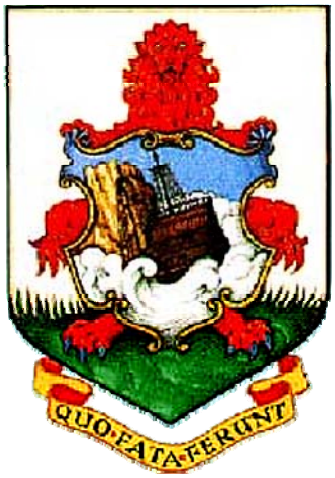

Bermuda Department of Immigration

Work Permit Status User Guide

Version 1.5

November 14, 2007

To report a problem or ask a question, send mail to getodd@gov.bm

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1. Introduction

This document provides an overview in the use and operation of the Bermuda Department of Immigration Work Permit Status website.

The Work Permit Status website is a service exclusively for employers in Bermuda. This website provides employers with the current status of all work permit applications in progress as well as recently completed applications. From this site users can also send application-related email to the assigned Immigration staff member.

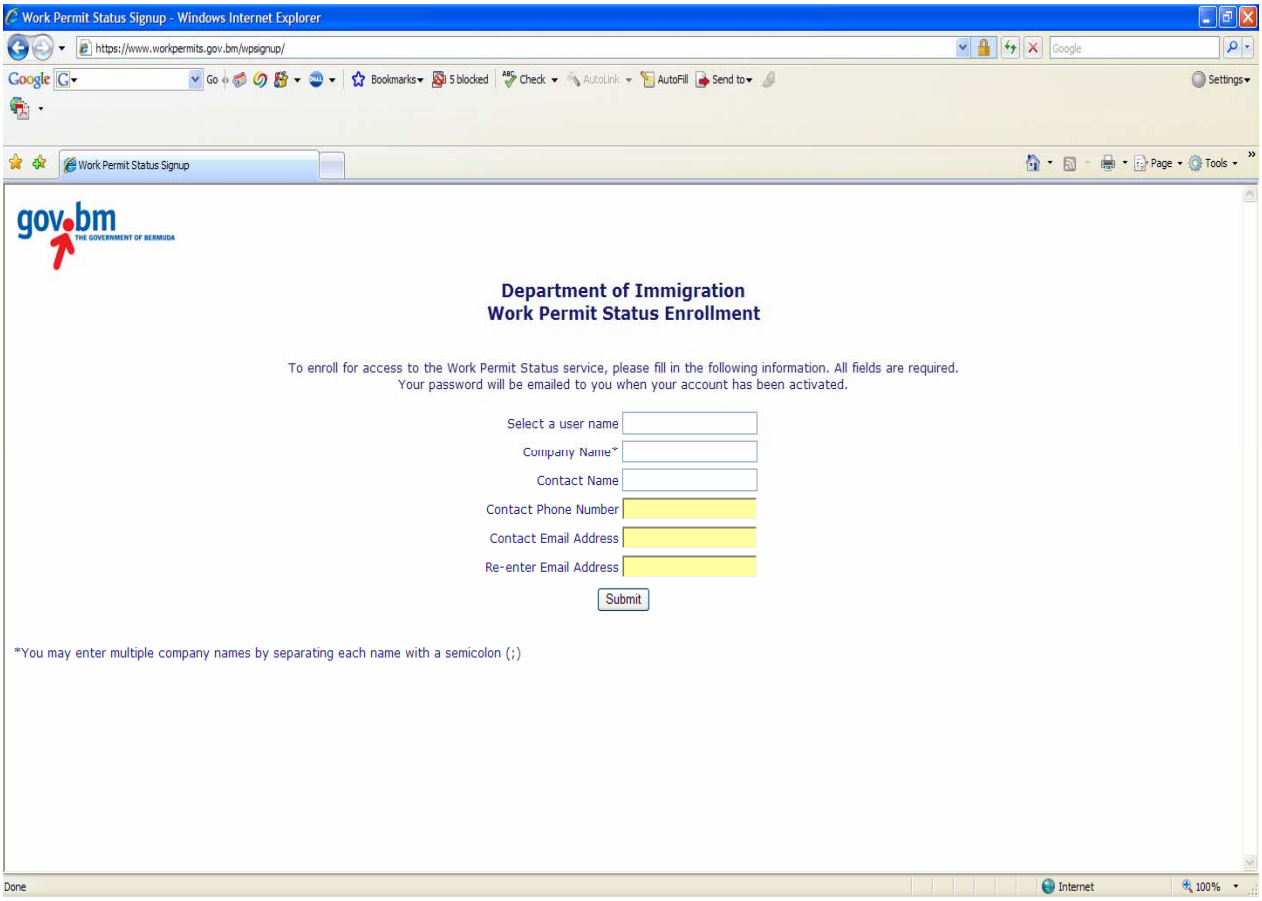
It is important to note that for those companies that sign up to use this website, all requests from Immigration for additional information required to complete the application will be communicated to the employer company contact **THROUGH THIS WEBSITE ONLY**.

N.B. This website is not linked directly to the operational database files in Immigration. The information on the website is copied every weeknight therefore the data appearing is current through the last business day.

2. Registering for the Work Permit Status Website

To access the Work Permit Status website, you need a user account that has been approved and activated by Immigration.

Employer company contacts can register for the user account service at https://www.workpermits.gov.bm/wpsignup and provide the information requested. The signup screen appears below.



The **user name** can be any alphabetic name so long as it is unique in the Work Permit Status system.

