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Who can apply for a permit on the portal?

To determine if you are eligible to apply for a permit, click on the **Apply For Permit** link and follow the prompts found in the **Find out if you can apply online** tool.

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DEPARTMENT OF IMMIGRATION

Home Check Your Photo **Apply For Permit** Track Application Resume Application Pay Processing Fees Submit New Photo Submit Documents Pay Document Fees Help

Apply For Permit

[Find out if you can apply online](#)

Permit Type: *
WORK PERMIT - LONG TERM

Do you want to apply for a new Bahamian permit or renew an existing Bahamian permit?
 Apply for a new permit Renew a permit

Is this an expedite or emergency application?
 Yes No

Is the applicant's employer information the same as what is printed on the permit being renewed?
 Yes No

Is the applicant's passport valid for at least six months from their intended date of travel to The Bahamas?
 Yes No

You can apply to renew your permit online.

Please ensure you have the following before starting your application:

- ✓ Digital photo
- ✓ Required supporting documentation
- ✓ Credit card
- ✓ Email address

If you don't have everything you need, you can start your application, save and resume it later.

Notice: If you are submitting multiple associated applications, ensure that you first submit the primary application (i.e. the one upon which the others are dependent) prior to the dependent application(s).

[Start Application](#)

CONTACT

1-242-604-0241/2/5 (9:00am - 5:00pm EST Monday to Friday, excluding public holidays)

immigrationsupport@bahamas.gov.bs

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I need my permit urgently; can I request this on the portal?

No. If you require an urgent or expedited permit, you must apply in person at an Immigration office.

For more information go to: <https://immigration.gov.bs>.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I report and/or replace a lost/stolen/damaged permit on the portal?

No. For a lost, stolen, or damaged permit, please present yourself to the Immigration office with the proper supporting documentation. You can apply for a replacement permit at the same time.

For more information go to <https://immigration.gov.bs>.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

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

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

NOTE: When renewing a permit online, the expiration date is set to a default date for that type of permit. The validity period might not be the same as your previous permit. You may modify this date but approval is at the discretion of the Department of Immigration.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I have changed my name. Can I apply for a permit with my new name on the portal?

No. If your name has changed since your last permit was issued you must apply in person at an Immigration office.

For more information go to: <https://immigration.gov.bs>.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What information and documentation do I need in order to apply for a permit?

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

- ✓ Digital photo
- ✓ Required supporting documentation
- ✓ Credit card
- ✓ Email address

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

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What types of applications can and can't be submitted on the portal?

At this time, **only permit renewals** can be processed through the portal.

You **cannot** use the portal if:

- you are a first-time applicant.
- you are applying for a type of permit that is different from your previous permit.
- you are applying for a replacement permit.
- you need to correct data on an existing permit.
- you are seeking reconsideration on a previously applied for permit.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

As an employer, what information do I need to start an application?

- Employers must have a valid TIN, BLB and/or NIB already registered with the Department of Immigration and associated with the previous permit application. If not, you must contact Immigration to have this information added to your file before using the portal.
- You must have at least one Employer that appeared on your previous permit on your renewal application. If not, you must apply in person at an Immigration office.
- If any information associated with employer(s) for your renewal application has changed, you must contact Immigration to have your employer records updated.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How do I apply for a permit on the portal?

From the portal home page select **Apply for Permit**. Select the permit type from the menu and answer the qualifying questions to determine if you can apply online.

You will be required to pay the processing fees as part of the online application process. This payment must be completed before your application is accepted for further consideration.

The image shows two overlapping screenshots of the Bahamas Department of Immigration online portal. The background screenshot shows the main dashboard with several service tiles: 'Check Your Photo', 'Apply For Permit' (highlighted with a red box), 'Resume Application', 'Pay Processing Fees', 'Submit Documents', and 'Pay Document Fees'. The foreground screenshot shows the 'Apply For Permit' page. It features a dropdown menu for 'Permit Type' set to 'WORK PERMIT - LONG TERM'. Below this are three questions with radio button options: 'Do you want to apply for a new Bahamian permit or renew an existing Bahamian permit?' (with 'Renew a permit' selected), 'Is this an expedite or emergency application?' (with 'No' selected), and 'Is the applicant's employer information the same as what is printed on the permit being renewed?' (with 'Yes' selected). A 'Start Application' button is at the bottom. A checklist below the questions lists requirements: 'Digital photo', 'Required supporting documentation', 'Credit card' (with Visa, Mastercard, and American Express logos), and 'Email address'. A notice at the bottom states: 'Notice: If you are submitting multiple associated applications, ensure that you first submit the primary application (i.e. the one upon which the others are dependent) prior to the dependent application(s)'.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How do I enter data into the portal?

- Follow the prompts and when requested enter information exactly as it is shown on your previous permit.
- Some information will be automatically copied from your previous permit.
- If information has changed from your previous permit, you will be required to enter it in full.
- The passport linked to the permit should be the one you are currently using to travel with.

NOTE:

- Save your application periodically to ensure the data you entered on previous screens is not lost.
- If you go back to a previous screen, information entered on the succeeding screen will not be lost.
- If you exit the portal, information entered will not be saved automatically. You must save your work.

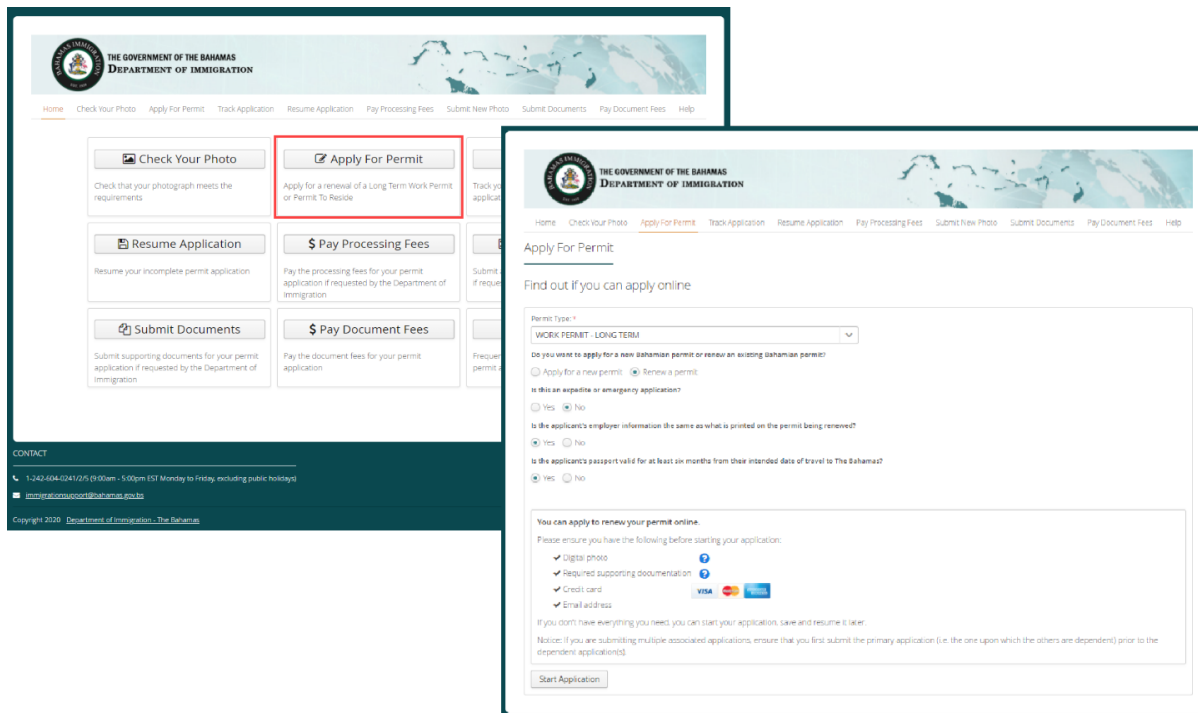
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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How do I renew a permit?

