Frequently Asked Questions

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What documents must I provide to prove accommodation?

To prove your accommodation, **you must attach** to your process:

i) A **statement of honour confirming your residential address**, indicating the legal basis that grants you the right to use the property (i.e. owner, usufructuary, tenant, or borrowing user) – according to the *"Declaração de Alojamento"* template, available at ***www.aima.gov.pt Impressos e Minutas - AIMA***.

and

a) **If you are the owner or usufructuary of the property**, provide the access code to the permanent land registry certificate (*Certidão Predial Permanent*e) or an up-to-date physical version of the certificate.

b) **If you are the tenant**, provide a copy of the rental contract in your name and the rent receipt for the previous month.

c) **If you live in a property loaned to you (*comodato*)**, provide a copy of the lending agreement (*contrato de comodato*) and an up-to-date permanent land registry certificate.

If you are not named in the rental or lending contract, you must also provide, on the day of the appointment:

i) A declaration under your honour and criminal liability – according to the *"Declaração de Alojamento"* template, available at ***www.aima.gov.pt Impressos e Minutas - AIMA*** – stating:

- that you effectively reside at the indicated address
- the number of the property's land registry description and on what basis you live there (rental or lending/*comodato*)
- the full name and tax number (NIF/NIPC) of the property owner who granted you the right to live there

and

ii) a certificate issued by the Portuguese Tax Authority (AT), dated less than 30 days ago, clearly showing your tax residence address.

If you are a professional/secondary/higher education student, you may present:

- a copy of the rental contract between the school and the private landlord, plus an authenticated declaration listing the students who effectively reside there (if not

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included in the contract),

or

- if no rental contract exists:
    - a declaration from the educational institution, under honour and duly certified, confirming the student's individual residence and the legal basis for use of the property
    - and a Portuguese Tax Authority (AT) certificate dated less than 30 days ago confirming the student's tax residence in Portugal.

If you are a student living in university residence accommodation, you may present: a certificate from the higher education institution confirming your entitlement to university accommodation.

Note
Declarations issued by Parish Councils (*Juntas de Freguesia*) are not accepted as proof of accommodation.

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How can I submit documents to ongoing AIMA processes?

For Residence Permit Granting Processes initiated directly with AIMA

You **do not need to go to a *Loja AIMA*** to submit **missing documents** related to your **Residence Permit Granting process initiated directly with AIMA**.

This procedure can be done **exclusively online**, via the **Contact Form**.

Access AIMA **Contact Form** and select:

- **Topic Type >** Residence permit
- **Subtopic Type >** Sending documents to be attached to ongoing cases

Then follow the instructions provided in the form.

Enter the **requested information**, including the **Process Number** (available on the receipt you received when submitting your application).
And upload the **digital copies of the necessary documents**, particularly those listed as missing in the notification sent to you.

Each file may be up to **10 MB.**
Submit **between 3 and 5 files**.

Note
This form **does not apply** to ongoing processes submitted via the **Renewal Portal** or the **services.aima.gov.pt** platform.

Read also: **How should I name the files for digital submission?**

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Contact Form

Fill in the form to create a request.

Topic Type

Residence permit

Subtopic Type

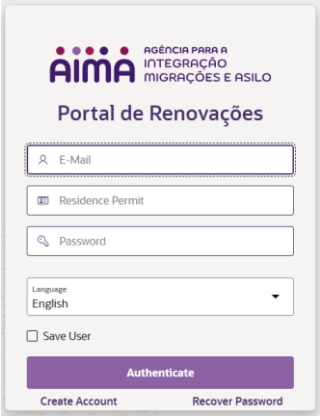
Sending documents to be attached to ongoing cases

E-mail Address

Send Code

For ongoing processes via the Renewal Portal

If you received a notification requesting missing documents through the Renewal Portal, you must upload and submit the required documents **directly online, in your personal area**, at: portal-renovacoes.aima.gov.pt.



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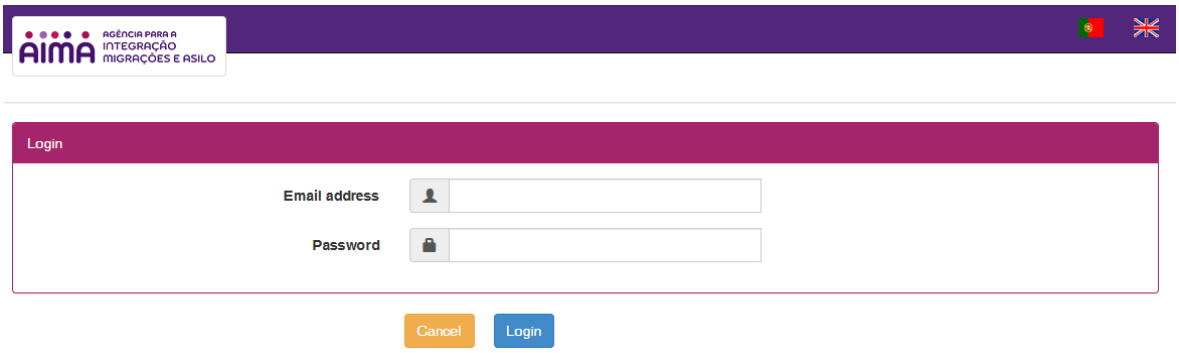
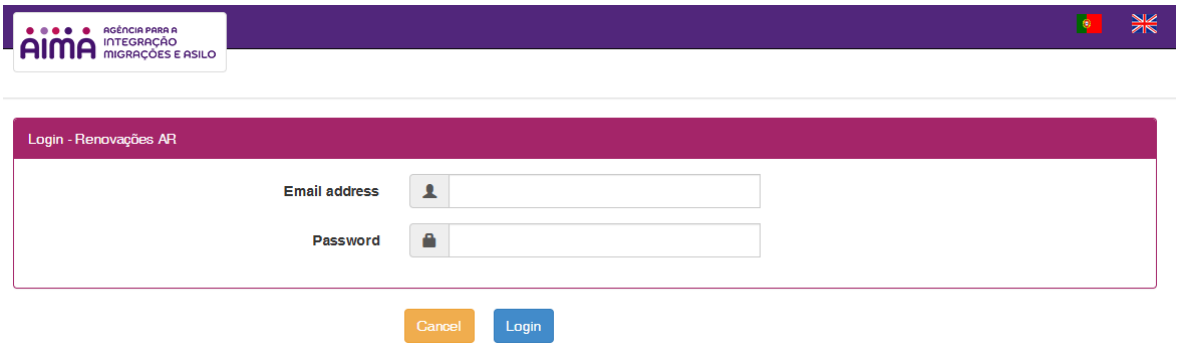
For ongoing processes via services.aima.gov.pt

If you received a notification requesting missing documents via services.aima.gov.pt, you must upload and submit the relevant documents **directly online, in your personal area**, at: services.aima.gov.pt.

