Organisation Management System

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Introduction

This document aims to assist the user on how to use the Organisation Management System. It includes accessing the different pages on the website and using the different functionalities that can be found on these pages.

The document is divided into a number of sections related to the actions that can be done by an administrator or by an employee. Each section contains screenshots that reflects how to proceed.

Menu Bar and Navigation

The navigation pane is located to the left of the page. It contains links to pages to which the logged in user has access. It is divided into two main sections: one for accessing pages related to the logged user and another for accessing pages related to a company, which can be selected from the drop-down list.

The **Start Application** button is a quick link to start an application for any of the user's companies (see Figure 1). The links shown depend on the access rights of the user and on the actions already taken.

The top part, dedicated to the logged user contains the following links:

- **Dashboard** screen: It is described in Dashboard section below.

- **My Notifications** screen: It is described in My Notifications section below.

- **My Applications** screen: It is described in My Applications section below.

- **My Companies** screen: It is described in My Companies section below.

- **My Profile** screen: This page contains the user personal details.

- **My Personal Applications** screen: This page shows the list of applications submitted by the user for Renewal or Reprint. *If there is not any reprint or renewal application the link is not shown.*

- **Log Out** button: It is a button to log out from the system.

The section dedicated to the company contains the following links:

- **Details** screen: It is described in Company Details section below. *The link is shown if the user is an administrator of the selected company.*

- **Applications** screen: It is described in the Company Applications section below.

- **Users** screen: It is explained in User Management section below. The link is shown if the logged in user is an administrator.

- **Mandatories** screen: It is described in Company Mandatories screen section below. The link is shown if the company has mandated (delegated) services to another company and the logged in user is an administrator.

- **Mandating Companies screen:** It is described in Company Mandating screen section below. *The link is shown if the company has mandating companies.*
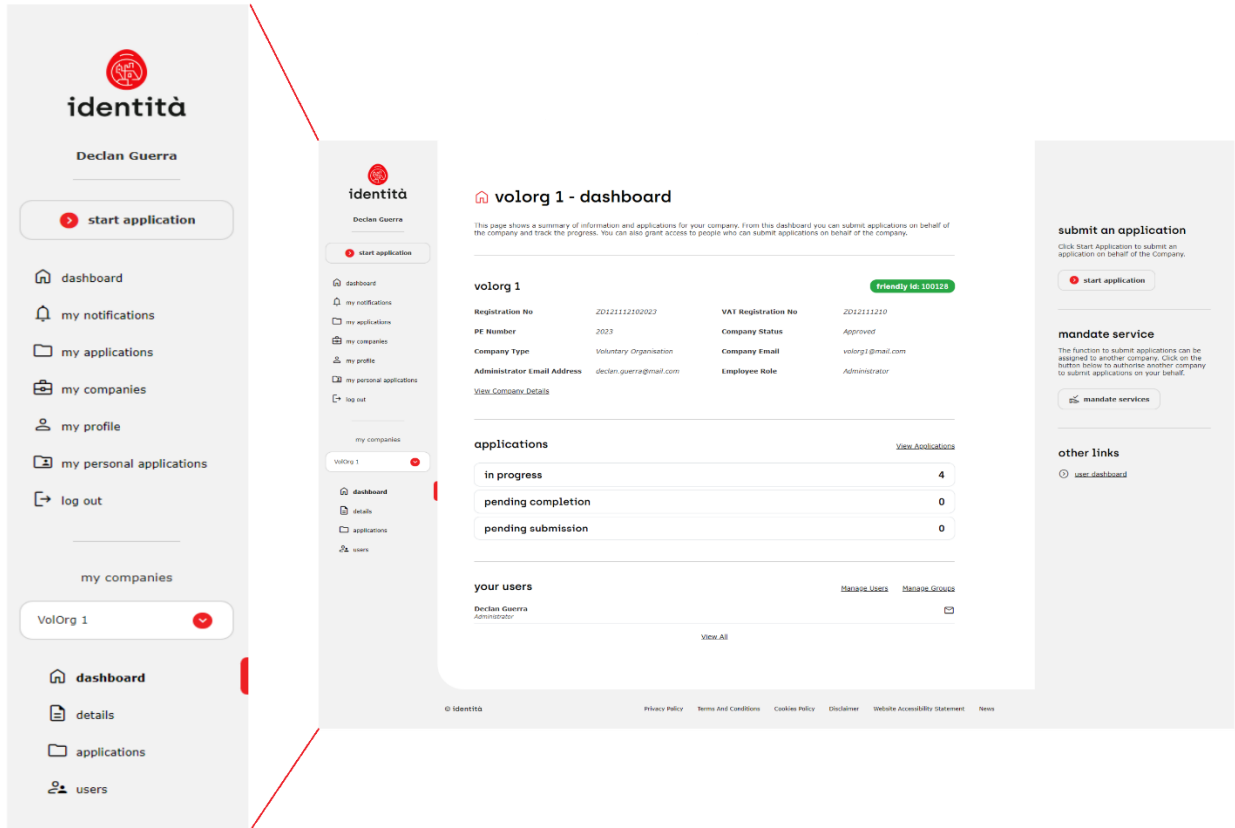
Figure 1 – Navigation Pane

![identità logo]

Dashboard

The **Personal Dashboard** screen can be accessed by any user who has an eID account with active status.
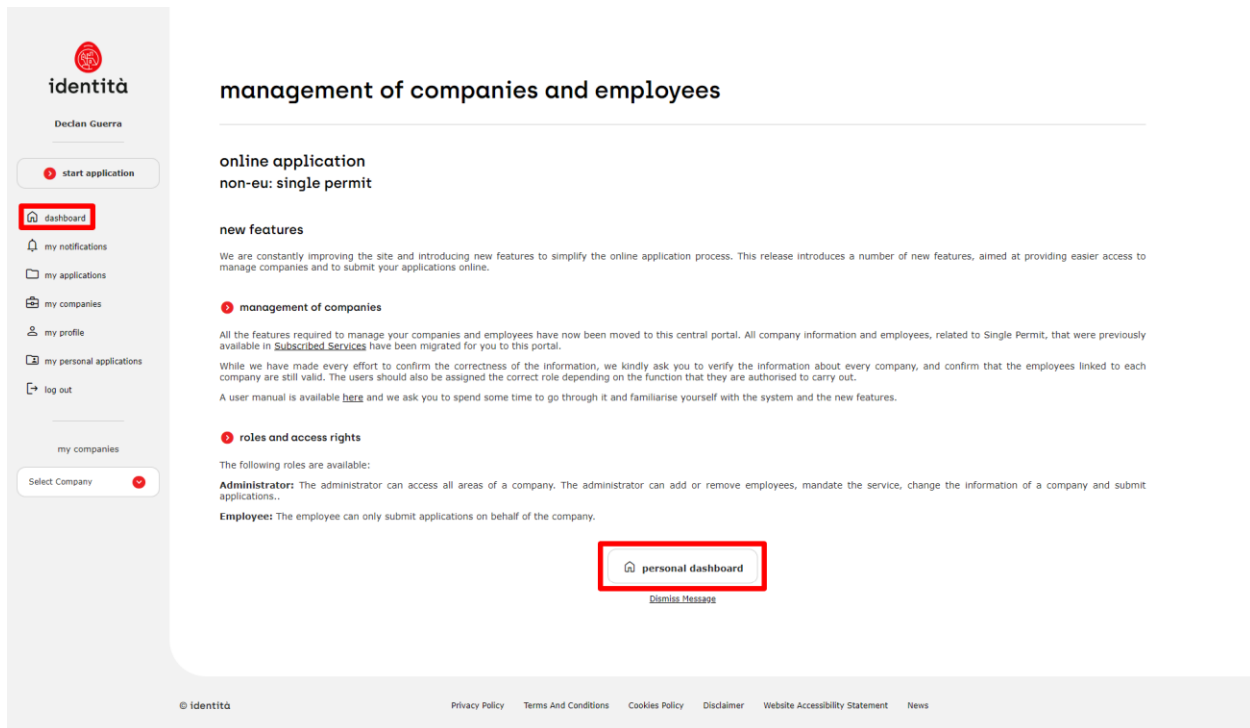
Figure 2 – First screen shown when a user is logged in.

A user can access the **Personal Dashboard** screen by clicking on **Personal Dashboard** button or by clicking on **Dashboard** link in the navigation pane (see Figure 2).

Click on **Dismiss Message** to stop the message from showing up again after the next login.
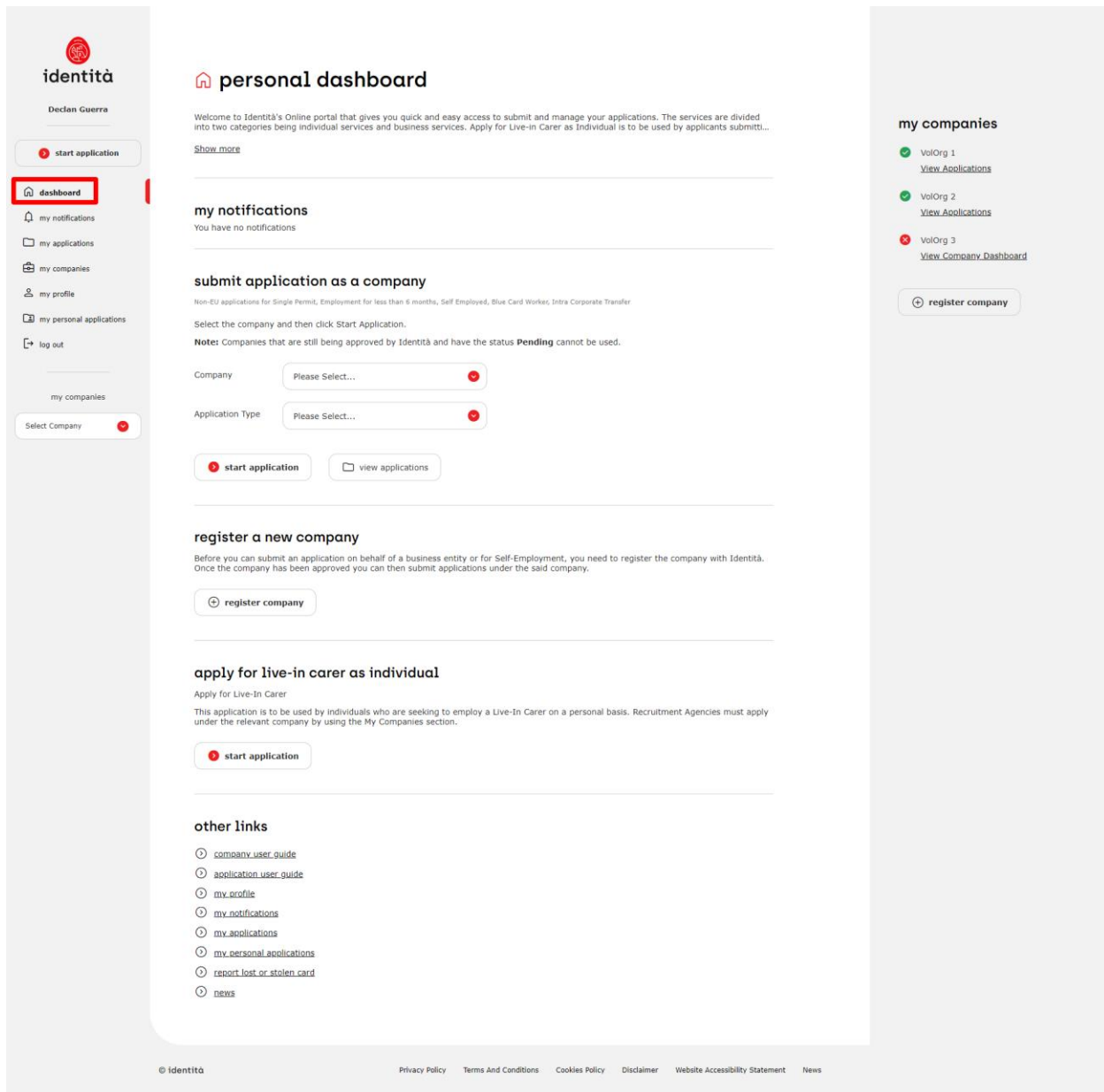
Figure 3 – Personal Dashboard screen

The information and features included in the **Personal Dashboard** screen depend on the access rights and actions that have been done related to the user's companies. For example, if no services have been mandated to the company, then the **Mandating Companies** section will not be shown.

In summary, the **Personal Dashboard** contains:

- **Your Notifications**: The list of notifications related to the logged in user.

- **Your Companies**: The list of companies accessible by the logged in user.

Register a new company card: From this card, the user can register a new company by clicking on the **Start Submission** button. Further details can be found in

- How to register a new Company (employer) section).

- **Submit application as a Company** card: From this card, the user can start a new application for single permit on behalf of a company. The user can also view the applications already started by clicking **View Applications**. Further details can be found under How to view and manage applications for companies with groups section.

- **Mandating Companies**: The list of companies that have mandated their services to any of the companies where the logged in user is administrator.

- **Apply for Live-in Carer as Individual** card: From this card, the user can start an application for a live-in carer, either for himself or on behalf of another person. More information can be found under How to apply for a Live-in Carer as Individual section.

- **Other links** card: This card contains links to which the logged in user has access. The **Submit Request** button is used to request a reprint when a card has been lost or stolen (see Figure 3).