From the portal home page select **Apply for Permit**. Select the permit type from the menu and answer the qualifying questions to determine if you can apply online. Once your eligibility is approved you will be required to:

- complete the application form online.
- provide an acceptable digital photo (JPEG, PNG, or BMP).
- provide supporting documentation (PDF).
- pay the processing fees with a credit card.
- If your application is subsequently approved, pay the document fees.



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

My session is about to expire, what should I do?

After 30 minutes of inactivity, your session will expire.

To keep your session active, you can save your application (recommended option), click the **Next** or **Previous** buttons.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I am receiving errors when trying to apply for my permit on the portal. What should I do?

If you receive an error when filling out your application, be sure to enter your information exactly as requested.

If you see an exclamation point (!) beside a field, be sure to check the formatting. A red error box displays the type of error that needs to be corrected.



Passport Details

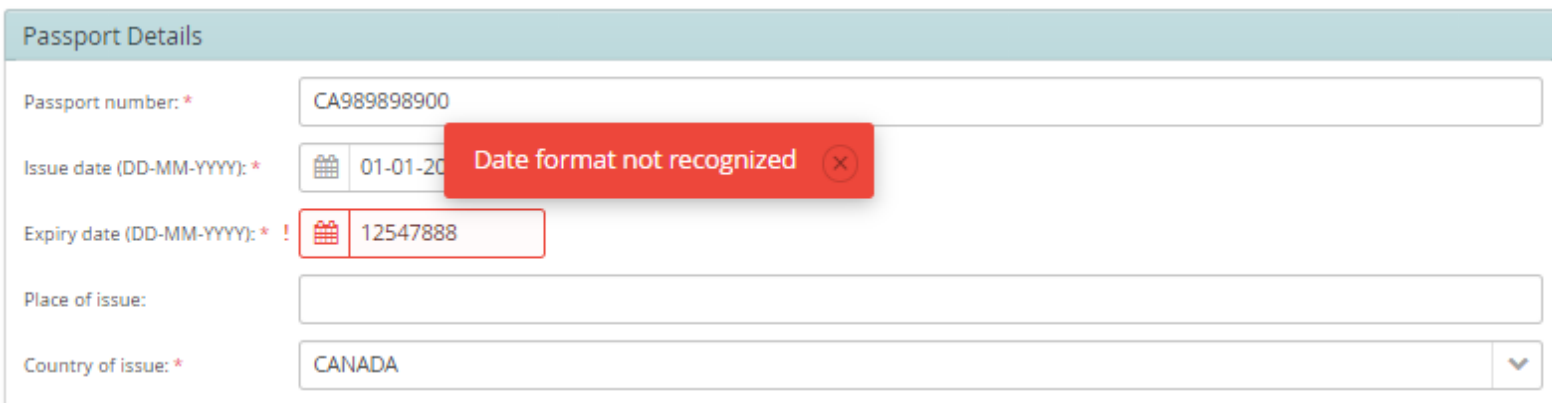
Passport number: * CA989898900

Issue date (DD-MM-YYYY): * 01-01-2020

Expiry date (DD-MM-YYYY): * ! 12547888

Place of issue:

Country of issue: * CANADA



Passport Details

Passport number: * CA989898900

Issue date (DD-MM-YYYY): * 01-01-2020 Date format not recognized

Expiry date (DD-MM-YYYY): * ! 12547888

Place of issue:

Country of issue: * CANADA

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Once I have submitted my application, can I make changes and resubmit?

No. Once you have paid for and submitted the application you can no longer resume the application or make changes.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do if Immigration requests additional information (other than payment, photo, or documents) for my application?

Following submission of your application you may be requested to provide additional information. If so, an email will be sent to the email address you have provided. You cannot submit this information online. You must supply this information by contacting Immigration.

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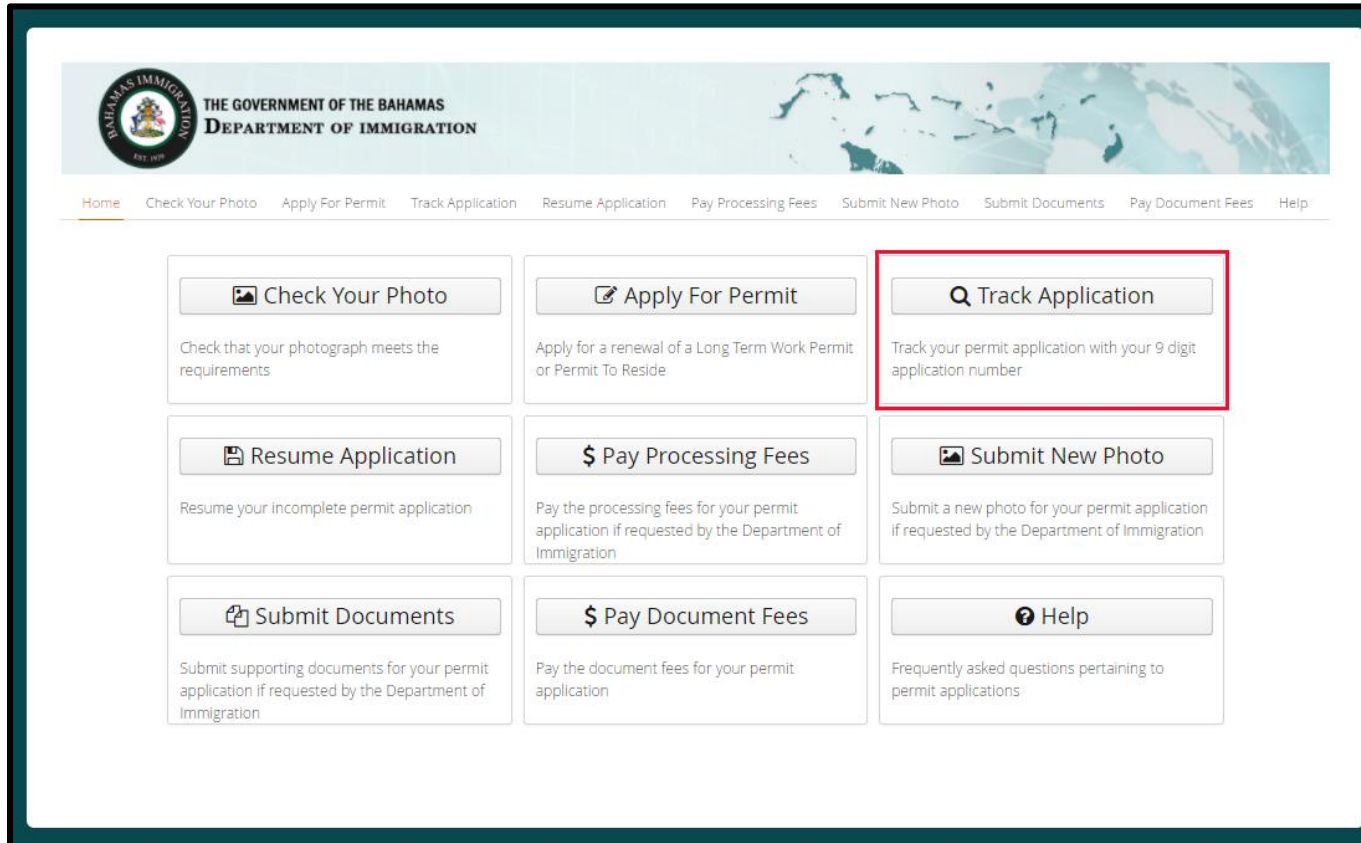
Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How do I check the status of my permit application?

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

Possible application statuses include In Progress, Pending Processing Fee Payment, Pending Document Fee Payment, Ready for Pickup, Issued, Contact Immigration and Refused.

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



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What if my application status is IN PROGRESS?

