Immigration Online Portal

Regularisation of Long-Term Undocumented Migrants Scheme

Guidance on completing the application form for single applicants

Immigration Service Delivery

Contents

1. Immigration Online

This is your guide to using our online forms.

Please read our instructions carefully to understand how to use our online forms.

To begin your application, you must first register an account for our online portal.

1.1 How do I register for an account?

1. On the Immigration Online login page, click on the words **Register here**

2. Fill in your details. You will be asked for: your name, current e-mail address and a password of your choice.

3. You must also tick the box to confirm you accept our terms and conditions. You can read the [Immigration Online terms conditions](#) on our website www.irishimmigration.ie

Tip: Your password must contain at least eight characters, including at least one number, one upper case letter and one lower case letter. For extra security, choose a phrase that is easy for you to remember, difficult for other people to guess and not used for any other online account.

4. Click **Register**

5. We will then send you an **activation email** with a link. You must click this link to prove you used a valid email address. If you do not receive this email within ten minutes of your registration, please check your spam folder.

Tip: The email will include a time limit in which you are to confirm your registration. If you do not validate your email within the stated timeframe, it is possible to have a new email sent to you. This can be done by clicking the button at the bottom of the registration page, marked **request new validation email**.

2. Navigating your account

2.1 Log in to Immigration account

Once your account is confirmed, you can log in to your Immigration Online account.
To do this, enter **your email address** and **password** on the Immigration Online login
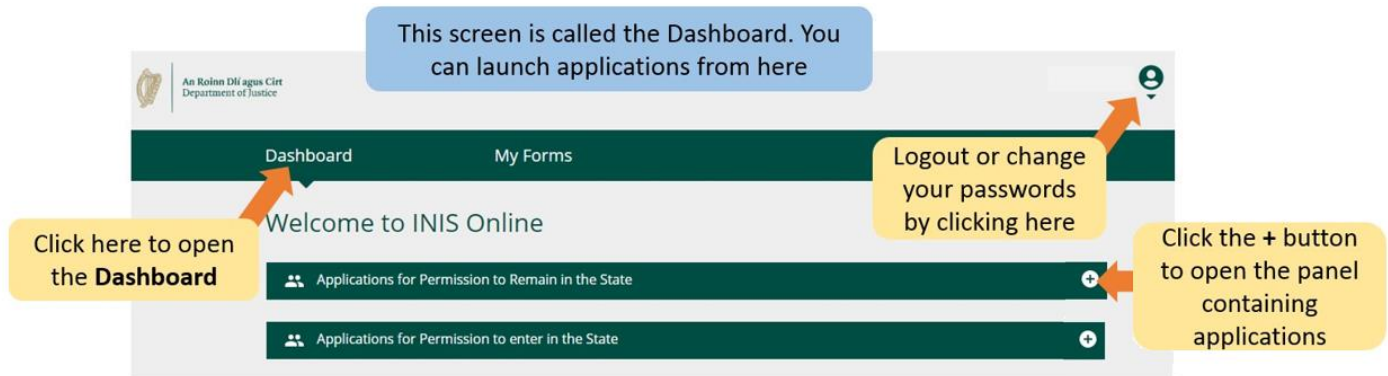page and then click **Login**

This will take you to the Dashboard page of your Immigration Online account. On this page you
see two headings:

- Dashboard
- My Forms

2.2 Dashboard

The **Dashboard** is the first page you will see when you log into Immigration online. It is also where you can access all our online forms.


2.3 My Forms

The second heading in your Immigration Online account is marked **My Forms.** This is where you can see forms you have submitted to us or have partially completed (in progress).