My Notifications

As mentioned above, the **Personal Dashboard** includes a section to show the user's notifications.
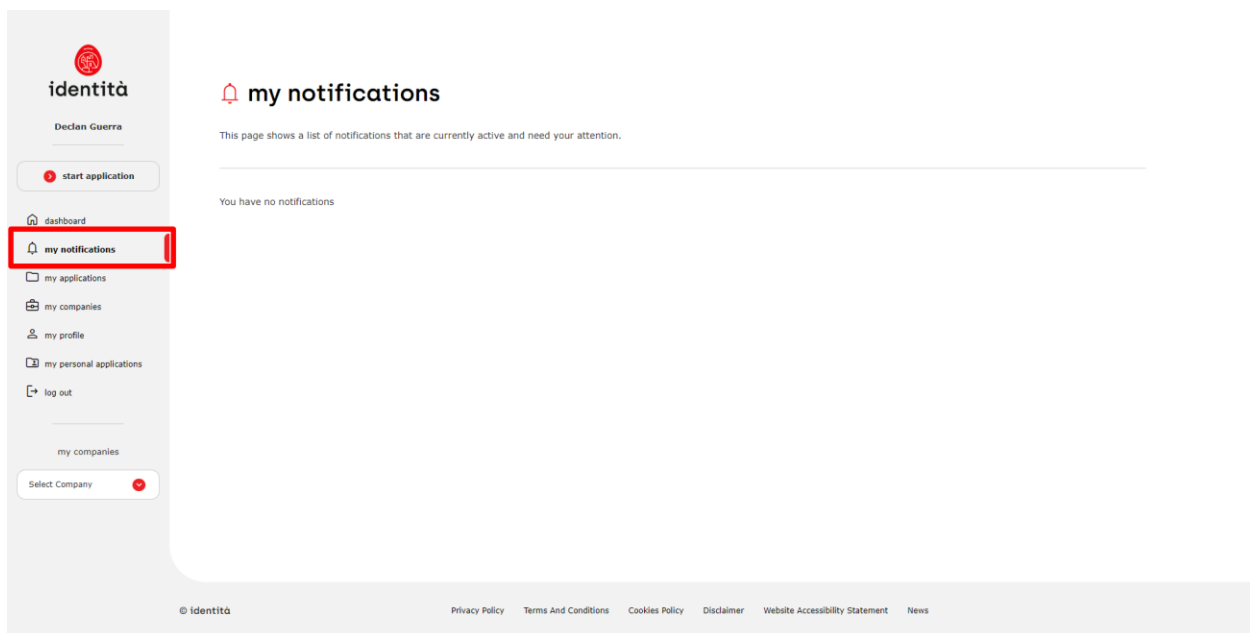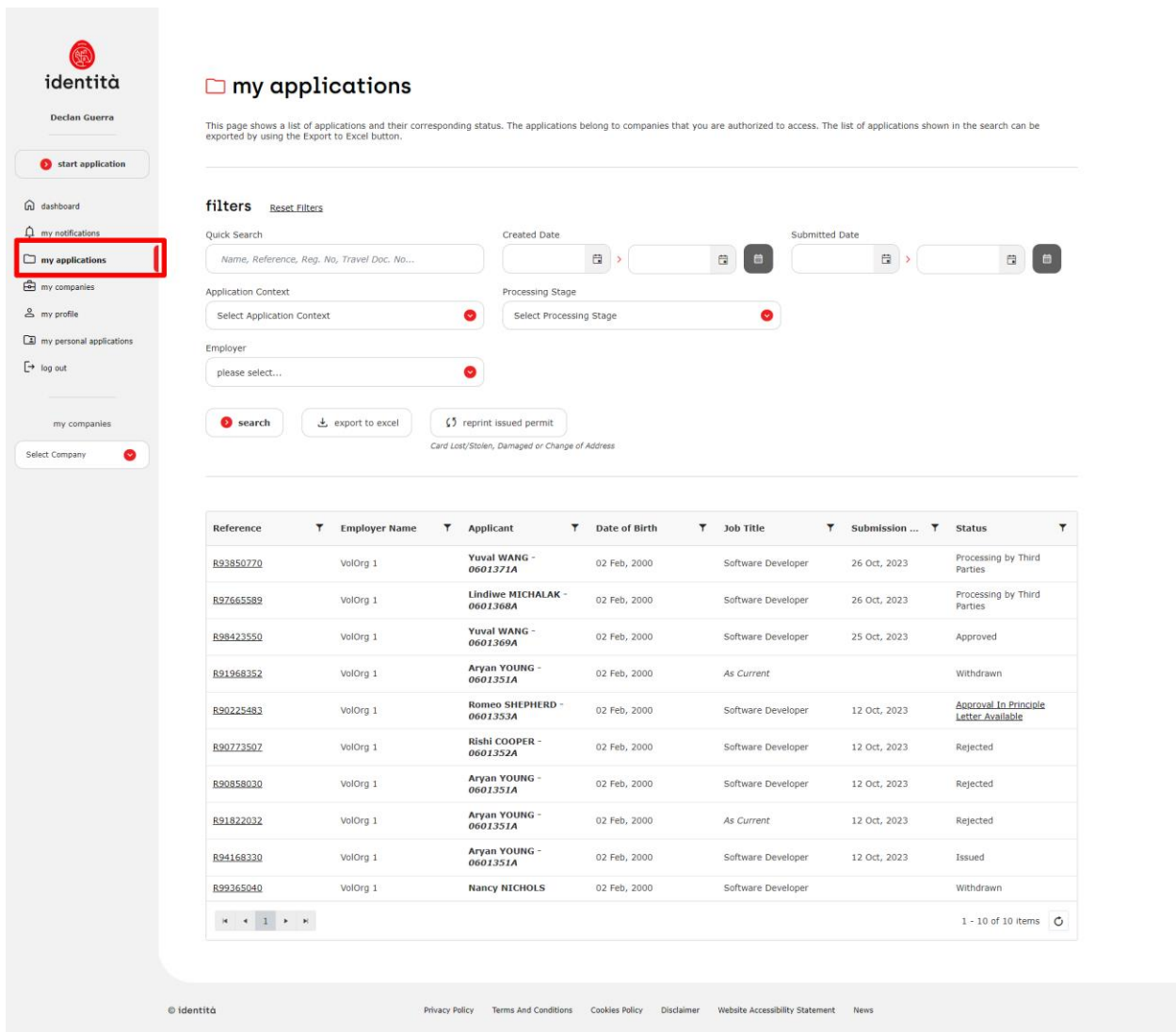

Figure 4 – User Notifications screen

There is also a specific screen dedicated only to notifications, that can be accessed by clicking on **My Notifications** link in the navigation pane (see Figure 4).

My Applications

From the **My Applications** link in the navigation pane, the user can view all the applications that he/she has access to (see Figure 5).

Figure 5 – My Applications screen

The applications that can be viewed depend on a number of factors and the role of the user logged in. For example, the administrator of a company can view all the applications submitted on behalf of the company.

If the user has been assigned the employer role and the company has groups, the access is limited to the applications and groups assigned to the user (more details in section Group Management).

The page includes search criteria that can be used to search for one or more applications.

My Companies

From the **My Companies** link in the navigation pane, the user can view and access the list of companies where he/she is assigned as a user.

Figure 6 – My Companies screen

The list includes companies that the user has mandated to another entity and the status of the mandate (see

Figure 6). By clicking on **View** link on the right of each company, the user will access the company's **Dashboard**.

Company Applications

From the **Applications** link, under the company selected from the drop down in the navigation pane, the user can access the applications for the selected company. The applications are filtered by the selected company (see Figure 7).

Figure 7 – Company Applications screen

How to apply for a Live-in Carer as Individual

To apply for a live-in carer as individual, the user must follow the next steps:

1. From the **Personal Dashboard**, click on **Start Application** button in the **Apply for a Live-In as Individual** card (see Figure 3) to open the **Apply for Live-In Carer as Individual** screen (see Figure 8).
2. Choose who will be employing the registered applicant. There are two options:
   - **Myself**: If the user is the person employing the live-in carer
   - **Add a new individual employer**: If the user is submitting the application on behalf of another person.
3. Complete the application details with the required information and click on the **Start Application** button.

⊕ apply for live-in carer as individual

Before you can submit an application for a Live-In Carer, you need to provide the personal details and address of the person who requires full time medical care, and with whom the Live-In Carer will be residing. The person who is employing the Live-In Carer will be referred to as the "Individual Employer".

who will be employing the registered applicant?

Select "Myself" if you are the person employing the Live-In Carer. If you are submitting this application on behalf of another person then select "Add new Individual Employer".

Select an individual employer ⌄

🔍

Select an individual employer
Add a new Individual Employer
Myself

...res full time medical care, and with whom the Live-In Carer will be residing.

Full Name

ID Card No

Date of Birth
dd/mm/yyyy 📅

address details

This must be the address of the person who requires full time medical care, and with whom the Live-In Carer will be residing.

Address Line 1

Address Line 2

Address Street

Locality ⌄   Post Code

> start application
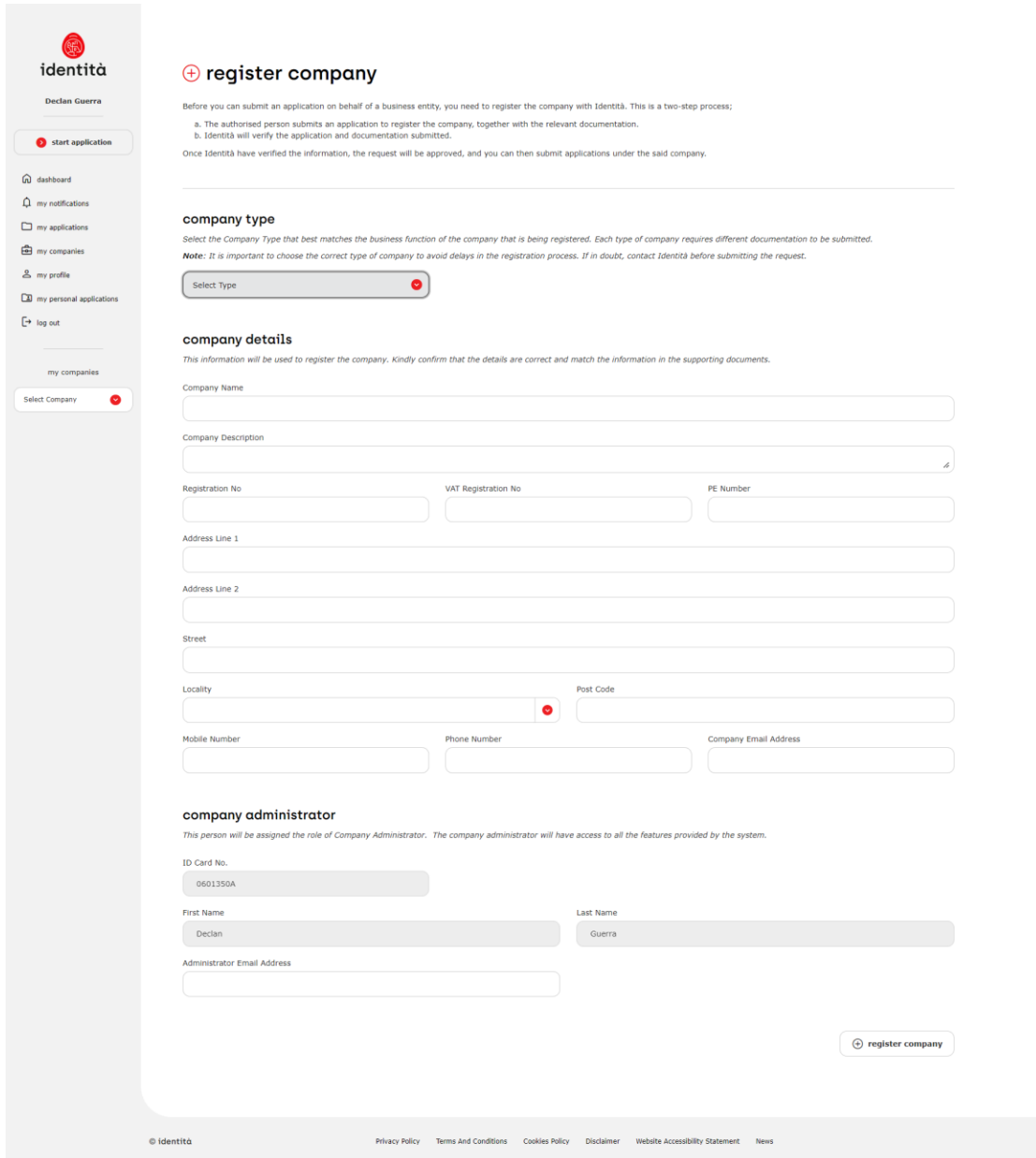
Sidebar:
identità
Declan Guerra
> start application
🏠 dashboard
🔔 my notifications
📁 my applications
💼 my companies
👤 my profile
📇 my personal applications
↪ log out

my companies
Select Company ⌄

Figure 8 – Apply for Live-In Carer as Individual screen

How to register a new Company (employer)

To register a company, a user must follow the next steps:

1. From the **Personal Dashboard**, click on **Start Submission** button in the **Register a new Company** card (see Figure 3) to open the **Register Company** screen (see Figure 9).
2. Choose the Company Type from the drop-down menu, fill in the Company Details, upload the required documents and click on the 'Register Company' button to proceed. **Note**: The user who is registering the company will be assigned the role of administrator.

