eServices User Guide

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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 be 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 isable 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 areable 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. Populateall 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 passwordmust have a minimum of six numbers or characters. Also note that the password iscase 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, anerror 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 anImmigration 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 reCAPATCHA test to confirm you area human user (when applicable)

3. Click "**Register**" button. If all required registration instruction have been satisfied and registration process has been completed correctly, a messageinforming 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
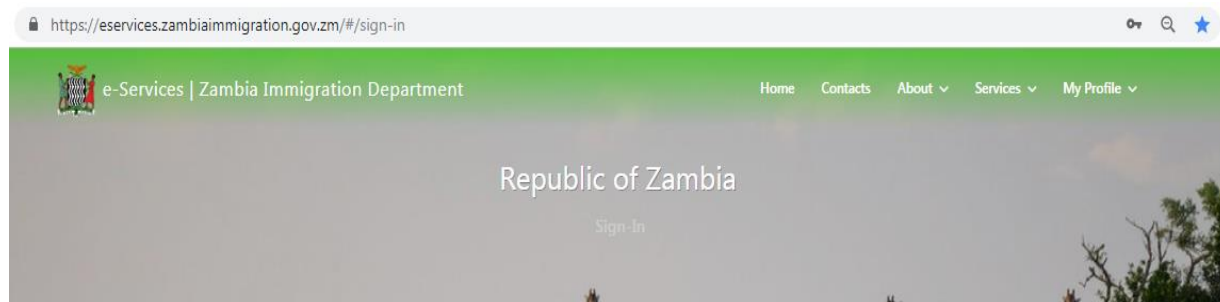
1. Enter your **User Name** and **Password** into the corresponding fields. Make sure that you enter your credentials in the way they were provided during the registration. User name and password fields are case sensitive.

2. Click "**Login**" button.

If you forgot your user name or password usethe "**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→MyProfile** 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**.

Identity	Address	Contact

Passport Info

Prefix
Mrs.

First Name*
Olga

Last Name*
Girdea

Other Names
Iurie

Country of Birth
Belarus

Date of Birth*
01/09/1980

Sex
Female

Place of Birth
Moghiliov

Citizenship*
United Kingdom

Passport Number*
0123456789

Issued On*
01/09/2010

Nationality
Romania

Issued At
Off 123

Expires On*
01/09/2020

Race
European

Profession
Analyst, business: IT

Save ▶▶

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:

Identity	Address	Contact

Residential Address

Street/Building/Apartment

Calle Asturias 53 prt 6

City

Valencia

State / Province

Valencia

ZIP/Post Code

46023

Country*

Spain

Address in Zambia

Street/Building/Apartment

Southern Sun Chester Road 55

City

Lusaka

Province/District

Southern Sun Chester Road 55 Lusaka Zambia

Save ▶▶

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. Selectyour card type depending on the card you hold as either Visa,Mastercard,Amexetc 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 alink under Available Permits as **find a Permit and Apply for a Variation.**

2. Enter permit details for your current permitto 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. Selectyour card type depending on the card you hold as either Visa,Mastercard,Amexetc 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*

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**.

Case Number	Case Type	Task Name	Application Date
C-0855326-11-18	Notice of Revocation of Permit	Confirm notice receipt, respond with Objections 48hr	15/11/2018

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.

Notice of Intention to Revoke Permit ✕

ⓘ Instructions

Please review the PDF application file below and follow by instructions: ....

Rejection Letter

Form XXXIV
(Regulation 39)

REPUBLIC OF ZAMBIA

The Immigration and Deportation Act, 2010
(Act No. 18 of 2010)

The Immigration and Deportation (General) Regulations, 2011

NOTICE OF INTENTION TO REVOKE PERMIT

(1) Here insert the full names and address of holder

(2) Here insert the Permit No.

(3) Here insert type of permit

(4) Here state address of Immigration Officer

(5) Here insert the number of days stipulated

To (1) Olga Girdea of Address Line 1 ap 5 Valencia Spain

IN THE MATTER OF (2) (...)

you are hereby notified that I intend to revoke your (3) on the following grounds:

Accordingly, you are requested to appear before the immigration officer on the , at (4) Immigration Headquarters to address the matters set out in paragraphs   (above) within (5) days of receiving this notice.

