

Form Teardown: The Indian Visa Form - Part 2



TRIGGER WARNING



The following visa application form may cause



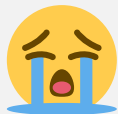
Extreme frustration



Life altering confusion



Existential dread



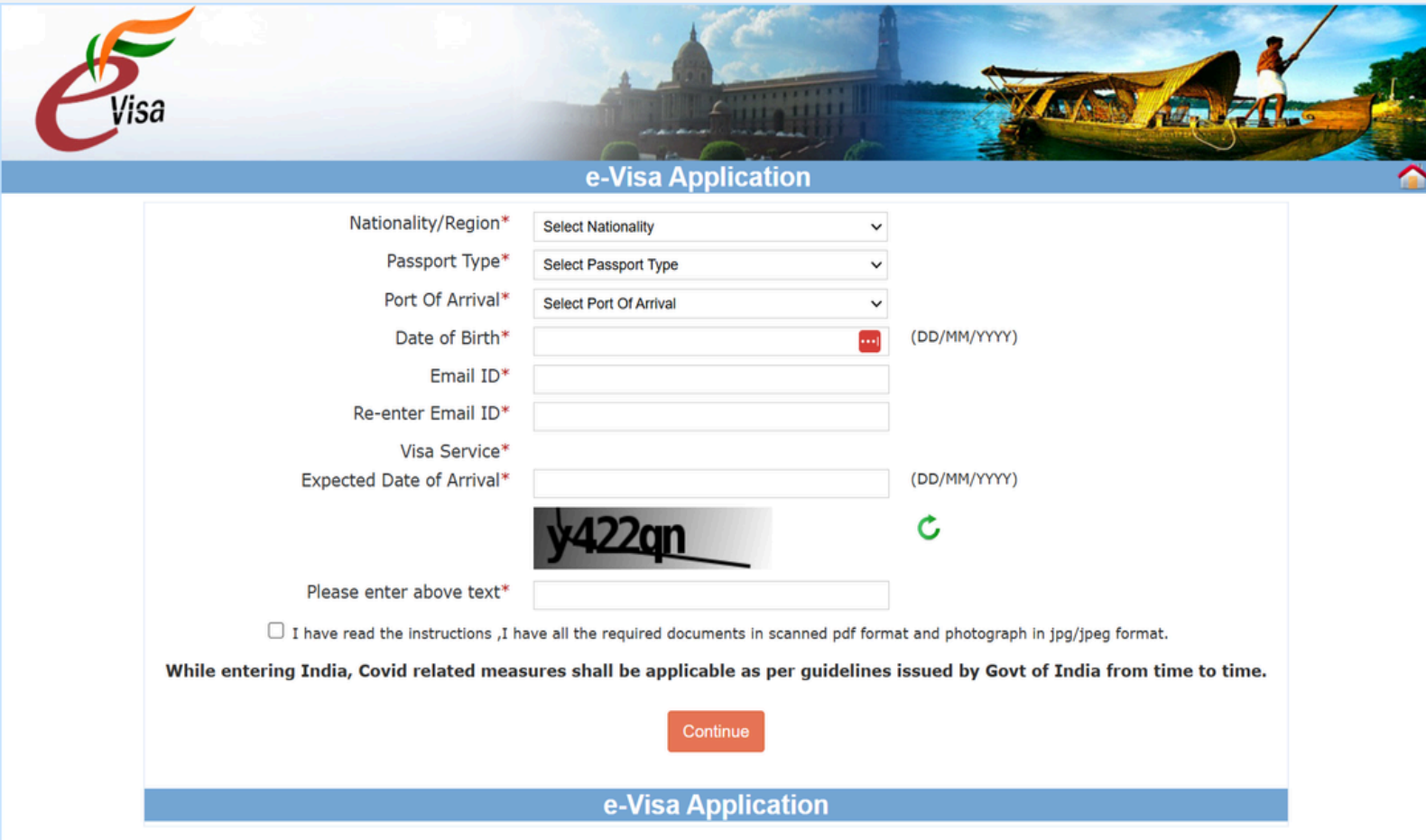
Questioning of your own existence

Side effects may include but are not limited to:

Endless scrolling through vague questions, uncontrollable rage at unclear instructions, sweaty palms from the fear of one tiny mistake ruining everything, flashbacks to the early 90's

Page 1: Behold the glory!

Feast your eyes on this form nightmare... can you guess how many form faux pas are on this page alone?



The image shows a screenshot of an e-Visa application form. The form is titled "e-Visa Application" and features a header with the e-Visa logo and a background image of a boat on a lake. The form contains several input fields and dropdown menus, many of which are marked with an asterisk to indicate they are required. The fields include:

- Nationality/Region* (dropdown menu)
- Passport Type* (dropdown menu)
- Port Of Arrival* (dropdown menu)
- Date of Birth* (text input field with a red error icon and the text "(DD/MM/YYYY)")
- Email ID* (text input field)
- Re-enter Email ID* (text input field)
- Visa Service* (text input field)
- Expected Date of Arrival* (text input field with the text "(DD/MM/YYYY)")
- A CAPTCHA field with the text "y422qn" and a green refresh icon.
- A text input field with the placeholder text "Please enter above text*"

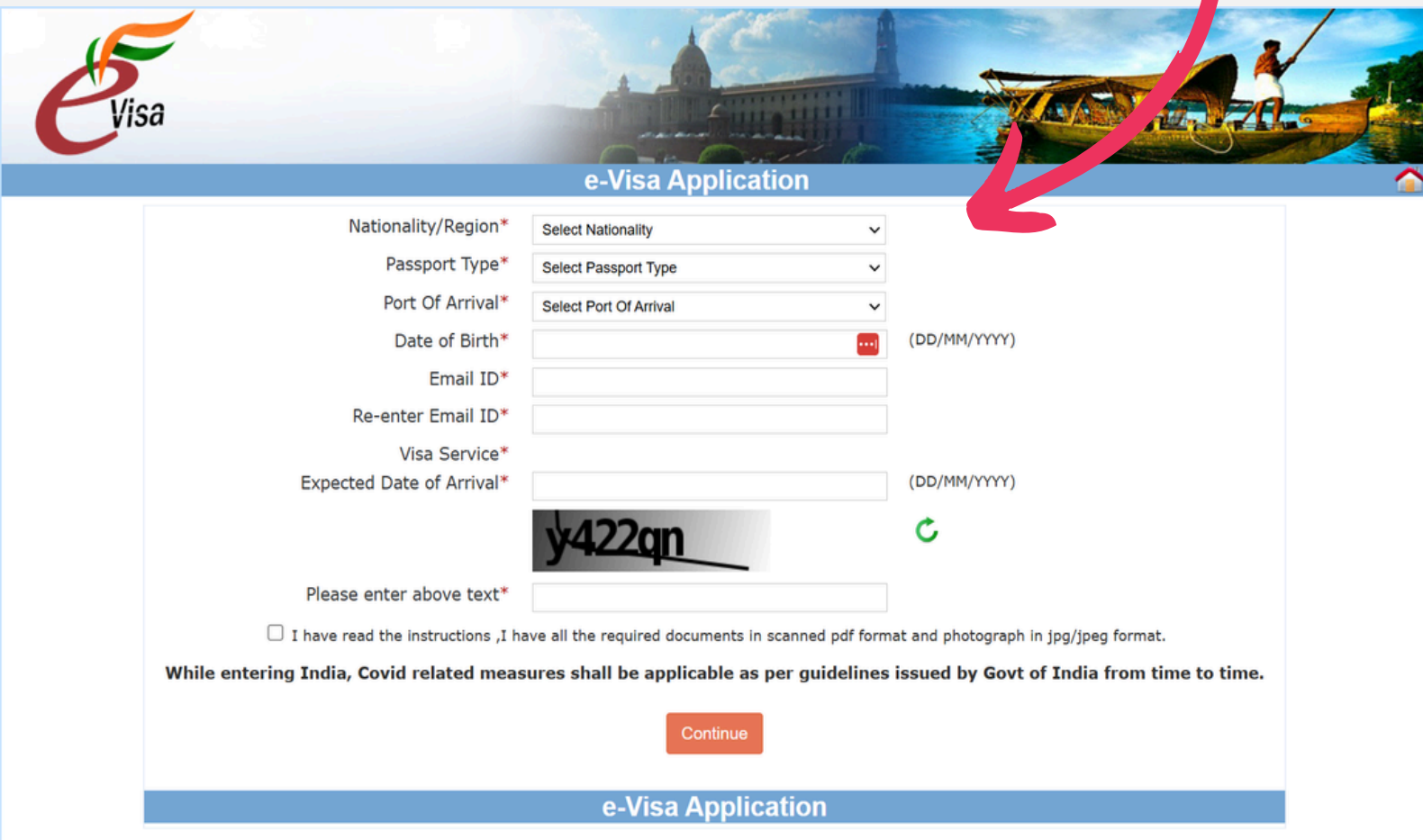
Below the form, there is a checkbox with the text "I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format." and a "Continue" button. At the bottom of the form, there is a blue bar with the text "e-Visa Application".

