



QazETA®

**User Guide for the QazETA Mobile Application
SuperApp QazETA**



1. Table of Contents

1. Table of Contents 1

My Profile 2

2.1. User Login 2

2.2. User Registration 4

3. Service Acquisition 6

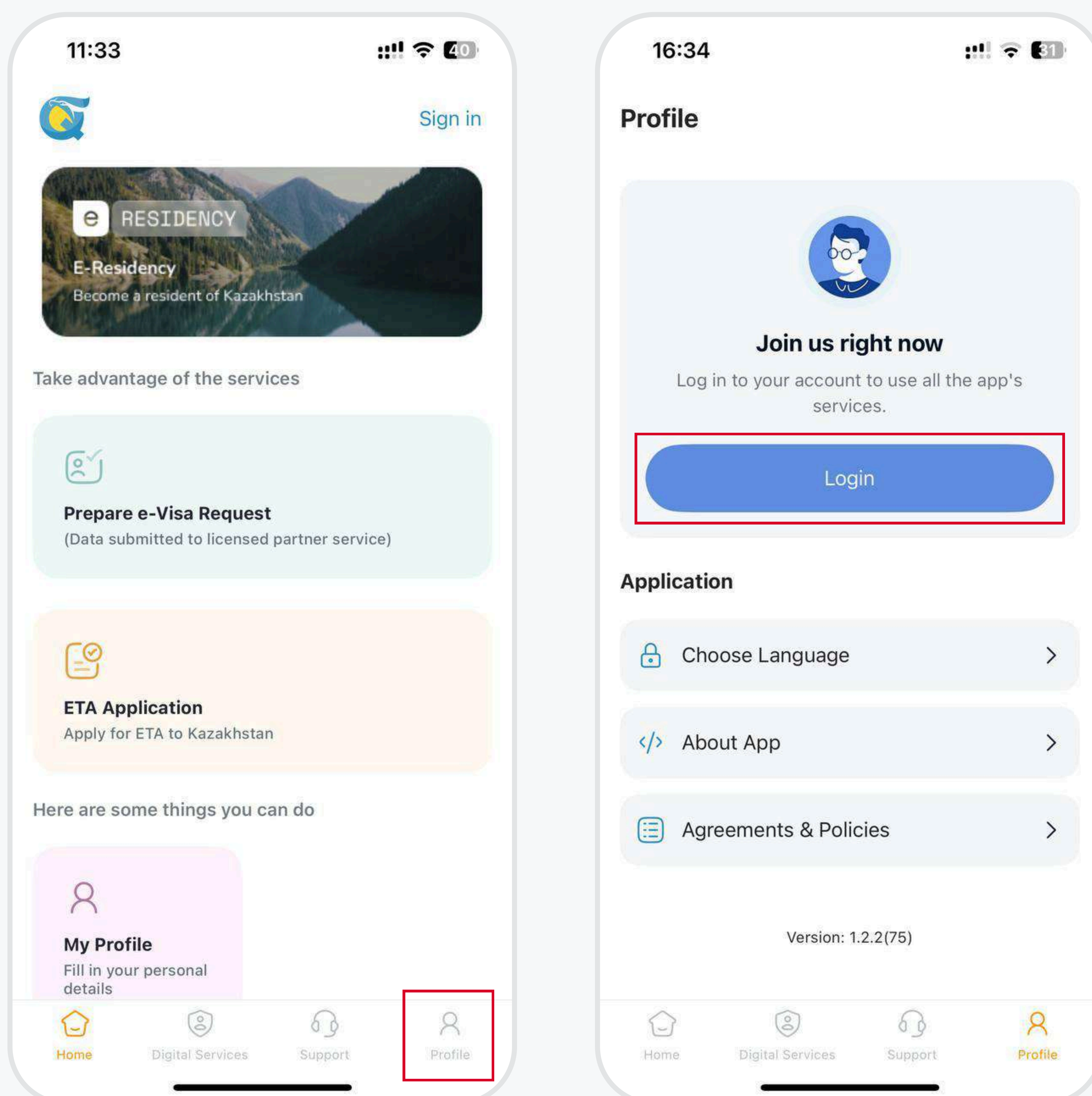
3.1. Obtaining an “Electronic Travel Authorization (ETA)” 6

3.2. Obtaining an “Electronic Visa (E-Visa)” 11

3.3. Obtaining a “Border Crossing Certificate” 15

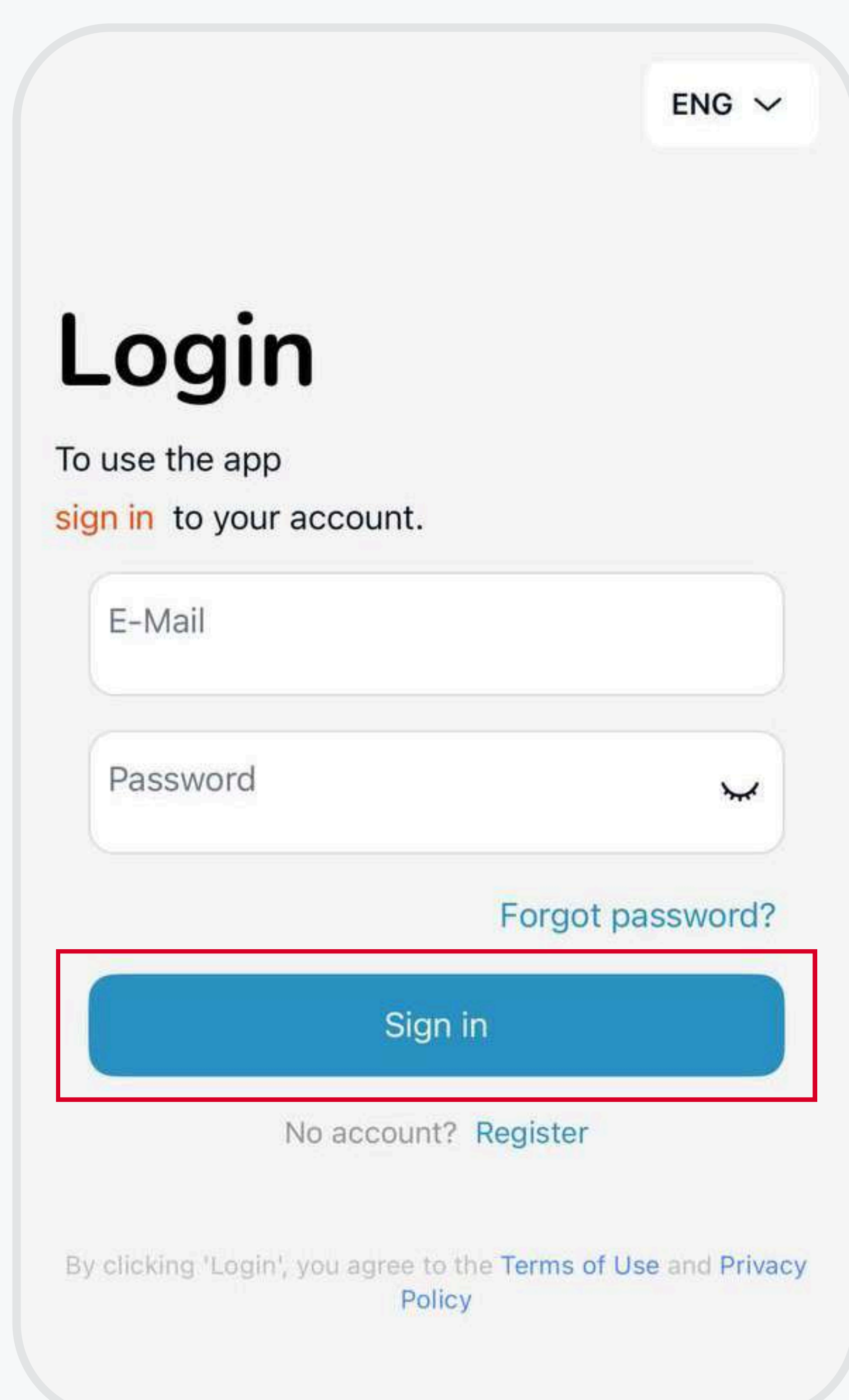


2. My Profile



2.1. User Login

Step 1. Enter your login and password, then tap **“Sign in”**.

