

Evisa Website User Guide

Version 1.0

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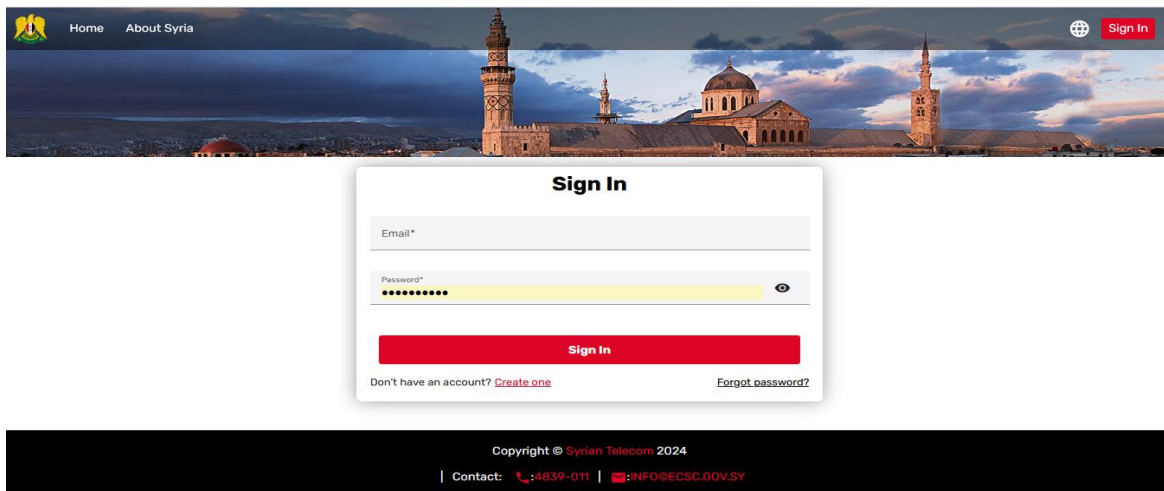
1- Introduction:

Visitors website is specifically designed to facilitate and expedite the process of applying for online visa application for Arabs and foreigners interested in visiting Syria. Through this guide, we will provide you with the necessary steps and guidelines to use the website effortlessly and effectively to ensure a comfortable experience on website.

2- Sign in:

Here are the steps for logging in:

- click on the “Sign In” button at the top of the E-visa home page.
- Fill your registered email address and password.
- Press “Sign In” button.

