



# Online ED Cards Frequently Asked



## Questions

### What is the Online Embarkation/Disembarkation ED Card System?

The Online ED Card System is a digital platform that replaces traditional paper-based entry and exit forms for travelers entering the Virgin Islands.

### When will the Online ED Card System go live?

The system will be available starting **1 October, 2024**.

### Is it mandatory to use the Online ED Card System?

Yes, it will become a mandatory requirement for all travelers by **1 January, 2025**.

### Who needs to complete the Online ED Card?

All travelers entering the Virgin Islands, including residents, tourists, and business visitors.

### What information is required to complete the Online ED Card?

You will need your personal details, a photo of your passport biographical information (for all persons traveling with you), travel itinerary, knowledge of items for declaration, and a valid email address.

### How do I complete the Online ED Card?

You can complete the ED Card online through the designated government portal before arriving in the Virgin Islands. Simply fill out the online application form, upload the required documents and receive confirmation for presentation upon arrival.

### How do I obtain confirmation that my application was satisfactory?

A confirmation/receipt is emailed to the email address utilized when completing the Online ED Card. All applicants should have a valid email address.

### How many hours before my travel should I complete the Online ED Card?

Travelers are encouraged to complete the Online ED Card at least **72 hours** before their scheduled arrival to ensure a smooth and efficient entry process.

### What are the benefits of using the Online ED Card?

The Online ED Card simplifies the entry process by reducing processing times at ports of entry, allows travelers to complete forms conveniently in advance and can be managed **24/7 online**, and is environmentally friendly as it reduces paper waste and minimized our carbon footprint.

### What information is required to complete the Online ED Card?

You will need your personal details, a photo of your passport biographical information (for all persons traveling with you), travel itinerary, knowledge of items for declaration, and a valid email address.

### How long is the online ED Card valid for?

The validity of your online ED Card is valid until you have completed entry processed by the Immigration and Customs Departments at the relevant port of entry.

### What happens if I don't complete the Online ED Card before arriving?

While completing the ED Card before arrival is encouraged to avoid delays, computer kiosks will be available at ports of entry for those who have not completed it in advance.







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### Will I still need to present physical documents upon arrival?

Yes, travelers are still required to present their valid passports and other necessary documents required for entry for verification.

### Can I use my online ED Card for travel?

No, your online ED Card is not a travel document and must be accompanied by a valid passport and all other entry requirements required for your nationality.

### Is there a cost associated with completing the Online ED Card?

No, there is no fee for completing the Online ED Card.

### Can I make changes to my Online ED Card after submission?

Yes, changes can be made before your arrival if needed. You can update your online ED Card information by logging into your account by selecting start application and then hitting search and following the prompts. However, we encourage you to ensure that all information is accurate before submission to avoid delays.

### How do I access my online ED Card after it's issued?

You can access your online ED Card by logging into your account on our website by selection start application and then hitting search and following the prompts. Make sure to have you ID handy.

### Can I still utilize a traditional paper ED Card?

**Yes, but only until 31 December, 2024.** Thereafter all travelers are required to utilize the online ED Card.

### What happens to my personal data after submission?

The system is designed to securely manage traveler data, which will be handled in accordance with privacy and data protection laws.

### How does the Online ED Card System improve efficiency at Ports of Entry?

The system reduces manual paperwork and expedites processing times by enabling pre-submission of traveler information.

### How does the ED Card System benefit local residents?

Local residents will continue to experience shorter processing times when traveling, thus improving overall convenience.

### What if I have technical issues with my online ED Card?

If you experience any technical issues with your online ED Card, please contact our customer support team for assistance at [Edprocessing@gov.vg](mailto:Edprocessing@gov.vg).

### What future digital transformations are planned for the Immigration and Customs Departments?

The ED Card is the first step in a broader digital transformation aimed at improving government services through advanced technology. Both agencies continue to work together to further streamline like processes.

