



An Roinn Dlí agus Cirt
Department of Justice

Guide on Engaging with Immigration Service Delivery (ISD) Registration Office Services

Immigration Service Delivery

June 2024



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Background

On 8 July 2024, responsibility for registrations and renewals for non-EEA nationals residing in counties Cork and Limerick will transfer from the Garda National Immigration Bureau (GNIB) to Immigration Service Delivery (ISD) through the Burgh Quay Registration Office.

From this date, along with applicants who reside in counties Dublin, Kildare, Meath and Wicklow, individuals residing in counties Cork and Limerick registering for the first time will be registered in-person at the Burgh Quay Registration Office in Dublin. Applications for registration renewal will be submitted online via the Irish Immigration Service Online Portal.

Delivery of IRP Cards to Home Addresses Nationwide

Since November 2023, ISD (through the Burgh Quay Registration Office) has taken over responsibility for the direct delivery of IRP cards to all customers' home addresses nationwide. Prior to this, IRP cards were sent in bulk parcels to local Garda stations for distribution.

Where an IRP card has not been delivered after 15 days of being successfully processed, please contact the customer service helpdesk at immigrationsupport@justice.ie where it will be investigated. A replacement IRP card will be re-issued if required.

The Card Delivery Process

1. Registrations/renewals are processed and sent to print following a successful application.
2. Batch data files of cards to be printed are sent to a 3rd party manufacturer who produce the cards and issue them directly to home addresses via An Post Express Post.
3. Cards are either successfully delivered within 15 days of registration approval or returned by An Post to ISD in Burgh Quay, Dublin as undeliverable.
4. The ISD team will manually contact the intended recipients of returned cards by phone to arrange re-delivery to correct address and amend address records as required.
5. In the case of queries being received from customers by email, the ISD team will manually check returned cards, An Post tracking information and immigration records. Addresses will be re-confirmed and a replacement card will be issued if required.

First Time Registrations

From 8 July 2024, if you reside in counties Cork or Limerick and want to register for the first time, you will be required to register in-person by appointment at Burgh Quay Registration Office in Dublin.

The office is located at [13/14 Burgh Quay, Dublin 2, D02 XK70](#).



Making an Appointment

In order to make an appointment to register for the first time, please call the dedicated appointments helpline on Freephone **1800 800 630**.

Note:

- Appointments can only be made after your arrival in Ireland (not before).
- This Freephone number is not accessible from outside of Ireland or via non-Irish telephone network providers (such as non-Irish mobile phone sim cards).
- Operators are available between 9am and 5pm, Monday to Friday (excluding public holidays).
- You must have your passport details and a valid email address to share with the customer service representative when you call.

Following an Appointment Being Successfully Made

Once an appointment has been successfully made, you should receive an automatic confirmation email within 24 hours (it is possible that this may end up in spam/trash folders). If this email is not received within the 24 hour timeframe, please contact immigrationsupport@justice.ie using only 'CNR' in the subject line. Customer service staff will then check if your email address was captured correctly, amend it as appropriate and re-issue the confirmation email to you as required.

This confirmation email will outline all information and requirements, including;

- Confirmation of the date, time and location of the appointment;
- Your unique appointment confirmation number (which is required for check-in at reception).
- Details of the documents that you are be required to produce (Printed/hard copies of all documents must be presented. Electronic copies of documents cannot be accepted). Please note that if any of the required documents are not presented at your appointment, the registration cannot be processed.
- Information on whether the registration fee of €300 will be required depending on the type of permission being registered (All fees must be paid by credit/debit card. Cash or contactless payments cannot be accepted).

Burgh Quay Registration Office is wheelchair accessible. If you have any special requirements, please contact immigrationsupport@justice.ie using only 'Special Requirements' in the subject line as early as possible in advance of your appointment.

Attending an Appointment

When you arrive for your appointment at the Registration Office, you will be required to check-in by inserting your full confirmation number (including the hyphen) into the reception kiosk to obtain a queue ticket number. You can check-in up to 30 minutes before your allotted appointment time.



