

The Story: We're on page 4

In our last post, we looked at page 3 of "the form" (detailed applicant information). Today, we're looking at the 4th and final page- and it's all about the visa!

Visa Details Form

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

Please note down the Temporary Application ID : 28151844MCFJ8C

Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Details of Visa Sought

Type of Visa*	e-Visa	
Visa Service*	eTourist Visa(for 30 Days)	
Places to be visited*	<input type="text"/>	If you intend to visit Protected/Restricted/Cantonment areas, you would require prior permission from the Civil Authority. Please visit this website.
Places to be visited line 2	<input type="text"/>	
Have you booked any room in Hotel/Resort etc. through any Tour Operator?	Yes <input type="radio"/> No <input type="radio"/>	
Duration of Visa*	30 DAYS	
No. of Entries*	Double	No of Entries
Port of Arrival in India*	DELHI AIRPORT	Port of arrival in India
Expected Port of Exit from India	Select exit point <input type="text"/>	Expected Port of Exit from India

Previous Visa/Currently valid Visa Details

Have you ever visited India before?*	Yes <input checked="" type="radio"/> / No <input type="radio"/>	If Yes Please give Details
Address*	<input type="text"/>	Enter the address of stay during your last visit
Cities previously visited in India*	<input type="text"/>	Cities in India visited (comma separated)
Last Indian Visa No/Currently valid Indian Visa No.*	<input type="text"/>	Last Indian Visa no / Currently valid Visa no
Type of Visa*	Select visa type <input type="text"/>	Type of Visa
Place of Issue*	<input type="text"/>	Place of Issue
Date of Issue*	<input type="text"/>	Date of Issue in (DD/MM/YYYY) format
Has permission to visit or to extend stay in India previously been refused? <input checked="" type="radio"/> Yes <input type="radio"/> No		Refuse Details Yes /No
If so, when and by whom (Mention Control No. and date also)*	<input type="text"/>	If so, when and by whom (mention Control no and date)

Other Information

Countries Visited in Last 10 years	Select countries.. <input type="text"/>	If information furnished is found to be incorrect at the time of entry or anytime during stay in India, you will be refused entry.
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SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? <input type="radio"/> Yes <input type="radio"/> No	Have you visited "South Asian Association for Regional Cooperation" (SAARC) countries (except your own country) during last 3 years? Yes /No
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Reference

Reference Name in India*	<input type="text"/>	Reference Name and Address in India
Address*	<input type="text"/>	
State*	Select state <input type="text"/>	
District*	Select District <input type="text"/>	
Phone No/Mobile No*	<input type="text"/>	Phone no
Reference Name in UNITED KINGDOM *	<input type="text"/>	Please mention one contact details in Home Country to be contacted in case of emergency
Address*	<input type="text"/>	
Phone No/Mobile No*	<input type="text"/>	Phone no

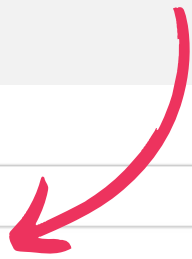
[Save and Continue](#) [Save and Temporarily Exit](#)



First thoughts: Well This Sucks

Having just clicked to continue to this page, we're actually presented with what could be either a Server Error (500) or what might be a Page Not Found Error (404).

The Problem may be due to 500 Server Error/404 Page Not Found.Please contact your system administrator.



Seems the website isn't entirely sure what happened. But that's ok, we just need to contact the system administrator.

If these types of errors happen (which they do) the error page should clearly explain in non-technical language what happened, why it might have happened and what to do next (recovering your form might be nice).

We took a punt, and just started the whole form again



TEN HOURS LATER...

Fields: Visa Service

It's great that the Visa Service has been prefilled from the previous selection made. However, there is no way to change this choice if the user needs to. It is set in stone, unless you want to run the gauntlet of trying to move back through to page 1 of the form.

