Creatrix Campus

USER MANUAL

VISA MANAGEMENT

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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.

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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

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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

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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

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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	ISMC	Perform checking and select **Application Type** manually	New Visa Process	Admission Status change automatically to "**Visa Application Submitted**"
3	ISMC	Perform Business process for Applying Visa (Outside the system)	NA	NA
4	ISMC	VAL have approved by EMGS	e-VAL Approved	Admission Status change automatically to "**e-VAL Approved**"
5	ISMC	Visa ready for Collection	Ready For Collection	Notify student/Applicant to collect the document
6	ISMC	Student/Applicant come to collect document	Collected	NA

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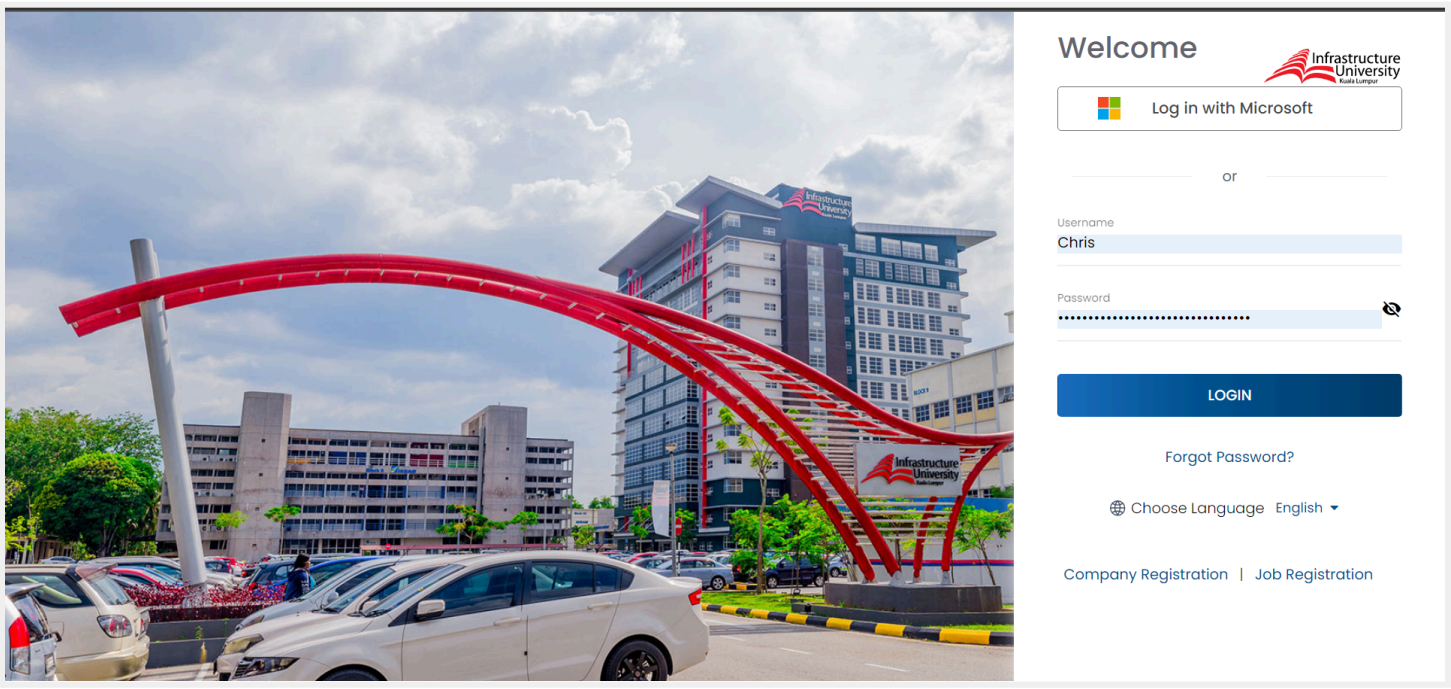
2.1.1 Processing New Visa Application from Admission

