

# Form Teardown: The Indian Visa Form - Part 3

## The Story: So Far!

We've managed to finally finish the first page of we don't know how many pages of the India Visa Form

**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.**

**Continue**

**e-Visa Application**

**So let's find out what horrors are instore for us next. Hold onto your hats, it's about to get gnarly**



# Page 2: Close thyne eye, lest thou becomest blynde

Yes, we've gone medieval english on you because that's how we feel when we look at this.

**Applicant Details Form**

Save and Continue Save and Temporarily Exit

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport) [Text Field]

Given Name/s (exactly as in your Passport)\* [Text Field]

Have you ever changed your name? If yes, click the box  and give details.

Gender\* [Select gender]

Date of Birth\* **01/01/1978**

Town/City of birth\* [Text Field]

Country/Region of birth\* [Select Country]

Citizenship/National Id No.\* [Text Field]

Religion\* [Select Religion]

Visible identification marks\* [Text Field]

Educational Qualification\* [Select Education]

Nationality/Region\* **UNITED KINGDOM**

Did you acquire Nationality by birth or by naturalization?\* [Select ..]

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number\* [Text Field]

Place of Issue\* [Text Field]

Date of Issue\* [Text Field]

Date of Expiry\* [Text Field]

Any other valid Passport/Identity Certificate(IC) held,  Yes  No

Country of Issue\* [Select Country]

Passport/IC No.\* [Text Field]

Date of Issue\* [Text Field]

Place of Issue\* [Text Field]

Nationality mentioned therein\* [Select Nationality]

\* Mandatory Fields

Save and Continue Save and Temporarily Exit

Here goes nothing...



# First thoughts: Information matters

Still no progress bar, so no idea what level of Dante's hell we're currently at :(

**Visa**

### Applicant Details Form

Save and Continue Save and Temporarily Exit

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

#### Applicant Details

Surname (exactly as in your Passport)	<input type="text"/>	Surname/Family Name (exactly as in Passport)	
Given Name/s (exactly as in your Passport)*	<input type="text"/>	Given Name/s (exactly as in Passport).	Visa may not be granted if name in passport and application do not match.
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.	
Gender*	Select gender	Gender	
Date of Birth*	01/01/1978	Date of Birth as in Passport in DD/MM/YYYY format	
Town/City of birth*	<input type="text"/>	Province/Town/City of birth	
Country/Region of birth*	Select Country	Country/Region of birth	
Citizenship/National Id No.*	<input type="text"/>	If not applicable Please Type NA	
Religion*	Select Religion	If Others .Please specify	
Visible identification marks*	<input type="text"/>	Visible Identification marks	
Educational Qualification *	Select Education	Educational Qualification	
Nationality/Region *	UNITED KINGDOM	Nationality/Region	
Did you acquire Nationality by birth or by naturalization? *	Select ..	Did you acquire Nationality by birth or by naturalization?	

Have you lived for at least two years in the country where you are applying visa?  Yes  No

#### Passport Details

Passport Number *	<input type="text"/>	Applicant's Passport Number	
Place of Issue *	<input type="text"/>	Place of Issue	
Date of Issue *	<input type="text"/>	In DD/MM/YYYY format	
Date of Expiry *	<input type="text"/>	In DD/MM/YYYY format. Minimum Six Months Validity is Required from journey date.	
Any other valid Passport/Identity Certificate(IC) held, <input type="radio"/> Yes <input type="radio"/> No		If Yes Please give Details	
Country of Issue *	Select Country	Country/Region of Issue	
Passport/IC No. *	<input type="text"/>	Passport No	
Date of Issue *	<input type="text"/>	Date of Issue (In DD/MM/YYYY format)	
Place of Issue *	<input type="text"/>	Place of Issue	
Nationality mentioned therein *	Select Nationality	Nationality described therein	

\* Mandatory Fields

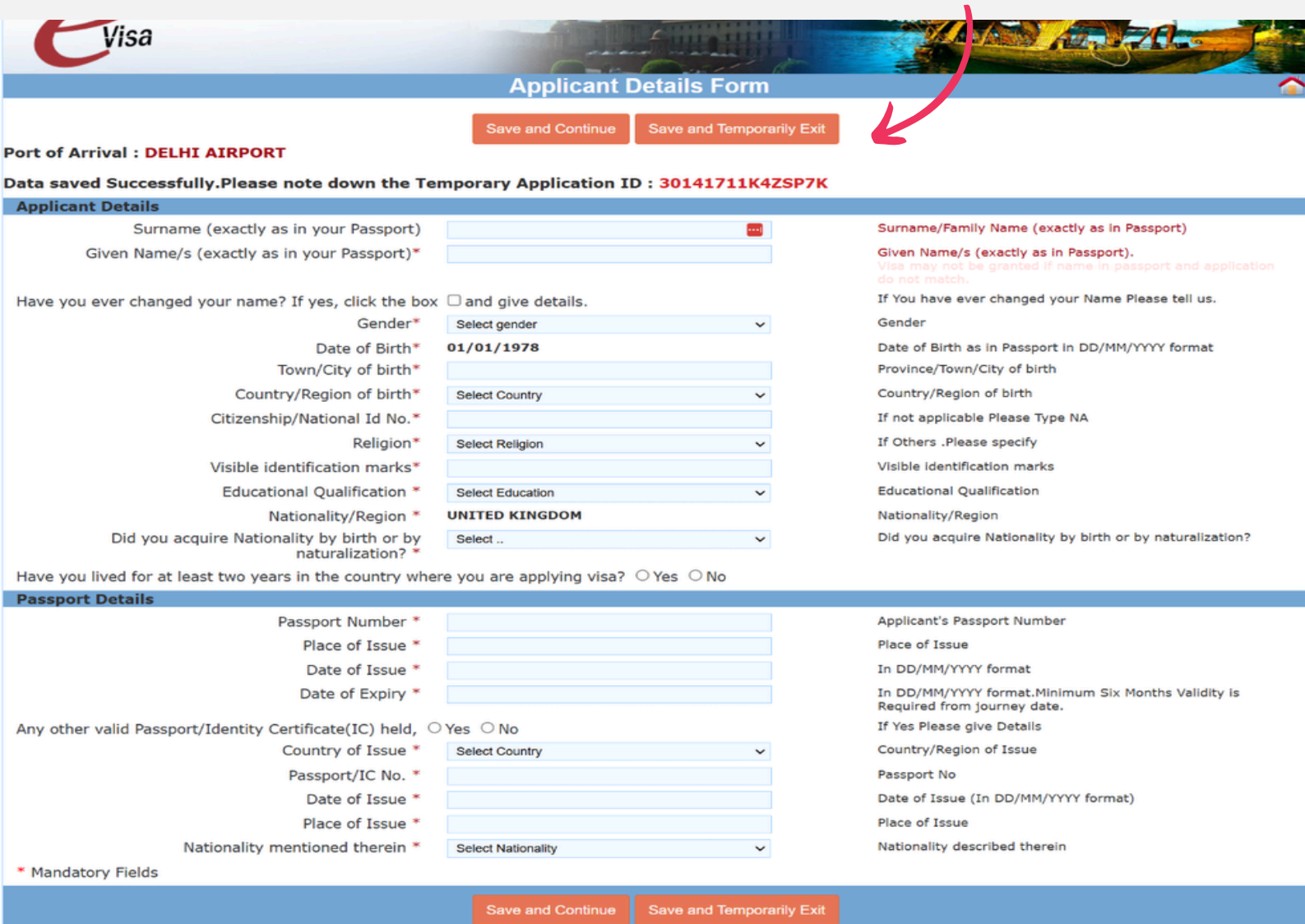
Save and Continue Save and Temporarily Exit

