

eVISA Frequently Asked Questions (FAQ)

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Common Online Portal Errors Table

Who can apply for a Visa online?

There are four types of Visas:

- Visitor
- Student
- School Attendance
- Extension of Stay

To apply for a **Visitor** 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 St. Kitts and Nevis.
- Not have a current Visitor Visa application in progress. If you do have one, it must be cancelled or refused before you can apply for another.
- You may have two different visa types of applications in progress but not two of the same visa type.
- Have a valid email address.
- Visa photo must be from the last six months.

To apply for a **Student**, or **School Attendance** Visa online you must:

- Hold a passport that is valid for at least six months from your intended date of travel to St. Kitts and Nevis.
- Not have a current Visa Application of the same type in progress.
- Be a student enrolled in a school in St. Kitts and Nevis.
- Have a valid email address.
- Visa photo must be from the last six months.

To apply for an **Extension of Stay** Visa online, you must:

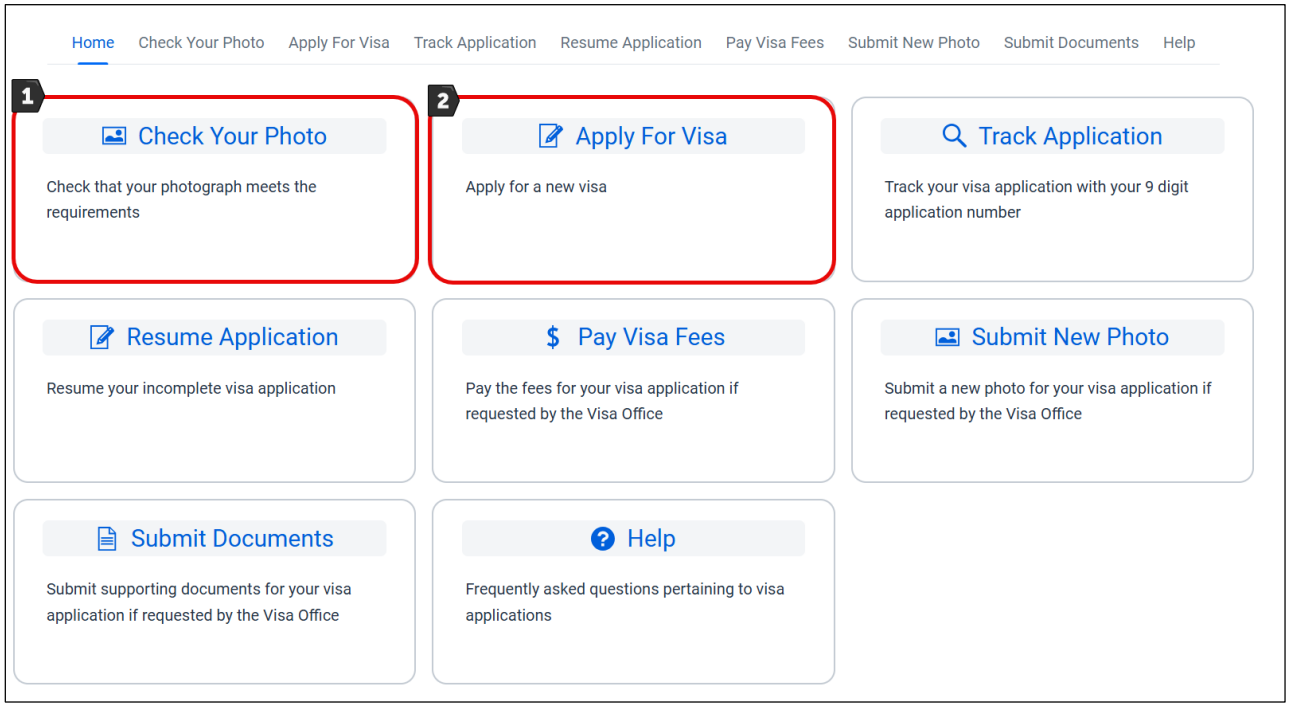
- Currently be staying in St. Kitts and Nevis.
- Hold a passport that is valid for at least six months from your intended date of travel to St. Kitts and Nevis.
- Have a valid email address.
- Visa photo must be from the last six months.

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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 including the Visa Entry Type.

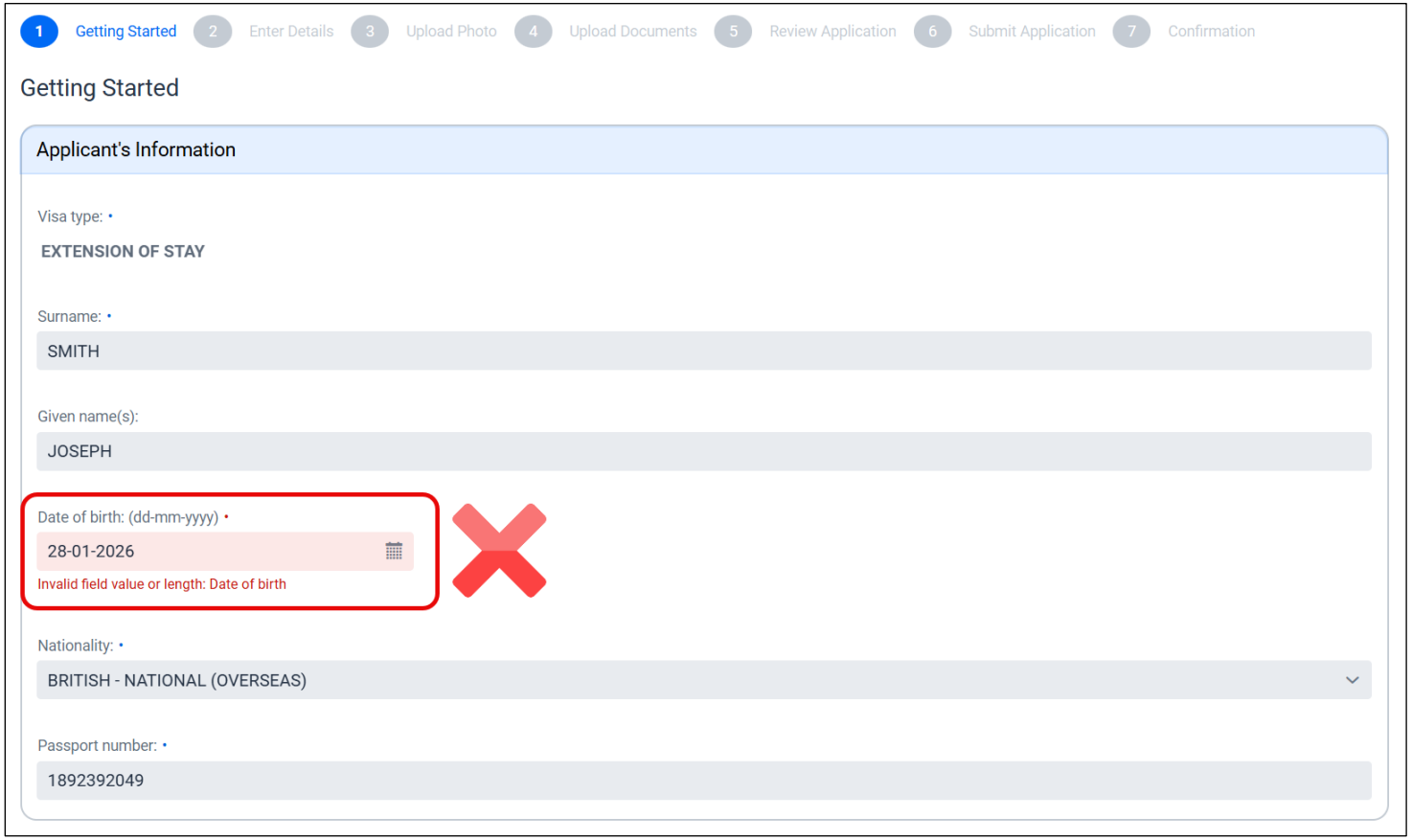
Then you will be required to:

- complete the application form online.
- provide an acceptable digital photo.
- provide supporting documentation.
- pay the processing fee with a Credit/Debit card or a prepaid card. Visa, Mastercard, and American Express accepted.