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



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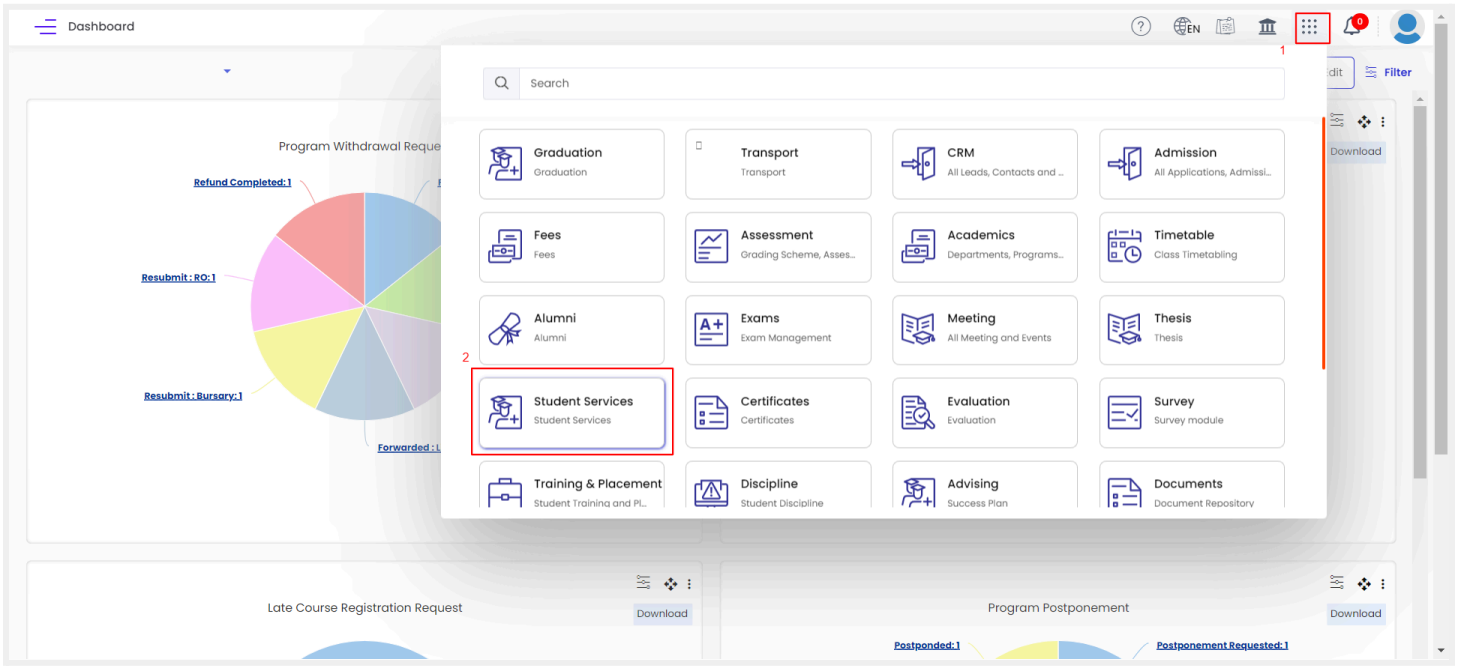
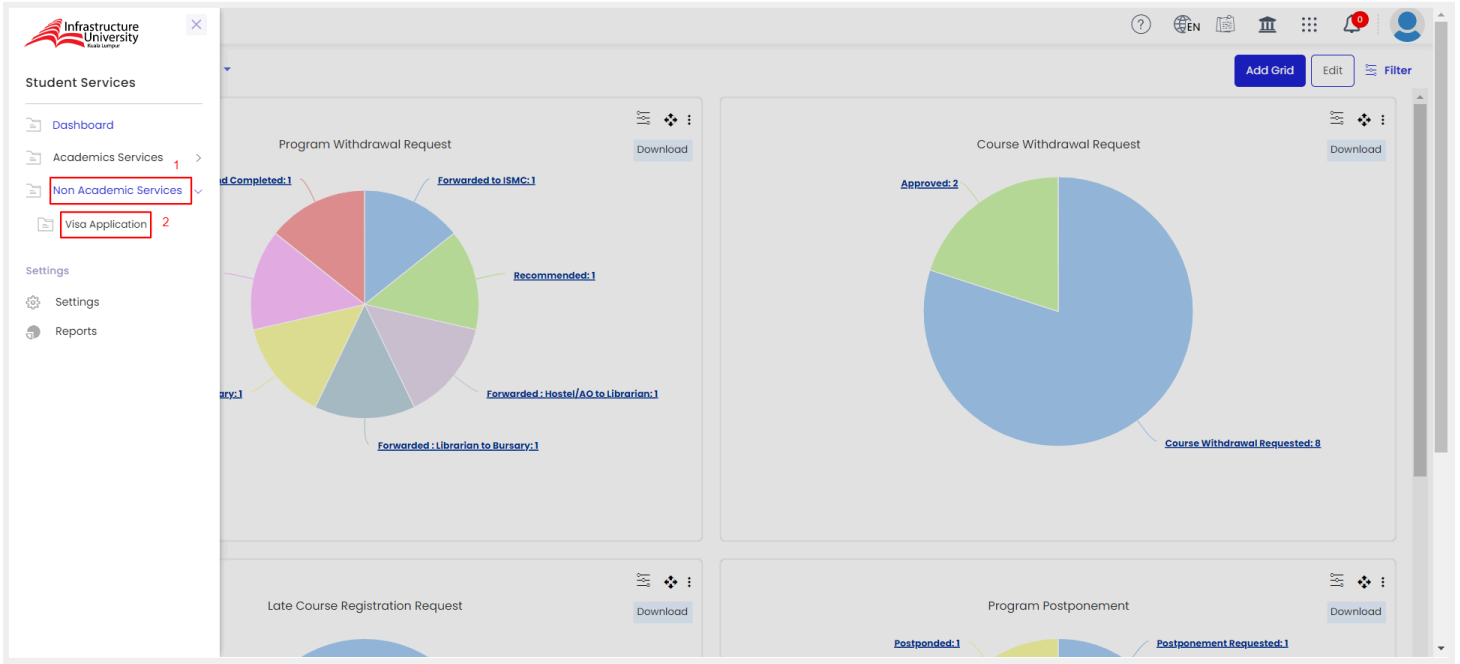
Step 2: Click on the Main App button and choose Student Services Application.



