



eVISA Frequently Asked Questions (FAQ) 关于电子签证常见问题 (FAQ)

Who can apply for a Visa online?

How do I apply for a Visa Online?

I am receiving errors when trying to apply for my Visa online. What should I do?

What do I need to apply for a Visa?

How can I make an image of my current passport and other supporting documents to submit them online?

What are the photo requirements?

What should I do if the Immigration Division requests payment for my application?

How can I pay for the online Visa application?

How can I save my application and work on it later?

My session is about to expire, what should I do?

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

How can I retrieve an application that I saved on my computer to resume my application process?

How can I check the status of my Visa?

How do I know if my Visa is ready?

Who can apply for a Visa online? 什么人可以线上申请签证？

To apply for a Visa online, you must: [线上申请签证](#)，您必须：

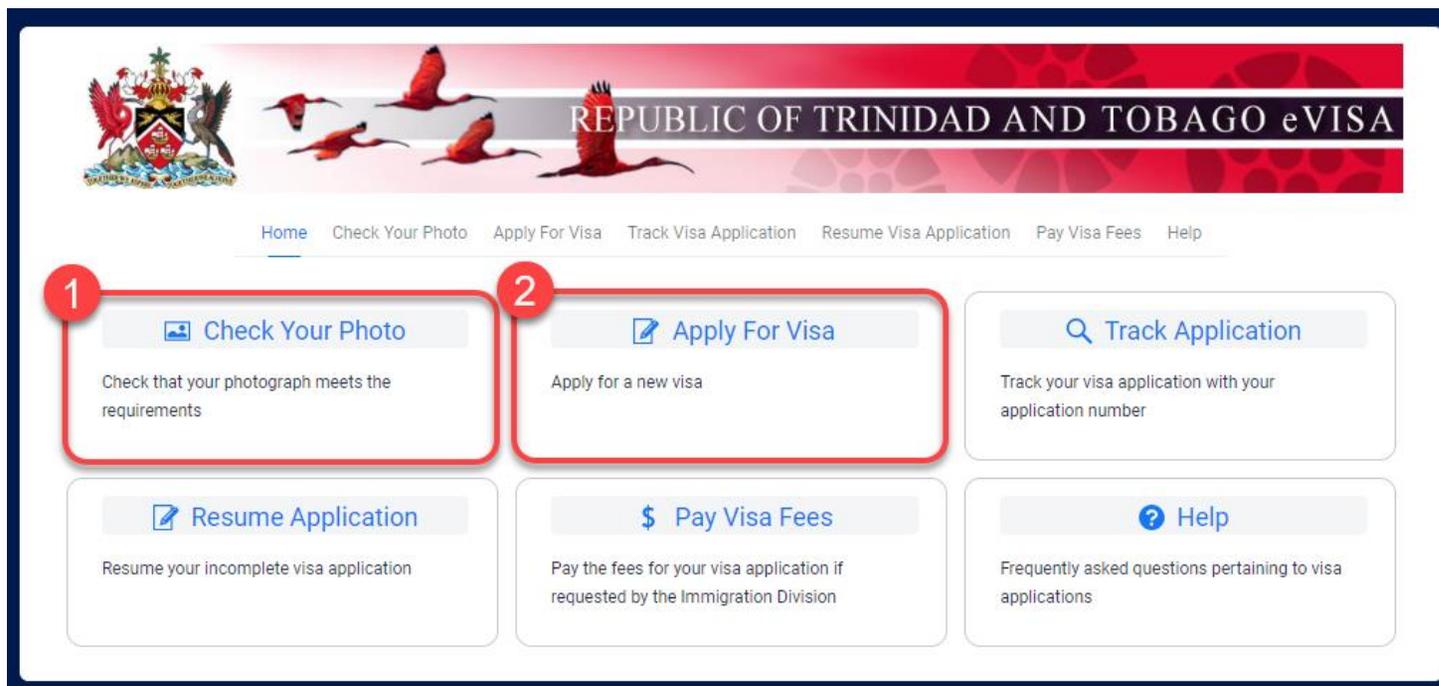
- be a foreign national from a country requiring a Visa. [是来自需要办理签证国家的外国公民。](#)
- hold a passport that is valid for at least six months from your intended date of travel to Trinidad and Tobago. [护照有效期至少为6个月。](#)
- not have a current Visa application in progress. [目前不处于签证申请流程中。](#)

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How do I apply for a Visa Online? 我应如何在线申请签证？

To ensure your photo is acceptable, use the **Check Your Photo** tool (Step 1) 为确保您的照片可被接受，请使用“检查您的照片”工具（第1步）

