Enhancements to Immigration Online

A guide for external users

MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

Contents

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
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).
3.7	February 2024	• Added section 6.2.4 Request reconsideration of a decline decision (Employer Accreditation).
3.7	February 2024	• Added section 6.2.3 Change accreditation type.
3.8	March 2024	• Updated information on reusing a job token in section 6.4.2 Send a request reusing a job token.
3.9	April 2024	• Added two notes with information on the **Access** grid and how to remove your own access to accreditation-related items to section 6.1.1 Viewing and managing access.
3.10	June 2024	• Added section 3.1.3 Upload passport scan.
3.11	October 2024	• Added section 6.5 Notify us that a migrant worker has left your employment.
3.12	November 2024	• Removed section 6.1.1 Viewing and managing access. • Added section 6.1.1 Manage access to organisations. • Added section 6.1.2 Manage my access.
3.13	January 2025	• Added section 4.3 Document requests from INZ.
3.14	April 2025	• Updated section 6.2.1 • Removed reference to being able to view migrants visas from table in Section 6

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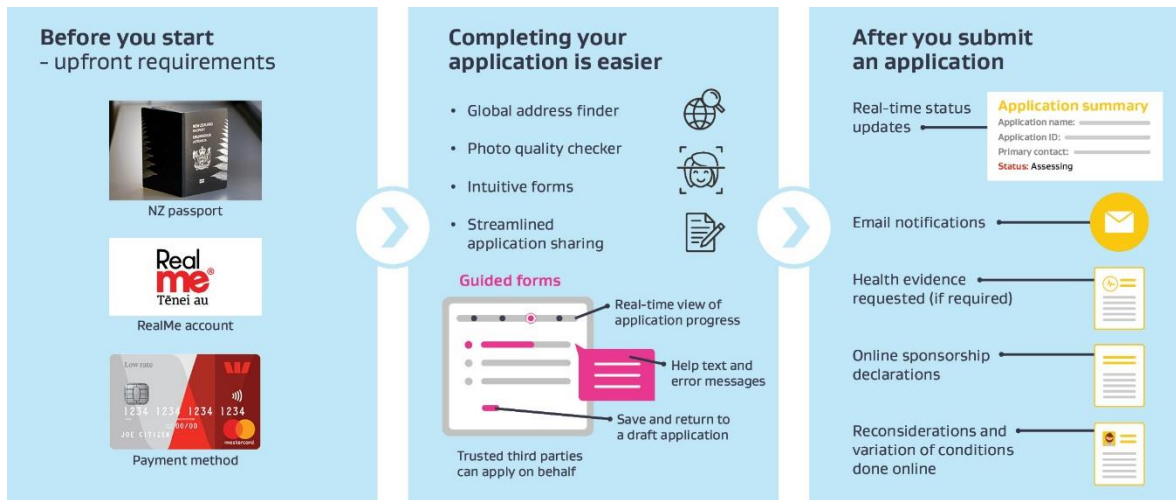
This section includes how to access the enhanced system and outlines some of the changes in terminology, new online guidance text and common functions. It also confirms the requirements for providing immigration advice.

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 — Immigration New Zealand
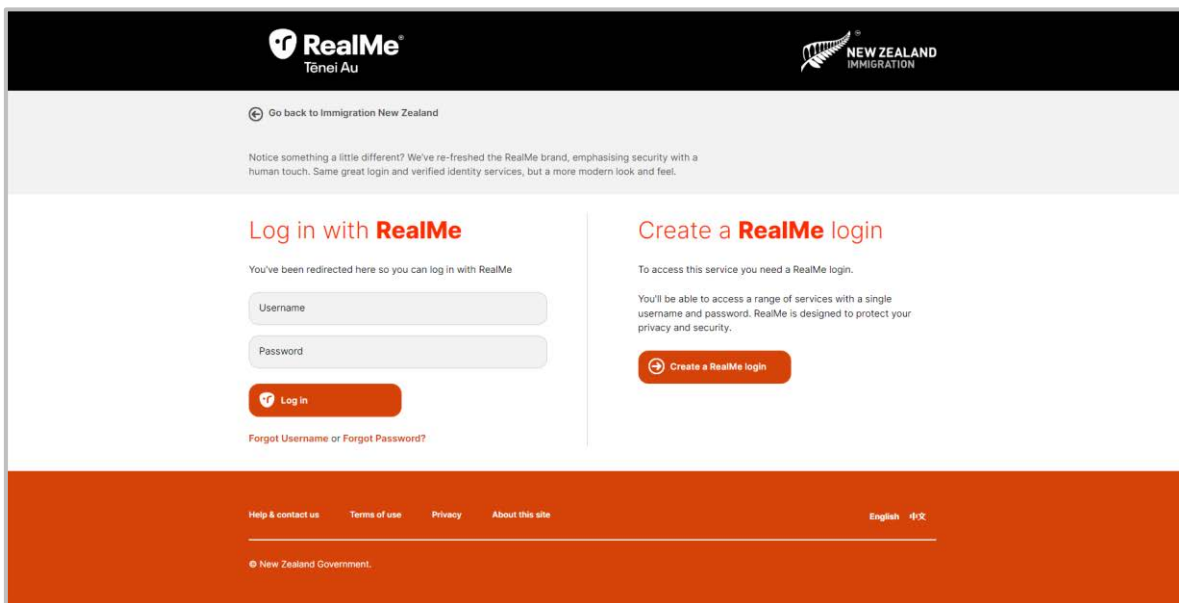
1.2 Rules for providing immigration advice