If the status of your application is IN PROGRESS, please check your correspondence emails or letters from the Department of Immigration in case additional documentation, information or an interview has been requested and/or pending.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Where can I get more information?

Additional information is available at:

Email: immigrationsupport@bahamas.gov.bs

Phone number: 1-242-225-5337

Office hours: 9:00am – 5:00pm EST Monday to Friday, excluding public holidays

Link to website: <https://immigration.gov.bs>

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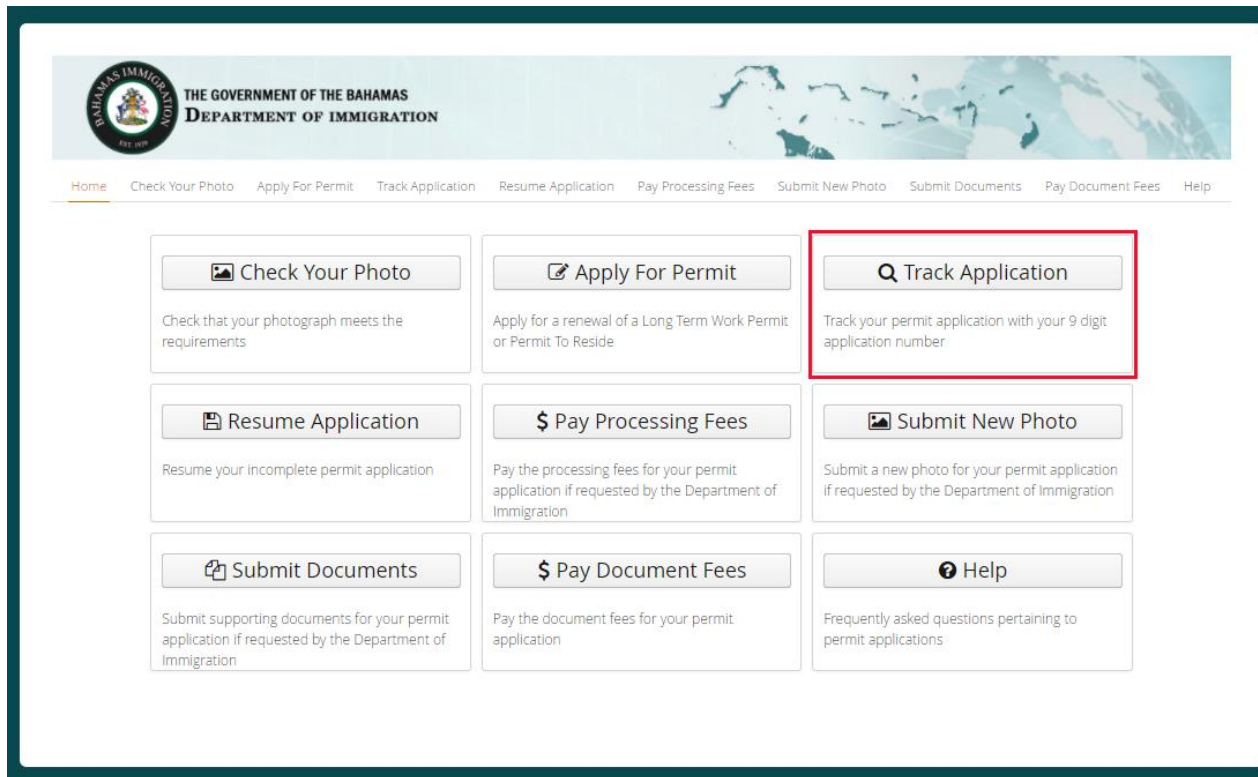
[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do after I submit my application?

Once you have completed the application and have paid for your permit, you will receive two email receipts. One is for confirmation of your permit application, and the other for payment.

You can check the status of your permit to see if it is ready to be picked up by selecting **Track Application** from the Home page and providing the requested information.

NOTE: If you have saved files on your computer, they will not be automatically deleted following submission of your application. We recommend you delete all application files once your application has been successfully submitted.



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How can I save my application and work on it later?

You will be able to save your online application by clicking on the **Save Application** button at the bottom of the screen on every page. Your application will be saved as an encrypted file on your local computer in your browser's default download location with the following naming convention:

Application_GivenNames_LastName_SavedDate.ser

You should not use this option when working on a public or shared computer.

When resuming an application, the portal will automatically return you to the page where the application was last saved. If any mandatory information was missing, it will return you to the previous screen.

NOTE: Once you have paid for and submitted the application you can no longer resume the application or make changes.

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Home Check Your Photo Apply For Permit Track Application Resume Application Pay Processing Fees Submit New Photo Submit Documents Pay Document Fees Help

Apply For Permit

1 Getting Started 2 Enter Details 3 Upload Photo 4 Upload Documents 5 Review Application 6 Submit Payment 7 Confirmation

Upload Documents

Submitted supporting documents must adhere to the specified requirements. The Department of Immigration reserves the right to request a new supporting document if deemed necessary.

- pdf format
- each document must not exceed 300 KB
- no more than 12 documents may be attached.

For all permits: Please upload a clear, scanned image of your passport photo page.
For a list of supporting documents required, refer to the [Government of Bahamas website](#)

Supporting Documents

Add Document Edit Document Delete Document View Scan

Document Owner	Document Type	Document Number	Document Issue Date	Issue Place
APPLICANT	AFFIDAVIT			

< Previous Return To Review Application Next >

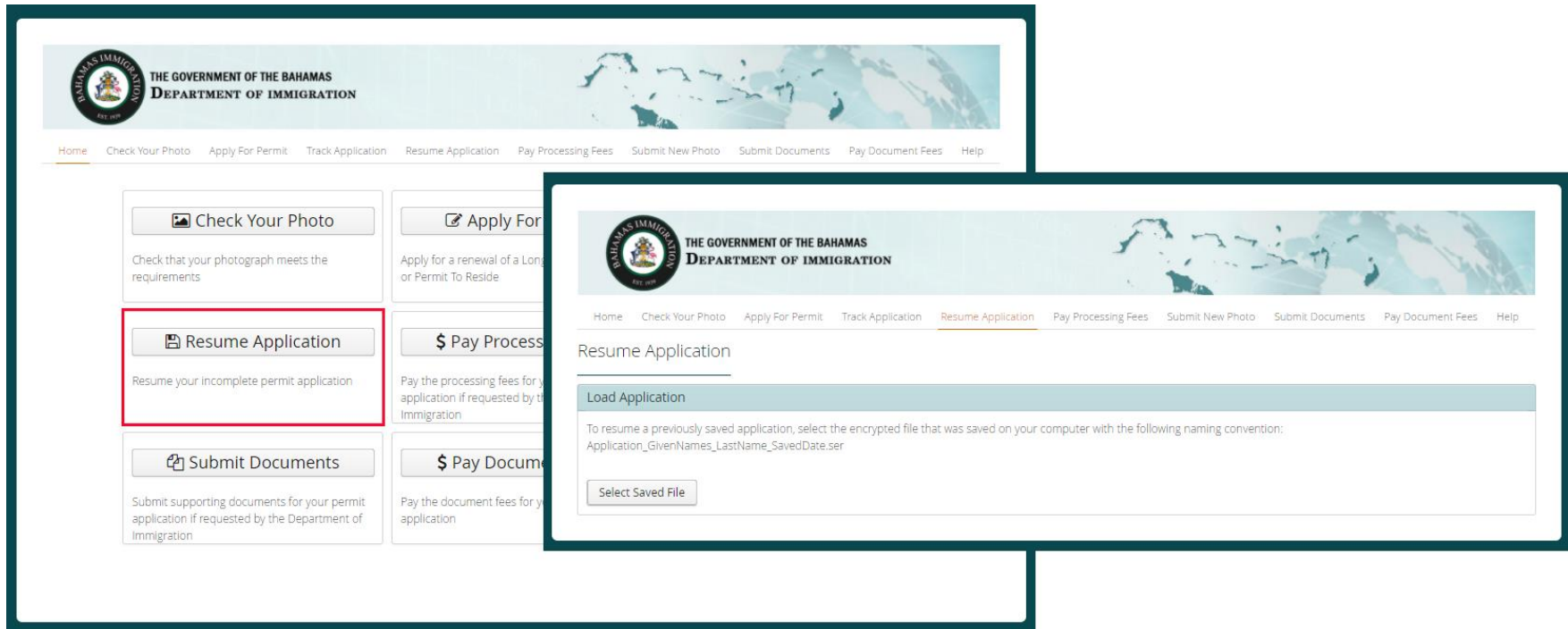
Save Application Exit Application

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How can I retrieve an application that I saved on my computer to resume my application process?

