

# MTI Application Portal Upgrade – Frequently Asked Questions (FAQs)

## General questions

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### Why is the MTI portal changing?

We are upgrading the MTI application system to a new portal. This will provide a more secure, reliable, and improved experience for applicants and hosting NHS organisations.

### When will the current MTI portal be unavailable?

The current MTI portal will be unavailable from **Thursday 5 March** while the upgrade takes place.

### How long will the upgrade take?

The upgrade is expected to take **around 2–3 weeks**. We will share updates if this changes.

### Will my existing application data be lost?

No. All existing MTI application data will be securely transferred to the new MTI portal.

### Will processing times be affected?

Yes. During the upgrade period, response and processing times may be longer than usual. We appreciate your patience during this time.

## For applicants

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### Can I submit a new application during the upgrade?

No. We will **not accept new MTI or GSS applications** during the upgrade period.

### What if my application is at Stages 1–5?

Please upload any required documents **by Tuesday 3 March**. After 3 March, documents should be sent to us by email.

### What should I do if my application is at Stage 6-7 or if my application is for an extension?

Your application will continue to be processed as usual. However, progress updates will not be visible on the portal. We will contact you and the hospital by email with updates.

### What if my application is at Stage 8?

Applicants at Stage 8 who need to submit an ePortfolio request form or a copy of their eVisa upon arrival, should upload these documents by **Tuesday 3 March**. After 3 March, any documents should be emailed to [mti@rcp.ac.uk](mailto:mti@rcp.ac.uk).

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### How do I send documents after 3 March?

Documents should be emailed to the MTI team. Please ensure your email clearly includes:

- Your full name and RCP code (if available)
- A brief description of the documents attached

### Will I still receive updates on my application?

Yes. During the upgrade period, updates will be shared by email, rather than through the portal.

### Will I need to re-apply once the new portal is live?

No. Existing applications will be transferred to the new portal. You will not need to re-apply.

### Will I receive guidance on how to use the new MTI portal?

Yes. Once the upgrade is complete, we will share instructions on how to access and use the new portal.

## For hosting NHS organisations

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### Why am I receiving this information?

You are receiving this information because you are listed as a **supervisor or medical staffing contact** for an MTI or GSS applicant. If this is incorrect, please kindly forward this information to the correct contact.

### Can hospitals continue to submit paperwork during the upgrade?

Yes. Hospital paperwork should continue to be submitted **by email** to [mti@rcp.ac.uk](mailto:mti@rcp.ac.uk).

### Will applications still be processed?

Yes. Applications at **Stages 6 (GMC application), 7 (visa sponsorship application) and extension applications** will continue to be processed as usual.

From 4 March until the new portal is available, applicants at **Stages 1-5** will be required to submit required documents by emailing [mti@rcp.ac.uk](mailto:mti@rcp.ac.uk). During this period, updates will be shared **by email** rather than via the portal.

### Will the process for submitting hospital paperwork change after the upgrade?

Yes. Once the new MTI portal is live, we will share updated guidance. For hospitals, this may include submitting documents via a secure upload link instead of email.

### Will processing times be affected for hospitals?

Yes. During the upgrade period, processing and response times may be longer than usual.

## Getting in touch

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### How can we contact the MTI team during the upgrade?

Please continue to contact us by email [mti@rcp.ac.uk](mailto:mti@rcp.ac.uk). We kindly ask that you allow additional time for responses during the upgrade period.

Thank you for your patience and understanding while we complete this important system upgrade.

#### MTI Team

Royal College of Physicians