

Frequently Asked Questions

When will new appointment slots open?

Reducing wait times is one of our top priorities. We release appointment slots several weeks in advance. If those appointments are immediately filled, we assess our capacity for opening new appointments, and release those dates incrementally.

Why do I need to remember my password?

The password on confirmation sheet allows you to access your appointment record to make any necessary changes.

The system will not allow me to cancel my appointment and to reschedule a new one. What do I do?

If you are unable to cancel or reschedule your appointment, please email your name, date and time of your appointment to acsnd@state.gov. We'll cancel your appointment to free you up to reschedule via the website.

I need to have an urgent notarial or passport service request performed and there are no appointments available. What should I do?

For urgent or emergency services only, please call the Embassy if you cannot get an appointment in time.

My partner and I just had a baby. Do babies need appointments?

The application process is the same for babies as it is for adults, except they do not need a separate appointment. In other words, you must pay all applicable fees, and follow the application process for each applicant. Note: this exception to standard procedures is only for new children.