Ensure you are using the same computer that you were using when you saved your application. Select **Resume Application** from the Home page then click the **Select Saved File** button.



Find and select the appropriate file on your local computer in your browser's default location with the following naming convention: Application_GivenNames_LastName_SavedDate.ser.

NOTE: Once you have paid for and submitted the application you can no longer resume the application or make changes.

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Return to online application: Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

How do I know if I am required to have my fingerprints taken for my application?

The Permit Online Application Receipt that you receive during the application process will state if there is a requirement for fingerprints. If so, proceed to at an Immigration office for that purpose. Please check your Permit Online Application Receipt.

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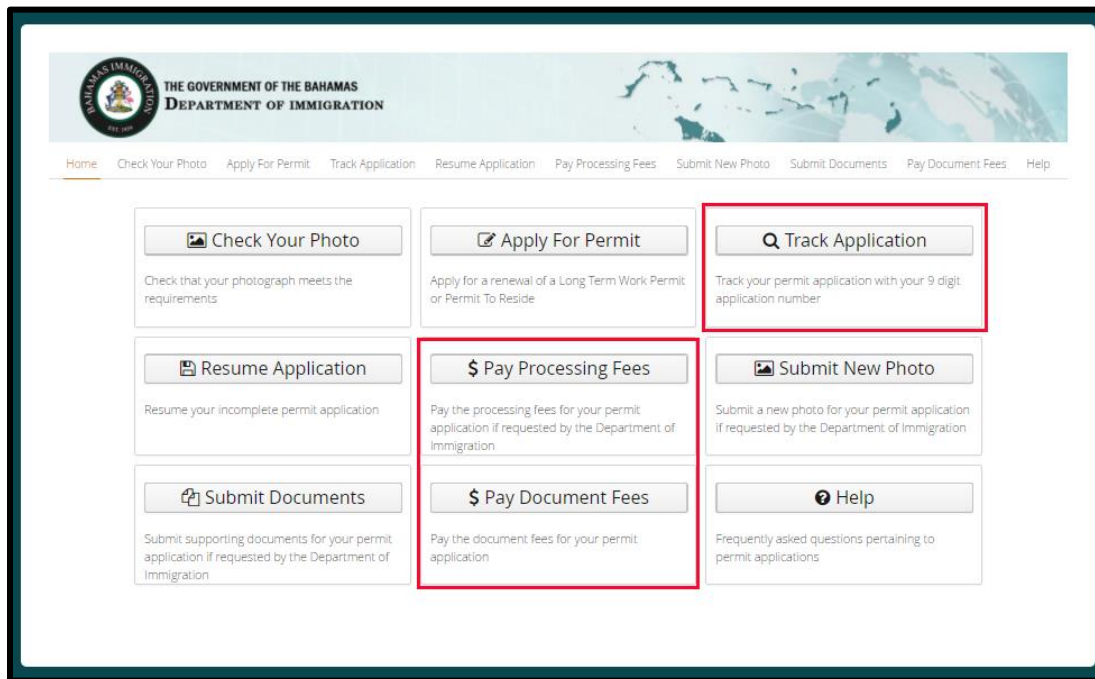
[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I use the portal to submit a payment and check the status of my application if I applied in person?

Yes. You can check the status of your Permit by selecting **Track Application** from the portal home page and providing the required information. Enter the information exactly as it appears on your acceptance slip.

NOTE: The Application and Person UID Numbers are contained in the acceptance slip you received when your application was completed. Possible application statuses include In Progress, Pending Processing Fee Payment, Pending Document Fee Payment, Ready for Pickup, Issued, Contact Immigration and Refused.

To submit a payment, select **\$ Pay Document Fees** and enter your application information to verify your application and start the payment process.



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do if I receive an email requesting Processing Fee payment after submitting an online application?

1. From the Home page select **\$ Pay Processing Fees**.
2. The Find Application window appears.
3. Enter the Application Information and click **Next**.
4. The Pay Processing Fees window appears displaying the payment required. Click **Continue to Payment**.
5. You will be directed to Plug N Pay where you can enter your payment information.

NOTE: The Application Number and Person UID are contained in the request for payment you received via email from the Department of Immigration Office.

The image shows two overlapping screenshots of the online portal. The background screenshot displays the main navigation menu with buttons for 'Check Your Photo', 'Apply For Permit', 'Resume Application', 'Submit Documents', 'Pay Processing Fees', and 'Pay Document Fees'. The 'Pay Processing Fees' button is highlighted with a red box. A red arrow points from this button to the foreground screenshot. The foreground screenshot shows the 'Pay Processing Fees' page with a progress indicator (1 Find Application, 2 Submit Payment, 3 Confirmation) and a 'Find Application' form. The form contains the following fields:

Application Information	
Surname: *	DOE
Given names: *	JOHN
Application number: *	064840491
Person UID: *	2052414193

Buttons for 'Next >' and 'Cancel' are visible at the bottom of the form.

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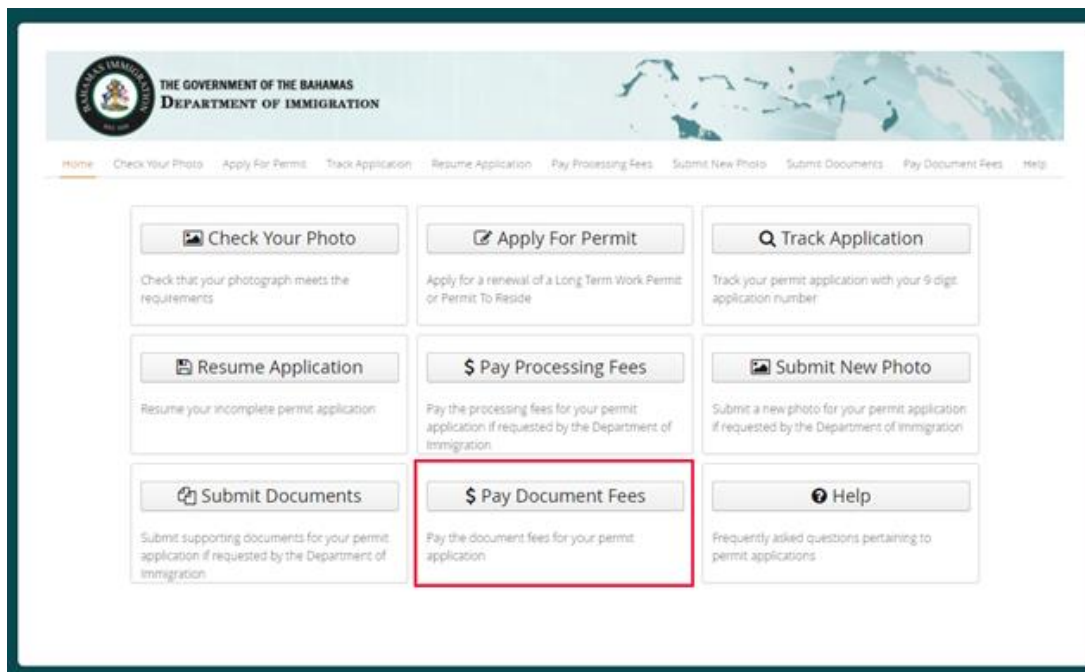
Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do if the permit office requests Document Fee payment for my application?