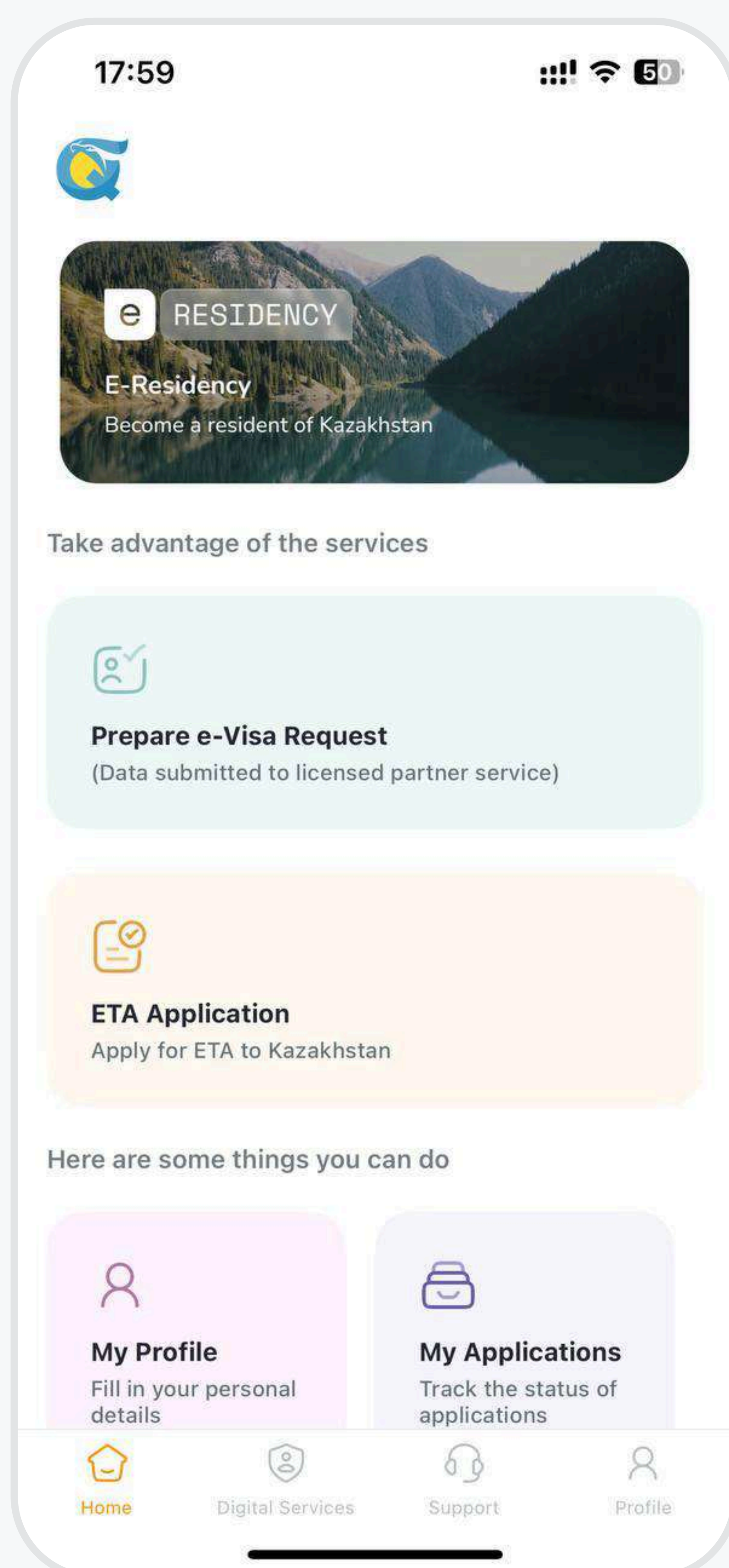




Step 2. Complete two-factor verification — enter the OTP code received in the message and tap **“Confirm”**.

A screenshot of the two-factor verification screen. At the top is a yellow hashtag icon. Below it, the text "Enter the code" is displayed. Underneath, it says "Enter the code sent to your email:". There are six empty input boxes for the code. Below the boxes, a timer shows "Request code in 00:56" and "Attempts remaining: 3". At the bottom, a blue button labeled "Confirm" is highlighted with a red rectangular border.

Step 3. After successful login, the Home Screen of the application will open.





2. 2. User Registration

Step 1. Tap the **“Register”** button.

The image shows a mobile app screen titled "Login". At the top right, there is a language selector "ENG" with a dropdown arrow. Below the title, there is a subtitle "To use the app sign in to your account." followed by two input fields: "E-Mail" and "Password" (with a toggle for visibility). Below these fields is a link "Forgot password?". A blue "Sign in" button is positioned below the link. At the bottom, there is a link "No account? Register" where the "Register" text is highlighted with a red rectangle. At the very bottom, there is a small disclaimer: "By clicking 'Login', you agree to the Terms of Use and Privacy Policy".

Step 2. In the opened form, fill in all required fields and tap **“Sign Up”**.

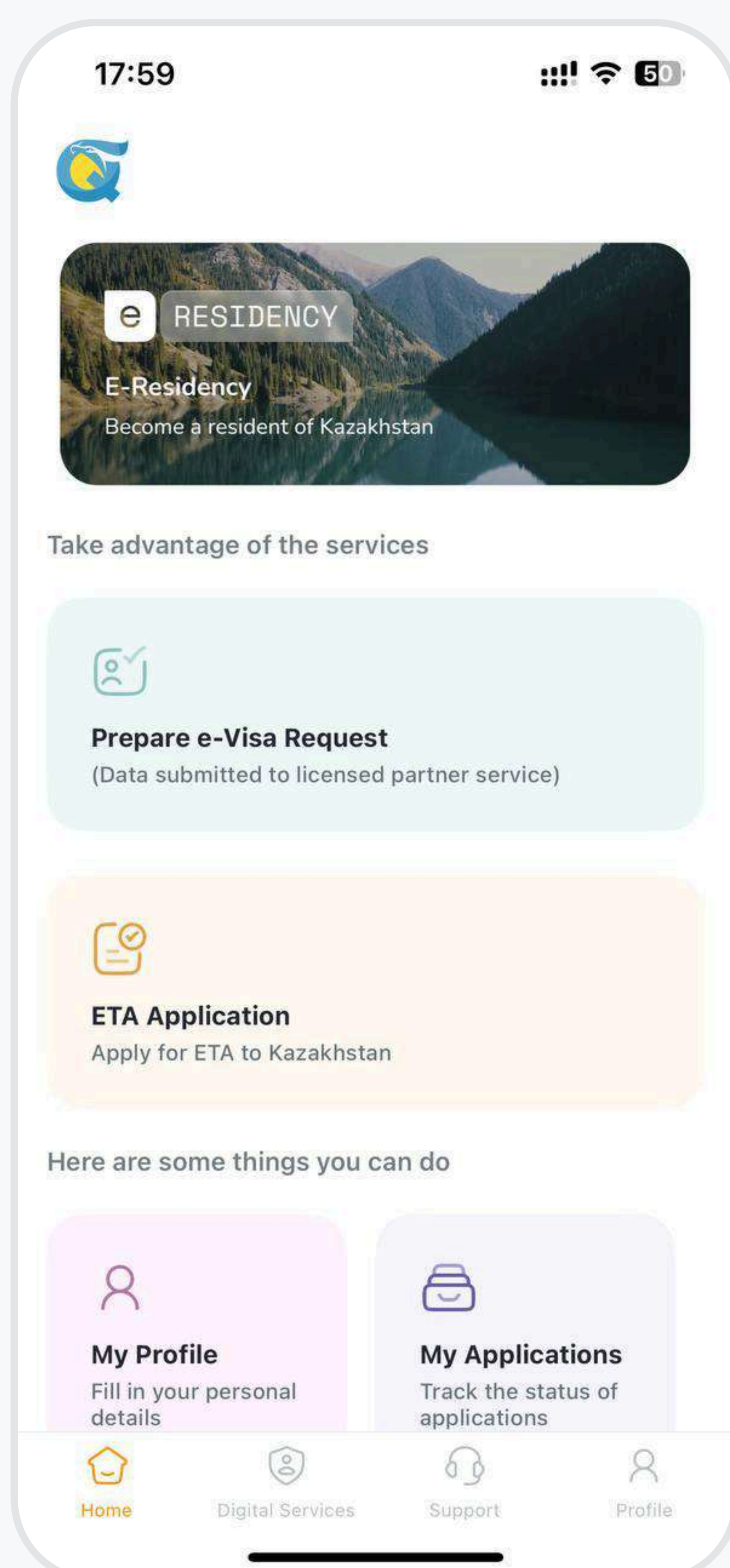
The image shows two side-by-side screenshots of a mobile app screen titled "Sign Up". Both screenshots have a status bar at the top showing the time "17:55" and signal/battery icons. The left screenshot shows the form with empty input fields: "Last Name", "First Name", "Phone number" (with a country code dropdown set to "+7"), "Email", "Repeat Email", "Password", and "Confirm Password". The "Sign Up" button at the bottom is disabled and greyed out. The right screenshot shows the same form after some data has been entered: "Surname" in the Last Name field, "Name" in the First Name field, "78787878" in the Phone number field, and "mail@mail.ru" in both the Email and Repeat Email fields. The "Sign Up" button is now active and highlighted with a red rectangle. Both screenshots have a disclaimer at the bottom: "By clicking 'Login', you agree to the Terms of Use and Privacy Policy".



Step 3. Enter the OTP code to confirm registration and tap **“Confirm”**.

A screenshot of the OTP confirmation screen. At the top is a yellow hashtag icon. Below it, the text "Enter the code" is displayed. Underneath, it says "Enter the code sent to your email:". There are six empty input boxes for the code. Below the boxes, it says "Request code in 00:56" and "Attempts remaining: 3". At the bottom, there is a blue button labeled "Confirm" which is highlighted with a red rectangular border.

Step 4. After successful registration, you are automatically logged in, and the Home Screen will open.