Let's dig into it...



First thoughts: Information matters

The user has no indication how long or how many steps this form has.



The screenshot shows the 'e-Visa Application' form. A red arrow points to the 'Nationality/Region*' dropdown menu. The form includes the following fields:

- Nationality/Region* (Dropdown menu)
- Passport Type* (Dropdown menu)
- Port Of Arrival* (Dropdown menu)
- Date of Birth* (Text input with a calendar icon and '(DD/MM/YYYY)' format)
- Email ID* (Text input)
- Re-enter Email ID* (Text input)
- Visa Service* (Text input)
- Expected Date of Arrival* (Text input with '(DD/MM/YYYY)' format)
- A CAPTCHA image showing the text 'y422qn' and a refresh icon.
- A text input field with the placeholder 'Please enter above text*'

Below the form, there is a checkbox: I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

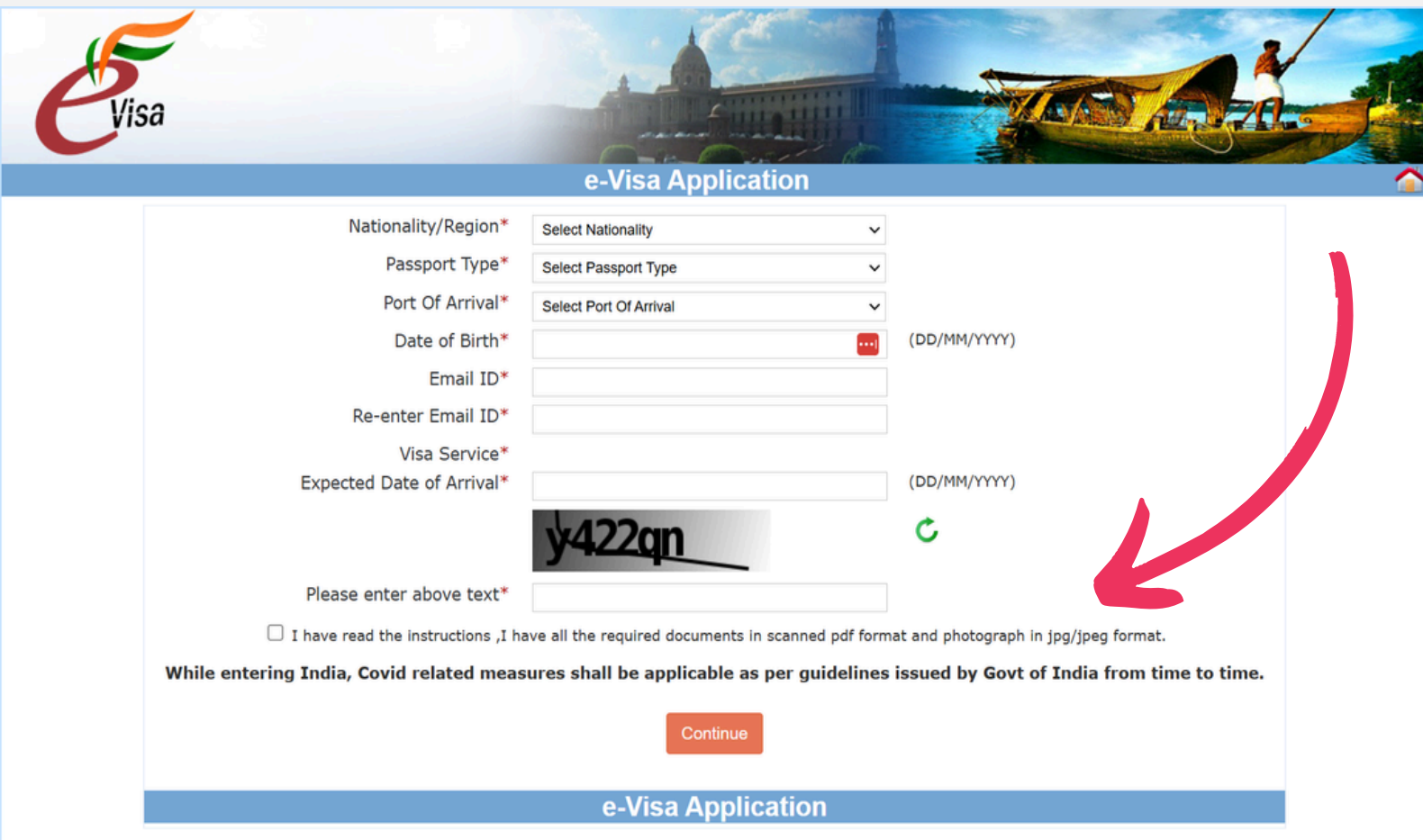
While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

The form is titled 'e-Visa Application' at the top and bottom.

A progress bar might have been nice

First thoughts: Information matters

Information about what documents and photos are needed to proceed is way down the page after the form. There are no links to these requirements to guide the user.



The screenshot shows the 'e-Visa Application' form. The form includes the following fields and elements:

- Nationality/Region* (Dropdown menu: Select Nationality)
- Passport Type* (Dropdown menu: Select Passport Type)
- Port Of Arrival* (Dropdown menu: Select Port Of Arrival)
- Date of Birth* (Text input field with a calendar icon and format (DD/MM/YYYY))
- Email ID* (Text input field)
- Re-enter Email ID* (Text input field)
- Visa Service* (Text input field)
- Expected Date of Arrival* (Text input field with format (DD/MM/YYYY))
- A CAPTCHA image showing the text 'y422qn'.
- A 'Please enter above text*' field for the CAPTCHA.
- A checkbox: I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.
- A warning message: **While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.**
- A 'Continue' button.

A large red arrow points from the right side of the form towards the bottom, indicating that the required information is located at the bottom of the page.

This information should be at the top of the page before the user even starts to fill out the form

First thoughts: Everything is mandatory*

All the fields here are required so why not declutter with one statement saying that rather than asterix's

*e*v*e*r*y*w*h*e*r*e

e-Visa Application

Nationality/Region*

Passport Type*

Port of Arrival*

Date of Birth* (DD/MM/YYYY)

Email ID*

Re-enter Email ID*

Visa Service*

Expected Date of Arrival* (DD/MM/YYYY)

y422qn

Please enter above text*

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

e-Visa Application

If the more things are required than not, better to point out the nots than the must dos

First thoughts: Captcha Gotcha

Look, we get it! Captcha is sometimes a must, but if you must then make sure there are accessible alternatives...

e-Visa Application

Nationality/Region* ▾

Passport Type* ▾

Port Of Arrival* ▾


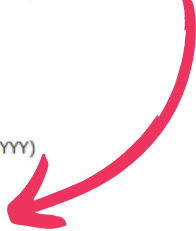
Date of Birth* (DD/MM/YYYY)

Email ID*

Re-enter Email ID*

Visa Service*

Expected Date of Arrival* (DD/MM/YYYY)

y422qn  

Please enter above text*

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

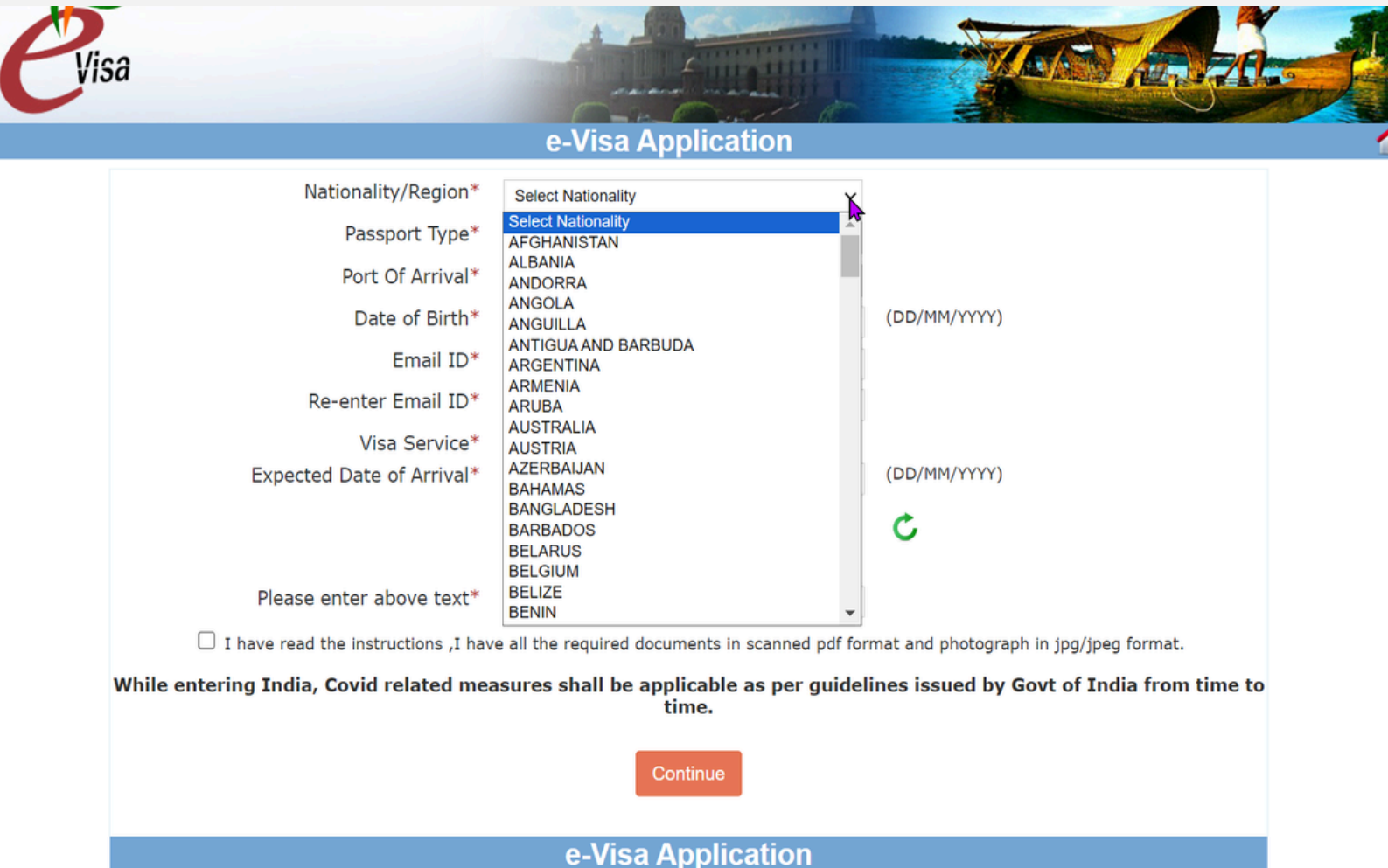
While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