Once you confirm that your photo is acceptable, select **Apply For Visa** (Step 2). 一旦已确认您的照片合格，可选择“申请签证”（第2步）



You will be asked a series of questions to ensure you are eligible to apply for a Visa online. 您将被问到一系列问题以确保您有资格在线申请签证。

Then you will be required to: 之后会要求您：

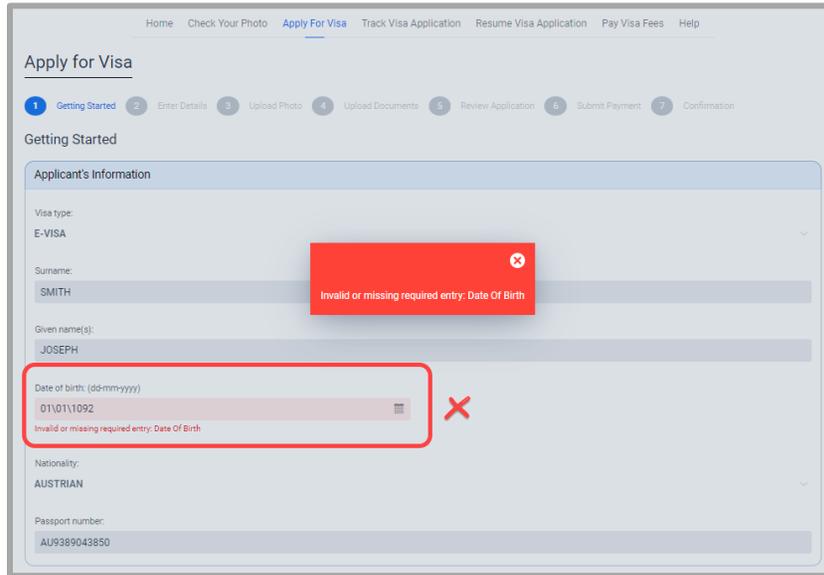
- complete the application form online. 在线填写申请表格
- provide an acceptable digital photo. 提供合格的电子版照片
- provide supporting documentation. 提供证明文件
- pay the processing fee with a credit card. 通过信用卡支付手续费

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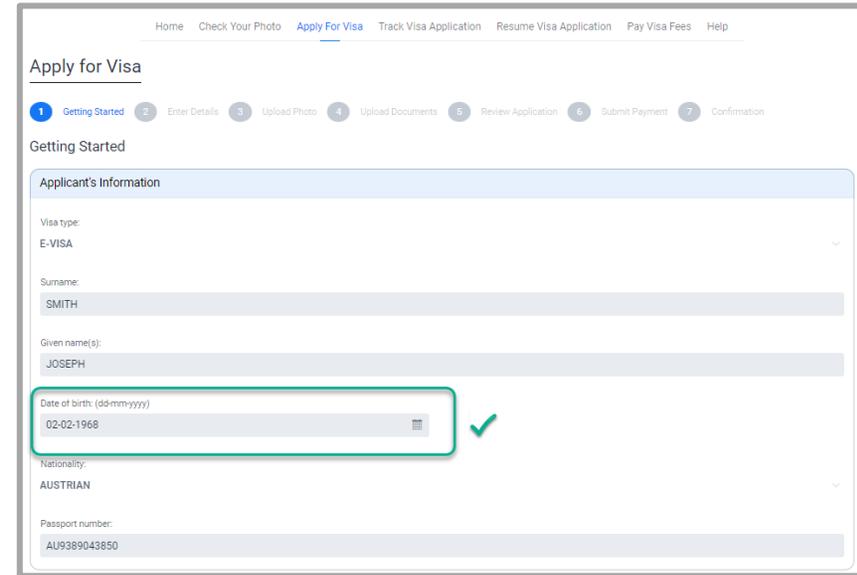
我在尝试在线申请签证时收到错误信息提示。我该怎么办？

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 screenshot shows the 'Apply for Visa' portal with a progress bar at the top indicating the current step is 'Getting Started'. Under 'Applicant's Information', the 'Date of birth' field contains '01\01\1092'. A red error message box is overlaid on the field, stating 'Invalid or missing required entry: Date Of Birth'. A red 'X' icon is also present next to the field.



The screenshot shows the same 'Apply for Visa' portal. The 'Date of birth' field now contains '02-02-1968'. A green checkmark is visible next to the field, indicating that the information is correct.

