

Frequently Asked Questions (FAQ)

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- I am receiving errors when trying to apply for my Visa online
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Who can apply for a Visa online?

To apply for a Visa online, you must:

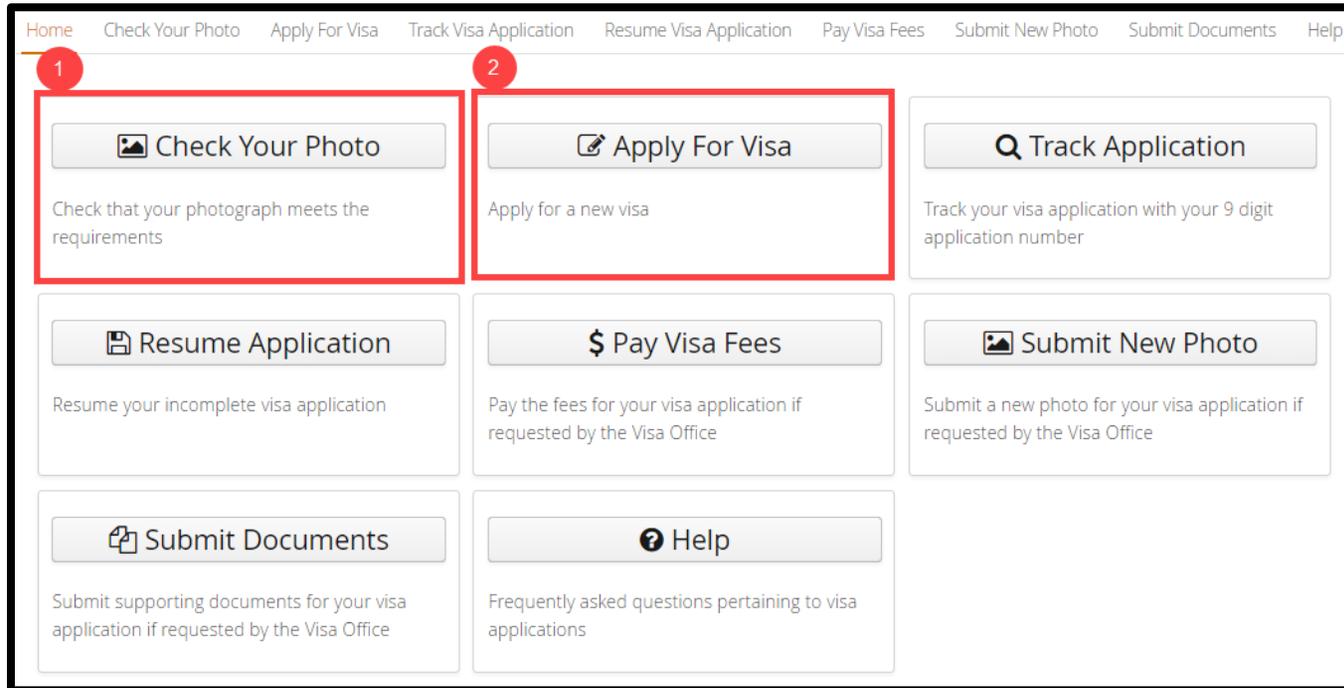
- Be a foreign national from a country requiring a Visa
- Hold a passport that is valid for at least six months from your intended date of travel to The Bahamas
- Not be applying for a Sponsored Visitor Visa
- Not have a current visa application in progress

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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

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

If you see an exclamation point (!) beside a field, be sure to check the formatting.

Getting Started

Applicant's Information

Visa type: VISITOR

Surname: * SMITH

Given name(s): * SAM

Date of birth (DD-MM-YYYY): * ! Date format not recognized

Nationality: * CANADIAN

Passport number: * CA983403498

Getting Started

Applicant's Information

Visa type: VISITOR

Surname: * SMITH

Given name(s): * SAM

Date of birth (DD-MM-YYYY): * ✓

Nationality: * CANADIAN

Passport number: * CA983403498

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What do I need to apply for a Visa?