This section has four sub-headings for different stages of your application forms;

- **Draft Forms** This is where the forms you have saved but not submitted to us are located.
- **Submitted Forms**: Here you can see forms you have submitted to us.
- **Additional Information Required**: Forms you have submitted to us but where you need to give us further information to process your application are located here.
- **Completed Forms:** Contains forms where we have accepted your application based on the information you gave.
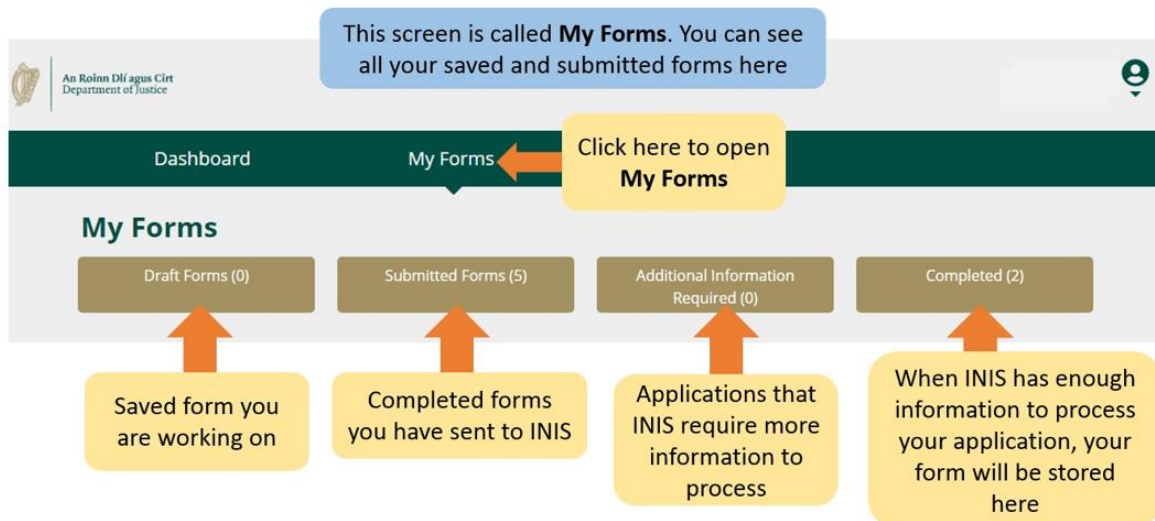
2.4 Account Settings

In the top-right corner, when you click the small arrow under person icon you will be taken to a menu where you can select to change your password or log out of your account.
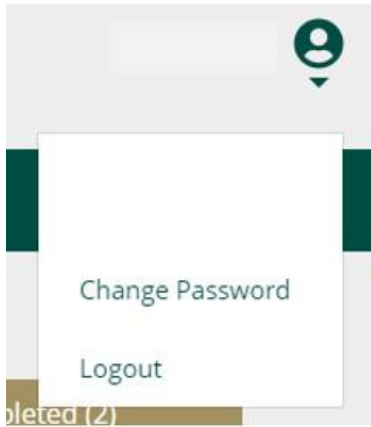
To change your password:

1. Click **Change Password.**
2. On the following page enter your new password in the boxes provided.
3. Click **Change Password** button.

To logout of your account:

1. In the menu under the person icon, select **Logout**.

   We advise you to log out of your account before closing your browser.

3. Completing your form

You are eligible to apply as a single applicant under this scheme if you are of good character and have resided in the State without permission for at least 4 years immediately prior to the launch of the scheme on the 31 January 2022.

3.1 Starting an application

To begin your application, you first need to select a form from the drop down menus on the **Dashboard**.

There are two dropdown menus on the Dashboard:

- **Applications for Permission to Remain in the State**
- **Applications for Permission to enter the State**

1. Please select applications for **Permission to Remain** in the State.
2. Next locate the application form you wish to use i.e. Regularisation of Long Term Undocumented Migrants Scheme.
3. Under the heading for the application form, click on **Begin Application**.

   This will take you to the first page of your form.