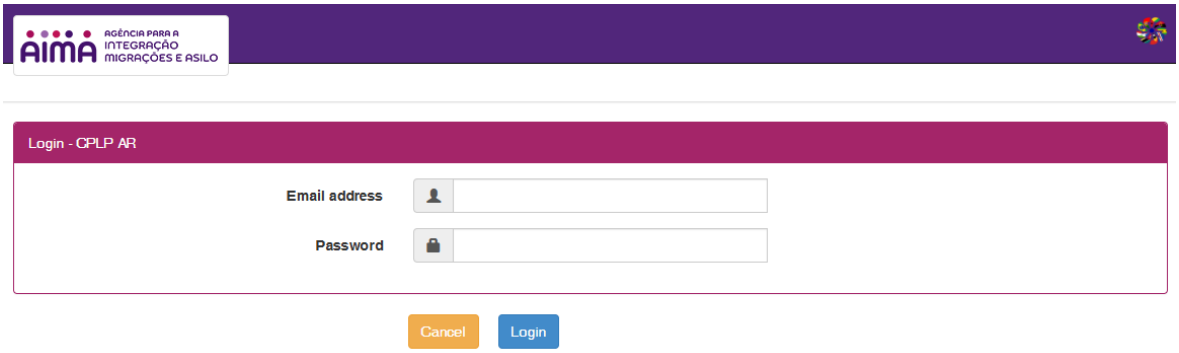
Expression of Interest – SAPA PORTAL



Residence Permit Renewals (expiring between 22 February 2020 and 30 June 2025)



CPLP Residence Permit Renewals



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Attention

If you must present the **original criminal record certificate** from:

- your country of origin,
- or any country where you have lived for more than one year,

then the procedure is as follows:

If you are a citizen of Brazil or Cape Verde – you must upload your criminal record certificate **directly online**, in your personal area, at services.aima.gov.pt.

If you are a citizen of any other country – you must send the original criminal record certificate by post mail to one of the P.O. boxes (*apartados postais*) listed here below.

If you received a notification requesting your **Passport**, you must present the **original passport in person**, at the **date, time and location indicated**.

You must bring both the passport and the notification.

This verification is strictly in person — digital copies are not accepted.
Failure to attend may lead to refusal of your application.

If you are unable to upload the missing documents online through your personal area at services.aima.gov.pt, you may send them by **postal mail** to the following P.O. boxes (*apartados postais*):

Apartado 42004 (Lisboa) Loja CTT Telheiras, Rua Prof. Mário Chicó, 2 M, 1601-801 Lisboa

Apartado 55002 (Porto) Ponto CTT Campo Alegre, Rua do Campo Alegre, 254, 4151-902 Porto

Note
If you require support submitting the missing documents, you may seek help at: *Lojas AIMA*; AIMA Municipal Counters; Local Support Centres for the Integration of Migrants (*CLAIM*); and Associations of Migrants. Support availability depends on each location's schedule and capacity.

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How should I name the files for digital submission?

Streamline the submission of your documents on digital platforms – start with the file names. To avoid errors, follow these best practices:

- **Use short and simple names**
- **Avoid accents, cedillas, and special characters** such as : + - ~ ! @ # $ % ^ & * ´ ( ) ` , ; < > ? [ ] { } ' " | ..
- If you have any difficulty uploading or submitting, **try using a different browser**.

Examples of correct naming

- **Scanned copy of passport**: passport.pdf
- **Scanned copy of residence permit**: residencepermit.pdf or ResidenceCard.pdf

Before submitting, check your file names and apply these best practices.

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When and where can I collect my residence card that was returned by *CTT* to AIMA?

All residence cards issued are sent by registered mail with delivery confirmation to the address you provided in your application.

If you are not at home when the postal service attempts delivery, the *CTT* will leave a collection notice indicating where and until when you can collect the residence card.

If you do not collect the card within the indicated timeframe, it will be returned to AIMA.

If your process was initiated via *services.aima.gov.pt*, you will receive a **notification by email** informing you of the *Loja AIMA* where you must collect your card and the specific date for collection. The card must be collected only at the *Loja AIMA*, date and schedule mentioned in the notification by you personally or by a legally authorised representative holding a specific power of attorney for this purpose.

You should regularly check your email inbox, including the spam/junk folder, while waiting for your residence card.

If your process was initiated through any other channel, you must go to the ***Loja AIMA* where you originally submitted your application**, according to the available opening hours and services. *Lojas AIMA* information can be found here.

Note
Foreign nationals residing in Portugal should always keep their addresses and contact details updated with public entities they interact with, namely: AIMA, Social Security (*Segurança Social*) and Tax Authority (*AT*). Keeping this information updated helps ensure faster and simpler administrative procedures.

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I received my residence card with incorrect information. What should I do?

When you receive your residence card, you must check all the information printed on it.
If you identify any error, you must go to the *Loja AIMA* where you were attended, according to the opening hours and available services, within 20 days from the date you received the card and request a correction and the issuance of a new card (2nd copy). *Lojas AIMA* information can be found here.

When you go to *Loja AIMA*, you must bring your residence card with you. If the error is not your responsibility, a new card will be issued at no additional cost. In this case, you must return the incorrect residence card and wait for the new corrected card to be sent to your home address.

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Without a residence permit, can I obtain a declaration from AIMA to travel outside Portugal?

AIMA does not issue declarations for travel purposes.

AIMA advises all foreign nationals to travel only when in possession of their valid residence permit.

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How can I schedule the request for the granting or renewal of a Permanent Residence Permit?

If you meet the legal requirements and wish to request the granting or renewal of a Permanent Residence Permit, you must request an appointment by email, using: **geral@aima.gov.pt** In the email subject, you must write: **Appointment Request: Granting/Renewal of Permanent Residence Permit**
After sending the email, you must wait for AIMA to schedule the appointment.

Before submitting the request, you must verify and confirm that you meet all legal requirements for the granting or renewal of this type of residence permit.

