



eVISA Frequently Asked Questions (FAQ)

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How can I retrieve an application that I saved on my computer to resume my application process?

How can I check the status of my Visa?

How do I know if my Visa is ready?

Who can apply for a Visa online?

To apply for a Visa online, you must:

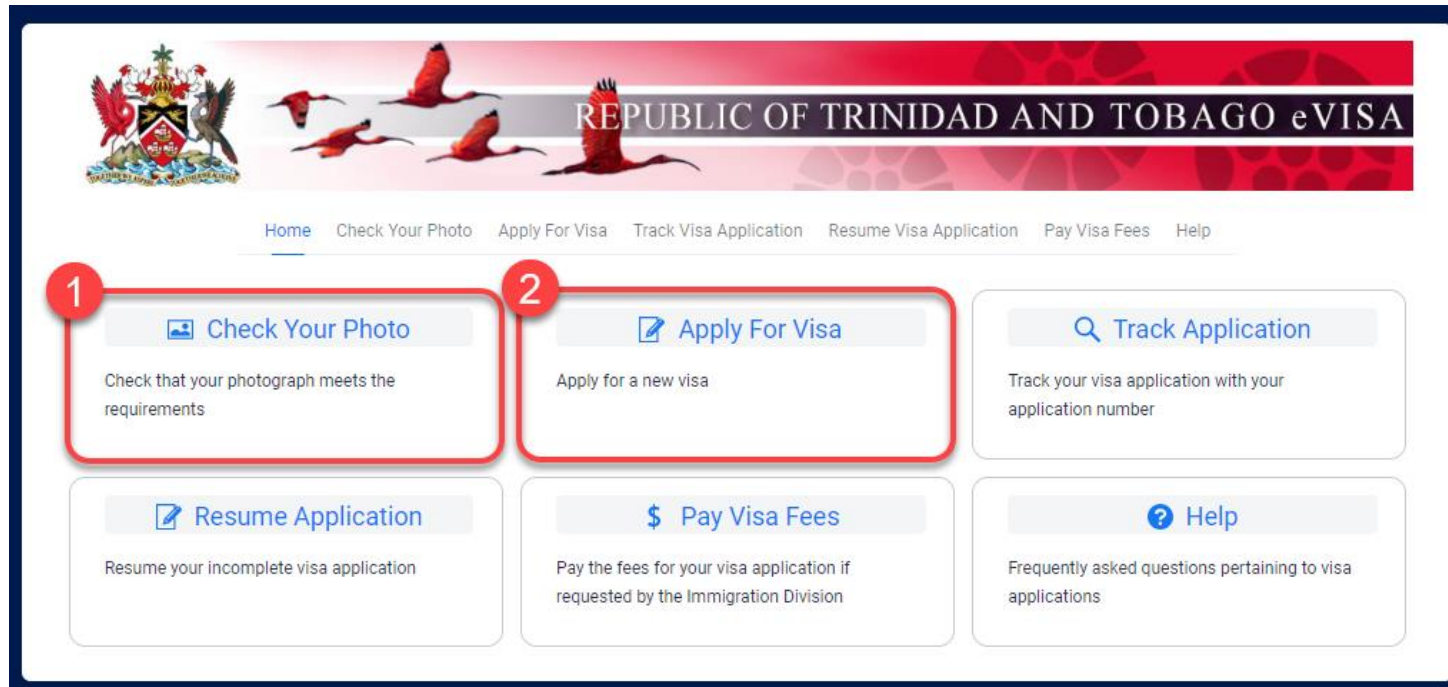
- be a foreign national from a country requiring a Visa.
- hold a passport that is valid for at least six months from your intended date of travel to Trinidad and Tobago.
- not have a current Visa application in progress.

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How do I apply for a Visa Online?

To ensure your photo is acceptable, use the **Check Your Photo** tool (Step 1)

Once you confirm that your photo is acceptable, select **Apply For Visa** (Step 2).



You will be asked a series of questions to ensure you are eligible to apply for a Visa online.