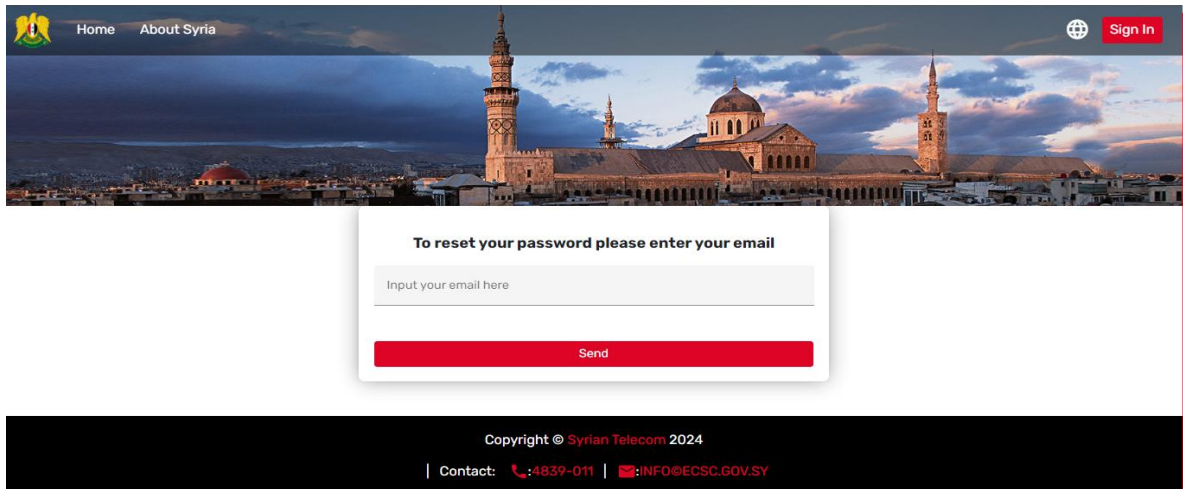


The screenshot displays the E-visa website's sign-in interface. At the top, there is a navigation bar with a logo on the left, links for "Home" and "About Syria", and a "Sign In" button on the right. Below the navigation bar is a large banner image of a mosque. The main content area features a "Sign In" form with two input fields: "Email*" and "Password*". The password field is masked with dots and has a toggle icon. A red "Sign In" button is positioned below the fields. At the bottom of the form, there are two links: "Don't have an account? [Create one](#)" and "[Forgot password?](#)". The footer contains the text "Copyright © Syrian Telecom 2024" and contact information: "Contact: ☎:4839-011 | ✉:INFO@ECSC.GOV.SY".

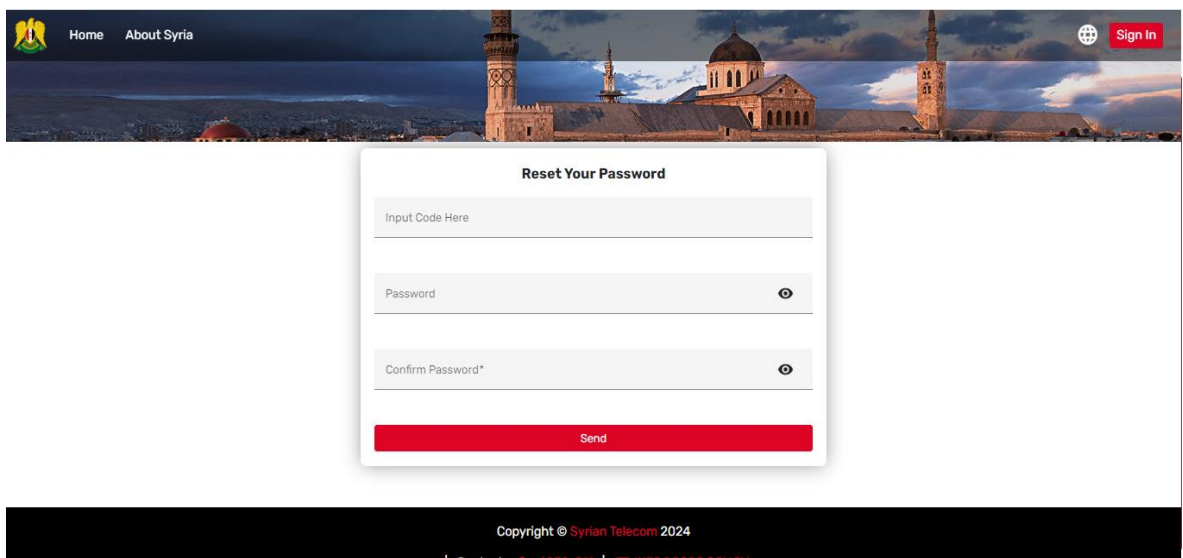
3- Forgot password:

If you have forgotten your password and would like to change it:

- Select the “Forgot Password” button on the sign in page.
- Provide the email address associated with your account.



- By Selecting “Send”, an activation code will be sent to the email address you provided.
- Enter the code and provide your new password, ensuring it meets password requirements
- Confirm your new password and press “Send” button.

