

# Guide for Uploading Clarifications in the NELS System

This guide is designed to help you upload the required clarifications in the NELS system. Follow the steps below to ensure your documents are submitted correctly.

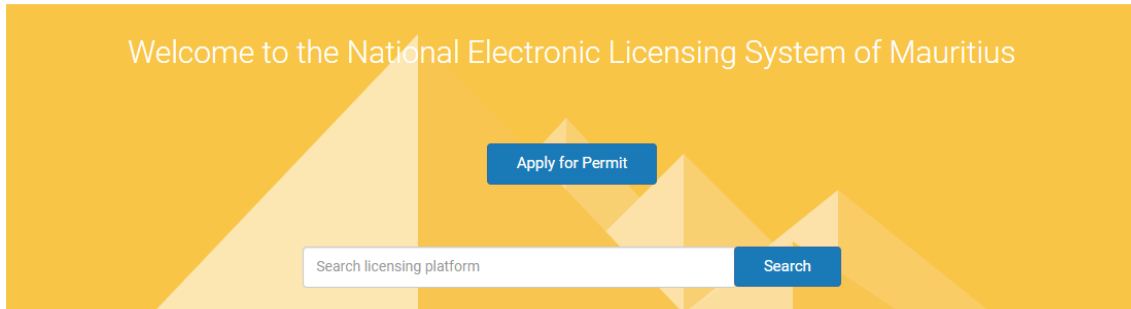
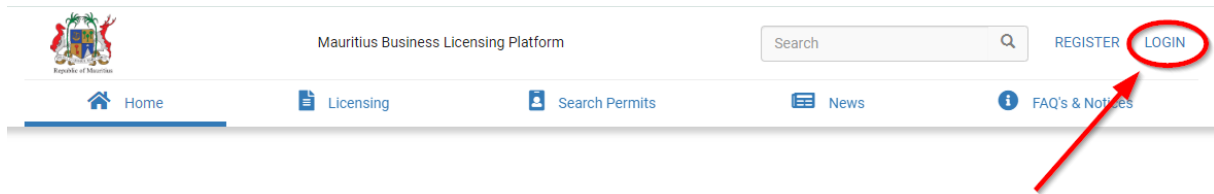
## Table of Contents

Step 1: Log into the NELS System.....	2
Step 2: Navigate to the Clarifications Section .....	3
Step 3: Locate the Application Requiring Clarification .....	4
Step 4: Upload the Required Clarifications .....	5
Step 5: Confirm Your Upload .....	5
Step 6: Submit Your Clarifications.....	6
Contact Information .....	7

## Step 1: Log into the NELS System

1. Open your web browser and go to the NELS system login page.

<https://business.edbmauritius.org/>



2. Enter your username and password.

## LOGIN AS...

User (e-mail address)

 1

Password

 2

[Forgot Password?](#)

[Not Registered yet? Register here.](#)