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



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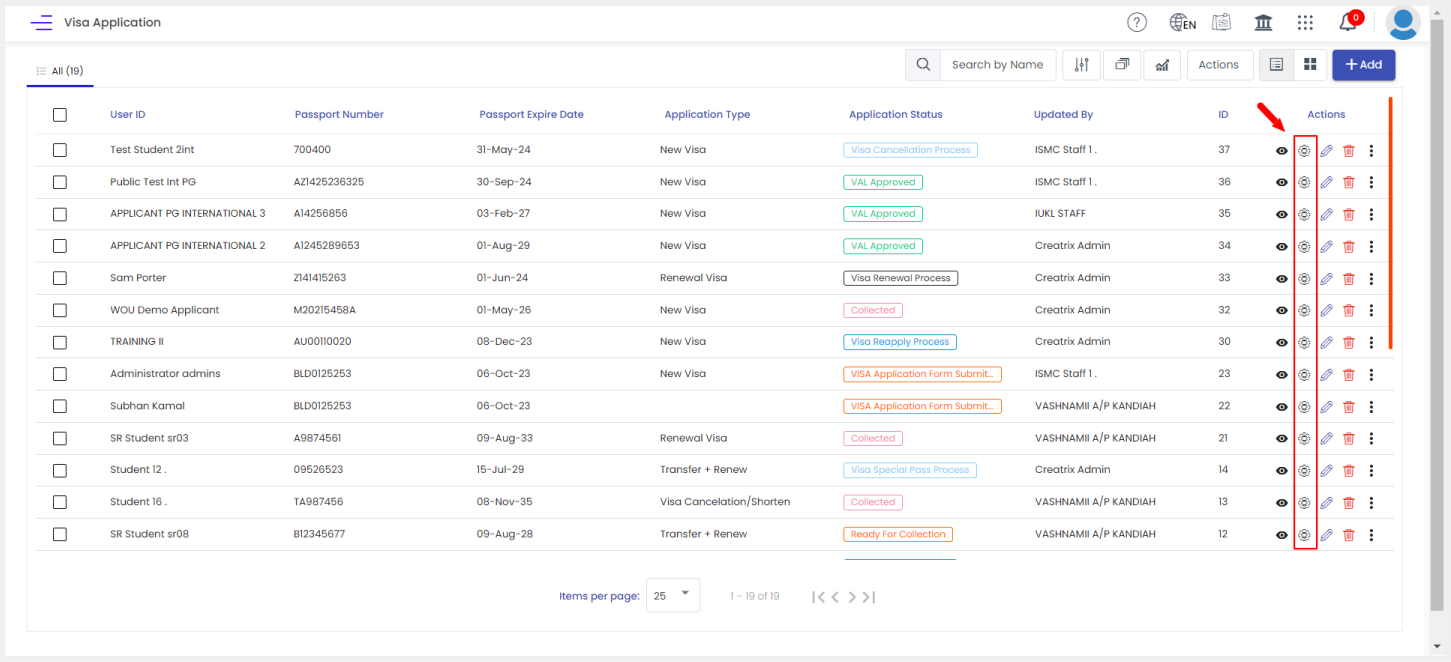
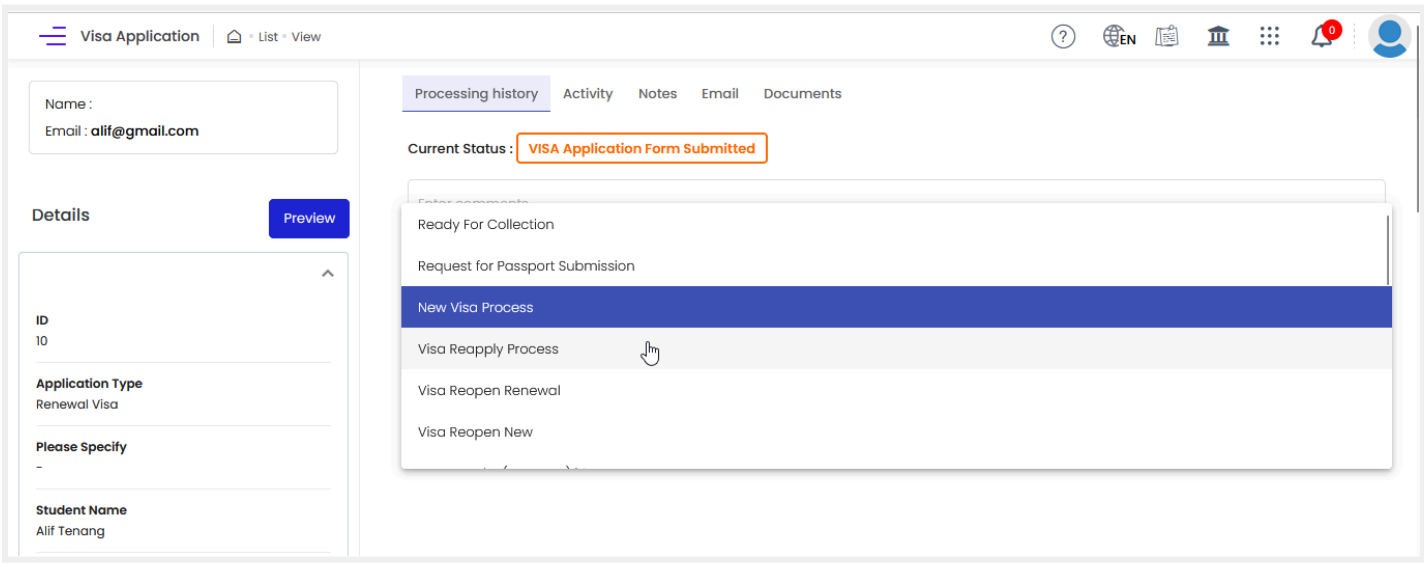
Step 4 : Click on the Detailed View button to start processing the Visa Application.



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



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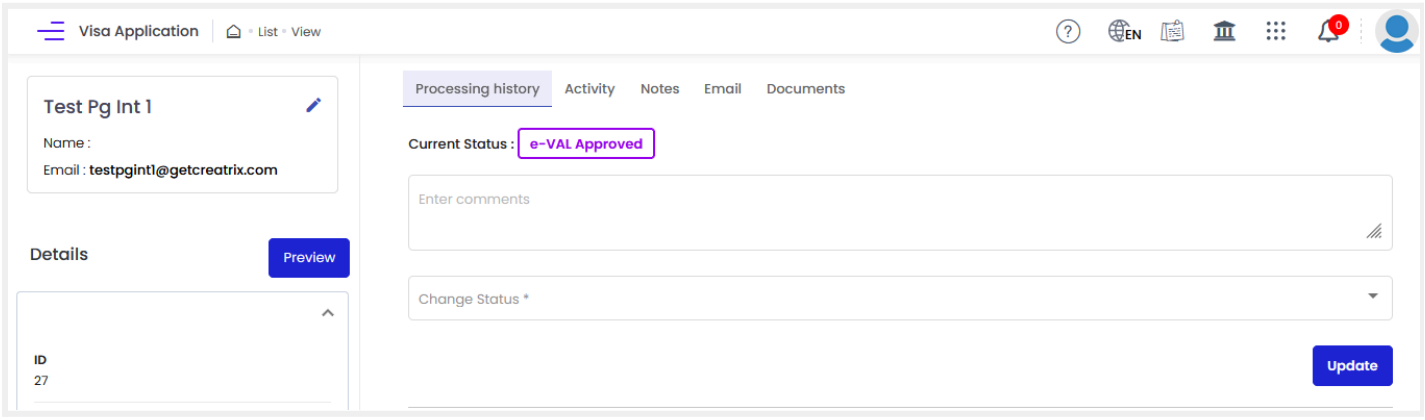
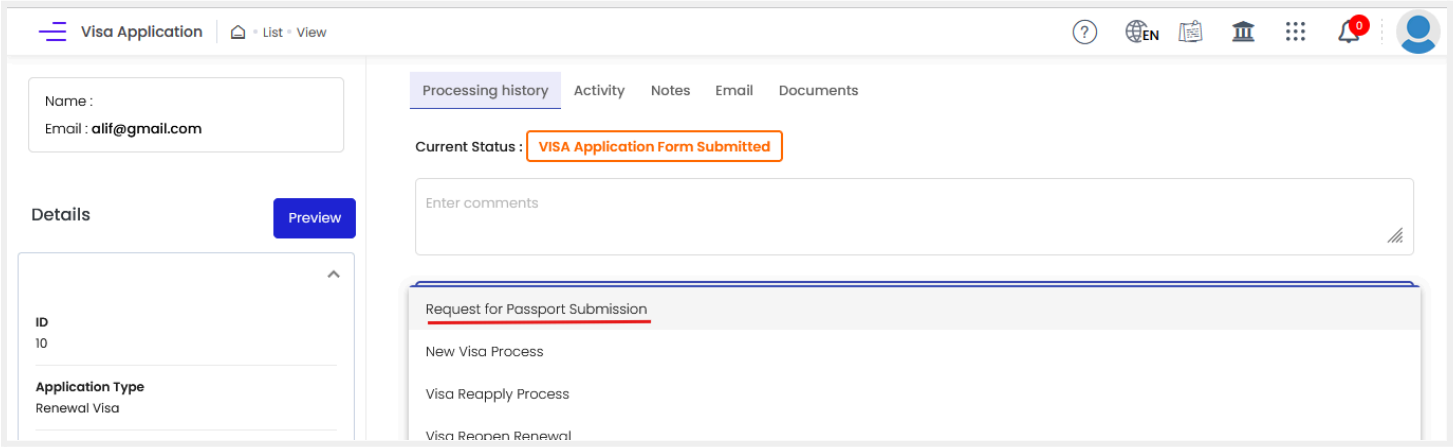
Step 6 : After the application is approved by Immigration, staff may change the status to **"e-VAL Approved"** and the status of admission will automatically changed to **"e-VAL Approved"** as well.



