



Enhancements to Immigration Online

A guide for external users

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MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

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Introduction

Enhancements to Immigration Online

Immigration New Zealand (INZ) has updated the Immigration Online system with enhancements to make it simpler and easier to use.

Different visa types are transitioning to enhanced Immigration Online throughout 2022 and beyond. Employers can also apply for accreditation and job checks in the enhanced system as part of the Accredited Employer Work Visa (AEWV) policy. More information about the changes is available on the INZ website.

→ [Enhancements to Immigration Online | Immigration New Zealand](#)

For information about different visa types and eligibility, visit:

→ immigration.govt.nz.

Submitting visa applications during the transition phase

Until all visas are moved to enhanced Immigration Online, both the existing and enhanced systems will be operating, as well as a paper-based channel. You will be guided to the right system or channel, depending on the visa you are applying for, through:

- the existing Immigration Online system
- the enhanced Immigration Online system
- paper application channels.

If you have already started a draft application in the existing Immigration Online system, you can choose to start a new application in enhanced Immigration Online and enjoy the benefits of the enhanced system. Any draft applications in the existing system will remain there during the transition period unless you delete them.

About this document

The purpose of this document is to provide guidance and support to users of enhanced Immigration Online who work with visa applicants and/or employers. Users could include licensed immigration advisers (LIAs), immigration lawyers, community law centres, Citizens Advice Bureaux, visa application centres, tourism operators, education providers and organisations that support migrants. Now that the AEWV policy is fully implemented, users could also include employers who want to apply for accreditation and hire migrants.

This document includes explanations of how content is displayed in enhanced Immigration Online. It includes screenshots and step-by-step 'how to' instructions for key tasks that users perform in the enhanced system.

It will be updated as more visa types move to the enhanced system. Keep an eye on the edition numbers (see [Document history](#) below) for the most up-to-date user guide.

To download the latest version, go to:

→ [Enhancements to Immigration Online | Immigration New Zealand](#)

Guidance is split into six sections:

1. Overview: enhancements and benefits
2. My dashboard: what you'll see
3. Apply for a visa: enhancements to making an application
4. Visa assessment process: notifications, requests and tracking progress
5. After the decision: requests for reconsideration and varying conditions
6. Accredited Employer Work Visa: specific information for employers about applying for employer accreditation and job checks, and for migrant workers about applying for the work visa.

Section 1 Overview includes explanations of new or changed terms used in the enhancements to Immigration Online.

Document history

The document history table records when each edition of the user guide is updated.

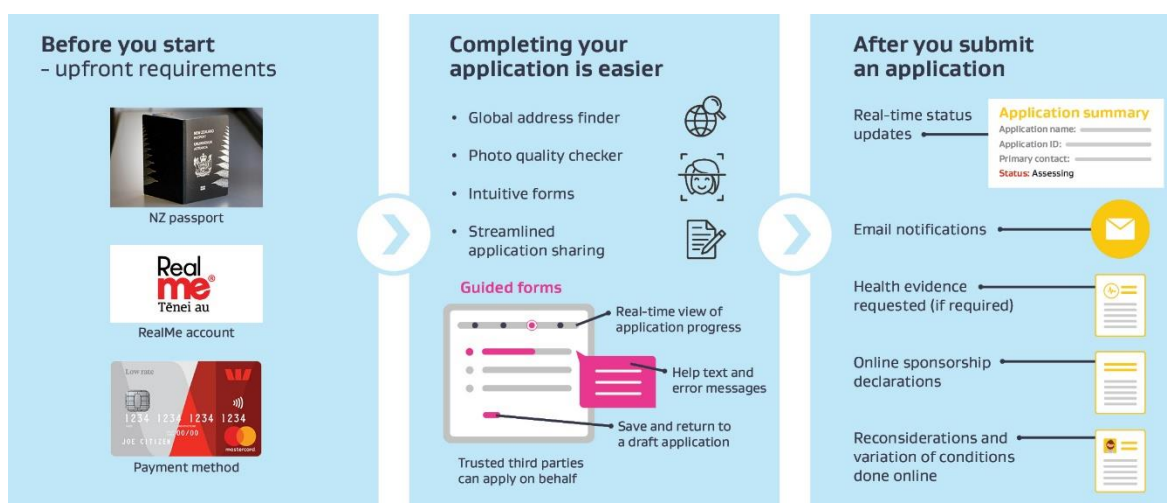
Edition	Date created or updated	Key changes
1.0	January 2022	New document
2.0	April 2022	• New Correspondence screenshot in sections 3.3.1 and 4.3 • Updated content about finding immigration advisers' numbers in section 3.2.7
3.0	August 2022	• Minor wording updates and replacement screenshots to reflect updates in system • Section 2 Networks: updated description • Section 5 After the decision: updated Visa details and Variation of conditions content • Section 6 Accredited Employer Work Visa: new section • Reference to 2021 Resident Visa removed. This category is closed permanently.
3.1	January 2023	• Updated section 6.2 Apply for employer accreditation (employers). Added information on how to withdraw a submitted accreditation application. • Updated section 6.3 Request a job check (employers). Added information on how to withdraw a submitted job check application. • Updated section 6.2.1 Renew employer accreditation. Added note to explain that during AE renewal processing, the application status will briefly change to Draft, and the organisation will be unable to create job checks and send job requests.

3.2	May 2023	Minor update to table in section 6 Accredited Employer Work Visa. Wording updated to inform employers that they can view their migrant workers' visas in the Migrant workers with visas section.
3.3	June 2023	- Updated information regarding sponsorship for visa applications. - Updated section 2.2.1 Draft applications. Added information on how to delete a draft application.
3.4	July 2023	Added section 4.1 Visa application progress.
3.5	September 2023	Added section 3.6 Withdrawing an application.
3.6	November 2023	- Added information on viewing and updating sponsorship details to section 3.5 Sponsorship, subsection 3.5.1 Applicant. - Added section 6.4 Request a migrant worker to apply for an AEWV (employers).

1 Overview

The enhancements to Immigration Online include more online functions to make applying for visas, and employer accreditations and job checks, faster and easier. More complete and accurate information provided during the application process means there are fewer follow-ups from INZ staff, so applications can be processed more quickly. Multiple INZ staff across multiple locations can undertake processing tasks for an application at the same time, adding to more efficient processing and decision making.

Email notifications and real-time status updates give applicants and their advisers more visibility of the progress of an application and clarity around any action they need to take.



This section includes how to access the enhanced system and outlines some of the changes in terminology, new online guidance text and common functions. It also confirms the requirements for providing immigration advice.

Accredited Employer Work Visa (AEWV)

Applications for employer accreditation, job checks, and the work visa are processed in the enhanced Immigration Online system. Information for employers and applicants that is specific to the AEWV is detailed in section [6 Accredited Employer Work Visa](#).

1.1 Getting started

Important note

If an applicant wishes to apply for a visa on an expired passport, they need to submit a paper visa application. The online application function is not available in this situation.

Users access the enhanced system in the same way as the existing system. Select 'Log in' from the INZ website home page, where you are directed to the 'Log in to our online systems' page. Select a visa type in 'Apply for a visa'. The system will direct you to the RealMe login page.

You will also be able to access applications, documents or eVisas in the existing (or old) system on the 'Log in to our online systems' page.

LIAs who need to view their clients' applications in both systems should bookmark both login pages. You can use your existing RealMe login details.

1.1.1 What is RealMe?

RealMe is a form of secure online identification that allows you to use a wide range of New Zealand Government digital services using a single username and password. For more information, go to the RealMe website:

→ [Home | RealMe](#)

Making an application does not require a verified RealMe account. It's easy to set up, requiring only a username, password, your contact details and three security questions/answers that you select. You can set up a RealMe login from this page on the INZ website:

→ [Log in or create a RealMe login](#)

The screenshot shows the RealMe login and registration interface. At the top, there are logos for RealMe (Tēnei Au) and New Zealand Immigration. Below the logos, a link says "Go back to Immigration New Zealand". A notice states: "Notice something a little different? We've re-freshed the RealMe brand, emphasising security with a human touch. Same great login and verified identity services, but a more modern look and feel." The main content area is split into two columns. The left column is titled "Log in with RealMe" and contains a message: "You've been redirected here so you can log in with RealMe". It has input fields for "Username" and "Password", a "Log In" button, and a link for "Forgot Username or Forgot Password?". The right column is titled "Create a RealMe login" and contains a message: "To access this service you need a RealMe login. You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security." It has a "Create a RealMe login" button. At the bottom, there are links for "Help & contact us", "Terms of use", "Privacy", and "About this site", along with language options "English" and "中文". The footer says "© New Zealand Government."

1.2 Rules for providing immigration advice

LIAs, and those exempt from licensing (see below), who are providing immigration advice as part of an application need to declare that they are doing so in the online application. LIAs must provide proof that they are licensed.

Visit the Immigration Advisers Authority website for more information and factsheets about licensing, exemptions, and clerical work.

→ [Who needs a licence? | Immigration Advisers Authority](#)

1.2.1 People exempt from licensing

Section 11 of the Immigration Advisers Licensing Act 2007 states that the following persons are exempt from the requirement to be licensed:

- persons who provide immigration advice in an informal or family context only, so long as the advice is not provided systematically or for a fee
- members of Parliament and members of their staff who provide immigration advice within the scope of their employment agreement
- foreign diplomats and consular staff

- employees of the public service who provide immigration advice within the scope of their employment agreement
- lawyers
- persons employed by or working as volunteers for community law centres
- persons employed by or working as volunteers for Citizens Advice Bureaux
- persons who provide immigration advice offshore and to student visa applications only.

1.2.2 Unlicensed advisers who are not exempt

People who provide immigration advice when they do not hold a licence and are not exempt from holding one are acting illegally. Under section 63 of the Immigration Advisers Licensing Act, it is an offence to provide immigration advice without being licensed or exempt.

1.2.3 Clerical work

Clerical work does not require someone to be licensed.

Clerical work can be provided by education providers, travel agents and organisations who support migrants. It is limited to services relating to immigration matters where the main task involves all or any combination of:

- the recording, organising, storing or retrieving of information
- computer or data entry
- recording information on any form, application, request or claim on behalf of and under the direction of another person.

1.3 Apply on behalf

LIAs and people exempt from licensing can submit applications online on behalf of their clients using 'apply on behalf' functionality but need a signed declaration from the client. Any third parties are required to upload the declaration, which gives them the authority to submit the application on the applicant's behalf and must be signed by the applicant.

Immigration lawyers (exempt from licensing) can, as per current practice, upload a document on their letterhead confirming they are acting on behalf of the applicant or choose to use the standard INZ declaration.

Applicants who receive help from an organisation to complete and submit their application, which is classed as clerical work, must also complete and sign a declaration.

For more information about applying on behalf of applicants in the online form, see section [3.2.6 Apply on behalf](#).

1.4 Benefits for users

Users working with applicants will benefit from the enhancements to Immigration Online, which has new and improved features:

- A new end-to-end online process replaces paper-based forms for sponsors and supporting partners.
- A global address finder tool helps ensure correct and complete address information is provided.

- Medical certificates are requested, only if needed, after an application is made.
- The online dashboard shows the application status in real time.
- Email notifications are sent to the primary contact listed on the application, including when further action is needed from the applicant.
- Dynamic forms only ask questions relevant to the applicant, based on their previous answers.
- Applicants can share their applications with trusted third parties, and trusted third parties can share applications with their clients.
- You can create a network so others in your business can collaborate on applications.

1.5 Terminology

Some of the changes in terminology, including names of screens, pages, or functions are included in the tables below.

1.5.1 Was/is now table

Was	Is now
My account page	My dashboard
My applications page	My visas
Create a new application function	My visas > Apply for a visa
Unsubmitted tab	My visas > Draft applications section
Share application tab	(select) Options > Share
Unsubmitted (status)	Draft (status)
Firms	Networks
(Not previously available online)	My sponsorships tab/screen
(Not previously available online)	Employ migrants tab/screen

1.5.2 Glossary

Term	Description
Applicant	An individual who is included in an application. May be a principal (main) or additional applicant. Only the principal applicant appears in the Draft applications section of My visas .
Application	The application that is submitted to and assessed by INZ. Each application includes the principal applicant and may include additional, or secondary, applicants. The My visas page shows all applications created or shared within one RealMe login.
Dynamic form	Rather than having a static set of questions asked of every applicant, dynamic forms in enhanced Immigration Online will present certain questions based on the applicant's previous answers. For example, if the applicant states they are married, the form will prompt them for their partner's details.
Immigration Health System	Used to access health information provided by visa applicants via the global Approved Panel Physician network. The Immigration Health System (IHS) is now integrated with enhanced Immigration Online.
Sharing ID	A sharing ID is automatically generated when you first log in to Immigration Online. Providing sharing IDs means applicants can share their applications and networks and nominate sponsors.
Network sharing ID	A network sharing ID is automatically generated when you create a network. For example, an LIA acting for an applicant can use the unique network sharing ID to share the application with their team so more than one staff member can work on it.
Address finder tool	Automatically validates data entered in the application form against a global address reference database.
Photo quality checker	Assesses the quality and suitability of a photo uploaded by the applicant as evidence of their identity. If the image does not meet INZ standards, the system guides the applicant to correct the error. If requested, the picture will be flagged for manual assessment when the application is submitted.

1.6 Help text, warnings and alert text

Help text guides you to complete the form correctly. Examples include showing the maximum characters that can be entered in a field, placeholder text where drop-down lists appear when you start typing in a field and links to webpages with more information.

Use this space if you would like to enter further information such as the circumstances surrounding the issues declared or the reasons you are applying for a visa

Maximum of 500 characters. If you would like to provide further information you will have the opportunity to upload supporting documents.

Country or territory of birth

Start typing and select a country from the list...

Advice

Section 7 of the Immigration Advisers Licensing Act 2007 defines immigration advice as 'using, or purporting to use, knowledge of or experience in immigration to advise, direct, assist, or represent another person in regard to an immigration matter relating to New Zealand, whether directly or indirectly and whether or not for gain or reward'.

→ [Adviser licensing information](#)

Notes provide information to help you navigate the process and improve your understanding.

Visit details

Purpose of visit

As a crew member coming to join a ship or plane

VISA INFORMATION

Available for crew members who have been advised by their employer to apply for a short-term visa to join a vessel or an aircraft leaving for another country from New Zealand.

Alerts provide information that could prevent you from completing a task. Warning text provides information that, without doing it or knowing about it, could put you in extreme trouble or at legal risk.

ALERT

You may have been prompted on earlier pages to upload police certificates from countries that you are a citizen of or have lived in for more than 5 years. Please refer to the Identity details or Character pages to upload these documents.

Why do you want to visit New Zealand?

You may be required to upload evidence to show that you meet the requirements of the type of visa you are applying for.

To visit my New Zealand children and grandchildren

VISA INFORMATION

This visa is available for parents and grandparents to visit their family in New Zealand multiple times on the same visa.

WARNING

If you are applying for a Visitor visa as a parent or grandparent of a New Zealand citizen or resident, you must be outside New Zealand when you apply.

A 'Sorry' message highlights why you are unable to continue and includes a link to further information.