e-Visa Application

This form has none. So good luck getting past it if you can't fathom out the swirly squiggles

Fields: Nationality / Region

There are 176 options to choose from – good luck Zimbabweans, may the power of scroll be with you! But at least it's alphabetical... Shame about the CAPS.



The screenshot shows the 'e-Visa Application' form. The 'Nationality/Region*' field is open, displaying a scrollable list of countries. The list includes: AFGHANISTAN, ALBANIA, ANDORRA, ANGOLA, ANGUILLA, ANTIGUA AND BARBUDA, ARGENTINA, ARMENIA, ARUBA, AUSTRALIA, AUSTRIA, AZERBAIJAN, BAHAMAS, BANGLADESH, BARBADOS, BELARUS, BELGIUM, BELIZE, and BENIN. The form also includes fields for Passport Type*, Port Of Arrival*, Date of Birth* (with a date format hint (DD/MM/YYYY)), Email ID*, Re-enter Email ID*, Visa Service*, and Expected Date of Arrival* (with a date format hint (DD/MM/YYYY)). A checkbox is present with the text 'I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.' Below the form, a warning message states: 'While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.' A 'Continue' button is located at the bottom of the form area.

A search option might be nice?

Fields: Nationality / Region

Oh no... an on-page dialogue telling the user they've selected the UNITED KINGDOM as their nationality.

e-Visa Application

Nationality/Region*

Passport Type* Please select Passport Type

Port Of Arrival*

Date of Birth* (DD/MM/YYYY)

Email ID*

Re-enter Email ID*

Visa Service*
 eTOURIST VISA
 eTourist Visa(for 30 Days)
 eTourist Visa(for 1 Year)
 eTourist Visa(for 5 Years)
 eMEDICAL VISA
 eBUSINESS VISA
 eCONFERENCE Visa
 eMEDICAL ATTENDANT VISA
 e-Ayush Visa
 e-Ayush Attendant

Expected Date of Arrival*

Please enter your photograph in jpg/jpeg format

I have read the information regarding the application process for entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from

Nationality selected

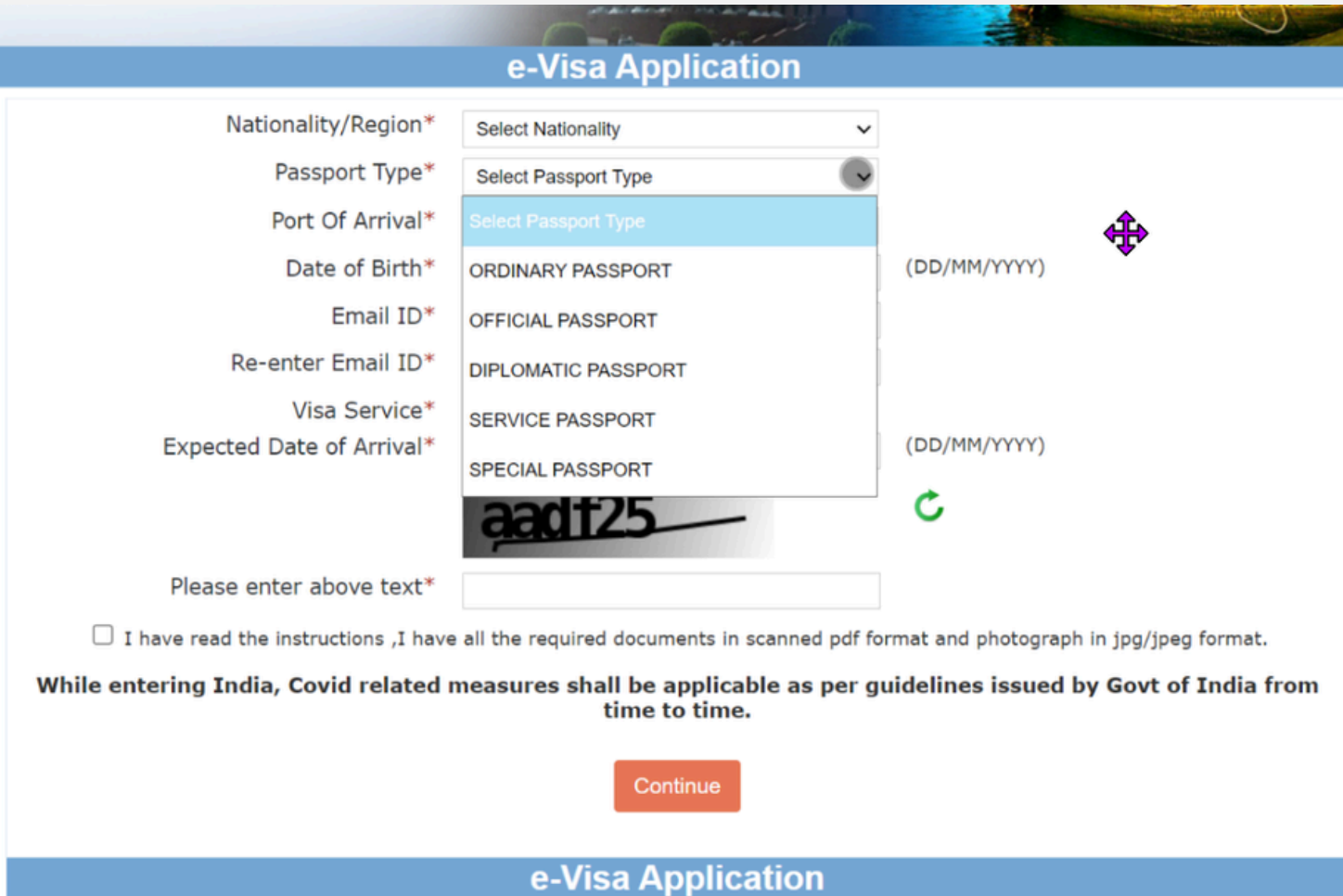
You have selected UNITED KINGDOM as your Nationality/Region.

Ok

**Thanks for the reminder, but we think they know.
But you can't progress until you hit "OK"**

Fields: Passport Type

What the difference between ordinary passport and an official passport... pretty sure most users will have an ordinary official passport?

