



How to Apply?

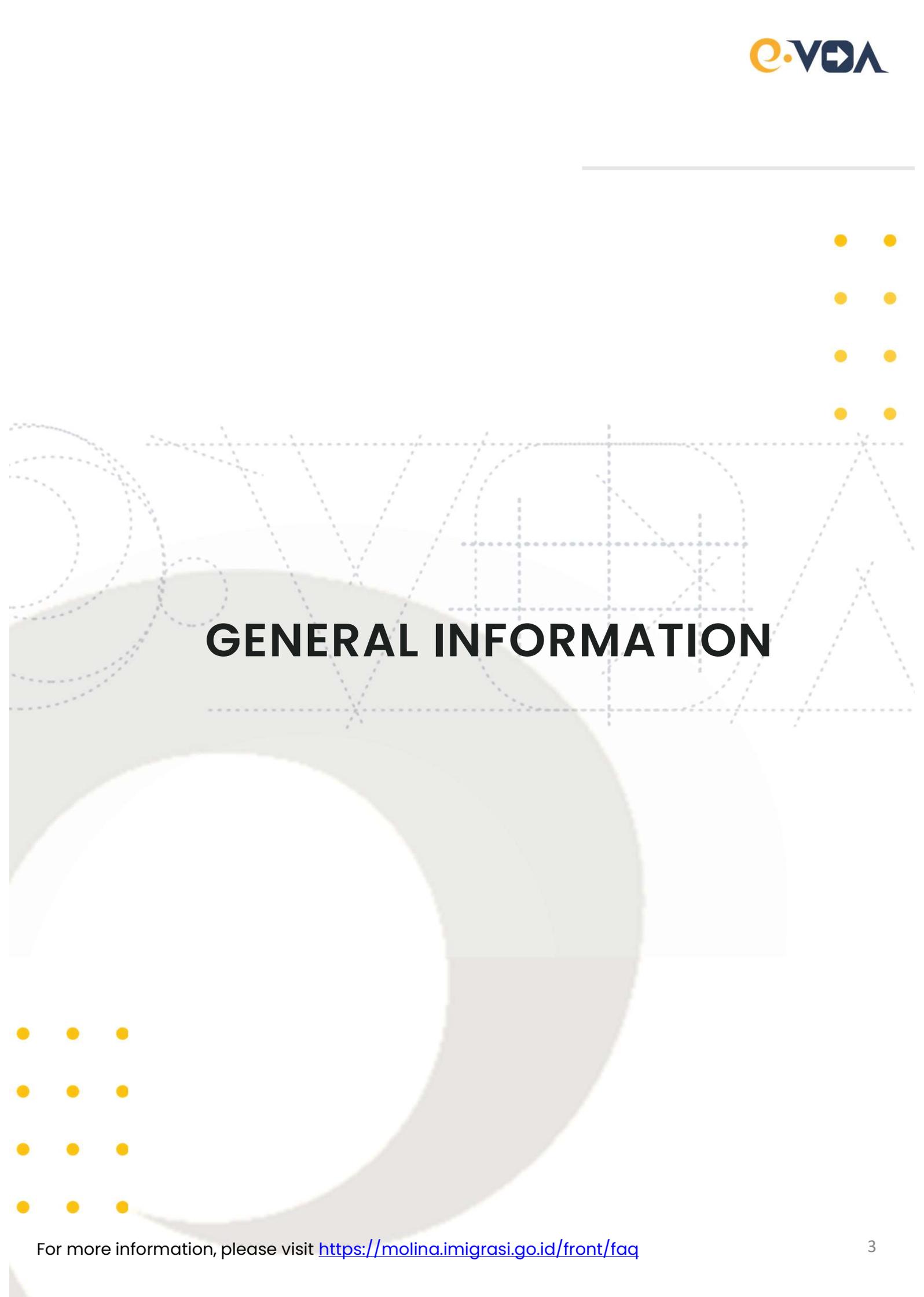


USER GUIDE OF **WWW.MOLINA.IMIGRASI.GO.ID**

For more information, please visit <https://molina.imigrasi.go.id/front/faq>

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GENERAL INFORMATION

General Information

1. www.molina.imigrasi.go.id is a government portal run by the Directorate General of Immigration Ministry of Law and Human Rights.
2. e-VOA is a single-entry visa which is valid for 30 days stay in Indonesia with the purpose of Tourism, Government Visit, Business Meeting, Goods Purchasing, or Transit only.
3. The validity period of e-VOA is different from the period of stay in Indonesia. The validity period of e-VOA is 90 days, as stated on e-VOA. If foreigners holding e-VOA come to Indonesia after the 90 days period, they must apply for a new e-VOA, visa on arrival at the port of entry, or other types of visas.
4. Holders of passports of these following countries are eligible to apply for e-VOA:
 - a. Australia
 - b. Argentina
 - c. Brazil
 - d. Belgium
 - e. Canada
 - f. China
 - g. Denmark
 - h. France
 - i. Germany
 - j. India
 - k. Italy
 - l. Japan
 - m. Mexico
 - n. Netherlands
 - o. New Zealand
 - p. Republic of Korea
 - q. Russia
 - r. Saudi Arabia
 - s. South Africa
 - t. Spain
 - u. Switzerland
 - v. Timor Leste
 - w. Turkiye
 - x. Ukraine
 - y. United Kingdom; and
 - z. United States of America
5. Holders of travel document other than passport (i.e., alien passport, document in lieu passport, refugee travel document) are not eligible to apply e-VOA.
6. Foreigners holding e-VOA are allowed to land at **Soekarno-Hatta Airport, Jakarta and Ngurah Rai Airport, Bali.**
7. The e-VOA fee is IDR 500.000,00. Please note that every payment via Debit/Credit Card will incur additional fees according to the financial institution's regulations.
