



Improvements to the eVisa client interface

The department has enhanced and improved its eLodgement (eVisa and eCitizenship) systems as part of its commitment to improving our online services.

eLodgement is the service for lodging visa and citizenship applications online. Most online services can be used by applicants, sponsors and agents and can be accessed at any time where there is internet access.

From 1 July 2010, the eVisa system will include:

- an updated user interface for our online lodgement systems consistent with the department's website and the visa and citizenship wizards
- improved error messages for clients in the pre-validation stage, written in plain English
- error messages within the online forms appearing directly above the relevant field/s, rather than just at the top of the page. A red border will now highlight the field that contains an error. This will apply to any mandatory fields that you or your client has failed to complete, as well as fields that were not completed in the accepted format
- an additional page that lets you know that eBusiness is processing an eVisa or eCitizenship credit card payment. This will reduce the possibility of unintended duplicate payments
- an increase in the number of allowable attachments for e457 and eGSM from 20 documents per application, to 60 documents for each individual included in the application
- an increase to 30 documents per application for all other eVisa applications
- an increase in file sizes for all eVisa applications from 3mb to 5mb
- all attachments needed for a visa application can now be included in the online application rather than being sent on to the department in separate emails
- eVisa health declaration questions will now reflect the standard text consistent with the paper application forms.

For technical assistance

Please use the eVisa technical support form available [here](#).

Screenshot 1: eVisa start screen



Screenshot 2: eVisa client input error screen

