An Roinn Dlí agus Cirt
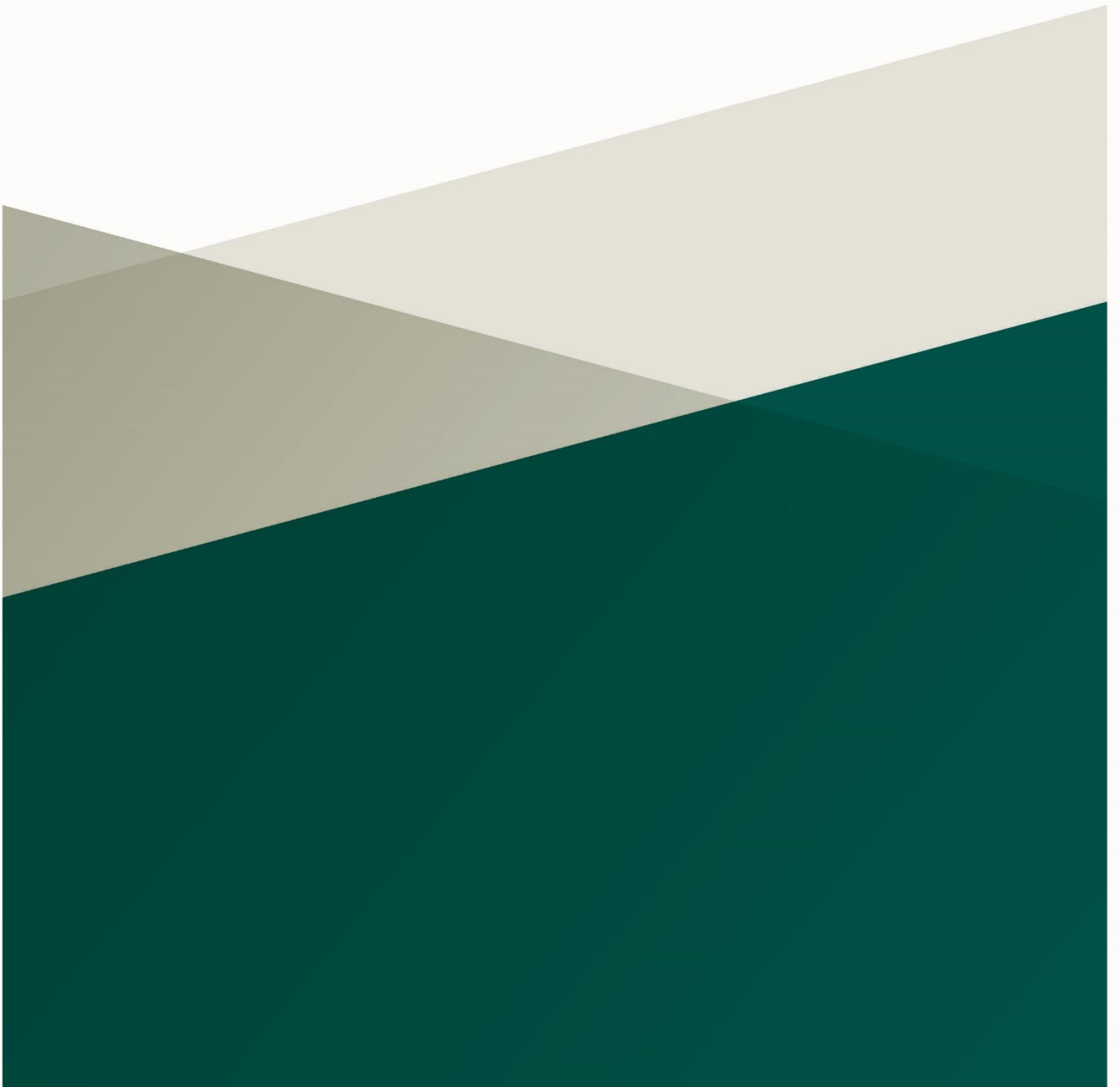agus Comhionannais
Department of Justice
and Equality

Immigration Online Portal – Frequently Asked Questions

Immigration Service Delivery

Contents

1. Frequently Asked Questions

What internet browser do I need to use this portal?

Currently, our portal is only supported on Chrome, Firefox or Safari.

Can I change the email address for my account?

No. Once you have chosen an email address for your account, for security reasons it cannot be changed.

For any applications that you have open or in progress with us, we will use the email address on your account to contact you with any updates.

If you register for a new account with a new email address, any application forms on your previous account cannot be moved to your new account.

Why won't a text box record my typing?

Please make sure to click into the text box before you begin typing.

