FAQ

eNTRI FOR INDIA NATIONALS (TOURIST)

What is eNTRI?
Electronic Travel Registration & Information (eNTRI) is an online registration facility provided by the Government of Malaysia to facilitate the entrance of Indian Nationals into Malaysia under the Visa Waiver Programme. An eNTRI Note will be issued as proof of the registration and it is required to be presented upon arrival in Malaysia.

How can I obtain an eNTRI Note?
An eNTRI Note can be obtained by making an eNTRI Registration via **https://www.windowmalaysia.my** The eNTRI Note can be printed immediately by the applicants upon completion of registration.

Who is eligible to register for eNTRI for Tourist?
eNTRI for Tourist registration is open to all Indian Nationals residing in India.

What is the entitlement of the eNTRI Note?
eNTRI Note is valid for a single journey into Malaysia for up to a maximum of 15 days for tourism purposes only.

How many eNTRI applications can I apply for one account?
An applicant is permitted to apply one (1) eNTRI Note application at one time only.

Can I apply for eNTRI (Tourism) if I am currently travelling in another country?
No, Indian nationals are required to apply their eNTRI (Tourism) from their country of origin only.

Can I amend any wrong information in my eNTRI Note?
After the payment is made, the eNTRI Note application cannot be changed or cancelled as your application has been submitted to the Malaysian Immigration system.

The application cannot be reapplied within **45 DAYS** and you are required to wait for the cooling period to end first in order to reapply again. For urgent visa processing, you may apply eVISA as an alternative way.

What documents are required for the eNTRI Registration inside India?
You must ensure the following documents are valid prior to apply for an eNTRI:
• Passport with validity of at least 6 months
• Latest passport size photo
• Confirmed return flight ticket
• All eNTRI Note travelers are only permitted to depart from India flights to Malaysia or via Singapore, Thailand or Brunei.
• All eNTRI Note travelers returning from Malaysia may take a direct flight back to India OR via Singapore, Thailand or Brunei OR to any country if travelling via air.
• Proof of accommodation

From which country am I required to depart in order for me to enter Malaysia by eNTRI?
Applicants residing inside India must have a direct flight from India to Malaysia and direct return flight ticket from Malaysia to India or via Singapore, Thailand or Brunei by air or land, is permitted to enter Malaysia and exit Malaysia via the following Entry/Exit points:

By Air
All authorized Malaysian air entry and exit points by Department of Immigration, Malaysia.

By Land
1. Sultan Iskandar Building Immigration Checkpoint, Johor
2. Sultan Abu Bakar Checkpoint, Johor
3. Johor Bahru Railway Station, Johor
4. Padang Besar Checkpoint, Perlis
5. Bukit Kayu Itam Checkpoint, Kedah
6. Sungai Tujoh Immigration Checkpoint, Sarawak
7. Tedungan Immigration Checkpoint, Sarawak

How do I apply for eNTRI?
eNTRI can only be applied through our website **https://www.windowmalaysia.my**

How long before my travel date should I apply for eNTRI? Can I apply for enTRI 24 hours before departure?
No, you are not allowed to apply eNTRI 24 hours before departure. We advise you to apply for eNTRI registration at least 48 hours before your departure to Malaysia.

How long will my eNTRI Note be valid for?
The validity period of your eNTRI Note is **90 DAYS** from your eNTRI issuance date.

How to print my eNTRI after I have made payment for it?
To print your eNTRI:
1. Log in to your visa account.
2. Choose **"Enroll eNTRI Program"** at the right side of the page and then click **"Proceed"**.
3. Click on **"History"**.
4. In the **"History"** page, you can check, resume or print your applications.

How many days can I stay in Malaysia with an eNTRI Note?
You are allowed to stay up to a maximum of 15 days with the eNTRI Note and will be subjected to Malaysian laws when you enter the country. Responsibility to stay in Malaysia within the stipulated time falls under your responsibility.

Is my personal information secure by submitting them online?
Yes. The system is fully own by the Government of Malaysia. All information obtained during the eNTRI registration process is kept in a highly secure environment that is in line with the Laws of Malaysia under the Personal Data Protection Act 2010.

