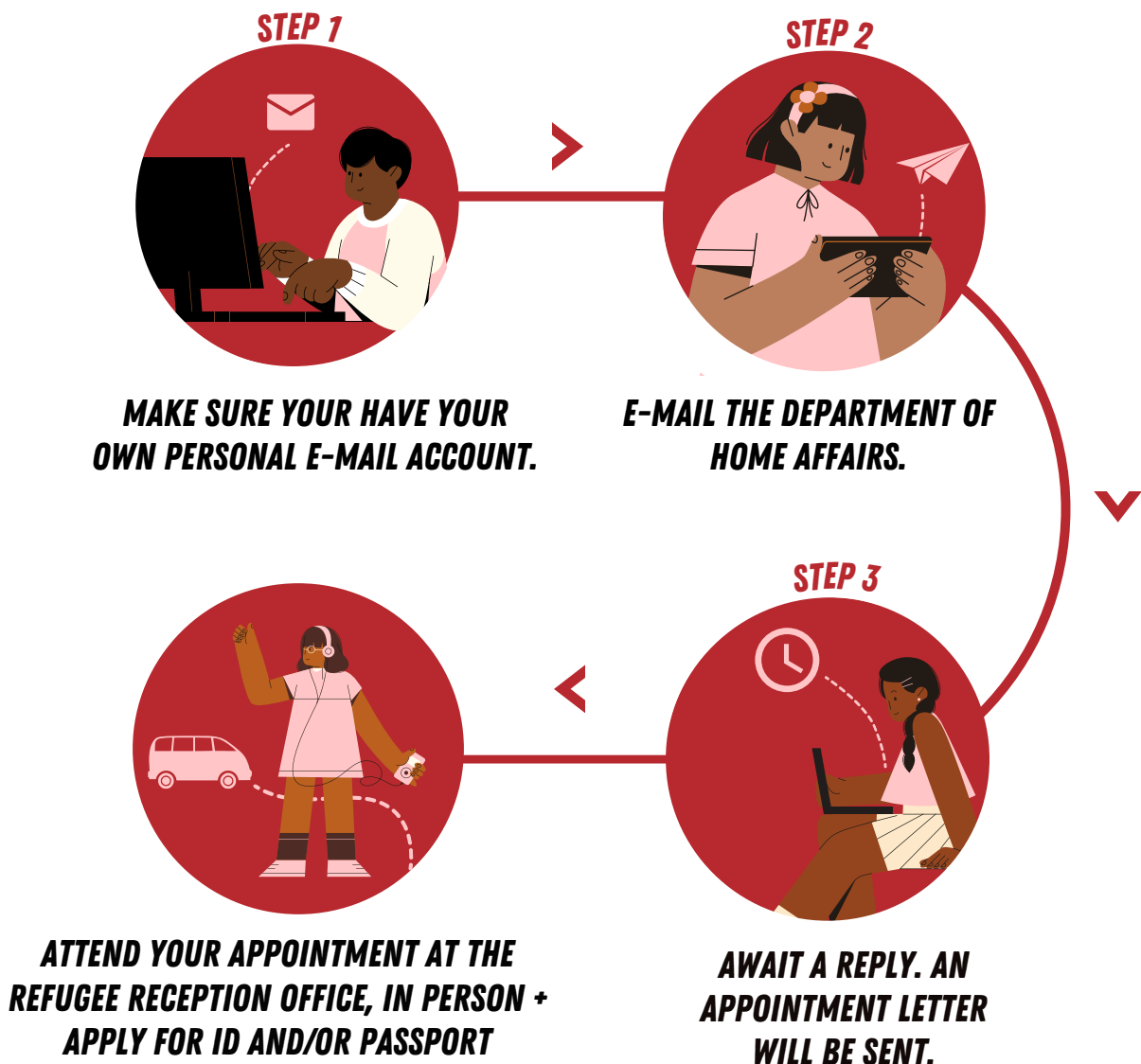


# HOW CAN I APPLY FOR A REFUGEE ID OR A REFUGEE PASSPORT ONLINE?

This document is to help people understand the asylum system in South Africa. Please note that this is a guide only. It is not legal advice. This information might change. Visit [www.scalabrini.org.za/information-about-asylum-in-south-africa](http://www.scalabrini.org.za/information-about-asylum-in-south-africa) for updated information. The Scalabrini Centre of Cape Town will not be held liable for action taken based on this document.

## PLEASE NOTE

Please note that a refugee status document is a legal document. A "Refugee ID" and "Refugee Passport" are applied for in addition to your refugee status document. You can only apply for a Refugee ID or a Refugee Passport if you hold a refugee status document. A "Refugee ID" is an identity card that generates a 13-digit number for you. Online, you can apply for a Refugee ID and a Refugee passport at the same time.



**FIND OUT MORE ON THE NEXT PAGE**

**STEP 1****ENSURE YOU HAVE YOUR OWN EMAIL ADDRESS**

For this process, it is very important that you have your own e-mail address. If you do not have your own e-mail address, you must create one. Do not use a general e-mail address in an internet cafe or any e-mail address shared by others. It must be your own personal e-mail address. You must be able to access this e-mail account in the future, so make sure to remember your log-in details and password. Many of Home Affairs' services are now online. We recommend using the same personal e-mail account when you interact with Home Affairs.

**STEP 2****SEND AN E-MAIL TO THE DEPARTMENT OF HOME AFFAIRS**

To apply for a Refugee ID or Refugee Passport, you start the process by sending an e-mail. However, later in the process, you will have to go to a Refugee Reception Office for an in-person appointment. Make sure you send your e-mail to the following e-mail address:

**ENABLEDOCUMENT.ASM@DHA.GOV.ZA**

**STEP 3****AWAIT AN APPOINTMENT LETTER + GO TO APPOINTMENT**

After you have e-mailed the Department of Home Affairs, they will email you back with an appointment letter. This can take some time. This letter will be attached to the email. It will state when you must go to the Refugee Reception Office. It is an appointment letter.

- Make sure that you go to the Refugee Reception Office for your appointment.
- Bring your Refugee Status with you to the appointment.
- At the appointment, you will complete the application for the ID or for the ID & Passport and receive a receipt confirming this application.
- Later, when the ID and/or Passport are ready for collection, you will receive an email or an SMS confirming this. You can then go and collect these documents.

***I HAVE NOT RECEIVED AN APPOINTMENT LETTER. WHAT SHOULD I DO?***

The waiting periods for a Refugee ID and Refugee Passport are long. The Refugee Reception Offices are not in control of your appointment time; it is managed by the Head Quarters of the Department of Home Affairs in Pretoria. Please make sure to check your "spam" and "junk" inboxes in your e-mail account. If you have waited over a month for an appointment from the Department of Home Affairs, please send a follow up e-mail.