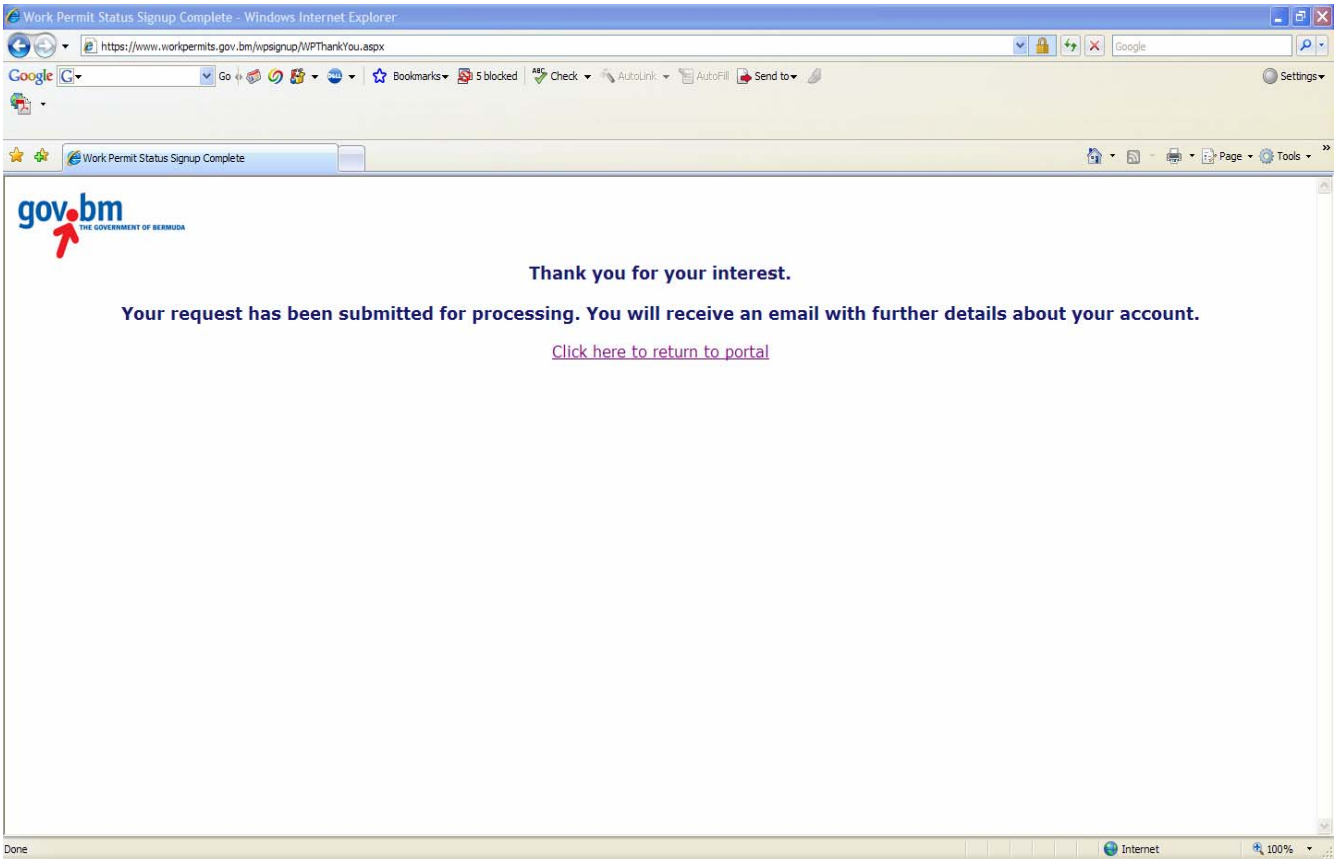
Company Name will be used to relate your user account to your company and related work permits. Please provide as complete a name as possible to distinguish your company. It need not exactly match how the name appears on file. You may have responsibility for more than one company on file at Immigration. Specify the most common one first. You can enter other company names separated by semi-colons. The Immigration officer reviewing the request will associate any companies for which you have responsibility.

Provide your name in the **Contact Name** and telephone number in the **Contact Phone Number** fields. Only one contact is allowed per company.

Please supply a valid **Contact Email Address** as this will be used to notify you of account activation and will be used as a cc: address on any emails you send from the Work Permit Status site.

Click on the **Submit** button to submit your request to Immigration for review.

Once your request is submitted, the following screen will be displayed.



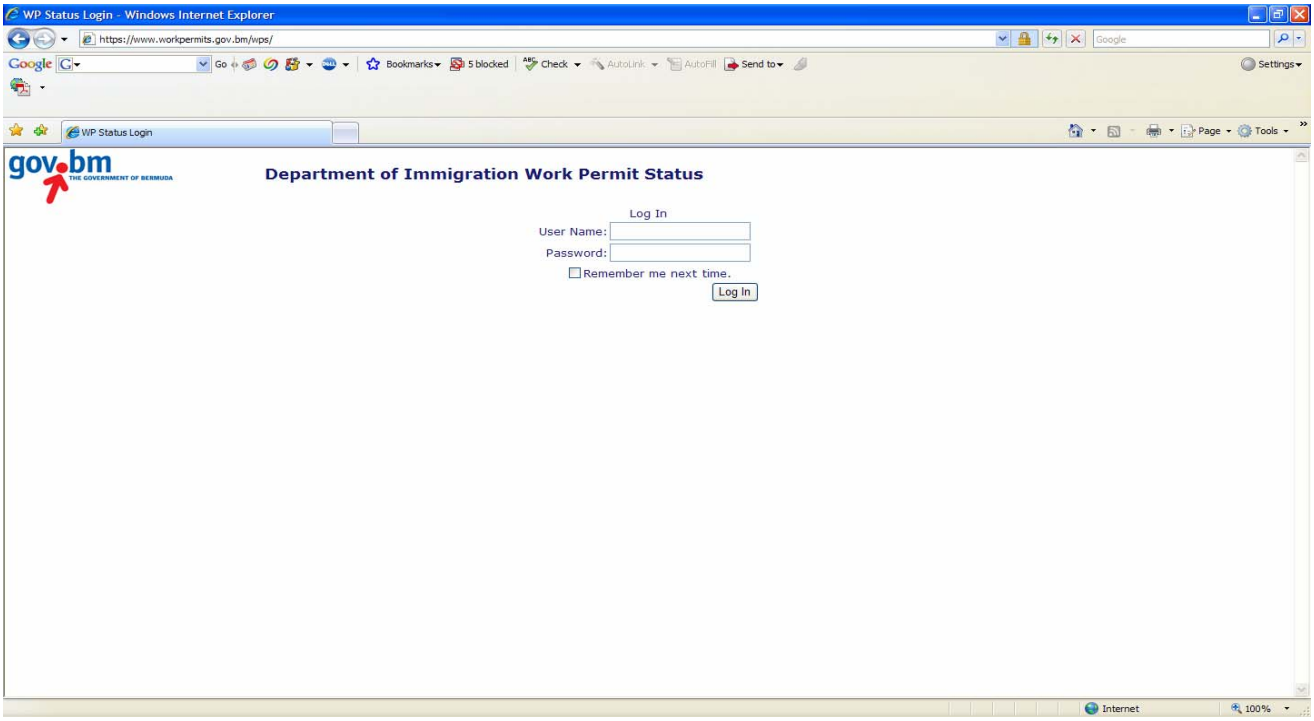
Immigration will review the request. Access is only provided to official contacts for companies. Once the request is approved it will be activated and a password will be generated. You will be notified of activation and the password via the email address provided. Activation will most likely not be on the same business day and it could be a few days before activation occurs.

3. Using the Work Permit Status website

Logging In

Once you have received email notification of activation, access the Login page at https://www.workpermits.gov.bm/wps .

N.B. This is a secure site and you will only have access to work permits for companies associated with your account. No other user can see your data.