Figure 9 – Register Company screen

3. Click on **Register Company** button. After a successful registration, the user will receive an email on the **Company Email Address** provided and will be redirected to the confirmation page shown in the Figure 10.
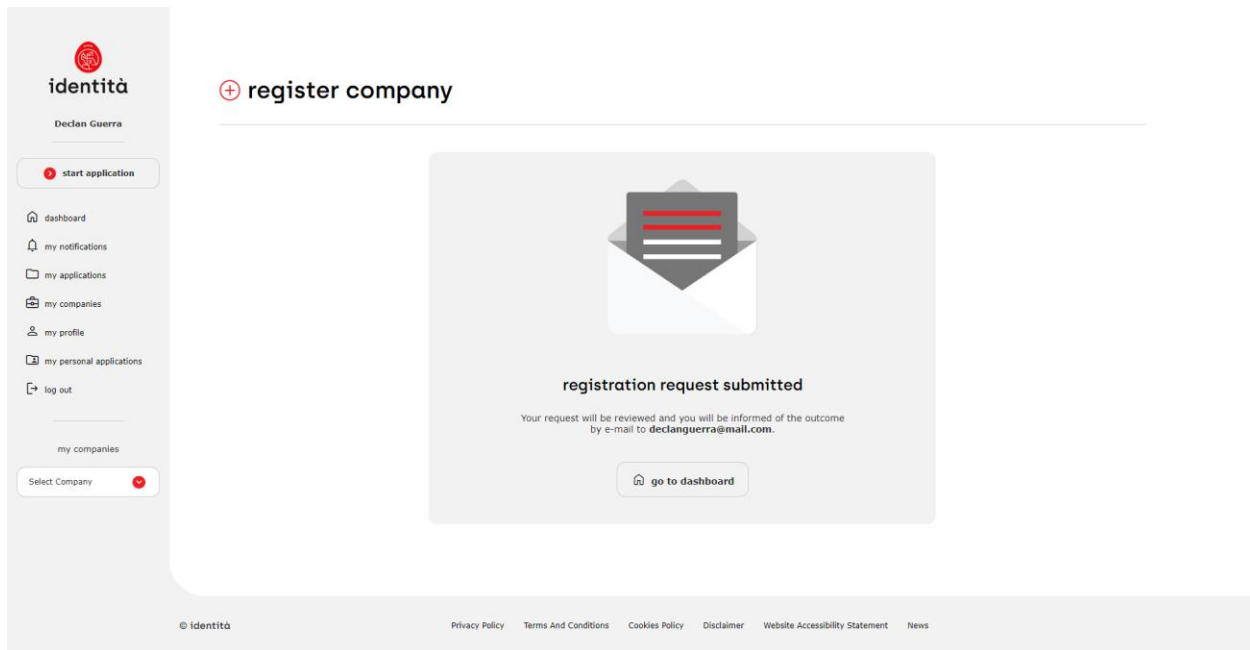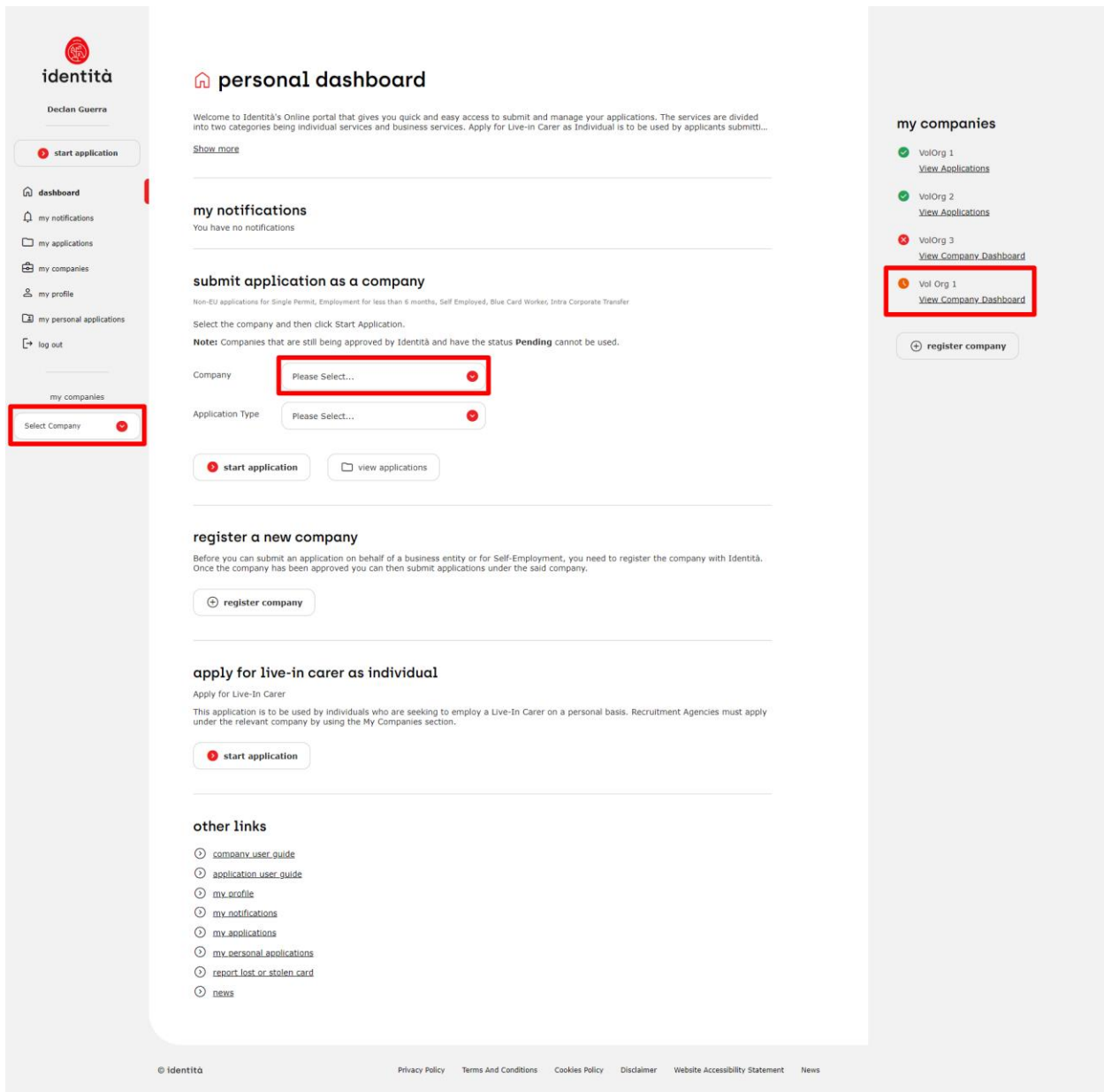
Figure 10 – Page shown after successfully registering a company

When the user returns to the **Personal Dashboard**, the new company will be listed under **Your Companies** and its status will be set to **Pending Approval** (see Figure 11). The company registration will be verified by Identità and once the verification has been completed the status will be changed to **Approved**.

Figure 11 – Personal Dashboard showing the newly registered company.

The **View Applications** link takes the user to the list of applications created for the company. Companies that are still in the status **Pending Approval** will have a link **View Company Dashboard**.

By clicking on the **View Company Dashboard**, user will be redirected to the **Company Dashboard** screen that shows all the information related to the company (see Figure 12).

Figure 12 – Company Dashboard screen

Access rights for Administrator and Employee

This section summarises the main differences between the role of company **employee** and company **administrator**.

A **company employee** can only:

▪ view and manage the applications of a company that he/she has access to (see Figure 13). Further details about application access can be found in How to view and manage applications for companies with groups section below.

Figure 13 – Company Dashboard seen from an employee

The company **Dashboard** also includes in this case, a section to show the number of applications **In Progress** or under **Pending Completion** status related to the company (see Figure 13).

A **company administrator** can:

▪ start or view the applications for a company,

▪ invite, edit, and remove users,

▪ add additional administrators to manage the company,

▪ create and/or delete company groups and assign/unassign users to these groups, and

▪ mandate service: this means can allow another company to submit applications on its behalf.

Figure 14 – Company Dashboard from an administrator

Similar to an employee, the company **Dashboard** includes a section to show the number of applications **In Progress** or under **Pending Completion** status related to the company. Besides, it includes a section to show the users assigned to the company with the corresponding role (see Figure 14).

Company Details

The Company details screen can be accessed from the navigation pane by clicking on **Details** link under **My Companies** section (see Figure 15). Some of the company details can be updated by clicking on the **Edit Details** button.

Figure 15 – Company Details screen

The email address used for all notifications can be updated from the **Notification Emails** section. More than one email address can be used.

User Management

All functions related to company employees are managed by a company administrator. An administrator can:
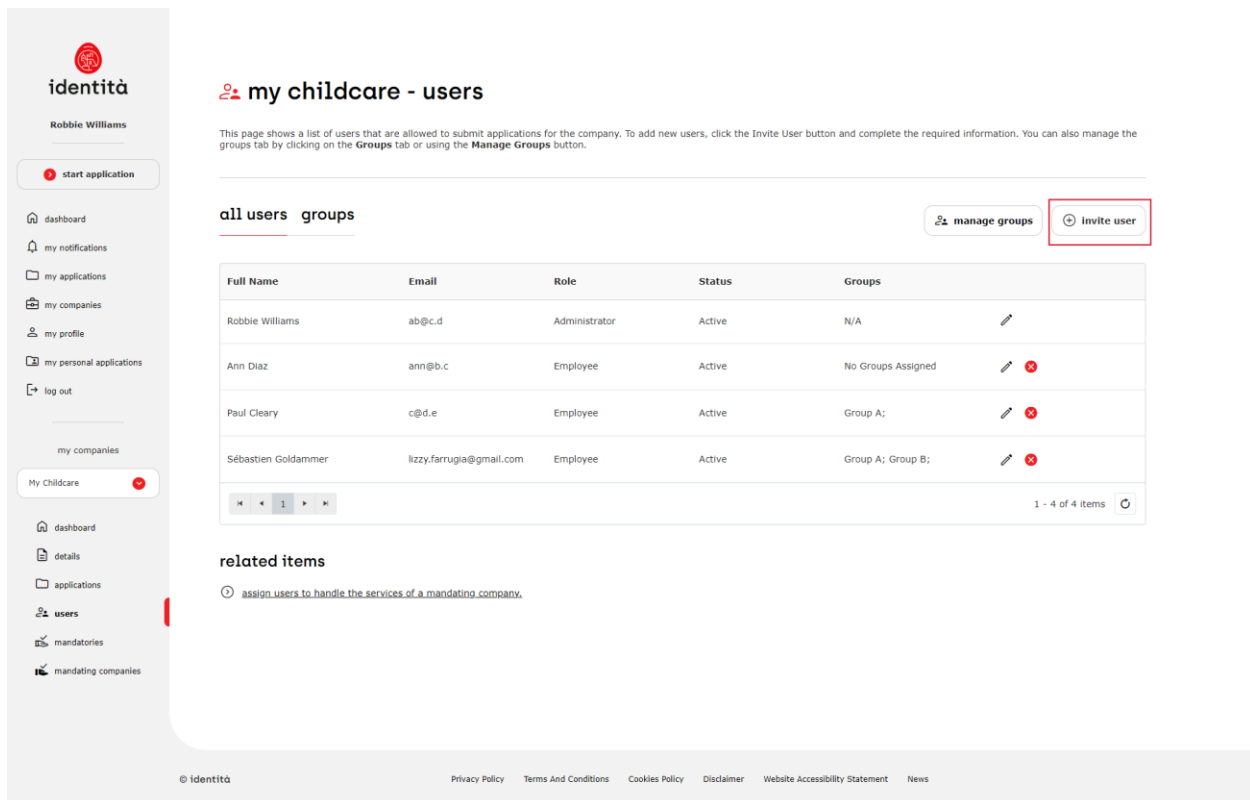
- Invite a user to be part of the company, either as an employee or as an administrator.

- Remove an employee or an administrator from the company. Notice the company creator can never be removed.

- Update user details, by changing the user role (employee or administrator) or email address.

The following sections explain in detail how an administrator can accomplish all the actions mentioned above.

How to invite a user to be an employee of a Company

A user can be invited to be part of a company through the company's Dashboard (see Figure 14) .

1. As a company administrator, click on **Manage Users** on the company dashboard. This will redirect you to the company users screen that contains the **Invite User** button (see Figure 16).

Figure 16 – Company Users screen

2. Click the **Invite User** button to open the **Invite a new user** section Figure 17.

Figure 17 – Company Users screen after clicking on Invite User button

3. Complete the form and click on the **Invite** button (see Figure 17). A request is sent to the user to become an employee of the company. A message is shown at the top of the screen where the invitation was sent successfully (see Figure 18).

Figure 18 – Message shown after successfully sent a user invitation
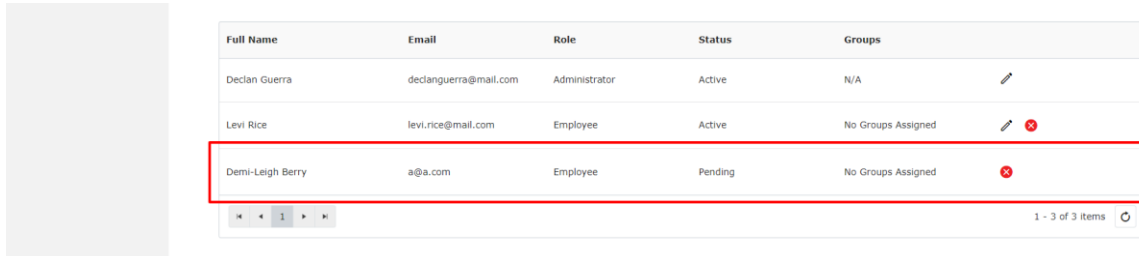
The invited user will be added to the company's users list with **Pending** status (see Figure 19).

![identità logo]

Note: It is important to insert the correct ID Card No and Date of Birth as this information will be used to verify the identity of the user when the invitation is accepted.

How to remove an employee from a company

An employee can be removed by the company administrator following the following steps.

1. As an administrator, go to the company user screen.
2. Click the delete icon (red icon) next to the user that you want to remove (see Figure 19).