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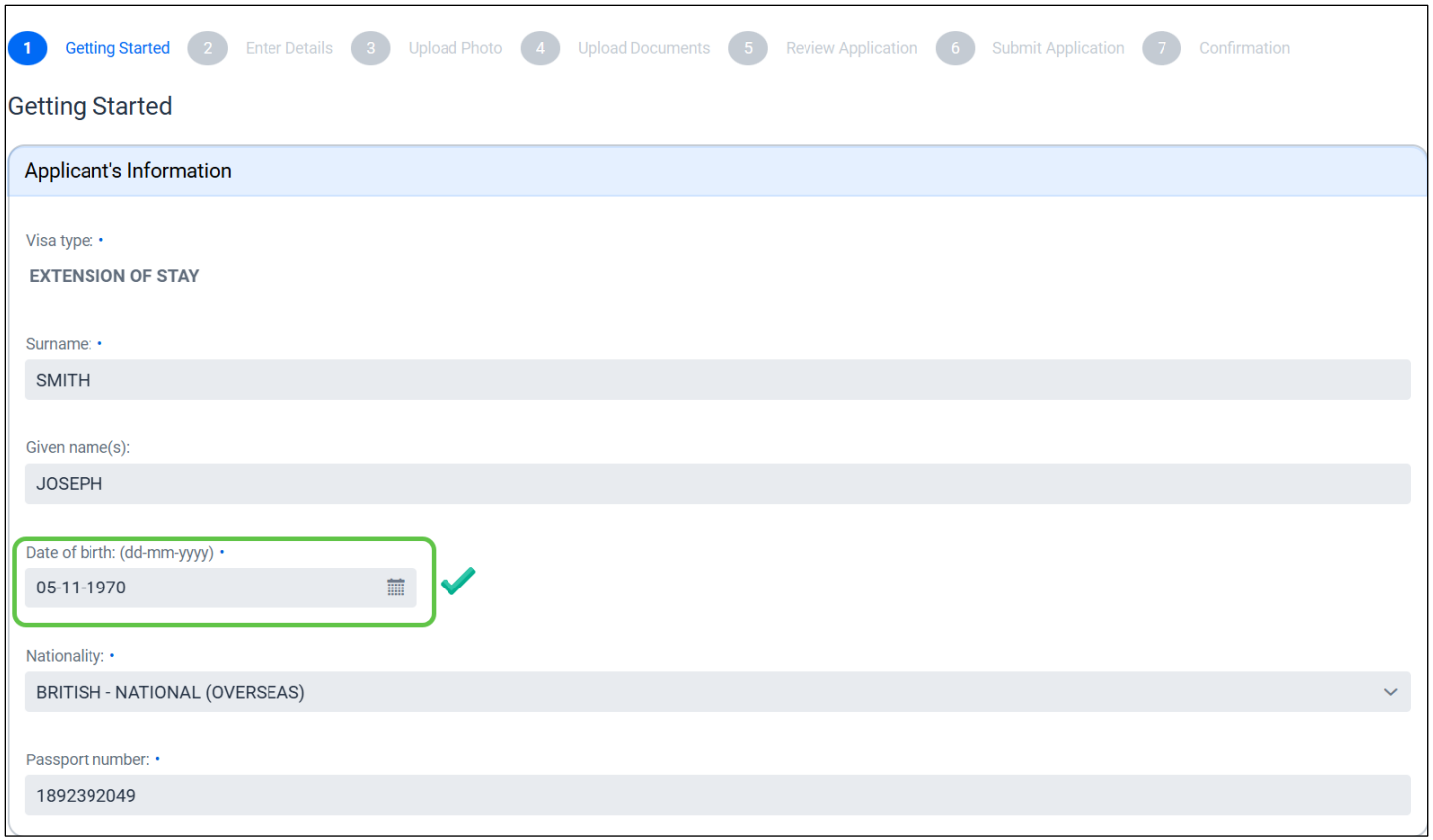
I am receiving errors when trying to apply for my Visa online. What should I do?

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



Here the date in the field is invalid.

Always double check the information that you have entered.



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What do I need to apply for a Visa?

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

- **Digital passport compliant photo**. For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.
    - 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.
    - Each document must not exceed 450 KB.
    - The number of documents you may upload is limited to twenty in total.

- **Credit/Debit card or a prepaid card for payment.** Visa, Mastercard, and American Express are accepted.

- **A valid email address.**

Note: The Visa Office reserves the right to require you to resubmit existing or additional documents either online or by visiting the Visa Office in person.

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What do these fields mean and what information is required?

Here is information to clarify what is required for certain fields within the visa application based on the type of visa being applied for.

Visitor Visa:

1. **Visa Entry Type** – Use SINGLE if your stay will be 30 days or less. Use MULTIPLE if your stay will be 31 days or more.
2. **Issue (arrival) date** - Enter the date that you plan to arrive in St Kitts and Nevis.
3. **Expected length of stay** - Enter the number of days you plan to visit St Kitts and Nevis.
4. **First Passport** - Enter YES if you are using your current passport for the first time when travelling to St. Kitts and Nevis. Enter NO if you have previously travelled to St. Kitts and Nevis using a different passport number.
5. **Maximum length of stay** - Select the maximum length of stay you expect to be in St Kitts and Nevis. Depending on your selection, appropriate fees will be charged to your application.

Extension of Stay:

1. **Date of Arrival** - Enter the original date that you first entered St. Kitts and Nevis for your current visit.
2. **Intended date of departure** - Enter your new planned date of departure.
3. **First Passport** - Enter YES if you are using your current passport for the first time when travelling to St. Kitts and Nevis. Enter NO if you have previously travelled to St. Kitts and Nevis using a different passport number.

Student Visa:

1. **Issue (arrival) date** - Enter the date that you plan to arrive in St Kitts and Nevis.
2. **Commencement Date** - Enter the date that your school year begins.
3. **Finish Date** - Enter the final date for when your program will be completed.

School Attendance:

1. **Issue (arrival) date** - Enter the date that you plan to arrive in St Kitts and Nevis.
2. **Expected Length of Stay** - Enter the number of days that you are required to stay based on your school year.
3. **First Passport** - Enter YES if you are using your current passport for the first time when travelling to St. Kitts and Nevis. Enter NO if you have previously travelled to St. Kitts and Nevis using a different passport number.

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Why don’t I have to pay for the Extension of Stay right away?

The Extension of Stay only needs to be paid once it has been approved. After you receive the approval email, you will be required to pay for the Extension to be activated.

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How can I make an image of my current passport and other supporting documents 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.

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.

