

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.

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Figure 1: Create Account or Login

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



We just need a few pieces of information about you in order to create a MyTravelGov account.
* Asterisk indicates field is required.

* First Name
First Name is required

Middle Name

* Last Name

Address

State / Province / Region

ZIP / Postal Code


Country

* Email Address

* Confirm Email Address

* Password

* Confirm Password

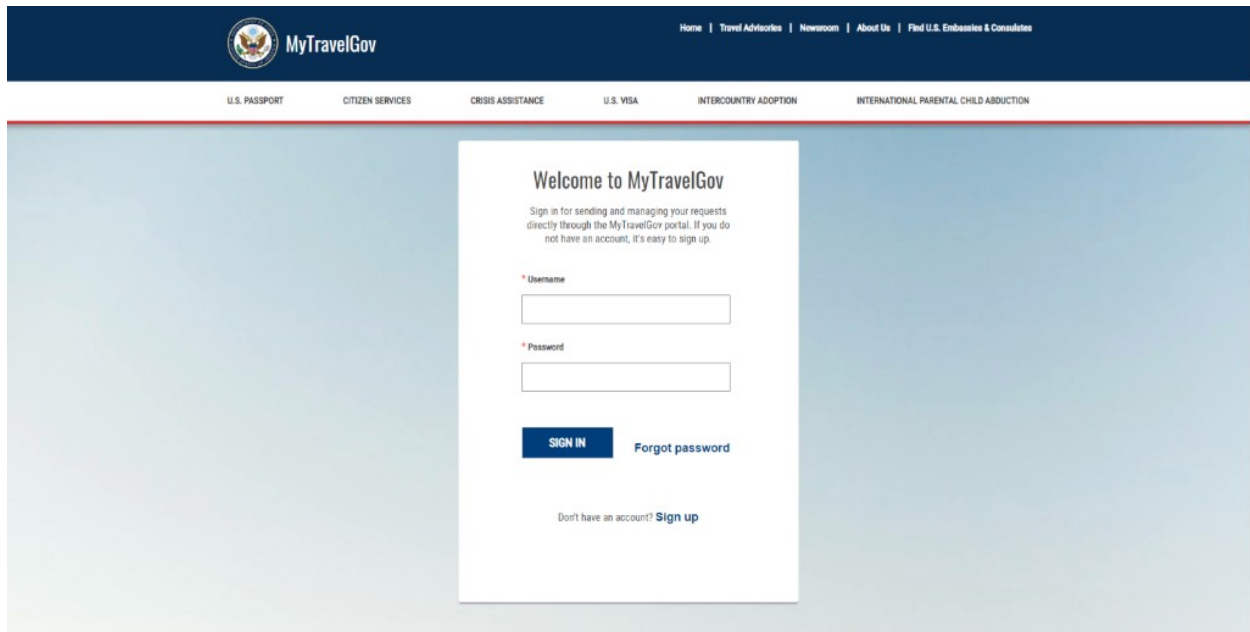
I'm not a robot 
This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

A valid password must meet all of the following conditions:

- Password must contain between 12 and 24 characters
- Password must contain one lowercase letter
- Password must contain one uppercase letter
- Password must contain one number
- Password must contain one special character
` ~ ! @ # \$ % ^ & * () - = _ + { } | ' : ; " , . / ? []
- Password must not match or contain: first name, last name, email address
- Unicode characters are not permitted

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

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Online Passport Renewal (OPR) Eligibility Criteria

Check Initial Eligibility

Please read the following statements and confirm they are true for this passport renewal:

- I am submitting this application to renew my U.S. passport book/card from my own account on my own behalf.
- My international travel plans are more than 3 weeks in the future, or I do not have any international travel plans at this time.
- I have my most recent U.S. passport book/card in my possession.
- I was at least 16 years old when my most recent U.S. passport book/card was issued.
- I was issued my most recent U.S. passport book/card less than 15 years ago.
- My most recent U.S. passport book/card is not damaged, mutilated, or valid for less than 10 years.
- My most recent U.S. passport book/card expires in one year or less.
- I use the same name as on my recent U.S. passport book/card.
- I understand that my renewed U.S. passport book/card will show the same information as my recent U.S. passport book/card.
- I can use a credit/debit card OR my bank's routing number/account number to pay for online renewal. [U.S. passport book/card fees information](#)
- I live in the U.S. or Canada.
- I can upload a 2" x 2" photo taken within the last 6 months. [Learn More](#)
- I understand that upon submission of this online renewal application, the U.S. passport book or card that I am replacing will be invalidated.

If all of the statements above are true for this U.S. passport book/card renewal, click "Yes" to confirm and proceed with the next step in the Online Passport Renewal process. If any of the statements above are false for this U.S. passport book/card renewal, please click "No" then "NEXT" to exit the Online Passport Renewal process and get information about other options for renewal. *

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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. *



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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.



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OMB NO. 1495-0020
EXPIRES: 12/31/2016


< Save & Go to Home
ELIGIBILITY
TRAVEL PLANS
PRODUCT SELECTION
PERSONAL INFO
PHOTO UPLOAD
REVIEW

Passport Book and/or Passport Card Information

Please provide the requested information from your most recent passport products:

Passport Book


Provide the following details from your passport book. For your name, please provide as printed.



| | |
|--|--|
| <p>Surname (Last Family Name) *</p> <input type="text" value="FUNKE"/> <p>Passport Book Number *</p> <input type="text" value="88888887"/> <p>Issue Date (mm/dd/yyyy) *</p> <input type="text" value="07/01/2011"/> | <p>Given Names (First Name, Middle Name)</p> <input type="text" value="THOMAS GEORGE"/> <p>Date of Birth (mm/dd/yyyy) *</p> <input type="text" value="03/29/1943"/> <p>Expiration Date (mm/dd/yyyy) *</p> <input type="text" value="06/30/2021"/> |
|--|--|

Passport Card

Provide the following details from your passport card. For your name, please provide as printed.



