

USER MANUAL

VISA MANAGEMENT

TABLE OF CONTENT

1. INTRODUCTION	4
1.1 Terms of Reference	4
1.2 Visa Module Pre-Requisite	5
2. VISA MODULE FUNCTIONALITIES	6
2.1 New Visa Application	8
2.1.1 Processing New Visa Application from Admission	9
2.2 Other Visa Application	14
2.2.1 Application by Student from Student Portal	16
2.2.2 Processing Visa Application	19

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1	1.0	19.09.2023	First Draft	First Draft of Visa Module User Manual	Ishwarya Ramesh	Hanim Zaki
2	2.0	24.06.2024	Revision	Revision of the user manual	Mohamad Fakrul	Hanim Zaki
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1. INTRODUCTION

This user manual provides comprehensive instructions for utilizing the Creatrix Campus Visa Module, a robust tool designed to streamline the management of visa applications. The module offers a wide range of functionalities, including initiating new visa applications, renewing existing visas, transferring visas, handling special pass applications, and managing dependent visas. Whether processing visas for new students, renewing visas, or dealing with overstay issues, this manual assists in navigating the module's features effectively, ensuring a smooth and efficient visa application process.

1.1 Terms of Reference

The below table lists all the commonly used terms in this document and their definitions.

NO	TERM	DESCRIPTION
1	Staff	Non-Teaching Users from the institution will be provided access to the system.
2	Faculty	Users from the institution who identify as Teachers or Lecturers will be provided access to the system.
3	Applicant	Potential Student who is interested in studying at the institution.
4	Process	A systematic sequence of actions used to produce or achieve a result.
5	Function	Activity or action specific to a certain operation. It is usually carried out by a department and occurs regularly to help accomplish its daily operations.
6	Features	Unit of functionality in the system that is not represented in the Process Flow.
7	Credentials	The Username and Password are required to log in to the system.
8	Portal	Creatrix Campus system where staff, faculty, applicants and alumni can log in to perform various activities to which they have been granted access.

1.2 Visa Module Pre-Requisite

Before using the Visa Module, ensure that the student is tagged as an international student and that the applicant's nationality is other than Malaysian. These prerequisites are essential for processing visa applications accurately within the Creatrix Campus system, as explained in the table below.

NO	PRE-REQUISITES	DESCRIPTION
1	Student must be tagged as an International Student	The student who exists in the system must be an International
2	Applicant's Nationality is other than Malaysian	New Applicant is from a country outside of Malaysia

2. VISA MODULE FUNCTIONALITIES

The Visa Module in Creatrix Campus enables users to efficiently create and manage visa applications. Key functionalities include initiating new visa applications for newly admitted students, handling various other visa applications, renewing existing visas, and managing the transfer and renewal of visas. Additional features include applying for special passes, transferring visa stickers to new passports, canceling or shortening visas, managing new and renewal dependent visas, and clearing overstay issues. This comprehensive module ensures seamless processing of all visa-related matters for students and their dependents.

1. New Visa Application
2. Other Visa Application
 - 2.1. Visa Renewal
 - 2.2. Transfer and Renew of Visa
 - 2.3. Special Pass Application
 - 2.4. Transferring of Visa Sticker to New Passport
 - 2.5. Visa Cancellation / Shorten
 - 2.6. New Dependent Visa
 - 2.7. Renew Dependent Visa
 - 2.8. Overstay Clearance
 - 2.9. Others

Application for Visa-related can be initiated from both Student and Staff. In the case the Student is unable to access the Student Portal, the staff can create on behalf of the student and process it immediately. The following table explain the functionality of the visa module:

NO	TYPE OF VISA APPLICATION	APPLICATION OPEN TO	STATUS	WORKFLOW TRIGGER
1	New Visa Application from the Admission of New Student	Staff Only	New Visa Process	Auto status changed in Admission
2	Visa Renewal	Student and Staff	Visa Renewal Process	Invoice will be raised automatically to student
3	Transfer and Renew of Visa	Staff Only	Visa Renewal Process , Visa Sticker Transfer Process	Invoice will be raised automatically to student
4	Special Pass Application	Staff Only	Visa Special Pass Process	Invoice will be raised automatically to student
5	Transferring of Visa Sticker to New Passport	Staff Only	Visa Sticker Transfer Process	Invoice will be raised automatically to student
6	Visa Cancellation / Shorten	Staff Only	Visa Cancellation Process	Invoice will be raised automatically to student
7	New Dependent Visa	Staff Only	NA	NA
8	Renew Dependent Visa	Staff Only	NA	NA
9	Overstay Clearance	Staff Only	NA	NA
10	Others	Staff Only	Based on student scenarios	NA

2.1 New Visa Application

This process is connected with the Admission Application. The student application is generated automatically, with data seamlessly pushed from the Admission module. This streamlined approach ensures efficient tracking and management of the application's status. The Visa Module enables the modification of application stages, with the updates subsequently reflected in the Admission module as per the below table:

NO	ROLE	TASK	STATUS	RESULT
1	System - Automatic	Auto-push- Record auto created once status change to "Payment Made To EMGS" in Admission Module	Visa Application Form Submitted	Application form submitted starts appearing in Visa Module
2	ISMIC	Perform checking and select Application Type manually	New Visa Process	Admission Status change automatically to " Visa Application Submitted "
3	ISMIC	Perform Business process for Applying Visa (Outside the system)	NA	NA
4	ISMIC	VAL have approved by EMGS	e-VAL Approved	Admission Status change automatically to " e-VAL Approved "
5	ISMIC	Visa ready for Collection	Ready For Collection	Notify student/Applicant to collect the document
6	ISMIC	Student/Applicant come to collect document	Collected	NA

2.1.1 Processing New Visa Application from Admission

New visa applications for all new applicants will be automatically generated upon selecting the "**Payment Made to EMGS**" status in the Application Form within the Admission Module. The data automatically transferred from the Admission Module to the Visa Module can be processed following the steps outlined below.

Step 1: Login to the Creatrix Portal using the link: <https://iukl.creatrixcampus.com/auth/login>