But, there may be some hope!



# First thoughts: Save your sanity buttons

There are 2 save CTAs – save and continue and save and exit – nice touch, but we'll come back to them.



**Visa**

## Applicant Details Form

Save and Continue Save and Temporarily Exit

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

### Applicant Details

Surname (exactly as in your Passport)	<input type="text"/>	Surname/Family Name (exactly as in Passport)	
Given Name/s (exactly as in your Passport)*	<input type="text"/>	Given Name/s (exactly as in Passport).	Visa may not be granted if name in passport and application do not match.
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.	
Gender*	Select gender	Gender	
Date of Birth*	01/01/1978	Date of Birth as in Passport in DD/MM/YYYY format	
Town/City of birth*	<input type="text"/>	Province/Town/City of birth	
Country/Region of birth*	Select Country	Country/Region of birth	
Citizenship/National Id No.*	<input type="text"/>	If not applicable Please Type NA	
Religion*	Select Religion	If Others .Please specify	
Visible identification marks*	<input type="text"/>	Visible Identification marks	
Educational Qualification*	Select Education	Educational Qualification	
Nationality/Region*	UNITED KINGDOM	Nationality/Region	
Did you acquire Nationality by birth or by naturalization?*	Select ..	Did you acquire Nationality by birth or by naturalization?	

Have you lived for at least two years in the country where you are applying visa?  Yes  No

### Passport Details

Passport Number*	<input type="text"/>	Applicant's Passport Number	
Place of Issue*	<input type="text"/>	Place of Issue	
Date of Issue*	<input type="text"/>	In DD/MM/YYYY format	
Date of Expiry*	<input type="text"/>	In DD/MM/YYYY format. Minimum Six Months Validity is Required from journey date.	
Any other valid Passport/Identity Certificate(IC) held, <input type="radio"/> Yes <input type="radio"/> No		If Yes Please give Details	
Country of Issue*	Select Country	Country/Region of Issue	
Passport/IC No.*	<input type="text"/>	Passport No	
Date of Issue*	<input type="text"/>	Date of Issue (In DD/MM/YYYY format)	
Place of Issue*	<input type="text"/>	Place of Issue	
Nationality mentioned therein*	Select Nationality	Nationality described therein	

\* Mandatory Fields

Save and Continue Save and Temporarily Exit

Not all CTA's are equal.



# First thoughts: Cognitive overlord

There is an awful lot of information here - 22 input labels, 22 inputs, 22 tooltips and 4 CTAS - that's 70 too many things to look at in one go

**Applicant Details Form**

Save and Continue Save and Temporarily Exit

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)

Given Name/s (exactly as in your Passport)\*

Have you ever changed your name? If yes, click the box  and give details.

Gender\*

Date of Birth\* **01/01/1978**

Town/City of birth\*

Country/Region of birth\*

Citizenship/National Id No.\*

Religion\*

Visible identification marks\*

Educational Qualification\*

Nationality/Region\* **UNITED KINGDOM**

Did you acquire Nationality by birth or by naturalization?\*

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number\*

Place of Issue\*

Date of Issue\*

Date of Expiry\*

Any other valid Passport/Identity Certificate(IC) held,  Yes  No

Country of Issue\*

Passport/IC No.\*

Date of Issue\*

Place of Issue\*

Nationality mentioned therein\*

\* Mandatory Fields

Applicant's Passport Number

Place of Issue

In DD/MM/YYYY format

In DD/MM/YYYY format. Minimum Six Months Validity is Required from journey date.

If Yes Please give Details

Country/Region of Issue

Passport No

Date of Issue (In DD/MM/YYYY format)

