



An Roinn Dlí agus Cirt
Department of Justice

Migration of Registration Responsibilities from GNIB to ISD for Counties Kildare, Meath and Wicklow

Guide on engaging with Immigration Service Delivery services

April 2024



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Background

On 8 April 2024, responsibility for registrations and renewals for counties Kildare, Meath, and Wicklow will transfer from the Garda National Immigration Bureau (GNIB) to Immigration Service Delivery (ISD) through the Burgh Quay Registration Office.

From this date, first time registrations for individuals residing in these counties will be registered at the Burgh Quay Registration Office in Dublin. Applications for renewal of registration will be submitted online via the Irish Immigration Service Online Portal.

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.

Previously, when IRP cards were delivered in bulk to local offices (rather than directly to recipients home addresses), incorrect addresses may not have surfaced as a significant issue. Now however, any simple error can easily result in an undelivered card (Including a lack of an Eircode being included in the address fields on GNIB-IS etc.).

Where an IRP card has not been delivered after 15 days of being successful processed, customers can contact the customer service helpdesk at immigrationsupport@justice.ie where it will be investigated. A replacement IRP card will re-issued if required.

The Card Delivery Process

1. Registrations/renewals are processed and sent to print on GNIB-IS.
2. Batch data files of cards to be printed are sent from GNIB-IS to a 3rd party manufacturer who produce cards and issue them directly to home addresses via An Post Express Post.
3. Cards are either successfully delivered within 15 days of registration approval or returned by An Post to ISD in Burgh Quay, Dublin as undeliverable.
4. The ISD team will manually contact the intended recipients of returned cards by phone to arrange re-delivery to their correct address and amend address records on GNIB-IS as required.
5. In the case of queries being received by email, the ISD team will manually check returned cards, An Post tracking information and GNIB-IS records. Addresses will be re-confirmed and a replacement card will be issued if required.

First Time Registrations

Along with customers who reside in Dublin city and county, those who reside counties Kildare, Meath, and Wicklow from 8 April 2024 will be required to register in-person by appointment at Burgh Quay Registration office in Dublin.

The office is located at [13/14 Burgh Quay, Dublin 2, D02 XK70](#).



Making an Appointment

In order to make an appointment to register for the first time, customers can call the dedicated appointments helpline on Freephone **1800 800 630**.

Note:

- Appointments can only be made following arrival in Ireland (not before).
- This Freephone number is not accessible from outside of Ireland or via non-Irish telephone network providers.
- Operators are available between 9am and 5pm, Monday to Friday.
- Customers must have their passport details and a valid email address to share with the customer service representative when they call.

Following an Appointment Being Successfully Made

Once an appointment has been successfully made, the customer should receive an automatic confirmation email within 24 hours (it is possible that this may end up in spam/trash folders). If this email is not received within the 24 hour timeframe, customers can contact immigrationsupport@justice.ie using only 'CNR' in the subject line. Customer service staff will then check if their email address was captured correctly, amend it as appropriate and re-issue the confirmation email if required.

This confirmation email will outline all information and requirements, including;

- Confirmation of the date, time and location of the appointment;
- Their unique appointment confirmation number (which is required for check-in at reception).
- Details of the documents that will be required to produce (Printed/hard copies of all documents must be presented. Electronic copies of documents cannot be accepted. If any of the required documents are not presented appointment, the registration cannot be processed).
- Information on whether the registration fee of €300 will be required depending on the type of permission they have (All fees must be paid by credit/debit card. Cash or contactless payments cannot be accepted).

Burgh Quay Registration Office is wheelchair accessible. If customers have any special requirements, they are advised to contact immigrationsupport@justice.ie using only 'Special Requirements' in the subject line in advance of their appointment.

Attending an Appointment

When a customer arrives for their appointment at the Registration Office, they will be required to check-in by inserting their confirmation number (including the hyphen) into the reception kiosk to obtain a queue ticket number. Customers can check-in up to 30 minutes before their allotted appointment time.



