The Ministry of Interior
E-services Site

User Manual for MOI E-services

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1 Overview

The Ministry of Interior (MOI) enhanced the functionality of the E-Services Site, which is part of the e-Government Program.

The following pages of this document provide guidance about the common functionality of e-Services Site, followed by applying for Electronic Visa for users that do not require to register, and then e-services part, where service cards can be viewed and provide a gateway to apply for the different services provided by the Ministry.

2 Getting Started with the E-services Site

2.1 Sign Up

The Ministry of Interior E-Services Site provides e-services to the public. Some e-services require the user to register before using them, others do not require the user to sign up. The system will tell if a service requires sign in.

To sign up in the E-Services Site:

1. Click on the icon “Create New Account” from the main page.

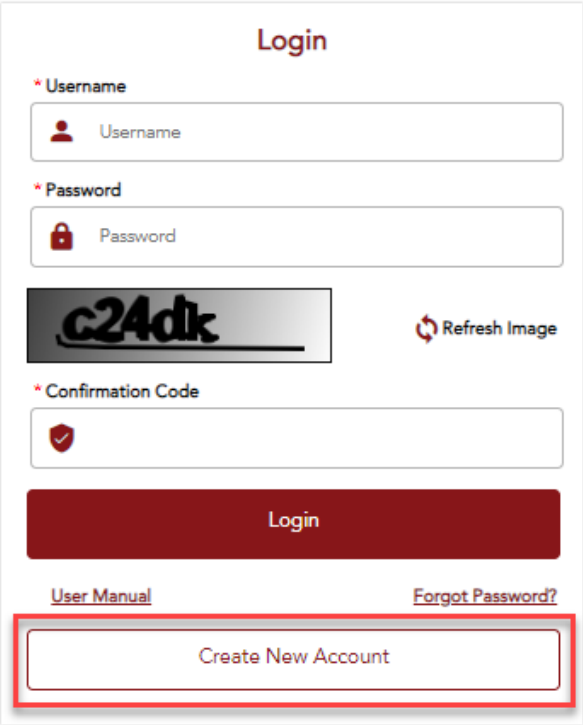

Figure 1: Create New Account

2. Choose the registration type as shown in the below image.

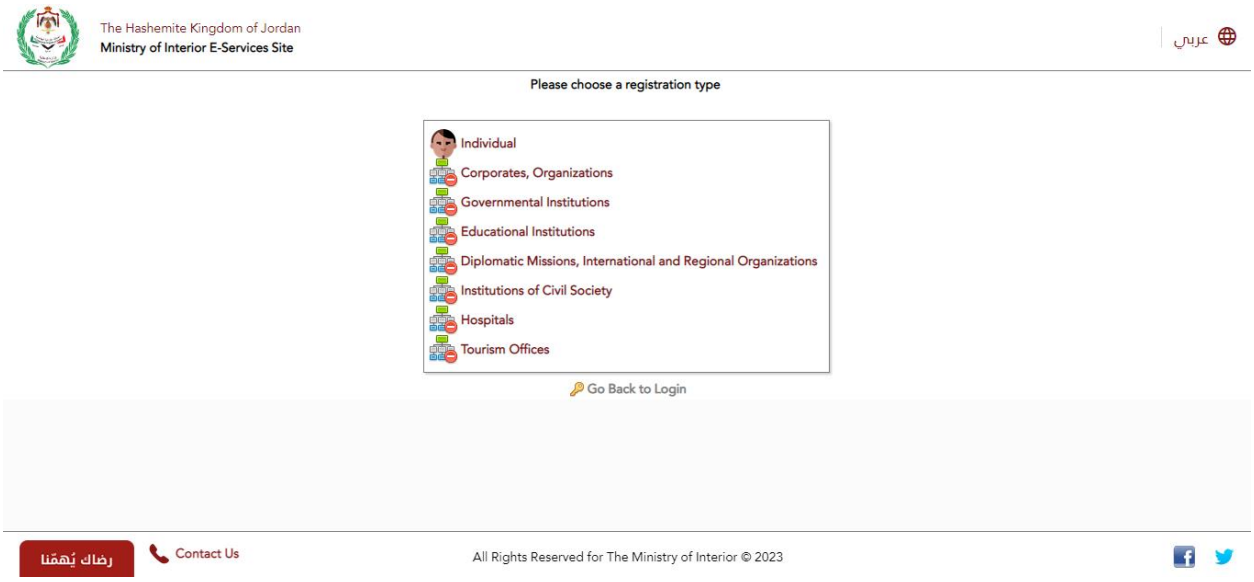

Figure 2: Registration Type

3. Fill in the registration form with required data.

Notes:

- Based on which registration type is selected, the registration form will be different.
- The following registration type can register (Individual, Corporate Organization, Governmental Institution, Educational Institution, Diplomatic Missions, Civil Society Institution, Hospitals, Tourism Offices).
- Fields with red asterisk are mandatory.
- Registration forms, includes personal information, travel document information, address information and contact and login information.
- While filling out the registration form, enter real email and mobile number. A verification code will be sent to, in order to proceed with the application.

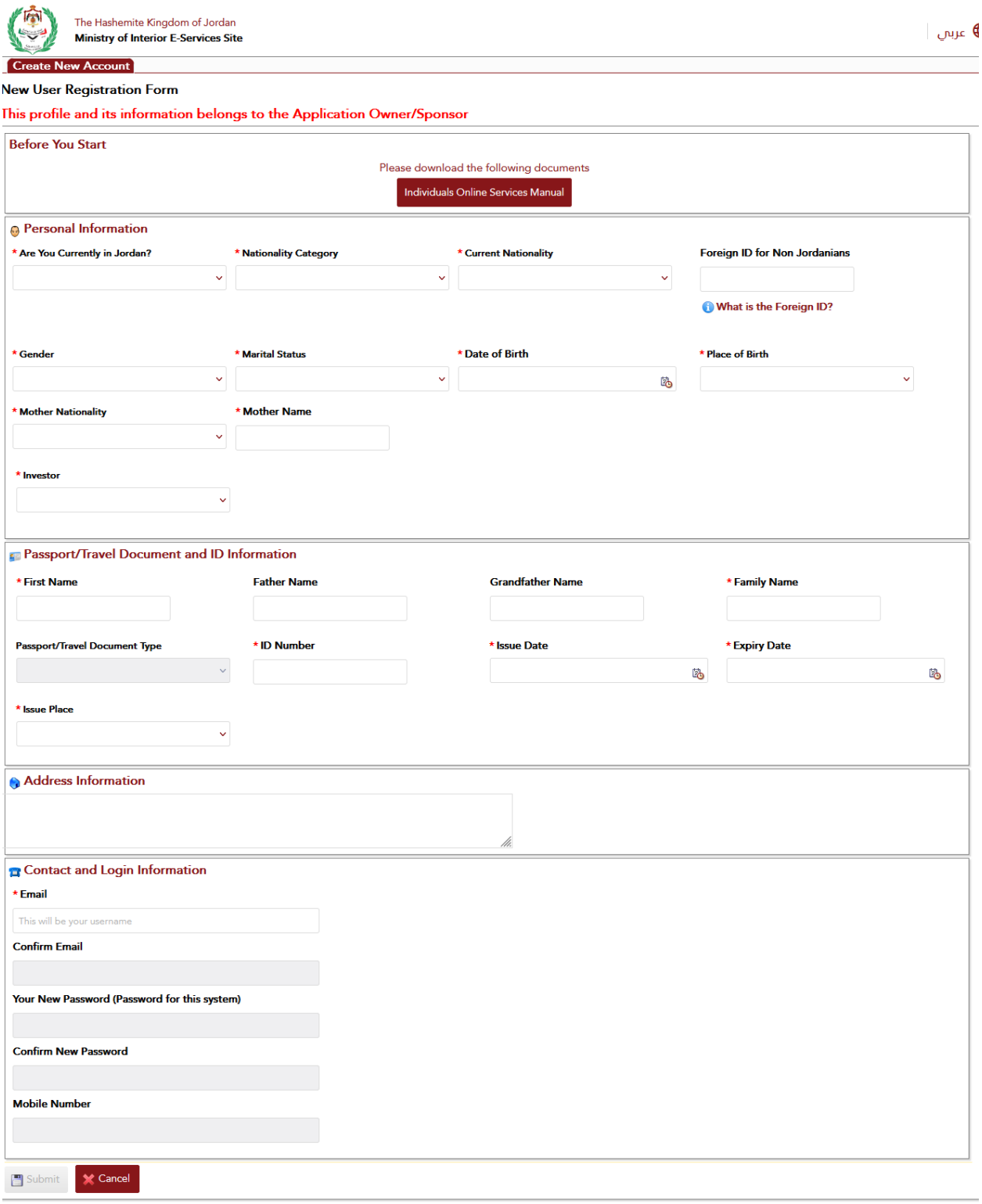

Figure 3: Individual Registration Form

4. Click “Submit” button to submit the form.

Notes:

- The system will require to enter the verification code, which is sent to your email address to proceed with submission.