Are you outside New Zealand?
☐ Yes ☒ No

Do you have a current visa?
☐ Yes ☒ No

! SORRY

If you are in New Zealand after your visa has expired, you can not apply for a visa. Go to the INZ website for actions you can take.
 → [If you do not leave New Zealand before your visa expires](#)

Not all alerts include a link, but all provide information about action you must take.

! ACTION REQUIRED

We were unable to validate the photo.
 You seem to be having trouble passing the photo quality check. You can delete the photo and try again or you can request we manually review your photo.

1.7 Common functions

The enhancements to Immigration Online include the following common functions that display on various pages.

1.7.1 Top-of-page action icons

These actions are available from the top of the **Application summary** page, depending on where you are in the application process. You can download PDF copies of completed applications and view receipts. **See processing times** links to the relevant INZ website page for draft applications.

Ben Shaw Visitor - Private yacht or plane

↓ [Download application](#)
→ [View receipts](#)
→ [Edit primary contact](#)
🔗 [See processing times](#)

Application summary

1.7.2 Application form progress bar

You can check as you go when completing different sections of online application forms.

<
Relationships
Immigration assistance
Supporting documents
Review and declare
>

Indicates previous pages

Darker blue tab with tick indicates page completed in full

Lighter blue tab has no tick indicating incomplete or partially complete

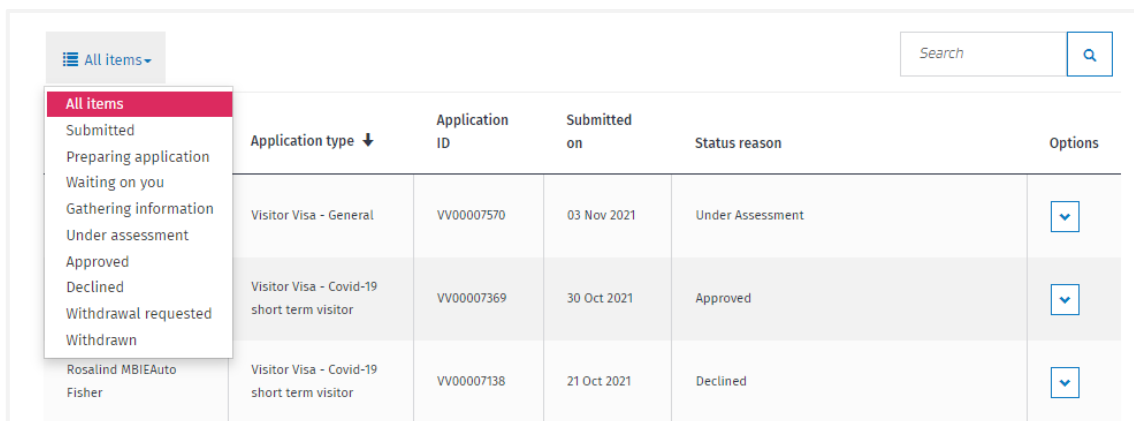
If the applicant is not yet able to progress to the next page they will see this when they hover over the tab

Indicates the current tab the applicant is in

Indicates more pages to follow

1.7.3 Filters

Some sections include a filter option. You can click to filter by selecting an option in the **All items** drop-down list.



The screenshot shows a web interface with a search bar at the top right. On the left, there is a filter dropdown menu labeled 'All items' which is currently open, showing a list of application statuses: Submitted, Preparing application, Waiting on you, Gathering information, Under assessment, Approved, Declined, Withdrawal requested, and Withdrawn. Below the dropdown is a table with the following columns: Application type, Application ID, Submitted on, Status reason, and Options. The table contains three rows of data.

Application type	Application ID	Submitted on	Status reason	Options
Visitor Visa - General	VV00007570	03 Nov 2021	Under Assessment	[Dropdown arrow]
Visitor Visa - Covid-19 short term visitor	VV00007369	30 Oct 2021	Approved	[Dropdown arrow]
Visitor Visa - Covid-19 short term visitor	VV00007138	21 Oct 2021	Declined	[Dropdown arrow]

1.7.4 Date fields

After you enter a date, use the arrows or the calendar picker to change it, if necessary.



The screenshot shows a form field labeled 'Passport issue date'. It consists of three input boxes for the day, month, and year, followed by a calendar icon. The values entered are 11, 11, and 2021 respectively.

1.8 Find out more

For more information about the enhancements to Immigration Online, go to the INZ website:

➔ [Enhancements to Immigration Online | Immigration New Zealand](#)

If you need help with using enhanced Immigration Online, contact the Immigration Contact Centre (ICC) on 0508 558 855 (toll-free from New Zealand landlines).

Note there are some limitations on information that the ICC can release to LIAs and lawyers.

➔ [What information can the Immigration Contact Centre \(ICC\) release to an LIA or a lawyer? | Immigration New Zealand](#)

1.8.1 Help for employers: accreditation and job checks

The employer line is open between 8am and 6pm Monday to Friday. Call 0508 967 569 (toll-free from New Zealand landlines).

2 My dashboard

This section outlines what you'll see and actions you can take in the home pages of enhanced Immigration Online.

'Welcome to Immigration Online' displays when you log in to the enhanced system using your RealMe account or select **My dashboard** from another page.

My dashboard displays your sharing ID, a unique ID automatically allocated to you. If someone asks for your sharing ID, they can share their application with you or nominate you as a sponsor. If you want to share your application with someone else, you need to ask them for their sharing ID. You both need to have an Immigration Online account. There is more information about sharing in this section.

You can carry out a range of actions from **My dashboard** including:

- accessing the **My visas** page to apply for a visa and manage applications
- accessing the **My sponsorships** page to manage sponsorship requests
- accessing the **Employ migrants** page to apply for accreditation and request job checks, and hire migrants
- creating and managing **Networks**.

Migrants applying for an Accredited Employer Work Visa (AEWV) can access their application by selecting **My visas**, but they first must have received an email from INZ requesting them to apply. They need to follow the link in the email to accept the request, and then log in to Immigration Online using a RealMe login.

More details about accreditation, job checks and the AEWV are available in section [6 Accredited Employer Work Visa](#).

Welcome to Immigration Online

My sharing ID is CSC-To3H07-2021--01054

People will need to enter your sharing ID in their online application in order to give you access to an application or network, or to nominate you as a sponsor. If you want to share your application or network with another person, ask for their sharing ID.

My visas

Apply for and manage your individual applications.

MY VISAS

Manage accreditation and job checks

Before you can employ migrants, you need to apply for employer accreditation. Select Employ migrants to create and manage accreditation and job check applications and to hire migrants.

EMPLOY MIGRANTS

Networks

You can create a network in order to share your visa application with members in your network. This is useful if you have several people involved in your application.

Search



CREATE A NETWORK

Network name ↑	Network sharing ID	Options
Bobby Brown & Co	FSC-J0K9-2021--01626	Manage network Add member Edit network name Delete network ▼
Bronwyn Mechen	FSC-V1S3B0-2022--01718	▼

2.1 Sharing

A unique sharing ID is automatically allocated to you. Select the clipboard icon to copy your ID and paste it elsewhere.

My sharing ID is CSC-T03H07-2021--01054 

People will need to enter your sharing ID in their online application in order to give you access to an application or network, or to nominate you as a sponsor. If you want to share your application or network with another person, ask for their sharing ID.

Once you have shared your application with a trusted third party (such as an LIA), the third party can view, edit, submit, and withdraw an application and view correspondence between INZ and the applicant.

Accredited employers need to be aware that they can share details at different levels: organisation, applications for employer accreditation and job checks, and accreditation certificates.

For specific information, see section [6.1 Sharing accredited employer details](#).

Trusted third parties must also have an Immigration Online account and are bound by the Immigration Online terms of use. Third parties must comply with their obligations under the Privacy Act 2020 and any other applicable legislation.

Read the full terms of use on the INZ website:

➔ [Immigration Online's terms of use | Immigration New Zealand](#)

If you want to share applications with another person or a network, ask for their sharing ID and enter it in the online application. If someone wants to give you access to their online application, or nominate you as a sponsor, you need to give them your sharing ID to enter in their online application.

For more information, visit the INZ website:

➔ [Sharing applications | Immigration New Zealand](#)

INZ has administrator users who can share any application with the right user to ensure applications can't get 'lost'. For example, if an LIA ceases to represent an applicant and the applicant cannot access their application, INZ administrators are able to share the application with the applicant to ensure they are granted access.

You can call the ICC toll-free on 0508 558 855 and request help with sharing an application from an INZ administrator.

2.1.1 Share an application

To share an application, complete the following steps.

Step	Action
1	Ask for the sharing ID from the person you want to share the application with, located in their My dashboard .
2	Select the My visas tab.
3	Navigate to the Draft applications or Submitted applications section.
4	Identify the application you want to share.

Step	Action
5	Select Share from the Options drop-down list. Result: The Share screen displays.
6	Complete the form with the name, sharing ID and email address of the person or network you want to share information with, and select Share .
7	To view the sharing details for: - a draft application, select the Continue option - a submitted application, select the View option. Result: Sharing details display in the Shared with section of the Application summary page.

Alternatively, select **Share application** in the **Shared with** section at the end of the **Application summary** page and repeat steps 6 and 7 above.

2.1.2 Share a visa

To share a visa record, complete the following steps.

Step	Action
1	Ask for the sharing ID from the person you want to share the visa with, located in their My dashboard .
2	Select the My visas tab.
3	Navigate to the Issued visas section.
4	Identify the visa you want to share.
5	Select Share from the Options drop-down list. Result: The Share screen displays.
6	Complete the form with the name, sharing ID and email address of the person or network you want to share information with, and select Share . Result: A 'Success' message displays.

Alternatively, once you have the relevant sharing ID you can select the **Share visa** option from the drop-down list in the **Visas** section of the **Application summary** page, or the **Share visa** button on the **Visa details** page.

2.1.3 Stop sharing

To stop sharing an application, locate the application in the **Shared with** section on the **Application summary** page for either draft or submitted applications. Select the **Stop sharing** option for the relevant application.

To stop sharing an issued visa, locate the relevant visa in the **Shared with** section on the **Visa details** page and select the **Stop sharing** option.

2.2 My visas tab

In this tab, you can apply for visas and manage applications, including checking the status of an application that has been submitted to INZ for assessment.

My visas has four sections: **AEWV confirmation**, **Draft applications**, **Submitted applications** and **Issued visas**.

Important note

The **AEWV confirmation** section is only visible if you have received and accepted a request to apply for an AEWV. If that is the case, see section [6.4 Apply for an AEWV \(migrant workers\)](#).

You can change the order of content in each column in a section by clicking on the column header. An up or down arrow displays the direction of the related alpha or numeric content, allowing you to sort the data in the order you require.

There is also a filter function for submitted applications and issued visas under **All items**.

2.2.1 Draft applications

This section displays all draft visa applications you have created and draft applications that have been shared with you. From here, you can create a new application by selecting **Apply for a visa** or share the application using **Share** from the **Options** drop-down list.

Select **Continue** from the **Options** drop-down to open the **Application summary** page, which shows the detail of the individual application. From here, you can continue to complete the application, add or remove secondary applicants and pay and submit the application when complete.

To delete a draft application, select **Delete** from the **Options** drop-down list.

See section [3.1.2 Application summary page: draft](#) for more details.

My dashboard > My visas

My visas

Draft applications

Select the Apply for a visa button to create a new application or select Continue from Options dropdown to open and complete a draft application.

Principal applicant	Application ID	Application type	Created on ↓	Modified on	Options
Joe Bloggs	VV00020614	Visitor Visa - General	07 Jun 2023 11:00 AM	14 Jun 2023 10:45 AM	Continue Share application Delete
Jane Doe	WV00018680	Work Visa - Accredited Employer Work Visa	10 Jan 2023 3:34 PM	14 Jun 2023 10:53 AM	

2.2.2 Submitted applications

This section displays all applications you have submitted and submitted applications shared with you. You can view, print and download copies of your completed applications, share an application, view receipts and request to withdraw an application. The latter option is only available if a decision has not been made.

To withdraw a submitted application, select **Request withdraw** from the **Options** drop-down list.

To filter your applications by status, select the **All items** drop-down list, and then select the status you want to filter by.

To view the status of an application, check the **Status** column.

To view detailed information about your application progress:

- In the Status column, select View application progress, or
- In the **Options** drop-down list, select **View application progress**.

Result: The [Visa application progress](#) page displays.

Note: Detailed information about visa application progress is available only for applications that were submitted after 30 July 2023. Applications submitted before this date display a status in the **Status** column, but they do not have a Visa application progress page.

Submitted applications

Displays applications submitted by you and submitted applications shared with you. Click on the headers to update the order of applications or select the All items drop down to filter by Status. Use the Options dropdown to identify actions you are able to take.

All items ▾

Search

Principal applicant ▾	Application type ▾	Application ID	Submitted on	Status	Options
James Blake	Visitor Visa - General	VV00021246	24 Jul 2023	Preparing Application View application progress	▾ View summary View application progress Share application Request withdraw View receipts

2.2.3 Issued visas

This section displays details of all visas issued to applicants. Selecting **All items** filters the visas by type and whether they are current, expired or about to expire.

You can view or share an issued visa in this section:

- Select **Download e-visa** to view details.
- Select **Share visa** from the **Options** drop-down list. The visa details display in the **Issued visas** section of the person you have shared with (see section [2.1.2 Share a visa](#)).
- Select **View** to view the **Visa details** page. You can apply for a variation of conditions on this page. See section [5.1 View visa details](#).

Issued visas

Dates displayed for multiple entry visas may not be up to date, select Download eVisa to view visa travel conditions. Use the Options dropdown to share your visa or to view and apply for a variation of conditions.

All Visas ▾

Visa holder	Application ID	Visa category	Issue date	Entry type	Download visa	Options
Janet Elizabeth MacEwen	VV00001208	Visitor Visa - Business	03 Feb 2022	Single	Download e-visa	v Share visa View

2.3 Networks

A network is a group of people with a single sharing ID – the network ID. When items are shared with the network ID, they are shared with all the people in the network.

Creating networks is useful for organisations where several people are working on applications, such as LIAs or accredited employers.

Example 1: a large LIA has 10 staff working on visa applications. They create and manage applications for different clients. A network is created with the 10 staff as members. The network members share clients' applications with the network, allowing anyone in the network to work on any application.

Example 2: an accredited employer creates a network of HR staff who have access to job check applications. They can all create, view, and edit those applications and view approved jobs. As network members, they can request migrant workers to apply for an AEWV for an approved job.

The creator of a network is the administrator of the network and has administrator rights to add, delete and edit networks and members. These options are available in a drop-down list under **Options**.

Applicants can share their applications with a third party they trust who also has an Immigration Online account and is bound by the Immigration Online terms of use. Third parties must comply with their obligations under the Privacy Act 2020 and any other applicable legislation.

Read the full terms of use on the INZ website:

➔ [Immigration Online's terms of use | Immigration New Zealand](#)

For specific information for accredited employers, see section [6.1 Sharing accredited employer details](#).

Networks

You can create a network in order to share your visa application with members in your network. This is useful if you have several people involved in your application.

Network name ↑	Network sharing ID	Options
Bloggs and Co	FSC-C8X2-2021--01069	v
Doe Limited	FSC-Z3J1-2021--01070	v

2.3.1 Create, delete or edit a network

Creating a network assigns a unique network sharing ID and allocates administrator rights to the creator. The network sharing ID is used to share applications and issued visas. Accredited employers can also share organisation details and accreditation certificates with a network.

