

FREQUENTLY ASKED QUESTIONS

ONLINE CALENDAR

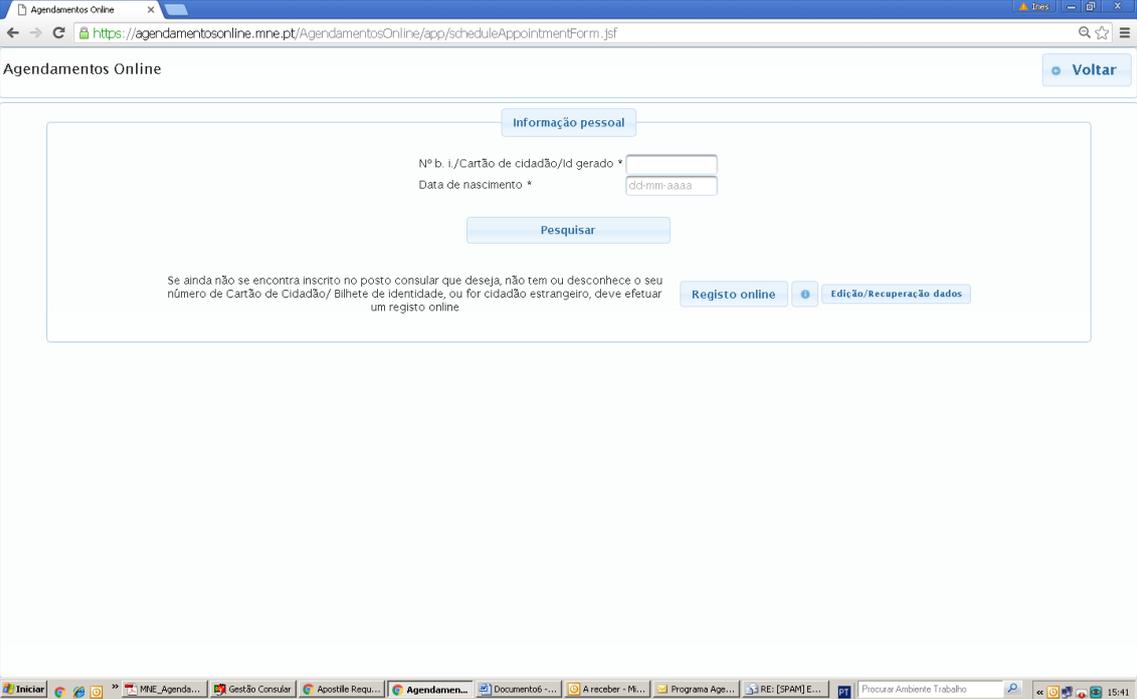
I do not have a CC/BI number yet, what should I do?

The system will generate an ID number that you will receive in the e-mail you provided in your “registro online” (when registering in the “Agendamento Online”). When you want to schedule the appointment you must use this number.

I cannot make an appointment because the website is not working properly. What should I do?

- Use a desktop/laptop and not a smartphone.
- Try using google chrome. First, you have to do the "registro online". You will need to click on that specific button and put in your information, including the BI number.

If you do not have a BI/CC number, click in the box in the bottom “Edição/recuperação dados” in the example below – you will receive this number in your e-mail.



The screenshot shows a web browser window with the URL <https://agendamentosonline.mne.pt/AgendamentosOnline/app/scheduleAppointmentForm.jsf>. The page title is "Agendamentos Online" and there is a "Voltar" button in the top right corner. The main content area is titled "Informação pessoal" and contains two input fields: "Nº b. I./Cartão de cidadão/Id gerado *" and "Data de nascimento *". Below these fields is a "Pesquisar" button. At the bottom of the form, there is a message in Portuguese: "Se ainda não se encontra inscrito no posto consular que deseja, não tem ou desconhece o seu número de Cartão de Cidadão/ Bilhete de identidade, ou for cidadão estrangeiro, deve efetuar um registo online". To the right of this message are two buttons: "Registo online" and "Edição/recuperação dados". The browser's taskbar at the bottom shows several open applications, including "MNE_Agenda...", "Gestão Consular", "Apostile Requ...", "Agendamen...", "Documento6...", "A receber - M...", "Programa Age...", "RE: [SPAM] E...", and "Procurar Ambiente Trabalho". The system clock shows 15:41.