Welcome

 Log in with Microsoft

or

Username
Chris

Password
***** 

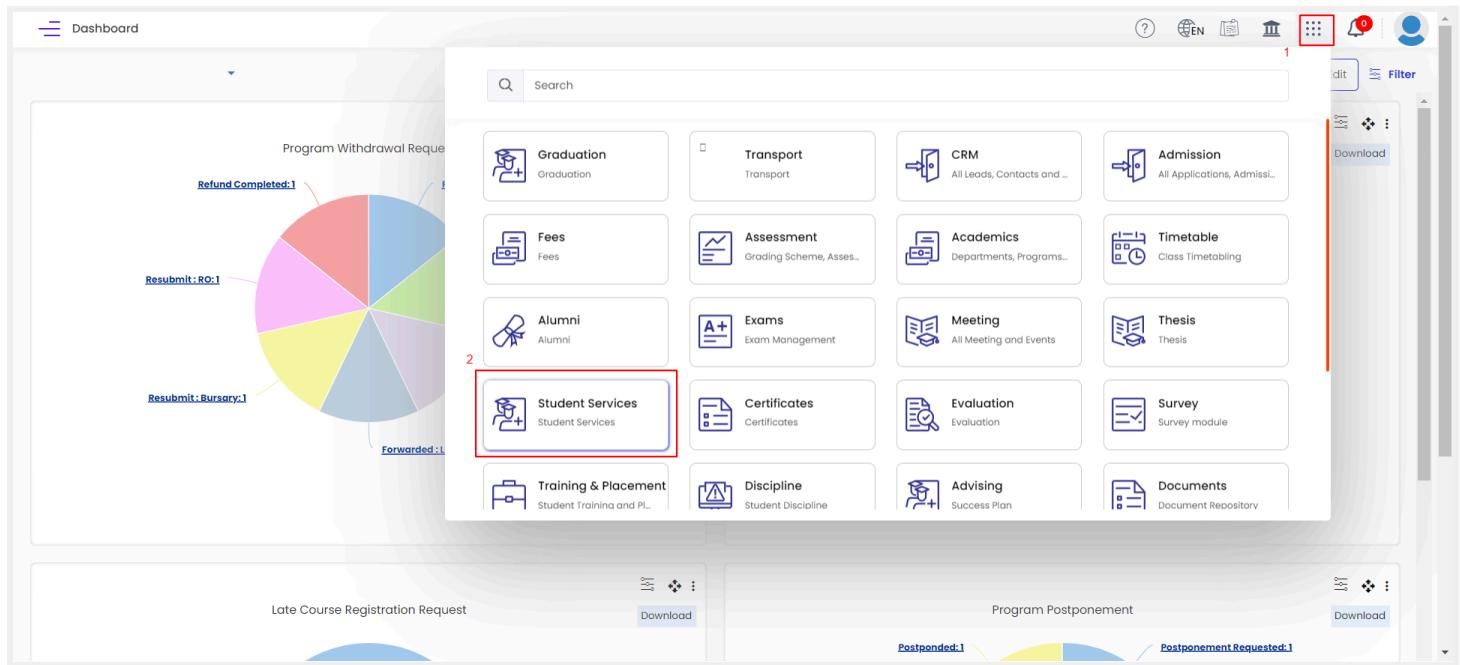
LOGIN

[Forgot Password?](#)

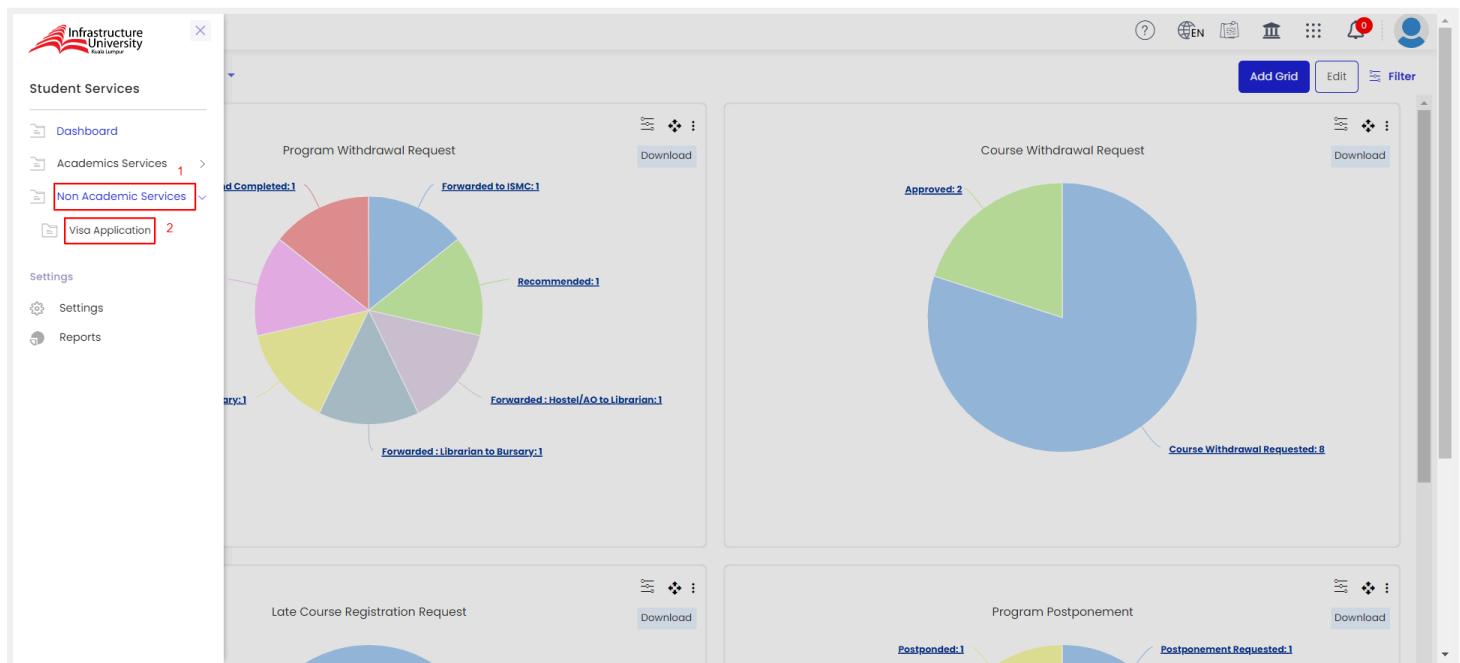
 [Choose Language](#) English ▾

[Company Registration](#) | [Job Registration](#)

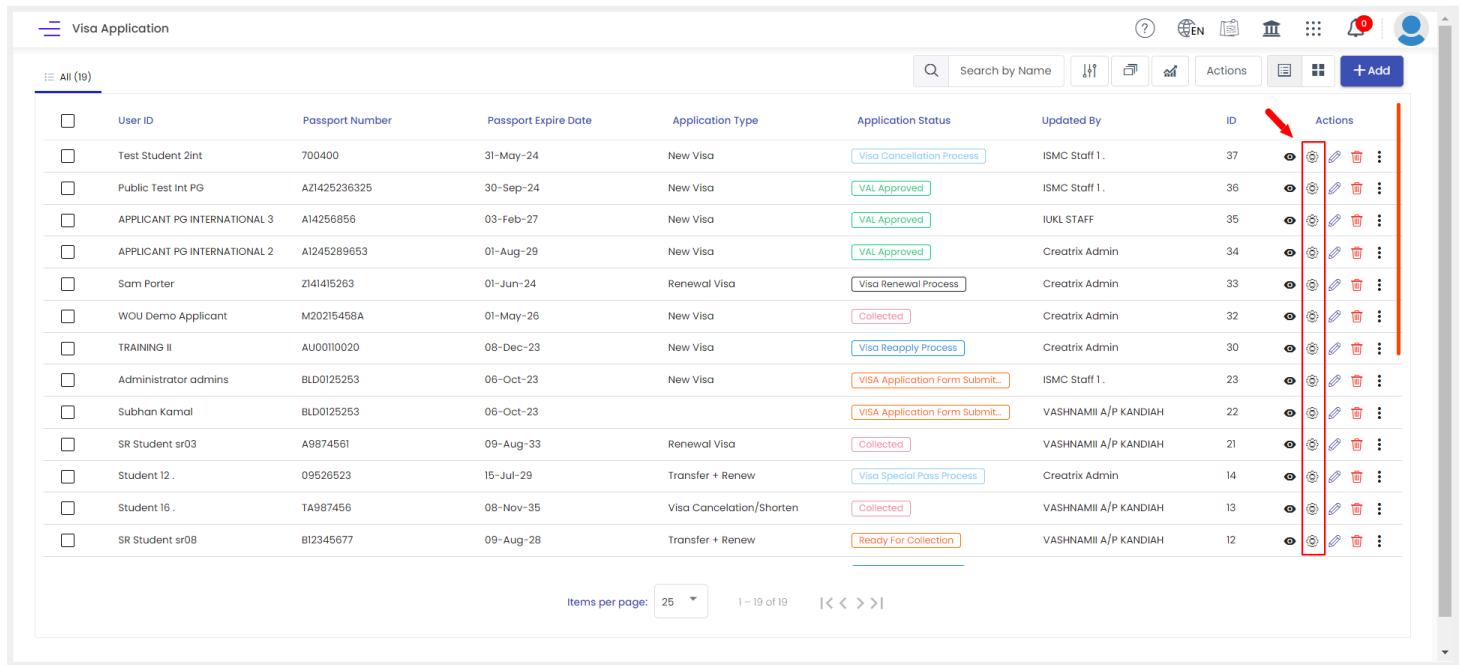
Step 2: Click on the Main App button and choose Student Services Application.