Check if same as passport book

| | |
|--|--|
| <p>Surname (Last Family Name) *</p> <input type="text" value="FUNKE"/> <p>Passport Card Number *</p> <input type="text" value="C8888887"/> <p>Issue Date (mm/dd/yyyy) *</p> <input type="text" value="07/01/2011"/> | <p>Given Names (First Name, Middle Name)</p> <input type="text" value="THOMAS GEORGE"/> <p>Date of Birth (mm/dd/yyyy) *</p> <input type="text" value="03/29/1943"/> <p>Expiration Date (mm/dd/yyyy) *</p> <input type="text" value="06/30/2021"/> |
|--|--|

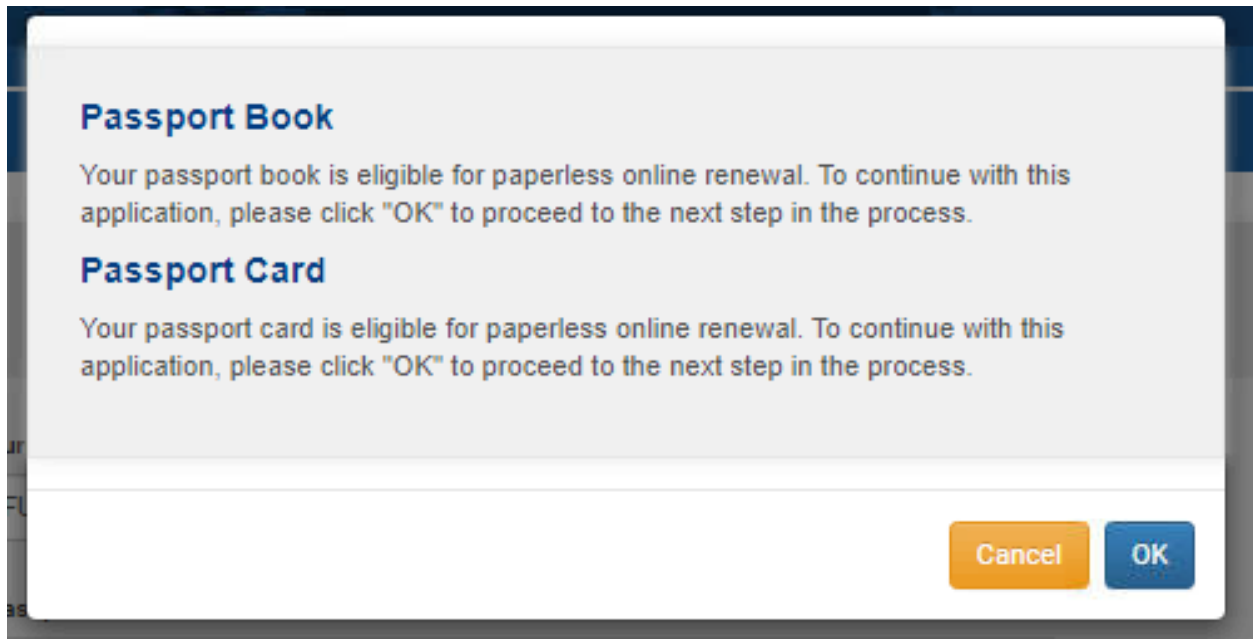
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The applicant next enters information from their existing product. *Surname (Last Name, Family Name)* and *Passport Book Number* fields are prepopulated with the data from the product that was determined to be eligible for Online Passport Renewal (OPR).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



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>.

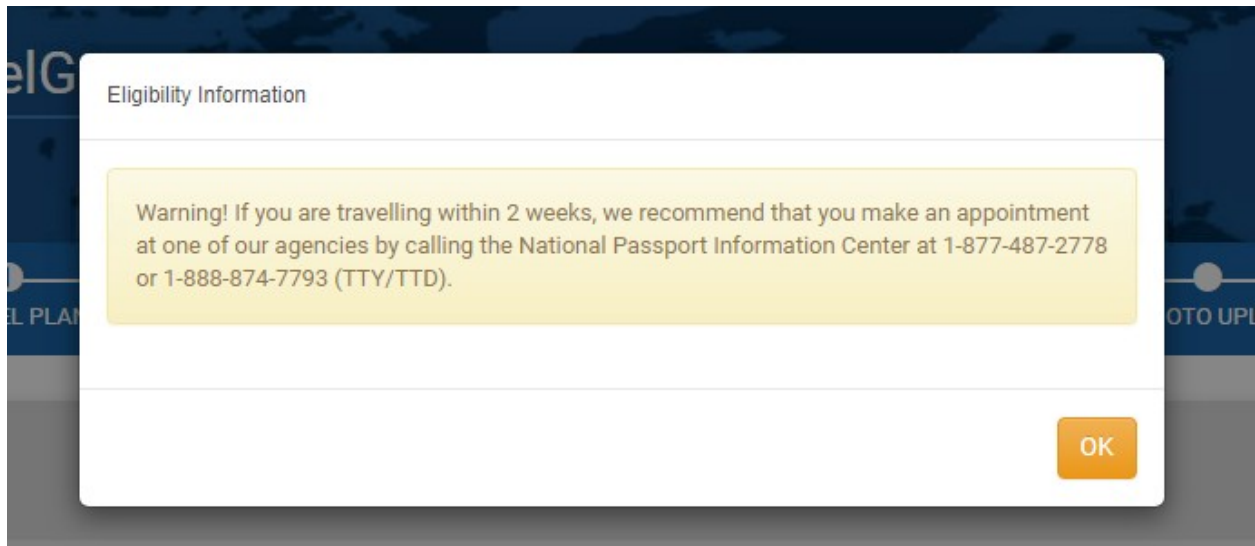
Cancel

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.