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.



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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		

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

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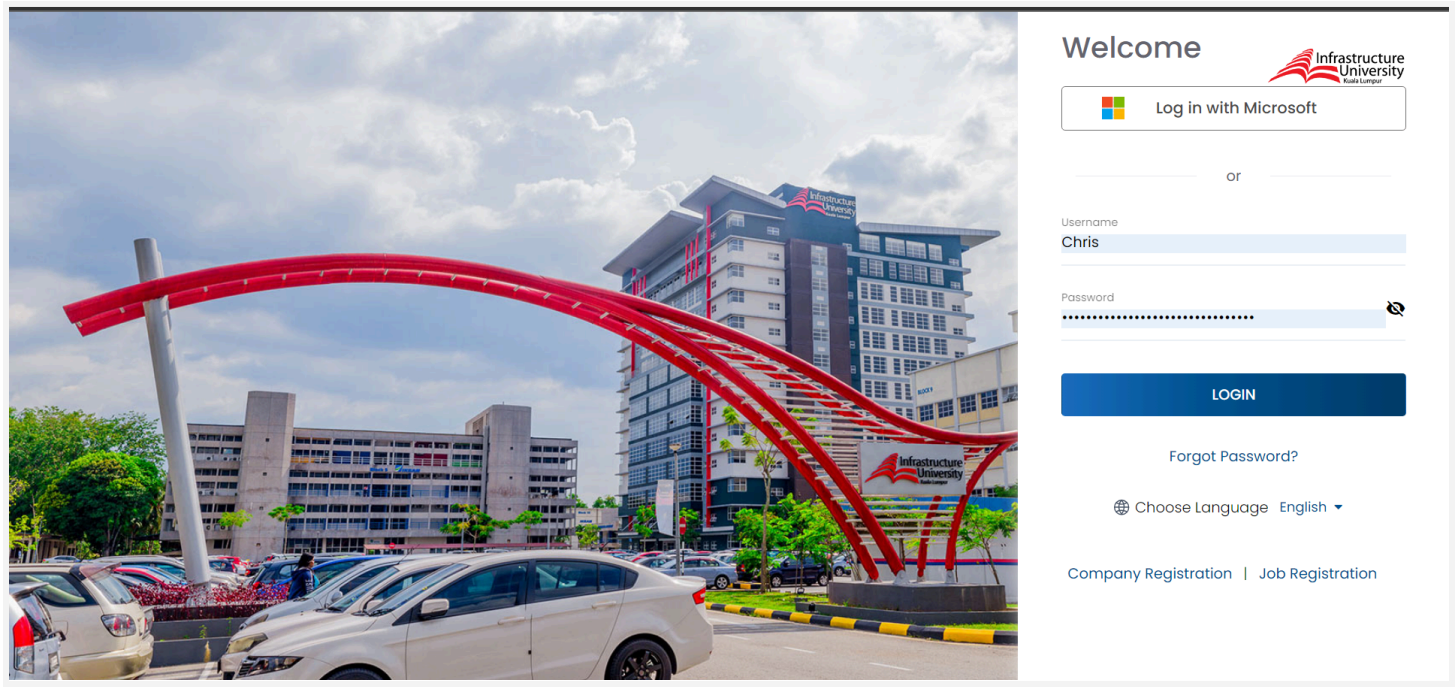
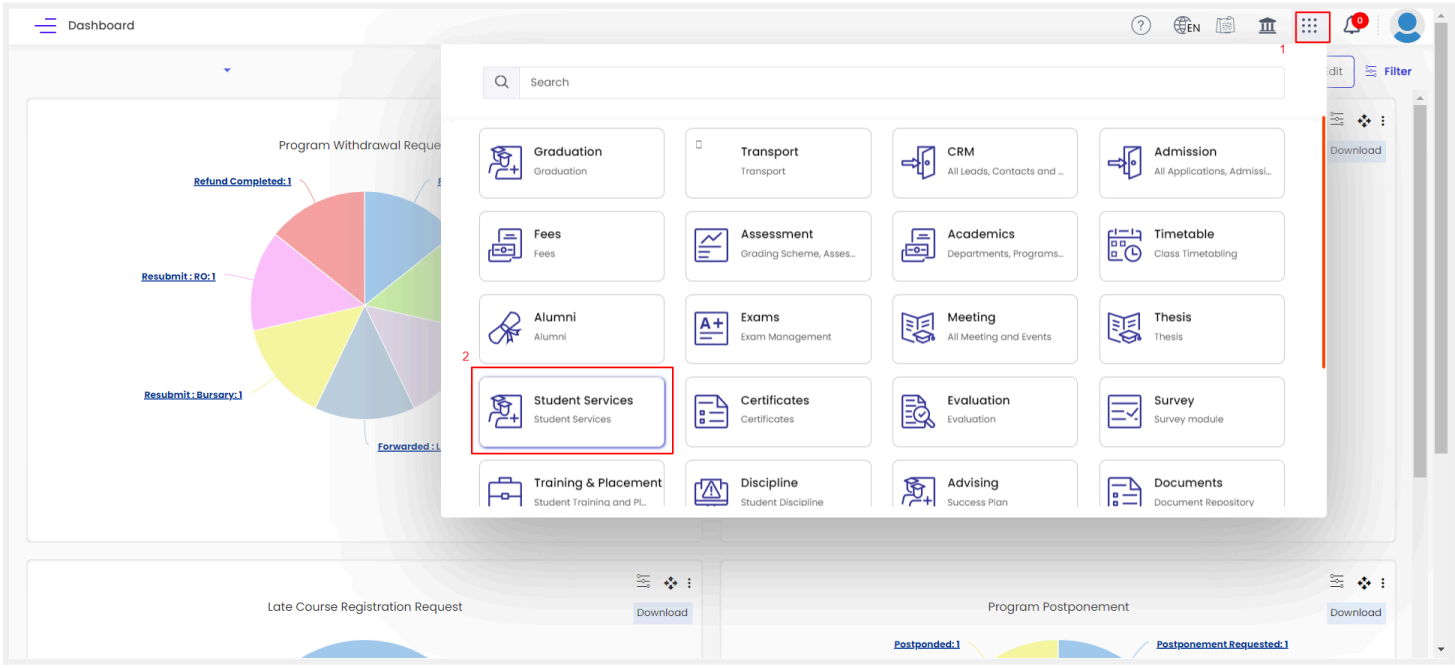
2.2.1 Application by Student from Student Portal

