

外国人综合服务管理平台

Shenzhen Foreigner
Integrated Service
Management Platform

（个人申报端）

(Individual Application)

操作指南 User Guide

2021 年 07 月

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A list of application materials of a family member of a foreigner working in Shenzhen

1、申请人有效护照或其他国际旅行证件、本次入境的签证证件、本次入境章的原件及复印件； Family member (applicant)'s passport, including **information page, visa page, latest entry**

stamp page (hardcopies and original documents)

2、由申请人签名的《广东省外国人签证数字相片采集检测回执》和对应蓝底照片（可以在照相馆取得）。A signed <Receipt of China Visa Photograph for Foreigners in Guangdong Province> and its respective blue background photos; **Note: the receipt and its respective photos can be obtained in a photo studio.**

3、《申请签证证件的证明（担保）函件》Verification letter that expressing consent on the visa application

4、《外国人签证证件申请表》（由系统生成）<Foreigner's Visa and Resident Permit Application Form> (automatically generated by the system of Shenzhen Foreigner Integrated Service Management Platform)

5、申请人在深圳居住地所属派出所开具的《境外人员临时住宿登记表》The registration form of your Temporary Residence issued by the local security bureau or applied via WeChat (<https://msjw.ga.sz.gov.cn/hzhz/images/440300/jwrylszs/jwrylszspc.png>) ;

6、首次申请居留签证，18 至 70 周岁的申请人，还需提交由深圳口岸医院出具的《境外人员体格检查证明》For the first time applicant whose age is between 18 to 70 years old, please provide Certificate of Verification for physical examination record for foreigner or overseas Chinese issued by the entry-exit inspection and quarantine institution in Shenzhen; **Note: the designated place is Shenzhen International Travel Health Care Center**

Address: 3F, No.1 Complex Building, Huanggang Port Living Area, Futian District, Shenzhen City, Guangdong Province 深圳市福田区皇岗口岸生活区 1 号综合楼 3 楼

Tel.: 0755-83774013 (For physical examination)

7、提交与申请事由相关的证明材料（中文）supporting documents to prove family member's relationship: 例如 e.g., 出生证明（未成年子女）birth certificate for underage family members (original document and a notarization report issued by the Embassy of the local country in China or the Chinese Embassy in the local country)、结婚证明（夫妻）marriage certificate for spouse (original document and a notarization report issued by the Embassy of the local country in China or the Chinese Embassy in the local country)

1. 系统登录以及注册 System login and registration

1.1. 办理条件 Conditions of application

（一）外国人在深工作的家属申请居留 Application for residence by family members of foreigners working in Shenzhen

（二）没有在平台注册单位经办人或办证员账号 Without registration in the platform as an authorized processor of a unit

1.2. 操作步骤 Steps to follow

(1) 使用 google 登录地址 website: <http://wgfw.ga.sz.gov.cn/>

通过点击【工作者家属居留许可办理】可进入登录界面

Click “工作者家属居留许可办理” – residence permit application of family members of foreigners working in Shenzhen – to enter the login page. Please see the screenshot below.



(2) 填写手机号，点击【获取认证码】，填写短信收到的验证码。

Fill in your mobile phone number and click “获取认证码” – obtain verification code – then fill in the verification code received.

欢迎使用深圳市外国人综合服务管理平台！

温馨提示 : Reminder:

1、手机号码建议填写本人常用的手机号码，以便能正常收短信。1. It is recommended to use your own mobile phone number in order to receive text messages properly.

2、如果该手机号已经停用或者无法接收短信的，请到出入境窗口咨询办理。2. If your mobile phone number cannot be used or receive text messages properly, please go to the window of Exit-Entry Bureau for application.

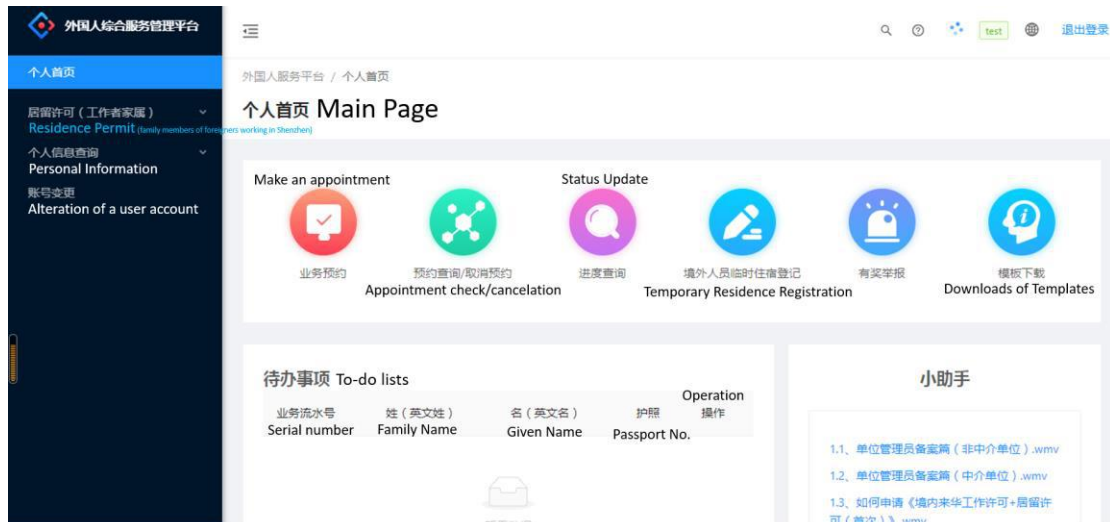
Please fill in your mobile phone number

手机号码:

