



An Roinn Dlí agus Cirt
Department of Justice

INIS Online Portal – A guide to completing your application form

Immigration Service Delivery



Contents

- 1. INIS Online..... 1
 - 1.1 How do I register for an account?..... 1
- 2. Navigating your account..... 4
 - 2.1 Log in to INIS account 4
 - 2.2 Dashboard 5
 - 2.3 My Forms 5
- 3. Completing your form 7
 - 3.1 Starting an application..... 7
 - 3.2 Getting around the form (1): The basics 8
 - 3.3 Getting around the form (2): Finding a saved form 9
 - 3.4 Getting around the form (3): Deleting a saved form 9
 - 3.5 Submitting your form 10
 - 3.5.1 Mandatory fields 10
 - 3.5.2 Supporting documentation 11
 - 3.5.3 Preparing your files for upload 13
 - 3.5.4 Submitting your form and paying the fee..... 15
 - 3.6 Responding to a request for further information 17

1. INIS Online

This is your guide to navigating 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 INIS Online login page, click on the words **Register here**



2. Fill in your details. You will be asked: 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 [INIS Online terms conditions](#) on our website www.inis.gov.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.



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**.





2. Navigating your account

2.1 Log in to INIS account

Once your account is confirmed, you can log in to your INIS Online account.

To do this, enter **your email address** and **password** on the INIS Online login page and then click **Login**

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

- Dashboard
- My Forms



2.2 Dashboard

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

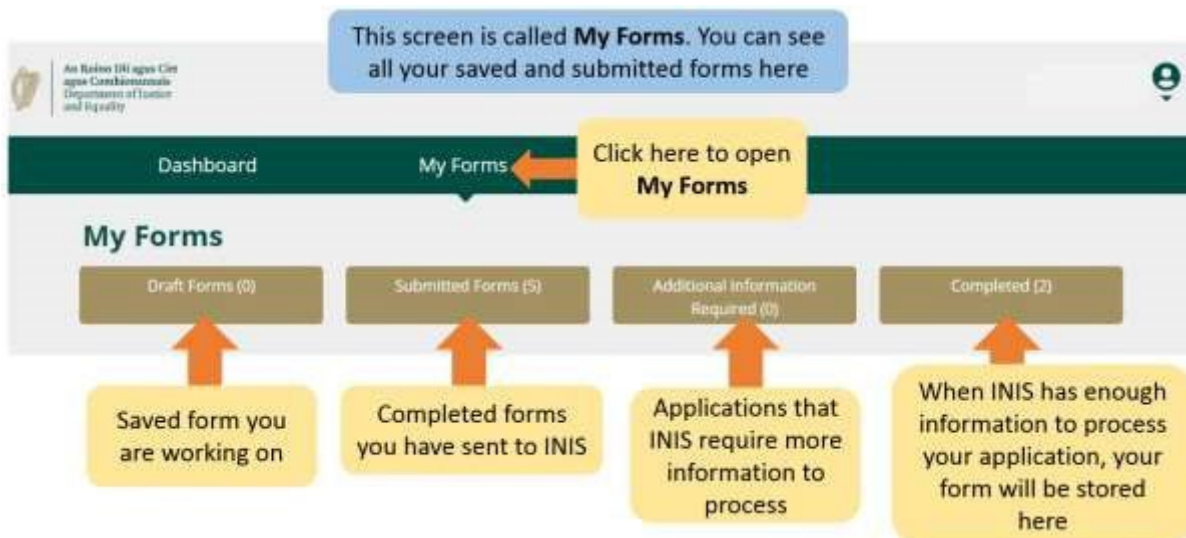


2.3 My Forms

The second heading in your INIS 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;

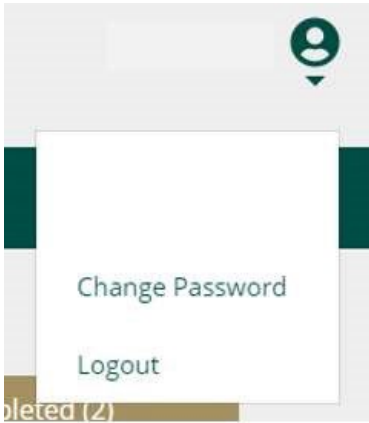
- **Draft Forms** This is where the forms you have saved but not submitted to us are located.
- **Submitted Forms:** Here you can see forms you have submitted to us.
- **Additional Information Required:** Forms you have submitted to us but where you need to give us further information to process your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





2.4 Account Settings

In the top-right corner, when you click the 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...

