



OFFICE OF THE  
DEPUTY GOVERNOR  
CAYMAN ISLANDS GOVERNMENT

## **BOTC Online Portal Frequently Asked Questions**

**Background:** On 30 November, 2020, the Office of the Deputy Governor (ODG) launched a new online system for persons to apply for Naturalisation or Registration as a British Overseas Territories Citizen (BOTC). The system will also be used for processing applications for Proof of Nationality Letters for individuals who may have lost or damaged their BOTC certificate.

This system was developed for use by applicants or their appointed agents and was specifically designed to facilitate easy, efficient and secure interactions with the ODG.

### **1. What is the difference between applications for Registration and Naturalisation as a British Overseas Territories Citizen (BOTC) ?**

Registration is for applicants under the age of 18 who were born in the Territory to parents who were not settled at the time, or those whose parents have, or are about to, become BOTCs and are living in the Territory. BOTC Registration also applies to adults who were born in the Territory and have resided here consistently for the first 10 years of their lives.

Naturalisation is for applicants aged 18 or over who are free from Immigration time restrictions and have (a) resided in the territory for 5 years or more or (b) are married to a BOTC and have resided in the territory for a minimum of 3 years.

### **2. What is the purpose of the BOTC online portal?**

The purpose of the portal is to provide a more convenient service. If you use the portal, you no longer need to visit government offices to submit an application and pay for the service. It also means that you can apply at a time that is convenient to you, not just during regular office hours.

### **3. What kind of activities can I complete using the online portal?**

On the portal you can:

- Complete, save and submit BOTC Naturalisation, BOTC Registration and proof of nationality applications;

- Upload any additional documents required by the ODG;
- Schedule /reschedule pledge ceremonies, and
- Track the status of applications submitted for processing.

#### **4. What is a pledge ceremony?**

A pledge ceremony is an event that is hosted by the ODG, which applicants 18 years or older are required to attend, in order to complete their application process. At a pledge ceremony, applicants make a citizenship oath and pledge. A person aged over 18 cannot be registered or naturalised as a British overseas territories citizen unless he or she has made the relevant citizenship oath and pledge.

#### **5. Where are pledge ceremonies held?**

Pledge Ceremonies are held at the Government Administration Building in George Town, at scheduled times. Appointments are required.

#### **6. How do I schedule a pledge ceremony?**

You can schedule your Pledge Ceremony on the online portal. You can only schedule a Pledge Ceremony after you have received notification that your application has been approved.

#### **7. What are the security features associated with this system?**

The system uses multi-factor authentication, which means that in order to gain access to your account you will need to enter at least 2 credentials to confirm that you have the requisite authority. In addition to username and password you will also receive a one-time password (OTP) on your mobile phone, which you will need to enter on the portal before you can access your account.

#### **8. How do I access the BOTC Portal?**

You can access the BOTC Online Portal from the ODG website ([www.odg.gov.ky](http://www.odg.gov.ky) or [online.odg.gov.ky](http://online.odg.gov.ky)), the Cayman Islands Government website ([www.gov.ky](http://www.gov.ky)) or the Eservices portal ([www.eservices.gov.ky](http://www.eservices.gov.ky)).

#### **9. How do I sign up for the BOTC portal and what do I need to have?**

Anyone who needs to submit an application for Naturalisation/ Registration as a BOTC or Proof of Nationality letter is required to 'sign in' on the portal. For the security of all users, first time users must register by simply clicking "**Register**" at the bottom of the "**Sign In**" box then enter the required information. Your password should include an upper case letter, lower case letters, a number and a

symbol. For added security you will need to have access to a valid email address and a Cayman Islands mobile phone number that can accept SMS messages.

When you sign up, you will receive an email with a verification code and a text message on your mobile phone with a mobile verification code. Enter these codes in the system to get access to the portal. Please note that these codes are only valid for 10 minutes, otherwise you will be required to re-enter the information that was previously entered.

**10. Are there plans in place for the system to allow for multiple employees of external agents to submit applications on behalf of clients?**

Work is currently being done to modify the system to allow multiple employees of Agencies to have the required access to the portal. Plans and dates for this will be shared in due course.

**11. What if I register but I do not receive the One Time Password (OTP)?**

The first thing to do is check that you entered the correct mobile number. If the mobile number is correct but you still have not received the OTP, try again and if there is no success then contact the office of the Deputy Governor at [botc@gov.ky](mailto:botc@gov.ky).

**12. Do I need an account to log in?**

Yes, you will need to register on the portal for an account before you can log in.

**13. What happens if I want to change my mobile number?**

You would need to login to the portal then select **User Profile** from the menu on the left. You can then click the button beside **Phone number** and enter your new phone number. Once you are satisfied that the new details are entered correctly, click on **Update**. Once you complete the verification, your account profile will be updated.

