



**NEW ZEALAND  
IMMIGRATION**

# VisaView Guide for Employers



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI

[immigration.govt.nz](https://immigration.govt.nz)

978-1-98-853539-5 (Online)

January, 2018

MBIE 3510

New Zealand Government

© Crown Copyright 2017

The material contained in this report is subject to Crown copyright protection unless otherwise indicated. The Crown copyright protected material may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source and copyright status should be acknowledged. The permission to reproduce Crown copyright protected material does not extend to any material in this report that is identified as being the copyright of a third party. Authorisation to reproduce such material should be obtained from the copyright holders.

---

# CONTENTS

---

## What is VisaView?

Who can use VisaView?	3
Employer obligations	3
Is it mandatory to use VisaView?	3
VisaView does not confirm identity	4
Privacy obligations	4
Privacy – FAQs	4
Helping employees with applications	5
Complaints	5
Support	5

## Using VisaView

Overview	6
Step One: Register for RealMe	6
Tips for registering for RealMe	6
Step Two: Register your employer for VisaView	7
Registration and account management – your obligations	7
Register your employer for VisaView – FAQs	8
Tips for registering your employer	9
Step Three: Invite other users and administrators to join your employer account	9
Invite other users and administrators – FAQs	10
Tips for inviting other users and administrators	11
Step Four: Register for New Zealand passport confirmation (if required)	11
Register for New Zealand passport confirmation – FAQs	12
Step Five: Use VisaView to make enquiries	13
Visa Enquiry	13
New Zealand Passport Enquiry	14
Use VisaView to make visa enquiries – FAQs	14
Tips for using VisaView to make enquiries	16
Step Six: View your enquiry history	16
Tips for viewing your enquiry history	17

## Appendix One

Terms and Conditions of Use for VisaView (Employer)	18
---	----

## Appendix Two

Employer enquiry results	25
Visa enquiries	25
New Zealand passport enquiries	26

---

# What is VisaView?

---

VisaView is an online enquiry service that employers can use to check whether a non-New Zealand citizen can work in New Zealand.

VisaView allows registered employers to verify that prospective and current employees hold a valid visa, the conditions of the visa, and the date of expiry. Enquiries are saved in the employer's VisaView account and this record can be used as evidence of compliance with the Immigration Act 2009.

VisaView also enables registered employers to confirm New Zealand passport information provided by a potential employee, and therefore confirm New Zealand citizenship and entitlement to work in any job.

VisaView is provided by Immigration New Zealand (INZ), a service of the Ministry of Business, Innovation and Employment.

## Who can use VisaView?

Any New Zealand employer can register to use VisaView to verify if a non-New Zealand citizen can work for them. All VisaView users must agree to the terms and conditions of use, included as Appendix One of this guide.

Recruitment or vetting agencies cannot use VisaView to make enquires about immigration status, except where they have been directly authorised to do so by the employer and invited to use the employer's account to do so. See the **Invite other users and administrators – FAQs** section for how to do this.

In addition to VisaView for employers, INZ also offers a VisaView service for education providers and a visa verification service for other third parties.

## Employer obligations

Employers must only allow an employee to work for them when they know that employee is entitled to do so. It is an offence under section 350 of the Immigration Act 2009 for an employer to allow a person who is not entitled to work for them to do so.

More information on employer obligations is available in the employer hub section of the INZ website ([www.immigration.govt.nz/employers](http://www.immigration.govt.nz/employers)) and in the following documents:

- › **A guide to help employers check work entitlement PDF** [466KB]
- › **Work Entitlement Checklist PDF** [681KB]

Note: A small number of residents may not have their resident status recorded, either in their passport or electronically through VisaView. This applies to residents who arrived before 1974 and have not travelled out of New Zealand or registered with INZ since. In such cases, a person can contact INZ to have their residence status confirmed.

## Is it mandatory to use VisaView?

INZ encourages employers to adopt best practice with respect to verifying and keeping evidence of the work entitlements of their employees. INZ provides the VisaView service to ensure that employers can comply with their obligations. However, use of VisaView is not mandatory and there are a number of alternative ways to check a potential employee's work entitlements:

- › visa holders may have a visa label or border stamp endorsed in their passport or travel document
- › visa holders with an electronic visa (eVisa) may have an Immigration ONLINE account and could log-on to show you their visa record
- › visa holders may have a visa approval notification (email or letter) from INZ.

See also:

- › **A guide to help employers check work entitlement PDF** [466KB]
- › **Work Entitlement Checklist PDF** [681KB]

## VisaView does not confirm identity

VisaView does not confirm an individual's identity. It is important to be confident that the person applying for a job is the person named in the visa.

INZ recommends that employers confirm the identity of the visa holder face-to-face using original photo identification. All non-New Zealand citizens who are eligible to work in New Zealand should have a valid passport or other travel document that can be used as photo identification.

For advice about what other documents may be used as evidence if a person cannot provide photo identification, email the Department of Internal Affairs on [eoistandard@dia.govt.nz](mailto:eoistandard@dia.govt.nz).

## Privacy obligations

Employers must comply with the Privacy Act 1993 in all respects, including:

- › only using personal information for lawful purposes
- › only retaining personal information as long as required
- › not sharing personal information unless authorised by the visa holder or in accordance with a lawful purpose
- › securely destroying any electronic or hardcopy versions of personal information when no longer required
- › storing or sharing the information in a secure manner.

More privacy information is available by clicking on the 'Legal' link at the bottom of the INZ website, [www.immigration.govt.nz](http://www.immigration.govt.nz).

### ■ PRIVACY – FAQs

#### What information does VisaView display in a successful enquiry result?

VisaView only displays information about the visa holder's current visas, including the expiry date and any conditions attached to the visa. The personal details that display in the enquiry result are limited to those that were entered to run the enquiry.

This information only displays to the employer(s) for whom the visa holder is entitled to work and where the visa holder is already in New Zealand.

#### Does VisaView show the status of visa applications that INZ has not yet decided?

No.

#### Does VisaView show the visa holder's travel movements?

No.