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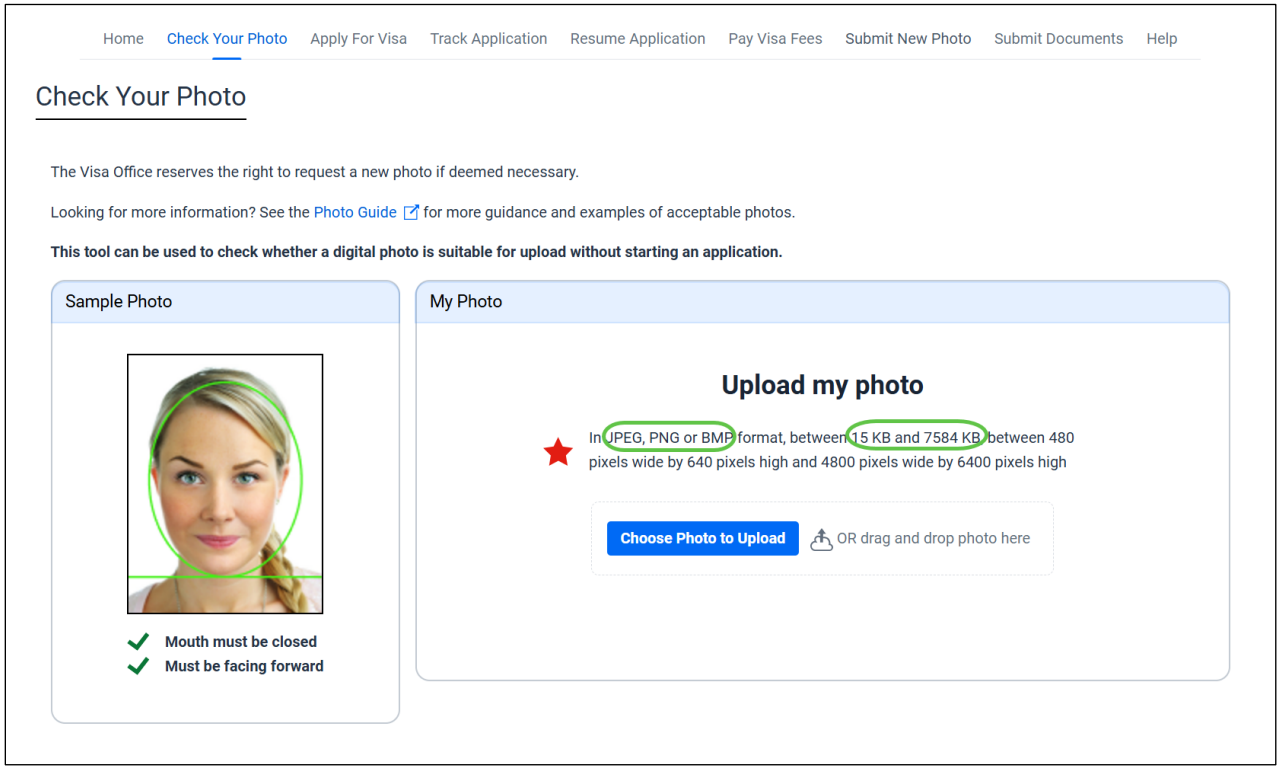
What are the photo requirements?

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:

- 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 at the Visa office: **Church & Central Streets, Basseterre, St. Kitts and Nevis.**

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



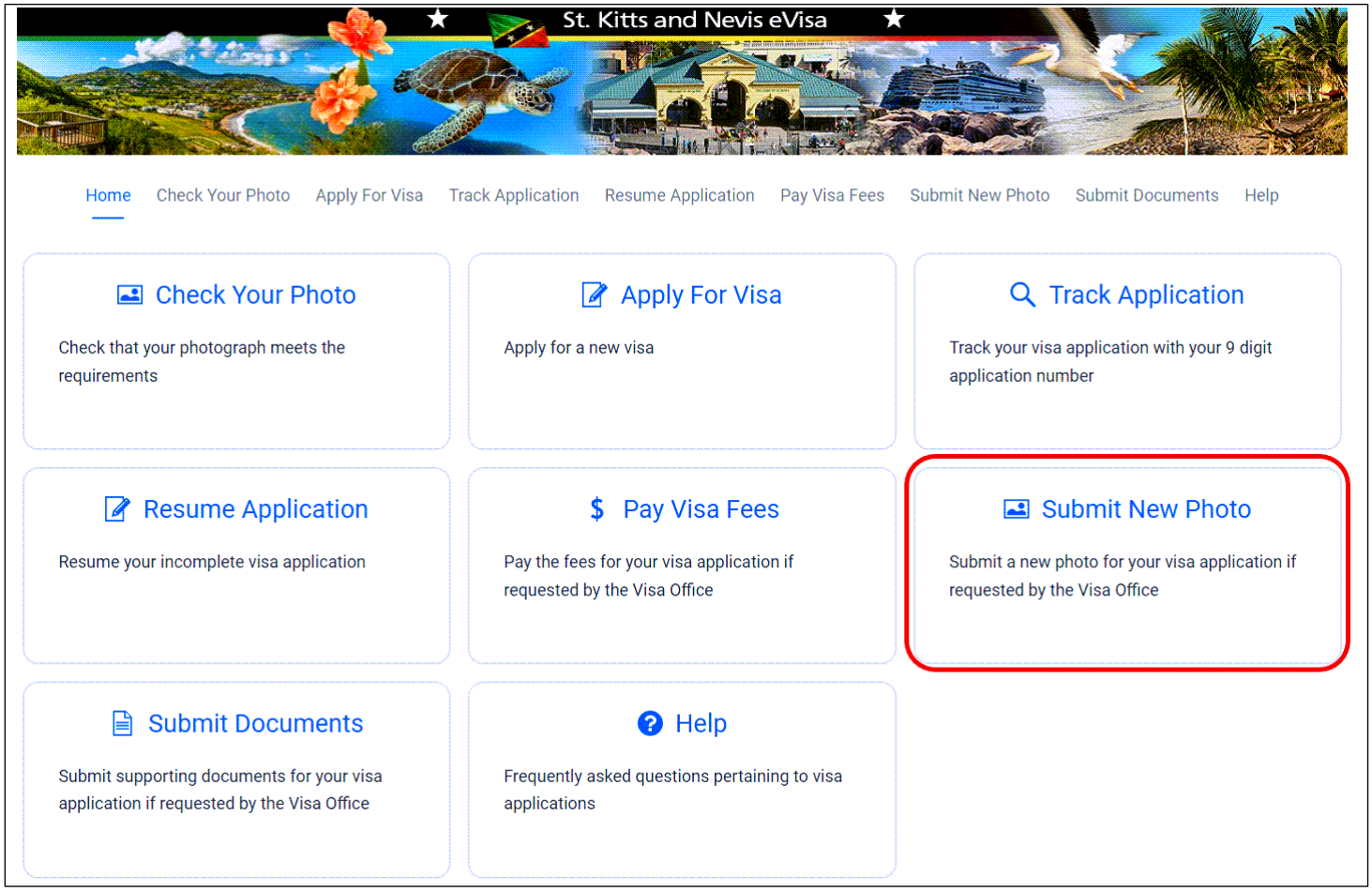
Note: The Visa Office reserves the right to request a new photo if deemed necessary.

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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.

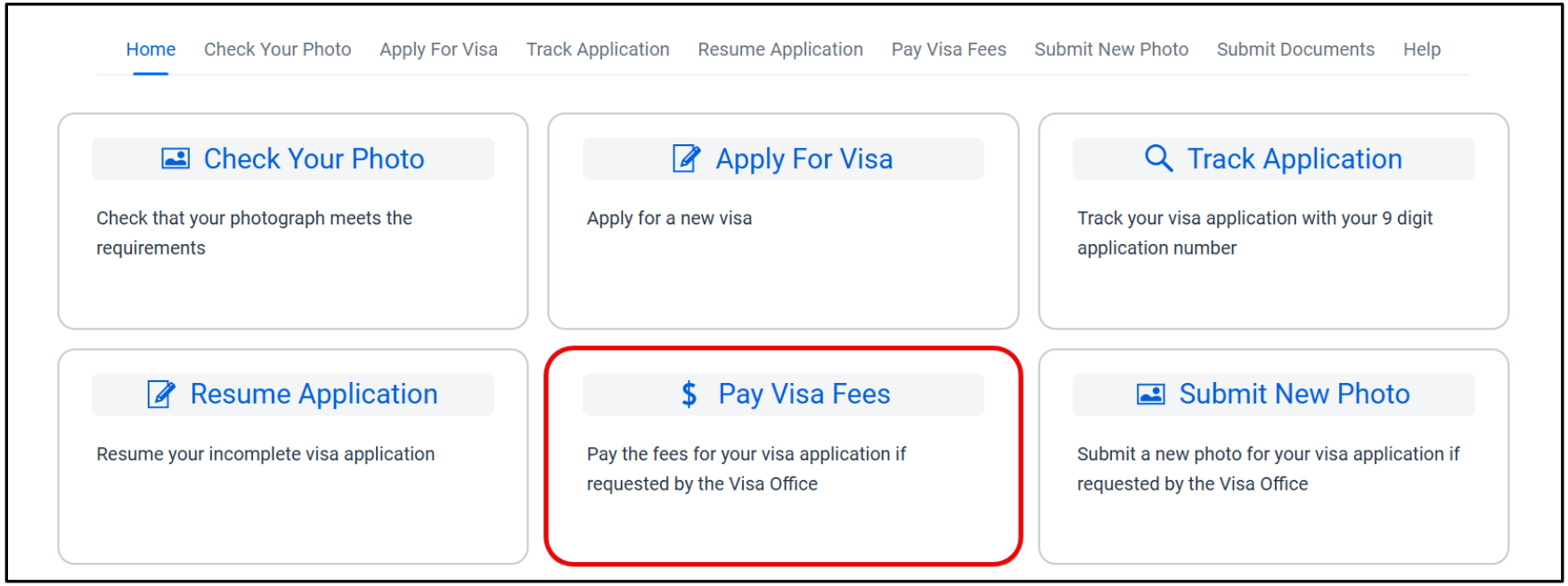


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What should I do if the Visa Office requests payment for my application?