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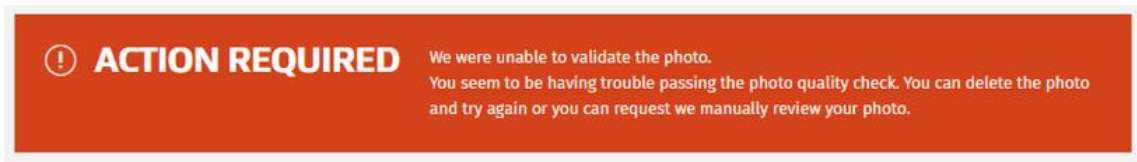>
> **WARNING**
> If you are applying for a Visitor visa as a parent or grandparent of a New Zealand citizen or resident, you must be outside New Zealand when you apply.

A 'Sorry' message highlights why you are unable to continue and includes a link to further information.
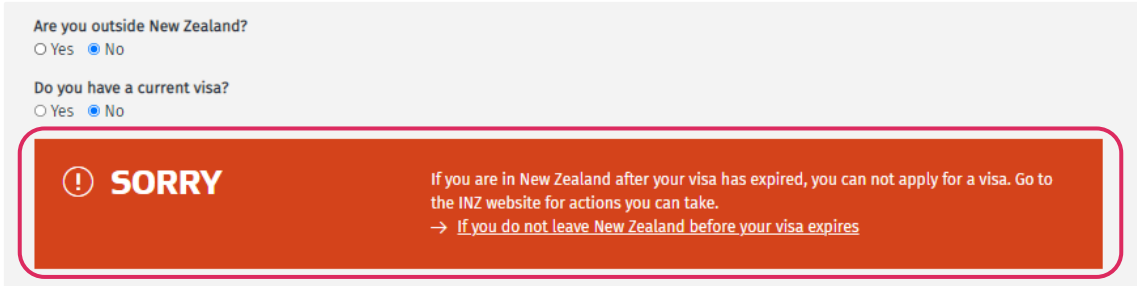
Not all alerts include a link, but all provide information about action you must take.

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.
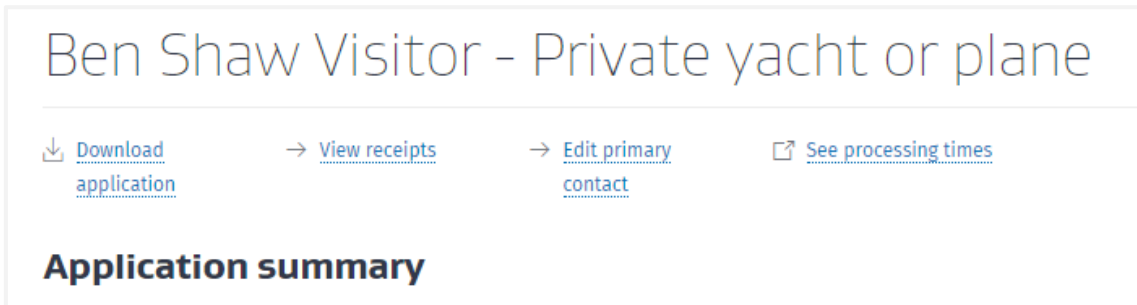
1.7.2   Application form progress bar

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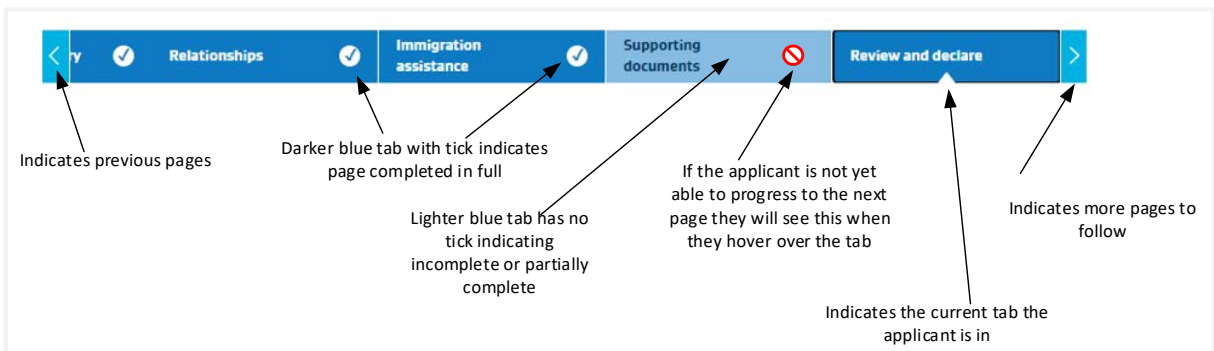
1.7.3   Filters

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

1.7.4   Date fields

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

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 Customer Service Centre on 0508 558 855 (toll-free from New Zealand landlines).

