

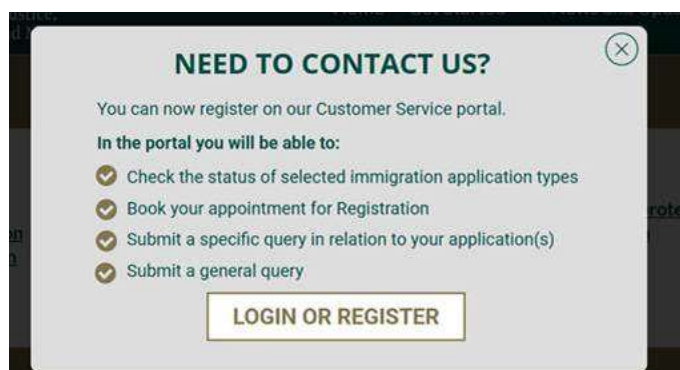
How do I contact Immigration?

For any queries with immigration on Registration / Renewal or general queries, you must send them to the Immigration Customer Service Portal. This is the immigration information on how to submit a query <https://www.irishimmigration.ie/registering-your-immigration-permission/submitting-registration-or-renewal-queries/>

The most important things you need to include in the query to immigration are,

1. A clear subject line
2. Clear and concise description of the problem
3. Include full name (as it appears in your passport)
4. Date of birth
5. Immigration reference number (located on the back of the IRP card)
6. Postal address including eircode
7. Attach a copy of your immigration letter that international support issued to you
8. Attach a picture of your IRP card front and back

Remember you can contact INIS via your account



Please see their guide to **Submitting Registration or Renewal Queries**.

All registration queries should be submitted through the dedicated **Customer Service Portal**.

From there you can;

- Raise queries with their customer service team,
- Book and amend registration appointments,
- Check the status of your applications

If you are experiencing any technical issues with registering on the Customer Service Portal to book an appointment, please contact immigrationportalsupport@justice.ie who will be able to investigate the issue. Should we get any further updates on delays or changes under earlier dates, we will let you know.

I have a problem with immigration ID Pal system

For more information on the ID Pal system used by immigration please see this article <https://id-pal.my.site.com/FPXQLcNgusCbNeZzjG4gRb7JAMSmFxAGKJJkvYsj/s/article/Help-using-ID-Pal-as-part-of-your-Immigration-Service-Delivery-Website-Registration>

If you have any issue with receiving the confirmation email, please, contact immigrationportalsupport@justice.ie