



An Roinn Dlí agus Cirt
Department of Justice

Immigration Online Portal

Regularisation of Long-Term Undocumented Migrants Scheme

Guidance on completing the application form for single applicants

Immigration Service Delivery



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1. Immigration Online

This is your guide to using our online forms.

Please read our instructions carefully to understand how to use our online forms.

To begin your application, you must first register an account for our online portal.

1.1 How do I register for an account?

1. On the Immigration Online login page, click on the words **Register here**

The screenshot shows the ISD Online login page. At the top left is the Irish Harp logo. To its right, the text reads 'An Roinn Dlí agus Cirt' and 'Department of Justice'. Below this, the title 'ISD Online' is prominently displayed. Underneath the title, it says 'Please login to your ISD account'. There are two input fields: 'Enter your email address' and 'Enter your password.'. Below these fields is a 'Login' button. To the right of the 'Login' button is a link 'Forgot Password?'. At the bottom of the login area, there is a link 'Don't have an account yet? Register here'. An orange arrow points from this link to a yellow callout box on the right. The callout box contains the text: 'To register for an account, click **Register Here**'.

2. Fill in your details. You will be asked for: your name, current e-mail address and a password of your choice.
3. You must also tick the box to confirm you accept our terms and conditions. You can read the [Immigration Online terms conditions](#) on our website. www.irishimmigration.ie

Tip: Your password must contain at least eight characters, including at least one number, one upper case letter and one lower case letter. For extra security, choose a phrase that is easy for you to remember, difficult for other people to guess and not used for any other online account.



Immigration Online Portal

4. Click **Register**

5. We will then send you an **activation email** with a link. You must click this link to prove you used a valid email address. If you do not receive this email within ten minutes of your registration, please check your spam folder.

Tip: The email will include a time limit in which you are to confirm your registration. If you do not validate your email within the stated timeframe, it is possible to have a new email sent to you. This can be done by clicking the button at the bottom of the registration page, marked **request new validation email**.

The screenshot shows the 'ISD Online' registration page for an INIS account. The page has a dark green header with the Irish Harp logo and the text 'An Roinn Dlí agus Cirt Department of Justice'. Below the header, the title 'ISD Online' is displayed, followed by 'REGISTER FOR AN INIS ACCOUNT'. The registration form includes five input fields: 'Enter your first name', 'Enter your last name', 'Enter your email address', 'Enter your password', and 'Re-type your password'. Below these fields are 'Back' and 'Register' buttons. A checkbox labeled 'I agree to the Terms and Conditions' is present, with a link to 'Terms and Conditions'. At the bottom, there is a link that says 'Click here to request a new account validation email'. Four numbered callouts in yellow boxes point to specific elements: 1. 'Complete your details' points to the input fields. 2. 'Check out the terms and conditions for using the INIS Online Portal' points to the 'Terms and Conditions' link. 3. 'Don't forget to tick this box to agree to T&C's' points to the checkbox. 4. 'Click register to complete the process' points to the 'Register' button.

The screenshot shows the 'ISD Online' registration page after the registration process. A green message box at the top states: 'An account activation message has been sent to your email address. Please activate within 60 minutes.' Below this, the form shows the user's details: 'First', 'Last', 'studentregister@email.ie', and two masked password fields. 'Back' and 'Register' buttons are at the bottom. A checkbox labeled 'I agree to the Terms and Conditions' is checked. At the bottom, there is a link that says 'Click here to request a new account validation email'. Two callouts in yellow boxes point to specific elements: 'Details of activation email' points to the green message box, and 'Click here to resend activation email' points to the link at the bottom.



2. Navigating your account

2.1 Log in to Immigration account

Once your account is confirmed, you can log in to your Immigration Online account. To do this, enter **your email address** and **password** on the Immigration Online login page and then click **Login**

An Roinn Dlí agus Cirt
Department of Justice

ISD Online

Please login to your INIS account

Enter your email address

Enter your password.

