

CREATING A USER ACCOUNT

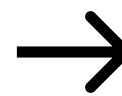
TO CREATE A USER ACCOUNT, YOU WILL NEED:

- an e-mail address which you have access to,
- a travel document which you reported to the Ministry of the Interior, or a residence permit card.

USER ACCOUNT CAN BE CREATED ONLY BY PERSONS OVER 15 YEARS OF AGE

Persons under 15 years of age are represented by their legal representative (through his/her user account). If you represent a person under 15 years of age, but you are not a foreign national, you can use the services of the Client Centre.

1 SELECT YOUR LANGUAGE ON THE HOME PAGE, THEN CLICK ON LOG IN. ON THE NEW PAGE CLICK ON CREATE USER ACCOUNT.



Use the MENU button on the mobile phone interface.

2 READ THE RULES OF THE INFORMATION PORTAL FOR FOREIGNERS. ENTER YOUR E-MAIL ADDRESS AND PASSWORD, THEN CLICK ON NEXT.

The password must contain: at least 8 characters, one lowercase letter and one uppercase letter and one numeral.

You must enter an e-mail address to which you have permanent access. You will use it for all future logins.

[The rules of the Information Portal for Foreigners.](#)

3 SELECT YOUR NATIONALITY. ADDITIONAL QUESTIONS MAY APPEAR. ANSWER THE QUESTIONS, THEN CLICK ON NEXT.

Family members are as follows:

- spouses or registered partners,
- descendants of EU citizens younger than 21 years of age or dependent on care,
- parents of EU citizens who are younger than 21 years of age,
- other relatives of an EU citizen who are dependent on his/her care,
- persons living in partnership with an EU citizen.

4 CLICK ON THE LINK SENT TO YOUR E-MAIL ADDRESS.

In a new web browser window sign in to the e-mail address which you provided when you created your user account in step 2.

If your email address is not confirmed within at least 24 hours, your account may be deleted and you will need to create your account again.

Thank you for your interest in registering on the Information Portal for Foreigners who are living, or wish to live, in the Czech Republic. Please use the following link and fill in the required information to continue registration. If your email address is not confirmed within at least 24 hours, your account may be deleted and you will need to create your account again. If there are no records of you in the internal system, the system may not be able to verify your details. If this is the case, you will be able to complete the identity verification when you visit a Ministry of the Interior office.

5**SELECT I WANT TO FILL IN MORE INFORMATION AND VERIFY MY ACCOUNT TO USE ALL THE FEATURES FROM THE MENU AND CLICK ON CONTINUE.**

✓ E-mail verification was successful.
In order to make an appointment, you still need to fill in additional information.

I WANT TO FILL IN MORE INFORMATION AND VERIFY MY ACCOUNT TO USE ALL THE FEATURES.
Filling in more information will allow you to utilise all the features of the portal. Above all, you will be able to make appointments online for all of the available agendas. You will also see relevant content based on this information.

NOW I DON'T WANT TO FULLY VERIFY MY ACCOUNT BY FILLING IN MORE DETAILS.
We do not recommend this option. If you do not fill in the data, your access to the portal's functions will be limited without the possibility of making an appointment online.

CONTINUE

DO NOT POSTPONE THIS ACTION!

Without data verification, you will not be able to use all functions of your account (for example online reservations for appointment at the counter).

6**FILL IN OTHER PERSONAL DATA**

To fill in your personal data, always use the document you reported to the Ministry of the Interior (passport, valid residence permit or visa).

Fill in your name and surname according to this document. **Always write in Latin alphabet.** The filing of the name and surname fields is required. In case you have only one name, enter this name in both fields.

Name* Surname*

Nationality* x v

Date of birth* In the format: DD.MM.YYYY

Address of residence in the Czech Republic
Enter the address in the Czech Republic where you actually live.

If you move to another address, you can change the address in your profile later on – once a day. However, you must also report this to the Ministry of the Interior.

Fill in municipality*
Lysá

LYSÁ NAD LABEM [537454] (NYMBURK)
STARÁ LYSÁ [537

1. Select a municipality from the list, or start typing its name manually. **Always write in Latin alphabet.**

HOW TO FILL IN THE ADDRESS OF THE PLACE OF RESIDENCE?

Fill in the address, where you actually live. Based on this address, the system will offer you office of the Ministry of the Interior in your catchment area for processing your residence matters.

If you have moved and have not reported a change of address to the Ministry of the Interior, your data in the systems will not match.

Report the change immediately so that you can be checked in at the corresponding office.

You can report the change during your first visit at the office in the catchment area of your current address.

It is necessary to provide the appropriate documents.

User account is not intended for reporting a change of address.

Fill in your address*
zahradní

ZAHRADNÍ 1020/43, 28922 LYSÁ NAD LABEM
ZAHRADNÍ 1050/9, 28922 LYSÁ NAD LABEM
ZAHRADNÍ 1065/11, 28922 LYSÁ NAD LABEM

2. In the address field, start typing the name of the street where you live. The system will offer you options to choose from.

If you live in a smaller village which is part of a larger municipality, the system may not offer your address.



- Search for the municipality under which your address falls and enter it. **We recommend using an internet map search engine for this purpose.**
- Then enter your address number.