Full Name	Email	Role	Status	Groups	
Declan Guerra	declanguerra@mail.com	Administrator	Active	N/A	✏
Levi Rice	levi.rice@mail.com	Employee	Active	No Groups Assigned	✏ ✖
Demi-Leigh Berry	a@a.com	Employee	Pending	No Groups Assigned	✖

1 - 3 of 3 items

Figure 19 – Company User screen just after doing a user invitation

A company administrator can remove users in **Active** or **Pending** status.
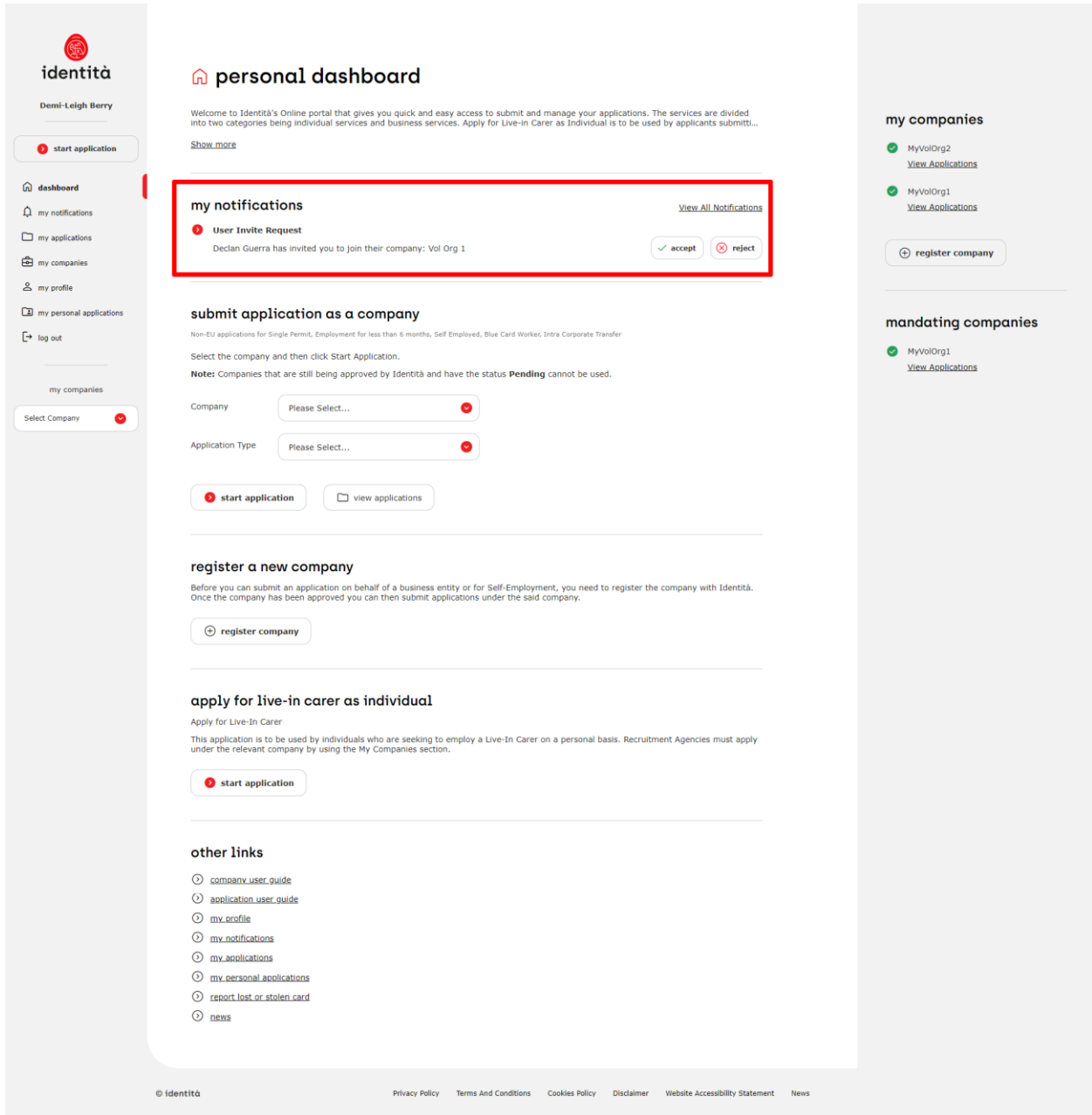
How to update a company's user details

The company administrator can update the details of an Active user following the next steps:

1. As an administrator, click on the edit icon (pencil icon) next to the user that you want to update.
2. Update the details (email address and role) and click the save icon.

How to Accept/Reject an Invitation to be part of a Company

A user can accept or reject an invitation only if he/she is in possession of an active e-ID account. Once the user has logged in, the invitation received from the company, will be visible in the notifications (see Figure 20).

Figure 20 – Personal Dashboard of a user that received an invitation to be part of a company

When the invitation is accepted (see Figure 20), the notification will be removed from **Your Notifications** list and the user who is now an employee or another administrator, can submit applications for this company (see Figure 21).
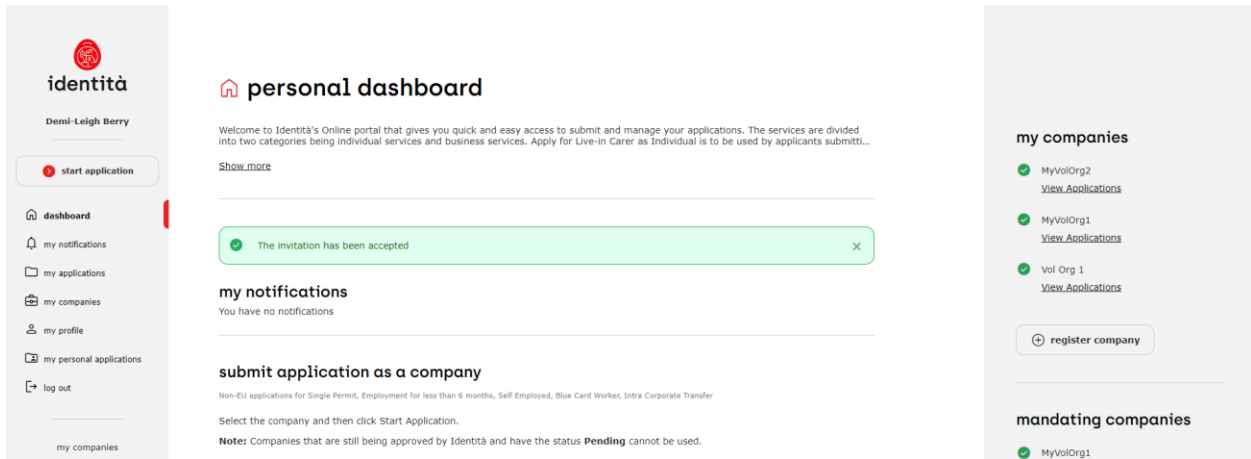
Figure 21 – User accepts the invitation to be part of a company

The company that sent you the invitation will be added:

- to Your Companies list,

- to the drop-down list in the navigation pane, and

- can be selected from the drop down in the **Submit application as a Company** card.
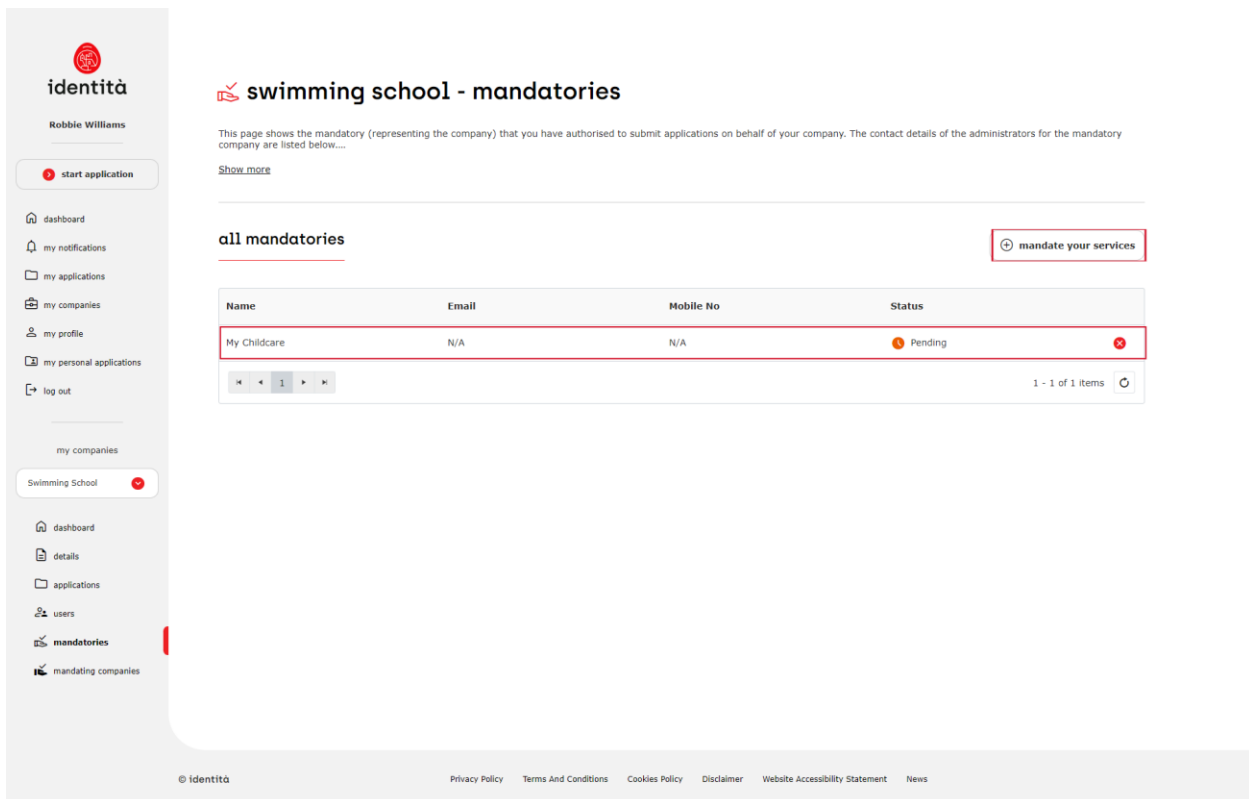
Mandate (Delegate) Company Service

Mandate or delegate service is used when a company administrator authorises another company to submit applications on behalf of her/his company. For instance, the administrator for Company A, can authorise Company B and its employees to submit applications on behalf of Company A. Once the service has been mandated, Company A is called **mandating company** and Company B is called **mandatory company**.

Company Mandatories screen

Mandating companies (the ones that have mandated services to another company) will have the **Mandatories** link under **My Companies** section in the navigation pane, that redirects to the company **Mandatories** screen (see Figure 22). This page shows:

- the existing mandatory company contact details with the corresponding status, and

- the Mandate Your Services button

Figure 22 – Company Mandatories screen

A company cannot mandate services to more than one company. If an administrator wants to mandate services to a different company, he/she must first remove the existing delegation.

How to mandate (delegate) services to another company

1. As an administrator, go to the company dashboard and click on **Mandate Service** button (see Figure 14). Alternatively, click on **Mandatories** link under **My Companies** section, in the navigation pane (see Figure 22).

2. Click on **Mandate Your Services** button, to open the **Mandate Your Services** section.

3. Insert the **Friendly Company ID** and click on **Submit** (see Figure 23). A mandating service request is sent to the specified company (matching the Friendly ID). The **Friendly Company ID** can be found either on the company **Details** screen (see Figure 15) or on the company dashboard (see Figure 14).

Figure 23 - Mandate Your Services section

After a mandatory request has been sent, the status will be **Pending**. Once the mandatory company accepts the request (see Figure 24), the status will change to **Active** (see Figure 22). Employees can be assigned to the mandating company to submit applications on its behalf (see How to assign an employee to a Mandating Company section below).

How to accept/reject the Mandate (Delegation) Request

When a mandatory request is received, the status is shown as **Pending** and there is a **Manage** link beside the company name.
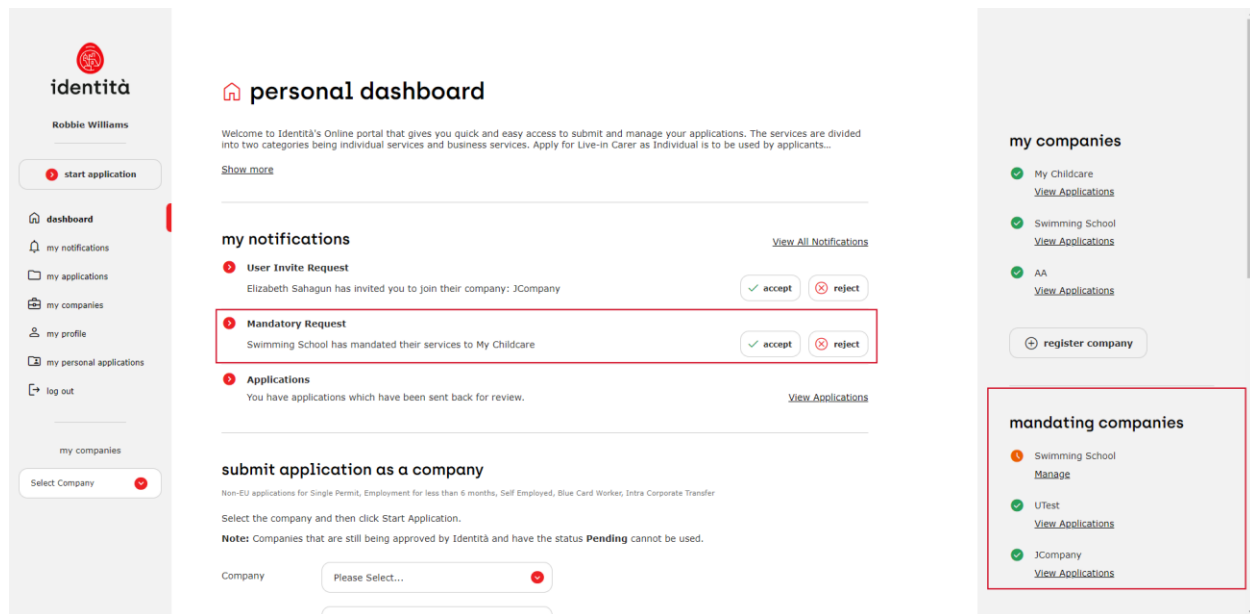
Figure 24 – Mandatory Request shown in Your Notifications section for company administrator.

To accept or reject the request:

1. As an administrator of the mandatory company, click on **Accept** or **Reject** button (see Figure 24). Alternatively, click on the **Manage** link that redirects the user to the **Mandating Companies** screen of the mandatory company (see Figure 25).

After the mandate has been accepted, additional employees can be assigned to the mandatory company, and the assigned employees can submit applications on behalf of the company (refer to How to assign an employee to a Mandating Company).

Company Mandating screen

Mandatories companies (the ones that have been authorised to submit applications on behalf of another company) will have the **Mandating** link under **My Companies** section in the navigation pane, that redirects to the company **Mandating** screen (see Figure 25). This page shows:

- The existing mandating companies with the corresponding contact details and status.

- If the mandating company is on **Pending** status, then it will have the **Accept** and **Reject** buttons

- If the mandating company is on **Active** status, then will have the **View Applications, Assign Users** and **Remove** buttons. The **View Applications** button redirects to the mandating company **Applications** screen; the **Assign Users** button redirects to the **Assigned Users** tab (see Figure 26); and the **Remove** button will remove the mandating company.