After a network is created, network administrators manage networks and their members through the **Options** drop-down list: **Manage network** (includes adding, updating or removing members), **Delete network**, **Add member** and **Edit network name**.

If the network administrator selects the **Delete network** option, a pop-up message displays with a warning that the action cannot be undone.

2.3.2 Manage network

The **Manage network** page is available to the network administrator, who can add, edit, and remove members and view items shared with the network from this page.

Manage network

Add or remove members from your network and view items shared with your network .

Network details

Network name Bloggs and Co

Network sharing ID FSC-C8X2-2021--01069

Members

Member name ↑	Sharing ID	Email address	Access	Options
Josephine Bloggs	CSC-X4V8-2021--01101	abbey@abc.co.nz	Read only	v
Red Brown	CSC-C7R3V4-2021--03008	red.brown@xyz.co.nz	Administrator	v

To add a network member, you need their unique sharing ID. You can assign read only or administrator rights to a member and edit or remove them from the **Options** drop-down list.

Important note

If a network administrator wants to remove themselves from the network and is the only administrator, they need to assign administrator rights to another member. A pop-up message displays with a warning message that the remove action cannot be undone.

Anyone in a network can share an item with their network. This section shows who has shared the item and the type of item. There are three item types:

- Application: visa applications (all) and accreditation and job check applications (accredited employers only)
- Outcome: a granted visa (all) and accreditation certificate (accredited employer only)
- Organisation: for accredited employers only.

Select **Stop sharing** from the **Options** drop-down list in this section for an item you want to stop sharing.

Items shared with this network		
		Search Q
Share name ↑	Type	Options
Bobby	Application	▼
Bobby Brown and Co	Outcome	▼

2.4 My sponsorships tab

The **My sponsorships** tab is where sponsors and supporting partners complete online sponsorship forms, upload documents related to sponsorship, and view previous sponsorship requests.

You can use this tab to:

- complete draft sponsorship forms
- view a list of submitted sponsorship forms
- download submitted sponsorship forms
- view information for each submitted sponsorship form, including:
- documents that you uploaded
- correspondence from INZ about your sponsorship request.

A sponsorship form will be displayed on this tab if the visa applicant entered your sharing ID in the **Sponsor** or **Supporting partner** section of their application. This means:

- you are sponsoring a visa application, or
- you are supporting your partner's or intended partner's visa application, or
- you are completing the sponsorship form on behalf of a sponsor or supporting partner – for example, as a licenced immigration adviser.

Sponsorship forms are displayed on this tab only after the visa applicant has submitted their application. If you need to complete a sponsorship form, we will email you when the form is ready for you to complete. The form will be displayed in the **Draft forms** section.

My dashboard > My sponsorships

My sponsorships

If you have been asked to sponsor a visa applicant, or are supporting your partner or intended partner's visa application, the form you need to complete will appear on this page. We will email you when the sponsorship form is ready for you to complete.

Draft forms

Select the Continue action to complete the sponsorship form.

Applicant name	Visa type	Visa application ID	Sponsorship form type	Received on ↓	Action
OliverVSp OVXYZ	Visitor Visa - General	VV00020823	Sponsor	19 Jun 2023 4:38 PM	Continue

Submitted forms

To view your obligations for approved visas, select the Download form action.

Applicant name	Visa type	Visa application ID	Sponsorship form type	Submitted on ↓	Status	Action	Options
vmails SVXYZ	Visitor Visa - Culturally arranged marriage	VV00020782	Supporting Partner	20 Jun 2023	Submitted	Download form	v

2.4.1 Draft sponsorship forms

The **Draft forms** section displays sponsorship forms that you need to complete.

To complete a draft sponsorship form, select **Continue**.

After you submit a sponsorship form, the form moves from the **Draft forms** section to the **Submitted forms** section.

2.4.2 Submitted sponsorship forms

The **Submitted forms** section displays sponsorship forms that you have completed and submitted.

To download a submitted sponsorship form, select **Download form**. The submitted sponsorship form includes a list of your obligations as a sponsor.

Each submitted sponsorship form has a sponsorship request summary page. This page displays:

- general information about the sponsorship request
- requests for more information that are sent to the sponsor or supporting partner
- documents uploaded by the sponsor or supporting partner.

To open the sponsorship request summary page, select **View details** from the **Options** drop-down list.

2.4.3 Sponsorship request summary page

After you submit a sponsorship form, a sponsorship request summary page is created. This page displays:

- general information about the sponsorship request
- requests for more information that are sent to the sponsor or supporting partner
- documents uploaded by the sponsor or supporting partner.

To open the sponsorship request summary page:

1. On the **My sponsorships** tab, go to the **Submitted forms** section.
2. Find the sponsorship form that you want to view.
3. In the **Options** drop-down list, select **View**.

Result: The sponsorship request summary page displays.

My dashboard > My sponsorships > Sponsorship request

Sponsorship request

[Download form](#)

Summary

Sponsor or supporting partner name	Jason Argonaut
Sponsorship Type	Supporting Partner
Visa application	VV00015104 CAM maternity sponsor AC six point 2 Visitor Visa - Culturally arranged marriage
Estimated arrival date	11 Dec 2022
Estimated departure date	02 Feb 2023

Requests from INZ

Published Date	Response by	External Status	External Document URL	Resume URL (Portal Response)
↓				

There are no records to display.

Supporting documents

Document Type	Name ↓	Action
Evidence of immigration status	Test file D.pdf	Download

The **Summary** section displays a summary of the sponsorship request, including the:

- sponsor's or supporting partner's name
- sponsorship type
- visa application number

- visa applicant's estimated arrival and departure dates.

The **Requests from INZ** section displays any requests for more information that Immigration New Zealand has sent to the sponsor or supporting partner.

For more information, see section [4.2 Requests from INZ](#).

The **Supporting documents** section displays any documents that you uploaded with your sponsorship form or in response to a request for more information.

3 Apply for a visa

This section outlines some of the enhancements to Immigration Online when you apply for a visa. It includes links to relevant pages on the INZ website for visa information.

Note that some questions have been simplified in the enhanced system (for example, passport name or purpose of visit) and offer drop-down lists to select answers from or additional questions in response to individual answers.

Important note: Accredited Employer Work Visa (AEWV)

Migrants applying for an AEWV can access their application by selecting **My visas**, but they must first have received an email from INZ requesting them to apply. They need to follow the link in the email to accept the request, and then log in to Immigration Online using a RealMe login.

Find out more in section [6 Accredited Employer Work Visa](#).

3.1 Creating an application

3.1.1 Before you start

Important note

If an applicant's passport has expired, they need to submit a paper visa application. The online application function is not available in this situation.

The example below shows the page that displays when you select **Apply for a visa** in **My visa** – in this case, a Visitor Visa. Further questions will appear depending on the answers you give. The purpose of this page is to ensure you are using the right form for the application you require.

When you have completed all mandatory questions related to the applicant's situation, select **Start my application**.

Apply for a Visa

Apply for a Visa

During your stay in New Zealand, you will need enough money to support yourself and everyone included in your application.

Before you start

You will need:

- a credit card or debit card — we accept Visa, Mastercard, Union Pay, AMEX, JCB and POLI
- a visa photo
- documents to support the application.

 [Acceptable visa photo requirements](#)

 [Check the fee you will need to pay](#)

Your situation

These questions ensure this is the right application form for you. Answers to these questions are retained by Immigration New Zealand as part of your application.

Are you applying for a temporary or resident class visa?

Temporary entry class visa

Are you outside New Zealand?

☒ Yes ☐ No

What type of visa do you want to apply for?

Visitor

Are you a citizen or permanent resident of Australia or a citizen of a visa waiver country?

Passport holders of some [countries and territories](#) do not have to apply for a visa before they travel to New Zealand, but may need to hold an NZeTA (New Zealand Electronic Travel Authority).

☐ Yes ☒ No

Select the purpose of your visit

Refer to [the INZ website](#) for detailed information about visitor visa options.

Tourism or Holiday

Why do you want to visit New Zealand?

You may be required to upload evidence to show that you meet the requirements of the type of visa you are applying for.

To visit family or friends

VISA INFORMATION

A short-term visitor visa to travel to New Zealand for its scenery, culture, and friendly people.

START MY APPLICATION

3.1.2 Application summary page: draft

When you select **Start my application**, the application ID is created and the **Application summary** page displays.

This page also displays when you select the **Continue** option for a draft application in the **Applicants** section on the **Application summary** page. It includes the:

- application name
- application ID
- application status
- **Pay & submit application** button, which turns light grey and becomes active only when all applicant details are ready for submission.

Details for all applicants included in the application display in the **Applicants** section. Depending on the application type selected, you may be able to include additional applicants (partner and dependent children) by selecting **Add another applicant**. For work and student visa types where there can only be one applicant, the **Add another applicant** button will not display.

When an application is initially created, the **Applicants** section displays the principal applicant's details. The name defaults to 'Principal Applicant' until the name fields in the identity section of the application are completed. Select **Continue** to complete the application form.

You can also share the application and view who you have shared it with in the **Shared with** section.

At this stage, the application has a 'Draft' status, and all applicants have a status allocated as well.

VV00014006 Visitor Visa - Business

[See processing times](#)

You can pay and submit your application when all Applicant statuses show 'Ready for submission'. If you edit any applicant details, the Applicant status will return to 'Draft'. You will then need to complete the Review and declare page again. Note that for work visa and student visa applications, there is only one applicant.

Application summary

[PAY & SUBMIT APPLICATION](#)

Application name **VV00014006 Visitor Visa - Business**

Application ID **VV00014006**

Status **Draft**

Applicants

Some visa types allow more than one applicant in an application. If so, the Add another applicant button will display.

[ADD ANOTHER APPLICANT](#)

Surname or family name ↓	Given or first name	Applicant type	Action	Status	Options
Principal Applicant		Primary	CONTINUE	Draft	

Shared with

[SHARE APPLICATION](#)

Shared with ↓	Email address	Sharing ID	Options
Janet M	janet.macewen@mbie.govt.nz	CSC-T03H07-2021--01054	▼
Application created by		CSC-T9W4X4-2022--01187	▼

If applicable, an additional applicant's name defaults to 'Secondary Applicant' until their name is entered in the relevant fields to complete their **Identity details** page.

Applicants

Some visa types allow more than one applicant in an application. If so, the Add another applicant button will display.

[ADD ANOTHER APPLICANT](#)

Surname or family name ↓	Given or first name	Applicant type	Action	Status	Options
Secondary Applicant		Secondary	CONTINUE	Draft	▼
Hitzelspergert	Franz	Primary	CONTINUE	Draft	Remove applicant
Fitzrobert	Jennifer	Secondary	CONTINUE	Draft	▼

Important note

Enhanced Immigration Online replaces the 'additional applicant' pages in the existing system with a separate application form for each additional applicant. This form is linked to the principal applicant but can be completed separately from the principal applicant's form. This ensures all relevant data is captured when the application is submitted and avoids delaying the processing of an application.

3.2 Completing an application

The online form is a dynamic form comprising several sections – for example, **Identity details**, **Health** and **Character**. Different questions and forms are presented in response to your previous answers. Only the data that is needed is collected, and you are guided by help text and placeholder text in fields.

3.2.1 Health checks

You are no longer required to wait for the results of a health check to submit the application form. When the application is submitted, the system automatically checks if a health check is required. If so, it checks whether INZ already holds the required information. If an applicant needs to complete a health check, the system notifies them to log in to view our correspondence. Details are available in the **Correspondence** section on the **Application summary** page listing which applicant requires a health check and what is required. The applicant is supplied a reference number to use when booking a medical exam with an approved panel physician.

To view a list of panel physicians, go to the INZ website:

➔ [Find a radiologist or doctor near you | Immigration New Zealand](#)

If the applicant resides in a country that does not have a panel physician, the required paper medical certificate can be completed by a registered doctor. The completed medical certificate needs to be scanned and emailed to the INZ Health Assessment Team (INZ_Health@mbie.govt.nz) with the application ID number included on the form.

Note that the system relies on the same details being entered in the **Identity details** form of the visa application and the Immigration Health System, such as full name, date of birth and passport number, so that the system can recognise the details are for the same person. These details must be as stated on the passport the applicant is travelling on.

3.2.2 Address finder

The address finder tool automatically validates data entered in the application form against a global address reference database. If an address cannot be found, it can be entered manually.

Current home country or territory

United Kingdom of Great Britain and Northern Ireland

Your current home address

Start typing and select your complete address from the list, select 'Enter manually...' if not found

Current home country or territory

United Kingdom of Great Britain and Northern Ireland

Your current home address

35 staff

Enter manually...

- 35 Staffa Drive, Ballymena, County Antrim, Northern Ireland, BT42 4EH, GBR
- 35 Stafford Avenue, Hornchurch, Essex, England, RM11 2EU, GBR
- 35 Stafford Road, Caterham, Surrey, England, CR3 6JG, GBR
- 35 Stafford Road, Croydon, Surrey, England, CR0 4, GBR
- 35 Stafford Road, Harrow Weald, Harrow, Middlesex, England, HA3 6LZ, GBR
- 35 Stafford Road, London, England, E7 8NL, GBR
- 35 Stafford Road, Sidcup, Kent, England, DA14 6PU, GBR
- 35 Stafford Road, South Ruislip, Ruislip, Middlesex, England, HA4 6PB, GBR
- 35 Stafford Street, Llanelli, Dyfed, Wales, SA15 2HS, GBR

Note: You must select the required address from the list, so it displays in full.

Current home country or territory

United Kingdom of Great Britain and Northern Ireland

Your current home address

35 Stafford Road, Croydon, Surrey, England, CR0 4, GBR

3.2.3 Photo quality checker

Photos must meet INZ's photo requirements. For more information, go to the INZ website:

➔ [Acceptable photos for a visa or NZeTA | Immigration New Zealand](#)

The photo quality checker tool assesses photos against the acceptable photo requirements. If a photo is not accepted, an 'Action required' message displays outlining the reason. You can then delete the photo and upload another one.

After three attempts, the following 'Action required' message displays and you can request a manual photo review by INZ. The application can still be submitted but, as outlined below, the assessment may take longer and INZ may request another photo.

! ACTION REQUIRED

We were unable to validate the photo.
You seem to be having trouble passing the photo quality check. You can delete the photo and try again or you can request we manually review your photo.

Request a photo review

If you have uncommon facial characteristics that mean our system cannot detect your face, you can ask for your photo to be manually reviewed. Your photo still needs to meet our photo standards.

You may experience difficulty passing the check if, for example:

- you have a prominent facial injury
- you do not have 2 eyes
- you have facial tattoos
- our system cannot clearly detect your face.

Do you want to request a photo review?

☒ Yes ☐ No

Briefly describe why you are asking for a manual photo review

I understand that if I ask for my photo to be reviewed:

- my application may take longer to process
- I may be required to provide a further photo that meets requirements and failure to provide this may result in my application being declined
- I will not get a refund if my application is declined.

☐ I have read and understood these points

3.2.4 Police certificates

Where required, police certificates from an applicant's country of nationality and citizenship and countries visited for five years or more will now be uploaded on the **Identity details** and **Character** forms rather than the **Supporting documents** form, as in the existing Immigration Online system.