If you are requesting the *Renewal* of a Permanent Residence Permit, you must present:

- Permanent Residence Permit
- Valid Passport

If you are requesting the *Granting* of a Permanent Residence Permit, you must present:

- Valid passport
- Proof of financial means
- Proof of address
- Proof of compliance with tax obligations and Social Security (*Segurança Social*) contributions
- Proof of basic knowledge of Portuguese, demonstrated by one of the following:

a) School certificate issued by an official Portuguese educational institution or a legally recognised private/cooperative institution, **or**

b) Certificate issued by a recognised educational institution in a Portuguese-speaking country (if the applicant studied there), **or**

c) Certificate of completion of a basic Portuguese course issued by *IEFP*, **or**

d) Certificate of completion of a basic Portuguese course issued by a recognised educational institution, **or**

e) Certificate of Portuguese language proficiency obtained through a test at a **CAPLE** centre (*Centro de Avaliação de Português como Língua Estrangeira*), recognised by the Ministry of Education and Science (*Ministério da Educação e Ciência*), **or**

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f) Certificate of completion of level A2 or higher in a Portuguese as a Host Language Course, under the terms of *Portaria n.º 183/2020*, amended by *Portaria n.º 184/2022*, provided by public education institutions, *IEFP* training centres, Centres under the *Qualifica network* (*Centros Qualifica*), other public or private institutions with proven experience working with migrant populations and holding cooperation agreements with these entities.

Note

If you are an EU national or a family member of an EU national, you must apply for the grant as indicated on the AIMA website at ***www.aima.gov.pt Nacionais UE e Familiares***.

For the renewal of a permanent residence card for EU nationals or their family members, please refer to **How can I renew the *CRUE*?**

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Can I request a residence permit through my minor child who is a resident or was born in Portugal?

If your minor son or daughter is a resident in Portugal or was born in Portugal, and you effectively exercise parental responsibilities and ensure their support and education, you may request the granting of a residence permit through your child.

The request must be made by email to: **geral@aima.gov.pt**
In the subject line, you must include **Appointment Request: Article 122(1)(k)**

Before submitting the request, you must check and confirm that you meet all the legal requirements for the granting of this type of residence permit.

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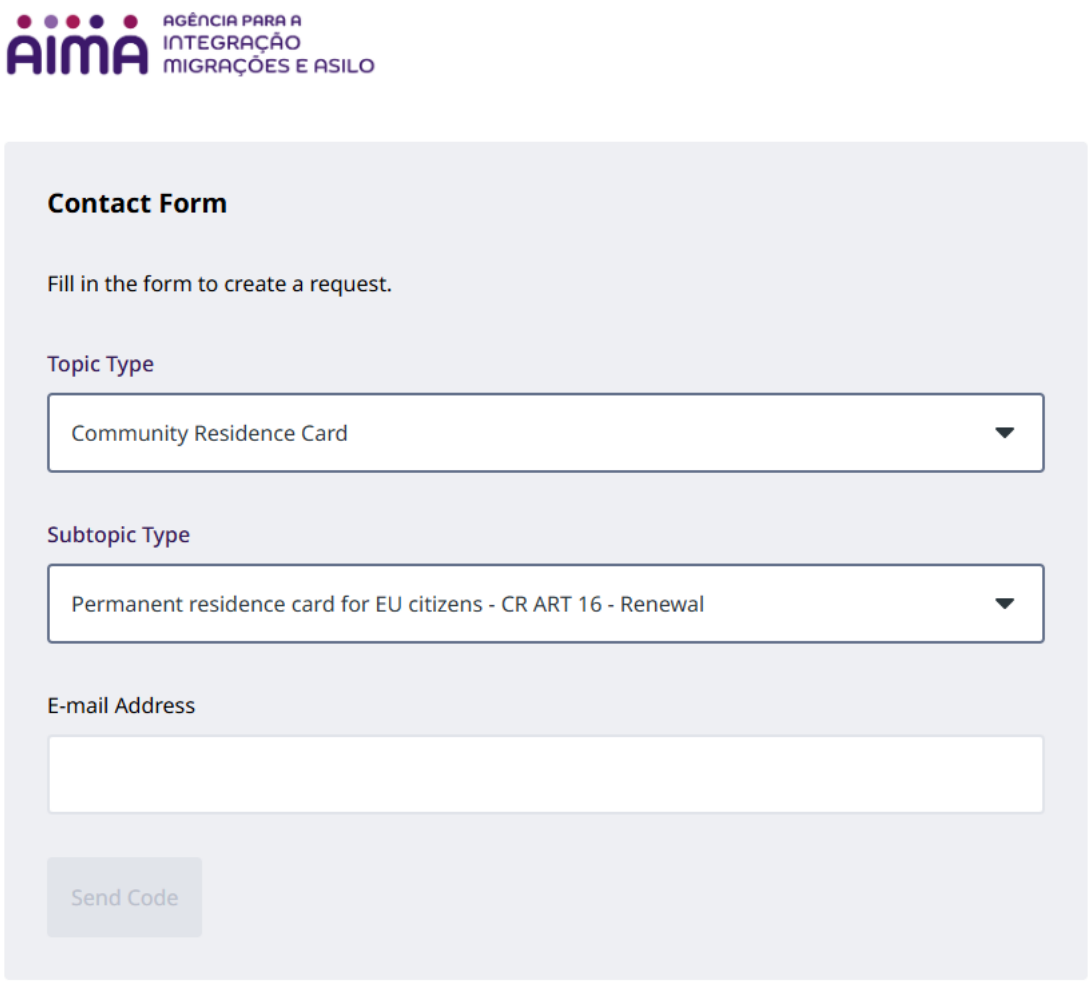
How can I renew the *CRUE*?

