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Register New User

- Click on “Register New User” under login box

- A list of available registration types will be shown, choose the suitable type to open the registration form

Please choose a registration type

- Individual
- Corporates, Organizations
- Governmental Institutions
- Educational Institutions
- Diplomatic Missions, International and Regional Organizations
- Institutions of Civil Society
- Hospitals

Go Back to Login
Registration form vary based on the registration type you choose, the following is the individual form, it contains side tabs, the first one is Personal Information section as shown below.

Make sure to fill at least mandatory fields and click Next to move to next tab “Passport and ID Information” as shown below.

Click next to go to Contact and Login Information section, the email and mobile number you use here are the ones you will receive notifications on, so make sure to insert real email account and mobile number.
- Click on “Submit” button to submit the form, different confirmation codes will be sent to your email and mobile, fill them in the Confirmation section and click “Submit” button

- A message will be shown to user to follow for account activation
Login to System

- Enter the system URL to your browser
  - https://eservices.moi.gov.jo/MOI_EVISA
    - the login page will be opened showing the above section
- Fill Username and Password fields with the predefined email and password you entered during registration process
- Type the confirmation code appears in the image to Confirmation Code field
- Click on Login button to enter to system

Notes:
- You can change confirmation code by clicking on Refresh Image link
- If you forget your email, click on “Forgot Password” to create a new one
Create New Application

- When you login to the system, the below page will be opened

- Click on Create New Application link to start filling new application form
- First you need to choose Application Category from drop-down list and accordingly choose the related Service Type to show the suitable form based on the service type as shown below

- Application Owner Information section contains the data from user profile, they are not updateable
- You can add new applicants from Applicants section by clicking on “Add New Applicant” button and you can add the application owner as an applicant by clicking in “Add Application Owner As An Applicant” button as shown below

- Both buttons will open the applicants’ form to be filled, the form will be divided into different section (based on the selected service and the applicant nationality as follows)
  - Passport and ID Information
    - Enter your passport information
    - Add accompanying persons (if any) by clicking on “Add New Person” button
    - Fill data repeat the upper step to add all accompanying
    - You can delete accompanying by clicking “X” icon beside each added applicant
  - Personal Information
Ministry of Interior/ Visa and Residency System

- Personal Information
  - First Name
  - Father Name
  - Grandfather Name
  - Family Name
  - Mother Name
  - Mother’s Father Name
  - Mother’s Grandfather Name
  - Mother’s Family Name
  - Relation
  - Date of Birth
  - Place of Birth
  - Gender
  - Residency Country
  - Marital Status
  - Mother Nationality

- Service Specific Details
  - Departure Country
  - Visited Jordan Before

- Address Information
  - Address
  - P.O. Box

- Education and Work Information
  - Education Degree
  - Occupation
  - Employer

- Contact Information
  - Phone Number
  - Mobile Number

- Applicant Attachments
Ministry of Interior/ Visa and Residency System

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### Add any applicant-related documents in the Documents table below.

#### Applicant Attachments

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Choose File</th>
<th>No file chosen</th>
</tr>
</thead>
<tbody>
<tr>
<td>A copy of what proves the rel.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The maximum size for an attachment is 512KB. The allowed attachment types are .jpg, .jpeg

#### Additional Information

- To add new attachments on applicant level, click on “Add New Attachment” button
- Choose Document Type from dropdown list
- Upload your file by clicking on “Choose File” button appears above, make sure to upload an allowed file extension and size as shown in the tooltip appears in red above the attachment table
- You can delete attachment by selecting the required attachment and clicking on “Delete Selected Attachment” button

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### Additional Information

- After filling applicant’s form, click on “Save Applicant” button to save this applicant, or cancel the applicant by clicking on “Cancel Applicant and Go to Application” button as shown below

| Save Applicant | Cancel Applicant and Go to Application |

- Saving/canceling applicants will return you back to application form
- You can add more applicants if needed following the same previous steps
- You can add attachments on application level following the same attachment steps but on application level form
- After filling all required data, you can submit your application by clicking on “Submit Application” button, or you can cancel your application by clicking on “Cancel Application and Go to Main Menu” button

| Submit Application | Cancel Application and Go to Main Menu |

- After submitting your application, a message will be shown to confirm sending the application successfully and to inform you with the application number, a confirmation message will also be sent to your email and mobile number as well
Search/View Applications

You can check your online applications from your previously created account by following the below steps:

- Login to your account
- Click on “Search My Applications” link appears in the left side panel
- A search page will be opened as shown below:
As shown above, the search can be filtered by different search criteria shown in the upper section, you can fill all or part of the fields and click on Search button to get results.

- You can reset your search fields by clicking on Reset button.
- Search result will be shown in the lower part of the page.
  - To view any application click on View link.
  - To print Application Card click on Print Card link.
  - Needed user actions will be shown in the last filed as links, you can click on the link and complete a specific action.

- Actions required by users:
  - Add Details:
    - Click on Add Additional Details link, this will open a page with free-text box and ability to add new attachments, based on the notes shown in the application, fill the box with the missing information and add attachments if needed.
  - Payment Details:
    - Click on Payment Details link, this will open the payment page, click on “Online Payment Details” button, a message will be shown to user with payment details as shown below.
Use given billing number to pay using eFawateerCom service, and this payment will be reflected automatically on your application.

**Manage User Profile**

You can manage your profile in this section by following the below steps:

- Login to system
- Click on “Manage User Profile” link available on the left side menu
- Your profile will be opened divided into sections as shown below

- Update the needed information (note that not all fields are updateable)
- Click on Save Changes button to save changes, or Cancel Changes button to cancel later modifications

**Change Password**

- Login to system
- Click on “Change Password” link available on the left side menu
- The following form will be shown:
Enter your current and new password as shown above and retype the new password to confirm it.
- Click on Save Changes button to update your password, or Cancel Changes button to keep your old one.

**Notifications**

The system sends notifications to user in certain stages, these notifications are sent by emails and SMS, the following are the stages where notifications are sent:

- Successful application submission
- Add additional details
- Ask for personal interview
- Payment details are needed
- Complete process for Workless Residency with Bank Deposit service
- Application approval/rejection
- Complete bails process for all bail types:
  a. Bank bails
  b. Juridical bails
  c. Financial bails
  d. Required guarantees
- Complete work permission process for work visa/residency services

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