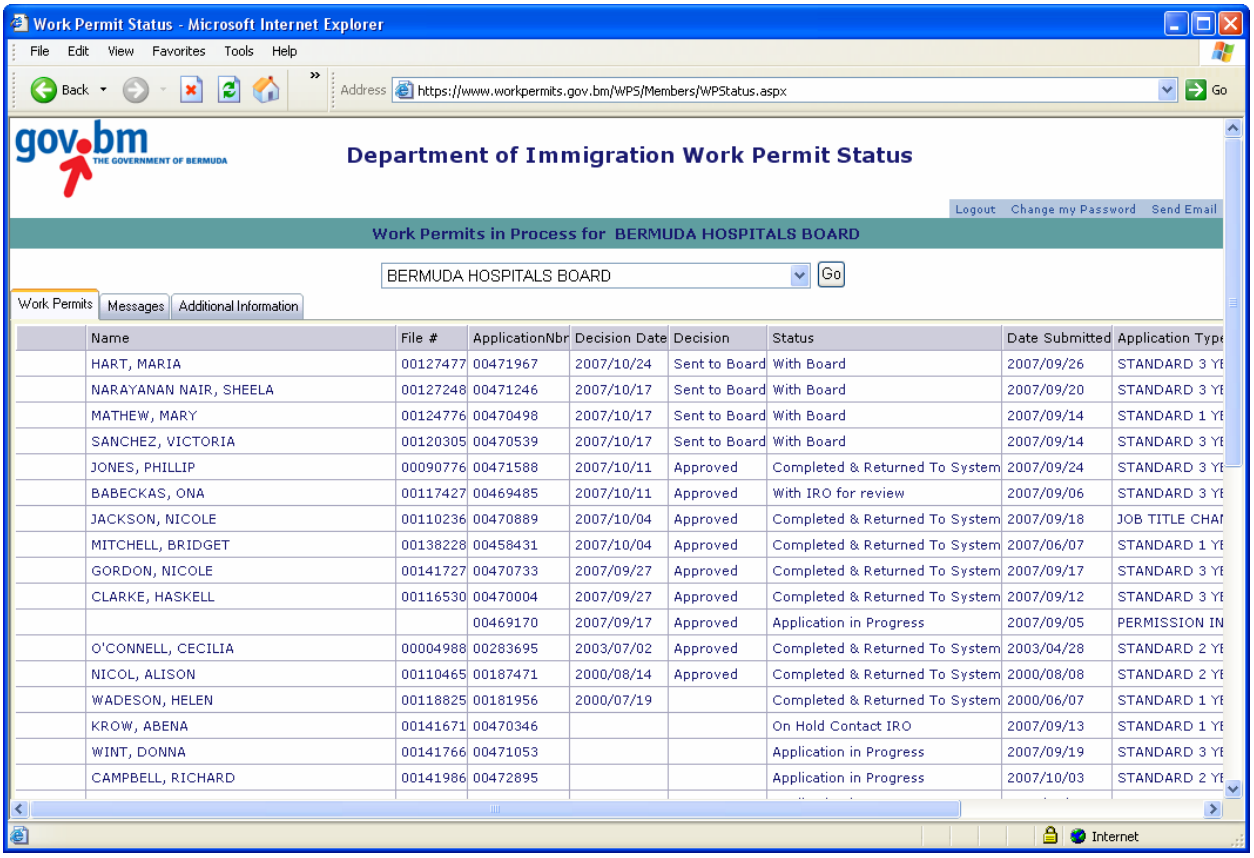
Enter the **User Name** you specified when you signed up and the **Password** provided in the activation notification email.

Click on the **Log In** button.

If you have multiple companies associated with your account, the following screen will appear. Otherwise you will be taken to the default display for your account (see next page).

Click on the down arrow in the dropdown list box to display all companies. Select a company to display by clicking on it in the list and then click on the **Go** button.

The following screen is the default display when you log in (unless you have multiple companies associated to your account in which case you must select the company to display – see prior page).



You are presented with the **Work Permits** tab display. If you have multiple companies associated with your account, the company selection dropdown box appears above the tabbed display with the current company displayed. As well you have links on the top right: **Change My Password (**see **"Changing Your Password"** below**)** and **Send Email** to Immigration (see "Sending Email – Send Email link" below).

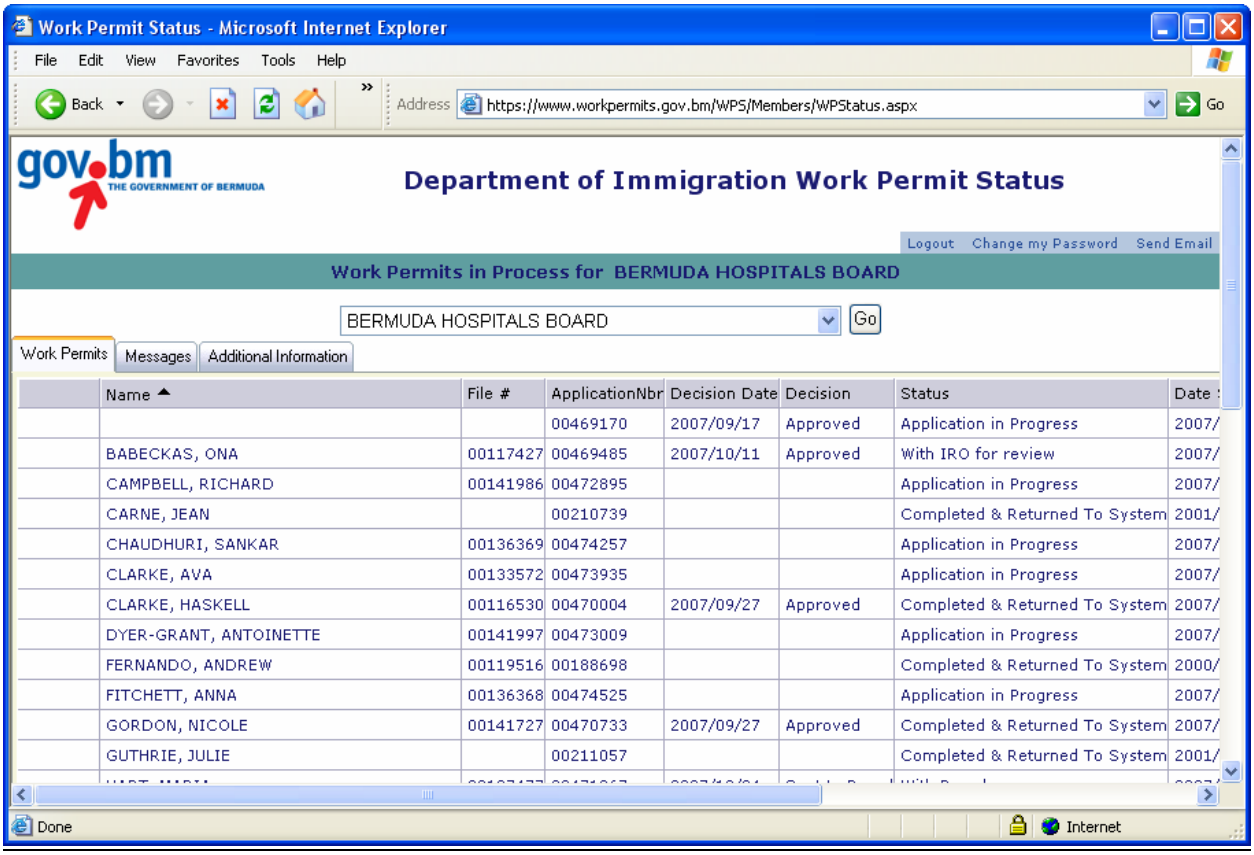
All work permits for your company that are incomplete or any recently completed work permits (within the last ten calendar days) are displayed. Work permits that were completed more than ten days prior to today will not appear.

The applicant's name, their Immigration file number, the application number, most recent decision date, decision made, overall application status, date submitted (date application was received), application type and Immigration personnel assigned appear left to right in the display. You may need to scroll to the right to see all fields. You may need to scroll down to see all of the work permits. (See the appendices for a list of all decision and status values.)

The display sequence is in reverse chronological order by Decision Date.

Standard Features

Sort - Any column can be sorted simply by clicking on the column header label, e.g. Name. An up arrow will then appear in the header label indicating the column has been sorted in ascending sequence.



You can sort in descending sequence by clicking on the up arrow again.