Police certificates

You will need to upload a police certificate from your country of nationality prior to submitting your application

ALERT

Check our website for instructions on [How to get a police certificate](#). Use the below fields to upload either the police certificate or receipt as detailed on our website for the specified country. Police certificates must be less than 6 months old when you **submit** your application.

Upload police certificate

Issue date

Country of issue

Is this document in English?

☐ Yes ☐ No

3.2.5 Purpose of visit (Visitor visa)

More focused questions appear dynamically for each type of purpose of visit selected to establish the focused.

Purpose of visit

Applicant surname: Doe

Applicant first name: Jan-Marre

The information entered in this section is collected by INZ to ensure that your reason for travel meets New Zealand immigration policy requirements.

Visit details

Purpose of visit

VISA INFORMATION

Available for crew members who have been advised by their employer to apply for a short-term visa to join a vessel or an aircraft leaving for another country from New Zealand.

Airline or cruise line details

Name of the airline or cruise line you are working for

Enter the flight number or name of vessel you will be departing on

This enables the system to drive specific upload requirements in the **Supporting documents** form.

Purpose of visit evidence

Evidence of your engagement as a crew member in New Zealand

BROWSE

3.2.6 Apply on behalf

LIAs or persons exempt from licensing who are authorised to act on behalf of an applicant must upload a completed and signed hard copy of the relevant declaration form – for example, *Visitor Visa Declaration Form (INZ 1224)*.

If you want to be the primary contact for the visa application, select ‘Yes’ when completing the **Immigration assistance** section of the online form. Your name and email address displays as the primary contact for the application.

When a New Zealand Business Number (NZBN) is validated in the system, the relevant field presents the business name associated with that number. This provides confidence that the correct details are entered.

In addition, when completing the application form on behalf of someone, you are asked:

- in what capacity you’re completing the form – select from options for LIA, person exempt from licensing, parent or guardian of a dependent child under 18 and assisting by recording information on the form
- whether you provided immigration advice
- if you are an LIA, to enter your licence number – you can select your licence number from a drop-down list, and only need to complete email address and phone number details (you are no longer required to enter full name and address details).

Note that the list takes up to 14 days to update with new licence numbers.

Immigration adviser details

Provide your adviser number

Start typing and select your adviser number from the list...

Email

Do you want to use this email for all correspondence regarding the application?
 If correspondence is to be sent directly to the principal applicant, select No.
☐ Yes ☐ No

Contact number

Enter country code, area code and phone number separated by spaces e.g. +64 123 9876544

For more information, go to the INZ website:

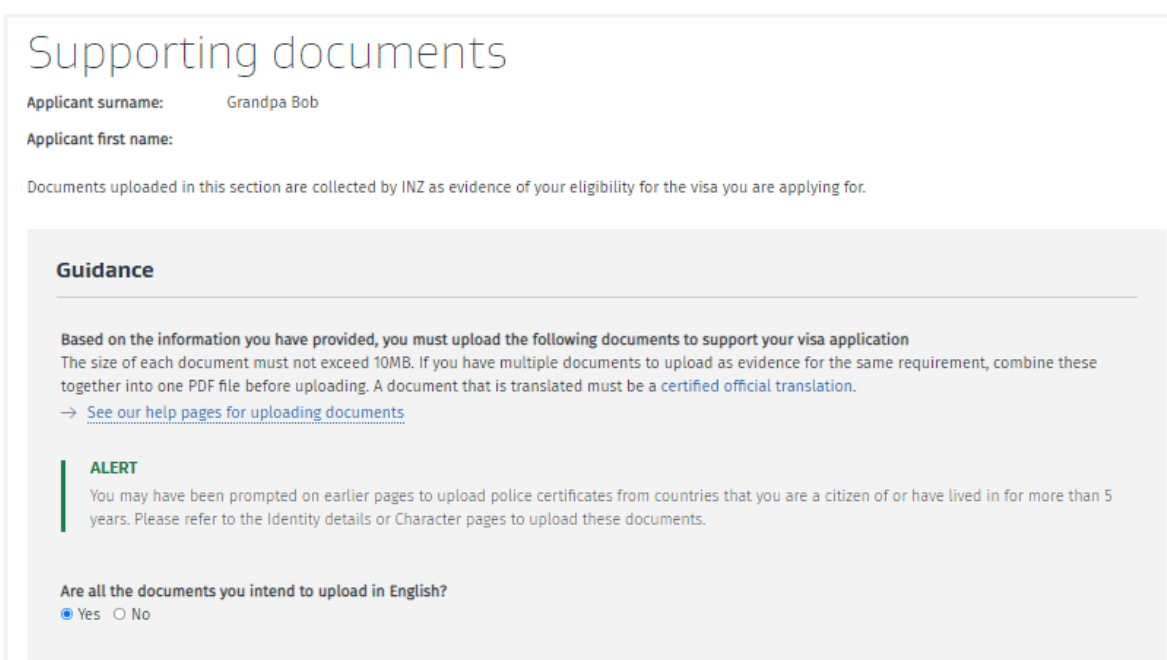
➔ [Applying on behalf for advisers and agents | Immigration New Zealand](#)

Note that immigration lawyers and others completing the form on behalf of the applicant are required to complete additional details, including their name, company name and address.

3.2.7 Supporting documents

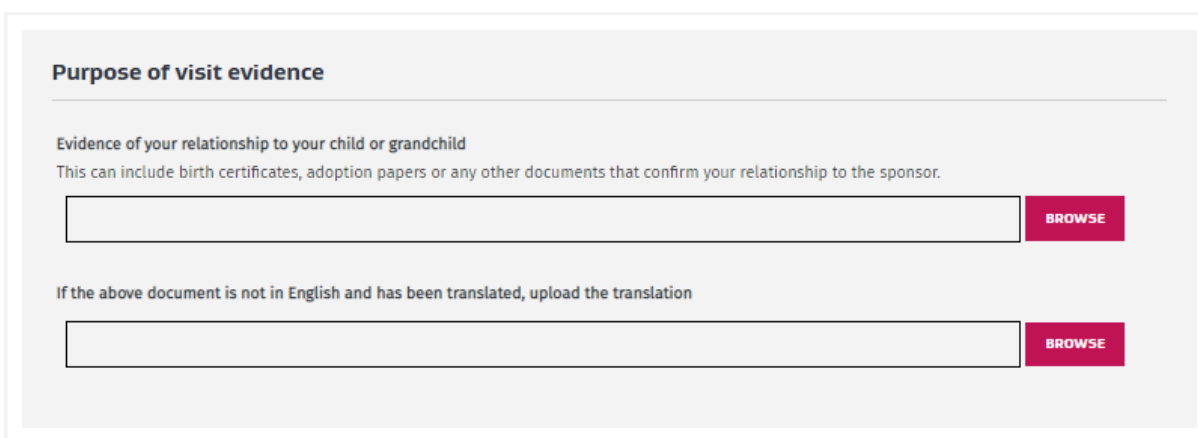
The **Supporting documents** page of the application form is where applicants upload documents for their application.

A question at the top of the **Supporting documents** page asks about the language of the uploaded documents.



The screenshot shows the 'Supporting documents' page. At the top, it says 'Supporting documents' in a large font. Below this, there are fields for 'Applicant surname:' (Grandpa Bob) and 'Applicant first name:'. A note states: 'Documents uploaded in this section are collected by INZ as evidence of your eligibility for the visa you are applying for.' Below this is a 'Guidance' section with a heading 'Guidance'. The text in the guidance section says: 'Based on the information you have provided, you must upload the following documents to support your visa application. The size of each document must not exceed 10MB. If you have multiple documents to upload as evidence for the same requirement, combine these together into one PDF file before uploading. A document that is translated must be a [certified official translation](#). → [See our help pages for uploading documents](#)'. Below the guidance is an 'ALERT' box with a green bar on the left. The text in the alert says: 'You may have been prompted on earlier pages to upload police certificates from countries that you are a citizen of or have lived in for more than 5 years. Please refer to the Identity details or Character pages to upload these documents.' At the bottom of the alert box is a question: 'Are all the documents you intend to upload in English?' with radio buttons for 'Yes' (selected) and 'No'.

If you select 'No' to all uploads in English, you will be prompted to upload English translations.



The screenshot shows the 'Purpose of visit evidence' section. It has a heading 'Purpose of visit evidence'. Below this is a section titled 'Evidence of your relationship to your child or grandchild'. The text says: 'This can include birth certificates, adoption papers or any other documents that confirm your relationship to the sponsor.' There is a text input field followed by a red 'BROWSE' button. Below this is another section titled 'If the above document is not in English and has been translated, upload the translation'. There is another text input field followed by a red 'BROWSE' button.

Sponsor and supporting partner information

If your application requires a sponsor or supporting partner, you will be asked on the **Supporting documents** page to enter the sponsor's or supporting partner's:

- name

- email address
- sharing ID.

Before you can submit your application, you need to contact your sponsor or supporting partner and ask them for this information.

To find their sharing ID, your sponsor or supporting partner needs to log in to Immigration Online using a RealMe account. If they do not have a RealMe account, they need to create one.

After you submit your application, we will email your sponsor or supporting partner and ask them to complete an online sponsorship form.

For more information on sponsorship, go to the INZ website:

- ➔ [Overview of sponsorship process | Immigration New Zealand](#)
- ➔ [Getting your partner to support your online visa application | Immigration New Zealand](#)

For information on sponsor and supporting partner sharing IDs, see section [3.5.1 Sharing ID for sponsors](#).

Important note

In rare cases, your sponsor or supporting partner will not complete their own sponsorship form. For example, they might ask a licensed immigration adviser to complete the form on their behalf.

If your sponsor or supporting partner will not complete their own sponsorship form, ask them for the email and sharing ID of the person who will complete the form on their behalf. Then enter that email and sharing ID on the **Supporting documents** page of your application. This will make sure that the sponsorship form is sent to the person who will complete the form.

The name that you enter on the **Supporting documents** page of your application form should still be the name of your sponsor or supporting partner.

Sponsor

NOTE

You have indicated that a sponsor will be financially supporting you during your stay. After you have submitted your application, we will email your sponsor and ask them to complete an online sponsorship form.

Your sponsor will be provided with your name, type of visa, and estimated arrival and departure dates.

We cannot assess your application until your sponsor has submitted their form.

Sponsor details

Name of your sponsor

Full name of the person or organisation sponsoring you.

Paul Smith

Sponsor's email address

We will use this email address to contact your sponsor. Please check you have entered it correctly and ensure it is an email address that they check regularly.

paul.smith@yahoo.com

Sponsor's sharing ID

Contact your sponsor to get their sharing ID and enter it here. [Find out how your sponsor finds their sharing ID.](#)

CSC-Y5B1W6-2022--161848

ALERT

Enter your own sharing ID here **only** if you will complete the sponsorship form on behalf of the sponsor.

3.3 Submitting the application

When all required information is completed for each applicant in an application, complete the **Review and declare** page and select 'Ready for submission'.

The applicant's status changes from 'Draft' to 'Ready for submission' in the **Applicants** section on the **Application summary** page. The application status in the summary details remains 'Draft' until the whole application is paid for and submitted.

Applicants

Some visa types allow more than one applicant in an application. If so, the Add another applicant button will display.

ADD ANOTHER APPLICANT

Surname or family name ↓	Given or first name	Applicant type	Action	Status	Options
Smith	Michelle	Secondary	CONTINUE	Draft	▼
Smith	John	Primary	CONTINUE	Ready for submission	

Important note

If you edit any applicant details for applicants with a 'Ready for submission' status, their status

will revert to 'Draft' and you need to complete the **Review and declare** page again – for example, if you select **Continue** to update details for an applicant.

Email notifications are sent to the primary contact entered in the application. Eligible third-party representatives completing visa applications should add their email address when acting on behalf of applicants and/or sponsors. See section [4.1 Notifications](#).

3.3.1 Application summary page: submitted applications

When you select the **View** option for an application in the **Submitted applications** section, the **Application summary** page displays expanded information at the top of the page, including the application status, and in additional sections:

Download application	A top-of-page action that allows you to download a PDF of the application as submitted.
View receipts	A top-of-page action that allows you to view the receipt for the application.
Edit primary contact	A top-of-page action that allows you to update the primary contact.
View application progress	A top-of-page action that allows you to view the progress of your application.
See processing times	A top-of-page action that allows you to view processing times for New Zealand visas.
Request reconsideration	If the application was recently declined and meets the criteria for a reconsideration, this top-of-page action will display so you can apply for a reconsideration.
Primary contact	Displays the email address that notifications for this application will be sent to. This is the email address of the principal applicant unless the person applying on behalf has selected 'Yes' to being the primary contact. If the primary contact is changed using the Edit primary contact action, the new email address will display.

The **Applicants** section shows all applicants included in the submitted application, and the **View details** option shows the supporting documents uploaded for each applicant.

My dashboard > My visas > VV00012267 William Shakespeare Visitor Visa - General

VV00012267 William Shakespeare Visitor Visa - General

[Download application](#)
[View receipts](#)
[Edit primary contact](#)
[See processing times](#)

Summary

Application name VV00012267 William Shakespeare Visitor Visa - General
Application ID VV00012267
Primary contact bill.shakey@gmail.com
Status Preparing Application

Applicants

Applicant ↑	Applicant type	Action	Options
Lady Macbeth	Additional		▼ View details
William Shakespeare	Primary		▼

The **Application summary** page for submitted applications shows the following additional sections:

- **Sponsorships** shows sponsorships related to this application. To update sponsorship details, select **Update details** from the **Options** drop-down list.

Sponsorships

Displays sponsorships for this application. To update sponsorship details, select Update details from the Options dropdown. Details can be updated only if the Sponsorship form status is Draft.

Sponsorship type	Name ↑	Sharing ID	Email	Sponsorship form status	Options
Sponsor	Jane Doe	CSC-P6S300-2021--016130	janedoe@example.com	Draft	▼ Update details

- **Visas** shows approved visas issued under this application, if applicable. From here you can select **Download e-visa** to view the visa details.
- Select **Share visa** from the **Options** drop-down list. The visa details display in the **Issued visas** section of the person you have shared with (see section [2.1.2 Share a visa](#)).
- Select **View** to view the **Visa details** page. You can apply for a variation of conditions on this page. See section [5.1: Visa view details](#).

Visas

Visa holder ↑	Visa category	Issue date	Entry type	Download visa	Options
Janet Elizabeth MacEwen	Visitor Visa - Business	03 Feb 2022	Single	Download e-visa	▼

- **Requests from INZ** includes requests for information from INZ for this application. The **Status**, **Action** and **Options** columns give more details, if applicable. For more information, see section [4.2 Requests from INZ](#).

Requests from INZ				
Select the Download PDF letter action to view the request. When you are ready to reply, select the Respond option to provide the information requested.				
Date received ↓	Due date	Status	Action	Options
10 Jun 2021	24 Jun 2021	Awaiting reply	Download PDF letter	Respond

Requests from INZ				
Select the Download PDF letter action to view the request. When you are ready to reply, select the Respond option to provide the information requested.				
Date received ↓	Due date	Status	Action	Options
27 Sep 2021	04 Oct 2021	Responded	Download PDF letter	View response

- **Correspondence** includes letters from INZ about this application and any correspondence that you have sent INZ with updated or additional information. The **Subject**, **Action** and **Options** columns give more details, if applicable. For more information, see section [4.3 Correspondence](#).

