
FAQ

What are the steps to sign up for an account?

1. Go to <https://www.windowmalaysia.my>
2. Click on the "Apply Online" icon
3. Click on the "I'm New" page
4. Fill out your email address, nationality, passport number, surname/last name, given name and gender on the "I'm New" page to complete the registration process.
5. Click "**Submit**" button to confirm your registration

How do I confirm my registration process is successful and to validate my email address?

You will receive an email from us informing your account has been successfully created. To complete the registration process, you are required to click the link in the mail provided to verify your email.

What if I did not receive my email address confirmation?

We will send the link to the email address provided by the applicants upon registration. If you have not received the email to confirm your email address, please also check your email storage capacity is not full and please check your spam or junk mail folder. If all else fails, you can contact us through live chat.

What are the steps to log into my account?

1. Go to <https://www.windowmalaysia.my>
2. Click on the "Apply Online" icon
3. Click on the "**Returning User**" login page
4. Fill in your email address, password and Captcha Code
5. Click "**Submit**" button to complete the process

What if I forgot my password and can't log into my account?

1. Go to <https://www.windowmalaysia.my>
2. Click on the "Apply Online" icon
3. Click on "**Forget your password**" In the returning user login
4. Type in your email address and Passport Number and follow the on-screen instructions.
5. After that, you will receive an email from us with the email contain the password.
Note: We would like to advice kindly change the password for security purpose.
6. Note If you did not receive the email, we would like to advice you to kindly check your spam or junk mail folder. Kindly also ensure that the email you have registered with is valid.

Other than that, please check your email storage capacity is not full and check your email spam scanner is allowed to accept emails from www.visamalaysia.org. If you are still unable to receive the verification email, kindly contact the “Live Chat” support from our main page.

How do I change my password?

1. Go to your account settings
2. Click on "**Password**"
3. Type in your current and new password
4. Click on "**Save Changes**"

What is the minimum password strength and how can I make my password strong?

When you create a new password, make sure that it's at least 8 characters long. Try to use a complex combination of numbers, letters and punctuation marks.

eVISA

What is eVISA?

eVISA is an online application platform that enables foreign nationals to apply for an electronic visa to enter Malaysia at the comfort of your convenience.

How long does it take to obtain an eVISA?

It takes 48 hours for processing.

This 48 hours processing period applies only for working days and, does not include weekends, public holidays, Malaysian holidays and any other specific countries holidays.

The 48 hours processing time also does not include unforeseen or uncontrollable events including, but not limited to, system maintenance downtime, ISP equipment failure, host equipment failure, communications network failure, power failure, natural events or acts of war.

eVISA printing format

Your eVISA should be printed in an A4 format either in color or black and white.

Who can apply for an eVISA?

Nationality	Apply From
China India Sri Lanka Nepal Myanmar Bangladesh Pakistan Bhutan Serbia Montenegro	eVISA can be applied around the world except Malaysia and Singapore

What types of eVISA is offered?

eVISA offers **Single-Entry Visa (SEV) to China, Sri Lanka, Nepal, Myanmar, Bangladesh, Pakistan, Bhutan, Serbia Nationals** for a single journey into malaysia up to a maximum of 30 days for each visit with no extensions allowed.

eVISA offers **Multiple-Entry Visa (MEV) to Indian Nationals** for a multiple journey into malaysia with up to a maximum of 15 days or 30 days for each visit with no extensions allowed.

What are the requirement for eVISA?

You must ensure the following documents are valid prior to apply for an eVISA :

1. Recent passport sized studio photo
2. Passport front page.
3. Confirmed Return flight booking
4. Birth certificate for minor applicants
5. Other documentation depending on applicant's country

How can I apply for an eVISA?

eVISA can only be applied through our website: <https://www.windowmalaysia.my>

How long will my eVISA be valid for?

eVISA is valid for 3 months while eVISA holder is entitled to stay up to a maximum of 30 days for each visit in Malaysia. Each application can only be used once and no extension is allowed.

How many days can I stay in Malaysia with an eVISA?

You are allowed to stay in Malaysia up to a maximum of 30 days. You will be subjected to an administrative fine by the Malaysian local authorities and your next entry into Malaysia may be denied for a certain period of time if you failed to stay within the stipulated time.

How long before my travel date should I apply for an eVISA?

We advise you to apply for your eVISA at least 2 weeks prior your departure to Malaysia.

Can I apply my eVISA in Malaysia

No. eVISA does not allow applications to apply within Malaysia. eVISA must be obtained prior to your entry into Malaysia.

Am I required to submit any physical document when applying for my eVISA?

No, You are not required to submit any physical documents unless requested by the Malaysian Mission Office.

Should I re-apply for a new eVISA if my departure date changes but the new date is within 3 months?