Messages – any messages concerning the application are noted to the left of the name with the hyperlink **Messages** (see **Messages link** in "Navigating the Displays - Messages" below)

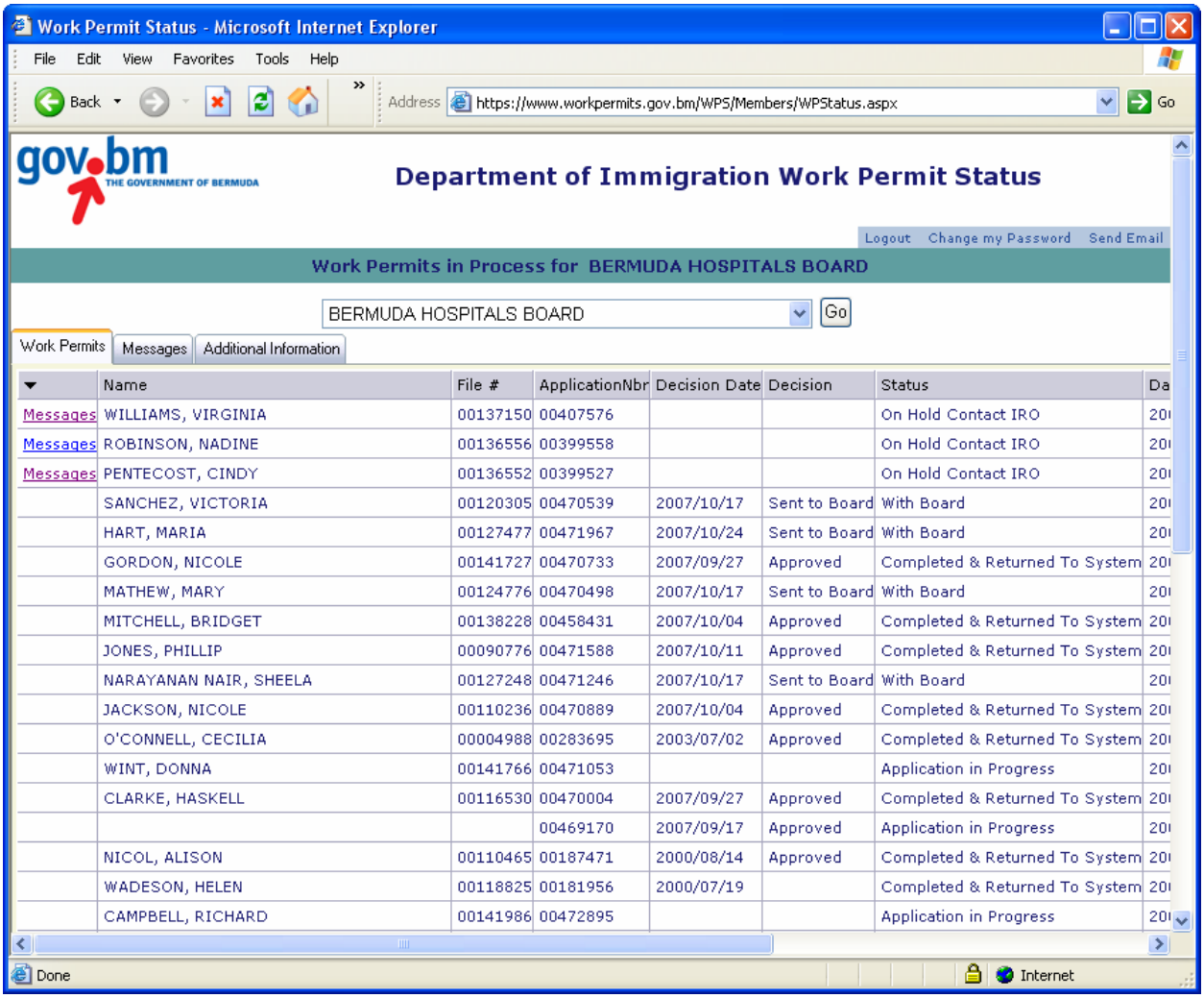
Email Assignee – a "clickable" hyperlink is available on the name of the immigration staff member assigned to the application. You can use this to send email concerning the application (see "Sending Email – Assignee link" below).

Navigating the Displays - Messages

Immigration will send messages to contacts through the website concerning applications in progress. These are important communications requesting additional information and/or documentation that must be provided before the application can be processed complete.

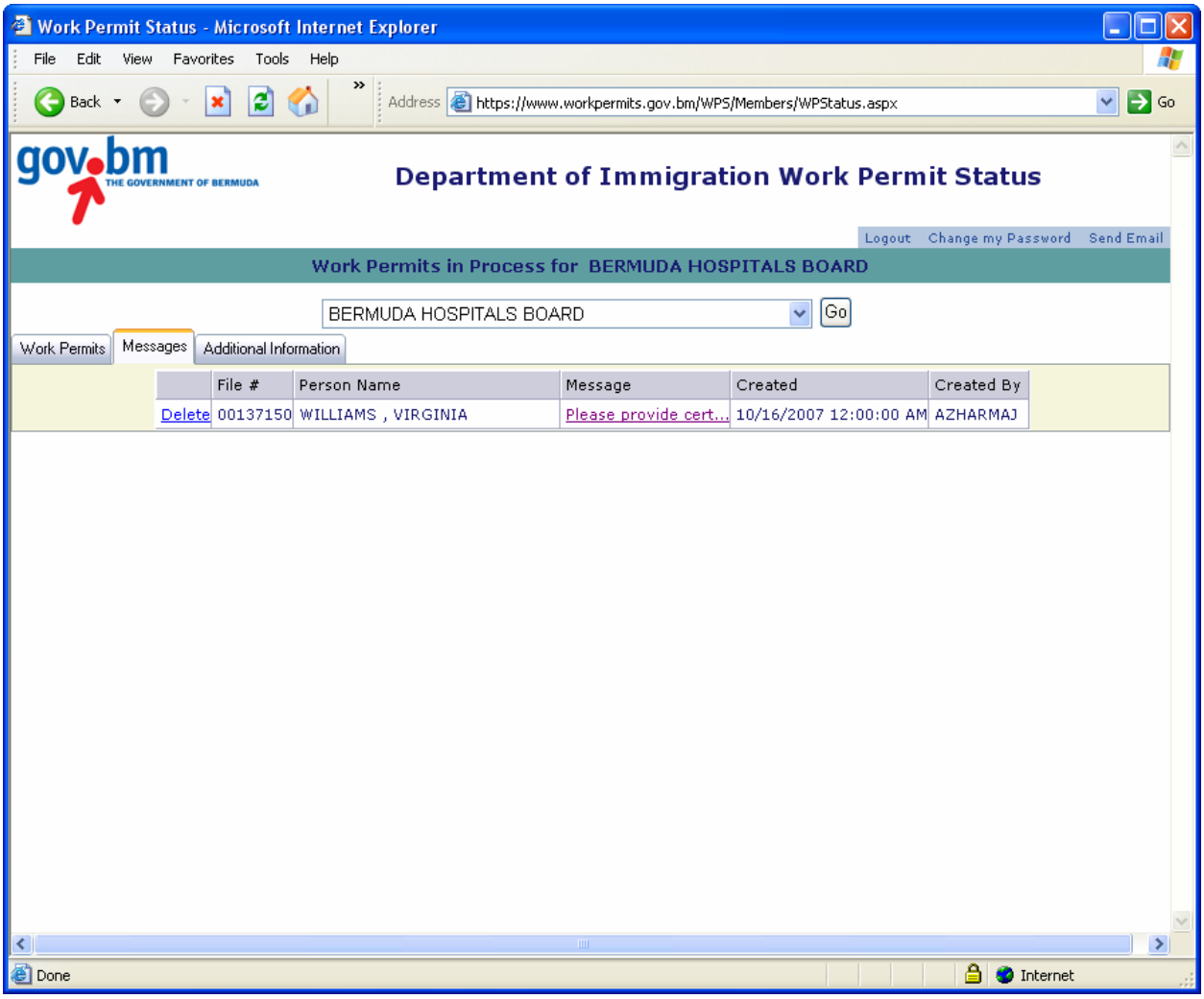
There are two ways to see messages on the website.