Login

[Forgot Password?](#)

Don't have an account yet? [Register here](#)

This will take you to the Dashboard page of your Immigration Online account. On this page you see two headings:

- Dashboard
- My Forms

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Department of Justice

Dashboard My Forms

Welcome to ISD Online

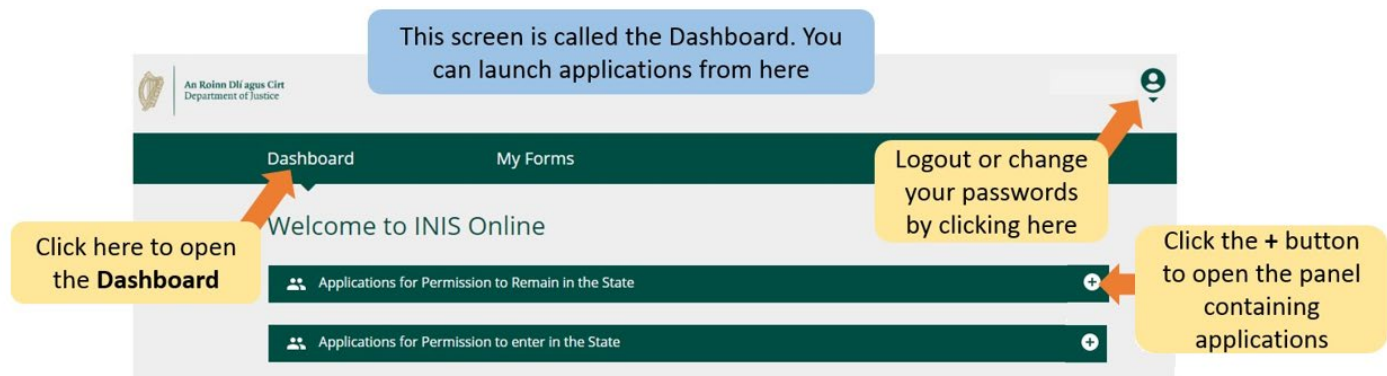
Applications for Permission to Remain in the State +

Applications for Permission to enter the State +



2.2 Dashboard

The **Dashboard** is the first page you will see when you log into Immigration online. It is also where you can access all our online forms.

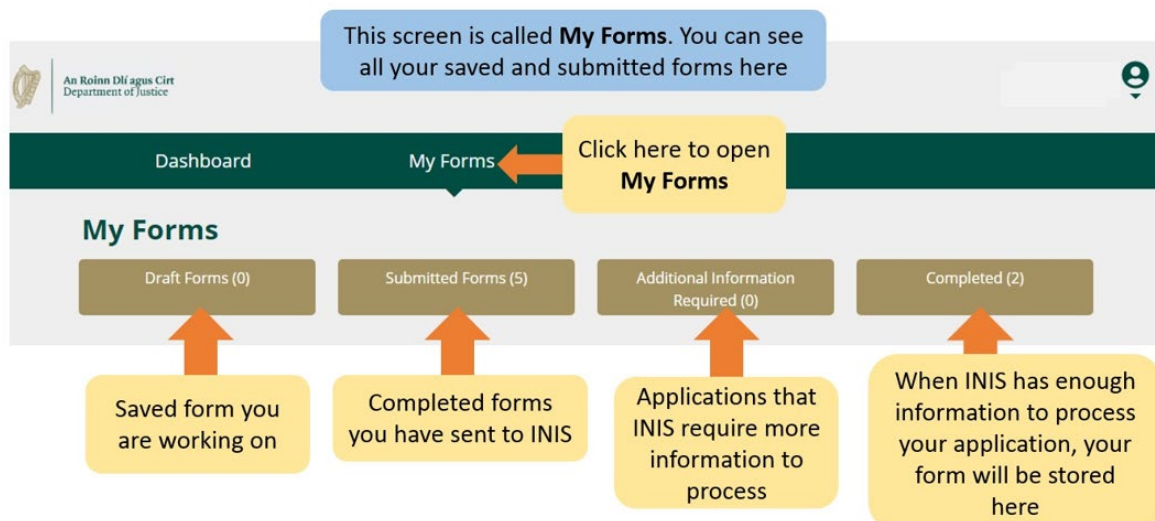


2.3 My Forms

The second heading in your Immigration Online account is marked **My Forms**. This is where you can see forms you have submitted to us or have partially completed (in progress).

This section has four sub-headings for different stages of your application forms;

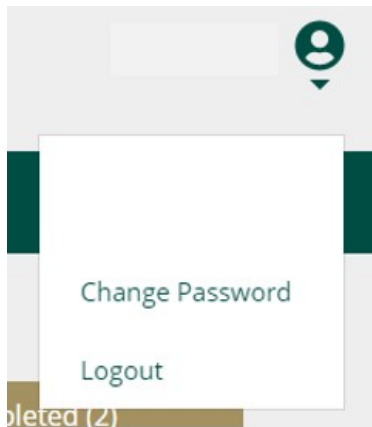
- **Draft Forms** This is where the forms you have saved but not submitted to us are located.
- **Submitted Forms**: Here you can see forms you have submitted to us.
- **Additional Information Required**: Forms you have submitted to us but where you need to give us further information to process your application are located here.
- **Completed Forms**: Contains forms where we have accepted your application based on the information you gave.