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



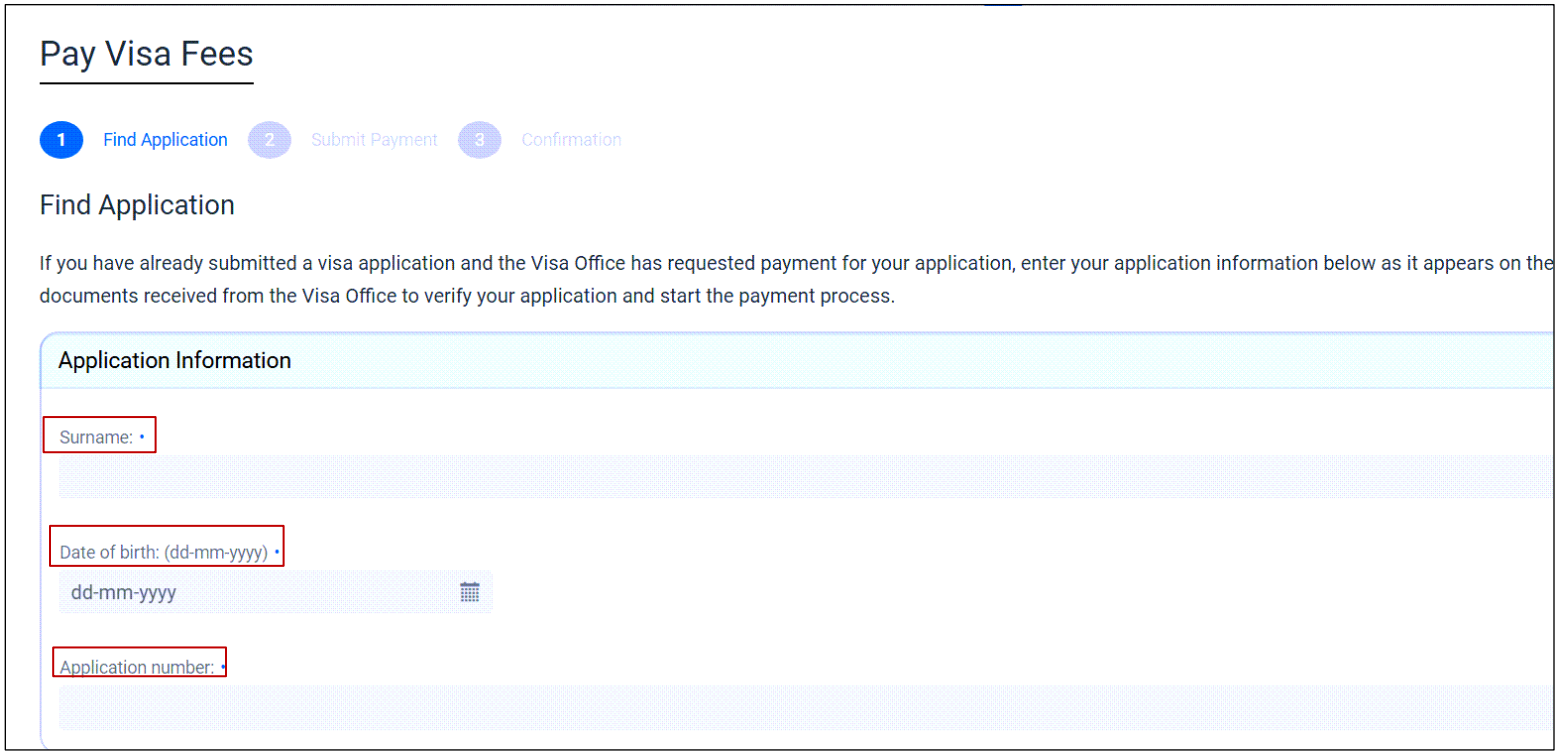
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How can I pay for the online Visa application?

During the application process you will be redirected to a secure third-party website for payment. Enter the search details (Surname, D.O.B, Application number) exactly as they appear in the email document received regarding your application within the given fields.

You can pay for your eVisa by Credit/Debit card or a prepaid card. Visa, Mastercard, and American Express are accepted.

When the payment processing is complete, you will be provided with a confirmation via email.

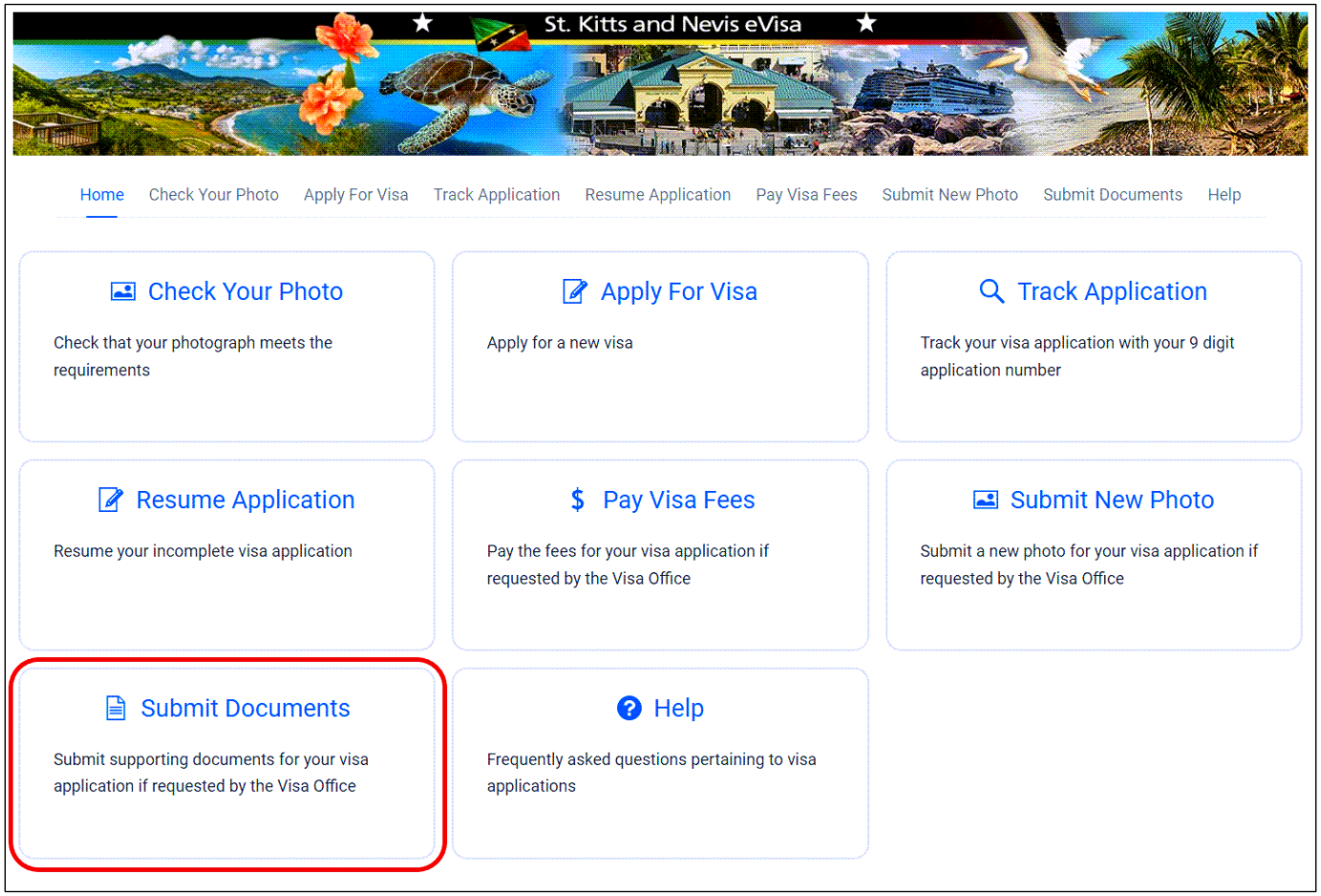


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What should I do if the Visa Office requests updated or additional documents for my application?