Please fill in the verification code

Confirm to login Exit

(3) 填写手机号没在平台注册过，登录成功，如下图。Mobile phone number which has not been registered will login successfully. Please see the screenshot below.



(4) 填写手机号已在平台注册过，登录失败，如下图。Mobile phone number that has been registered before will fail to login. Please see the screenshot below.



2. 居留许可（工作者家属）-首次 residence permit (family members of foreigners working in Shenzhen) – First Time

2.1. 办理条件 Application conditions

- 1、申请人在境内 the applicant is in China
- 2、申请是外籍工作人员家属，工作者持有有效的居留许可的或者有在办中的居留许可业务的。The applicant is a family member of a foreigner working in Shenzhen who holds a valid residence permit or the application for a residence permit is in process.

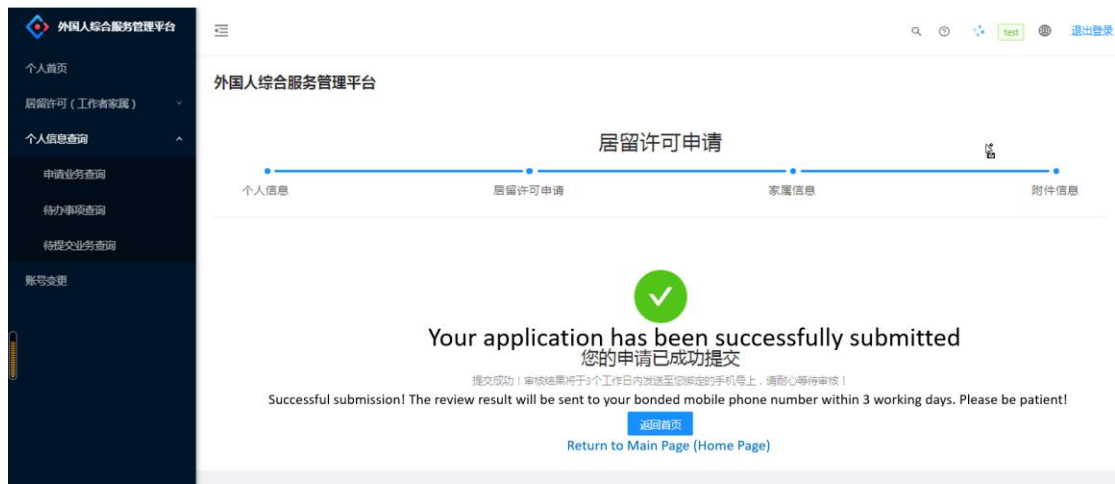
2.2. 操作步骤 Procedures to follow

- 1、个人通过左边菜单列打开【居留许可（工作者家属）】-【首次】，如下图：click the menu on the left and choose “【居留许可（工作者家属）】-【首次】”. Please see the screenshot below.

The screenshot shows the '外国人综合服务管理平台' (Foreign Service Management Platform) interface. On the left, a sidebar menu lists options: '个人首页' (Personal Home), '居留许可 (工作者家属)' (Residence Permit (Family Members of Foreign Staff)), '首次 First-time', '延期 Extension', '换发 Renewal', and '补发 Reissue'. The '首次 First-time' option is selected. The main content area is titled '请选择您申请的业务类型 Please choose the type you are applying for'. It contains several dropdown menus and text fields for application details, including '申请证件类型 (Certificate type you are applying for)', '办证类别 (Application category)', '申请居留事由 (Residence permit type)', and '申请居留期限至 (valid until)'. A red note at the bottom states: '(Note: if this family member is jointly applying for a work permit and a residence permit for employment purpose, and the permits have not been issued, please fill in the serial number of this family member's application so that a work permit is not required to be uploaded in the attachments.)'. A 'Save and proceed' button is visible at the bottom right.

- 2、根据界面提示一步一步填写完毕，提交成功后等待审核。Please fill in the blanks according to instructions then submit and wait for the result of preliminary review.

