

Appointment System for American Citizen Services

On March 01, 2013, in an effort to provide more effective customer service, the Consular Section will begin using an appointment system for all routine American Citizen Services. Our appointment system will allow U.S. citizens to plan their visits, ensure shorter wait times, and allow for more efficient handling of individual cases.

The Consular Section will continue to provide emergency services, such as death and arrests, without appointment.

If you need more than one service during your visit, we ask that you make separate appointments.

Routine services requiring an appointment include:

- Additional Visa Pages to your Passport;
- Applying for a Consular Report of Birth Abroad (CRBA);
- Renewing your Adult Passport (16 years and older);
- Renewing your Child's Passport (Under 16 years);
- Applying for Your First Adult Passport (16 years and older);
- Notarial Services

Making An Appointment: Once you have reviewed the documentation requirements for your particular service, and have prepared all applicable forms, please schedule an appointment by selecting this [appointment link](#).

We are not able to book appointment over the phone. You must use the online system to schedule an appointment with American Citizen Services.

You do not need an appointment for the following services:

- Replacement of Lost or Stolen U.S. passports with immediate travel outside of Papua New Guinea;
- To report the death, arrest or hospitalization of a U.S. citizen;
- To pick up a passport or Consular Report of Birth Abroad;

- To submit documents for a pending passport application;
- General Social Security benefits inquiries, or to submit a Social Security application;
- Voting information;
- General inquiries regarding services provided by American Citizen Services.

Once you make an appointment, please remember to print the Appointment Confirmation sheet and bring it with you when you appear at the Embassy to present it to the guards at the Lobby to be allowed entry into the consular waiting room.

If you need [to cancel your appointment](#), we ask that you do so at least 24 hours in advance so that the slot is available to other applicant. Please note that in order to cancel or make changes to your appointment, you must have the “**Appointment Password**” that appears on the Appointment Detail page, which you should print out or record immediately after you make your appointment.

For more information, please contact the Consular Section at (675) 321-1455 or email at consularportmoresby@state.gov.