#### How do I get visa holder's consent?

Employers should get the visa holder's consent before verifying their immigration status with INZ. The visa holder can give their consent verbally or in writing (for example, include consent in your application form and/or employment contract).

Relevant work and residence class visa applications include appropriate consent from the visa holder for INZ to release information to employers about prospective and current employees.

VisaView is authorised by legislation.

## Helping employees with applications

Employers may decide to help a non-New Zealand citizen complete and submit an online visa application. Employers may give clerical help to applicants, but cannot, by law, offer immigration advice to applicants. Under the Immigration Advisers Licensing Act, only licensed immigration advisers or a specified list of exempt advisers, such as lawyers, are allowed to provide immigration advice. Breaches can incur substantial penalties.

In practice, this means that employers can complete an applicant's application form under their direction, but cannot use their knowledge or experience to give applicants advice about any immigration matter, such as:

- › what type of visa they should apply for
- › what supporting documents they might need
- › how they should answer a question in the form
- › how they should answer any follow-up questions from INZ
- › what type of visa they may be eligible for at a later date.

If completing an applicant's form under their direction and you are asked for immigration advice, refer the applicant to a licensed immigration adviser or an adviser specified as exempt under the Act, such as a lawyer or an agent assisting an applicant who is outside New Zealand. More information about this, including a list of licensed advisers and exempt categories, is available on the Immigration Advisers Authority website: [www.iaa.govt.nz](http://www.iaa.govt.nz).

## Complaints

If you wish to make a complaint about the VisaView service or information provided by the VisaView service, contact INZ through the complaints process published on the INZ website, [www.immigration.govt.nz](http://www.immigration.govt.nz).

## Support

Contact the Immigration Contact Centre (ICC) if you need help when using VisaView.

- › From Auckland: **(09) 969 1458**.
- › From Wellington: **(04) 910 9916**.
- › Rest of New Zealand: **0508 967 569**.

For general visa enquiries please phone **0508 558 855**.

# Using VisaView

## Overview



## Step One: Register for RealMe

Before you can use VisaView you need your own RealMe user account.

If you do not already have your own RealMe user account, create one by clicking on **Create your RealMe login now** and following the instructions. When setting up your RealMe user account, you can use the same email address as the one you will use for the VisaView service.

When you have set up your RealMe user account, use the username and password to login to VisaView.

See [www.realme.govt.nz](http://www.realme.govt.nz) for more information on RealMe including help using RealMe and FAQs.

### ■ TIPS FOR REGISTERING FOR REALME

- › The email address you use for your RealMe account should be the same as the one you will use for the VisaView service.
- › It is important you enter at least one contact phone number.
- › When you set up your RealMe user account, you must choose three security questions. You will be asked these questions if you forget your password, so make sure you choose questions with answers you will easily remember.

6

## Step Two: Register your education provider for VisaView

You can only have *one* VisaView for Employers account per organisation. If your employer already has an account, contact the account administrator to request user access.

If your employer has not already registered for VisaView for Employers, an authorised organisational representative will need to complete the registration process on behalf of the employer.

To register a new employer:

1. Click **Register an Employer**
2. Enter your organisation's legal name (as per the New Zealand Companies Register) and ACC number (as per your organisation's ACC records), then click **Next**.  
Note: While you can complete the registration process without your organisation's ACC number, it may cause delays while INZ verifies your organisation.
3. Enter your employer's details, then click **Next**.
4. Enter your personal details and contact details at this employer, then click **Next**.
5. Review and accept the VisaView Terms and Conditions of Use, then click **Next**. A copy of the Terms and Conditions of Use is included in Appendix One.
6. Result: The **Registration Completed** page displays, confirming you have successfully registered your employer for VisaView.

The screenshot shows the 'My Account' page for the VisaView service. The page header includes the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. The breadcrumb trail is 'Home > VisaView > Set Up Visa Verification Service Account'. The page is divided into a left sidebar with navigation options: 'Select Organisation', 'Register Organisation', 'Set Up Visa Verification Service Account', and 'My Profile'. The main content area is titled 'My Account' and includes a section 'What is the Visa Verification Service' with explanatory text. Below this, there is a prompt to 'Complete the following information to register for the Visa Verification Service.' followed by two input fields: 'First Name \*' and 'Family Name \*'.

Acting for: **Not Selected**      Logged in as: **H J** [Logout](#)

### My Account

**What is the Visa Verification Service**

You can use the Visa Verification Service to verify the details of a person's current New Zealand visa, with that person's consent.

Employers and Education Providers should register for the VisaView service appropriate to their organisation to ensure they comply with their obligations under the Immigration Act 2009.

Complete the following information to register for the Visa Verification Service.

First Name \*

Family Name \*



## ■ REGISTRATION AND ACCOUNT MANAGEMENT – YOUR OBLIGATIONS

Only an authorised organisational representative can set up a user account for their education provider. This person will act as the primary administrator for that account, and accept the terms and conditions on behalf of the education provider. The administrator can invite other users to act on behalf of the education provider; however, only persons within the organisation who need access to immigration status information for a lawful purpose should be invited to use VisaView.

Administrators must deactivate users who no longer work for the education provider, or who have changed roles within the organisation and no longer need to access immigration status information. See **Registration and Account management – FAQs** below for how to do this.

You must immediately notify INZ in writing of any unauthorised use of user accounts or any other actual, suspected or potential breach of security.

All users must keep their user account access credentials confidential and not disclose these details to any third party. Users must not share user accounts.

For further information about your obligations, click on the **Terms and Conditions** link at the bottom of the registration screen or refer to **Appendix One**.

## ■ REGISTER YOUR EMPLOYER FOR VISAVIEW – FAQs

### What if my organisation's contact details change?

Click **View Organisation and Users** (in the left hand menu) to open the **Employer Details** screen. Here you can edit your organisation's contact details (address, phone number, etc.).

### What if my organisation's legal name has changed?

You will need to contact the ICC to amend your organisation's legal name.

### I have registered my organisation – can I make an employee enquiry immediately?

If your organisation has been automatically verified, you will be able to make an employee enquiry immediately.

