

## How to schedule an VFS collection Appointment

Below are the steps to follow to schedule an appointment for collection at VFS.

**Step 1:** Open your browser and search

<https://www.vfsglobal.com/dha/southafrica/track-application.html>

At the bottom of the home page there is a section which reads: Click here to schedule an appointment for collection. Click on the “Click here” to be diverted to the Appointment Login.

### TRACK YOUR APPLICATION

To track the status of your application please click on the below button and enter the required reference number:

[Click here](#)

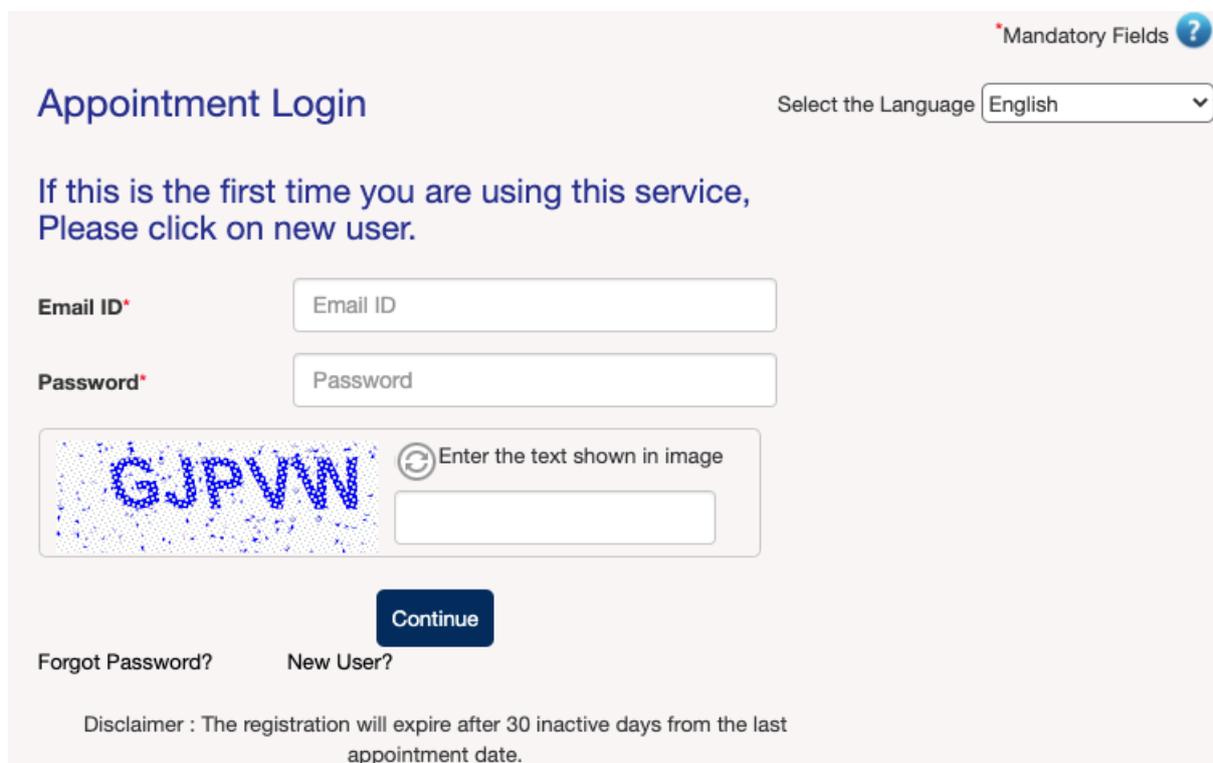
#### IMPORTANT UPDATE

Please note collections will be by appointment only.

Below is the appointment link to be used. All users are directed to register before accessing the appointment scheduler. Kindly only schedule once the same states ready for collection

Please [click here](#) to schedule an appointment for collection

**Step 2:** At the appointment login you will need to create a profile which you will use to log in and make the appointment. Below continue there is a New User option, click on this New User option to create your profile. You will now be diverted to a page to fill in your New User Registration.



The screenshot shows the 'Appointment Login' page. At the top right, there is a 'Mandatory Fields' indicator with a question mark icon. Below it is a language selection dropdown menu currently set to 'English'. The main heading is 'Appointment Login'. A blue instruction reads: 'If this is the first time you are using this service, Please click on new user.' There are three input fields: 'Email ID\*' with a placeholder 'Email ID', 'Password\*' with a placeholder 'Password', and a CAPTCHA field with the image 'GJPVW' and the instruction 'Enter the text shown in image'. Below the CAPTCHA is an empty input box. A dark blue 'Continue' button is centered below the fields. At the bottom left, there are links for 'Forgot Password?' and 'New User?'. A disclaimer at the bottom states: 'Disclaimer : The registration will expire after 30 inactive days from the last appointment date.'

**Step 3:** Once at the New User Registration fill in all the fields and choose a password which you will remember. Remember to tick the “I agree” box before clicking on submit.