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

- Digital photo (JPEG, PNG or BMP format)
- Supporting documents
- Credit card (Visa, Mastercard or American Express)



Note: The government reserves the right to require you to resubmit documents in person at the Visa office. If a new photo is requested, the applicant can resubmit a new photo from the main page.

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How can I make an image of my current passport and other supporting documents in order 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 (page 2).

Here are some alternative solutions:

1. If your scanner does not allow for 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 allow for 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 located in the destination folder you choose.
3. Many photocopy stores offer a scanning service.

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What are the photo requirements?

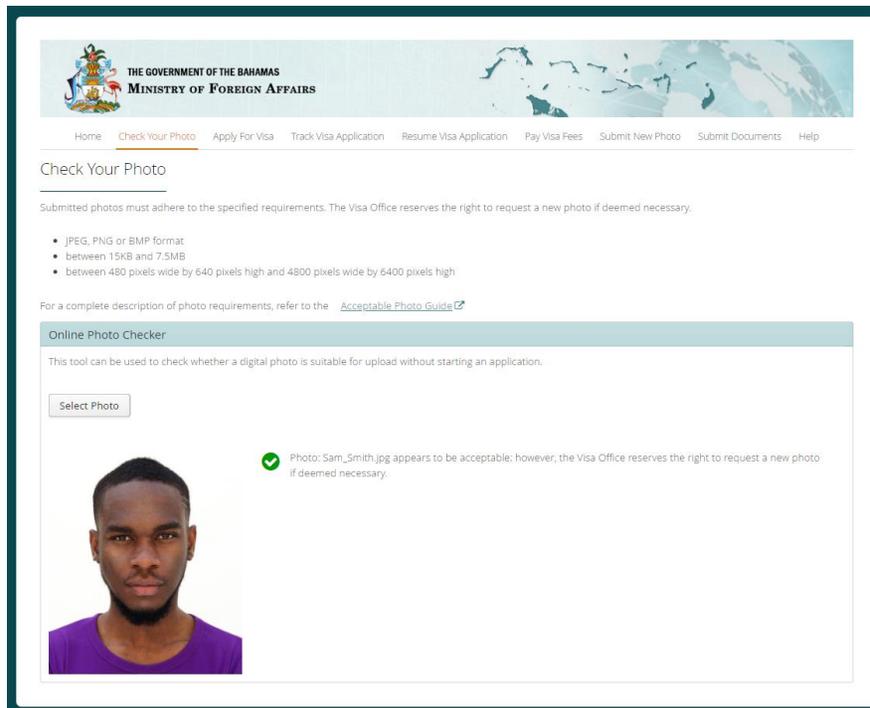
Use the **Check Your Photo** tool to ensure your photo meets the requirements to apply for a Visa.

Submitted photos must adhere to these specified requirements:

- JPEG, PNG or BMP format (JPEG, PNG or BMP file extension)
- between 15KB and 7.5MB
- between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

There are some photos which may look fine, but the computer software might find false errors. If this is the case, retake the photo or apply in person at a Visa office.

Example:



The screenshot shows the 'Check Your Photo' page on the website of the Government of the Bahamas, Ministry of Foreign Affairs. The page header includes the government logo and navigation links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, Submit New Photo, Submit Documents, and Help. The main heading is 'Check Your Photo'. Below it, a note states: 'Submitted photos must adhere to the specified requirements. The Visa Office reserves the right to request a new photo if deemed necessary.' A bulleted list of requirements is provided: JPEG, PNG or BMP format; between 15KB and 7.5MB; and between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high. A link to the 'Acceptable Photo Guide' is also present. The 'Online Photo Checker' section contains a 'Select Photo' button and a preview of a photo of a man in a purple shirt. A green checkmark icon is next to the photo, and the text reads: 'Photo: Sam_Smith.jpg appears to be acceptable; however, the Visa Office reserves the right to request a new photo if deemed necessary.'