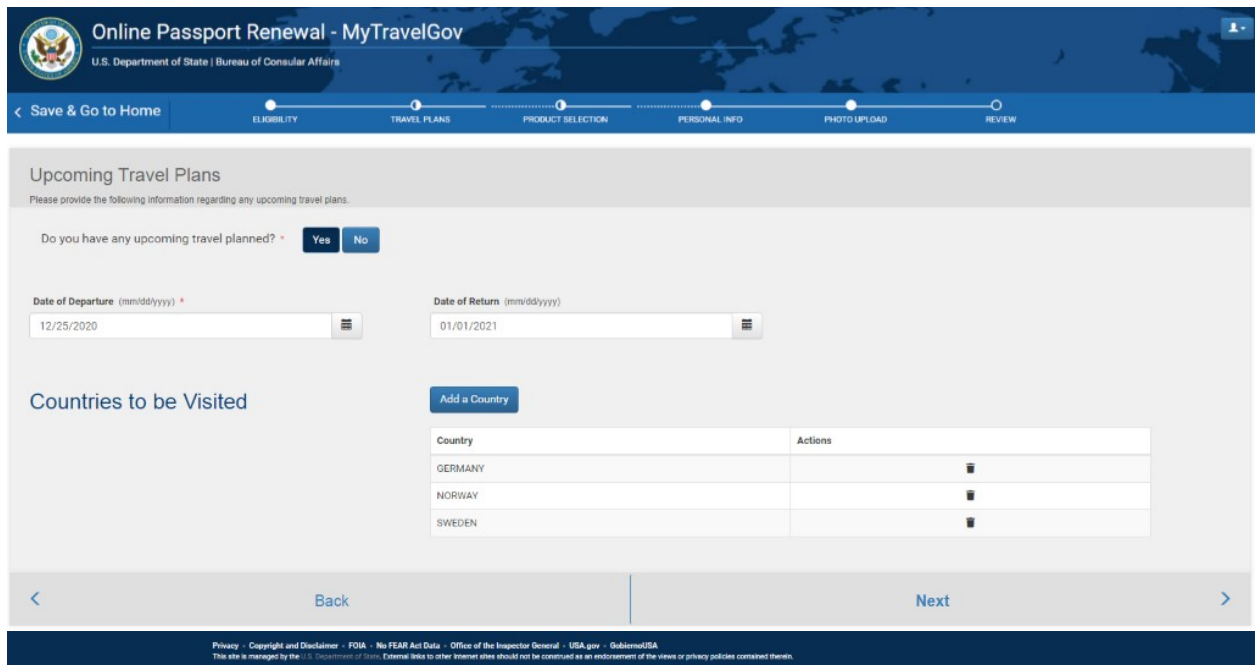


Figure 6: Product Selection

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

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Save & Go to Home | ELIGIBILITY | TRAVEL PLANS | **PRODUCT SELECTION** | PERSONAL INFO | PHOTO UPLOAD | REVIEW

Product Selection

Please select the document(s) for which you are applying.

Select Passport Product(s) *

Passport Book \$110.00

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

Passport Card \$30.00

Note: The Passport Card is not valid for international air travel. [Learn more](#)

Select Processing Method *

Routine (4 - 8 weeks) No Additional Cost
 Expedited (2 - 3 weeks) \$50.00

Select Passport Book Delivery Method *

Standard (3 - 5 business days) No Additional Cost
 Express (1 - 2 business days) \$16.48 Only valid for US Mailing Addresses

Select Passport Card Delivery Method *

Standard (3 - 5 business days) No Additional Cost

Shopping Cart

| Item | Cost |
|----------------------------------|-----------------|
| Passport Book | \$110.00 |
| Passport Card | \$30.00 |
| Routine Processing | \$0.00 |
| Passport Book: Standard Delivery | \$0.00 |
| Passport Card: Standard Delivery | \$0.00 |
| Amount Due: | \$140.00 |

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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.

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Save & Go to Home | ELIGIBILITY | TRAVEL PLANS | PRODUCT SELECTION | PERSONAL INFO | PHOTO UPLOAD | REVIEW

Personal Information

Identity Information

First Name * THOMAS No First Name
 Middle Name * GEORGE No Middle Name
 Last Name * FUNKE Suffix
 Country of Birth * UNITED STATES City of Birth * TUSCALOOSA
 State/Territory of Birth * ALABAMA Date of Birth (mm/dd/yyyy) * 03/29/1943
 Social Security Number (no dashes or spaces required) * 88888887 Sex * MALE

Other Names

Please list all other names you have used (Examples: Birth Name, Maiden, Previous Marriage, Legal Name Change).