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Details of Visa Sought

Type of Visa*	e-Visa	
Visa Service*	eTourist Visa(for 30 Days)	
Places to be visited*	<input type="text"/>	If you intend to visit Protected/Restricted/Cantonment areas, you would require prior permission from the Civil Authority. Please visit this website.
Places to be visited line 2	<input type="text"/>	
Have you booked any room in Hotel/Resort etc. through any Tour Operator?	Yes <input type="radio"/> No <input type="radio"/>	
Duration of Visa*	30 DAYS	
No. of Entries*	Double	No of Entries
Port of Arrival in India*	DELHI AIRPORT	Port of arrival in India
Expected Port of Exit from India	<input type="text" value="Select exit point"/>	Expected Port of Exit from India

Which you can't by the way as there is no navigation to do this (unless you use the browser back button)

Fields: Places To Be Visited

The reason you get 2 inputs here is because there is a 35 character limit on both. It might suffice for those planning on fewer destinations, but not everyone.

Visa Details Form

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Details of Visa Sought

Type of Visa*	e-Visa
Visa Service*	eTourist Visa(for 30 Days)
Places to be visited*	<input type="text"/>
Places to be visited line 2	<input type="text"/>
Have you booked any room in Hotel/Resort etc. through any Tour Operator?	Yes <input type="radio"/> No <input type="radio"/>
Duration of Visa*	30 DAYS
No. of Entries*	Double
Port of Arrival in India*	DELHI AIRPORT
Expected Port of Exit from India	<input type="text" value="Select exit point"/>

If you intend to visit Protected/Restricted/Cantonment areas, you would require prior permission from the Civil Authority. [Please visit this website.](#)

This isn't user friendly. Other options might be type > find > select destinations, instead and not impose a character limit.



Fields: Hotel / Resort Information


A great pre-qualifying question that isn't pre-selected and doesn't show currently irrelevant information. We like it. But if you select "yes" ...

Details of Visa Sought

Type of Visa*	e-Visa
Visa Service*	eTourist Visa(for 30 Days)
Places to be visited*	DEHLI
Places to be visited line 2	
Have you booked any room in Hotel/Resort etc. through any Tour Operator?	Yes <input checked="" type="radio"/> No <input type="radio"/>
Name of the tour operator	
Address of the tour operator	
Name of Hotel/Resort etc	
Place/City of Hotel/Resort etc	
Duration of Visa*	30 DAYS
No. of Entries*	Double
Port of Arrival in India*	DELHI AIRPORT
Expected Port of Exit from India	Select exit point

Previous Visa / Currently valid Visa Details

No of Entries	
Port of arrival in India	
Expected Port of Exit from India	



Then it would be helpful to inform the user at the start of the form that this information could be required so they have it to hand.



Fields: Entries, Ports & Exits

We're not quite sure why we've been pre-filled with a Double entry as we're sure we'll only be entering once. But you can't change this.

Details of Visa Sought

Type of Visa*	e-Visa
Visa Service*	eTourist Visa(for 30 Days)
Places to be visited*	DEHLI
Places to be visited line 2	
Have you booked any room in Hotel/Resort etc. through any Tour Operator?	Yes <input checked="" type="radio"/> No <input type="radio"/>
Name of the tour operator	
Address of the tour operator	
Name of Hotel/Resort etc	
Place/City of Hotel/Resort etc	
Duration of Visa*	30 DAYS
No. of Entries*	Double
Port of Arrival in India*	DELHI AIRPORT
Expected Port of Exit from India	Select exit point