No. You do not have to re-apply for a new eVISA within 3 months from the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia.

Should I re-apply for new eVISA if my departure date changes and the new date is after 3 months?

Yes. You will need to re-apply a new eVISA since the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia is valid for 3 months only.

I have realised that some of the information that I provided in the eVISA application requires correction. What should I do?

You can amend and edit your information in the eVISA application page accordingly before making payment.

Upon receiving my issued eVISA, I have realised that some of the information that I provided was wrong and needs corrections. What should I do?

You must re-apply for a new eVISA with the correct information as per your travel documents.

The information on my approved eVISA does not fully match the information on my travel document. Can I enter Malaysia with this eVISA?

No. Your eVISA will be considered invalid.

Upon successful payment, I have realised that some of the information that I provided was wrong and needs corrections. What should I do?

The applicant assumes responsibility for any mistakes made in his or her application must re-apply for a new eVISA with the correct information as per the travel documents.

Can I get a refund if I do not utilise my eVISA?

No refunds for any unutilised eVISA will be entertained.

Will I receive a refund if my eVISA is rejected?

Yes. You will receive a refund for your visa fee. All other fees will not be refunded.

If I already have an eVISA, which entry & exit checkpoint am I allowed to enter Malaysia?

Your eVISA allows you to enter Malaysia via all gazette Malaysian Entry Exit Points.

Does my eVISA guarantees me to enter Malaysia?

No. eVISA does not guarantee your entry to Malaysia as it is subjected to the approval of the Department of Immigration Malaysia at the Malaysian entry-exit points.

eNTRI FOR CHINESE NATIONALS

What is eNTRI?

Electronic Travel Registration & Information (eNTRI) is an online registration facility provided by the Government of Malaysia to facilitate the entrance of PRC nationals residing in Mainland China into Malaysia under the Visa Waiver Programme. An eNTRI Note will be issued as proof of the registration and is required to be presented upon arrival in Malaysia.

How can I obtain an eNTRI Note?

An eNTRI Note can be obtained by making an eNTRI Registration via <https://www.windowmalaysia.my> . The eNTRI Note can be printed immediately by the applicants upon completion of registration.

Who is eligible to register for eNTRI?

All PRC nationals from Mainland China only (excluding Hong Kong, Macau and Taiwan).

What is the entitlement of the eNTRI Note?

eNTRI Note is valid for a single journey into Malaysia for up to a maximum of 15 days for tourism purposes only.

What documents are required for the eNTRI Registration?

You must ensure the following documents are valid prior to apply for an eNTRI :

- Passport with validity of at least 6 months
- Latest passport size photo
- Confirmed Return Ticket
- All eNTRI Note travellers is only permitted to depart from China Mainland flights to Malaysia or transit via Singapore, Thailand or Brunei.
- Flight departing from Hong Kong, Macau, Taiwan or others country to Malaysia are not permitted.
- All eNTRI Note travellers returning from Malaysia is only permitted a direct flight back to China mainland or transit via Singapore, Thailand or Brunei only.
- Proof of accommodation

From which country am I required to depart in order for me to enter Malaysia by eNTRI?

Kindly be notified that all eNTRI Note holders are permitted to only depart from Mainland China into Malaysia via direct flights or transit flights through Singapore, Thailand or Brunei.

- Applicants with direct flights from Mainland China to Malaysia via the following options:

By air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
 2. Sultan Abu Bakar Checkpoint, Johor
 3. Padang Besar Checkpoint, Perlis
 4. Bukit Kayu Hitam Checkpoint, Kedah
 5. Sungai Tujuh Immigration Checkpoint, Sarawak
 6. Tedungan Immigration Checkpoint, Sarawak
- Applicants with direct or transit flights from Singapore, Thailand or Brunei to Malaysia via the following options:

By air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
 2. Sultan Abu Bakar Checkpoint, Johor
 3. Padang Besar Checkpoint, Perlis
 4. Bukit Kayu Hitam Checkpoint, Kedah
 5. Sungai Tujuh Immigration Checkpoint, Sarawak
 6. Tedungan Immigration Checkpoint, Sarawak
- Applicants with flights other than the above options and departing from Hong Kong, Macau, Taiwan or others country into Malaysia is not permitted.
 - All applicants are only permitted to return from Malaysia via direct flight to Mainland China or transit flight through Singapore, Thailand or Brunei only.

How do I apply for eNTRI?

eNTRI can only be applied through our [website https://www.windowmalaysia.my](https://www.windowmalaysia.my)

How long before my travel date should I apply for eNTRI?

We advise you to apply for eNTRI registration at least 48 hours before your departure to Malaysia.

How long will my eNTRI Note be valid for?

The validity period of your eNTRI Note is 3 months from your eNTRI issuance date.

How many days can I stay in Malaysia with an eNTRI Note?