Correspondence				
Displays letters from INZ about your application and any correspondence that you have sent to INZ with additional or updated information.				
ADD/UPDATE INFORMATION				
Date received ↓	From	Subject	Action	Options
19 Jul 2022	You	Additional information provided	Download	▼
15 Jul 2022	INZ	Document for Application Fee	Download	

3.4 Payment

Initially, applications can only be paid for and submitted individually in enhanced Immigration Online. Future functionality will allow eligible applications to be grouped together – for example, for family groups.

Note that inclusion of GST in application fees is calculated in the system, based on where the application fee will be paid. For example, an LIA based in New Zealand applying on behalf of an applicant will be charged GST, even if the applicant is offshore.

3.4.1 Review application costs

When you select **Pay & submit application**, the **Review application costs** page displays. The application fee can be paid online with a credit or debit card. When INZ receives and clears the

payment, it starts processing the application. There is no refund available regardless of the application result.

The same page displays when applications for variation of conditions or reconsideration of a decline decision are submitted.

If a fee waiver applies for an application, such as a bilateral fee waiver (an agreement with certain countries) or an International Conservation and Tourism Levy (IVL) exemption, details will display on this page. Check what fees you need to pay by entering your individual details in the office and fees finder tool:

➔ [Fees, decision times and where to apply | Immigration New Zealand](#)

[My dashboard](#) > Review application costs

Review application costs

You must pay the application fee online with a credit or debit card (Visa, Mastercard, JCB or AMEX), Union Pay or POLI. Immigration New Zealand will begin processing your application once the payment is received and cleared. There is no refund regardless of the application result.

Item	Base	Tax amount	Waived/Exempt amount	Total cost
Josephine McDonald-McGregor – Visitor – Culturally Arranged Marriage – Application fee – VV00015104	\$190.00	\$0.00	(\$190.00)	\$0.00
Josephine McDonald-McGregor – Visitor – Culturally Arranged Marriage – Immigration Levy – VV00015104	\$21.00	\$0.00	(\$21.00)	\$0.00
Josephine McDonald-McGregor – Visitor – Culturally Arranged Marriage – International Visitor Levy (IVL) – VV00015104	\$35.00	\$0.00		\$35.00

Payment form/Method

Total Amount \$35.00

The International Visitor Conservation and Tourism Levy (IVL) is a way for you to contribute directly to the tourism infrastructure you use and to help protect and enhance the natural environment you will enjoy during your stay in New Zealand.

[Find out more about the IVL](#)

[BACK](#) [NEXT](#)

3.4.2 Receipts

The **Receipts** page displays when you select the **View receipts** option on the **Application summary** page for submitted applications. Receipts for reconsideration applications also display here. Receipts for variation of conditions display on the **Variation of conditions application summary** page. See section [5.2 Apply for variation of conditions](#).

Select **View receipt** to view the individual receipt or **Download PDF** for a printable version of the receipt.

Receipts also display in the **Correspondence** section.

Important note

The receipt information may take up to 15 minutes to display on this page. If the **Download PDF** option is not available, wait a few minutes and try again.

[My dashboard](#) > [My visas](#) > [VV00012267 William Shakespeare Visitor Visa - General](#) > [Receipts](#) > [Receipt](#)

Receipt

[Download PDF](#)

The invoice paid date and payment method and downloadable receipt will be visible shortly after payment.

Invoice number	R07156
Invoice paid date	10 Mar 2022 11:53 AM
Currency	New Zealand Dollar
Payment method	Credit or debit card
Total (NZD)	\$281.00

Item	Base	Tax amount	Waived/Exempt amount	Total cost
William Shakespeare – Visitor – General – Application fee – VV00012267	\$165.22	\$24.78		\$190.00
William Shakespeare – Visitor – General – Immigration levy – VV00012267	\$18.26	\$2.74		\$21.00
William Shakespeare – Visitor – General – International Visitor Levy (IVL) – VV00012267	\$30.43	\$4.57		\$35.00
Lady Macbeth – Visitor – General – International Visitor Levy (IVL) – VV00012267	\$30.43	\$4.57		\$35.00
Total Amount				\$281.00

The International Visitor Conservation and Tourism Levy (IVL) is a way for you to contribute directly to the tourism infrastructure you use and to help protect and enhance the natural environment you will enjoy during your stay in New Zealand.

[Find out more about the IVL](#)

3.5 Sponsorship

3.5.1 Applicant

Overview of sponsorship process

If your application requires a sponsor or supporting partner, you will be asked on the **Supporting documents** page to enter the sponsor's or supporting partner's:

- name
- email address
- sharing ID.

Before you can submit your application, you need to contact your sponsor or supporting partner directly and ask for this information.

When you receive your sponsor's or supporting partner's sharing ID, enter it on the **Supporting documents** page of your application. You can then complete and submit your application.

After you pay the application fee and submit your application, we will email your sponsor or supporting partner and ask them to log in to Immigration Online and complete an online sponsorship form.

We cannot assess your application until your sponsor or supporting partner has submitted their sponsorship form.

To check the status of your application:

1. Open the **My visas** page.
2. Go to the **Submitted applications** section.
3. Check the **Status** column. To view detailed information about your application progress, select **View application progress**.

Result: The [Visa application progress](#) page displays.

Note: Detailed information about visa application progress is available only for applications that were submitted after 30 July 2023. Applications submitted before this date display a status in the **Status** column, but they do not have a Visa application progress page.

For more information on sponsorship, go to the INZ website:

- ➔ [Overview of sponsorship process | Immigration New Zealand](#)
- ➔ [Getting your partner to support your online visa application | Immigration New Zealand](#)

View sponsorship details

If your application has a sponsor or supporting partner, the sponsorship details will display in the **Sponsorships** section of the Application summary page.

To view sponsorship details:

1. Log in to [Immigration Online](#).
2. On the **My visas** tab, go to the **Submitted applications** section.
3. Find the application whose sponsorship details you want to view.
4. In the **Options** drop-down list, select **View summary**. The Application summary page displays.
5. Go to the **Sponsorships** section.

The **Sponsorships** section displays sponsorships for your visa application. In this section, you can view the following sponsorship details:

- **Sponsorship type.** This indicates whether you have a sponsor, a supporting partner, or a sponsoring supporting partner.
- **Name.** This is the name of your sponsor or supporting partner.
- **Sharing ID.** This is your sponsor's or supporting partner's sharing ID. We use this sharing ID to create an online sponsorship form in the correct Immigration Online account.

- **Email address.** This is your sponsor's or supporting partner's email address. When the online sponsorship form is ready to be completed, we send an email to this address.
- **Sponsorship form status.** This indicates whether your sponsor or supporting partner has submitted their online sponsorship form. If they have not yet submitted their form, this displays **Draft**. If they have already submitted their form, this displays **Submitted**.

Sponsorships					
Displays sponsorships for this application. To update sponsorship details, select Update details from the Options dropdown. Details can be updated only if the Sponsorship form status is Draft.					
Sponsorship type	Name ↑	Sharing ID	Email	Sponsorship form status	Options
Sponsor	Jane Doe	CSC-P6S300-2021--016130	janedoe@example.com	Draft	▼

The **Sponsorships** section can also help you troubleshoot issues related to sponsorship.

Example

If your application status is **Waiting on your sponsor**, but there is no online sponsorship form in your sponsor's or supporting partner's Immigration Online account, then the sharing ID for the sponsorship may be incorrect. You can check the **Sponsorships** section to confirm.

Checking the **Sponsorships** section can help you confirm that your sponsor's or supporting partner's sharing ID and email address are correct. If they are incorrect, you can update them.

You can also use the **Sponsorships** section to change your sponsor.

See [Update sponsorship details](#).

Update sponsorship details

If any of your sponsor's or supporting partner's details are incorrect, you can update these details by completing and submitting an Update sponsorship details form. For example, you can update their:

- email address
- sharing ID.

You can also use the Update sponsorship details form to change your sponsor.

Note: You can update sponsorship details only if your sponsor or supporting partner has not yet submitted their online sponsorship form. In this case, the **Sponsorship form status** displays **Draft**.

If you want to change your sponsor after they have submitted their online sponsorship form, you must complete and upload an INZ 1025 form. See [Change sponsor after submission of online sponsorship form](#).

To update sponsorship details:

1. Log in to [Immigration Online](#).
2. On the **My visas** tab, go to the **Submitted applications** section.
3. Find the application whose sponsorship details you want to update.
4. In the **Options** drop-down list, select **View summary**. The Application summary page displays.

5. Go to the **Sponsorships** section.
6. In the **Options** drop-down list, select **Update details**.
7. Complete and submit the Update sponsorship details form.

Sponsorships

Displays sponsorships for this application. To update sponsorship details, select Update details from the Options dropdown. Details can be updated only if the Sponsorship form status is Draft.

Sponsorship type	Name ↑	Sharing ID	Email	Sponsorship form status	Options
Sponsor	Jane Doe	CSC-P65300-2021--016130	janedoe@example.com	Draft	▼ Update details

After you submit the Update sponsorship details form, we:

- delete the old online sponsorship form and create a new one in your sponsor's or supporting partner's Immigration Online account, and
- email your sponsor or supporting partner to notify them that their online sponsorship form is ready to be completed
- create a PDF summary of your request to update sponsorship details and upload it to the **Correspondence** section on the Application summary page.

If you need to update sponsorship details more than once for your application, wait until your first request has been processed before submitting another request.

Example

You have a sponsor and a separate supporting partner, and you want to update sponsorship details for both. In this case, update sponsorship details for either the sponsor or supporting partner. Then wait for that request to be processed. Finally, update sponsorship details for the other person.

A request has been processed when the PDF summary of the request displays in the **Correspondence** section on the Application summary page.

Correspondence

Displays letters from INZ about your application and any correspondence that you have sent to INZ with additional or updated information.

ADD/UPDATE INFORMATION

Date received ↓	From	Subject	Action	Options
24 Oct 2023	INZ	Document for Sponsorship Request	Download PDF	
28 Sep 2023	INZ	Document for Application Fee	Download PDF	

Change sponsor after submission of online sponsorship form

If you need to change your sponsor after they have submitted their sponsorship form, download and complete the [INZ 1025](#) form and then upload it using Immigration Online:

1. Log in to [Immigration Online](#).
2. On the **My visas** tab, go to the **Submitted applications** section.

3. Find the application whose sponsor you want to change.
4. In the **Options** drop-down list, select **View summary**. The Application summary page displays.
5. On the Application summary page, go to the **Correspondence** section.
6. Select **Add/Update information**. The Add or update information page displays.
7. In the **Reason** drop-down list, select **Change of sponsor (upload INZ 1025 form)**.
8. In the **Description** field, enter details about why you are changing your sponsor.
9. Upload the INZ 1025 form as a PDF.
10. Select **Submit**.

Add or update information

This form is used to provide additional or updated information on an application that you have already submitted. Please note that submitting additional information may increase the time taken to process your application.

Let us know if you want to add or update information on your application.

If anything has changed since you submitted your application, and this may affect the decision on your application, you must let us know. For example:

- Change in circumstances (e.g. a change in employment or health)
- Further evidence of circumstances
- Change of address or contact details
- Change of adviser (upload [INZ 1160 form](#))
- Change of personal information (e.g. change of name or relationship status)
- Change of sponsor - if your sponsor has already submitted their online sponsorship form (upload [INZ 1025 form](#))

PLEASE NOTE: If you have forgotten to add a secondary applicant (like a partner or child), call the Immigration Contact Centre for advice (0508 558 855).

By submitting this form, you confirm that the information you are providing is true and correct, and that the documents you are uploading are genuine.

Reason

Change of sponsor (upload INZ1025 form) ▼

Description

Maximum of 500 characters. If you would like to provide further information please upload as a document.

Enter details about why you are changing your sponsor.

Upload PDF document (optional)

The size of the document must not exceed 10MB. If you wish to provide multiple documents, including [certified official translations](#) of any document that is not in English, combine the documents together into one PDF before uploading.

[See our help pages for uploading documents](#)

[Choose File](#) inz1025.pdf

CANCEL

SUBMIT

See also section [4.4 Correspondence](#).

3.5.2 Sponsor or supporting partner

If you are sponsoring or supporting someone's visa application, you must do two things before we assess the application:

1. Provide your full name, email address, and sharing ID to the applicant. You must do this before the applicant submits their application.
2. Complete an online sponsorship form. You can do this only after the applicant submits their application.

To find your sharing ID:

1. Log in to Immigration Online using a RealMe account. If you do not have a RealMe account, you must create one.
2. Find your sharing ID on the **My dashboard** tab.
3. Provide your sharing ID to the applicant – for example, in an email.

➔ [Log in to Immigration Online](#)

After the applicant submits their application, we will email you and ask you to log in to Immigration Online and complete an online sponsorship form.

We cannot assess the visa application until the sponsorship form has been submitted. To avoid delays in processing, we recommend completing and submitting the sponsorship form within five days of receiving the email notification.

For information on how to complete a sponsorship form, see section [2.4 My sponsorships tab](#).

My dashboard > My sponsorships

My sponsorships

If you have been asked to sponsor a visa applicant, or are supporting your partner or intended partner's visa application, the form you need to complete will appear on this page. We will email you when the sponsorship form is ready for you to complete.

Draft forms

Select the Continue action to complete the sponsorship form.

Applicant name	Visa type	Visa application ID	Sponsorship form type	Received on ↓	Action
OliverVSp OVXYZ	Visitor Visa - General	VV00020823	Sponsor	19 Jun 2023 4:38 PM	Continue
CAMVSKYZ	Visitor Visa - Culturally arranged marriage	VV00020733	Supporting Partner	14 Jun 2023 3:48 PM	Continue

Submitted forms

To view your obligations for approved visas, select the Download form action.

Applicant name	Visa type	Visa application ID	Sponsorship form type	Submitted on ↓	Status	Action	Options
VmailS SVXYZ	Visitor Visa - Culturally arranged marriage	VV00020782	Supporting Partner	20 Jun 2023	Submitted	Download form	v
VVoli VOLXYZ	Visitor Visa - General	VV00020826	Sponsor	20 Jun 2023	Submitted	Download form	v

3.5.3 Acting on behalf

If you are completing a sponsorship form on behalf of a sponsor or supporting partner, you will be asked on the **Supporting documents** page of the sponsorship form to upload a completed *Sponsor and Supporting Partner Declaration Form (INZ 1256)*. You must upload this form before you submit the sponsorship form.

For more information and to access the INZ 1256 form, go to the INZ website:

→ [Overview of sponsorship process | Immigration New Zealand](#)

3.5.4 Sharing ID for sponsors

Sponsors and supporting partners need a RealMe account only if they will complete the sponsorship form themselves. They do not need a RealMe account if someone else will complete the form on their behalf – for example, a licensed immigration adviser.

The sponsorship form cannot be shared. If a third party will complete the sponsorship form on behalf of the sponsor or supporting partner, the sponsor or supporting partner must provide the applicant with the email address and sharing ID of the third party.