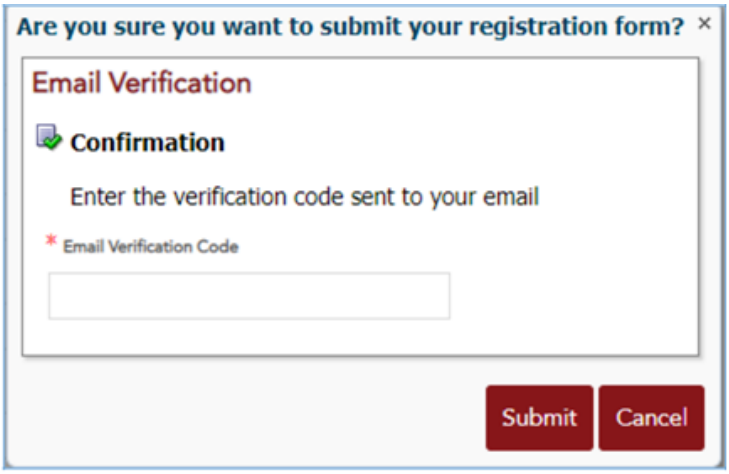

Figure 4: Email Verification Code

2.2 Login to the System

Some e-services require that the user is logged in the system. To login simply enter the username and password followed by the confirmation code that appears in image box then click on the login button.

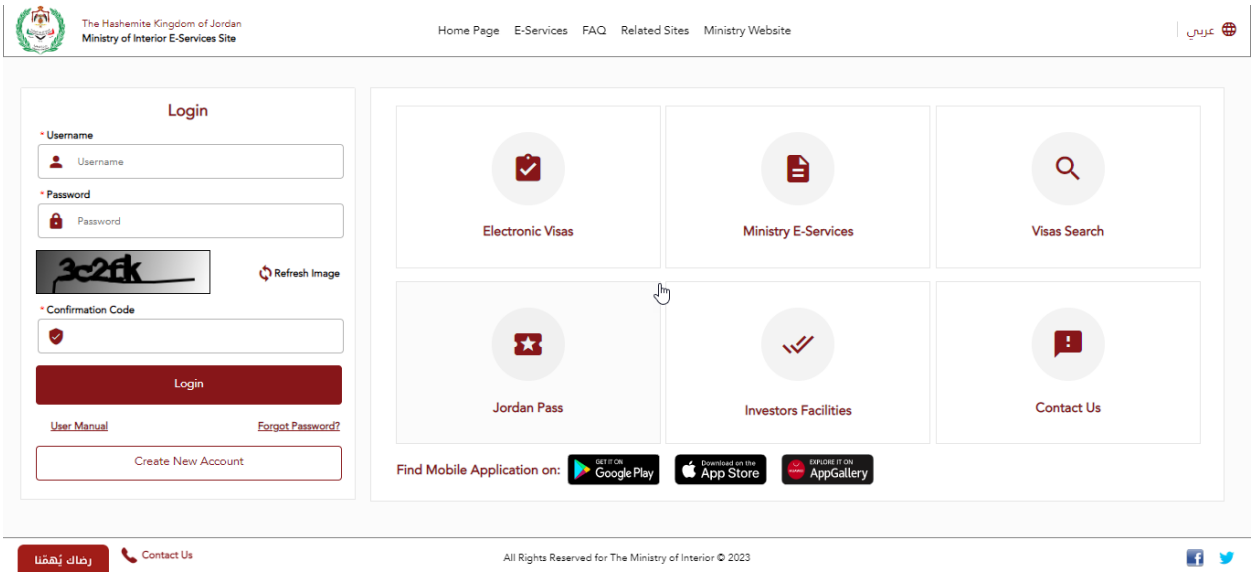

Figure 5: Login

Notes:

- To get another confirmation code, simply click the “Refresh Image” icon. The image will then change.

2.3 Bilingual E-Services Site

The E-services site is a bilingual site (English/Arabic). To switch between the two languages simply click the globe icon at the top of the site.

Figure 6: Bilingual Site

2.4 Forgot Password

In case the user forgot the password, he/she can click the “Forgot Password” link in the main page. You will be required to enter the username. The system will send a verification code to the mobile number and e-mail address and then the system asks to enter the verification code before resetting the password.

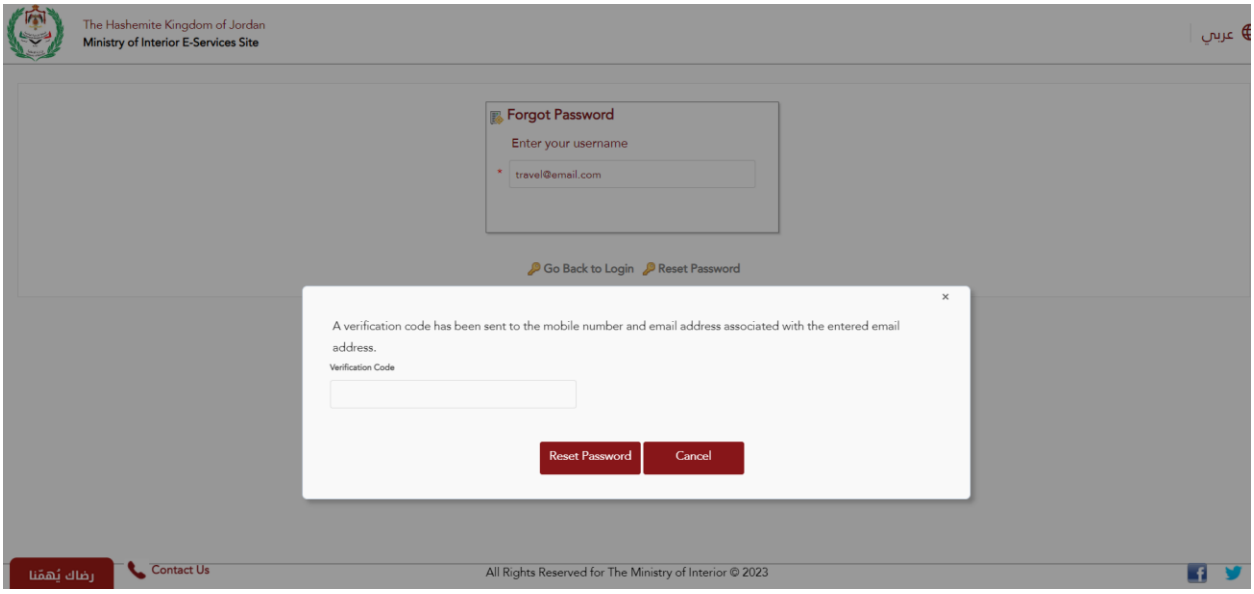

Figure 7: Forgot Password

2.5 Change Password

To change password, you need to login in. On the left side to the main menu, click the “Change Password” link. Type your current password, new password and retype your new password in page as shown below, then save the changes.

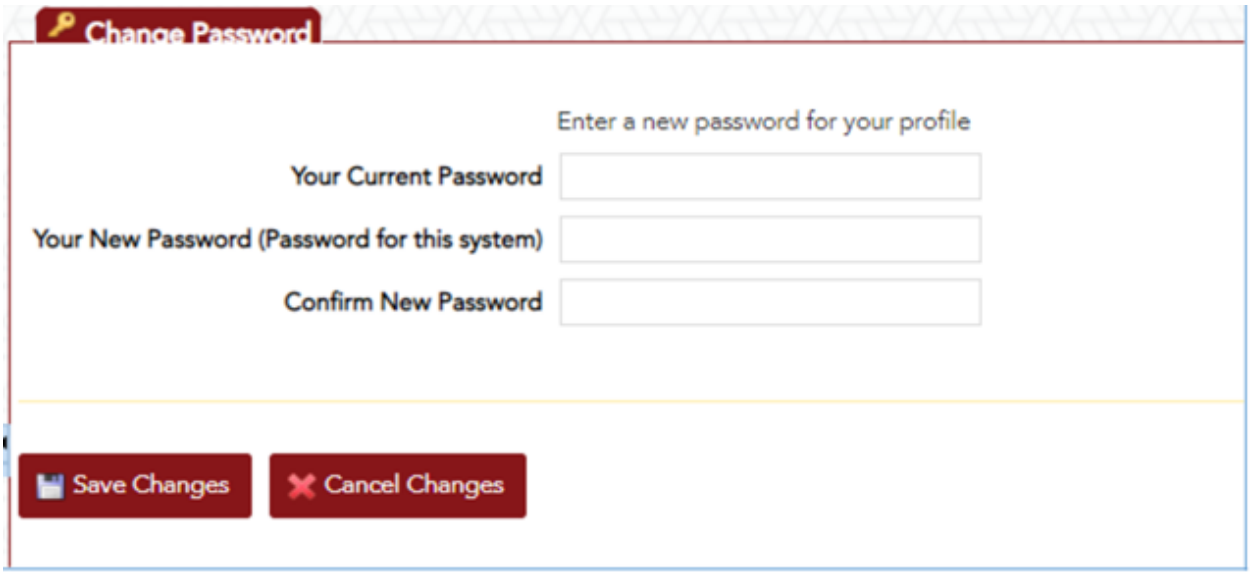

Figure 8: Change Password

2.6 Manage User Profile

You can update your profile by clicking “Manage User Profile” button when you logged in. A page will open to update the needed information. Click the “Save Changes” button to save the changes.