(*CRUE = Permanent Residence Card for EU Nationals or Family Members of EU Nationals*)

The request to **renew the CRUE in Portugal must be submitted through the AIMA Contact Form**, selecting Topic Type > **Community Residence Car** and then choose the Subtopic Type that matches your situation.

i) If you are an EU national and If your EU Permanent Residence Card has expired or is about to expire, you must select: **Permanent residence card for EU citizens - CR ART 16 - Renewal**



ii) If you are a family member of an EU national and if your Permanent Residence Card as a family member of an EU citizen has expired or is about to expire, you must select: **Permanent residence card for family members of EU citizens - CR ART 17 - Renewal**

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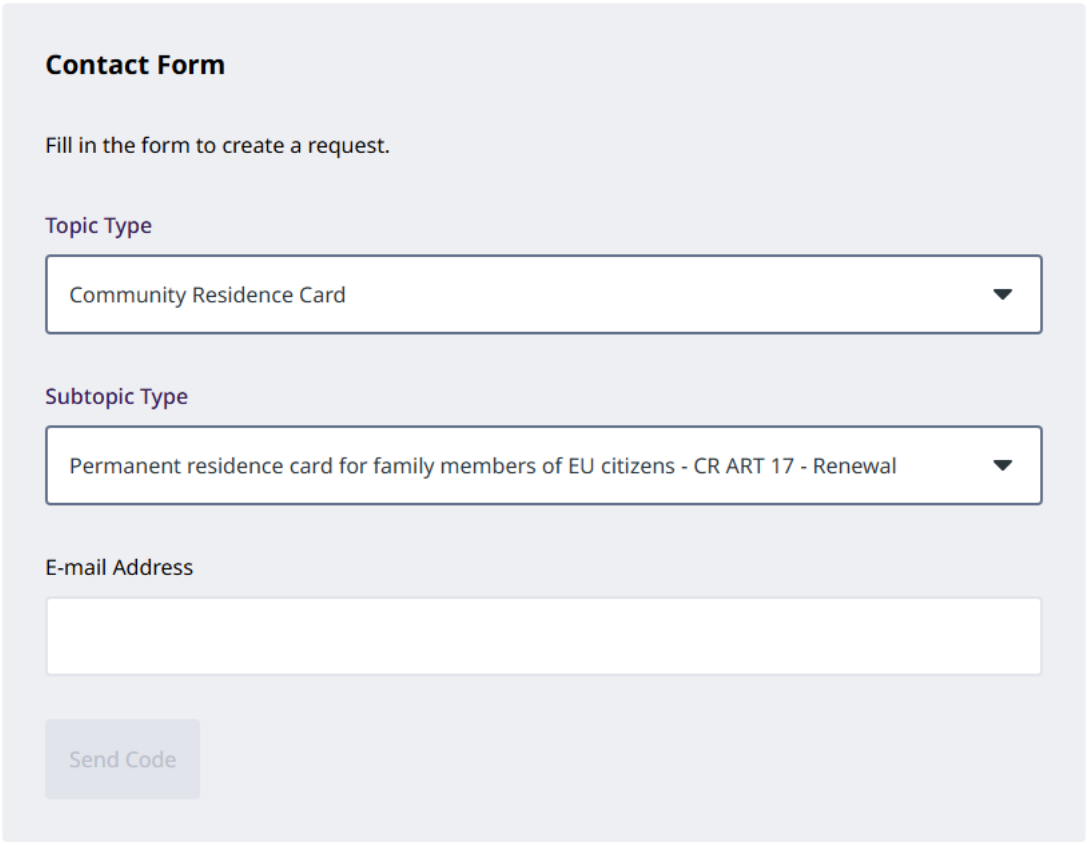

Notes

When the Contact Form requests the residence card number, you must **enter all digits printed on your card**, including leading zeros (e.g., *000*).

If you cannot complete or submit the Contact Form, you may send your appointment request by email to **geral@aima.gov.pt** with the subject: **CR appointment on paper, unable to use the form**

If the EU residence card you wish to renew had a **validity of less than 5 years**, you **must submit a new application for granting** a Residence Card of the EU — renewal does *not* apply.

If you previously had a Permanent EU Residence Card but were absent from Portugal for a long consecutive period, you may need to restart the regularisation process, submitting a new application for granting the card.

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Access *www.aima.gov.pt Nacionais UE e Familiares* for more details, including information on:

- Certificate of Registration for EU Nationals (for stays up to 5 years, issued by the local Municipality (*Câmara Municipal*)
- Permanent Residence Certificate for EU Nationals (for stays of 5+ years)
- Residence Card for Family Members of EU Nationals (up to 5 years)
- Permanent Residence Card for Family Members of EU Nationals (from 5 years onwards)

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I did not finish my studies and I am working. Can I renew my student residence permit?

You cannot renew your student residence permit.

However, if you wish, you may request the granting of a residence permit under Article 122(1)(j) of Law No. 23/2007, of 4 July, in its current wording: "Foreign nationals who have not left the national territory and whose residence right has expired".

Before submitting the request, you must verify and confirm that you meet all legal requirements for the granting of this type of residence permit.

The request must be submitted through the AIMA **Contact Form**, selecting Topic Type> **Residence Permit** and Subtopic Type > **Expired residence permit - Art. 122 - subparagraph j)**.

To be accepted, the form **must include**:

- Full name
- Email address
- Mobile phone number
- Date of birth
- Nationality
- Residence Permit Number
- Passport Number

For your request to be formally accepted, you must attach:

- Digital copy of your passport
- Digital copy of your Residence Permit
- IRS (tax return declaration)
- Digital copy of employment contract **or** service provision contract
- Declaration of opening of self-employment activity with the Tax Authority (if applicable)
- Proof of registration with Social Security (*NISS*)
- Proof of Social Security (*Segurança Social*) contributions
- Proof of accommodation (from the Tax Authority (*AT*)
- Proof of continuous stay in Portugal

Notes
Any forms submitted that do not fall within this specific subject will be automatically disregarded.

