



NATIONAL DIRECTORATE-GENERAL FOR ALIENS POLICING Hungary

User Guide for the appointment booking system

The “APPOINTMENT BOOKING” menu item is available on the right side of the upper menu bar on the homepage of the website of the National Directorate-General for Aliens Policing (hereinafter referred to as NDGAP).



After clicking on the “APPOINTMENT BOOKING” menu item, the following content will appear on the screen:

Email address:

Password:

[Login](#)

[Create an account](#)

Nem vagyok robot 
Adatvédelem - Általános Szerződési Feltételek

[Forgotten Password](#)

[User's Guide](#)

Please choose another web browser or check the settings of your browser in case the “Nem vagyok robot” (i.e. “I am not a robot”) section does not appear on your screen. Recommended web browsers are: Firefox, Chrome, Microsoft Edge.

In order to be able to use the appointment booking system, a registration is required. You can fill in the registration form required for registration after you click on the “Create an account” icon and the following content appears on the screen:

User registration

Name:	<input type="text"/>
User name:	<input type="text"/>
Password:	<input type="password"/>
Confirm password:	<input type="password"/>
Email address:	<input type="text"/>
Confirm email:	<input type="text"/>
Citizenship:	<input type="text"/>
Place of residence:	<input type="text"/>
<input type="button" value="Register"/>	
<input type="checkbox"/> Nem vagyok robot  reCAPTCHA <small>Adatvédelem - Általános Szerződési Feltételek</small>	

Please fill in the following data fields: “Name”, “User name”, “Password”, “Confirm password”, “Email address”, “Confirm email”. Then, select your “Citizenship” and “Place of residence” from the drop-down list. In all cases, “Place of residence” is to be the name of a settlement in Hungary, based on which the competent Regional Directorate of NDGAP in the administration of your case can be determined. The number of options in the drop-down list can be narrowed down when you start typing the name of the relevant settlement.

Please note that changing your „Email address” is not possible after your registration. Please keep this information in mind when you choose which email address to indicate as your mailing address during your registration.

If you filled in the data fields correctly, an **email with a confirmation link in it will be sent to the email address that you indicated in your registration form**, after you click on the “Submit registration” icon. You can finalize your registration by clicking on the confirmation link in the email or pasting it into your web browser.

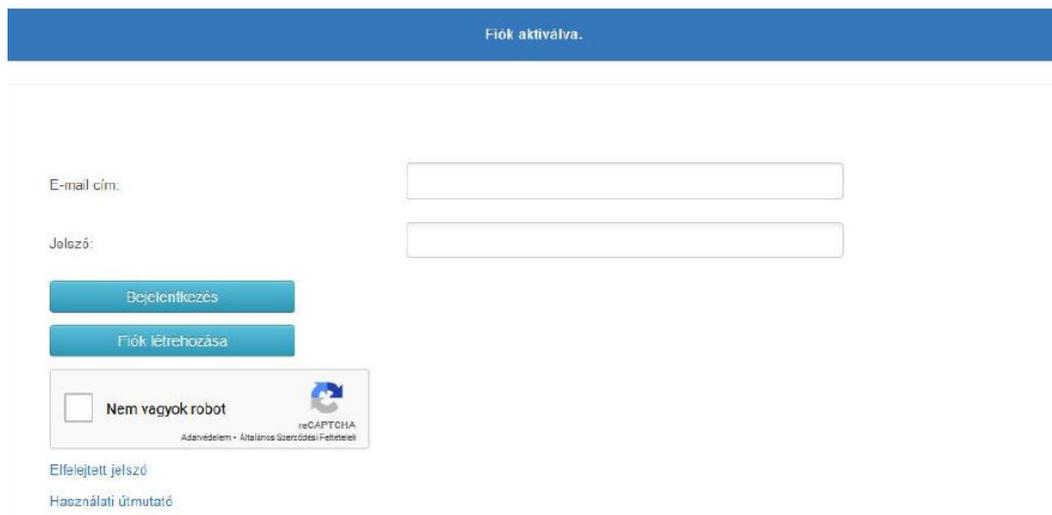
Please note that **the activation timeframe expires within 24 hours**; therefore, if you do not activate your account using the link in the email within the timeframe available, your registration will become invalid and you will have to wait 48 hours before you can try to register in the appointment booking system of NDGAP again with the same email address.

