Online Passport Renewal (OPR)
Customer Facing
Screen Shots

Online Passport Renewal (OPR) is a web service that allows qualified U.S. citizens to apply for a passport renewal (DS-82) online. OPR allows the applicant to complete the form, pay applicable fees, upload a passport photo, and submit the application package online. NOTE: This document contains screen captures of OPR. It does not include screenshots of web pages from other sites (i.e. travel.state.gov, connect.gov). The screenshots contained in this document are presented in the same sequence as they appear in OPR.

Page Break

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Figure 1: Create Account or Login

An account must be created before the OPR process can begin.

Within an account the applicant may choose to delete an application they started but did not submit, continue to work on an application that has been saved but not submitted, or choose to be redirected to a paper-based application process (i.e., 2DB or the passport application wizard both located on TSG).

A partially completed application will appear on the user account home page (see *Figure 14*).
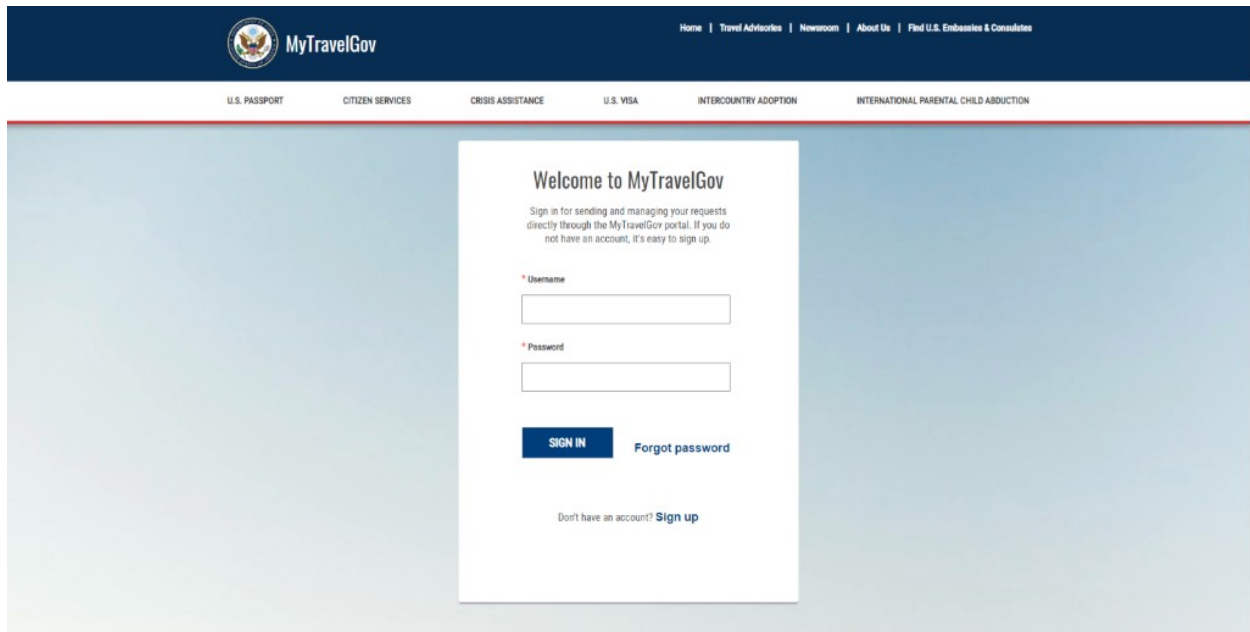
The applicant will log in using their email address and the password they created.

Figure 2: OPR Eligibility

In order to be eligible to renew a passport using OPR during phase 1, the applicant must meet the following criteria:

- o   Age 18 or older
- o   Has a mailing address in the US or Canada
- o   Is not changing their name, sex, date of birth, or place of birth
- o   Has a prior product on hand that:
    - ▪   Is not damaged (information is readable),
    - ▪   Was issued within the last 15 years with 10-year validity at the time of issuance,
    - ▪   Has no more than 12 months validity remaining, and
    - ▪   Is not a Diplomatic, Official, or No Fee product

C1 OPR Release 1 is scoped to process online DS-82 renewals that do not require supporting paperwork.

If the applicant clicks 'Yes' for each acknowledgement they proceed to Figure 3: Privacy Act, Notices and Disclaimers.

If the applicant clicks 'No', they will be given the following message along with the two paper-based choices to select from.

Eligibility Check

The information you provided indicates that you are not eligible to renew your passport online. You may be eligible to renew by mail or in-person.

You can fill out your renewal form online, print it, and mail it. Go to https://pptform.state.gov

You can also print your form, fill it out by hand, and mail it. Go to https://eforms.state.gov/Forms/ds82.pdf

If you have urgent international travel in the next 14 days or need a foreign visa in 28 days, you should renew in person at a passport agency or center. Learn more at: https://travel.state.gov/content/travel/en/passports/get-fast.html

OK

Page Break

Figure 3: Privacy Act, Notices, and Disclaimers

In order to continue, the applicant must certify that they have read the notices and disclaimers.

Application for Online Renewal of an Existing US Passport

Prior to providing any personal information to request a passport product or service, you will need to review the following:

Privacy Act Statement

AUTHORITIES: Collection of this information is authorized by 22 U.S.C. 211a et seq.; 8 U.S.C. 1104; 26 U.S.C. 6039E;

PURPOSE: We are requesting this information in order to determine your eligibility to be issued a U.S. passport. Your Social Security number is requested in order to verify your identity.

ROUTINE USES: This information may be disclosed to another domestic government agency, a private contractor, a foreign government agency,

DISCLOSURE: Providing your Social Security number and the other information on this form is voluntary, but failure to provide the information on this form may, given the form's purpose of verification of identity and entitlement to a U.S. passport, result in processing delays or denial of the passport application. Failure to provide your Social Security number may also subject you to a penalty enforced by the Internal Revenue Service, as described in the Federal Tax Law section of the instructions to this form. Your Social Security number will be provided to the Department of the Treasury and may be used in connection with debt collection, among other purposes as authorized and generally described in this section. Providing your Social Security number and other information requested on this form is otherwise voluntary.

Paperwork Reduction Act Statement

Public reporting burden for this collection of information is estimated to average 40 minutes per response, including the time required for searching existing data sources, gathering the necessary documentation data, providing the information and/or documentation required, and reviewing the final collection. You do not have to

☐ I have read the Privacy Act Statement, Paperwork Reduction Act Statement, the Computer Fraud and Abuse Act Statement, and each of the Notices and Disclaimers. *

‹   Back   Next   ›

The applicant must click "Yes" to having read the disclaimers to proceed to Figure 4:
The "Next" button will remain **deactivated** unless the applicant places a checkmark next to the "I have read…" statements and has scrolled to the end of the notices and disclaimers.