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.



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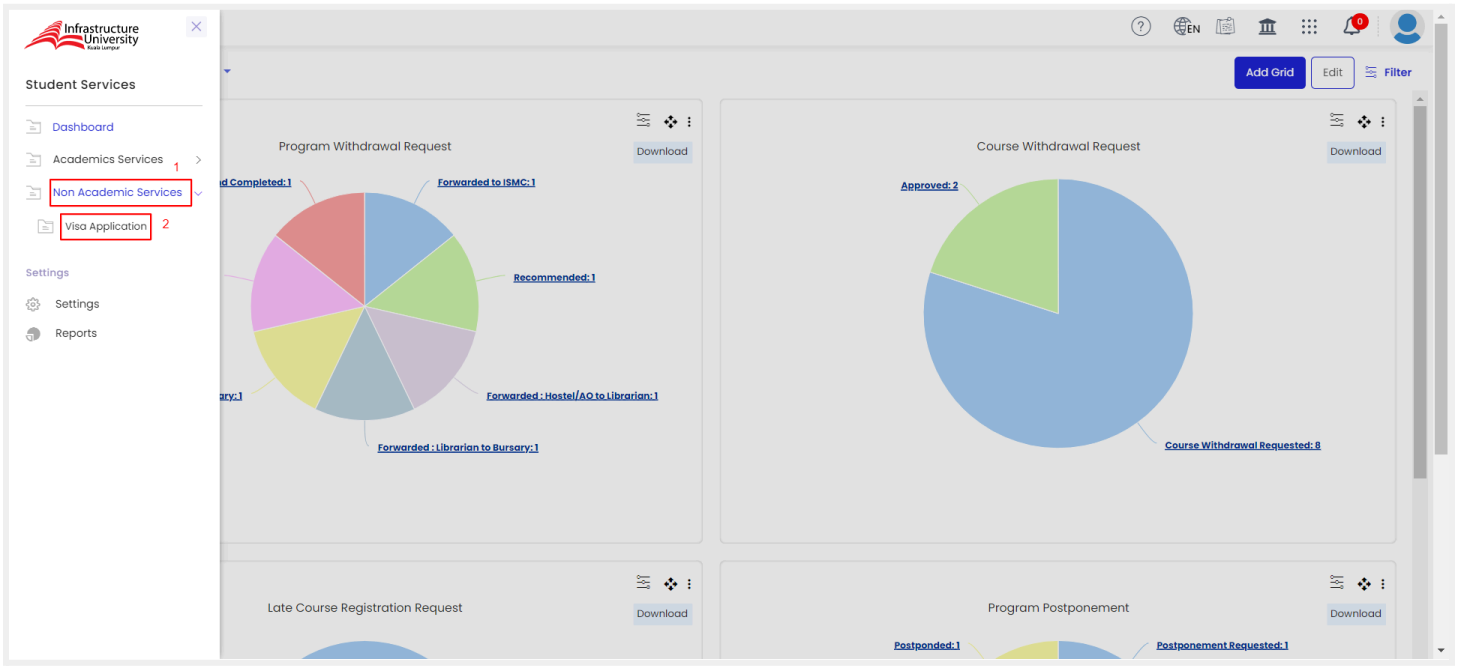
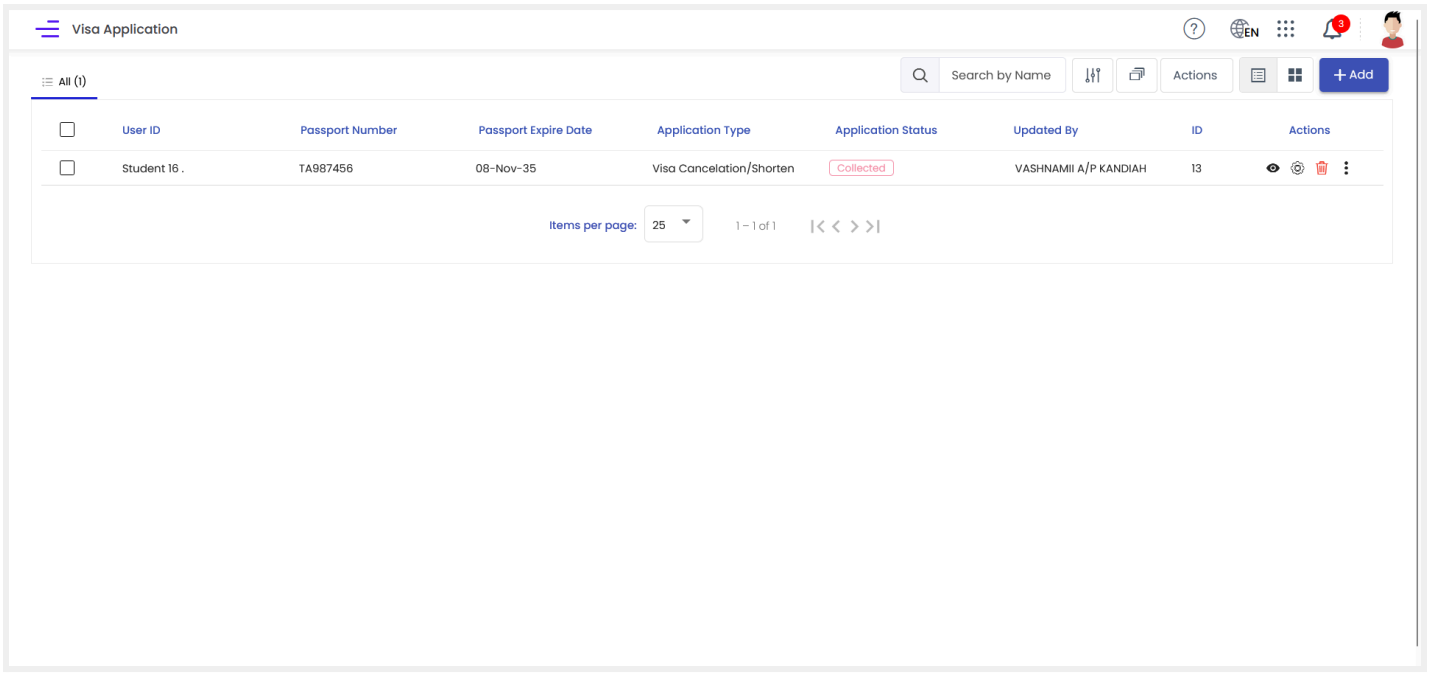
Step 3 : Choose Non-Academic Services and click the Visa Application module