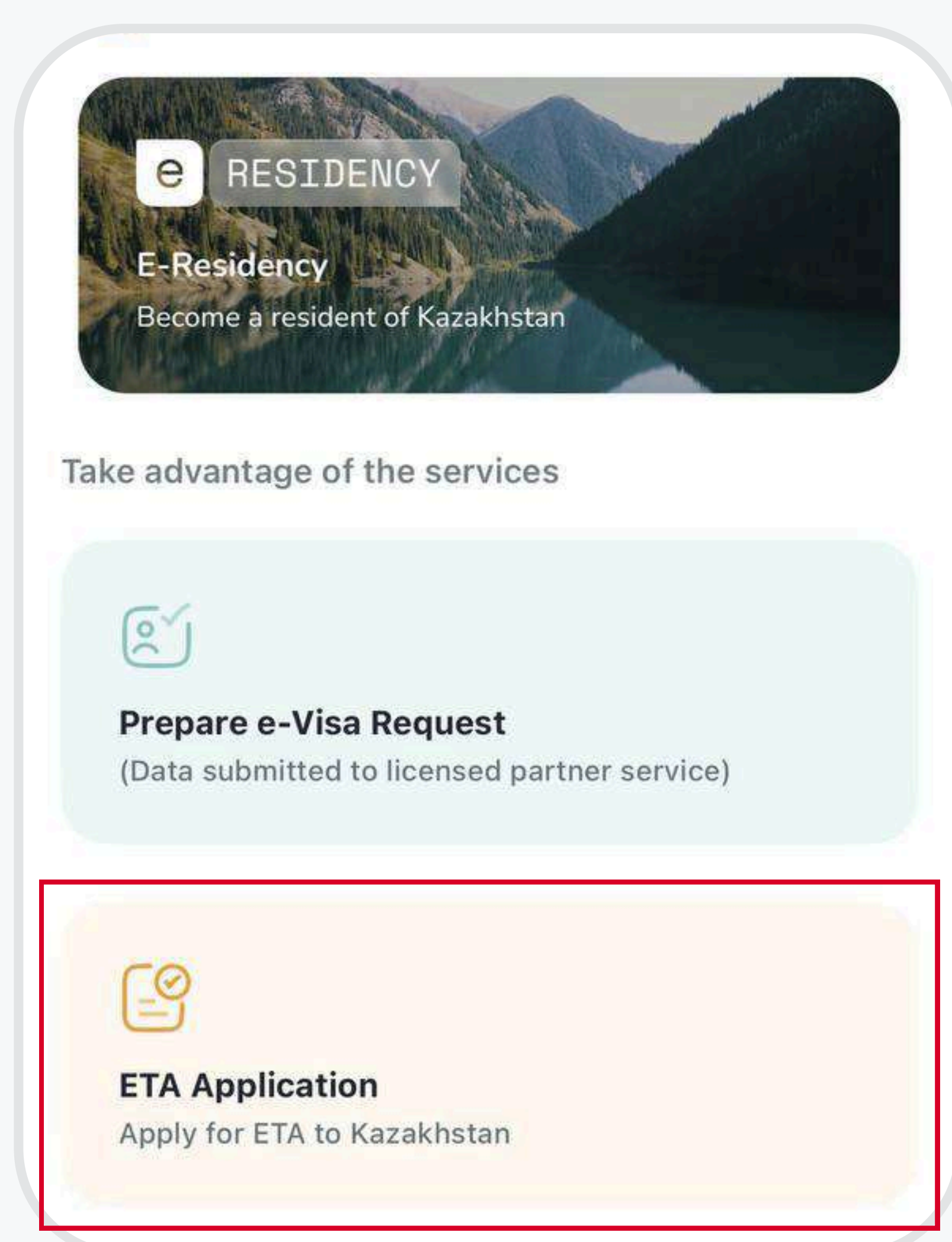




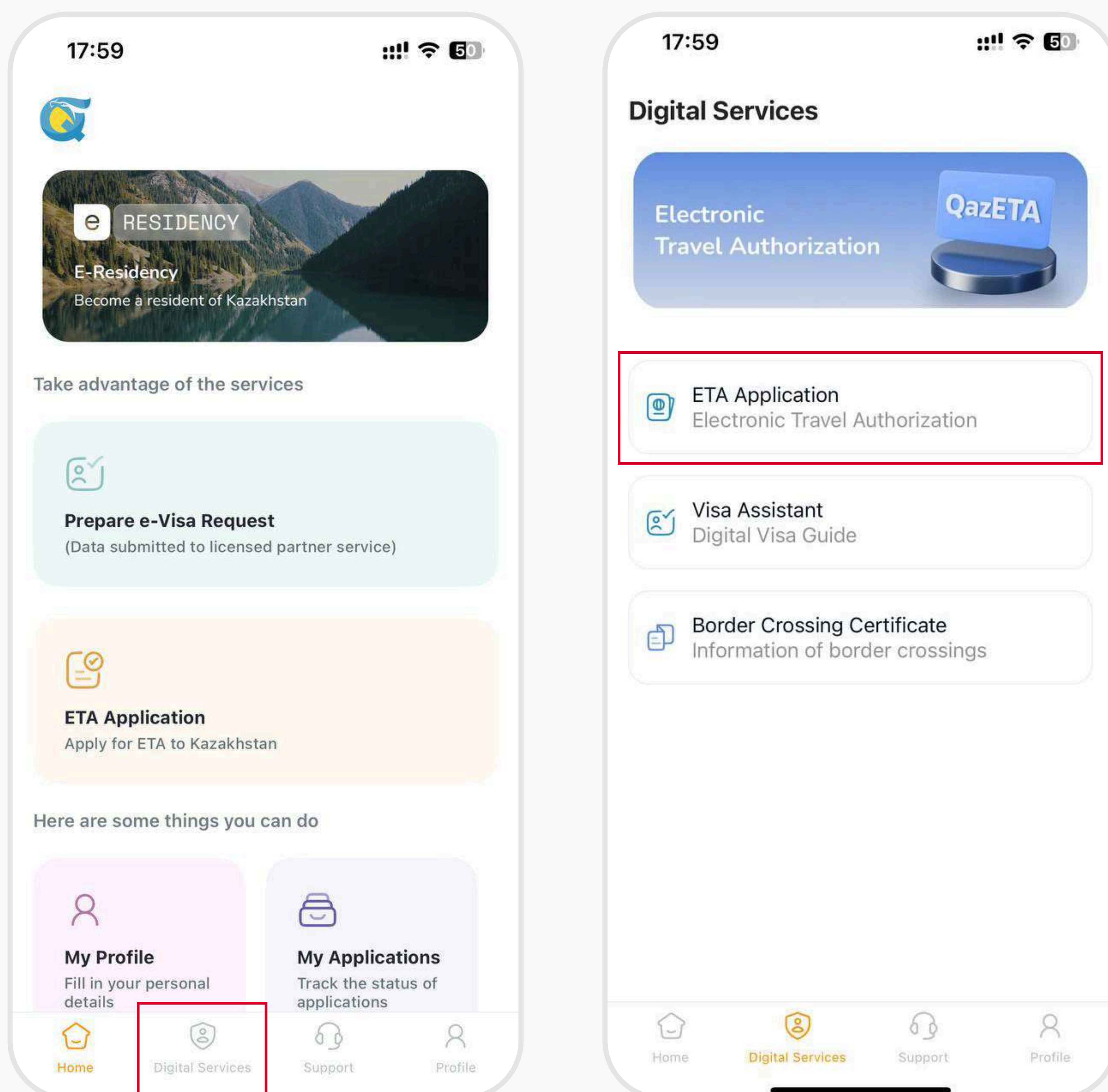
3. Service Acquisition

3.1. Obtaining “Electronic Travel Authorization (ETA)”

Step 1. On the Home Screen, tap “ETA Application”,

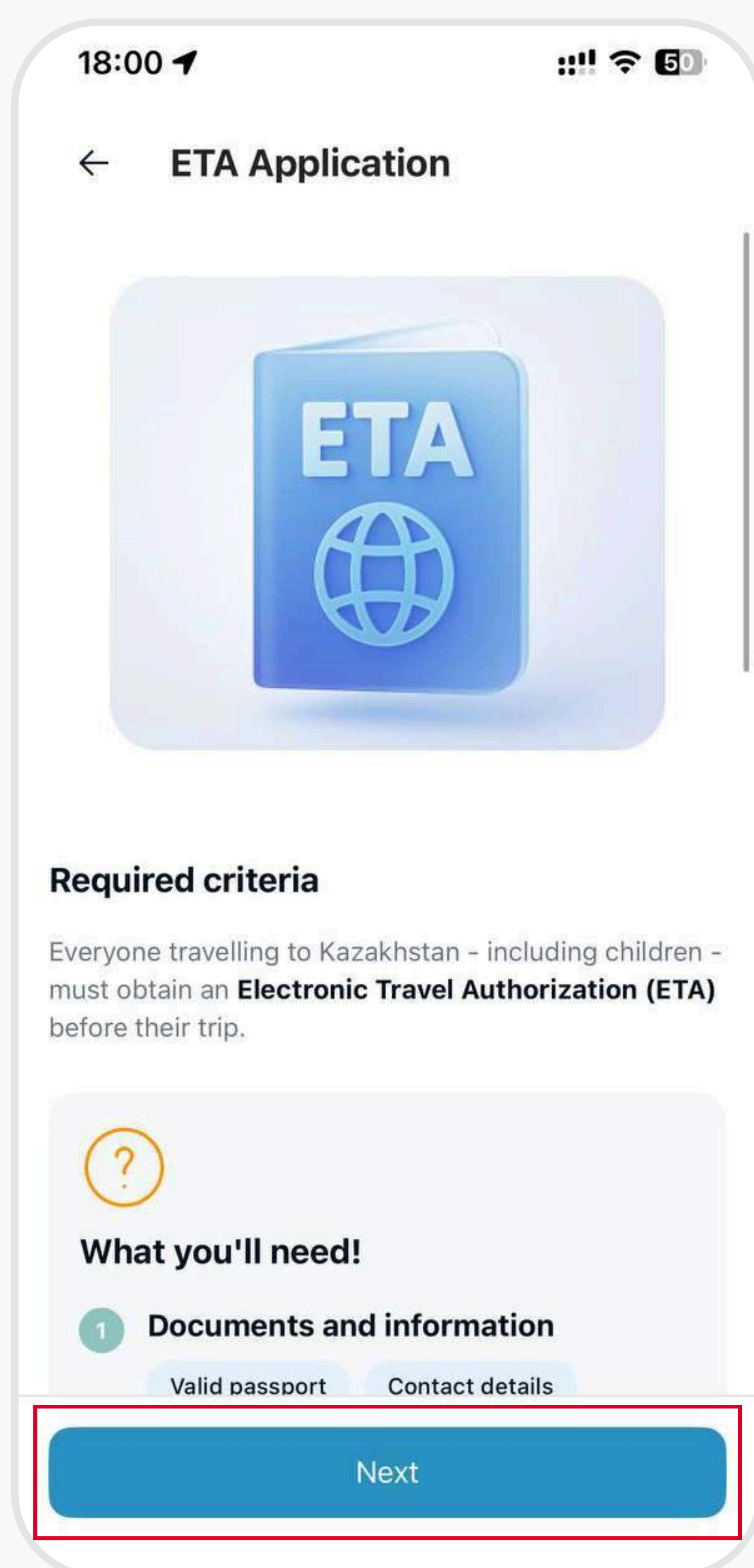


or navigate through the bottom menu: **Digital Services** → **ETA Application**.

