1. About eServices

E-Services is an online portal for all customer services that allows the Department of Immigration’s clients to open an account and get secure, controlled access to visa and permit applications, through a personalized virtual workplace.

Using the e-Services, the Applicants (or their Agents) are able to find a specific e-visa or e-permit service (initial application or variations) and complete an application form, with some profile data being automatically pre-filled upon their authentication.

The applicant is able to attach any number of the supporting documents in png, jpg and tiff format. The list of supporting documents for each type of application can be accessed from www.zambiaimmigration.gov.zm.

Through their personal workplace, the clients are able to track the status of their visa or permit application, receive communications from the Department of Immigration and provide additional information as required to complete the review of their case.

Payment of permit and visa application fees can be made on this portal through a secure web-based payment platform, using a wide range of debit and credit cards.

The eServices portal can be accessed on the Department’s website www.zambiaimmigration.gov.zm and following the eservices link, or directly via hyperlink http://eservices.zambiaimmigration.gov.zm.

What services can be accessed on the e-services platform?

1. Visas;
2. New applications [All Permit types, with the exception of Temporary Permits];
3. Extension/renewal and variations [All Permit types, with the exception of Temporary Permits];
4. Complaints and Appeals; and
5. Tracking status of application.

2. How to Register a User Account

In order to be able to submit applications online you need to register on the system (https://eservices.zambiaimmigration.gov.zm/#/sign-up) and access web site functionality under your personal user account. A user account can be created for an individual applicant, a representative as an Employer, a Practicing Lawyer, or a Registered Immigration Consultant.

IMPORTANT NOTE: In order to proceed with submitting applications you must first complete your personal profile information or representative information (Employer, Practicing Lawyer or Registered Immigration Consultant).
1. At the home page of the web site, find menu at the top right of the page and use it to access **My Profile → Register**. Registration form will be displayed on your screen.

2. Populate all the fields of the form with the appropriate information as follows:

   - **User Name** - This must be unique for each type of representative. If the user name you want to use is already in use by any other registered user, the system will prompt you to change it.
   
   - **Email** – This too must be unique and valid, because the account confirmation link will be sent to it.
   
   - **Password** – Your password must have a minimum of six numbers or characters. Also note that the password is case sensitive, therefore, you must remember it exactly as you created it in order to pass login procedures successfully in the future.
   
   - **Confirm Password** – Confirm your password by retyping it exactly as you created it, otherwise, an error message will be displayed.

   **Type of Representative**
• Select **Employer**, if you are registering the user account as a company/organization/institution.

• Select **Consultant** if you are an Immigration Consultant duly registered by the Department of Immigration in Zambia.

• Select **Lawyer** if you are registering an account as a representative of a law firm and you hold a valid practicing licence.

• If you are none of the above, select **Applicant** to register your personal account. This type of user account does not allow for applications for Employment Permits. Further, each applicant must register their own unique user account to submit any application.

• **Company Number** provide the Patents and Companies Registration Agency [PACRA] registration number for the company (not required for **Applicant**).

• **Company Name** provide name of the company as registered at PACRA (not required for **Applicant**).

• Pass reCAPTCHA test to confirm you are a human user (when applicable).

3. Click “**Register**” button. If all required registration instruction have been satisfied and registration process has been completed correctly, a message informing you that the user account has been successfully created will be displayed.
4. Access your email account provided during registration to receive the “Confirm your account” message that has been sent to you. Open it and click the confirmation link to activate the account.

**NOTE:** Once successfully registered, user accounts for Employers, Immigration Consultants and Practicing Lawyers will remain locked after the initial registration process. These three categories of users must visit Immigration Headquarters in person or the nearest Regional Immigration Office and present the certified copies of the following documents to have their account unlocked:

- ✓ Certificate of Incorporation;
- ✓ Introductory Letter on Company Letter head informing the Director General that the holder has been authorized to oversee the activation of the account;
- ✓ Valid proof of membership to the Association of Professional Immigration Consultants [Only for Consultants]; and
- ✓ Practicing certificates.

Only after successfully completing this process will the account be unlocked for use.

3. **Login / Logout the System**

   Please remember to log in the system before you start your work, otherwise the access to system functionality will be denied.

   **How to Login the System**

   To login the system use your **User Name** and **Password** you have chosen during registration procedure.