Figure 9: Manage Profile

2.7 The User Manual

The e-services site contains a descriptive manual that can be downloaded by clicking the User Manual link below the login button.

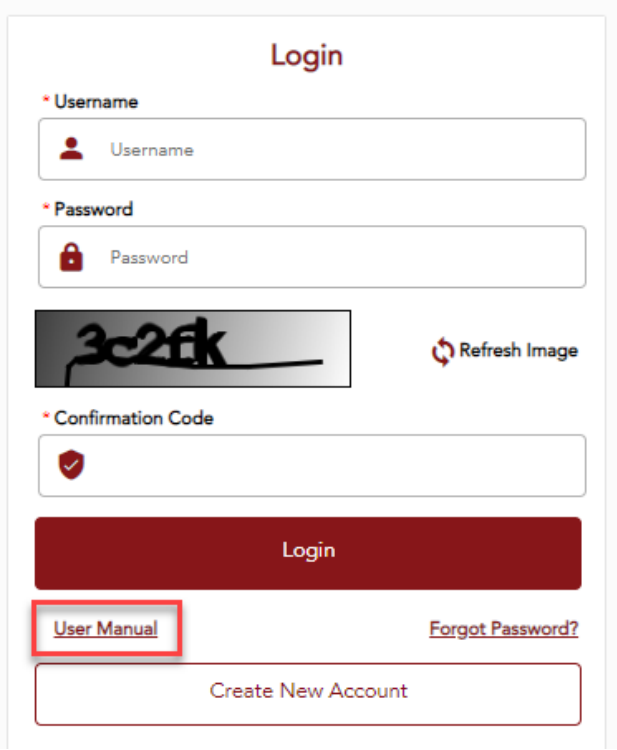

Figure 10: User Manual

2.8 User Actions on Applications

By searching applications, the system will list the matching application in the lower part of the page. The last column will show the actions, that the user can take on applications. By clicking the link of the action, the system will take you to a new page, where the user starts taking action on application.

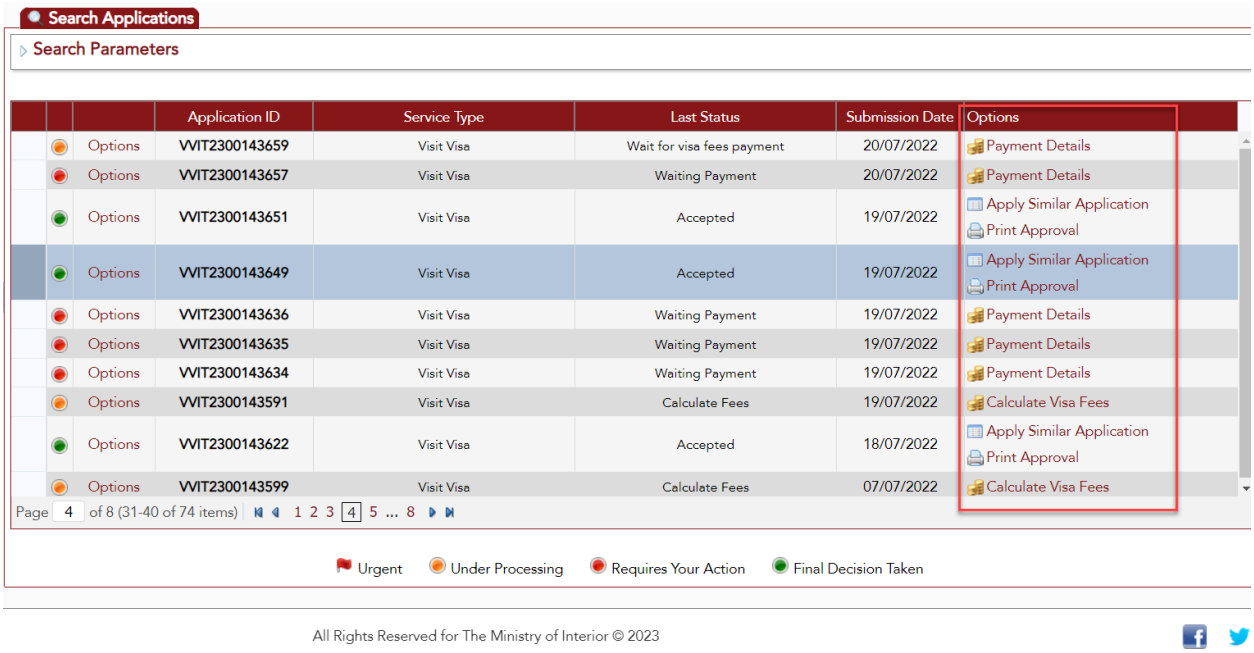

Figure 11: Actions to be taken on applications

2.8.1 Create new Application

The first step you need to apply from your account is to sign up into the system, then after successful sign-up, you must login though your username and password to apply for e-services.

Figure 12: Main Menu after Login

Select the service you want to apply to from the Main Menu section and follow the steps related to the selected service.

2.8.2 Save Application

The E-Services Site allow you to save applications, while you are filling the application form. To do that, simply click the “Save Application for Later” button. Application will be saved and can be completed later.

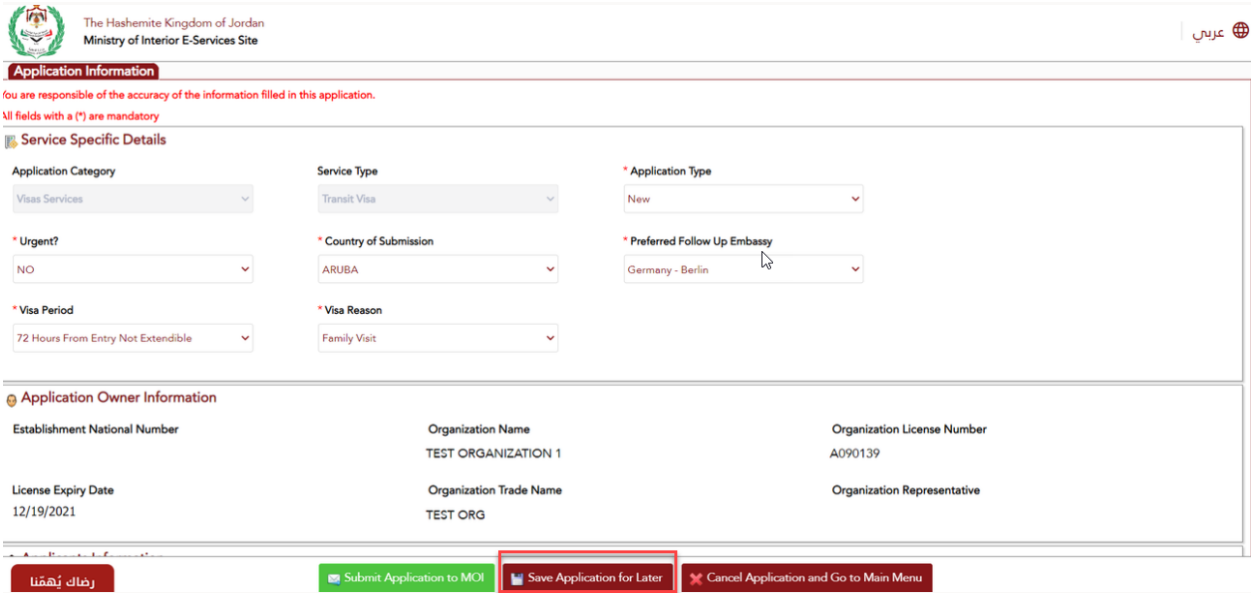

Figure 13: Save Application

2.8.3 Complete Application

If you saved your application to complete it later, the system will list the application in the search page, with the action “Complete Application”. Press the link to complete the application.

