



Frequently Asked Questions (FAQ)

Who can apply for a Permit online?

What do I need to apply for a Permit online?

How do I apply for a Permit Online?

How do I complete the online application?

I am receiving errors when trying to apply for my Permit online.

How can I make images of my supporting documents in order to submit them online?

What are the photo requirements?

What should I do if the Immigration Division requests payment for my application?

How can I pay for the online Permit application?

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

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

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

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

How can I check the status of my application?

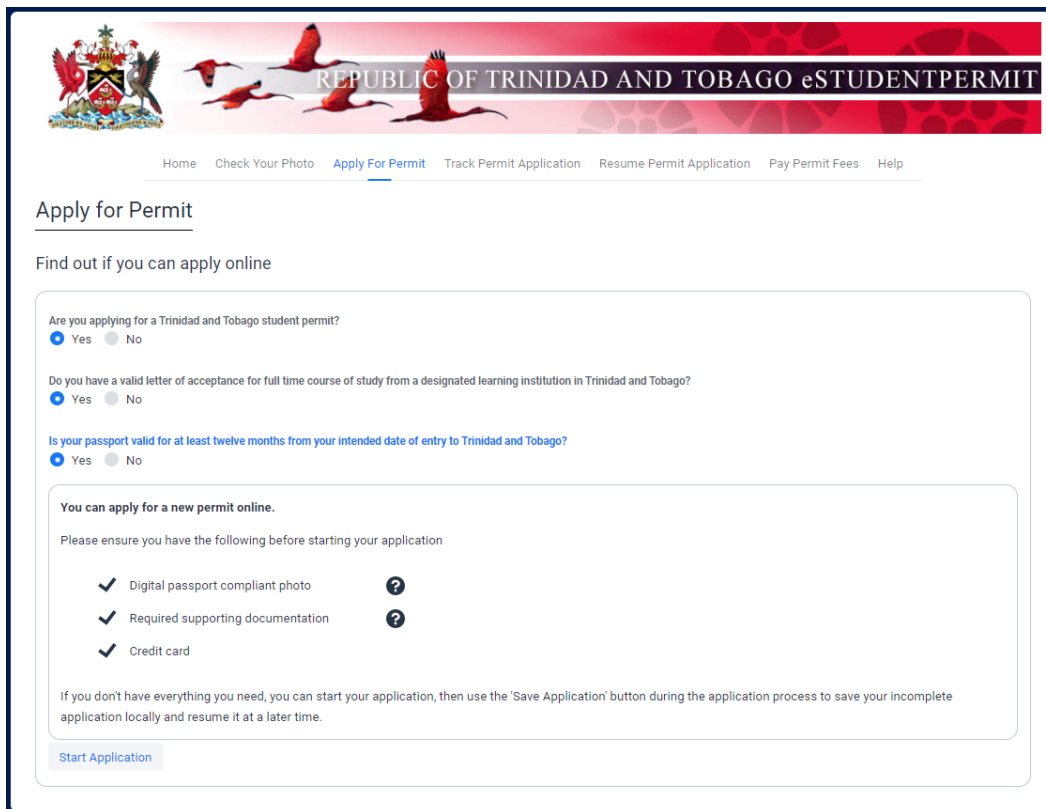
How do I know if my Permit is ready?

Who can apply for a Permit online?

Before you can apply for a permit online you will be asked a series of questions to determine your eligibility.

To apply for a Permit online, you must:

- be applying for a Trinidad and Tobago student permit.
- have a valid letter of acceptance for full time course of study from a designated learning institution in Trinidad and Tobago.
- hold a passport that is valid for at least twelve months from your intended date of entry to Trinidad and Tobago.