You are allowed to stay up to a maximum of 15 days with the eNTRI Note and will be subjected to Malaysian laws when you enter the country. Responsibility to stay in Malaysia within the stipulated time falls under your responsibility.

Is my personal information secure by submitting them online?

Yes. The system is fully own by the Government of Malaysia. All information obtained during the eNTRI registration process is kept in a highly secure environment which is in line with the Laws of Malaysia under the Personal Data Protection Act 2010.

Should I re-apply for a new eNTRI if my departure date changes but the new date is within 3 months?

No. You do not have to re-apply for a new eNTRI within 3 months from the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia.

Should I re-apply for new eNTRI if my departure date changes and the new date is after 3 months?

Yes. You will need to re-apply a new eNTRI since the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia is valid for 3 months only.

The information on my approved eNTRI does not fully match the information on my travel document. Can I enter Malaysia with the eNTRI?

No. Your eNTRI note will be considered invalid.

I have realised that some of the information that I provided in the eNTRI application requires correction. What should I do?

You can amend and edit your information in the eNTRI application page accordingly before making payment.

Upon receiving my eNTRI Note, I have realised that some of the information that I provided was wrong and needs corrections. What should I do?

You must re-apply for a new eNTRI with the correct information as per your travel documents.

Can I get a refund if I do not utilise my eNTRI?

No refunds for any unutilised eNTRI will be entertained.

Is there a refund if I have mistakenly made the payment twice?

No refunds for any double payments for eNTRI will be entertained.

If I already have an eNTRI Note, which entry & exit checkpoint am I allowed to enter Malaysia?

- Applicants with direct flights from Mainland China to Malaysia via the following options:

By air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujuh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Applicants with direct or transit flights from Singapore, Thailand or Brunei to Malaysia via the following options:

By air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah

9. Labuan International Airport, Sabah

By land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujoh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Applicants with flights other than the above options and departing from Hong Kong, Macau, Taiwan or others country into Malaysia is not permitted.
- All applicants are only permitted to return from Malaysia via direct flight to Mainland China or transit flight through Singapore, Thailand or Brunei only.

Does my eNTRI Note guarantees me to enter Malaysia?

No, This eNTRI Note does not guarantee that you are entitled to enter Malaysia. Upon arrival to Malaysia, you will be inspected by a Malaysian Immigration Entry/Exit Officer who may determine that you are in admissible for any reason under the Malaysian law

How much does it cost to obtain an eNTRI?

Country	Nationality	Fee
China	Chinese PRC	RMB 160

eNTRI FOR INDIAN NATIONALS

What is eNTRI?

Electronic Travel Registration & Information (eNTRI) is an online registration facility provided by the Government of Malaysia to facilitate the entrance of Indian Nationals into Malaysia under the Visa Waiver Programme. An eNTRI Note will be issued as proof of the registration and is required to be presented upon arrival in Malaysia.

How can I obtain an eNTRI Note?

An eNTRI Note can be obtained by making an eNTRI Registration via <https://www.windowmalaysia.my> . The eNTRI Note can be printed immediately by the applicants upon completion of registration.

Who is eligible to register for eNTRI?

eNTRI registration is open to all Indian Nationals only (excluding Singapore)

What is the entitlement of the eNTRI Note?

eNTRI Note is valid for a single journey into Malaysia for up to a maximum of 15 days for tourism purposes only.

What documents are required for the eNTRI Registration inside India?

You must ensure the following documents are valid prior to apply for an eNTRI :

- Passport with validity of at least 6 months
- Latest passport size photo
- Confirmed return flight tickets
- Proof of accommodation

What documents are required for the eNTRI Registration outside India (expatriate)?

You must ensure the following documents are valid prior to apply for an eNTRI :

- Passport with validity of at least 6 months
- Latest passport size photo
- Confirmed return flight tickets
- Proof of accommodation
- Proof of residence pass in applied country

From which country am I required to depart in order for me to enter Malaysia by eNTRI?

- Applicants residing inside India must have a direct flight from India to Malaysia and direct return flight ticket from Malaysia to India or transit via Singapore, Thailand or Brunei by air or land is permitted to enter Malaysia and exit Malaysia via the following Entry / Exit points:

By Air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak

8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By Land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujuh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Applicants residing outside India (Expatriate) must have a flight from India to Malaysia and return flight ticket from Malaysia to India or applied country to enter Malaysia and exit Malaysia via the following Entry / Exit points:

By Air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By Land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujuh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Expatriate is allowed to return to any country if travelled by Air.

How do I apply for eNTRI?

eNTRI can only be applied through our website <https://www.windowmalaysia.my>.

How long before my travel date should I apply for eNTRI?

We advise you to apply for eNTRI registration at least 48 hours before your departure to Malaysia.