   1. Open web site page

   2. In the right top corner of the page click **My Profile → Login**

      **SecureLogin** form displays as shown below
1. Enter your **User Name** and **Password** into the corresponding fields. Make sure that you enter your credentials in the way they were provided during the registration. User name and password fields are case sensitive.

2. Click “**Login**” button.

If you forgot your user name or password use the “**Forgot password?**” link under the authentication fields.

**How to Logout the System**

Once you are done with your work in the system, it is recommended to logout. In this way you will protect your workplace from unauthorized access. To log out, click **My Profile** at the top right corner of the page and choose the “**Logout**” menu option.

**4. How to update Profile Details**

It is important to fill in the correct information so that you can see the available services and the office delivering the services.
1. After you have successfully logged into the system with your account credentials, click **My Profile** to access your personal profile information. Data form will display as follows below. Pay attention that information is organized in 3 tabs: **Identity, Address, Contact**.

![Profile Form](image)

1. Fill in your personal information in the appropriate fields.

   **Note:** fields marked with red asterisk (*) are required. All required fields must contain the appropriate value. Otherwise, the profile will not be saved and the error message will display.
2. After you have finished click “Save” button to save the information and provide your address details. Address data entry form will be displayed as follows:

<table>
<thead>
<tr>
<th>Identity</th>
<th>Address</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street/Building/Apartment</td>
<td>Calle Asturias 53 apt 6</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Valencia</td>
<td>State / Province</td>
</tr>
<tr>
<td></td>
<td>Valencia</td>
<td></td>
</tr>
<tr>
<td>ZIP/Post Code</td>
<td>46023</td>
<td>Country*</td>
</tr>
<tr>
<td></td>
<td>Spain</td>
<td></td>
</tr>
<tr>
<td>Address in Zambia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street/Building/Apartment</td>
<td>Southern Sun Chester Road 55</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Lusaka</td>
<td></td>
</tr>
<tr>
<td>Province/District</td>
<td>Southern Sun Chester Road 55 Lusaka Zambia</td>
<td></td>
</tr>
</tbody>
</table>

3. Fill in your address information in the appropriate fields.

   **Note:** fields marked with red asterisk (*) are required. All required fields must contain the appropriate value. Otherwise profile will not be saved and the error message will display.

4. After you have finished click “Save” button to save the information.
5. **Open “Contact” tab and provide your up-to-date contact information, so that the Immigration Department could reach you for questions and notices. Otherwise, you may miss some important information. Click “Save” after you have finished.**

### 5. How to Apply for a Visa

1. Once logged in, go to **My Workplace.** You will see your selected e-service in the **Available Visas** section. Click on your e-service, to make sure it is highlighted, then click on the “**Apply for Visa**” button. In the **New Case** form, provide other details as needed, then click “**Next**”.
2. Complete the **Application for Visa (Form 16),** click “**Next**”.
3. Review the application requirements, scan and upload the required documents, click “**Next**”.
4. Note: All documents must be in jpeg, tiff or png formats.
5. Preview the completed application form as a PDF file (you can print or save it for your records). If all information is correct, click “**Confirm**”.
6. Preview the system-generated **Electronic Bill** in PDF format (you can print or save it for your records). If you accept the fees and have your credit card ready, click on the “**Pay Online**” button.
   
   *Note: at this point, you will be redirected to the bank site for secure payment processing.*
7. Enter your billing details, click on the “**Pay Now**” button.
   
   *Note: upon completion of payment, you will be returned to the **Payment Receipt** page*
8. Review your payment confirmation message, print or download Payment Receipt in PDF format, for your records. You will also receive your Receipt by email address you have provided.
9. You will see the number of the application case you have submitted. To complete the application process, click on the “**Finish**” button.

   *Note: To check the status of your application you must login into the ZIMS 3.0 e-Services Portal, **My Workplace / Applications.**

### 6. How to Apply for a Permit

1. Once logged in, go to **My Workplace.** You will see your desired e-service in the **Available Permits** section. Click on the e-service, to make sure it is highlighted, then click on “**Apply for
Permit” button. In the New Case form, select the case category, provide other details as needed, click “Next”.