The screenshot shows the 'Apply for Permit' page on the Republic of Trinidad and Tobago eSTUDENTPERMIT portal. The page features a red header with the national coat of arms and the text 'REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT'. Below the header is a navigation menu with links: Home, Check Your Photo, Apply For Permit (highlighted), Track Permit Application, Resume Permit Application, Pay Permit Fees, and Help. The main content area is titled 'Apply for Permit' and includes the instruction 'Find out if you can apply online'. It contains three eligibility questions, each with radio buttons for 'Yes' and 'No'. The first question is 'Are you applying for a Trinidad and Tobago student permit?' with 'Yes' selected. The second is 'Do you have a valid letter of acceptance for full time course of study from a designated learning institution in Trinidad and Tobago?' with 'Yes' selected. The third is 'Is your passport valid for at least twelve months from your intended date of entry to Trinidad and Tobago?' with 'Yes' selected. Below these questions, a box states 'You can apply for a new permit online.' and lists three requirements: 'Digital passport compliant photo', 'Required supporting documentation', and 'Credit card', each with a checkmark and a question mark icon. A final instruction reads: 'If you don't have everything you need, you can start your application, then use the 'Save Application' button during the application process to save your incomplete application locally and resume it at a later time.' At the bottom of the form is a 'Start Application' button.

[Return to top](#)

What do I need to apply for a Permit online?

You need to have the following items prior to starting an online application:

- **Digital passport compliant photo.** For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.
 - JPEG, PNG, or BMP format.
 - Between 15 KB and 7584 KB.
 - Between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high.

- **Supporting documents.** Information provided during the application process will determine which supporting documents you need to upload to support your Student Permit application. Supporting documents must adhere to the following requirements:
 - Documents must be in PDF format.
 - Each document must not exceed 450 KB.
 - The number of documents you may upload is limited to twenty in total.

- **Credit card**

Note: The Immigration Division reserves the right to request a new photo or supporting documents if deemed necessary.

[Return to top](#)

How do I apply for a Permit Online?

1. To ensure your photo is acceptable, use the **Check Your Photo** tool.
2. Select **Apply For Permit**. The portal will ask a series of questions to ensure you are eligible to apply for a Permit online.
3. If you are eligible, you will see a **Start Application** button at the bottom of the page.

The image shows two screenshots of the Republic of Trinidad and Tobago eSTUDENTPERMIT portal. The top screenshot displays the main menu with four options: 'Check Your Photo', 'Apply For Permit', 'Resume Permit Application', and 'Pay Permit Fees'. The 'Apply For Permit' option is highlighted with a red circle and the number '2'. The bottom screenshot shows the 'Apply for Permit' page with a series of questions and a 'Start Application' button at the bottom, which is highlighted with a red arrow.

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

Home | Check Your Photo | **Apply For Permit** | Track Permit Application | Resume Permit Application | Pay Permit Fees | Help

1 **Check Your Photo**
Check that your photograph meets the requirements

2 **Apply For Permit**
Apply for a new permit

Resume Application
Resume your incomplete permit application

Pay Permit Fees
Pay the fees for your permit application if requested by the Immigration Division

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

Home | Check Your Photo | **Apply For Permit** | Track Permit Application | Resume Permit Application | Pay Permit Fees | Help

Apply for Permit

Find out if you can apply online

Are you applying for a Trinidad and Tobago student permit?
 Yes No

Do you have a valid letter of acceptance for full time course of study from a registered learning institution in Trinidad and Tobago?
 Yes No

Is your passport valid for at least twelve months from your intended date of entry to Trinidad and Tobago?
 Yes No

You can apply for a new permit online.

Please ensure you have the following before starting your application

- ✓ Digital passport compliant photo
- ✓ Required supporting documentation
- ✓ Credit card

If you don't have everything you need, you can start your application, then use the 'Save Application' button during the application process to save your incomplete application locally and resume it at a later time.

[Start Application](#)

[Return to top](#)

How do I complete the online application?

Once you are considered eligible to apply for a Permit online, your application will begin with the **Getting Started** page where you can begin entering your information. Click the **Next** and **Previous** buttons at the bottom of each page to navigate through the eight steps (pages) of the application. The current page is highlighted so you can easily see where you are in the application process.

