

Online booking for international protection seekers

Starting from **April 5, 2023**, foreign nationals living in Milan or its province, who wished to apply for international protection, could access the Immigration Office located in *Via Cagni* by self-registering on the portal PRENOTAFACILE (prenotafacile.poliziadistato.it), selecting the service “*Procedura per la presentazione*”, and then clicking on the first available date.

Since **Monday, July 17, 2023**, self-registration on the platform as a single user has been disabled only for the service “*Procedura per la presentazione*”.

Foreign nationals **holding an identification document (or its photocopy/photograph)** can register on the portal PRENOTAFACILE **by appointment** via the associations mentioned in the attached list (see *attachment in the upper-right corner, updated as of February 5, 2024*).

The associations will schedule an interview at their main office, where the applicant will be registered and given an appointment at the Immigration Branch Office, where he/she can go on the designated date for the identification procedures and the formal submission of his/her application.

To be registered, applicants are required to provide the association with their identification document (or, if not in their possession, its photocopy or photograph).

Undocumented foreign nationals can still request an appointment at the Immigration Office in *Via Cagni* by contacting the associations mentioned above (see *attachment in the upper-right corner, updated as of February 5, 2023*).

To be registered, applicants are required to provide the association with their personal data and 2 passport-size photographs.

An additional step has been taken to extend the partnership with the AVSI association, with the aim of facilitating access to the procedure for international protection seekers who fall into the following **categories of “vulnerable subjects”**: **persons over 60 years of age and women, prioritizing pregnant women (whose condition must be proven by a certificate from a public health centre)**.

Applicants under these categories can not only contact any desk on the attached list but also request an appointment at the Immigration Office desks in *Via Cagni no. 15*, via the **Secretary’s Office of the AVSI Hub** based in Milan, *Viale Monza no. 79*, **in person or by calling a specifically activated and dedicated line at 351 5735567**. The Secretary’s Office is open on **Tuesdays, Wednesdays, and Thursdays from 9 a.m. to 1 p.m.**, and will schedule an interview at the AVSI desk.

Foreign nationals who fall into **additional categories of vulnerable subjects**, under Article 17 of the Italian Legislative Decree No. 142/2015, can book an appointment at the Immigration Office desks in *Via Cagni no. 15* by emailing dipps146.00p0@pecps.poliziadistato.it.

It is advised to include “4^A Sezione – rifugiati. Richiesta appuntamento per soggetto vulnerabile” in the email subject line and attach all supporting documentation for the reported vulnerability. After a preliminary assessment of the application and the attached documents, the Immigration Office will make an appointment at the AVSI desk.

Applicants must apply **in person** and provide the following documents:

- Any certificate or document bearing evidence that he/she lives in Milan or its province.
- Passport or statement showing his/her correct personal details or other identification document, or its photocopy, if in the applicant’s possession.
- Persons over 60 years of age: an identification document proving their age.
- Pregnant women: a certificate of pregnancy issued by a public health centre.

The desk will then make a dedicated appointment for migrants to attend the Immigration Branch Office on the designated date for the identification procedures and the formal submission of their applications.