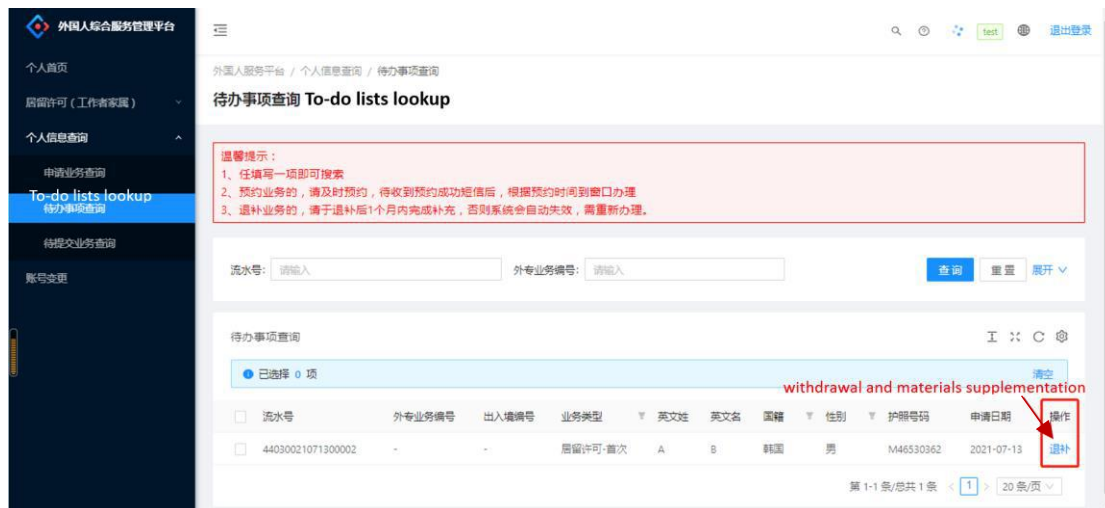
The screenshot shows the '外国人综合服务管理平台' (Foreign Service Management Platform) interface, specifically the '居留许可申请' (Residence Permit Application) form. The form is divided into four main sections: '个人信息 Personal Information', '居留许可申请 Residence Permit Application', '家属信息 Information of family member', and '附件信息 Attachments'. The '个人信息 Personal Information' section is currently active and contains fields for 'Family name (as in passport)', 'Other/used name if applicable', 'Gender', 'Nationality', 'Date of birth', 'Country of birth', 'Passport type', 'Passport No.', 'Issue date of passport', 'Expiration date of passport', and 'Mobile phone number'. A red note at the bottom left states: 'Please fill in the serial number of the photo receipt'. A 'Save and proceed' button is visible at the bottom right.



- 3、你可通过【个人信息查询】-【申请业务查询】查看相应业务办理进度，如下图 You can check the update of your application status through 【个人信息查询 Personal Information】-【申请业务查询 Applications】, please see the screenshot below:



- 4、如果审核有退补的，您可根据短信中的退补原因，打开【个人信息查询】-【待办事项查询】，点击【退补】进入信息补充界面。If there is a status prompt about the result of the preliminary review, indicating withdrawal and materials supplementation, you can check its reason stated in your text message. Then you can open 【个人信息查询 Personal Information】-【待办事项查询 To-do lists】 and click 【退补 withdrawal and materials supplementation】to enter the page of information supplementation.



- 5、审核通过的，根据短信提醒，打开【个人信息查询】-【待办事项】进行预约，
 如下图 after the preliminary review was approved, a notification text message
 will be sent to your bonded mobile phone number, then you can make an
 appointment for the onsite examination of your application materials via 【个
 人信息查询 Personal Information】 - 【待办事项 To-do lists】:



- 6、点击【预约】，进入如下界面 click 【预约 make an appointment】 and enter the
 page below:

在深外国人网上预约
Online Appointment for Visa Application In Shenzhen

申请协议书
Application Agreement

一、 预约实行实名制，请如实录入申请人个人信息，否则属无效预约。
I. The real-name system is applied here to this reservation. Please set the applicant's personal information straight, or the reservation will be invalid.

二、 申请人的护照等身份证件当天只能预约一次。
II. A passport number can be used for reservation for only once everyday.

三、 在選擇申請業務時，如果沒有對應的業務，表示該業務尚未實行預約。
III. In case there is no corresponding operation in some item under "Operation Application", it suggests that the operation wanted can not be reserved yet.

四、 在選擇預約日期和預約時間時，如系統未顯示，表示該時間段預約已滿。
IV. In case the system fails to display "Reservation Date" and "Reservation Time" while they are chosen, it suggests that the current time period for reservations has been full.

五、 成功預約後，如果按照預約時間到達的辦理大廳辦理相關業務時，因未帶齊證件等辦理相關業務材料，可視為無效預約。
V. Upon successful reservation, please go to the designated certifying handling hall to deal with related operations with all accreditation materials needed. In case you fail to take all accreditation materials with you when handling related formalities, the reservation may be viewed as invalid.

六、 成功預約後，如果能在預約時間前前往辦理，須至少提前半個工作日，在可預約申請業務進行取消預約，否則視為失約。
VI. In case you are unable to handle corresponding operations within the reserved time period after successful reservation, you have to cancel the reservation from the system at least half a working day in advance, or it will be viewed as a failure to keep reservation.

七、 申請人在6個月內累計達到未預約次數的，公案局將在1年內不再受理該申請人的網上預約申請。
VII. The Public Security Bureau will not receive, in one year, any online reservation application of the applicant who fails to keep reservation for three times in 6 months in accumulation.