Important note

The sharing ID entered on the **Supporting documents** page of visa application form must be the sharing ID of the person who will complete the sponsorship form. This could be the sponsor or supporting partner, or it could be someone acting on their behalf – for example, a licensed immigration adviser.

3.6 Withdrawing an application

You can withdraw a visa application after you have submitted it but before we have made a decision. If we have already approved or declined your application, you cannot withdraw it.

After you withdraw a visa application, you cannot cancel the withdrawal.

To withdraw your visa application:

1. Open the **My visas** page.
2. Go to the **Submitted applications** section.
3. Find the application you want to withdraw.
4. In the **Options** drop-down list, select **Request withdraw**.

Submitted applications

Displays applications submitted by you and submitted applications shared with you. Click on the headers to update the order of applications or select the All items drop down to filter by Status. Use the Options dropdown to identify actions you are able to take.

All items ▾

Principal applicant ▾	Application type ▾	Application ID	Submitted on	Status	Options
James Blake	Visitor Visa - General	VV00021246	24 Jul 2023	 Preparing Application View application progress	▾ View summary View application progress Share application Request withdraw View receipts

After you submit a withdrawal request:

- Your application status will change to **Withdrawal Requested**.
- We will begin processing your withdrawal request.

After we have processed your withdrawal request:

- We will email you to confirm that your application has been withdrawn.
- Your application status will change to **Withdrawn**.

4 Visa assessment process

This section outlines some of the enhancements to Immigration Online when visa applications are being assessed – for example, you can follow the progress of submitted applications by checking the **Status** column in the **Submitted applications** section of the **My visas** tab.

Submitted applications					
Displays applications submitted by you and submitted applications shared with you. Click on the headers to update the order of applications or select the All items drop down to filter by Status. Use the Options dropdown to identify actions you are able to take.					
All items Search					
Principal applicant ↓	Application type ↓	Application ID	Submitted on	Status	Options
YellowXYZ	Work Visa - Accredited Employer Work Visa	WV00018761	16 Jan 2023	Approved	▼
WVwithSponsor	Work Visa - Accredited Employer Work Visa	WV00021160	19 Jul 2023	Preparing Application View application progress	▼
WVDeatiledStatusXYZ	Work Visa - Accredited Employer Work Visa	WV00021007	11 Jul 2023	Under Assessment View application progress	▼
WVthirdpartyCheckXYZ	Visitor Visa - General	WV00021210	21 Jul 2023	Approved View application progress	▼

4.1 Visa application progress

Detailed information about your visa application progress is available on the **Visa application progress** page.

Note: Detailed information about visa application progress is available only for applications that were submitted after 30 July 2023. Applications submitted before this date display a status in the **Status** column, but they do not have a Visa application progress page.

To view your visa application progress:

1. On the **My visas** tab, go to the **Submitted applications** section.
2. Find the relevant application.
3. In the **Status** column or the **Options** drop-down list, select **View application progress**.

Result: The Visa application progress page displays.





LOG OUT

My dashboard
My visas
Employ migrants
My sponsorships

[My dashboard](#) > [My visas](#) > > Visa application progress

Visa application progress

Not started
The activity has not yet begun. No action is required for the activity at this time.

Info requested
We have contacted you or the required third party for additional information.

In progress
We are reviewing the information that you or a third party has submitted.

Completed
We have received and verified the information you or a third party has submitted. No further action is required for the activity at this time.

Not applicable
The activity is not required for this application.

Application name VV00021246 James Blake Visitor Visa - General

Application status Preparing Application

Status	Activity and description	Activity progress
 Preparing Application What does this mean?	Application received We have received your application.	Completed
	Identity check We are checking the identity of the applicants included in your application.	In progress
	Documents checks We are checking the format of your documents.	In progress
 Gathering Information What does this mean?	Medical checks We have not started this activity yet. There is no action required for this activity at this time.	Not started
	Third-party checks We have not started this activity yet. There is no action required for this activity at this time.	Not started
	Sponsor check We have not started this activity yet. There is no action required for this activity at this time.	Not started
 Under Assessment What does this mean?	Assessment We will begin this activity once the previous activities have been completed. There is no action required for this activity at this time.	Not started

4.2 Notifications

Email notifications direct the primary contact or sponsor (which may be the same person if an LIA or immigration lawyer is acting for both) to letters from INZ requesting further information, correspondence about an application and details of decisions on applications. Some requests will continue to be sent directly to the primary applicant from the frontline staff in exceptional circumstances – for example, when an applicant has uploaded an incorrect or invalid police certificate.

4.2.1 Primary contact

The primary contact email address is identified when completing applicant details in the online identity details form. If not already entered, the email address can be changed when the person completing on behalf selects 'Yes' to being the primary contact.

To update primary contact details, select **Edit primary contact** at the top of the **Application summary** page.

4.3 Requests from INZ

INZ may require further information for a submitted application or wish for the applicant to address identified information or concerns that may be 'potentially prejudicial' to the outcome of their application. Requests for more information are displayed in the **Requests from INZ** section of the relevant summary page.

If the request for more information relates to a visa application, it is displayed on the **Application summary** page.

If the request for more information relates to a variation of conditions application, it is displayed on the **Variation of conditions application summary** page. See section [5.2 Apply for variation of conditions](#).

If the request for more information is sent to a sponsor or supporting partner, it is displayed on the **Sponsorship request summary** page.

These requests take the form of either a request for further information (RFI) letter or a potentially prejudicial information (PPI) letter, which details the concern(s) INZ has identified in the application.

Select the action **Download PDF letter** to review what is required. Options include **Respond** to provide information and **View response** to see what you have submitted. INZ is notified when you submit a response.

Multiple INZ staff may work on processing activities for an application. However, where further information is required, the system ensures that only one case officer is assigned to progress the application.

Requests from INZ

Select the download action to view the request and when ready to reply, select the Respond option to provide the information requested.

Date received ↓	Due date	Status	Action	Options
27 Sep 2021	04 Oct 2021	Submitted	Download PDF letter	View response

4.3.1 Request for further information letters

RFI letters are sent to applicants when more information or clarification is needed in response to an answer in their application form. Applicants are invited to provide information or an explanation to assist assessment of their application. You can add a message and one or more documents when responding to the request.

Request for more information

More details required for your application.

We need more information before we can continue assessing your application. Download the PDF in the Requests from INZ grid to see the specific information we need. Submit the requested information using the form below. By submitting this form, you confirm that the information you are providing is true and correct, and that the documents you are uploading are genuine.

Provide information

Include a message

Maximum of 1,000 characters. If you would like to provide further information please upload as a document.

Attach Documents

All documents must be provided as PDF (.PDF) and must not be larger than 10MB

BROWSE

[+ ADD ANOTHER DOCUMENT](#)

4.3.2 Potentially prejudicial information letters

Applicants outside New Zealand are sent a PPI letter when INZ has factual information or material that:

- was not obtained from the applicant or their authorised representative or agent
- is not publicly available, or that the applicant is not necessarily aware of
- will or may adversely affect the outcome of an application
- the applicant has not previously had an opportunity to comment on.

For applicants in New Zealand, PPI is factual information or material that will or may adversely affect the outcome of an application. As for RFI letters, you can add a message and one or more documents when responding to a PPI letter.

You are given the opportunity, within a set timeframe, to comment before a decision is made based on any PPI.

4.4 Correspondence

The **Correspondence** section on the **Application summary** page shows details of letters from INZ about the application, and any correspondence you send to INZ with additional or updated information.

If the correspondence relates to a variation of conditions application, it is displayed on the **Variation of conditions application summary** page. See section [5.2 Apply for variation of conditions](#).

Correspondence
Displays letters from INZ about your application and any correspondence that you have sent to INZ with additional or updated information.

[ADD/UPDATE INFORMATION](#)

Date received ↓	From	Subject	Action	Options
19 Jul 2022	You	Additional information provided	Download	
15 Jul 2022	INZ	Document for Application Fee	Download	

If you need to advise details of a change in your circumstances and provide additional documents after you've submitted an application, you can do this in the **Correspondence** section by selecting **Add/Update information**.

The **Add or update information** page displays. Select from the following options in the **Reason** drop-down list:

- Change of circumstances (e.g. change in employment or health)
- Further evidence of circumstances
- Change of address or contact details
- Change of adviser (upload INZ 1160 form)
- Change of personal information (e.g. change of name or relationship status)
- Change of sponsor – if your sponsor has already submitted their online sponsorship form (upload INZ 1025 form).

Note:

- Submitting additional information may increase the time taken to process your application.
- Do not use this form to ask questions or request an update on the status of your application.
- To update details of the primary contact, select **Edit primary contact** at the top of the **Application summary** page.

Add or update information

This form is used to provide additional or updated information on an application that you have already submitted. Please note that submitting additional information may increase the time taken to process your application.

Let us know if you want to add or update information on your application.

If anything has changed since you submitted your application, and this may affect the decision on your application, you must let us know. For example:

- Change in circumstances (e.g. a change in employment or health)
- Further evidence of circumstances
- Change of address or contact details
- Change of adviser (upload [INZ 1160 form](#))
- Change of personal information (e.g. change of name or relationship status)
- Change of sponsor - if your sponsor has already submitted their online sponsorship form (upload [INZ 1025 form](#))

PLEASE NOTE: If you have forgotten to add a secondary applicant (like a partner or child), call the Immigration Contact Centre for advice (0508 558 855).

By submitting this form, you confirm that the information you are providing is true and correct, and that the documents you are uploading are genuine.

Reason

Description

Maximum of 500 characters. If you would like to provide further information please upload as a document.

Upload PDF document (optional)

The size of the document must not exceed 10MB. If you wish to provide multiple documents, including [certified official translations](#) of any document that is not in English, combine the documents together into one PDF before uploading.

[See our help pages for uploading documents](#)

No file chosen

CANCEL

SUBMIT

4.5 Decisions

The decision on an application displays under **Status** on the **Application summary** page for the submitted application.

4.5.1 Application approved

When an application is approved, the primary contact receives an email notification. The status changes to 'Approved' on the **Application summary** page and details display in the **Visas** section on the page. Select **Download e-visa** in the **Download visa** column to view a letter with the visa details.

Visas

Dates displayed for multiple entry visas may not be up to date, select Download eVisa to view visa travel conditions. Use the Options dropdown to share your visa or to view and apply for a variation of conditions.

Visa holder ↑	Visa category	Issue date	Entry type	Download visa	Options
Josephine Elizabeth McGregor	Visitor Visa - Business	03 Feb 2022	Single	Download e-visa	▼ Share visa View

You can also view a letter with the visa details in the **Issued visas** section on the **My visas** tab – select **Download e-visa** in the **Download visa** column.

Issued visas

Dates displayed for multiple entry visas may not be up to date, select Download eVisa to view visa travel conditions. Use the Options dropdown to share your visa or to view and apply for a variation of conditions.

All Visas

Search

Visa holder	Application ID	Visa category	Issue date	Entry type	Download visa	Options
Josephine Elizabeth McGregor	VV00001208	Visitor Visa - Business	03 Feb 2022	Single	Download e-visa	Share visa View

4.5.2 Application declined

If an application is declined, an email notification is sent to the primary contact advising them to view the letter from INZ in their Immigration Online dashboard. Letters outlining the reasons for the decision are in the **Correspondence** section on the **Application summary** page.

If the applicant is in New Zealand, they can apply for a reconsideration of a declined application within 14 calendar days of the decision. See section [5.3 Request for reconsideration of decline decision](#).

5 After the decision

This section explains how to view details of issued visas, and how to apply electronically for a variation of conditions or submit a request for reconsideration of a decision. It also outlines a process for updating details for issued visas.

5.1 View visa details

After a visa application is approved and the visa is issued, you can access the details from:

- **My visas** page. Select the **View** option for the relevant visa in the **Issued visas** section, or
- **Application summary** page. Select the **View** option for the relevant visa in the **Visa** section.

Result: The **Visa details** page displays.

You can apply for a variation of conditions online from the **Variation of conditions** section in this page.

Note: The **Variation of conditions** function is not currently available for AEWV holders.

My dashboard > My visas > Visitor Visa - General-Ohovi Nrevozua

Visitor Visa - General-Ohovi Nrevozua

Visa details

Visa holder	Ohovi Nrevozua
Application ID	VV00014192
Visa Type	Visitor Visa - General
Issue date	30 Oct 2021
Entry type	Single

Shared with

SHARE VISA

Shared with ↓	Email address	Sharing ID	Options
There are no records to display.			

Stop sharing

Variation of conditions

If the conditions of your work, student or visitor visa no longer suit your situation, you may be able to apply for a [variation of conditions](#)

Variation of conditions (draft)

APPLY FOR VARIATION OF CONDITIONS

Displays your draft variation of condition application, select Continue to work on your application.

Visa type	Reference ID	Created on ↓	Modified on	Status	Action
There are no records to display.					

CONTINUE

Variation of conditions (submitted)

Displays any submitted variation of condition applications, use the Options dropdown to view application or receipt.

Visa type	Application ID	Submitted on	Status	Options
There are no records to display.				

View application
View receipt

5.2 Apply for variation of conditions

Note: The **Variation of conditions** function is not currently available for AEWV holders.

Select **Apply for variation of conditions** from the **Variation of conditions** section on the **Visa details** page.

The **Variation of conditions** page displays, with information like the 'Before you start' section for visa applications. Select **Start my application** to complete the form.

Variation of conditions Conditions Immigration assistance Supporting documents Review and d >

Variation of conditions

Application ID: VV00015612
 Applicant surname: MarTwo
 Applicant first name: Rover

About this application

Visitor visas come with conditions about studying, working or travelling in and out of New Zealand. On a visitor visa you can apply for a variation of your current conditions to allow you to:

- study part-time for longer than 3 months,
- take up seasonal work in the horticulture or viticulture industries, or
- vary your travel conditions so you have longer to arrive in New Zealand, or to allow you to return to New Zealand if you want to leave before your visa expires.

Even if the conditions of your visa are changed, it will still expire on the same date. If you want to stay in New Zealand for longer, you will need to apply for a new visa.

→ [Changing the conditions of a visitor visa](#)

You will need:

- a credit card or debit card — we accept Visa, Mastercard, Union Pay, AMEX, JCB and POLi
- documents to support the application

[Check the fee you will need to pay](#)

EXIT WITHOUT SAVING START MY APPLICATION

When you have submitted and paid for your variation of conditions application, you can select the **View application** option from the **Variation of conditions (submitted)** section of the **Visa details** page. The **Variation of conditions summary** page displays.

[My dashboard](#) > [My visa](#) > [Visitor visa – General - Dennis Early](#) > VOC summary page

Visa category – Visa holder name - Variation of conditions

 [Download application](#)

→ [View receipts](#)

→ [Edit primary contact](#)

 [See processing times](#)

Variation of conditions summary

Visa holder Dennis Early
Application ID VC00001234
Visa type Visitor - General
Contact person lawyer@firm.co.nz
Status Under assessment

Requests from INZ

Includes formal requests from INZ. For all other information requests, refer Correspondence grid. Select the Download PDF letter action to view the request. When you are ready to reply, select the Respond option to provide the information requested.

Date received ↓	Due date	Status	Action	Options
-----------------	----------	--------	--------	---------

There are no records to display.