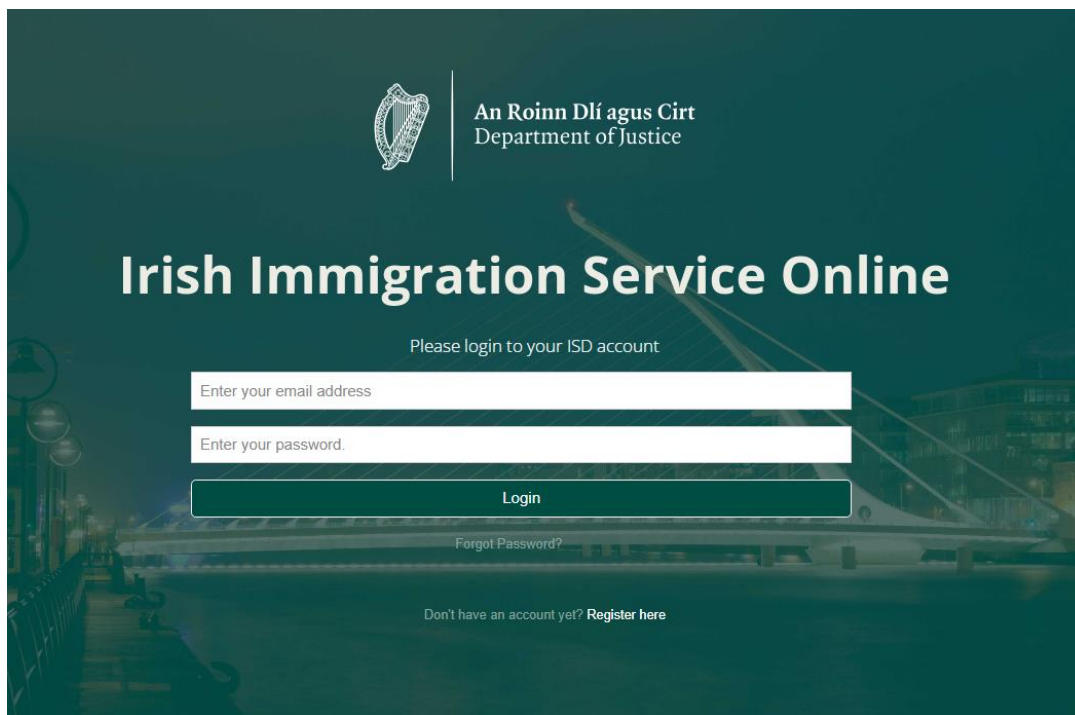
Once a queue ticket number has been obtained, you will be advised to wait in the appropriate area until your number is called where you will be directed to one of the counters to meet with a Registration Officer who will guide you through the registration process.



Following a successful registration, you will be advised that your new IRP card will be sent to your home address within the next 15 business days.

Renewals

From 8 July 2024, if you reside in counties Cork or Limerick and want to renew your Irish Residence Permit (IRP) or change your permission type, you will be required to apply online through the [Irish Immigration Service Online Portal](#).

The image shows the login page for the Irish Immigration Service Online. At the top left is the harp logo of the Department of Justice. To its right, the text reads "An Roinn Dlí agus Cirt" and "Department of Justice". The main heading is "Irish Immigration Service Online". Below this, it says "Please login to your ISD account". There are two input fields: "Enter your email address" and "Enter your password.". A dark green "Login" button is positioned below the password field. Below the button, there is a link for "Forgot Password?". At the bottom, there is a link for "Don't have an account yet? Register here". The background of the page is a dark teal color with a faint image of a modern building at night.

Online applications for renewal of registration, including when changing stamp category, are accepted up to 12 weeks prior to expiry to allow sufficient time for processing.

Before Renewing Online

You will be required to;

- Set up an online account [here](#);
- Check the [documents required](#) to renew your registration;
- Have digital copies of the documents ready (this can be a scan or photograph of the document, but the immigration officer must be able to read it clearly);
- If the registration fee of €300 is required, credit or debit card details must be ready.

Applying Online

The Irish Immigration Service Online Portal will guide you through the following steps to successfully submit your renewal application:

1. Log into your account.
2. Select the Registration Renewal form.
3. Begin your application.
4. Upload the required documents.
5. Pay the fee (if applicable).
6. Submit your application.

Following an Application Being Submitted

An automatic email will issue to you outlining your application number and payment receipt details (please check your spam/trash email folders if this has not been received).

In the interest of fairness to all applicants, applications are processed in order of the date submitted. You can view the [submission date of applications currently being processed](#), which is regularly updated.

Following an application being reached in the queue;

- If the application is successful, an email will issue to you informing you that a new IRP card will be sent to your home address within the next 15 business days.
- If more information/further documentation is required, you will be notified of what is required and how to submit it.
- If the application is unsuccessful, an email will issue to you outlining the reasons why. Any money paid will be returned within 10 business days.

Additional Information

Please visit our website at www.irishimmigration.ie which contains helpful information about the registration process.

Answers to frequently asked questions about registration can be found [here](#).

If there any further queries about these changes and processes, please contact immigrationsupport@justice.ie.