八、 一證一約，即一個預約只辦理一本證件。
VIII. One passport only for one appointment.

*网上预约须知
*Online reservations instructions

同意
Agree

不同意
Disagree

- 7、 确认预约信息后，选择邮寄方式、时间 confirm your appointment information and choose delivery methods and appointment time。
- 8、 到窗口取号 take a number at the ticket dispenser and wait to be called for the onsite examination。
- 9、 如需面谈的，去面谈室面谈。If a face-to-face interview is required, please go to the interview room.
- 10、 无需面谈的或者面谈通过的，经办人继续到窗口提交材料。If a face-to-face interview is not required or approved, the applicant can go to the window for submitting the application materials.
- 11、 窗口审核通过的，等待受理决定。After the review at the window is approved, you can wait for the decision of acceptance.
- 12、 审批通过的并制证完成的，短信通知取证。The decision is made, and your residence permit will be prepared. You can collect your residence permit according to the notification text message.

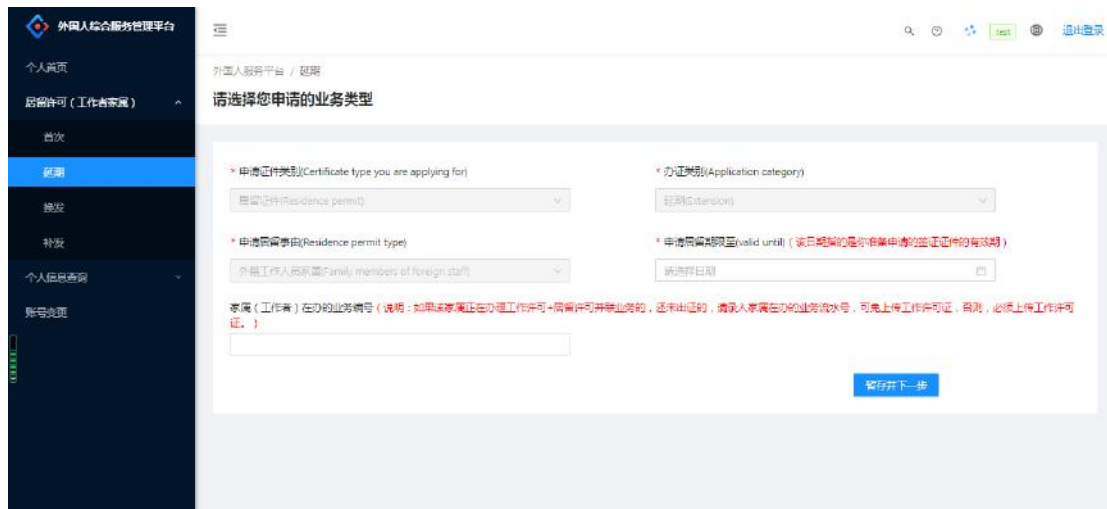
3. 居留许可（工作者家属）-延期 residence permit (family members of foreigners working in Shenzhen) – Extension

3.1. 办理条件 Application conditions

- 1、申请人在境内并且持有的居留许可有效期大于 5 个工作日 The applicant is in China and the valid time of his/her current residence permit is greater than 5 working days。
- 2、居留许可登记事项没有发生变化的。There is no alteration of registered information of his/her residence permit.

3.2. 操作步骤 Procedures to follow

- 1、个人通过左边菜单列打开【居留许可（工作者家属）】-【延期】，如下图 Please click the menu on the left and choose “【居留许可（工作者家属）】-【延期】”. Please see the screenshot below:



- 2、根据界面提示一步一步填写完毕，提交成功后等待审核。Please fill in the blanks according to instructions then submit and wait for the result of preliminary review.

外国人综合服务管理平台

个人主页
居留许可 (工作类家属)
个人信息查询
账号变更

居留许可申请

个人信息 | 居留许可申请 | 家属信息 | 附件信息

姓 (英文姓) 名 (英文名) 别称或曾用名 中文姓名

性别 国籍 出生日期 出生国家

护照类型 护照号码 护照签发日期 护照有效期至

申请手机号 在深圳居住地址 (Address in Shenzhen)

上传照片
获取照片
上传照片须知:
1. 仅支持近期证件照
2. 不小于256x192像素
3. 大小在20K-120K内

您的申请已成功提交
提交成功! 审核结果将于3个工作日内发送至您预留的手机号码上, 请耐心等待审核!
返回主页

3、你可通过【个人信息查询】-【申请业务查询】查看相应业务办理进度，如下图：You can check the update of your application status through 【个人信息查询 Personal Information】-【申请业务查询 Applications】 , please see the screenshot below:

外国人综合服务管理平台

外国人服务平台 / 个人信息查询 / 申请业务查询

申请业务查询

温馨提示:
1. 任意写一项即可搜索
2. 默认能查询本人在该单位办理过的所有业务
3. 如单位管理员授权本人业务范围为全部的, 可查询该单位办理过的所有业务。

流水号: 请输入 外专业务编号: 请输入 查询 重置 展开

申请业务查询 已选择 0 项 确定

流水号	外专业务编号	出入证编号	业务类型	英文姓	英文名	国籍	性别	护照号码	提交日期	操作	删除
44030021071300002			居留许可-首次	A	B	韩国	男	AA6590362		提交成功	

第 1-1 条/总共 1 条 < 1 > 20 条/页

4、如果审核有退补的，您可根据短信中的退补原因，打开【个人信息查询】-【待办事项查询】，点击【退补】进入信息补充界面。If there is a status prompt about the result of the preliminary review, indicating withdrawal and materials supplementation, you can check its reason stated in your text message. Then you can open 【个人信息查询 Personal Information】-【待办事项查询 To-do lists】and click 【退补 withdrawal and materials supplementation】to enter the page of information supplementation.



5、审核通过的，根据短信提醒，打开【个人信息查询】-【待办事项】进行预约，如下图：after the preliminary review was approved, a notification text message will be sent to your bonded mobile phone number, then you can make an appointment for the onsite examination of your application materials via 【个人信息查询 Personal Information】-【待办事项 To-do lists】:



6、点击【预约】，进入如下界面 click 【预约 make an appointment】 and enter the page below:

在深外国人网上预约
Online Appointment for Visa Application in Shenzhen

申请协议书
Application Agreement

一、 预约采用实名制，请如实录入申请人个人信息，否则属无效预约。
I. The real-name system is applied here to this reservation. Please set the applicant's personal information straight, or the reservation will be invalid.

二、 申请人的护照等身份证件当天只能预约一次。
II. A passport number can be used for reservation for only once everyday.

三、 在办理申请业务时，如果该业务有相应业务，表示该业务尚未实行预约。
III. In case there is no corresponding operation in some item under "Operation Application", it suggests that the operation wanted can not be reserved yet.

四、 在选择预约日期和时间时，如系统未显示，表示该时间段的预约已满。
IV. In case the system fails to display "Reservation Date" and "Reservation Time" while they are chosen, it suggests that the current time period for reservations has been full.

五、 成功预约后，如果按照预约时间到指定的办证大厅办理相关业务时，因未带齐身份证件等相关申请材料，可视为无效预约。
V. Upon successful reservation, please go to the designated certifying handling hall to deal with related operations with all accreditation materials needed. In case you fail to take all accreditation materials with you when handling related formalities, the reservation may be viewed as invalid.

六、 成功预约后，如不能在预约的时间段前往办理的，须至少提前半个工作日，在网上预约申请页面进行取消预约，否则视为违约。
VI. In case you are unable to handle corresponding operations within the reserved time period after successful reservation, you have to cancel the reservation from the system at least half a working day in advance, or it will be viewed as a failure to keep reservation.

七、 申请人在6个月内累计达到3次的，公安机关将在1年内不再受理该申请人的网上预约申请。
VII. The Public Security Bureau will not receive, in one year, any online reservation application of the applicant who fails to keep reservation for three times in 6 months in accumulation.

八、 一号一证，即一个预约号办理一本证件。
VIII. One passport only for one appointment.

[*网上预约须知](#)
*Online reservations instructions

Agree Disagree

7、确认预约信息后，选择邮寄方式、时间 confirm your appointment information and choose delivery methods and appointment time。

8、到窗口取号 take a number at the ticket dispenser and wait to be called for the onsite examination。

9、窗口审核通过的，等待受理决定 After the review at the window is approved, you can wait for the decision of acceptance。

10、审批通过的并制证完成的，短信通知取证 The decision is made, and your residence permit will be prepared. You can collect your residence permit according to the notification text message.

4. 居留许可（工作者家属）-换发 residence permit (family members of foreigners working in Shenzhen) – Renewal

4.1. 办理条件 Application conditions

1、申请人在境内并且持的居留许可有效期大于 5 个工作日的 The applicant is in

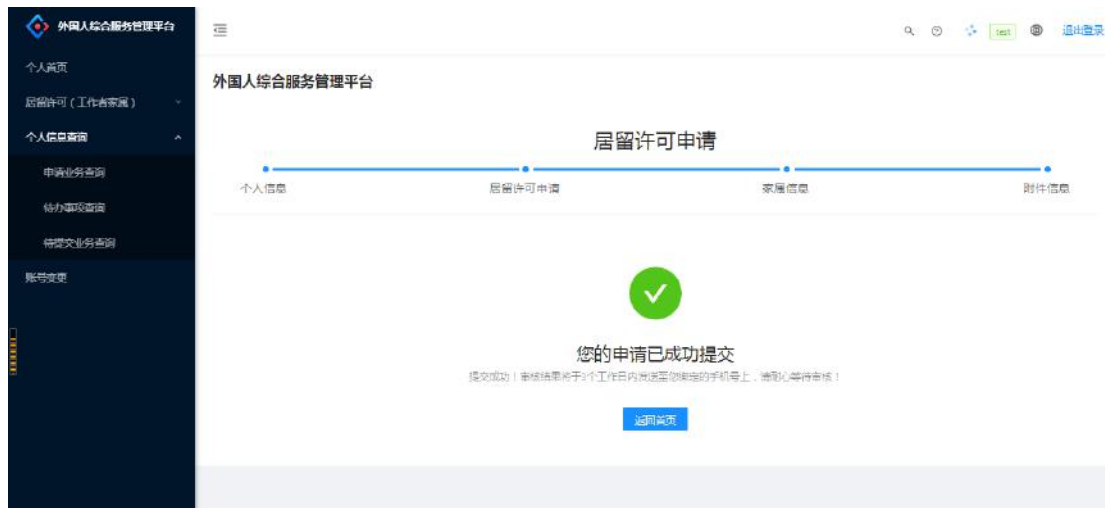
China and the valid time of his/her current residence permit is greater than 5 working days。