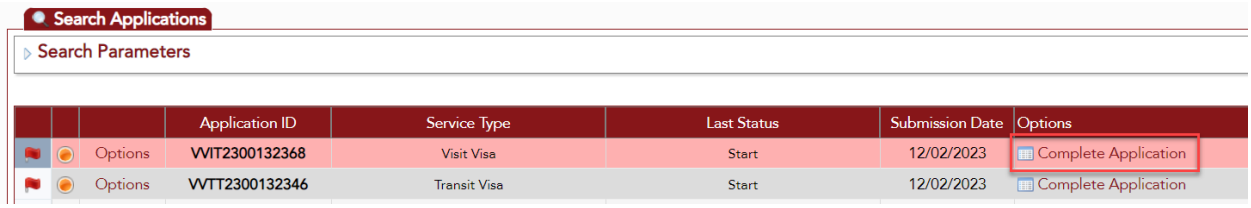

Figure 14: Complete Application

2.8.4 Add Attachments

Depending on business rules, some e-services applications require you to add attachments. The system will tell which documents to add. To add attachments, simply click the green plus sign and the system will instruct you adding the attachments.

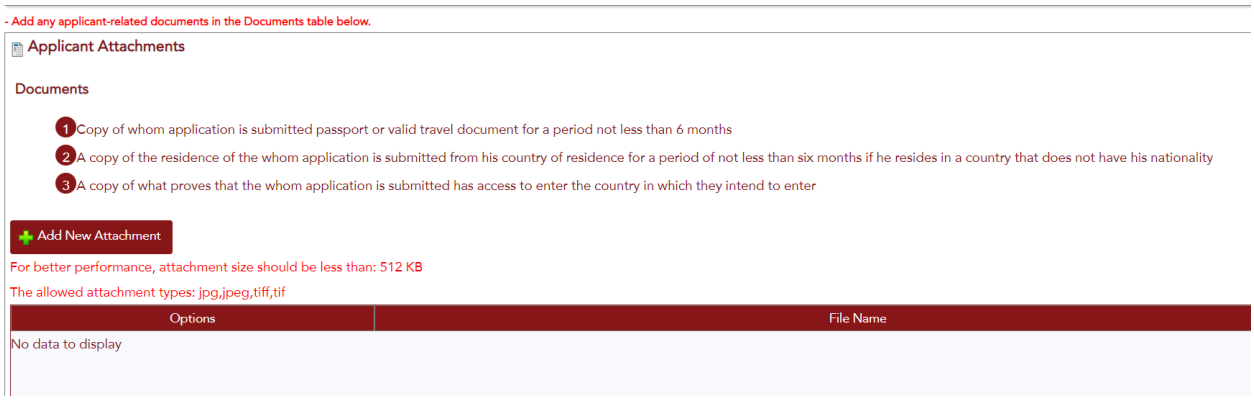

Figure 15:Add Attachments

2.8.5 Update Application

The ministry can request to update application. The user will be notified and if the user search for an application that requires an update, the system will show the action “Edit Application”, that must be taken on the application.

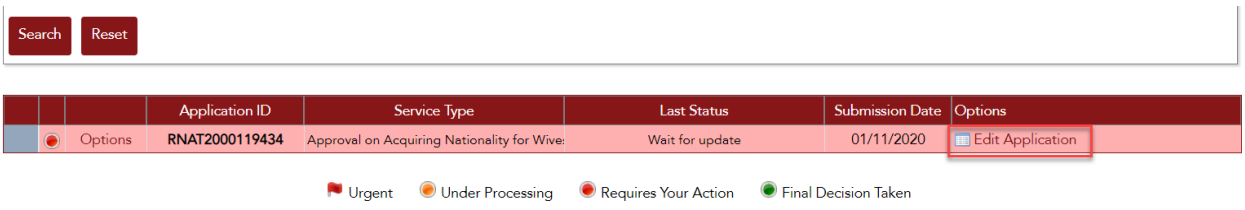

Figure 16: Edit Application

By pressing the “Edit Application” link, the system will take you to the application pages, where you can edit the application.

2.8.6 Awaiting Personal Pledge

Based on service business rules, the Ministry can request the applicant to provide a personal pledge. In this case the applicant must fill out the appropriate form and send it to the Ministry.

2.8.7 Awaiting Affidavit (Ifada)

Based on service business rules, the Ministry can request the applicant to provide an affidavit (Ifada). In this case the applicant must enter the test of the affidavit (Ifada) and could upload related attachments.

2.8.8 Add Details

Additional information can be requested by the Ministry to process the application. The user will be notified and if the user search for an application that requires additional details, the system will show the action “Add Details” that must be taken on the application.

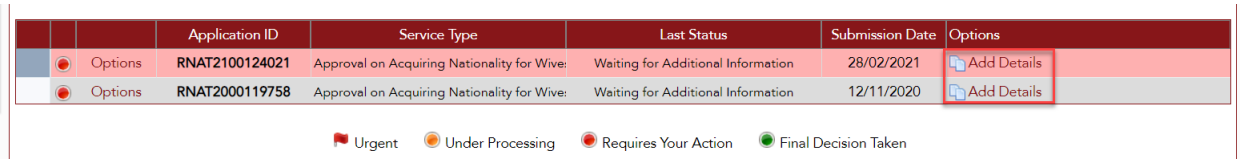

Figure 17: Add Details

By pressing the “Add Details” link, the system will take you to the application pages, where you can add the required details.

2.8.9 Awaiting Personal Interview

Based on service business rules, the Ministry can request to attend personal interview. Applicant must attend the personal interview for further processing of the application.

2.8.10 Electronic Payment

Based on business rules for visa fees calculation, some e-visa applications will be exempted from fees. If e-visa fees apply, you will be directed to a new page, where application number and e-payment number appear. In the page user selects the payment method and agrees the Payment and Refund Policy to proceed with the payment.

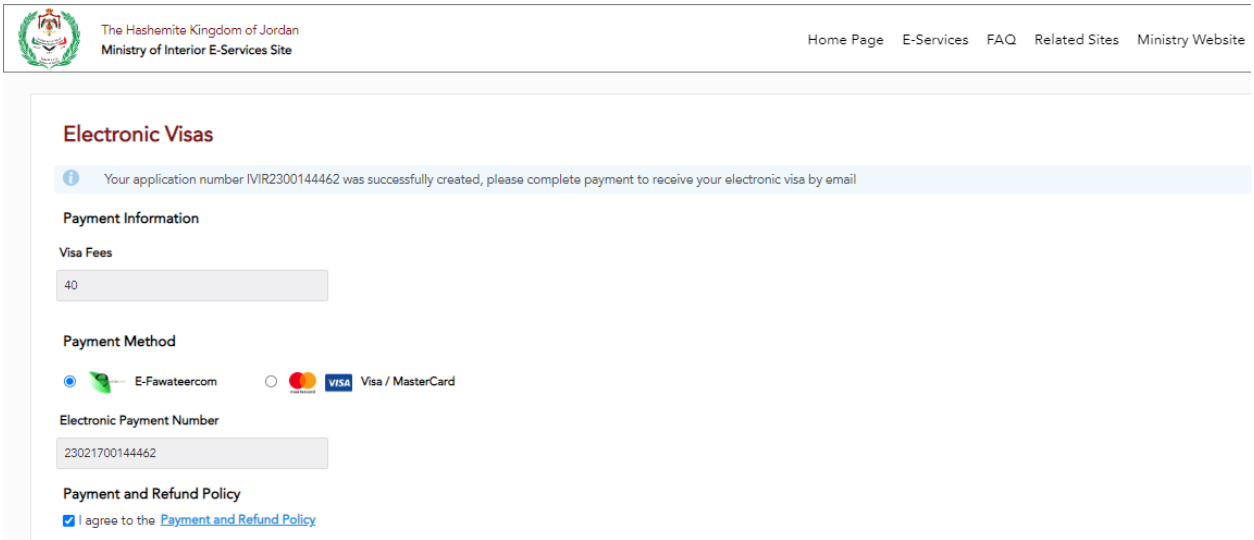

Figure 18: E-Visa fees

2.8.11 Awaiting Payment Method

The Ministry can request the applicant to determine the payment method for visa fees. Applicant must choose the payment method for paying visa fees, whether electronically or by arriving at the airport.