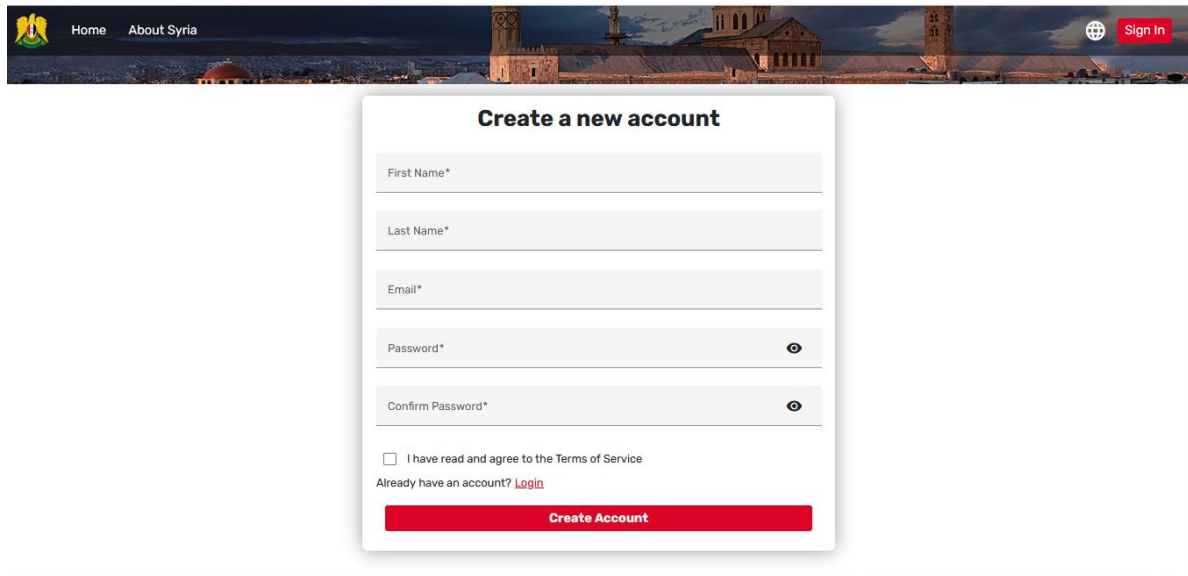


4- Create an account:

In case that you do not have an account, click on (Create one) button in “sign in” box:

- All fields must be filled in English only.
- you need to enter a valid email address.

- The password must contain 8-30 characters, upper- and lower-case letters, and numbers.
- Password and confirm password fields value must be matched.
- you need to agree to the Terms of services by clicking the checkbox.
- Once you click on “Create Account”, you will be directed to account activation page.



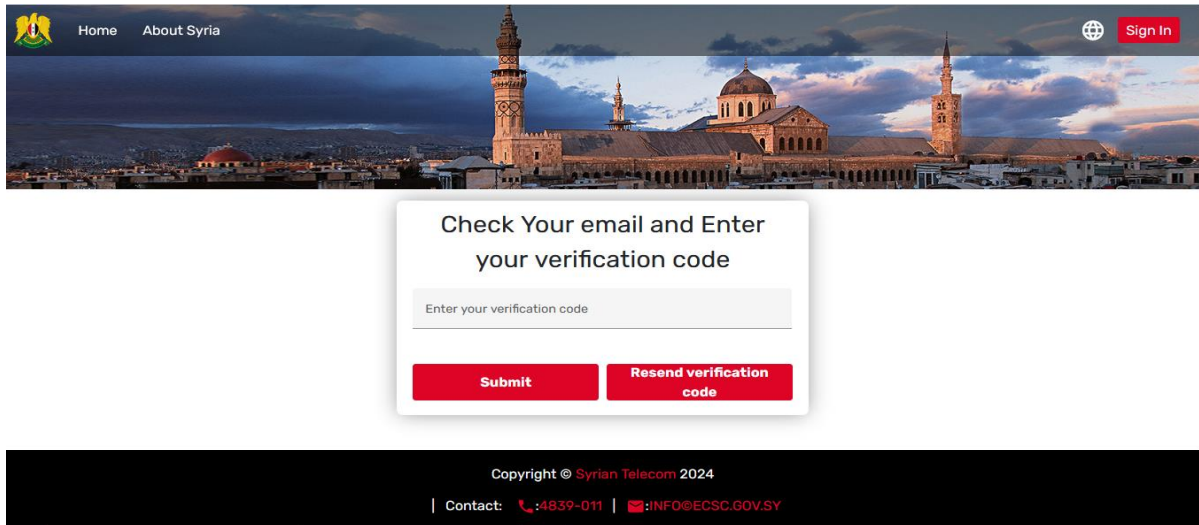
The screenshot shows a web page with a navigation bar at the top containing a logo, 'Home', 'About Syria', a globe icon, and a 'Sign In' button. Below the navigation bar is a 'Create a new account' form. The form has the following fields and elements:

- First Name*
- Last Name*
- Email*
- Password* (with an eye icon for visibility toggle)
- Confirm Password* (with an eye icon for visibility toggle)
- I have read and agree to the Terms of Service
- Already have an account? [Login](#)
- [Create Account](#) (red button)

5- Activate your account:

Account activation code will be sent to the email address you have provided to register an account.

- Enter the code and click on “Submit” button and you will be directed to log in page.
- You can re-order a new code by pressing “Re-send verification code” button.



6- Apply for new visa:

Click on “Apply now” at the top of the E-visa home page.

4-1 Step 1: Fill Your Personal Information:

- Upload your passport first page photo.
- The following fields will be read from your passport information by Optical Character Recognition technology:
 - First Name.
 - Last Name.
 - Date of Birth.
 - Passport No.
 - Passport Nationality.
 - Passport Issue Date.
 - Passport Expiry Date.
- Make sure to fill out all the remaining mandatory fields.
- Press “Next” button to continue.

4-2 Step 2: Extra Fields:

Complete your application by filling out the additional information required:

- All the compulsory fields must be filled.
- Press “Next” button.

4-3 Step 3: Extra Fields (Second Page):

Fields appear on this page based on entries in previous fields (Requested Visa Type, Original Nationality, Passport Nationality).

- Fill out all the mandatory information.
- Press “Next” button to move to next page.

Home About Syria My requests Apply Now

Rahaf Ali Logout

1 2 3 4

Extra Fields

Required visa expiration date* Name in Arabic*

Surname in Arabic* Father Name in Arabic*

Mother Name in Arabic*

Previous Next

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Contact: +963 91 1100000000 | info@syriantelcom.gov.sy

4-4 Step 4: Upload Attachments:

- You have to upload all the supporting documents as instructed on the page.
Note: File size should not exceed 500 KB.

Home About Syria My requests Apply Now

Rahaf Ali Logout

1 2 3 4

Upload Attachments

Passport Second Page Image

Personal Photograph

Previous Next

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- Once you click on “Next”, you will be directed to the submission page to complete your application.

Extra information

Requested Visa Type: Entry

Purpose of Visit: Business

Residence Country: Afghanistan

Do you have a first-degree relative who hold Syrian citizenship? No

Detailed Host Address: fg

Name in Arabic: ج

Mother Name in Arabic: ج

Requested visa expiration date: Three months (two entries)

Destination of the visit in Syria: fg

Have you ever visited Syria before? No

Expected Arrival Date: 2024-05-31

Host Mobile Number: 45

Surrogate in Arabic: ج

Occupation: public sector employee

Academic Qualification:

Have you ever visited occupied Palestine before? No

Host Name: fg

Host Telephone Number: 45

Father Name in Arabic: ج

Birth place (in case it is mentioned in your passport):

Buttons: Previous (green), Confirm (red)

To submit your request, press “confirm”

You can track your application process within the table as shown in the picture

Home About Syria My requests Apply Now

Rahaf Ali Logout

Active Closed Canceled Create New application

No.	Name	Date	Owner	Process Status	Notes	Actions
202436240	E-Visa Request	2024-05-02	SARAH MARTIN	Submitted	The fees must be paid	⋮

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7- Cancel or edit your request:

You can cancel your request or make any needed adjustments before submission by clicking on” Actions” in “Active requests” page and select the desired button:

- Press “Cancel” button to cancel your request.
- Press “Edit and Continue” to review the request details, and apply the required modifications.

