# **State of Hawaii** Travel Quarantine Exemption Application User Guide

# Getting Started:

## Open up a browser and navigate to <http://ag.hawaii.gov/travelexemption>.

## Choose one of the following sign-in methods to create an account:



## Sign in.



## Review the terms and select “**Accept**” to agree and continue using the app.



## At the bottom of the page select “**Complete Your Account**.”



## Fill out the name and company fields to complete your account and save.



# Submitting an Exemption Application Form:

## On the bottom right of the application select “**Apply for Exemption**.”



## Select the exemption category that best describes your reason for the request.



## Describe in detail the purpose for your exemption request.



## Upload the necessary documents that are requested and any additional documents if needed.



## You may add one or more travelers by selecting “**New**” within the Travelers section on your request. \*If you, as the requestor, will be traveling, you will need to fill out one for yourself as well.



## Fill out all the required fields relating to your traveler(s). Each field required will have a “\*” next to it. It is important to type in the full address of the traveler’s quarantine location and provide a picture ID. Once completed go ahead and click “**Save**.”



## After saving the information for the traveler, you may select the “**New**” option to add additional travelers if needed. \*You will need to provide information for each additional ­­traveler individually\*



## When you have completed filling out your request and traveler information, click “**Save**”. To finalize and submit your request you will need to select the “**Submit**” button at the top of the form.

## You will be prompted to confirm that the form will be submitted and changes will not be allowed after selecting “**Submit**.”

 

## You can verify your submission was successful by referring to the Status on your request.



## You will receive a confirmation email that includes your Application ID to reference, an assistance contact, and references to county rules. \*Your confirmation email does not mean your request has been approved\*

## Congratulations on completing your first exemption request 😊! To track your submission(s) go to the “**Requests**” area on the bottom menu.



# How to revise a returned request:

## If your request requires more information, you will receive an email informing you that an update to your application has been requested, with a link direct to the request within the app. Refer to the email comments to see what updates are being required.



## Once logged into the application, under “**Requests**,” you will see the request that requires an update and it will be shown in red.



## To update your application, open the request and select the  icon located in bottom right corner.



## After updating, go ahead and re-submit the request by clicking the “**Resubmit**” button.



## You will receive a confirmation email when your request has been successfully re-submitted. \*This does not confirm that your request has been approved. Re-submissions of updates will need to go through evaluation again\*

# Status notices of submitted requests

## **Denied ☹**: You will receive an email to inform you if your request has been denied with a reference to the Application ID.

## **Approved 😊**: You will receive an email to inform you if your request has been approved including an Approval ID and terms to abide by.

## **Other Resolution**: You will receive an email with a response from the Attorney General’s Office.

##  You can track the status of your request within the application in the “under “**Requests**”” area.