2.8.12 Awaiting Visa Fees Calculation

Based on service business rules, the Ministry can request the applicant to provide the Jordan Pass information for fees calculation. Applicant must enter Jordan Pass information if available to calculate visa fees.

2.9 Application Status

#	Application Status	Description	Required Action

1	Under processing	Application is under processing by the ministry.	No action required.
2	Awaiting Additional Information	Additional information has been requested from the applicant by the ministry, that can be added by applicant through text or attachment.	Applicant will have to add the required details as requested through the web or mobile application.
3	Awaiting payment	Application fees needs to be paid by the applicant, depending on fees types raised.	Applicant must pay the fees through accepted payment channels.
4	Awaiting personal interview	Applicant has been requested to attend personal interview and the location has been provided.	Applicant must attend personally for further processing of the application.
5	Awaiting Affidavit (Ifada)	For certain services, affidavit is requested from the applicant, and can be viewed by pressing “view details”	Applicant must enter the text of the affidavit and could upload related attachments.
6	Awaiting personal pledge	For certain services, personal pledge is requested from the applicant.	Applicant must fill out the form and send it to the ministry.
7	Awaiting payment method	Applicant is requested to determine payment method for visa fees	Applicant must choose the payment method for paying visa fees, whether electronically or by arriving at the airport.
8	Awaiting visa fees calculation	Applicant is requested to enter information of the Jordan Pass if available to calculate visa fees.	Applicant must enter Jordan Pass information if available to calculate visa fees.
9	Accepted	Application is accepted, and e-Visa is ready for printing.	Print the electronic visa
10	Rejected	Application has been rejected	No action required

3 Electronic Visas

Some nationalities do not require prior approval to enter Jordan, so they can apply directly for an e-Visa without registering in the system. For this category please proceed with "Apply without registering". For other nationalities that require sign-up, they can proceed with "Apply from Account".

3.1 Apply for an e-Visa without registering in the system (No prior approval required)

1 In the main page of the e-services site click the "Electronic Visas" icon.

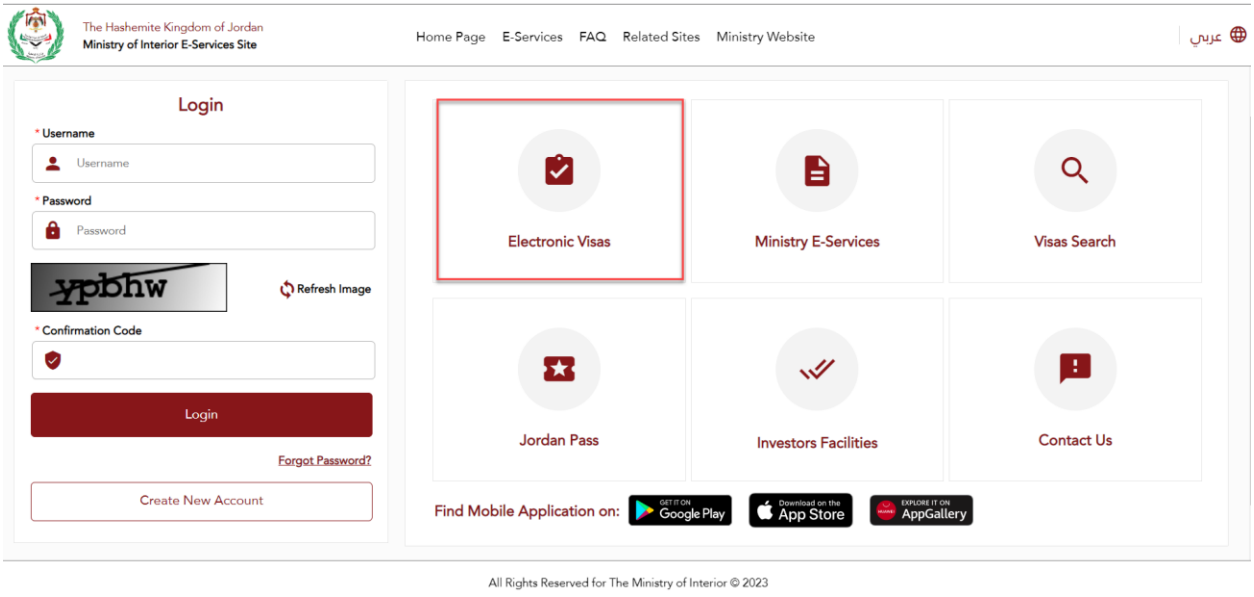

Figure 19: Electronic Visas

2 After selecting the application owner type (Individual/Organization) and specifying the nationality category from the drop-down list, the system will require to select the nationality. Based on your selection, different fields will appear in the page and will need to be filled out.

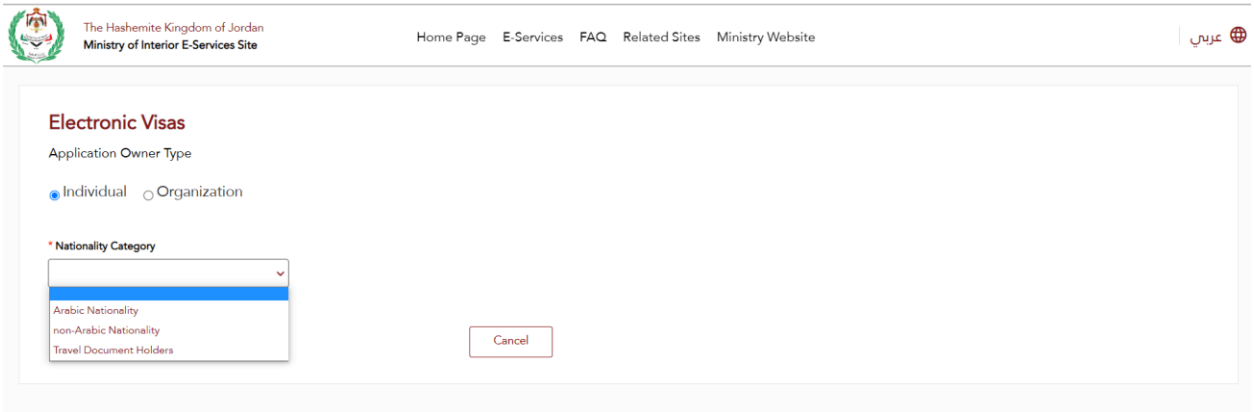

Figure 20: E-Visas/Application Owner Type

Notes:

- Based on your nationality selection, some users do not need to apply for visa, others will need to fill out personal data according to their passports and click proceed. The system will interact with you accordingly.
- Organizations need to register and login, before applying for Electronic Visa.

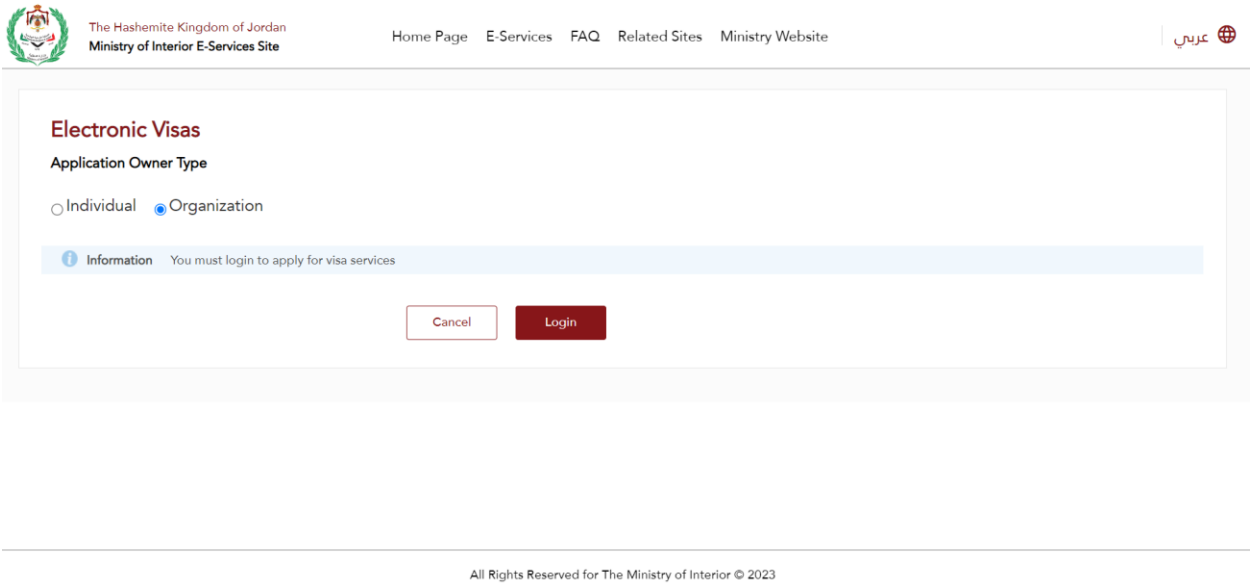

Figure 21: Organization Electronic Visa

- Enter email address and mobile number.
- Tick the acknowledgement, if you are required to fill out personal data.