[Add Name](#)

| Other Last Name | Other Suffix | Other First Name | Other Middle Name | Actions |
|----------------------|--------------|------------------|-------------------|---------|
| No other names added | | | | |

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

Personal Attributes and Occupation

Height * 5'10" Hair Color * BALD
 Eye Color * BLUE Occupation * RETIRED
 Employer or School

Back Next

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).

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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.

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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 *

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

Country *

City *

State/Territory/Province *

Zip Code *

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

Country *

City *

State/Province *

Zip Code *

Contact Information

Please provide email and phone information

Primary Contact Email

Email Address

Primary Contact Phone

Country Code *

Phone Number *

Extension

Type *

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 | | | | |

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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.

The screenshot displays a web interface for USPS address validation. At the top, the title "USPS Address Validation Results" is shown. Below this is a yellow warning box with the text: "We have not found a match for your mailing address. Please choose an option." Underneath the warning box, the heading "The mailing address you entered:" is followed by the address: "123 FAKE ST", "PORTSMOUTH, NEW HAMPSHIRE 03801", and "UNITED STATES". Below the address, there are two radio button options: "Keep My Address" and "Edit My Address". In the bottom right corner of the screen, there is an orange "OK" button.

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:

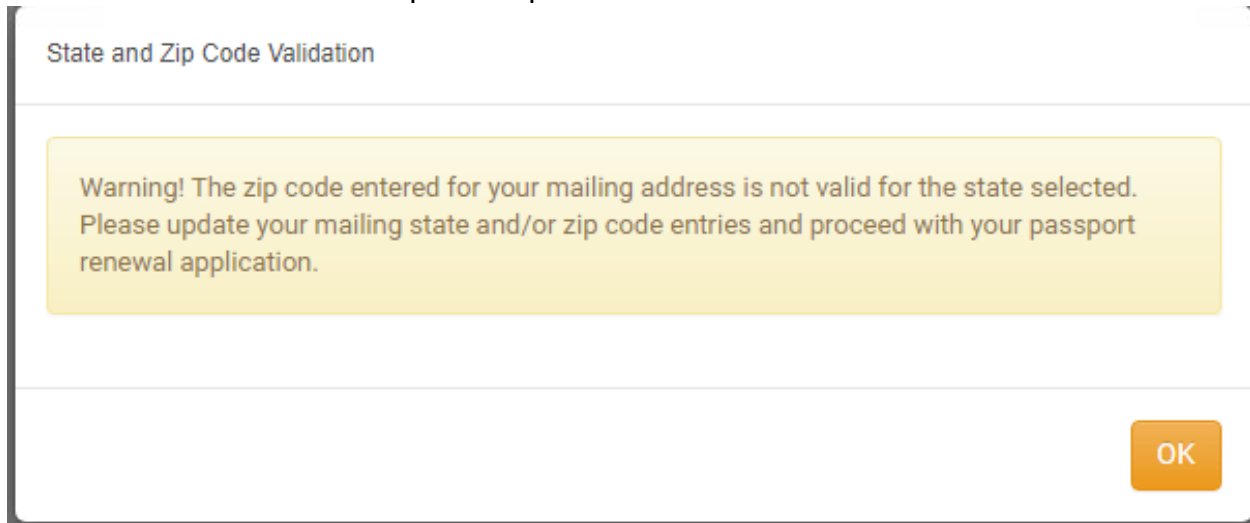
207 INTERNATIONAL DR
PORTSMOUTH, NH 03801-6827
USA

- 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 be able to advance to the next step if the zip code is not valid for the selected state.



The image shows a screenshot of a web application interface. At the top, there is a header section titled "State and Zip Code Validation". Below this header is a large yellow warning box with a thin border. The text inside the box reads: "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." In the bottom right corner of the main content area, there is an orange button with the text "OK" in white.

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.

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Save & Go to Home | ELIGIBILITY | TRAVEL PLANS | PRODUCT SELECTION | PERSONAL INFO | PHOTO UPLOAD | REVIEW

Emergency Contact Information

Please provide the name, address and phone number of a person usually not traveling with you to be contacted in the event of an emergency.

Name

First Name * PETER Middle Name
Last Name * VENKMAN Suffix
Relationship * FRIEND

Address

Street Address, RFD#, P.O.Box#, URB * 14 NORTH MOORE ST Apartment, Company, Suite, Unit, Building, Floor, if applicable
Country * UNITED STATES City * NEW YORK
State/Territory * NEW YORK Zip Code * 10013

Phone

Country Code * 1-UNITED STATES Phone Number * 8888888889
Extension

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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).

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< Save & Go to Home

ELIGIBILITY TRAVEL PLAN PRODUCT SELECTION PERSONAL INFO PHOTO UPLOAD REVIEW


Photo Upload

Upload a Passport Photograph

In order to ensure that the highest quality photograph will be used in the passport, please use this photo quality guide when taking and uploading your photograph. [Photo Quality Guide](#)

Choose a JPEG format image (i.e., jpg file type) that is NOT more than 2MB in size.

Upload Photo

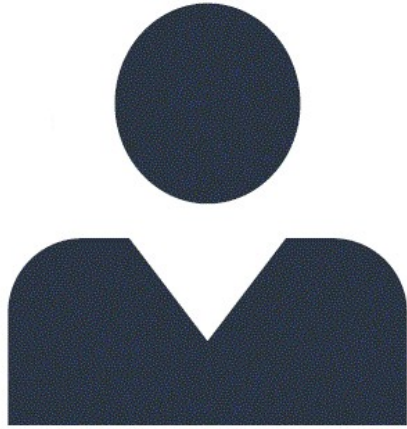


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The applicant will upload a photo, the system will check the quality, and then the applicant is asked to confirm the photo chosen – in case they want to change it.

