



REPUBLIC OF TRINIDAD AND TOBAGO eVISA

eVISA Frequently Asked Questions (FAQ)

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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).

The screenshot shows the official website for the Republic of Trinidad and Tobago eVisa. At the top, there's a banner featuring the national coat of arms and three red parrots in flight. Below the banner, the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" is prominently displayed. The main navigation menu includes links for Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. Two specific buttons are highlighted with red circles and numbers: "1 Check Your Photo" and "2 Apply For Visa". The "Check Your Photo" button is described as "Check that your photograph meets the requirements". The "Apply For Visa" button is described as "Apply for a new visa". Other buttons visible include "Resume Application", "Pay Visa Fees", and "Track Application".

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 image displays two side-by-side screenshots of a web-based visa application form. Both screenshots show the 'Getting Started' step under the 'Applicant's Information' section. In the left screenshot, the date of birth field contains '01\01\1092'. A red rectangular box highlights this field, and a red 'X' icon is positioned to its right, indicating an error. Below the field, the message 'Invalid or missing required entry: Date Of Birth' is displayed. In the right screenshot, the date of birth field contains '02-02-1968'. A green rectangular box highlights this field, and a green checkmark icon is positioned to its right, indicating a successful entry. Below the field, the message 'Valid date of birth: 02-02-1968' is displayed.

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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:

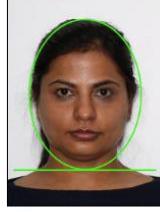
- JPEG, PNG, or BMP format (JPEG, PNG, or BMP file extension)
- between 15 KB and 7584 KB
- between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

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 Immigration Division reserves the right to request a new photo if deemed necessary.
Looking for more information? See the [Photo Guide](#) for more guidance and examples of acceptable photos.
This tool can be used to check whether a digital photo is suitable for upload without starting an application.

Sample Photo



Mouth must be closed
Must be facing forward

My Photo

Upload my photo

★ 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

Choose Photo to Upload OR drag and drop photo here

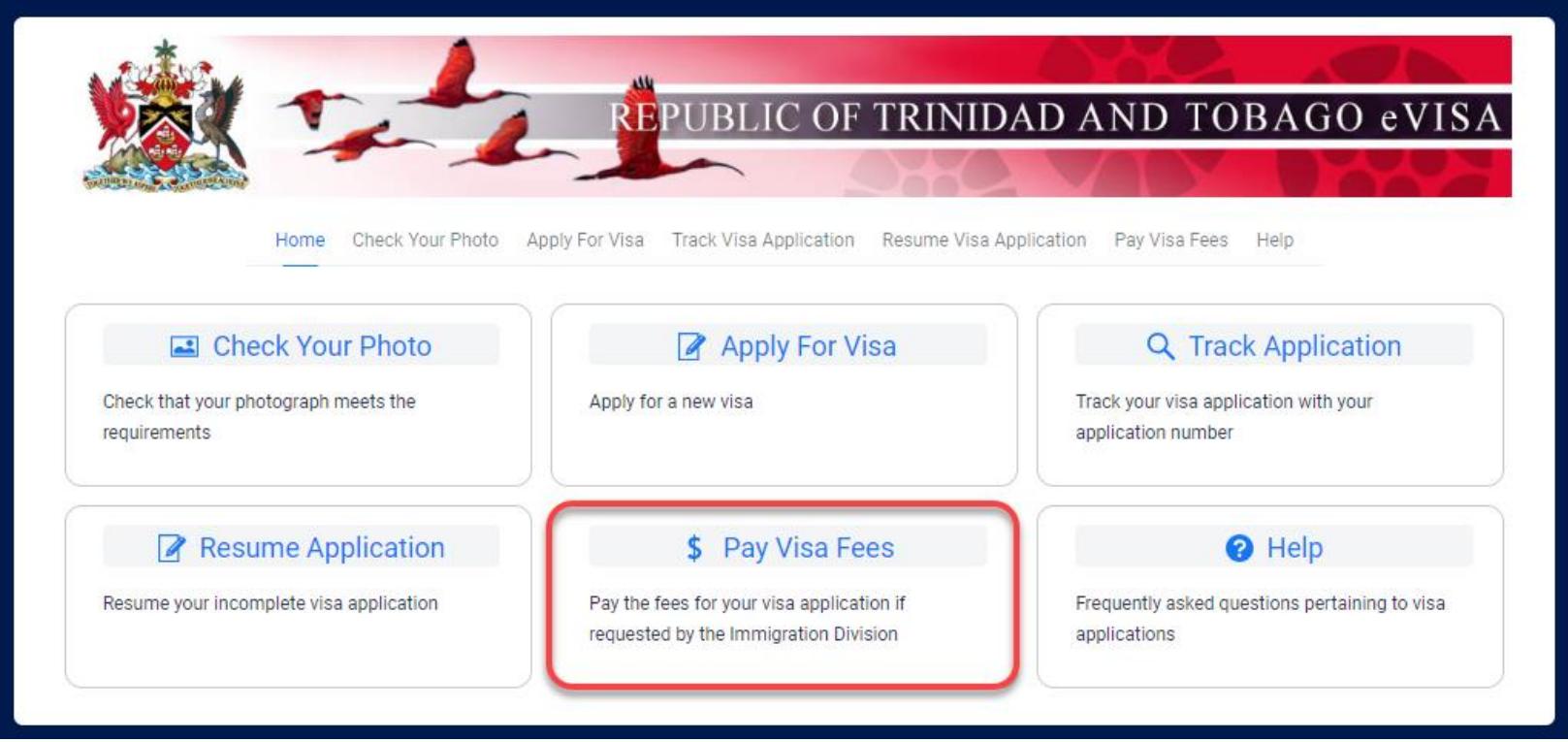
Note: The Immigration Division reserves the right to request a new photo if deemed necessary.