Please check that the box you are trying to type in is a text box and not a dropdown box. Dropdown boxes have a small downward arrow on them.

My document will not upload, why?

For security reasons you can only upload one document per document upload box. The only file formats we accept are PDF, PNG and JPEG.

You may convert your images into one of these formats and join scans into one document. We have some tips on how to do this in our detailed instructions on how to use the Immigration Online portal. It is also something you can search for instructions for on online.

For most file uploads the maximum file size we accept is 20MB. However, each online form comes with its own restrictions on attachments.

Any specific requirements will be stated in each form itself. Please check that your file meets these requirements.

In addition, files cannot have commas in their name. Please make sure there are no commas in the name of the file you are trying to upload.

What do I do if my form will not submit?

Check that you have completed every mandatory field on the form and have uploaded the required documents. These will be marked with a red asterisk next to them, or a red box surrounding them. Your form will not submit until you have entered all required information.

What kind of online payment do you accept?

We accept debit and credit cards from most major providers. We do not accept payments from American Express cards.

Payments are charged to your card in your card currency.

What do I do if my payment will not process?

- If your transaction has failed: please contact your card provider for further information then try again. However, if a payment has been made to us, do not try again, please contact the immigration unit responsible for processing the application form you want to submit. The contact details for the unit are on our website www.inis.gov.ie and are also on the information page for the scheme / application you are making. If you contact us by email, please include 'online form – issue' in the subject line of your email.

- If you have not received confirmation of a failed or a successful payment: firstly, please contact your card provider to see if there is a pending transaction for us:
    - If there is, please wait 7 working days for us to contact you. If you have not heard from us by then, please contact the immigration unit responsible for processing the application form you want to submit. The contact details for the unit are on our website www.inis.gov.ie and are on the information page for the scheme / application you are making. If you contact us by email, please include 'online form – issue' in the subject line of your email.

o   Where there is no pending transaction for us, please try again.

Please always confirm that there are no pending transaction for us before trying again as you may be charged more than once.

If you have done the above and tried again but your payment still will not process, please contact the immigration unit responsible for processing the application form you want to submit. The contact details for the unit are on our website www.inis.gov.ie and are on the information page for the scheme / application you are making. If you contact us by email, please include 'online form – issue' in the subject line of your email.

I have made a payment but have not received a confirmation email.

Please check you spam folder for the email. If you have checked your spam folder but have not received an email from us, please wait 7 working days for us to contact you. If you have not heard from us by then, please contact the immigration unit responsible for processing the application form you want to submit. The contact details for the unit are on our website www.inis.gov.ie and are on the information page for the scheme / application you are making. If you contact us by email, please include 'online form – issue' in the subject line of your email.

How long will it take for a decision on my application?

Our website www.inis.gov.ie gives approximate timeframes for the processing of some applications such as visas. However, no exact timeframe can be offered for any individual application. The timeframe for considering each individual person's application will vary, even among members of the same family or group travelling to Ireland. This depends on the resources available to process our workload, the number of applications to process and the circumstances of each application.

Who can I contact for information on the status of my application?

We advise applicants not to request updates about an ongoing application unless absolutely necessary. We appreciate that applicants want a decision on their application as quickly as possible.

Responding to requests for a status updates slows down the overall processing of applications. Applicants are contacted promptly as soon as a decision has been reached on their application.

There is therefore no need to ask us for an update on your application, except in the most urgent circumstances.

If there is a change in your circumstances relevant to information you have given us, such as a change of address, you must notify us by contacting the immigration unit responsible for processing your application. The contact details for the unit are on our website www.inis.gov.ie and are on the information page for the scheme / application you are making.

Who can I contact if I experience issues when using the Portal?

Please contact the immigration unit that is responsible for the application form you wish to use. This information is on our website www.inis.gov.ie and their contact details are on the information page for the scheme / application you are making.

When sending information about a technical issue you are experiencing, we ask you to:

- send the details in by email;
- include 'online form – issue' in the subject line of your email;
- include a much information as you can about the behaviour you are experiencing; and
- where possible to include screenshots of this.

I have a question not answered here. Who can I contact for further information?

For questions about an application/ scheme please visit our website www.inis.gov.ie and visit the information page for that scheme.

If you have a question about Immigration Online Portal please contact the immigration unit that is responsible for the application form you wish to use. This information is on our website www.inis.gov.ie and their contact details are on the information page for the scheme / application you are making.

If your query is not about an online application form or the Immigration Online Portal please visit the contact page (http://www.inis.gov.ie/en/INIS/Pages/contact) of our website for further details of where you can direct your enquiry.