If your account requires further verification (eg if you did not enter your organisation's ACC number during registration), you will receive an email once your organisation has been verified to advise you are able to start making enquiries.

### I have registered my organisation and have not been verified automatically – how long will it take for the further verification to be completed?

If your organisation cannot be automatically verified, INZ may contact you to request further information. Note that the manual verification process can take up to 10 working days to complete.

### A user has left our organisation/no longer needs access to VisaView due to a change in role – how do I stop their access?

Only administrators can amend user access to VisaView. To do this:

1. Click on **View Organisation and Users** (in the left hand menu) to see a list of current users.
2. Identify the user who no longer requires access and click on their family name.
3. Click **Edit**.
4. Click on the dropdown box and change the user's status to **Inactive**.
5. Click **Update** to save your changes.
6. Result: This user will no longer be able to make enquiries on behalf of your organisation.  
If required, their access can be reinstated by following the above steps to change their status back to **Active**.  
If required, their access can be reinstated by following the above steps to change their status back to **Active**.

### What should I do if the NZBN changes for this organisation?

If you need to change the NZBN for this organisation, please contact the Immigration Contact Centre for assistance. Auckland: (09) 696 1458, Wellington: (04) 910 9916, Rest of New Zealand: 0508 967 569.

**■ TIPS FOR REGISTERING YOUR EMPLOYER**

- › You can complete registration without inputting your organisation's ACC number; however, this may cause delays while INZ verifies your organisation. If possible, you should find your organisation's ACC number before completing the registration process.
- › Keep your organisation's account details accurate and up to date. If the organisation's contact details change, update these by clicking on **Employer Details & Users** (in the left hand menu) then clicking **Edit**.
- › Administrators can see a list of all users from their organisation by clicking on **Employer Details & Users** (in the left hand menu). This list should be reviewed regularly; where there is a user who no longer works for the organisation or who no longer needs access to VisaView, their account should be suspended.
- › If your organisation is dis-established, notify us and we can disable the employer account:

Call our employer line:

(09) 969 1458 from within the Auckland toll-free calling area

(04) 910 9916 from Wellington

0508 967 569 from the rest of New Zealand.

## Step Three: Invite other users and administrators to join your employer account

The account administrator should identify who else in the organisation needs access to the visa information in VisaView and the level of access they require (ie user or administrator), then invite them to join the employer account.

To invite other users:

1. Click on **Invite User** (in the left hand menu).
2. Enter the person's details.
3. If the invited user needs administrator rights, tick the **Is Administrator?** box.
4. Click **Send Invitation**.
5. Result: The invited user is sent an automated email with a link they must follow to confirm their details and accept the VisaView Terms and Conditions of Use.

Note:

- › People you invite have 30 days to accept the invitation, after which time the invitation will expire.
- › Each new user or administrator has to agree to the Terms and Conditions of Use for VisaView, included in Appendix One of this guide.

The screenshot shows the 'Invitee Details' page in the VisaView system. The page has a blue header with the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. Below the header is a breadcrumb trail: 'Home > VisaView > Invitee Details'. On the left is a sidebar menu under 'VisaView' with options like 'Visa Enquiry', 'NZ Passport Enquiry', 'View Enquiry History', 'Register Organisation', 'Set Up Visa Verification Service Account', 'View Organisation and User's', 'Invite User', 'Employer Confirmation', and 'My Profile'. The main content area shows 'Acting for: Test' with a 'change' link and 'Logged in as: H J' with a 'logout' link. The 'Invitee Details' section includes a description: 'Please enter details for the person you wish to invite to act for your organisation. This will generate an email invitation that will be sent to them, with a link to enable them to access the application.' The form is divided into two sections: 'Personal Details' with fields for 'First Name \*', 'Family Name \*', and 'Personal Phone Number'; and 'Organisation-related Details' with fields for 'Work Phone Number' (with area and number sub-fields), 'Email Address \*', and 'Position'. There is also a checkbox for 'Administrator?' with a help icon. A blue 'Send Invitation' button is at the bottom.

## ■ INVITE OTHER USERS AND ADMINISTRATORS – FAQs

### What is the difference between user and administrator roles?

Users can:

- › maintain their own personal contact details
- › make work entitlement enquiries
- › view the history of any enquiries they have made using this account.

In addition to the above, administrators can:

- › maintain the organisation's account details (contact information, etc.)
- › invite new administrators and users to act for the organisation
- › view the history of all enquiries made using the organisation's account, by all users and administrators.

### Who can I invite to act for my organisation?

Under the Terms and Conditions of Use for VisaView (see **Appendix One**), anyone who is employed or engaged by you can be invited to use VisaView on your behalf. This includes recruitment or vetting agencies engaged to carry out recruitment processes for you to fill a particular position. In this case, you can invite an individual agent from that agency to use your account for the duration of the recruitment process. You will need to suspend their access to your account once the recruitment process has finished.

### Can I see if the invitations I have sent have been accepted?

Account administrators can click on **View Organisation and Users** (in the left hand menu) to see the details of who has been sent an invite and whether it has been accepted, is current (ie still awaiting acceptance), or has expired (ie was not accepted within 30 days of being sent).

How do I re-send an invitation if it has expired?

Invitations expire if they have not been accepted within 30 days of being sent. Only administrators can send/re-send invitations.

To re-send an invitation:

1. Click on **View Organisation and Users** (in the left hand menu) to see a list of who has been sent an invitation.
2. Identify the person you want to re-send the invitation to and click on their surname.
3. Click **Edit Invitation**.
4. Review the person's details (especially their email address) to ensure they are correct.
5. Click **Send Invitation**.
6. Result: The invited user will be sent an automated email with a link they must follow to confirm their details and accept the Terms and Conditions of Use for VisaView, included in Appendix One of this guide.

### What if the administrator for my organisation has left the organisation?

If there are no other administrators for your account, you will need to contact the ICC.

#### ■ TIPS FOR INVITING OTHER USERS AND ADMINISTRATORS

- › Only invite people with a legitimate use for the information.
- › We recommend you invite at least one other administrator to act for your organisation. If there is only one administrator and that person leaves the organisation, a representative from the organisation will need to contact the ICC to re-establish your organisation's access to the account.