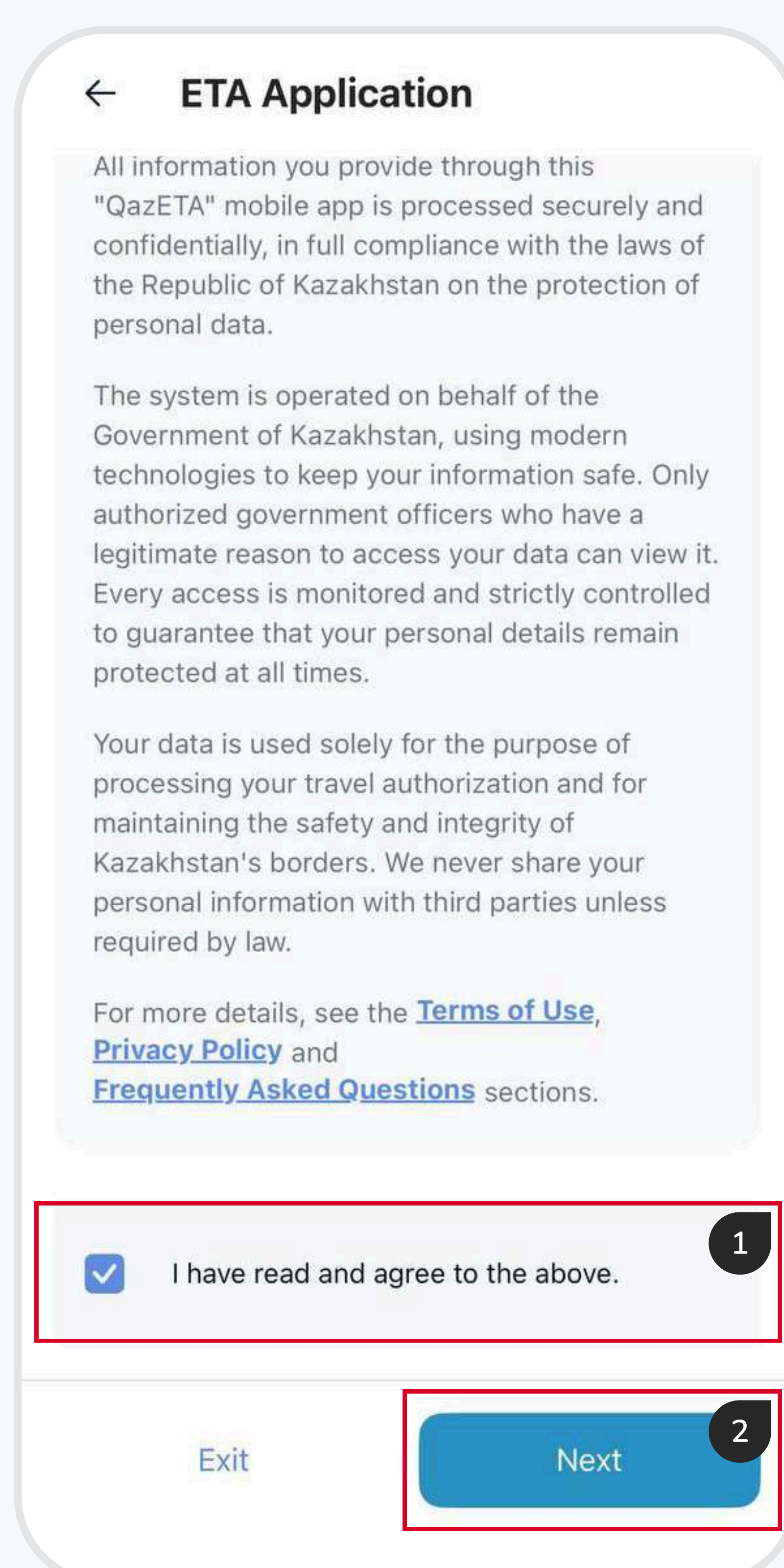
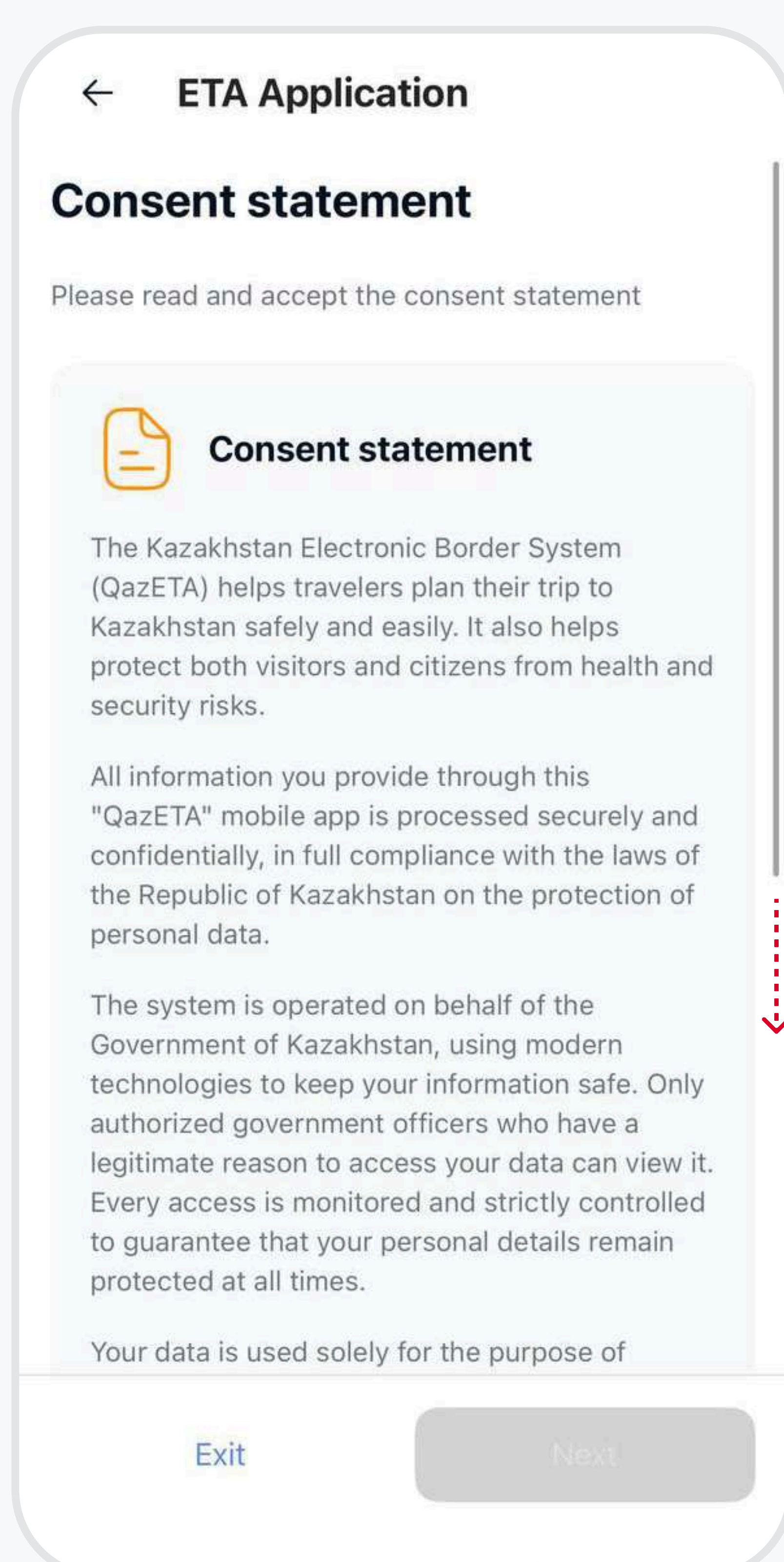




Step 2. Review the information on the screen and tap **“Next”**.