Figure 4: Passport Book and/or Passport Card Information

The application is broken down into six simple steps. The step they are on is clearly marked at the top of the page. The applicant may start and stop at any point during the application process and the system will save the progress.

The applicant next enters information from their existing product. *Surname (Last Name, Family Name)* and *Passport Book Number* fields are prepopulated with the data from the product that was determined to be eligible for Online Passport Renewal (OPR). The remaining fields must be entered as they appear in the existing product(s).

Once the applicant completes the required information the system will confirm their eligibility to apply. If they are eligible, they will see the following:

Passport Book

Your passport book is eligible for paperless online renewal. To continue with this application, please click "OK" to proceed to the next step in the process.

Passport Card

Your passport card is eligible for paperless online renewal. To continue with this application, please click "OK" to proceed to the next step in the process.

Cancel   OK
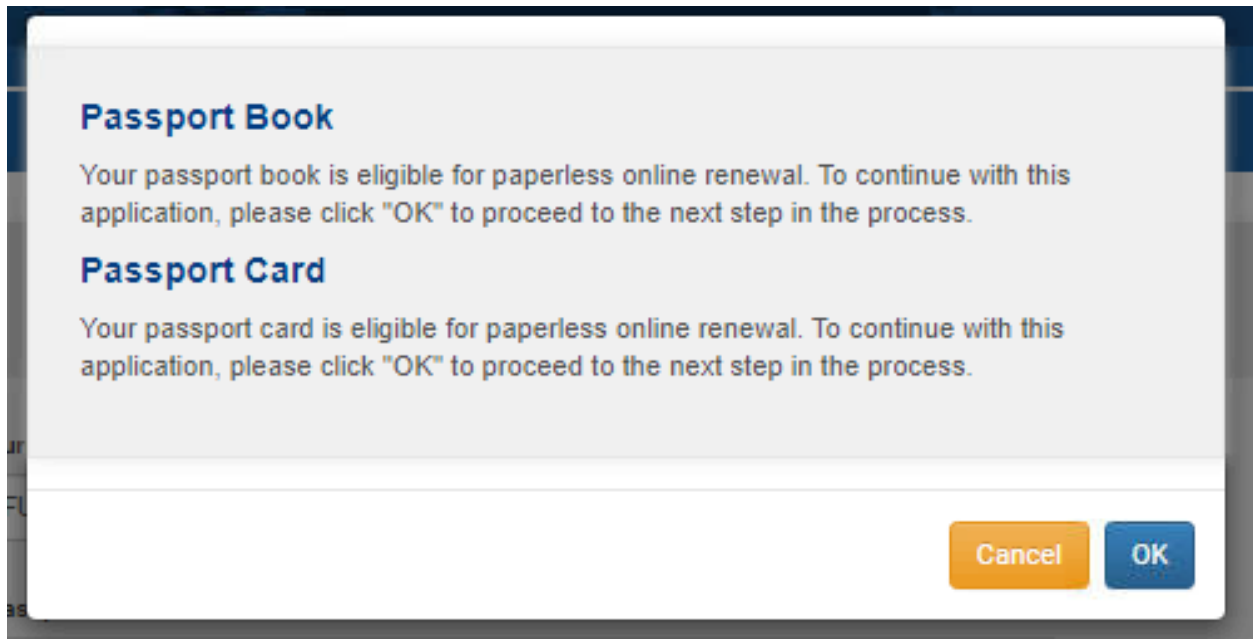
If they are not eligible, they will see the following:

The information you provided indicated that your passport product(s) are not eligible for the paperless online renewal due to one of the following reasons:

- We are unable to find a passport card matching the Surname, Date of Birth and passport book and/or card number entered.
- Your passport book and/or card is more than 15 years old.
- The expiration date of your passport book and/or card is longer than 12 months.
- Your passport book and/or card has a Known As name, US National, and/or extra-long Full Legal Name endorsement. We are unable to provide the paperless online renewal for applicants with these endorsements.
- Your passport book and/or card does not have a validity of 10 years (calculated from the Issuance Date to Expiration Date).

If you believe you have received this message in error, please click "Cancel", verify the information entered and click "Next" to try again. Otherwise, you can select one of the options below to renew by mail or in person.

You can fill out your renewal form online, print it, and mail it. Go to DS-82 FORM FILLER

You can also print your form, fill it out by hand, and mail it. Go to http://eforms.state.gov/Forms/

If you have urgent international travel in the next 14 days or need a foreign visa in 28 days, you should renew in person at a passport agency or center. Learn more at: https://travel.state.gov/content/travel/en/passports/get-fast.html.