## Step Four: Register for New Zealand passport confirmation (if required)

In addition to confirming the work rights of non-New Zealanders, VisaView can also be used to confirm the details of a New Zealand passport.

When your new employer account has been verified, a letter will be sent to your organisation's ACC billing address containing a confirmation code. You should receive the confirmation code within 7-10 days of your account being verified.

This confirmation code enables you to confirm your VisaView employer account, and your organisation is then able to enter into a disclosure agreement with the Department of Internal Affairs. When you have entered into the disclosure agreement, you will be able use VisaView to confirm if the passport information you have been provided is consistent with the Department of Internal Affairs record of a valid New Zealand passport.

Once you have received your confirmation code letter:

1. Click on **Employer Confirmation** (in the left hand menu).
2. Enter the confirmation code included in the letter.
3. Click **Submit**.

Once your account is confirmed:

1. Click on **NZ Passport Enquiry** (in the left hand menu).
2. Download and complete the Department of Internal Affairs disclosure agreement.
3. Return the disclosure agreement to the Department of Internal Affairs via email or post.
4. Once processed, your employer account status will be updated to allow you to make New Zealand passport enquiries on behalf of your organisation.
5. The Department of Internal Affairs will return a copy of your signed agreement to you.

### REGISTER FOR NEW ZEALAND PASSPORT CONFIRMATION – FAQs

#### What do I do if I have not received my confirmation code within ten days of my account being verified?

If it has been more than ten days since your account was verified and you have not yet received your confirmation code letter, contact the ICC to follow up.

#### I have sent my completed disclosure agreement to the Department of Internal Affairs – how long will it take for my account status to be updated so I can use VisaView to enquire about New Zealand passports?

Once the Department of Internal Affairs have processed your disclosure agreement, they will send a notification email to you and to INZ. INZ will then update your VisaView status to enable you to enquire about New Zealand passports. This process usually takes 5-10 working days (from when the Department of Internal Affairs receives your completed disclosure agreement).

12

## I have received a notification from the Department of Internal Affairs advising that my disclosure agreement has been processed and approval granted, but I still cannot query New Zealand passports – why?

Once the Department of Internal Affairs have processed your disclosure agreement, INZ must then update your VisaView status. This can take up to five working days to complete (from when the Department of Internal Affairs advise INZ that your disclosure agreement has been processed).

### Step Five: Use VisaView to make enquiries

#### ■ VISA ENQUIRY

To make an enquiry about a prospective employee who is a non-New Zealand citizen:

1. Click on **Visa Enquiry** (in the left hand menu)
  2. Enter the prospective employee's:
    - family name
    - passport nationality
    - passport number
    - employment start date (see below note).
- Note:
- › The employment start date field defaults to the current date.
  - › You can choose to keep it as the default or change it to the correct employment start date. If you want the correct employment start date to appear in your enquiry result (for your records), you will need to change it.
  - › If you do change the employment start date, the date you enter cannot be more than two weeks in the future and cannot be in the past.
3. Click on **Advanced Search** if you want to enter more details, including the person's date of birth, first name, middle name or gender. This information will not display in the search result unless it is entered in the enquiry.
  4. Click **Check Entitlement**.

See **Appendix Two** for examples of visa enquiry results.

The screenshot displays the 'Visa Enquiry' page in the VisaView system. The page header includes the 'IMMIGRATION NEW ZEALAND' logo and navigation links for 'Ask a question' and 'Contact us'. The breadcrumb trail shows 'Home > VisaView > Visa Enquiry'. The left-hand menu lists various options under 'VisaView', with 'Visa Enquiry' selected. The main content area shows the 'Visa Enquiry' form with the following fields: 'Acting for: Test' (with a 'change' link), 'Logged in as: H J' (with a 'logout' link), 'Family Name \*' (text input), 'Passport Nationality \*' (dropdown menu set to 'NZ Passport Enquiry'), 'Passport Number \*' (text input), and 'Date of Employment \*' (text input with '27/11/15' and a calendar icon). Below the form is a '+ Advanced Search' link and a 'Check Entitlement' button.

## ■ NEW ZEALAND PASSPORT ENQUIRY

To confirm the information in a New Zealand passport:

1. Click on **NZ Passport** Enquiry (in the left hand menu) then enter the prospective employee's:
  - family name
  - passport number
  - passport expiry date.
2. Tick the box to confirm 'the Passport holder has consented to this check'.
3. Click **Check Entitlement**.

See **Appendix Two** for examples of New Zealand passport enquiry results.

The screenshot shows the 'New Zealand Passport Enquiry' page in the VisaView system. The page header includes the 'IMMIGRATION NEW ZEALAND' logo and navigation links like 'Ask a question' and 'Contact us'. The breadcrumb trail is 'Home > Employer hub > Employer resources > VisaView > New Zealand Passport Enquiry'. On the left, a 'VisaView' menu has 'NZ Passport Enquiry' highlighted with a red box. The main form area contains fields for 'Family Name', 'Passport Nationality' (set to 'New Zealand Visa Enquiry'), 'Passport Number', 'Passport Expiry Date', and 'Date of Employment' (18/06/13). There is a checkbox for 'The passport holder has consented to this check' and a 'Check Entitlement' button at the bottom.

## ■ USE VISAVIEW TO MAKE VISA ENQUIRIES – FAQs

### What if my VisaView enquiry does not provide a result and advises me to contact the ICC?

In some cases, VisaView may not be able to determine a visa holder's work entitlements and you will be advised to contact the ICC.

The Customer Service Officers at the ICC will be able to find the enquiry you are dealing with, and review the particular person's immigration status and work entitlements against INZ's core systems. They can then update the VisaView enquiry result so that when you view your enquiry history, you will see a fuller description of the visa holder's entitlements. You should not re-run the enquiry, but should go to your enquiry history to view the updated result.

When you contact the ICC you will need to establish that you are a VisaView account holder and will need to quote the enquiry reference number.