Then you will be required to:

- complete the application form online.
- provide an acceptable digital photo.
- provide supporting documentation.
- pay the processing fee with a credit card.

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I am receiving errors when trying to apply for my Visa online. What should I do?

If you receive an error during the online application process, be sure to enter your information **exactly** as required.

The screenshot shows the 'Apply for Visa' form with the 'Getting Started' section active. The 'Applicant's Information' section contains the following fields: Visa type (E-VISA), Surname (SMITH), Given name(s) (JOSEPH), Date of birth (01\01\1092), Nationality (AUSTRIAN), and Passport number (AU9389043850). A red error message box is overlaid on the date of birth field, stating 'Invalid or missing required entry: Date Of Birth'. A red 'X' icon is also present next to the date of birth field.

The screenshot shows the 'Apply for Visa' form with the 'Getting Started' section active. The 'Applicant's Information' section contains the following fields: Visa type (E-VISA), Surname (SMITH), Given name(s) (JOSEPH), Date of birth (02-02-1968), Nationality (AUSTRIAN), and Passport number (AU9389043850). A green checkmark is visible next to the date of birth field, indicating it is correctly filled.

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What do I need to apply for a Visa?

You need to have the following items prior to starting an online application:

- **Digital passport compliant photo.** For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.
 - JPEG, PNG, or BMP format.
 - Between 15 KB and 7584 KB.
 - Between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high.

- **Supporting documents.** Information provided during the application process will determine which supporting documents need to be uploaded to support your Visa application. Supporting documents must adhere to the following requirements:
 - PDF format.
 - Each document must not exceed 450 KB.
 - The number of documents you may upload is limited to twenty in total.

- **Credit card**

Note: The government reserves the right to require you to resubmit documents in person at the Immigration Division.

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How can I make an image of my current passport and other supporting documents to submit them online?

You can photograph or scan any supporting documents and save them as PDF files. For your current passport, photograph or scan the photo page.

Here are some alternative solutions:

1. If your scanner does not support PDF files, it is recommended that you scan the document and save the file as a .jpg or .png file and then open it in an application such as Word.
2. If your scanner does not support PDF files, open the scanned document, and select print. Choose the **Print to PDF** option. Select the destination folder and click **Print**. The PDF of the scanned image will be in the destination folder you choose.
3. Photocopy stores may offer a scanning service.

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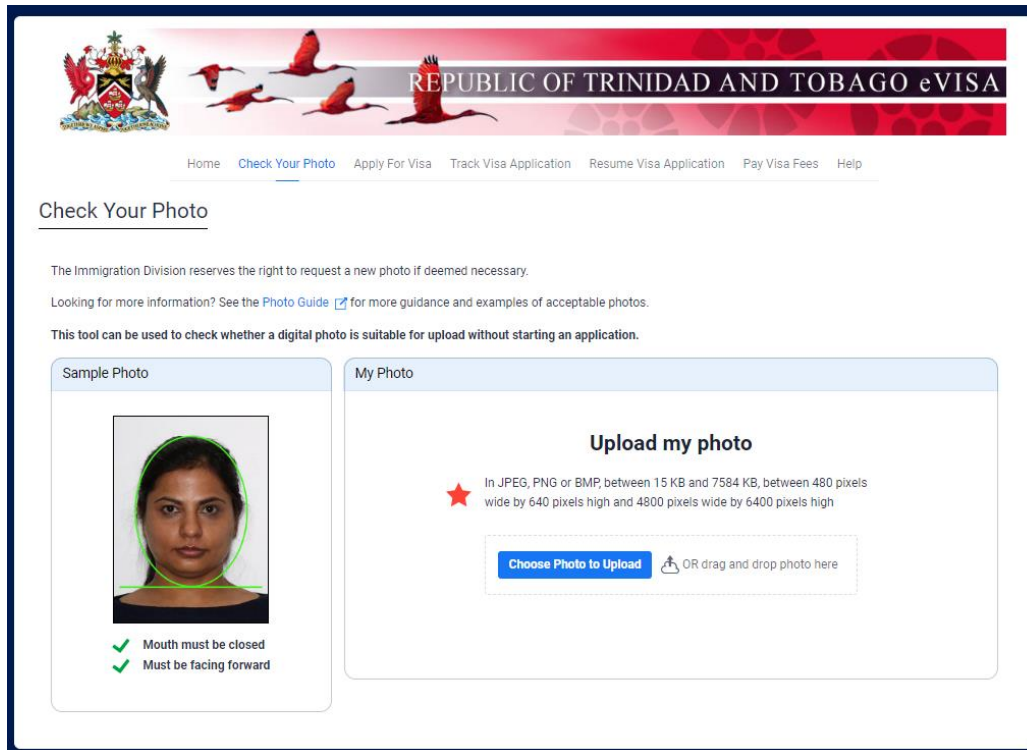
What are the photo requirements?