## 3.2 Getting around the form (1): The basics
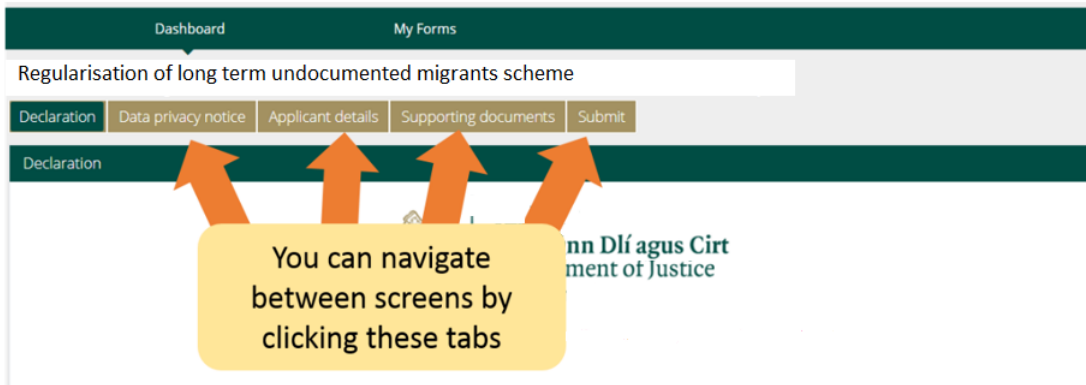
At the top of the form, there are **tabs** that open sections section of the form. When you click on one of these, it will take you to that section of the form.

At the bottom of the form there are three buttons:

- **Next:** If you click this button it will bring you to the next section of the application form.

You must complete all the **mandatory fields** in the current section of the form before clicking **Next** button to take you to the next section of the form. Mandatory fields are shown using a red asterix * .
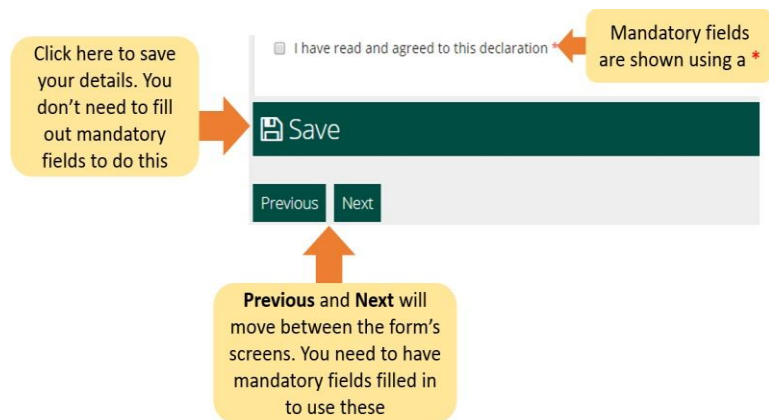
- **Previous:** If you click this button it will bring you to the previous section of the form.

- **Save**: When you click this button a message will appear confirming **Your form has been saved as a draft**.

We recommend you click **Save** multiple times while completing the form. This way if you are interrupted or lose internet connection, your most recently saved draft of the form will be saved.
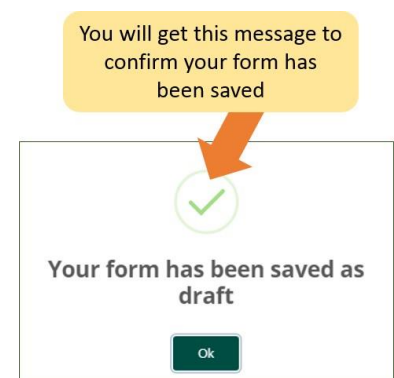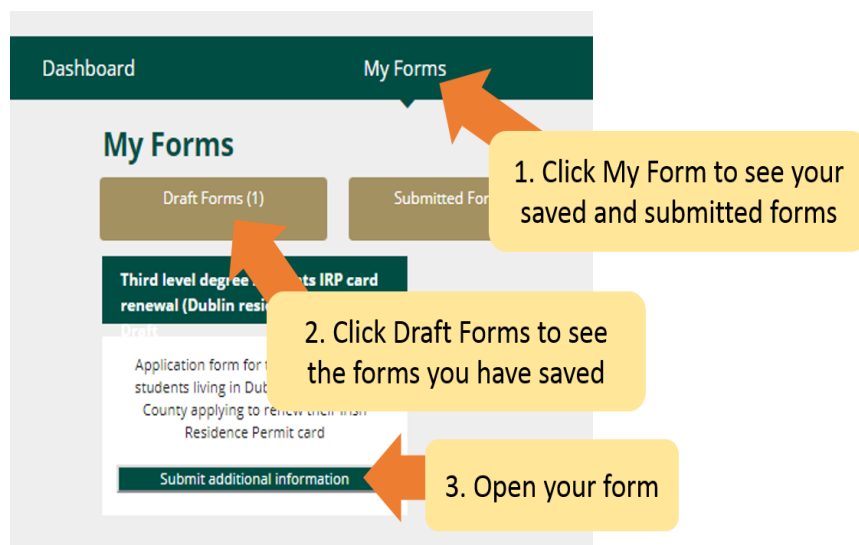
3.3 Getting around the form (2): Finding a saved form