Step 3 : Choose Non-Academic Services and click the Visa Application module

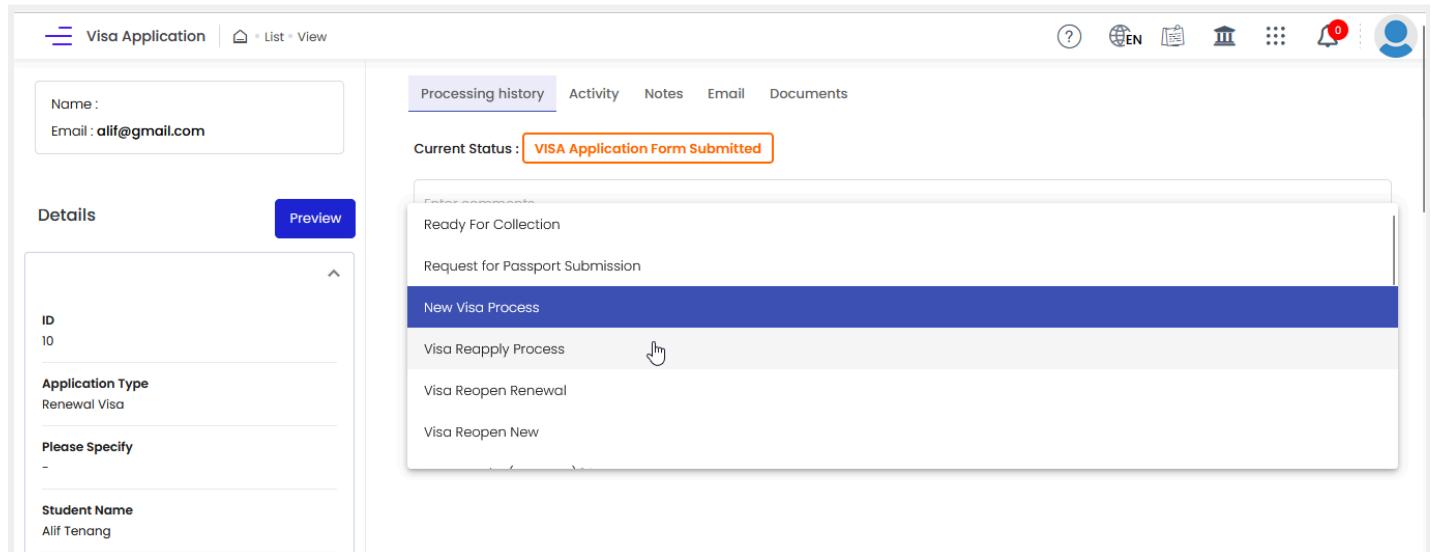


Step 4 : Click on the Detailed View button to start processing the Visa Application.



Visa Application						
All (19)						
User ID	Passport Number	Passport Expire Date	Application Type	Application Status	Updated By	ID
Test Student 2int	700400	31-May-24	New Visa	Visa Cancellation Process	ISMС Staff 1.	37
Public Test Int PG	AZ1425236325	30-Sep-24	New Visa	VAL Approved	ISMС Staff 1.	36
APPLICANT PG INTERNATIONAL 3	A14256856	03-Feb-27	New Visa	VAL Approved	IUKL STAFF	35
APPLICANT PG INTERNATIONAL 2	A1245289653	01-Aug-29	New Visa	VAL Approved	Creatrix Admin	34
Sam Porter	Z141415263	01-Jun-24	Renewal Visa	Visa Renewal Process	Creatrix Admin	33
WOU Demo Applicant	M20215458A	01-May-26	New Visa	Collected	Creatrix Admin	32
TRAINING II	AU00110020	08-Dec-23	New Visa	Visa Reapply Process	Creatrix Admin	30
Administrator admins	BLD0125253	06-Oct-23	New Visa	VISA Application Form Submit...	ISMС Staff 1.	23
Subhan Kamal	BLD0125253	06-Oct-23		VISA Application Form Submit...	VASHNAMII A/P KANDIAH	22
SR Student sr03	A9874561	09-Aug-33	Renewal Visa	Collected	VASHNAMII A/P KANDIAH	21
Student 12.	09526523	15-Jul-29	Transfer + Renew	Visa Special Pass Process	Creatrix Admin	14
Student 16.	TA987456	08-Nov-35	Visa Cancellation/Shorten	Collected	VASHNAMII A/P KANDIAH	13
SR Student sr08	BL2345677	09-Aug-28	Transfer + Renew	Ready For Collection	VASHNAMII A/P KANDIAH	12

Step 5 : Staff can click on Change status to “New Visa Process” and the status of admission will automatically changed to “ Visa Application Submitted”



