

5 STEP GUIDE

TO RENEW YOUR PASSPORT ONLINE



New Zealand Government



Learn more at
www.passports.govt.nz

A FEW THINGS TO NOTE

TAKING YOUR PHOTO

To make the process even faster, you can now take your own passport photo and upload it with your application.



Watch a video on how to take your photos correctly at:
www.passports.govt.nz/passport-photos

You need a photo that is colour and digital, and has been taken in the last 6 months.

YES to:

- Asking someone else to take your photo
- A gap around the head
- A neutral expression
- A plain background
- A strong contrast between person and background
- Clearly visible eyes (take care with glasses)
- Looking straight ahead

NO to:

- Selfies - these distort the face and are too close when cropped to passport size
- Scanning printed photos
- Shadows on the face or background
- People, patterns and objects in the background
- Smiling
- Wearing hats



LOGIN

RealMe is the New Zealand Government's online login and identity verification service.

To renew your New Zealand passport online, you will need a RealMe username and password.

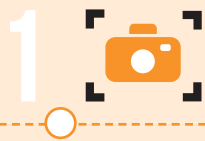
If you don't already have a RealMe login, you can create one when you start your application - it's quick and easy.

You are not required to have a RealMe verified identity to renew your New Zealand passport.



▼ SCROLL DOWN TO START

5 STEPS TO RENEW YOUR PASSPORT ONLINE



TAKE YOUR PHOTO

Take your own photo using our video as a guide, then check it's OK using our online photo checker.

OR

If you have your photo taken professionally, ask for a digital copy of the photo to be emailed to you.

You must have:

- A neutral expression
- Clearly visible eyes
- A plain background and have strong contrast between you and the background
- A gap above your head
- Your shoulders showing



FIND A REFEREE

An identity referee is someone who can confirm that you are who you say you are. The identity referee must agree to be your referee.

The referee must be a person who is 16 years or older, has held a NZ passport before (it can be expired) and, has known you for more than one year.

They must not be family (this includes extended family e.g. partner, step parents, cousins, aunts); and can't live at the same address.

You'll need their:

- New Zealand passport details - passport number and expiry date
- Full name
- Date of birth
- Contact phone number
- Email address (optional)



APPLY ONLINE

Start the online application process at www.passports.govt.nz by selecting the service you require.

Your last passport contains the information you need to start your application.

We'll need your:

- Full name
- Passport Number
- Date of Issue
- The Issuing authority e.g. DIA WLG/Wellington

If you don't have these details, call our contact centre for assistance: 0800 22 50 50.

Or visit:
www.passports.govt.nz/contactus



UPLOAD YOUR PHOTO

Upload your photo from wherever you've saved it.

The photo needs to be:

- Less than 6 months old
- In .jpg or .jpeg format
- A file size of over 250KB
- A portrait photo with a 4:3 aspect ratio - most phones and cameras have this option

Selfies and scanned photos are not acceptable for use in your passport.



PAY ONLINE AND SUBMIT YOUR APPLICATION

We accept payment by credit card, debit card and prepaid card online. We don't accept eftpos, PayPal or electronic bank transfer.

STANDARD SERVICE:

Processed in up to 10 working days plus delivery

Adult passport NZ\$191

Child passport NZ\$111

URGENT SERVICE:

Processed in up to 3 working days plus delivery

Adult passport NZ\$382

Child passport NZ\$302

SORTED!

See – we told you it was easy.

We'll send you an email as soon as your passport has been completed.



We will contact you by phone or email if we need any additional information.