To find a saved form:

1. Click **My Form**.
2. Select **Draft Forms.**
3. Click **Submit Additional Information**.

From here, continue working on the form, or select the red **Delete** button to cancel your application, this is discussed further in the next section.

3.4 Getting around the form (3): Deleting a saved form

To delete a saved (draft) form

1. Find the form you wish to delete as described in the above section **3.3 Getting around the form (2): Finding a saved form.**

2. Open the form.

3. Select the **Delete** button on the top right of the form.

   Do not touch this button unless you want to delete your application form. Once you click this button the **form will be deleted and cannot be retrieved**.
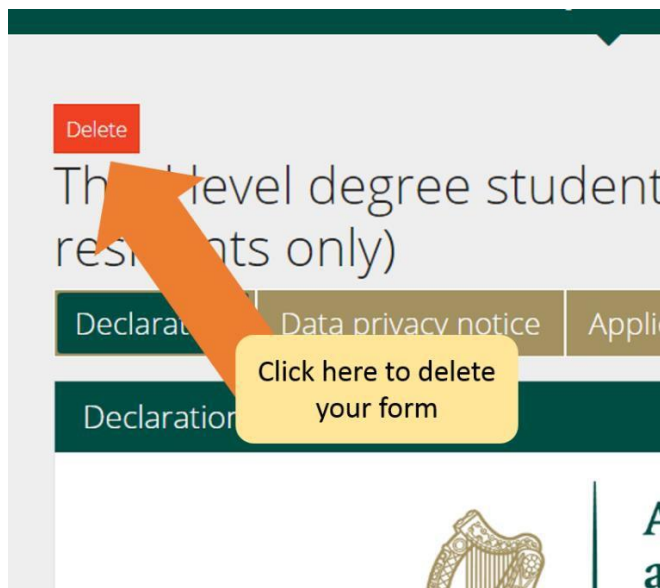
3.5 Completing the form

The e-application form contains a number of sections, all of which you must complete. Mandatory fields are questions on the form where you must give an answer. Please note that you cannot proceed to the next section unless all of the mandatory fields have been completed.

3.5.1 Section 1 of the form - Introduction

The first section is the introduction and contains important information regarding the scheme. It is important that you carefully read this information. Before you can proceed to the next section, you must confirm that you have done so by ticking the box below:

This guidance is for single applicants. If you are completing an application for yourself and your eligible family members living undocumented with you in the State then you should open the guidance document for applicants applying as a family.

Once you select the application type, you can then click next to proceed to the Data Privacy Section.

3.5.2 Section 2 of the form - Data Privacy Notice

This contains important information about how we will process and retain your information. Again, you must confirm that you have read this information by checking the box below before you can start completing the form.

If you are completing the form as the legal representative of the applicant, then you must confirm that you are authorised and satisfied to make the declaration on their behalf.

If a representative is completing the form (e.g. your solicitor) then they must complete the following fields providing representative details:

3.5.3 Section 3 of the form – Applicant Details

In the first part of this section you provide your first name, your last name, any other names you have used in the State, your date of birth, your country of birth, your gender and your nationality.

You are then asked to provide any Irish immigration or other identifiers you may have. You may provide your PPS Number if you wish to use it to support your application, but this is optional. You are also asked about your previous interactions with Immigration Service Delivery/the Irish National Immigration Service and/or the Garda National Immigration Bureau and any previous applications, such as a visitor or other visa application. Please answer all of these questions.