Should I re-apply for a new eNTRI if my departure date changes but the new date is within 90 DAYS?
No. You do not have to re-apply for a new eNTRI within **90 DAYS** from the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia.

Should I re-apply for new eNTRI if my departure date changes and the new date is after 90 DAYS?
Yes. You will need to re-apply a new eNTRI since the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia is valid for **90 DAYS** only.

The information on my approved eNTRI does not fully match the information on my travel document. Can I enter Malaysia with the eNTRI?
No. Your eNTRI note will be considered invalid.

I have realized that some of the information that I provided in the eNTRI application requires correction. What should I do?
You can amend and edit your information in the eNTRI application page accordingly before making payment.

Upon receiving my eNTRI Note, I have realized that some of the information that I provided was wrong and needs corrections. What should I do?
You will need to apply for eVISA because you are not allowed to re-apply eNTRI within **45 DAYS** once the eNTRI Note has been issued.

What should I do if I have mistakenly made the payment twice?
If you have made double payment for your application, you are advised to contact the Live Chat Support for immediate assistance.

If I already have an eNTRI Note, which entry & exit checkpoint will be allowed to enter Malaysia?
Applicants residing inside India is only permitted to enter Malaysia and exit Malaysia via the following Entry/Exit points:

By Air
All authorized Malaysian air entry and exit points by Department of Immigration, Malaysia.

By Land
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5. Bukit Kayu Itam Checkpoint, Kedah
6. Sungai Tujoh Immigration Checkpoint, Sarawak
7. Tedungan Immigration Checkpoint, Sarawak

Does my eNTRI Note guarantees me to enter Malaysia?
No, This eNTRI Note does not guarantee that you are entitled to enter Malaysia. Upon arrival to Malaysia, a Malaysian Immigration Entry/Exit Officer who may determine that you are in admissible for any reason under the Malaysian law will inspect you.

How much does it cost to obtain an eNTRI?

Country	Nationality	Fee
India	Indian Nationals	USD 20

What are the documents that may be checked upon my arrival at the Malaysia's Entry Checkpoint?
The following documents are required to be presented upon arrival at the Malaysia's Entry checkpoints:

1. eNTRI Note
2. Boarding Pass
3. Confirmed tickets coming in and leaving Malaysia
4. Sufficient funds (Cash/Debit or credible Credit Cards such as UnionPay /Travellers Cheque/ eMoney such as Alipay)
5. Complete travel itinerary
6. Proof of residence in Malaysia

How can I tell if my travel route(s) is eligible to apply eNTRI (Tourism)?
Visa Category: eNTRI Tourism (Indian Nationality Only)
Visa Type: Single Entry Visa (SEV) (15 Days)

The eligible travel routes / flights are as follows:
*Country of Origin -> Thailand/Brunei/Singapore **(Transit/Stay) ->** Malaysia **->** Thailand/Brunei/ Singapore **(Transit/Stay) -> Country of Origin**

Depart	Transit/Stay	Arrival	Transit/Stay	Final Destination	Remarks
India	N/A	Malaysia	N/A	India	✔
India	Thailand	Malaysia	N/A	India	✔
India	N/A	Malaysia	Singapore	India	✔
India	Singapore	Malaysia	Brunei	India	✔
India	Malaysia	Singapore	Malaysia	India	✘

Can I still use my eNTRI if I have changed my travel flight date?

You do not need to re-register a new eNTRI registration and may enter Malaysia on any date within 3 months from the eNTRI Note was issued. If the change of travel date is later than **90 DAYS**, you are required to re-register a new eNTRI Note.

However, kindly note that your kind side will not be able to reapply within **45 DAYS** once the eNTRI Note has been issued. Please wait after your **45 DAYS** cooling period is over before reapplying again. You may apply eVISA as an alternative way

eNTRI FOR INDIAN NATIONALS (EXPATRIATE)

What is eNTRI?

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How many eNTRI applications can I apply for one account?

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Can I amend any wrong information in my eNTRI Note?

After the payment is made, the eNTRI Note application cannot be changed or cancelled as your application has been submitted to the Malaysian Immigration system.

