



*Consolato Generale d'Italia
Los Angeles*

A Step-by-Step guide to create a NEW USER account and make an appointment with the Consulate General of Italy in Los Angeles using Prenota OnLine (On-Line Appointment).



[Consolato Generale d'Italia a Los Angeles](#)

Software realizzato da Ministero degli Affari Esteri e della Cooperazione Internazionale - D.G.A.I. Ufficio IV

Go to “Prenota online” (online appointment booking service) to register as a new user. Click on the following link (this screen will open):

<https://prenotaonline.esteri.it/Login.aspx?ReturnUrl=%2fdefault.aspx&cidsede=100034>



English is our default language but it may be changed into Italian.

1. Click on the button labeled “**New User Registration**”
2. Fill in the form that appears below:

The screenshot shows the "New user registration" form. At the top left is the logo and text "Prenota OnLine Consolato Generale d'Italia a Los Angeles". At the top right are the language links "Italiano" and "English". The form title is "New user registration" and it includes the instruction "All data are required for registration." The form fields are: Name, Surname, Sex (with a dropdown menu showing "M"), Phone, E-mail (ex. yourname@example.com), Confirmation E-mail (ex. yourname@example.com), Birthdate (dd/MM/yyyy) with three dropdown menus for day, month, and year (showing 01, 01, 1900), Birthplace, Residence, Citizenship, Password, and Confirm Password. At the bottom, there is a verification code section with the text "Insert verification code that appears in image:" and a text input field. To the right of the input field is a CAPTCHA image showing the code "192ka>49" with colorful lines. Below the input field are "Cancel" and "Confirm" buttons.

*****NOTE: Do not forget to fill in the verification code.*****

3. Once the form is completed you will see a screen that states your registration has been successful.



Your registration was successful!
You will receive a confirmation message sent to the e-mail address you specified.

Login

Consolato Generale d'Italia a Los Angeles

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4. An email will be sent to the email address you used to register (please check and confirm you received the email). If you **do not** find it in your inbox, please check your junk/spam mail and add it to your “safe list”, allowing messages to enter directly into your inbox. This step is to verify the email you used to register and confirm your identity. **YOU MUST DO THIS STEP TO BE ALLOWED TO RE-ENTER THE SYSTEM** and make your appointment. If you have not confirmed your registration you will be receiving this message when you try to log on to “Prenota OnLine”:



Username (E-mail):	<input type="text"/>
Password:	<input type="password"/>
Verification code	<input type="text"/>
Forgot password?	<input type="button" value="Login"/>

xxx@xxx : L'account è stato bloccato o non risulta confermato.

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The email you will receive will look like this:

From: noReply_pol@esteri.it [mailto:noReply_pol@esteri.it]
Sent: Wednesday, April 22, 2015 3:09 PM
To:
Subject: Consolato Generale d'Italia a Los Angeles

Dear

In order to complete the procedure of activation it is necessary to [CLICK HERE](#); if for any reason the link should not be working, please copy and paste the following link into the address bar of your browser:

<https://prenotaonline.esteri.it/login.aspx?cidsede=100034&user=elisabetta.mauri@esteri.it&ak=48n4qk&ReturnUrl=%2f%2fDefault.aspx>

Your activated access credentials are the following:

username: xxx@xxx

password: xxxxxxxxx

While thanking for the kind cooperation, we send our best regards.
Consolato Generale d'Italia a Los Angeles

When you click on the “[CLICK HERE](#)” link, it will send you to the initial homepage of the Prenota OnLine system.

Italiano English

New user registration

Login for registered user

[Consolato Generale d'Italia a Los Angeles](#)

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- At this point you will need to click on “**Login for Registered User**”. Insert your **Username** (email address used to create account) + **password** (created by you during the initial phase) + the **verification code**. The code may be tricky and you may need to try a few times before successfully entering the system.