2.4 Account Settings

In the top-right corner, when you click the small arrow under person icon you will be taken to a menu where you can select to change your password or log out of your account.



To change your password:

1. Click **Change Password**.
2. On the following page enter your new password in the boxes provided.
3. Click **Change Password** button.

To change your password, provide the following...

Enter your new password

Enter your password again

Change password

To logout of your account:

1. In the menu under the person icon, select **Logout**.

We advise you to log out of your account before closing your browser.



3. Completing your form

You are eligible to apply as a single applicant under this scheme if you are of good character and have resided in the State without permission for at least 4 years immediately prior to the launch of the scheme on the 31 January 2022.

3.1 Starting an application

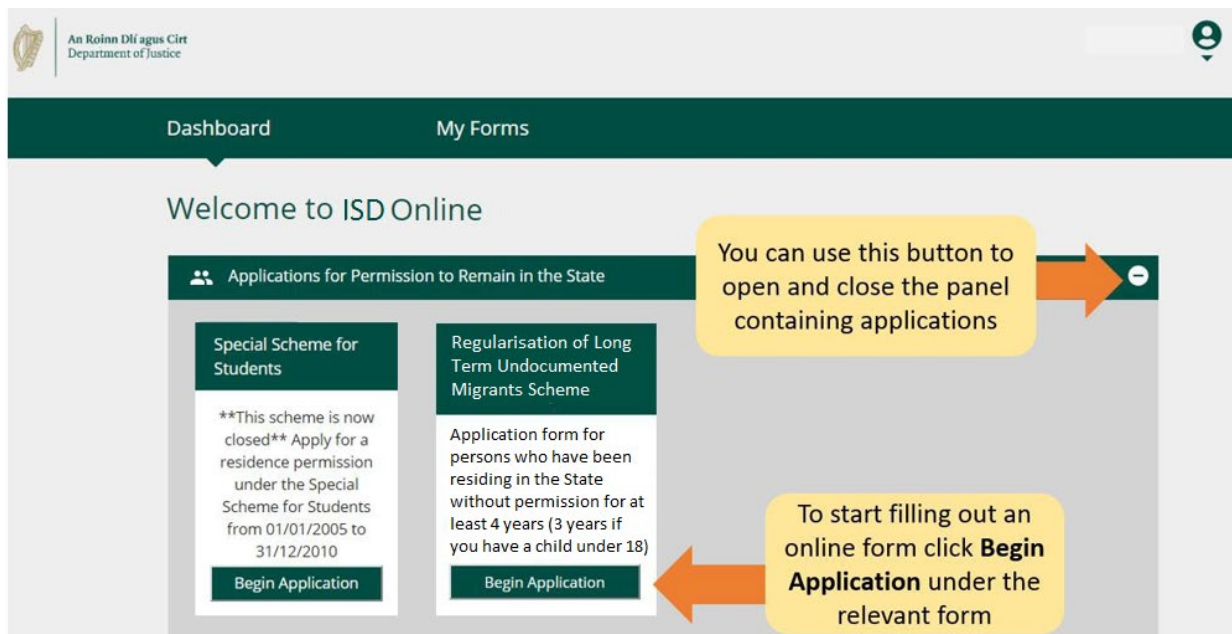
To begin your application, you first need to select a form from the drop down menus on the **Dashboard**.

There are two dropdown menus on the Dashboard:

- **Applications for Permission to Remain in the State**
- **Applications for Permission to enter the State**

1. Please select applications for **Permission to Remain** in the State.
2. Next locate the application form you wish to use i.e. Regularisation of Long Term Undocumented Migrants Scheme.
3. Under the heading for the application form, click on **Begin Application**.

This will take you to the first page of your form.





3.2 Getting around the form (1): The basics

At the top of the form, there are **tabs** that open sections section of the form. When you click on one of these, it will take you to that section of the form.

At the bottom of the form there are three buttons:

- **Next:** If you click this button it will bring you to the next section of the application form.

You must complete all the **mandatory fields** in the current section of the form before clicking **Next** button to take you to the next section of the form.

Mandatory fields are shown using a red asterix * .

- **Previous:** If you click this button it will bring you to the previous section of the form.

- **Save:** When you click this button a message will appear confirming **Your form has been saved as a draft.**

We recommend you click **Save** multiple times while completing the form. This way if you are interrupted or lose internet connection, your most recently saved draft of the form will be saved.



3.3 Getting around the form (2): Finding a saved form

To find a saved form:

1. Click **My Form**.
2. Select **Draft Forms**.
3. Click **Submit Additional Information**.

From here, continue working on the form, or select the red **Delete** button to cancel your application, this is discussed further in the next section.