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



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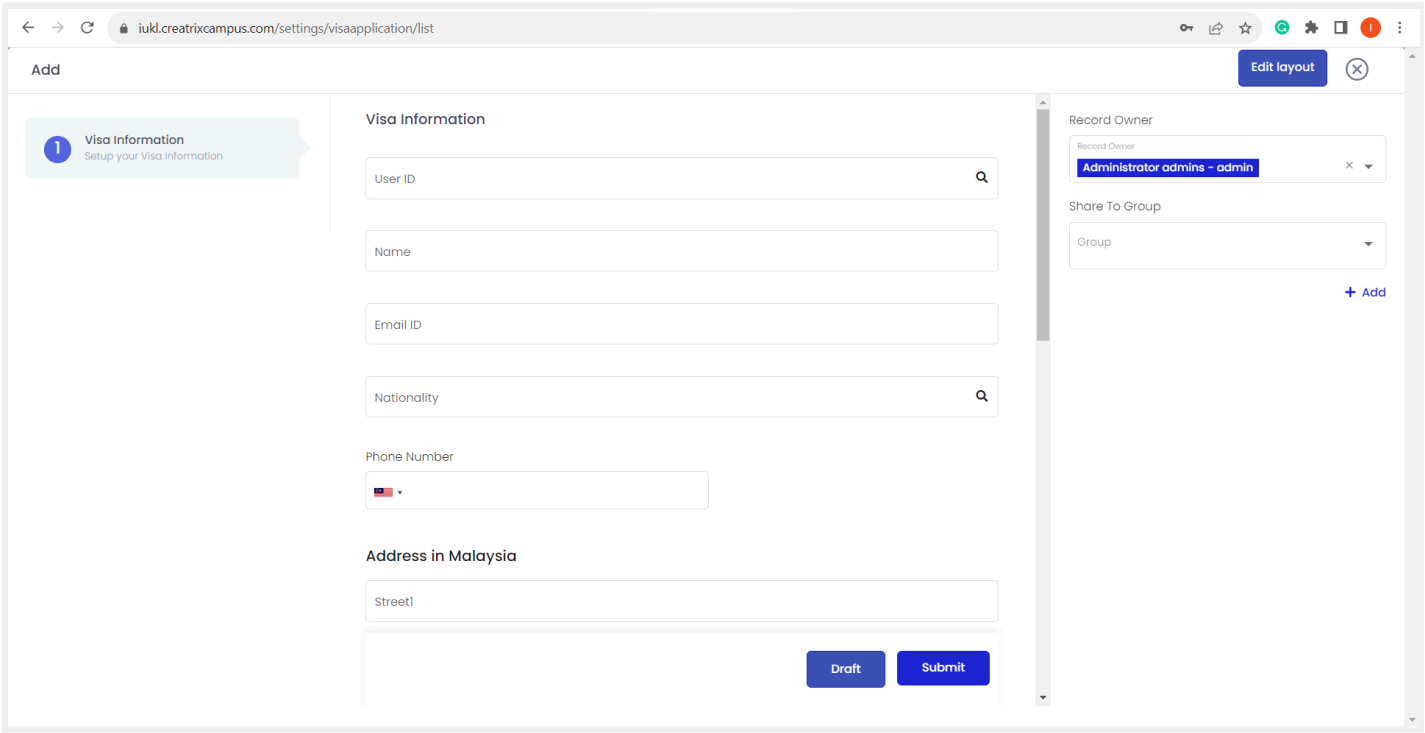
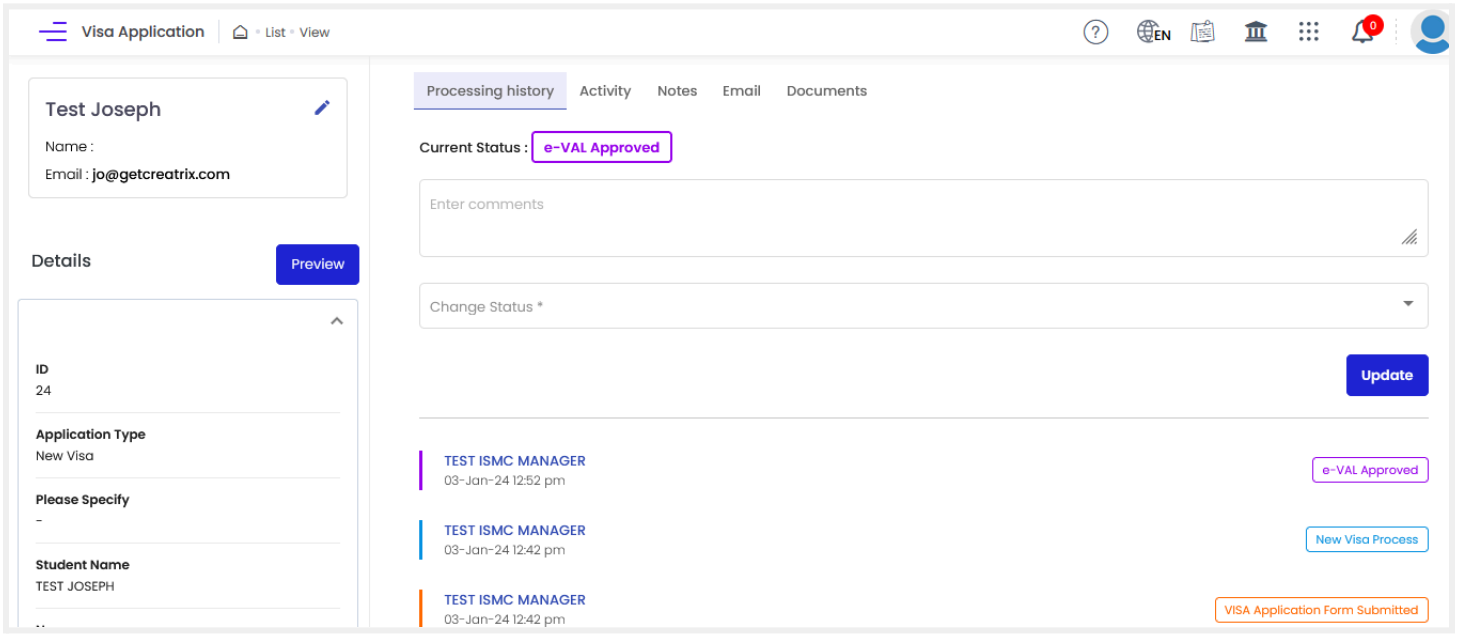
Step 5: Student can click the Add button and fill the required fields, attach documents and submit. Student can upload related documents as well at this application form and Submit.