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

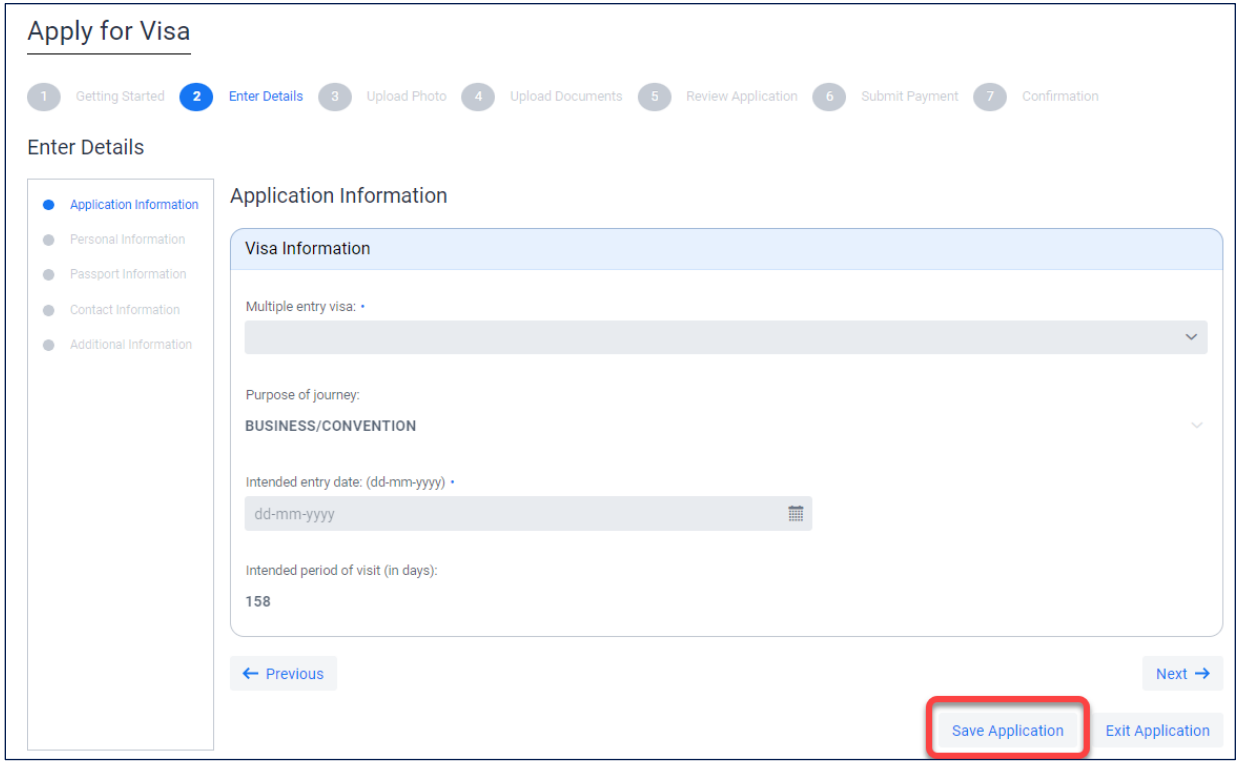
Note: The Application Number is contained in the request for more information you received via email from the Visa Office.



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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.

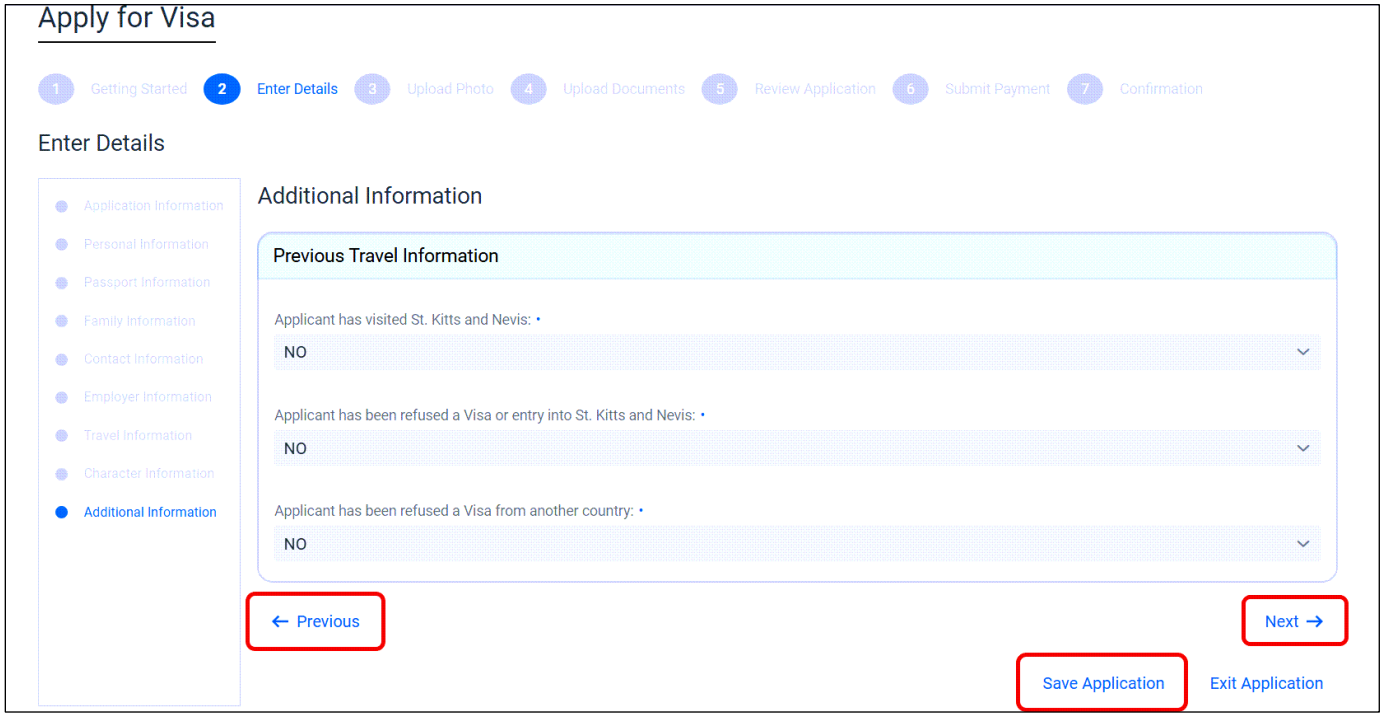
Note: Once you have paid for and submitted the application you can no longer resume the application or make changes.

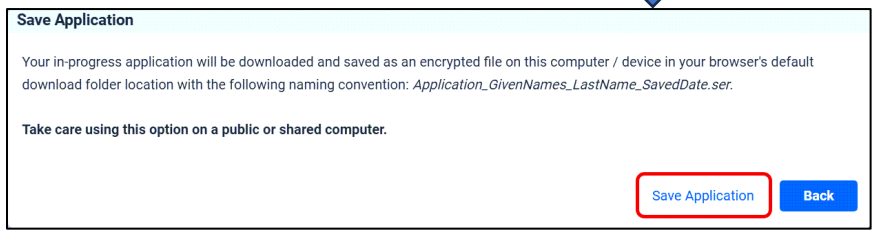
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My session is about to expire, what should I do?

After 30 minutes of inactivity, your session will expire.