如果在在线申请过程中出现错误，请务必按要求准确地输入您的信息。

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What do I need to apply for a Visa? 申请签证需要哪些材料？

You need to have the following items prior to starting an online application: 在开始在线申请之前，您需要准备以下物品：

- **Digital passport compliant photo.** For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page. 电子版符合护照要求的照片。有关合格照片的更多信息、指导和示例，请单击“检查您的照片”页面上的“照片指南”链接。
 - 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. [PDF格式](#)
 - Each document must not exceed 450 KB. [每份文件不得超过 450 KB](#)
 - The number of documents you may upload is limited to twenty in total. [您可上传的文件总数不得超过 20 份](#)
- **Credit card** [信用卡](#)

[证明文件](#)。申请过程中提供的信息将决定需要上传哪些文件以支持您的签证申请。证明文件必须符合以下要求：

Note: The government reserves the right to require you to resubmit documents in person at the Immigration Division.

[请注意，政府保留要求您亲自到移民局重新提交文件的权利。](#)

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How can I make an image of my current passport and other supporting documents to submit them online? 如何制作当前护照和其他证明文件的图像，以便在线提交？

You can photograph or scan any supporting documents and save them as PDF files. For your current passport, photograph or scan the photo page. 您可以拍摄或扫描任何证明文件并将其保存为 PDF 文件。对于现有护照，拍照或扫描照片页，下面是一些替代解决方案：

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.

1. 如果您的扫描仪不支持 PDF 文件，建议您扫描文档并将文件保存为 .jpg 或 .png 文件，然后在 Word 等应用程序中打开。

2. 如果您的扫描仪不支持 PDF 文件，请打开扫描的文档，然后选择打印，打印时选择 PDF 选项。选择目标文件夹，然后单击打印。扫描图像的 PDF 文件将出现在您选择的目标文件夹中。

3. 影印店可能会提供扫描服务。

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What are the photo requirements? 照片有哪些要求？

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:

在电子签证主页中，使用“检查您的照片”工具确保您的照片符合签证申请的要求。提交的照片必须符合以下要求：

- 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. 有些照片看似符合要求，但系统可能会发出“错误”提示。如果是这种情况，请重新拍照或亲自到移民局申请

For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.

The screenshot shows the 'Check Your Photo' tool interface. At the top, there is a header with the Trinidad and Tobago coat of arms and the text 'REPUBLIC OF TRINIDAD AND TOBAGO eVISA'. Below the header 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 main content area is titled 'Check Your Photo' and contains the following text: 'The Immigration Division reserves the right to request a new photo if deemed necessary.' and 'Looking for more information? See the [Photo Guide](#) for more guidance and examples of acceptable photos.' Below this, it states: 'This tool can be used to check whether a digital photo is suitable for upload without starting an application.' The interface is divided into two main sections: 'Sample Photo' and 'My Photo'. The 'Sample Photo' section shows a photo of a woman with a green bounding box around her face. Below the photo, there are two green checkmarks with the text: 'Mouth must be closed' and 'Must be facing forward'. The 'My Photo' section is titled 'Upload my photo' and contains a red star icon followed by the text: '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'. Below this text is a blue button labeled 'Choose Photo to Upload' and a dashed box with the text 'OR drag and drop photo here'.

