

## How to book an appointment

1. Log on to the website for the visiting country that you are applying to (Austria/in Jakarta)
2. If you are a first-time user, please click on new user and update all the mandatory fields, set your password and click on submit. If this is not your first time booking an appointment, then simply enter your email ID and password, complete the data verification required and click on submit.
3. After clicking on submit, you will be taken to the main appointment menu page. There are several choices and options available:

### a. Schedule Appointment

- i. Fill in the empty fields and click on continue.
- ii. Click Add Appointment, and enter the applicant's personal information. But please note there is only one appointment per time slot. If you enter a name for the appointment 2-3, you will not get an appointment due to limited appointment slots. You may split the appointments that you want to another time slots available. **Do note this information is mandatory and if not entered, then you will not be able to move to the next step.**
- iii. On the next page, click on Continue to proceed to the next step.
- iv. Choose the dates you wish. When you click on the dates, an array of time will be displayed on the left hand side of the screen - select the appointment time you want and click on confirm. A pop-up message will appear and you will be taken to the Confirmation page. By this time, and your appointment letter will be sent to your registered email ID and you will also receive news on our Value Added Service.

### b. Reschedule Appointment

- i. If you want to reschedule your appointment, click on the next menu.
- ii. There will be 4 empty fields (Ref Number of the Appointment, Email ID, Passport Number and Contact Number) where you enter 1 of the 4 details and click on confirm. Your appointment data will be retrieved and shown on the screen.

- iii. When your data has been retrieved on the screen, there is a choice of rescheduling the appointment below your information.
- iv. When you click it, you can choose the new dates and time as per the number a.v. and then click on confirm. By this time a new appointment letter will be sent to you via your registered email ID.

**c. Cancel Appointment**

- i. If you want to cancel your appointment, then click on the cancellation button.
- ii. Again, there will be 4 empty fields (Ref Number of the Appointment, Email ID, Passport Number and Contact Number) in which you need to enter 1 of the 4 details and click on confirm. Your appointment data will be retrieved and shown on the screen.
- iii. The choice to cancel your appointment will also be available here. An email will be sent via your registered email ID confirming that you have cancelled your appointment.

**d. Print or Email or Appointment Letter**

- i. When you click this menu, you are able to reprint your appointment letter by entering 1 of the 4 fields. An email will be sent to you on your registered email address.

**e. Retrieve Incomplete Appointments**

- i. On this menu you are able to retrieve incomplete appointment details. If you have not completed booking your appointments, you can choose this menu to continue rather than beginning a new process to complete booking your appointments.