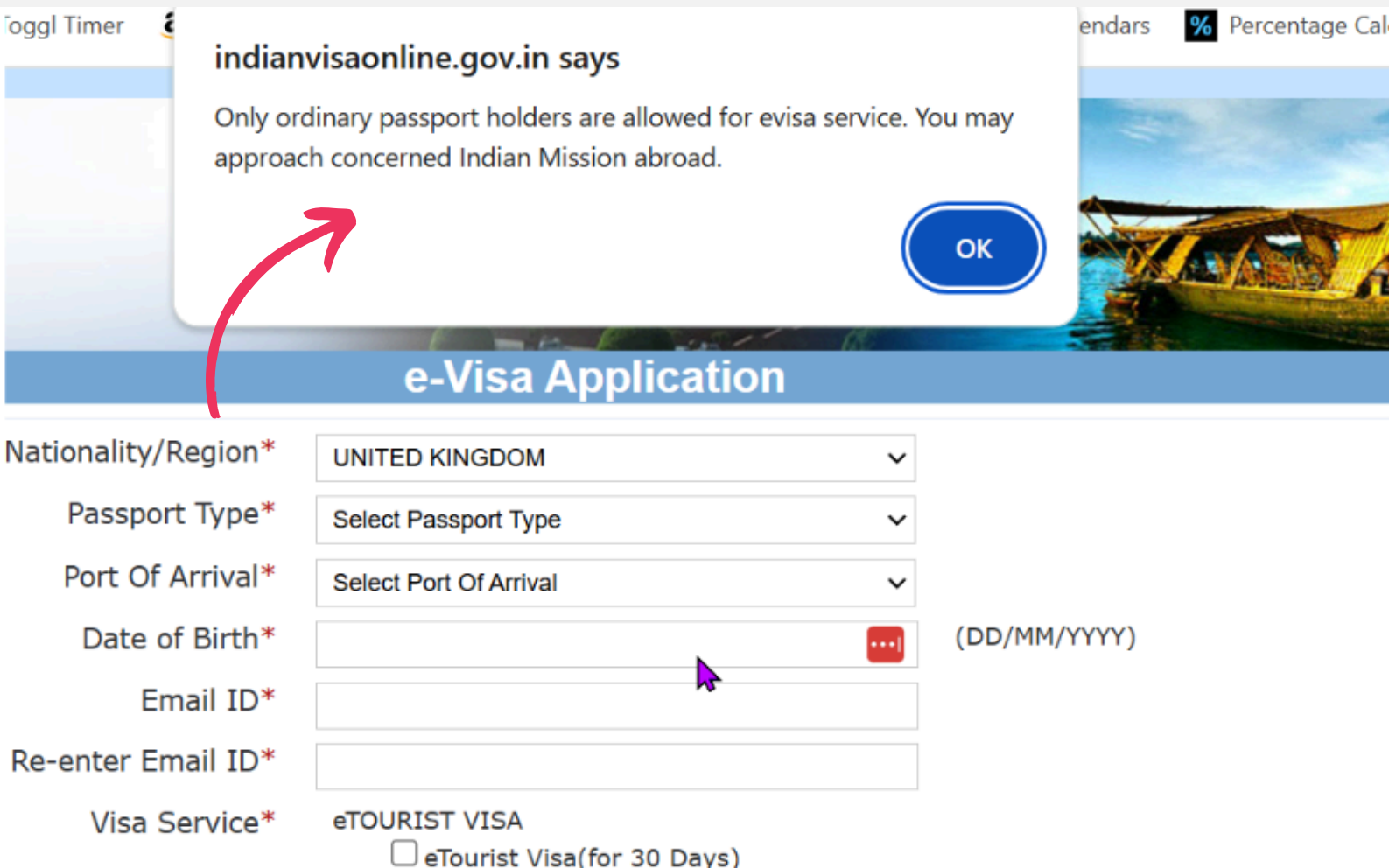


The screenshot shows an "e-Visa Application" form. The "Passport Type" dropdown menu is open, displaying the following options: ORDINARY PASSPORT, OFFICIAL PASSPORT, DIPLOMATIC PASSPORT, SERVICE PASSPORT, and SPECIAL PASSPORT. A tooltip with the text "aadf25" is overlaid on the dropdown. The form includes fields for Nationality/Region, Port Of Arrival, Date of Birth, Email ID, Re-enter Email ID, Visa Service, and Expected Date of Arrival. A "Continue" button is located at the bottom of the form.

A tooltip explaining the differences here might have been nice to avoid confusion

Fields: Passport Type

Oh another on-page dialogue - joy! If only ordinary passport holders can apply, then why are the other options available?



The screenshot shows a web browser window with a dialog box from **indianvisaonline.gov.in**. The dialog box contains the text: "Only ordinary passport holders are allowed for evisa service. You may approach concerned Indian Mission abroad." and an "OK" button. A red arrow points from the dialog box to the "Passport Type" field in the application form below. The form includes fields for Nationality/Region (UNITED KINGDOM), Passport Type (Select Passport Type), Port Of Arrival (Select Port Of Arrival), Date of Birth (with a calendar icon and format (DD/MM/YYYY)), Email ID, Re-enter Email ID, and Visa Service (eTOURIST VISA and eTourist Visa(for 30 Days)).

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endars % Percentage Cal

indianvisaonline.gov.in says

Only ordinary passport holders are allowed for evisa service. You may approach concerned Indian Mission abroad.

OK

e-Visa Application

Nationality/Region* UNITED KINGDOM

Passport Type* Select Passport Type

Port Of Arrival* Select Port Of Arrival

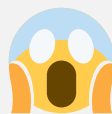
Date of Birth* (DD/MM/YYYY)

Email ID*

Re-enter Email ID*

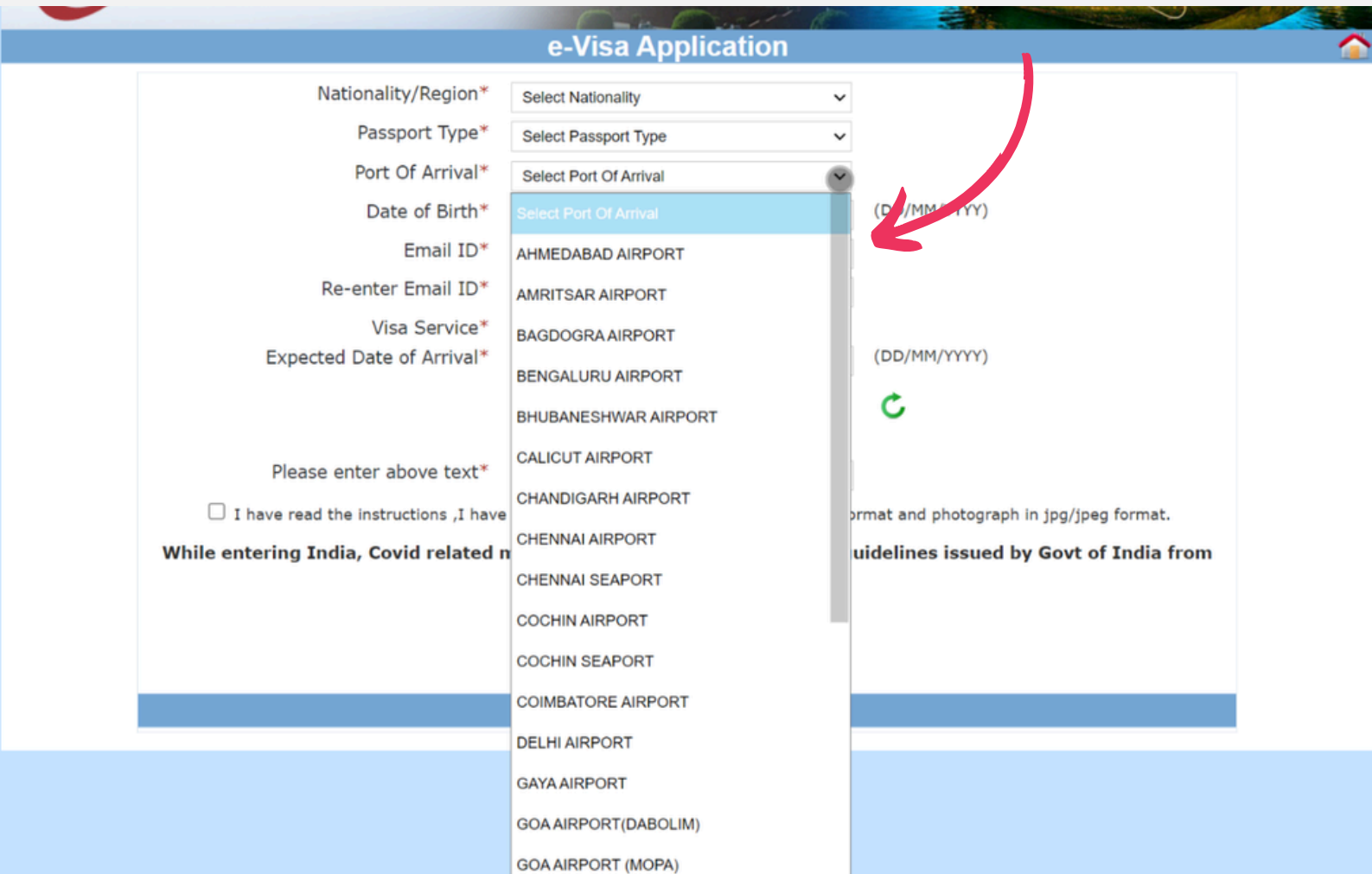
Visa Service* eTOURIST VISA
 eTourist Visa(for 30 Days)

Pretty sure no one wants to be approach concerned Indian Mission abroad



Fields: Port Of Arrival

Hmm... quite a few options here, airports and seaports to sift through, but at least it's ALPHABETICAL, but still no search



The screenshot shows the 'e-Visa Application' form. The 'Port Of Arrival' dropdown menu is open, displaying a list of airports and seaports in alphabetical order. A red arrow points to the dropdown menu. The form includes fields for Nationality/Region, Passport Type, Date of Birth, Email ID, Re-enter Email ID, Visa Service, and Expected Date of Arrival. There is also a checkbox for 'I have read the instructions, I have' and a note about COVID-related guidelines.