8. Each traveler must hold a separate e-VOA, including infants and children (even if children/infants are included in their parent passports).



General Information

9. Foreigners who wish to enter Indonesia must hold a passport with an expiration date at least 6 (six) months from the date of arrival (In accordance with the article 22 (1) b Minister of Law and Human Rights Regulation Number 44 of 2015).
10. Once the e-VOA is processed, none of the information can be changed. The information on your e-VOA must be exactly the same as the information on your passport. Otherwise, your e-VOA will be invalid and there will be no refund. According to article 106 Minister of Law and Human Rights Regulation Number 44 of 2015, Immigration Officer at the ports of entry reserves the right to deny entry into Indonesia to a foreigner who provide incorrect information in the visa application.
11. The documents to apply an e-VOA are as follows:
 - a. Full biodata page of passport with at least 6 months validity from the date of your arrival to Indonesia (format JPG/JPEG/PNG with max. size of 200 kb);
 - b. Passport size photograph (format JPG/JPEG/PNG with max. size of 200 kb);
 - c. Email address; and
 - d. A valid Mastercard, Visa, or JCB card.
12. Before submitting e-VOA application, you must create an Account by “Main Page > Apply > Register” (please note that each evoa must be submitted by the respective account) and perform:
 - a. Fill in data and uploading documents;
 - b. Receive verification email; and
 - c. Activate the Account by clicking “activate” on the verification email which must be confirmed within one hour.
13. After logging in to your account, you can apply for e-VOA by clicking “Main Page > Apply” and then perform:
 - a. Data Filling:
 - 1) Visa type,
 - 2) Arrival information, and
 - 3) Residence information in Indonesia;
 - b. Payment; and
 - c. Granting e-VOA.