Messages link – Messages to employers will be specific to a work permit application and they will be indicated in the leftmost column to the left of the associated application with a "clickable" link entitled **Messages.**



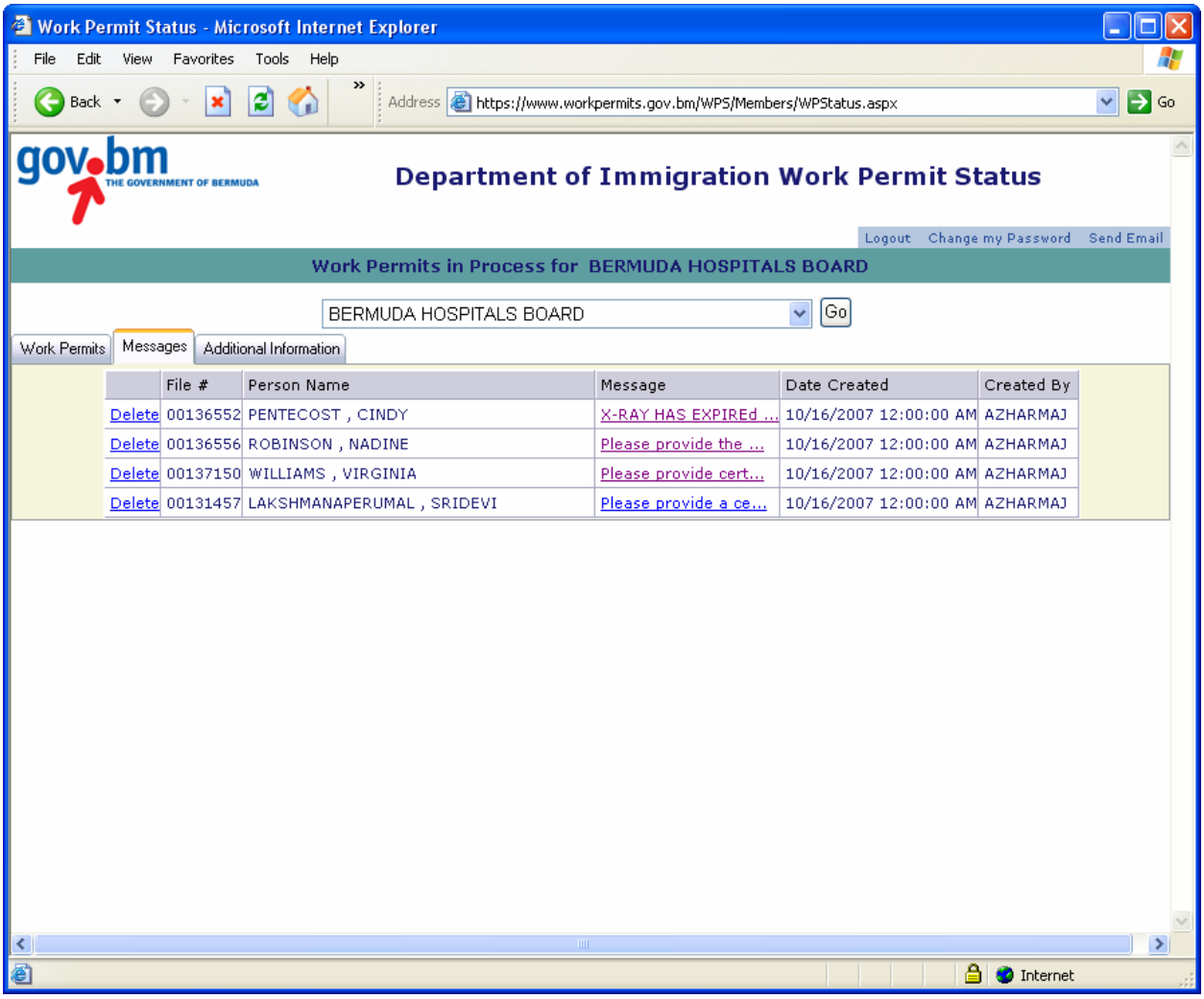
	Name	File #	ApplicationNbr	Decision Date	Decision	Status	Da
Messages	WILLIAMS, VIRGINIA	00137150	00407576			On Hold Contact IRO	20
Messages	ROBINSON, NADINE	00136556	00399558			On Hold Contact IRO	20
Messages	PENTECOST, CINDY	00136552	00399527			On Hold Contact IRO	20
	SANCHEZ, VICTORIA	00120305	00470539	2007/10/17	Sent to Board	With Board	20
	HART, MARIA	00127477	00471967	2007/10/24	Sent to Board	With Board	20
	GORDON, NICOLE	00141727	00470733	2007/09/27	Approved	Completed & Returned To System	20
	MATHEW, MARY	00124776	00470498	2007/10/17	Sent to Board	With Board	20
	MITCHELL, BRIDGET	00138228	00458431	2007/10/04	Approved	Completed & Returned To System	20
	JONES, PHILLIP	00090776	00471588	2007/10/11	Approved	Completed & Returned To System	20
	NARAYANAN NAIR, SHEELA	00127248	00471246	2007/10/17	Sent to Board	With Board	20
	JACKSON, NICOLE	00110236	00470889	2007/10/04	Approved	Completed & Returned To System	20
	O'CONNELL, CECILIA	00004988	00283695	2003/07/02	Approved	Completed & Returned To System	20
	WINT, DONNA	00141766	00471053			Application in Progress	20
	CLARKE, HASKELL	00116530	00470004	2007/09/27	Approved	Completed & Returned To System	20
			00469170	2007/09/17	Approved	Application in Progress	20
	NICOL, ALISON	00110465	00187471	2000/08/14	Approved	Completed & Returned To System	20
	WADESON, HELEN	00118825	00181956	2000/07/19		Completed & Returned To System	20
	CAMPBELL, RICHARD	00141986	00472895			Application in Progress	20

Clicking on the **Messages** link on the application detail line will display a list of any message from Immigration concerning this application on the **Messages** tab.



Select the **Work Permits** tab to return to the **Work Permits** display.

Messages tab - Clicking on the **Messages** tab above the listed applications will display ALL messages associated to all Work Permits for the company displayed.