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





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

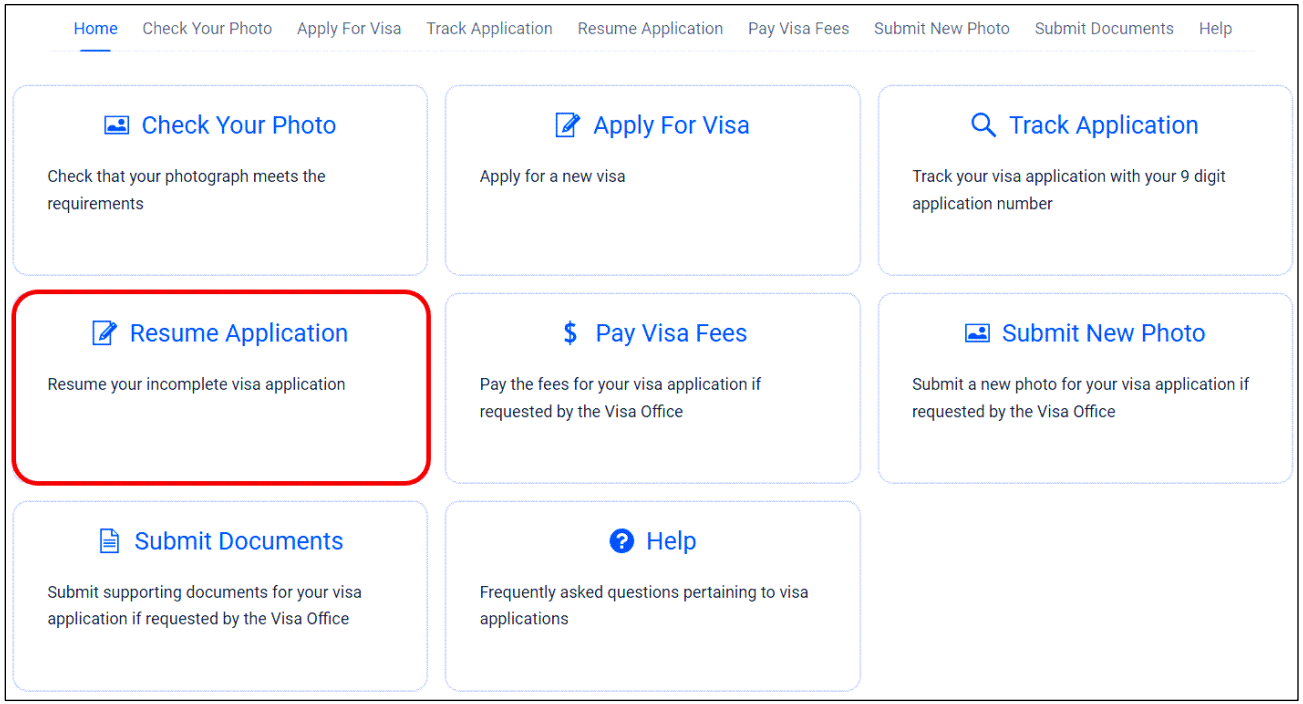
No.

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

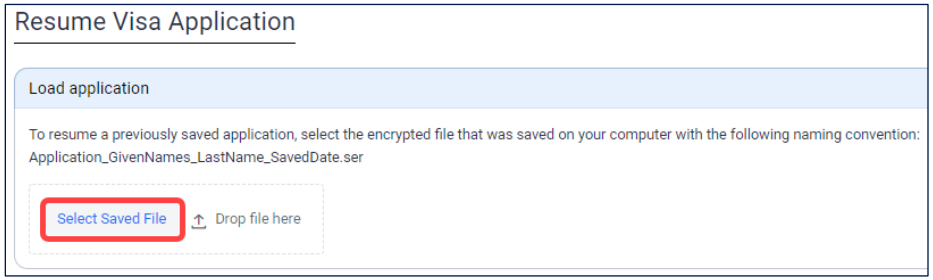
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How can I retrieve an application that I saved on my computer to resume my application process?

1. Ensure you are using the same computer that you were using when you saved your application.
2. Select **Resume Application** from the Home page.



3. Click on **Select Saved File**.



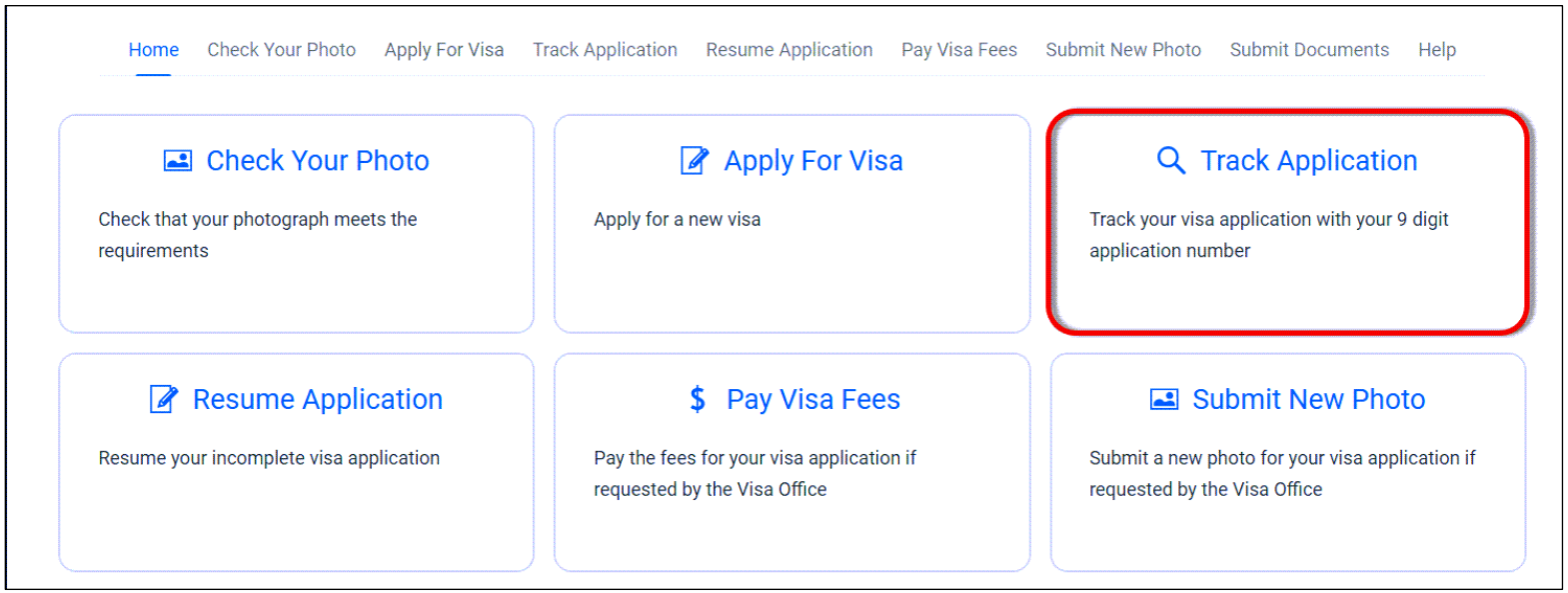
4. Navigate to the appropriate file on your local computer in your browser's default download location with the following naming convention: example: **Application_Susan_Smith_OCT12_3_43_PM.ser.**

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

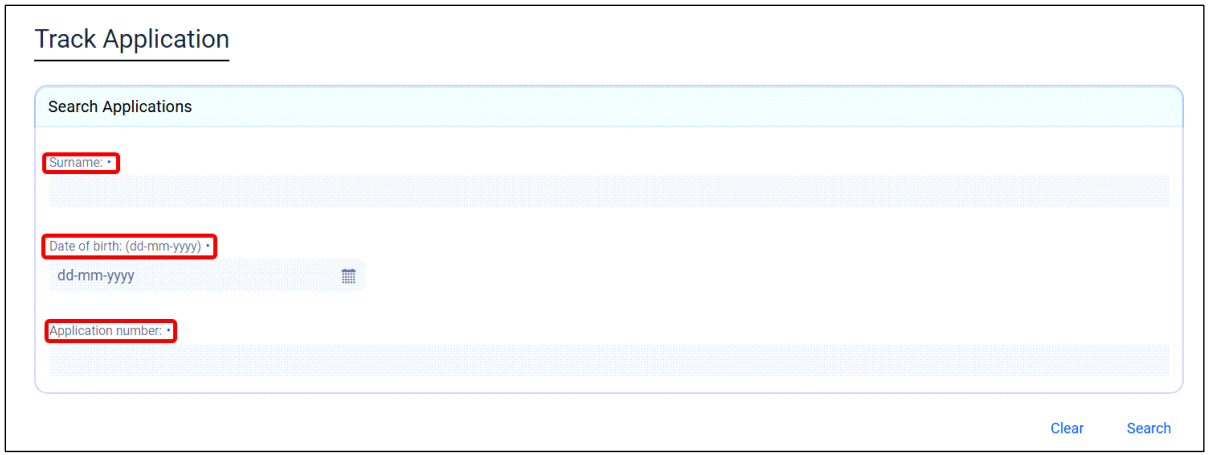
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How can I check the status of my Visa?