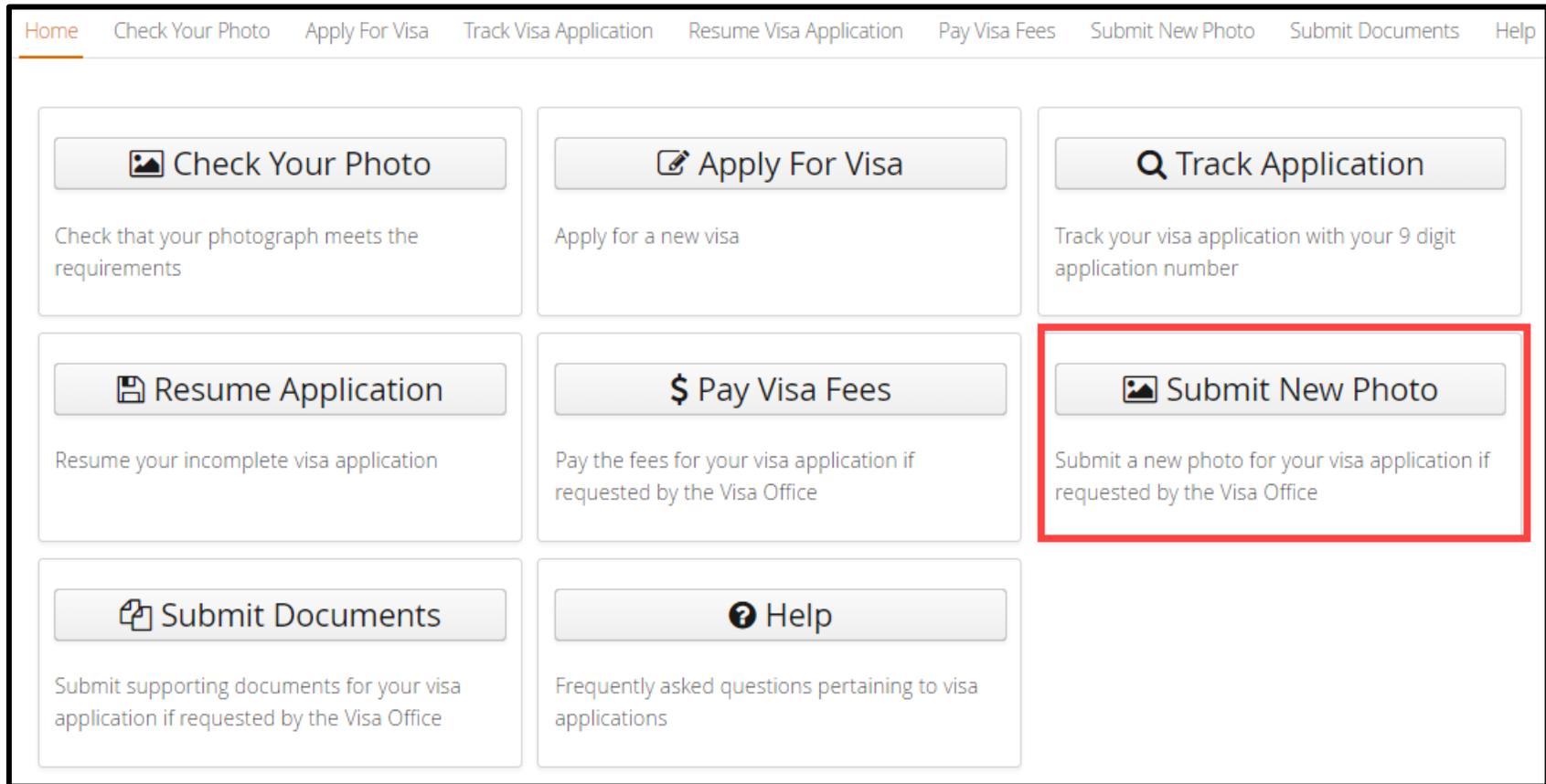
Note: The Visa Office reserves the right to request a new photo if deemed necessary.

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What should I do if the Visa Office requests a new photo for my application?

You can submit a new photo for your Visa application by selecting **Submit New Photo** and providing the required information.

Note: The Application Number is contained in the request for more information you received via email from the Visa Office.