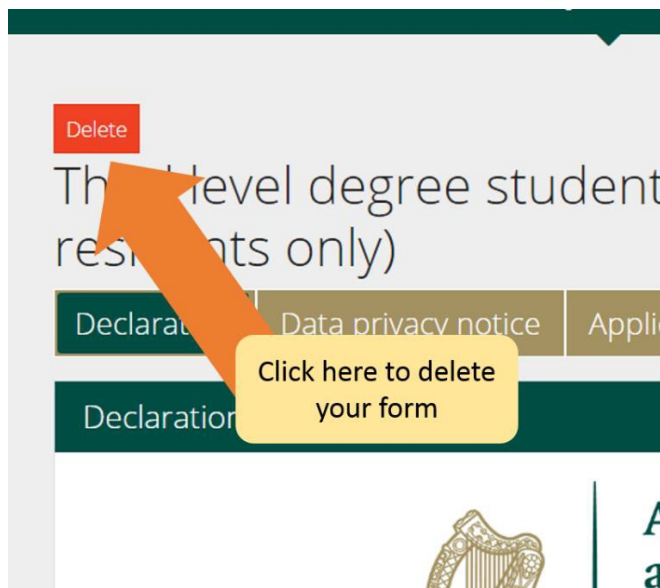


3.4 Getting around the form (3): Deleting a saved form

To delete a saved (draft) form

1. Find the form you wish to delete as described in the above section [3.3 Getting around the form \(2\): Finding a saved form.](#)
2. Open the form.
3. Select the **Delete** button on the top right of the form.

Do not touch this button unless you want to delete your application form. Once you click this button the **form will be deleted and cannot be retrieved.**





3.5 Completing the form

The e-application form contains a number of sections, all of which you must complete. Mandatory fields are questions on the form where you must give an answer. Please note that you cannot proceed to the next section unless all of the mandatory fields have been completed.

3.5.1 Section 1 of the form - Introduction

The first section is the introduction and contains important information regarding the scheme. It is important that you carefully read this information. Before you can proceed to the next section, you must confirm that you have done so by ticking the box below:

This guidance is for single applicants. If you are completing an application for yourself and your eligible family members living undocumented with you in the State then you should open the guidance document for applicants applying as a family. Once you select the application type, you can then click next to proceed to the Data Privacy Section.



3.5.2 Section 2 of the form - Data Privacy Notice

This contains important information about how we will process and retain your information. Again, you must confirm that you have read this information by checking the box below before you can start completing the form.

If you are completing the form as the legal representative of the applicant, then you must confirm that you are authorised and satisfied to make the declaration on their behalf.

GNIB (Garda National Immigration Bureau)
Department of Foreign Affairs & Trade and bodies acting under its aegis
Department of Employment & Social Protection and bodies acting under its aegis
Office of the Revenue Commissioners
TUSLA

6. The personal data provided in this form may be transferred to the policing agency INTERPOL .
7. Your data may be retained until ISD can be sure that you will have no further contact with the Irish immigration services. This is an indeterminate period as your immigration history in the State may span your lifetime. It will be referred thereafter to the Director of National Archives for appraisal under the National Archives Act 1986.
8. The personal data you provide in this form is necessary for us to determine your immigration position in the State. If you do not provide such data, your immigration case will be determined based on the information and documentation already held on your case file.
9. You have the right to request access to, and a copy of, your personal data that we process. You can do this by filling in a Subject Access Request form, available at http://www.justice.ie/en/JELR/Pages/Data_Protection or from any Department of Justice Public Office, and forwarding it to subjectaccessrequests@justice.ie or by post to the Department of Justice Data Protection Officer at the address below. You may be required to verify your identity before we send the information to you.
10. You have the right to ask us to correct any errors in your data or to erase your data, as well as to seek a restriction of the processing of your data or to object to the processing of your data in certain circumstances. To do this you should write to: Regularisation Scheme, Immigration Service Delivery, the Department of Justice, 13 – 14 Burgh Quay, Dublin 2, D02 XK70 explaining what errors need to be corrected or erased or your reasons for seeking the restriction of, or objecting to, the processing.
11. You have a right to lodge a complaint with the Data Protection Commission if you believe your personal data is being processed by us unlawfully. You will find information about how to make a complaint on <http://www.dataprotection.ie/> or Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28.