General Information

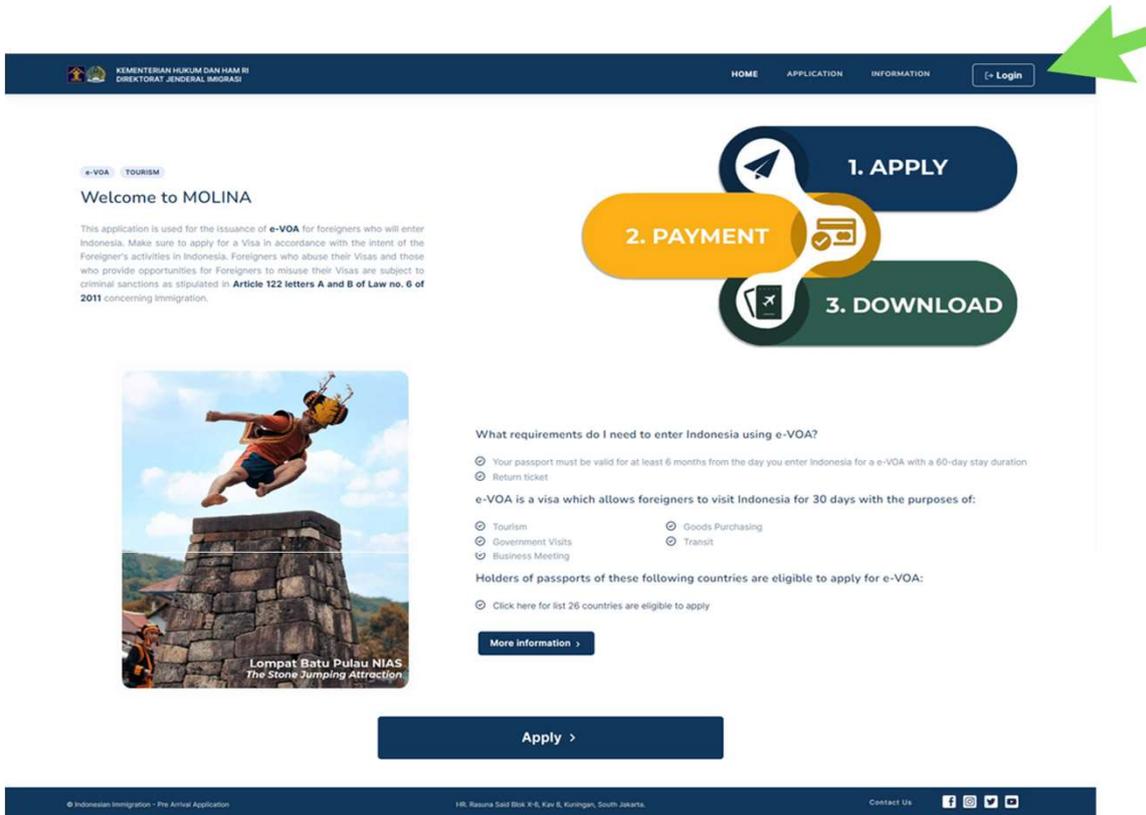
14. After completing the “payment confirmation” page, you must proceed with the payment within 120 minutes. Otherwise, the system will not accept payment, and you will need to create a new request.
15. You can only make payment by Mastercard, Visa, and JCB credit card. **The card is not required to be under your name.** Kindly make sure that your card has a “3D Secure System” and is open to international transactions.
16. After completing the payment process, your e-VOA will be available in your Account. Immigration Officers at the ports of entry can verify your e-VOA in their system. However, you are advised to keep your e-VOA with you either as a softcopy (on tablet pc, smartphone etc.) or as a hardcopy in case of any failure in the system.
17. You only need to do the Account creation once. If you forgot your password, you can select “Main Page > Forgot Password”.
18. Kindly inform the e-VOA Support Desk (livechat at www.imigrasi.go.id or sending email to visa@imigrasi.go.id, or humas@imigrasi.go.id) should you encounter any suspended or unsuccessful transactions during the request procedure. Please do not create a new request or make a new payment unless otherwise advised. The Ministry will not be responsible for additional payments and no refund will be granted in case of such unfinished transactions.
19. There are numerous websites which claim to assist users in receiving Indonesian e-VOA in return for a service charge. These websites are not endorsed by or associated with the Indonesian government. Therefore, we cannot be held responsible for any misuse of information or failure of service on their side.
20. The e-VOA website has no connection with Indonesian Embassies or Consulates General.



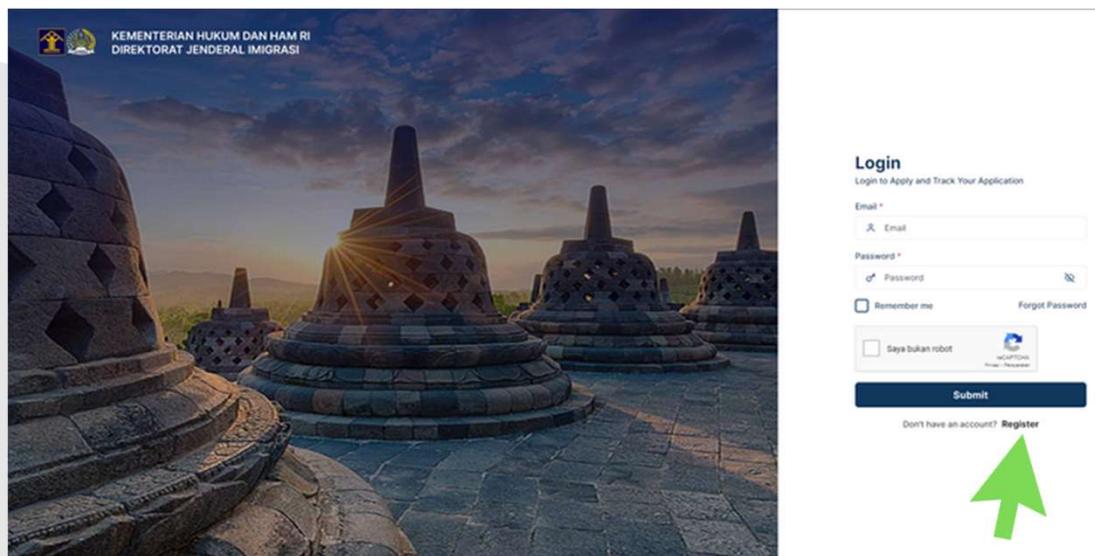
HOW TO REGISTER ACCOUNT?

