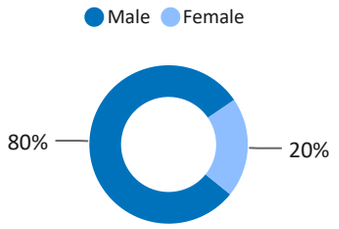
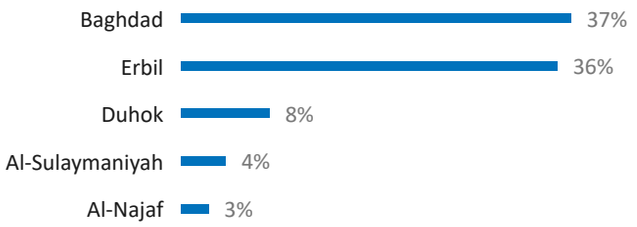
Helpline

2,318
Total enquiries
▲ 1.1%

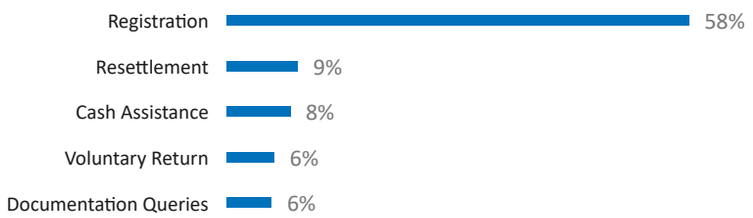
Callers by Gender breakdown



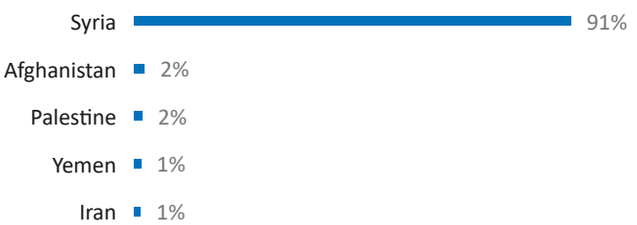
Enquiries by governorate of callers (top 5)



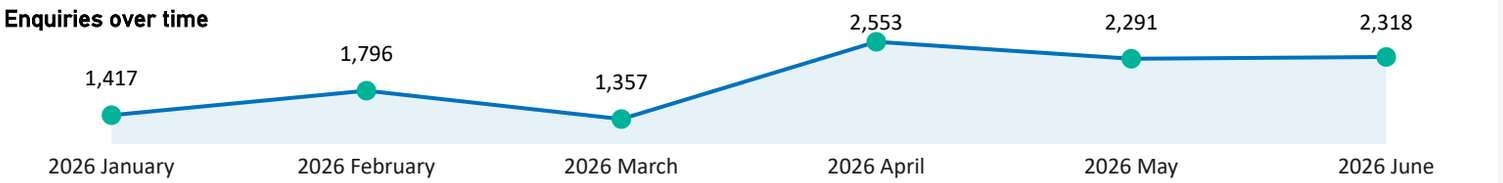
Enquiries by category (top 5)



Caller's country of origin (top 5)



Enquiries over time

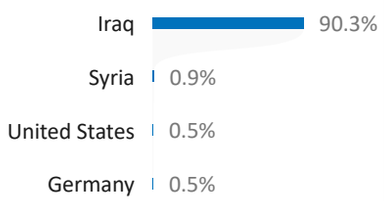


Help page

198,334
Page views
▼ 8.6%

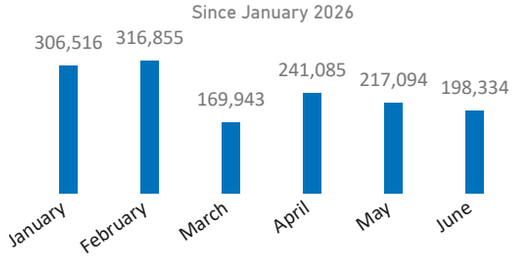
Page views by country of visitors

(Top 4)



Page views over time

Since January 2026



Top searched keywords

Renew, form renewal, registration, create account, appointment request, Voluntary return, Erbil and My appointments

Yalla Sawa Facebook Page

A community engagement Facebook page, managed by UNHCR Iraq to share verified, up-to-date news and announcements about available UNHCR services with refugees and asylum-seekers.

16,121
Facebook page followers
▲ 0.9%

40,913
Facebook page view
▼ 9.7%

1,385
Facebook page interaction
▼ 33.2%

6
Facebook page posts

Topics posted

Anti-fraud, VolRep, Help page promotion, Holiday (unavailability of registration centers and Helpline), and WhatsApp channel promotion

UNHCR Iraq WhatsApp Channel

17,503
WhatsApp channel followers
▲ 4.7%

13,680
WhatsApp channel views
▲ 5.2%

13
WhatsApp channel posts

Topics posted

Anti-fraud, VolRep, Help page promotion, Holiday (unavailability of registration centers and Helpline), Laaha platform promotion, PC-MoI registration, PSEA,