- The **Assigned Users** tab includes the list of employees assigned to the mandating company and the **Assign Users for a Company** section (see Figure 26).
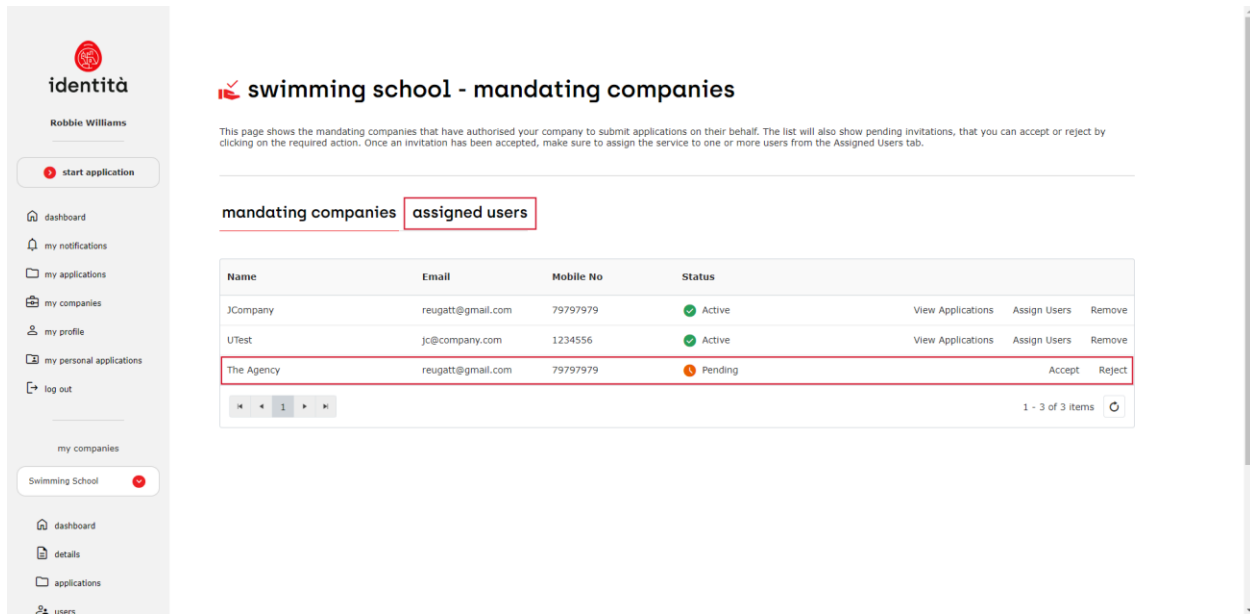
Figure 25 – Mandating Companies screen

How to remove a mandate (delegation)

Both the mandating company and the mandatory company can remove the mandate (delegation) at any time.

The **mandating company** can remove the mandate (delegation) following the next step:

- As the administrator of the mandating company, click on the **Remove** button located next to the mandatory company name in the **Mandatories** screen (see Figure 22).

The **mandatory company** can remove the mandate (delegation) following the next step:

- As the administrator of the mandatory company, click on the **Remove** button located next to the mandating company in the **Mandating Companies** screen (see Figure 25).

How to assign an employee to a Mandating Company

After a mandate has been accepted, the administrator of the mandatory company can assign employees, who can submit applications on behalf of the mandating company. In the example, a company called *My Childcare* has mandated the service to a company called *Swimming School*.

An employee can be assigned for a mandating company following the next steps:

1. As an administrator, click on **Mandating Companies** under My Companies section in the navigation pane.
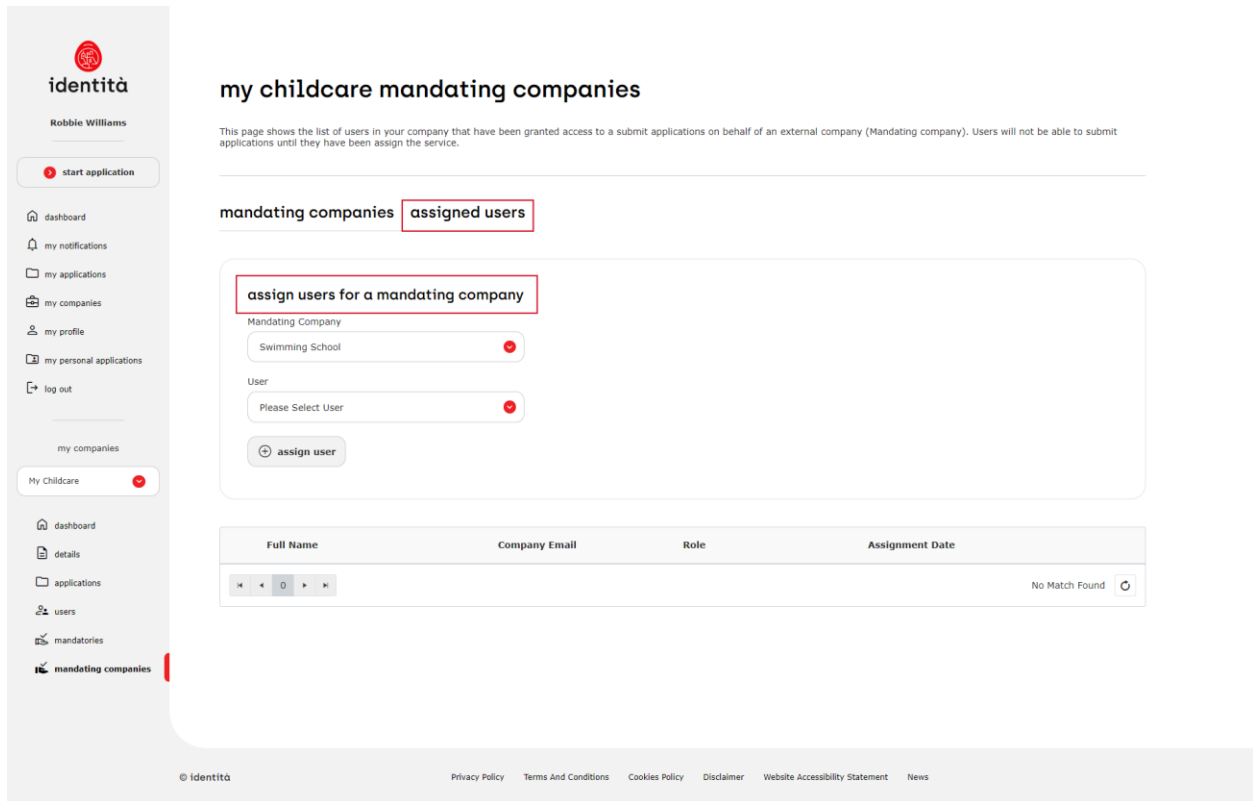
Figure 26 – Assigning users to a mandating company

2. Click on **Assigned Users** tab, to view a list of users already assigned to a mandating company. Alternatively, click on the **Assign Users** button next to the corresponding mandating company (see Figure 26).

3. Select the mandating company, the employee and click on **Assign User**. Multiple employees can be assigned to the mandating company.

The employee can now submit applications on behalf of the mandating company. To view the applications of a mandating company.

- Select the mandating company from the drop-down list under **My Companies** section in the navigation pane and click on the **Applications** link (see Figure 27).

Figure 27 – Applications screen of a mandating company

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identità

Robbie Williams

- start application
- dashboard
- my notifications
- my applications
- my companies
- my profile
- my personal applications
- log out

my companies

JCompany (Mandating to:

  applications

📁 **jcompany (mandating to: swimming school) - applications**

This page shows the company list of applications and their corresponding status. The applications belong to the groups you're currently assigned to. The list of applications shown in the search can be exported by using the Export to Excel button.

filters   Reset Filters

Quick Search
Name, Reference, Reg. No, Travel Doc. No…

Created Date

Submitted Date

Application Context
Select Application Context

Processing Stage
Select Processing Stage

- search
- export to excel
- reprint issued permit
  Card Lost/Stolen, Damaged or Change of Address

⚠ More than 100 matches were found. Please refine your search.   ✕

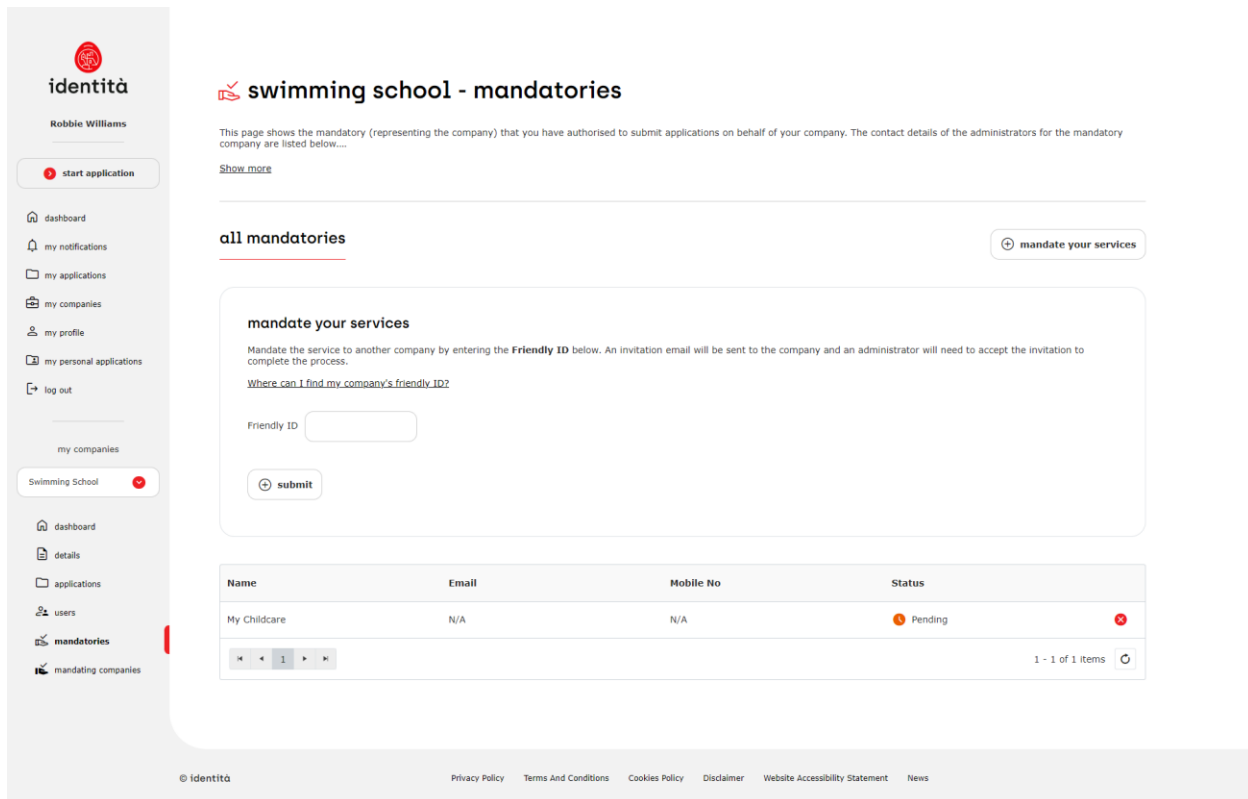| Reference	Employer Name	Applicant	Date of Birth	Job Title	Submission ...	Status
R95367238	JCompany	Margreet SHIFRA - 0601386A	10 Nov, 1997	Driver	30 Oct, 2023	Processing by Third Parties
R93907464	JCompany	Oleg SAIT	10 Nov, 1997	Domestic Housekeeper		Pending Completion by Employer
R99768249	JCompany	Tamzen KATARINE	10 Nov, 1997	Domestic Housekeeper		Pending Completion by Employer
R96828327	JCompany	Mariya ONFROI - 0601382A	10 Nov, 1997	Driver	28 Oct, 2023	Rejected
R90093719	JCompany	Sashok PADMA - 0601383A	10 Nov, 1997	Driver	28 Oct, 2023	Rejected
R97634849	JCompany	Albertina AMADI - 0601381A	10 Nov, 1997	Driver	28 Oct, 2023	Rejected
R95380950	JCompany	Erica NIKI - 0601380A	10 Nov, 1997	Driver	28 Oct, 2023	Rejected
R97971826	JCompany	Joseph GALEA - 0601375A	10 Nov, 1997	Driver	27 Oct, 2023	Rejected
R95188788	JCompany	Gottfried LEIBNIZ - 0601377A	10 Nov, 1997	Driver	27 Oct, 2023	Processing by Third Parties
R96990508	JCompany	Mike LEVY	10 Nov, 1997	Driver	26 Oct, 2023	Submitted

◄◄ ◄ 1 2 3 4 5 6 7 8 9 10 ► ►◄   1 - 10 of 100 items ⟳

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![identità logo]

Application Management

The applications of a company can be submitted and managed by:

- a company administrator,

- a company employee with the corresponding access (depending on the company group if any, see Group Management section),

- the mandatory company administrators (if the company has mandated services, see Mandate (Delegate) Company Service section) and,

- an assigned employee of the mandatory company

How to submit an application on behalf a company

When the company does not have groups, the process of starting a new application is the same for any of the user roles mentioned above.

An application can be started by following the next steps:

4. Click on **Start Application** button on top left of the screen to open the **Submit Application as a Company** window (see Figure 28). Select a company and click on **Start Application** button. Alternatively, select a company from the **Submit an Application as a Company** card on the **Personal Dashboard** screen and click on **Start Application** button (see Figure 24).
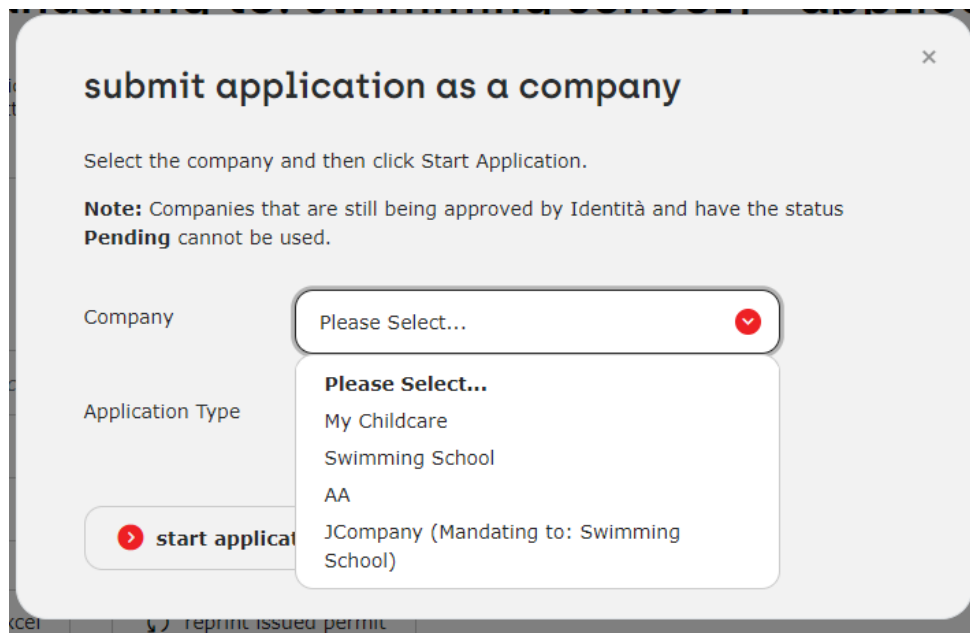
Figure 28 – Start an application for a company with no group.