If your account is not activated for some reason, please contact our office at the weblap@oif.gov.hu e-mail address.

If the “Account” has been activated after registration, the corresponding email address cannot be used to register any further accounts on the interface. **An email address can be used only once to create an activated account.**

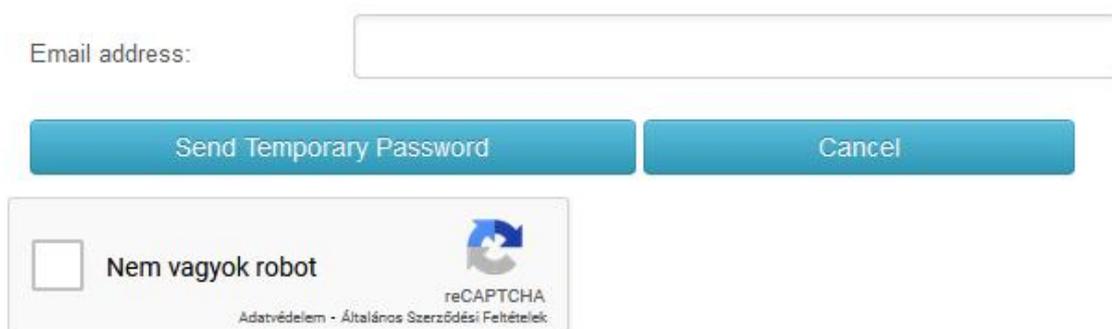
After activation, you will be asked to enter your registered email address and the password you indicated when registering. Then, you should continue by clicking on the “Nem vagyok robot” (i.e. “I am not a robot”) icon within the appearing section to complete a test task and select the images as correct answers. After completion, click on the “Check” icon to check your answers.

If you complete the test task successfully, a green tick will appear in the checkbox before the “Nem vagyok robot” (i.e. “I am not a robot”) icon. If not, you will receive further test tasks for completion from the system.



You can click on the “Login” icon after the green tick has appeared in the checkbox before the “Nem vagyok robot” (i.e. “I am not a robot”) icon.

If you forget your password later, you will find a “Forgotten password” link in the login section. After you click on it, you can enter the registered email address to request a temporary password.



Then, by clicking on the “Send Temporary Password” icon, the system will send out a temporary password to the email address you indicated during your registration. When logging in, you are required to enter the received temporary password in the password field.

Ha a megadott email cím helyes volt, akkor az ideiglenes jelszó elküldésre került.

The screenshot shows a login interface. At the top, a blue banner contains the text: "Ha a megadott email cím helyes volt, akkor az ideiglenes jelszó elküldésre került." Below this, there are two input fields: "E-mail cím:" and "Jelszó:". Under the "Jelszó:" field, there are two blue buttons: "Bejelentkezés" and "Fiók létrehozása". Below the buttons is a reCAPTCHA widget with the text "Nem vagyok robot" and a checkbox. At the bottom of the form area, there are two links: "Elfelejtett jelszó" and "Használati útmutató".

When you log in to your account by using a temporary password, you will be required to choose and set another password as your own immediately after logging in. To change your password, click on the “My Profile” link, then on the “Modify Password” icon. In this case, your temporary password is required to be entered in the “Old Password” data field, and the password to be used is required to be entered in the second field (as your “New Password”) and your choice of password is required to be confirmed in the third field (“New Password Again”).