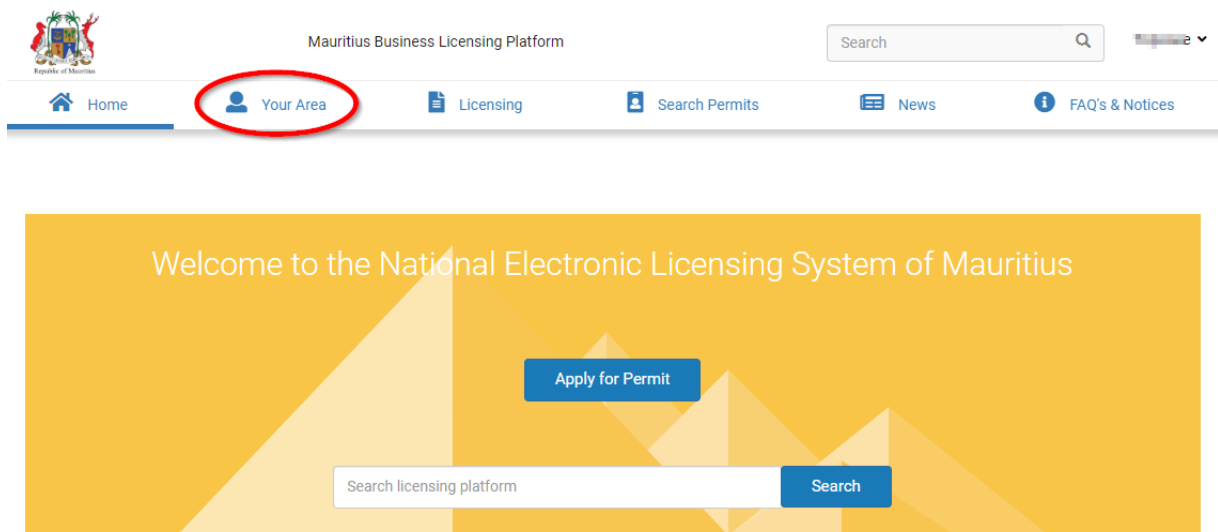
Cancel

3  
LOGIN →

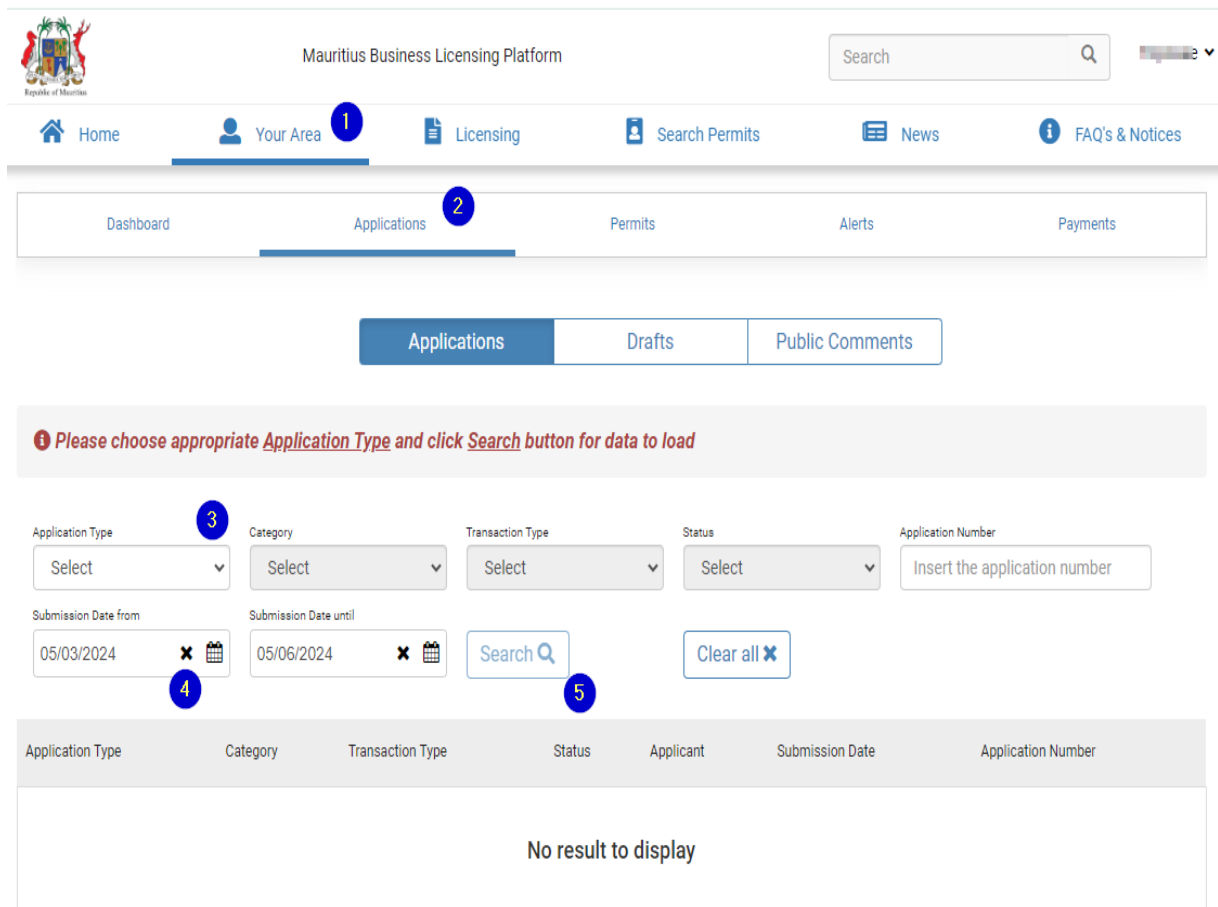
3. Click the "Login" button.