2、姓名或者护照号有变更的。The name or passport number is changed.

4.2. 操作步骤 Procedures to follow

1、个人通过左边菜单列打开【居留许可（工作者家属）】-【换发】，如下图 Please click the menu on the left and choose “【居留许可（工作者家属）】-【换发】”. Please see the screenshot below:

2、根据界面提示一步一步填写完毕，提交成功后等待审核。Please fill in the blanks according to instructions then submit and wait for the result of preliminary review.



3、你可通过【个人信息查询】-【申请业务查询】查看相应业务办理进度，如下图 You can check the update of your application status through 【个人信息查询 Personal Information】-【申请业务查询 Applications】 , please see the screenshot below:



4、如果审核有退补的，您可根据短信中的退补原因，打开【个人信息查询】-【待办事项查询】，点击【退补】进入信息补充界面。If there is a status prompt about the result of the preliminary review, indicating withdrawal and materials supplementation, you can check its reason stated in your text message. Then you can open 【个人信息查询 Personal Information】-【待办事项查询 To-do lists】and click 【退补 withdrawal and materials supplementation】 to enter the page of information supplementation.



5、审核通过的，根据短信提醒，打开【个人信息查询】-【待办事项】进行预约，
 如下图 after the preliminary review was approved, a notification text message will
 be sent to your bonded mobile phone number, then you can make an appointment
 for the onsite examination of your application materials via 【个人信息查询 Personal
 Information】 - 【待办事项 To-do lists】:



6、点击【预约】，进入如下界面 click 【预约 make an appointment】 and enter the
 page below:

在深圳外国人网上预约
Online Appointment for Visa Application In Shenzhen

申请协议书
Application Agreement

一、 预约实行实名制，请如实录入申请人个人信息，否则属无效预约。
I. The real-name system is applied here to this reservation. Please set the applicant's personal information straight, or the reservation will be invalid.

二、 申请人的护照等身份证件三天只能预约一次。
II. A passport number can be used for reservation for only once everyday.

三、 在选择申请业务时，如果系统没有相应业务，表示该业务尚未实行预约。
III. In case there is no corresponding operation in some item under "Operation Application", it suggests that the operation wanted can not be reserved yet.

四、 在选择预约日期和时间时，如系统未显示，表示该时间段的已满。
IV. In case the system fails to display "Reservation Date" and "Reservation Time" while they are chosen, it suggests that the current time period for reservations has been full.

五、 成功预约后，如果按照预约时间到指定的办证大厅办理相关业务时，因未带齐身份证件等相关申请材料，可视为无效预约。
V. Upon successful reservation, please go to the designated certifying handling hall to deal with related operations with all accreditation materials needed. In case you fail to take all accreditation materials with you when handling related formalities, the reservation may be viewed as invalid.

六、 成功预约后，如果能在预约时间到指定的办证大厅，须至少提前半个工作日，在预约时间前取消预约，否则视为违约。
VI. In case you are unable to handle corresponding operations within the reserved time period after successful reservation, you have to cancel the reservation from the system at least half a working day in advance, or it will be viewed as a failure to keep reservation.

七、 申请人在6个月内累计达到3次的，公安机关将在1年内不再受理该申请人的网上预约申请。
VII. The Public Security Bureau will not receive, in one year, any online reservation application of the applicant who fails to keep reservation for three times in 6 months in accumulation.

八、 一号一证，即一个预约号办理一本证件。
VIII. One passport only for one appointment.

[*网上预约须知](#)
*Online reservations instructions

同意
Agree

不同意
Disagree

- 7、确认预约信息后，选择邮寄方式、时间 confirm your appointment information and choose delivery methods and appointment time。
- 8、到窗口取号并提交材料 take a number at the ticket dispenser and wait to be called for the onsite examination。
- 9、如需面谈的，去面谈室面谈。If a face-to-face interview is required, please go to the interview room.
- 10、无需面谈的或者面谈通过的，经办人继续到窗口提交材料。If a face-to-face interview is not required or approved, the applicant can go to the window for submitting the application materials.
- 11、窗口审核通过的，等待受理 After the review at the window is approved, you can wait for the decision of acceptance。
- 12、审批通过的并制证完成的，短信通知取证。The decision is made, and your residence permit will be prepared. You can collect your residence permit according to the notification text message.