☐ By ticking this box I acknowledge that I have read and understood the information provided above by the Department of Justice, which relates to my data protection rights, for the purposes of ensuring fair and transparent processing of my personal data *

Please select here to indicate if you are filling in this form for someone else and that you are satisfied to have made this declaration on behalf of the applicant. Failure to do so will result in the application form being returned. *

☐ I am filling out this form as the applicant
☐ I am filling out this form as an authorised legal representative of the applicant

Save

Previous Next

COOKIES



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If a representative is completing the form (e.g. your solicitor) then they must complete the following fields providing representative details:

The screenshot shows a web browser window with the URL inisonlinetest.jahs.ie/home/rglr/617e94e53a078313687921e3. The page title is "ISU Online Forms". The form is titled "Representative details" and contains the following fields:

- Please select here to indicate if you are filling in this form for someone else and that you are satisfied to have made this declaration on behalf of the applicant. Failure to do so will result in the application form being returned. ***
 - ☐ I am filling out this form as the applicant
 - ☒ I am filling out this form as an authorised legal representative of the applicant
- Name of person completing the form *** (Text input field)
- Company name of the person completing this form *** (Text input field)
- Address of the person completing this form *** (Text input field)
- Email contact of person completing this form *** (Text input field)
- ☐ I confirm I am authorised to act on this applicant and that the information provided in this application form and the supporting documentation is true to the best of my knowledge. I acknowledge that the provision of false or misleading information in this regard may have implications for any immigration permission granted on the basis of this application and my continued ability to submit applications under the Regularisation Scheme *

At the bottom of the form, there is a "Save" button and a "COOKIES" link.

3.5.3 Section 3 of the form – Applicant Details

In the first part of this section you provide your first name, your last name, any other names you have used in the State, your date of birth, your country of birth, your gender and your nationality.

The screenshot shows the "Regularisation Scheme" form, specifically the "Applicant Details" section. The page title is "Regularisation Scheme". The form is titled "Applicant Details" and contains the following fields:

- Introduction** | **Data privacy notice** | **Applicants details** | **Supporting documents** | **Submit**
- Applicant Details**
- Forename(s) *** (Text input field)
- Surname *** (Text input field)
- Have you ever used a different name (alias) in the State? ***
 - ☐ Yes
 - ☐ No
- Date of birth *** (Text input field with a calendar icon)
- Country of birth *** (Dropdown menu)
- Gender *** (Dropdown menu)
- Nationality *** (Dropdown menu)

At the bottom of the form, there is a "COOKIES" link.



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You are then asked to provide any Irish immigration or other identifiers you may have. You may provide your PPS Number if you wish to use it to support your application, but this is optional. You are also asked about your previous interactions with Immigration Service Delivery/the Irish National Immigration Service and/or the Garda National Immigration Bureau and any previous applications, such as a visitor or other visa application. Please answer all of these questions.

Male Afghanistan

Identifiers

PPS number (If you have one)

5825866K

Your PPS number can be found on the back of your Public Services Card (e.g. 0000000000)

Have you ever had any interaction with the Immigration Service Delivery/Irish National Immigration Service or the Garda National Immigration Bureau? *

☒ Yes
☐ No

Click yes, if you have ever held or applied for a visa or permission to remain in Ireland

Immigration Person ID

IRP/GNIB number

Old reference number

Example of an Irish Residence Permit (IRP) card:

Example of a visa card:

Have you ever been granted a visa to enter Ireland? *

☒ Yes
☐ No

Visa number *

IRL

COOKIES

You are then asked to provide your contact details.

Contact Details

Current address *

Phone number *

Email *

County *

Eircode

Country *

Ireland

Passport or Travel Documents

Please select the type of passport or travel document *

Arrival and Residency in the State

Date of arrival in the state *

Immigration status in the state upon arrival *

COOKIES



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Next, you are asked to provide details of your identity or travel document, if you have one and then the details of your arrival and residency in the State.

Passport or Travel Documents

Please select the type of passport or travel document *

Arrival and Residency in the State

Date of arrival in the state *

This is the date that you arrived into the Republic of Ireland
Please inform the closest approximate date if you are unsure

Immigration status in the state upon arrival *

Have you ever had legal residency in the state? *

☐ Yes
☐ No

Do you have any active Deportation Order? *

☐ Yes
☐ No

Have you ever applied for Asylum or International Protection in Ireland? *

☐ Yes
☐ No

Since your arrival, have you ever left the state? *

☐ Yes
☐ No

You are then asked what your employment status is:

Connection with the State

What is your current employment status? *

You are then asked to provide details of any criminal history. It is extremely important that you provide accurate and complete information here. Failure to disclose this information is considered to affect your character and your application may therefore be refused Add a separate entry for each offence by clicking “Add Another” highlighted below:

Employment history in Ireland *

Cleaning / Maintenance x

Criminal Declaration

Have you ever been convicted of offence in Ireland or abroad? *

☒ Yes
☐ No

Name under which you were convicted *	Country where you were convicted *	Type of offence *	Sentence given *	Date sentenced *	Term of imprisonment (if any) *	
*	*	*	*		*	
			months		months	
<div>+ Add Another</div>						

Have you ever been charged or indicted in any country (including Ireland) with a criminal offence for which you have not been tried in court? *

☐ Yes
☐ No

Are there, or have there ever been any Court Orders in relation to Family Law matters to which you are/were party (e.g. Barring Order, Care Order, Protection Order or Safety Order etc.)? *

☐ Yes
☐ No

COOKIES



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You are also asked to answer a series of mandatory questions as follows:

Have you ever been charged or indicted in any country (including Ireland) with a criminal offence for which you have not been tried in court? *

☐ Yes
☐ No

Are there, or have there ever been any Court Orders in relation to Family Law matters to which you are/were party (e.g. Barring Order, Care Order, Protection Order or Safety Order etc.)? *

☐ Yes
☐ No

Have you ever been involved in, supported, or encouraged terrorist activities in any country? *

☐ Yes
☐ No

Have you ever served in a military force or State-sponsored private militia, undertaken any military or paramilitary training, or been trained in the use of weapons and/or explosives? *

☐ Yes
☐ No

Have you ever been a member of, or given support to, an organisation, which has been associated with terrorism? *

☐ Yes
☐ No

Have you, in either peace time or war time, ever been involved in, or been suspected of involvement in, war crimes, crimes against humanity or genocide? *

☐ Yes
☐ No

COOKIES

3.5.4 Note about Mandatory fields

Mandatory fields are questions on the form where you must give an answer.

You will not be able to submit an application form to us without completing all mandatory fields.

- Mandatory fields are marked with a red asterisk (*).
- If you do not complete these parts, they will be marked in red boxes after you complete each page.
- You must complete these parts to submit an application to us.

Tip: if you can't proceed using the **Next** button, then you may have forgotten to complete a mandatory field. Scroll up the page to check for a red box.

Current Address in the State

Address *

1 Main Street

County *

Carlow

Country *

Ireland

Eircode *

11111111

Eircode must be shorter than 8 characters.



3.5.5 Section 4 of the form - Supporting documentation

On your application form you will be asked to upload documentation as part of your application to us. This will be on the **Supporting Documentation** section of the form.

Please note:

- You must provide a copy of your original identity document(s) and translations into English or Irish if in another language.
- You must also provide scanned copies of documents that provide evidence that you have resided undocumented in the State for each of the past 4 years (immediately prior to the date you submit your application). We would expect to receive at least one proof of address for each year. A link to the list of acceptable documents is provided at the back of this document.
- For security reasons, you may only upload files in the PDF, PNG or JPEG formats.
- You can only add 1 file per box.
- There will be a heading for each document you are required to submit, and a button to upload one file per heading. If your file requires multiple images, for example proofs of address for each year, you can combine all of the scanned images into one PDF document. Guidance on how to do this is available in section [3.5.6 Preparing your files for upload](#).

This is a section of the Upload Documents Page

Important: you must upload documents in English or Irish. We accept PDF, PNG and JPEG file types only.

To replace a document, delete the existing one first by clicking on the X. You can't drag and drop into a box that already contains a document. If you try to do this you could lose unsaved work.

This box is **not** where you add files to

This box is where to add files to

Copy of your current passport

File Name	Size
Passport.pdf	3.38 KB

Copy of your Previous Passport (all pages).