## Step 2: Navigate to the Clarifications Section

1. Once logged in, you will see the home page. Click on "Your Area"



2. Then, look for the "Applications" menu on the left-hand side and click on it.



3. From the application type from dropdown (3), clear the date(4) and click on search(5)

## Step 3: Locate the Application Requiring Clarification

1. Find the application for which you received the clarification request.
2. Click once on the "Awaiting Additional Information" warning sign.

Dashboard
Applications
Permits
Alerts
Payments

Applications

Drafts

Public Comments

**ⓘ Please choose appropriate Application Type and click Search button for data to load**

Application Type  
Premium Visa

Category  
Select

Transaction Type  
Select

Status  
Select

Application Number  
Insert the application number

Submission Date from  
Select a Date

Submission Date until  
05/06/2024

Search

Clear all

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
▶ Premium Visa	Main Applicant	New	Awaiting Additional Information	TYEST, test	05 Jun 2024	PIO-PREMVISA-2024-7
▶ Premium Visa	Main Applicant	New	Awaiting Verification	TYEST, test	15 Dec 2023	PIO-PREMVISA-2023-36

3. Click on “Your Action is required”.

Application Type  
Premium Visa

Category  
Select

Transaction Type  
Select

Status  
Select

Application Number  
Insert the application number

Submission Date from  
Select a Date

Submission Date until  
05/06/2024

Search

Clear all

Application Type	Category	Transaction Type	Status	Applicant	Submission Date	Application Number
▼ Premium Visa	Main Applicant	New	Awaiting Additional Information	TYEST, test	05 Jun 2024	PIO-PREMVISA-2024-7

**Documents:**

- 05/06/2024: Passport size photo (photo passeport)  
[test-image](#)
- 05/06/2024: Bio-data page of passport (Page de données biologiques du passeport)  
[Blank](#)
- 05/06/2024: Travel and health insurance (Insurance policy should cover duration of stay)  
Assurance de santé et de voyage (La police d'assurance doit couvrir la durée du séjour)

**Current Status:**

- 1 - Awaiting Verification
- ▲ 2 - Awaiting Additional Information
- Your action is required
- 3 - In Process
- 4 - Awaiting Issuance of Premium Visa
- 5 - Completed

Typical duration for process completion of this permit:

	Minimum	Average
	8 days	23 days

## Step 4: Upload the Required Clarifications

1. In the application details, click on the section (1) requiring amendments or clarifications, click on browse files (2).

Proof of accommodation (Hotel Booking or Rental Agreement or Invitation Letter form host)

1 For applicant accommodated by host, please submit a copy of ID or passport of host and utility bill of host.

Preuve d'hébergement (Réservation d'hôtel ou Contrat de location ou Lettre d'invitation de l'hôte)

1 Pour les candidats hébergés par l'hôte, veuillez soumettre une copie de la pièce d'identité ou du passeport de l'hôte et la facture des services publics de l'hôte.

: Wrong

"Fill the Form" and "Upload Documents" icons need to turn green to allow submission

Fill the Form      2 Upload Documents      1      Send New Info      3

All fields required unless marked as "optional"

### Upload Required Files (Please refer to the guidelines above)

1. Proof of accommodation (Hotel Booking or Rental Agreement or Invitation Letter form host)

1 For applicant accommodated by host, please submit a copy of ID or passport of host and utility bill of host.

Preuve d'hébergement (Réservation d'hôtel ou Contrat de location ou Lettre d'invitation de l'hôte)

1 Pour les candidats hébergés par l'hôte, veuillez soumettre une copie de la pièce d'identité ou du passeport de l'hôte et la facture des services publics de l'hôte.

2  
Drag files here or browse files

File removed with success.