The screenshot shows a navigation menu at the top with the following items: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, Submit New Photo, Submit Documents, and Help. Below the menu is a grid of nine service tiles. The 'Submit New Photo' tile is highlighted with a red border. The tiles are as follows:

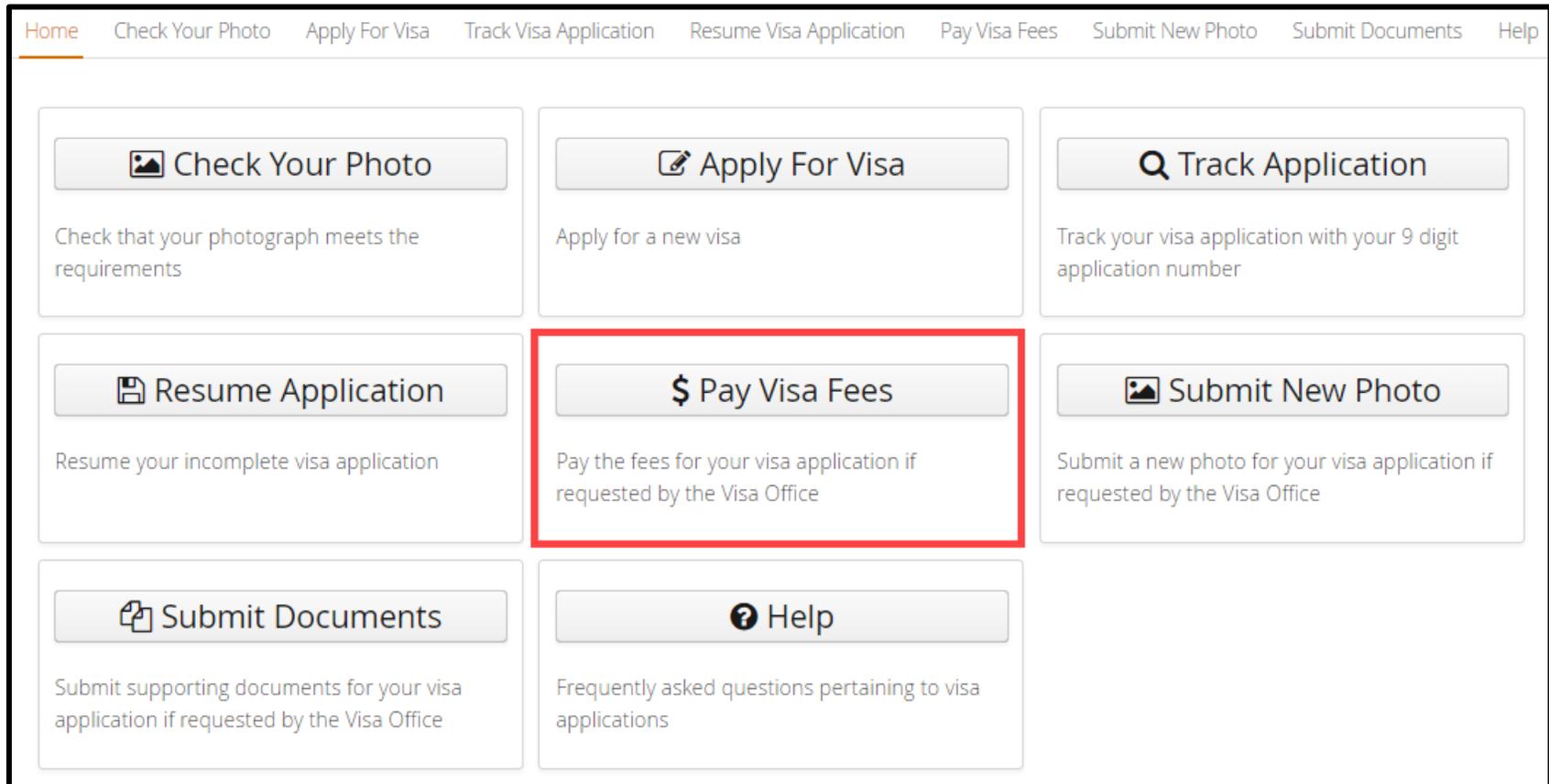
Check Your Photo Check that your photograph meets the requirements	Apply For Visa Apply for a new visa	Track Application Track your visa application with your 9 digit application number
Resume Application Resume your incomplete visa application	Pay Visa Fees Pay the fees for your visa application if requested by the Visa Office	Submit New Photo Submit a new photo for your visa application if requested by the Visa Office
Submit Documents Submit supporting documents for your visa application if requested by the Visa Office	Help Frequently asked questions pertaining to visa applications	