有关更多信息、指导和合格照片的示例，请单击“检查您的照片”页面上的“照片指南”链接。

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

请注意，移民局保留在必要时要求提供新照片的权利。

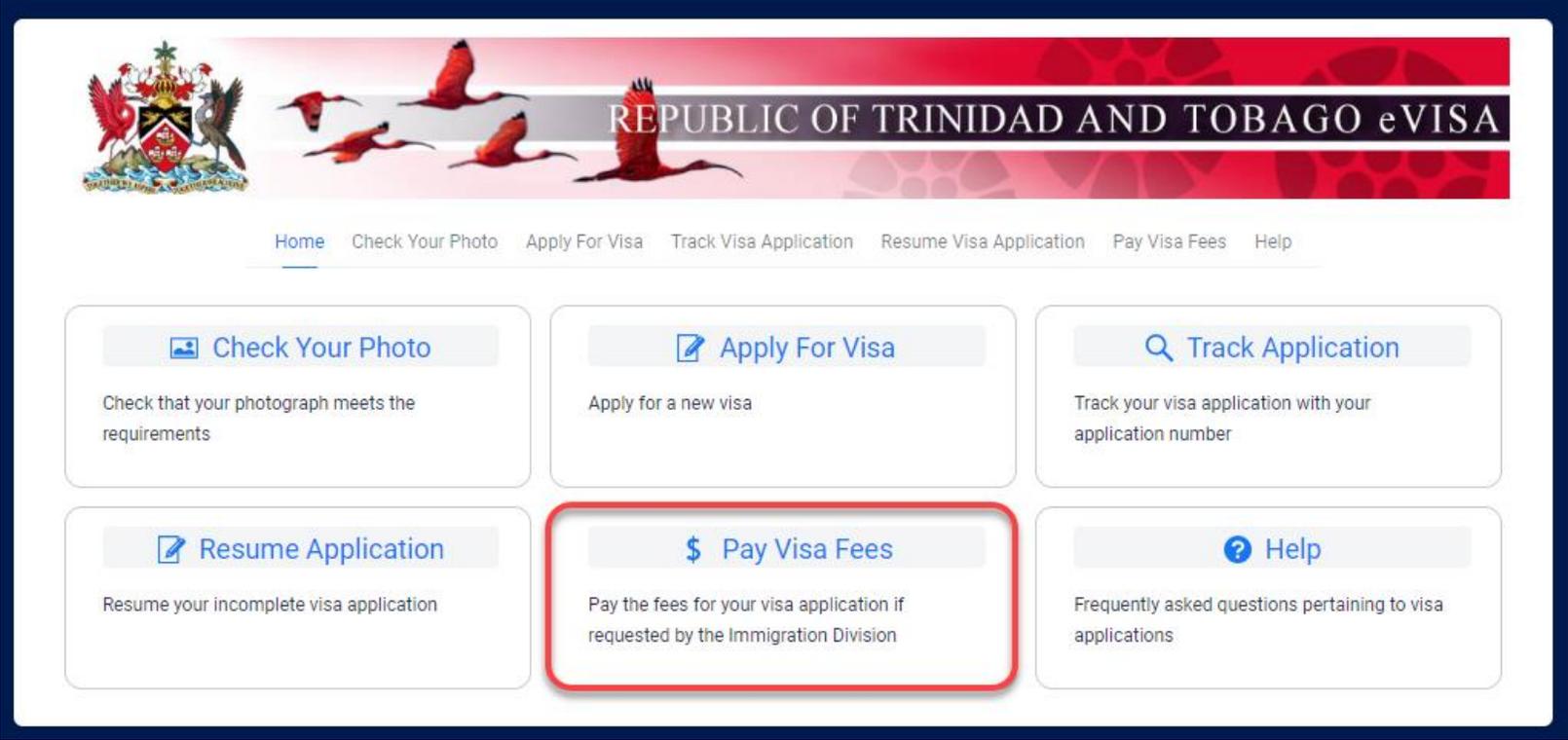
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如果移民局要求我支付申请费用，我该怎么办？

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 eVISA portal interface. At the top left is the national coat of arms. The header banner features the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA" with a background of red birds. A navigation bar below the header contains the following links: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main content area is organized into a grid of six service tiles. The "Pay Visa Fees" tile is highlighted with a red border. The tiles are: "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), and "Help" (Frequently asked questions pertaining to visa applications).