Register

1. Before lodge e-VOA application, you must create an Account in www.molina.imigrasi.go.id and choose **LOGIN**.
2. You only need to create the Account once. If you forgot your password, you can select Forgot Password in Login page.



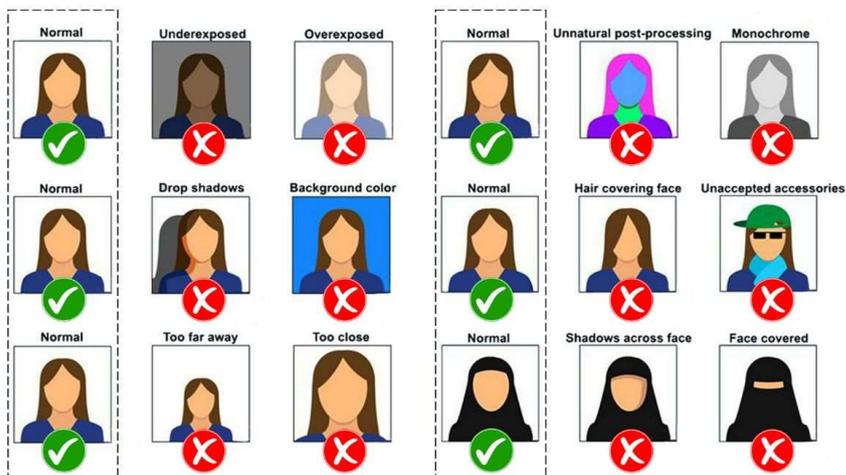
2. After the Login page appears, then click Register button.



Registration Form

3. There is general information that you must fill in, such as Personal Information and Passport Information.
4. Please upload Full biodata page of passport with at least 6 months validity from the date of your arrival to Indonesia and passport size photograph (format JPG/JPEG/PNG with max. size of 200 Kb);

Photograph Recommendation:



Registration Form

Biodath Page of Passport Recommendation:



- 5. Users are required to input Email & Password.
- 6. Once the information is completed, you can click the **SUBMIT** button.

 **Account Information**

Email *

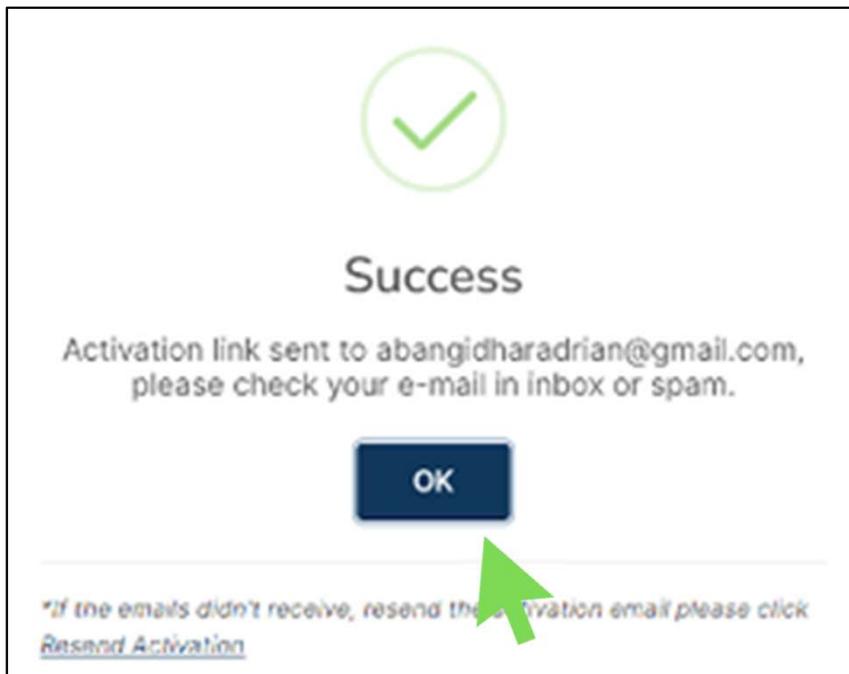
Password * 

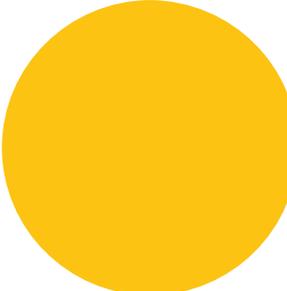
Confirm Password * 



Registration Form

7. The system will display a pop-up message confirming that the account activation link has been sent to your email. If the email has not been received, you can press the "Resend Activation" button.