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What should I do if the Visa Office requests payment for my application?

You can submit payment for your Visa application by selecting **Pay Visa Fees** and providing the required information.

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



The screenshot shows a navigation bar at the top with the following links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, Submit New Photo, Submit Documents, and Help. Below the navigation bar is a grid of service tiles. The 'Pay Visa Fees' tile is highlighted with a red border. The tiles are as follows:

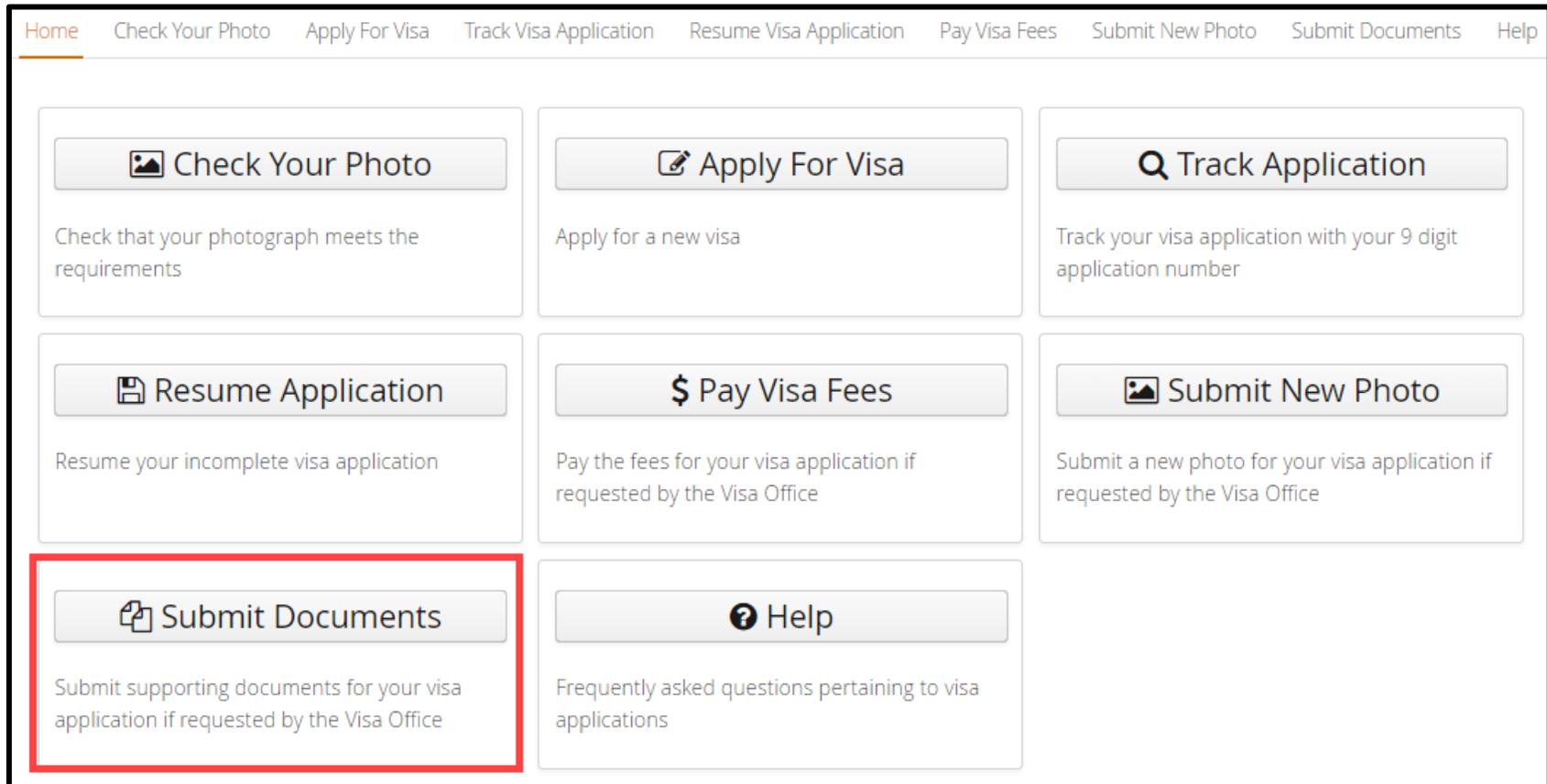
Check Your Photo Check that your photograph meets the requirements	Apply For Visa Apply for a new visa	Track Application Track your visa application with your 9 digit application number
Resume Application Resume your incomplete visa application	\$ Pay Visa Fees Pay the fees for your visa application if requested by the Visa Office	Submit New Photo Submit a new photo for your visa application if requested by the Visa Office
Submit Documents Submit supporting documents for your visa application if requested by the Visa Office	Help Frequently asked questions pertaining to visa applications	