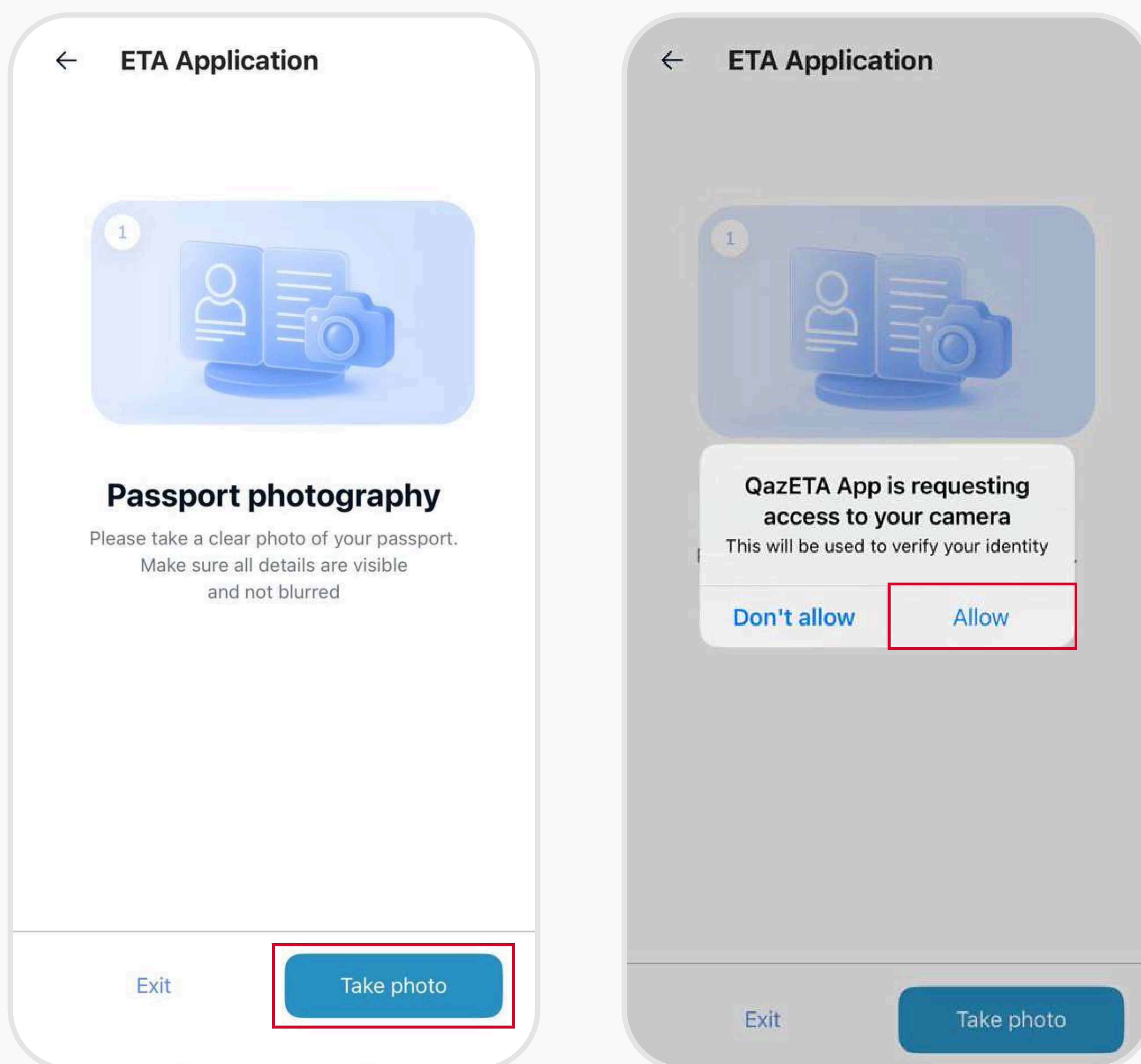


Step 3. Read the terms, tick the consent checkbox, and tap **“Next”**.

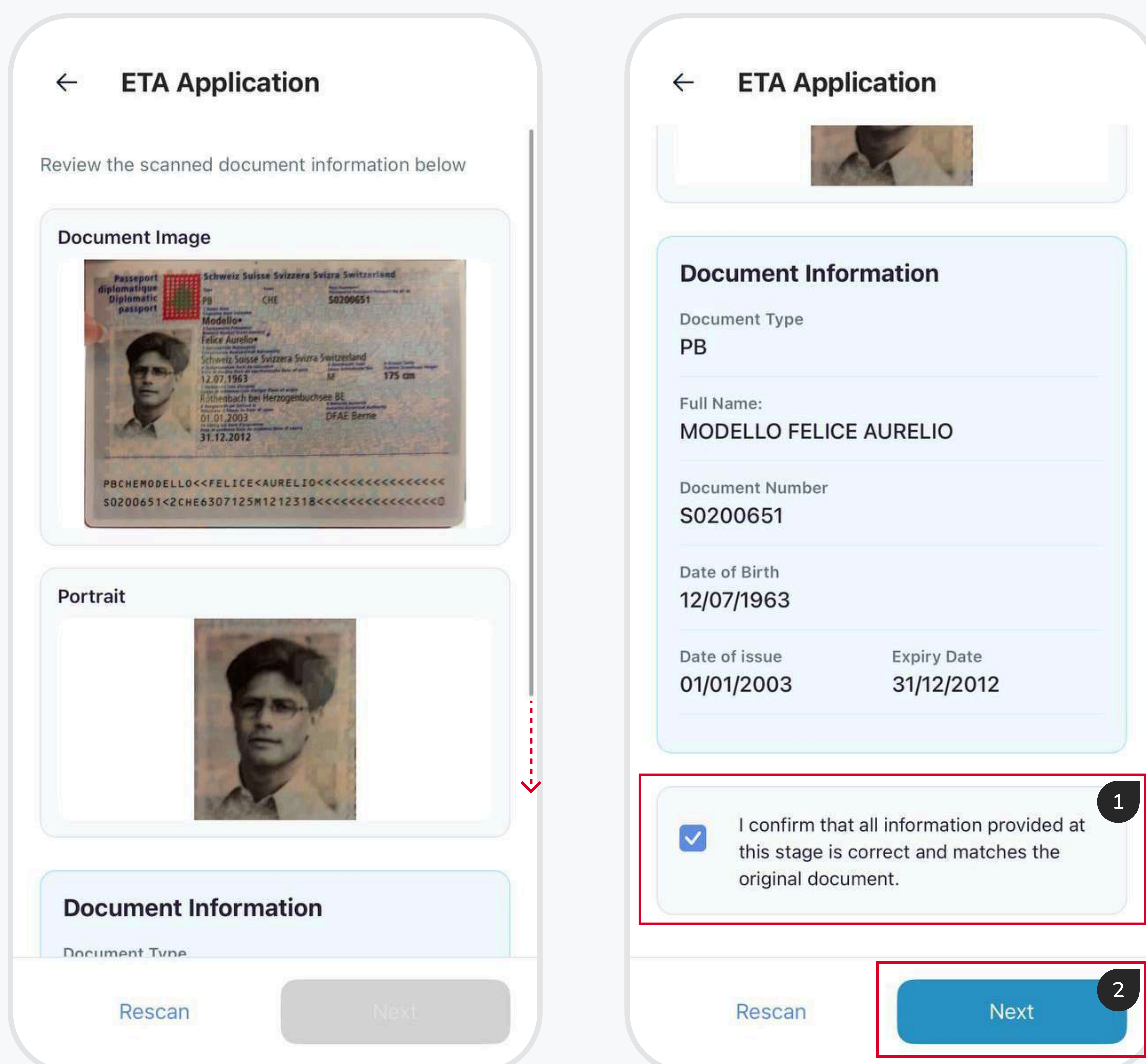




Step 4. Tap **“Take photo”**, allow camera access (**Allow**), and bring your document into the frame.



Step 5. Check the automatically recognized data, confirm it with the checkbox, and tap **“Next”**.





Step 6. Fill in the personal details and tap **“Next”**.

The screenshots show the following steps of the ETA Application form:

- Step 1:** Traveler's details. Fields include Passport details, Contact details (Phone number, Email), and Trip details (Purpose of visit, Type of entry, Country of departure). The **Next** button is highlighted.
- Step 2:** Emergency contact details and Health information. Fields include Last name in Latin, First name in Latin, Contact phone number, and Health information (Do you have valid health insurance?, In the past 30 days, have you had a fever over 38°C (101°F) with rash and other symptoms such). The **Next** button is highlighted.
- Step 3:** Customs declaration. Questions include: Are you bringing or planning to bring into Kazakhstan animals, plants, products of animal or plant origin, biological samples, tools or equipment used for the cultivation of animals and plants? and Are you bringing alcoholic beverages in quantities exceeding the duty-free allowance, namely: 4 liters of alcoholic beverages with an alcohol content below 16% OR 2 liters of alcoholic beverages with an alcohol content above 16% and 2 liters with an alcohol content below 16%? The **Submit** button is highlighted.

Step 7. If required, attach any additional documents and tap **“Next”**.

