

## **Press Release**

**2023-03-17**

### **DSI's measure to increase application service time will end on 31 March**

In order to cope with the surge in demand for application service in a short period of time, the Identification Services Bureau (DSI) has extended service hours to 9 p.m. and opens on Saturday and Sunday to receive applications for identity cards and travel documents since 7<sup>th</sup> February. Until present, over 48,000 residents have lodged applications. Recently, there is a significant decline in appointments for lodging application in the extended service hours. Therefore, the relevant measure will end on 31<sup>st</sup> March. DSI calls for citizens who need to apply for documents to make appointment for the relevant service as early as possible, so as to avoid hindrance to their travelling plan.

Citizens can make appointment for counter services in “Ticketing and Appointment for Counter Service” in “Macao One Account” or on DSI website ([www.dsi.gov.mo](http://www.dsi.gov.mo)). On-site ticketing will not be provided during the extended hours, but citizens can collect documents without appointment during that time. If citizens cannot show up as scheduled, they can cancel or change their appointment through “Macao One Account” or on DSI website to release the quotas for other citizens.

DSI calls for eligible persons to use “Macao One Account” or self-service kiosks in higher priority for lodging application. Please scan the relevant QR code for the demonstration videos of electronic application services. For enquiries, please call DSI hotline (2837-0777 or 2837-0888) or email to [info@dsi.gov.mo](mailto:info@dsi.gov.mo).



## Getting Tickets/Making Appointment in “Macao One Account”

**1** Log in to “Macao One Account”



**2** Select “Online queue and appointment for service counter”



**3** Select “Take a ticket/Make an appointment”



**4** Select “Identification Services Bureau”



**5** Select the service item you need



**6** Select the location for lodging application



**7** Select application date and time



**8** Agree to the terms and submit  
(Capture the screen after completion)



一戶通  
取碼及預約  
Senha/Marcação prévia  
através de “Conta Única  
de Macau”  
Tickets/Making Appointment  
in “Macao One Account”



身份證明局網頁  
Website da DSI  
DSI website



澳門身份證明局DSI  
dsimacau



If citizens cannot show up to lodge application as scheduled, please **cancel** or **change** the appointment as early as possible.



## Cancelling/Changing Appointment in “Macao One Account”

**1** Log in to “Macao One Account”



**2** Select “Online queue and  
appointment for service counter”



**3** Select “My ticket number”



**4** Select the appointment record



**5** Select “Cancel ticket number” or  
“Edit ticket number”



**6** Confirm to cancel or choose a new  
application date/time



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DSI website



澳門身份證明局DSI  
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application as scheduled, please  
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## Demonstration Videos for application services

### Self-service application for ID card renewal

(Aged 18 or above)



### Self-service application for ID card renewal

(Aged 25 on the latest issuance date of ID card)



### Online application for travel documents

(Aged 5 on the latest issuance date of ID card)



### Self-service application for travel documents

(Aged 18 or Underage whose height reached 1.5 meters)