6. When logged on you will see the following screen:

7. Pick the “**Make your reservation**” tab which will open the list of services you can choose from for making appointments through this system. The page will look as follows:

Office	Description	Options
PASSPORTS	PASSPORT OFFICE	? ✉
VISA	VISA DEPARTMENT	? ✉
STUDENT-SCHOOLS-DECLARATION OF VALUE	STUDENT OFFICE	? ✉
VITAL RECORDS	VITAL RECORDS DEPARTMENT	? ✉
NOTARY OFFICE	NOTARY DEPARTMENT	? ✉
CITIZENSHIP	CITIZENSHIP DEPARTMENT	? ✉

*

Please note that by pressing the ‘?’ icon you can go directly to the specific department you are inquiring about on our Consulate General of Italy’s homepage; by clicking the envelope icon you can write an email to that specific department if you have any questions, in need of clarifications or concerns.

8. Click on the service you need to make an appointment for. In this example, we will use the passport service and the following page will appear:

Menu Principale	PASSPORTS
Make your reservation	Non allowed characters '<' '>'
Change Password	The Passport Office of the Italian Consulate General in Los Angeles will schedule a max of 7 appointments (+/- 30 mins @ interview) for the mornings of Monday, Tuesday, Wednesday & Friday. Three (3) time slots will be allocated for Wednesday afternoon. PLEASE NOTE: OWING TO THE INTRODUCTION OF A FINGERPRINT ACQUISITION SYSTEM, OUR CONSULAR OFFICERS - DURING THE 30 MIN APPOINTMENT - WILL BE ABLE TO ATTEND ONE PERSON ONLY. IN OTHER WORDS, EACH APPLICANT NEEDS A 30 MIN. APPOINTMENT. FOR INSTANCE: A FAMILY OF 4 NEEDS 4 (FOUR) SEPARATE APPOINTMENTS OF 30 MINS EACH.
My reservations	Passport N. <input type="text"/>
Personal data	Passport Expiry date (dd/MM/yyyy) <input type="text"/>
Change Sede	Address <input type="text"/> *
Logout	City <input type="text"/> *
	Zip Code <input type="text"/> *
	Cellular Phone <input type="text"/> *
	Marital Status <input type="text"/> ... *
	Figli minori <input type="text"/>
	Spouse Name/Last Name <input type="text"/>
	Date of intended departure (dd/MM/yyyy) <input type="text"/>
	Birthdate (dd/mm/yy) <input type="text"/> *
	AIRE city / last city of residence in Italy <input type="text"/>
	Already registered in AIRE (S/N) <input type="text"/>
	Passport issuing authority and place <input type="text"/>
	Number of under age son <input type="text"/>
	Figli affidati <input type="text"/>

9. Fill in the fields requested. The fields that are with the red asterisk (*) are MANDATORY to complete the appointment making process. The other fields are not mandatory and may be left blank if you are not certain on what to write or how to fill them in.

10. The system will then automatically open a calendar to the month of the first available appointment.



Prenota OnLine
Consolato Generale d'Italia a Los Angeles

User @ Id Requests queued 0

Menu Principale

Make your reservation

Change Password

My reservations

Personal data

Change Sede

Logout

PASSPORTS, selected date -

● No place for this day
 ● Medium available
 ● All available

giugno, 2015						
<	mar	mer	gio	ven	sab	dom
	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	1	2	3	4	5

Cancel
Contacts

On the calendar, you will see that the dates are color coded. As stated on the top of your screen: green for the days which all hour slots are still available, yellow/orange reflects days with some slots of availability remaining and red meaning there is no availability on that day.

11. We have picked as an example a date marked in yellow/orange with only some time slots still available. Pick the time slot that you desire for the appointment by clicking the right tab “confirm” that corresponds to the time you wish to come to the Consulate General.