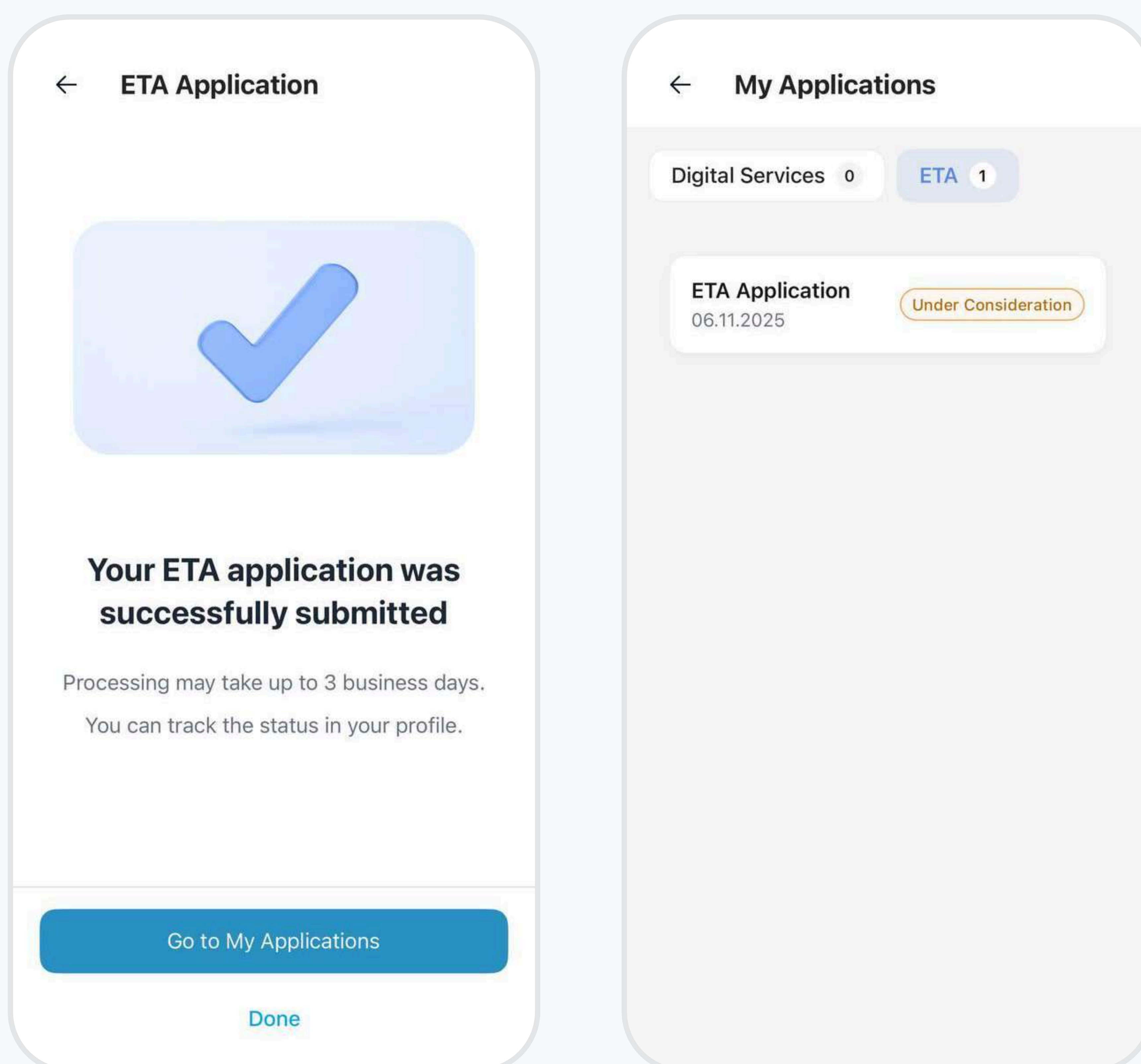
The Required documents screen displays the following information:

- Required documents**
Please upload the necessary documents to complete your application.
- Your documents**
- Booking file**
Upload booking confirmation
Upload
- Other**
Upload any other related documents (if you have them)

The **Next** button is highlighted in red.



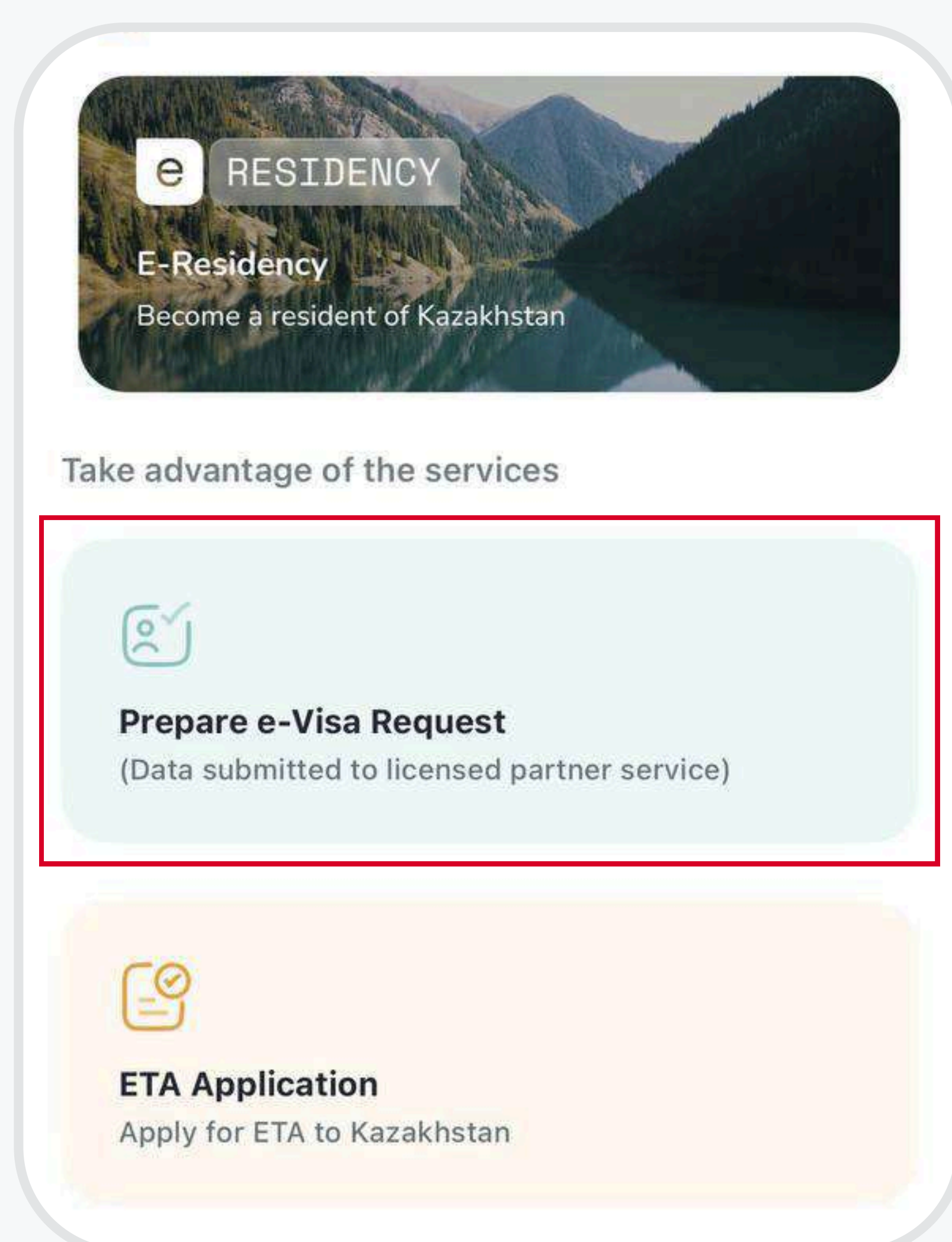
Step 8. The application has been successfully submitted. You can tap **“Done”** to return to the Home Screen or **“Go to My Applications”** to view the application status.