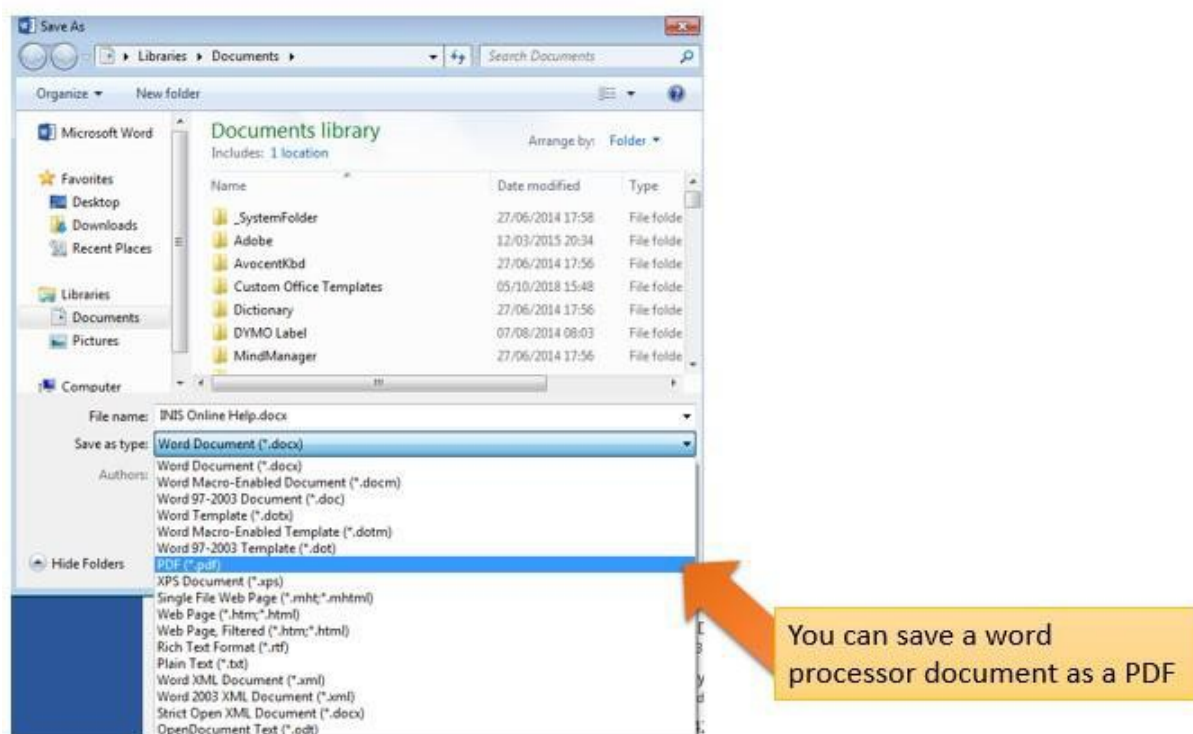
File Name	Size
Drop files to attach, or browse	



3.5.6 Preparing your files for upload

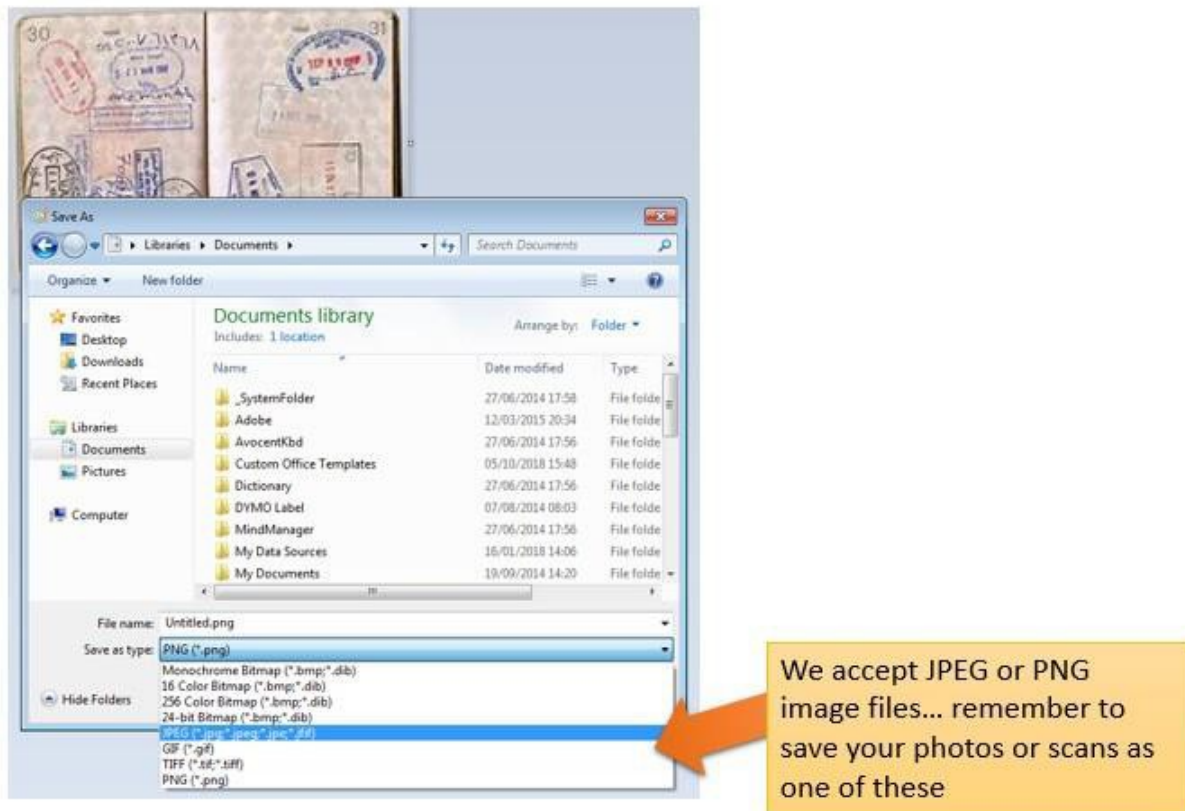
The following section will give you guidance on how to save your documents as PDF, PNG images and JPEG images, and how to combine multi-page documents into one single document.