5. 居留许可（工作者家属）-补发 residence permit (family members of foreigners working in Shenzhen) – Reissue

5.1. 办理条件 Application conditions

- 1、申请人在境内并且持的居留许可有效期大于 5 个工作日的或者足够长的 The applicant is in China and the valid time of his/her current residence permit is greater than 5 working days or more。
- 2、居留许可遗失或者损坏的。

5.2. 操作步骤 Procedures to follow

- 1、个人通过左边菜单列打开【居留许可（工作者家属）】-【补发】，如下图：Please click the menu on the left and choose “【居留许可（工作者家属）】-【补发】”. Please see the screenshot below:

The screenshot shows the '外国人综合服务管理平台' (Foreigners Comprehensive Service Management Platform) interface. On the left, a dark sidebar contains a menu with options like '个人首页' (Personal Home), '居留许可(工作者家属)' (Residence Permit (Family Members of Foreign Staff)), '首次' (First), '延期' (Extension), '换发' (Replacement), '补发' (Reissue), and '个人信息查询' (Personal Information Query). The '补发' option is highlighted in blue. The main content area is titled '外国人服务平台 / 补发' (Foreigners Service Platform / Reissue) and '请选择您申请的业务类型' (Please select the business type you are applying for). It contains a form with the following fields:

- * 申请证件类型(Certificate type you are applying for): 居留证件(Residence permit)
- * 办证类别(Application category): 补发(Relissue)
- * 申请居留类型(Residence permit type): 外国工作人员家属(Family members of foreign staff)
- * 申请居留期限(valid until) (该日期指的是你申请的证件的有效期): 请选择日期

Below these fields, there is a red note: '家属(工作者)在办的业务编号(说明:如果该家属正在办理工作许可+居留许可并就业的,选择办证时,请就人家属在办的业务流水号,可免上传工作许可证,否则,必须上传工作许可证。)' (Family members (workers) business number (Note: If the family member is applying for a work permit + residence permit and employment, select the business number when applying for the permit, you can upload the business number, you can upload the work permit, otherwise, you must upload the work permit.)). There is a text input field for this number and a blue button labeled '保存并下一步' (Save and Next Step).

- 2、根据界面提示一步一步填写完毕，提交成功后等待审核。Please fill in the blanks according to instructions then submit and wait for the result of preliminary review.

外国人综合服务管理平台

个人主页
居留许可 (工作类家属)
个人信息查询
账号变更

居留许可申请

个人信息 | 居留许可申请 | 家属信息 | 附件信息

姓 (英文姓) 名 (英文名) 别称或曾用名 中文姓名

性别 国籍 出生日期 出生国家

护照类型 护照号码 护照签发日期 护照有效期至

申请手机号 在深圳居住地址 (Address in Shenzhen)

上传照片
获取照片
上传照片须知:
1. 仅支持近期证件照
2. 不小于256x128像素
3. 大小在20K-120K内

您的申请已成功提交
提交成功! 审核结果将于3个工作日内发送至您预留的手机号码上, 请耐心等待审核!
返回主页

3、你可通过【个人信息查询】-【申请业务查询】查看相应业务办理进度，如下图：You can check the update of your application status through 【个人信息查询 Personal Information】-【申请业务查询 Applications】 , please see the screenshot below:

外国人综合服务管理平台

外国人服务平台 / 个人信息查询 / 申请业务查询

申请业务查询

温馨提示:
1. 任意写一项即可搜索
2. 默认能查询本人在该单位办理过的所有业务
3. 如单位管理员授权本人业务范围为全部的, 可查询该单位办理过的所有业务。

流水号: 请输入 外专业务编号: 请输入 查询 重置 展开

申请业务查询

已选择 0 项

流水号	外专业务编号	出入证编号	业务类型	英文姓	英文名	国籍	性别	护照号码	提交日期	操作	删除
44030021071300002			居留许可-首次	A	B	韩国	男	AA6590362		提交成功	

第 1-1 条/总共 1 条 < 1 > 20 条/页

4、如果审核有退补的，您可根据短信中的退补原因，打开【个人信息查询】-【待办事项查询】，点击【退补】进入信息补充界面。If there is a status prompt about the result of the preliminary review, indicating withdrawal and materials supplementation, you can check its reason stated in your text message. Then you can open 【个人信息查询 Personal Information】-【待办事项查询 To-do lists】and click 【退补 withdrawal and materials supplementation】to enter the page of information supplementation.



5、审核通过的，根据短信提醒，打开【个人信息查询】-【待办事项】进行预约，如下图 after the preliminary review was approved, a notification text message will be sent to your bonded mobile phone number, then you can make an appointment for the onsite examination of your application materials via 【个人信息查询 Personal Information】-【待办事项 To-do lists】:



6、点击【预约】，进入如下界面 click 【预约 make an appointment】 and enter the page below:

在深外国人网上预约
Online Appointment for Visa Application in Shenzhen

申请协议书
Application Agreement

一、 预约采用实名制，请如实录入申请人个人信息，否则属无效预约。
I. The real-name system is applied here to this reservation. Please set the applicant's personal information straight, or the reservation will be invalid.