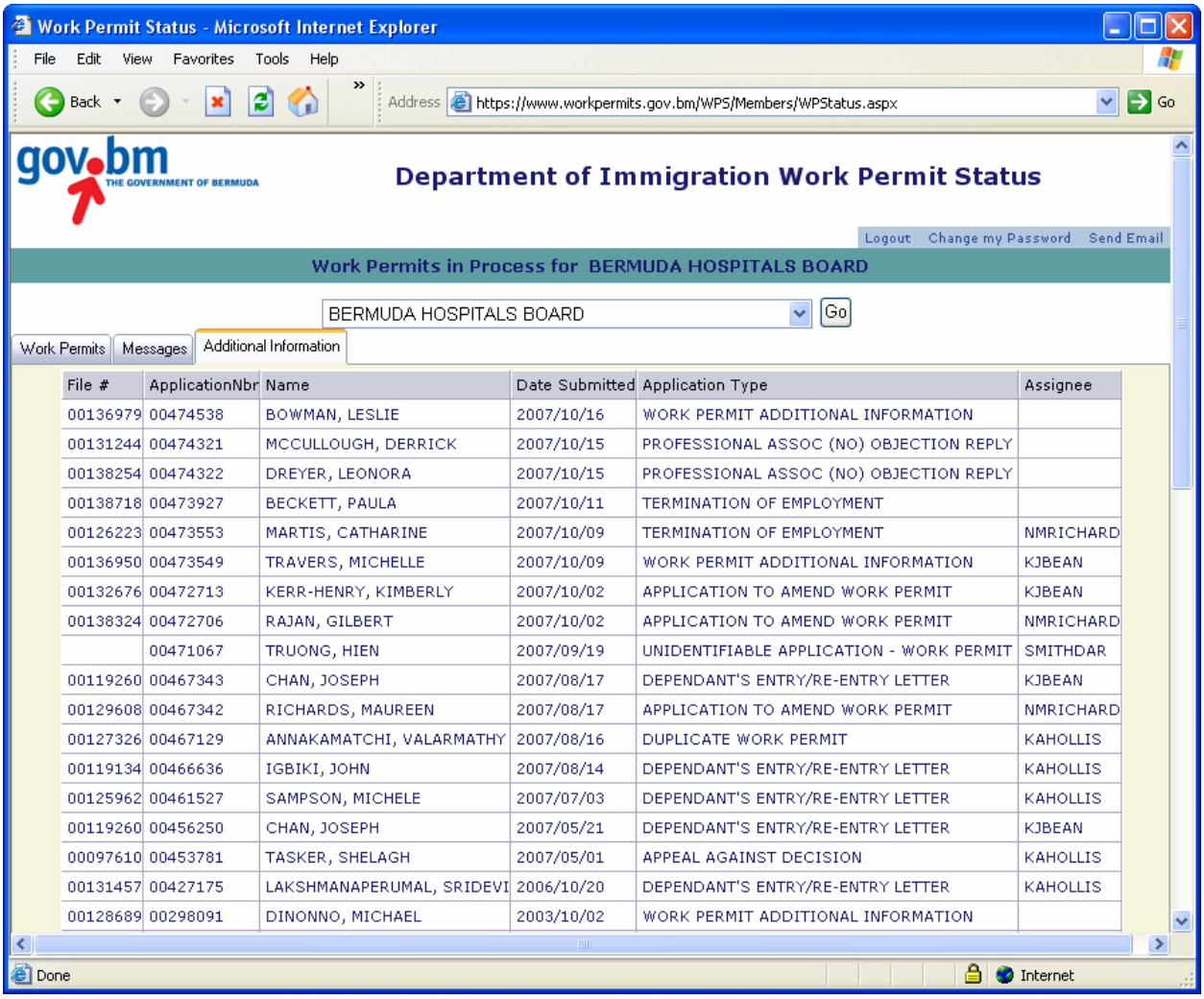


In either display option the list presented is the same. Only the first twenty characters of the message are displayed in the list as a "clickable" hyperlink. Click on this message text link under the "Message" heading to display the entire message text in a separate window.

Once you have processed the message and satisfied any requirement, you can remove the message from your display by clicking the **Delete** link to the left of the message record. The message will not appear again in this or any subsequent session.

Navigating the Displays – Additional Information

You can see any additional information that has been recorded with respect to your work permits by clicking on the **Additional Information** tab.



