

## Frequently Asked Questions (FAQs)

### **Do I have to make an appointment to apply with the City Clerk Passport Services?**

No, the [City Clerk Passport Services](#) offers appointment or walk-in services at the City of San Diego Administration Building.

*COVID-19 Update: Due to the unprecedented impacts of the COVID-19 pandemic, walk-in services are suspended until further notice. Passport Services are on an appointment basis only.*

### **Do you accept cash, debit or credit cards payments?**

No, the [City Clerk Passport Services](#) does NOT currently accept debit / credit cards and/or cash payments for the passport application and execution fees. However, cash payment is accepted for the photo processing fee.

### **Do applicants need to be present when processing the passport application?**

Yes, all applicants must be present when processing the passport application.

### **How do I check the status of my passport application?**

You can check your application status [online](#) or by phone (877-487-2778 voice or 888-874-7793 TTY). Status updates are available 7-10 business days after your apply or renew. When checking your application, you'll need the following information:

- Last name
- Date of birth (MM/DD/YYYY)
- Last four digits of Social Security number

You can also go to the [U.S. Department of State's Online Passport Status System](#) and sign up for automatic email notifications about your passport status.

### **Can I wear my uniform?**

No, you cannot wear a uniform, clothing that looks like a uniform or camouflage attire.

### **How many photos do I need?**

You only need one 2"x2" color photo.

### **Does a minor under the age of 16 need to have parental or legal guardian consent when applying for a passport?**

Yes, all children under age 16 must apply for a passport in person with two parents or guardians. You cannot renew your child's passport. Passport for children under age 16 are only valid for 5 years.



## Frequently Asked Questions (FAQs)

Can I renew my passport by mail?

### CAN YOU RENEW YOUR U.S. PASSPORT BY MAIL?



You can renew by mail if you answer 'yes' to ALL 5 statements below about your passport.

- 1.** You have your passport in your possession to submit with your application.  

- 2.** It's undamaged other than normal wear and tear.  

- 3.** Was issued when you were age 16 or older.  

- 4.** Was issued within the last 15 years.  

- 5.** Was issued in your current name or you can document your name change.  


If you answered 'NO' to any statement, you must apply in person.

Visit [Renew my Passport](#) for more information.

*COVID-19 Update: If you do not have a life-or-death emergency, you will experience delays before receiving your new passport and the return of your previous passport. The [U.S. Department of State](#) anticipates to return to normal processing times in Fall 2020.*

*You do NOT need to renew your pasport before it expires unless you are planning to travel internationally. Applicants eligible to renew their passport have up to five years to renew their document after its expiration date. After five years from the expiration date, you must apply in person. Most countries require that your U.S. passport have at least six months of validity beyond the dates of your trip.*

*Please Note: The San Diego City Clerk Passport Acceptance Facility does not process DS-82: Passport Renewal Applications. **Questions? Contact us via email at [cityclerk@sandiego.gov](mailto:cityclerk@sandiego.gov) or phone at 619-533-4000 (voice) / 619-236-7012 (TTY).***