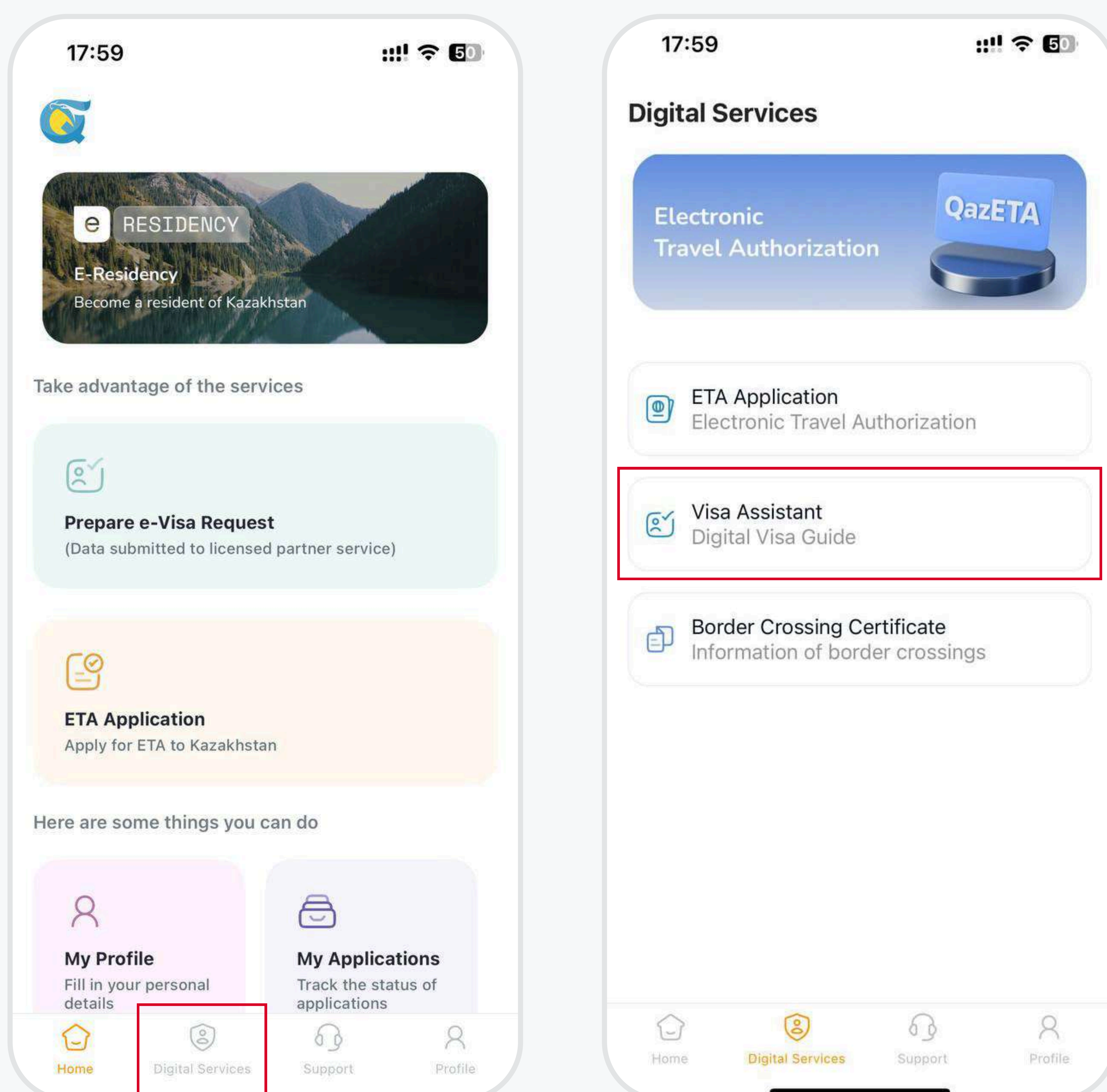


3.2. Obtaining an “Electronic Visa (E-Visa)”

Step 1. On the Home Screen, tap “**Prepare E-Visa Request**”,

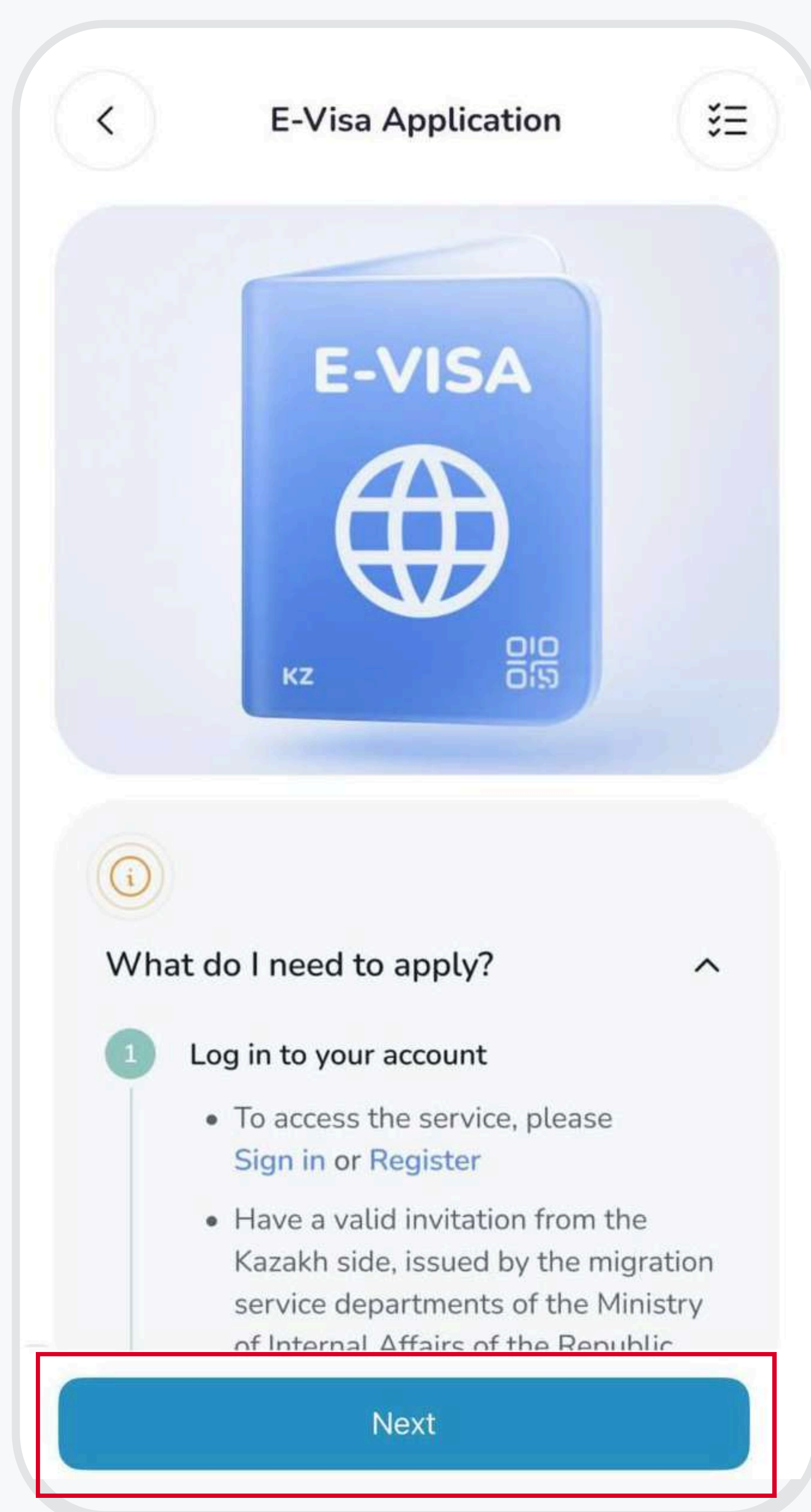


or navigate through the bottom menu: **Digital Services** → **Visa Assistant**.





Step 2. Review the information on the screen and tap **“Next”**.



Step 3. Fill in all required fields of the application form and tap **“Next”**.



Step 4. Verify the entered data, confirm it with the checkbox, and tap **“Next”**.

Visa Assistant

Check and confirm the data

Invitation Number
1762168777390144

Active

Organization

NameЧастная компания HuaLin Energy Ltd.

BIN250240900748

AddressГ. АСТАНА, Р-Н ЕСИЛЬ, УЛ. ЭЛИХАН БӨКЕЙХАН, Д. 25В, Н.П. 8

Registration Date2025-02-25

Step 2 of 4
Filling in personal data

Next Step

Шаг 5. Enter the payment details and wait for the payment confirmation.

Visa Assistant

e-payE-GOV PAYMENT GATEWAY

SUM
commission-free41 520,00
tenge

Commission fee (KZT) is set pursuant to the rules of a bank or organization performing transactions.

Payment methods:

QR-code

Payment pending

Commission fee not charged.
Pay using QR in the bank's application

Halyk

Payment cards

Step 3 of 4
Filling in personal data

Next Step

Visa Assistant

e-pay

Verified by VISA MasterCard SecureCode

Имя Фамилия

Номер карты

Срок действия карты

MM / ГГ

CVV2

Ваш e-mail

Ваш номер телефона

Необязательно

Отправить

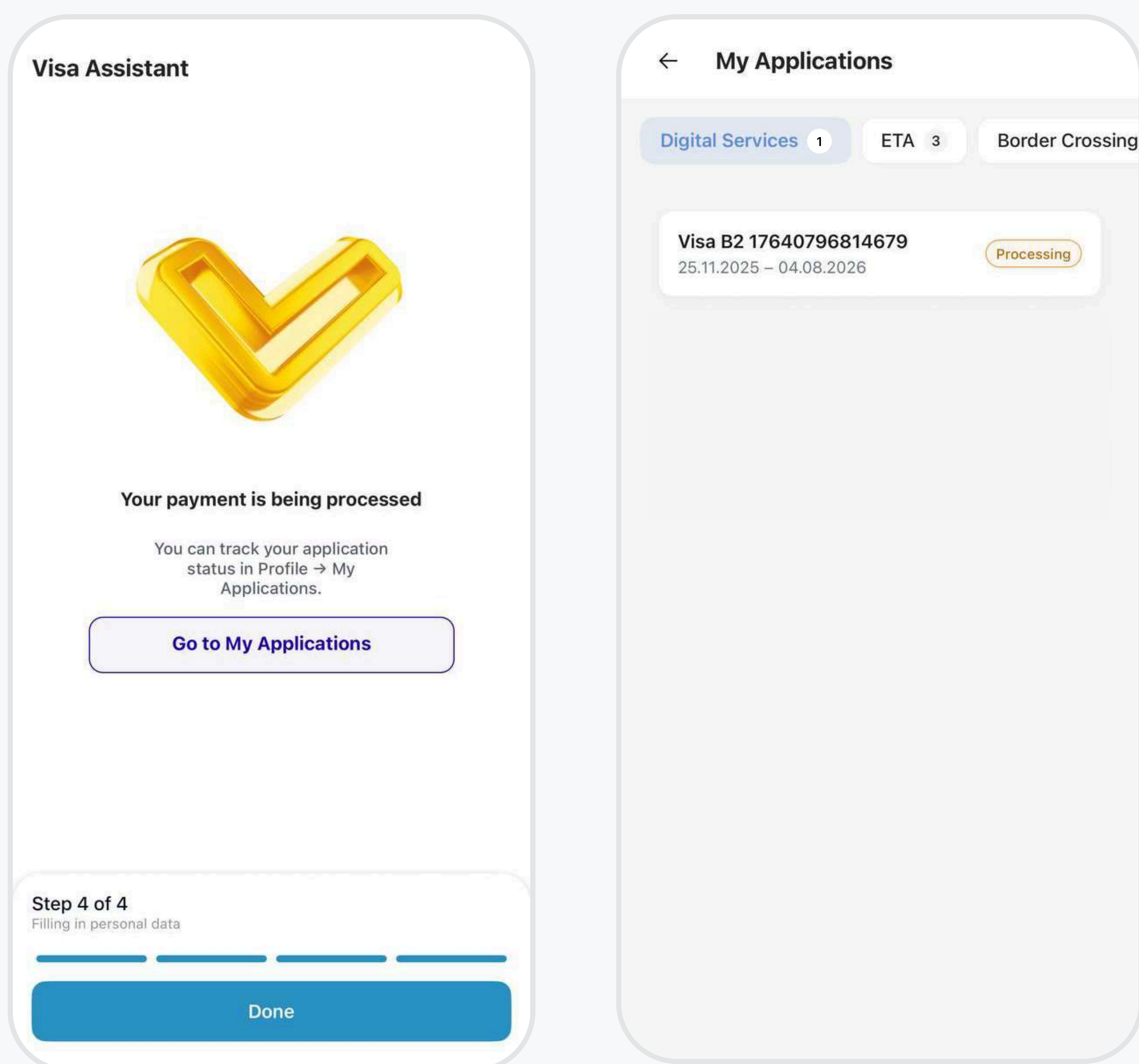
На проведение платежа выделяется 20 мин или 3 попытки.