No of Entries
Port of arrival in India
Expected Port of Exit from India

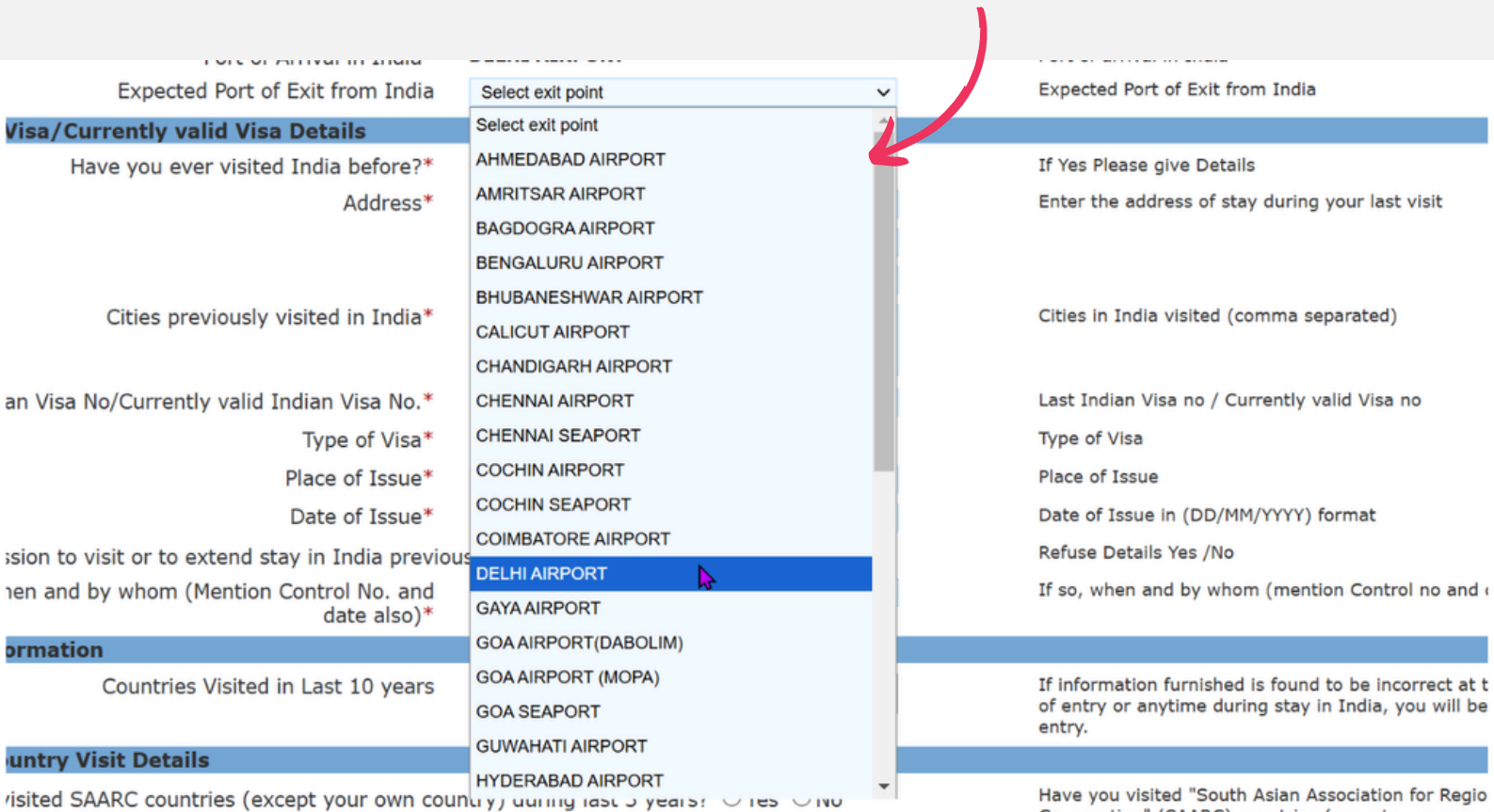
Previous Visa /Currently valid Visa Details

If information has been determined then explain to the user why, and if there is a chance it might need to be edited, then allow the user to do that easily.



Fields: Entries, Ports & Exits

Another long list of possible options in the Expected Port of Exit select drop down. Whilst it's not as long as some that we've seen on the form, it would still be nice to be able to type and search options.