Cancel   OK

Page Break

Figure 5: Travel Plans

*NOTE: If the applicant selects a travel date in less than two weeks, a message will be displayed prompting them to call the National Passport Information Center.
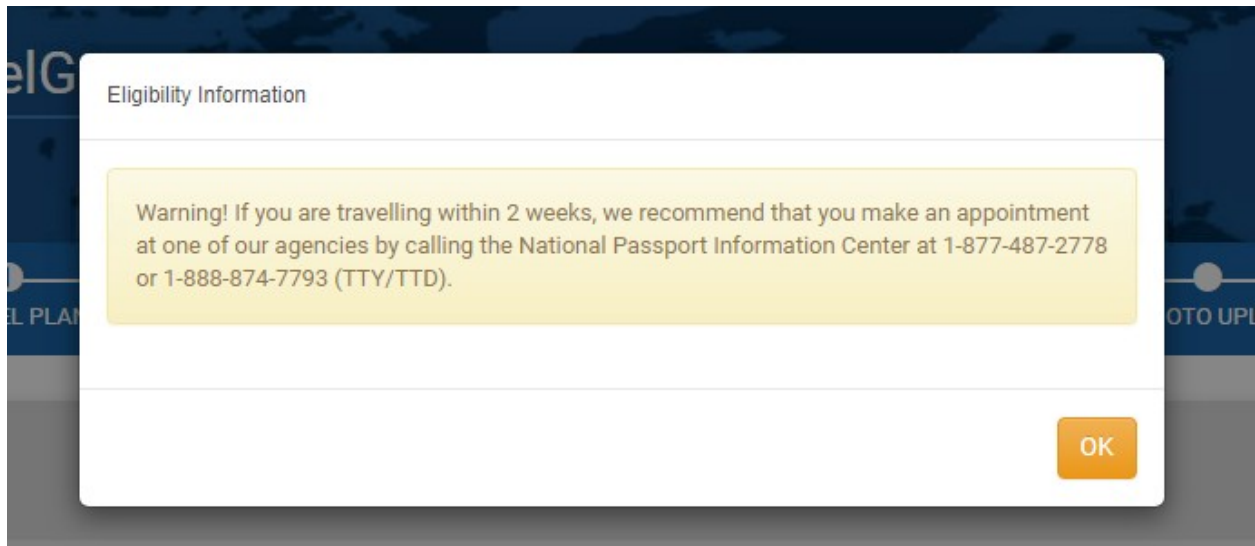
Countries can be chosen from the *Travel Country* dropdown; the applicant clicks 'Add a Country' to access the dropdown menu and "Save" to add them to the list below. The applicant can click the "Remove Country" icon to delete it from the list.
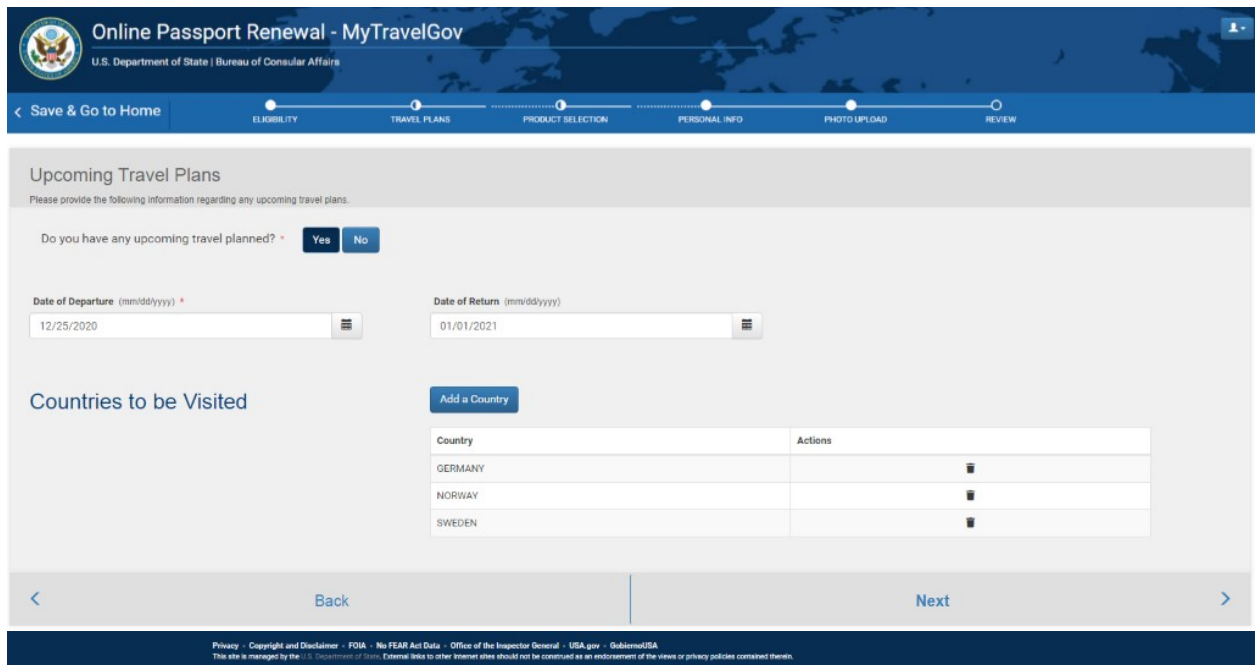
Figure 6: Product Selection

The next steps are choosing products (book and/or card), processing method (routine or expedited), and delivery method (standard or express).

The "shopping cart" at the bottom shows the products, processing, and delivery methods selected with the associated fees and the total amount due.

Page Break

Figure 7: Personal Information

Next, the applicant fills in their personal information. The asterisks signify required fields. *Country of Birth*, *State/Territory of Birth*, *Date of Birth*, *Sex*, *Hair Color*, and *Eye Color* are dropdown fields; the *Name*, *Social Security Number*, *Height*, *Occupation*, and *Employer or School* fields are each free type.

The applicant will need to document other names they have used and certify that they have done so. This is to improve the accuracy of data checks for fraud detection. The applicant will not be able to click "Next" until they have certified the "Other Names" field.
The applicant can click 'Add Name' under Other Names to enter names and save with 'Save'; 'Cancel' clears out any information that has been entered. The applicant can click 'Delete' to remove it from the list.

The *State/Territory of Birth* field becomes a mandatory field when an applicable *Country of Birth* is selected (i.e., United States).

Page Break

Figure 8: Address and Contact Information
OPR will not allow a Post Office Box to be entered into the Permanent Address field. Additionally, for the initial release only, U.S. and Canada mailing addresses will be accepted.

Address and Contact Information

Address Information

To ensure quick delivery, we will check your mailing address against USPS records. You will have the choice of accepting the USPS address or keeping your address as entered.

Mailing Address

Street Address, RFD#, P.O.Box#, URB *
207 INTERNATIONAL DR

Apartment, Company, Suite, Unit, Building, Floor, if applicable

Country *
UNITED STATES

City *
PORTSMOUTH

State/Territory/Province *
NEW HAMPSHIRE

Zip Code *
03801-6827

In Care Of or Attention To if Applicable

Permanent Address

☑ Check if same as mailing address

Street Address, RFD#, URB (no P.O.Box) *
207 INTERNATIONAL DR

Apartment, Suite, Unit, Building, Floor, if applicable

Country *
UNITED STATES

City *
PORTSMOUTH

State/Province *
NEW HAMPSHIRE

Zip Code *
03801-6827

Contact Information

Please provide email and phone information.

Primary Contact Email

Email Address
DS82APPLICANT+IVV51@GMAIL.COM

Primary Contact Phone

Country Code *
1-UNITED STATES

Phone Number *
8888888887

Extension

Type *
CELL

Additional Email Addresses

[Add Email]

Email Address	Actions
No additional email addresses added	

Additional Contact Phone

[Add Phone]

Country Code	Phone Number	Extension	Type	Actions
No additional phone numbers added				

< Back   Next >

The applicant may also indicate that their permanent address is the same as their mailing address. If the permanent address and mailing address is the same, the system will auto populate the information from the mailing address to the permanent address.

*Important: The applicant's email address will be locked and will reflect the email address used to create the account at the beginning of the process. The applicant is required to enter a primary phone number, the type of phone number (cell, home, or work – accessed by a dropdown menu), and the country code (United States by default). The applicant may optionally enter additional email address and contact phone numbers before proceeding.