2. Complete the Application for the selected permit and click “Next”.

3. Review the application requirements, scan and upload the required documents in formats (jpeg, png or tiff), click “Next”.

4. Preview the completed application form as a PDF file (you can print or save it for your records). If all information is correct, click “Confirm”.

5. Preview the system-generated Electronic Bill. If you accept the fees and have your debit or credit card ready, click on the “Pay Online” button. 

   Note: at this point, you will be redirected to the bank site for secure payment processing.

6. Enter your billing details, click “Next” and then click “Pay” button. Select your card type depending on the card you hold as either Visa, Mastercard, Amex etc and enter Card Number, Expiration Date and CVV Code to make payment.

   Note: upon completion of payment, you will be returned to the Payment Receipt page.

7. Review your payment confirmation message, print or download Payment Receipt in PDF format, for your records. Click “Finish”.

8. To complete the application process, click on the “Finish” button. You will see the number of the application case you have submitted in the “Submitted” folder at your Workplace.

7. How to Apply for Permit Variation

You can apply for variation of a permit that has been already issued, either it is valid or expired. The eServices portal also allows you to apply for multiple variations to a single Permit, for example renewal, change of occupation and change of employer, all within one application. The payment for all services you select will be combined in one bill.

To apply for a variation of a permit, do the following:

1. Once logged in, go to My Workplace. You will see a link under Available Permits as find a Permit and Apply for a Variation.
2. Enter permit details for your current permit to search the system as shown below

3. Select one or several services from the list.
4. Services you have selected are displayed as shown below:

You can remove the one you do not want to apply by clicking the cross sign next to it.

5. Click “Next”.

6. Complete the **Application** that consist of several forms depending on the type and quantity of services you have selected to apply on the previous step, click “Next”.

7. Review the application requirements, scan and upload the required documents, click “Next”.

8. Preview the completed application form as a PDF file (you can print or save it for your records). If all information is correct, click “Confirm”.

9. Preview the system-generated **Electronic Bill** (you can print or save it for your records). If you accept the fees and have your credit card ready, click on the “Pay Online” button.

   *Note: at this point, you will be redirected to the bank site for secure payment processing.*

10. Enter your billing details, click “Next” and then click “Pay” button. Select your card type depending on the card you hold as either Visa, Mastercard, Amex etc and enter **Card Number**, **Expiration Date** and **CVV Code** to make payment.
11. Review your payment confirmation message, print or download Payment Receipt in PDF format, for your records. Click “Finish”.

12. To complete the application process, click on the “Finish” button. You will see the number of the application case you have submitted.

Note: To check the status of your application by logging into the ZIMS 3.0 e-Services Portal, My Workplace.
8. **How track status of Application**

The applications you create within your Workplace are organized in folders according to their current status. For example, if you have just started the application it is considered being a draft and will display in the “Draft” folder under the Applications section. As soon as you submit it, the record of your application will automatically move to the “Submitted” folder. After the application has been processed, you will see it either at “Rejected” or “Approved” folder depending on the decision made.

You will find the following folder at your **Workplace:**

**Applications:**

- **Drafts** folder – you can find your application here until you submit it. If you have started an application and for some reason could not finish it, open the “Drafts” folder and resume your application by clicking the “Resume” button.

- **Submitted** folder - As soon as you submit it, the record of your application will automatically move to the “Submitted” folder.

**Visa:**

- **Approved** folder – after being processed and approved by ZDI, your visa application will be moved from “Submitted” to “Approved” folder.

- **Rejected** folder - after being processed and rejected by ZDI, your visa application will be moved from “Submitted” to “Rejected” folder.

- **Valid** folder – contains all valid visa records.

- **Expired** folder – contains all the expired visa records.

**Permit:**

- **Approved** folder- after being processed and approved by ZDI, your permit application will be moved from “Submitted” to “Approved” folder.
Reverted folder – when your application is being processed by ZDI the Immigration officer may request some information upon your application. If you see your application in the “Reverted” folder, you need to make the required changes to it (e.g. upload documents, make corrections, etc) and resubmit the application to ZDI once again.

Rejected folder - after being processed and rejected by ZDI, your permit application will be moved from “Submitted” to “Rejected” folder. From here you can request re-processing of your application by clicking “File Complaint” button or appeal to the Minister of Home Affairs by clicking the “Appeal to Minister” button.