二、 申请人的护照等身份证件当天只能预约一次。
II. A passport number can be used for reservation for only once everyday.

三、 在办理申请业务时，如果该业务有相应业务，表示该业务尚未实行预约。
III. In case there is no corresponding operation in some item under "Operation Application", it suggests that the operation wanted can not be reserved yet.

四、 在选择预约日期和时间时，如系统未显示，表示该时间段的已满。
IV. In case the system fails to display "Reservation Date" and "Reservation Time" while they are chosen, it suggests that the current time period for reservations has been full.

五、 成功预约后，如果按照预约时间到指定的办证大厅办理相关业务时，因未带齐身份证件等相关材料的，可视为无效预约。
V. Upon successful reservation, please go to the designated certifying handling hall to deal with related operations with all accreditation materials needed. In case you fail to take all accreditation materials with you when handling related formalities, the reservation may be viewed as invalid.

六、 成功预约后，如不能在预约的时间段前往办理的，须至少提前半个工作日，在网站上取消申请或进行预约，否则视为违约。
VI. In case you are unable to handle corresponding operations within the reserved time period after successful reservation, you have to cancel the reservation from the system at least half a working day in advance, or it will be viewed as a failure to keep reservation.

七、 申请人在6个月内累计达到3次的，公安机关将在1年内不再受理该申请人的网上预约申请。
VII. The Public Security Bureau will not receive, in one year, any online reservation application of the applicant who fails to keep reservation for three times in 6 months in accumulation.

八、 一号一证，即一个预约号办理一本证件。
VIII. One passport only for one appointment.

*网上预约须知
*Online reservations instructions

同意 Agree 不同意 Disagree

7、确认预约信息后，选择邮寄方式、时间 confirm your appointment information and choose delivery methods and appointment time。

8、到窗口取号并提交材料 take a number at the ticket dispenser and wait to be called for the onsite examination。

9、窗口审核通过的，等待受理 After the review at the window is approved, you can wait for the decision of acceptance。

10、审批通过的并制证完成的，短信通知取证。The decision is made, and your residence permit will be prepared. You can collect your residence permit according to the notification text message.

6. 账号变更 Alteration of a user account

6.1. 变更条件 alteration conditions

1、已注册过个人版账号的。Those who have registered an individual account.

- 2、即将变更手机号的（申请变更的新手机号码没有注册过）。Those who are about to change a mobile phone number, which has not been registered before.
- 3、旧手机号还没取消的（如已取消，无法进行旧手机身份认证，建议只能用新手机注册，但旧业务不会绑定到新手机）。The old mobile phone number has not been cancelled. (If it were cancelled and cannot be used to authenticate ID, it is recommended to use a new mobile phone number. However, the past applications will not be synced to your new account.)

6.2. 操作步骤 Procedures to follow

- 1、打开【账号变更】，如下图 Click【账号变更 Alteration of a user account】， please see the screenshot below:

The screenshot shows a web interface titled '欢迎使用深圳市外国人综合服务管理平台！' (Welcome to the Shenzhen Foreigners Comprehensive Service Management Platform!). Below the title is a red warning message: '温馨提示：1. 变更成功后，原手机号码办理的业务会自动归属到变更后的手机号码下。' (Friendly reminder: 1. After the change is successful, the business handled by the original mobile phone number will automatically be transferred to the new mobile phone number). The interface contains two input fields: '原手机号码' (Original mobile phone number) with the value '12926150414' and '新手机号码' (New mobile phone number) with the placeholder '请输入变更后的手机号码'. To the right of the first field is a button '获取验证码' (Get verification code). Below the input fields are two buttons: '确认登录' (Confirm login) in blue and '退出' (Exit) in orange.

- 2、旧手机号码获取验证码，填写新的手机号提交 the old mobile phone number received a verification code and fill in your new mobile phone number。
- 3、变更成功后，自动跳转到系统首页，通过个人查询能查出旧手机办理过的所有业务。After the alteration is made successfully, the page will automatically jump to the main page of the system. And you can find the application history done through the old mobile phone number.

外国人综合服务平台

个人首页

居留许可 (工作类家属)

个人信息查询

账号变更

外国人服务平台 / 个人首页

个人首页

业务预约

预约管理/取消预约

出康查询

境外人员临时住宿登记

有奖抽奖

图标下载

待办事项

业务流水号	姓 (英文姓)	名 (英文名)	护照	操作
44030021071300002	A	B	M46530362	预约

小助手

1.1、单位管理备案篇 (非中介单位).wmv

1.2、单位管理备案篇 (中介单位).wmv

1.3、如何申请《境内来华工作许可+居留许可 (首次)》.wmv

1.4、如何申请《境内来华工作许可》.wmv

2.1、如何申请《居留许可 (首次)》.wmv