Prenota OnLine
Consolato Generale d'Italia a Los Angeles

User @ Id Requests queued 0

Menu Principale

- Make your reservation
- Change Password
- My reservations
- Personal data
- Change Sede
- Logout

PASSPORTS, selected date 05/06/2015

● No place for this day ● Medium available ● All available

giugno, 2015								
<	lun	mar	mer	gio	ven	sab	dom	>
	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	1	2	3	4	5	

Availability	Confirm
● 09:00 - 09:30	<input type="button" value="Confirm"/>
● 09:30 - 10:00	<input type="button" value="Confirm"/>
● 10:00 - 10:30	
● 10:30 - 11:00	
● 11:00 - 11:30	<input type="button" value="Confirm"/>
● 11:30 - 12:00	<input type="button" value="Confirm"/>
● 12:00 - 12:30	

[Contacts](#)

W3C XHTML 1.0 W3C CSS

Once you have done so you will see the following screen where you must confirm the selection you have made.

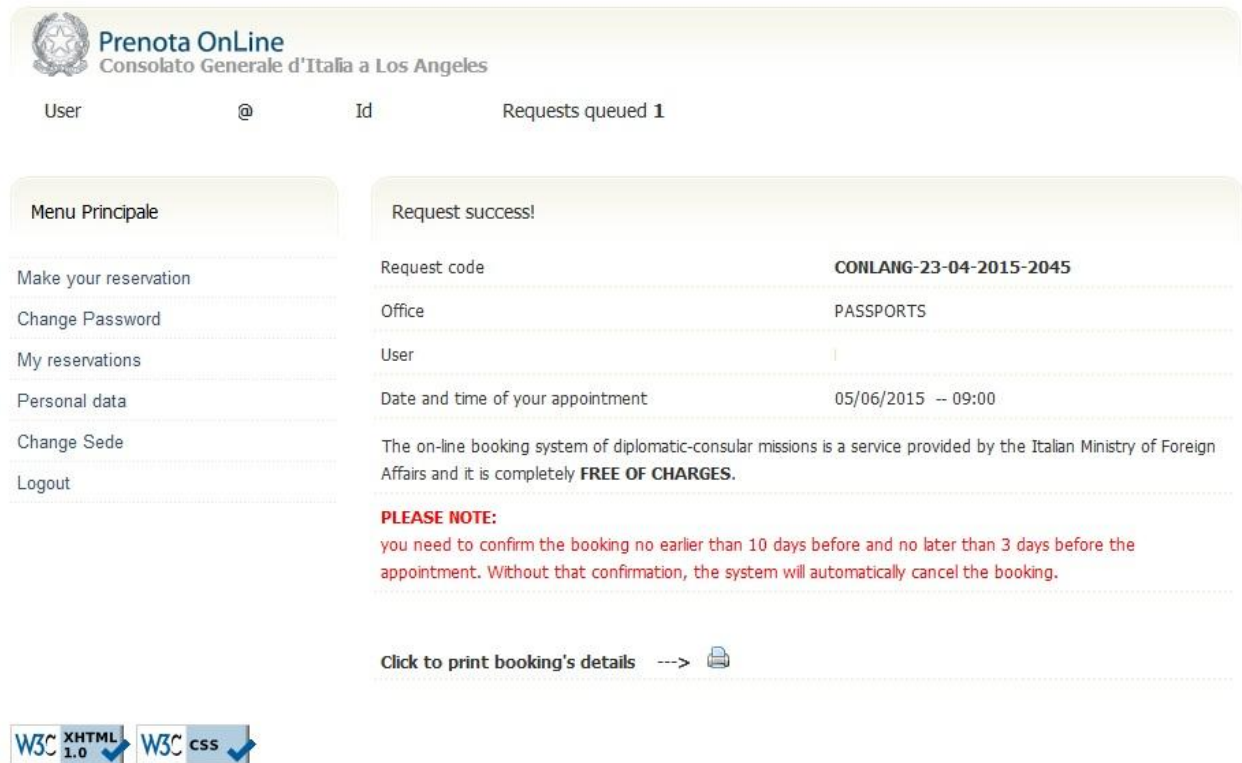
Menu Principale

- Make your reservation
- Change Password
- My reservations
- Personal data
- Change Sede
- Logout

