
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 "eNTRI" OR "eVISA" 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 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 FOR STUDENT

What is eVISA for Student?

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

How long does it take to obtain an eVISA for Student?

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 for Student printing format

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

Who can apply for an eVISA for Student?

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 for Student is offered?

eVISA for Student only offers a Single-Entry Visa (SEV) for a single journey into Malaysia

What are the eVISA for Student requirements?

You must ensure the following documents are valid prior to applying:

1. Passport front page.
2. Visa Approval Letter (eVAL)

What is Visa Approval Letter (eVAL)

eVAL refers to your Approval letter has been approved and issued by the respective government authority in Malaysia.

How can I apply an eVISA for Student?

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

How long will my eVISA for Student be valid for?

Your eVISA for Student validity is 3 months, while the eVISA holder is entitled to stay up to a maximum of 30 days. Once in Malaysia, you are required to obtain your long term pass.

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

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. Once in Malaysia, you are required to obtain your long term pass.

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

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

Note: Kindly ensure that you have received the approved eVISA for Student before performing your journey.

Can I apply my eVISA for Student 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 for Student?

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

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

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

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

Yes, you are required to re-apply a new eVISA for Student 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 for Student application requires correction. What should I do?

You can amend and edit your information in the eVISA for Student application page accordingly before making payment. Once payment is successful, All your information is considered final and confirmed.

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

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

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

No. Your eVISA for Student 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 a new eVISA for Student with the correct information as per the travel documents.

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

No refunds for any unutilised eVISA for Student will be entertained.

Will I receive a refund if my eVISA for Student 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 for Student, which entry & exit checkpoint am I allowed to enter Malaysia?

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

Does my eVISA for Student guarantees me to enter Malaysia?

No. eVISA for Student 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.

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