**14. What happens if I change my email address?**

You would need to login to the portal then select **User Profile** from the menu on the left. You can then click the button beside **Email address** and enter your new email address. Once you are satisfied that the new details are entered correctly, click on **Update**. Once you complete the verification, your account profile will be updated.

**15. How do I change my password?**

At the login screen, click the **Forgot Password** link and follow the instructions.

**16. What happens if I can't remember my username?**

At the login screen, click the **Forgot Username** link and follow the instructions.

### **17. Who do I contact if I have problems logging in?**

If you have any problems which still cannot be resolved after using **Forget Username/Password**, please contact the Office of the Deputy Governor for assistance.

### **18. How do I start an application?**

- Once you login, you will be taken to the “What would you like to do? Home page. You can either select **Apply for Registration as a British Overseas Territories Citizen** or
- **Apply for Naturalisation as a British Overseas Territories Citizen on the Grounds of Marriage** or
- **Apply for Naturalisation as a British Overseas Territories Citizen on the Grounds of Residence** or
- **Apply for Proof of Nationality letter** from list of options.

Alternatively, you can select **New Applications** from the menu on the left and select the option that applies to you.

### **19. Do I need to upload documents in order to submit my application?**

There is a list of documents which you should upload (for each application type) **but** you are allowed to save your application and upload them at a later date. You will need to upload all required documents before you can submit your application. [Please read the guidance notes for more information.](#)

### **20. What if I uploaded the wrong document?**

If you uploaded the incorrect document, you only need to go back and search for the right document then click on upload. This will replace the previous document uploaded with the new one.

### **21. How will I know if the ODG has received my application?**

You will receive an email acknowledgement once you submit your application.

### **22. Am I able to save my progress and go back to finish at a next time?**

You can click on the save button at the bottom of each screen and exit the application. The application can be retrieved and completed at a later date from the **Draft Applications** folder. If there is no activity on an incomplete application for 45 days, for security reasons, the application will be closed/cancelled by the system. All saved information will be deleted and you will then be required to restart the application process.

**23. How will I know if the ODG has sent me a message?**

You will receive an email message advising of pending items to be completed or action that is required. You will then need to login to the portal and the notifications tab will show the total number of new notifications. When you click on the notifications tab you will see a list of each outstanding item. Once the ODG sends you a message, you will get an email notification to the email account you registered with.

**24. What do I need to do to view and take action on the message?**

The action you take will depend on the notification, as some notifications are for information purpose only, while others may require for you to take some form of action. It could be that you need to upload documents, provide a response, or select your ceremony date.

**25. What are my payment options when paying for my application or pledge ceremony?**

You may make payment online using debit/credit cards. You can also make payments at the Post Office. **Note that for payments made at the Post Office, you need to print out the voucher from the system, attach it to your receipt and submit it by email or through the Office of the Deputy Governor's drop-box.**

**26. Can I change to a private pledge ceremony if I previously scheduled a regular pledge ceremony?**

Yes. You can select a private ceremony and make the additional payment.

**27. Can I reschedule my ceremony?**

Yes, you are allowed to reschedule your ceremony to another date. You must, however, try to reschedule at least 7 calendar days before your appointment. A rescheduling fee of \$100 may also apply.

**28. How do I reschedule a ceremony?**

You need to select the **Reschedule Ceremony** button from the **Menu** on the left of the screen. From there, select the Application number then select **Click for reschedule** button. A calendar will appear with the available dates posted. Select your new date and then click **Submit** once you have entered the necessary details. You will receive a confirmation email for your new appointment.

**29. Will I receive notifications from the online system?**

In an attempt to make communication seamless, we have included a notifications module, which will allow you to receive reminders and requests for further action from ODG. It is important to note that some notifications are for information purpose only, while others may require you to take some form of action. For example, email notifications will be sent to the email address used to register on the portal as a reminder of any task which has been started but not yet completed. When there is a notification, you

will be alerted to any messages from the ODG in the Notifications tab which is located on the left side of the screen.

You will receive an email message advising of pending items to be completed or action that is required. You will then need to login to the portal and the notifications tab will show the total number of new notifications. When you click on the notifications tab you will see a drill down of each outstanding item.

**30. How do I track my application status on the portal?**

Once you have submitted your application. The status will change to “**In progress**”. Once a decision has been made the status will change to “**Approved**” or “**Not approved**”, “**Deferred**” or “**Conditional approval.**” You will also receive an email once your application has been processed.

**31. What happens if I refresh my screen?**

If you click on the refresh button, you will be directed to the home screen. Please use the **Save, Back** and **Next** button instead.

**32. How long will my application remain on the portal?**

Based on data protection policies and security best practice, the data contained in the application form will be removed from the portal once a final decision has been made.