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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 official website for the Republic of Trinidad and Tobago eVisa. At the top, there is a banner featuring the national coat of arms of Trinidad and Tobago on the left, followed by several red hummingbirds in flight against a pink and red background. To the right of the birds, the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" is displayed in white capital letters. Below the banner, a navigation menu is visible with links for Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The "Home" link is underlined, indicating it is the current page. Below the menu, there are six rectangular boxes arranged in two rows of three. The first row contains "Check Your Photo" (with a camera icon), "Apply For Visa" (with a checkmark icon), and "Track Application" (with a magnifying glass icon). The second row contains "Resume Application" (with a checkmark icon), "Pay Visa Fees" (with a dollar sign icon), and "Help" (with a question mark icon). The "Pay Visa Fees" box is highlighted with a thick red border, drawing attention to it as the primary action point for the user.

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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 official website for the Republic of Trinidad and Tobago eVisa. At the top, there is a banner featuring the national coat of arms on the left and three red flamingos in flight against a pink and red background on the right. The text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" is prominently displayed in the center of the banner. Below the banner, a navigation menu includes links for Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The "Check Your Photo" link is underlined, indicating it is the current page. Below the menu, there are six main functional buttons arranged in two rows of three. The first row contains "Check Your Photo" (with a camera icon), "Apply For Visa" (with a pen icon), and "Track Application" (with a magnifying glass icon). The second row contains "Resume Application" (with a pen icon), "Pay Visa Fees" (with a dollar sign icon, which is highlighted with a red rectangular border), and "Help" (with a question mark icon). Each button has a corresponding descriptive text below it.

- 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 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 'Enter Details' step of an online visa application. The top navigation bar shows steps 1 through 7: Getting Started, Enter Details (selected), Upload Photo, Upload Documents, Review Application, Submit Payment, and Confirmation. The main form area is titled 'Application Information' and contains a 'Visa Information' section. This section includes fields for 'Multiple entry visa' (dropdown menu), 'Purpose of journey' (set to 'BUSINESS/CONVENTION'), 'Intended entry date' (date input field showing 'dd-mm-yyyy'), and 'Intended period of visit (in days)' (input field showing '158'). At the bottom of the form, there are 'Previous' and 'Next' buttons, and two links: 'Save Application' (which is highlighted with a red box) and 'Exit Application'.

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.