3 If you are not exempted from visa fees, you will be directed to a new page to process the payment as described in electronic payment.

4 Upon successful e-Visa payment, the e-Visa can be printed, as described in printing the e-Visa.

3.2 Print the e-Visa

After paying the visa fees, a page will appear indicating that the e-Visa has been issued and the page will show the e-Visa as a PDF file, that can be printed.

المملكة الأردنية الهاشمية - وزارة الداخلية
The Hashemite Kingdom of Jordan - Ministry of Interior

e-VISA - تأشيرة إلكترونية

Welcome to Jordan — أهلا وسهلا بكم في الأردن

Visa Information - معلومات التأشيرة		
Visa Number	IVIR2300146062	رقم التأشيرة
Visa Type	Transit Visa - تأشيرة مرور	نوع التأشيرة
Date of Issue	20/02/2023	تاريخ الإصدار
Visa Period	Hours From Entry Not Extendible 72 - 72 ساعة من لحظة الدخول ولا تمدد	مدة التأشيرة
Visitor Information - معلومات الزائر		
Full Name	IIII	الاسم الكامل
Nationality	GERMANY - المانيا	الجنسية
Birth Date	20/02/1990	تاريخ الميلاد
Passport Number	202020	رقم جواز السفر
Payment Information - معلومات الدفع		
Visa Fees	JOD 40	رسوم التأشيرة
E-Payment No.	23203900146062	رقم الدفع الإلكتروني
Payment Type	Master Card - ماستر كارد	طريقة الدفع

Notes

1) This visa was granted to you based on the information you entered, and you bear the responsibility for its validity
2) This visa is valid for first-time entry for two months from the date of its issuance
3) This electronic visa or copy of it should be presented to the concerned officer at the border port
4) This visa enables you to stay in Jordan for a period of 72 hours From Entry not extendible

ملاحظات

1) تم منحك هذه التأشيرة بناء على المعلومات المدخلة من قبلك والتي تتحمل مسؤولية صحتها
2) هذه التأشيرة صالحة للدخول الى الاردن لأول مرة خلال شهرين من تاريخ اصدارها
3) يجب ابراز هذه التأشيرة الكترونيا أو صوره عنها للموظف المعني في المركز الحدودي
4) تمكنك هذه التأشيرة من الاقامة في المملكة لمدة 72 ساعة من لحظة الدخول ولا تمدد

Figure 22: e-Visa

3.3 Visas Search

The E-Services Site provides two ways to search for applications:

1. Search by application number
2. Search by personal information

The search page can be accessed from the main page.

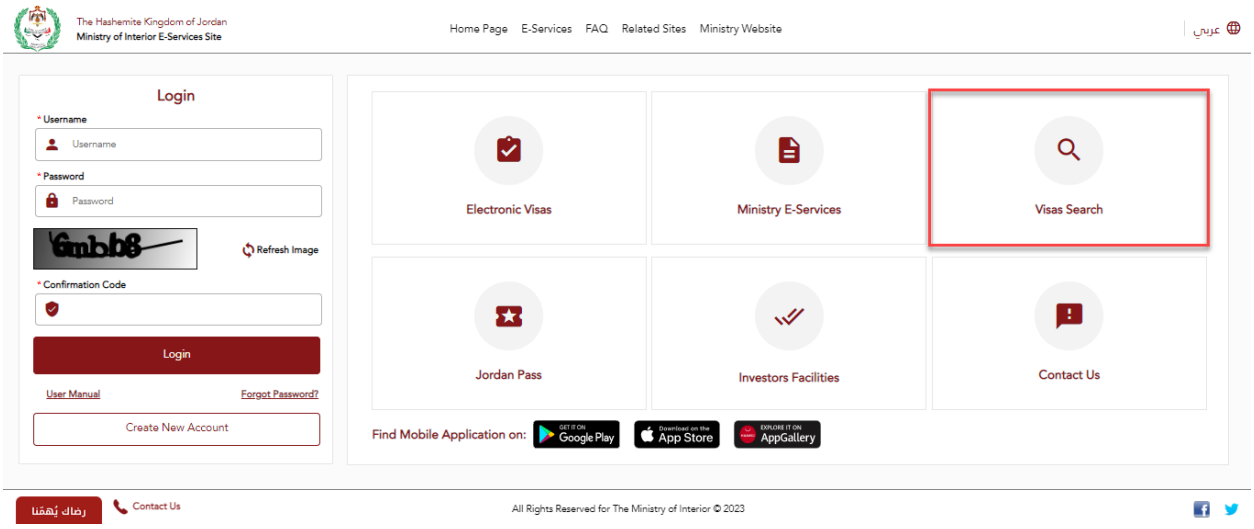

Figure 23: Search Page

By clicking the icon “Visas Search” in the main page, the user will be directed to a new “Search Applications” page, where he/she will choose one way for searching applications, and accordingly must enter search criteria, like application number, … etc. Finally, the user will trigger the search process by clicking the “Search button” and the search results will be shown in the lower part of the screen.

Figure 24: Search Applications

3.4 Apply for e-Visa from your Account

The first step you need to apply from your account is to sign up into the system, then after successful sign-up, you must login though your username and password to apply for e-Visa.

Figure 25: Main Menu after Login

1 Select the Visa Applications from the main menu, and the system will show two nationalities' categories, as shown in the image below.

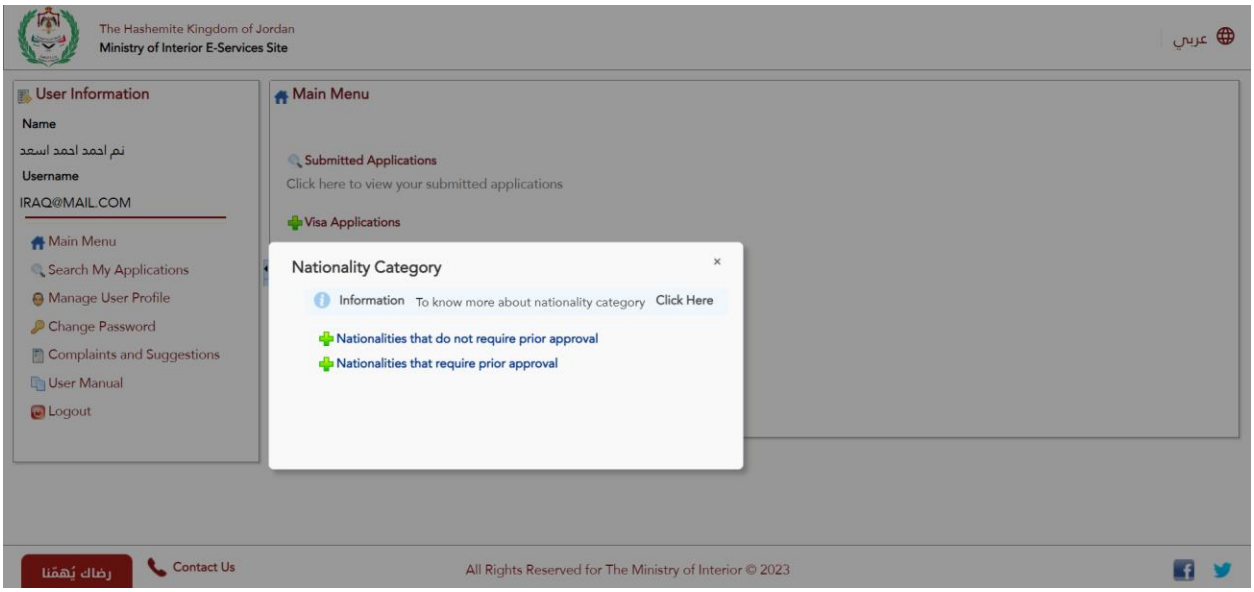

Figure 26: Nationalities' Categories

Notes:

- Based on user's selection, the system will show different visa application types.
- If "Nationalities that do not require prior approval" selected, the system will show only "electronic visa".