Blank

## Step 5: Confirm Your Upload

1. Once the file is uploaded, you will see it listed under the corresponding header as per highlighted below.

### 2. Bio-data page of passport (Page de données biologiques du passeport)

Drag files here or browse files

Files uploaded with success.

Blank  
Uploaded at 05/06/2024 13:55:06 - 176kB in 0.464s

2. Make sure the correct file is uploaded. You may click on the file name to view it.
3. If you need to upload additional documents, repeat steps 4 and 5.

## Step 6: Submit Your Clarifications

1. After uploading **all** required documents, click the "Send New Info"/"Submit" button at the top – right side of the page.

Proof of accommodation (Hotel Booking or Rental Agreement or Invitation Letter form host)

📌 For applicant accommodated by host, please submit a copy of ID or passport of host and utility bill of host.

Preuve d'hébergement (Réservation d'hôtel ou Contrat de location ou Lettre d'invitation de l'hôte)

📌 Pour les candidats hébergés par l'hôte, veuillez soumettre une copie de la pièce d'identité ou du passeport de l'hôte et la facture des services publics de l'hôte.

: Wrong

"Fill the Form" and "Upload Documents" icons need to turn green to allow submission



### Upload Required Files (Please refer to the guidelines above)

1. Proof of accommodation (Hotel Booking or Rental Agreement or Invitation Letter form host)

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Preuve d'hébergement (Réservation d'hôtel ou Contrat de location ou Lettre d'invitation de l'hôte)

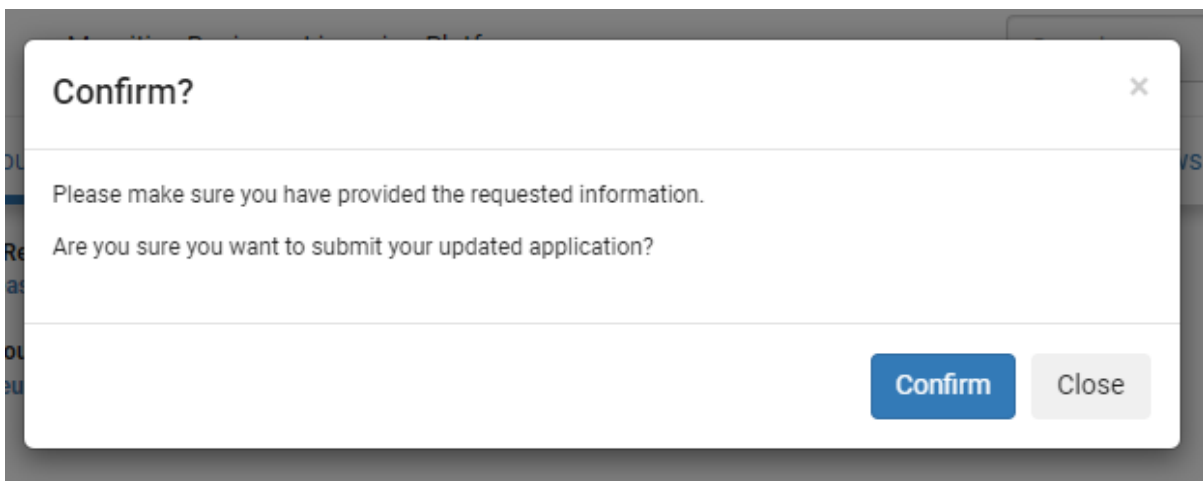
📌 Pour les candidats hébergés par l'hôte, veuillez soumettre une copie de la pièce d'identité ou du passeport de l'hôte et la facture des services publics de l'hôte.

Drag files here or browse files 📁

Files uploaded with success.

Blank	
test Uploaded at 06/06/2024 09:28:09 - 176kB in 0.691s	🗑️

2. A confirmation message will appear indicating that your clarifications are ready to be submitted. Kindly click on "Confirm"



## Contact Information

If you encounter any issues or have questions, please contact our support team at:

- Email: [nels@edbmauritius.org](mailto:nels@edbmauritius.org)
- 

Thank you for using the NELS system. Your cooperation ensures a smooth and efficient process.

Note: Ensure your documents are clear and legible before uploading. This will help expedite the review process.