Page Break**Figure 8b: Address Verification via USPS**

OPR will verify the address entered with USPS. Depending on the results, the applicant will see one of the following screens:

If USPS Address Validation fails, the applicant will be prompted to return to the previous screen to edit their address or may continue with the address as they entered it.

USPS Address Validation Results

We have not found a match for your mailing address. Please choose an option.

The mailing address you entered:

123 FAKE ST
PORTSMOUTH, NEW HAMPSHIRE 03801
UNITED STATES

○ **Keep My Address**
○ **Edit My Address**

OK

If USPS Address Verification finds a match, the applicant will be prompted to use the USPS formatted address, may keep their address as they entered it, or may return to the previous screen to make edits.

USPS Address Validation Results

We found a matching address via the US Postal Service. Please review the address below and if acceptable, select 'Use the USPS validated address' radio button to use it as your mailing address. This will ensure prompt, efficient delivery of your passport documents. If you choose not to use the validated address, select one of the other two radio buttons to either edit your mailing address and try again or accept the address you originally entered.

The mailing address you entered:

207 INTERNATIONAL DR
PORTSMOUTH, NEW HAMPSHIRE 03801
UNITED STATES

The USPS validated address:
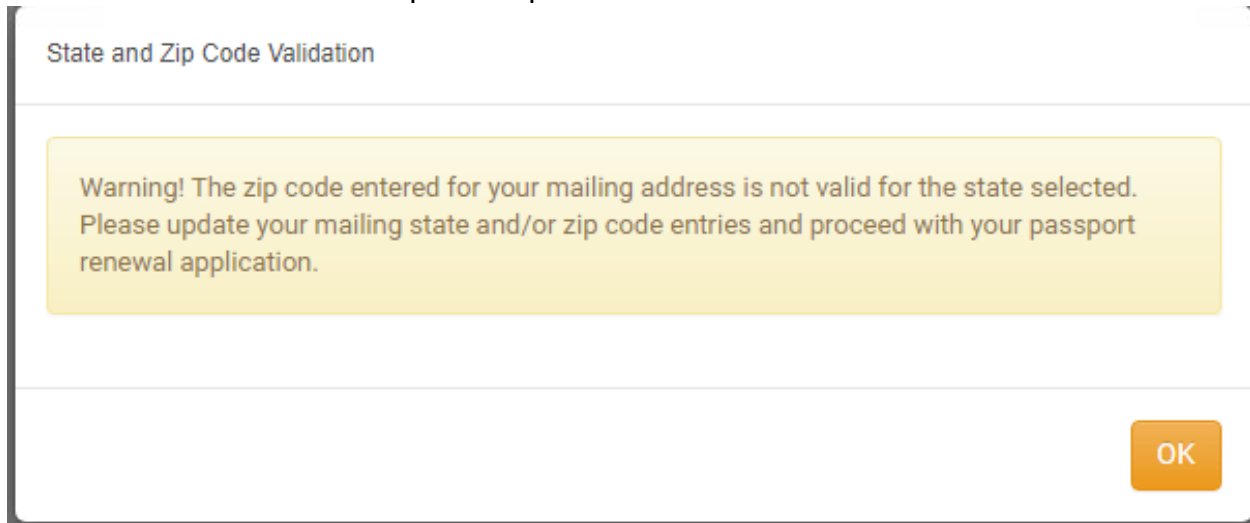
207 INTERNATIONAL DR
PORTSMOUTH, NH 03801-6827
USA

○ **Use the USPS Validated Address**
○ **Keep My Address**
○ **Edit My Address**

OK

The *ZIP Code* field is restricted to numerals (0-9) for when United States is selected as *Country* for Mailing Address however when Canada is chosen the field allows Alphanumeric (A-Z, 0-9) characters to be entered.

If the applicant chooses to use the address they entered, regardless of the USPS return, the system will still confirm that the Zip Code is valid for the entered state. The applicant will not able to advance to the next step if the zip code is not valid for the selected state.

State and Zip Code Validation

Warning! The zip code entered for your mailing address is not valid for the state selected. Please update your mailing state and/or zip code entries and proceed with your passport renewal application.

OK

Figure 9: Emergency Contact

The applicant is required to provide an emergency contact and must provide their name (first and last), relationship, complete address details, and phone number.

The *Country Phone Code* field defaults to "01-UNITED STATES". Fields with an asterisk are mandatory and will receive a "Required" message if the applicant attempts to skip them.

Figure 10: Photo Upload

There are two methods the applicant can use to upload their digital image file -- by directly uploading the photograph or by using CA's CEAC Photo Upload Tool, which crops, centers, and sizes the image. The applicant may choose to directly upload their photo rather than using CA's CEAC Photo Upload Tool because CA's tool is Flash-based and will not work on mobile devices (iOS products).

The applicant will upload a photo, the system will check the quality, and then the applicant is asked to confirm the photo chosen – in case they want to change it.

