

Form Teardown: The Indian Visa Form - Part 4



TRIGGER WARNING



The following visa application form may cause



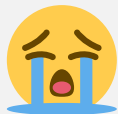
Extreme frustration



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

The Story: So Far!

Last time we looked at the first part of page 2 of the form (applicant details). Today, we're looking at the second part - passport details

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

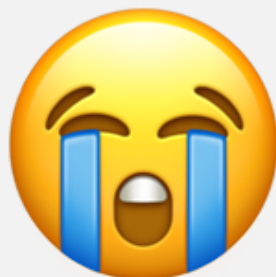
Passport Details

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

And oh boy, things are not looking rosy



First thoughts: Sadness

It's no more horrific than the first part - but all of the issues we've mentioned before still apply here, too

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 *	<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

Lets run through them



Fields: Passport Number

Probably the only field we don't have an issue with. It's an input that requires a number. If we were being particularly picky, we might suggest that the input box is quite long given there is a standard that defines passport data

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 *	<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

It's called ICAO 9303 and it suggests passport numbers should be between 6-8 characters long. Inputs should represent the size of information expected.



Fields: Place Of Issue

Given the over abundance of select drop downs for this sort of information, we can't help but wonder why a similar element isn't used here...

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, Yes 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

Consistent use of expected inputs set expectations for the user

Fields: Date Of Issue / Expiry

Oh no. Another calendar date picker. To reiterate, this does not make it easy to enter a date in this context.

Visible identification marks* NONE

Educational Qualification* GRADUATE

Nationality/Region* UNITED KINGDOM

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

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

Passport Details

Passport Number* 123456789

Place of Issue* UK

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*

Nationality mentioned therein*

* Mandatory Fields

Save and Continue Save and Temporarily Exit

Visible Identification marks

Educational Qualification

Nationality/Region

Did you acquire Nationality by birth or by naturalization?

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

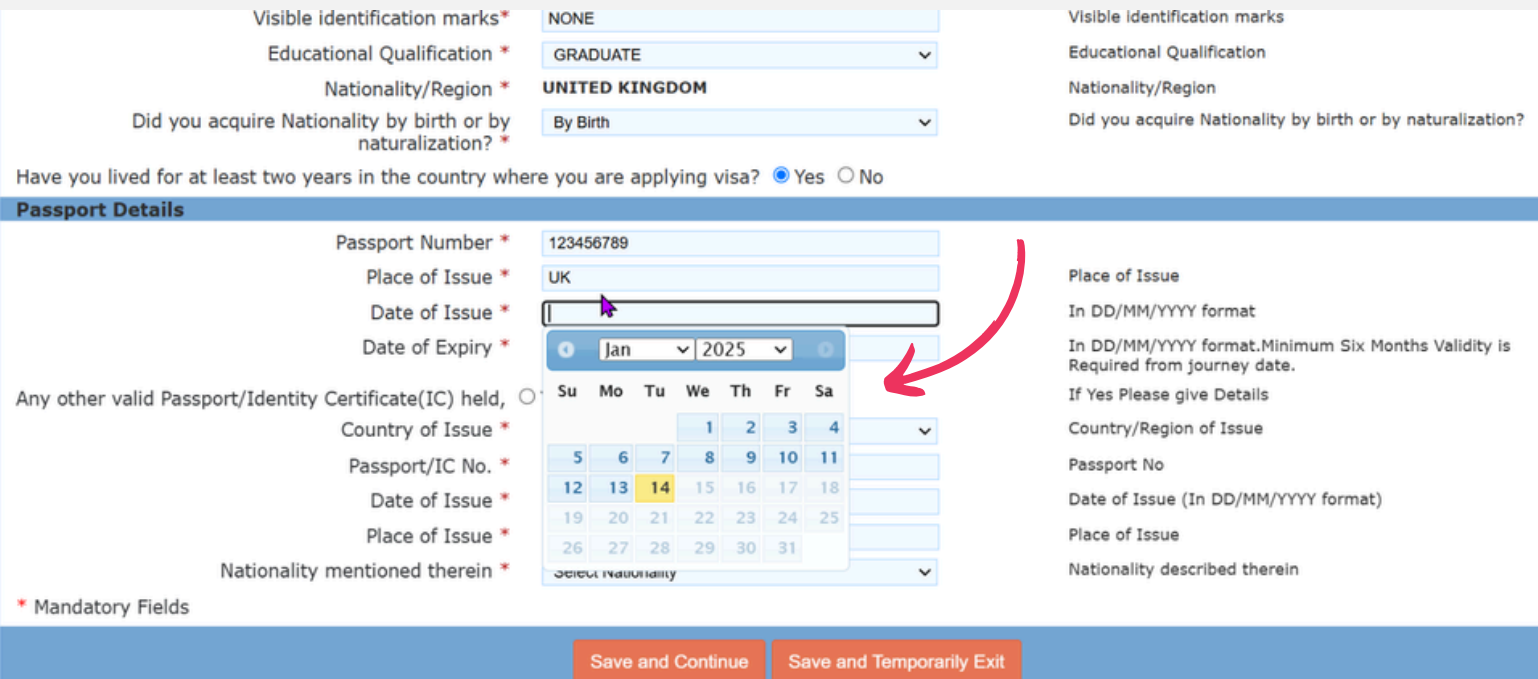
Country/Region of Issue

Passport No

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

Place of Issue

Nationality described therein



You only need to think about the number of interactions required to enter a date via the date picker verses simple input boxes to understand why. Next!

Fields: Other Valid Passport/ID

Note that all the fields for other passport information are shown here, even though they only apply if you choose "yes"

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 *	<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

Don't display information that isn't relevant until a user makes a choice as to whether a question is applicable or not.



Error: The Session Expired!

It's taken us a while to get through this page of the form... but when we click to save and continue we get this...



Error

Session Expired

Please Return to Home Page

[Home Page](#)



Excuse us! How very dare you, form! Why has it expired? Why wasn't a warning given? Why didn't my form save when I asked it to? Why isn't there an autosave feature? It said it had saved. How to do I go back to my form, oh. You can't. You have to go back to the homepage (so good they mention it twice!)

Action Checklist:

1. Don't use calendar date pickers – 3 text boxes are more efficient
2. Size text boxes based on the likely length of input
3. Be consistent in your input format selections
4. Be careful with what you show by default – is it relevant at this point in the journey?
5. Don't EVER expire people without warning!!!

Coming next...



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How to frustrate a user by asking them to start again...

Spoiler: It's no joke.