Choose a Photo to Begin



 **Choose Photo**

[Photo Requirements](#)

Basic Examples



 **Size and Position**

 **Pose and Expression**

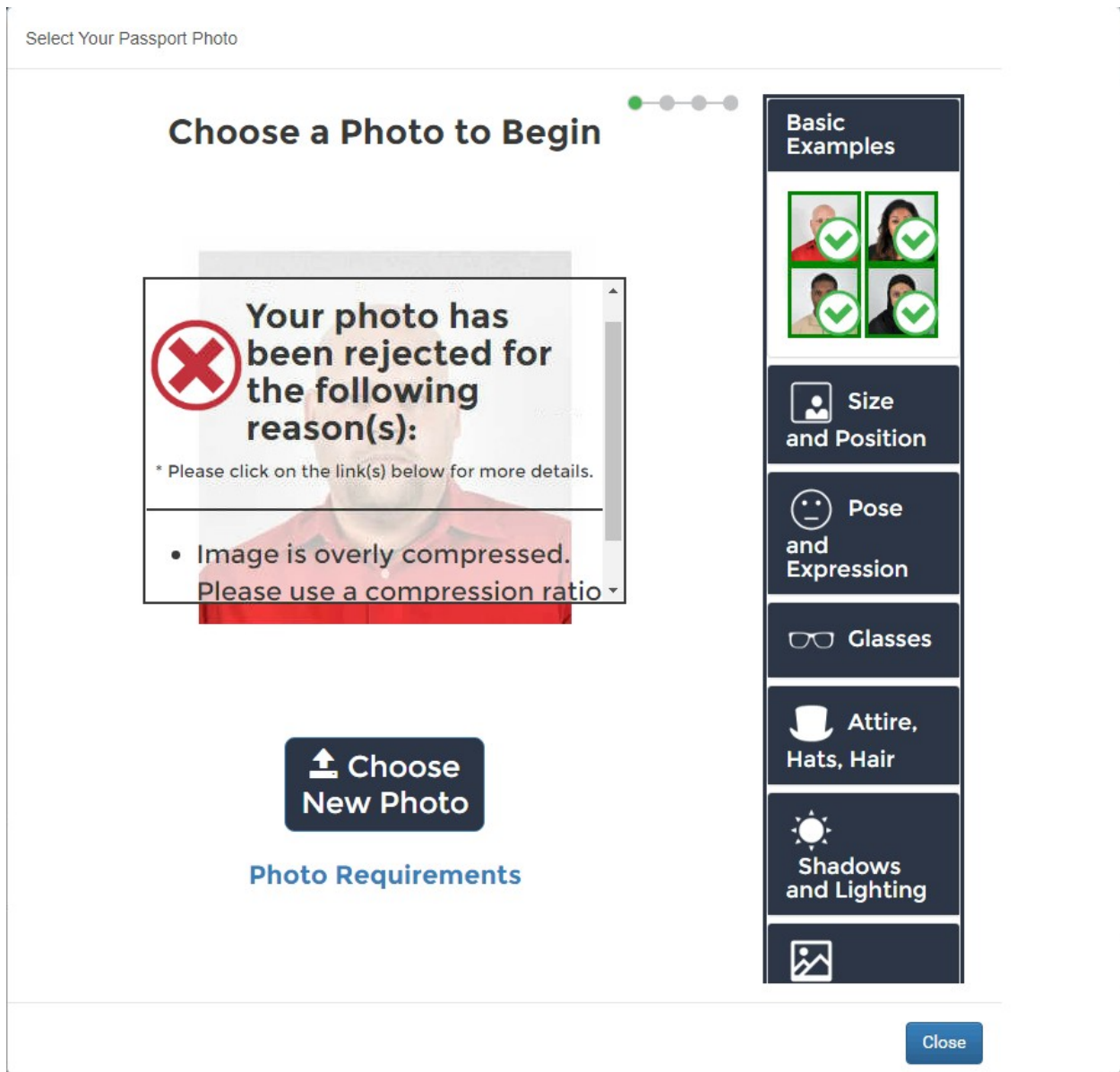
 **Glasses**

 **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

Home

Product Eligibility

Edit

Passport Book

Surname

FUNKE

Given Names

THOMAS GEORGE

Passport Book Number

888888887

Date of Birth

03/29/1943

Issue Date

07/01/2011

Expiration Date

06/30/2021

Passport Card

Surname

FUNKE

Given Names

THOMAS GEORGE

Passport Card Number

C88888887

Date of Birth

03/29/1943

Issue Date

07/01/2011

Expiration Date

06/30/2021

Upcoming Travel Plans

Edit

Travel Dates

Do you have any upcoming travel planned?