How can I save my documents as PDFs?





How can I save my images as PNGs or JPEGs?



How can I upload many pages as a single document?

When you are submitting multi-page documents, such as a copy of your full passport, you will need to combine a few of different images into a single document for upload. You can do this by three main methods:

1. Use a scanning application for your phone or tablet that will allow you take multiple photos and combine them into a single PDF. There are several applications available for free on app stores.
2. Use a modern photocopier/scanner that will scan multiple pages and combine them into a single PDF.
3. Take individual digital photos and copy them into a single word processor document, then save that document as a PDF, as described above.



3.6 Section 5 of the form - Submitting your form

To submit your application form you must:

- Complete all mandatory fields on the form, and
- upload any required documentation, and
- pay the application fee.

3.6.1 Submitting your form and paying the fee

1. When all your information and documents are on the form, go to the **Submit** section.
2. Please read the information in this section.
3. Click the button marked **Submit Form**.

The screenshot shows the 'Submit' section of the form. At the top, there is a navigation bar with tabs: Declaration, Data privacy notice, Applicant details, Supporting documents, and Submit. The 'Submit' tab is highlighted. Below the navigation bar, there is a green header with the word 'Submit'. The main content area features the Irish Harp logo and the text 'An Roinn Solá agus Cirt' (Department of Social and Family Welfare). Below the logo, there is a warning: 'Please make sure you have completed all sections of this form correctly. If you do not the form will not submit.' followed by 'By clicking the "Submit Form" button, you agree that the provided data is accurate and confirm submission.' and 'If this is your first submission, you will be redirected to the Payment screen, where you will need to complete payment. Once you have completed the payment, you will be sent an acknowledgement email from us. You must review this email. It contains the details of what you need to do next.' At the bottom, there is a green bar with a 'Save' button and a 'Submit Form' button. Two yellow callout boxes with orange arrows provide instructions: '1. When you have all your data and documents entered, go to the Submit tab' points to the 'Submit' tab, and '2. Click here to submit your form' points to the 'Submit Form' button.

You will now be taken to a payment page. The payment page confirms the fee that will be charged and asks for bill payer details.

Please:

1. Review the information contained here and complete the required fields.
2. Click the **Pay and Submit** button.

Note: If you select the cancel button, your application will not be submitted to us and no payment will be made.



4. A payment page will appear where you will enter credit or debit card details.
5. There is only the option to pay the full fee, which in the case of a single applicant is €550.
6. Enter the payment card information
7. Click **Pay now**.

The screenshot shows a 'Payment Details' form with the following fields: Card Number (with Visa, Mastercard, and American Express logos), Expiry (MM/YY), Security Code (with a help icon), and Cardholder Name. Below the form is a large blue 'PAY NOW' button. At the bottom, there are security logos: '256-bit SSL encrypted' and 'Securely processed by Global Payments'.

8. When the payment has been processed, you will receive an email confirming that your form has been submitted. Please make sure to read this email as it will give information on the next steps in your application. If you have not paid the fee then the application will not be submitted.
9. **The application fee is not refundable in any circumstance. Please ensure you are eligible for this scheme before applying.**

Please note once you submit your application to us, you will not be able to edit it again unless we ask you to provide further information.



3.7 Responding to a request for further information

In rare situations, we might send you an email looking for extra information.

The instructions you will receive will tell you to:

1. Log into your account in the Immigration Online portal,
2. Go to the **My Forms** section,
3. You will find your form in the **Additional Information Required** tab,
4. Open the form,
5. You will find our requirements for further information within the form in a box called **Further information Required**,
6. You must update information in your application form or remove an update and a required document in your application as stated, and
7. Then submit your application again. You will not be charged for this.

3.8 What documents must I submit as part of the application?

A list of the required documents that must be submitted as part of your application are available at <https://www.irishimmigration.ie/required-documents-guide-regularisation-of-long-term-undocumented-migrants-scheme/>