Confirm your request

W3C XHTML 1.0 W3C CSS

12. After clicking the “confirm” tab mentioned above, you will see the screen below which indicates: the service requested and appointment date and time. It also states that your request has been successful:



The screenshot shows the 'Prenota OnLine' interface for the Consolato Generale d'Italia a Los Angeles. At the top, it displays the user's name, email, ID, and the number of requests queued (1). A 'Menu Principale' is visible on the left, with options like 'Make your reservation', 'Change Password', 'My reservations', 'Personal data', 'Change Sede', and 'Logout'. The main content area shows a 'Request success!' message with the following details:

Request code	CONLANG-23-04-2015-2045
Office	PASSPORTS
User	
Date and time of your appointment	05/06/2015 -- 09:00

Below the table, there is a note: 'The on-line booking system of diplomatic-consular missions is a service provided by the Italian Ministry of Foreign Affairs and it is completely **FREE OF CHARGES**.' A 'PLEASE NOTE' section follows, stating: 'you need to confirm the booking no earlier than 10 days before and no later than 3 days before the appointment. Without that confirmation, the system will automatically cancel the booking.' At the bottom, there is a link to 'Click to print booking's details' with a printer icon.

13. In addition, you will receive an email confirmation as follows:

From: noReply_pol@esteri.it [mailto:noReply_pol@esteri.it]
Sent: Thursday, April 23, 2015 10:42 AM
To:
Subject: Consolato Generale d'Italia a Los Angeles - Prenota Online

Booking details

Dear

please find herewith details of your appointment booked whit this office **PASSPORTS:**

Re.: **CONLANG-23-04-2015-2045**

Date **05/06/2015** Time **09:00**

PLEASE NOTE:

you need to confirm the booking no earlier than 10 days before and no later than 3 days before the appointment. Without that confirmation, the system will automatically cancel the booking.

We thank you for using this service

Kind regards.

Consolato Generale d'Italia a Los Angeles

As the message clearly says **you need to confirm the booking no earlier than 10 days before and no later than 3 days before the appointment. Without that confirmation, the system will automatically cancel the booking**

14. PLEASE NOTE - VERY IMPORTANT! 10 days before your appointment you will receive a reminder email from the system to confirm the appointment you have made. You have 7 days to do so once you received the email. If within 3 days of your appointment you have not confirmed it your appointment **will be canceled automatically** by the system and another person will be able to occupy your time slot. The email you will receive will be bilingual (English and Italian) with the following message:

Prenota Online - Appuntamento da confermare

Gentile utente,

*le ricordiamo che da oggi è possibile confermare l'appuntamento da lei fissato per il **07/04/2015**; per procedere con la conferma accedere a [Prenota Online](#) e, nella scheda 'Lista appuntamenti', cliccare sul simbolo verde presente accanto alla prenotazione.*

*L'appuntamento deve essere confermato **entro e non oltre il 04/04/2015**, pena l'annullamento automatico della prenotazione.*

Cordiali saluti.

Prenota Online - Ministero degli Affari Esteri e della Cooperazione Internazionale.

Online Booking - Appointment to be confirmed

Dear Applicant,

We wish to remind you that from today you can confirm the appointment you requested for xx/xx/20xx. To confirm your booking, please go to [Online Booking](#) and click on the green symbol next to the booking in 'My reservations'.

*Failure to confirm the appointment **by xx/xx/20xx** will result in the automatic cancellation of the booking.*

Kind Regards,

Online Booking - Ministry of Foreign Affairs and International Cooperation

***** If you do not receive the above email you may log into the system as already discussed in point #7 and confirm the appointment directly. PLEASE NOTE this option is ONLY available 10 days to 7 days prior to your appointment date*****