As seen in the Figure 28, when an application is being submitted on behalf of the mandating company, (this is shown in the format Company name of mandating company: Company name of company mandated the service).

Online Portal – Status Description

Portal Status	Description
Pending Completion by Employer	Application still needs to be finalized by Employer
Pending Review by Applicant	Applicant needs to review, update, and proceed with application
Applicant Review in Progress	Applicant is in the process of reviewing, updating the application
Pending Submission by Employer	Application has been updated by applicant but needs to be submitted to Identità by Employer
Submitted	Application has been submitted to Identità
Withdrawn	Employer has withdrawn application before it was sent and accepted by Identità
Rejected	Application has been rejected by Identità
In Progress	Application has been received and is being processed
Processing by Third Parties	Application is being validated by the relevant authorities
Ready for Final Approval	Application is being processed and will be ready soon. Applicant will be receiving the Approval in Principle to set an appointment for the biometric and picture process
Revoked	Application has been processed by Identità but revoked
Approved	Application is approved
Collection letter posted to registered address	Application has been approved and applicant will receive the collection letter in post to proceed to Identità and collect – note that no collection is possible without presentation of letter
Issued	Residence Card has been issued and collected

Group Management

Groups can be used to restrict an employee of a company to view certain applications. When an employee is assigned to a group, for example Group A, then he/she can only view and manage applications linked to the same Group A. If an application is assigned to a different group, or has not been assigned to any group, then it will not be visible to employees of Group A.

It is worth noting that groups are only used for the employees. Company administrators will have access to all applications and for this reason cannot be assigned to a group.   **Note**: The restrictions linked to groups is not inherited by the mandatory company. If a company with groups, mandates the service to another company (see How to mandate (delegate) services to another company section), the mandatory company will have access to all applications without restrictions.

Everything related to the company groups is handled by a company administrator who can:

- create and/or delete groups

- assign and/or unassign company employees to one or more groups.

The following sections explain in detail how an administrator can accomplish the above two actions.

How to create a company group

An administrator can create groups for a company by clicking on **Manage Groups** link on the Company dashboard (see Figure 14).

1. As an administrator, click the **Create Group** button to open the **Create Group** section (see Figure 29)
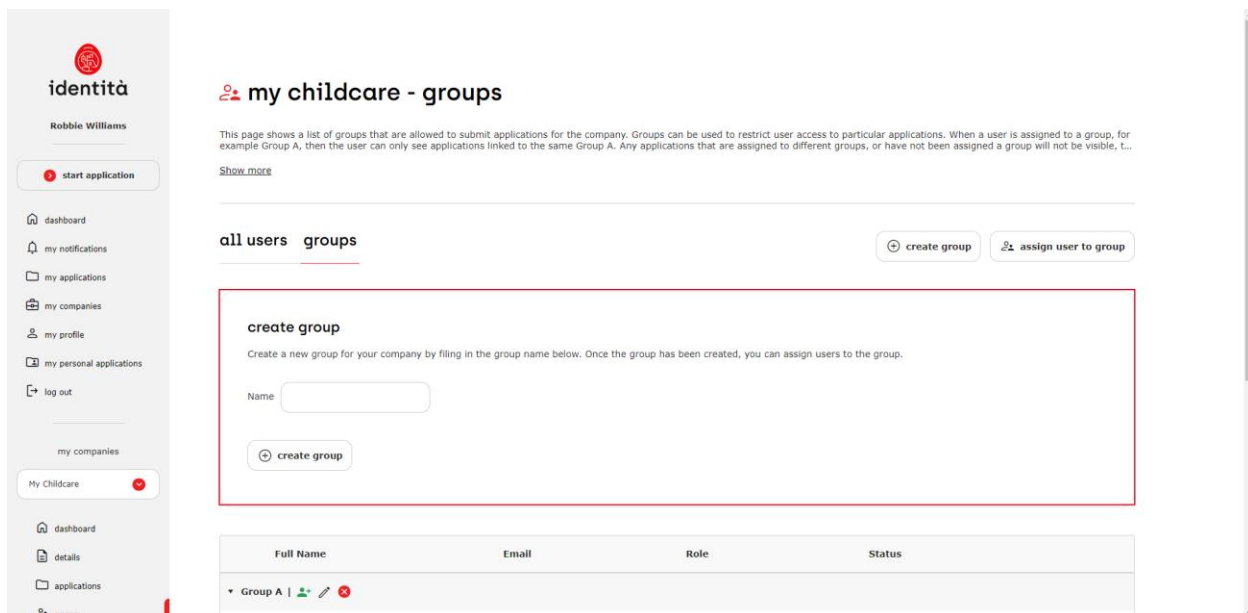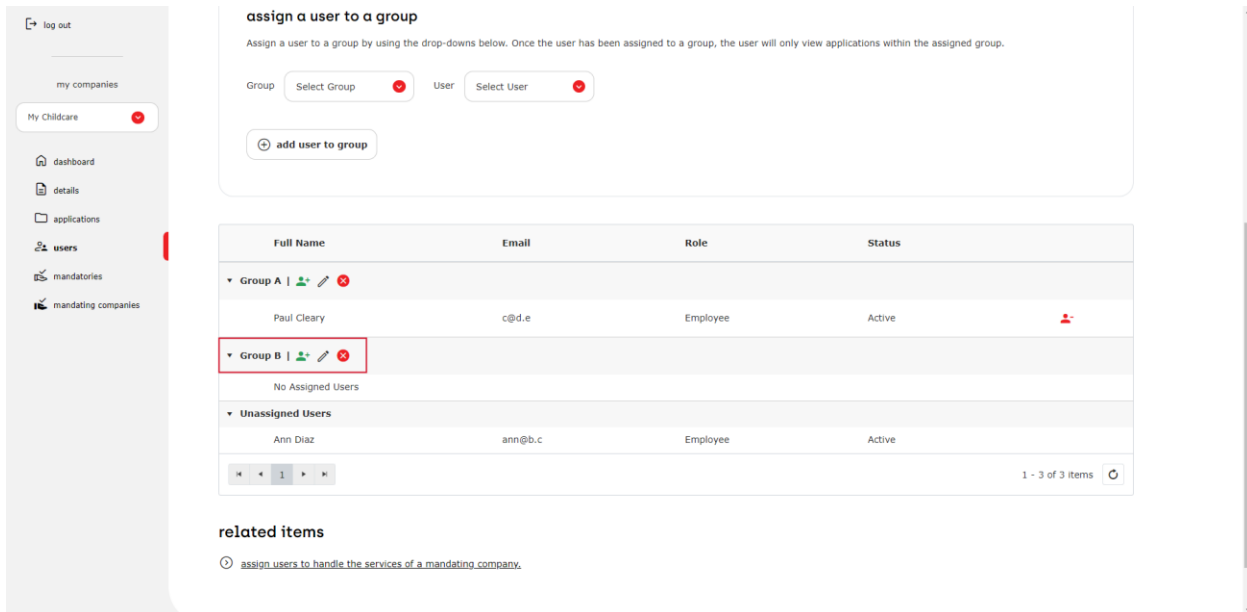
Figure 29 – Company Groups screen

2. Insert the group name and click on the **Create Group** button.

A new group is added to the company and employees can be added to the newly created group (see Figure 30).

Figure 30 – Group B has just been created and the company has now Group A and Group B

The company groups screen includes a section with the list of all the groups and the users assigned to those groups (see How to assign an employee to a Group). From this section, it is possible to assign a new user to the corresponding group, change group name or delete the group.

How to assign an employee to a Group

An administrator can assign an employee to one or more groups from the company groups screen.

1. As an administrator, click on **Assign User to Group** button. Alternatively, click on the green icon beside the corresponding group. This will open the section **Assign a user to a Group** (see Figure 31).

2. Select the group and the employee you want to assign to the selected group.

3. Click on **Add User to Group** button.

Figure 31 – Assign a user to a company group

A user can also be removed from a group that was previously assigned by clicking on the delete icon in the corresponding row (see Figure 31).

How to view and manage applications for companies with groups

When a group is created within a company, a number of features will change, and the employee and/or administrator will be required to choose the group when performing certain actions. Groups can be changed during the whole application process and after the card has be Issued.

When an employee and/or administrator of company with groups enabled start an application, he/she must select a group for that application.

Administrators have access to all the company applications and can submit applications under any group, including the **Unassigned** one. For starting an application under **Unassigned** group, the administrator must select **No Group** from the drop-down list (see Figure 32).
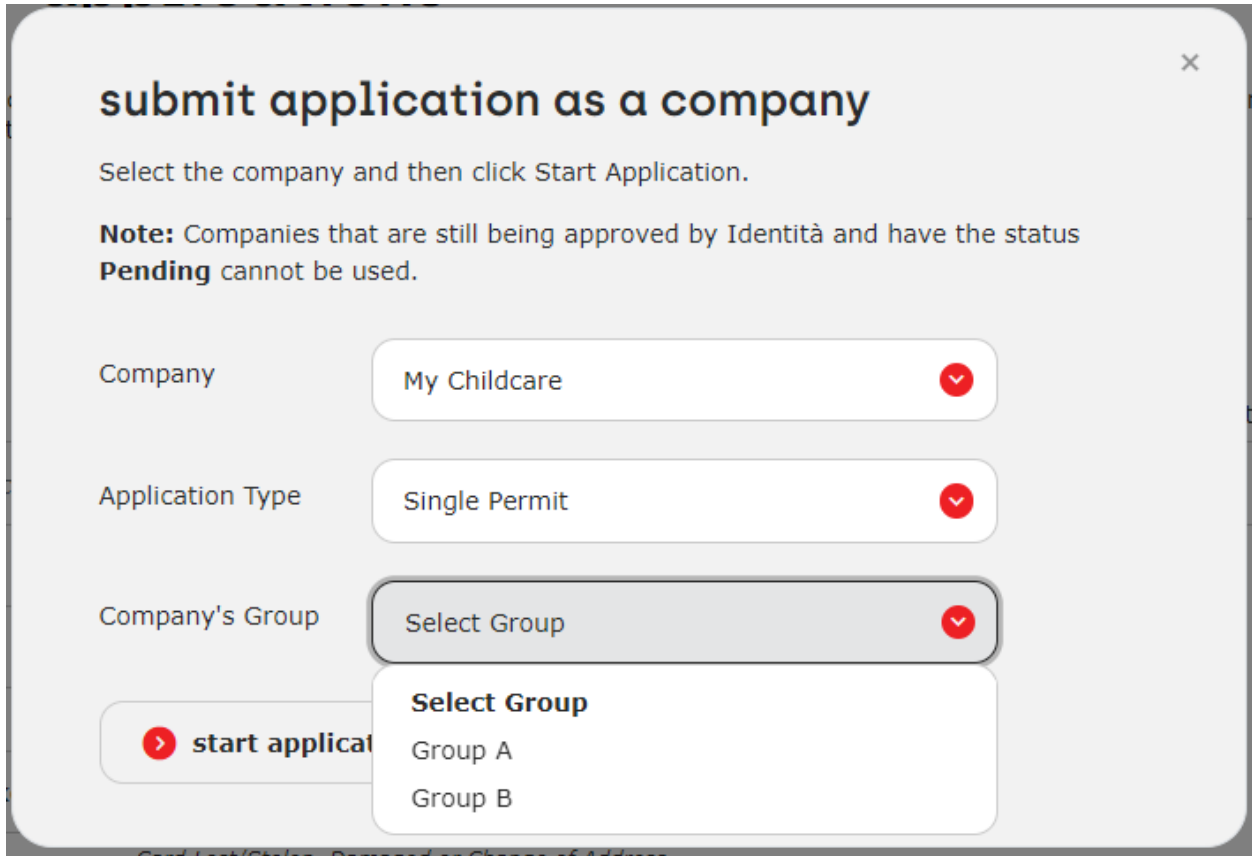
Figure 32 – Start an application for a company with multiple groups as administrator

Employees with **no** group assigned will only have access to **Unassigned** applications and can only submit applications under **Unassigned** group. Once an employee is assigned to one or more groups, he/she can only view or submit applications under the assigned groups (see Figure 33).

Figure 33 – Start an application for a company with multiple groups.

It is worth to notice that the company group drop down will not appear when:

- the company has no groups created.

- the employee is not assigned to any groups.

- the user is assigned to only one group.