| Field | Value |
|---------------------------|------------------------|
| Nationality/Region* | Select Nationality |
| Passport Type* | Select Passport Type |
| Port Of Arrival* | Select Port Of Arrival |
| Date of Birth* | (DD/MM/YYYY) |
| Email ID* | AHMEDABAD AIRPORT |
| Re-enter Email ID* | AMRITSAR AIRPORT |
| Visa Service* | BAGDOGRA AIRPORT |
| Expected Date of Arrival* | BENGALURU AIRPORT |
| | BHUBANESHWAR AIRPORT |
| | CALICUT AIRPORT |
| | CHANDIGARH AIRPORT |
| | CHENNAI AIRPORT |
| | CHENNAI SEAPORT |
| | COCHIN AIRPORT |
| | COCHIN SEAPORT |
| | COIMBATORE AIRPORT |
| | DELHI AIRPORT |
| | GAYA AIRPORT |
| | GOA AIRPORT(DABOLIM) |
| | GOA AIRPORT (MOPA) |

Might be easier to ask if the user is arriving by air or sea and then present a list

Fields: Date Of Birth

Nope. Whilst you can type your DOB in, a calendar picker appears. It won't disappear until you select a date from the calendar.

e-Visa Application

| | | |
|---------------------------|------------------------|-----------------------------|
| Nationality/Region* | Select Nationality | Nationality is required |
| Passport Type* | Select Passport Type | Please select Passport Type |
| Port Of Arrival* | Select Port Of Arrival | |
| Date of Birth* | 15/02/1976 | (DD/MM/YYYY) |
| Email ID* | Feb 1976 | |
| Re-enter Email ID* | | |
| Visa Service* | | |
| Expected Date of Arrival* | | (DD/MM/YYYY) |
| Please enter above text* | | |

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

Continue

e-Visa Application

Don't use a date picker for DOB entry, ever. Don't force a user to interact with something when the something has already been done, especially if it obstructs fields.



Fields: Email

An email ID, eh? Why not an email address... save any confusion.



e-Visa Application

Nationality/Region* ▾

Passport Type* ▾

Port Of Arrival* ▾



Date of Birth* (DD/MM/YYYY)

Email ID*

Re-enter Email ID*

Visa Service*

Expected Date of Arrival* (DD/MM/YYYY)

Please enter above text*



I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

Continue

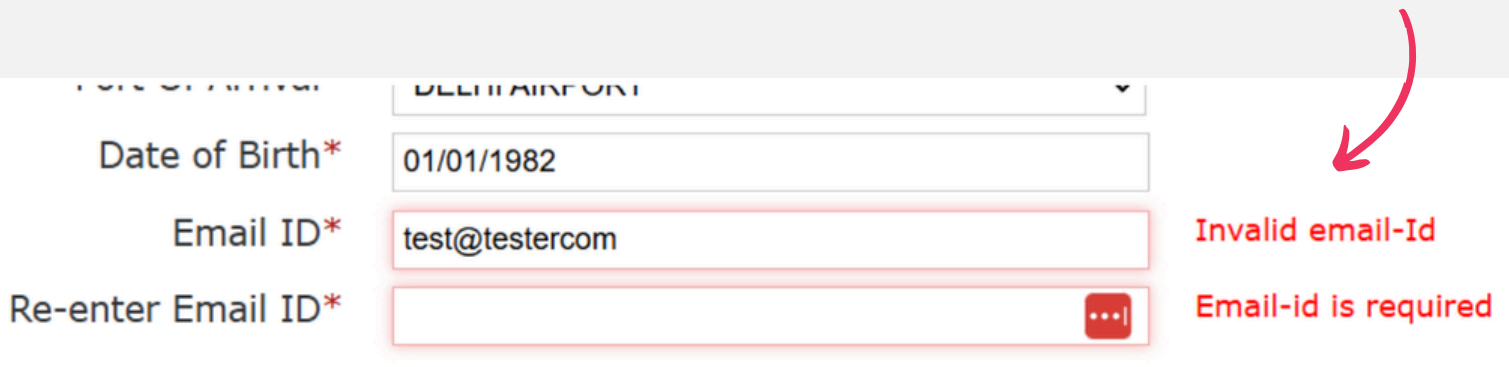
e-Visa Application

Oh well, the user can probably cobble together what's required... but why should they?



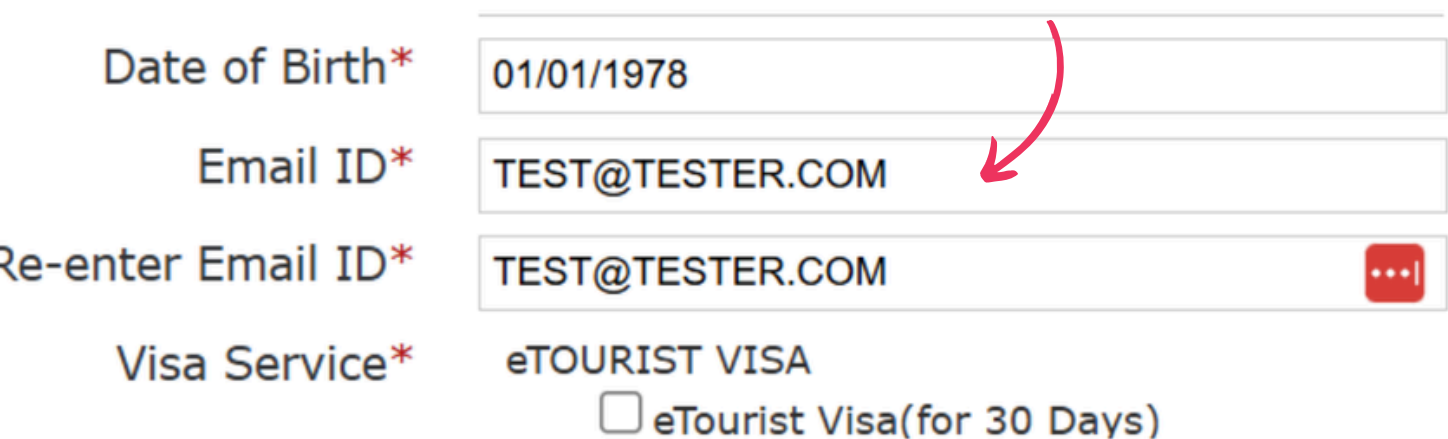
Fields: Email

Oh dear, an error message and an inconsistent one at that... is it email-Id or Email-id or Email ID?



A screenshot of a web form with several input fields. The 'Email ID*' field contains 'test@testercom' and is highlighted with a red border. To its right, a red arrow points to the text 'Invalid email-Id'. Below it, the 'Re-enter Email ID*' field is empty and also highlighted with a red border, with a red arrow pointing to the text 'Email-id is required'. Other fields include 'Date of Birth*' with '01/01/1982' and a dropdown menu showing 'DELHI AIRPORT'.

And why has the input text been CAPITALISED automatically when it validates?



A screenshot of a web form showing the same email fields as the previous image. The 'Email ID*' field now contains 'TEST@TESTER.COM' in all caps, with a red arrow pointing to the text. The 'Re-enter Email ID*' field also contains 'TEST@TESTER.COM' in all caps. Below these fields, there are 'Date of Birth*' (01/01/1978) and 'Visa Service*' options: 'eTOURIST VISA' and an unchecked checkbox for 'eTourist Visa(for 30 Days)'.

This does not bode well...

Fields: Visa Service

Seems straight forward so far...

visa

e-Visa Application

Nationality/Region* UNITED KINGDOM

Passport Type* ORDINARY PASSPORT

Port Of Arrival* AHMEDABAD AIRPORT

Date of Birth* 15/02/1976

Email ID*

Re-enter Email ID*

Visa Service*

- eTOURIST VISA
 - eTourist Visa(for 30 Days)
 - eTourist Visa(for 1 Year)
 - eTourist Visa(for 5 Years)
- eMEDICAL VISA
- eBUSINESS VISA
- eCONFERENCE Visa
- eMEDICAL ATTENDANT VISA
- e-Ayush Visa
- e-Ayush Attendant

Expected Date of Arrival* (DD/MM/YYYY)

Please enter above text*

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

Continue

e-Visa Application

But when you start clicking...



Fields: Visa Service

So. Many. Options. All. In. CAPTIALS. And. Tiny Text.

