



An Roinn Dlí agus Cirt  
Department of Justice

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

Immigration Service Delivery

November 2024



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## Background / What's New?

### November 2024 Update

With effect from 04 November 2024, all applications to renew Irish Residence Permits (IRPs) or change stamp category from **all applicants nationwide** should be submitted online through the [Irish Immigration Service Online Portal](#).

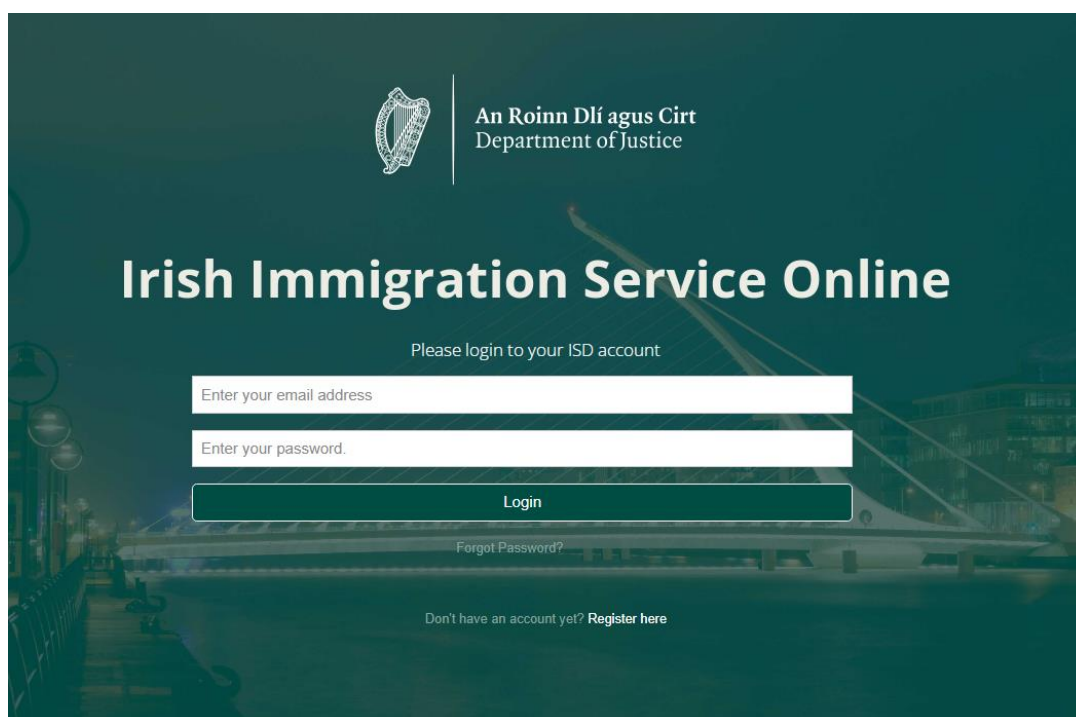
Applicants will not need to attend the Burgh Quay Registration Office in person to renew an immigration permission, unless it is deemed necessary.

From this date, the Garda National Immigration Bureau (GNIB) will no longer have any involvement in the renewal of IRPs, however, **the GNIB will continue to undertake first registrations responsibilities for applicants residing outside of counties Cork, Dublin, Kildare, Meath, Limerick and Wicklow.**

## Renewals / Changes of Stamp Category

If you wish to renew your Irish Residence Permit (IRP) or change your stamp category, **all applicants nationwide** will be required to apply online through the [Irish Immigration Service Online Portal](#).

This is an online-only service and unlike first time registrations, applicants are not required to attend in-person to renew an immigration permission.

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 '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.

## 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](mailto: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. It is essential that you provide a full and accurate address, including the Eircode. If you live in an apartment block, the apartment number must be included along with the full apartment address.
4. Cards are either successfully delivered within 15 days of registration approval or returned by An Post to ISD in Burgh Quay, Dublin as undeliverable.
5. 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.
6. 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.

## Additional Information

Please visit our website at [www.irishimmigration.ie](http://www.irishimmigration.ie) which contains helpful information about the registration process.

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

If there are any further queries about these changes and processes, please contact [immigrationsupport@justice.ie](mailto:immigrationsupport@justice.ie).