Visa Application | List | View

Name : Alif Tenang
Email : alif@gmail.com

Processing history Activity Notes Email Documents

Current Status : **VISA Application Form Submitted**

Details Preview

ID : 10

Application Type : Renewal Visa

Please Specify : -

Student Name : Alif Tenang

Ready For Collection

Request for Passport Submission

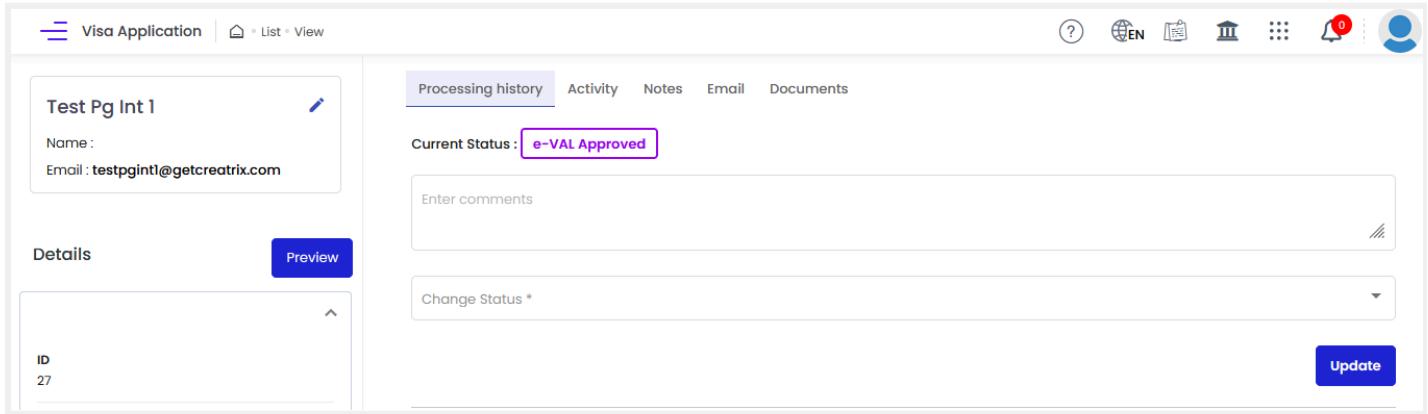
New Visa Process

Visa Reapply Process

Visa Reopen Renewal

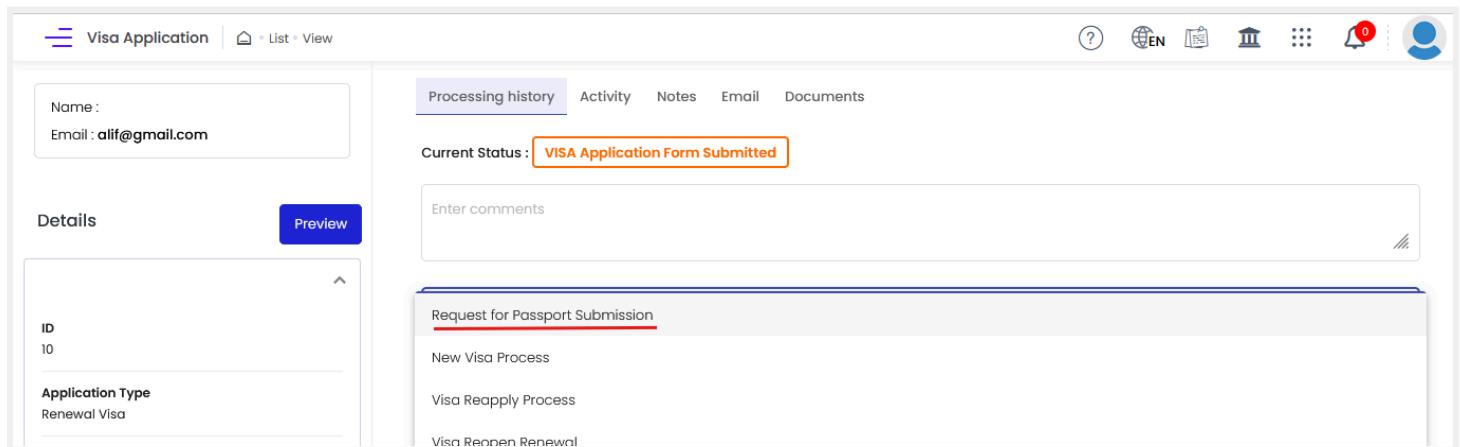
Visa Reopen New

Step 6 : After the application is approved by Immigration, staff may change the status to “e-VAL Approved” and the status of admission will automatically changed to “e-VAL Approved” as well.



This screenshot shows the 'Visa Application' module interface. The application details on the left include 'Name: testpgint1' and 'Email: testpgint1@getcreatrix.com'. The right panel shows the 'Processing history' tab selected, with the 'Current Status' box highlighted in orange and containing the text 'e-VAL Approved'. Below this are sections for 'Enter comments' and 'Change Status *'. A blue 'Update' button is located in the bottom right corner. The top navigation bar includes icons for help, language (EN), and user profile.

Step 7 : Staff can change the status to “Request for Passport Submission” if required for Passport submission and Late Penalty if the student didn't submit any required document on a specific duration.



This screenshot shows the 'Visa Application' module interface. The application details on the left include 'Name: alif@gmail.com'. The right panel shows the 'Processing history' tab selected, with the 'Current Status' box highlighted in orange and containing the text 'VISA Application Form Submitted'. Below this is a 'Enter comments' field. A dropdown menu is open, showing options: 'Request for Passport Submission' (which is underlined in red), 'New Visa Process', 'Visa Reapply Process', and 'Visa Reopen Renewal'. A blue 'Update' button is located in the bottom right corner. The top navigation bar includes icons for help, language (EN), and user profile.

2.2 Other Visa Application

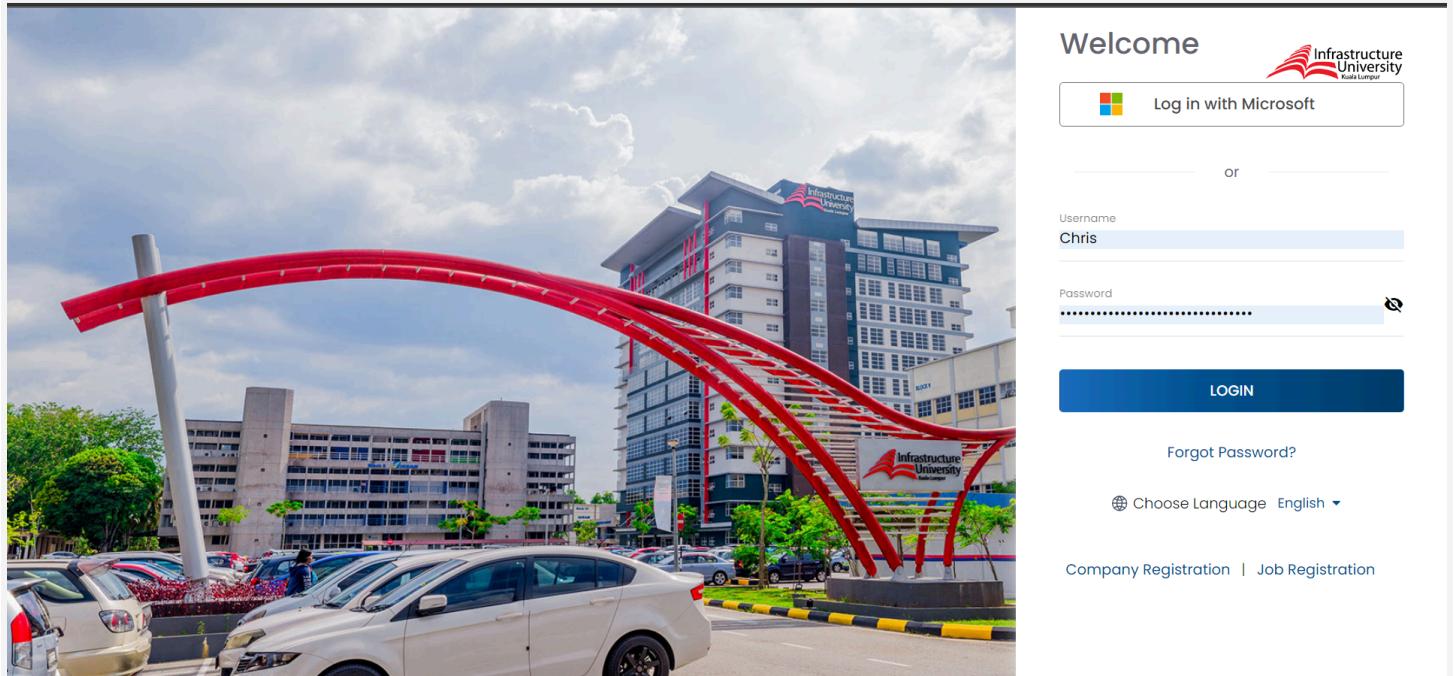
The visa application process for students initiates with record creation, feasible by either students or staff. Application status varies based on the submitted type, triggering automatic invoice generation. Furthermore, penalties prompt invoice issuance, with students promptly notified for document collection. Additionally, students are informed of requirements to submit their passport or documents to the International Student Management Center (ISMC). This streamlined process ensures efficient visa management, facilitating seamless communication between students and administrative staff for timely completion of necessary documentation and adherence to visa requirements.