### What if the VisaView enquiry result is different from information I have been given?

There may be valid reasons for this, so please contact the ICC for more information. The Customer Service Officers at the ICC will be able to find the enquiry you are dealing with, and review the particular person's immigration status and work entitlements against INZ's core systems. If required, they can then update the enquiry result in the VisaView system with the most up-to-date information.

When you contact the ICC you will need to establish that you are a VisaView account holder and will also need to quote the enquiry reference number.

If you think VisaView has provided incorrect information about a visa holder and this has not been resolved through a call to the ICC, advise the visa holder so they can contact the ICC themselves.

#### **Can I run enquiries in the future?**

You can run enquiries up to two weeks in advance of the employment start date. However, if the visa holder is not in New Zealand when you run the enquiry, you will get a negative result. Please resubmit the enquiry closer to the employment start date or when you know the visa holder has arrived in New Zealand.

#### **Can I run retrospective enquiries?**

No, you cannot run enquiries where the date of employment is in the past.

#### **Why is there a difference in the 'Date of Enquiry' and the 'As at' date?**

The 'Date of enquiry' indicates when you ran the enquiry. The 'As at' date indicates when the displayed visa information was retrieved from INZ's core systems. The visa information contained in the VisaView system can be up to 24 hours old.

#### **Can I only enquire about work visa holders?**

VisaView can be used to enquire about any visa holder with work entitlements and who is in New Zealand. This includes residents and some student visa holders.

#### **Are all visa holders in VisaView?**

VisaView only provides information about visa holders who have arrived in New Zealand. If you do not get the result you expect, one reason may be because the visa holder has not yet arrived in New Zealand. Contact the visa holder to find out when they plan to arrive before re-running the enquiry.

Some residence class visas issued before 1 January 1998 may not be held in our online records and you may get an "Employee not found" result. Contact the ICC if you think this is the case.

#### **What about Australian citizens?**

VisaView does not include information on Australian citizens.

Australian citizens who are granted entry to New Zealand using a current Australian passport are normally entitled to work in New Zealand for any employer, in any occupation, and in any location.

More information can be found at:

<http://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/australian-resident-visa>.

#### **What about interim visa holders?**

VisaView cannot provide information on the conditions applying to interim visa holders. If you run a query about an interim visa holder, you will be referred to the ICC for confirmation of their work entitlements.

Alternatively, the visa holder should be able to provide you with a copy of their interim visa notification letter which will include details of their work entitlements.

#### **What about endorsements of New Zealand citizenship?**

Some New Zealand citizens also hold citizenship and carry a passport from another country and can choose to have their New Zealand citizenship endorsed in their foreign passport. Where their eligibility to work is queried, VisaView will respond that they may work for any employer, in any occupation, and in any location.

#### **Can I make enquiries about independent contractors?**

Yes. Under the Immigration Act 2009 and the terms and conditions of VisaView, employers can perform checks in respect of both employees and independent contractors of the employer.



**TIPS FOR USING VISAVIEW TO MAKE ENQUIRIES**

- › The enquiry result only displays the personal details that you provide. If you wish for more details to be included in the enquiry result, such as the employee’s first name and date of birth, then you must enter these (under Advanced Search). Including these additional details may make it easier for you to identify the employee in your records.
- › Enter the enquiry information exactly as it appears in the visa holder’s passport and/or visa approval notification.
- › Take care with passport numbers, including the letter ‘O’ vs the digit ‘0’.
- › Ensure you enter the correct nationality. For example, some British passport holders are actually Hong Kong nationals; their passport will state British National (Overseas).
- › For Russian passport numbers, refer to the bottom left hand barcode (Russian passports should not start with an ‘N’).
- › For German passport numbers, refer to the bottom left hand barcode and enter the first nine characters.

**Step Six: View your enquiry history**

The **View Enquiry History** link (in the left hand menu) provides you with a record of all the enquiries you have made on behalf of your organisation.

Administrators have the option to see enquiries made by other users by choosing another user name, or all the enquiries for your organisation by choosing **Any**.

Click **More Options** to see more search options.

Click **Download History** to generate an Excel copy of your enquiry results.

The screenshot shows the 'Enquiry History' page in the VisaView system. At the top, there is a navigation bar with 'IMMIGRATION NEW ZEALAND' and links for 'Ask a question' and 'Contact us'. Below this is a breadcrumb trail: 'Home > VisaView > Enquiry History'. On the left, a sidebar menu lists various options under 'VisaView', with 'View Enquiry History' selected. The main content area shows 'Acting for: Test' and 'Logged in as: H J'. The 'Enquiry History' section includes a 'How to use enquiry history' link and instructions. Search filters are set to 'Enquiry By: Any' and 'Date of Enquiry: From [ ] To [ ]'. A 'Go' button is present. Below the filters, there are tabs for 'Visa Enquiry' and 'NZ Passport Enquiry', with '+ More Options' visible. The 'Search Results' section contains a table with the following data:

Date of Enquiry	Enquiry By	Date of Employment	Employee Name	Work Entitlement	End Date
27/11/15	H J	27/11/15	Lyly	NO	
27/11/15	H J	27/11/15	Zhy	YES	31-Mar-18
27/11/15	H J	27/11/15	Ryhmyny	YES	19-Mar-17

A 'Download History' button is located at the bottom of the results section.

**■ TIPS FOR VIEWING YOUR ENQUIRY HISTORY**

- › In the list of search results, click on the date the enquiry was made to view more information on that specific enquiry.
- › You can filter your search results to find an individual enquiry or group of enquiries. You can filter by:
  - the date range within which the enquiry was made
  - name of employee (click **More Options** to see this filter option)
  - the date on which the employee's work entitlement is due to end (click **More Options** to see this filter option).
- › Click **Download History** to generate an Excel copy of your enquiry history.

---

# Appendix One – Terms and Conditions of Use for VisaView (Employer)

---

When you register for VisaView you will need to accept the following Terms and Conditions of Use.

## Terms and conditions of use for VisaView (Employers)

The purpose of VisaView is to enable an employer to verify that a person is entitled to work for them under the Immigration Act 2009.

VisaView is owned and operated by the Ministry of Business, Innovation and Employment (MBIE), which manages immigration information relating to non-New Zealanders.