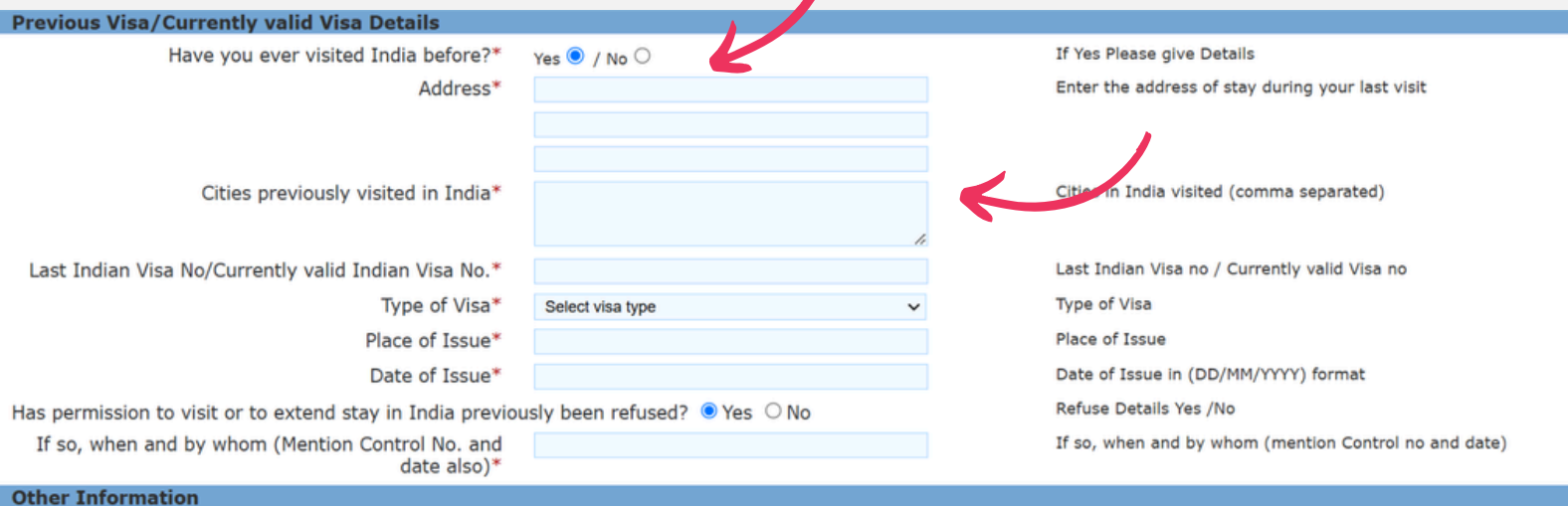


The screenshot shows a web form with a dropdown menu for 'Expected Port of Exit from India'. The dropdown is open, displaying a list of exit points including AHMEDABAD AIRPORT, AMRITSAR AIRPORT, BAGDOGRA AIRPORT, BENGALURU AIRPORT, BHUBANESHWAR AIRPORT, CALICUT AIRPORT, CHANDIGARH AIRPORT, CHENNAI AIRPORT, CHENNAI SEAPORT, COCHIN AIRPORT, COCHIN SEAPORT, COIMBATORE AIRPORT, DELHI AIRPORT, GAYA AIRPORT, GOA AIRPORT (DABOLIM), GOA AIRPORT (MOPA), GOA SEAPORT, GUWAHATI AIRPORT, and HYDERABAD AIRPORT. A red arrow points to the dropdown arrow. The form also includes sections for 'Visa/Currently valid Visa Details' and 'Expected Port of Exit from India' with various input fields and labels.

Potentially add a qualifying question such as “Is your expected Port of Entry the same as entry ([entry port name])?” As this information as been asked already.

Fields: Previous & Current Visa Information

A choice has already been made here for the user and the related information already shown. Making an assumption and then increasing cognitive load by presenting irrelevant information is not great.



The screenshot shows a form titled "Previous Visa/Currently valid Visa Details". It contains several fields and sections:

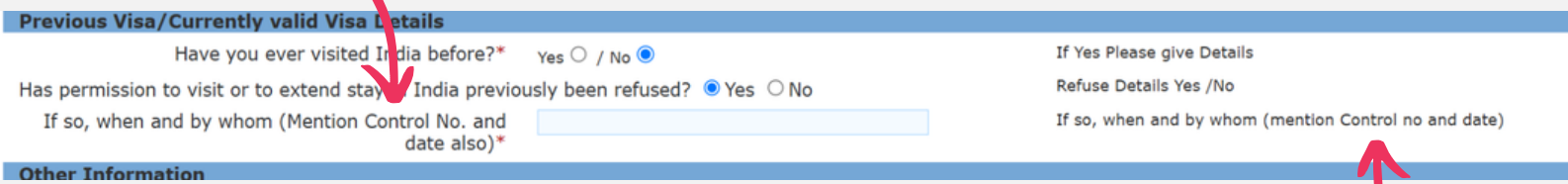
- Have you ever visited India before?*** with radio buttons for "Yes" (selected) and "No". A red arrow points to the "Yes" button.
- Address*** with three text input fields.
- Cities previously visited in India*** with a large text input field. A red arrow points to this field.
- Last Indian Visa No/Currently valid Indian Visa No.*** with a text input field.
- Type of Visa*** with a dropdown menu showing "Select visa type".
- Place of Issue*** with a text input field.
- Date of Issue*** with a text input field.
- Has permission to visit or to extend stay in India previously been refused? *** with radio buttons for "Yes" (selected) and "No".
- If so, when and by whom (Mention Control No. and date also)*** with a text input field.
- If Yes Please give Details** section with labels for: "Enter the address of stay during your last visit", "Cities in India visited (comma separated)", "Last Indian Visa no / Currently valid Visa no", "Type of Visa", "Place of Issue", "Date of Issue in (DD/MM/YYYY) format", "Refuse Details Yes /No", and "If so, when and by whom (mention Control no and date)".