If your application is approved you will receive communications from the Department of Immigration indicating the fees owing. Follow these steps to complete your payment online:

1. From the Home page select **\$ Pay Document Fees**. The *Find Application* window appears.
2. Enter the Application Information and click **Next**. The Pay Document Fees window appears displaying the payment required.
3. Click **Continue to Payment**.
4. You will be directed to Plug N Pay where you can enter your payment information.

NOTE: The Application Number and Person UID are contained in the request for payment you received via email from the Department of Immigration Office.



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I pay for multiple applications in one credit card transaction?

No. When making payments online you will be required to make a separate credit card payment for **each** application.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I pay my processing fees online if I originally applied in person?

No. The **Pay Processing Fee** feature can only be used for applications that were submitted online. It cannot be used for paying processing fees of applications made in person at an Immigration office. If you applied in person, the processing fee must also be made in person.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I pay my document fees online if I originally applied in person?

Yes. **Pay Document Fees** feature can be used for any application made online or for applications that were made in person at an Immigration office.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Why did I get three receipts?

From the online system you will receive a confirmation PERMIT ONLINE APPLICATION RECEIPT, and a payment receipt.

You will also receive a separate payment receipt from Plug N' Pay.

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[Return to online application](#): Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

What forms of payment are accepted on the portal?



Visa, MasterCard, American Express credit cards are accepted.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How much will it cost to apply for a permit?

When applying for a permit, you are required to pay the following:

1. \$200.00 non-refundable processing fee.
2. \$10.00 postage stamp fee for each foreign translated document submitted.

Refer to the government website for document fee information at: <https://www.immigration.gov.bs/applying-to-stay/immigration-fee-scale/>

Email: immigrationsupport@bahamas.gov.bs

Phone number: 1-242-225-5337

Office hours: 9:00am – 5:00pm EST Monday to Friday, excluding public holidays.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

When / why do I need to pay postage stamp fees?

You must pay postage stamp fees for each document that has been translated from a foreign language.

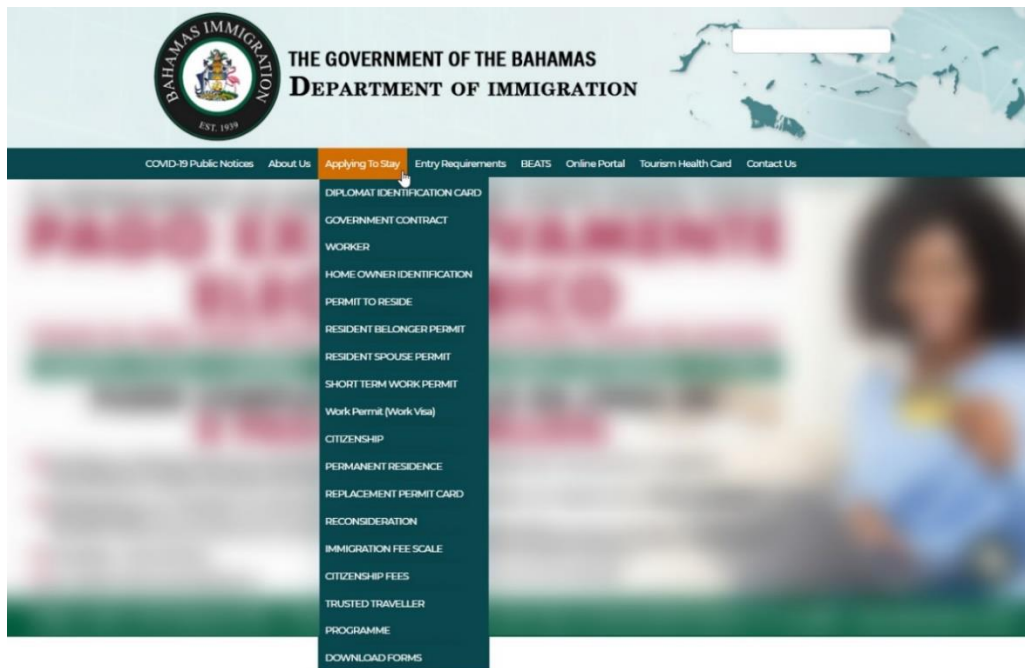
Certified translations in English are required for each foreign document submitted. You must indicate and pay the stamp fees for each document requiring translation (instead of affixed to the application form as you would when applying in person).

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What supporting documents are required for my application?

You will be required to scan and upload several documents in support of this application. To find out which supporting documents are required, go to the Department of Immigration website <https://www.immigration.gov.bs> and click on the **Applying To Stay** link in the top menu bar. Select the appropriate permit from the list to view the requirements for the application.



NOTE:

- Must be in PDF format.
- Multi-page/ double-sided documents must appear in one file, not separate files for each page of a document.
- Each Scanned document must not exceed 450KB.
- Ensure that all information on the scanned documents is complete and legible. If it is not, you may be asked to resubmit them, delaying the processing of your application.
- The quantity of scanned documents must not exceed 18.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What are the scanning requirements for supporting documents?

When scanning your documents, you must comply with the following:

- Must be in PDF format.
- Multiple pages and/or double-sided documents must appear in one file, not separate files for each page of a document.
- Each scanned document must not exceed 450KB.
- All information on the scanned document must be complete and legible. If it is not, you may be asked to resubmit the documents, delaying the processing of your application.
- The quantity of scanned documents cannot exceed eighteen (18).

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

When adding a supporting document how do I know what fields to complete?

Refer to the following list to review the various fields available when adding a supporting document to the **Upload Documents** screen:

- **Document Type:** Select from the list.
- **Document Owner:** This field will default to APPLICANT. Select EMPLOYER if the Document type is the employer's Passport, Business License or Employer Information sheet.
- **Document Number, Issue Place and Date:** When you select PASSPORT as the Document Type, these details will be populated for you. In all other cases, enter the number (if applicable) as it appears on the document, and the Issue Place and Date where the document was either issued or written.
- **Names, DOB, Birth Country, Nationality:** When the document owner is APPLICANT these details will be populated for you. If you select EMPLOYER, enter the employer's Surname and Given Name(s).

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[Return to online application](#): Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

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

Submit New Documents cannot be used for submitting documents for an application that was submitted in person at an Immigration office. In these cases, you will still be required to submit documents in person along with the application.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How can I make an image of my current passport and other supporting documents in order to submit them on the portal?

- Scan the photograph or scan the photo page (page 2) of your current passport and save it as a PDF file.
- If your scanner does not allow for PDF files, it is recommended that you scan the photo page of your passport and save the file as a .JPG or .PNG file and then open it in an application such as Word.
- If your scanner does not allow for PDF files, open the scanned document, and select print. Choose the 'Print to PDF' option. Select the destination folder and click 'Print'. The PDF of the scanned image will be located in the destination folder you choose.
- Many photocopy stores offer a scanning service.