Place of Issue

Nationality described therein

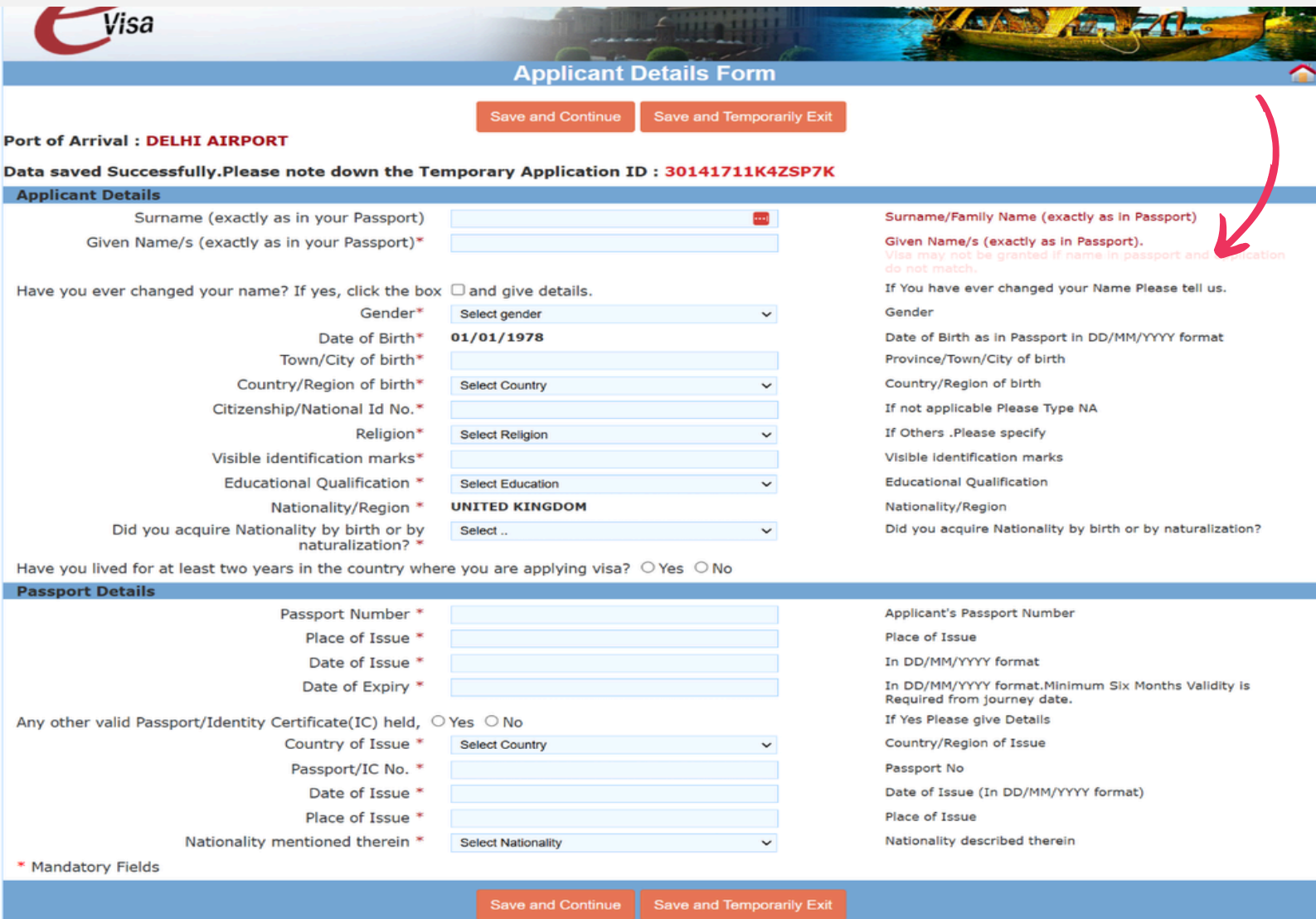
Save and Continue Save and Temporarily Exit

Splitting this into 2 pages might be a starting point  
(Applicant Details then Passport Details)



# First thoughts: <blinkin'> heck </blinkin'>

This red text flashes on the page. It says "Visa may not be granted if name in passport and application do not match..."



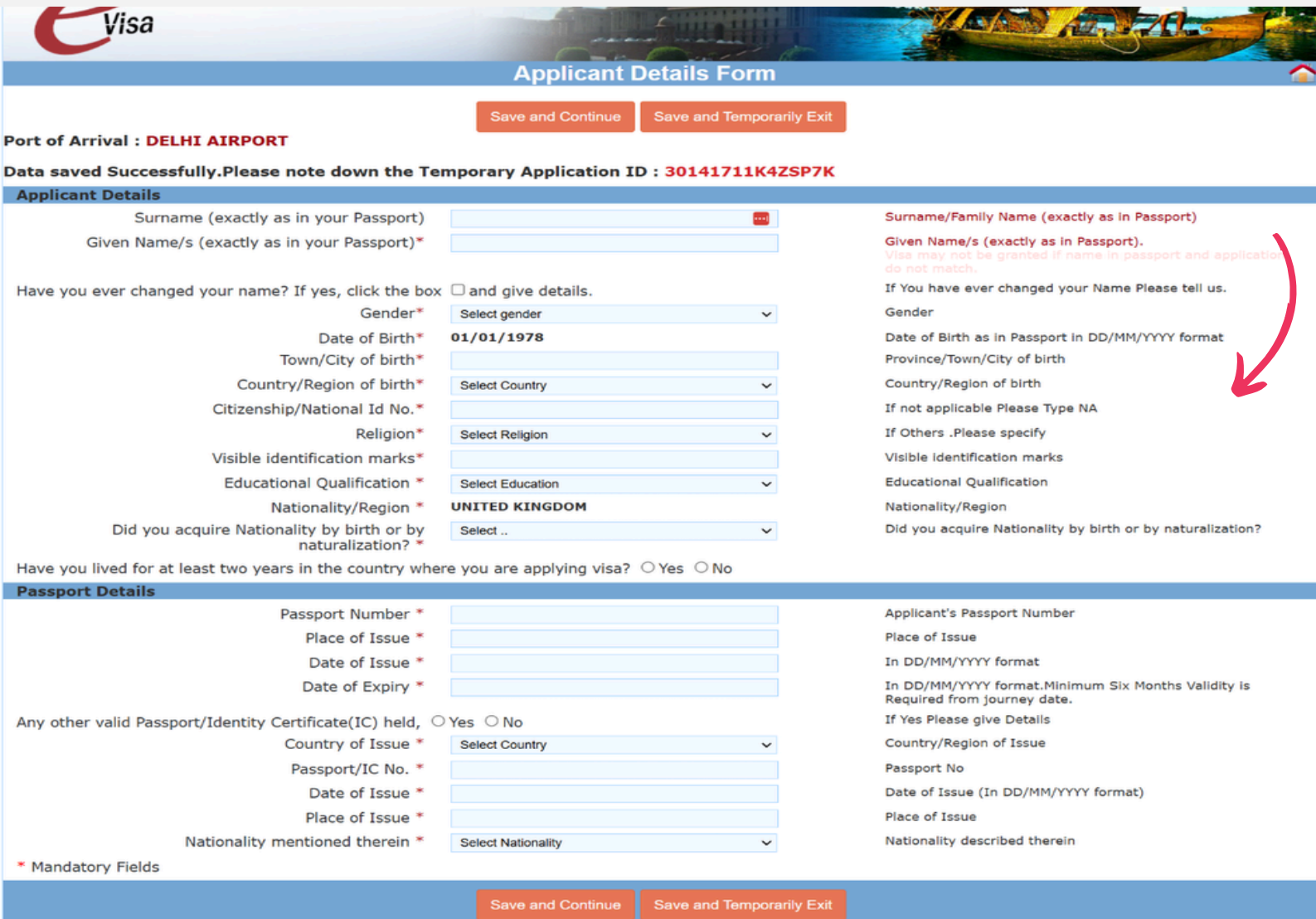
The screenshot shows a Visa Applicant Details Form. At the top, the Visa logo is on the left, and the title "Applicant Details Form" is centered. Below the title are two buttons: "Save and Continue" and "Save and Temporarily Exit". The form is divided into sections: "Port of Arrival : DELHI AIRPORT", "Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K", and "Applicant Details". The "Applicant Details" section is split into two columns. The left column contains fields for Surname, Given Name, Gender, Date of Birth, Town/City of birth, Country/Region of birth, Citizenship/National Id No., Religion, Visible identification marks, Educational Qualification, Nationality/Region, and a question about acquiring nationality. The right column contains fields for Surname/Family Name, Given Name/s, Gender, Date of Birth, Province/Town/City of birth, Country/Region of birth, If not applicable Please Type NA, If Others .Please specify, Visible Identification marks, Educational Qualification, Nationality/Region, and a question about acquiring nationality. A red arrow points to a red error message in the right column: "Surname/Family Name (exactly as in Passport). Given Name/s (exactly as in Passport). Visa may not be granted if name in passport and application do not match." Below the "Applicant Details" section is the "Passport Details" section, which contains fields for Passport Number, Place of Issue, Date of Issue, Date of Expiry, Any other valid Passport/Identity Certificate(IC) held, Country of Issue, Passport/IC No., Date of Issue, Place of Issue, and Nationality mentioned therein. At the bottom of the form are two buttons: "Save and Continue" and "Save and Temporarily Exit".