VisaView is a conduit for the disclosure of New Zealand passport information to Registered Employers who have a 'Disclosure of Passport or Travel Document Information Agreement' with the Secretary of Internal Affairs. The terms of disclosure for New Zealand passport and travel document information are covered in that agreement.

### DEFINITIONS

**Act** means the Immigration Act 2009.

**Administrator** means a user with additional privileges for the administration of user accounts.

**Agreement** means the legally binding agreement that comes into effect when you accept these terms and conditions. Your acceptance of these terms and conditions is signified by your completion of the registration process, and clicking on the 'I agree to the terms and conditions' button, below.

**Contact Centre** means the Immigration Contact Centre.

**DoL** means the Department of Labour.

**Employee** means a person who does work for an employer (whether under a contract of service or a contract for services).

**Employer** means a person in New Zealand who employs or engages a person to do work, whether under a contract of service or a contract for services in New Zealand.

**INZ** means Immigration New Zealand – a service of the Ministry of Business, Innovation and Employment (MBIE).

**MBIE** means the Ministry of Business, Innovation and Employment.

**New Zealand Business Number (NZBN):** The NZBN is a globally unique identifier (a type of GLN), available to all businesses and government agencies in New Zealand, that is linked to core information about a business.

**New Zealand citizen** means a New Zealand citizen under the Citizenship Act 1977.

**Permitted purpose** means to enable a registered employer to verify that a person is entitled under the Immigration Act 2009 to work in the registered employer's service.

**RealMe®** means the all-of-government authentication and verification services offered by the New Zealand government and described in detail at the RealMe® website.

**Registered employer** means an employer who completes the registration process successfully, and includes the employer's users and administrators.

**Registration** means the process of providing information to MBIE about an employer and MBIE's verification of the information provided.

**Services** means all materials, information, software, services and consequential changes included in or available through the website.

**User** means a natural person employed or engaged by a registered employer who uses VisaView.

**User account** means the account that is created by MBIE, and the details of which are issued to a user, after completion of the registration process.

**We** or **us** means the Ministry of Business, Innovation and Employment (MBIE).

**Website** unless otherwise stated means the VisaView website.

**You** or **your** means a registered employer and includes any employee, subcontractor or agent of that registered employer, or any other person or entity to whom the registered employer provides their user account details.

## 1. YOUR RESPONSIBILITIES

### Registration

You may only use VisaView if you are a registered employer.

### Proper use

You may only use VisaView for the permitted purpose.

You must not use VisaView:

- › for what is or could reasonably be regarded as improper, injurious, offensive or unlawful purposes
- › in a manner that is likely to interfere with our other systems or services; or
- › in a manner likely to interfere with anyone else's use of the VisaView.

### Proper access

You must not access or attempt to access the website through automated tools (including the use of scripts, web-crawlers, robots or screen-scrapers).

### Security

You must keep your RealMe® user ID, password and forgotten password phrase secure, in accordance with RealMe® terms of use. You must not disclose your password or forgotten password phrase to any third party.

If you think someone knows your user ID, password or forgotten password phrase, you must immediately change your password, or cancel your registration or call us.

### Your details and account

You must keep your registration details up to date.

You must keep your account active. If we consider your account has become inactive we may cancel it without notice. To continue using the website you must re-register with us. If we disable one of your user's or administrator's accounts that person must obtain access again from an administrator.

Every time one of your users or administrators uses VisaView, you are deemed to have authorised that person to use VisaView on your behalf.

You must keep your user accounts confidential, and not disclose their details to any third party.

You are fully responsible for all activities that occur under your user account.

You must ensure that persons who are given access to your user account details read and understand these terms and conditions.

You must ensure that only persons within your organisation who need to use the website for the permitted purpose are given user accounts.

You must immediately notify us in writing of any unauthorised use of your user account or any other breach of security.

## **2. OUR RESPONSIBILITIES**

Before disclosing personal information to you, we must be satisfied that your request for information:

- a. has been made by an employer; and
- b. is for the permitted purpose.

The personal information that we may disclose to you is limited to the following:

- a. whether the person is entitled to undertake that work in New Zealand
- b. If the person is entitled to undertake that work in New Zealand:
  - i. the duration of the entitlement; and
  - ii. any conditions imposed on that entitlement.

## **3. REGISTRATION**

Before using VisaView, you must ask us to register you and create a primary administrator for you. Approval of your registration is at our sole discretion.

If we approve your registration, we will then advise you that we have created a user account for your primary administrator. That primary administrator will then be able to add more users or administrators.

## **4. ROLES**

A user may perform work check enquiries, review a history of his or her own enquiries, change his or her own contact details and access only those online services allocated to him or her by an administrator.

An administrator (including the primary administrator) may review enquiries made by all users and administrators, add/change/remove users and other administrators and do all the things a user may do.

You must have at least one administrator to use VisaView.

## **5. ONLINE SERVICES SUPPORT**

Our Immigration Contact Centre supports users of VisaView, and can help to resolve any incidents or problems with the website.

The contact centre is available during normal business hours. We take all reasonable measures to ensure that the information provided by the contact centre is accurate, but we assume no legal liability or responsibility for the services or information provided by the contact centre.

We may discontinue the contact centre support service at any time without notice to you.

## **6. REALME®**

Each user and each administrator must:

- a. hold a valid RealMe® logon
- b. associate that logon with his or her registered employer; and
- c. enter his or her name into the identity services online registration page.

No one else may use a user's or administrator's logon.

Go to the RealMe® website for further information.

We may rely on the authenticity of an RealMe® logon and RealMe® ID, and act on any instructions given by your user or administrator without further enquiry.

You must disassociate an individual from VisaView as soon as that person is no longer authorised to access VisaView for you.

## **7. DATA PRIVACY**

### **Our obligations**

Unless required otherwise by law, we will treat all user and administrator details provided in obtaining services from this website in confidence. We will only use such details as is necessary for providing VisaView, complying with New Zealand law and for monitoring use of the website for any purpose including statistical analysis or service improvement.

We will collect, use and disclose information in accordance with the Privacy Act 1993.