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

THOMAS

Middle Name

GEORGE

Last Name

FUNKE

Suffix

Country of Birth

UNITED STATES

City of Birth

TUSCALOOSA

State/Territory of Birth

ALABAMA

Date of Birth

03/29/1943

Social Security Number

88888887

Sex

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

5'10"

Hair Color

BALD

Eye Color

BLUE

Occupation

RETIRED

Employer or School

Address and Contact Information

[Edit](#)

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

Primary Contact Email

Email Address

DS82APPLICANT+HV51@GMAIL.COM

Primary Contact Phone

Country Code

1-UNITED STATES

Phone Number

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

PETER

Middle Name

Last Name

VENKMAN

Suffix

Relationship

FRIEND

Address

Street Address, RFD#, P.O.Box#, URB

14 NORTH MOORE ST

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

Country

UNITED STATES

City

NEW YORK

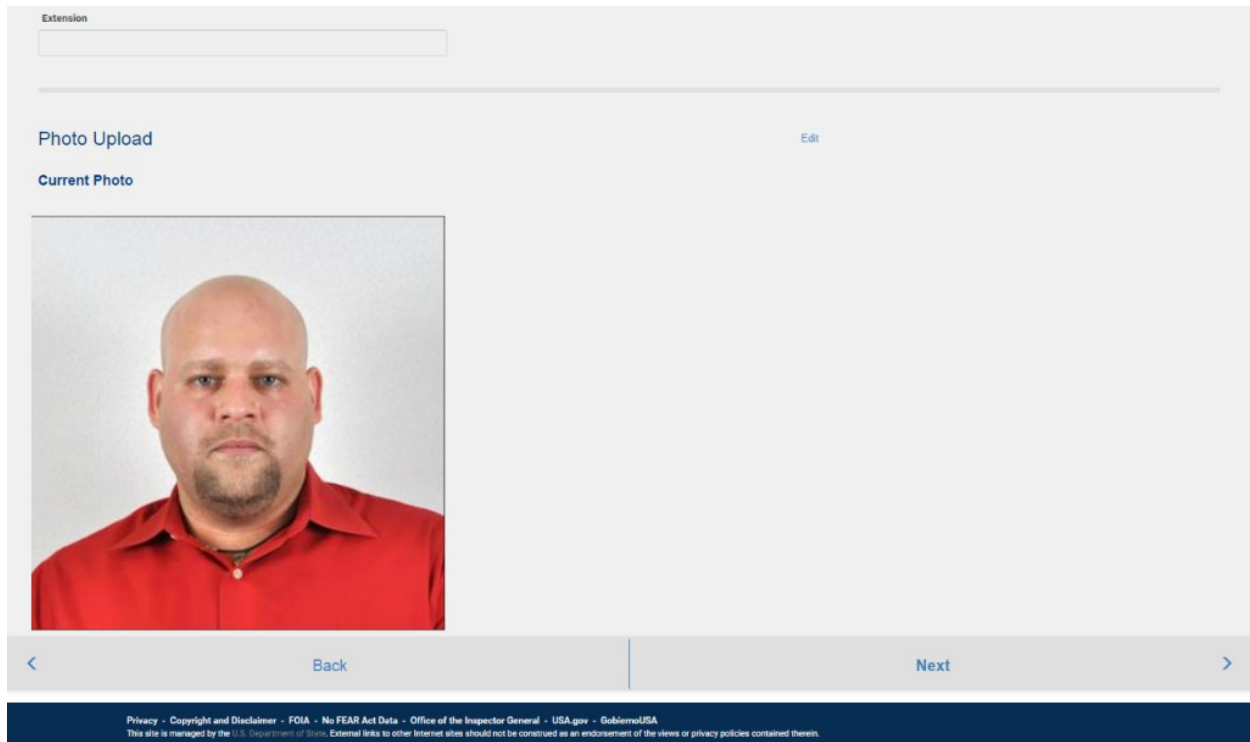


Figure 12: eSignature, Submit and Pay

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

Applicant's Social Security Number

Current US Passport Book ICN Number * 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 * 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 >

Privacy - Copyright and Disclaimer - FOIA - No FEAR Act Data - Office of the Inspector General - USA.gov - GobiernoUSA
This site is managed by the U.S. Department of State. External links to other Internet sites should not be construed as an endorsement of the views or privacy policies contained therein.