APPOINTMENT BOOKING - MODIFY PASSWORD

Logged in: Teszt Elemér

The screenshot shows the "APPOINTMENT BOOKING - MODIFY PASSWORD" form. It has three input fields: "Old Password:", "New Password:", and "New Password Again:". At the bottom right, there are two blue buttons: "SAVE MODIFICATIONS" and "Cancel".

You can save your new password by clicking on the „SAVE MODIFICATIONS” ICON. You can use the new password when logging in next time.

Once you log in, you can book an appointment before the client service offices of NDGAP to manage the administration of either pending or non-submitted cases.

Please note that there is no “Back” icon within the appointment booking interface; you can use the “Back to previous page” icon (i.e. the arrow pointing to the left) within your web browser.

The “Citizenship” and “Place of residence” data fields will already be filled in automatically based on the information you provided at the time of registration. However, these data fields can be changed at the time of booking if needed.

PLEASE NOTE that in all cases, you should book an appointment with the competent client service office as per the place of residence of the person(s) concerned in the specific case.

Please select the “Case Type” of the case you intend to manage, then choose the right client service office within the region for you from the “Office” drop-down list.

You can continue by clicking on the “NEXT” icon once you have selected data for all data fields.

Citizenship:	<input type="text" value="United States Minor Outlying Islands"/>
Case Type:	<input type="text" value="First issue /extension of temporary residence permit (TI) for applicants"/>
Place of residence:	<input type="text" value="Ácsteszér"/>
Office:	<input type="text" value="SZÉKESFEHÉRVÁR - KDRIG 8000 Székesfehérvár, József A. u. 38."/>

[NEXT >](#)[List of Bookings](#)[My Profile](#)

The number of clients who will appear at the time of the specific appointment is to be indicated in the next section. **The maximum number of persons per appointment is five.** By clicking on the “+/-” icons, the number of data fields can be changed. **In case of an application for having an official endorsement affixed on a letter of invitation (for max. 1 person) the maximum number of clients appearing may be 1 person. Thus, in such a case only one field is to be opened, otherwise, by opening multiple fields, no open appointment will appear.**

In proportion to the number of clients specific to the appointment, further fields will appear on the page. **The exact name of a client specific to the appointment must be entered in each field. Only one name may be entered in each row.** It is not necessary to indicate the name(s) of the person(s) accompanying the client(s) during the appointment.

If the exact number of persons has been entered and their names have been indicated, please click on the “NEXT” icon.

APPOINTMENT BOOKING - SPECIFY CLIENTS	Logged in: Teszt Elemér
Number of Clients:	<input type="text" value="1"/>
Client Name:	<input type="text"/>
Please enter only one name per line!	
NEXT >	

On the next page, the suitable appointment is to be chosen from the open appointment options available based on the given parameters by clicking on the “SELECT” icon.

In case there are many open appointments available, they will appear on multiple pages. The number of open appointments appearing per page can be increased or decreased by using the drop-down list at the top of the page (“Show ... entries”). With the search bar next to it, the entry results can be narrowed down.

Show entriesSearch:

Date	
2022.04.14 07:30 - 07:45	SELECT >
2022.04.14 07:45 - 08:00	SELECT >
2022.04.14 08:00 - 08:15	SELECT >
2022.04.14 08:15 - 08:30	SELECT >
2022.04.14 08:30 - 08:45	SELECT >
2022.04.14 08:45 - 09:00	SELECT >
2022.04.14 09:00 - 09:15	SELECT >
2022.04.14 09:15 - 09:30	SELECT >
2022.04.14 09:30 - 09:45	SELECT >
2022.04.14 09:45 - 10:00	SELECT >

Showing 1 to 10 of 184 entries

Previous 2 3 4 5 ... 19 Next

After clicking on the “SELECT” icon the “FINALIZE” page will appear.
Checking booking details once more will be possible there.

