# Table of Contents

1 **Table of Contents** ................................................................. 1

2 **Acronyms Used In This Manual** ........................................... 2

3 **Introduction** ........................................................................ 3
   3.1 **Background** .................................................................... 3
   3.2 **Overview of Functionality** .............................................. 3
   3.3 **How To Contact The System Administrator** .................. 4
   3.4 **Accessing The TOP System** ........................................... 4
   3.5 **Launching The Application** ............................................ 4

4 **Getting Started** ................................................................... 6
   4.1 **Accessing Your System** ................................................ 6
       4.1.1 **Requesting for login credentials** ............................. 6
       4.1.2 **In case you have forgotten your password** ............. 10
       4.1.3 **Logging in** .......................................................... 16
       4.1.4 **Successful login** .................................................... 17

5 **Using The System** ............................................................... 18
   5.1 **Creating A Profile** ....................................................... 18
       5.1.1 **Creating profile as an Applicant** ............................. 18
       5.1.2 **Creating profile as an Agent** ................................. 21
   5.2 **The Home Page** .......................................................... 27
   5.3 **Filling in An Application Form** ....................................... 28
   5.4 **Attachment of Documents** .......................................... 33
   5.5 **Final Declaration** ....................................................... 35
   5.6 **Payment of Application** .............................................. 36
       5.6.1 **Online payment** .................................................. 36
       5.6.2 **Payment at the counter** ........................................ 39
   5.7 **Submitting Your Application** .......................................... 40
   5.8 **Accessing A Draft Application** ...................................... 42

6 **General Guidelines On Data Capture** ................................. 45
2 Acronyms used in this manual

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA</td>
<td>Tourism Authority</td>
</tr>
<tr>
<td>BRN</td>
<td>Business Registration Number</td>
</tr>
<tr>
<td>TOP</td>
<td>Tourism Online Platform</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
<tr>
<td>SBM</td>
<td>State Bank of Mauritius</td>
</tr>
</tbody>
</table>
3 Introduction

3.1 Background

The Tourism Online Platform (TOP) was introduced in May 2017 in order to facilitate online application of licences, payment, processing and e-tracking of the applications by the Tourism Authority (TA).

The system is available over the internet. It allows an individual or a representative of an organisation to transact with the Authority after signing up (i.e. obtaining a user account on the system).

3.2 Overview of functionality

The system allows the public to:

- Create a profile as an Applicant
- Create a profile as an agent
- Submit new applications for the following types of licences, certificates and permits:
  - Beach Hawker
  - Canvasser Permit
  - Pleasure Craft Licence (commercial purposes)
  - Pleasure Craft Licence (private purposes)
  - Skipper’s Licence
  - Tourist Accommodation Certificate (TAC)
  - Tourist Enterprise Licence (TEL)
- Apply for various types of transactions for each type of licence, such as (for Pleasure Craft Licence):
  - New/First Online Renewal
  - Reissue
  - Renewal
  - Variation
  - Change of ownership
  - Replacement of craft
  - Duplicate Licence
  - Survey
  When submitting applications online, payment can also be done online and supporting electronic documents attached.
- Enquire on the status of applications (E-tracking).
3.3 How to Contact the System Administrator

If you need any form of support whilst using this application, please contact the System Administrator at the following:

| Email Address | ictadmin@tourismauthority.mu |

3.4 Accessing the TOP system

The Tourism Online Platform System of the Tourism Authority (TA) is, by design, only accessible to users via a web browser. The preferred browser is:

Google Chrome, version 54 or later

You may download this browser from the Internet at:

https://www.google.com/chrome/

Other compatible browsers are the latest version or release of:

1. Firefox
2. Internet Explorer
3. Safari
4. Opera.

3.5 Launching the Application

1. Launch the web browser from your workstation desktop.
2. In the browser, type the URL for the system: https://ta.govmu.org

Specify the URL in the browser to launch the application.
4 Getting Started

4.1 Accessing your system

4.1.1 Requesting for login credentials

If you do not have a user account to access the system, click on the “Register new account” link to request for your login credentials on the first page.