This important information can be highlighted without the dramatics



# First thoughts: Cognitive overlord

The tooltips are pretty much duplications of the input labels (with a few exceptions)



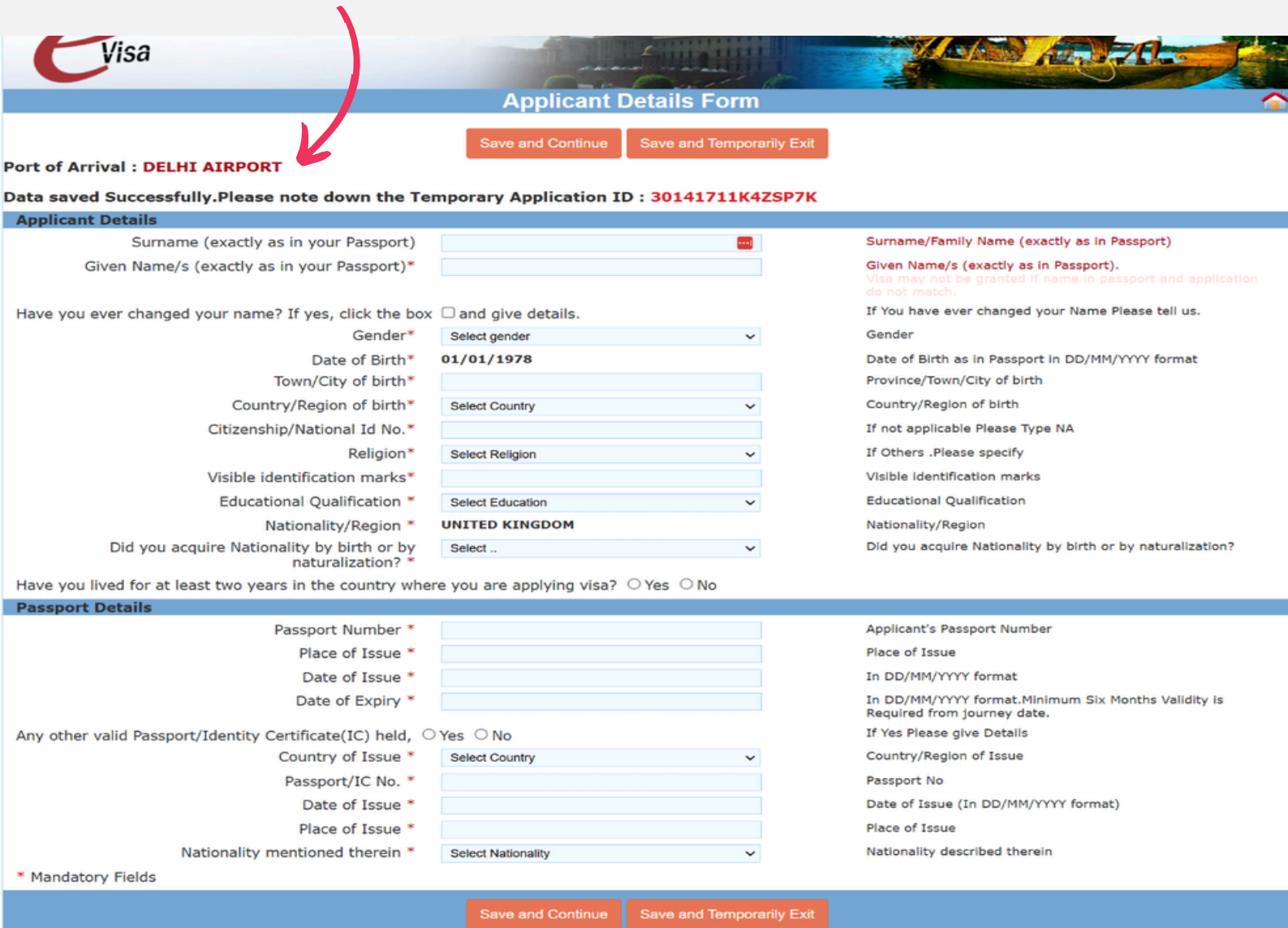
The screenshot shows a Visa Applicant Details Form. At the top, there is a Visa logo and a header 'Applicant Details Form'. Below the header are two buttons: 'Save and Continue' and 'Save and Temporarily Exit'. The form is divided into sections: 'Port of Arrival : DELHI AIRPORT', 'Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K', and 'Applicant Details'. The 'Applicant Details' section is split into two columns. The left column contains fields for Surname, Given Name, Gender, Date of Birth, Town/City of birth, Country/Region of birth, Citizenship/National Id No., Religion, Visible identification marks, Educational Qualification, Nationality/Region, and a question about acquiring nationality. The right column contains fields for Surname/Family Name, Given Name/s, Gender, Date of Birth, Province/Town/City of birth, Country/Region of birth, If not applicable Please Type NA, If Others .Please specify, Visible Identification marks, Educational Qualification, Nationality/Region, and a question about acquiring nationality. A red arrow points to a tooltip that appears over the 'Given Name/s' field, containing the text: 'Surname/Family Name (exactly as in Passport)', 'Given Name/s (exactly as in Passport).', and 'Visa may not be granted if name in passport and application do not match.' Below the 'Applicant Details' section is the 'Passport Details' section, which also has two columns of fields. At the bottom of the form are two buttons: 'Save and Continue' and 'Save and Temporarily Exit'. A red asterisk indicates mandatory fields.