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

➔   [What information can the Customer Service Centre 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 i**ncluding:

- 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.

Enhancements to Immigration Online: A guide for external users

Welcome to Immigration Online

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.

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	⌄
Bronwyn Mechen	FSC-V1S3B0-2022--01718	⌄

Manage network
Add member
Edit network name
Delete network

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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 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 Customer Service Centre 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.

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.

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.

Enhancements to Immigration Online: A guide for external users

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
Janet Elizabeth MacEwen	VV00001208	Visitor Visa - Business	03 Feb 2022	Single	Download e-visa	▼

Share visa
View

Enhancements to Immigration Online: A guide for external users

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 terms of use — Immigration New Zealand

For specific information for accredited employers, see section 6.1 Sharing accredited employer details.

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.

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.

UNCLASSIFIED

Items shared with this network

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.

Enhancements to Immigration Online: A guide for external users

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.

Search [🔍]

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.

Search [🔍]

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	[˅]

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**.

NEW ZEALAND
IMMIGRATION

Q   **LOG OUT**

My dashboard   **My visas**   **Employ migrants**   **My sponsorships**

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
Joe Bloggs	joebloggs@example.com	CSC-H55776-2023--04531	⌄
Application created by		CSC-H55776-2023--04531	⌄

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	⌄
					Remove applicant
Hitzelspergert	Franz	Primary	CONTINUE	Draft	
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.

3.1.3   Upload passport scan

Some visa types require you to upload a scan of your passport at this stage in the application. Immigration Online reads the details from your passport scan and uses this information to fill in the *Identity Details* page of the application form.

If your visa type requires you to upload a scan of your passport, then an **Upload passport** button will display in the **Action** column instead of the **Continue** button. Before you continue with your application, you must upload a PDF scan of your passport information page.

To upload a scan of your passport, select **Upload passport**.

When you select **Upload passport**, the **Upload passport scan** page opens.

Upload a scan of your passport and then select:

- **Add other applicants** – if you want to return to the **Application summary** page and add other applicants to your application.
- **Continue** – if you want to continue to the application form.

If your upload was successful, Immigration Online will read the details from your passport. When you continue to the *Identity Details* page of the application form, your passport details will display. Check that the details are correct. If they are not, edit them.

If after three attempts, your upload failed or Immigration Online failed to read the details from your passport scan, then you can continue to the application form. You must manually enter your passport details on the *Identity Details* page before proceeding with your 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 staf

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.

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

	BROWSE

Issue date

dd	mm	yyyy	📅

Country of issue

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

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 purpose.

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

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.

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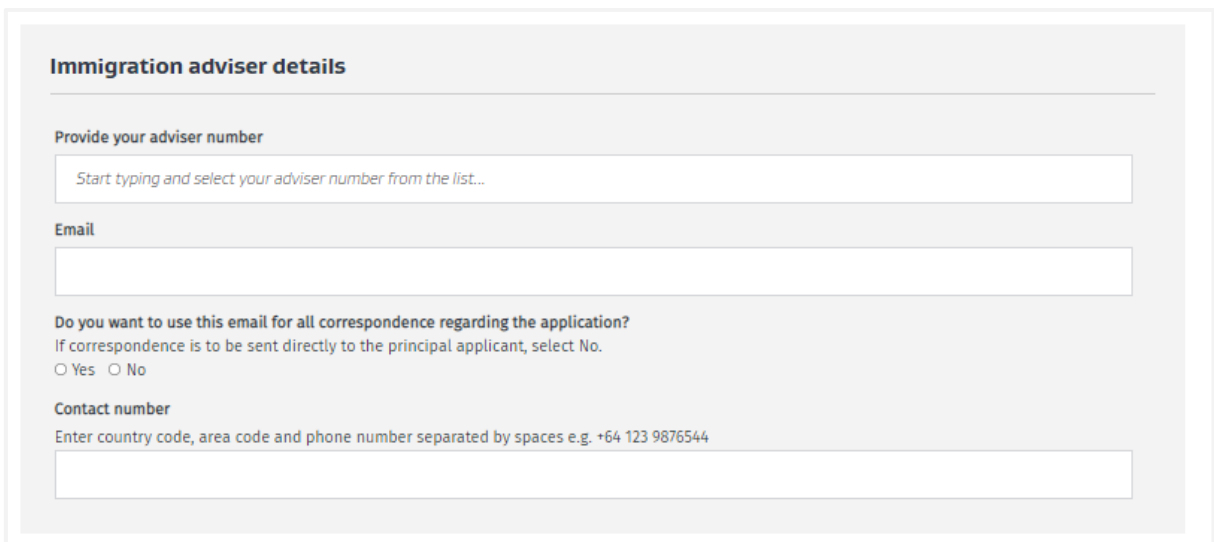
If you want to be the primary contact for the visa application, select 'Yes' when completing the **Immigration assistance** section of the online form. Your name and email address displays as the primary contact for the application.