Visa Service*

eTOURIST VISA

- eTourist Visa(for 30 Days)
- TOURISM,RECREATION,SIGHT-SEEING
- MEETING FRIENDS/RELATIVES
- SHORT TERM YOGA PROGRAMME
- SHORT TERM COURSES ON LOCAL LANGUAGES, MUSIC, DANCE, ARTS & CRAFTS, COOKING, MEDICINE ETC. WHICH SHOULD NOT BE A FORMAL OR STRUCTURED COURSE/PROGRAMME (COURSES NOT EXCEEDING 6 MONTHS DURATION AND NOT ISSUED WITH A QUALIFYING CERTIFICATE DIPLOMA ETC).
- VOLUNTARY WORK OF SHORT DURATION (FOR A MAXIMUM PERIOD OF ONE MONTH, WHICH DO NOT INVOLVE ANY MONETARY PAYMENT OR CONSIDERATION OF ANY KIND IN RETURN).
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eTOURIST VISA

- eTourist Visa(for 30 Days)
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

- TO ATTEND A CONFERENCE/SEMINAR/WORKSHOP ORGANIZED BY A MINISTRY OR DEPARTMENT OF THE GOVERNMENT OF INDIA,STATE GOVERNMENTS OR UT ADMINISTRATIONS AND THEIR SUBORDINATE/ ATTACHED ORGANIZATIONS AND PSUS AND PRIVATE CONFERENCES ORGANIZED BY PRIVATE PERSONS/COMPANIES/ORGANIZATIONS.

eTOURIST VISA

- eTourist Visa(for 30 Days)
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

eMEDICAL ATTENDANT VISA

- TO ACCOMPANY PATIENT UNDER MEDICAL TREATMENT

e-Ayush Visa

e-Ayush Attendant

eTOURIST VISA

- eTourist Visa(for 30 Days)
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

eMEDICAL ATTENDANT VISA

e-Ayush Visa

- TREATMENT UNDER AYUSH SYSTEMS/INDIAN SYSTEMS OF MEDICINE.

e-Ayush Attendant

eTOURIST VISA

- eTourist Visa(for 30 Days)
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

eMEDICAL ATTENDANT VISA

e-Ayush Visa

e-Ayush Attendant

- AS ATTENDANT TO AN E-AYUSH VISA HOLDER.

eTOURIST VISA

- eTourist Visa(for 30 Days)
- eTourist Visa(for 1 Year)
- eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

eMEDICAL ATTENDANT VISA

e-Ayush Visa

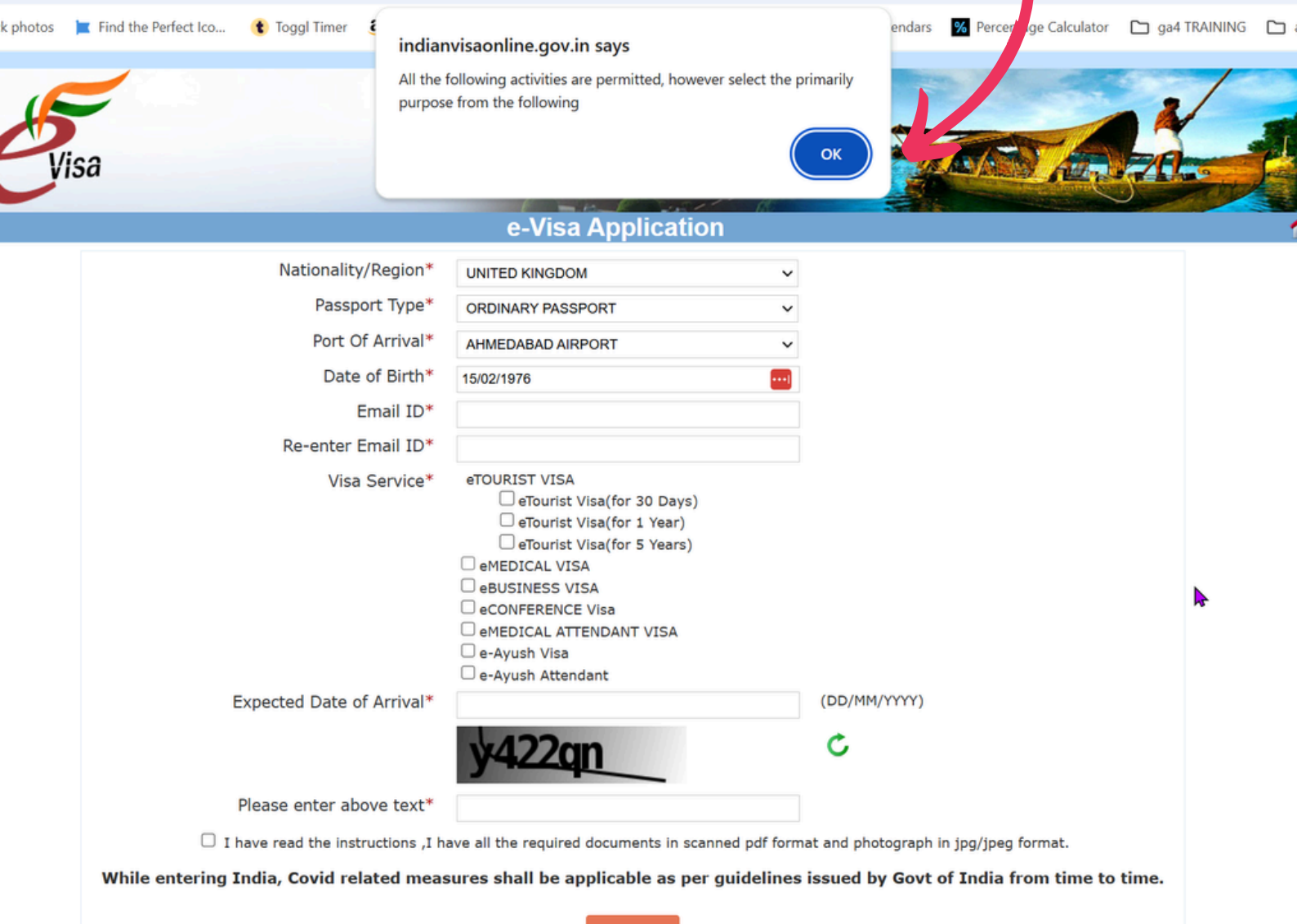
eBUSINESS VISA

- TO SET UP INDUSTRIAL/BUSINESS VENTURE
- SALE/PURCHASE/TRADE
- ATTEND TECHNICAL/BUSINESS MEETINGS
- TO RECRUIT MANPOWER
- PARTICIPATION IN EXHIBITIONS,BUSINESS/TRADE FAIRS
- EXPERT/SPECIALIST IN CONNECTION WITH AN ONGOING PROJECT
- CONDUCTING TOURS
- TO DELIVER LECTURE/S UNDER GLOBAL INITIATIVE FOR



Fields: Visa Service

And everytime you check and option to see the sub options, you get this...



The screenshot shows the Indian Visa Application website. A modal popup from 'indianvisaonline.gov.in' is displayed, stating: 'All the following activities are permitted, however select the primarily purpose from the following'. The popup has an 'OK' button. A red arrow points from the text above to the popup. Below the popup, the 'e-Visa Application' form is visible. The form includes fields for Nationality/Region (UNITED KINGDOM), Passport Type (ORDINARY PASSPORT), Port Of Arrival (AHMEDABAD AIRPORT), Date of Birth (15/02/1976), Email ID, and Re-enter Email ID. The Visa Service section has several options: eTOURIST VISA (for 30 Days, 1 Year, 5 Years), eMEDICAL VISA, eBUSINESS VISA, eCONFERENCE Visa, eMEDICAL ATTENDANT VISA, e-Ayush Visa, and e-Ayush Attendant. The Expected Date of Arrival field is empty, with a placeholder '(DD/MM/YYYY)'. A CAPTCHA image shows the text 'y422qn'. Below the CAPTCHA is a checkbox for 'I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.' At the bottom, a notice states: 'While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.'

Just show the user on the page without interruption!

Fields: Expected Date Of Arrival

Did you know date entry is quicker without a calendar?
Just saying... (incase you missed the memo)

VOLUNTARY WORK OF SHORT DURATION (FOR A MAXIMUM PERIOD OF ONE MONTH, WHICH DO NOT INVOLVE ANY MONETARY PAYMENT OR CONSIDERATION OF ANY KIND IN RETURN).

eTourist Visa(for 1 Year)

eTourist Visa(for 5 Years)

eMEDICAL VISA

eBUSINESS VISA

eCONFERENCE Visa

eMEDICAL ATTENDANT VISA

e-Ayush Visa

e-Ayush Attendant

Expected Date of Arrival*

Journey Date is required

Please enter above text*

I have read the instructions ,I have

While entering India, Covid related measur

ed pdf format and photograph in jpg/jpeg fo

guidelines issued by Govt of India fro

Jan 2025

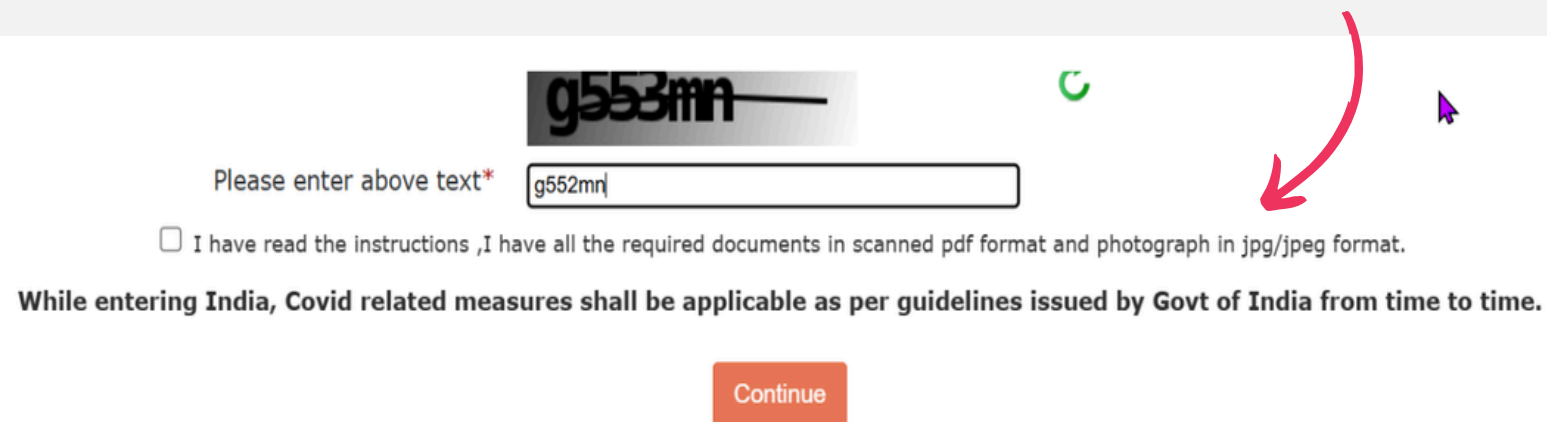
| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