Next ▶

4. Click **"Next"**. Form for documents upload will display as shown below.

Upload Documents with Objections ✕

Documents

Document Title	Content File	Actions
	No records	

✔ Add

◀◀ Back   Save 💾   Next ▶

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.
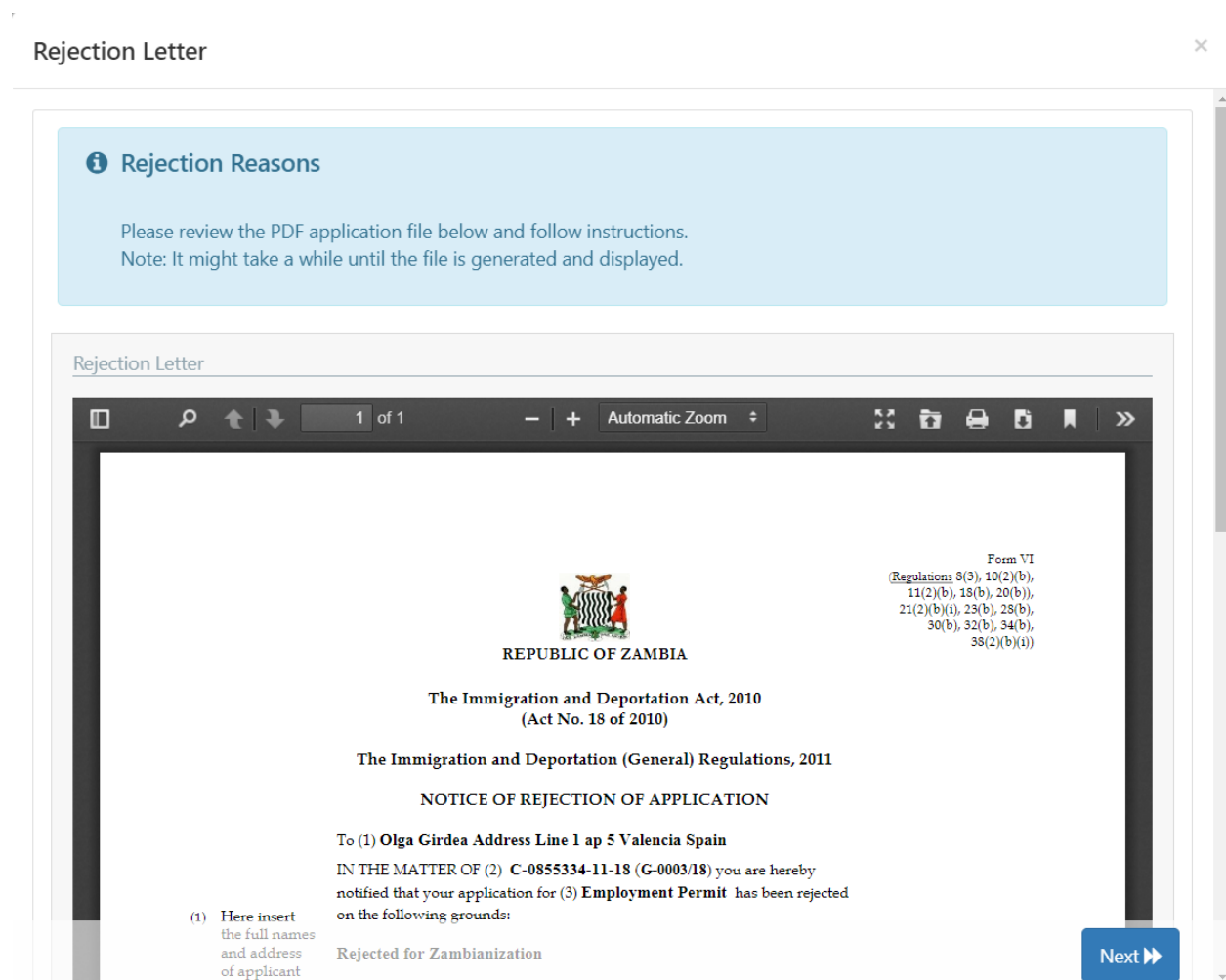

6. Repeat step 5 for each document you would like to upload and click the "**Next**" button.
7. The representation has been filed to ZDI for review. The record of the Notice disappears from the "**Notice**" folder.

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**".

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".**

Upload Documents

Supporting Documents

Applicant	Case Number
Olga Girdea	AP-01016/11-18

Required	Document Type	Service	Title	Actions
Optional	Bank guarantee/return air ticket	Complaint		✏
Optional	Certified copy of the Host's Permit or NRC	Complaint		✏
Optional	Covering letter from host to DGI	Complaint		✏
Optional	Current passport	Complaint		✏
Optional	Passport size photographs	Complaint		✏
Optional	Three copies of completed Visa forms (Form16)	Complaint		✏

✔ Add Document   Page 1 / 1 (Records: 6)

◀◀ Back   Save 💾   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   637.5 KB🗑

☁ 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**".

4. Provide your reason for your appeal and click "**Next**".

Reason for Appeal   ✕

Info

Appeal reason*

my reason for appeal is..

[◀◀ Back] [Next ▶▶]

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   ✕

ℹ **Note**

Please review the PDF application file below before send to Immigration.
Note: It might take a while until the file is generated and displayed.

Document Preview

[🔍] [⬆] [⬇] [1] of 1 [−] [+] [Automatic Zoom ▼]   [⤢] [📷] [🖨] [📄] [🔖] [»]

Form XXXVI
(Regulation 41)

REPUBLIC OF ZAMBIA

The Immigration and Deportation Act, 2010
(Act No. 18 of 2010)

The Immigration and Deportation (General) Regulations, 2011

NOTICE OF APPEAL
(Section 10 of the Immigration and Deportation Act, 2010)

To: The Minister
IN THE MATTER OF (1)

I (2) **Olga Girdea**, (G-0003/18) of (3)

(1) Here state the type of permit and the permit No.   do hereby appeal against the following decision of the Immigration Department made on the
(2) Here insert the

[◀◀ Back] [Next ▶▶]

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 ⊗