You are then asked to provide your contact details.

Next, you are asked to provide details of your identity or travel document, if you have one and then the details of your arrival and residency in the State.

You are then asked what your employment status is:

You are then asked to provide details of any criminal history. It is extremely important that you provide accurate and complete information here. Failure to disclose this information is considered to affect your character and your application may therefore be refused Add a separate entry for each offence by clicking "Add Another" highlighted below:

You are also asked to answer a series of mandatory questions as follows:

3.5.4 Note about Mandatory fields

Mandatory fields are questions on the form where you must give an answer. You will not be able to submit an application form to us without completing all mandatory fields.

- Mandatory fields are marked with a red asterisk (*).
- If you do not complete these parts, they will be marked in red boxes after you complete each page.
- You must complete these parts to submit an application to us.

Tip: if you can't proceed using the **Next** button, then you may have forgotten to complete a mandatory field. Scroll up the page to check for a red box.

3.5.5 Section 4 of the form - Supporting documentation

On your application form you will be asked to upload documentation as part of your application to us. This will be on the **Supporting Documentation** section of the form.

Please note:

- You must provide a certified copy of your original identity document(s) and certified translations into English or Irish if in another language.
- You must also provide scanned copies of documents that provide evidence that you have resided undocumented in the State for each of the past 4 years (immediately prior to the date you submit your application). We would expect to receive at least one proof of address for each year. A link to the list of acceptable documents is provided at the back of this document.
- For security reasons, you may only upload files in the PDF, PNG or JPEG formats.
- You can only add 1 file per box.
- There will be a heading for each document you are required to submit, and a button to upload one file per heading. If your file requires multiple images, for example proofs of address for each year, you can combine all of the scanned images into one PDF document. Guidance on how to do this is available in section **3.5.6 Preparing your files for upload**.

3.5.6 Preparing your files for upload

The following section will give you guidance on how to save your documents as PDF, PNG images and JPEG images, and how to combine multi-page documents into one single document.

How can I save my documents as PDFs?
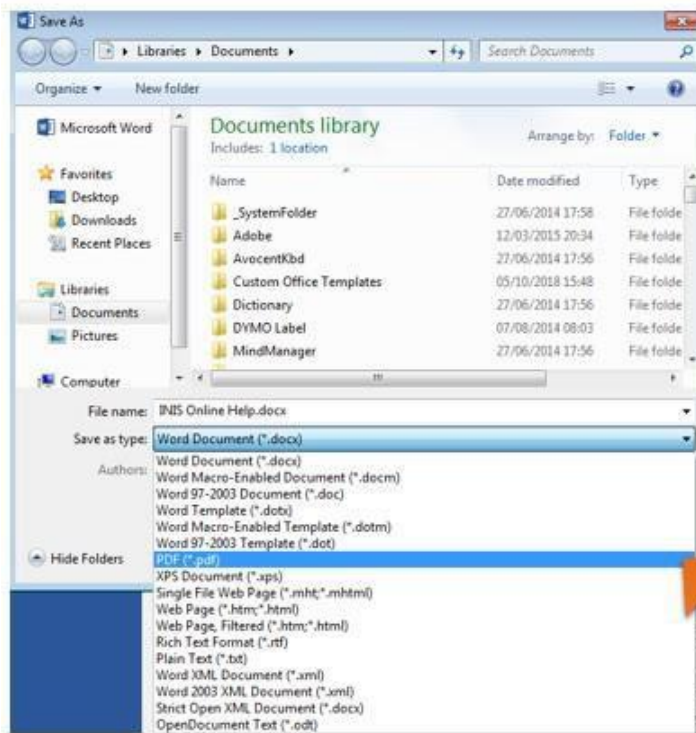
You can save a word processor document as a PDF