If you have nothing helpful to say, don't say it.



# First thoughts: No control

How does the user go back to edit the Port of Arrival if needed?



The screenshot shows a Visa Applicant Details Form. At the top left is the Visa logo. The title is "Applicant Details Form". Below the title are two buttons: "Save and Continue" and "Save and Temporarily Exit". The "Port of Arrival" is set to "DELHI AIRPORT", with a red arrow pointing to it. Below this, it says "Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K". The form is divided into two main sections: "Applicant Details" and "Passport Details".

**Applicant Details**

Surname (exactly as in your Passport)

Given Name/s (exactly as in your Passport)\*

Have you ever changed your name? If yes, click the box  and give details.

Gender\*

Date of Birth\* **01/01/1978**

Town/City of birth\*

Country/Region of birth\*

Citizenship/National Id No.\*

Religion\*

Visible identification marks\*

Educational Qualification\*

Nationality/Region\* **UNITED KINGDOM**

Did you acquire Nationality by birth or by naturalization?\*

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number\*

Place of Issue\*

Date of Issue\*

Date of Expiry\*

Any other valid Passport/Identity Certificate(IC) held,  Yes  No

Country of Issue\*

Passport/IC No.\*

Date of Issue\*

Place of Issue\*

Nationality mentioned therein\*

\* Mandatory Fields

At the bottom of the form are two buttons: "Save and Continue" and "Save and Temporarily Exit".

Form users need to have control and freedom to navigate, edit and update forms as they go



# First thoughts: System status

The Data Saved message is super important, but barely noticeable and doesn't have a timestamp. There is no quick way to copy the application ID number, should you need it.

**Port of Arrival : DELHI AIRPORT**

**Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)

Given Name/s (exactly as in your Passport)\*

Have you ever changed your name? If yes, click the box  and give details.

Gender\*

Date of Birth\* **01/01/1978**

Town/City of birth\*

Country/Region of birth\*

Citizenship/National Id No.\*

Religion\*

Visible identification marks\*

Educational Qualification\*

Nationality/Region\* **UNITED KINGDOM**

Did you acquire Nationality by birth or by naturalization?\*

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number\*

Place of Issue\*

Date of Issue\*

Date of Expiry\*

Any other valid Passport/Identity Certificate(IC) held,  Yes  No

Country of Issue\*

Passport/IC No.\*

Date of Issue\*

Place of Issue\*

Nationality mentioned therein\*

\* Mandatory Fields

**Applicant's Details (Right Column):**

Surname/Family Name (exactly as in Passport)

Given Name/s (exactly as in Passport).  
*Visa may not be granted if name in passport and application do not match.*

If You have ever changed your Name Please tell us.

Gender

Date of Birth as in Passport in DD/MM/YYYY format

Province/Town/City of birth

Country/Region of birth

If not applicable Please Type NA

If Others .Please specify

Visible Identification marks

Educational Qualification

Nationality/Region

Did you acquire Nationality by birth or by naturalization?

Since Email address has been provided already, an email with the application ID (plus ability to return to form from the email if only partially completed) might be a nice automation here



# Start filling: Sanity check first

The first page was bad enough, so let's hit save and continue before we start the next section to mitigate damage just in case

**Applicant Details Form**

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport) <input type="text"/>	Surname/Family Name (exactly as in Passport)
Given Name/s (exactly as in your Passport)* <input type="text"/>	Given name is required
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.	If You have ever changed your Name Please tell us.
Gender* <input type="text" value="Select gender"/>	Gender is required
Date of Birth* <b>01/01/1978</b>	Date of Birth as in Passport in DD/MM/YYYY format
Town/City of birth* <input type="text"/>	Place of Birth is required
Country/Region of birth* <input type="text" value="Select Country"/>	Country of birth is required
Citizenship/National Id No.* <input type="text"/>	Citizenship/National Id No number is required
Religion* <input type="text" value="Select Religion"/>	Religion is required
Visible identification marks* <input type="text"/>	Visible mark is required
Educational Qualification * <input type="text" value="Select Education"/>	Education qualification is required
Nationality/Region * <b>UNITED KINGDOM</b>	Nationality/Region
Did you acquire Nationality by birth or by naturalization? * <input type="text" value="Select .."/>	Nationality Acquisition method is required
Have you lived for at least two years in the country where you are applying visa? <input type="radio"/> Yes <input type="radio"/> No	Please select yes or no

**Passport Details**

Passport Number * <input type="text"/>	Passport number is required
Place of Issue * <input type="text"/>	Passport Issue place is required
Date of Issue * <input type="text"/>	Passport issue date is required
Date of Expiry * <input type="text"/>	Passport expiry date is required
Any other valid Passport/Identity Certificate(IC) held, <input type="radio"/> Yes <input type="radio"/> No	Please select yes or no
Country of Issue * <input type="text" value="Select Country"/>	Country/Region of Issue
Passport/IC No. * <input type="text"/>	Passport No
Date of Issue * <input type="text"/>	Date of Issue (In DD/MM/YYYY format)
Place of Issue * <input type="text"/>	Place of Issue
Nationality mentioned therein * <input type="text" value="Select Nationality"/>	Nationality described therein

\* Mandatory Fields

**A sea of red! Turns out the save and continue means continue to the next step, not save your current progress in situ. CTA's should have clear labelling, distinct purposes and hierarchy**



## Fields: Surname / Given Name

Surname and Given name are not familiar terminology for everyone. Why isn't Surname mandatory? Seems like it is important? The inputted data has been CAPITALISED. The tooltip is RED - does that mean something is wrong?