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.

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

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.

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.

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](#)

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**.

Enhancements to Immigration Online: A guide for external users

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-P6S300-2021--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.

Enhancements to Immigration Online: A guide for external users

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 .

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.

Search 🔍

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
CAMVSXYZ	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.

Search 🔍

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	⌄
VVOli VOLXYZ	Visitor Visa - General	VV00020826	Sponsor	20 Jun 2023	Submitted	Download form	⌄

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**.

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**.

Enhancements to Immigration Online: A guide for external users

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.

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.

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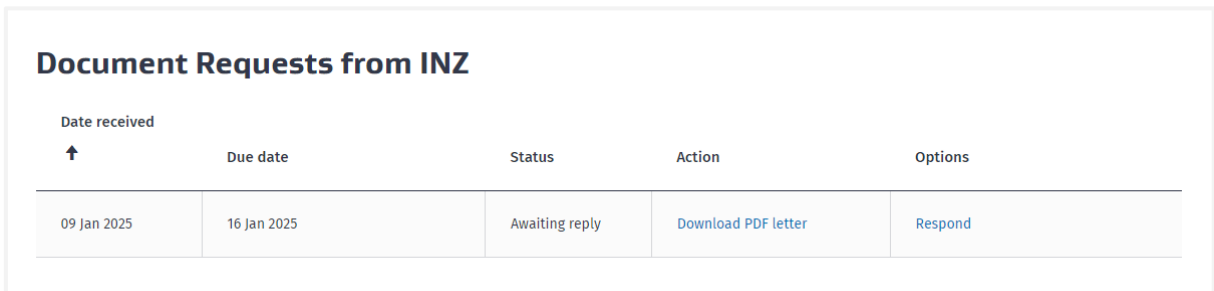
To update primary contact details, select **Edit primary contact** at the top of the **Application summary** page.

4.3 Document requests from INZ

Note: The **Document Requests from INZ** functionality is available only for Visitor Visa applications.

INZ may require replacement photographs or supporting documents if there was an issue with one or more files you uploaded with your application.

If INZ requires replacement photographs or supporting documents, an email will be sent to the primary contact for the application. The email prompts the recipient to log in to Immigration Online, find their application, and go to the **Document Requests from INZ** section to view and respond to the request.

Document Requests from INZ

Date received ↑	Due date	Status	Action	Options
09 Jan 2025	16 Jan 2025	Awaiting reply	Download PDF letter	Respond

Additionally, the Visa application progress page will show that information has been requested for the **Document checks** activity.

For information on how to view the Visa application progress page, see section 4.1 Visa application progress.

4.3.1 View and respond to a document request

SUMMARY

To view and respond to a document request, open the Application summary page and go to the **Document requests from INZ** section.

STEPS

To view and respond to a document request:

1. Log in to Immigration Online.
2. Go to the **My visas** tab.
3. Go to the **Submitted applications** section.
4. Find your visa application.
5. In the **Options** drop-down list, select **View summary**. The Application summary page opens.
6. Go to the **Document Requests from INZ** section.
7. Find the request from INZ.
8. To view the letter from INZ, select **Download PDF letter**. The letter contains information on the specific replacement photographs and/or documents that you have been asked to provide.
9. To respond to the request, select **Respond**. Then upload the requested photographs and/or documents.

RESULT

After you respond to a document request:

- You will receive an email confirming that INZ has received your response to the request.
- In the **Status** column, the status of the document request changes from **Awaiting reply** to **Response received**.
- In the **Options** column, the **Respond** option is replaced with a **View response** option. To view your response to the request, including the documents that you uploaded, select **View response**.

Note
It can take up to a minute for the status of the document request to change to **Response received**. If the status does not change after you submit your response, wait one minute, and then refresh your browser window.

4.4 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

4.4.1 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.

4.4.2 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.

4.5 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 (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

Choose File | No file chosen

CANCEL   SUBMIT

4.6   Decisions

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

4.6.1   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.

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.

4.6.2   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 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
			Stop sharing

There are no records to display.

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
					CONTINUE

There are no records to display.

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
				View application / View receipt

There are no records to display.

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.