Correspondence

Displays letters from INZ about your application and any correspondence that you have sent to INZ with additional or updated information.

[ADD/UPDATE INFORMATION](#)

Date received ↑	From	Subject	Action	Options
10 Mar 2022	INZ	Document for Application Fee	Download	

Supporting documents

Document type	Document name ↓	Action
Vary travel conditions evidence	Test file D.pdf	Download

Shared with

[SHARE APPLICATION](#)

Shared with ↓	Email address	Sharing ID	Options
Application created by		CSC-B9N8R0-2021--01207	

5.3 Request for reconsideration of decline decision

This option is only available for declined applications for 14 calendar days after the decline decision has been notified, and if the applicant is in New Zealand.

- Go to the **Submitted applications** section on the **My visas** page. Select **View** from the **Options** drop-down list of a declined application.
- Select the **Request reconsideration** top-of-page action in the **Application summary** page. The **Reconsideration** page displays, with information like the 'Before you start' section for visa applications.
- Select **Start my application** to complete the form.

Requests for reconsideration are reviewed by a different immigration officer from the one who has made the decline decision. Applicants are notified by email that a letter is available for their review, which will outline the reconsideration decision.

5.4 Update visa details

If a visa holder changes their name or is issued a new passport, they need to complete the 'transfer of visa' application form. Go to the INZ website:

➔ [Transferring my visa to a new passport | Immigration New Zealand](#)

Completed forms are sent to the National Documentation Office, where staff enter updates to the client's visa in enhanced Immigration Online and notify the client or person acting on behalf if they are the primary contact that this has been done.

6 Accredited Employer Work Visa

The Accredited Employer Work Visa (AEWV) is an employer-led application system that is fully implemented in the enhanced Immigration Online system. AEWV has three gateways, or steps - employer accreditation, job check and work visa application. Information about making applications in the system specific to the three AEWV steps, and the sharing function for employers and organisations, is outlined in the headings below.

For more information about the overall process, go to the INZ website:

→ [Accreditation for the AEWV](#)

Once an employer or organisation has logged in to their Immigration Online dashboard, they can select the **Employ migrants** tab, or the **Employ migrants** button. The **Employ migrants** page displays, showing information about their organisations and granted accreditations.

Employers can apply for accreditation by selecting the **Get accreditation** button in **My accredited organisations**, and for job checks by selecting the **Request a job check** drop-down option in **My granted accreditations**.

Selecting the **Manage accreditations** button or **Manage existing job checks** button gives a view of all accreditation and job check applications the user has access to.




[LOG OUT](#)

[My dashboard](#)
[My visas](#)
[Employ migrants](#)
[My sponsorships](#)

[My dashboard](#) > [Employ migrants](#)

Employ migrants

To employ migrants, your organisation must be accredited. Once your organisation is accredited you must complete a job check application to get approval to hire migrants for specific jobs. When you have your job check approved, you can then send a request to a migrant to fill the approved job by applying for an Accredited Employer Work Visa.

WARNING

You can share information within your account at various levels, with trusted third parties. Refer [Immigration Online terms of use](#) for full details of obligations and what is shared at each level.

My accredited organisations

Displays your accredited organisations and organisations that have been shared with you. To get employer accreditation for a new organisation, select Get accreditation. If you wish to renew your employer accreditation for an existing organisation, go to the Organisation details page by selecting View organisation from the options dropdown.

[GET ACCREDITATION](#)

Organisation name ↑	NZBN	Accreditation type	Status	Expiry date	Options
PROTEX COATING SYSTEMS LIMITED		Standard employer accreditation	Interim	02 Dec 2022	 View organisation Share organisation

My granted accreditations

Displays granted accreditations for your organisations and granted accreditations that have been shared with you. Use the Options drop down to Request a job check or Upgrade your accreditation.

 All Items



Organisation name ↑	NZBN	Accreditation type	Status	Expiry date	Options
PROTEX COATING SYSTEMS LIMITED		Standard employer accreditation	Interim	02 Dec 2022	 View accreditation Share accreditation Upgrade accreditation Request a job check

Manage accreditations

To employ migrants, your organisation must be accredited. Select Manage accreditations to create an accreditation application for a new organisation and to view or continue working on an existing application.

[MANAGE ACCREDITATIONS](#)

Manage job checks

Select Manage job checks to view all your job check applications and approved jobs. To create a new job check, select the View accreditation option from an organisation in My granted accreditations.

[MANAGE EXISTING JOB CHECKS](#)

For a quick guide to navigating some key elements, use the following table.

I want to...	Employ migrants page...
apply for accreditation for a new organisation	select Get accreditation button
complete a draft accreditation application	- select Manage accreditations, then - select Continue

I want to...	Employ migrants page...
upgrade accreditation type (from standard to high volume)	- select Upgrade accreditation from the drop-down options in My granted accreditations section, then - select Upgrade accreditation top-of-page link - complete Upgrade accreditation online form
renew accreditation	- select My accredited organisations, then - select View organisation option, then - select Renew accreditation
request (apply for) a job check	select Request a job check from the drop-down options in My granted accreditations section
complete a draft job check application	- select Manage existing job checks, then - select Continue
view approved jobs	- select My granted accreditations, then - select View accreditation option - OR - select View organisation from My accredited organisations - OR - select Manage existing job checks, then - select the relevant job check application Records display in Approved jobs section.
send a request to a migrant worker to apply for an AEVV using a new job token	- go to the Approved jobs section, then - select the relevant approved job, then - in the Options drop-down list, select Send request
send a request to an employee to apply for a further AEVV reusing a job token	- go to the Migrant workers with visas section, then - select the relevant employee, then - in the Options drop-down list, select Send request
view hired migrants and their visas	- select My granted accreditations, then - select View accreditation option - OR - select View organisation from My accredited organisations - OR - select Manage existing job checks, then - select the relevant job check application

I want to...	Employ migrants page...
	Records display in Migrant workers with visas section.

6.1 Sharing accredited employer details

Employers can share information about their organisation, accreditations, job checks and migrant workers within their Immigration Online account at various levels.

Within your own organisation, you can create a network of staff working on employer accreditation or job check applications and share those applications (and associated documents) to the network. For more information about networks, see section [2.3 Networks](#).

You may wish to share details with a third party acting on your behalf, for example an LIA, immigration lawyer or recruitment company.

You are required to act in accordance with the Immigration Online terms of use for sharing:

→ [Immigration Online's terms of use | Immigration New Zealand](#)

You need to clearly understand what the sharing function allows others to do at each level. Make sure you read the information in the dialogue box that displays when you select the **Share** option.

The following table describes each level.

Sharing level	Description
Organisation	An organisation is the highest level of sharing. It enables access to all documents associated to that organisation and the following functions: • organisation (view and renew or upgrade accreditation) • accreditation applications (create, view and edit) • accreditation certificates (view) • job check applications (create, view and edit) • approved jobs (view) • approved migrant workers (view and request).
Employer accreditation application	Sharing at this level enables the following functions and access to all associated documents: • accreditation applications (view and edit) • accreditation certificate when issued (view) • job check applications (create, view and edit) • approved jobs (view) • approved migrant workers (view and request).
Employer accreditation certificate (when accreditation has been granted)	Sharing at this level enables the following functions and access to all associated documents: • job check applications (create, edit and view) • approved jobs (view) • approved migrant workers (view and request).

Job check application (individual)	Sharing at this level enables the following functions and access to all associated documents: • job check application (view and edit) • approved jobs (view) • approved migrant workers (view and request). Job check applications are not to be shared with a prospective worker.
------------------------------------	---

Select **Share** (either from the **Options** drop-down list or a button) for the relevant item you want to share. Enter the sharing ID of the person or network you want to share with. See section [2.1 Sharing](#).

6.1.1 Viewing and managing access

You can see what items have been shared with whom at different levels through the **Access** section on relevant pages. Note that you will only have access at the level you are shared with.

To remove access to draft accreditation and job check applications, select **Manage access** from the **Options** drop-down list.

To remove access to submitted applications and associated documents, select **Remove** from the **Options** drop-down list in the relevant **Access** section.

6.2 Apply for employer accreditation (employers)

For information and checklists to help you apply for accreditation, visit the INZ website:

➔ [Employer accreditation: what you need to apply](#)

To start an employer accreditation application:

- On the **Employ migrants** page, go to the **My accredited organisations** section.
- Select **Get accreditation**.
- Complete and submit the online form and pay the employer accreditation fee.

You can view **Draft accreditation applications** and **Submitted accreditation applications** on the **Manage employer accreditations** page.

To continue working on a draft accreditation application, select **Continue**.

To withdraw a submitted accreditation application, select **Request withdraw** from the **Options** drop-down list.

To view a submitted accreditation application, select **View application** from the **Options** drop-down list. The **Employer accreditation application summary** page opens and displays details of the application, including the status.




[LOG OUT](#)

[My dashboard](#)
[My visas](#)
[Employ migrants](#)
[My sponsorships](#)

[My dashboard](#) > [Employ migrants](#) > [Manage employer accreditations](#)

Manage employer accreditations

Draft accreditation applications

Select Continue to work on an existing application. You can share or delete the application using the Options dropdown. To get employer accreditation for a new organisation, select Get accreditation. If you want to renew your employer accreditation, go to the Organisation details page using the View organisation option in My organisations.


[GET ACCREDITATION](#)

Organisation	Reference ID	Created on ↓	Modified on	Action	Options
GREEN UMBRELLA LIMITED	PR000064297Y052	19 Jul 2022 1:17 PM	19 Jul 2022 1:28 PM	CONTINUE	 Share application Delete application Manage access

Submitted accreditation applications

Displays accreditation applications you have submitted and submitted applications shared with you. Click on the headers to update the order of applications or select the All items dropdown to filter by Status. Use the Options dropdown to identify actions you can take.

 All Items ▾



Organisation	NZBN	Accreditation Type	Submitted On ↓	Status	Options
UNDER GREEN UMBRELLAS LIMITED	9429038530531	High Volume employer accreditation	20 Jul 2022	Under Assessment	 View application View receipts Share application Request withdraw

When accreditation is granted, the **Employer accreditation certificate** is available to view in the **My granted accreditations** section on the **Employ migrants** page.

From here, accredited employers can select **Request a job check**, which starts a new application for the next step in the AEVV process. See section [6.3 Request a job check \(employers\)](#) below.

[My dashboard](#) > [Employ migrants](#) > > [Accreditation Certificate](#)

Employer accreditation certificate

Organisation details

Organisation name	STAR BAY LIMITED
NZBN	9429037750206
Accreditation type	Standard employer accreditation
Expiry date	04 Jul 2023

Draft job check applications

Select Continue to work on an existing application or Request a job check to start a new application. You can share or delete the application using the Options dropdown.


[REQUEST A JOB CHECK](#)

Name	Reference ID	Created on ↓	Modified on	Action	Options
------	--------------	--------------	-------------	--------	---------

There are no records to display.

Submitted job check applications

Click on the headers to update the order of applications or select the All items dropdown to filter by Status. Use the Options dropdown to identify actions you can take.

All Items ▾



Job title	Application ID	Number of positions	Submitted on ↓	Status	Options
-----------	----------------	---------------------	----------------	--------	---------

There are no records to display.

Important note: As stated in the application declaration, if there is any change to key people or the business structure of your organisation after you have submitted your accreditation application, you must advise INZ within 10 working days. Contact ICC as necessary.

6.2.1 Renew employer accreditation

When you need to renew your accreditation, go to **My accredited organisations** on the **Employ migrants** page. Select **View organisation** from the **Options** drop-down list for the relevant organisation. The **Organisation details** page displays. Select **Renew accreditation**, then complete and submit the online form and pay the fee.

Important note: When we approve your renewal application, your application status will change to **Draft** for around 10 minutes while Immigration Online processes the approval. During this time, you will be unable to create job checks and send job requests to migrant workers. Please wait 15 minutes and then refresh your browser window.




[LOG OUT](#)

[My dashboard](#)
[My visas](#)
[Employ migrants](#)
[My sponsorships](#)

My dashboard > Employ migrants > TRU-TEST CORPORATION LIMITED

TRU-TEST CORPORATION LIMITED

Organisation name	TRU-TEST CORPORATION LIMITED
NZBN	9429030569065
Accreditation type	Standard Employer Accreditation
Expiry Date	01 Dec 2022

Employer accreditations

Draft accreditation applications

Select Renew accreditation if your employer accreditation has or is about to expire and you wish to continue hiring migrant workers. Select Continue to work on an existing application. You can share or delete the application using the Options dropdown.

[RENEW ACCREDITATION](#)

6.2.2 Upgrade employer accreditation type

To upgrade your standard employer accreditation type to high volume:

- select the relevant accreditation in the **My granted accreditations** section on your **Employ migrants** page
- select **Upgrade accreditation** from the **Options** drop-down list

My granted accreditations

Displays granted accreditations for your organisations and granted accreditations that have been shared with you. Use the Options drop down to Request a job check or Upgrade your accreditation.

[All Items](#)



Organisation name ↑	NZBN	Accreditation type	Status	Expiry date	Options
Capybaras united		Standard employer accreditation	Active	12 Aug 2023	 View accreditation Share accreditation Upgrade accreditation Request a job check

Manage accreditations

Result: The **Employer accreditation application summary** page displays.

My dashboard > Employ migrants > Manage employer accre... > EA00001303 Capybaras united

EA00001303 Capybaras united

[Download application](#)
[View receipts](#)
[Edit primary contact](#)
[Upgrade accreditation](#)
[See processing times](#)

- select the **Update accreditation** top-of-page link. Complete and submit the **Upgrade accreditation** online form and pay the upgrade fee.

Upgrade accreditation Immigration assistance Review and declare

Upgrade accreditation

We use the information you enter in this section to confirm that you want to upgrade your organisation's accreditation.

6.3 Request a job check (employers)

You need to meet certain requirements before you apply for a job check, including advertising the role in some circumstances.

For information and a checklist to guide you through the job check application process, visit the INZ website:

➔ [Job check: check what you need and apply](#)

To start a job check application:

- On the Employ migrants page, go to the My granted accreditations section.
- In the **Options** drop-down list, select **Request a job check**.
- Complete and submit the online form and pay the job check fee.

You can view **Draft job check applications** and **Submitted job check applications** on the **Manage job checks** page.

To continue working on a draft job check application, select **Continue**.

To withdraw a submitted job check application, select **Request withdraw** from the **Options** drop-down list.

To view a submitted job check application, select **View application** from the **Options** drop-down list. The **Job check application summary** page opens and displays details of the application, including the status, accreditation type, and supporting documents. The **Approved jobs** section records all jobs included in an approved job check application.

[My dashboard](#) > [Employ migrants](#) > Manage job checks

Manage job checks

Draft job check applications

Select Continue to work on an existing application. You can share or delete the application using the Options dropdown. To create a new job check application, select View organisation or View accreditation from the Employ migrants page.

Search



Organisation	Job title	Reference ID	Created On ↓	Modified On	Action	Options
CATAMAD INVESTMENTS LIMITED	Draft JC - Test ID 74520	PR000083863W5G6	08 Dec 2022 10:10 AM	08 Dec 2022 10:14 AM	CONTINUE	

Submitted job check applications

Displays job check applications you have submitted and submitted applications shared with you. Click on the headers to update the order of applications or select the All items dropdown to filter by Status. Use the Options dropdown to identify actions you can take.