How to change the group for an application

A group can be assigned to an application either before submission to (see Figure 34, Figure 35, Figure 36, Figure 37) or at any stage while the application is being processed (Figure 38 and Figure 39).

application context

Application for Employer
My Childcare

Employer Group for this Application

| Group A | ⌄ |

select group

Group A

Group B

Application Context

| select context | ⌄ |

foreign applicant's details

👤 personal details

Maltese Registration No

| |

Figure 34 – Changing group on Single Permit Application Wizard - Personal Details step

Online Application
Non-EU: Single Permit

Mary SMITH - R92117263
Pending Completion by Employer

Group:

| Group A ⌄ | ⊘

| ⊗ withdraw |

Group A

Group B

| ✓ Step 1: Applicant's Personal Details | ⋯ **Step 2: Applican Residence Deta** | 3: oyment Details | ○ Step 4: Documents Upload | ○ Step 5: Application Summary |

applicant's residence details

🌐 settlement

Currently Residing In

| | ⌄ |

Since

| dd/mm/yyyy | 📅 |

Figure 35 – Changing group on Single Permit Application Wizard - Applicant's Residence Details step

Figure 36 – Changing group on Single Permit Application Wizard - Employment Details step

Figure 37 – Changing group on Single Permit Application Wizard - Application Summary step

Online Application
Non-EU: Single Permit

Mary SMITH - R92117263
Pending Review by Applicant

Group:

Group A ⌄ ⊘

Group A
Group B

⊗ withdraw   modify   resend link to applicant

Check your application's status at any time without logging in:
🔴 https://dev.nidmsdev.local/Exigy.NIDMS.OnlineResidence.UI/App/neuhh3_Mq0qo0rvd65xF-Q2

application summary

Single Permit - Still Abroad Application (Excluding Recruiting/Temping Agents)

👤 **applicant's personal details**

Figure 38 – Changing group when the application is on Pending Review By Applicant status

Online Application
Non-EU: Single Permit

Bill STUART (0601335A) - R96180219
Issued - Valid Until 08/12/2023

Group:

No Group ⌄ ⊘

No Group
Group A
Group B

renew   reprint   **revoke**

Check your application's status at any time without logging in:
🔴 https://dev.nidmsdev.local/Exigy.NIDMS.OnlineResidence.UI/App/-Ho73TO5BUyRp8Mwt4fnvg2

application summary

Single Permit - Renewal

👤 **applicant's personal details**

Last Name   **Former Surname**   **First Name(s)**

Figure 39 – Changing group when the application is on Issued status

How to submit an application for two or three years
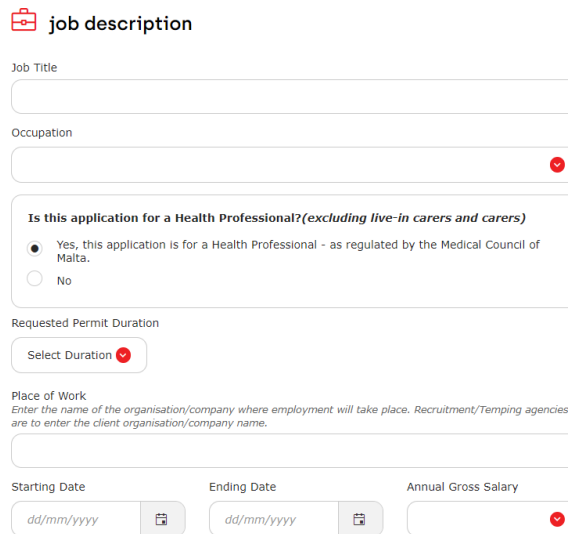
As an employer, you can submit an application for two or three years through the Online portal. This option is only available for applications related to Health Professional and some other applications depending on the application context. Table 1 - Application Context Health Professional Option lists the number of years that employers can request per application context.

For health professionals, you can request a permit for either 1, 2 or 3 years. The online payment will be updated automatically to reflect the number of years selected. The full payment must be made online before the application is submitted to Identità.

On the other hand, for non-health professionals, depending on the application context, you can request a maximum of 3 years, but the online payment will be for 1 year. Should Identità accept the permit for the non-health professional for 1 or 2 additional years, you or the applicant shall pay the remaining amount at Identità.

To submit an application for two or three years:

1. As an employer start a new application and navigate to the *Employment Details* section. The Job Description section shows the Health Professional options.
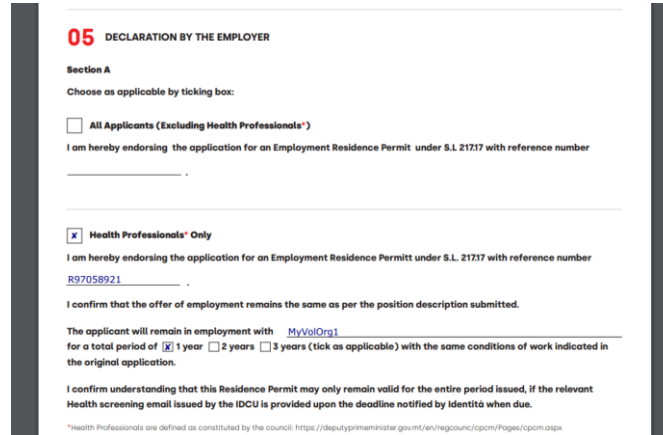
Figure 40 - Updated Job Description section (for health professionals)

2. Select whether the application is for a Health Professional. Depending on the option selected the *Requested Permit Duration* field is populated accordingly (refer to *Figure 40 - Updated Job Description section (for health professionals) and* Table 1 - Application Context Health Professional Option). The *Requested Permit Duration* field is not shown when the permit duration is only valid for one year.

3. Select a Starting and Ending Date. The system validates the range according to the selected Requested Permit Duration, which by default is one year.

4. Upload the necessary documents in the *Documents Upload* step. The *Declaration by the Employer* section in the CEA forms reflects the selected health professional option and the requested permit duration. For example, *Figure 41 - Updated CEA form*, depicts the Declaration by the Employer section for a New Single Permit application.

Figure 41 - Updated CEA form

5. Before initiating the payment transaction, confirm that once the application is paid, the application context, health professional and requested permit duration options cannot be changed. (Refer to *Figure 42 - Updated Card Payment Details section*). For health professionals, the amount displayed in the payment gateway will reflect the selected requested permit duration.

Figure 42 - Updated Card Payment Details section

6. Should Identità decide to accept a permit for non-health professionals for more than 1 year, you will be notified by Identità to pay the remaining amount.

Purpose	Context	Health Professional Applies	Max Requested Duration
Single-Permit	New Application	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	New Application (KEI)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	New Application (Recruiting & Temping)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	New Application (Live-in-Carer)	No	-
Single-Permit	Still Abroad	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Still Abroad (KEI)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Still Abroad (Recruiting & Temping)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Still Abroad (Live-in-Carer)	No	-
Single-Permit	Change in Employer	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Change in Employer (KEI)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Change in Employer (Recruiting & Temping)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Single-Permit	Change in Employer (Live-in-Carer)	No	-
Single-Permit	Renewal	Yes	Health Prof. - 1 to 3 years Other – 1 to 2 years
Single-Permit	Renewal (Recruiting & Temping)	Yes	Health Prof. - 1 to 3 years Other - 1 year
Single-Permit	Renewal (KEI)	Yes	Health Prof. - 1 to 3 years Other – 1 to 3 years
Single-Permit	Renewal (Live-in-Carer)	No	1 to 2 years
Single-Permit	Change in Designation	Yes	Health Prof. - 1 to 3 years Other – 1 to 2 years
Single-Permit	Change in Designation (KEI)	Yes	Health Prof. - 1 to 3 years Other – 1 to 3 years

Single-Permit	Change in Designation (C6.1 Recruiting & Temping)	Yes	Health Prof. - 1 to 3 years Other – 1 year
Blue Card	New Application	Yes	Health Prof. - 1 to 3 years Other – 1 year
Blue Card	Still Abroad	Yes	Health Prof. - 1 to 3 years Other – 1 year
Blue Card	Renewal	Yes	Health Prof. - 1 to 3 years Other – 1 to 3 years
ICT	New Application	Yes	Health Prof. - 1 to 3 years Other – 1 year
ICT	Still Abroad	Yes	Health Prof. - 1 to 3 years Other – 1 year
ICT	Renewal	Yes	Health Prof. - 1 to 3 years Other – 1 year
Less than 6 Months	New Application	No	N/A
Less than 6 Months	Still Abroad	No	N/A
Self-Employed	New Application	No	N/A
Self-Employed	Renewal	No	N/A

Table 1 - Application Context Health Professional Option

How to submit a Change in Designation application

As an employer, you can submit an application for Change in Designation when a person who is in employment has a change in the Job Title/Designation.

To start a Change in Designation the applicant must be in possession of an **Issued** Single-Permit Residence Application. However, the Change in Designation cannot be submitted more than **15 days (about 2 weeks) after expiry**.

There are **three** Change in Designation contexts:

- Change in Designation (with same employer)

- Change in Designation (with same employer) – Key Employee Initiative

- Change in Designation (with same employer) – Recruiting & Temping Agents

There are two ways to start a Change in Designation application (similar to Renewal applications):

Starting a Change in Designation application

Option 1: Employer has access to the issued Single Permit application

1. As an employer access the Online portal and open the issued application. Applications that satisfy the above criteria have the *Renew* button shown at the top, as shown in *Figure 43 – Renew button*.

Online Application
Non-EU: Single Permit

Candice MCGUIRE (0601337A) - R94772329
Issued - Valid Until 09/12/2023

Group:
No Group

renew   reprint   revoke

Check your application's status at any time without logging in:
https://dev.nidmsdev.local/Exigy.NIDMS.OnlineResidence.UI/App/KQH8ygaqx0a0GUYfOtSNdA2
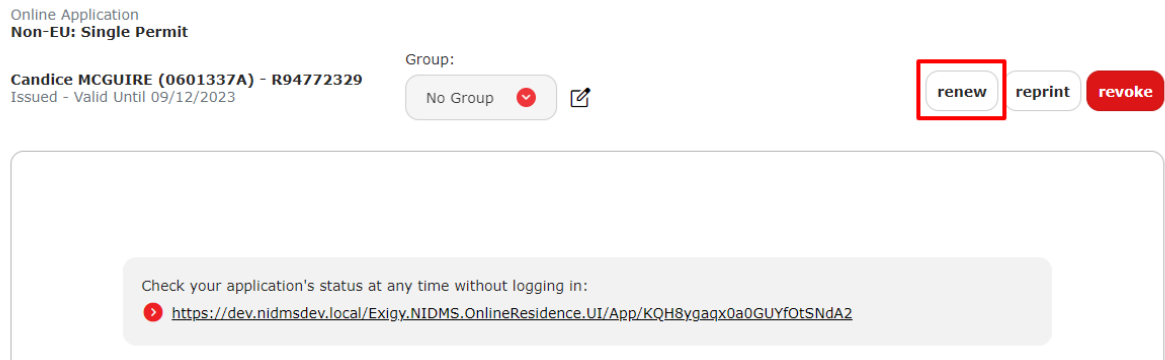
Figure 43 – Renew button

2. Click the **Renew** button.

3. The Personal Details view is loaded and is populated with data from the issued application. If the application only satisfies the Change in Designation criteria, and not the Renewal criteria (i.e., renewal applications cannot be started less than 90 days before expiry), a Change in Designation Application Context (that corresponds with the issued residence application options: KEI, Recruiting & Temping Agents) is automatically selected.

Option 2: Employer does not have access to the issued Single Permit application
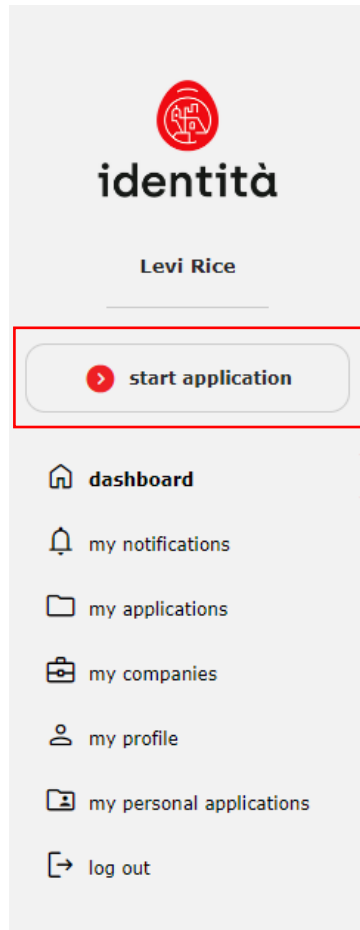
Figure 44 – Start Application button

1. Click the *Start Application* button (Figure 44 – Start Application button), select the *Single Permit* Application Type, select a Company, and click the *Start Application* button.

2. The Personal Details view is loaded. The different Change in Designation contexts are included in the list of Application Contexts, as shown in Figure 45 – Change in Designation Application Contexts.

Figure 45 – Change in Designation Application Contexts

3. Insert the *Maltese Registration No* and *Date of Birth* of the employee that corresponds to the issued residence application.

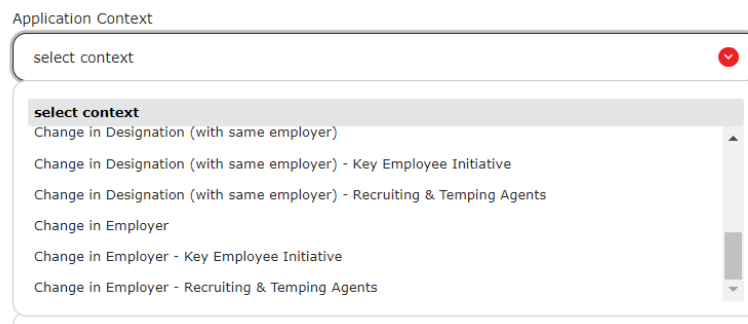4. Populate the other required fields and click the **Next** button. An error is shown if the *Registration No* and *Date of Birth* are invalid. Otherwise, the Residence Details view is loaded.

Change in Designation Details

Figure 46 – Job Description Details

5. Navigate to the *Employment Details* view and select one of the Change in Designation options available. These include:

- *No change of designation*: this option is only shown when the application has a renewal application context. If you choose one of the two other Change in Designation options, the system automatically updates the application context to the corresponding Change in Designation application context.

- *The employee has been promoted*: when selected, you are required to insert the current Job Title (*From*) and the new Job Title (*To*) (Refer to Figure 47 - From and To Job Title fields).

- *The employee's position has been changed laterally*: when selected, you are required to insert the current Job Title (*From*) and the new Job Title (*To*).

Figure 47 - From and To Job Title fields

Documents

6. Upload the required documents in the *Documents Upload* step. The *Declaration by the Employer* section in the CEA forms reflects the selected health professional option and the requested permit duration. For example, *Figure 41 - Updated CEA form*, depicts the *Declaration by the Employer* section for a New Single Permit application.

7. Upload the necessary documents in the *Documents Upload* step. For all three Change in Designation application contexts, amongst other documents, you are required to upload the following documents:

   ▪ Work Contract

   ▪ Position Description

   ▪ Jobsplus' Declaration of Suitability

   Furthermore, for the *Change in Designation (with same employer) – Recruiting & Temping Agents* application context, you are required to upload the **Declaration of Posting** document.

8. Download, sign, and re-upload the CEA form. The *Declaration by Employer* section reflects the selected Change in Designation option, and the inserted Job Titles, as shown in Figure 48 - CEA form Change in Designation section.

