

## Questionnaire regarding Photo/DS-160 Confirmation Page

The U.S. Embassy Tokyo, Visa Unit is responsible for issuing visas to qualified applicants. We are committed to delivering the best possible service to our customers. You are asked to complete this survey because you failed to bring the proper documents such as photo and/or DS-160 Confirmation page to your appointment, and that we are gathering this information to improve the clarity of the website. Please take a few minutes to complete this anonymous questionnaire.

Please check or fill in the following applicable items:

**Q1: What sources did you use in determining the necessary documents for this application? Select multiple options if applicable.**

- Embassy homepage (refer to flip side #1)
  - US visa application page (refer to flip side #2)
  - Embassy Twitter
  - Checklist on an appointment letter
  - Photo upload screen when filling in DS-160 visa application form (photograph requirements)
  - Other: unofficial source such as word of mouth (please specify)
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**Q2: The Consular office determined that your photograph failed to meet the Department of State requirements. Please explain why you were not able to submit a photo that met the requirements. (Only for those who apply)**

- I did not know that there are photograph requirements
- I could not find the photograph requirements
- I could not understand the information explaining the photograph requirements
- I did not confirm that my photo met the photograph requirements
- I could not take a photograph that met the requirements
- I was aware of the requirements and thought my photo met the requirements
- Other \_\_\_\_\_

**Q3: You did not submit a print out of your DS-160 confirmation page today. Please explain why you were not able to bring the DS-160 confirmation page to your appointment. (Only for those who apply)**

- I did not know or understand that I was required to bring the confirmation page
- I thought I could bring an electronic copy instead of a physical copy of the confirmation page
- I could not print a copy of the confirmation page
- I lost my print-off of the confirmation page
- Other \_\_\_\_\_

**Please provide any additional comments / suggestions regarding the embassy website below:**

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Thank you for your cooperation. Please submit this questionnaire at Window #1.

## (1) Embassy homepage

**U.S. Embassy & Consulates in Japan**

Visas | U.S. Citizen Services | Our Relationship | Business | Education & Culture | Embassy & Consulates | News & Events

### Required Documents Checklist – Tokyo/Osaka/Naha

Home | Visa | Nonimmigrant Visa | Required Documents Checklist – Tokyo/Osaka/Naha

The information on this site is applicable to visa applications made at the U.S. Embassy in Tokyo and U.S. Consulates in Osaka and Naha.

For Sapporo and Fukuoka procedures, [see here](#).

Checklist:

Please prepare for ALL necessary documents listed on the checklist for your visa application. English translations must be attached to all documents in a foreign language.

<input type="checkbox"/>	<p><b>DS-160 Confirmation Page:</b> Complete the form <b>ONLINE</b>, and <b>PRINT</b> the confirmation page.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>You cannot reuse the DS-160 from a previous application</li> <li>If you apply with your family, make sure to complete a <b>separate</b> online application form DS-160 for each family member.</li> </ul> <p>Example:</p>
<input type="checkbox"/>	A valid passport
<input type="checkbox"/>	All old passports that were issued within 10 years
<input type="checkbox"/>	<p>One color photograph 2" x 2" (5cm x 5cm) taken within 6 months against white background. Note: Applicants are not permitted to wear eyeglasses in photos. Examples of acceptable and unacceptable photos:</p> <p> <input type="checkbox"/> No glasses  <input type="checkbox"/> White background  <input type="checkbox"/> Taken within 6 months  <input type="checkbox"/> No shadows         </p> <p> <input type="checkbox"/> Wearing glasses  <input type="checkbox"/> Background is not white  <input type="checkbox"/> Taken more than 6 months ago  <input type="checkbox"/> Shadows around face         </p> <p> <input type="checkbox"/> Hair covering eyes  <input type="checkbox"/> Too large in frame         </p>
<input type="checkbox"/>	Interview appointment confirmation letter

**Translation**

[日本語](#)

**Does your photo meet the visa photo requirements?**

This quick reference (PDF 240KB) summarizes the checkpoints of the visa photo requirements. Please note that visa processing will be delayed if your photo does not meet all the requirements.

**Order of The Documents**

Please make sure documents are placed in the **specified order (PDF)**. If you fail to put your documents in the specified order or have incomplete forms, your entrance to the Visa Section will be delayed.

**Download Adobe Reader**

## (2) US visa application page

**APPLY FOR A U.S. VISA in Japan**

Home | Login | Contact Us | FAQ

言語を切り替え [Change Language](#)

### Nonimmigrant Visa Information

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- Photos and Fingerprints
- Visa Waiver Program
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### Immigrant Visas

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### Locations

### General Information

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## Photos and Fingerprints

On this page:

- Overview
- Fingerprinting
- Photo Requirements
- 7 Steps to Successful Photo
- More Information

**Overview**

When applying for a nonimmigrant visa, you are required to upload a digital photograph as part of completing and submitting the [DS-160 visa application form](#). You should also bring a copy of your photograph to the Embassy or Consulate on the day of your interview. You will also be fingerprinted when you arrive for your interview at the Embassy or Consulate.

**Fingerprinting**

Visa applicants are fingerprinted by the U.S. Embassy or Consulate as part of the visa interview. During the visa application process, usually at the interview, an ink-free, digital fingerprint scan will be quickly taken. There are some applicants whose fingerprints are not required, including:

- Applicants traveling on official government business, except for A-3 and G-5 applicants
- Applicants under the age of 14 or over the age of 79

**Photo Requirements**

Your visa application photo must meet certain criteria regarding size and content. Submitting photos that do not meet these criteria can delay the visa application process. To reflect your current appearance, your photo must be taken within the last six months. If you are renewing a previous visa, this generally means your photo must not be the same one that appeared on your old visa. If your photo does not meet the requirements, you will be required to submit a new photo before your visa is processed, even if the visa application system accepted it as a digital photo upload.

Digital photos uploaded with your DS-160 must meet the guidelines shown in the image below:

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to [TokyoNIV@state.gov](mailto:TokyoNIV@state.gov)