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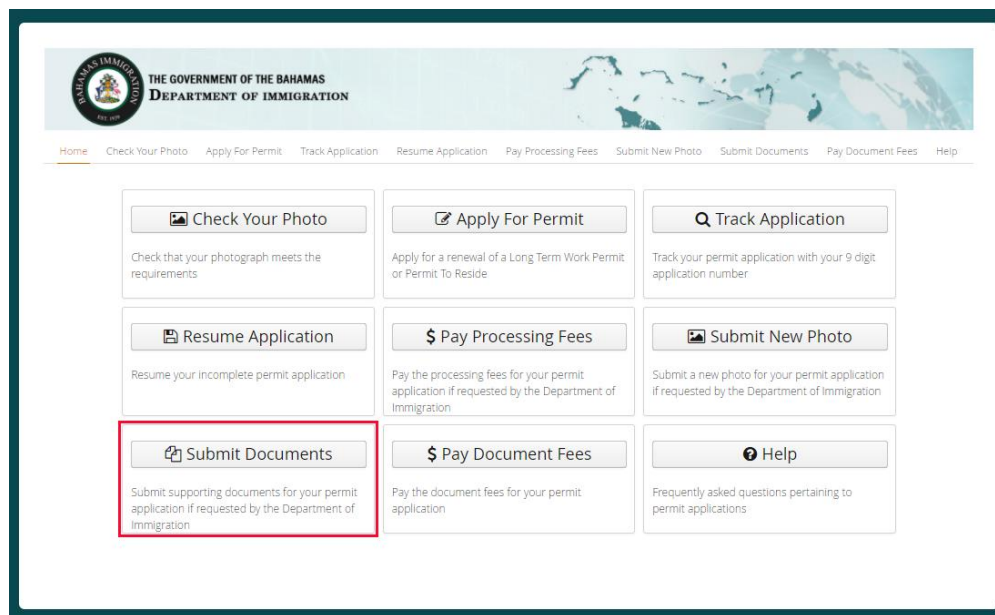
[Return to online application](#): Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

What should I do if the permit office requests updated or additional documents for my online application?

If you have received an email from the Department of Immigration requesting updated or additional document for your online application:

1. From the Home page select **Submit Documents**.
2. The Find Application window appears.
3. Enter the Application Information and click **Next**.
4. The Upload Documents window appears. Click **Add Document** and follow prompts to add the desired document (pdf only).

Notes: The Application Number and Person UID are contained in the document request you received via email from the Department of Immigration Office. Previously submitted documents will not be viewable on the portal.



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Return to online application: Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

How and when do I link associated applications?

You are required to link applications where there is an independent-dependent relationship. For example, dependent family members applying for Permit to Reside must be linked to the associated independent Long Term Work Permit application.

When linking applications, you MUST have submitted the independent application first.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

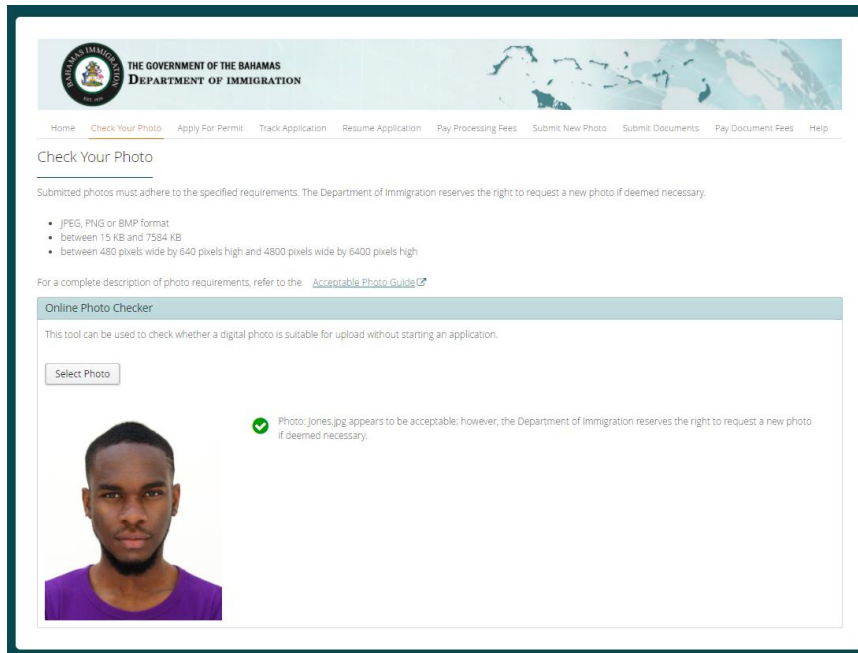
How do I check my photo before uploading?

Use the **Check Your Photo** tool link in the menu bar to ensure your photo is acceptable for a permit renewal.

Submitted photos must adhere to the specified requirements. The Department of Immigration reserves the right to request a new photo if deemed necessary.

- JPEG, PNG, or BMP format
- Between 15 KB and 7584 MB
- Between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

There are some photos which may look fine to the eye, but the computer software might still find errors. If this is the case, please retake the photo or apply in person at the Department of Immigration office.



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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

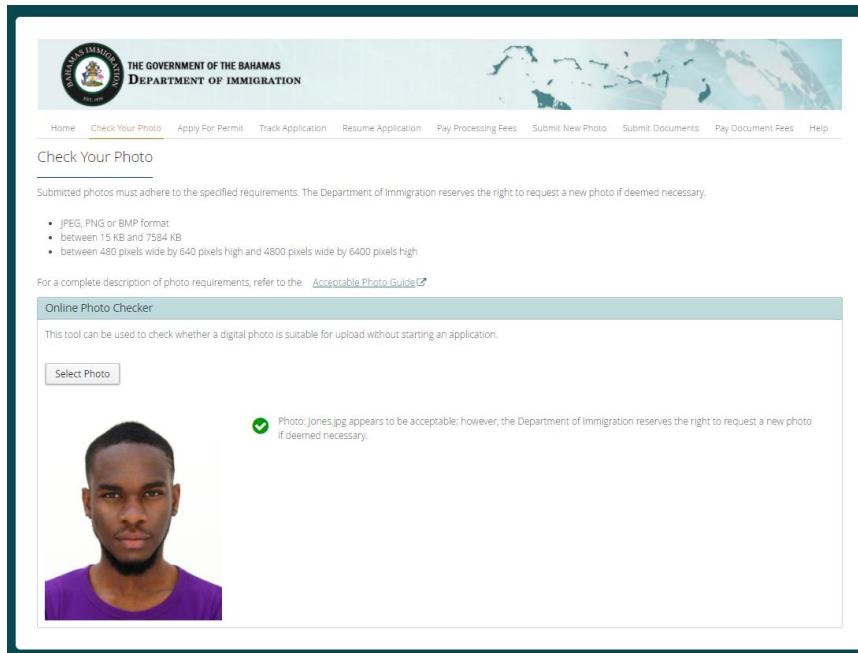
What are the photo requirements?

Use the **Check Your Photo** tool link in the menu bar to ensure your photo is acceptable for a permit renewal.

Submitted photos must adhere to the specified requirements. The Department of Immigration reserves the right to request a new photo if deemed necessary.

- JPEG, PNG, or BMP format
- Between 15 KB and 7584 MB
- Between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

There are some photos which may look fine to the eye, but the computer software might still find errors. If this is the case, please retake the photo or apply in person at the Department of Immigration office.