 All Items ▾

Search



Organisation	Job Title	Application ID	Number of positions	Submitted On ↓	Status	Options
CATAMAD INVESTMENTS LIMITED	Under Assessment JC - Test ID 74520	JC00001491	20	08 Dec 2022	Under Assessment	
CATAMAD INVESTMENTS LIMITED	Approved JC - Test ID 74520	JC00001490	20	08 Dec 2022	Approved	View application View receipts Share application Request withdraw

Approved jobs

A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check).

 All Items ▾

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	
ICT Project Manager	JC00002418	09 May 2024	Jane Doe	New token	Request Sent	

6.4 Request a migrant worker to apply for an AEWV (employers)

After your job check has been approved, you will receive a job token for each position included in the job check application.

Job tokens display in the **Approved jobs** section on the following pages:

- The Employer accreditation certificate page
- The Job check application summary page

To view job tokens:

1. Log in to [Immigration Online](#).
2. Open the Employer accreditation certificate page:
 - a. On the **Employ migrants** tab, go to the **My granted accreditations** section.
 - b. Find the accreditation that you want to open.
 - c. In the **Options** drop-down list, select **View accreditation**. The Employer accreditation certificate page displays.
3. Go to the **Approved jobs** section.

Approved jobs

A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check).

 All Items ▾

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	
ICT Project Manager	JC00002418	09 May 2024	Jane Doe	New token	Request Sent	












































Job tokens that can be used to send a request have a **Status of Ready to request**.

You can use each of these job tokens to send a request for a migrant worker to apply for an AEWV. See [6.4.1 Send a request using a new job token](#).

6.4.1 Send a request using a new job token

Job tokens display in the **Approved jobs** section on the following pages:

- The Employer accreditation certificate page
- The Job check application summary page

Job tokens that can be used to send a request have a **Status of Ready to request**.

You can use each of these job tokens to send a request for a migrant worker to apply for an AEWV.

To send a request:

1. Log in to [Immigration Online](#).
2. Open the Employer accreditation certificate page:
 - a. On the **Employ migrants** tab, go to the **My granted accreditations** section.
 - b. Find the accreditation that you want to open.
 - c. In the **Options** drop-down list, select **View accreditation**. The Employer accreditation certificate page displays.
3. Send the request:
 - a. On the Employer accreditation certificate page, go to the **Approved jobs** section.
 - b. Find the job token that you want to use to send the request.
 - c. In the **Options** drop-down list, select **Send request**.

Approved jobs

A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check).

All Items ▾

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	▾ Send request
ICT Project Manager	JC00002418	09 May 2024		New token	Ready to Request	▾
ICT Project Manager	JC00002418	09 May 2024	Jane Doe	New token	Request Sent	▾

After you select **Send request**, the **Send request to candidate to apply for a visa** pop-up window displays. Enter the name and email address of the migrant worker, and then select **Send request**.

Send request to candidate to apply for a visa

Complete name and email address and select Send request. This will automatically send an email to the candidate with the details they need to apply for an Accredited Employer Work Visa for the selected job.

Name

This is the candidate's name that will display in your Approved jobs grid.

Jane Doe

Email address

This email address will be used to communicate with your candidate. Please provide an email address that they use regularly and check that you have entered it accurately.

janedoe@example.com

SEND REQUEST

After you send the request:

- We send an email to the migrant worker, telling them that you have sent them a request to apply for a further AEWV. This email contains a unique link, also known as a job token. The migrant worker can use this link to log in to Immigration Online, accept the request, and apply for an AEWV.
- The **Status** of the job token you used changes to **Request sent**.

To resend the request, see section [6.4.3 Resend a request](#).

To withdraw the request, see section [6.4.4 Withdraw a request](#).

6.4.2 Send a request reusing a job token

On 27 November 2023, Immigration New Zealand:

- introduced a maximum continuous stay for AEWV holders
- increased the length of the AEWV for people earning at least the median wage from 3 to 5 years, and
- increased the length of the AEWV for people in the care workforce sector who are paid at least the level 3 pay rate, from 2 to 3 years.

As an employer, you can support your employees to apply for their visa length balance if the employee is:

- paid at least the median wage, or
- employed as part of the care workforce sector.

You do not need to do another job check for the role and can reuse the existing job token if:

- your employee currently has an AEWV and held that AEWV on 26 November 2023, and
- you offer them the same role, in the same location, and
- you pay them at least the amount listed in their current AEWV conditions.

For more information, go to the INZ website:

➔ [Maximum continuous stay and longer visa length for the AEWV](#)

Requests that reuse a job token are sent from the **Migrant workers with visas** section on the following pages:

- The Employer accreditation certificate page
- The Job check application summary page

You can send a request reusing a job token only if:

- you hold an active employer accreditation, and
- your employee currently holds an AEWV.

To send a request reusing a job token:

1. Log in to [Immigration Online](#).
2. Open the Employer accreditation certificate page:
 - a. On the **Employ migrants** tab, go to the **My granted accreditations** section.
 - b. Find the accreditation that you want to open.
 - c. In the **Options** drop-down list, select **View accreditation**. The Employer accreditation certificate page displays.
3. Send the request:
 - a. On the Employer accreditation certificate page, go to the **Migrant workers with visas** section.
 - b. Find the employee that you want to send the request to.
 - c. In the **Options** drop-down list, select **Send request**.

Migrant workers with visas				
A record will display here for each migrant worker who has been issued a visa for an approved job.				
Visa applicant	Issue date	Entry type	Action	Options
Joe Bloggs	30 Oct 2023	Multiple	Download e-visa	▼ Send request

After you select **Send request**, the **Send request to apply for further AEWV** pop-up window displays. Enter the name and email address of the employee, and then select **Send request**.

Send request to apply for further AEWV ✕

You are reusing a job token to send an employee a request to apply for a further Accredited Employer Work Visa (AEWV). If granted, this further AEWV will allow your employee to continue working in the same role. For your employee to be eligible for this further AEWV:

- They must hold an AEWV that was granted before 27 November 2023.
- Their current AEWV must have been granted based on employment paid at or above the median wage that was in place when they applied for the visa, or employment as part of the care workforce sector.
- The employer, job title, and work location in their further AEWV application must match those listed in their current AEWV.
- The remuneration in their further AEWV application must be at or above the rate listed in their current AEWV.

For more information, go to our website. [Maximum continuous stay and longer visa length for the AEWV.](#)

Warning: If the employee does not meet the above eligibility requirements, their application may be declined.

Name

Email address

This email address will be used to communicate with your candidate.

SEND REQUEST

After you send the request:

- We send an email to your employee, telling them that you have sent them a request to apply for a further AEWV. This email contains a unique link, also known as a job token. The employee can use this link to log in to Immigration Online, accept the request, and apply for the further AEWV.
- The **Options** drop-down list for that employee no longer displays in the **Migrant workers with visas** section.
- The reused job token is added to the **Approved jobs** section with a **Job token type** of **Reused token** and a **Status** of **Request sent**.

Approved jobs A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check.)						
Request Sent				Search		
Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
Physicist	JC00001769		Joe Bloggs	Reused token	Request Sent	v

To resend the request, see section [6.4.3 Resend a request](#).

To withdraw the request, see section [6.4.4 Withdraw a request](#).

If you withdraw the request, the **Options** drop-down list will once again display for that employee in the **Migrant workers with visas** section. You can then send the request again.

6.4.3 Resend a request

If you want another email notification to be sent to a migrant worker that you have previously sent a request to, you can resend the request.

Requests are resent from the **Approved jobs** section on the following pages:

- The Employer accreditation certificate page
- The Job check application summary page

To resend a request:

1. Log in to [Immigration Online](#).
2. Open the Employer accreditation certificate page:
 - a. On the **Employ migrants** tab, go to the **My granted accreditations** section.
 - b. Find the accreditation that you want to open.
 - c. In the **Options** drop-down list, select **View accreditation**. The Employer accreditation certificate page displays.
3. Resend the request:
 - a. On the Employer accreditation certificate page, go to the **Approved jobs** section.
 - b. Find the request that you want to resend.
 - c. In the **Options** drop-down list, select **Resend request**.

Approved jobs

A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check.)

Request Sent

Search

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
Physicist	JC00001769		Joe Bloggs	Reused token	Request Sent	▼
ICT Project Manager	JC00002319	14 Feb 2024	Jane Doe		Request Sent	▼

Resend Request
Withdraw request

After you select **Resend request**, the **Resend request to candidate to apply for a visa** pop-up window displays.

Before you resend the request, check the email address of the candidate.

- If the email address is correct, select **Resend request**.
- If the email address is incorrect, close the pop-up window. Then withdraw the request and send it again. See [6.4.4 Withdraw a request](#) and [6.4.1 Send a request using a new job token](#).

Resend request to candidate to apply for a visa

Check this email address before you resend. If it is incorrect, close this window, select the Withdraw request option from the Approved jobs grid and use the Send request option to send to the correct email address.

Name

Jane Doe

Email address

janedoe@example.com

RESEND REQUEST

6.4.4 Withdraw a request

In some situations, you may want to withdraw a request that you have sent to a migrant worker.

Example

The email address that the request was sent to is incorrect, and you want to withdraw the request so that you can send it to the correct email address.

Requests are withdrawn from the **Approved jobs** grid on the following pages:

- The Employer accreditation certificate page
- The Job check application summary page

Requests can be withdrawn only if the migrant worker has not yet submitted their AEWV application.

To withdraw a request:

1. Log in to [Immigration Online](#).
2. Open the Employer accreditation certificate page:
 - a. On the **Employ migrants** tab, go to the **My granted accreditations** section.
 - b. Find the accreditation that you want to open.
 - c. In the **Options** drop-down list, select **View accreditation**. The Employer accreditation certificate page displays.
3. Withdraw the request:
 - a. On the Employer accreditation certificate page, go to the **Approved jobs** section.
 - b. Find the request that you want to withdraw.
 - c. In the **Options** drop-down list, select **Withdraw request**.

Approved jobs

A record will display here for each of the jobs included in an approved job check application. The requested candidate must have submitted their work visa application before the expiry date (six months from approval of the job check.)

Request Sent

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
ICT Project Manager	JC00002319	14 Feb 2024	Jane Doe		Request Sent	▾ Resend Request Withdraw request

After you select **Withdraw request**, the **Withdraw request** pop-up window displays. To confirm the withdrawal, select **Withdraw**.

Withdraw request

Are you sure you want to withdraw the request?
The candidate you sent this request to will not be able to submit a visa application.

WITHDRAW CANCEL

After you withdraw the request:

- If you withdrew a request that was sent with a new job token:
 - The migrant worker will no longer be able to submit their AEWV application.
 - That job token will become available for you to send again.
 - The **Status** of the job token will change to **Ready to request**.
- If you withdrew a request that was sent with a reused job token:
 - The migrant worker will no longer be able to submit their further AEWV application.
 - That job token will be removed from the **Approved jobs** section.
 - That job token will become available for reuse.

- The **Options** drop-down list will display in the **Migrant workers with visas** section for the employee whose visa is linked to that job token. You can now reuse the job token to send a request to that employee. See [6.4.2 Send a request reusing a job token](#).

6.5 Apply for an AEWV (migrant workers)

You must have received an offer of employment and a request from an employer to apply for an AEWV. For more information about the visa, go to the INZ website:

➔ [Accredited Employer Work Visa](#)

More information is available in a checklist to guide you through the application process:

➔ [Applying for a visa: checklist for migrant workers](#)

When you receive an email from INZ, click on the link. The following message displays.

Sign in Register Work Visa Request

Accept request to apply for an Accredited Employer Work Visa

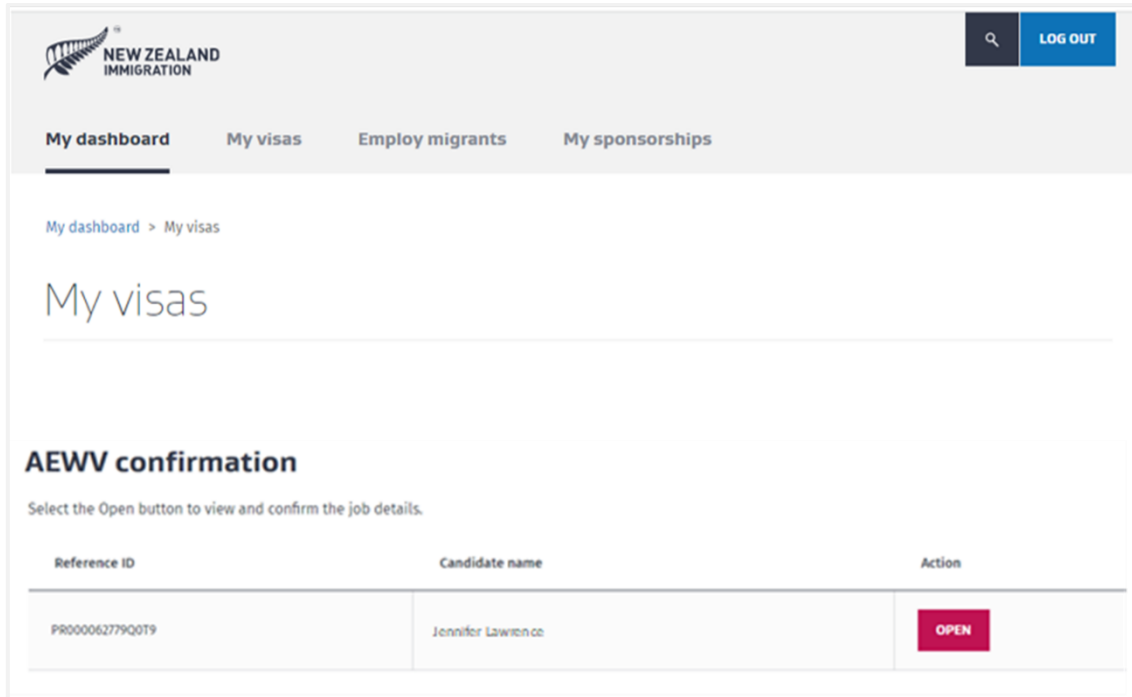
Once you select 'Accept request', you will be directed to sign in to Immigration Online using a RealMe login. When you have signed in, your draft Work visa application will appear under the My visas tab and you can select continue to start completing your application.

Token number **de19dab6-4fdc-4fde-a2fo-06a8673de224**

Accept request

After you have selected **Accept request** and logged in to Immigration Online you will see the job details under the **AEWV confirmation** section in your **My visas** page.

Select **Open** to start your application for an AEWV. The **Before you start** page displays, from where you can start your application. The online visa application will include some pre-populated information from details the employer has provided about the job. Otherwise, the process is largely as outlined in earlier sections of this user guide.



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My dashboard My visas Employ migrants My sponsorships

My dashboard > My visas

My visas

AEWV confirmation

Select the Open button to view and confirm the job details.

Reference ID	Candidate name	Action
PR000062779Q0T9	Jennifer Lawrence	OPEN

AEWV applicants and visa holders can share their information outside of their employer, as outlined in section [2.1 Sharing](#).

Note: The **Variation of conditions** function is not currently available for AEWV holders.