- When putting in your D.O.B. use the calendar that is provided and don't type it in.

Can I renew my passport without having a valid CC/BI number?

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

Can I book an appointment for the citizen card and the passport (separately) on the same day?

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

Which option should I choose to request an appointment to renew/request a cartão de cidadão?

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

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)

Which option should I choose to request an appointment to request an authentication of a Power of Attorney?

Categoria do Ato Consular – Notariado; Ato Consular – Procuração

If I have other people coming with me for appointment how do I schedule all of us together?

Choose “Sim” in the box. If it’s not the case, place “Não”.

Here you will be able to identify all the elements of the family.

You will need to state how many appointments you want (“Número de atos iguais”) for that specific document you chose.

See example below.

The screenshot shows a web form titled "Informação do Agendamento" with the following fields and options:

- Nome:** Pedro Marques
- E-mail:** PMARQUES99@GMAIL.COM
- Categoria do Ato Consular:** Documentos de viagem
- Ato Consular:** Passaporte Comum Electronico (PEP)
- Pretende um atendimento familiar para este ato?:** A vertical dropdown menu with options "Sim" (top), "Não" (middle), and "Sim" (bottom).
- Número de atos iguais:** 3
- Adicionar Ato Consular:** A blue button at the bottom right.

8. How do I continue the process?

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

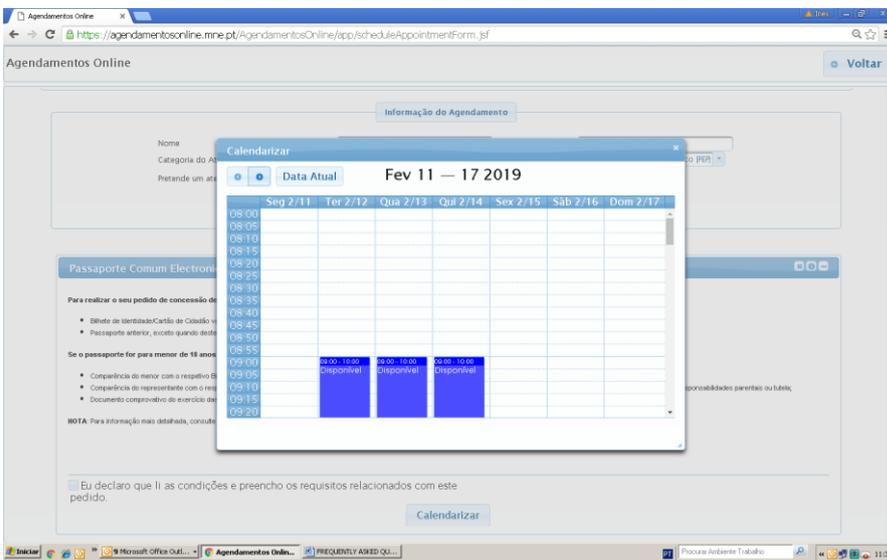
You will need to carefully read all the information regarding the appointment you have requested, requirements, and necessary documentation. If everything looks in order you must click in the box below.