**Applicant Details Form**

Save and Continue Save and Temporarily Exit

Port of Arrival : **DELHI AIRPORT**

Data saved Successfully. Please note down the Temporary Application ID : **30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)	TEST	Surname/Family Name (exactly as in Passport)	
Given Name/s (exactly as in your Passport)*	TESTER TESTER TEST TEST	Given Name/s (exactly as in Passport)	
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.	
Gender*	Select gender	<b>Gender is required</b>	
Date of Birth*	01/01/1978	Date of Birth as in Passport in DD/MM/YYYY format	
Town/City of birth*		Province/Town/City of birth	
Country/Region of birth*	Select Country	Country/Region of birth	
Citizenship/National Id No.*		If not applicable Please Type NA	
Religion*	Select Religion	If Others .Please specify	
Visible identification marks*		Visible identification marks	
Educational Qualification *	Select Education	Educational Qualification	
Nationality/Region *	UNITED KINGDOM	Nationality/Region	
Did you acquire Nationality by birth or by naturalization? *	Select ..	Did you acquire Nationality by birth or by naturalization?	

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number *		Applicant's Passport Number	
Place of Issue *		Place of Issue	

## What happens if you have changed my name in the past?



# Fields: Changed name

If you can spot the tiny check box more inputs are revealed. Previous Surname makes sense, but now but now it asks for previous name... is that given name or something else? The tool tip clarifies the point, but the input label should state this.

**Applicant Details Form**

**Port of Arrival : DELHI AIRPORT**

**Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)	<input type="text" value="TEST"/>	Surname/Family Name (exactly as in Passport)	<input type="text" value="TESTER TESTER TEST TEST"/>
Given Name/s (exactly as in your Passport)*	<input type="text" value="TESTER TESTER TEST TEST"/>	Given Name/s (exactly as in Passport)	<input type="text" value="TESTER TESTER TEST TEST"/>
Have you ever changed your name? If yes, click the box <input checked="" type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.	
Previous Surname*	<input type="text"/>	Previous Surname	<input type="text"/>
Previous Name*	<input type="text"/>	Previous given name	<input type="text"/>
Gender*	<input type="text" value="Select gender"/>	<b>Gender is required</b>	
Date of Birth*	<input type="text" value="01/01/1978"/>	Date of Birth as in Passport in DD/MM/YYYY format	
Town/City of birth*	<input type="text"/>	Province/Town/City of birth	
Country/Region of birth*	<input type="text" value="Select Country"/>	Country/Region of birth	
Citizenship/National Id No.*	<input type="text"/>	If not applicable Please Type NA	
Religion*	<input type="text" value="Select Religion"/>	If Others .Please specify	
Visible identification marks*	<input type="text"/>	Visible identification marks	
Educational Qualification *	<input type="text" value="Select Education"/>	Educational Qualification	
Nationality/Region *	<input type="text" value="UNITED KINGDOM"/>	Nationality/Region	
Did you acquire Nationality by birth or by naturalization? *	<input type="text" value="Select .."/>	Did you acquire Nationality by birth or by naturalization?	

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number *	<input type="text"/>	Applicant's Passport Number	<input type="text"/>
Class of Issue *	<input type="text"/>	Class of Issue	<input type="text"/>

Moving on...



# Fields: Gender

A contentious select for some. But do the options available cover all country specific passport gender categories available? Is a select dropdown required for just 3 options?

**Applicant Details Form**

**Port of Arrival : DELHI AIRPORT**

**Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)	TEST	Surname/Family Name (exactly as in Passport)
Given Name/s (exactly as in your Passport)*	TESTER TESTERING TEST TEST	Given Name/s (exactly as in Passport)
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.
Gender*	Select gender	<b>Gender is required</b>
Date of Birth*	Select gender	Date of Birth as in Passport in DD/MM/YYYY format
Town/City of birth*	MALE	Province/Town/City of birth
Country/Region of birth*	FEMALE	Country/Region of birth
Citizenship/National Id No.*	TRANSGENDER	If not applicable Please Type NA
Religion*	Select Religion	If Others .Please specify
Visible identification marks*		Visible identification marks
Educational Qualification *	Select Education	Educational Qualification
Nationality/Region *	UNITED KINGDOM	Nationality/Region
Did you acquire Nationality by birth or by naturalization? *	Select ..	Did you acquire Nationality by birth or by naturalization?

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number *		Applicant's Passport Number
-------------------	--	-----------------------------

**Maybe we should ask Mr Trump...  
Next!**



# Fields: Country / Region of Birth

We've said it once, we'll say it again. Big long lists like this need to be searchable.

The image shows a web form with two columns of fields. The left column contains fields for personal and passport information, with a dropdown menu for 'Country/Region of birth' that is open, showing a long list of countries. The right column contains fields for passport details. A red arrow points to the dropdown menu.

**Country/Region of birth \*** UNITED KINGDOM

**Citizenship/National Id No. \*** Select Country

**Religion \*** AFGHANISTAN

**Visible identification marks \*** ALAND ISLANDS

**Educational Qualification \*** ALBANIA

**Nationality/Region \*** ALGERIA

**Did you acquire Nationality by birth or by naturalization? \*** AMERICAN SAMOA

**Have you lived for at least two years in the country where** ANDORRA

**Passport Details** ANGOLA

**Passport Number \*** ANGUILLA

**Place of Issue \*** ANTARTICA

**Date of Issue \*** ANTIGUA AND BARBUDA

**Date of Expiry \*** ARGENTINA

**Any other valid Passport/Identity Certificate(IC) held,**  ARMENIA

**Country of Issue \*** ARUBA

**Passport/IC No. \*** AUSTRALIA

**Date of Issue \*** AUSTRIA

**Place of Issue \*** AZERBAIJAN

**Nationality mentioned therein \*** BAHAMAS

**Select Nationality** BAHRAIN

**Select Country** BANGLADESH

**Select Nationality**

**Country/Region of birth**

**If not applicable Please Type NA**

**If Others, Please specify**

**Visible Identification marks**

**Educational Qualification**

**Nationality/Region**

**Did you acquire Nationality by birth or by naturalization?**

**Applicant's Passport Number**

**Place of Issue**

**In DD/MM/YYYY format**

**In DD/MM/YYYY format. Minimum Six Months Validity is Required from journey date.**

**If Yes Please give Details**

**Country/Region of Issue**

**Passport No**

**Date of Issue (In DD/MM/YYYY format)**

**Place of Issue**

**Nationality described therein**

\* Mandatory Fields


Save and Continue Save and Temporarily Exit

Just do it!