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

The screenshot displays the 'REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT' application interface. The top navigation bar includes links for Home, Check Your Photo, Apply For Permit, Track Permit Application, Resume Permit Application, Pay Permit Fees, and Help. The main content area features four action buttons: 'Check Your Photo', 'Apply For Permit' (highlighted with a red circle and '1'), 'Resume Application', and 'Pay Permit Fees'. Below this is the 'Apply for Permit' section, which includes a progress bar with eight steps: 1. Getting Started (highlighted with a red circle and '2'), 2. Enter Details, 3. Upload Photo, 4. Upload Signature, 5. Upload Documents, 6. Review Application, 7. Submit Payment, and 8. Confirmation. A red double-headed arrow spans the progress bar. The 'Getting Started' step is expanded to show a form for 'Applicant's Information' with fields for Permit type (STUDENT PERMIT), Surname, Given name(s), Date of birth, Nationality, and Institution name. A red callout box with the text 'Enter application details' points to the name fields. At the bottom, a 'Previous' button is annotated with 'Click to go back to the previous page' and a 'Next' button is annotated with 'Click to go to the next page'. An 'Exit Application' button is also visible.

[Return to top](#)

I am receiving errors when trying to apply for my Permit online.

If you receive an error during the online application process, be sure to enter your information **exactly** as required.

The screenshot shows the 'Apply for Permit' form at the 'Getting Started' stage. The 'Applicant's Information' section includes fields for Permit type (STUDENT PERMIT), Surname (CAMPBELL), Given name(s) (KATHERINE), Date of birth (1980-09-09), Nationality (CANADIAN), and Institution name (ARIMA GIRLS RC SCHOOL). The date of birth field is highlighted with a red box and a red 'X' icon. A red error message box above it reads 'Invalid or missing required entry: Date Of Birth'.

The screenshot shows the same 'Apply for Permit' form. The date of birth field is now filled with '26-04-1980' and is highlighted with a green box and a green checkmark icon, indicating it is correct.

[Return to top](#)

How can I make images of my supporting documents to submit them online?

You can photograph or scan any supporting documents and save them as PDF files.

Here are some alternative solutions:

1. If your scanner does not support PDF files, it is recommended that you scan the document and save the file as a .jpg or .png file and then open it in an application such as Word.
2. If your scanner does not support PDF files, open the scanned document, and select **Print**. Choose the **Print to PDF** option. Select the destination folder and click **Print**. The PDF of the scanned image will in the destination folder you choose.
3. Photocopy stores may offer a scanning service.

[Return to top](#)

What are the photo requirements?

From the Permits Home page, use the **Check Your Photo** tool to ensure your photo meets the requirements to apply for a Permit. Submitted photos must adhere to the following requirements:

- JPEG, PNG, or BMP format (JPEG, PNG, or BMP file extension)
- between 15 KB and 7584 KB
- between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high

Some photos may appear to meet the requirements, but the system might find false errors. If this is the case, retake the photo or apply in person at the Immigration Division.

For more information, guidance, and examples of acceptable photos, click the **Photo Guide** link on the **Check Your Photo** page.

The screenshot shows the 'Check Your Photo' tool interface. At the top, there is a header with the national coat of arms and the text 'REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT'. Below the header is a navigation menu with links: Home, Check Your Photo, Apply For Permit, Track Permit Application, Resume Permit Application, Pay Permit Fees, and Help. The main heading is 'Check Your Photo'. Below this, there is a disclaimer: 'The Immigration Division reserves the right to request a new photo if deemed necessary.' and a link to the 'Photo Guide'. A note states: 'This tool can be used to check whether a digital photo is suitable for upload without starting an application.' The interface is divided into two main sections: 'Sample Photo' and 'My Photo'. The 'Sample Photo' section shows a photo of a man with a green bounding box around his face. Below the photo, there are two green checkmarks with the text: 'Mouth must be closed' and 'Must be facing forward'. The 'My Photo' section has a heading 'Upload my photo' and a red star icon. Below the star, it says: 'In JPEG, PNG or BMP, between 15 KB and 7584 KB, between 480 pixels wide by 640 pixels high and 4800 pixels wide by 6400 pixels high'. There is a blue button labeled 'Choose Photo to Upload' and a dashed box with a camera icon and the text 'OR drag and drop photo here'.

Note: The Immigration Division reserves the right to request a new photo if deemed necessary.