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

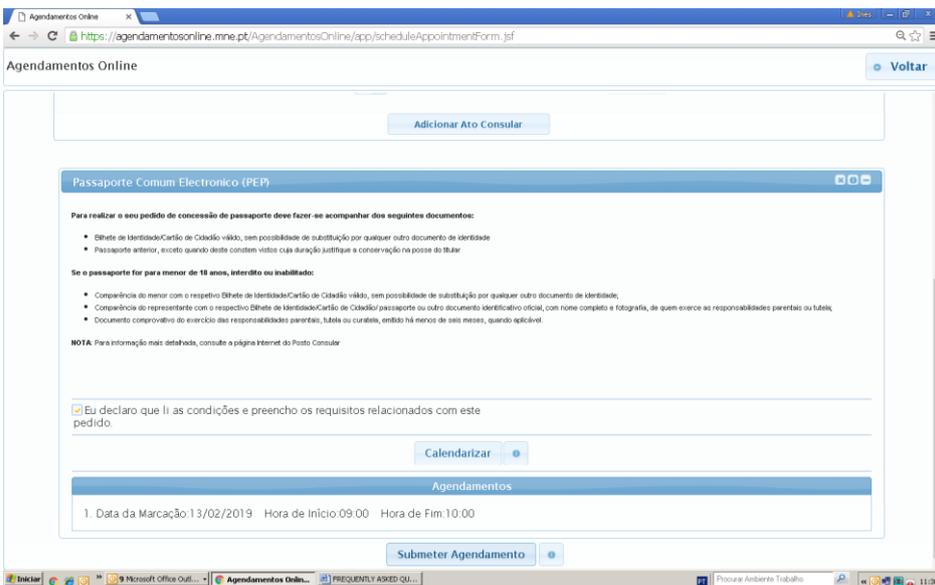
Then click on:
[Calendarizar](#)

Place 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 picture:



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



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

To remove an appointment click in the option “x” in that specific box you want to delete.

The option “i” has additional info regarding the appointment.

See example below.

Informação do Agendamento

Nome: Ana E-mail: anaaa@gmail.com

Categoria do Ato Consular: Registo civil Ato Consular: Registo de casamento Adicionar Ato Consular

Passaporte Comum Electronico (PEP) x i +

Cartão Cidadão x i +

Registo de casamento x i +

The calendar will show up in green the appointments that were already set. This way, you will be able to better choose a day where you can schedule all your desired appointments in just one day.

Calendarizar						
		Data Atual		Out 21 — 25 2013		
	Seg 10/21	Ter 10/22	Qua 10/23	Qui 10/24	Sex 10/25	
08:55			casame			
09:00		09:00 - 09:30 Disponível	09:00 - 09:30 Dispon	09:00 - 09:30 Disponível	09:00 - 09:30 Disponível	
09:05						
09:10						
09:15						
09:20						
09:25						
09:30		09:30 - 10:00 Disponível	09:30 - 10:00 Marcado: Cartão Cidadão	09:30 - 10:00 Disponível	09:30 - 10:00 Disponível	
09:35						
09:40						
09:45						
09:50						
09:55						
10:00		10:00 - 10:30 Disponível	10:00 - 10:30 Disponível	10:00 - 10:30 Disponível	10:00 - 10:30 Disponível	
10:05						

When you schedule all your appointments don't forget to click on **Submeter Agendamento** and **Confirmar Agendamento**.

If the button **Submeter Agendamento** does not appear, you will need to click **Calendarizar** again and confirm all the appointments were done properly and, if not, repeat the process.

***Note:** to better visualize, it is recommended to minimize the opened window of each appointment.*

Informação do Agendamento

Nome E-mail
Categoria do Ato Consular Ato Consular

Passaporte Comum Electronico (PEP)

Cartão Cidadão

Registo de casamento

You should receive an e-mail with the confirmation of your appointment. If you did not, either the appointment was not completely finalized or you did not provide the right e-mail. Confirm this properly.

Reminders

The system will send 2 days prior to the appointment an automatic e-mail reminding you of this event.

How to cancel an appointment

To cancel the appointment, you must choose in the main page the option to cancel the appointment, “[Cancelar Agendamento](#)”, and introduce the cancellation code received on your first e-mail that confirmed that specific appointment you have made previously.

After that, you will be receiving a new e-mail confirming your cancellation request.