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	⌄

Enhancements to Immigration Online: A guide for external users

5.3 Request reconsideration of a decline decision

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

To request reconsideration of a decline decision:

1. Log in to [Immigration Online](#).
2. Go to the **My Visas** tab.
3. Check the **Submitted applications** section to find your declined application.
4. In the **Options** drop-down list, select **View summary**.

The Application summary page opens.

5. At the top of the Application summary page, select **Request reconsideration**.

6. Complete and submit the online form and pay the fee.

> **Note:** If the 14-day reconsideration period has ended or if you are outside New Zealand, the **Request reconsideration** link will not display on the Application summary page.

Requests for reconsideration are reviewed by a different immigration officer from the one who has made the decline decision. When your reconsideration request has been decided, you will be notified by email that a decision letter is available for review in your Immigration Online account.

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.

Selecting the **Manage my access** button opens the *Manage my access* page, where users can view and remove their own access to employer accreditation items.

Selecting the **Manage user access** button opens the *Manage access to organisations* page, where an organisation's access administrator can view and remove any user's access to employer accreditation items.

NEW ZEALAND
IMMIGRATION

Q 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

Search   Q

Organisation name ↑	NZBN	Accreditation type	Status	Expiry date	Options
COMPANY LIMITED	9429038162862	Standard employer accreditation	Active	01 Aug 2025	⌄

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. To notify Immigration New Zealand when a migrant leaves their job, select View accreditation from the Options drop down and then go to Migrant workers with visas.

☰ All Items ▾   Search   Q

Organisation name ↑	NZBN	Accreditation type	Status	Expiry date	Options
COMPANY LIMITED	9429038162862	Standard employer accreditation	Active	01 Aug 2025	⌄

View accreditation
Share 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

Manage my access

Select Manage my access to view your access to organisations, accreditation applications, accreditation certificates, and job check applications.

MANAGE MY ACCESS

Manage access to organisations

An organisation's access administrator can view and remove any user's access to the organisation and its accreditation applications, accreditation certificates, and job check applications.

MANAGE USER ACCESS

MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

New Zealand Government

COPYRIGHT   TERMS OF USE   COOKIE PREFERENCES   GLOSSARY   ACCESSIBILITY   PRIVACY

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

I want to…	On the Employ migrants page…
apply for accreditation for a new organisation	• select **Get accreditation**
complete a draft accreditation application	• select **Manage accreditations**, then • select **Continue**
upgrade accreditation 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
change accreditation type	• select **My accredited organisations**, then • select **View organisation** option, then • select **Renew accreditation** When you renew your accreditation, you can apply for a different accreditation type.
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 AEWV 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**

I want to…	On the Employ migrants page…
send a request to an employee to apply for a further AEWV 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	• 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 **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 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** from the **Options** drop-down list 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   Manage access to organisations

View a user's access to employer accreditation items

SUMMARY

On the *Manage access to organisations* page, an organisation's access administrator can view and remove any user's access to the organisation's employer accreditation items.

For information on managing access to accreditation items, visit the INZ website:

Video — Employer guidance on how to manage access on enhanced Immigration Online | Immigration New Zealand

STEPS

To open the *Manage access to organisations* page:

1. Log in to Immigration Online.
2. On the **Employ migrants** tab, go to the **Manage access to organisations** section.
3. Select **Manage user access**. The *Manage access to organisations* page opens.

NEW ZEALAND
IMMIGRATION

My dashboard   My visas   **Employ migrants**   My sponsorships

My dashboard > Employ migrants > Manage access to organisations

Manage access to organisations

If you are the access administrator for an organisation, you can view all user access to that organisation and its accreditation applications, accreditation certificates, and job check applications.

To remove a user's access to an item, use the Options dropdown and select Remove all access.

To make another user the access administrator for an organisation, go to the Organisation section to find the user, use the Options dropdown, and select Make this person the access administrator.

> **NOTE**
> If you cannot view any items relating to user access, you are not the access administrator for any organisations.

Organisation access

These users can access all accreditation certificates, accreditation applications, and job check applications under the organisation, including all supporting documents and correspondence.

Search 🔍

User with Access ↑	Organisation	Date Shared	Email Address	Sharing ID	Options
Application created by	COMPANY LIMITED	31 Jul 2024 2:22 PM		CSC-H557T6-2023--04531	
John Doe	COMPANY LIMITED	11 Jul 2022 2:32 PM	john.doe@example.com	CSC-P6S300-2021--016130	⌄

Accreditation application access

These users can access a specific accreditation application, including its supporting documents and correspondence. If the application is approved, they gain access to the accreditation certificate and all job check applications under the accreditation certificate.

Search 🔍

User with Access ↑	Accreditation Application	Date Shared	Email Address	Sharing ID	Options
Application created by	EA00003149 COMPANY LIMITED	31 Jul 2024 2:19 PM		CSC-H557T6-2023--04531	

Accreditation certificate access

These users can access a specific accreditation certificate and all job check applications under the accreditation certificate.