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

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 four dropdown menus on the Dashboard:

- **Applications for Permission to Remain in the State**
- **Applications for Permission to enter in the State**
- **Applications for Naturalisation**
- **For International Protection Applicants**

1. Please select the **For International Protection Applicants** and
2. Next locate the application form you wish to use : **Labour Market Access**
3. Under the heading for the application form, click on **Begin Application**. This will take you to the first page of your form.

The screenshot shows the 'Dashboard' and 'My Forms' tabs at the top. Below the 'Welcome to ISD Online' message, there are four dropdown menus for application types. The 'For International Protection Applicants' menu is expanded, showing two options: 'Labour Market Access' and 'Travel Document Application'. Each option has a 'Begin Application' button. A yellow callout box with an orange arrow points to the 'Begin Application' button under 'Labour Market Access', with the text 'Select this button to begin'.



3.2 Getting around the form (1): The basics

At the top of the form, there are **tabs** that open sections 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 section you are in for the **Next** button to take you to the next section of the form. Mandatory fields are shown using a red asterisk *



- **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 discuss further in the next section.

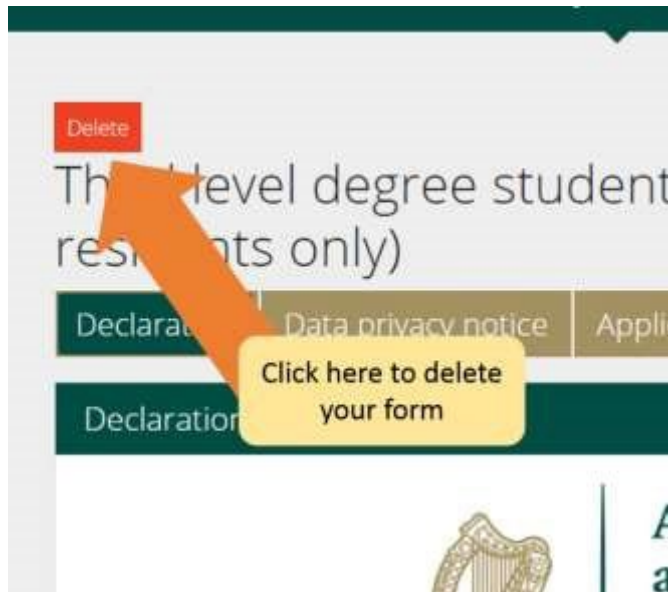


3.4 Getting around the form (3): Deleting a saved form

To delete a saved (draft) form

1. Find the form you wish to delete as described in the 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 Submitting your form

To submit your application form you must:

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

3.5.1 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 (*) on your form.
- 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 *

County *

Country *

Eircode *

Eircode must be shorter than 8 characters.

3.5.2 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 upload scans of original documents and certified translations into English as required.
- For security reasons, you may only upload files in the PDF, PNG or JPEG formats.
- 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, you can combine images into one PDF file.
- You can only add 1 file per box.
- If your document has multiple pages, you must ensure they are scanned into 1 single pdf document. Guidance on how to do this is available in section **3.5.3 Preparing your files for upload**.

This is a section of the Upload Documents Page

Important: you must upload only one file per box. Multiple pages must be combined into a single document. We accept PDF, PNG and JPEG file types only.

Copy of your current passport (all pages) *

File Name	Size
Drop files to attach, or browse	

Copy of your Previous Passport (all pages).

File Name
Drop files to attach, or browse

For each document type, drag and drop files or browse to the file location and add



This is a section of the Upload Documents Page

Important: you must upload a new document. 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.

File Name	Size
Passport.pdf	3.38 KB

Copy of your Previous Passport (all pages).