From the eVisa Home page, use the **Check Your Photo** tool to ensure your photo meets the requirements to apply for a Visa. Submitted photos must adhere to the following requirements:

- JPEG, PNG, or BMP format (JPEG, PNG, or BMP file extension)
- between 15 KB and 7584 KB
- between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

Some photos may appear to meet the requirements, but the system might find false errors. If this is the case, retake the photo or apply in person at the Immigration Division.

For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.



The screenshot shows the 'Check Your Photo' page on the Republic of Trinidad and Tobago eVisa portal. The page header includes the national coat of arms and the text 'REPUBLIC OF TRINIDAD AND TOBAGO eVISA'. A navigation menu contains links for Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main heading is 'Check Your Photo'. Below this, there is a disclaimer: 'The Immigration Division reserves the right to request a new photo if deemed necessary.' A link to the 'Photo Guide' is provided for more information. A note states: 'This tool can be used to check whether a digital photo is suitable for upload without starting an application.' The page is divided into two sections: 'Sample Photo' and 'My Photo'. The 'Sample Photo' section shows a woman's face with a green bounding box and two checkmarks indicating 'Mouth must be closed' and 'Must be facing forward'. The 'My Photo' section has a heading 'Upload my photo' and a red star icon. Below the heading, it lists the requirements: 'In JPEG, PNG or BMP, between 15 KB and 7584 KB, between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high'. There is a blue button labeled 'Choose Photo to Upload' and a dashed box with the text 'OR drag and drop photo here'.