At the bottom, there is a section titled "Other Information".

Users should also be informed if information might be required before starting the form, in this case previous visa information and travel details

Fields: Refused Entry

If you've never visited India before, you are asked if entry has previously been refused (but actually "yes" is selected by default). If so, then you have to fill in more information. But can you tell us what "Control No." means?



The screenshot shows a form titled "Previous Visa/Currently valid Visa Details". It contains the following fields and options:

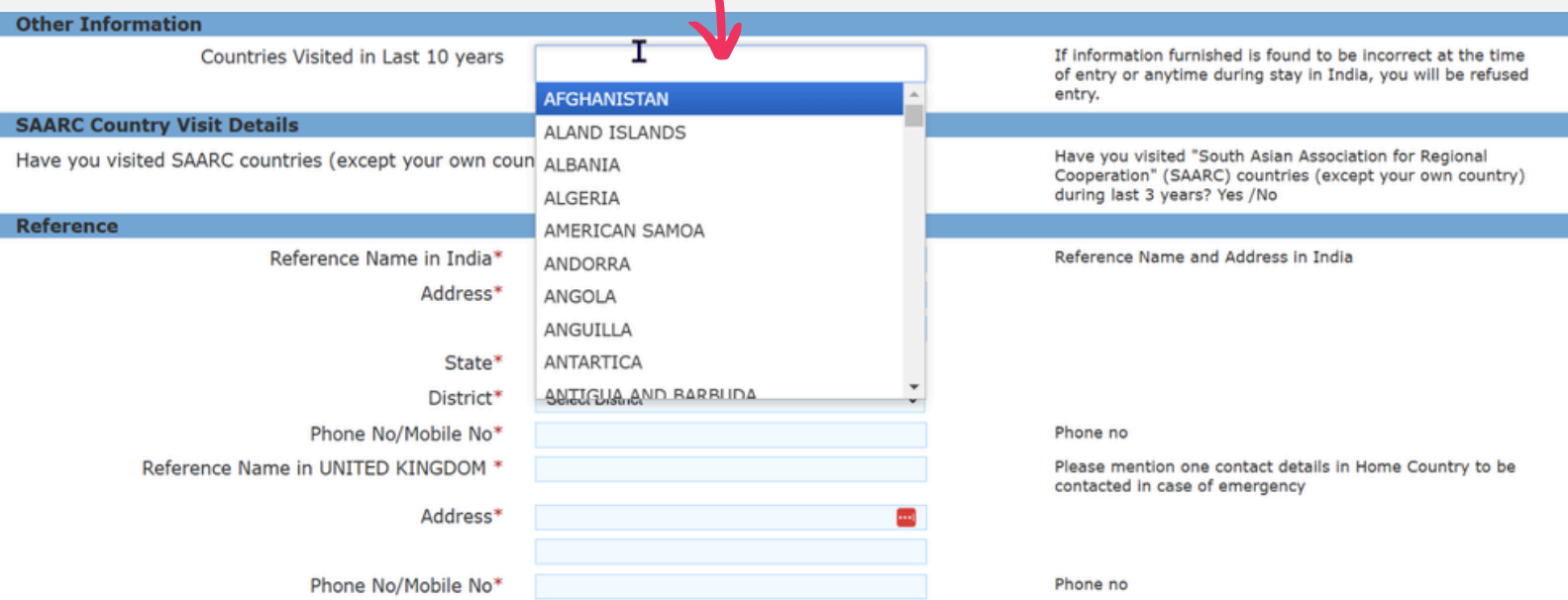
- "Have you ever visited India before?*" with radio buttons for "Yes" and "No" (the "No" button is selected).
- "Has permission to visit or to extend stay in India previously been refused?" with radio buttons for "Yes" and "No" (the "Yes" button is selected).
- A text input field for "If so, when and by whom (Mention Control No. and date also)*".
- A section titled "If Yes Please give Details" with a sub-section "Refuse Details Yes /No".
- A text input field for "If so, when and by whom (mention Control no and date)".