Remember to double-check whether you have selected the municipality in the county where you actually live.

THEN FILL IN THE NUMBER OF THE DOCUMENT. CLICK ON [VERIFY](#).

Fill in the data from the document that you have reported to the Ministry of the Interior.

HOW TO FILL IN THE DOCUMENT NUMBER?

THIRD-COUNTRY NATIONALS

Enter your **passport number** or your **residence permit card number** (or the number of your **visa**).

EU CITIZENS

Enter the number of your **passport, ID card** or **residence permit card**.

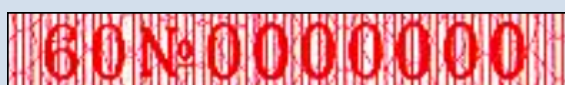
Enter the number of a travel document issued by **Ukraine** including letters.

Example: XX000000



Enter the number of a travel document issued by **the Russian Federation without letters**.

Example: 600000000



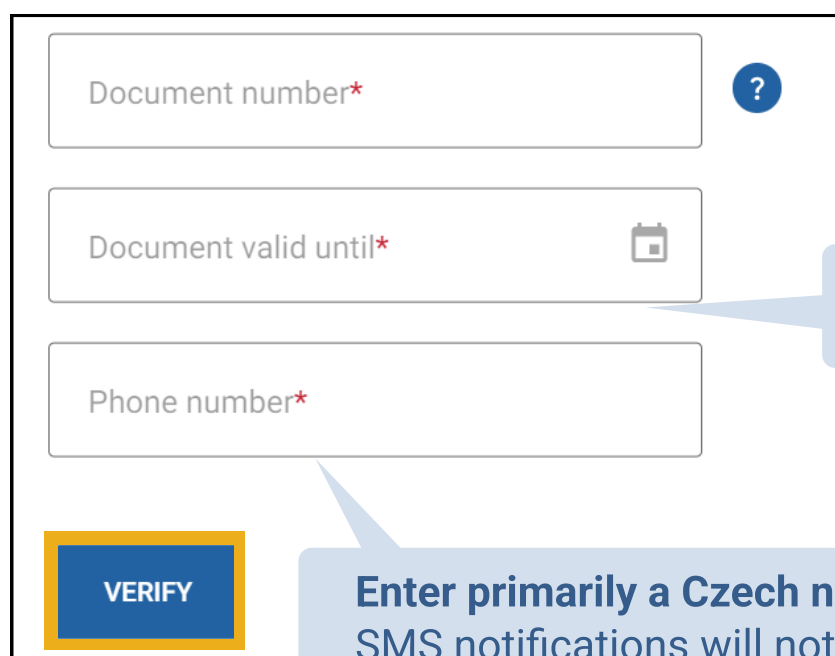
If you are not sure, how to fill in the number of the document, try both alternatives. The number of attempts of verifying personal data is not limited.

Have you been issued with a new travel document, **which you have not reported to the Ministry of the Interior yet?**

In this case report the document first, or use the number of the residence permit issued by the Ministry of the Interior.

If your residence permit has expired and you have been issued with a bridging visa, enter the number of the bridging visa.

More information on filling in the document number can be found here:



Document number*

Document valid until*

Phone number*

VERIFY

In the format:
DD.MM.YYYY

Enter primarily a Czech number (give the telephone country code +420). SMS notifications will not be sent to foreign phone numbers.

Instructions on how to report changes (including reporting a new travel document) can be found on [the Information portal for foreigners](#).



7

CHECK YOUR DATA AND CLICK ON VERIFY.

Name

Surname

Nationality

Date of birth

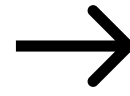
Document number

Document valid until

Phone number

Address of residence in the Czech Republic

BACK VERIFY



Verification will not be successful, if:

- you have entered incorrect data,
- you have entered data, which do not match with these, which have been reported to the Ministry of the Interior,
- person with these data has not applied for a residence permit and is not registered in the information system of the Ministry of the Interior.



VERIFICATION OF DATA HAS BEEN SUCCESSFUL.

Registration Successful

Your full registration has been successfully completed.

Make an appointment
With verified account you can make the appointment.

Profile settings
View your profile. You can edit or change your data at any time.

NOW YOU CAN MAKE A FULL USE OF YOUR ACCOUNT.

(For instance, you can make a reservation for an appointment at the counter.)



VERIFICATION OF DATA HAS NOT BEEN SUCCESSFUL.

Your details could not be verified. Please check your data and try again

The entered data do not match any person registered in the information system of the Ministry of the Interior.

Please double-check your data.

Then click on VERIFY and click on VERIFY again.

You can also use **the help in the overview of frequent errors** which appears on the page.



HAVE YOU CREATED A USER ACCOUNT BUT DO NOT REMEMBER YOUR PASSWORD?

USE THE OPTION TO RESET YOUR PASSWORD.

Do not create a new user account with a different e-mail address.

If you do so, the system will block your new account for duplicity.

Always use your original account.

Login to the Portal

Login by e-mail

Your e-mail

Your password

LOG IN

CREATE USER ACCOUNT

Forgot your password?

If you still have problems, contact
the Client Centre for Providing Information to Foreigners:
+420 974 801 801