Choose a Photo to Begin
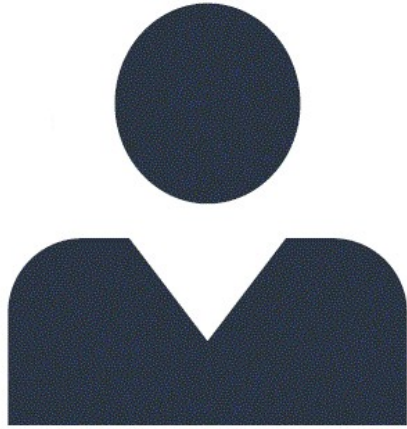
Basic Examples

📷 **Choose Photo**

Photo Requirements

👤 **Size and Position**

😐 **Pose and Expression**

👓 **Glasses**

🎩 **Attire, Hats, Hair**

☀ **Shadows and Lighting**

Close
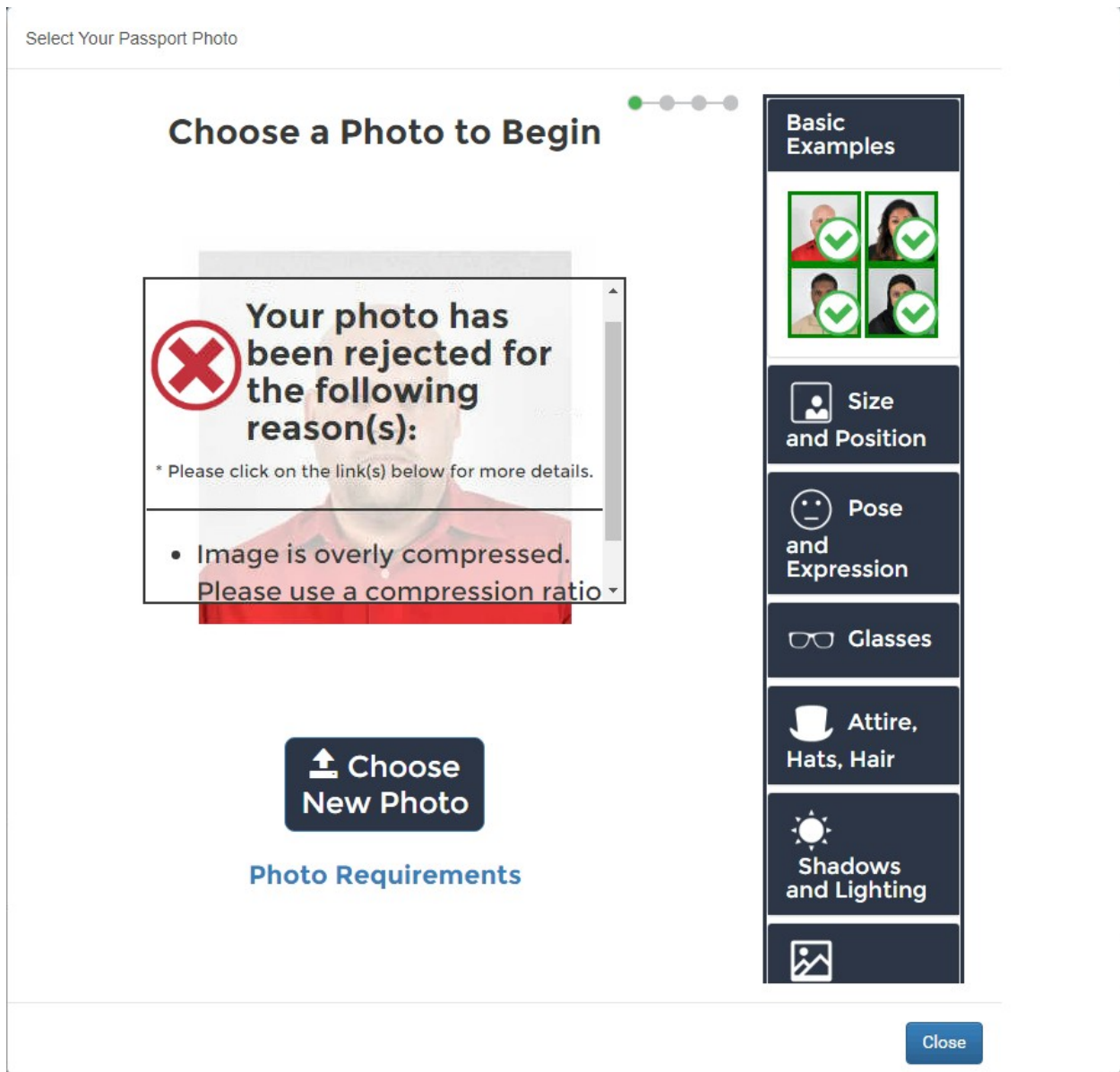
The current Quality Over The Web (QOTW) tool is going to be replaced with an improved QOTW product called FACE-VACS. This product claims a 99% accuracy rate in its ability to detect glasses.

Figure 11: Final Review

The applicant is given a review screen and allowed to make changes before providing their e-signature and payment. This covers all the information the applicant has entered into the application up to this point.

Final Review

Product Eligibility
Edit

Passport Book

Surname	Given Names
FUNKE	THOMAS GEORGE

Passport Book Number	Date of Birth
888888887	03/29/1943

Issue Date	Expiration Date
07/01/2011	06/30/2021

Passport Card

Surname	Given Names
FUNKE	THOMAS GEORGE

Passport Card Number	Date of Birth
C88888887	03/29/1943

Issue Date	Expiration Date
07/01/2011	06/30/2021

Upcoming Travel Plans
Edit

Travel Dates

Do you have any upcoming travel planned? **Yes**

Date of Departure
12/25/2020

Date of Return
01/01/2021

Countries to be Visited

Country
GERMANY
NORWAY
SWEDEN

Product Selection
Edit

Passport Book

☑ **Passport Book** $110.00

○ Regular (28 page) Book
○ Large (52 page) Book (for frequent international travel)

Passport Card

☑ Passport Card $30.00

Processing Method

◉ Routine (4 - 8 weeks)   **No Additional Cost**

Book Delivery Method

◉ Standard (3 - 5 business days)   **No Additional Cost**

Card Delivery Method

◉ Standard (3 - 5 business days)   **No Additional Cost**

Personal Information   Edit

Identity Information

First Name	Middle Name
THOMAS	GEORGE

Last Name	Suffix
FUNKE	

Country of Birth	City of Birth
UNITED STATES	TUSCALOOSA

State/Territory of Birth	Date of Birth
ALABAMA	03/29/1943

Social Security Number	Sex
888888887	MALE

Other Names

☑ I certify that I have never used, or been legally given, a name not listed on this application.

Other Last Name	Other Suffix	Other First Name	Other Middle Name	
No other names added				

Personal Attributes and Occupation

Height	Hair Color
5'10"	BALD

Eye Color	Occupation
BLUE	RETIRED

Employer or School

Address and Contact Information   Edit

Mailing Address

Street Address, RFD#, P.O.Box#, URB	Apartment, Company, Suite, Unit, Building, Floor, if applicable
207 INTERNATIONAL DR	

Country	City
UNITED STATES	PORTSMOUTH

State/Territory/Province	Zip Code
NEW HAMPSHIRE	03801-6827

In Care Of or Attention To if Applicable

Permanent Address

☑ Check if same as mailing address

Street Address, RFD#, URB (no P.O.Box)	Apartment, Suite, Unit, Building, Floor, if applicable
207 INTERNATIONAL DR	

Country	City
UNITED STATES	PORTSMOUTH

State/Province	Zip Code
NEW HAMPSHIRE	03801-6827

Primary Contact Email

Email Address

DS82APPLICANT+IVV51@GMAIL.COM

Primary Contact Phone

Country Code	Phone Number
1-UNITED STATES	8888888887

Extension	Type
	CELL

Additional Email Addresses

Email Address	
No additional email addresses added	

Additional Phone Numbers

Country Code	Phone Number	Extension	Type	
No additional phone numbers added				

Emergency Contact Information   Edit

Name

First Name	Middle Name
PETER	

Last Name	Suffix
VENKMAN	

Relationship
FRIEND

Address

Street Address, RFD#, P.O.Box#, URB	Apartment, Company, Suite, Unit, Building, Floor, if applicable
14 NORTH MOORE ST	