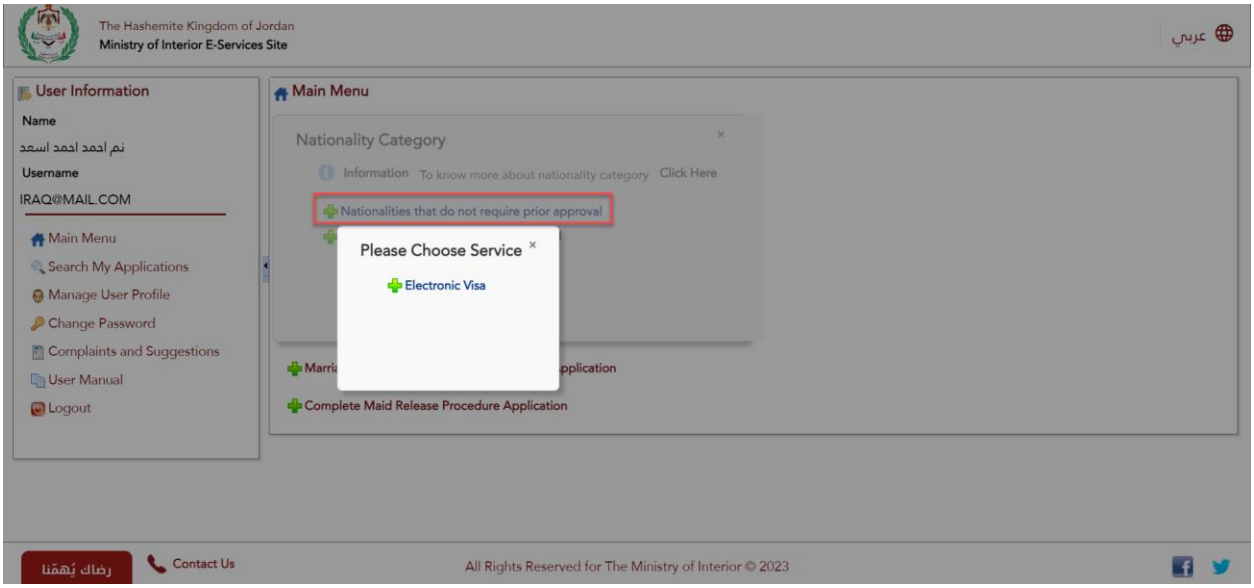

Figure 27: E-Visa - No Prior Approval

- If “Nationalities that require prior approval” selected, the system will show different visa applications.

Figure 28: Visa Applications - Require Approval

2 For the visa type “electronic visa”, please proceed as in section [“Apply without registering”](#).

Notes:

- While applying form electronic visa, the system will not show some pages, as you are logged in, and the information will be taken from the registered profile, e.g. Application Owner Type, Contact Information.

3 For the other visa applications, that require prior approval, the system will proceed with the services, as applied in e-Services system.

4 Electronic Services

These are services that require the user to login into the system before applying. This page contains a filter to search for the service, either by typing the service name in the search field or by selecting the services category to narrow down the services.

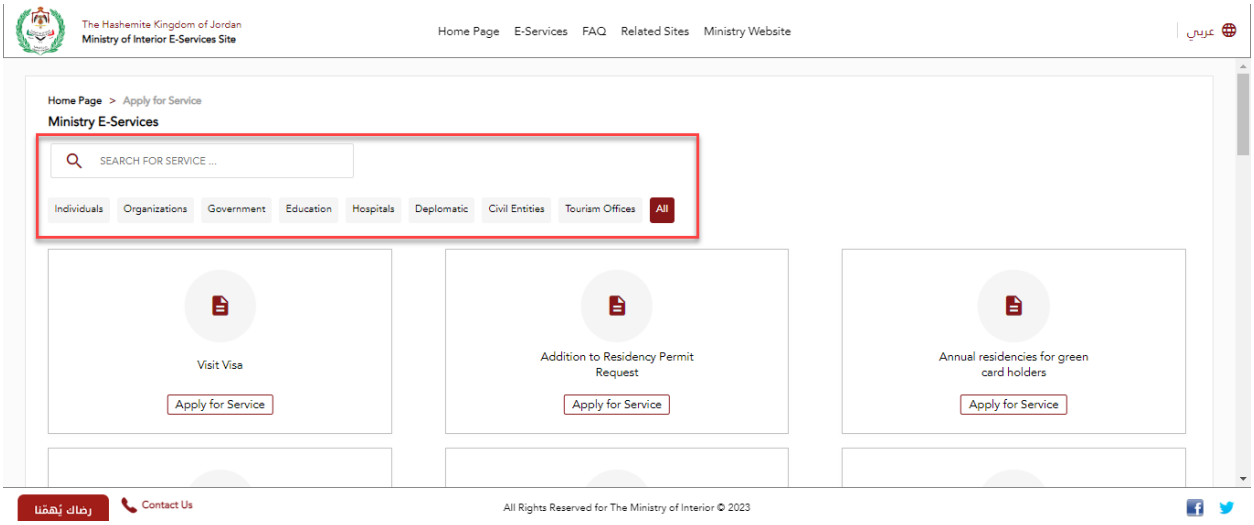

Figure 29: The Electronic Services

4.1 Service Electronic Card

Service Electronic Card includes service description, terms of services, general instruction and processing related information. The service card can be accessed by the user without login. By clicking the “apply here” button, the user will be required to login through username and password, then a new service application will be created.

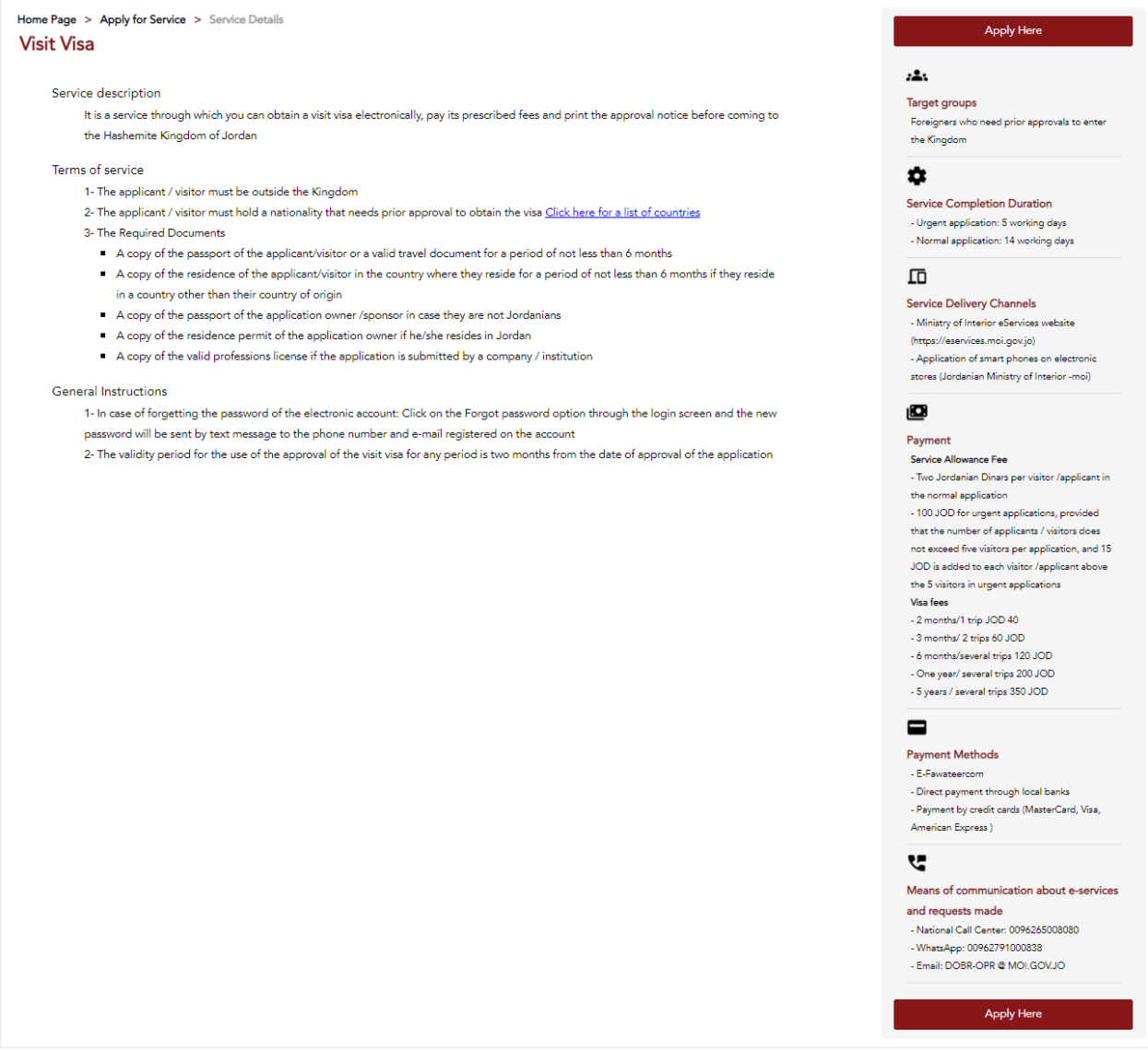

Figure 30: Service Electronic Card

5 Notifications

The E-services site provides 2 methods of notifying users for service delivery and application follow up:

- SMS notification
- E-mail

The site sends the notifications in certain stages of the application. Following are the stages where notifications are sent to the customer:

1 Successful submission of application

2 Add additional details

3 Ask for personal interview
4 Payment details are needed
5 Complete process for Workless Residency with Bank Deposit service
6 Application approval/rejection
7 Complete bails process for all bail types
    a. Bank bails
    b. Juridical bails
    c. Financial bails
    d. Required guarantees
8 Complete work permission process for work visa/residency services
9 Ask for personal commitment
10 Ask for affidavit

6 Investors Facilities

This page is intended for investors, which contains information on investor facilities. The page can be accessed from the main page of the e-services site by clicking the “Investors Facilities” icon.

Figure 31: Investor Facilities

7 The Jordan Pass

Users of the E-Services Site can navigate directly to the Jordan Pass website through pressing the "Jordan Pass" icon in the main page of the site.

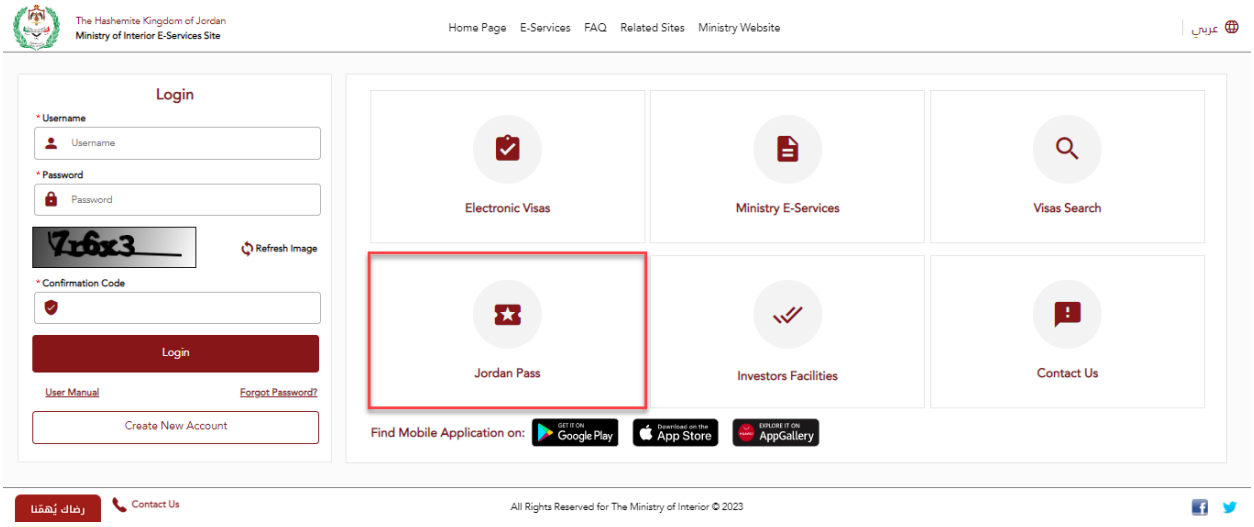

Figure 32: The Jordan Pass

8 Contact Us

The “Contact Us” page includes different channels, that the user may use for further help. This page can be accessed from the main page, by clicking the “Contact Us” icon.

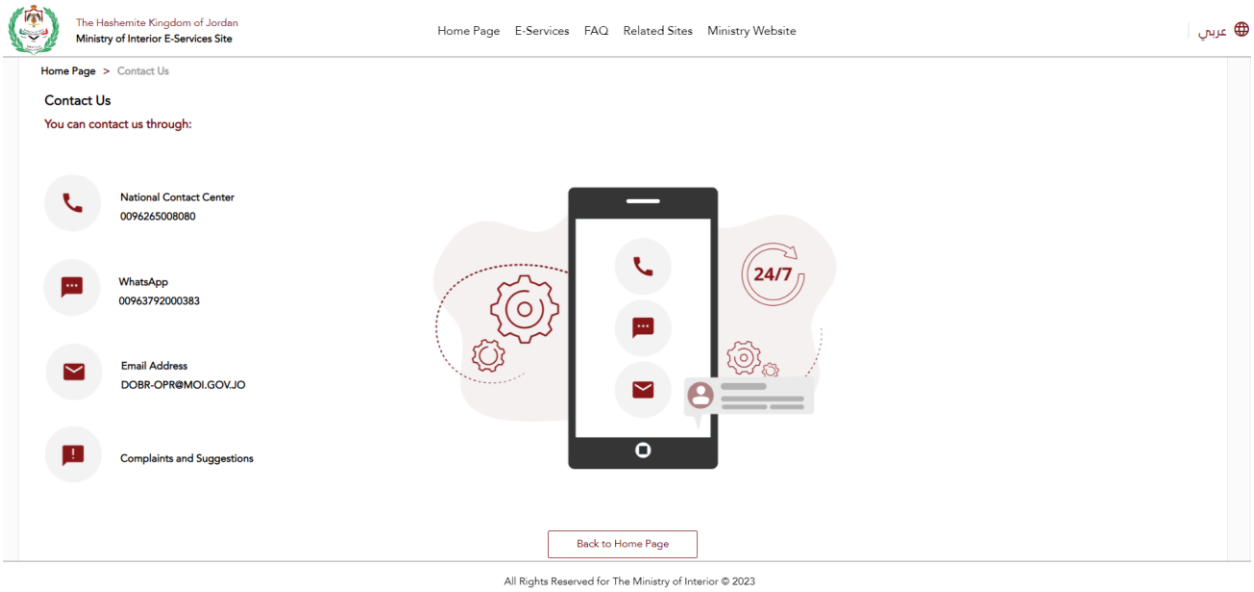

Figure 33: Contact Us

9 Mobile Application

The E-services site is available through a mobile application, that can be found and installed in:

- Google Play Store
- App Store (Apple)
- AppGallary (Huawei)

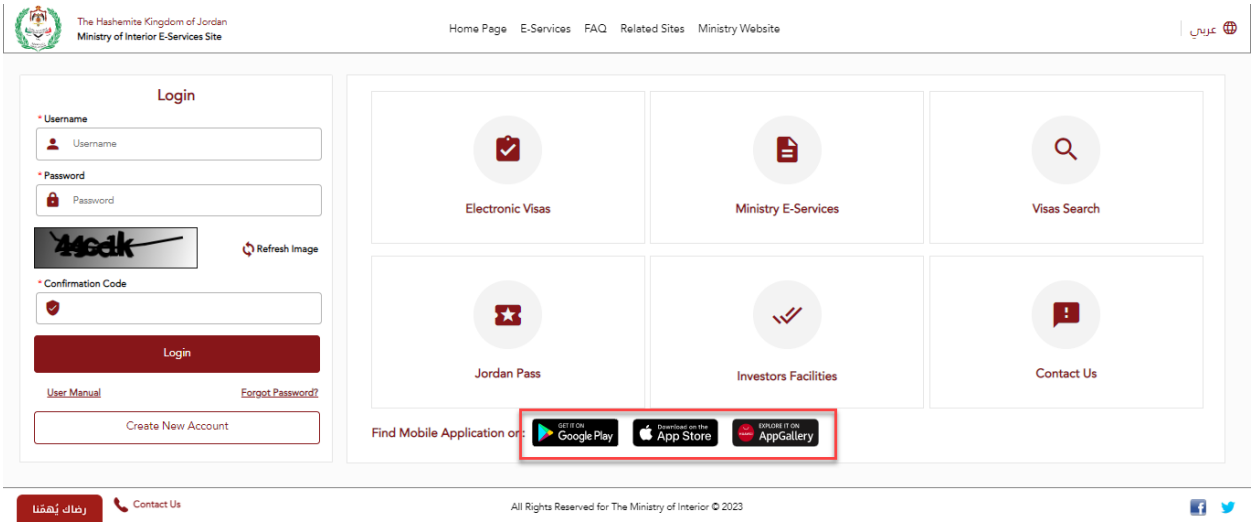

Figure 34: Mobile Application Stores