



CONTROLLED RE-ENTRY OF JAMAICAN RESIDENTS STRANDED OVERSEAS FREQUENTLY ASKED QUESTIONS

1. I submitted my online application and got a reference number, why haven't I heard anything since?

After you have submitted your application, it will be reviewed and if there is any missing information or other additional information that we require in order to consider it, you will receive an email notification asking for the additional information to be provided. This may take some time because of the number of applications we have received.

If no additional information is required, your application will be conditionally approved if it meets the Jamaican residence criteria and health criteria.

PLEASE NOTE THAT EVEN IF YOUR APPLICATION IS IN ORDER AND YOU MEET THE RESIDENCE AND HEALTH CRITERIA, IT MAY TAKE WEEKS FOR YOU TO RECEIVE CONDITIONAL APPROVAL. THIS IS BECAUSE THE NUMBER OF PERSONS WE CAN ACCEPT AT ANY TIME IS LIMITED BY OUR QUARANTINE AND ISOLATION CAPACITY.

We thank you for your patience and understanding. Working together, we will overcome COVID-19.

2. What should I do if I receive conditional approval?

After you have received conditional approval,

- a) You may start to make travel arrangements to travel to Jamaica.
- b) After your travel arrangements have been made, you must log back in to the application process to answer the health questions again, AND to complete the Immigration and Customs Declaration (C5) forms. This should be done no later than 3 days before your scheduled flight.
- c) After you have answered the health questions again and completed the Immigration and Customs Declaration (C5) forms, the health and immigration authorities will undertake a final review of your application and, if everything is in order, issue a travel authorization. You must take either a printed or electronic copy of the travel authorization with you when you travel as you will be required to present this in order to be permitted to board.

We are aware that regular flight schedules have been disrupted and therefore it may be a challenge to find flights. The Government of Jamaica is liaising with the major carriers to provide them with information on the number of persons in various high concentration locations so that they can try to arrange flights. **HOWEVER, THE GOVERNMENT CANNOT PROVIDE ANY GUARANTEE OF FLIGHT AVAILABILITY TO JAMAICA FROM ANY PARTICULAR LOCATION.**

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3. What is the difference between a conditional approval and a travel authorization?

A conditional approval is granted when your application has been reviewed AND the health authorities have determined that they have sufficient quarantine and isolation capacity to allow you to return to Jamaica. A conditional approval does NOT, however, represent final approval to travel. It merely allows you to proceed to make your travel arrangements. **WE STRONGLY ADVISE YOU NOT TO MAKE FINAL TRAVEL ARRANGEMENTS PRIOR TO RECEIVING A CONDITIONAL APPROVAL.**

A travel authorization represents a final approval to travel and you will be required to present it in order to board. After obtaining a conditional approval and making your travel arrangements, you must log back in to the application process to answer the health questions again, AND to complete the Immigration and Customs Declaration (C5) forms. This should be done no later than 3 days before your scheduled flight.

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4. I am trying to re-book my ticket, but my airline is not letting me. Why not?

Regular flight schedules have been disrupted and therefore it may be a challenge to find flights. The Government of Jamaica is liaising with the major carriers to provide them with information on the number of persons in various high concentration locations so that they can try to arrange flights. HOWEVER, THE GOVERNMENT CANNOT PROVIDE ANY GUARANTEE OF FLIGHT AVAILABILITY TO JAMAICA FROM ANY PARTICULAR LOCATION.

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5. Who can I call for help if I have questions regarding the application process or if I am having difficulty completing the application?

We are pleased to advise that support by email is available at support-jamcovid19@moh.gov.jm

We will respond to your email as soon as possible. We thank you for your patience and understanding and ask you to wait on a response, as increasing the number of queries by repeating your query, may cause other persons to have to wait longer for their response.

Please note that the 888-ONE-LOVE help line is a support hotline for persons in Jamaica to report their symptoms and is not to be used for the Controlled Re-Entry Programme.

We thank you for your understanding. Working together, we will overcome COVID-19.

6. Why can I not get through to 888 ONE LOVE or the other numbers on the website?

The 888-ONE-LOVE help line is a support hotline for persons in Jamaica to report their symptoms or request health related services, and is not at this time available for use under the Controlled Re-Entry Programme.

Please continue to observe all necessary precautions and guidelines to keep safe.

Working together, we will overcome COVID-19.

7. Does each member of a family travelling together need to submit a separate application?

Yes, each traveller is required to submit a separate application. However, multiple applications can be linked together. During the application, you will be asked whether you are travelling with other persons and to provide their name and passport number. This information is merely to link the applications. A SEPARATE APPLICATION MUST BE SUBMITTED FOR EACH TRAVELLER INCLUDING CHILDREN.

8. The voice consent is not working. What should I do?

Some phones may limit the use of this, or you may have denied the permissions on the app to use your microphone. If you are still facing difficulties, please use the website -

<https://jamcovid19.moh.gov.jm/immigration.html> to apply from a laptop or a PC. If you still encounter any issues, please email us at support-jamcovid19@moh.gov.jm

9. I put in my email address but I have not received a one-time password. What should I do?

Once you put your email address and submit, please check your email for a one-time password (OTP) sent to your email. If you do not see it in your inbox, please check your Junk mail folder. If you still have not received it or the time limit to enter the OTP has expired, please request a new one-time password by starting the process again and entering your email address. If you still encounter any issues, please email us at support-jamcovid19@moh.gov.jm

10. I was in the process of completing my application but lost access to the form before I was finished. What should I do?

Unfortunately, you will have to complete the application again from the beginning by restarting the process and requesting a one-time password. WE ADVISE YOU TO GO THROUGH THE ENTIRE APPLICATION THROUGH TO SUBMISSION AND NOT PAUSE IN BETWEEN AS YOU MAY LOSE ANY PARTIALLY COMPLETED INFORMATION AND HAVE TO START OVER.

11. I have completed the application but am unable to submit it. What should I do?

This usually means that one or more mandatory fields (marked with an *) have not been completed. Please check to ensure that all mandatory fields are completed. If you still encounter any issues, please email us at support-jamcovid19@moh.gov.jm

12. I have submitted an application but now realise I made an error and need to correct it. What should I do?

Unfortunately, submitted applications cannot be changed. Please go ahead and submit a new application for yourself using the same email address. Once your new, corrected application has been submitted, please write back to us at support-jamcovid19@moh.gov.jm so we can delete the incorrect application for you.

13. I am getting an “invalid OTP” error message. What should I do?

Please ensure that you are using the same email address as the one to which the one-time password (OTP) was sent. You could also be getting this message because the time limit to enter the OTP has expired. Please request a new OTP and try again. If you still encounter any issues, please email us at support-jamcovid19@moh.gov.jm

14. What should I do if the document upload is not working?

Please retry using a laptop or PC to upload documents if you are facing a challenge uploading documents using a mobile phone. If you still encounter any issues, please email us at support-jamcovid19@moh.gov.jm

15. How do I check the status of my application online?

Please go back to the website and visit the immigration section (<https://jamcovid19.moh.gov.jm/immigration.html>) enter your email and verify your one-time password. Once signed in you will see the current status and updates for your application.