Figure 13: Payment on Pay.Gov

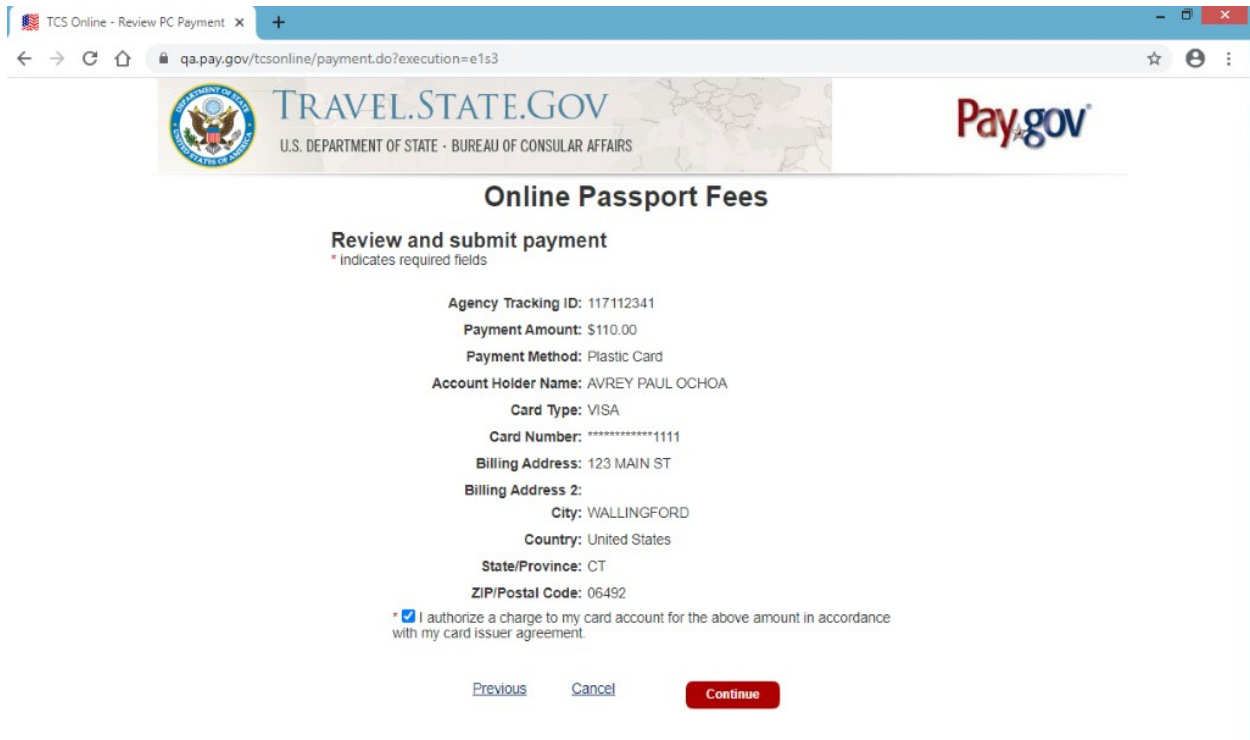
Within the same browser session, the applicant is redirected to pay.gov for payment processing. The applicant has the option to complete payment using either ACH withdrawal from a savings or checking account or pay with a credit or debit card.



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.

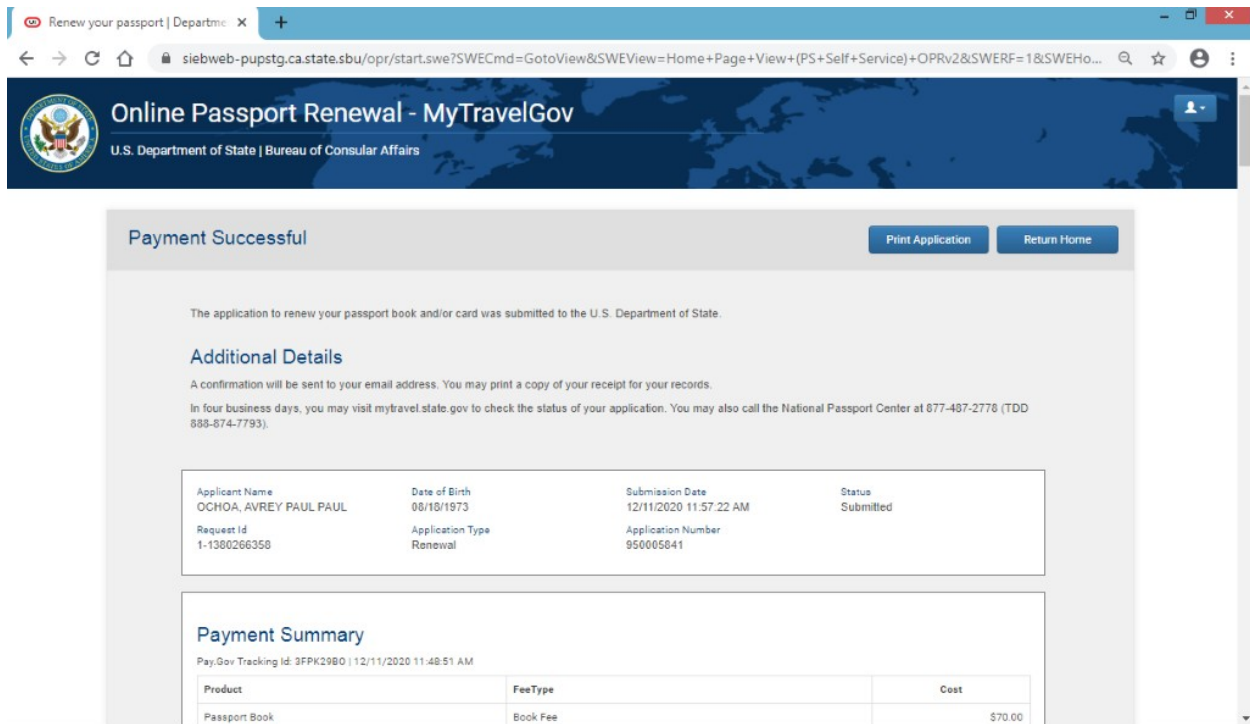


Figure 14: Application Home Screen

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 screenshot shows the 'Online Passport Renewal - MyTravelGov' website. The header includes the U.S. Department of State logo and the text 'U.S. Department of State | Bureau of Consular Affairs'. A 'Start New Application' button is visible in the top right. Below the header, there is a section for 'Applications' with a search bar and a 'Show 10 entries' dropdown. A table lists several applications with columns for Application Number, Applicant Name, Date of Birth, Application Type, Request Id, Status, and Submission Date.