File Name	Size
Drop files to attach, or browse	

This box is **not** safe to add files to

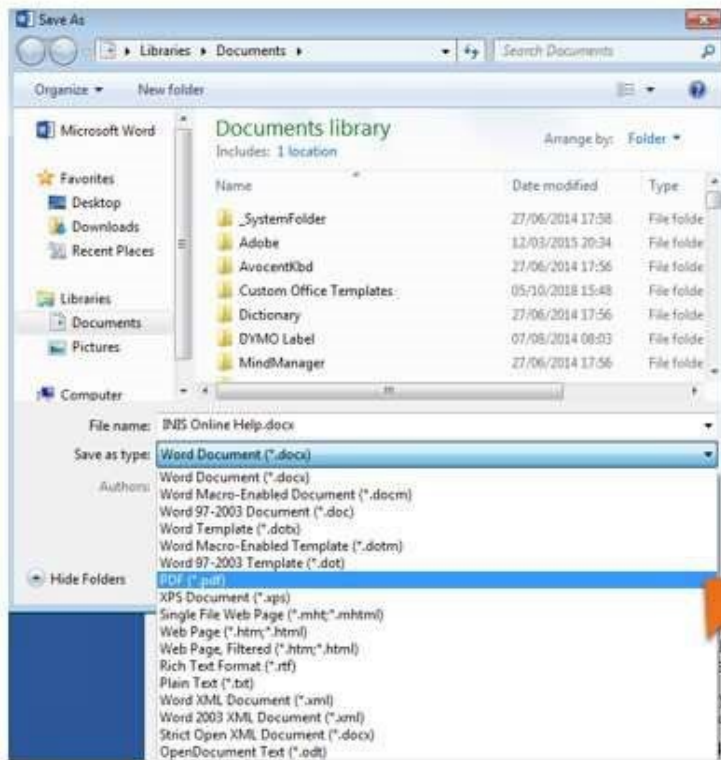
This box is safe to add files to



3.5.3 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.

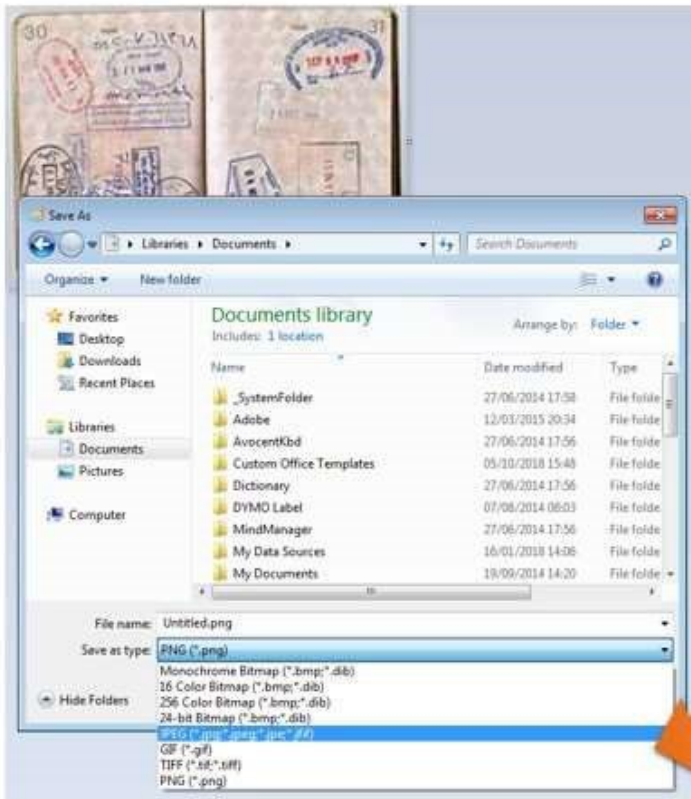
How can I save my documents as PDFs?



You can save a word processor document as a PDF



How can I save my images as PNGs or JPEGs?



We accept JPEG or PNG image files... remember to save your photos or scans as one of these

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 number 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.



5.1.4 Submitting your form and paying the fee

1. When all of 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**.



If your application form does not have a fee, you will receive an email confirming that your form has been submitted.

*Please note Labour Market Access has no fee

Please make sure to review this email. For some applications this email may also give information on the next steps in your application.

For forms that have a fee you will be taken to a payment page that 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. Enter the payment card information
6. Click **Pay now**.

Payment Details

Card Number:

Expiry:

Security Code:

Cardholder Name:

PAY NOW

7. When payment has been processed for your form, 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.

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.



3.6 Responding to a request for further information

In some 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 INIS 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.