NO	ROLE	TASK	STATUS	RESULT	LINK
1	ISMC	Create New Record for Visa Application	Visa Application Submitted	Application Submitted	
2	ISMC	Select Visa Application Process based on Application Type	Visa Renewal Process Visa Special Pass Process Visa Cancelation Process Visa Sticker Transfer Process Visa Reopen New Visa Reopen Renew Visa Reapply Process Visa Overstay Process	Invoice automatically generated based on Application	Link
3	ISMC	Request student to submit their passport to ISMC	Request for Passport submission	Notify student to submit Passport	Link
4	ISMC	Passport submitted by student	Passport Submitted by Student	NA	
5	ISMC	Late Submission Document	Late Penalty (Document) 14 Days Late Penalty (Document) 30 Days Late Penalty (Document) 60 Days Late Penalty (Passport) 14 Days	Invoice automatically generated based on Penalty	
6	ISMC	Visa Approval	Rejected by Immigration		

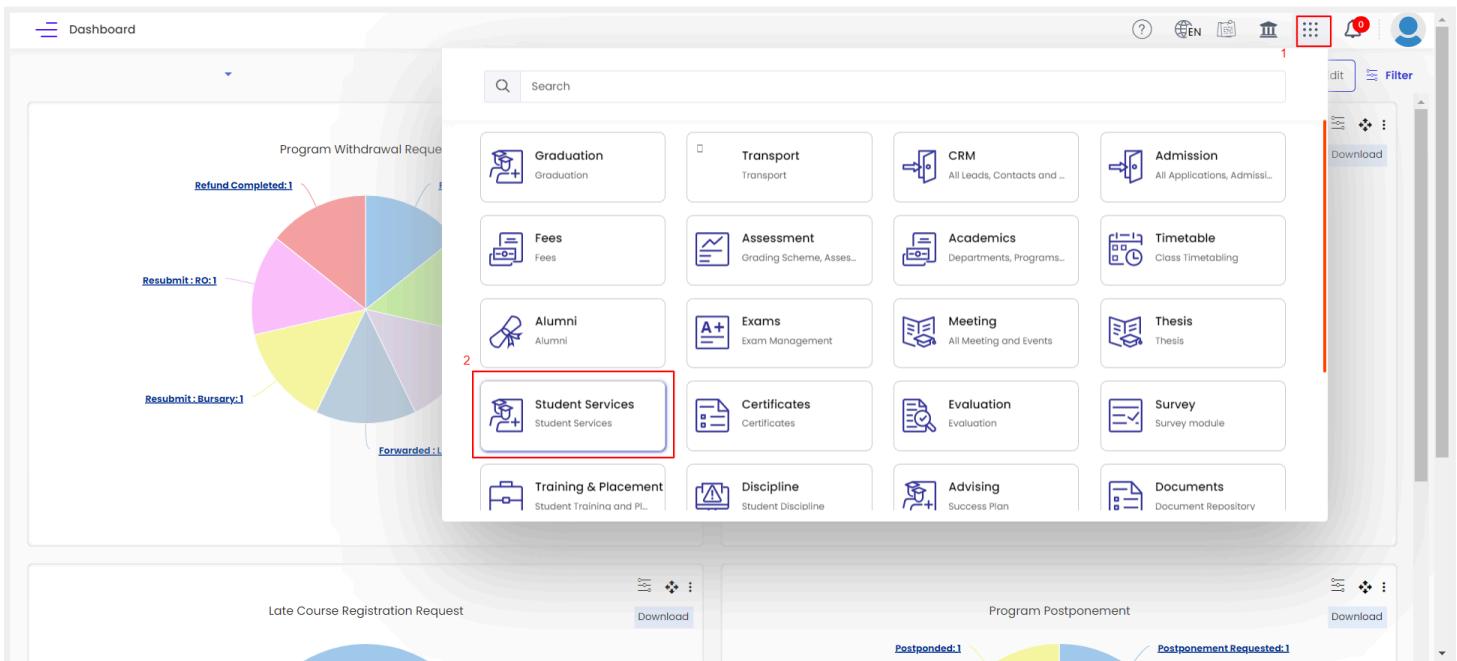
7	ISMIC	Request Student to collect their document upon Approval	Ready For Collection	Notify student to collect their document	
8	ISMIC	Student Collected their Document	Collected	NA	

2.2.1 Application by Student from Student Portal

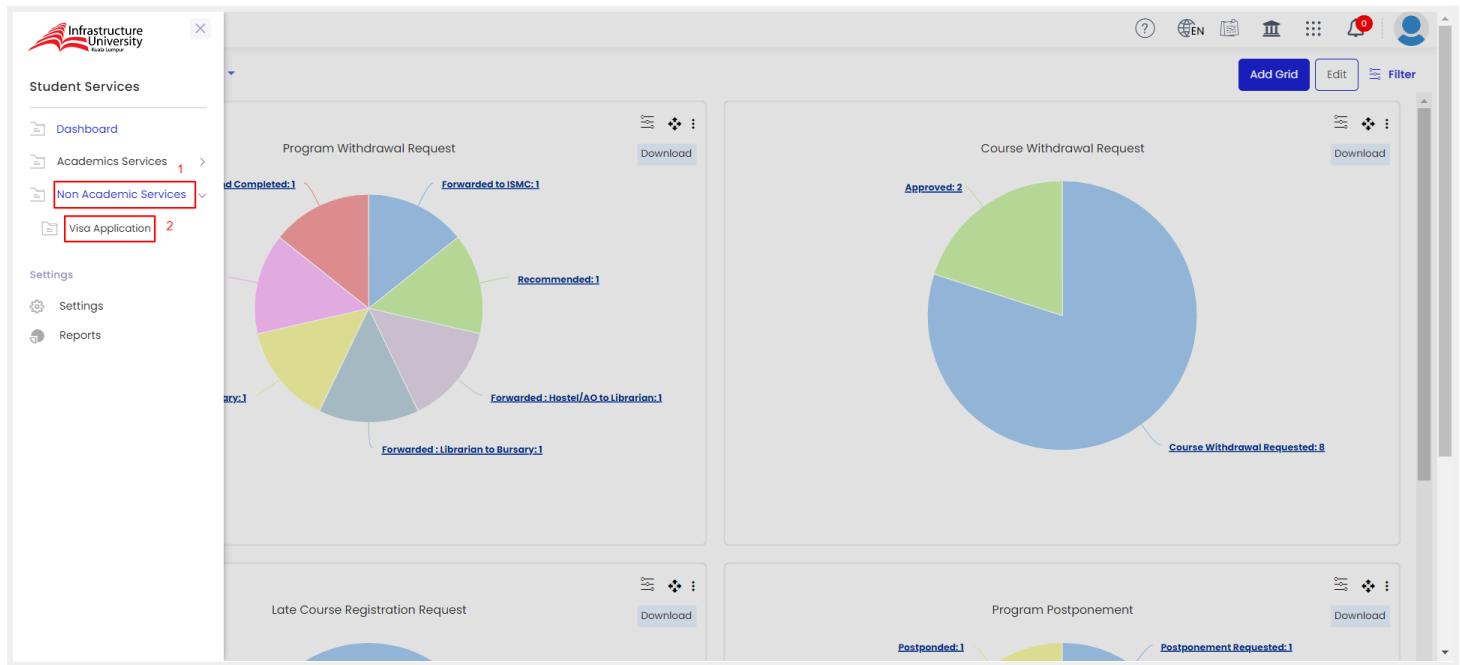
Step 1: Login to Creatrix Platform using the link: <https://iukl.creatrixcampus.com/auth/login>