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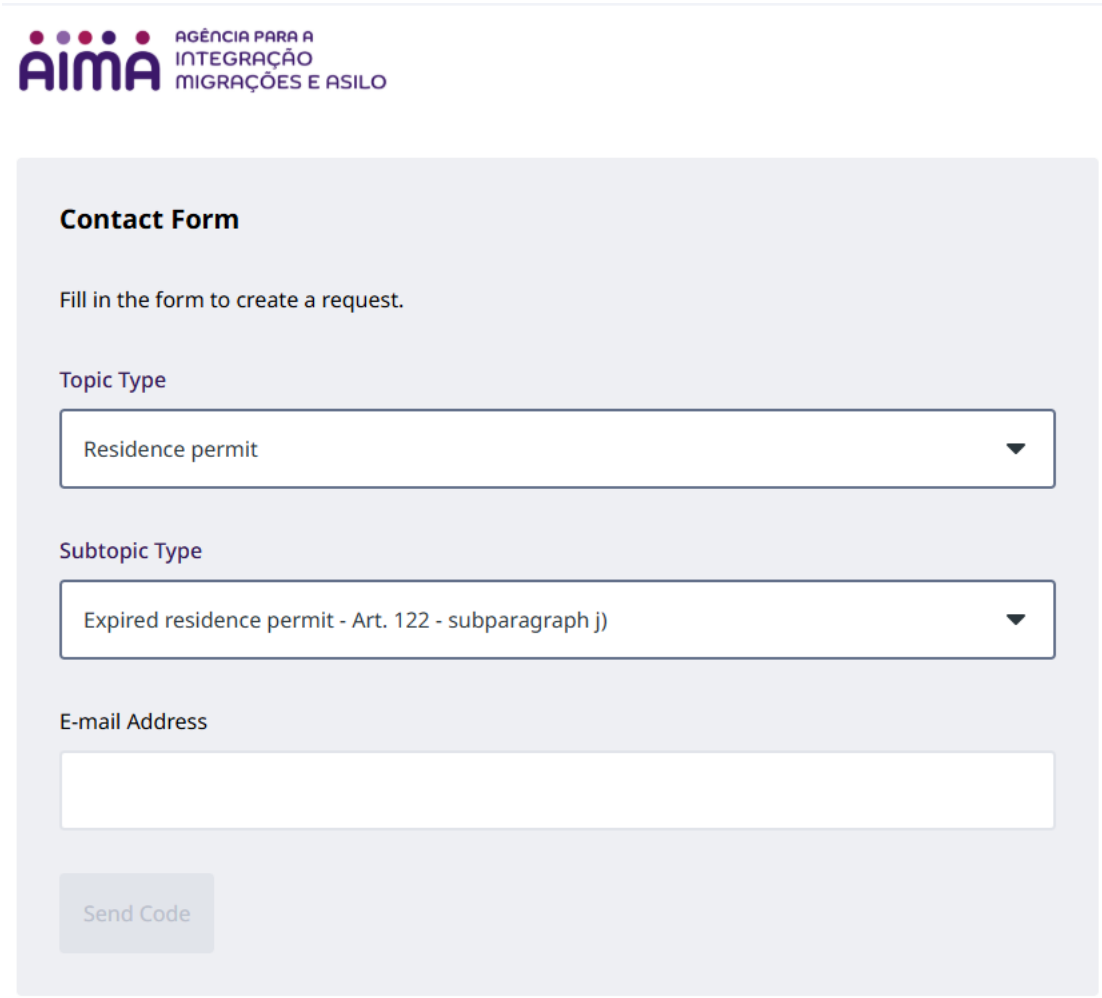
Although this option in the Contact Form is directed at students, Article 122(1)(j) is not limited to students; it applies to any third-country national who has not left Portugal and whose residence right has expired.



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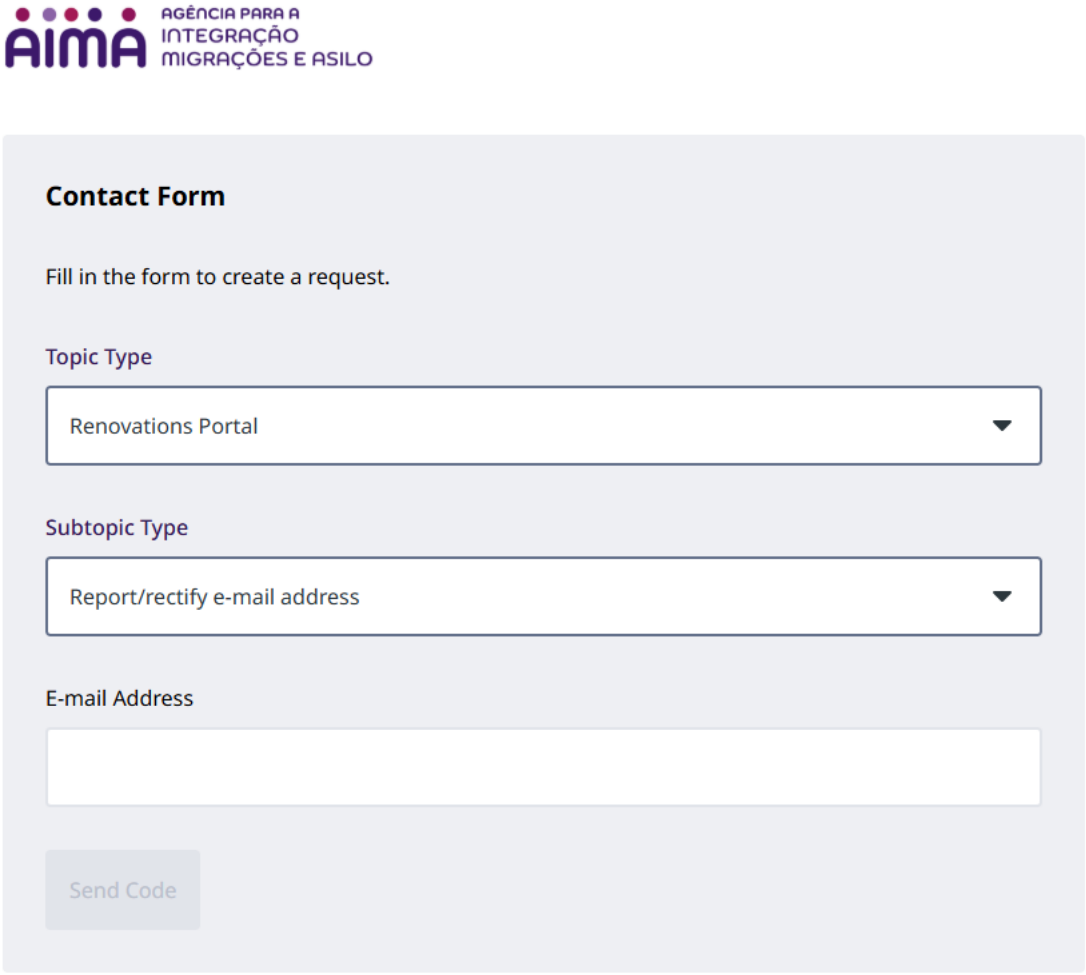
How can I change the email address associated with my process?

To change the email associated with your process, you must access the AIMA **Contact Form** and select Topic Type > **Renovations Portal** and Subtopic Type > **Report/rectify e-mail address**. You must provide the information to be updated and attach any required documentation, when applicable.