## New User Registration

**First Name\***

**Last Name\***

**Email ID\***

**Mobile Number\***

**Password\***

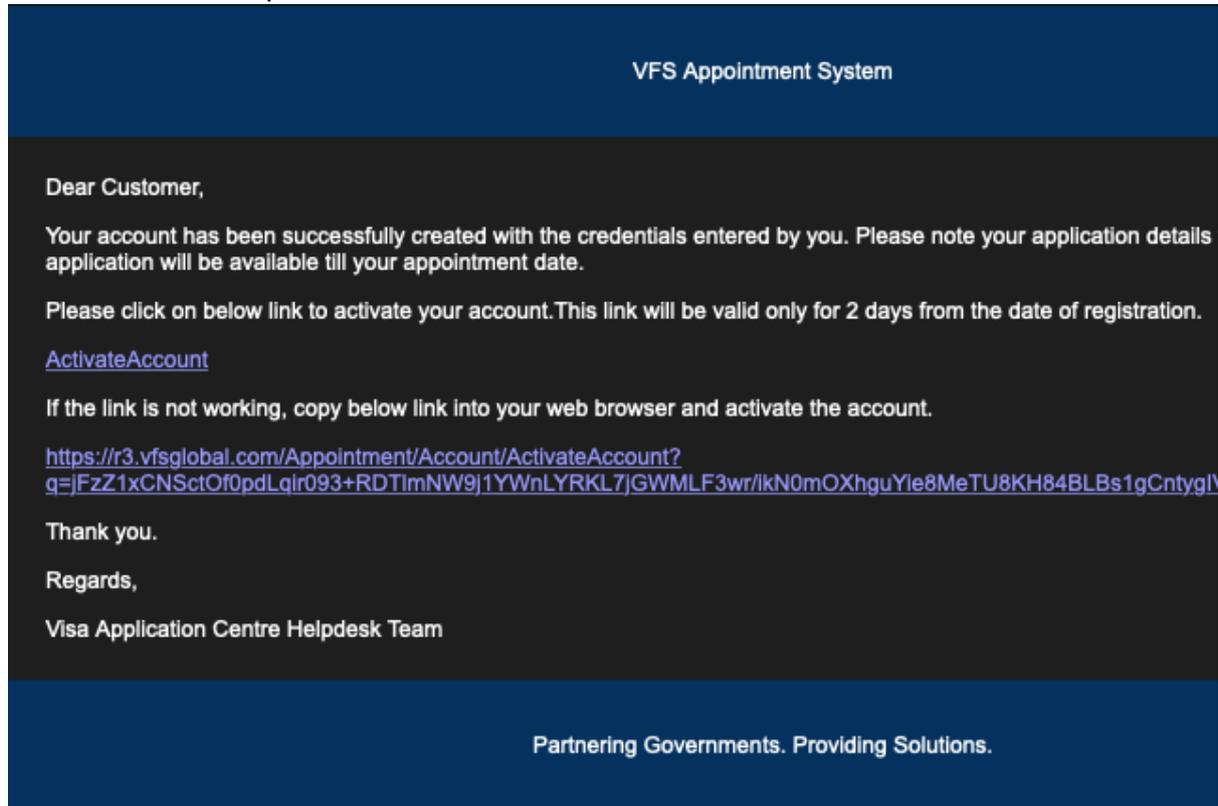
**Confirm Password\***

I agree to my information being used \*



Disclaimer : The registration will expire after 30 inactive days from the last appointment date.

**Step 4:** Once you have submitted your details above you will receive an email on the email used above to activate your account. Go into this email and click on the activate account option.



**Step 5:** Your account is now activated. Use your login details to now log in to this account on the home page as in **step 2** above.

**Step 6:** Once logged in you will find the actions bar on the left hand side of your screen. Click on Schedule Appointment and fill in the required fields then click continue.

**Select Centre**

Schedule Appointment > Select Centre

\*Mandatory Fields

Visiting Country*	<input type="text" value="DHA"/>
Residing Country*	<input type="text" value="South Africa"/>
Centre*	<input type="text" value="Select Centre"/>
Purpose of Travel*	<input type="text" value="Select Purpose of Travel"/>

**Step 7:** You will now be redirected to a page where you need to add you details for collection. In the right of your screen there is a Add Customer box, click on this to add your details.

### Customer List

Schedule Appointment > Select Centre > Customer List

Note: Maximum 20 Customers can be scheduled for an appointment at a time. In case the appointment is required for more than 20, then you can create a new group for the remaining customers.

**Add Customer**

First Name	Last Name	Passport Number	Date Of Birth	Actions
No Customers are added				

Note: If you are having issues scheduling your appointment please contact us at +27124253000

**Step 8:** After clicking on the Add Customer box you will be redirected to a page where you must fill in your personal details for collection. After completing your details click on submit.

### Add New Customer

Select Centre > Customer List > Add New Customer

\*Mandatory Fields

**Passport Number\***

**Date Of Birth (DD/MM/YYYY)\***

**Passport Expiry Date\***

**Select Nationality\***  ▾

**First Name\***

**Last Name\***

**Gender\***  ▾

**Mobile Number\***

**Email ID\***

**Step 9:** After completing your details you will be redirected back to the page in **step 7** now with your details visible. Click continue to proceed.

**Step 10:** You must now select a date and time that would suit you for collection.

Main Visa Category Outcome Collection

January 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

- Holidays
- Available
- Date Selected
- Not Available

Select	Time range
<input type="radio"/>	10:00-10:15
<input type="radio"/>	10:30-10:45
<input type="radio"/>	11:00-11:15
<input type="radio"/>	11:30-11:45
<input type="radio"/>	12:00-12:15
<input type="radio"/>	12:30-12:45
<input type="radio"/>	13:00-13:15
<input type="radio"/>	13:30-13:45

**Step 11:** After this step you will confirm your appoint after which you will need to download your appointment letter confirmation which is located in the top right of your screen after clicking confirm in **step 10** above.

**Step 12:** Your collection appoint is now confirmed for your chosen date. **Please remember to take along your appointment confirmation letter as well as your passport and original submission receipt.**