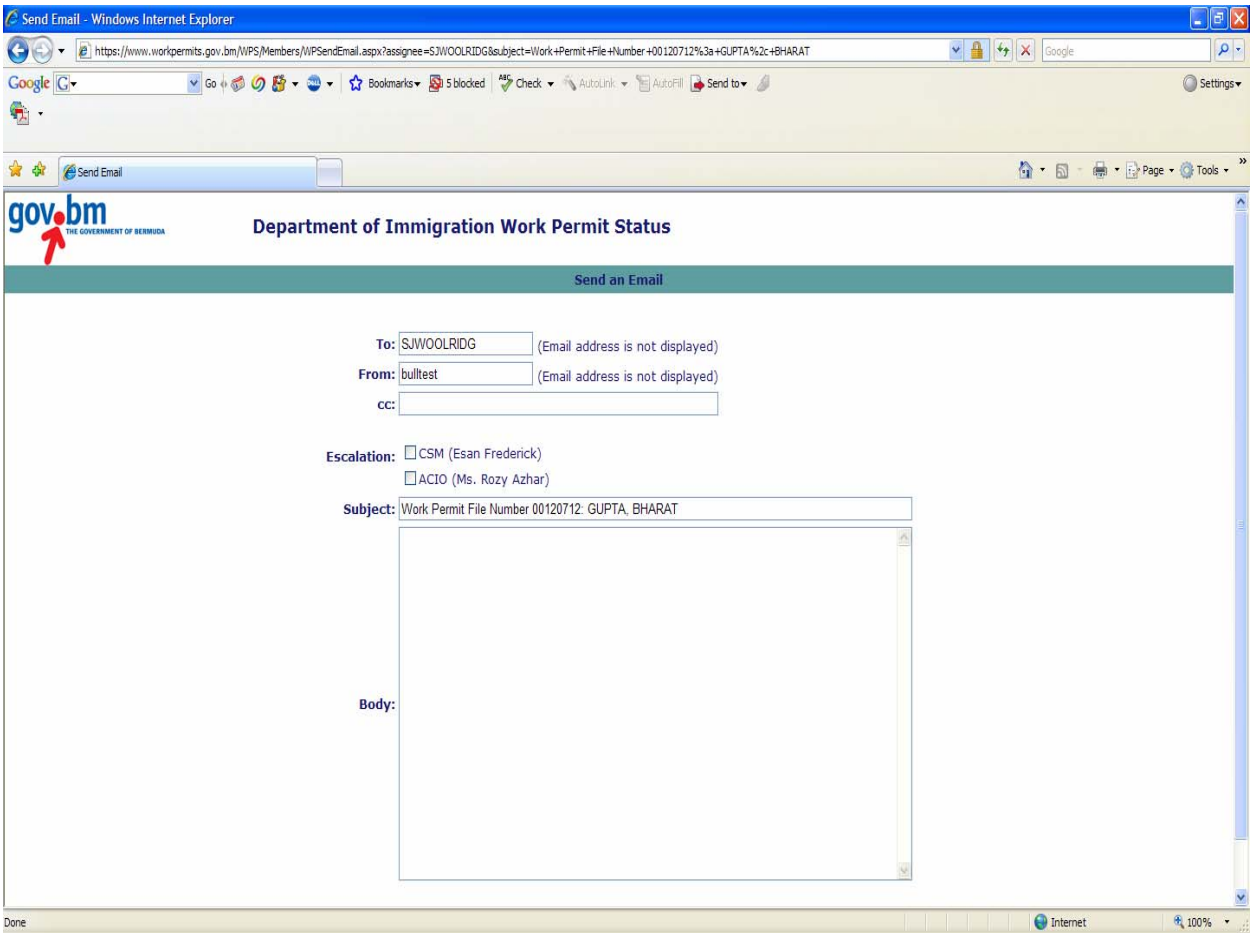
File #	ApplicationNbr	Name	Date Submitted	Application Type	Assignee
00136979	00474538	BOWMAN, LESLIE	2007/10/16	WORK PERMIT ADDITIONAL INFORMATION	
00131244	00474321	MCCULLOUGH, DERRICK	2007/10/15	PROFESSIONAL ASSOC (NO) OBJECTION REPLY	
00138254	00474322	DREYER, LEONORA	2007/10/15	PROFESSIONAL ASSOC (NO) OBJECTION REPLY	
00138718	00473927	BECKETT, PAULA	2007/10/11	TERMINATION OF EMPLOYMENT	
00126223	00473553	MARTIS, CATHARINE	2007/10/09	TERMINATION OF EMPLOYMENT	NMRICHARD
00136950	00473549	TRAVERS, MICHELLE	2007/10/09	WORK PERMIT ADDITIONAL INFORMATION	KJBEAN
00132676	00472713	KERR-HENRY, KIMBERLY	2007/10/02	APPLICATION TO AMEND WORK PERMIT	KJBEAN
00138324	00472706	RAJAN, GILBERT	2007/10/02	APPLICATION TO AMEND WORK PERMIT	NMRICHARD
	00471067	TRUONG, HIEN	2007/09/19	UNIDENTIFIABLE APPLICATION - WORK PERMIT	SMITHDAR
00119260	00467343	CHAN, JOSEPH	2007/08/17	DEPENDANT'S ENTRY/RE-ENTRY LETTER	KJBEAN
00129608	00467342	RICHARDS, MAUREEN	2007/08/17	APPLICATION TO AMEND WORK PERMIT	NMRICHARD
00127326	00467129	ANNAKAMATCHI, VALARMATHY	2007/08/16	DUPLICATE WORK PERMIT	KAHOLLIS
00119134	00466636	IGBIKI, JOHN	2007/08/14	DEPENDANT'S ENTRY/RE-ENTRY LETTER	KAHOLLIS
00125962	00461527	SAMPSON, MICHELE	2007/07/03	DEPENDANT'S ENTRY/RE-ENTRY LETTER	KAHOLLIS
00119260	00456250	CHAN, JOSEPH	2007/05/21	DEPENDANT'S ENTRY/RE-ENTRY LETTER	KJBEAN
00097610	00453781	TASKER, SHELAGH	2007/05/01	APPEAL AGAINST DECISION	KAHOLLIS
00131457	00427175	LAKSHMANAPERUMAL, SRIDEVI	2006/10/20	DEPENDANT'S ENTRY/RE-ENTRY LETTER	KAHOLLIS
00128689	00298091	DINONNO, MICHAEL	2003/10/02	WORK PERMIT ADDITIONAL INFORMATION	

Again columns can be sorted by clicking on the headings but there are no other special features on this tab display.

Select the **Work Permits** tab to return to the **Work Permits** display.

Sending Email – Assignee link

From the **Work Permits** display tab, you can send email to the assigned Immigration staff member for a specific work permit application by clicking on the **Assignee** link to the right of the application display line. The following page will be displayed.



The assignee name appears in the **To** field. The email address is not displayed but will be translated on submission.

Your account name is displayed in the **From** field. The email address is not displayed but will be translated on submission.

You can choose to copy one or more people for **Escalation** including the Corporate Services Manager or the ACIO by simply clicking on the appropriate checkbox.

The Work Permit File Number and associated person appears in the **Subject** line for your convenience.

Enter the message in the **Body** field.

When finished, click the **Send** button to send the mail. As this email does not originate from your desktop mail client or your mail server, for your records you will be copied on the message using your account email address.

Copying Display Data into Other Applications

As with any other Microsoft Windows application, you have the ability to cut and paste information from any Work Permit Status results page into another desktop application such as Microsoft Word or Excel.

- You can select specific lines to copy by a "click and drag" of your mouse over the desired fields to copy. Or you can select the entire display by choosing **Select All** from the **Edit** menu option on Internet Explorer (or use the keyboard shortcut by pressing the **Ctrl** and **A** keys simultaneously). (Note that the **Select All** option will copy ALL tabs for the company, not just the one displayed, as well as the page headings).

- Select **Copy** from the **Edit** menu option to copy the selection to the Windows XP Clipboard (or use the keyboard shortcut by pressing the **Ctrl** and **C** keys simultaneously).

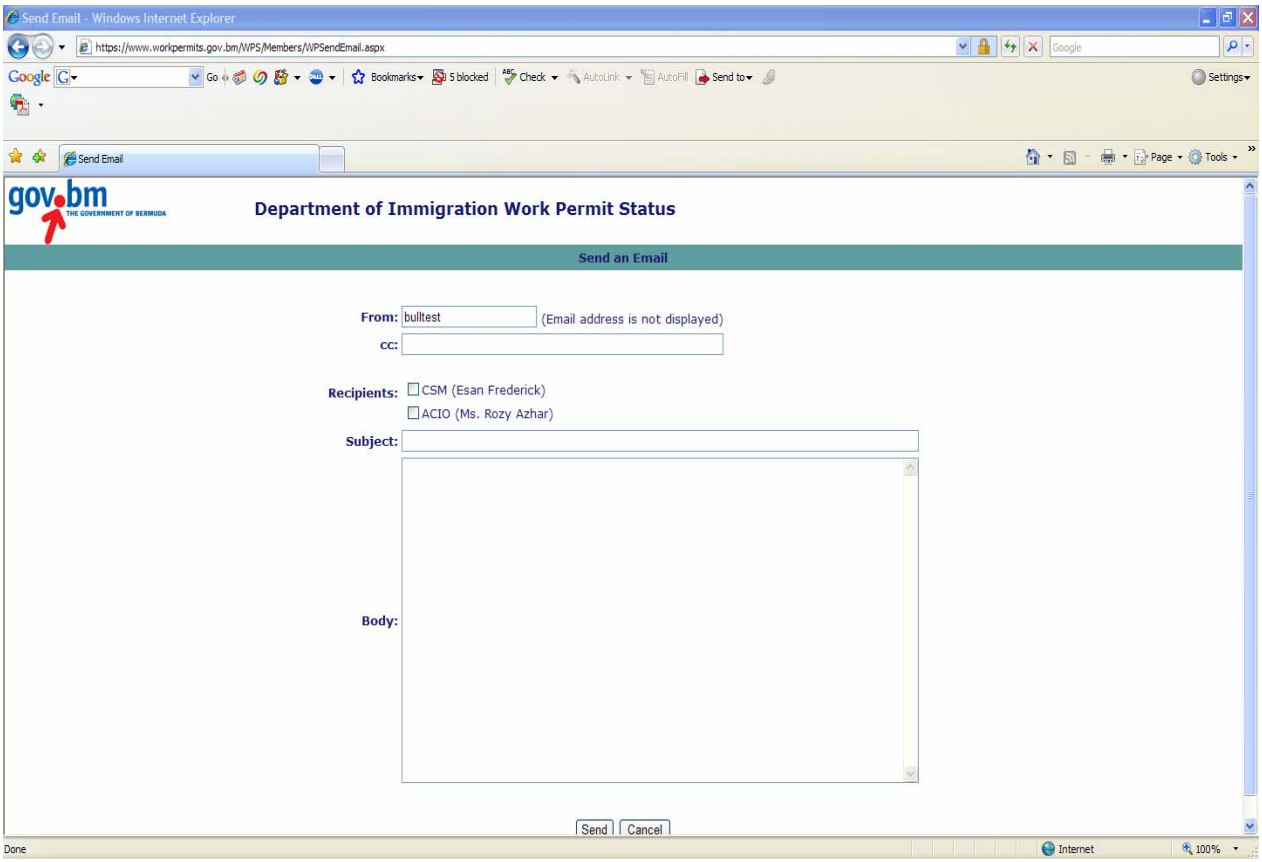
- Open your desired application (e.g. Microsoft Word or Excel) and open or create a new document/spreadsheet.