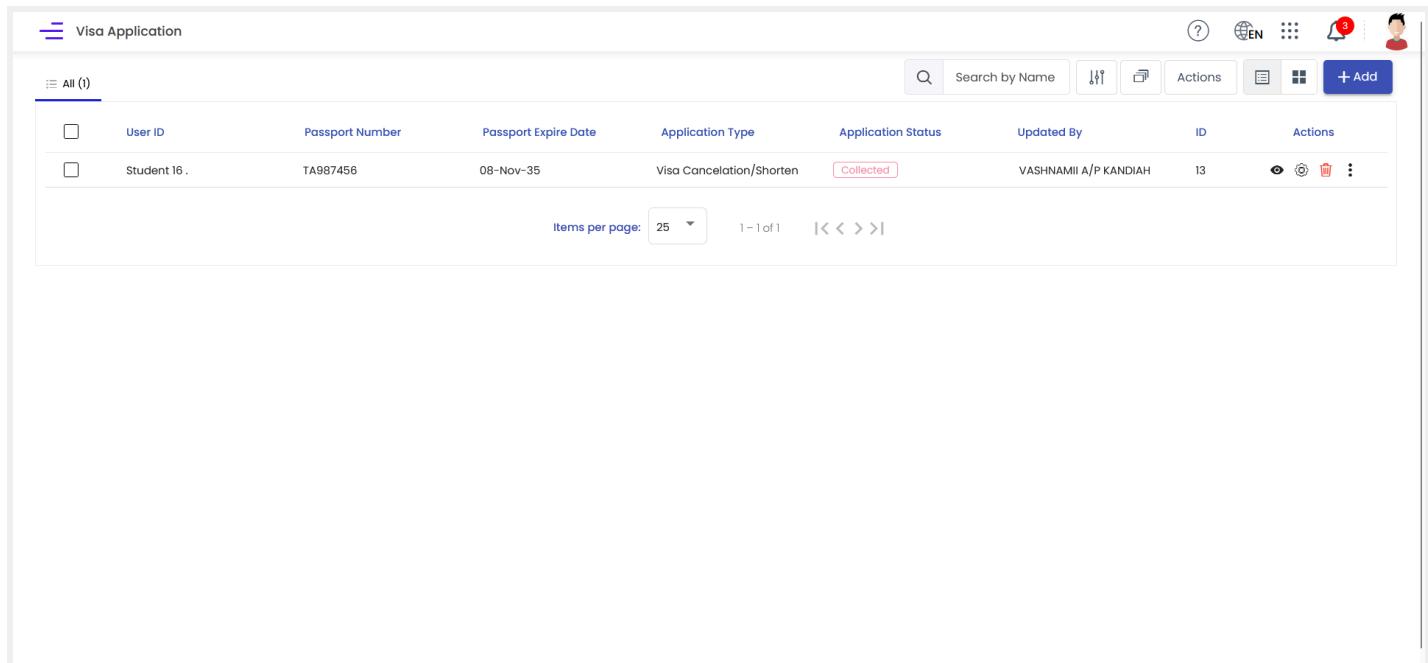
Step 2: Click on the Main App button and choose Student Services Application.



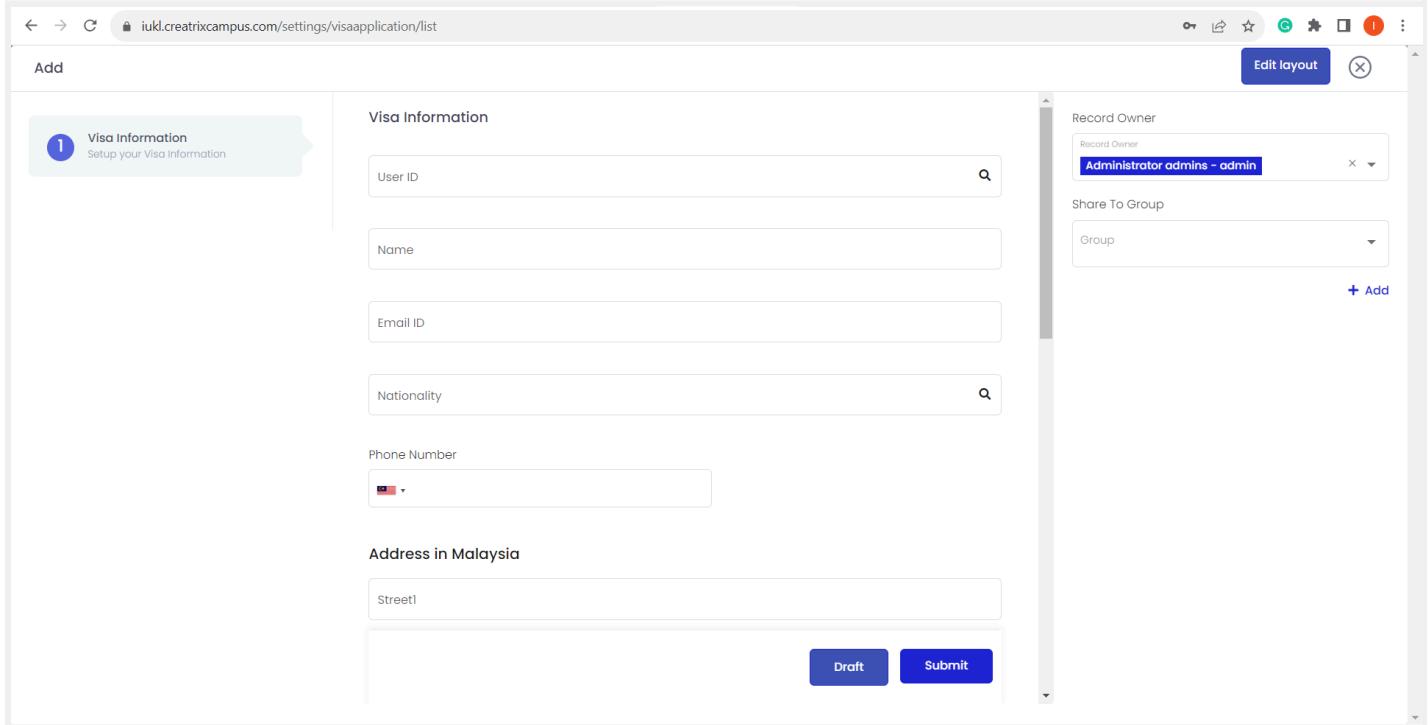
Step 3 : Choose Non-Academic Services and click the Visa Application module



Step 4: Student can click the Add button and fill the required fields, attach documents and submit.



Step 5: Student can click the Add button and fill the required fields, attach documents and submit. Student can upload related documents as well at this application form and Submit.