选择“支付签证费”并提供所需信息，即可提交签证费用付款申请。请按照收到的有关您的申请的电子邮件文件中的内容输入搜索详情。

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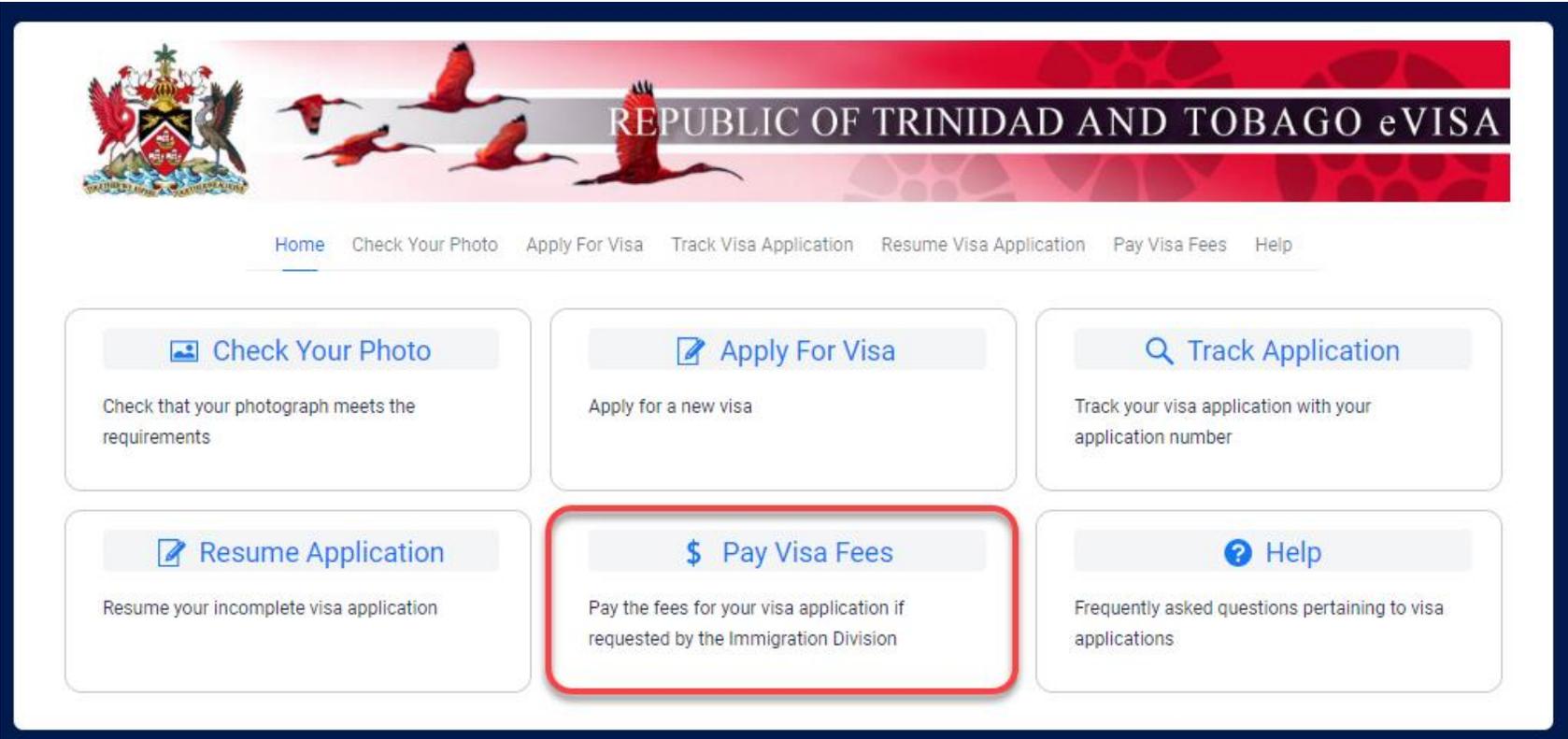
请注意，申请编号包含在您通过电子邮件收到的移民局付款要求中。

如何支付线上签证申请费用？

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 application. The header features the national coat of arms and the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA". Below the header 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 main content area contains six service tiles: "Check Your Photo" (with a camera icon), "Apply For Visa" (with a document icon), "Track Application" (with a magnifying glass icon), "Resume Application" (with a document icon), "Pay Visa Fees" (with a dollar sign icon, highlighted with a red border), and "Help" (with a question mark icon). Each tile includes a brief description of the service.

在申请过程中，您将被转到一个安全的第三方网站进行支付。请您按照已收到的有关您申请的电子邮件文件中完全一致的内容输入搜索细节。

您可以使用信用卡支付电子签证费用。

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付款处理完成后，您将收到一份确认函。

如何保存我的申请并稍后再处理？

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 'Apply for Visa' interface. At the top, there is a progress bar with seven steps: 1. Getting Started, 2. Enter Details (active), 3. Upload Photo, 4. Upload Documents, 5. Review Application, 6. Submit Payment, and 7. Confirmation. Below the progress bar is the 'Enter Details' section. On the left, there is a sidebar menu with five items: Application Information (selected), Personal Information, Passport Information, Contact Information, and Additional Information. The main content area is titled 'Application Information' and contains a 'Visa Information' form. The form includes a dropdown menu for 'Multiple entry visa', a dropdown for 'Purpose of journey' (currently set to 'BUSINESS/CONVENTION'), a date picker for 'Intended entry date', and a text input for 'Intended period of visit (in days)' (currently set to '158'). At the bottom of the form, there are two buttons: 'Previous' and 'Next'. Below the form, there are two buttons: 'Save Application' (highlighted with a red box) and 'Exit Application'.

点击每一页屏幕下方的“保存申请”，即可保存在线申请。

您的申请将以加密文件形式保存在本地计算机上浏览器的默认下载位置，其命名规则如下：`Application_Susan_Smith_OCT12_3_43_PM.ser`
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` 举例如下：`Application_Susan_Smith_OCT12_3_43_PM.ser`

You should not use this option when working on a public or shared computer. 在公共或共享计算机上工作时，请勿使用此选项。

Note: Once you have paid for and submitted the application you can no longer resume the application or make changes.