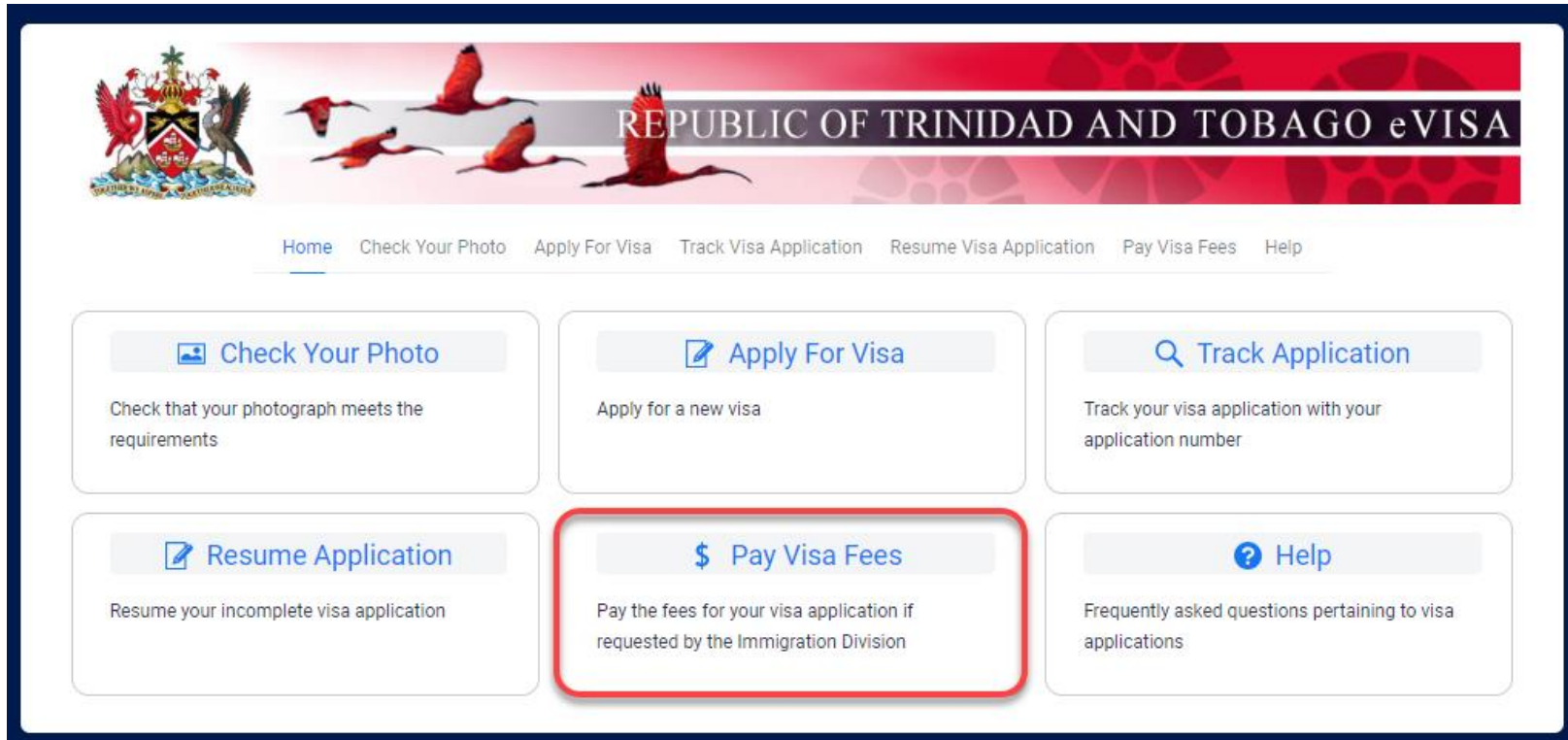
Note: The Immigration Division reserves the right to request a new photo if deemed necessary.

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What should I do if the Immigration Division requests payment for my application?

You can submit payment for your Visa application by selecting **Pay Visa Fees** and providing the required information. Enter the search details exactly as they appear in the email document received regarding your application.

Note: The Application Number is contained in the request for payment you received via email from the Immigration Division.



The screenshot shows the Republic of Trinidad and Tobago eVISA portal. At the top, there is a header with the national coat of arms and the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA". Below the header is a navigation menu with the following items: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main content area consists of six service tiles arranged in a 2x3 grid:

- Check Your Photo:** Check that your photograph meets the requirements.
- Apply For Visa:** Apply for a new visa.
- Track Application:** Track your visa application with your application number.
- Resume Application:** Resume your incomplete visa application.
- Pay Visa Fees:** Pay the fees for your visa application if requested by the Immigration Division. This tile is highlighted with a red border.
- Help:** Frequently asked questions pertaining to visa applications.

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How can I pay for the online Visa application?

During the application process you will be redirected to a secure third-party website for payment. Enter the search details exactly as they appear in the email document received regarding your application. You can pay for your eVisa by credit card.

When the payment processing is complete, you will be provided with a confirmation.

The screenshot shows the Republic of Trinidad and Tobago eVISA portal. At the top left is the national coat of arms. To its right, the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" is displayed in white on a dark red background. Below this is a navigation menu with the following links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main content area consists of six service tiles arranged in two rows. The first row contains: "Check Your Photo" (with a camera icon), "Apply For Visa" (with a pencil icon), and "Track Application" (with a magnifying glass icon). The second row contains: "Resume Application" (with a pencil icon), "Pay Visa Fees" (with a dollar sign icon), and "Help" (with a question mark icon). The "Pay Visa Fees" tile is highlighted with a red border. The descriptions for each tile are: "Check that your photograph meets the requirements", "Apply for a new visa", "Track your visa application with your application number", "Resume your incomplete visa application", "Pay the fees for your visa application if requested by the Immigration Division", and "Frequently asked questions pertaining to visa applications".

