

Travel Loans Web Portal FAQs

Header	Questions	Answers
Introduction	What is the Travel Loans Web Portal?	The Travel Loan Web Portal provides online information to beneficiaries for their balance. It also allows the beneficiaries to see their status/outstanding balance including the number of payments made by date, and the remaining balance online at the time of their convenience. They will also be able to update their contact information and see the Promissory Note details that they have signed.
Security	What data does the Travel Loans Web Portal capture?	The Travel Loans Web Portal captures the information you enter in order to register, such as your email address, phone number, and physical address.
	Who can view the data that I entered into my profile during Registration?	Your data can be viewed and accessed only by the IOM ICT team. IOM shall take all reasonable and necessary precautions to preserve the confidentiality of personal data and the anonymity of data subjects. All personal data shall be collected, used, transferred, and stored securely in accordance with the IOM data protection principles
	How is my data protected?	All client information is handled in strict accordance with IOM's Data Protection Principles, which can be found at the following link: http://publications.iom.int/system/files/pdf/iomdataprotection_web.pdf
Access	Do I need to create an account to access the portal?	Yes, in order to access the portal, you need to have an account created to access using your User ID and password.
	Is Online Travel Loans Web Portal available offline, when not connected to WI-FI or mobile data?	No, an internet connection is required to access the system.
	Can I access the Travel Loans Web Portal using my Facebook or Google account?	No, the IOM Travel Loans Web Portal cannot be accessed using other accounts, such as Facebook, Google or Skype.
Registration	What if I entered non-accurate information in any of the required fields during the verification step?	You should enter at least three fields correctly to get verified and proceed with the next steps.

Loan Details	What info does the financial statement display?	You can view the status/outstanding balance including dates and amounts already deposited.
	Can I get proof of my transactions?	You can print a receipt showing the transactions made.
Signed Promissory Note	How can I get a copy of my signed Promissory Note	From Loan details page, click view Promissory Note button. Now you have three options: <ul style="list-style-type: none"> • Click Download to download a copy. • Click Email to send a copy to your registered email account. • Click Print to print out a copy. For this option, your device must be connected to a printer.
Changes	Can I update the information in my user profile?	Yes, you can update any of the following information at any time, marital status, phone number, and physical address. To update your information, log in with your credentials and click the Update Information button.
Password	How can I create a strong Password?	Password must be a combination of A to Z, 1 to 0, and special characters.
	What should I do if I forgot my password?	You should create a new password. Please refer to <i>Forgot Password</i> video tutorial using the below link.
USER ID	How do I create a USER ID?	Your USER ID should consist of letters and numbers.
	What should I do if I forgot my USER ID?	You should contact IOM IRVINE to provide you with your USER ID. From the portal homepage, click on Forgot USER ID button to find the contact details for IOM IRVINE.