# Fields: Citizenship / National ID No.

What does this mean actually? Some peeps might not have something specifically called this. Is it passport number?



Country/region of birth: Select country

Citizenship/National Id No.\*:

Religion\*: Select Religion

Visible identification marks\*:

Educational Qualification\*: Select Education

Nationality/Region\*: UNITED KINGDOM

Did you acquire Nationality by birth or by naturalization?\*: Select ..

If not applicable Please Type NA

If Others .Please specify

Visible identification marks

Educational Qualification

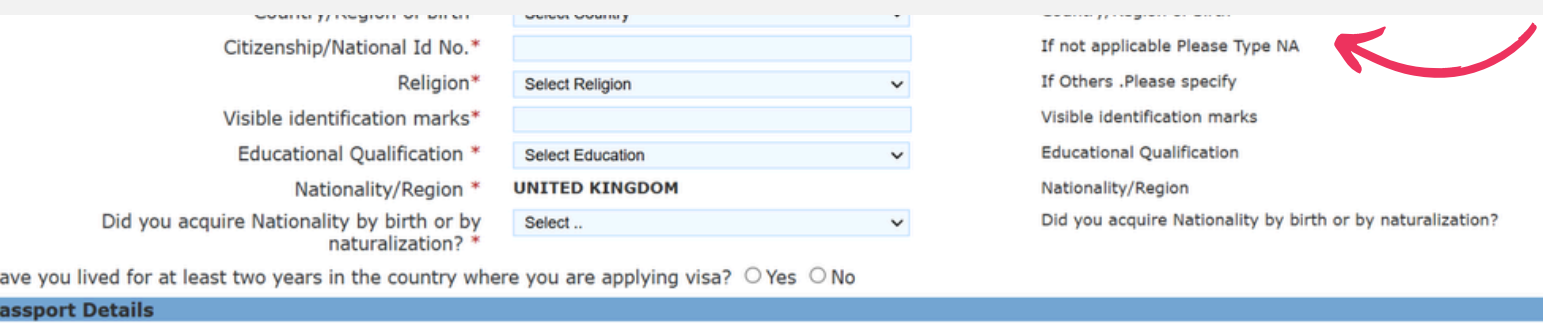
Nationality/Region

Did you acquire Nationality by birth or by naturalization?

Have you lived for at least two years in the country where you are applying visa?  Yes  No

Passport Details

Ah, but the tooltip says put in NA if not applicable... but what if you don't read the tooltip and leave it empty?



Country/region of birth: Select country

Citizenship/National Id No.\*:

Religion\*: Select Religion

Visible identification marks\*:

Educational Qualification\*: Select Education

Nationality/Region\*: UNITED KINGDOM

Did you acquire Nationality by birth or by naturalization?\*: Select ..

If not applicable Please Type NA

If Others .Please specify

Visible identification marks

Educational Qualification

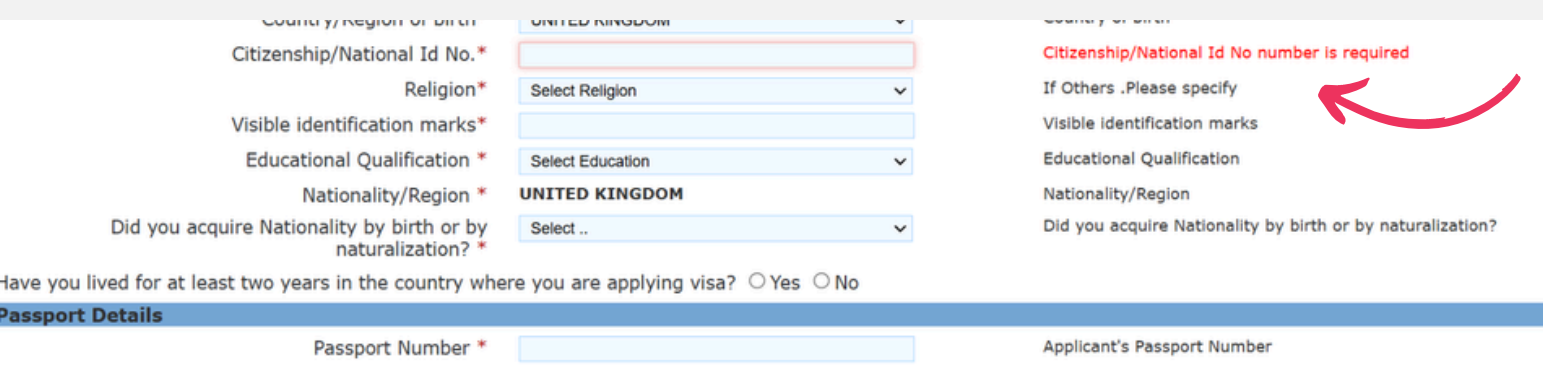
Nationality/Region

Did you acquire Nationality by birth or by naturalization?

Have you lived for at least two years in the country where you are applying visa?  Yes  No

Passport Details

Then the error message say's it's required... help!



Country/region of birth: UNITED KINGDOM

Citizenship/National Id No.\*:

Religion\*: Select Religion

Visible identification marks\*:

Educational Qualification\*: Select Education

Nationality/Region\*: UNITED KINGDOM

Did you acquire Nationality by birth or by naturalization?\*: Select ..

Citizenship/National Id No number is required

If Others .Please specify

Visible identification marks

Educational Qualification

Nationality/Region

Did you acquire Nationality by birth or by naturalization?

Have you lived for at least two years in the country where you are applying visa?  Yes  No

Passport Details

Passport Number\*

Applicant's Passport Number



# Fields: Religion

What if you have no religion? Oh wait, you can select “others” but it’s surrounded by the other options rather than distinctly set apart. Lets see what it does...