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What should I do if the Visa Office requests updated or additional documents for my application?

You can submit documents for your Visa application by selecting **Submit Documents** and providing the required information.

Note: The Application Number is contained in the request for more information you received via email from the Visa Office.



The screenshot shows a navigation menu at the top with the following items: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, Submit New Photo, Submit Documents, and Help. Below the menu is a grid of nine service tiles. The 'Submit Documents' tile is highlighted with a red border. The tiles are as follows:

- 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 9 digit application number
- Resume Application**: Resume your incomplete visa application
- Pay Visa Fees**: Pay the fees for your visa application if requested by the Visa Office
- Submit New Photo**: Submit a new photo for your visa application if requested by the Visa Office
- Submit Documents**: Submit supporting documents for your visa application if requested by the Visa Office
- Help**: Frequently asked questions pertaining to visa applications

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How much will it cost to apply for a Visa?

Refer to the government website for pricing information at: <https://mofa.gov.bs/obtaining-official-documents/visitors-visa/>

Or contact the EEV help line at: 1-242-323-5578 (9:00am - 5:00pm EST Monday to Friday, excluding public holidays)

Or by email: evisaoffice@bahamas.gov.bs

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How can I pay for the online Visa application?

You will be able to pay by credit card: Visa, MasterCard, American Express are accepted.



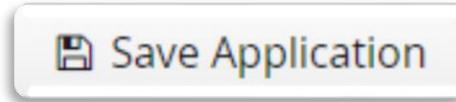
Home Check Your Photo Apply For Visa Track Visa Application Resume Visa Application Pay Visa Fees Submit New Photo Submit Documents Help

 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 9 digit application number
 Resume Application Resume your incomplete visa application	 Pay Visa Fees Pay the fees for your visa application if requested by the Visa Office	 Submit New Photo Submit a new photo for your visa application if requested by the Visa Office
 Submit Documents Submit supporting documents for your visa application if requested by the Visa Office	 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.



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), click the **Next** or **Previous** buttons.

Enter Details

- Application Information
- **Personal Information**
- Passport Information
- Contact Information
- Employer Information
- Family Information
- Travel Information
- Additional Information

Personal Information

Personal Information

Title:

Surname:

Given name(s):

Maiden name:

Date of birth (DD-MM-YYYY):

Sex: *

Country of birth: *

City of birth: *

Nationality:

National ID Number:

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

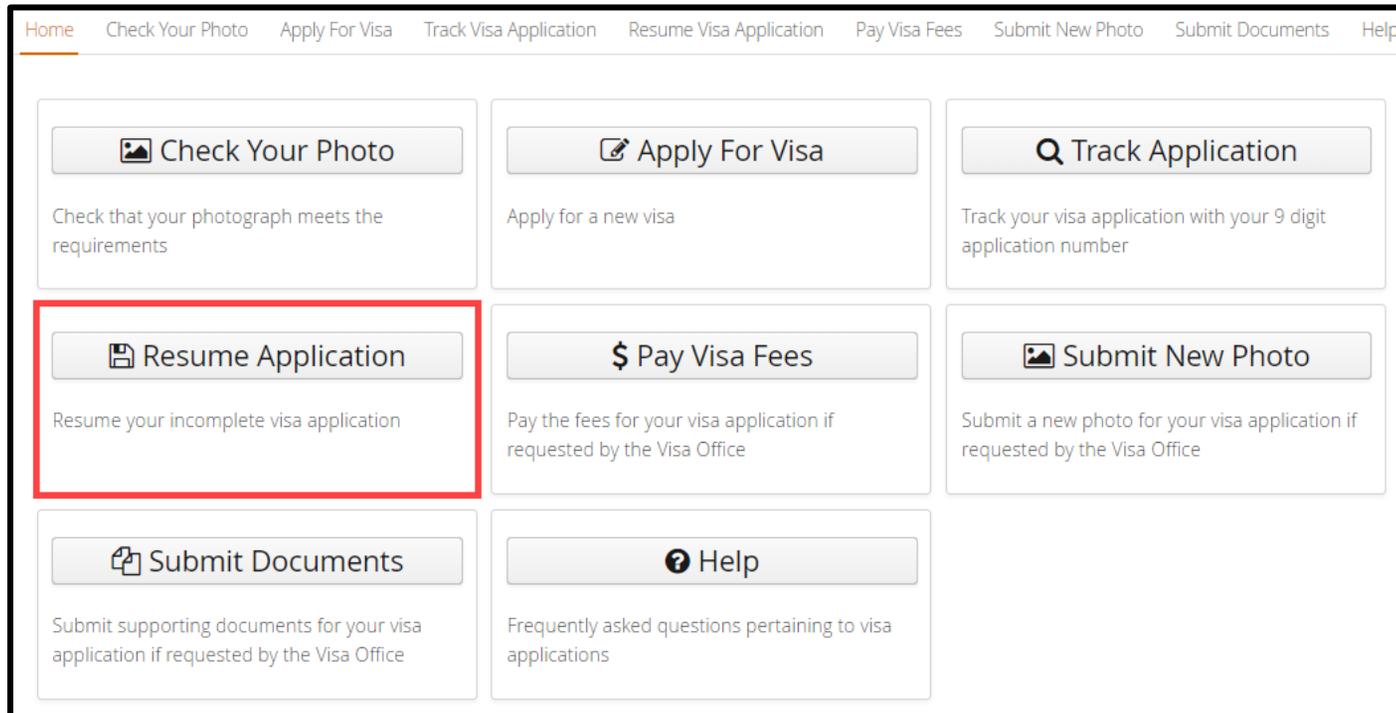
No.

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 Visa Application** from the Home page.



3. Click on **Select Saved File**
4. Find and select 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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What should I do after I submit my application?

Once you have completed the application and have paid for your Visa, you will receive 2 email receipts. One is for confirmation of your visa application, and the other for payment.

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.

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Why did I get two receipts?

You will receive a confirmation receipt called a **Visa Online Payment & Auxiliary Receipt** from the Visa online system.