请注意，一旦支付并提交了申请，将不能再继续申请或进行更改。

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我的会话即将过期或超时，我该怎么办？

My session is about to expire, what should I do?

After 30 minutes of inactivity, your session will expire. 30 分钟无操作后，您的会话将过期。

To keep your session active, you can **Save** your application (recommended option), and click the **Next** or **Previous** buttons.

要保持会话处于活动状态，可以保存申请（推荐选项），然后单击“下一步”或“上一步”按钮。

REPUBLIC OF TRINIDAD AND TOBAGO eVISA

Home Check Your Photo **Apply For Visa** Track Visa Application Resume Visa Application Pay Visa Fees Help

Apply for Visa

1 Getting Started 2 **Enter Details** 3 Upload Photo 4 Upload Documents 5 Review Application 6 Submit Payment 7 Confirmation

Enter Details

- Application Information
- Personal Information
- Passport Information
- Contact Information
- Additional Information

Application Information

Visa Information

Multiple entry visa: -

Purpose of journey:
BUSINESS/CONVENTION

Intended entry date: (dd-mm-yyyy) *

Intended period of visit (in days):
158

← Previous Next →

Save Application Exit Application

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我已提交了申请，是否可以更改或重新提交？

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

No. 不可以。

Once you have paid for and submitted the application you can no longer resume the application or make changes.

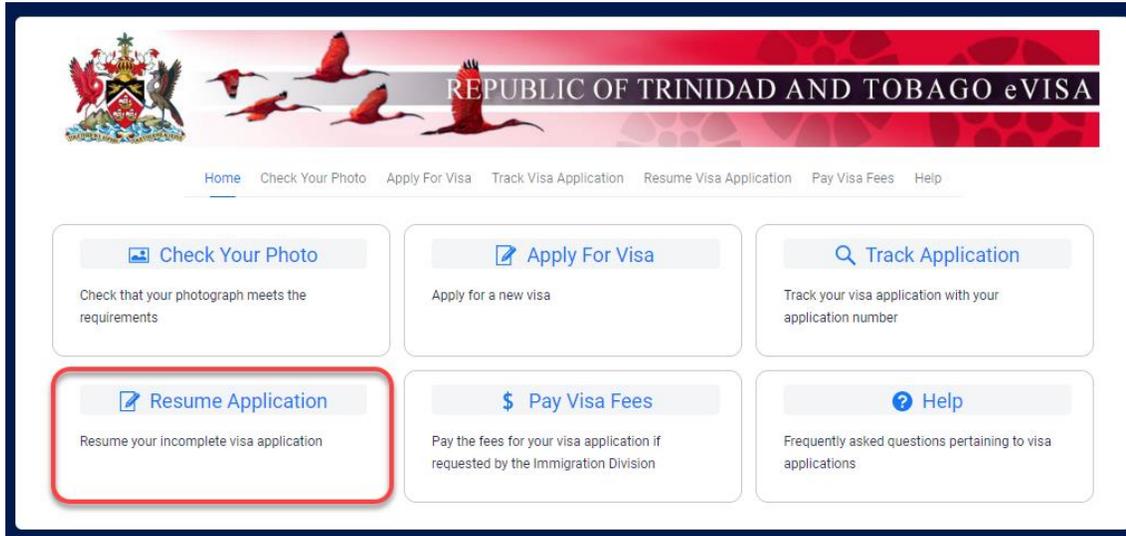
一旦您支付并提交了申请，就不能再继续申请或进行更改。

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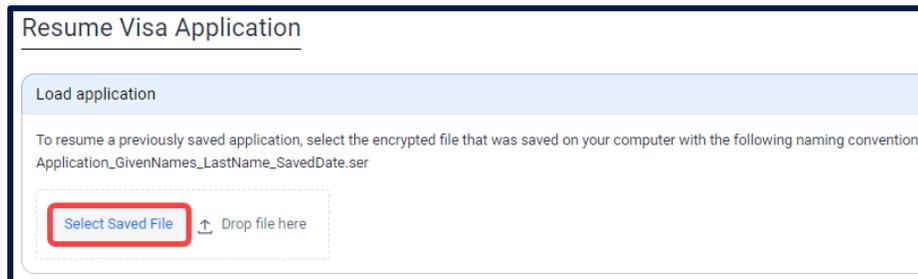
如何找回保存在电脑中的申请表以恢复申请流程？

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. 确保使用与保存申请时相同的电脑。
2. Select **Resume Application** from the Home page. 从主页选择“恢复申请”。



3. Click on **Select Saved File**. 点击“选择已保存文件”。



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**.