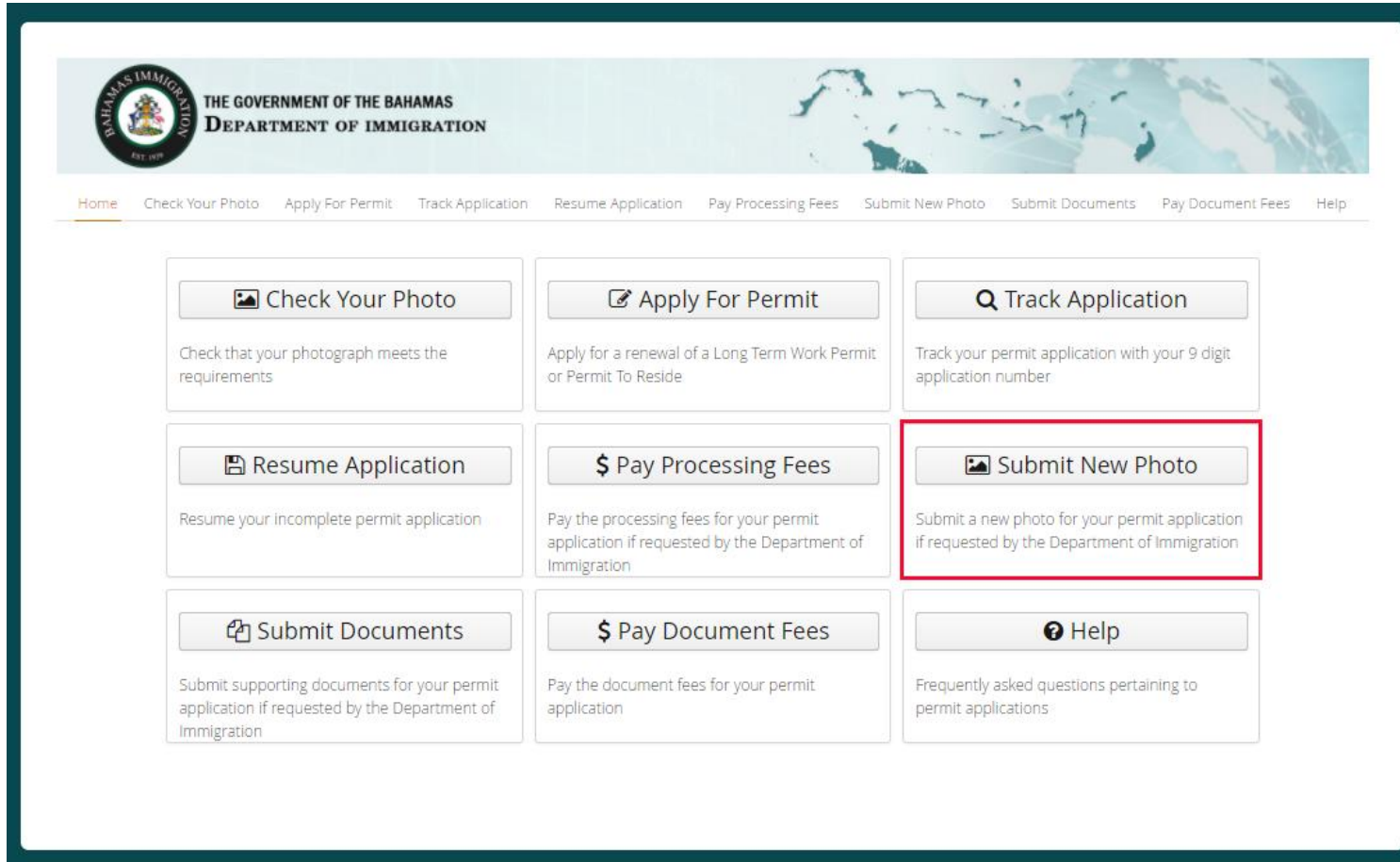
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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do if the permit office requests a new photo for online my application?

If you received an email from the Department of Immigration to submit a new photo for your online application, you can submit a new photo by selecting **Submit New Photo** and providing the required information.

NOTE: The Application Number is contained in the request for more information you received via email from the Immigration Office.



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Return to online application: Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

What should I select for my profession / occupation?

Your profession/occupation will default to the profession/occupation on your previous permit. You may select another value from the list, but acceptance of this selection is at the discretion of the Department of Immigration. If you are unsure of the profession/occupation contact Immigration.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Can I have my permit shipped to my home?

No. Permits are only available for pickup at the location you specified in the Pickup location on the Application Information screen.

Enter Details

- Application Information
- Personal Information
- Passport Details
- Contact Information
- Family Information
- Linked Applications
- Conviction Details

Application Information

If you are representing or acting on behalf of the applicant, employer or sponsor, please enter the Proxy Information.
The processing location selected should be the Immigration office where the application would have been submitted in person.

Application Form

Document type: PERMIT

Document subtype: WORK PERMIT - LONG TERM

Application reason: RENEWAL

Processing location: * NASSAU IMMIGRATION OFFICE

Pickup location: *

Postage stamp fees: *

Profession has changed since previous application: *

Document Validity Period

Document issue date (DD-MM-YYYY): * 27-01

Years: 1

Months: 1-10/17

Pickup location dropdown options:

- EXUMA IMMIGRATION OFFICE
- FREEPORT IMMIGRATION OFFICE
- GENERAL AVIATION CENTER - NEW PROVIDENCE
- GOVERNOR'S HARBOUR IMMIGRATION OFFICE
- GRAND BAHAMA INTL. AIRPORT
- JET AVIATION CENTER
- LYNDEN PINDLING INTL. AIRPORT
- MARSH HARBOUR IMMIGRATION OFFICE
- MARSH HARBOUR INTL. AIRPORT
- MATTHEW TOWN IMMIGRATION OFFICE

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Who can pick up my permit?

You can pick up your permit yourself or you can select to have someone else pick it up on your behalf. If someone else will be picking up your permit on your behalf you must select “Proxy Pickup” and provide relationship information (relative, friend etc.) during the application process.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Where can I pick up my permit?

You can select a permit office from the available pick-up locations as you complete your application online. If you are unsure about the locations, or your location does not appear in the list, [contact Immigration](#).

The screenshot shows the 'Apply For Permit' page on the Bahamian Immigration Department's website. The page is divided into several sections. At the top, there is a navigation menu with links like 'Home', 'Check Your Photo', 'Apply For Permit', 'Track Application', 'Resume Application', 'Pay Processing Fees', 'Submit New Photo', 'Submit Documents', 'Pay Document Fees', and 'Help'. Below this is a progress bar with seven steps: 1. Getting Started, 2. Enter Details (current step), 3. Upload Photo, 4. Upload Documents, 5. Review Application, 6. Submit Payment, and 7. Confirmation. The 'Enter Details' section is active, and a sidebar on the left lists various application categories. The main content area is titled 'Application Information' and includes a note about proxy information. The 'Application Form' section contains several dropdown menus: 'Document type' (PERMIT), 'Document subtype' (WORK PERMIT - LONG TERM), 'Application reason' (RENEWAL), and 'Processing location' (NASSAU IMMIGRATION OFFICE). The 'Pickup location' dropdown is open, showing a list of immigration offices, with a red box highlighting the list. Below this is the 'Document Validity Period' section with fields for 'Document issue date', 'Years' (1), 'Months', 'Weeks', and 'Document expiry date' (26-01-2022). The 'Proxy Information' section has a checkbox for 'Permit will be picked up by a 3rd party proxy'. At the bottom, there are buttons for 'Previous', 'Next', 'Save Application', and 'Exit Application'.