HOW TO ACTIVATE YOUR ACCOUNT?

Account Activation

You will get notification in your email. To activate your account please click **ACTIVATE**.



Pre-Arrival Registration Activation Confirmation

Dear Mr. **ASDFFH**,

Thank you for registering in the Indonesia **Immigration** One Platform System. Your account registered is:

@ICLOUD.COM

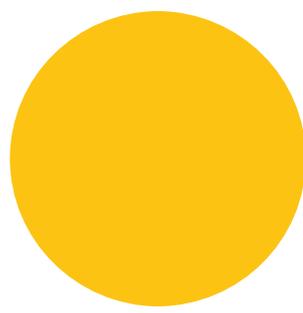
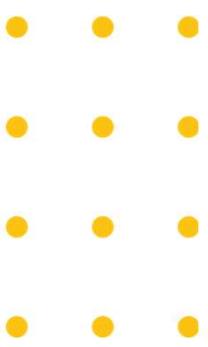
If this is your first time registering for this application, please click the button below to activate your account:

A dark blue rounded rectangular button with the word 'Activate' in white text. A green mouse cursor arrow is pointing at the bottom-left corner of the button.

Activate

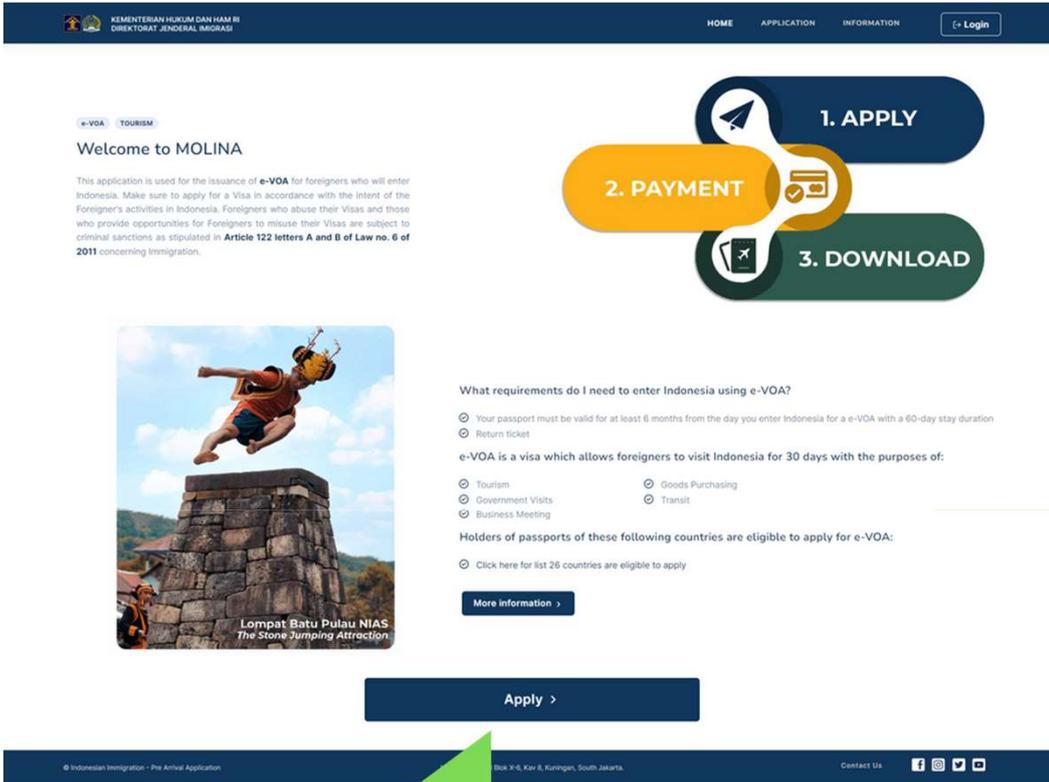


HOW TO LODGE YOUR E-VOA APPLICATION?