The screenshot shows the 'Apply for Visa' page of the eVisa application system. At the top, there is a banner featuring the coat of arms of Trinidad and Tobago and several red birds in flight, with the text 'REPUBLIC OF TRINIDAD AND TOBAGO eVISA'. Below the banner, the navigation menu includes Home, Check Your Photo, **Apply For Visa**, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. A progress bar at the top indicates the current step is 'Enter Details' (step 2). The main content area is titled 'Enter Details' and contains a sub-section titled 'Application Information'. Under 'Visa Information', there is a dropdown menu for 'Multiple entry visa:' which is currently empty. The 'Purpose of journey:' field contains the value 'BUSINESS/CONVENTION'. The 'Intended entry date: (dd-mm-yyyy)' field has the placeholder 'dd-mm-yyyy' and a calendar icon. The 'Intended period of visit (in days):' field contains the value '158'. At the bottom of the form, there are four buttons: '← Previous' (highlighted with a red box), 'Save Application' (highlighted with a red box), 'Next →' (highlighted with a red box), and 'Exit Application'.

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

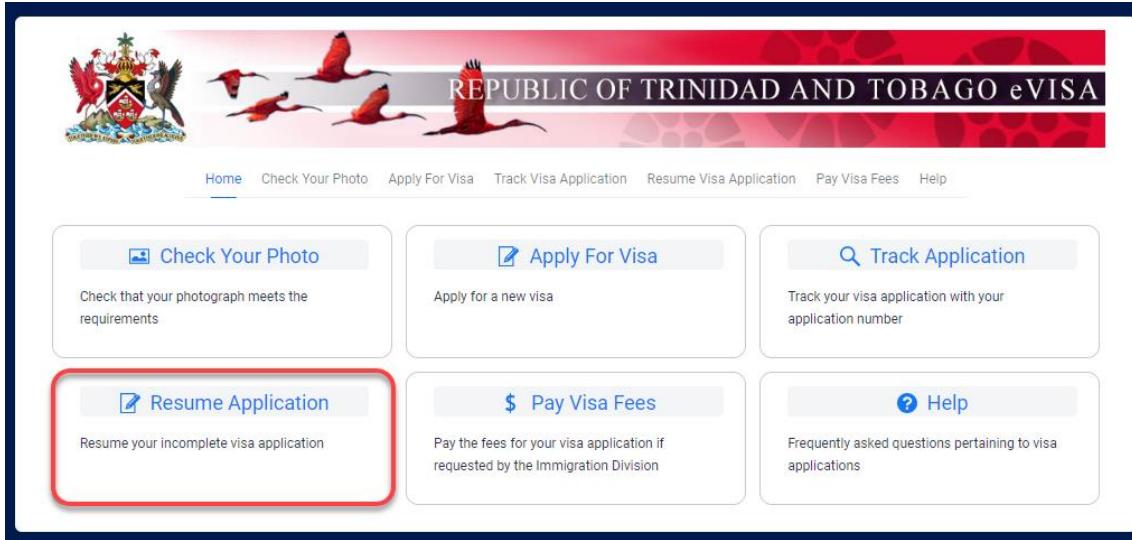
No.

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**.

A screenshot of the 'Resume Visa Application' page. It shows a text input field labeled 'Load application' with instructions: 'To resume a previously saved application, select the encrypted file that was saved on your computer with the following naming convention: Application_GivenNames_LastName_SavedDate.ser'. Below this is a button labeled 'Select Saved File' with a red box around it, and a placeholder 'Drop file here'.

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.

The screenshot shows the homepage of the Republic of Trinidad and Tobago eVisa website. At the top, there is a banner featuring the national coat of arms of Trinidad and Tobago on the left, followed by three red flamingos in flight against a pink background, and the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" on the right. Below the banner is a navigation menu with links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The "Track Application" link is highlighted with a red border. The main content area contains six boxes: "Check Your Photo" (with a camera icon), "Apply For Visa" (with a pen icon), "Track Application" (with a magnifying glass icon, highlighted with a red border), "Resume Application" (with a pen icon), "Pay Visa Fees" (with a dollar sign icon), and "Help" (with a question mark icon). Each box has a brief description below it.