Country	City
UNITED STATES	NEW YORK
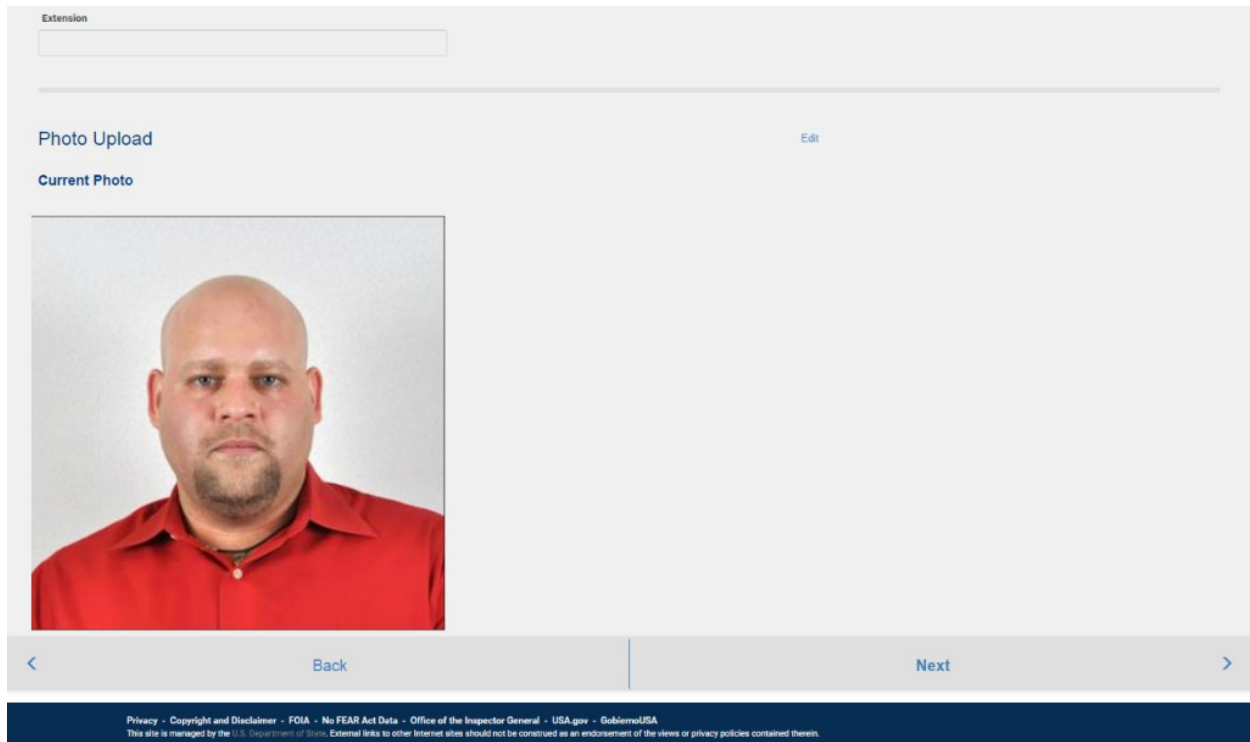
Figure 12: eSignature, Submit and Pay

The applicant must enable the '*I certify the above declarations are true*' checkbox and provide their '*Current US Passport Book/Card ICN (Inventory Control Number) Number*' prior to clicking the '*Sign and Submit Application*' button. Verifying the ICN is an added check to confirm the applicant has their passport product physically in their possession.

The applicant can view the "Privacy Act Statement" and "Notices, Disclaimers, and Warning" by opening the links in this section (see *Figure 15*).

Online Passport Renewal - MyTravelGov
U.S. Department of State | Bureau of Consular Affairs

Sign, Submit and Pay

Read the following information carefully before signing the application:

By clicking the "Sign & Pay" button you are signing your application electronically. You are required to sign your application yourself, unless otherwise exempt by regulation. Your electronic signature certifies that you have read and understand the questions in your application, and that the answers contained in your application are true and correct to the best of your knowledge and belief. All declarations made in this application are unsworn declarations made under penalty of perjury   (see 28 U.S.C. Section 1746)

The information you provide in your passport application may be accessible to other government agencies having statutory or other lawful authority to use such information, including law enforcement agencies. The biometrics, including the photograph that you provide may be used for employment verification or law enforcement purposes and otherwise as stated in the   Privacy Act Statement

I declare under penalty of perjury all of the following:

- I am a citizen or non-citizen national of the United States and have not, since acquiring U.S. citizenship or nationality, performed any of the acts listed under "Acts or Conditions" in the Notices, Disclaimers, and Warning text associated with this application (unless explanatory statement is attached).
- The statements made on the application are true and correct.
- I have not knowingly and willfully made false statements or included false documents in support of this application.
- The photograph submitted with this application is a genuine, current, photograph of me.
- I am submitting this application to renew my U.S. passport book/card from my own account on my own behalf.
- I have read and understood the warning in the Notices, Disclaimers, and Warning text associated with this application.
- Note: If you need to submit supporting documentation or an explanatory statement, you must instead request your U.S. Passport Book and/or Card via mail.

☑ I certify the above declarations are true. *

The following information must be provided to electronically sign the application:

Applicant's Full Name
THOMAS GEORGE FUNKE

Applicant's Social Security Number
888888887

Current US Passport Book ICN Number *
888888887

Note: Your U.S. Passport Book Inventory Control Number (ICN) is located on the inside back cover of the book below the barcode.   Locate Details

Current US Passport Card ICN Number *
C88888887

Note: Your U.S. Passport Card Inventory Control Number (ICN) is located on the back side of the card.
Locate Details

Your fee is $140.00

Please have your payment information ready before you click the "Sign and Pay" button.

When you click the "Sign and Pay" button, you will be redirected to the Pay.gov collection pages to make payment and your application will be submitted when your payment is complete.

Payment may be made with a credit/debit card or an ACH account.   Learn More.

Please Note: The application fee is a non-refundable processing fee and is retained by the Department of State whether or not the passport is issued.

‹   Back   Sign and Pay   ›

Figure 13: Payment on Pay.Gov

Within the same browser session, the applicant is redirected to pay.gov for payment processing. The applicant has the option to complete payment using either ACH withdrawal from a savings or checking account or pay with a credit or debit card.