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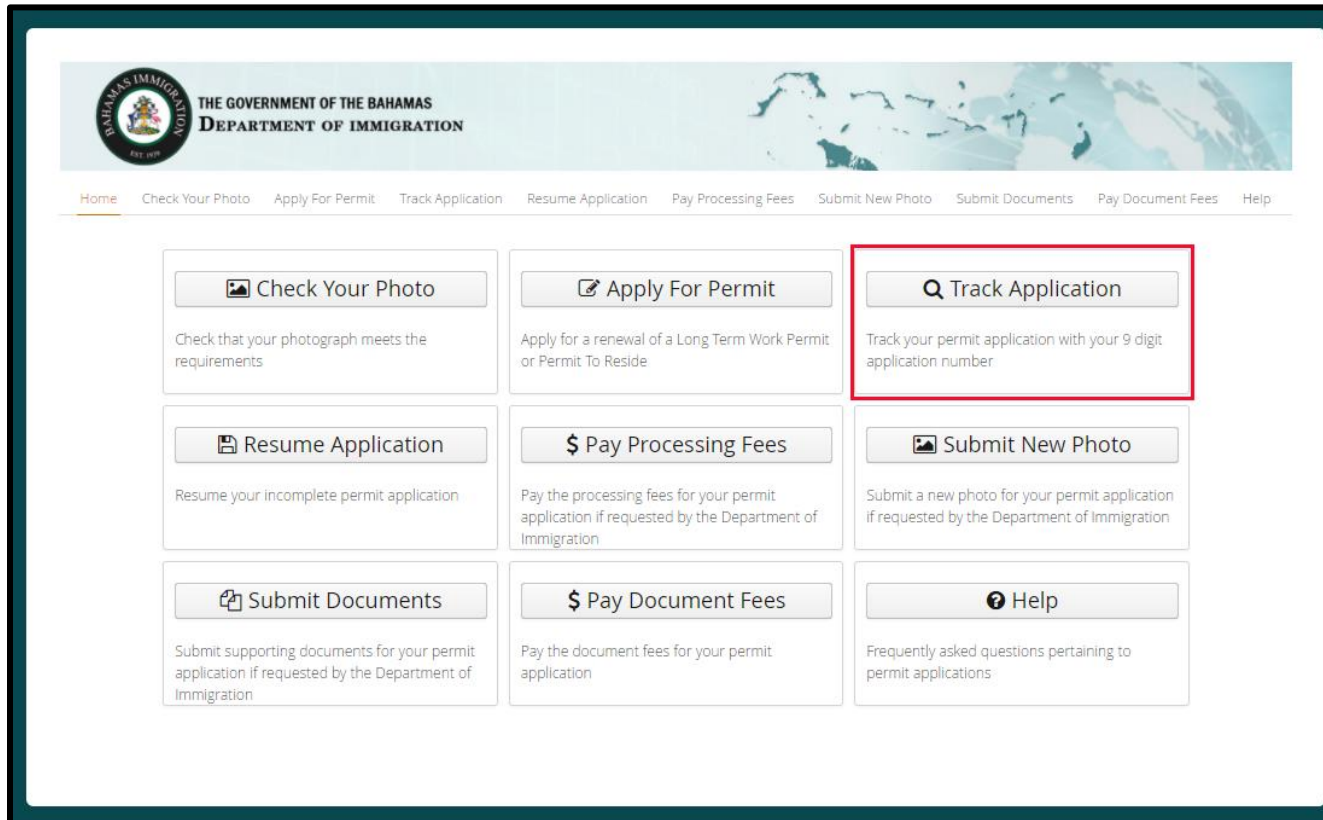
[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

How do I know if my permit is ready?

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

Your permit is available if the status is Ready for Pickup. If you are picking up your permit at one of the family islands you should contact the local Immigration office in advance.

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



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[Return to online application:](#) Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What if I need to pick up my permit at one of the family islands?

You can select a permit office from the available pick-up location as you complete your application online. If you are unsure about the locations, or your location does not appear in the list, contact Immigration.

When picking up permits at the family island, please contact the local Immigration office in advance.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

When do I specify Proxy Pickup?

You need to specify a proxy if you would like your permit to be picked up by someone other than yourself or your employer.

If the permit is to be picked up by a proxy, you must provide the proxy's name and their relationship to you.

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[Return to online application](#): Switch to the tab where the portal is open and click "Apply for Permit". This will take you back to the screen you were working on.

What if I only have a single name?

Both a Surname and Given Name(s) must be entered.

If you only have one name, it must be entered as the Surname and a hyphen (-) entered as the Given Names.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

When do I need to indicate that I have a Conviction?

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

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

Whose Correspondence details should I use?

Enter the address, phone number(s) and email that should be used for communication in relation to this application.

For Work Permits, enter the correspondence details of your employer or an authorized party acting on your behalf. Your personal correspondence details should only be used if you are self-employed or if you are authorized to submit on behalf of your employer.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

My previous Permit to Reside application did not have an employer. Can I still renew online?

Yes, as long as the renewal application will also be without an employer.

If you are changing employers or are no longer employed with the employer listed on your previous permit, you must apply in person at an Immigration office.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

When I perform a search, I receive an error “Your information could not be retrieved. Please verify that the entered details are exactly as they appear on the documents received from the Department of Immigration”. What should I do?

1. This error might be displayed if there was a typo or misspelling.
2. Confirm the employer information you entered (BLN, TIN, or NIB).
3. The information must match letter-for-letter from the previous permit.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I am receiving the error “your application cannot be processed online. Please contact...” What should I do?

This error may occur if your previous permit was reported as Lost, Stolen or Damaged. If this is the case, you must apply in person at an Immigration office.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I am receiving “invalid field value or length” error. What should I do?

You may be entering an incorrect character into a field. Please note the following fields and their associated acceptable values:

- **Person UID** – only allows numerical digits.
- **Name fields** – only allows A-Z, periods, hyphens, and apostrophes.
- **Date of birth** – must be a valid year, not in the future.
- **Employer NIB** – must be numerical digits and between 8 to 9 characters.

Note: Ensure you do not have any double spaces or a space at the end of a field.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I would like a different permit issue date. What should I do?

When renewing permits online you cannot alter the displayed issue date.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I do not have institution information. What should I do?

Select NO to each question.

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The photo pixel range is failing for my application. What should I do?

1. Use the Microsoft Paint program to see what pixilation the image is and adjust it.
2. Use Google to find websites that resize photos.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

My photo looks great but I am receiving an error during upload. What should I do?

Contact Immigration.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I am receiving an error when I click “submit payment”. What should I do?

There are various errors that can occur. A few common issues include:

- Incorrect credit card information entered.
- Surpassed the 10-minute limit.
- Insufficient funds on credit card.
- Exceeded credit card limit.

The billing address information MUST match the billing address that belongs to the credit card.

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[Return to online application](#): Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I cannot clear the payment errors. What should I do?

After 30 minutes, you will receive an email notifying you that payment is required.

You can exit out of PLUG N PAY, reload the portal, and try your payment again using the “Pay Online Processing Fee Payment” link.

If you do not want to pay online, you can come into the office and make the payment.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I did not receive any emails. What should I do?

Print the receipts from the confirmation page or contact Immigration.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I paid my fees but the portal is telling me that there was a failure instead of a success. What should I do?

Please contact Immigration.

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My supporting document file is not in PDF. What should I do?

Search for tools online that can convert Word and other types of formats to PDF.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

My document type is not in the list. What should I do?

Select OTHER.

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My file is larger than 450 KB. I cannot make it smaller. What should I do?

Possible solutions:

1. Rescan the document.
2. Make it black and white.
3. Select a lower DPI.
4. Use Google to find document processing tools.
5. Ensure that each submitted document type contains all pages related to it and is not split up. For example, if an employment letter is 3 pages, then 1 document type must be submitted that contains the 3 pages.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I cannot find my new profession in the list. What should I do?

1. Perform a partial word search. For example, if you type in EXEC, it will return all the various professions that have the letters EXEC in the name.
2. If you still do not find an appropriate profession, contact Immigration.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

What should I do if I am unable to find the independent application to which I should be linking my dependent application?

1. This could be a spelling mistake. Enter the information exactly as it appears on the confirmation PERMIT ONLINE APPLICATION RECEIPT that was emailed for the independent application.
2. This could also be because independent application does not exist. If the independent application has not yet been submitted, do that first and then start the dependent application(s).

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

The pages of my supporting document are not in one PDF file. What should I do?

- Use a scanner that does this automatically.
- Search for tools online that can merge multiple pages into one file.

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Return to online application: Switch to the tab where the portal is open and click “Apply for Permit”. This will take you back to the screen you were working on.

I started or submitted a dependent application before submitting the independent application to which it should be linked. What should I do?

If you have started but not submitted a dependent application before submitting the independent application to which it should be linked, do the following:

1. Save your dependent application and exit.
2. Submit the independent application. A confirmation email will be emailed.
3. Resume the dependent application. It will resume on the Linked Applications screen
4. Enter the details of the independent applicant.

If you have already submitted a dependent application before submitting the independent application to which it should be linked, contact Immigration.

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If I have a new dependent since my previous permit, do I need to enter all my dependents?

Yes.

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