Alternative options:

If you submitted your renewal request for a Residence Permit via the platform services.aima.gov.pt, and the process is still ongoing, you may also access **Services - AIMA**. Then select > **I wasn't notified**, provide the information to be updated, and submit the request.

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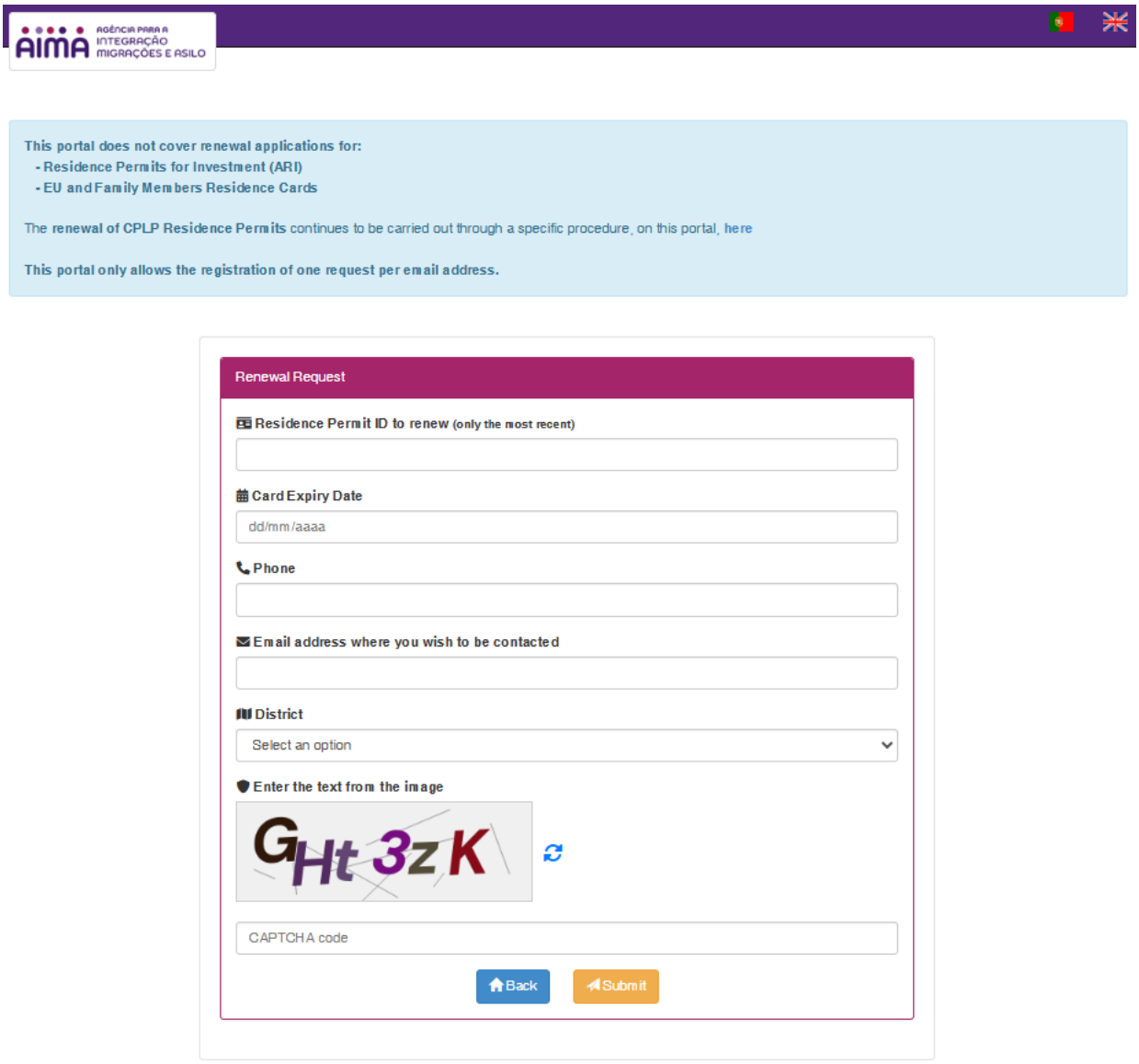

If you submitted a renewal/substitution request for a CPLP Residence Permit via services.aima.gov.pt, and the process is still ongoing, you may also access **Services - AIMA**. Then select > **Update E-Mail address**, enter the new information, and submit the request.

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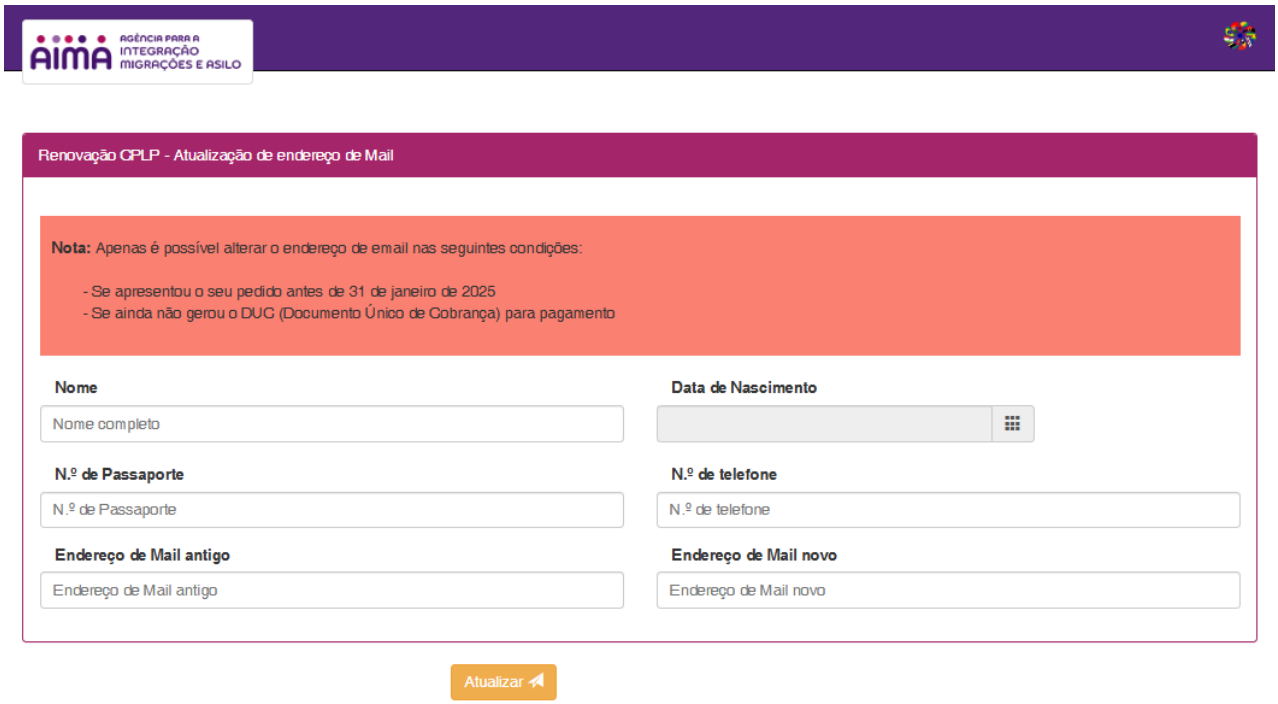