### **Your obligations**

You are liable and responsible for all use made of your administrator and user logons and must take all necessary steps to maintain the security of these logons.

If we disclose personal information to you, you must comply in all respects with your obligations under the Privacy Act 1993 in relation to that information.

### **Complaints and queries**

If you have any complaints or queries about privacy in relation to VisaView, please email us.

## **8. INDEMNITY**

You agree to indemnify us against all claims, losses, damages and expenses we incur or suffer which arise out of any breach by you of these terms and conditions.

## **9. SECURITY AND DAMAGE**

You are responsible for any damage you cause to the website or to any of our electronic facilities, services or data.

We provide security to protect the website. You are responsible for ensuring that your own computer is secure, including taking all reasonable steps to:

- › prevent someone misusing or getting unauthorised access to your computer system or to VisaView, and
- › ensure your computer system and data are free of computer viruses and all other forms of corruption.

If your use of the website results in you accessing data or records about an individual that you were not seeking information about, you agree to immediately destroy any electronic, or hard copies of such information that were made and, as soon as practical, notify us that such information had been accessed in error.

While we aim to provide a secure web-based environment, you acknowledge that you are aware of and accept that there are inherent risks associated with the transmission of information via the Internet.

We may prevent you from using the website at any time if we consider it necessary to maintain the security of the website or any information accessed using it, or if you breach these terms and conditions.

## **10. SITE VISIT DATA**

We will log your visits to the website. The information logged may include, without limitation:

- a. your user account details
- b. enquiry details
- c. your IP or server's address
- d. the date and time of your visit to the site
- e. the pages accessed

- f. your operating system (for example, Windows 7, Windows Vista, Mac etc.)
- g. your web browser version and type (for example, Internet Explorer 8 (IE8), IE7, Firefox 3, Safari 5 etc.)
- h. the time taken to transmit information to you
- i. the previous Internet address from which you came directly to the website.

This logged information is recorded for statistical purposes. It is used to monitor the use of the website, discover what information is most and least used, and to make it more useful.

Your logged information may also be used:

- › to investigate apparent improper use of the website; and/or
- › where a law enforcement agency exercises a warrant to inspect the Internet service provider's logs; and/or
- › otherwise in accordance with the Privacy Act 1993.

We use session cookies to help manage your website session. You will need to have cookies enabled on your Internet browser to make any request for information online. The cookies are 'non-persistent' and will be destroyed when you log out of the website, or when you close your Internet browser. Cookies are valid for one session only, and will never be saved or written to your hard drive.

The website uses standard Hypertext Markup Language (HTML). No Dynamic HTML (DHTML) or client-side components (such as ActiveX or Java Applets) are used.

All reasonable precaution has been exercised in establishing the website to prevent unauthorised use or tampering with customer information. Secure Sockets Layer (SSL) encryption technology provides a secure industry standard to protect your personal information while online. This means that all information transferred between your Internet browser and the website is strongly encrypted and is secured. Our Internet site is built to work with Microsoft Internet Explorer versions 7 and 8, Mozilla Firefox 3 and Safari 5. If you experience any difficulties in viewing, or interacting within the website, please check the version of your browser, and upgrade if necessary. If you are using a recent version, and continue experiencing problems, please email us.

We may operate VisaView with outsourced technical assistance.

## **11. ACCESS FROM OUTSIDE NEW ZEALAND**

MBIE makes no representation that the website complies with laws (including intellectual property laws) of any country outside New Zealand. If you access this website from outside New Zealand, you do so at your own responsibility and are liable for ensuring compliance with all relevant laws in the place where you are located.

## **12. MBIE'S RIGHTS**

MBIE reserves the right to:

- › modify, suspend or withdraw all or any part of this website without notice
- › change any of these terms and conditions without notice (any continued use by you of the website following any changes shall be deemed to be acceptance of the changes)
- › refuse a service at any time and for any reason.

In any of the above circumstances, MBIE will not be liable to you or to any third party for any loss or damage whatsoever.

## **13. MBIE'S LIABILITY**

MBIE will not be liable in contract, tort (including negligence), or otherwise, for any economic losses, loss of goodwill or reputation, or other direct or indirect losses incurred by you or any third party arising out of or in connection with the terms and conditions and the use of this website.

MBIE will not be held responsible for any delay or failure to comply with its obligations under these terms and conditions if the delay or failure arises from any cause which is beyond its reasonable control.

#### **14. GOVERNING LAW**

The operation of these terms and conditions will be interpreted in accordance with, and governed by, the law of New Zealand, and is under the jurisdiction of the New Zealand Courts.

MBIE reserves the right to take legal action against you in respect of your users and administrators who commit or attempt to commit fraud using the information available on or through this website, or in any other way attempting to use the information in a manner which contravenes any enactment, law, or these terms and conditions.

#### **15. COMPLAINTS AND DISPUTES**

Should you have a complaint about the website, please email us, or telephone or write to us (see Contact Information below).

#### **16. NOTICES**

Any notice, demand, consent or other communication given or made under this agreement must:

- › if issued by MBIE, be given to your registered primary administrator, whose details are provided during the registration process; and
- › if issued by you, be given to the MBIE contact person listed on the website at the time that the notice is issued.

Such notice must be in writing.

#### **17. DISCLAIMERS**

Whilst MBIE makes every effort to maintain the accuracy of the information on or accessed through this website, it makes no warranty or representation, express or implied, about accuracy, completeness or appropriateness for a particular purpose, and takes no responsibility for any incorrect information contained on or accessed through the website.

This disclaimer applies in addition to the standard Ministry of Business, Innovation and Employment (MBIE) disclaimer on the MBIE website.

The information provided on or accessed through this website is for general guidance only. It should not be used as a substitute for legal, business, accounting, tax or other professional advice.