Visa Information
Setup your Visa information

Visa Information

- User ID
- Name
- Email ID
- Nationality
- Phone Number

Address in Malaysia

Street

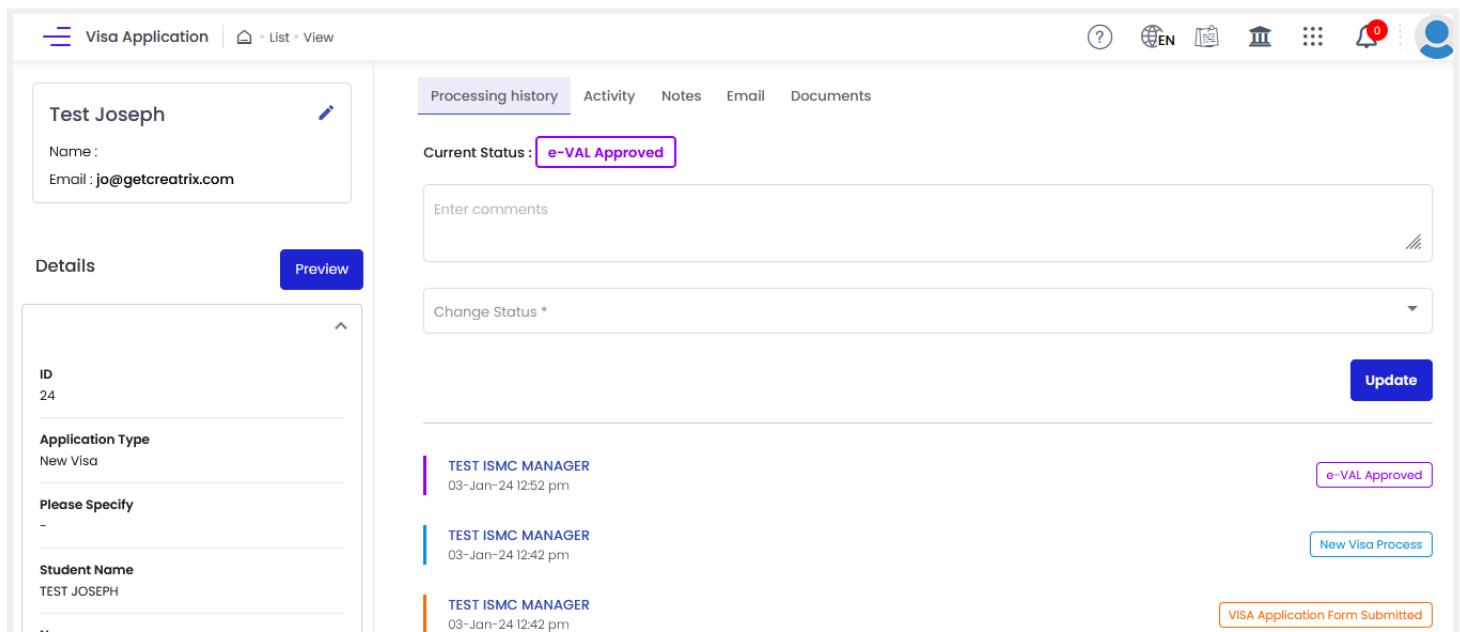
Record Owner
Record Owner: Administrator admins - admin

Share To Group

Add

Draft **Submit**

Step 6: Students can click the detailed view to check on the latest status of the application.



Visa Application | List View

Test Joseph 

Name: **jo@getcreatrix.com**

Details **Preview**

ID 24

Application Type New Visa

Please Specify -

Student Name TEST JOSEPH

Processing history Activity Notes Email Documents

Current Status: **e-VAL Approved**

Enter comments

Change Status *

Update

TEST ISMC MANAGER
03-Jan-24 12:52 pm **e-VAL Approved**

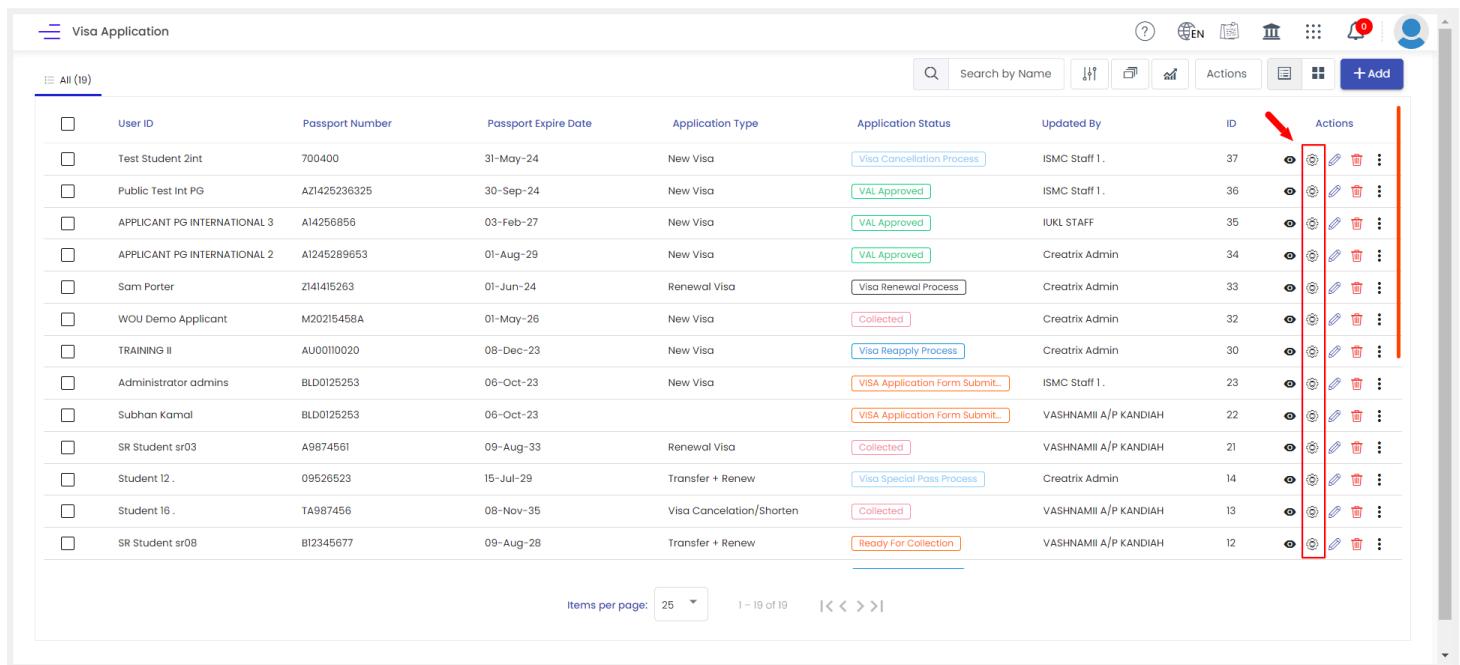
TEST ISMC MANAGER
03-Jan-24 12:42 pm **New Visa Process**

TEST ISMC MANAGER
03-Jan-24 12:42 pm **VISA Application Form Submitted**

2.2.2 Processing Visa Application

User will be able to process the Visa Application by accessing the Visa Module. User may choose at the Application List and click on the Details View button.

Step 1 : Click on the Detailed View button to start processing the Visa Application.