Notes

Choose and use only one of the methods listed above.
Submit the request only once.
Avoid sending multiple identical requests.

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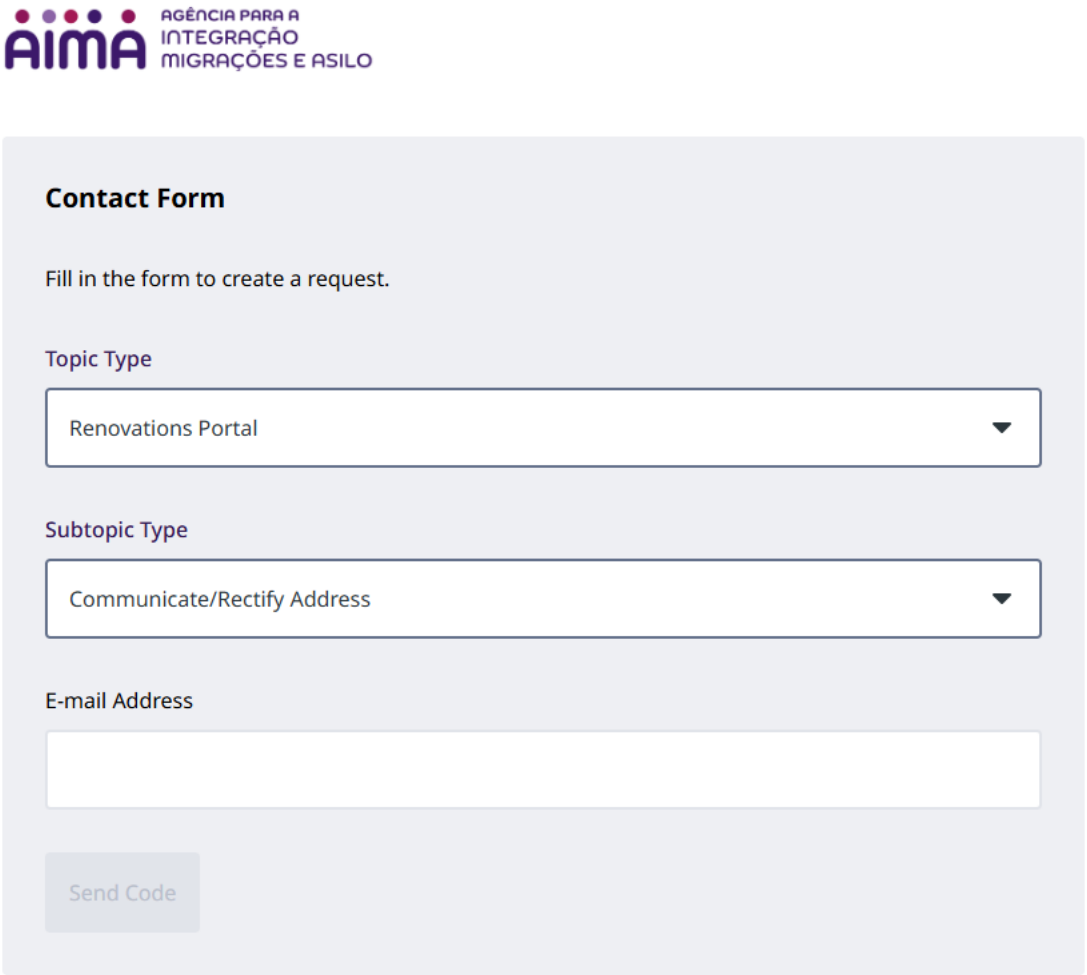
How can I update my residential address with AIMA?

To **update your residential address in Portugal** with AIMA, you must access the AIMA **Contact Form** and select Topic Type > **Renovations Portal** and Subtopic Type > **Communicate/Rectify Address**. You must provide the new address details and attach any required documentation.

After submission, AIMA will update the address within a maximum of two working days.



If you already have your residence permit and have no ongoing process, you must select Topic Type > **Change of data (no appointment necessary)** and Subtopic Type > **Communicate/Rectify Address – Without the issue of a new Card**. Then provide the updated information and attach the required documents.