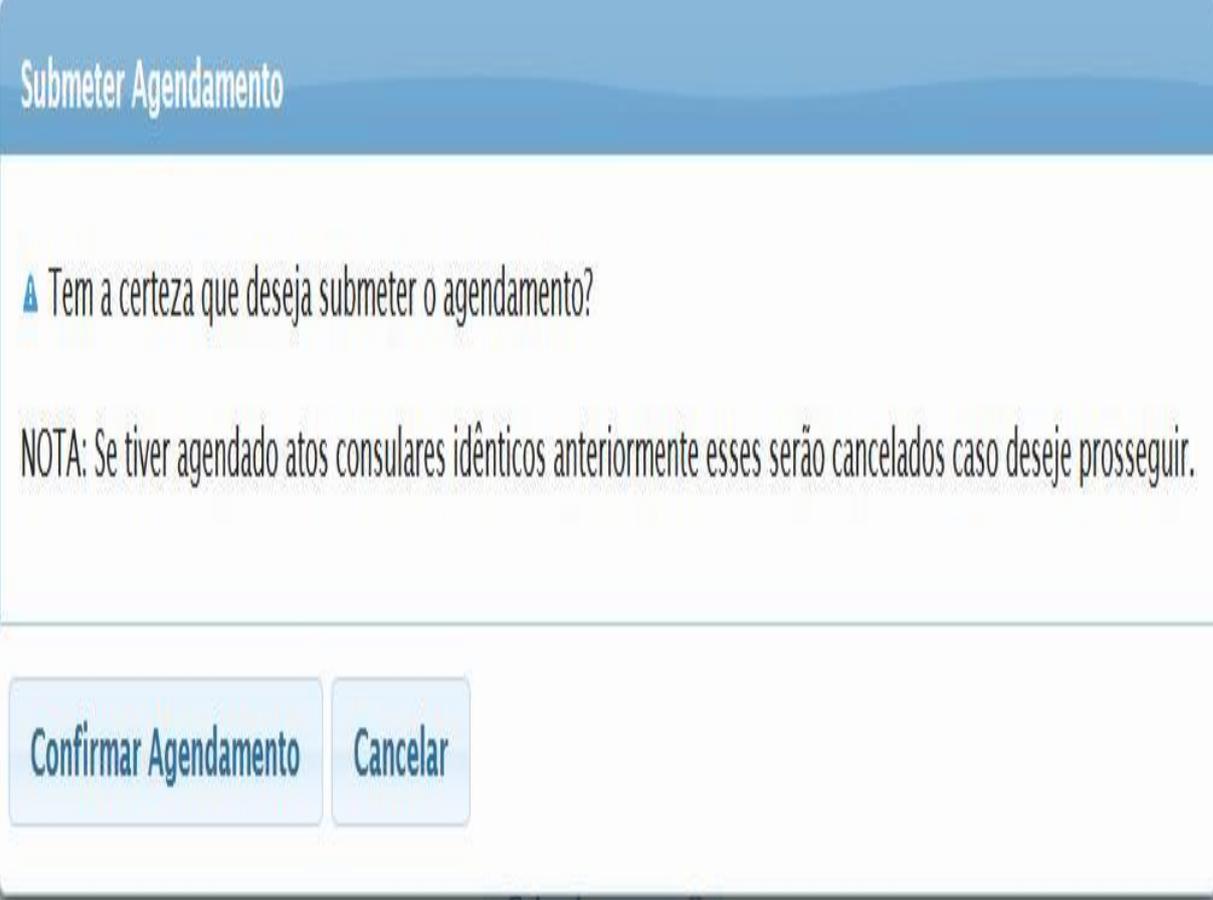
How to reschedule an appointment

To reschedule an appointment— that was requested previously and is still valid— for a later date, the system will ask you if you want to cancel that previous appointment automatically.

If you wish to do so, the first appointment will be cancelled automatically (without the necessity to insert the cancelation code) and replaced by the new date.

You will receive a new e-mail with the updated details of the new scheduled appointment.

See example below.



Submeter Agendamento

▲ Tem a certeza que deseja submeter o agendamento?

NOTA: Se tiver agendado atos consulares idênticos anteriormente esses serão cancelados caso deseje prosseguir.

Confirmar Agendamento **Cancelar**