Continue

It would also be nice if the error message
matched the input label

Fields: Confirmation

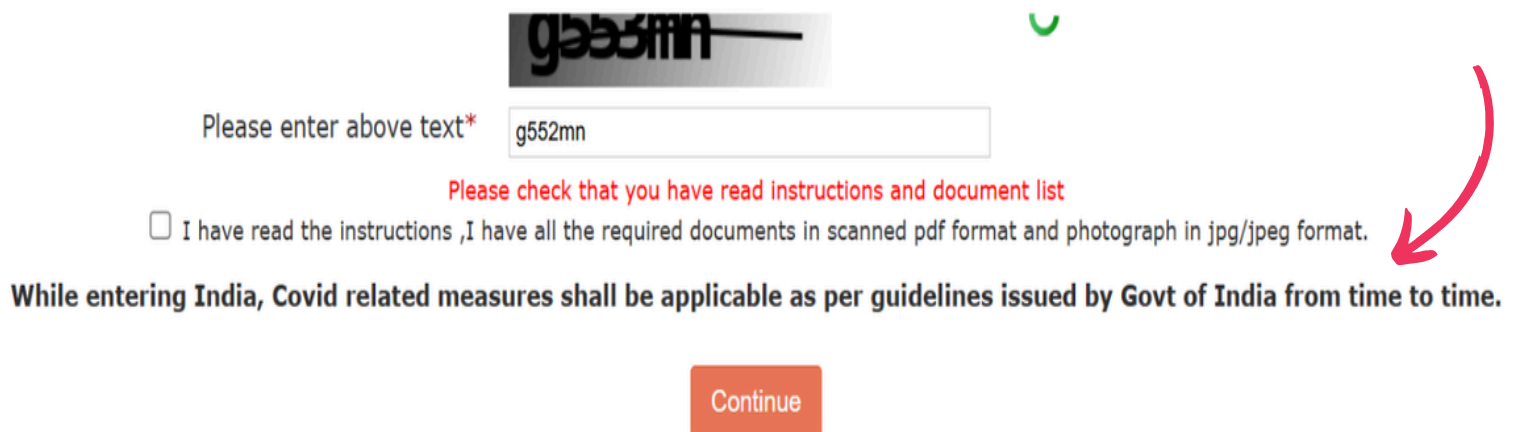
Wait, what now? What are the required documents? How do you create a PDF version? How does the photo need to look? Is there a max size for the photo?



The screenshot shows a confirmation step in an e-Visa application. At the top, there is a blurred image of a document with the text 'g553mn' and a green checkmark icon. Below this, a text input field contains 'g552mn'. A checkbox is present with the text: 'I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.' Below the checkbox, a message states: 'While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.' At the bottom, there is an orange 'Continue' button. A red arrow points from the top right towards a broken link icon (a green circle with a white slash) located near the top right of the form area.

e-Visa Application

Are there any active Covid measures in place? What are the guidelines if they are?

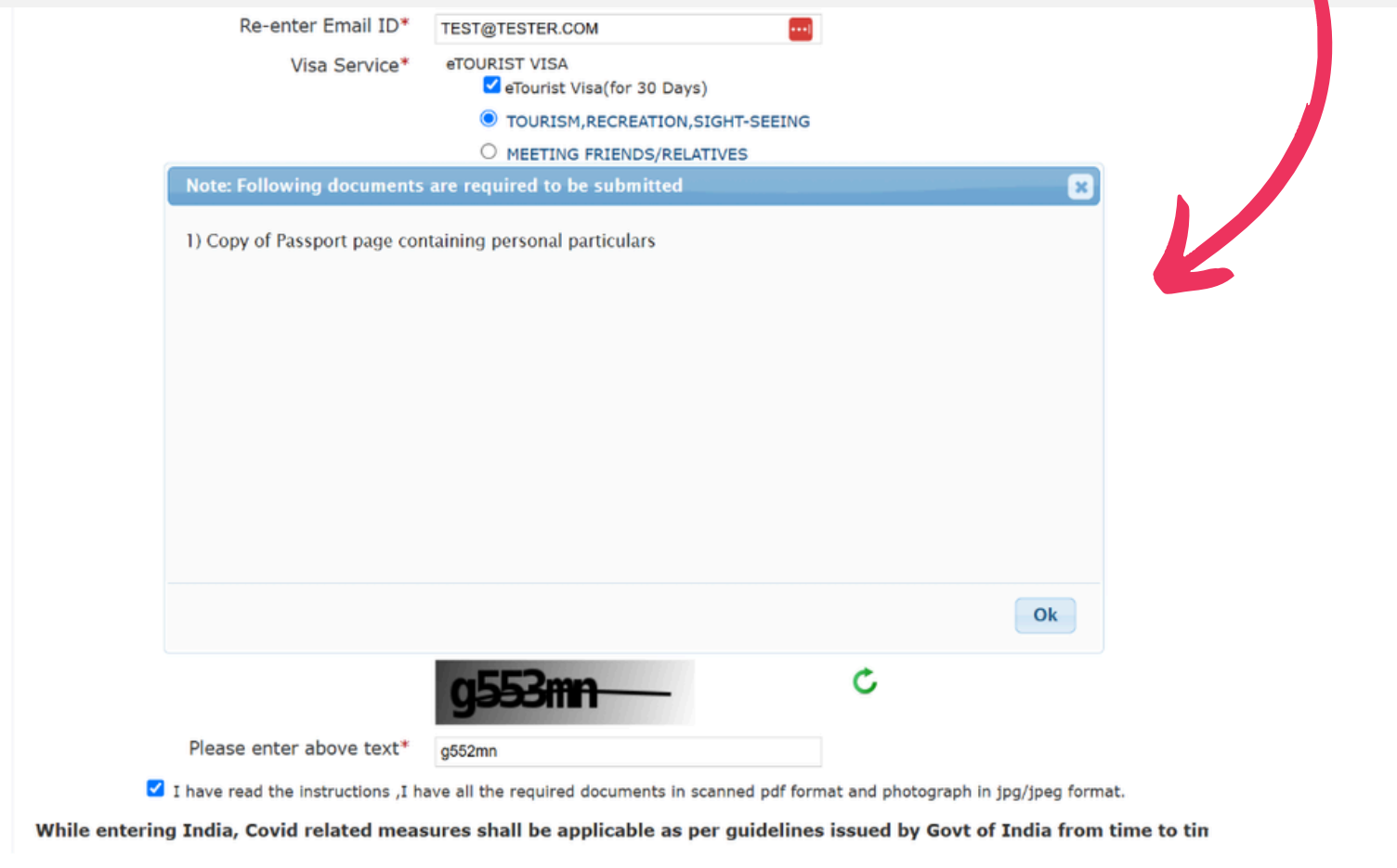


This screenshot is similar to the one above but includes an error message in red text: 'Please check that you have read instructions and document list'. The checkbox text is the same: 'I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.' The message below the checkbox is: 'While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.' The orange 'Continue' button is at the bottom. A red arrow points from the right side towards the broken link icon, which is now clearly visible as a green circle with a white slash.

If you don't check the box, even the error message is pointless as it links to NOWHERE for guidance.

Fields: Confirmation

And if you do check the box and try to continue, you get this unhelpful reminder, which doesn't remind you it needs to be a PDF.



The screenshot shows a web form for a visa application. At the top, there is a field for "Re-enter Email ID*" with the value "TEST@TESTER.COM". Below it, the "Visa Service*" is set to "eTOURIST VISA". There are three radio button options: "eTourist Visa(for 30 Days)" (checked), "TOURISM,RECREATION,SIGHT-SEEING" (selected), and "MEETING FRIENDS/RELATIVES". A modal dialog box is open in the center, titled "Note: Following documents are required to be submitted". It contains the text "1) Copy of Passport page containing personal particulars" and an "Ok" button. A red arrow points from the right side of the dialog box towards the text above. Below the dialog box, there is a CAPTCHA field with the text "g553mn" and a refresh button. Below the CAPTCHA, there is a field for "Please enter above text*" with the value "g552mn". At the bottom, there is a checkbox that is checked, with the text "I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format." Below this, there is a line of text: "While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to tin".