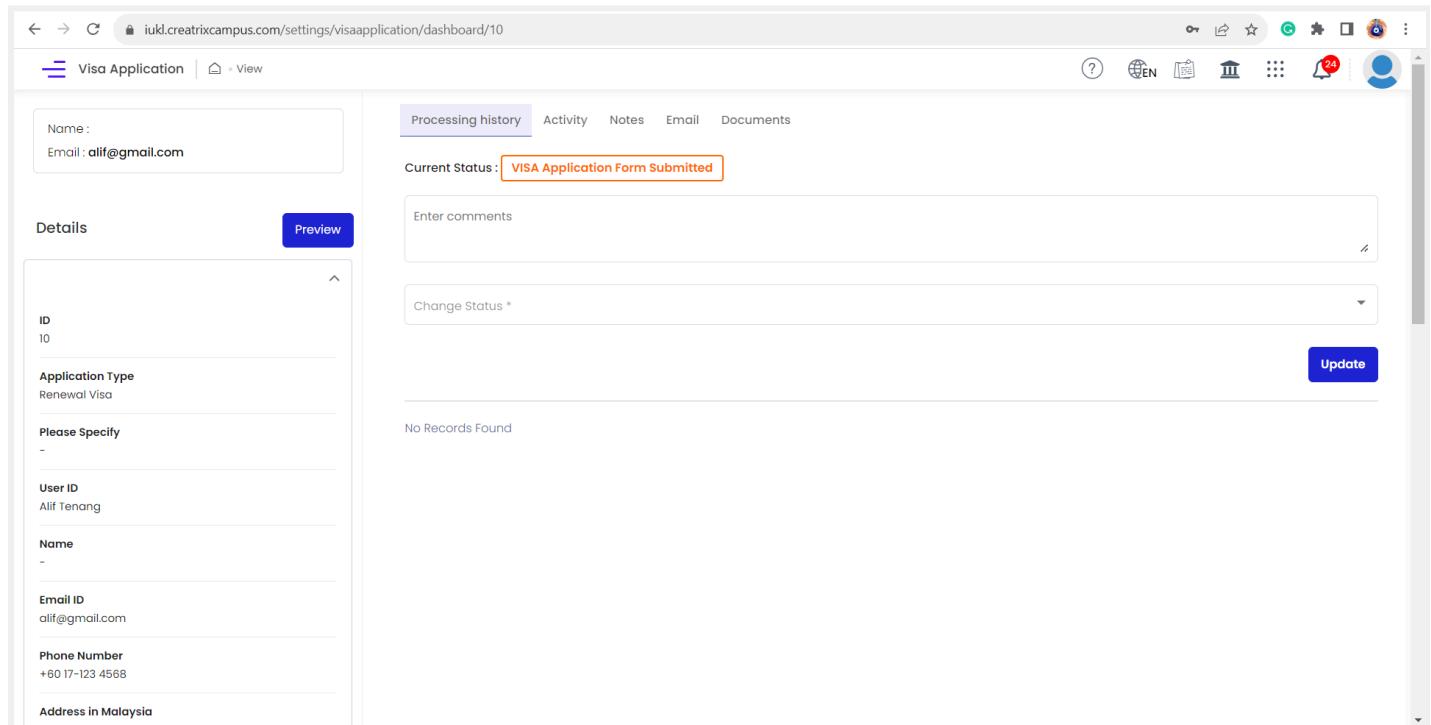


The screenshot shows a table titled 'Visa Application' with 19 rows of data. The columns are: User ID, Passport Number, Passport Expire Date, Application Type, Application Status, Updated By, ID, and Actions. The 'Actions' column contains icons for viewing, editing, deleting, and more. A red arrow points to the first row's 'Actions' column. The data in the table is as follows:

User ID	Passport Number	Passport Expire Date	Application Type	Application Status	Updated By	ID	Actions			
Test Student 2int	700400	31-May-24	New Visa	Visa Cancellation Process	ISM Staff 1.	37				
Public Test Int PG	AZ1425236325	30-Sep-24	New Visa	VAL Approved	ISM Staff 1.	36				
APPLICANT PG INTERNATIONAL 3	A14256856	03-Feb-27	New Visa	VAL Approved	IUKL STAFF	35				
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SR Student sr08	BL12345677	09-Aug-28	Transfer + Renew	Ready For Collection	VASHNAMII A/P KANDIAH	12				

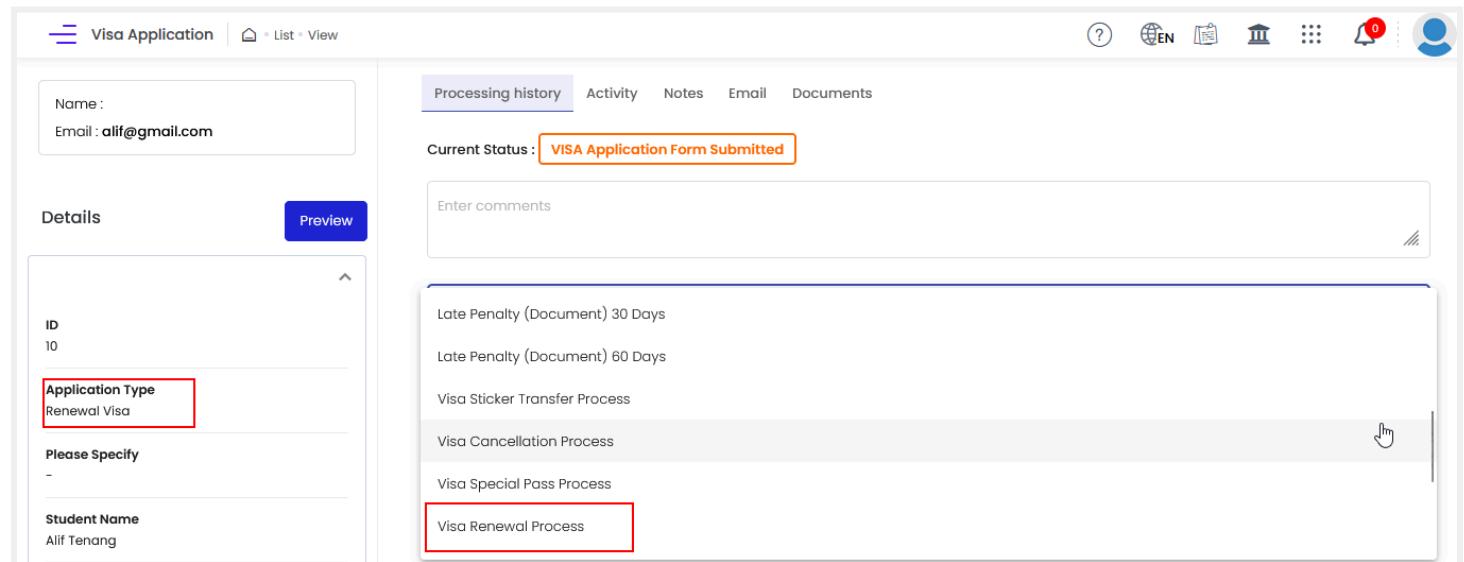
Items per page: 25 | 1 - 19 of 19 | < < > > |

Step 2 : On clicking the Detailed view staff will be landed on to this page.



The screenshot shows a web-based application interface for managing visa applications. The URL in the browser is iukl.creatrixcampus.com/settings/visaapplication/dashboard/10. The main header includes a back arrow, forward arrow, a refresh button, and a search bar. The title bar says "Visa Application" and "View". The top right corner has a user icon with a red notification badge showing "24". Below the header, there are tabs for "Processing history", "Activity", "Notes", "Email", and "Documents". The "Processing history" tab is selected. The "Current Status" is displayed as "VISA Application Form Submitted" in an orange box. There is a text input field for "Enter comments" and a dropdown for "Change Status". A large "Update" button is located on the right. The left sidebar contains a "Details" section with fields for Name (Alif), Email (alif@gmail.com), ID (10), Application Type (Renewal Visa), Please Specify (empty), User ID (Alif Tenang), Name (empty), Email ID (alif@gmail.com), Phone Number (+60 17-123 4568), and Address in Malaysia (empty). A message "No Records Found" is displayed below the status section.

Step 3 : Based on the student application type, Staff can click on Change status and changed the status accordingly.



The screenshot shows the same web-based application interface for managing visa applications. The URL is the same: iukl.creatrixcampus.com/settings/visaapplication/dashboard/10. The "Change Status" dropdown menu is open, showing several options: "Late Penalty (Document) 30 Days", "Late Penalty (Document) 60 Days", "Visa Sticker Transfer Process", "Visa Cancellation Process", "Visa Special Pass Process", and "Visa Renewal Process". The "Visa Renewal Process" option is highlighted with a red box. The rest of the interface is identical to the previous screenshot, showing the "VISA Application Form Submitted" status and the "Details" section with student information.