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How can I save my application and work on it later?

You will be able to save your online application by clicking on the **Save Application** button at the bottom of the screen on every page.

The screenshot shows the 'Apply for Visa' application process. At the top, there is a progress bar with seven steps: 1. Getting Started, 2. Enter Details (current step), 3. Upload Photo, 4. Upload Documents, 5. Review Application, 6. Submit Payment, and 7. Confirmation. Below the progress bar, the 'Enter Details' section is active. On the left, there is a sidebar menu with options: Application Information (selected), Personal Information, Passport Information, Contact Information, and Additional Information. The main content area is titled 'Application Information' and contains a 'Visa Information' form. The form includes a dropdown menu for 'Multiple entry visa', a dropdown for 'Purpose of journey' (currently set to 'BUSINESS/CONVENTION'), a date picker for 'Intended entry date', and a text input for 'Intended period of visit (in days)' (currently set to '158'). At the bottom of the form, there are 'Previous' and 'Next' navigation buttons. A red box highlights the 'Save Application' button, which is located at the bottom right of the form area, next to the 'Exit Application' button.

Your application will be saved as an encrypted file on your local computer in your browser's default download location with the following naming convention: *Application_GivenNames_LastName_SavedDate.ser*

An example of this is: *Application_Susan_Smith_OCT12_3_43_PM.ser*

You should not use this option when working on a public or shared computer.

Note: Once you have paid for and submitted the application you can no longer resume the application or make changes.

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My session is about to expire, what should I do?

After 30 minutes of inactivity, your session will expire.

To keep your session active, you can **Save** your application (recommended option), and click the **Next** or **Previous** buttons.

REPUBLIC OF TRINIDAD AND TOBAGO eVISA

Home Check Your Photo **Apply For Visa** Track Visa Application Resume Visa Application Pay Visa Fees Help

Apply for Visa

1 Getting Started **2 Enter Details** 3 Upload Photo 4 Upload Documents 5 Review Application 6 Submit Payment 7 Confirmation

Enter Details

- Application Information
- Personal Information
- Passport Information
- Contact Information
- Additional Information

Application Information

Visa Information

Multiple entry visa: -

Purpose of journey:
BUSINESS/CONVENTION

Intended entry date: (dd-mm-yyyy) +

Intended period of visit (in days):
158

← Previous Next →

Save Application Exit Application

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Once I have submitted my application, can I make changes and resubmit?

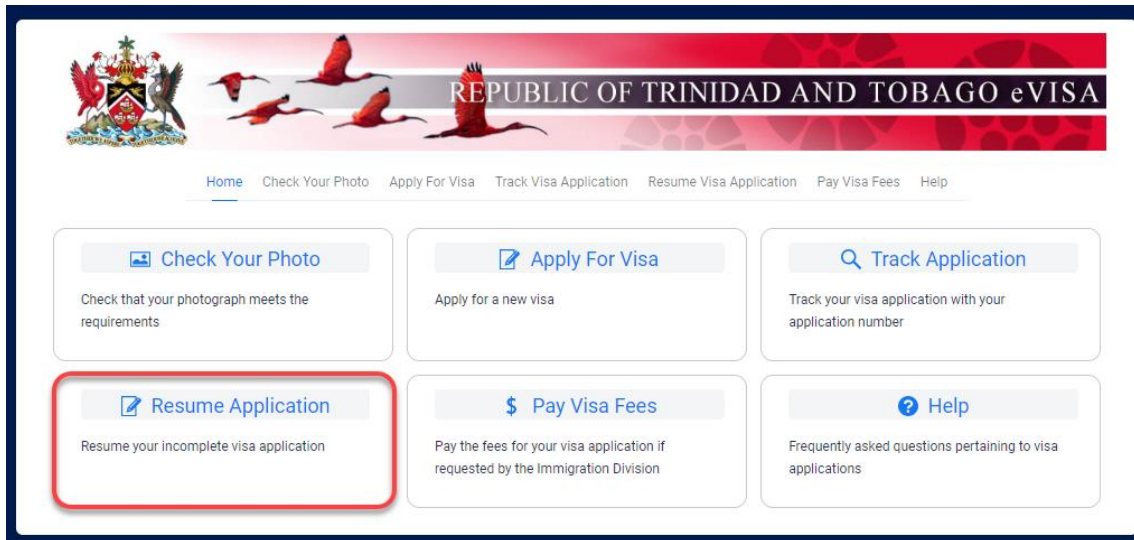
No.

