



How to make an appointment

If you want to make an appointment for any product of gemeente Utrecht, you need to do so digitally through the webpage of gemeente Utrecht. This webpage is in Dutch. The instruction below helps you make your appointment.

[Click here](#) to go to the 'afspraak maken' make an appointment page.

Instruction how to make an appointment

1. First question is 'voor welk product wilt u een afspraak maken?' you can ignore this.
2. After you will be asked to indicate 'Aantal' (how many). So if you immigrate with your spouse and 2 children, you will indicate 4. It is important to do this correctly, because the program automatically calculates the time needed at the desk of gemeente Utrecht.
3. At the bottom of the page, there are 2 buttons.
 - Press 'Volgende' to go to the next page.
 - Press 'Stoppen' to end the session and stop making an appointment
4. Press 'Volgende' (go to next page)
5. You will see a calendar on which you can choose date and time.
At the bottom of the page, there are 3 buttons.
 - Press 'Vorige' to go back to the previous page
 - Press 'Volgende' to go to the next page
 - Press 'Stoppen' to end the session and stop making an appointment
6. Press 'Volgende'(go to next page)
7. You will be asked to fill out your personal information. Please do so correctly, so we can help you best at your appointment.
Translation:
Voornamen: First name
Tussenvoegsel(s): you can leave this blank
Achternaam: Family name
Geboortedatum: Date of birth dd/mm/yyyy
Telefoonnummer: Telephone number (please fill out your number in 10 digits)
E-mailadres: E-mail address, important, you will receive a confirmation of your appointment at your e-mail address.
8. Press 'Volgende'(go to next page)
9. Check the box '*ik ga akkoord met de ingevulde gegevens*' I agree with the entered data
10. Press 'Verzenden' to end your application
11. You made your appointment. An confirmation of your appointment will be send to your e-mail address.

On appointment

When you visit the Stadskantoor for your appointment, go to one of the appointment-computers in the central hal. Use your confirmation e-mail or use your date of birth to get an appointment-ticket.

On the ticket you will find a letter and a number. The letter indicates on which floor you have to be for your appointment (see red letters on different floors) and the number is your appointment number. Your number will be called and published on the tv screens on the different floors.

If you need assistance, you can ask our 'welcome personnel' (they wear a red scarf and walk around in the central area) or go to the customer service desk.

Need help?

If you find making an appointment difficult, please call our Customer Service (14030). They can help you make an appointment. You will hear a menu in Dutch, please hold the line for an operator