You should as a pre-requisite have an email address. Choose the email address to which only you have access. Please note that you should not share accounts and passwords with other users. Every individual is accountable for transactions recorded under his email address.

The system automatically sends an email message with a URL link to the user to grant him access to the system.

Note: TA will use this email address instead of the residential address to do all communication concerning the application / licence.

The screen below appears.
Each individual or an authorised representative of an organisation, must be identified by and registered under a unique email address. This email address is used for two purposes:

1. Allow an authorised user to log on to the system and submit requests,
2. Receive notifications via email messages that will be directed to this email account.

**IMPORTANT NOTE:** The system keeps track of user activity and each individual is accountable for all data and activity recorded under its registered email address.
Once a request for an account has been thus made, an email notification will be sent to you for you to gain first time access to the system.

The registered person receives a mail notification:

Open the mail from the email account.
The below page opens:

Click on Login button.

Click on the link to change password.

Click on Log in button
A message appears that the one-time login link has been used and you can change your password.

After changing the password, the user must now make an application in the system in less than 14 days, failing which the account will be deleted.

4.1.2 In case you have forgotten your password

If you already have a user account, the system will not allow you to register with the same email address. If you attempt to do this, you will receive an error message as shown below:
To request the system to assist you resetting your password, click on the links shown below:

Alternatively you may click here

Click here to request the system to send you an email notification to reset your password
Same can be performed on the login page:

The screen changes to the layout below.

Enter the email address and the Math question answer and click on “E-mail new password”.

Click here to request the system to send you an email notification to reset your password.
The page indicates that instructions have been sent to the provided email address.
The system will send a mail message to the specified email address. The mail message will contain a link to reset your password.

Connect to your email. A new mail appears in the inbox.

Open the mail.

The below window opens:

Click on the link to specify a new password.

Click on Log in button
The below window opens indicating that the one-time link has been used. The user is required to change his password:

Specify a new password, confirm the password and click on Save.
4.1.3 Logging in

You must provide the values for the fields shown below (indicated by an asterisk (*)) in order to log into the system:

Click on the Login button once you have provided all your login credentials and responded to the Math question.

The Math question acts like a captcha to prevent robots from attacking the system.
4.1.4 Successful login

After successful login, the below page is displayed:

Once a user has registered and login, the next step is to create your profile, i.e. either an individual (self) or an agent (on behalf of an applicant).

This means if the applicant is himself doing the application, then he has to do “For Self” profile creation to enter all his personal details.

If the user is applying on behalf on someone, then the user should create his profile at “Agent/Consultant (on behalf of applicant)”. 

5 Using the system

5.1 Creating a profile

There are two types of profile creation: Applicant or Agent.

Profile creation consists of the individual or agent entering all his personal details (e.g. Name, Address, Contact details and so on).

A user may create a profile as an Applicant or as an Agent by pressing either of the two green buttons shown below:

![Profile Creation Buttons](Image)

5.1.1 Creating profile as an Applicant

If the “+Click here to create Profile” button under “For self” is pressed, the screen layout changes to the following:
Just after Save is done, the applicant profile is created in the system and licence application form opens automatically for the applicant to be able to create and submit an application.

Note:

1. Profile creation is done only once.
2. Once a profile is created, several applications can be submitted under one profile for the applicant.
3. After a profile is created, it cannot be edited by the applicant. For any changes, a mail should be sent to ictadmin@tourismauthority.mu.

Back to the home page, the page appears like:
Clicking on the hyperlink “here” under “Click here to view your applicant and application(s) details. In case for any change in the applicant details, please contact us on Tel: 203 1000”, the applicant can see his profile details:

Clicking on “here” under “Click here to submit another application (for self)”, the applicant can submit his application.