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.



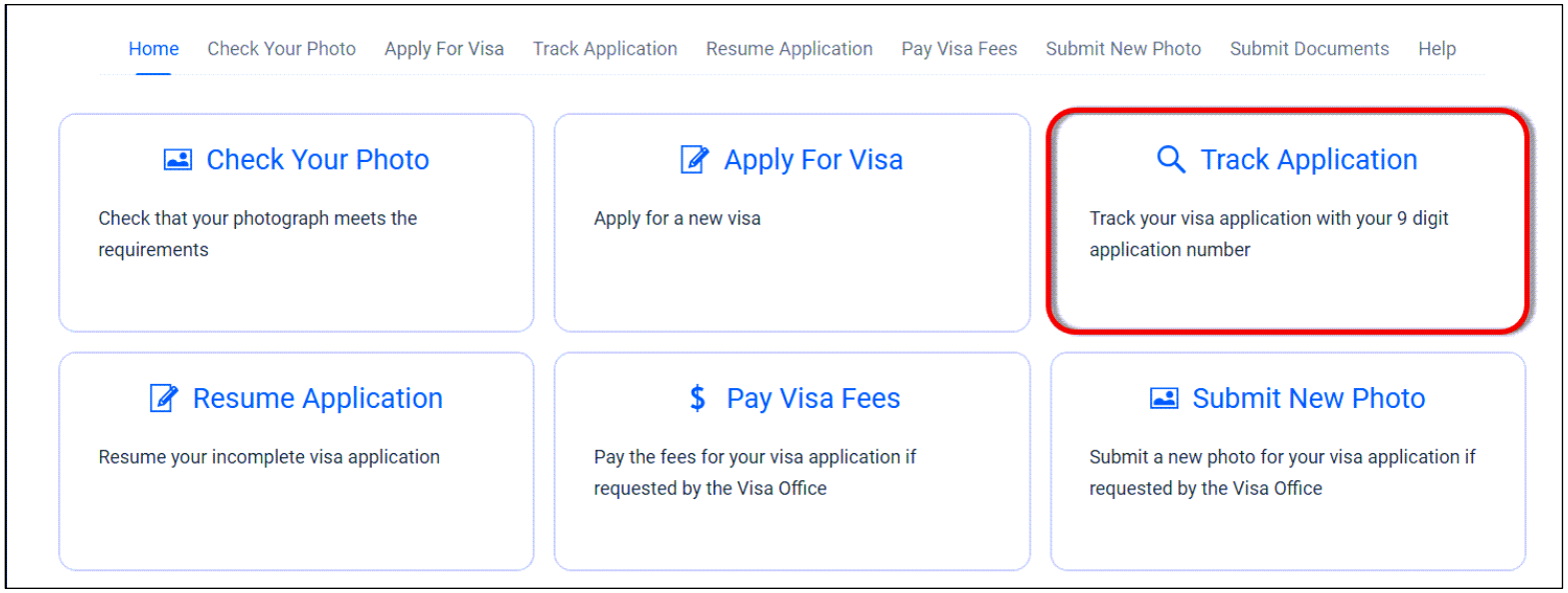
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How do I know if my Visa is ready?

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.



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How much will it cost for the Visa?

Refer to the St. Kitts and Nevis government website for fee payment: https://www.foreign.gov.kn/visa-required-countries-for-entry

Or contact the Visa office by phone: 1-869-467-1209 X 1530

Or by email: evisa@gov.kn

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Where can I get more information?

Additional information is available at: https://www.foreign.gov.kn/visa-required-countries-for-entry

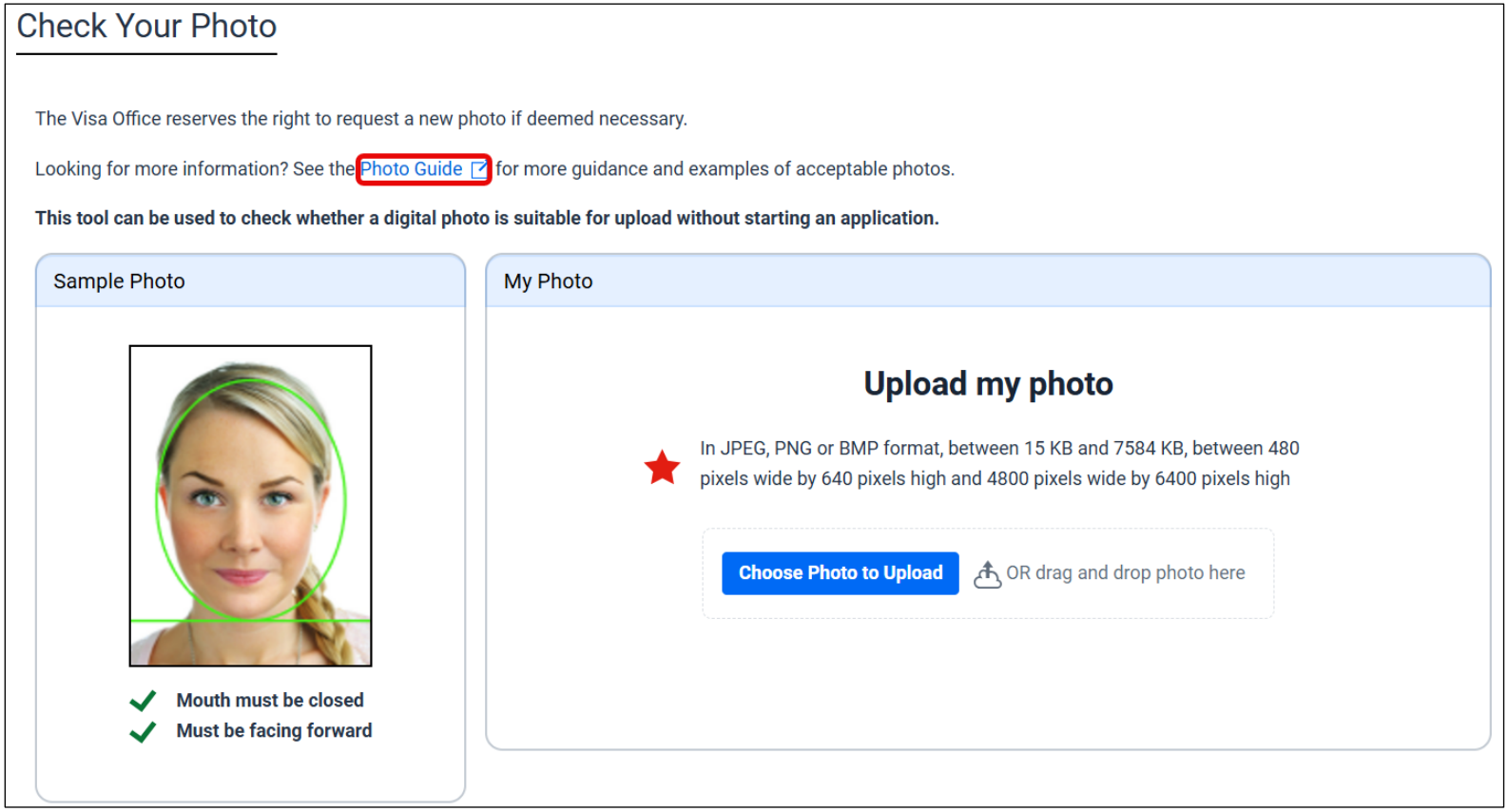
Or contact the visa office: 1-869-467-1209 X 1530

Or by email: evisa@gov.kn

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My photo was rejected and I’m receiving an error message. What should I do?