在浏览器的默认下载位置导航到本地计算机上的相应文件，其命名规则如下：例如：Application_Susan_Smith_OCT12_3_43_PM.ser.

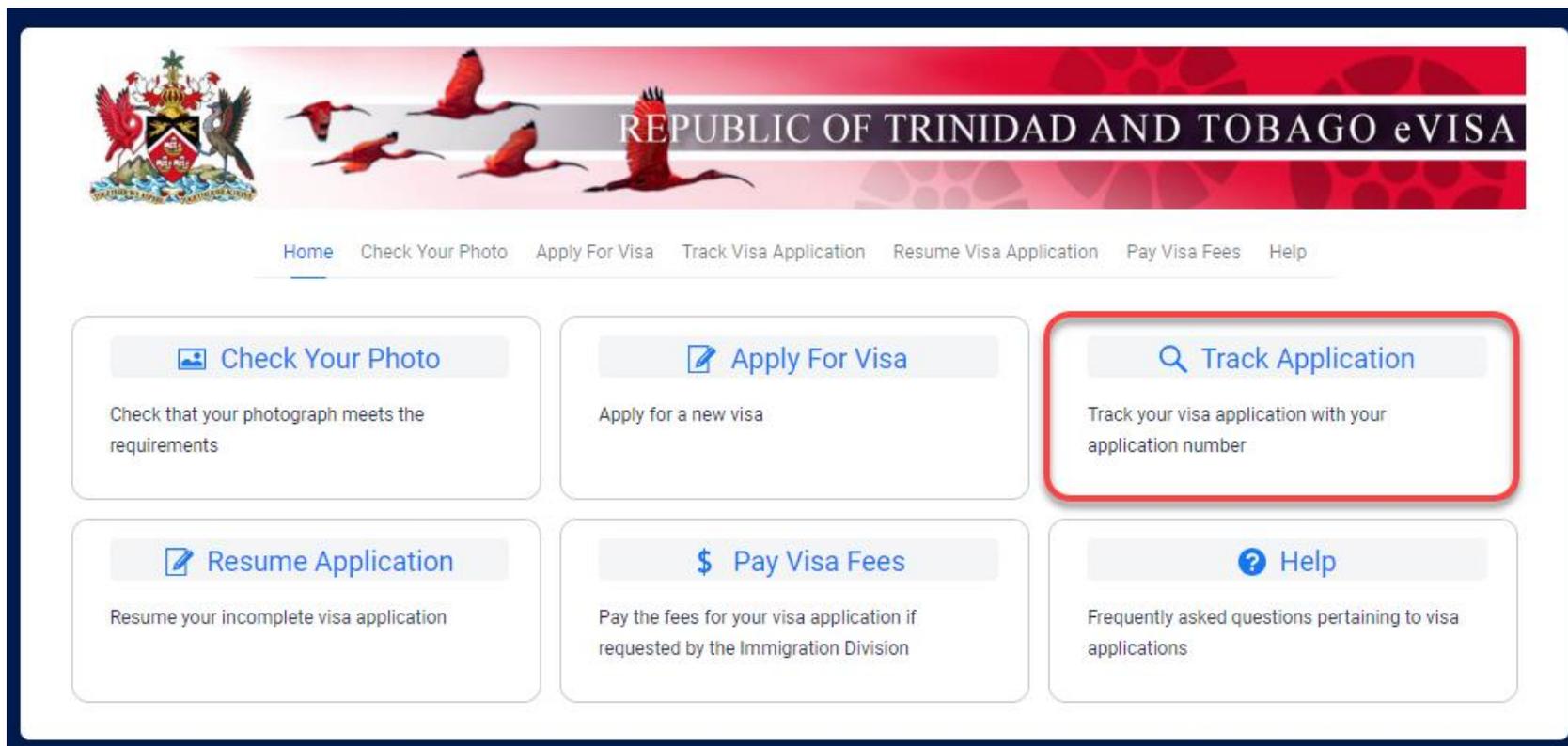
Note: Once you have paid for and submitted the application you can no longer resume the application or make changes.

请注意，一旦支付完成且已提交申请，您将不能再继续申请或进行修改。

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How can I check the status of my Visa? [如何查看我的签证状态？](#)

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.