**Applicant Details Form**

[Save and Continue](#) [Save and Temporarily Exit](#)

**Port of Arrival : DELHI AIRPORT**

**Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)	TEST	Surname/Family Name (exactly as in Passport)
Given Name/s (exactly as in your Passport)*	TESTER TESTERING TEST TEST	Given Name/s (exactly as in Passport)
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.
Gender*	FEMALE	Gender
Date of Birth*	01/01/1978	Date of Birth as in Passport in DD/MM/YYYY format
Town/City of birth*	CARDIFF	Province/Town/City of birth
Country/Region of birth*	UNITED KINGDOM	Country of birth
Citizenship/National Id No.*		Citizenship/National Id No number is required
Religion*	Select Religion	Religion is required
Visible identification marks*	Select Religion	Visible identification marks
Educational Qualification *	BAHAI	Educational Qualification
Nationality/Region *	BUDDHISM	Nationality/Region
Did you acquire Nationality by birth or by naturalization? *	CHRISTIAN	Did you acquire Nationality by birth or by naturalization?
Have you lived for at least two years in the country where you were born? *	HINDU	
	ISLAM	
	JAINISM	
	JUDAISM	Applicant's Passport Number
	OTHERS	Place of Issue
	PARSI	In DD/MM/YYYY format
	SIKH	In DD/MM/YYYY format. Minimum Six Months Validity is Required from journey date.
	ZOROASTRIAN	If Yes Please give Details
Any other valid Passport/Identity Certificate(IC) held, <input type="radio"/> Yes <input type="radio"/> No		Country/Region of Issue
Country of Issue *	Select Country	

Excellent...

Religion\*

**Phew, the non-religious folks can continue**



# Fields: Visible Identification Marks

What if you have loads, a tiny text input doesn't provide enough space to write a lot of information. What if you don't have any? But a visible mark is required?! Should you make one up? Put in gibberish instead?

**Applicant Details Form**

**Port of Arrival : DELHI AIRPORT**

**Data saved Successfully. Please note down the Temporary Application ID : 30141711K4ZSP7K**

**Applicant Details**

Surname (exactly as in your Passport)	TEST	Surname/Family Name (exactly as in Passport)	
Given Name/s (exactly as in your Passport)*	TESTER TESTERING TEST TEST	Given Name/s (exactly as in Passport)	
Have you ever changed your name? If yes, click the box <input type="checkbox"/> and give details.		If You have ever changed your Name Please tell us.	
Gender*	FEMALE	Gender	
Date of Birth*	01/01/1978	Date of Birth as in Passport in DD/MM/YYYY format	
Town/City of birth*	CARDIFF	Province/Town/City of birth	
Country/Region of birth*	UNITED KINGDOM	Country of birth	
Citizenship/National Id No.*	123456789	If not applicable Please Type NA	
Religion*	OTHERS	Visible mark is required	
	NONE	Educational Qualification	
Visible identification marks*		Nationality/Region	
Educational Qualification *	Select Education	Did you acquire Nationality by birth or by naturalization? *	
Nationality/Region *	UNITED KINGDOM		
Did you acquire Nationality by birth or by naturalization? *	Select ..		

Have you lived for at least two years in the country where you are applying visa?  Yes  No

**Passport Details**

Passport Number *		Applicant's Passport Number	
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**Ask binary questions to qualify the need to provide further information. Make sure the inputs provided are suitable for purpose.**



# Fields: Educational Qualification

It's not often we have to look up a word definition, but today was the day (and we've graduated...)

The image shows a screenshot of a passport application form. The 'Educational Qualification' dropdown menu is open, showing options: BELOW MATRICULATION, GRADUATE, HIGHER SECONDARY, ILLITERATE, MATRICULATION, NA BEING MINOR, OTHERS, POST GRADUATE, and PROFESSIONAL. A red arrow points to the 'MATRICULATION' option. Another red arrow points to the 'Any other valid Passport/Identity Certificate(IC) held' field. The form includes fields for Country/Region of birth, Citizenship/National Id No., Religion, Visible identification marks, Nationality/Region, and Did you acquire Nationality by birth or by naturalization? The 'Passport Details' section includes fields for Passport Number, Place of Issue, Date of Issue, Date of Expiry, Country of Issue, Passport/IC No., Date of Issue, Place of Issue, and Nationality mentioned therein. A legend indicates that fields with an asterisk are mandatory. At the bottom, there are two buttons: 'Save and Continue' and 'Save and Temporarily Exit'.

In case you were wondering:

**matriculation (noun):** məˌtrɪk.jəˈleɪ.ʃən

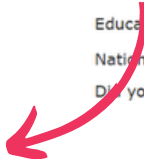
the process of formally becoming a student at a university or college, or the ceremony at which this happens



## Fields: Acquired Nationality

There are only 2 choices, so this doesn't need to be a select drop down (effort v reward)

Religion*	OTHERS	Visible identification marks
Visible identification marks*	NONE	Educational Qualification
Educational Qualification*	GRADUATE	Nationality/Region
Nationality/Region*	UNITED KINGDOM	Did you acquire Nationality by birth or by naturalization?*
Did you acquire Nationality by birth or by naturalization?*	By Birth	Have you lived for at least two years in the country where you were born?
Have you lived for at least two years in the country where you were born?	Select ..	<b>Passport Details</b>
<b>Passport Details</b>	By Birth	Passport Number*
Passport Number*	Naturalization	Place of Issue*
Place of Issue*		Applicant's Passport Number
		Place of Issue



Are we there yet?

## Fields: Years lived in country

This could easily be missed due to it's positioning in the form - the label extends past the above input boxes meaning the radio buttons are pushed out of alignment with the other form inputs

Town/City of birth*	CARDIFF	Province/Town/City of birth
Country/Region of birth*	UNITED KINGDOM	Country of birth
Citizenship/National Id No.*	123456789	If not applicable Please Type NA
Religion*	OTHERS	
Visible identification marks*	NONE	Visible Identification marks
Educational Qualification *	GRADUATE	Educational Qualification
Nationality/Region *	UNITED KINGDOM	Nationality/Region
Did you acquire Nationality by birth or by naturalization? *	By Birth	Did you acquire Nationality by birth or by naturalization?

Have you lived for at least two years in the country where you are applying visa?  Yes  No

Passport Details



**Consistent visual flow is important**



## Action Checklist:

1. Consider format and accessibility – can users actually read the form?
2. Break long forms into sections (5–10 questions each)
3. Make tooltips useful – they should add new information, not just repeat the instructions
4. Ensure users can easily navigate between stages and make adjustments
5. Make CTA labels clear – they should do what they say
6. Use radio buttons rather than drop downs when there are limited options to choose from
7. Be clear what you are asking for – confusion will lead to abandonment

# Coming next...



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## How not to ask for passport information.

**Spoiler: It's a riot!**