Search 🔍

User with Access ↑	Accreditation Approval	Date Shared	Email Address	Sharing ID	Options
Jane Doe	COMPANY LIMITED Standard employer accreditation	25 Jul 2024 2:13 PM	jane.doe@example.com	CSC-Q4F9R9-2022--04146	⌄

Job check application access

These users can access a specific job check application, including its supporting documents and correspondence. If the application is approved, they can invite migrants to apply for visas.

Search 🔍

User with Access ↑	Job Check	Date Shared	Email Address	Sharing ID	Options
Application created by	JC00002125 Speech Language Therapist	15 May 2023 9:32 AM		CSC-H557T6-2023--04531	
Application created by	JC00001805 Insurance agent	19 May 2023 2:05 PM		CSC-P6S300-2021--016130	⌄
Application created by	JC00002375 ICT Project Manager	04 Oct 2023 9:23 AM		CSC-Q4F9R9-2022--04146	⌄

The *Manage access to organisations* page has four sections, each of which displays user access at that level.

Section	Details
Organisation access	Displays user access at the organisation level
Accreditation application access	Displays user access at the accreditation application level
Accreditation certificate access	Displays user access at the accreditation certificate level
Job check application access	Displays user access at the job check application level

Important note
Access to employer accreditation items is hierarchical. If a user has access to an accreditation item, they are also granted access to all the items under it. However, only the item that is shared with them will display on the *Manage access to organisations* page.

Example
Lucy, who is the access administrator, shares the organisation with John. When Lucy opens the *Manage access to organisations* page, the **Organisation access** section will show John's access to the organisation. Because access is hierarchical, John will also have access to any items under the organisation, such as accreditation certificates and job check applications.

For more information on sharing levels, see section 6.1 Sharing accredited employer details.

Items that have been created by a user:
- show **Application created by** in the **User with Access** column
- have no email address in the **Email Address** column.

Items that have been shared with a user:
- show the user's name in the **User with Access** column

- show the user's email address in the **Email Address** column.

Remove a user's access to employer accreditation items

SUMMARY

As an organisation's access administrator, you can remove a user's access to the organisation's accreditation items.

When you remove a user's access via any of the sections on the *Manage access to organisations* page, that user loses access to every item under the organisation. You cannot remove a user's access to specific accreditation items while allowing them to retain access to others.

If you want a user to retain access to specific items under the organisation, you must remove their access to everything and then share only the items that you want them to have access to.

> **Note**
> If you are the access administrator for an organisation, you cannot remove your own access to the organisation's accreditation items.
>
> To remove your access to these items, you need to assign access administrator rights to another user first. See Make another user the access administrator.

STEPS

To remove a user's access to an organisation's accreditation items:
1. Log in to Immigration Online.
2. On the **Employ migrants** tab, go to the **Manage access to organisations** section.
3. Select **Manage user access**. The *Manage access to organisations* page opens.
4. Find the item that shows the access you want to remove.
5. In the **Options** drop-down list, select **Remove all access**.

RESULT

The user no longer has access to any of the items under the organisation.

Make another user the access administrator

SUMMARY

To make another user the access administrator of an organisation:

- you must be the current access administrator, and
- that user must already have organisation access.

You may have to share the organisation with the user before you make them the access administrator. For information on sharing accreditation items, see section 6.1 Sharing accredited employer details.

Each organisation can have only one access administrator. If you make another user the access administrator, you will no longer be the access administrator for the organisation.

STEPS

To make another user the access administrator for an organisation:

1. Log in to Immigration Online.
2. On the **Employ migrants** tab, go to the **Manage access to organisations** section.
3. Select **Manage user access**. The *Manage access to organisations* page opens.
4. Go to the **Organisation access** section.
5. Find the item that shows both the organisation and the user that you want to assign access administrator rights to.
6. In the **Options** drop-down list, select **Make this person the access administrator**.

RESULT

You have transferred access administrator rights to the user. You will no longer be able to view who has access to the organisation's employer accreditation items.

6.1.2 Manage my access

View your access to employer accreditation items

SUMMARY

On the *Manage my access* page, you can view and remove your own access to employer accreditation items.

For information on managing access to accreditation items, visit the INZ website:

[Video — Employer guidance on how to manage access on enhanced Immigration Online | Immigration New Zealand](#)

STEPS

To open the *Manage my access* page:

1. Log in to [Immigration Online](#).
2. On the **Employ migrants** tab, go to the **Manage my access** section.
3. Select **Manage my access**. The *Manage my access* page opens.

NEW ZEALAND IMMIGRATION

🔍 **LOG OUT**

My dashboard   My visas   **Employ migrants**   My sponsorships

My dashboard > Employ migrants > Manage my access

Manage my access

View your access to organisations, accreditation applications, accreditation certificates, and job check applications. To remove your access to an item, use the Options dropdown, and select Remove all access.

