

## ONLINE CALENDAR - FREQUENTLY ASKED QUESTIONS

### ONLINE CALENDAR

#### **1. I do not have a CC/BI number yet, what should I do?**

Please use zeros instead of an actual number.

#### **2. I cannot make an appointment, as the website is not working properly. What should I do?**

- Access it through a physical computer/laptop and not through a smartphone.
- Try using Google Chrome when accessing the website. First, you have to do the "registo online". You will need to click on that specific button and put in your information, including the BI/CC number (if you do not have one, use all zeros instead).
- When putting in your D.O.B. use the calendar that is provided and don't type it in.
- If you still can't use the online calendar, reach out to us to schedule an appointment through the contact form or the email address available.

#### **3. Can I renew my passport without having a valid CC/BI number?**

No. To renew a passport, the CC/BI always needs to be valid. If it is not, you will need to request an appointment to issue/renew it first.

#### **4. Can I book an appointment for CC and Passport on the same day?**

Yes, if you reside more than 150 miles away from Washington DC.

#### **5. Which option should I choose to request an appointment to renew/request a CC?**

Categoria do Ato Consular – Documentos de Identificação Civil; Ato Consular – Cartão de Cidadão

#### **6. Which option should I choose to request an appointment to renew/request a Passport?**

Categoria do Ato Consular – Documentos de Viagem; Ato Consular – Passaporte Comum Eletrónico (PEP)

#### **7. If I have other people coming with me for an appointment how do I schedule all of us together?**

Choose "Sim" in the box as shown below. If it's not the case, place "Não".

Pretende um atendimento familiar para este ato?

## 8. How do I continue the process?

To proceed to the calendar please click [Adicionar Ato Consular](#)

And then check in the box:

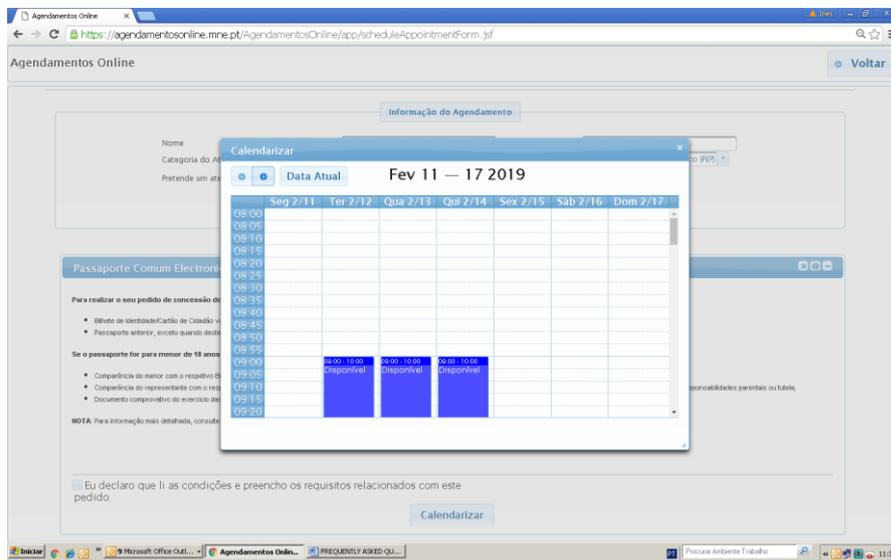
Eu declaro que li as condições e preencho os requisitos relacionados com este pedido.

Then click on:

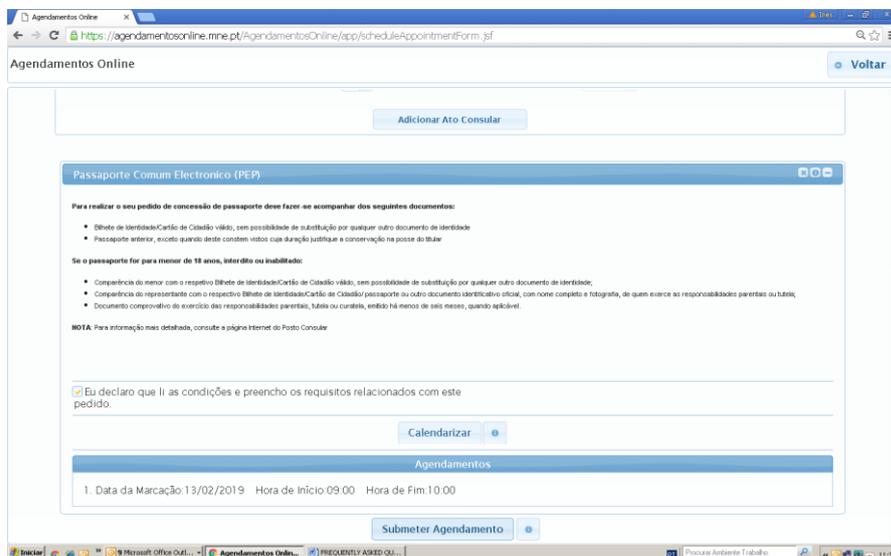
[Calendarizar](#)

Insert code and proceed to choosing any available slot (blue boxes).

To choose earlier/later dates click in the arrows on the top left side of the calendar:



When clicking in a blue box, the date you chose should then appear as in the bottom of the picture:



Don't forget to click on **Submeter Agendamento** and **Confirmar Agendamento**. You must receive an e-mail with the confirmation of your appointment. If you did not, either the appointment was not completely finalized.

If the button **Submeter Agendamento** does not appear, you will need to click **Calendarizar** again and choose another date.

Please NOTE: This appointment was only for the document you have chosen. You will need to do the same process if you wish to renew another document (Cartão de Cidadão or Passaporte)