Valid folder – contains all valid permit records. From this folder you can apply for variation of permits.

Expired folder – contains all expired permit records.

Notice folder – contains Notices to Revoke an Immigration Permit. You can file your objections by uploading documents you consider appropriate that will be processed by ZDI.
9. How to Receive and Reply to a Permit Revocation Notice

When Immigration Officer decides that a permit has to be revoked, you will receive an official document **Form 34 Notice of Intention to Revoke** to the “Notice” folder under the Permits section of your Workplace.

If Permit holder decides to submit representation in writing against the notice, do the following:

1. Once logged in, go to My Workplace.
2. Click on your notice record and click the “Open Notice” button.
3. **Notice of Intention to Revoke** will display in PDF format. You can download it for your records or print it out.
4. Click “Next”. Form for documents upload will display as shown below.
5. To add a document with representation against the notice, click the “Add” button. Fill in the Subject field accordingly and click the “Choose/Drop file” link, select file with document located at your computer, click “Open”. Click the “Save and Close” button.

6. Repeat step 5 for each document you would like to upload and click the “Next” button.

7. The representation has been filed to ZDI for review. The record of the Notice disappears from the “Notice” folder.
10. How to Submit a Complaint for a Rejected Application

This functionality is applicable only to after an application for a Permit has been rejected by ZDI and appears in the “Rejected” folder under the Permits section of your Workplace. If Applicant is aggrieved with the decision, s/he can appeal to the DGI twice. After the two appeals, if the application is still rejected, an appeal may be made to the Minister.

To file an appeal to DGI, do the following:

1. Once logged in, go to My Workplace. Open the “Rejected” folder under the Permits section.
2. Click the application for permit record and click the “File Complaint” button. You will see the Rejection Letter, which you can print out or download and save for your record.
3. Click “Next”.

[Image of Rejection Letter]
4. Provide your reason for your complaint and click “Next”.

5. Your reason will be inserted into the **Complaint Letter**, which is displayed in PDF format. You can print out or download and save the document for your record.
6. Click the “Next” button.

7. Review the application requirements, scan and upload the required documents, click “Next”.

8. To add a document, click the pencil button. Fill in the **Subject** field accordingly and click the “Choose/Drop file” link, select file with document located at your computer, click “Open”. Click the “Save and Close” button.

9. After you have uploaded all the documents, click the “Next” button. Your complaint will be submitted to DGI.
Info

Subject

Representation

Content File
Allowed file formats: PDF, PNG, JPG, XLS, RAR, ZIP, TIFF, DOCX
Allowed maximal file size - 10 MB

IMG_20181001_0002.pdf

Choose/Drop file

Save  Save and close  Cancel
11. How to Submit an Appeal to the Minister of Home Affairs

This functionality is applicable only to after an application for a Permit has been rejected by ZDI and appears in the “Rejected” folder under the Permits section of your Workplace. If Applicant is aggrieved with the decision, s/he can appeal to the DGI twice. After the two appeals, if the application is still rejected, an appeal may be made to the Minister.

To file an appeal to Minister of Home Affairs, do the following:

1. Once logged in, go to My Workplace. Open the “Rejected” folder under the Permits section.
2. Click the application for permit record and click the “Appeal to Minister” button. You will see the Rejection Letter, which you can print out or download and save for your record.
3. Click “Next”.

**Rejection Letter**
4. Provide your reason for your appeal and click “Next”.

Reason for Appeal

5. Your reason will be inserted into the Notice of Appeal, which is displayed in PDF format. You can print out or download and save the document for your record.

Notice of Appeal

6. Click the “Next” button.
7. Upload documents you consider applicable.

8. To add a document, click the “Add Document” button. Fill in the **Subject** field accordingly and click the “Choose/Drop file” link, select file with document located at your computer, click “Open”. Click the “Save and Close” button.

9. After you have uploaded all the documents, click the “Next” button. Your complaint will be submitted to Minister of Home Affairs.
Info
Subject
Representation

Content File
Allowed file formats: PDF, PNG, JPG, XLS, RAR, ZIP, TIFF, DOCX
Allowed maximal file size - 10 MB
IMG_20181001_0002.pdf 637.5 KB

Choose/Drop file

Save  Save and close  Cancel