I confirm that the offer of employment remains the same as per the position description submitted.
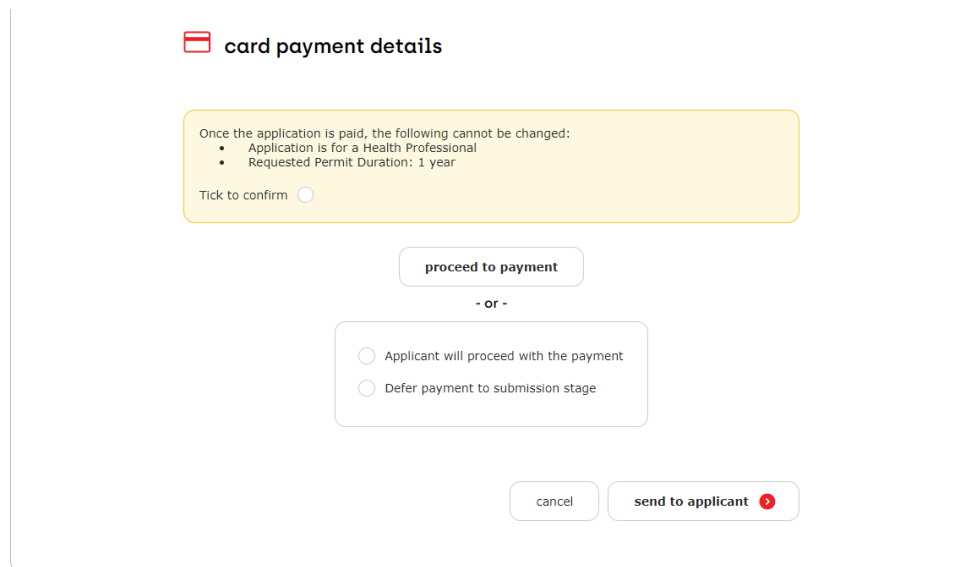
The applicant will remain in employment with MyVolOrg1

for a total period of [X] 1 year [ ] 2 years (tick as applicable) with the same conditions of work indicated in the original application.

[X]   he/she has been promoted from Software Developer

to   Software Developer 2

[ ]   his/her position has been changed laterally from _____

to   _____

Figure 48 - CEA form Change in Designation section

Submission of Application

9. In case you want to complete the payment, before initiating the payment transaction, you will need to confirm that once the application is paid, the application context, health professional and requested permit duration options cannot be changed. Complete the payment, send the application for applicant review, and after the review submit the application to Identità.
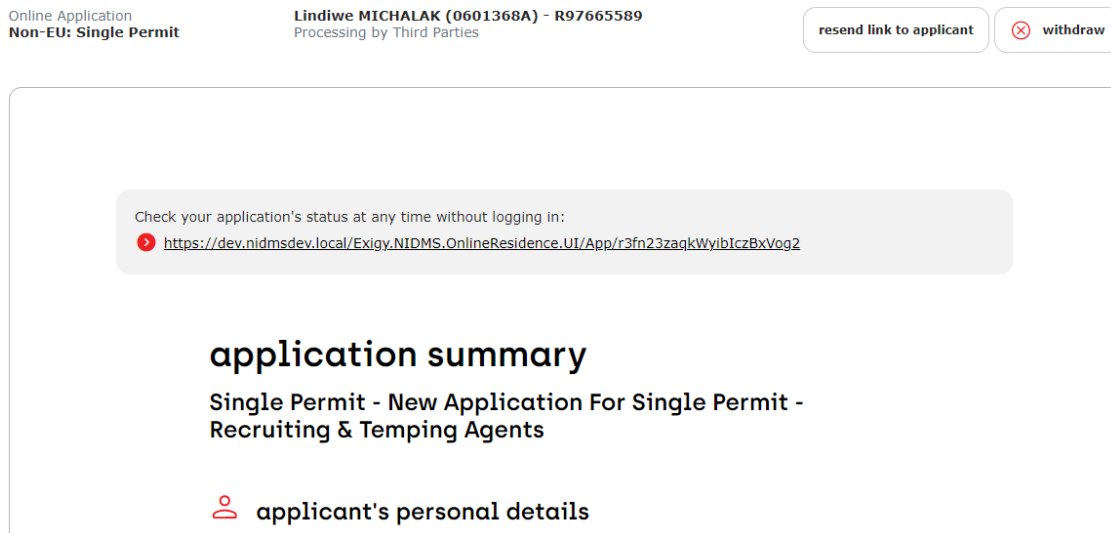
How to submit a Withdrawal or Revocation Request

The Online portal allows the employer to submit a request to:

- **withdraw** the residence application of an employee, or.

- **revoke** the residence permit of an employee.

To submit a withdrawal request:

1. Access an online application that has online status *In Progress*, *Processing by Third Parties*, *Ready for Final Approval* and *Approval in Principle Letter Available*. The *Withdraw* button is shown at the top right corner of the page (refer to *Figure 49 - Withdraw button*).

2. Click the ***Withdraw*** button.

Figure 49 - Withdraw button

3. The *Withdrawal Request* page, depicting essential information of the applicants' application is loaded (refer to Figure 50 - Start / Submit Withdrawal Request*).*

Figure 50 - Start / Submit Withdrawal Request

4. Insert comments. If you wish to submit the withdrawal request, click the *Submit Request* button. Otherwise, if you wish to cancel the request, click the *Cancel Request* button. Once you submit the request, you and the applicant are notified by an e-mail notification that a withdrawal request has been submitted to Identità (refer to Figure 51 - Submission of Withdrawal Request E-mail Notification).
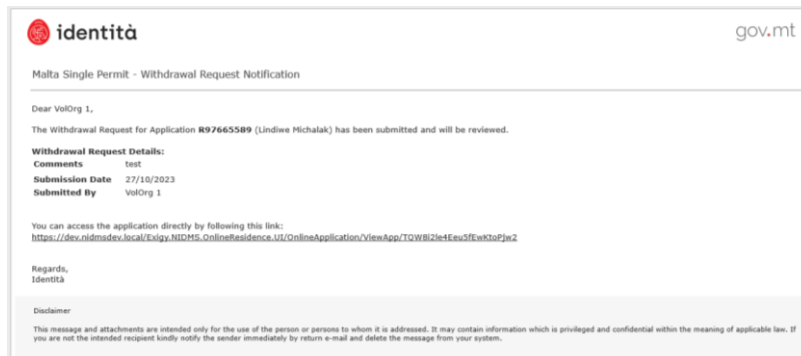

Figure 51 - Submission of Withdrawal Request E-mail Notification

To submit a revocation request:

1. Access an online application that has online status *Issued*. The *Revoke* button is shown at the top right corner of the page (refer to *Figure 52 - Revoke button*).

2. Click the **Revoke** button.

Online Application
Non-EU: Single Permit

Aryan YOUNG (0601351A) - R94168330
Issued - Valid Until 11/12/2023

renew   reprint   revoke

Check your application's status at any time without logging in:
https://dev.nidmsdev.local/Exigy.NIDMS.OnlineResidence.UI/App/AWMxvjbh_Ea6TWgN-Q3kog2
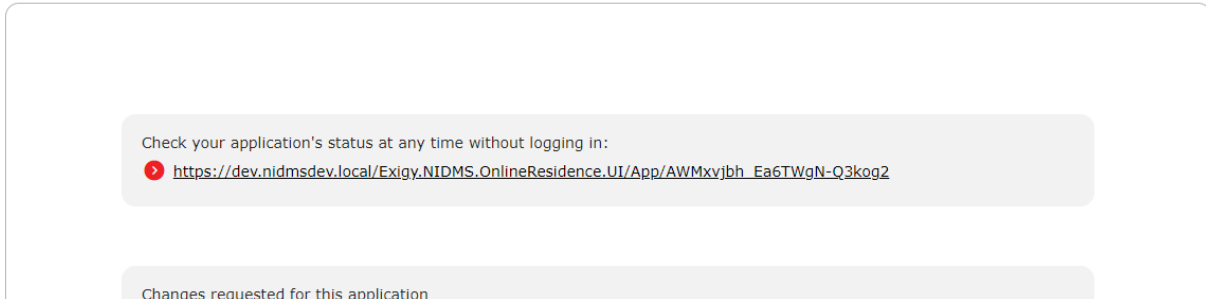
Changes requested for this application

Figure 52 - Revoke button

3. The *Revocation Request* page, depicting essential information of the applicants' application is loaded (refer to Figure 53 - Start Revocation Request).
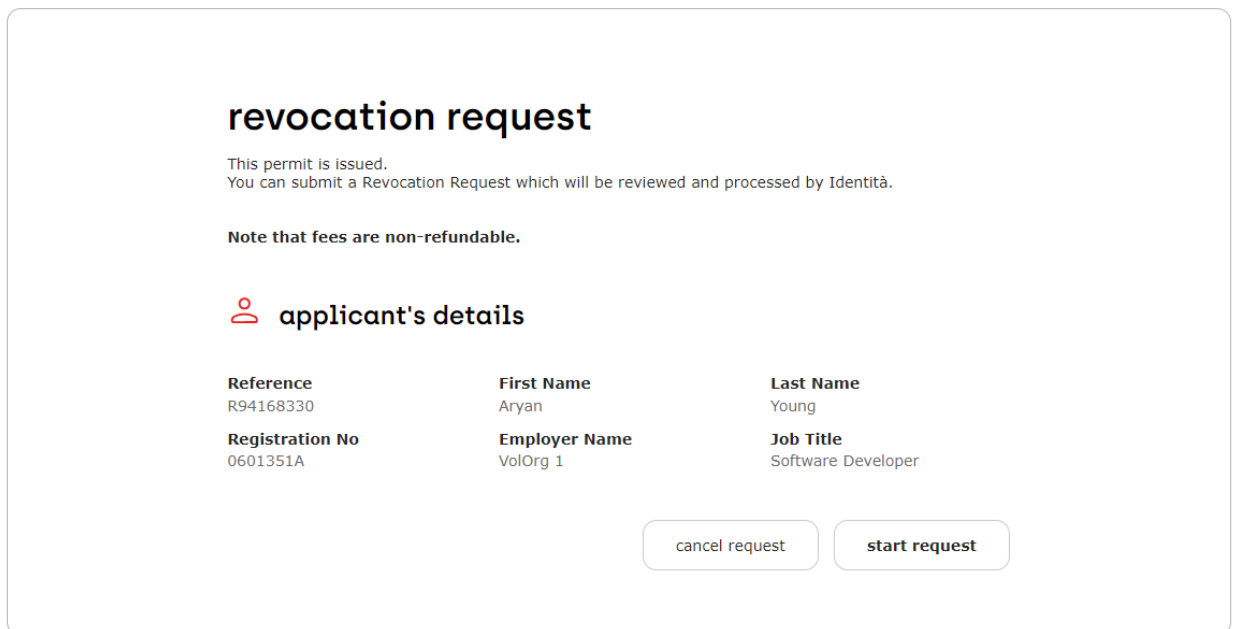

revocation request

This permit is issued.
You can submit a Revocation Request which will be reviewed and processed by Identità.

Note that fees are non-refundable.

applicant's details

Reference	**First Name**	**Last Name**
R94168330	Aryan	Young
Registration No	**Employer Name**	**Job Title**
0601351A	VolOrg 1	Software Developer

cancel request   start request

Figure 53 - Start Revocation Request

4. To create the revocation request, click the *Start Request* button. Otherwise, to cancel the request, click the *Cancel Request* button.

5. The *Revocation Request* page is updated, depicting the Comments and Documents section (refer to *Figure 54 - Submit Revocation Request*).

6. Insert *comments* and upload a *Covering letter*. To submit the request to Identità, click the *Submit Request* button. Otherwise, to cancel the request, click the *Cancel Request* button. Once you

submit the application, you and the applicant are notified by an e-mail notification that a revocation request has been submitted to Identità (refer to *Figure 55 - Submission of Revocation Request E-mail Notification*).

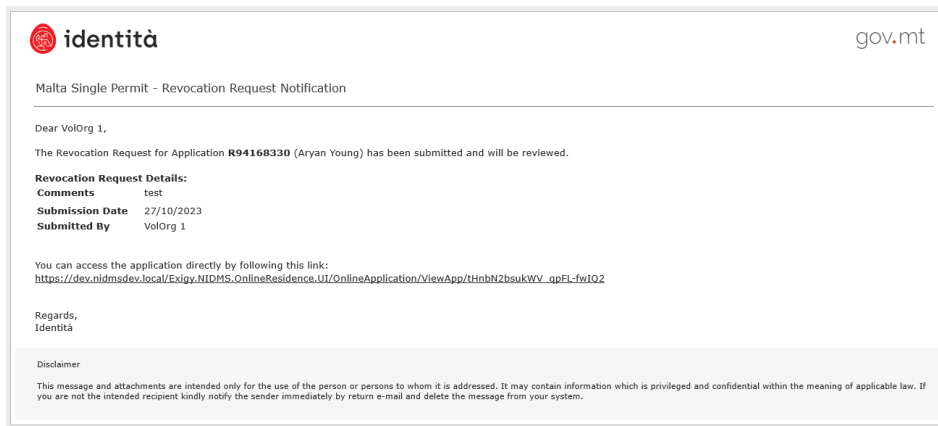*Figure 54 - Submit Revocation Request*

Figure 55 - Submission of Revocation Request E-mail Notification

To view created online change requests:

1. Access the application in the Online portal. The list of withdrawal and revocation requests are shown at the top of the screen, as depicted in *Figure 56 - List of Change Requests*.

Figure 56 - List of Change Requests

To withdraw a submitted withdrawal or revocation request:

1. Access the application for which you want to withdraw the change request, in the Online portal.

2. Click on the change request in the list of *Changes Requested for this Application*. You are redirected to the request page, as shown in Figure 57 - Withdrawing a Submitted Revocation Request.

3. Click on the *Withdraw Request* button. An e-mail notification is sent to you and the applicant. *Figure 58 - Withdraw Revocation Request E-mail Notification* illustrates a sample of such an e-mail notification.

Figure 57 - Withdrawing a Submitted Revocation Request

Figure 58 - Withdraw Revocation Request E-mail Notification

Once a withdrawal or revocation request is submitted to Identità, Identità will have the option to either:

- *send for review* – sends the request back to you, requesting further information or additional documentation.

- *reject the request* – the request is rejected.

- *revoke permit* – in case of the revocation request. The status of the online and residence application is updated to *Revoked*.

- *Withdraw application* – in case of a withdrawal request. The status of the online and residence application is updated to *Withdrawn/Withdrawn Internal*.

For all the above actions, an e-mail notification informing you of the action taken is sent to you and the applicant.