- Select **Paste** from the **Edit** menu option to copy the selection from the Windows XP Clipboard (or use the keyboard shortcut by pressing the **Ctrl** and **V** keys simultaneously) into your document.

Once pasted, the information is now a part of the document or spreadsheet and can be printed, modified, saved and/or passed along in an email, etc.

Sending Email – Send Email link

As noted you can send email to Immigration from almost anywhere in the website by clicking on the **Send Email** link on the top right of the page. The following page will be displayed.



Your account name is displayed in the **From** field. The email address is not displayed but will be translated on submission. In the **CC** field you have the option to add additional email addresses. Please separate more than one address with commas.

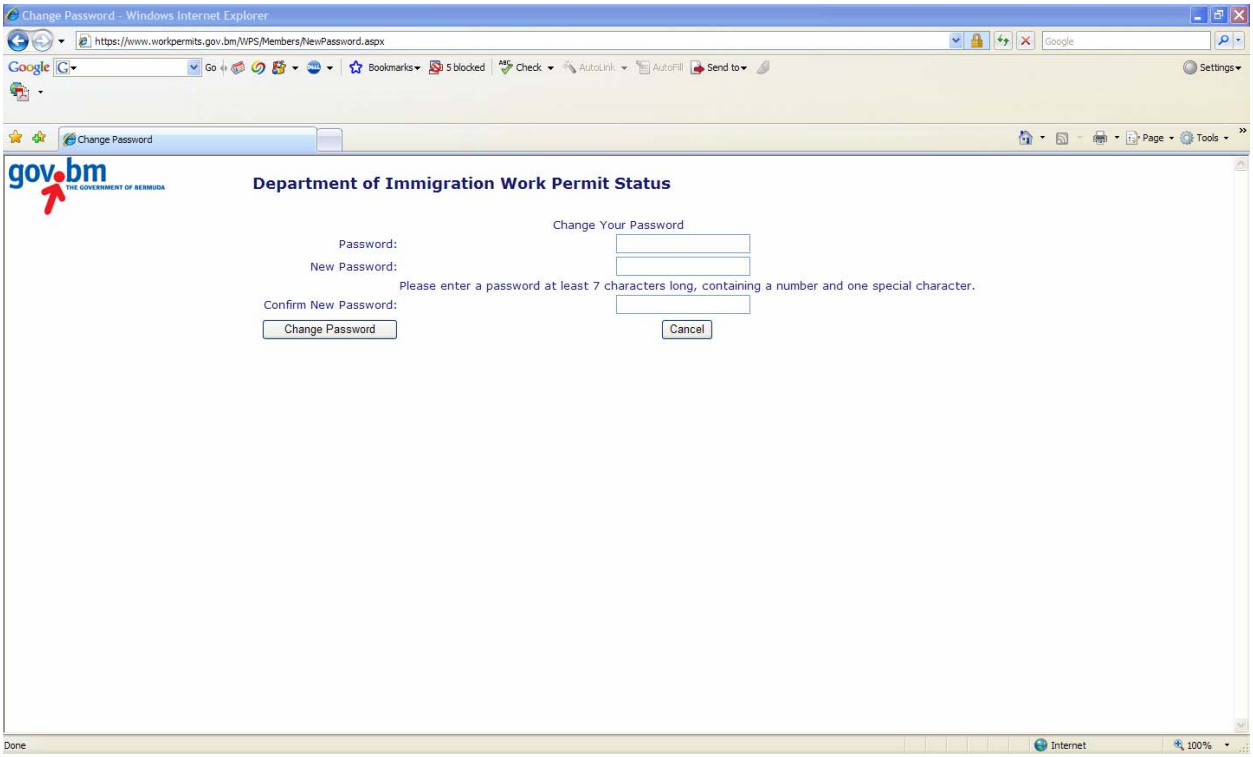
You can choose one or more **Recipients** for your email including the Corporate Services Manager or the ACIO by simply clicking on the appropriate checkbox. Please note that you must choose one recipient.

Enter a **Subject** and the message in the **Body** field.

When finished, click the **Send** button to send the mail. As this email does not originate from your desktop mail client or your mail server, for your records you will be copied on the message using your account email address.

Changing Your Password

The password for your account provided at activation is a randomly generated password. You may change it if you wish. You can perform this almost anywhere in the website by clicking on the **Change My Password** link on the top right of the page. The following page will be displayed.



Enter your existing password in the **Password** field and the new password twice – once in the **New Password** field and once in the **Confirm New Password** field. Click the **Change Password** button to change the password. A message will then appear which tells you your password change was successful.

Passwords use strong security and must be at least seven (7) characters in length, must contain one numeric digit (0-9) and one special character from the following list:

! @ # $ % ^ & * ( )

Miscellaneous

The website will timeout after thirty (30) minutes of inactivity and log you out and return the browser session to the login page.

If you have five (5) consecutive unsuccessful login attempts, your account will be locked out. Please contact Immigration, getodd@gov.bm to have your account unlocked.

APPENDIX A - PROCESS STATUS VALUES

The following are the possible values that can appear in the Status field on the Work Permits tab display.

Application in Progress

Awaiting additional information

Completed & Returned To System

On Hold Contact IRO

Received but Unassigned

Referred To Council/ Assoc

Terminated Employment

With Accounts for Refund

With Board

With CSM for review

With IRO for review

Work Permit is Being Printed

APPENDIX B – DECISION VALUES

The following are the possible values that can appear in the Decision field on the Work Permits tab display.

Advertise

Applying for PRC/ Bdian Status

Approved

Arrived in Bermuda Prior to 1Aug89

Cancelled

Hold

Readvertise

Referred to ARC

Referred to BAR

Referred to BAS

Referred to BIU

Referred to BMC

Referred to BMS/ BMA

Referred to BPSYC/ BPSYA

Referred to BSW

Referred To Council/ Assoc

Referred to GEO

Referred to MUS FED

Referred to PERC

Referred to SRC

Refused

Requested Additional Info

Sent to Board

Subject To Term Limits

Term Limit Extension Approved

Term Limit Waiver Approved