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



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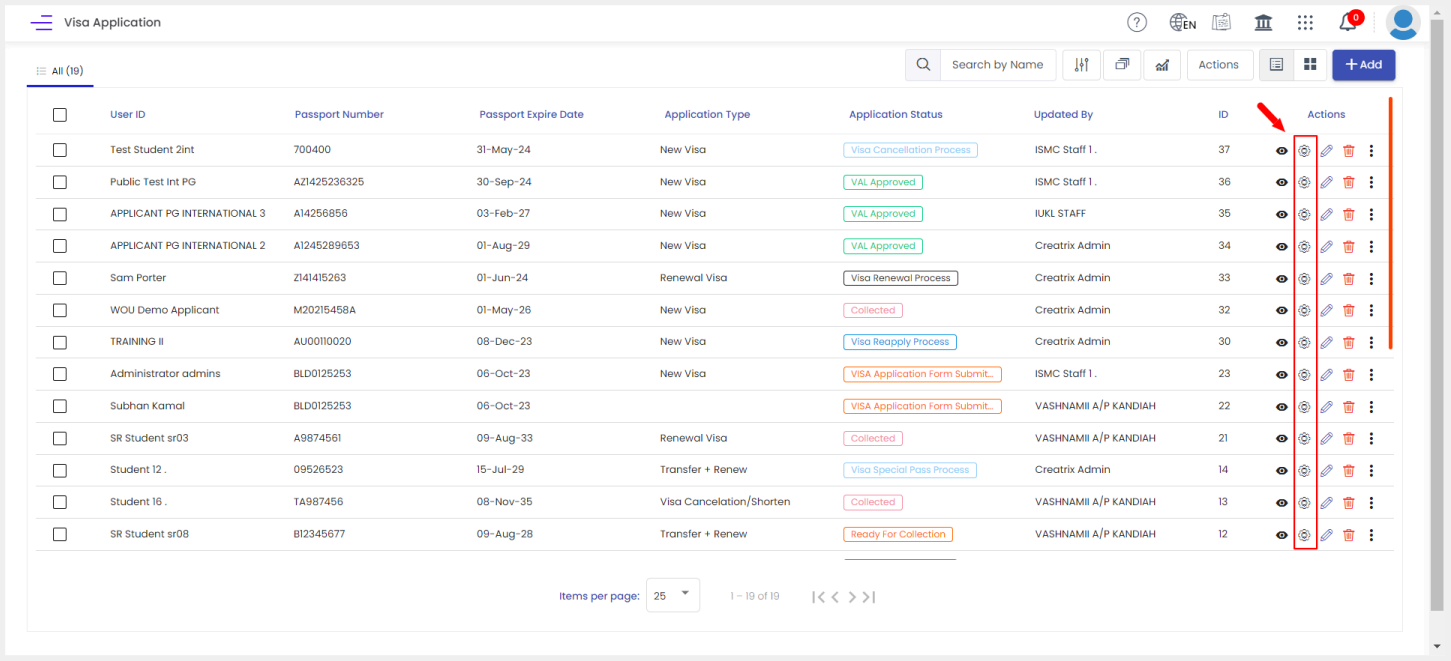
2.2.2 Processing Visa Application

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.