Your photo can be rejected for any number of reasons related to the quality, size, and color of the image. Make sure to use the **Check Your Photo** tool to ensure the image that you upload meets the requirements for upload. Consult the **Photo Guide** if you are unsure on how the image should look.



To understand what each error means and what to do, see the Photo Checking Error Messages Table for further information.

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Photo Checking Error Messages Table

Photo Error Message	Solution
The width of the photo is above the maximum limit of 4800 pixels. **The height of the photo is above the maximum limit of 6400 pixels.**	The photo size is too large. Take a new photo with smaller dimensions.
The width of the photo is below the minimum limit of 480 pixels. **The height of the photo is below the minimum limit of 640 pixels.**	The photo size is too small. Take a new photo with bigger dimensions.
Photo size is too big. **Maximum allowed size is: 7584 KB**	The file size is too large. Take a new photo.
Photo size is too small. **Minimum allowed size is: 15 KB**	The file size is too small. Take a new photo.
The photo height to width ratio is above the maximum limit of 1.5.	The photo is a horizontal rectangle. Take a new photo with the correct dimensions **(640 x 480)**.
Unable to perform validation: The face could not be identified.	Take a new photo and: • Ensure your face is centered and that it takes up majority of the space in the photo. • If you are wearing glasses in the photo, remove the glasses and retake the photo. • If you have a beard covering up your face, retake the photo
Unable to validate the photo: The image is too grainy or too blurry.	Take a new photo with a clearer image.

Photo Error Message	Solution
Unable to validate the photo: The image is too dark or too bright.	Take a new photo with adjusted lighting
Unable to validate the photo: The face must be straight-on to the camera.	Take a new photo and make sure you are looking directly at the camera.
Unable to validate the photo: Part of the face is not visible.	Take a new photo with your face centered properly within the image.
Unable to validate the photo: The image must have balanced contrast.	Take a new photo.
Unable to validate the photo: The lighting must be uniform with no shadows over the face or background.	Take a new photo and ensure nothing is in front or in the background behind you.
The glasses must not be dark or tinted.	If you wear glasses, take a new photo with your glasses removed.
The face must be straight-on to the camera with no head tilt or turn.	Take a new photo and make sure you are looking directly at the camera.
The eyes must be open.	Take a new photo. Make sure that your eyes are wide open and that you have a neutral expression in the photo.
The image must have a plain uniform background.	Take a new photo with nothing in the background behind you.
The mouth must be closed.	Take a new photo and ensure that your mouth is closed.
Configuration Error, unable to perform validation.	This is an internal error and has to be fixed by support.

If none of these solutions work and you still are getting an error message, visit the Visa Office and present yourself in person with the photo taken of yourself.

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I seem to be encountering errors in the portal during the application process. What should I do?

When working through your application on the Visa Portal, you may encounter errors based on the module you are using to record required information for the application you are submitting.

There are some steps you can take to try and resolve the issue on your end. See the Common Online Portal Errors table for more information.

If the error persists, you can contact the Visa Office by:

- Phone: 1-869-467-1209 X 1530
- Email: evisa@gov.kn

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Common Online Portal Errors Table

Portal Error Message	Location of Error	Possible Solution
Your information could not be retrieved.	This error may appear in: • Track Application • Pay Visa Fees • Submit New Photo • Submit Documents	Before contacting the Visa Office, first make sure to: 1. Verify that the information in these three fields are correct: • Surname • Date of Birth (format: **dd-mm-yyyy)** • Application Number 2. Cross-check these details against your existing application information in the **Visa Online Application Receipt** sent to your email. 3. Contact the Visa Office if the error persists.
An error has occurred, please try again.	This error may appear in: • Track Application • Pay Visa Fees • Submit New Photo • Submit Documents	If the error dialogue provides instructions, follow them and see if it fixes the issue. If the error persists, contact the Visa Office.
Your application is not ready for visa fee payment at this time.	This error may appear in the Pay Visa Fees search screen.	If this error appears, **do not attempt payment.** Your application is not ready, and you need to confirm its status before doing so. 1. Check your email notifications: If payment is required, you will receive one of the following emails: • **Application Fee Payment Required** • **Request for More Information for Your Visa Application with Payment Required: Yes.**

Portal Error Message	Location of Error	Possible Solution
		2. Verify where your application is using the **Track Visa Application** module. 3. Wait for your application to be in the correct status before paying. For Student, Visitor, School Attendance Visas, status must be one of: • PENDING ONLINE FEE PAYMENT • PENDING ADDITIONAL INFORMATION FROM APPLICANT For Extension of Stay Visas, status must be one of: • PENDING FEE PAYMENT • PENDING ONLINE FEE PAYMENT • PENDING ADDITIONAL INFORMATION FROM APPLICANT 4. If the application is in a different status or if the error persists and you cannot pay, contact the Visa Office.
Your application cannot be paid online.	This error may appear in the Pay Visa Fees search screen.	If this error appears, the payment for your application cannot be made online. 1. Verify where your application is using the **Track Visa Application** module. 2. If your Visa is for Student, Visitor, or School Attendance and the status is PENDING FEE PAYMENT, you must go into the Visa Office to pay.

Portal Error Message	Location of Error	Possible Solution
		3. Contact the Visa Office if you believe payment should be available but cannot proceed.
Your application does not require visa fee payment.	This error may appear in the Pay Visa Fees search screen.	If the payment was already made, check your email junk folder to see if you received a Visa Payment Receipt email. 1. Verify where your application is using the **Track Visa Application** module. 2. If your status is NOT one of the following: • PENDING ONLINE FEE PAYMENT • PENDING ADDITIONAL INFORMATION FROM APPLICANT. • PENDING FEE PAYMENT then you will not have access to the Pay Visa Fees module. 3. Contact the Visa Office if you believe payment should be available but cannot proceed.
Your application does not require the submission of a new photo.	This error may appear in the Submit New Photo search screen.	1. Verify your application status using the **Track Visa Application** module. Application status has to be in PENDING ADDITIONAL INFORMATION FROM APPLICANT. 2. Check your email notifications. IF photo is required, you will receive an email: **Request for More Information for Your Visa Application with Photo Required: Yes** Follow the instructions in the email. 3. You can only upload a new photo if BOTH these conditions are met.

Portal Error Message	Location of Error	Possible Solution
Your application does not require the submission of supporting documents.	This error may appear in the Submit Documents search screen.	1. Verify your application status using the **Track Visa Application** module. Application status has to be in PENDING ADDITIONAL INFORMATION FROM APPLICANT. 2. Check your email notifications. IF documents are required, you will receive an email with a **Request for More Information for Your Visa Application with Documents Required: YES**. Follow the instructions in the email. 3. You can only upload a new photo if BOTH these conditions are met.
Your application cannot be processed online.	This error may appear in: • Apply for Visa start screen. • Resume Application module.	This error message may mean that you already have another application for the same visa type or multiple applications in progress. 1. Use the Track Application module to review the status of your existing application. You can find all details in the **Visa Online Application Receipt** sent to your email. 2. If necessary, create a new application. **Note**: You can only submit a new application for the same visa type if the previous one has a status of ISSUED, REFUSED, or CANCELLED. Applications for a different visa type can be submitted at any time. 3. Contact the Visa Office if the issue continues.

Portal Error Message	Location of Error	Possible Solution
It appears an application was already submitted. Please select the 'Apply for Visa' option to start a new application.	This error may appear in the Resume Application module.	If you see the error message "**It appears an application was already submitted**" in the Resume Application module, it means the saved in-progress file has already been used for submission. That application is now in a final status: • ISSUED • REFUSED • CANCELLED. 1. Use the Track Application module to confirm the status of your existing application and check if it is ISSUED, REFUSED, or CANCELLED. You can find all details in the **Visa Online Application Receipt** sent to your email. 2. If necessary, create a new application. 3. If the issue continues, contact the Visa Office

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