您可以在申请网站的主页上选择“跟踪申请”并提供所需的信息，以查看您的签证状态。

请按照收到的有关您的申请的电子邮件文件中的内容输入查询详情。

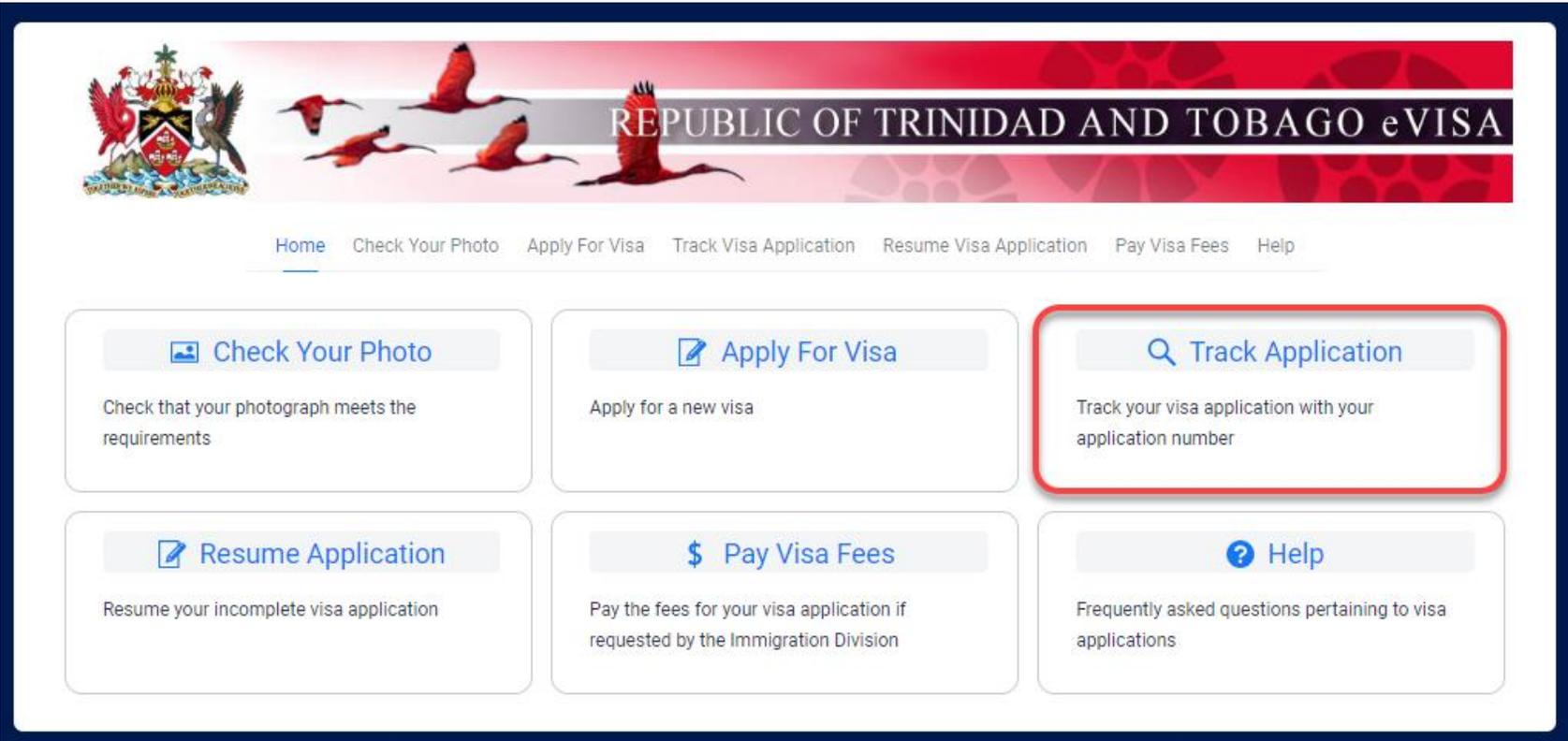
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How do I know if my Visa is ready? 如何知道是否已出签？

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 displays the Republic of Trinidad and Tobago eVISA portal. The header features the national coat of arms and the text "REPUBLIC OF TRINIDAD AND TOBAGO eVISA". Below the header is a navigation menu with the following items: Home, Check Your Photo, Apply For Visa, Track Visa Application, Resume Visa Application, Pay Visa Fees, and Help. The main content area is divided into six service tiles, each with an icon and a brief 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 application number. (This tile is highlighted with a red border in the image.)
- 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.

当您的申请被批准或拒绝时，您将收到一封电子邮件通知。如果您的申请获得批准，您的签证将作为附件包含在电子邮件中。

您可以选择“跟踪申请”并提供所需的信息，以查看您的签证状态。

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请按照收到的有关您的申请的电子邮件文件中的内容输入查询详情

请注意，申请编号包含在您在电子邮件中收到的申请完成确认函中。