Organisation access

These are the organisations you have created or that have been shared with you. You have access to the accreditation certificates, accreditation applications, and job check applications under these organisations.

Search 🔍

User with Access ⬆	Organisation	Date Shared	Email Address	Sharing ID	Options
Application created by	COMPANY LIMITED	31 Jul 2024 2:22 PM		CSC-H5S7T6-2023--04531	

Accreditation application access

These are the accreditation applications that you have created or that have been shared with you. You have access to the applications, including their supporting documents and correspondence. If the applications are approved, you gain access to the accreditation certificate and all job checks under the accreditation certificate.

Search 🔍

User with Access ⬆	Accreditation Application	Date Shared	Email Address	Sharing ID	Options
Application created by	COMPANY LIMITED	31 Jul 2024 2:19 PM		CSC-H5S7T6-2023--04531	

Accreditation certificate access

These are the accreditation certificates that you have created or that have been shared with you. You have access to the accreditation certificates and all job check applications under the accreditation certificates.

Search 🔍

User with Access ⬆	Accreditation Approval	Date Shared	Email Address	Sharing ID	Options
John Doe	COMPANY LIMITED Standard employer accreditation	01 Aug 2024 1:20 PM	john.doe@example.com	CSC-H5S7T6-2023--04531	⬇

Job check application access

These are the job check applications that you have created or that have been shared with you. You have access to the applications, including their supporting documents and correspondence. If the applications are approved, you can invite migrant workers to apply for visas.

Search 🔍

User with Access ⬆	Job Check	Date Shared	Email Address	Sharing ID	Options
Application created by	JC00002417 Tour Guide	07 Nov 2023 4:20 PM			
John Doe	JC00001805 Insurance agent	18 Mar 2024 10:59 AM	john.doe@example.com	CSC-H5S7T6-2023--04531	⬇

INFORMATION

The *Manage my access* page has four sections, each of which displays access to accreditation items that you have created or that have been shared with you.

Section	Details
Organisation access	Displays organisations that you have created or that have been shared with you
Accreditation application access	Displays accreditation applications that you have created or that have been shared with you
Accreditation certificate access	Displays accreditation certificates that you have created or that have been shared with you
Job check application access	Displays job check applications that you have created or that have been shared with you

Important note
Access to employer accreditation items is hierarchical. If you have access to an accreditation item, you are also granted access to all the items under it. However, only the item that is shared with you will display on the *Manage my access* page.

Example
If someone shares an accreditation certificate with you, the **Accreditation certificate access** section will show your access to this item. Because access is hierarchical, you will also have access to any items under that certificate, such as job check applications.

For more information on sharing levels, see section 6.1 Sharing accredited employer details

Items that you have created:
- show **Application created by** in the **User with Access** column
- have no email address in the **Email Address** column.

Enhancements to Immigration Online: A guide for external users

Items that have been shared with you:
- show your name in the **User with Access** column
- have your email address in the **Email Address** column.

Remove your access to employer accreditation items

SUMMARY

You can remove your own access to an organisation's accreditation items.

When you remove your access via any of the sections on the *Manage my access* page, you lose access to every item under the organisation. You cannot remove your access to specific accreditation items while retaining access to others.

> **Note**
> If you are the access administrator for an organisation, you cannot remove your own access to any of the organisation's accreditation items.
>
> To remove your access to these items, you need to assign access administrator rights to another user first. See 6.1.1 Manage access to organisations.

STEPS

To remove your own access to an organisation's employer accreditation items:
1. Log in to Immigration Online.
2. On the **Employ migrants** tab, go to the **Manage my access** section.
3. Select **Manage my access**. The *Manage my access* page opens.
4. Find the item that shows your access.
5. In the **Options** drop-down list, select **Remove all access**.

Accreditation certificate access

These are the accreditation certificates that you have created or that have been shared with you. You have access to the accreditation certificates and all job check applications under the accreditation certificates.

User with Access ↑	Accreditation Approval	Date Shared	Email Address	Sharing ID	Options
John Doe	COMPANY LIMITED Standard employer accreditation	01 Aug 2024 1:20 PM	john.doe@example.com	CSC-H5S7T6-2023--04531	▾ Remove all access

RESULT

You no longer have access to any of the items under the organisation.

6.2 Apply for employer accreditation (employers)

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

➔ The accreditation process — Immigration New Zealand
➔ How to apply for AEWV employer accreditation — Immigration New Zealand
➔ How we define franchisees and controlling third parties — Immigration New Zealand

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.

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 AEWV 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.

[Search]   [🔍]   **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 ▾   [Search]   [🔍]

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 the Customer Service Centre as necessary.

6.2.1   Renew employer accreditation

Renew employer accreditation

You can renew your accreditation at any time. If we approve your renewal application, your new accreditation period starts from the date we approve it.

