

APPLY FOR AN APPOINTMENT

Step 1 : Create your own online consular account

- Create your own account clicking on “ **Create an account**”
- Fill in correctly the subscription form appearing and check the box, in the bottom of the page, to confirm accepting the user conditions, then click on “**Subscribe**”
- A “**Verification code**” will be immediately sent to your email address. You should set up your code online to complete the creation of your account.
- To secure your account, your password should include capital and small letters, figures and special characters, **eight** characters minimum.

Step 2 : Connect to your consular account

- Enter your email, your password, check the captcha and click on “ **connect**” ;
- Your password forgotten, use the option “ **password forgotten**” to reactivate it.

Step 3 : Apply for an appointment

- In your window “ **My application for an appointment**”
 - Click on “ **New application**” to request for a new appointment
- Or**
- Click on “ **My application in process**” to reach your application in process

« New Application »

- Click on « **New Application** » to apply for a new appointment : An appointment can be set up for one or many persons to benefit from consular services(Eg : a father can request through his own consular account an appointment for himself and the members of his family in need of consular services).
- Choose a beneficiary, already existing, or add a new one: a beneficiary could be yourself, your child, your spouse, or any other person for whom you would apply for an appointment using your own account.
- Fill in and check carefully the information entered in the beneficiary’s form: the form is added once and could be updated and used for future appointment requests.
- Please note the services list suggested to a beneficiary depend on the information indicated on her or his form, whether the Moroccan person is just visiting or travelling through (non residing abroad) or a Moroccan person living abroad , according to her or his age.
- For instance, the service « **Document certification** » cannot be suggested to a teenager under 18 years old. Passport renewal cannot be provided to a Moroccan person non residing abroad.
- Therefore, please check if the information entered on the beneficiary’s form is correct.
- Confirm the form using the button « **Confirm** » shown on the bottom of the screen ;

- Use the pen « **Pen** » beneath « **Services required** » to select « **Check** » the services required by the beneficiary.
- To add another person to your appointment, click on « **Add a beneficiary** » . An appointment will be scheduled for persons indicated on the same request (group appointment).
- For each beneficiary, you should indicate the service required: to do so, use the « **Pen** » under « **services required** » ; then, check the services required. You could also delete the mistakenly checked service.
- Should any service no show, please check ,the information entered on the beneficiary's form.
- To review or modify the beneficiary's form, use the « **Pen** » in front of her or his name.
- Then, click on « **Save and exit** » to save your application. An unsaved application is denied by the system.
- Then, scann and add the copies of the required documents. A red asterix* is used to indicate the documents with a mandatory digital version.
PLEASE NOTE THAT YOU SHOULD PROVIDE THE ORIGINAL DOCUMENTS WHILE VISITING THE CONSULATE.
- Once finished, use the button « **Confirm** » to submit your application to the Embassy or the General Consulate. After confirmation, your application is sent to the consular office and you will receive an email confirming its reception. The relevant office will process your application and may, when necessary, invite to complete your information, or suggest a date to schedule a timeslot for your visit. In either option, an email will be forwarded to you.

Step 4 : Submitting the application and scheduling a date

- Your application is therefore sent to the Moroccan consular office of your residence and which you have chosen while creating your initial account.
- Once processed by the Embassy or General Consulate, you will be notified through your email to choose on your personal space your timeslot on the available suggested calendar.
- If inconvenient, you could cancel, on your space, any appointment scheduled or any application in process and set it up later on.

Step 5 : Choosing an appointment

- Once the Consular office has suggested the available calendar, choose a date with a timeslot to your convenience and confirm with the button « **Send** ». After confirming, a Confirmation Letter is sent to you through your email.. You will be requested to show it at the reception desk of the Consulate on the day of your visit.
- If needed , you could request for a new Confirmation Letter through reviewing your application.

Step 6 : Appointment Day

- The day of your appointment, please show up at the Consulate at the timeslot indicated, with the Confirmation Letter, the original documents and copies of all the required documents as well as your photographs.
- Presence of the beneficiary herself or himself is mandatory. Teenagers and persons under tutorship should be accompanied by their tutors or any person authorized to this purpose.
- The fees indicated at the time of the application apply to one copy of each service. Should you need extra copies, birth certificates for instance, additional fees would be paid.
- Please make sure all your documents are still valid.

Please also note :

- An appointment can be requested for one or many persons wishing to benefit from consular services(Eg. A father can apply for one group appointment for himself and members of his family joining him the same date (spouse and children...))
- A beneficiary can be yourself , your husband/wife, your child or any person for whom you would apply.
- The beneficiary's information form is submitted only once. The information (address, passport, telephone number...) can be updated, in case of change, on the occasion of a new application.
- The suggested services differ according to the age (adult or teenager) . For instance, the service « **Signature Certification** » cannot be provided to a teenager under 18 years old and a passport renewal cannot be issued to a visiting non residing Moroccan.
- When you do not receive an email in your main file, please check in the other files: SPAM, Promotion, JUNK.

IMPORTANT

- A person not showing up on the scheduled date or arriving later than the indicated timeslot, should apply for a new appointment.
- For any inconvenience or difficulty to visit the Consulate, please cancel your appointment at the earliest time to allow your fellow citizens to use the timeslot you have kindly released.
- Note also that collecting your passport, your ID or notary documents does not require an appointment. Such documents are directly handed out to their holders by the relevant consular office upon providing the ID and the deposit slip.
- Presence of the beneficiary herself/himself is mandatory. Teenagers and persons under tutorship should be with their tutor or authorized person.
- For further information or assistance :
 - Please send a request to the General Consulate through your consular space online, using the option « **My request** » ;
 - Or call the Consular Call Center, or send an email through the website :
www.consulat.ma

Satisfying Your Request Is Our Commitment