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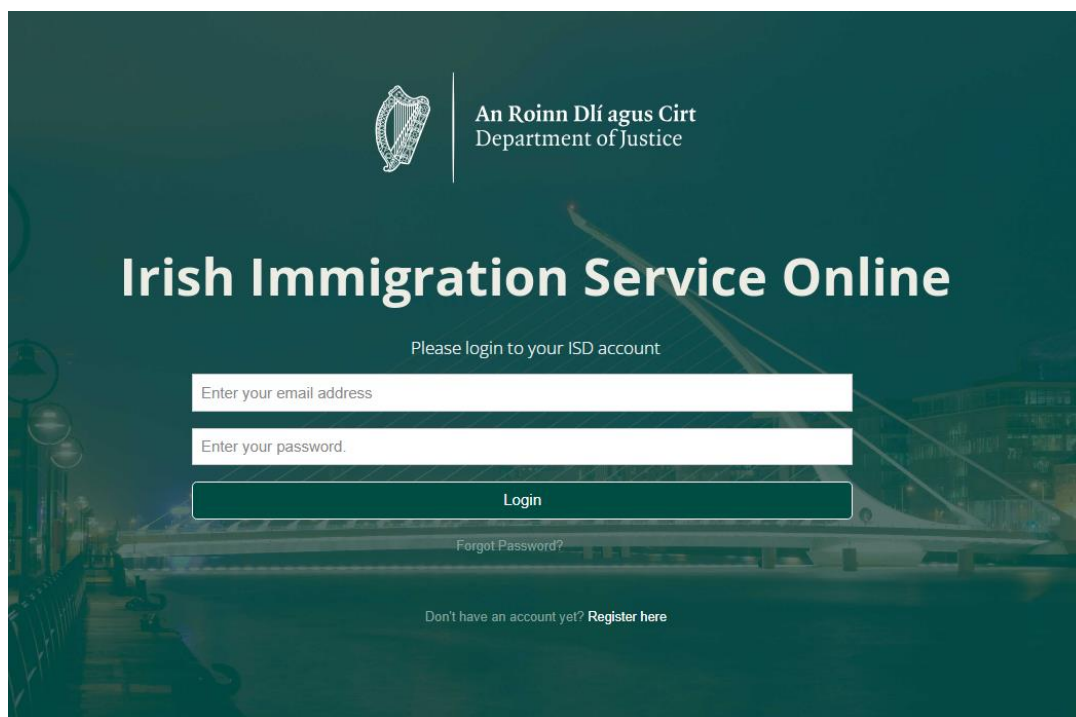
Once a queue ticket number has been obtained, customers will be advised to wait in the appropriate area until their number is called where they will be directed to one of the counters to meet with a Registration Officer who will guide them through the process.



Following a successful registration, customers will be advised that their new IRP card will be sent to their home address within the next 15 days.

Renewals

Along with customers who reside in Dublin city and county, those who reside in counties Kildare, Meath, and Wicklow from 8 April 2024 will be required to apply online through the [Irish Immigration Service Online Portal](#) to renew their Irish Residence Permit (IRP).

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 green '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 permission, including when changing stamp category, are accepted up to 12 weeks prior to expiry to allow sufficient time for processing.

Before Renewing Online

Customers will be required to;

- Set up an online account [here](#);
- Check the [documents required](#) to renew their registration;
- Have a digital copy 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 the customer through the following steps to successfully submit their renewal application:

1. Log into their account.
2. Select the Registration Renewal form.
3. Begin their application.
4. Upload their required documents.
5. Pay the fee (if applicable).
6. Submit their application.

Following an Application Being Submitted

An automatic email will issue to the customer outlining their application number and payment receipt (customers are advised to check spam/trash folders if this has not been received).

In the interest of fairness to all applicants, applications are processed in order of the date submitted. Customers 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 the customer informing them that a new IRP card will be sent to their home address within the next 15 days.
- If more information/further documentation is required, we will inform the customer what is required and how to submit it.
- If the application is unsuccessful, an email will issue to the customer informing them of the reasons why and any money paid will be returned within 10 business days.

Additional Information

Please visit our website at www.irishimmigration.ie which contains helpful information about the registration process.

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

If there any further queries about these changes and processes, please contact immigrationsupport@justice.ie.