I do not have a mobile number or 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 the pre-registration application.

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

Ans: Create a new account using a new mobile number or 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.

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

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

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

Ans: Yes, you can book an appointment for any number of people out of the total applicants.

What happens if I miss an appointment date?

Ans: Try not to miss an appointment date. If you still miss it, reschedule the appointment by using the “Modify” option.

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

Ans: Yes. If your appointment has expired, you can book 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: No, but you can cancel the current appointment and book a new appointment at a new location of your choice.

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

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

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

Ans: The acknowledgement page is only a reference document to remember the location and time of appointment, etc. You can re-print or download the acknowledgment to help you remember when your appointment is but there is no official need to do so.

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 person at the registration center.

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

GoM to decide suitability of question and answers.

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

GoM to decide suitability of question and answers.

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

GoM to decide suitability of question and answers.

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

GoM to decide suitability of question and answers.

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

GoM to decide suitability of question and answers.