How can I save my images as PNGs or JPEGs?
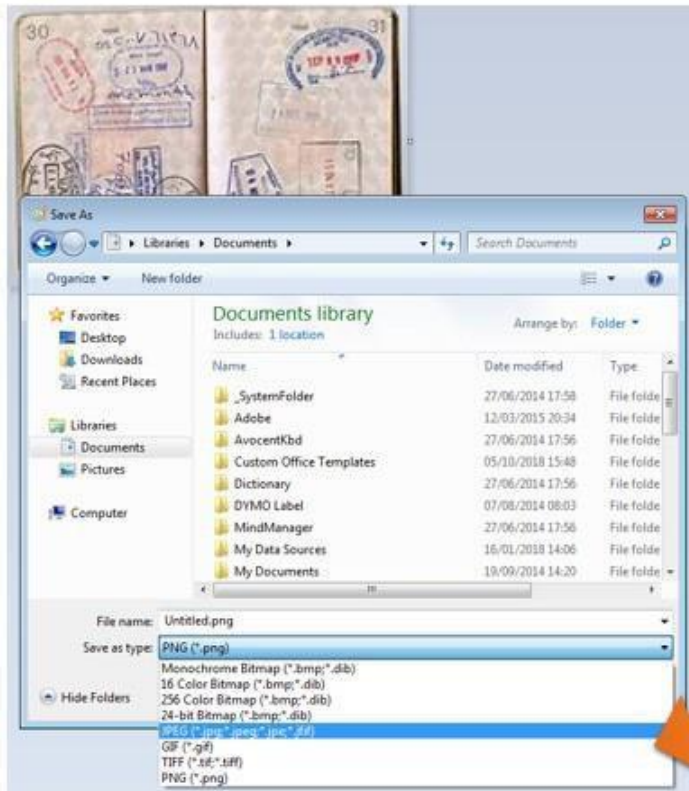
We accept JPEG or PNG image files... remember to save your photos or scans as one of these

How can I upload many pages as a single document?

When you are submitting multi-page documents, such as a copy of your full passport, you will need to combine a few of different images into a single document for upload. You can do this by three main methods:

1. Use a scanning application for your phone or tablet that will allow you take multiple photos and combine them into a single PDF. There are several applications available for free on app stores.
2. Use a modern photocopier/scanner that will scan multiple pages and combine them into a single PDF.
3. Take individual digital photos and copy them into a single word processor document, then save that document as a PDF, as described above.

3.6 Section 5 of the form - Submitting your form

To submit your application form you must:

- Complete all mandatory fields on the form, and
- upload any required documentation, and
- pay the application fee.

3.6.1 Submitting your form and paying the fee

1. When all your information and documents are on the form, go to the **Submit** section.

2. Please read the information in this section.

3. Click the button marked **Submit Form**.

You will now be taken to a payment page. The payment page confirms the fee that will be charged and asks for bill payer details.

Please:

1. Review the information contained here and complete the required fields.

2. Click the **Pay and Submit** button.
   Note: If you select the cancel button, your application will not be submitted to us and no payment will be made.

4. A payment page will appear where you will enter credit or debit card details.
5. There is only the option to pay the full fee, which in the case of a single applicant is €550.
6.   Enter the payment card information
7. Click **Pay now.**

8. When the payment has been processed, you will receive an email confirming that your form has been submitted. Please make sure to read this email as it will give information on the next steps in your application. If you have not paid the fee then the application will not be submitted.
9. **The application fee is not refundable in any circumstance. Please ensure you are eligible for this scheme before applying.**

Please note once you submit your application to us, you will not be able to edit it again unless we ask you to provide further information.

3.7 Responding to a request for further information

In rare situations, we might send you an email looking for extra information.

The instructions you will receive will tell you to:

1. Log into your account in the Immigration Online portal,
2. Go to the **My Forms** section,
3. You will find your form in the **Additional Information Required** tab,
4. Open the form,
5. You will find our requirements for further information within the form in a box called **Further information Required**,
6. You must update information in your application form or remove an update and a required document in your application as stated, and
7. Then submit your application again. You will not be charged for this.

3.8 What documents must I submit as part of the application?

A list of the required documents that must be submitted as part of your application are available at https://www.irishimmigration.ie/required-documents-guide-regularisation-of-long-term-undocumented-migrants-scheme/