5.1.2 Creating profile as an Agent

An agent is an individual or an organisation that is mandated to act on behalf of an applicant or a licence holder. In either case, the agent must have a Business Registration Number (BRN) issued by the Registrar of Companies.

In order to be able to apply on behalf of another entity, an agent should first create his profile on the system.
When “+Click here to create Profile” button under “Agent/Consultant (on behalf of applicant)” is clicked, the screen below appears and the agent must fill in the form and save the data.

Fill all the required fields:
Click on Save.

The agent profile is created.
Back to the home page, the page appears as below:

Click on the hyperlink “here” under “Agent/Consultant”.

The next page opens for the agent who created his profile.

Click on “Click here to create an Applicant profile”.

The applicant profile creation process is same as profile creation for an applicant for self, except that an additional information is displayed which is the agent applying on behalf of the applicant.
Note: The agent should enter the applicant email address while creating the applicant profile. Both agent and applicant will receive notifications from the Authority on their respective email addresses.

Just after Save is done, the applicant profile is created in the system.

The agent can see all the applicants he is representing:
5.2 The home page

When a user logs on, he is directed to his home page.
5.3 Filling in an application form

Applications can be submitted on the home page as shown below:

For Self:

Note: In case application has not been submitted right after the profile was created, the applicant has to click on the link above to submit the application.

If agent is applying on behalf of a licence holder:
The agent has to choose the applicant and then click on Make Application button. Either from Self or from agent, the “here” link / “make application” button opens the below application form:

An application form consists of four pages:

4. Application Particulars
5. Application Details
6. Final Declaration
7. Payment.

An application form is filled in by an applicant or by its agent on its behalf in order to perform the following:

1. Apply for new licences or permits or certificates
2. Apply to renew or vary existing licences.

The normal data capture rules, as explained in Chapter 6, are applicable here.
The information to be entered by the user varies depending on several factors but the user interface and data capture rules are the same across the entire application.

On the first page, the user must certify (by clicking on the radio button) that he has read the guidelines and also has the documents required to apply for the licence or other service. These guidelines can be read by following the link (written in blue) which can be found on Tourism Authority website: [www.tourismauthority.mu](http://www.tourismauthority.mu).

Note: Before clicking on the radio button, kindly ensure that you have consulted the guidelines and the list of documents required for the particular type of licence / certificate on the website.

**Navigating the application form:**

- Press on Next Page button to go to the next page. However all mandatory fields in a page should be filled in before the user can leave the page. The Previous Page button is available on pages other than the first
- The pages are labelled in bold and these labels can be pressed to navigate directly to the page.
Note:

1. You can save the application as a Draft by clicking the “Save Draft” button if you do not wish to complete the application at that time but rather continue with it later on. A message appears as below:

After filling the Application particulars section click on Next Page to enter the application details.

Fill in all required fields.
5.4 Attachment of documents

After inputting all the required information, all supporting documents should be attached in electronic form to the application. This is done by clicking on the “Click here to upload Documents” button at the bottom of the Application Details page.

The screen appears as shown below:

Depending on the type of transaction, the list of applicable documents will vary. For Tourist Enterprise Licence application, the list is as shown below:
The list of attachments can be as long as needed. New documents are added by pressing on the button.

After adding the documents, click on Save.

When supporting documents are saved, the page gets back to the Application details page with a message at the top:

Note: Preferred format of documents are pdf and jpg.

You may be requested to produce the original documents at TA office if required.
5.5 Final Declaration

Prior to making payment for an application, the user must make a final declaration on the third page. The check box must be accordingly checked by the user.

Click on Next Page.
5.6 Payment of application

After Final Declaration, the next step is to make payment.

Applicants are encouraged to make payment online. If this is not possible, payment can also be made in person at the Authority’s cashier.

5.6.1 Online payment

To pay online, select “Online” as Type of Payment and click on the Pay Online button.
A window pops up showing the total amount to be paid, as illustrated below:

Press on the Pay button to proceed with payment.