The application cannot be reapplied within **45 DAYS** and you are required to wait for the cooling period to end first in order to reapply again. For urgent visa processing, you may apply eVISA as an alternative way.

Who is eligible to register for eNTRI for Expatriate?

eNTRI for Expatriate registration is open to all Indian Nationals residing abroad (India) **except** in Singapore.

What is the entitlement of the eNTRI Note?

eNTRI Note is valid for a single journey into Malaysia for up to a maximum of 15 days each entry without any extension of the period.

What documents are required for the eNTRI Registration outside India (expatriate)?
You must ensure the following documents are valid prior to apply for an eNTRI:
• Passport with validity of at least 6 months
• Latest passport size photo
• Confirmed return flight tickets
• Proof of accommodation
• Proof of residence pass in applied country

From which country am I required to depart in order for me to enter Malaysia by eNTRI?
Applicants residing outside India (Expatriate) must have a flight to Malaysia and return flight ticket from Malaysia to India or applied country.

The applicants is only permitted to enter Malaysia and exit Malaysia via the following Entry/Exit points:

By Air
All authorized Malaysian air entry and exit points by Department of Immigration, Malaysia.

By Land
1. Sultan Iskandar Building Immigration Checkpoint, Johor
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Yes. The system is fully own by the Government of Malaysia. All information obtained during the eNTRI registration process is kept in a highly secure environment that is in line with the Laws of Malaysia under the Personal Data Protection Act 2010.

Should I re-apply for a new eNTRI if my departure date changes but the new date is within 90 DAYS?
No. You do not have to re-apply for a new eNTRI within **90 DAYS** from the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia.

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Yes. You will need to re-apply a new eNTRI since the approved visa issuance date by the Department of Immigration Malaysia to enter Malaysia is valid for **90 DAYS** only.

The information on my approved eNTRI does not fully match the information on my travel document. Can I enter Malaysia with the eNTRI?
No. Your eNTRI note will be considered invalid.

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Upon receiving my eNTRI Note, I have realized that some of the information that I provided was wrong and needs corrections. What should I do?
You will need to apply for eVISA because you are not allowed to re-apply eNTRI within **45 DAYS** once the eNTRI Note has been issued.

What should I do if I have mistakenly made the payment twice?
If you have made double payment for your application, you are advised to contact the Live Chat Support for immediate assistance.

Must I upload my long-term pass from outside India when registering for eNTRI?
Yes. All application from outside India **(excluding Singapore)** is compulsory to upload their long-term pass as proof.

Must I declare my work information when registering for eNTRI from outside India?
Yes. Expatriate must declare their work information when applying for eNTRI.

Am I required to specify my expatriate category when registrying for eNTRI from outside India?
Yes. Expatriate must specify their category eg: Professional, Business or Technical during the eNTRI registration.

If I already have an eNTRI Note, which entry & exit checkpoint will be allowed to enter Malaysia?

Applicants residing outside India (Expatriate) is only permitted to enter Malaysia and exit Malaysia via the following Entry/Exit points:

By Air

All authorized Malaysian air entry and exit points by Department of Immigration, Malaysia.

By Land

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2. Sultan Abu Bakar Checkpoint, Johor
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Does my eNTRI Note guarantees me to enter Malaysia?

No, This eNTRI Note does not guarantee that you are entitled to enter Malaysia. Upon arrival to Malaysia, a Malaysian Immigration Entry/Exit Officer who may determine that you are in admissible for any reason under the Malaysian law will inspect you.

How much does it cost to obtain an eNTRI?

Country	Nationality	Fee
India	Indian Nationals	USD 20

What are the documents that may be checked upon my arrival at the Malaysia's Entry Checkpoint?

The following documents are required to be presented upon arrival at the Malaysia's Entry checkpoints:

1. eNTRI Note
2. Boarding Pass
3. Confirmed tickets coming in and leaving Malaysia
4. Sufficient funds (Cash/Debit or credible Credit Cards such as UnionPay /Travellers Cheque/ eMoney such as Alipay)
5. Complete travel itinerary
6. Proof of residence in Malaysia

How can I tell if my travel route(s) is eligible to apply eNTRI?