| Application Number | Applicant Name | Date of Birth | Application Type | Request Id | Status | Submission Date |
|--------------------|----------------------------------|---------------|------------------|--------------|------------|------------------------|
| 950005788 | APRIL, HOANG | 06/20/1972 | Renewal | 1-1381455678 | In Process | 12/10/2020 04:23:04 PM |
| 950005787 | SAFFERT, LUKUMAN OLUFEMI OLUFEMI | 04/25/1958 | Renewal | 1-1381427662 | In Process | 12/10/2020 04:20:23 PM |
| 950005786 | CORBETT, KELLY JEAN JEAN | 01/12/1993 | Renewal | 1-1381401663 | In Process | 12/10/2020 04:17:13 PM |
| 950005785 | OCHOA, AVREY PAUL PAUL | 08/18/1973 | Renewal | 1-1381371664 | In Process | 12/10/2020 04:14:34 PM |
| 950005784 | PIEPHO III, MARGARET CLARE CLARE | 06/26/1990 | Renewal | 1-1381353650 | In Process | 12/10/2020 04:11:50 PM |
| 950005841 | OCHOA, AVREY PAUL PAUL | 08/18/1973 | Renewal | 1-1380260358 | Received | 12/11/2020 11:37:22 AM |

The screenshot shows a modal dialog box titled 'In Progress Application'. It contains a yellow text box with instructions: 'The selected renewal application has not been submitted. If you would like to resume work on this application, click the "Resume Application" button below, and you will be navigated to the appropriate page to resume work on it. If you would prefer to start a new application, click the "Cancel" button below, and you will be returned to the application Home page where you can click "Start New Application" to start a new one.' At the bottom of the dialog, there are two buttons: 'Cancel' (orange) and 'Resume Application' (blue).

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.

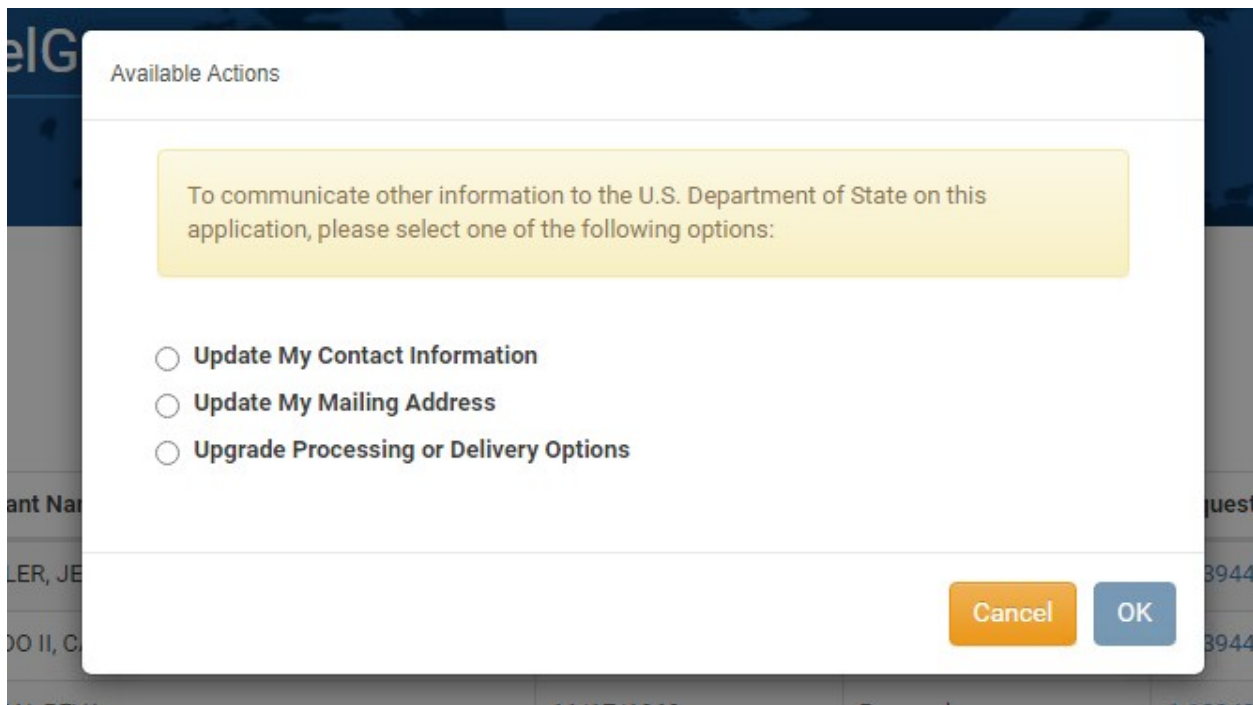
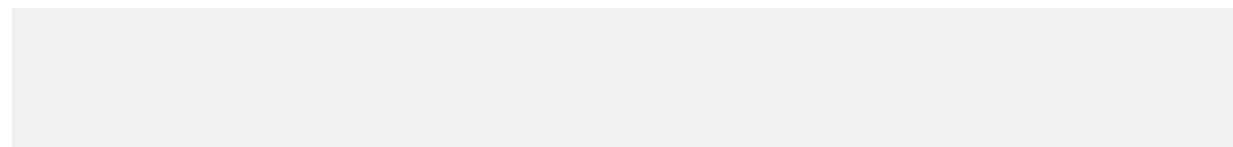


Figure 15: Notices and Disclaimers Text

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*).



to sign your application yourself, unless otherwise exempt by regulation. Your electronic signature is true and correct to the best of your knowledge and belief. All declarations made in this application

agencies having statutory or other lawful authority to use such information, including law enforcement agencies and otherwise as stated in the [Privacy Act Statement](#) 



Privacy Policy

Share



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. citizenship 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 or on behalf of another person.
- 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 submit it with this application.

I certify the above declarations are true. *