The applicant will be prompted to enter payment details depending on their choice of payment method.

The applicant will be prompted to confirm their information and must select the box to authorize payment before proceeding.
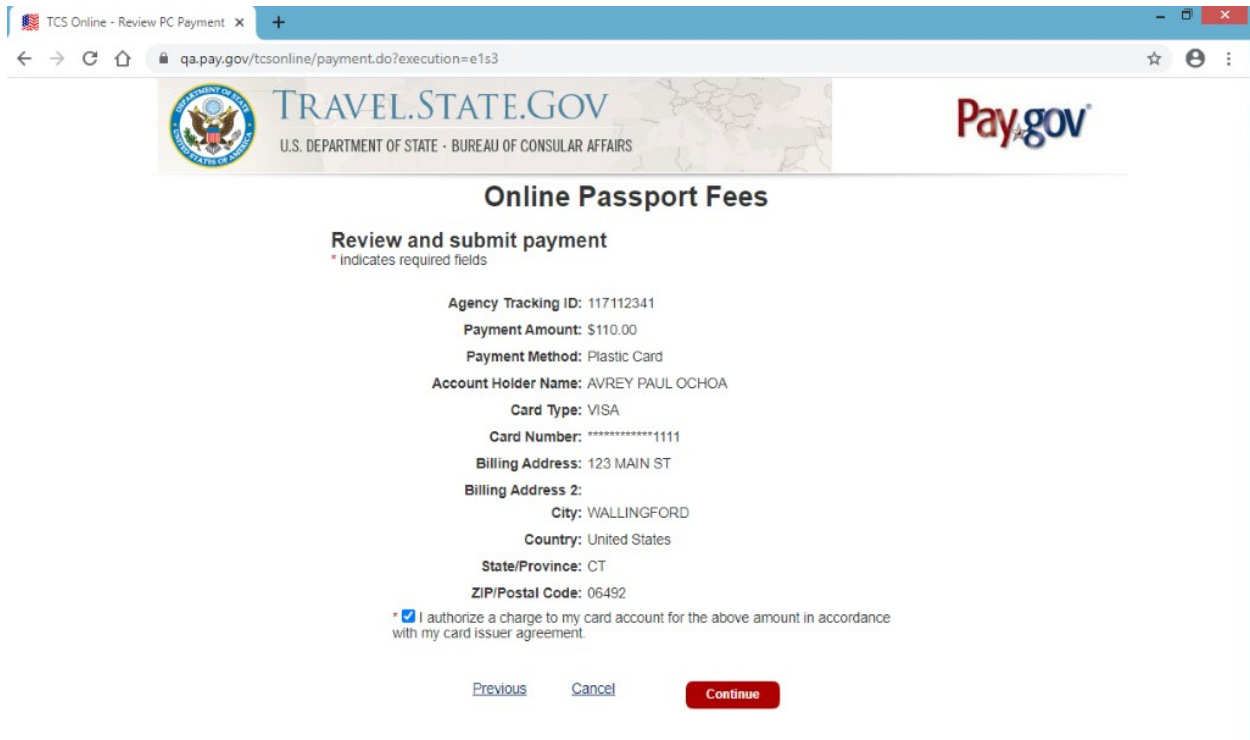
The applicant will be notified of their successful payment and presented with an electronic receipt of the transaction, which will also be sent to their email. At this point the application is submitted. The applicant may print their application for their records or return to their home screen from this page.
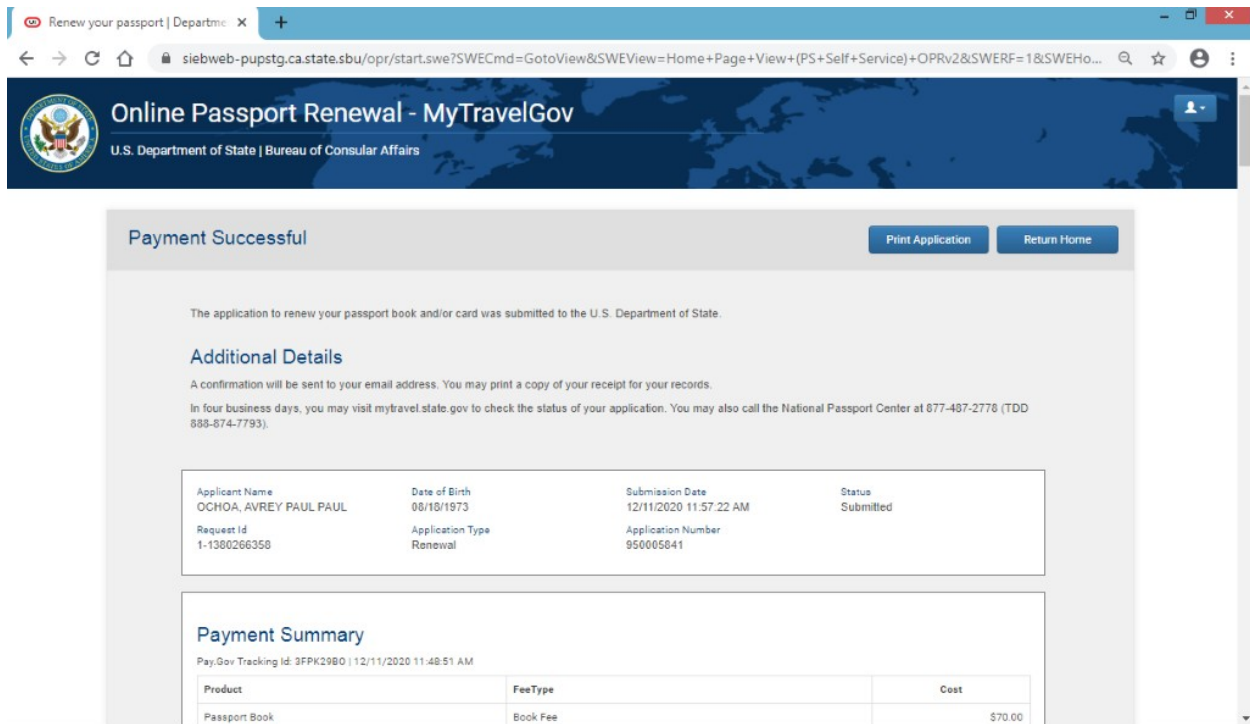

Figure 14: Application Home Screen

If the applicant returns to their home screen, they will be able to view the applications they have submitted which are associated with their account/email address. They may also resume applications they have started but not yet submitted and view the status of their submitted applications.