Visa Category: eNTRI Expatriate (Indian Nationality Only)
Visa Type: Single Entry Visa (SEV) (15 Days)
The eligible travel routes/flights are as follows:
*Country of stay/work -> Any country (Transit/Stay) -> Malaysia -> Any country (Transit/Stay) -> Country of Origin or any other country.

Please refer to the below examples:

Depart	Transit/Stay	Arrival	Transit/Stay	Final Destination	Remarks
Australia	N/A	Malaysia	N/A	Australia	✔
Australia	Bali	Malaysia	N/A	Bali	✔
Australia	N/A	Malaysia	Bali	India	✔
Australia	Bali	Malaysia	Singapore	Australia	✔
Australia	Malaysia	Singapore	Malaysia	India	✘

Can I still use my eNTRI if I have changed my travel flight date?

You do not need to re-register a new eNTRI registration and may enter Malaysia on any date within **90 DAYS** from the eNTRI Note was issued. If the change of travel date is later than **90 DAYS**, you are required to re-register a new eNTRI Note.

However, kindly note that your kind side will not be able to reapply within **45 DAYS** once the eNTRI Note has been issued. Please wait after your **45 DAYS** cooling period is over before reapplying again. You may apply eVISA as an alternative way.

Technical Issues & Troubleshooting

1. What should I do if I am unable to register/log in to the eVISA website?
• Here are some suggestions to assist you with your issue:
• Ensure that you are not using a public computer;
• Try to clear your internet browser's cache history;
•Try to use another computer/laptop;
• Try another internet browser (i.e. Firefox, Google Chrome); •Ensure you are not using any VPN.

*NOTE: Applicant will not able to register or log in if they are applying from these countries: Malaysia, Singapore or Israel.

2. What should I do if I encountered payment page error when making payment?
Here are some suggestions to assist you with your issue:
• Try using a different bank Credit Card to make your payment;
• Try to check with your local bank regarding the payment issue;
• Try to clear your internet browser's cache history;
• Try to use another internet browser (i.e. Firefox, Google Chrome);
• Try using a different computer/laptop;
• If you have not successfully made any payment yet, kindly please delete the current application and reapply a new application again.

3. How do I upload my passport photo for the application? It keeps stating that my picture does not meet the specifications.

Please ensure that your photo passport:

• is properly exposed (contrast too high/low is not accepted); • is sized 35mm wide by 50mm high;

• eyes facial and body are angled to the front of the camera; • is without any frame/borders;

• background must NOT be cropped out with photo editing tool;

• subject's head must be centred properly;

• is taken within the last 6 months;

• is full face without any headgear (for spectacles, ensure there are no glares/shadows on the glasses);

• facial image MUST be from shoulder level to the crown;

• is a studio taken photo photocopied/photo shopped photos or Camscanner or similar apps used are NOT ACCEPTABLE; and

• Photo uploaded must be clear and the background is pure white (no shadows).

Here are some examples of the **common mistakes:**

Photo **must be without** any frame/borders.

Background **must be in** pure **white.**

Photo **must** be in the rotation of 180 degrees; eyes facial and body are angled to the front of the camera.

Subject's head must be in **Centre** of the portrait; sized 35mm wide by 50mm high; at least **5mm** space between top of the head.

4. Why is the status of my application still showing "New Application" even though I have made payment?
It is advisable to not proceed to make further payments and contact the Live Chat Support for immediate assistance.

5. I am unable to find my province or state in the drop-down list under "Current Local Address". Here are some suggestions to assist you with your issue:
• Please ensure that you are not applying eVISA with a mobile or a tab. Kindly use a laptop or a personal computer to apply your eVISA.

• If you are applying from the office, please use your mobile network data instead to apply your eVISA with your laptop or computer.

• Try using a public Wi-Fi connection. (I.e. coffee shop/cafe etc.)

• Try applying your eVISA from home.

• If all the steps above do not resolve your problem accessing your account, the only alternative left is to apply your visa at the nearest One Stop Centre, High Commission, Consulate or Embassy of Malaysia.

6. What should I do if I have noticed that multiple payments have been deducted in my online visa application?
• It is advisable that you contact the Live Chat Support which is available 24 hours and request them to provide further assistance.