[Return to top](#)

What should I do if the Immigration Division requests payment for my application?

You can submit payment for your Permit application by selecting **\$ Pay Permit Fees** and providing the required information. Enter the search details exactly as they appear in the email document received regarding your application.

Note: The Application Number is contained in the request for payment you received via email from the Immigration Division.

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

[Home](#) [Check Your Photo](#) [Apply For Permit](#) [Track Permit Application](#) [Resume Permit Application](#) [Pay Permit Fees](#) [Help](#)

- Check Your Photo**
Check that your photograph meets the requirements
- Apply For Permit**
Apply for a new permit
- Track Application**
Track your permit application
- Resume Application**
Resume your incomplete permit application
- \$ Pay Permit Fees**
Pay the fees for your permit application if requested by the Immigration Division
- Help**
Frequently asked questions pertaining to permit applications

[Return to top](#)

How can I pay for the online Permit application?

During the application process you will be redirected to a secure third-party website for payment. Enter the search details exactly as they appear in the email document received regarding your application. You can pay for your online permit by credit card.

When the payment processing is complete, you will be provided with a confirmation.

The screenshot shows the eSTUDENTPERMIT portal for the Republic of Trinidad and Tobago. The header features the national coat of arms and the text "REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT". A navigation menu includes: Home, Check Your Photo, Apply For Permit, Track Permit Application, Resume Permit Application, Pay Permit Fees, and Help. The main content area contains six service tiles:

- Check Your Photo**: Check that your photograph meets the requirements.
- Apply For Permit**: Apply for a new permit.
- Track Application**: Track your permit application.
- Resume Application**: Resume your incomplete permit application.
- Pay Permit Fees**: Pay the fees for your permit application if requested by the Immigration Division. This tile is highlighted with a red border.
- Help**: Frequently asked questions pertaining to permit applications.

[Return to top](#)

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

You can save your online application by clicking on the **Save Application** button at the bottom of the screen on every page.

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

Home Check Your Photo **Apply For Permit** Track Permit Application Resume Permit Application Pay Permit Fees Help

Apply for Permit

- Getting Started
- Enter Details**
- Upload Photo
- Upload Signature
- Upload Documents
- Review Application
- Submit Payment
- Confirmation

Enter Details

- Application Information**
- Personal Information
- Passport Information
- Contact Information
- Family Information
- Additional Information

Application Information

Permit Information

Permit type:
STUDENT PERMIT

Institution name:
ACADEMY OF AUTOMECHANICS LTD

← Previous Next →

Save Application Exit Application

Your application will be saved as an encrypted file on your local computer in your browser's default download location with the following naming convention: *Application_GivenNames_LastName_SavedDate.ser*

An example of this is: *Application_Susan_Smith_OCT12_3_43_PM.ser*

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

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

[Return to top](#)

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

After 30 minutes of inactivity, your session will expire.

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

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

Home Check Your Photo Apply For Permit Track Permit Application Resume Permit Application Pay Permit Fees Help

Apply for Permit

- Getting Started
- Enter Details**
- Upload Photo
- Upload Signature
- Upload Documents
- Review Application
- Submit Payment
- Confirmation

Enter Details

- Application Information**
- Personal Information
- Passport Information
- Contact Information
- Family Information
- Additional Information

Application Information

Permit Information

Permit type:
STUDENT PERMIT

Institution name:
ACADEMY OF AUTOMECHANICS LTD

← Previous

Next →

Save Application Exit Application

[Return to top](#)