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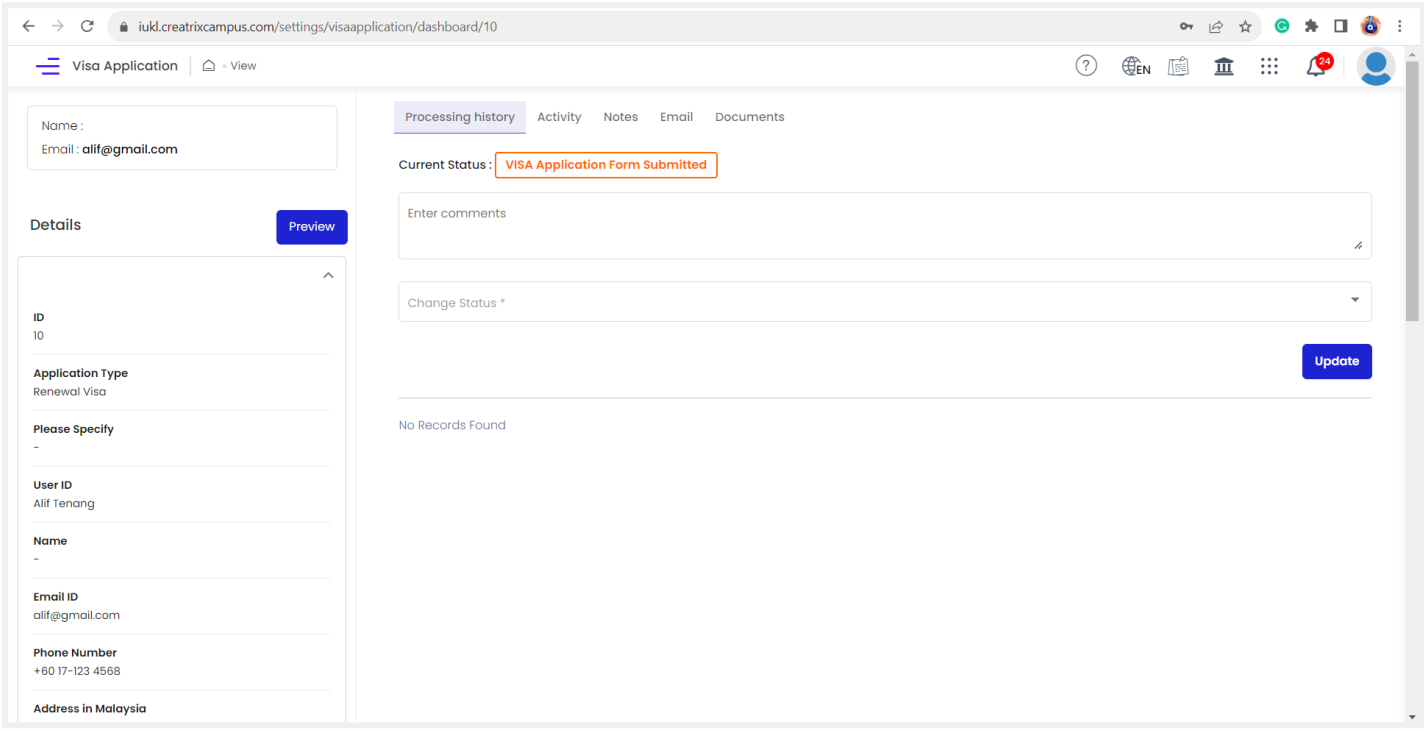
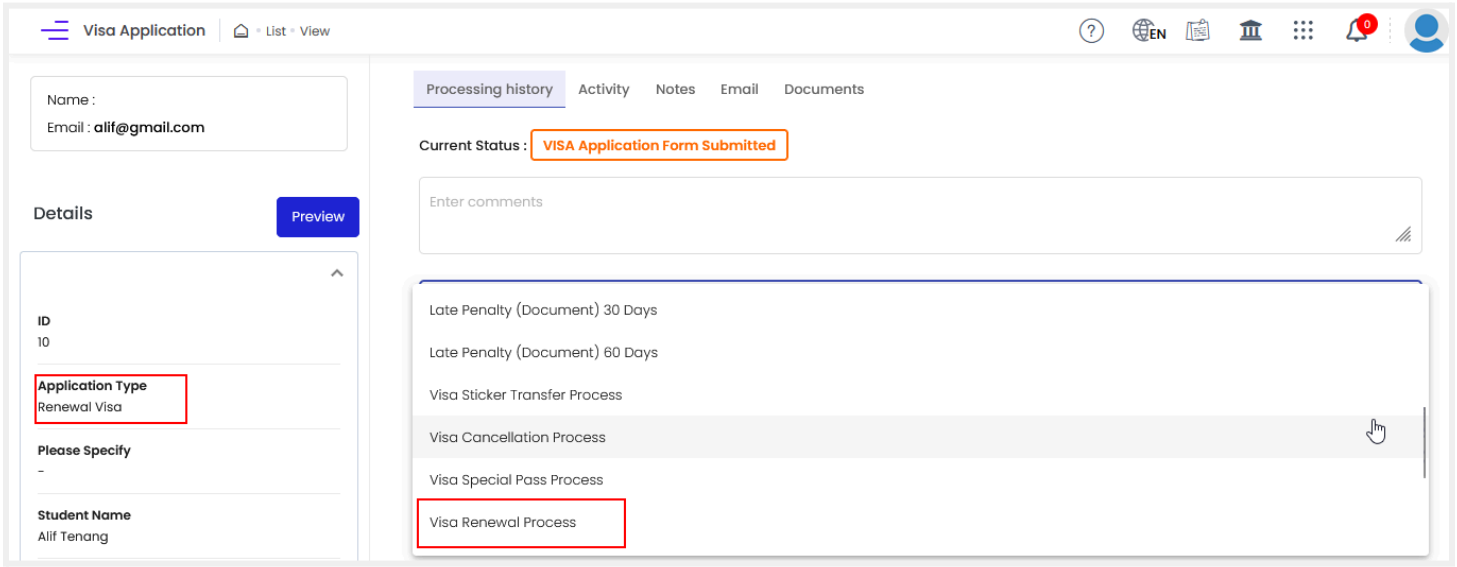
Step 2 : On clicking the Detailed view staff will be landed on to this page.



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



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