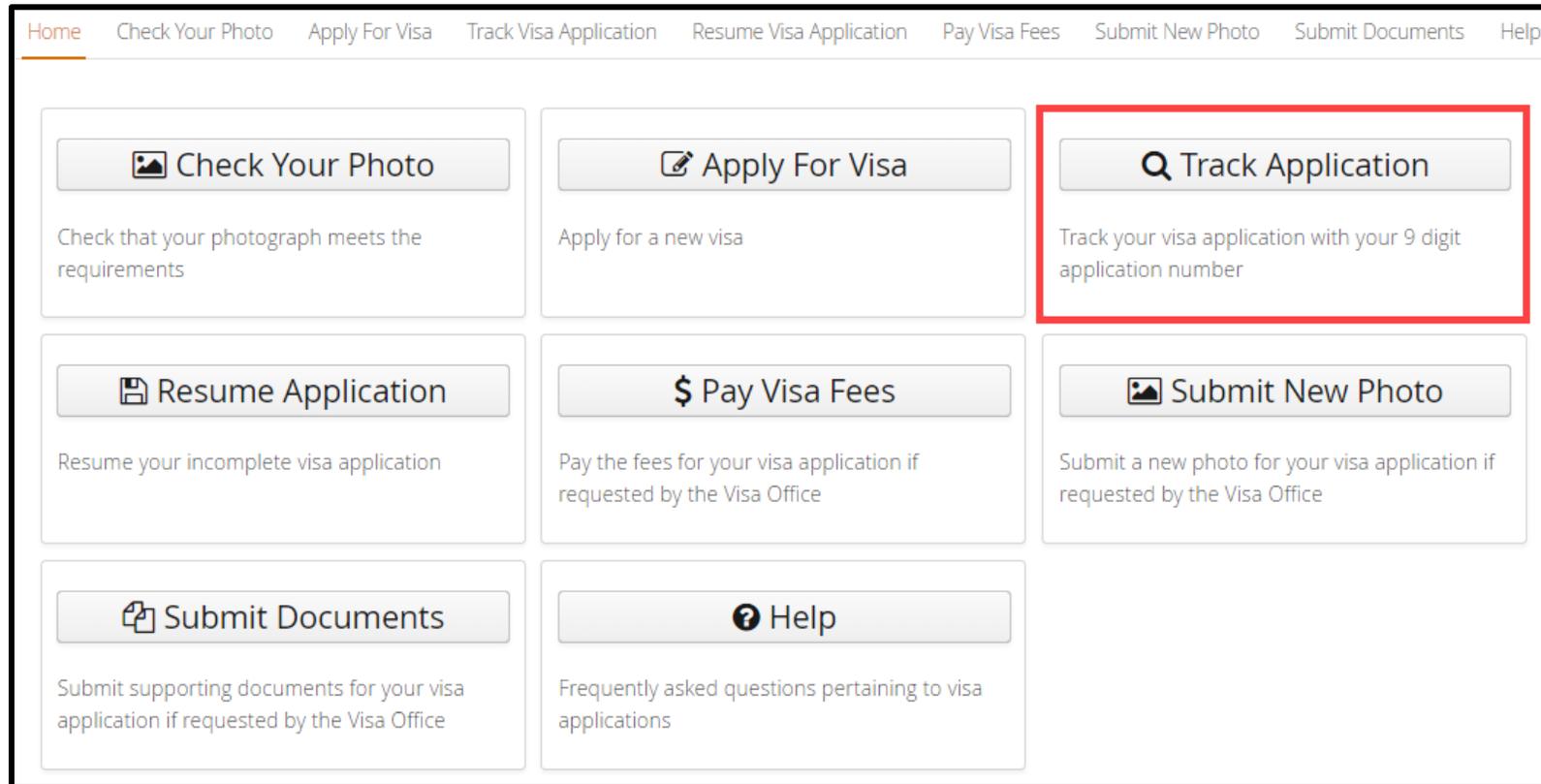
If you provided an email address when making your payment, you will also receive a separate payment receipt from Plug N' Pay.

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How do I know if my Visa is ready?

You can check the status of your Visa by selecting **Track Application** and providing the required information.

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



The screenshot shows a website interface with a navigation bar at the top containing the following links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, Submit New Photo, Submit Documents, and Help. Below the navigation bar is a grid of eight service tiles. The 'Track Application' tile is highlighted with a red border. Each tile contains an icon, a title, and a brief description of the service.

Service	Description
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 9 digit application number
Resume Application	Resume your incomplete visa application
Pay Visa Fees	Pay the fees for your visa application if requested by the Visa Office
Submit New Photo	Submit a new photo for your visa application if requested by the Visa Office
Submit Documents	Submit supporting documents for your visa application if requested by the Visa Office
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Where can I get more information?

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