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

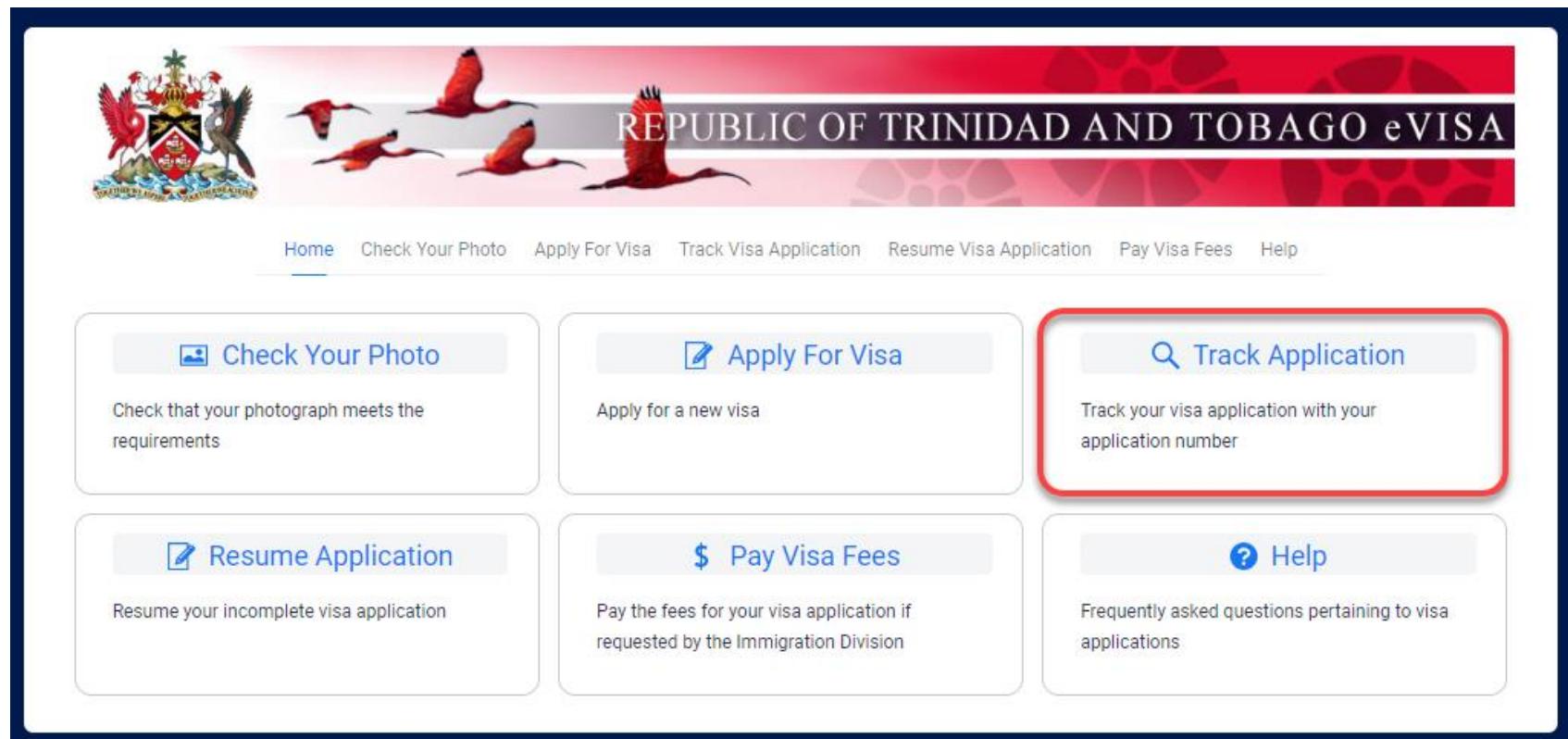
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How do I know if my Visa is ready?

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 shows the homepage of the eVisa portal. At the top, there is a banner featuring the coat of arms of Trinidad and Tobago and several red hummingbirds in flight. The text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" is prominently displayed. Below the banner is a navigation menu with links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The "Track Visa Application" link is highlighted with a red rounded rectangle. The page is divided into several sections: "Check Your Photo" (with a camera icon), "Apply For Visa" (with a pen icon), "Track Application" (with a magnifying glass icon, highlighted in red), "Resume Application" (with a pen icon), "Pay Visa Fees" (with a dollar sign icon), and "Help" (with a question mark icon). Each section contains a brief description of its function.

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