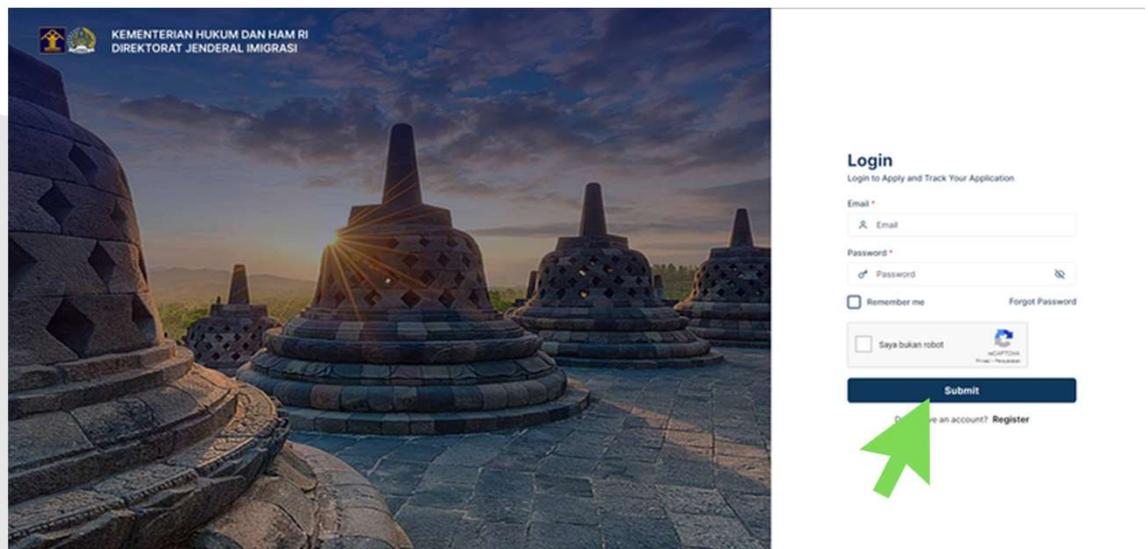


Login

1. Apply e-VOA by click the **APPLY** button



2. After the Login page appears, enter your **USERNAME** and **PASSWORD** then click **IM NOT ROBOT** and **LOGIN** button.



3. Please fill in the field in **VISA APPLICATION PAGE**

4. You must ensure your data is correct

5. You must click the **DECLARATION TICK BOX** and click **SUBMIT**

5. System displays detailed **VISA DATA** and **PAYMENT INFORMATION**
6. Please note that once e-VOA is processed, none of the information can be changed. The information on your e-VOA must be exactly the same as the information on your passport. Otherwise, your e-VOA will be invalid and there will be no refund.
7. You can only make payment by Mastercard, Visa, and JCB card. The card is not required to be under your name. Please make sure that your card has a “3D Secure System” and is open to international transactions.
8. To pay your e-VOA application click **MAKE A PAYMENT**,



Visa Application

Application Information: Waiting For Payment

Personal Information	Passport Information	Residence Information
 Full name: [Redacted] Sex: MALE Place of Birth: SYDNEY Date of Birth: 05/02/1997 Phone Number: 1231231123	Passport No.: X123123 Nationality: AUSTRALIA Date of Issue: 01/08/2022 Date of Expiry: 01/08/2032 Issuing Place: AUSTRALIA Biography Passport Photo: file.pdf	Residence Type: HOME Address: JL. RAYA PENGASINAN NO. 41 KEL. JATIMULYA, KEC. TAMBUN SELATAN, BEKASI Province: JAWA BARAT City: KAB. BEKASI District: TAMBUN SELATAN Village: JATIMULYA Postal Code: 17530
Mode of Transportation: AIR	Vessel No.: AD1234QWE	Departure Date: 11/09/2022

Payment Information

Services: Visa on Arrival 30 Days Currency: IDR	NTPN: [Redacted] Payment Expiry Date: 05/11/2022	Expired In: <div style="display: flex; justify-content: space-around; background-color: #e91e63; color: white; padding: 5px;"> 1 Hour 59 Minutes 39 Seconds </div>
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Please make your payment through the available payment channels. Please note that every payment via Debit/Credit Card will incur additional fees according to the financial institution's regulations.

[Make a Payment](#)



9. Proceed the e-VOA payment, fill in credit/debit card data, and click **PAY NOW**

e-Visa IDN

Invoice #3051122A0057-20221105101723 View Detail ^

e-Visa	IDR 500,000
Payment Gateway Services	IDR 19,500

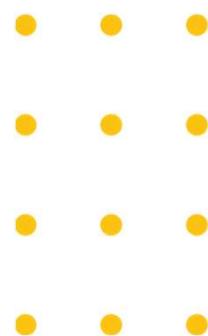
Nominal Pembayaran
Payment Amount
IDR 519,500

