



FREQUENTLY ASKED QUESTIONS (FAQs)

1. What type of permit can I apply for using the portal?

At this time, **only renewal applications for Long-Term Work Permits and Permits to Reside** can be processed through the portal. All other permit types must be applied for at an Immigration Office.

2. How and when do I link associated applications?

You will be required to link applications where there is an independent-dependent relationship.

For example, dependent family members applying for Permit to Reside must be linked to the associated independent Long Term Work Permit application. When linking applications, you **MUST** enter the independent application first.

3. What information and documentation do I need to start an application?

Before starting your application, please ensure you have the following:

- ✓ **Digital photo**
- ✓ **Required supporting documentation**
- ✓ **Credit/Debit card**
- ✓ **Email address**

If you do not have everything you need, you can start your application, save, and resume it later.

4. What supporting documents are required for my application?

You will be required to scan and upload several documents in support of this application. Please visit <https://www.immigration.gov.bs> and **click on the “Applying to Stay” tab** for a list of the documents required for each type of application.

NOTE:

- Multi-page and/or double-sided documents must appear in one file. Separate files for each page of a document will **NOT** be accepted.
- Each Scanned document **must not exceed 450KB**.
- Ensure that all information on the scanned documents is complete and legible. If it is not, you may be asked to resubmit them, delaying the processing of your application.

5. Can I submit documents online if I originally applied in person?

The **Submit New Documents** tab **cannot** be used for submitting documents for an application that was submitted in person at an Immigration office. In

these cases, you will still be required to submit documents in person along with the application.

6. When do I need to indicate that I have a conviction?

You must indicate whether you have ever been convicted of an offense in any country, including convictions relating to traffic offenses. Enter the details of the conviction(s), including the country, the offence committed, and sentencing, probation, etc.

7. What forms of payment are accepted on the portal?

Visa, MasterCard, American Express credit cards are accepted.



8. How do I know when my permit is ready?

You can check the status of your Permit by selecting **Track Application** and providing the required information.

Your permit is available if the status is **Ready for Pickup**. On the Family Islands please contact the local Immigration office in advance.

NOTE: The Application and Person UID Numbers are contained in the application slip you received when your application was completed.

9. Who can pick up my permit?

You can pick up your permit yourself or you can select to have someone else pick it up on your behalf.

If someone else will be picking up your permit on your behalf you must select **“Proxy Pickup”** and provide relationship information (relative, friend etc.) during the application process.

10. What if I have more questions or need help?

Please contact us for more information concerning our eServices Online Portal.

Email: immigrationsupport@bahamas.gov.bs • **Call center:** (242) 225-5337

Our support team is available during regular business hours 9:00 a.m. to 5:00 p.m. Eastern Standard Time (EST), Monday to Friday (excluding weekends and public holidays).

When emailing, please state in the subject line your **FIRST NAME** and **LAST NAME(S)**, and in the body of the text please provide your person **UID number** and the **Application ID number** that you were given when you submitted your information.