Red arrows point from the text above to the "No" radio button for the first question and the "Yes" radio button for the second question. Another red arrow points to the "Refuse Details Yes /No" section.

Nope, we don't know either... and we wonder why the assumption is that if you've never visited India before it's because you got refused entry.

Fields: Countries Visited

Finally! A searchable drop down for a country list. The downside it is doesn't work, when you search for a country and then try to select it from the list shown nothing happens, you can't select the required country.



Other Information

Countries Visited in Last 10 years

SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? Yes /No

Reference

Reference Name in India*

Address*

State*

District*

Phone No/Mobile No*

Reference Name in UNITED KINGDOM *

Address*

Phone No/Mobile No*

If information furnished is found to be incorrect at the time of entry or anytime during stay in India, you will be refused entry.

Reference Name and Address in India

Phone no

Please mention one contact details in Home Country to be contacted in case of emergency

Phone no

Ensuring core functionality works as expected should be part of any QA process

Fields: SAARC Countries

Do you know off the top of your head what a SAARC country is? We have no clue until we read the tool tip which explains what SAARC stands for. But what it doesn't do is provide a list of those countries to see if any are applicable to the user.



SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? Yes No

Have you visited "South Asian Association for Regional Cooperation" (SAARC) countries (except your own country) during last 3 years? Yes /No

Reference

If you reference something that might be unfamiliar make sure you provide enough information to allow the user to make the correct choice.

Fields: SAARC Countries

But wait! If you decide to err on the side of caution and select Yes, then you helpfully get a list of those SAARC countries. The issue here is that the user need to know these before making a selection on the previous question.

SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? Yes No

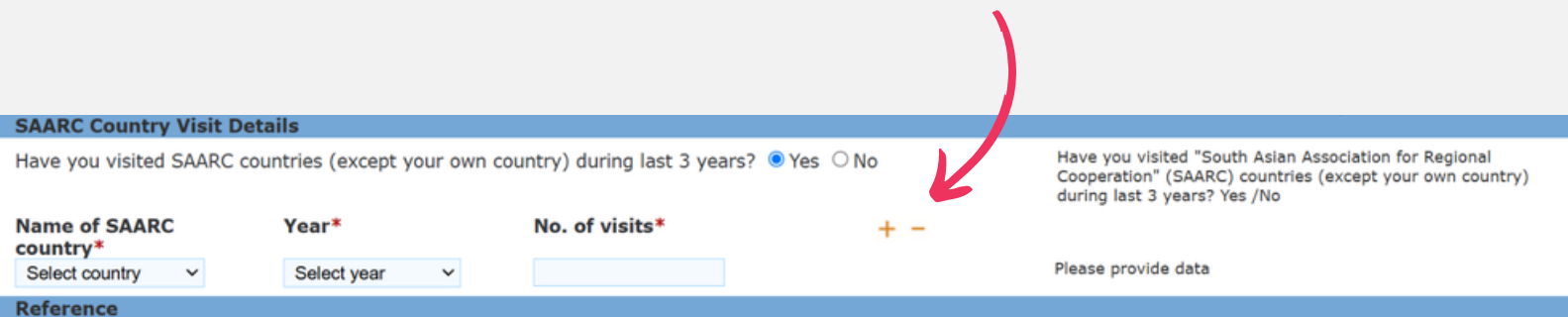
Have you visited "South Asian Association for Regional Cooperation" (SAARC) countries (except your own country) during last 3 years? Yes /No

Name of SAARC country*	Year*	No. of visits*	
Select country	Select year		+ -
Select country			
AFGHANISTAN	Reference Name in India*		Reference Name and Address in India
BHUTAN	Address*		
PAKISTAN	State*	Select state	
MALDIVES	District*	Select District	
BANGLADESH	Phone No/Mobile No*		Phone no
SRI LANKA	Reference Name in UNITED KINGDOM*		Please mention one contact details in Home Country to be
NEPAL			

It sound's cliché, but don't make your users think. They shouldn't have to play whack-a-mole with binary questions to understand what the question is they're answering

Fields: SAARC Countries

The **Law of Proximity** states that stuff that is close together is perceived as related, whereas those farther apart are seen as separate. We don't know why the + / - functions are floating in the white space ether but they clearly don't appear related to their purpose.



SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? Yes No

Have you visited "South Asian Association for Regional Cooperation" (SAARC) countries (except your own country) during last 3 years? Yes /No

Name of SAARC country* Year* No. of visits* + -

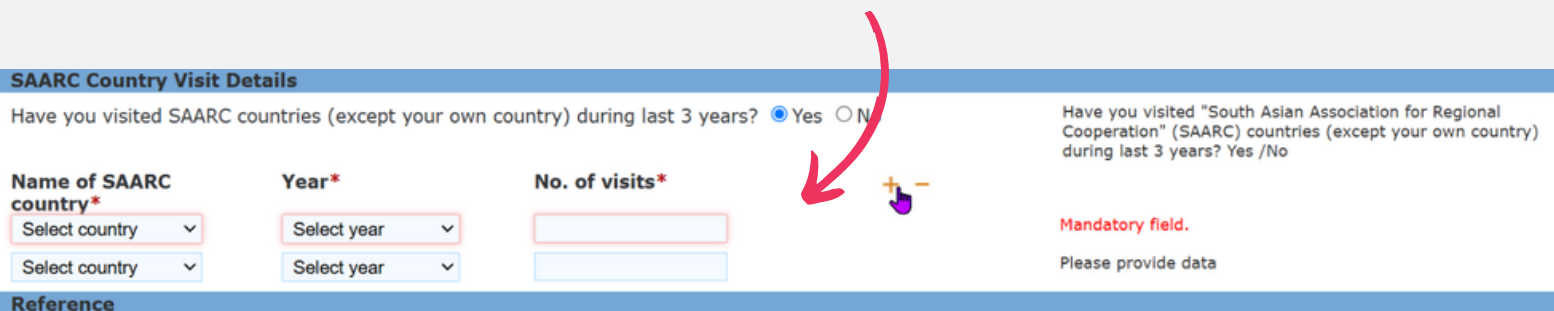
Please provide data

Reference

It sound's cliché, but don't make your users think. They shouldn't have to play whack-a-mole with binary questions to understand what the question is they're answering

Fields: SAARC Countries

They actually allow you to enter another “row” in case you have visited more than 1 SAARC country, but it really isn’t clear that’s what they do, nor is there any textual indicators of their purpose.



SAARC Country Visit Details

Have you visited SAARC countries (except your own country) during last 3 years? Yes No

Have you visited "South Asian Association for Regional Cooperation" (SAARC) countries (except your own country) during last 3 years? Yes /No

Name of SAARC country*	Year*	No. of visits*
<input type="text" value="Select country"/>	<input type="text" value="Select year"/>	<input type="text"/>
<input type="text" value="Select country"/>	<input type="text" value="Select year"/>	<input type="text"/>

Mandatory field.
Please provide data

Reference

Additionally, if you hit “-” you can only delete the last entry you made. For example, if you had 4 entries but needed to delete the first one, then you have to delete all subsequent entries to remove that 1st one.

Fields: Reference

This is a mandatory section of the form. But we can't help wonder what happens if you don't actually have a reference in India to tell the authorities about?

Reference



Reference Name in India*	TEST DUE	
Address*	TEST STREE	
State*	MIZORAM	▼
District*	LAWNGTLAI	▼
Phone No/Mobile No*	123456789	Phone no
Reference Name in UNITED KINGDOM *	HELP ME OBI ONE	
Address*	TESTER	
Phone No/Mobile No*	123456789	Phone no

Save and Continue Save and Temporarily Exit

Provision of logical fall back options can help users progress confidently to completion. Be mindful of “but what if...” scenarios and incorporate them into your forms.

Fields: Additional Questions

Every single option here is default selected as yes. We can't help to think we've been judged already and should be locked up for eternity.



Additional Question Details

Please note down the Temporary Application ID : **28151844MCYFJ8C**

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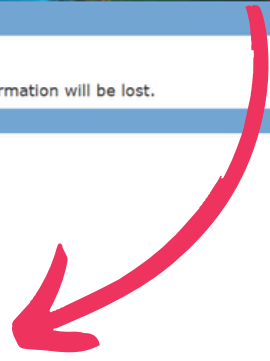
Please provide below given details. Please give details if marked YES.