You should allow enough time for us to process your application before your current accreditation expires. You can see current wait times on our website: www.immigration.govt.nz/aewv-wait-times

To renew your accreditation

1. On the **Employ Migrants** page select **My accredited organisations**

2. Select **View organisation** from the **Options** drop-down list for the relevant organisation. The **Organisation details** page displays.

3. 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.

4. When your employer Accreditation renewal has been approved it will create a new Accreditation Certificate. If you have shared your previous Accreditation Certificate with people in your organisation and you would like them to continue to have access to the new Accreditation Certificate, you will have to share it. Refer to section 6.1.1 Manage access to organisations

6.2.2 Upgrade accreditation from standard to high volume

To upgrade your accreditation from standard 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

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

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

6.2.3   Change accreditation type

You can upgrade your accreditation from standard to high volume on the Employer accreditation application summary page. See section 6.2.2 Upgrade employer accreditation from standard to high volume.

For all other changes to accreditation type, you must renew your accreditation and pay the full accreditation fee.

When you renew your accreditation, you can choose the right accreditation type for your organisation. You can renew your accreditation at any time.

For information on how to renew your accreditation, see section 6.2.1 Renew employer accreditation.

6.2.4   Request reconsideration of a decline decision (Employer Accreditation)

If your accreditation application is declined, you can request reconsideration of the decline decision within 14 calendar days of receiving the decision. Your organisation is deemed to have received the decision three working days after the notification about the decision was emailed to your organisation's contact person.

To request reconsideration of a decline decision for your employer accreditation application:

1. Log in to Immigration Online.
2. Go to the **Employ migrants** tab.
3. In the **Manage accreditations** section, select **Manage accreditations**.
4. Check the **Submitted accreditation applications** section to find your declined application.
5. In the **Options** drop-down list, select **View application**. The Employer accreditation application summary page opens.
6. At the top of the page, select **Request reconsideration**.
7. Complete and submit the online form and pay the fee.

> **Note:** If the 14-day reconsideration period has ended, the **Request reconsideration** link will not display on the Employer accreditation summary page.

Requests for reconsideration are reviewed by a different immigration officer from the one who made the decline decision. When your reconsideration request has been decided, you will be notified by email that a decision letter is available for review in your Immigration Online account.

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:

➔   How to apply for a Job Check — Immigration New Zealand

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.

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	⌄

< 1 2 3 4 **5** 6 7 8 .. 50 >

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**.

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**.

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

As an employer, you can support your employees to apply for their visa length balance by reusing an existing job token if the employee meets specific eligibility requirements.

For more information, go to the INZ website:

➜ Reusing job token

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**.

Enhancements to Immigration Online: A guide for external users

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 longer.

Your employee must meet specific requirements to be eligible for this further AEWV. They must also meet the general AEWV requirements, which may have changed since they last applied for an AEWV.

Check whether your employee meets these requirements.

↗ Reusing a job token

Warning: If your employee does not meet these requirements, their application will likely be declined.

Name

Joe Bloggs

Email address

joebloggs@example.com

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**.

Enhancements to Immigration Online: A guide for external users

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.)

Job title	Application ID	Expiry date ↑	Candidate	Job token type	Status	Options
Physicist	JC00001769		Joe Bloggs	Reused token	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.

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**.

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.

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**.

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

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.

o 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 Notify us that a migrant worker has left your employment

SUMMARY

If your current accreditation was approved, renewed, or upgraded on or after 7 April 2024, you must notify Immigration New Zealand (INZ) within 10 working days if:

- a migrant worker leaves your employment, and
- that migrant worker has at least one month left on their Accredited Employer Work Visa (AEWV).

To notify INZ that a migrant worker has left your employment, open the *Employer accreditation certificate* page, go to the **Migrant workers with visas** section, and select **Notify INZ that employment has ended**.

Note: To notify INZ that a migrant worker has left your employment, you must have access to your organisation's Accreditation certificate. This certificate displays on the **Employ migrants** page, in the **My granted accreditations** section.

If you do not have access to this certificate, you can:

- ask someone in your organisation to share it with you, or
- ask someone with access to the certificate to notify INZ that the migrant worker has left your employment.

STEPS

To notify INZ that a migrant worker has left your employment:

1. Log in to Immigration Online.
2. Go to the **Employ migrants** tab.
3. Go to the **My granted accreditations** section.
4. Find your accreditation.
5. In the **Options** drop-down list, select **View accreditation**. The *Employer accreditation certificate* page opens.
6. Go to the **Migrant workers with visas** section. To change the view to display only migrant workers that hold a current AEWV but for whom no notification has been sent, select **All Visas**, and then select **Active Visas Not Notified**.

7. Find the migrant worker who has left your employment.
8. In the **Options** drop-down list, select **Notify INZ that employment has ended**.

RESULT

Your notification is sent to INZ, and the date that you sent the notification displays in the **Notification submitted (date)** column.

6.6 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.

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.

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.

Enhancements to Immigration Online: A guide for external users