MBIE:

- › makes no warranty, express or implied, nor assumes any legal liability or responsibility for the accuracy, correctness, completeness or use of any information that is available on or through this website, nor represents that its use would not infringe privately owned rights
- › does not assume any legal liability or responsibility for any damage or loss that may directly or indirectly result from any information contained on or accessed through this website or any actions taken as a result of the content of this website
- › may change, delete, add to, or otherwise amend information contained on this website without notice
- › is not responsible for verifying the information you provide to MBIE through this website
- › is not responsible for the content of other websites linked to or referenced from this website. We do not endorse the information, content, presentation or accuracy of such other websites, and do not make any warranty, express or implied, regarding them
- › does not endorse any website, organisation or person who creates off-site links to this website.

MBIE makes no warranty, express or implied, nor assumes any legal liability or responsibility:

- › that the website or the server are free of computer viruses or any other harmful components, defects or errors
- › that any defects in the website will be corrected
- › that your access to the website will be reliable, uninterrupted or error-free (including access to any linked websites)



- › for any delays, inaccuracies, failures, errors, omissions, interruptions, deletions, defects, computer viruses or communication line failures, or
- › for any theft, destruction, damage or unauthorised access to your computer system or network.

Reference to any specific commercial product, process or service by trade name, trademark, manufacturer or otherwise does not constitute an endorsement, recommendation or favouring by MBIE.

Nothing contained on this website is, nor should be relied on as, a promise or representation about past or future events.

Users of this website assume all risks associated with any transfer of data or information to MBIE, and with any other use of this site.

While all reasonable efforts have been taken to ensure the security of the information while in transit to us, we do not guarantee this, and we are not liable for any damage arising from interception, loss, theft, other action or difficulty.

All data or information transmitted to us through your use of the website becomes the property of MBIE and may be relied upon by us in our dealings with you.

MBIE will not be responsible in any manner for direct, indirect, special or consequential loss caused in any way as a result of the use of online services, or this website.

Each page on this website must be read in conjunction with these disclaimers and any other disclaimer that forms part of this website.

## **18. COPYRIGHT**

### **18.1 Crown copyright**

Unless otherwise indicated, the material available on this website is protected by Crown copyright. You can reproduce this Crown copyright material free of charge without further permission, as long as you:

- › reproduce the material accurately
- › do not use the material in a derogatory manner or a misleading context, and
- › acknowledge the source and copyright status of the material.

There is no copyright in any legislation on this website.

### **18.2 Copyright of third parties**

This website provides links to other websites, which may contain information that is the copyright of third parties and subject to restrictions on use or reproduction.

You must get permission from the copyright owner to use:

- › copyrighted materials from other websites, or
- › material on this website that is protected by the copyright of a third party.

MBIE cannot give you this permission.

## **19. CONTACT INFORMATION**

Any further information regarding these terms and conditions can be obtained by contacting the MBIE Customer Service Centre as follows:

Telephone: **09 9691458** from within the Auckland toll free calling area,  
**04 910 9916** from Wellington or **0508 WORK NZ (967 569)** from the rest of NZ.

## Appendix Two – Employer enquiry results

### Visa enquiries

VisaView will confirm whether a non-citizen is eligible to work in New Zealand for the enquiring employer. The table below displays the different messages you may see as a result of a visa enquiry and how to interpret that result.

Result of visa enquiry	Explanation
YES, is entitled to work for <Your Employer Name>: Until: 05/06/2016, As at: <Date of employment>	This person is able to work for you until 5 June 2016.
YES, is entitled to work for <Your Employer Name>: Until: 05/06/2016 Subject to, holder may work up to 20 hours each week. Holder may work during summer vacation.	This person can work for you until 5 June 2016. They may only work limited hours during term time, but may work full time over the summer vacation period.  Note: The 'summer vacation' period starts day after the person's final day of enrolment in the calendar year, and ends the day before the person's enrolment begins in the next calendar year.
YES, is entitled to work for <Your Employer Name>: Until: 05/06/2016 As a farm manager, in Nelson/Marlborough.	This person can work for you as a farm manager in the Nelson/Marlborough region until 5 June 2016.
NO, is not entitled to work for <Your Employer Name> As at: <Date of employment>	This person is not eligible to work for you at this time. They may not have arrived in New Zealand yet, may have a visa application being processed or may need to apply for a new visa or a change to their existing visa to work for you. You may suggest to the employee that they contact INZ to see if they may be eligible for a visa to work for you.
REFER to Immigration Contact Centre. Please ring the Immigration New Zealand Contact Centre 0508 WORKNZ (0508 967 569) for clarification of this employee's work entitlement. Please quote the enquiry number above.	VisaView cannot give a definite answer on this person's work entitlement for you. The conditions of their visa may have been varied since it was first issued, the employer specified on the visa may not match your VisaView registration, or they may hold an interim visa. A Customer Service Officer at the Immigration Contact Centre can clarify their entitlement.
Employee not found, please check the details you have entered are correct.	You may have entered slightly incorrect information into the enquiry screen. You should try again to ensure you have entered the fields correctly with the information from the passport. If you still do not get a result, it may be because the visa is not held in our online records as it was issued before 1 January 1998. Contact the Immigration Contact Centre if you think this is the case.
We are unable to uniquely identify your employee, please provide further details.	You will be presented with additional fields to enter. These will include first name, middle name, gender and day and month of birth.

## New Zealand passport enquiries

VisaView will confirm whether the New Zealand passport details you enter are consistent with details of a New Zealand passport held by DIA. The table below displays the different messages you may see as a result of a passport enquiry and how to interpret that result.

Result of New Zealand passport enquiry	Explanation
YES, the passport information provided is consistent with the record of a valid passport held by the Department of Internal Affairs.	The passport holder is a New Zealand citizen and is therefore entitled to work for you indefinitely. The passport details you have entered match a record of a valid New Zealand passport.
Passport record exists, unable to confirm details at this time. Additional verification is recommended. Passport holder may contact the Passport Office if required.	VisaView cannot be used to confirm the details of this passport at this time. We recommend you use an alternative method to confirm this employee's New Zealand citizenship. The passport holder may wish to contact the Department of Internal Affairs to clarify the situation.
NO, the passport information supplied is not consistent with the record of a valid passport held by the Department of Internal Affairs.	There is no record of a valid New Zealand passport with the details you have entered; these passport details do not confirm New Zealand citizenship.  Note: There may be an error in your data entry, please check the details and try again.