The applicant may also use the home screen to electronically update their contact information and/or mailing address on a submitted application and may upgrade their processing or delivery options.
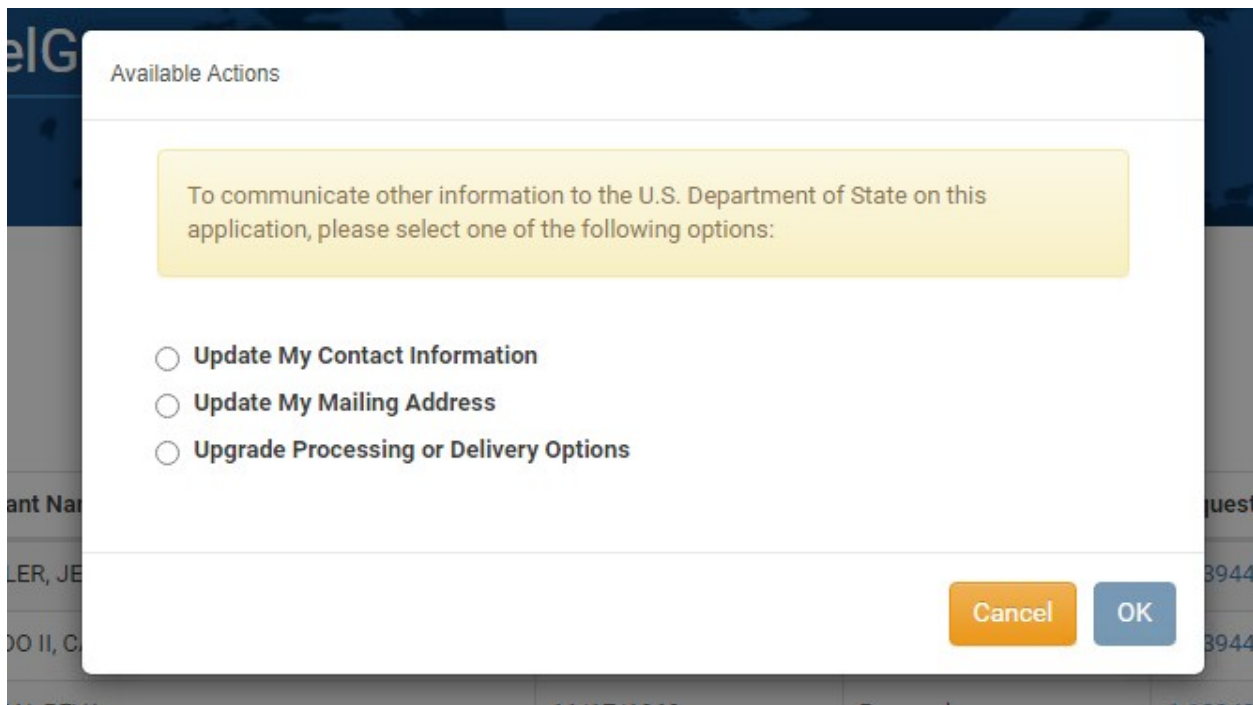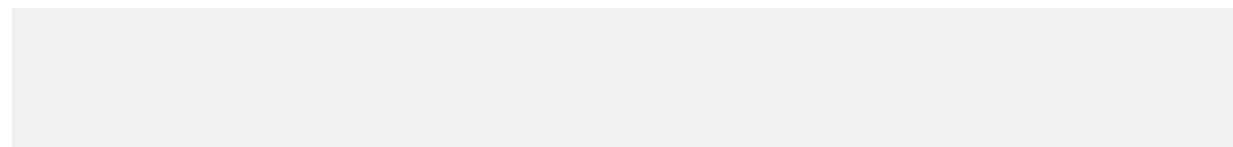
Figure 15: Notices and Disclaimers Text

Below are the "Privacy Act Statement" and "Notices, Disclaimers, and Warning" which the applicant certifies having read by signing and submitting the application (as seen in *Figure 12*).

Privacy Policy

This notice provides the Department of State's (the Department) privacy policy regarding the nature, purpose, use, and sharing of any Personally Identifiable Information (PII) collected via this website. Our privacy policy explains our information practices when you provide PII to us, whether collected online or offline, or when you visit us online to browse, obtain information, or conduct a transaction. PII may include: your name, email, mailing and/or home address, phone numbers, or other information that identifies you personally. We do not require you to register or provide personal information to visit our website.

The PII you provide on a Department website will be used only for its intended purpose. We will protect your information consistent with the principles of the **Privacy Act of 1974** ⎘, the **E-Government Act of 2002** ⎘, and the **Federal Records Act** ⎘.

Personally Identifiable Information

As a general rule, the Department does not collect PII about you when you visit our website, unless you choose to provide such information to us. Submitting PII through our website is voluntary. By doing so, you are giving the Department your permission to use the information for the stated purpose. However, not providing certain information may result in the Department's inability to provide you with the service you desire.

If you choose to provide us with PII on a Department website, through such methods as completing a web form or sending us an email, we will use that information to help us provide you the information or service you have requested or to respond to your message. The information we may receive from you varies based on what you do when visiting our site.

Generally, the information requested by the Department will be used to respond to your inquiry or to provide you with the service you request. When this information is requested, the reasons for collecting it, a description of the Department's intended use of the information, how to grant consent to use mandatorily provided information, and how to grant consent for other than statutorily mandated uses will be fully described in a separate customized "Privacy Notice." This customized Privacy Notice will either appear on the web page collecting the information or be accessible through a hyperlink (link) prominently displayed immediately above or below the information request.

Email

Many of our programs and websites allow you to send us an email. We will use the information you provide to respond to your inquiry. We will only send you general information via email. You should be reminded that email may not necessarily be secure against interception. Therefore, we suggest that you do not send sensitive personal data (such as your Social Security number) to us via email. If your intended email communication is very sensitive, or includes information such as your bank account, credit card, or Social Security number, you should instead send it by U.S. mail. Another alternative may

(also available at https://state.gov/privacy-policy/)

I declare under penalty of perjury all of the following:

- I am a citizen or non-citizen national of the United States and have not, since acquiring U.S. cit
  with this application (unless explanatory statement is attached).
- The statements made on the application are true and correct.
- I have not knowingly and willfully made false statements or included false documents in supp
- The photograph submitted with this application is a genuine, current, photograph of me.
- I am submitting this application to renew my U.S. passport book/card from my own account o
- I have read and understood the warning in the Notices, Disclaimers, and Warning text associat
- Note: If you need to submit supporting documentation or an explanatory statement you must

☐   I certify the above declarations are true. *