Once you have paid for and submitted the application you can no longer resume the application or make changes.

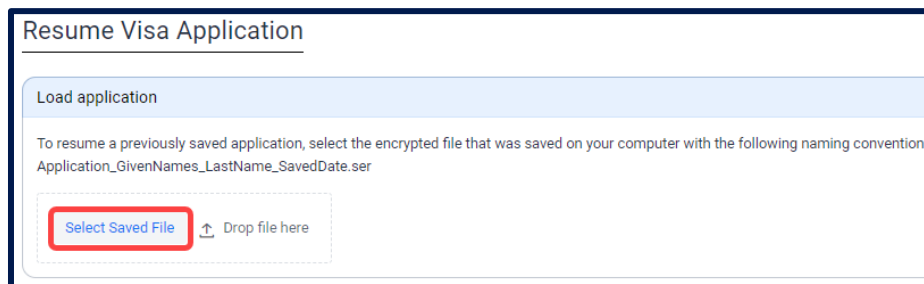
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How can I retrieve an application that I saved on my computer to resume my application process?

1. Ensure you are using the same computer that you were using when you saved your application.
2. Select **Resume Application** from the Home page.



3. Click on **Select Saved File**.




4. Navigate to the appropriate file on your local computer in your browser's default download location with the following naming convention: example: **Application_Susan_Smith_OCT12_3_43_PM.ser**.

Note: Once you have paid for and submitted the application you can no longer resume the application or make changes.







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How can I check the status of my Visa?

You can check the status of your Visa from the home page of the application site by selecting **Track Application** and providing the requested information. Enter the search details exactly as they appear in the email document received regarding your application.

 **REPUBLIC OF TRINIDAD AND TOBAGO eVISA**

[Home](#) [Check Your Photo](#) [Apply For Visa](#) [Track Visa Application](#) [Resume Visa Application](#) [Pay Visa Fees](#) [Help](#)

-  **Check Your Photo**
Check that your photograph meets the requirements
-  **Apply For Visa**
Apply for a new visa
-  **Track Application**
Track your visa application with your application number
-  **Resume Application**
Resume your incomplete visa application
-  **Pay Visa Fees**
Pay the fees for your visa application if requested by the Immigration Division
-  **Help**
Frequently asked questions pertaining to visa applications

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How do I know if my Visa is ready?

You will receive an email notification when your application has been approved or denied. If your application has been approved, your Visa will be included as an attachment in the email.

You can check the status of your Visa by selecting **Track Application** and providing the required information. Enter the search details exactly as they appear in the email document received regarding your application.

Note: The Application Number is contained in the confirmation receipt you received via email when your application was completed.

The screenshot displays the eVISA portal interface. At the top left is the national coat of arms. The main header is a red banner with the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" and an illustration of red birds in flight. Below the banner is a navigation menu with the following items: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main content area contains six service tiles arranged in a 2x3 grid:

- Check Your Photo:** Check that your photograph meets the requirements.
- Apply For Visa:** Apply for a new visa.
- Track Application:** Track your visa application with your application number. (This tile is highlighted with a red border in the image.)
- Resume Application:** Resume your incomplete visa application.
- Pay Visa Fees:** Pay the fees for your visa application if requested by the Immigration Division.
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