Step 3 of 4
Filling in personal data

Next Step



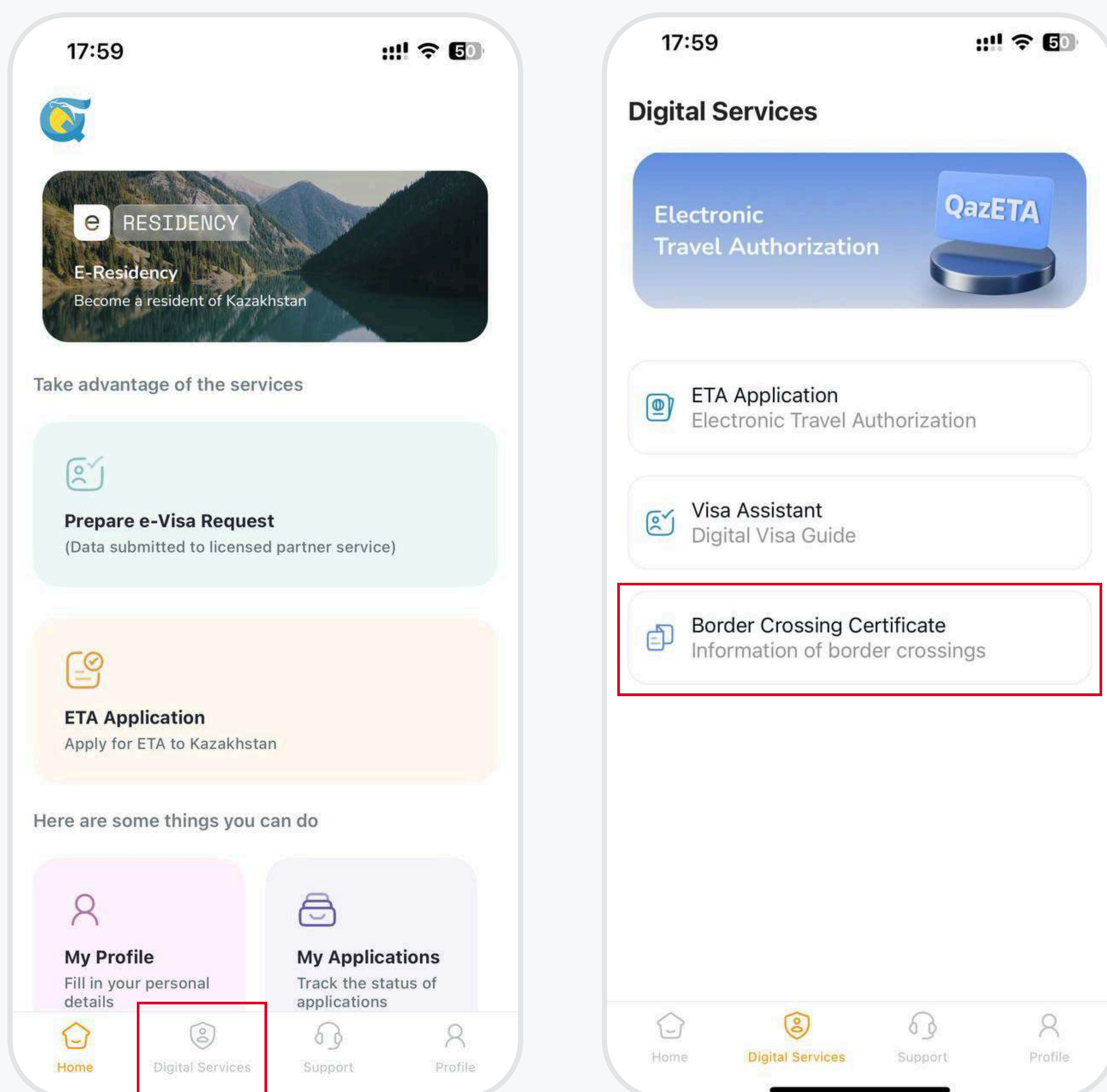
Step 6. The application has been successfully submitted. You can tap **“Done”** to return to the Home Screen or **“Go to My Applications”** to view the application status.



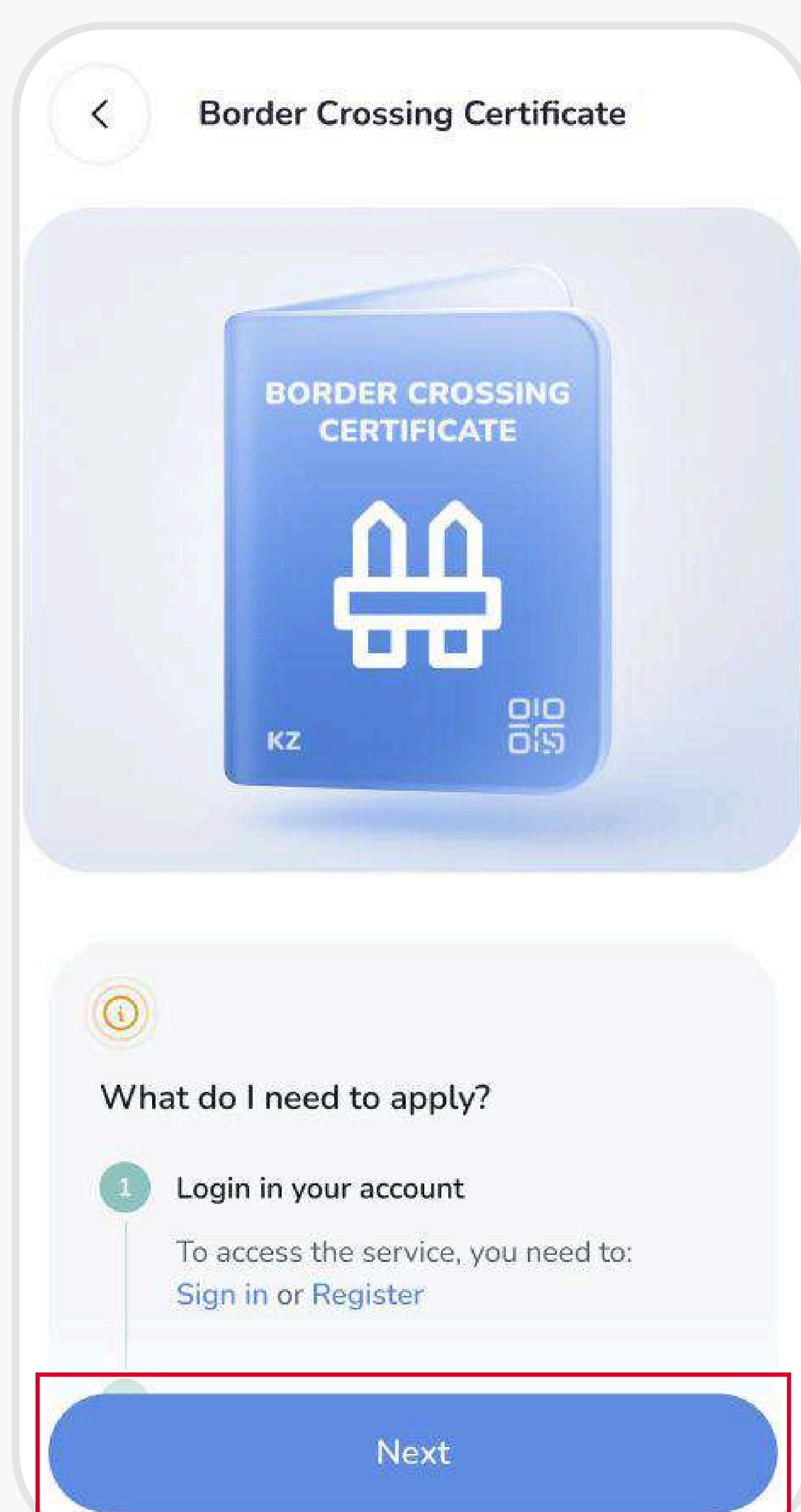


3.3. Obtaining a “Border Crossing Certificate”

Step 1. In the bottom menu, select: **Digital Services** → **Border Crossing Certificate**.



Step 2. Review the information on the screen and tap “**Next**”.



Important

This certificate of border crossings is available only to non-residents of the Republic of Kazakhstan (foreign nationals)



Step 3. Select the document you used to cross the border on the specified date in the application by clicking **“Select Another Document”**.

The left screenshot shows the 'Border Crossing Certificate' form. It contains fields for Document Number (DP000000), Citizenship (Colombia), Sex (Female), and Date of Birth (18.04.1995). Below these fields is a button labeled 'Select Another Document'. Further down is the 'Request period' section with 'From date' (20.11.2020) and 'To date' (20.11.2025) fields, a confirmation checkbox, and a 'Send' button at the bottom.

The right screenshot shows the 'Documents' list. It contains three document entries: AZARENKOV IGOR NIKOLAEVICH, AMORTEGUI RUIZ LUISA FERNANDA (highlighted with a red box and a '1' in a black circle), and BLIZZARK OSTIN. Below the list is an 'Add New Document' button. At the bottom, there are 'Next' (highlighted with a red box and a '2' in a black circle) and 'Cancel' buttons.

Step 4. Fill in all required fields, select the period, confirm your agreement with the checkbox, and tap **“Send”**.

This screenshot shows the 'Border Crossing Certificate' form with the same fields as in Step 3. The 'Request period' section is filled out with 'From date' (20.11.2020) and 'To date' (20.11.2025). The confirmation checkbox is checked. The 'Send' button at the bottom is highlighted with a red box and a '2' in a black circle. The confirmation checkbox is also highlighted with a red box and a '1' in a black circle.



Step 5. The application has been successfully submitted. You can tap **“Done”** to return to the Home Screen or **“Go to My Applications”** to view the application status.