8- Payment Method:

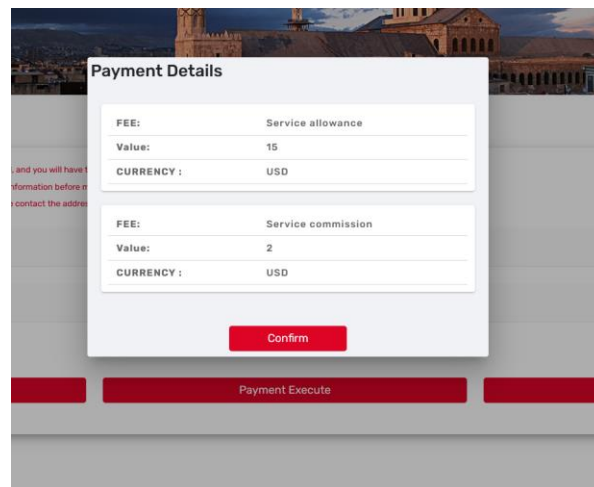
When submitting your visa application online through our website, you are required to pay fees through two payment phases:

- **First payment phase:**

This includes a service allowance fee of \$15 and a 13% e-payment fee. Upon submitting the application and reaching the confirmation step, the note will change in the request log to indicate the need to make the payment.

By clicking the “Actions” button corresponding to the request in the “Active Requests” table, you can view the required (payment) and the payment information window will appear as shown below:

You can view the details of the required payment by clicking on the " Payment Details" button:



The screenshot shows a 'Payment Details' modal window with the following information:

FEE:	Service allowance
Value:	15
CURRENCY :	USD

FEE:	Service commission
Value:	2
CURRENCY :	USD

At the bottom of the modal is a red 'Confirm' button. Below the modal, a red bar contains the text 'Payment Execute'.

After the payment is executed, the request status will be updated to "In Progress" to complete the processing of the visa application successfully.

- **Second Payment Phase:**

After accepting your application and issuing your visa, you will receive a request on the website to determine the desired payment method:

You have two payment options:

- You can pay the fees online (Taking into account an electronic payment fee of 13%). You can complete the payment process in the same way as previously described in the previous paragraph to complete your Visa request.
- Or You have the option to pay upon your arrival through border crossings.

Request Basic Information

Request name: Evisa request

Request number: 202436182

Required Information

Question: Payment value is 75\$ You can pay upon arrival or using e-payment, noting that additional fees of 13% will be added when choosing e-payment option

Additional information: Please select the payment method*

- E-Payment
- Upon arrival

Save And Confirm

If there is a comment or complaint regarding the payment process, you can contact the address <https://docs.everywhere.ae/support/open-ticket>

9- Information Completion Request:

You may be asked to provide additional information or documents related to your visa application on your account on the website to ensure the completeness of all necessary data for making a correct decision. This may include answering specific questions or attaching certain documents.

Note that the status of your visa request changes as shown in the following figure:

Active				Closed	Canceled	Create New application	
No.	Name	Date	Owner	Process Status	Notes	Actions	
202435985	E-Visa Request	2024-05-16	BADER MAHMOUD ABDALLAH NOFAL	Waiting for user response	There are inquiries that need to be answered.	⋮	

You can click on the "Actions" button corresponding to the request and choose the "Answer the questions" option, where you will be directed to a page like the one in the attached image:

Required Information

Question

test

Additional information

Input here

Required Attachments

Personal Photograph



Instructions

Save And Confirm

By attaching the documents and answering the required questions, and clicking on "Save and Confirm ", the answers and attachments will be saved to ensure the completion of the request successfully.