documents'. The first four steps are completed, indicated by checkmarks. The 'Visits to Israel' step is currently active, indicated by a circle. The 'Upload documents' step is not yet started. An illustration of a family is shown on the right side of the progress bar.

# Full transparency

Trackers showing where they are in the process

## Family overview (3)

Please complete questionnaires for all family members. Missing a family member? Submit a request to add them.

	 David	 Rebecca	 Noa
Personal details	✓	✓	✓
Eligibility questionnaire	✓	✓	Not applicable
Background	✓	Edit	Not applicable
Health declaration	✓	Start	✓
Visits to Israel	Edit	Edit	Not applicable
Upload documents	Start	Start	Start

# Accessible information

Clarifying the process by providing accessible information

< Return to my Aliyah steps

**Clear explanations**

David Cohen ▾

Personal details | Eligibility questionnaire | Background | Health declaration

< Back

**Upload documents**

Great! You've completed all your questionnaires. Now it's time to upload your documents. Need help? Our Global Center team is here to chat.

**Documents to upload** | Uploaded (2/6)

- Marriage Certificate with authentication\* ?
- Proof of connection to Judaism ?
- Birth certificate with authentication\*** ?

↑ Drag and drop

### Birth certificate with authentication\*


What Is It? Why is it necessary? More Information

**What Is It?**  
An official document issued by the authorities of the country in which you were born confirming your birth.

**Why is it necessary?**  
Required to check your eligibility for aliya or other status in order to be registered in the Israeli population registry.

**More Information**  
Birth certificate must include first name, last name, date of birth, place of birth and parents' names. A birth announcement from the hospital or a family book are not considered a birth certificate.

# Expediting service : Improved efficiency through automation of processes



✓ Scanned passport uploaded successfully.

The passport was successfully read, the details were extracted from it to the fields

Upload again

Nathan's first name

Nathan

Nathan's last name

Cohen

Nathan's first name (as in passport) \*

Nathan

Nathan's last name (as in passport) \*

Cohen

Nathan's gender \*

Male

Nathan's nationality \*

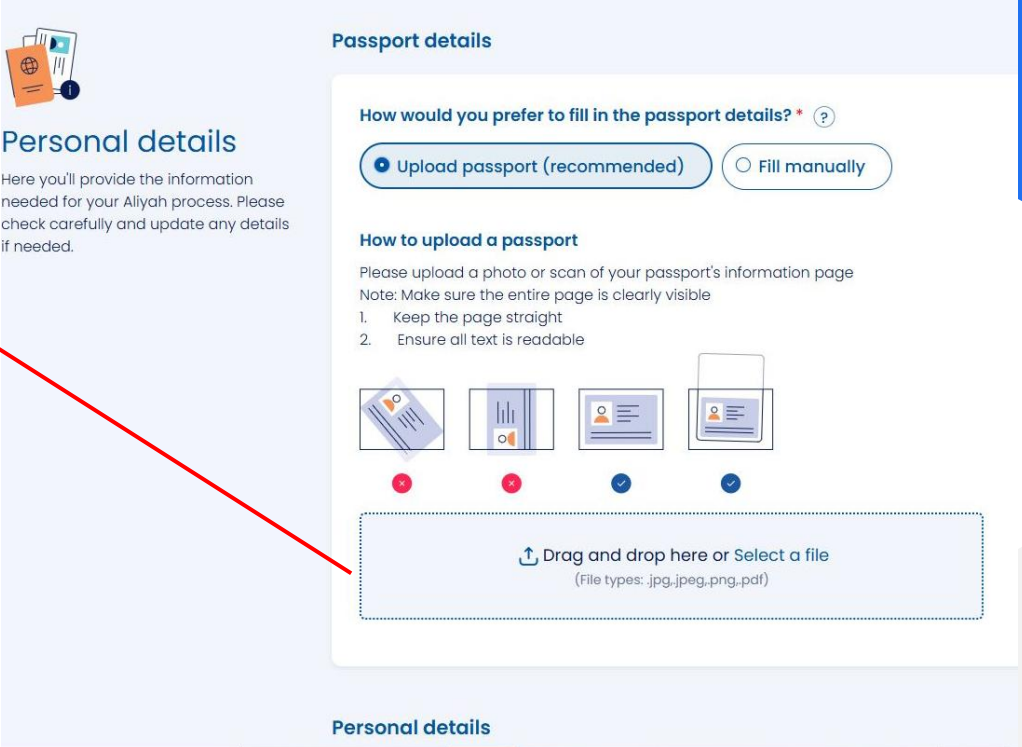
Israel

Nathan's date of birth \*

Oct 29, 2009

Nathan's country of birth \*

United Kingdom



**Passport details**

How would you prefer to fill in the passport details? \*

Upload passport (recommended)  Fill manually

**How to upload a passport**

Please upload a photo or scan of your passport's information page  
Note: Make sure the entire page is clearly visible

- Keep the page straight
- Ensure all text is readable

Drag and drop here or Select a file  
(File types: .jpg, .jpeg, .png, .pdf)



# Aliyah Approval



Getting started



Family details



Interview



Eligibility review



Preparing for arrival

Current step:

## Eligibility review

During this step, we're thoroughly reviewing your Aliyah application. You may be asked to share some additional documents or information.



This step applies to all family members.



Your application has been approved!

Great news - you're moving ahead on your Aliyah journey! We're excited to guide you through the next steps.



Rebecca Cohen



Oleh



David Cohen



Oleh



Noa Cohen



Oleh



Nathan Cohen



Oleh

# Aliyah countdown

The screenshot shows the website interface for the Jewish Agency for Israel. At the top left is the agency's logo and name in Hebrew and English. Navigation links for 'Home', 'Step by step', and 'FAQ' are visible. On the top right, a user profile for 'Shalom David!' and an 'Inbox' with a notification badge are shown. A vertical sidebar on the left contains a progress indicator with four steps: 'Getting started', 'Family details', 'Interview', and a partially visible fourth step. The main content area features a large orange checkmark icon and the text 'You're all set for your new beginning!' followed by 'The countdown to your Aliyah day on March 25, 2025 begun!'. A digital countdown timer displays 27 Days, 14 Hours, 37 Minutes, and 11 Seconds. Below the timer, a message instructs users to submit an arrival form to their representative and mentions the Global Aliyah Center's chat support.

THE JEWISH AGENCY FOR ISRAEL

Home Step by step FAQ

Shalom David! Inbox 2

Getting started

Family details

Interview

**You're all set for your new beginning!**

The countdown to your Aliyah day on March 25, 2025 begun!

27 Days 14 Hours 37 Minutes 11 Seconds

Please submit this arrival form to the representative welcoming you for proper assistance. Our Global Aliyah Center is here to chat if you have questions.

# Aliyah Journey

## Next improvements:

- Expanding the AI-based bot for more personalized experience
- Providing relevant information according to the candidate's profile
- Personalized Digital Marketing
- Pre-Aliyah process tailored to the applicant's needs
- Aliyah Journey App

# THANK YOU



הסוכנות היהודית  
JEWISH AGENCY  
לארץ ישראל  
FOR ISRAEL

THE  
**TIME**  
IS NOW