

If you experience log in issues, please follow the steps below.

- A. Migrated applicants** – if you had an account before May 30th, please go to usvisascheduling.com and refer to the steps below.

If you created an application profile prior to May 30, 2025, you will need to update your legacy account before you can sign up on this portal.

- 1. Enter your date of birth in the MM-DD-YYYY format**
- 2. Enter your previous registered passport number**
- 3. Register a unique email address in the desired email field. It can be the same address you've used on the previous system. If you used the same email address for multiple applicants, you will be required to provide a new and unique email address for each applicant in your party. You should have access to the email address you are entering in this field and receive emails on it in order to proceed with your registration process.**
- 4. Select the CLAIM button.**

The system will provide an error message if the profile was not migrated or if the personal information you entered is not correct. In case you receive an error message, please contact the support line.

After you have claimed your account, you will be required to sign up using the same unique email address you provided.

- 1. Select the “Sign up now” option.**
- 2. On the Apply for a U.S. Visa page, proceed to complete the following:**
 - a) Enter a new Username. (the username is not an email format)
 - b) Enter a Password and re-confirm the password.
 - c) Enter the same email address that you had used/registered in section 3 above, in our system to retrieve your profile. DO NOT USE A DIFFERENT EMAIL ADDRESS. Once you have entered the email address, select the “Send Verification Code”. Retrieve the code sent to the email address, enter the code, and then select “Verify Code”. If you wish to change the email address after the code has been accepted, you will need to do so within the system after logging in.
 - d) Enter your given name and surname.
 - e) Select and respond accordingly to the 3 security questions. Please note your security answers for future referral as the call centre will not be able to assist you in retrieving your security question responses.
 - f) Select “Create”.
- 3. You will be routed to the Apply for a U.S. Visa page for the second time:**
 - a) Enter the username and password that you provided as per items 2 (a) and (b) above.
 - b) Enter the Captcha Text.
 - c) Select “Sign In”
- 4. You will be routed to the Apply for a U.S. Visa page for the third time:**
 - a) Respond to the security questions as per item 2(e).
 - b) Select “Continue”.

- 5. On the Privacy Policy page, please read and confirm your understanding of the use of our system and the privacy policy by checking the box and selecting “Continue”.**
- 6. On the Profile page, please:**
 - a) Enter the same email address that you had provided as per item 2 (c) under Contact Email field.
 - b) Select the preferred language.
 - c) Select “Country” using the dropdown menu under the Country field.
 - d) If you wish to change your password and security questions, you may do so at this point. Please respond accordingly to the questions as prompted, and note down your password and security question responses.
- 7. On the Visa Application Home page, you will be prompted to update your information. Please:**
 - a) Select the “Information Correction” option and proceed to respond to the questions as prompted.
 - b) When you have updated your profile information, you will be routed back to the Visa Application Home page.
 - c) Select the applicable options to proceed with your visa application/concern.
 - d) If you have concerns, please use the “Feedback/Requests” option to contact us. To read our response, you will need to log in to your profile and select the “Feedback/Requests” option to retrieve the information.