1	Have you ever been arrested/ prosecuted/ convicted by Court of Law of any country?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
2	Have you ever been refused entry / deported by any country including India?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
3	Have you ever been engaged in Human trafficking/ Drug trafficking/ Child abuse/ Crime against women/ Economic offense / Financial fraud?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
4	Have you ever been engaged in Cyber crime/ Terrorist activities/ Sabotage/ Espionage/ Genocide/ Political killing/ other act of violence?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
5	Have you ever by any means or medium, expressed views that justify or glorify terrorist violence or that may encourage others to terrorist acts or other serious criminal acts?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
6	Have you sought asylum (political or otherwise)in any country?*	<input checked="" type="radio"/> Yes <input type="radio"/> No

I TEST, hereby declare that the information furnished above is correct to the best of my knowledge and belief. in case the information is found false at any stage, I am liable for legal action/deportation/blacklisting or any other action as deemed fit by the Government of India.

Save and Continue

Save and Temporarily Exit



Whilst we understand the idea behind it (forced action & explicit consent) it leaves a bit of a sour taste



Fields: Additional Questions

Note also the instructions state that if you select YES then you must give details... can you see where to do that?

Additional Question Details

Please note down the Temporary Application ID : **28151844MCYFJ8C**

Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Please provide below given details. Please give details if marked YES.

- 1 Have you ever been arrested/ prosecuted/ convicted by Court of Law of any country?* Yes No
- 2 Have you ever been refused entry / deported by any country including India?* Yes No
- 3 Have you ever been engaged in Human trafficking/ Drug trafficking/ Child abuse/ Crime against women/ Economic offense / Financial fraud?* Yes No
- 4 Have you ever been engaged in Cyber crime/ Terrorist activities/ Sabotage/ Espionage/ Genocide/ Political killing/ other act of violence?* Yes No
- 5 Have you ever by any means or medium, expressed views that justify or glorify terrorist violence or that may encourage others to terrorist acts or other serious criminal acts?* Yes No
- 6 Have you sought asylum (political or otherwise)in any country?* Yes No

I TEST, hereby declare that the information furnished above is correct to the best of my knowledge and belief. in case the information is found false at any stage, I am liable for legal action/deportation/blacklisting or any other action as deemed fit by the Government of India.

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

Keep guessing...



Fields: Additional Questions

You can't immediately, is the answer. The only way you can enter the details is to select "NO" and then select "YES" again. Then you'll be presented with an input to provide details.



Additional Question Details

Please note down the Temporary Application ID : 28151844MCYFJ8C

Your Information will be saved if you click save button or continue to next page. If you exit without doing either of that, your information will be lost.

Please provide below given details. Please give details if marked YES.

- 1 Have you ever been arrested/ prosecuted/ convicted by Court of Law of any country?* Yes No
- 2 Have you ever been refused entry / deported by any country including India?* Yes No
- 3 Have you ever been engaged in Human trafficking/ Drug trafficking/ Child abuse/ Crime against women/ Economic offense / Financial fraud?* Yes No
- 4 Have you ever been engaged in Cyber crime/ Terrorist activities/ Sabotage/ Espionage/ Genocide/ Political killing/ other act of violence?* Yes No
- 5 Have you ever by any means or medium, expressed views that justify or glorify terrorist violence or that may encourage others to terrorist acts or other serious criminal acts?* Yes No
- 6 Have you sought asylum (political or otherwise)in any country?* Yes No

Please give details

I TEST, hereby declare that the information furnished above is correct to the best of my knowledge and belief. in case the information is found false at any stage, I am liable for legal action/deportation/blacklisting or any other action as deemed fit by the Government of India.

Save and Continue

Save and Temporarily Exit

And that's sort of it! We didn't want to continue to the final confirmation page after this for fear of something very official happening.



Action Checklist:

1. Use non-technical language for error messages
2. If something is pre-filled, make sure it can be amended
3. If you are asking for complex information that won't be readily to hand, let the user know this at the start
4. Add qualifying questions & logic to reduce the number of questions the user has to ask
5. QA the form to ensure core functionality works
6. Use language that makes sense to the user
7. Don't use defaults unless there is a good reason to do so

Coming next...



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Alun Lucas

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The summary! We run down the top issues from this form and how to fix them for the better.

Spoiler: It's actually helpful.