How long will my eNTRI Note be valid for?

The validity period of your eNTRI Note is 3 months from your eNTRI issuance date.

How many days can I stay in Malaysia with an eNTRI Note?

You are allowed to stay up to a maximum of 15 days with the eNTRI Note and will be subjected to Malaysian laws when you enter the country. Responsibility to stay in Malaysia within the stipulated time falls under your responsibility.

Is my personal information secure by submitting them online?

Yes. The system is fully own by the Government of Malaysia. All information obtained during the eNTRI registration process is kept in a highly secure environment which is in line with the Laws of Malaysia under the Personal Data Protection Act 2010.

Should I re-apply for a new eNTRI if my departure date changes but the new date is within 3 months?

No. You do not have to re-apply for a new eNTRI within 3 months from the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia.

Should I re-apply for new eNTRI if my departure date changes and the new date is after 3 months?

Yes. You will need to re-apply a new eNTRI since the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia is valid for 3 months only.

The information on my approved eNTRI does not fully match the information on my travel document. Can I enter Malaysia with the eNTRI?

No. Your eNTRI note will be considered invalid.

I have realised that some of the information that I provided in the eNTRI application requires correction. What should I do?

You can amend and edit your information in the eNTRI application page accordingly before making payment.

Upon receiving my eNTRI Note, I have realised that some of the information that I provided was wrong and needs corrections. What should I do?

You must re-apply for a new eNTRI with the correct information as per your travel documents.

Can I get a refund if I do not utilise my eNTRI?

No refunds for any unutilised eNTRI will be entertained.

Is there a refund if I have mistakenly made the payment twice?

No refunds for any double payments for eNTRI will be entertained.

Must I upload my long term pass from outside India when registrying for eNTRI

Yes. All application from outside India (excluding Singapore) is compulsory to upload their long term pass as proof.

Must I declare my work information when registrying for eNTRI from outside India

Yes. Expatriate must declare their work information when applying for eNTRI.

Am I required to specify my expatriate category when registrying for eNTRI from outside India?

Yes. Expatriate must specify their category eg: Professional, Business or Technical during the eNTRI registration.

If I already have an eNTRI Note, which entry & exit checkpoint am I allowed to enter Malaysia?

- Applicants residing inside India must have a direct flight from India to Malaysia and direct return flight ticket from Malaysia to India or transit via Singapore, Thailand or Brunei by air or land is permitted to enter Malaysia and exit Malaysia via the following Entry / Exit points:

By Air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor
6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By Land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujuh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Applicants residing outside India (Expatriate) must have a flight from India to Malaysia and return flight ticket from Malaysia to India or applied country to enter Malaysia and exit Malaysia via the following Entry / Exit points:

By Air

1. Kuala Lumpur International Airport , Sepang (KLIA & KLIA 2)
2. Penang International Airport, Pulau Pinang
3. Langkawi International Airport, Kedah
4. Melaka International Airport, Melaka
5. Senai International Airport, Johor

6. Kuching International Airport, Sarawak
7. Miri International Airport, Sarawak
8. Kota Kinabalu International Airport, Sabah
9. Labuan International Airport, Sabah

By Land

1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Padang Besar Checkpoint, Perlis
4. Bukit Kayu Hitam Checkpoint, Kedah
5. Sungai Tujuh Immigration Checkpoint, Sarawak
6. Tedungan Immigration Checkpoint, Sarawak

- Expatriate is allowed to return to any country if travelled by Air.

Does my eNTRI Note guarantees me to enter Malaysia?

No, This eNTRI Note does not guarantee that you are entitled to enter Malaysia. Upon arrival to Malaysia, you will be inspected by a Malaysian Immigration Entry/Exit Officer who may determine that you are in admissible for any reason under the Malaysian law.

How much does it cost to obtain an eNTRI?

Country	Nationality	Fee
India	Indian Nationals	USD 20

DATA ENTRY

How to enter Surname and Given name?

For China passport, the latest passport version does not separate between Surname and Given name. The difference between the old passport and the latest one is shown in the following table.

If you possess the New China Passport

ii. Key in Surname and Given Name accordingly

Surname	:	ZHAO
Given Name	:	YUEPING

PAYMENT

What are the available payment method?

For eVISA

Country	Payment Method
China	Alipay, WeChat Pay
Myanmar	MPU Card
Nepal	Payment over the counter at any Sunrise Bank, Nepal
Other Countries	Credit card

For eNTRI Chinese nationals

Country	Payment Method
China	Alipay, WeChat Pay

For eNTRI Indian nationals

Country	Payment Method
India and Outside India	Credit Card

Can I make payment offline?

No. Only payment via over the counter at any Sunrise Bank, Nepal is allowed for offline.

Updated on 21 September 2017