Case Type: First issue /extension of temporary residence permit (ITI) for applicants
Office: SZÉKESFEHÉRVÁR - KDRIG 8000 Székesfehérvár, József A. u. 38.
Date: 2022.04.14 08:30
Duration of Administration: 15 min.
Number of Clients: 1
Client Names: Teszt Valaki

[FINALIZE](#)

If everything is set correctly, then by clicking on the “FINALIZE” icon, the appointment will be booked.
The specific appointment will only be officially booked after clicking on the “FINALIZE” icon, for which 5 minutes are available. If the timeframe expires, the booking procedure shall be restarted.

After finalization the following message will appear on the screen:

The appointment booking was successful.

[List of Bookings](#)

[My Profile](#)

Viewing the list of booked appointments is available under the “List of Bookings”.

The system will also send out a notification as a confirmation that the booking was successful to the email address corresponding to the account concerned:

Dear Teszt Elemér,

You booked the following appointment:

Case Type: First issue /extension of temporary residence permit (ITI) for applicants

Office: SZÉKESFEHÉRVÁR - KDRIG 8000 Székesfehérvár, József A. u. 38.

Date: 2022.04.14 08:30

Duration of Administration: 15

Number of Clients: 1

Client Names:

Teszt Valaki

Please print this email or use the following code at arrival:

7W5QD

Best Regards,

National Directorate-General for Aliens Policy

Please note that under the same account only four active bookings can be had at the same time.

In case the maximum number of booked appointments is reached, the system will send a notification indicating that booking further appointments is not possible:

IDŐPONTFOGLALÁS

Jelenleg nem foglalhat időpontot.

[Foglalások listája](#)

[Adataim](#)

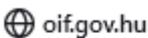
In case one of the booked appointments is no longer needed, it is can be deleted under the “List of Bookings” page by clicking on the “DELETE” icon next to the appointment concerned.

Deleting an appointment is only possible through the user account.

APPOINTMENT BOOKING - LIST OF BOOKINGS Logged in: Teszt Elemér

Case Type:	First issue /extension of temporary residence permit (ITI) for applicants	DELETE
Office:	SZÉKESFEHÉRVÁR - KDRIG 8000 Székesfehérvár, József A. u. 38.	
Date:	2022.04.14. 08:30	
Duration of Administration:	00:15	
Number of Clients:	1	
Client Names:	Teszt Valaki	

[Appointment Booking](#)
[My Profile](#)

 oif.gov.hu

Are you sure you want to cancel your booking?

[OK](#) [Mégse](#)

Before deleting the appointment concerned, the system will ask for a confirmation: “Are you sure you want to cancel your booking?”. By clicking on the “OK” icon, the user can accept the deletion of the booking and the appointment will be deleted. The system will also send out a message concerning the deletion to the registered email:

A következő időpontot törölte:

Ügytípus: Biometrikus Adatfelvétel
Iroda: PÉCS - DDRIG 7623 Pécs, Csend u. 3.
Időpont: 2022.04.22. 09:15
Ügyintézés ideje: 00:45
Ügyfelek száma: 3
Ügyfelek neve:
 Teszt Elek
 Elemért Elemér
 Példa Géza

Üdvözlettel:
Országos Idegenrendészeti Főigazgatóság

By clicking on the “MY PROFILE” link the personal data provided upon registration are available for viewing.

APPOINTMENT BOOKING - MY PROFILE

Logged in: Teszt Elemér

Name:	Teszt Elemér
User name:	Teszt Elemér
Email address:	[REDACTED]
Citizenship:	United States Minor Outlying Islands
Place of residence:	Ácsteszér

[Modify](#) [Modify Password](#)

[Appointment Booking](#)

[List of Bookings](#)

If necessary, by clicking “Modify” it will be possible to change – with the exception of the e-mail address – the data provided. By clicking “SAVE MODIFICATIONS” the changes will be saved.

Exiting the appointment booking website is possible by closing the web browser window, as there is no separate log-out icon.

Updated: April 2022