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

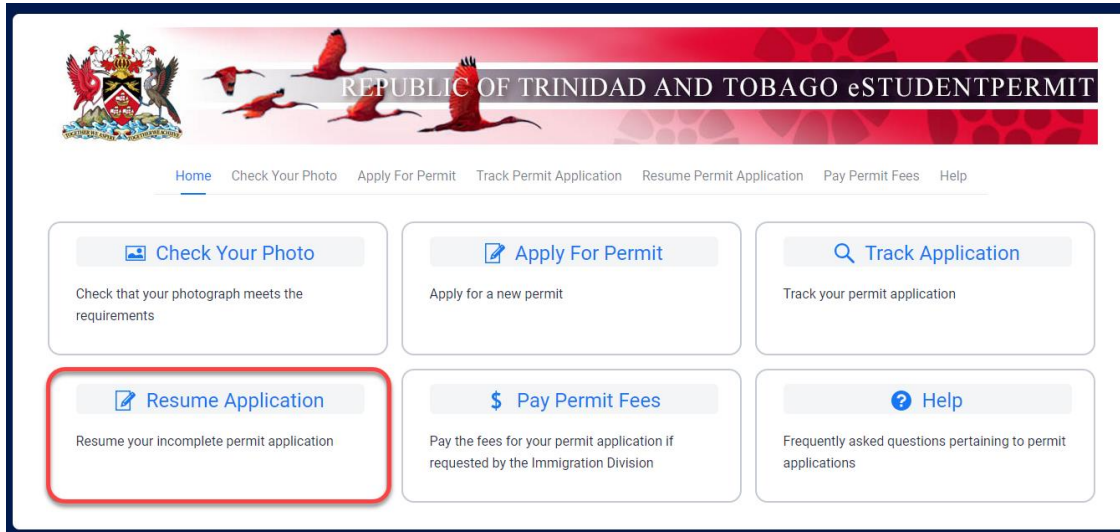
No.

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

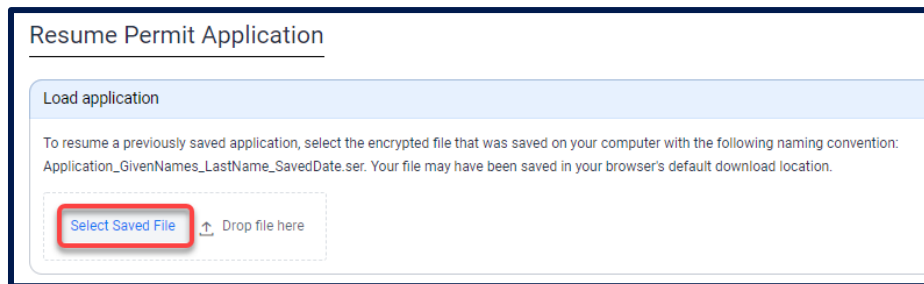
[Return to top](#)

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

1. Ensure you are using the same computer that you were using when you saved your application.
2. Select **Resume Application** from the Home page.