The below screen opens to enter credit card details:

Enter all required details and click on Submit button.
Once Submit is done, the application form is submitted and the Authority takes the application for further processing.
5.6.2 Payment at the counter

Alternatively, if you do not wish to make online payment, you can pay at the counter. Choose “At the counter” on the payment page on the application form.
5.7 Submitting your application

If payment is done online, then the application is submitted when you effect payment on the pop-up window of the SBM page where credit card details were input.

This will be done when the “Submit” button is clicked.

However, for payment made at the counter, you need to click on Submit button on the application form to submit the application as shown below:

![Image of the application form with a button labeled Submit]

The Application Payment Status and Licence Payment Status are only for viewing and cannot be modified.

Once the application is submitted, an invoice is generated:
The applicant receives a mail with information on the application and the invoice:

```
Tourism Authority <top@govmu.org>

Dear Sir/Madam,

With reference to your Application for Tourist Enterprise Licence (TEL) with reference number A00005610, Please find below generated invoice(s)

- https://ta-test.govmu.org/event/invoice/26162/print

Please kindly proceed to make payment at the Counter. Your Application will only be processed after Payment has been received.

Thanks and best regards,
Mauritius Tourism Authority

Disclaimer Notice:

This e-mail message (including any attachments) is intended for the addressee only, and may contain confidential information. The unauthorised use, disclosure or copying of this e-mail or any information contained within it is strictly prohibited. If you are not the intended recipient, please notify the author and delete this e-mail (including any attachments) immediately in its entirety.

This e-mail message has been swept by a virus checker for the presence of known computer viruses. Besides, any opinion or other information in this email (including any attachments) that does not have anything to do with the official business of the Government of Mauritius, is personal to the author, and therefore does not engage any liability whatsoever of the Government of Mauritius.

The above statement does not constitute an acceptance of liability on the part of the Government of Mauritius or its employees in the event of technical or virus issues generated by this e-mail. It is the responsibility of the recipient to take adequate security measures. Further, the Government of Mauritius or its employees do not accept liability however arising, including liability for negligence, for any loss resulting from the use of or reliance upon the information contained in the e-mail (including any attachments) and/or reliance or its availability at any time. The recipient must also verify/check any information with the relevant Government department(s) and/or other source(s), and to obtain any appropriate professional advice before acting on the contents of this email (including any attachments).```
5.8 Accessing a draft application

1. If you have saved a draft application, you can edit the details of the application before submission of the final draft.

2. If you have saved a draft application and logged out of the system, you need to login again and follow the below steps:

The applicant profile page opens:
All applications that have been submitted by the applicant appear in this section.

Click on the link:

The below page opens:

The application opens in read only mode:
The application form is restored to the state in which it was last saved as Draft, as from which you can continue with your application:

Click on Edit
6 General guidelines on data capture

Data capture on the application follows the standards of most web applications. A summary of these standards are given below:

**Mandatory fields**

These can be recognised by the asterisk superscript of the field label: *

![Type of Licence or Certificate initially required *](image)

**Date**

Dates are entered by clicking on a day from a pop up calendar

![Date of birth](image)

**Attaching an electronic document**

An electronic document is selected by clicking the Select button.

![Occupation Permit Or Residence Permit](image)

**Collection of items**

Sometimes more than one item of a certain kind must be entered. In order to add more items, the user must press on Add another item. Conversely, if an item must be removed from the collection of items, the red button labelled Remove should be pressed.
Input of Special fields

**Entering the NIC**

The system validates the entry of National Identity number against the national database. Therefore information entered in the system should be exactly as it appears on the card:

- National Identification Number
- Surname

**Entering BRN**

Every Business Registration Number is validated against the national database via the information highway. It is important to enter the data exactly as it appears on the Business Registration Card:

- Business Registration Number
- Name of company
- Address of the company