Nomor Kartu *Card Number*

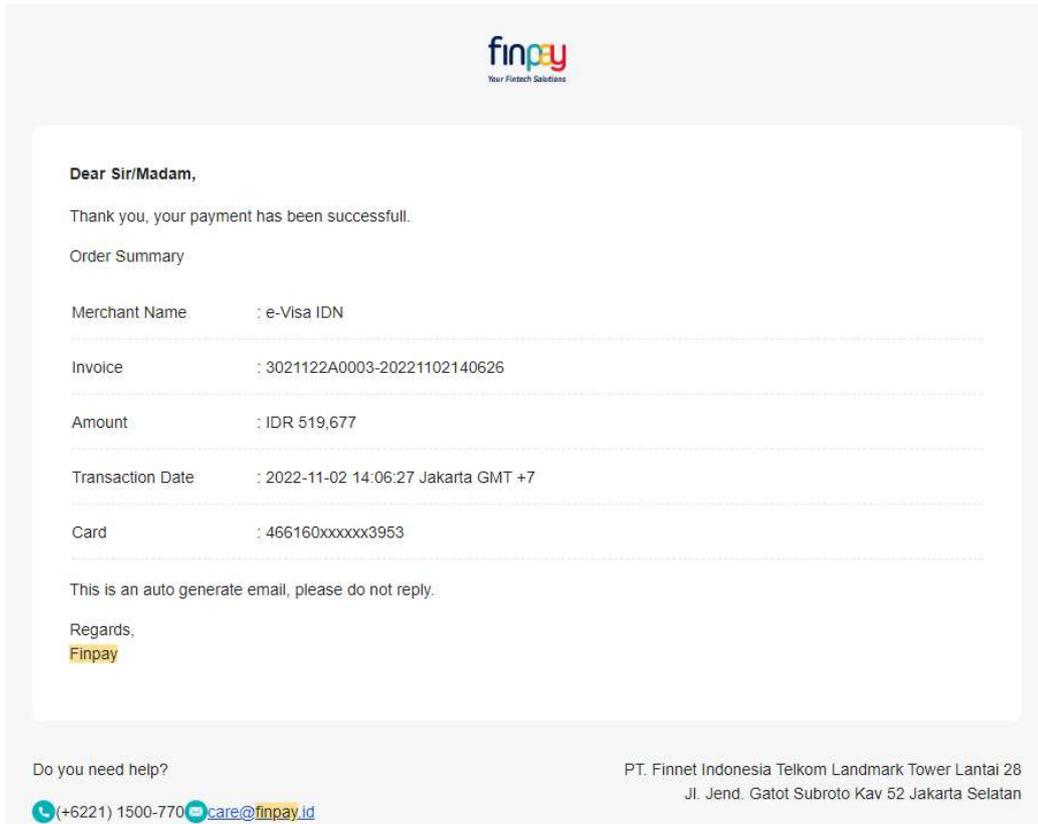
Nama Pemegang Kartu *Card Holder Name*

Masa Berlaku *Expiry Date* **Kode Keamanan** *CVV*

Bayar Sekarang
Pay Now



10. After e-VOA has been paid, you will receive payment notification in your email.



11. E-VOA will be processed, you will get notification in your email that your e-VOA is ready. Click DOWNLOAD to get your e-VOA



