I do not have a mobile number or an email ID. How can I create the pre-registration application?

Ans: You can use a friend or relative’s mobile number or an email ID to login to pre-registration application.

I have lost my mobile number/email ID that I have used to create the pre-registration application. What should I do?

Ans: Create a new account using a new mobile number or an email ID.

What happens when I select the specific language on the login screen?

Ans: Select the language that you can easily read and write because the entire form will be displayed in the specific language you have chosen.

My pre-registration application got deleted, can I recover the deleted pre-registration application?

Ans: You have to create a new pre-registration application again because the deleted pre-registration application cannot be recovered.

I am staying away from my permanent residence for two years. What proof of residence do I have to provide?

GOM to provide suitable response.

I do not have a proof of residence for my present address. What should I do?

GOM to provide suitable response.

What if I do not have document(s) available while filling the pre-registration application?

Ans: Fill the demographic data and save the application. You can upload the documents later.

I do not have any documents. What should I do?

GOM to provide suitable response.

Can I only book an appointment for two people out of five applicants from the pre-registration application?

Ans: Yes, you can book an appointment for any number of people out of total applicants from the pre-registration application.

How many days before can I cancel or re-book an appointment?

GOM to provide suitable response.

What happens if I miss an appointment date?

Ans: Try not to miss an appointment date. If you still miss it, reschedule an appointment date.

I have booked an appointment on 10th of February. Can I change my appointment date to 18th of February?

Ans: If your appointment is expired, make a new appointment with a future date.

I have booked an appointment at **Casablanca** registration center. Can I change my appointment registration center to **Rabat**?

Ans: Cancel the current appointment and book a new appointment at new location of your choice.

I have modified the information after I have received the acknowledgment. Do I have to download or print the acknowledgement again?

Ans: Acknowledgement page is only a reference document to remember location/time of appointment, etc. At registration center, your latest information will be automatically available. Thus, no official need to re-print or download.

I have rescheduled an appointment after I have received the acknowledgment. Do I have to download or print the acknowledgement again?

Ans: Acknowledgement page is only a reference document to remember location/time of appointment, etc. At registration center, your latest information will be automatically available. Thus, no official need to re-print or download.

Do I have to carry original documents or certified document copies when I visit registration center?

GOM to provide suitable response.

Can someone else submit an application on my behalf during the registration process?

Ans: No, the registration process requires biometric and photo capture. Therefore, you must be present in the registration center.