3. Click on **Select Saved File**



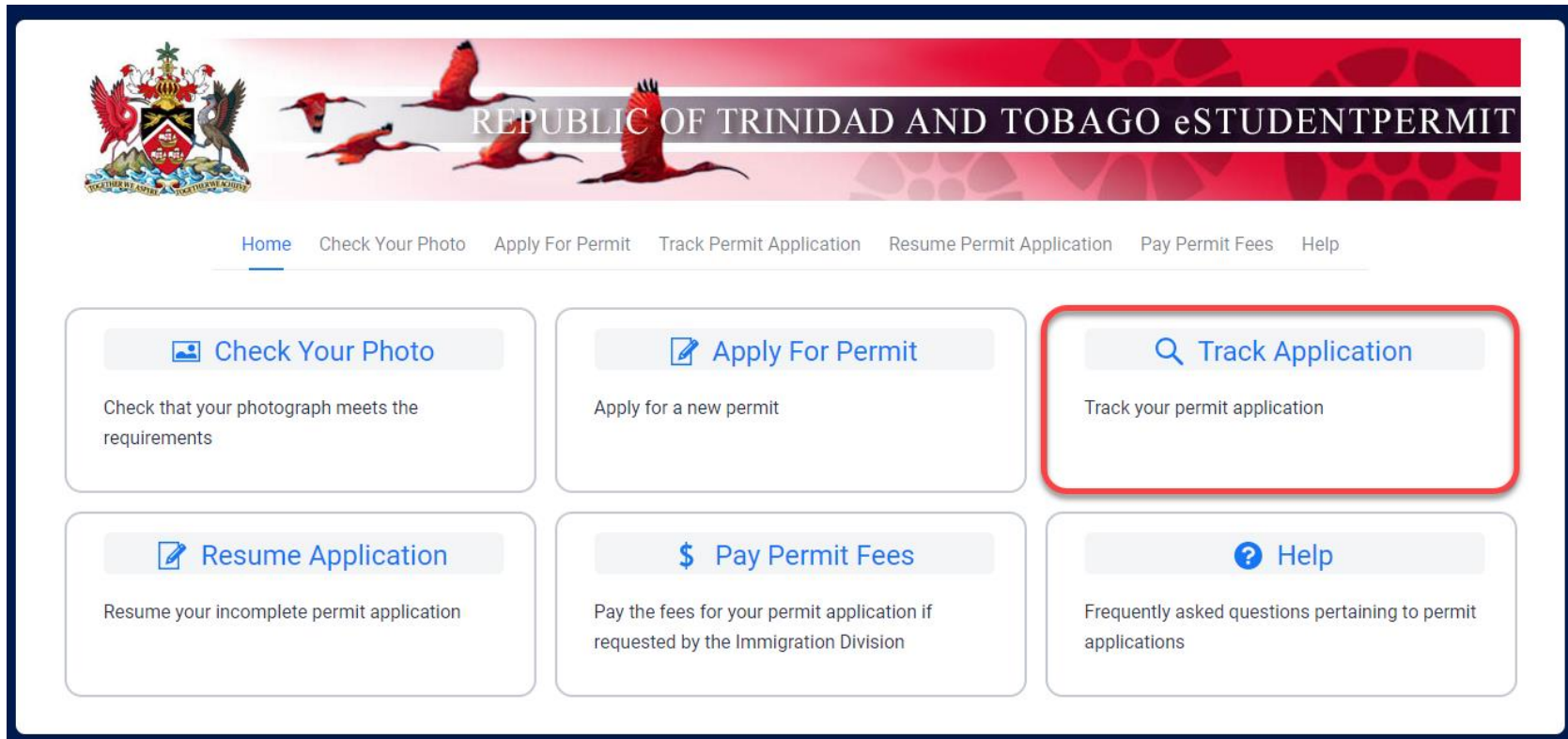
4. Navigate to the appropriate file on your local computer in your browser's default download location with the following naming convention: example: **Application_Susan_Smith_OCT12_3_43_PM.ser**

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

[Return to top](#)

How can I check the status of my application?

You can check the status of your Permit from the home page of the application site by selecting **Track Application** and providing the requested information. Enter the search details exactly as they appear in the email document received regarding your application.



The screenshot shows the home page of the Republic of Trinidad and Tobago eSTUDENTPERMIT website. The header features the national coat of arms and the text "REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT". A navigation menu includes links for Home, Check Your Photo, Apply For Permit, Track Permit Application, Resume Permit Application, Pay Permit Fees, and Help. Below the menu are six service tiles: "Check Your Photo" (with a camera icon), "Apply For Permit" (with a document icon), "Track Application" (with a magnifying glass icon and highlighted by a red border), "Resume Application" (with a document icon), "Pay Permit Fees" (with a dollar sign icon), and "Help" (with a question mark icon). Each tile contains a brief description of the service.

[Return to top](#)

How do I know if my Permit is ready?

You will receive an email notification when your application has been approved or denied. If your application has been approved, the Permit will be included as an attachment in the email.

You can check the status of your Permit by selecting **Track Application** and providing the required information. Enter the search details exactly as they appear in the email document received regarding your application.

Note: The Application Number is contained in the confirmation receipt you received via email when your application was completed.

REPUBLIC OF TRINIDAD AND TOBAGO eSTUDENTPERMIT

[Home](#) [Check Your Photo](#) [Apply For Permit](#) [Track Permit Application](#) [Resume Permit Application](#) [Pay Permit Fees](#) [Help](#)

- Check Your Photo**
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Apply for a new permit
- Track Application**
Track your permit application
- Resume Application**
Resume your incomplete permit application
- Pay Permit Fees**
Pay the fees for your permit application if requested by the Immigration Division
- Help**
Frequently asked questions pertaining to permit applications

[Return to top](#)