Download

10. Your e-VOA is ready.

KEMENTERIAN HUKUM DAN HAMBATI
DIREKTORAT JENDERAL IMIGRASI

Dear Mr.
ASDFFH

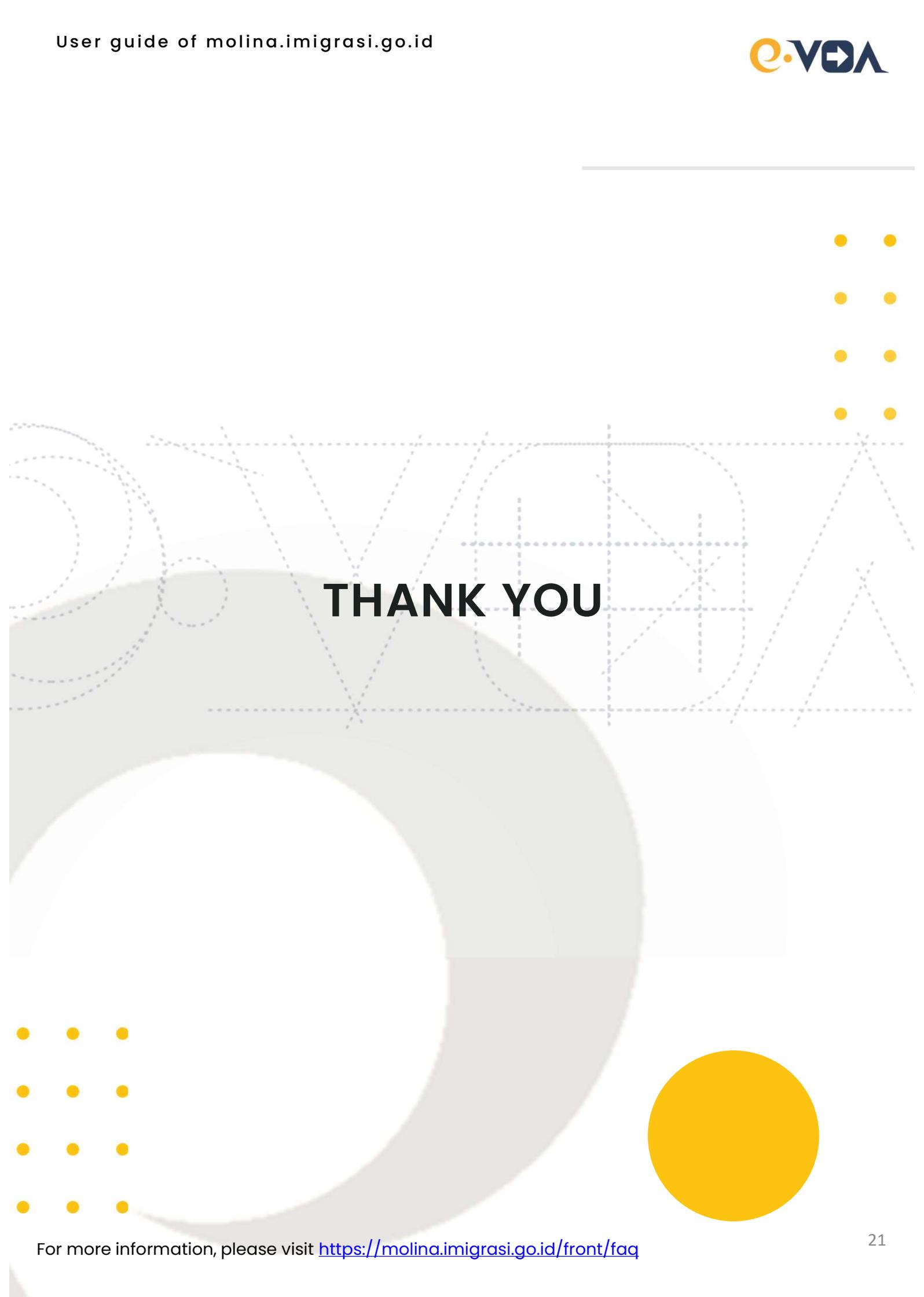
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EVOA

Name <small>Nama</small>	: ASDFFH	Reference No. <small>Nomor Referensi</small>	: 3021122A0003
Sex <small>Jenis Kelamin</small>	: MALE	Visa No. <small>Nomor Visa</small>	: Z1A0000003
Place of Birth <small>Tempat Lahir</small>	: JAKARTA	Payment Receipt No. <small>Nomor Resi Pembayaran</small>	: XA0000003
Date of Birth <small>Tanggal Lahir</small>	: 06/11/1994	Number of Entries	: SINGLE
Nationality <small>Kebangsaan</small>	: AUSTRALIA	Valid from <small>Berlaku Sejak</small>	: 02/11/2022
Passport No. <small>No. Paspor</small>	: 123456	Valid until <small>Berlaku Sampai Dengan</small>	: 30/01/2023
Passport Issue Date <small>Tgl. Penerbitan Paspor</small>	: 01/08/2022	Duration of Stay <small>Lama Tinggal</small>	: 30 DAYS
Passport Expiry Date <small>Tgl. Habis Berlaku Paspor</small>	: 31/12/2026		
Address in Indonesia <small>Alamat di Indonesia</small>	:		
ASDF			

DISCLAIMER:

1. Please note that, information on any processed e-visa cannot be changed and the fee paid for an e-VOA is not refundable.
2. The information on your e-VOA must match the information on your valid passport completely, otherwise, your e-VOA will be invalid. In this regard, you must create and complete a new application. If the persons recorded to the accompanying section of your passport are to travel with you, it is essential that they also get e-VOA.
3. Issuance of e-VOA does not guarantee entry to the Republic of Indonesia, the decision of entry remains the right of the Immigration Officer at the port of entry.
4. Holders of e-VOA are not required to queue at the visa payment counter and can proceed directly to Immigration Counter at the port of entry upon arrival. You must present passport that is valid for more than 6 (six) months and return ticket to the Immigration Officer.
5. E-VOA shall not be valid for purposes other than tourism, government visit, business meeting, goods purchasing, or transit. Visa applications such as work, study, etc. must be made via e-VISA application. It is your own responsibility to check whether your residence permit has expired or not.
6. If your period of stay exceed 30 (thirty) days in Indonesia, overstay fine will be applied.
7. For more information, please visit <http://www.imigrasi.go.id>.



THANK YOU