This form is just rude. It interrupts people all the time with information that helps no one.



Issue: Failed Captcha

Then, just as you thought you were done, the Captcha fails

Passport type: ORDINARY PASSPORT

Port Of Arrival*: DELHI AIRPORT

Date of Birth*: 01/01/1978 (DD/MM/YYYY)

Email ID*: TEST@TESTER.COM

Re-enter Email ID*: TEST@TESTER.COM

Visa Service*
 TOURISM,RECREATION,SIGHT-SEEING
 MEETING FRIENDS/RELATIVES
 SHORT TERM YOGA PROGRAMME
 SHORT TERM COURSES ON LOCAL LANGUAGES, MUSIC, DANCE, ARTS & CRAFTS, COOKING, MEDICINE ETC. WHICH SHOULD NOT BE A FORMAL OR STRUCTURED COURSE/PROGRAMME (COURSES NOT EXCEEDING 6 MONTHS DURATION AND NOT ISSUED WITH A QUALIFYING CERTIFICATE/ DIPLOMA ETC).
 VOLUNTARY WORK OF SHORT DURATION (FOR A MAXIMUM PERIOD OF ONE MONTH, WHICH DO NOT INVOLVE ANY MONETARY PAYMENT OR CONSIDERATION OF ANY KIND IN RETURN).

Expected Date of Arrival*: 13/02/2025 (DD/MM/YYYY)

Please enter above text*: ymq2ti

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.



Invalid Captcha

Continue

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

e-Visa Application

But now all the visa service selections have been nuked, too. What if I need to change it?



Issue: Failed Captcha

But, if you fix the Captcha apparently you no longer need to submit any documents

Email ID* TEST@TESTER.COM

Re-enter Email ID* TEST@TESTER.COM

Visa Service*

- TOURISM,RECREATION,SIGHT-SEEING
- MEETING FRIENDS/RELATIVES
- SHORT TERM YOGA PROGRAMME

Note: Following documents are required to be submitted



While enterin

at.

time to time.

Ok

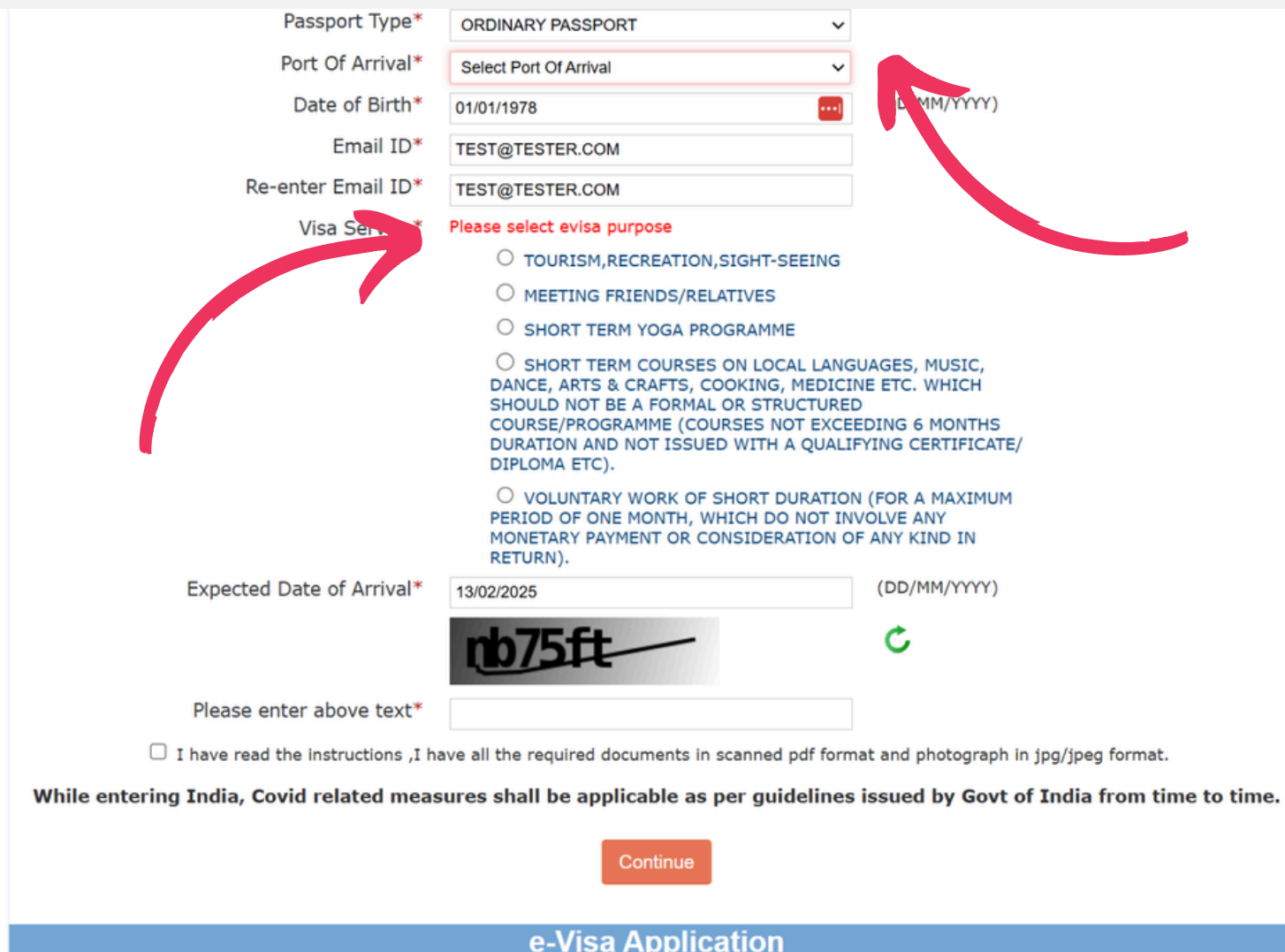
Continue

e-Visa Application

Empty!

Issue: Failed Captcha

When you click OK, you're then told you haven't selected an e-visa purpose (but you know you did and you still only have the choice you originally selected)



Passport Type* ORDINARY PASSPORT

Port Of Arrival* Select Port Of Arrival

Date of Birth* 01/01/1978 (DD/MM/YYYY)


Email ID* TEST@TESTER.COM

Re-enter Email ID* TEST@TESTER.COM

Visa Service* Please select evisa purpose

- TOURISM,RECREATION,SIGHT-SEEING
- MEETING FRIENDS/RELATIVES
- SHORT TERM YOGA PROGRAMME
- SHORT TERM COURSES ON LOCAL LANGUAGES, MUSIC, DANCE, ARTS & CRAFTS, COOKING, MEDICINE ETC. WHICH SHOULD NOT BE A FORMAL OR STRUCTURED COURSE/PROGRAMME (COURSES NOT EXCEEDING 6 MONTHS DURATION AND NOT ISSUED WITH A QUALIFYING CERTIFICATE/ DIPLOMA ETC).
- VOLUNTARY WORK OF SHORT DURATION (FOR A MAXIMUM PERIOD OF ONE MONTH, WHICH DO NOT INVOLVE ANY MONETARY PAYMENT OR CONSIDERATION OF ANY KIND IN RETURN).

Expected Date of Arrival* 13/02/2025 (DD/MM/YYYY)

Please enter above text* 

I have read the instructions ,I have all the required documents in scanned pdf format and photograph in jpg/jpeg format.

While entering India, Covid related measures shall be applicable as per guidelines issued by Govt of India from time to time.

Continue

e-Visa Application

And the Port of Arrival option chosen has been nuked.
And you have to re-do the Captcha!

W.T.F



Issue: Failed Captcha

But it's ok - the friendly unhelpful reminder is back (incase you missed it)

Port Of Arrival* DELHI AIRPORT

Date of Birth* 01/01/1978

Email ID* TEST@TESTER.COM

Re-enter Email ID* TEST@TESTER.COM

Visa Service*

- TOURISM,RECREATION,SIGHT-SEEING
- MEETING FRIENDS/RELATIVES
- SHORT TERM YOGA PROGRAMME

Note: Following documents are required to be submitted

1) Copy of Passport page containing personal particulars

While enter n at. time to time.

Ok

Continue

e-Visa Application

Maybe, just maybe you can make it to the next page...

Action Checklist:

1. Manage expectations – give the user an indication of the stages and how long it will take
2. Don't use outdated Captcha methods
3. Ensure long dropdowns are easily searchable
4. Explain, explain, explain – things that are obvious to you may not be to your user
5. Use three text boxes for DOB (not a date picker!)
6. QA the form to make sure it isn't randomly deleting information or inserting meaningless overlays

Find out in the next chapter...



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Alun Lucas

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**...if you're brave enough!
Give us a follow if you are
curious to see how this could
get any worse.**

Spoiler: It absolutely does!