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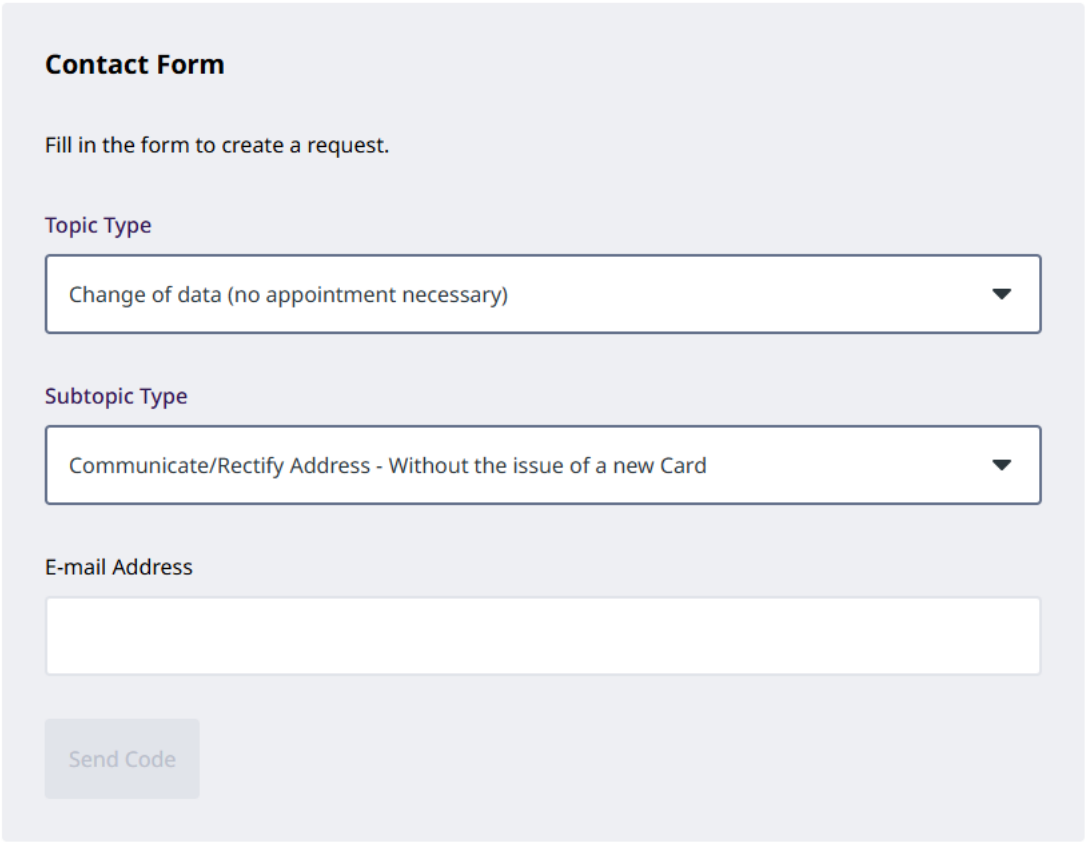

Note

Foreign nationals residing in Portugal should always keep their addresses and contact details updated with public entities they interact with, namely: AIMA, Social Security (*Segurança Social*) and Tax Authority (*AT*). Keeping this information updated helps ensure faster and simpler administrative procedures.

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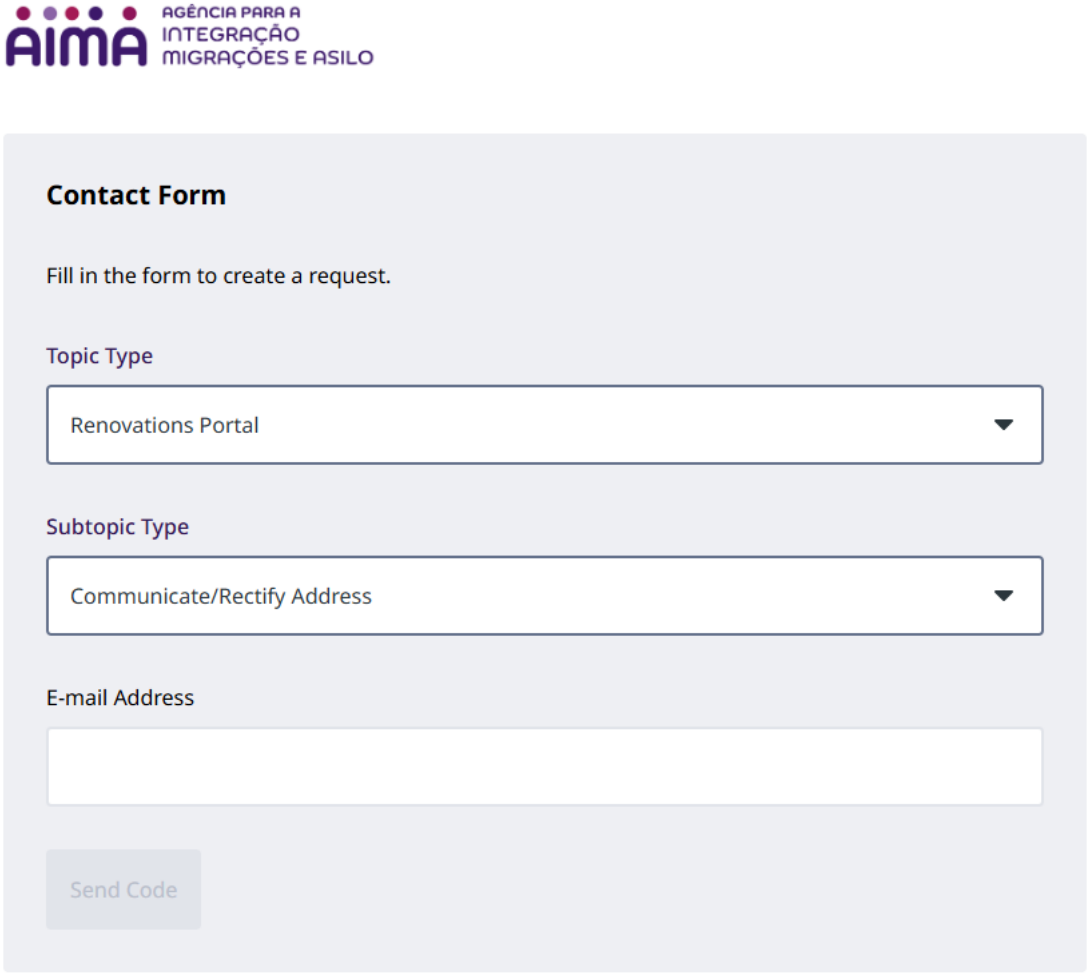
The new address still does not appear in my personal area. Can I proceed with the renewal and pay the DUC?

If you requested the change of address through AIMA **Contact Form**, selecting Topic Type > Renovations Portal and Subtopic Type > Communicate/Rectify Address, the update should be completed within a maximum of two working days.

Although it is possible to proceed with your renewal request and pay the respective Single Payment Document (*DUC*), it is recommended that you do so only after confirming that the address is already correct in your personal area of the Renewal Portal.

For further information, please refer to the answer to the question: **How can I update my residential address with AIMA?**



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Do I need to confirm my address with Social Security in order to renew my Residence Permit?

If you have already submitted, or are about to submit, a request through the **Renewals Portal**, you must confirm the residential address registered with Social Security (*Segurança Social*). If your address abroad is still listed, you **must inform Social Security of your address in Portugal** as soon as possible.

Communicating your residential address in Portugal to Social Security is essential for the proper processing of your application.

Note
Foreign nationals residing in Portugal should always keep their addresses and contact details updated with public entities they interact with, namely: AIMA, Social Security and Tax Authority (*AT*). Keeping this information updated helps ensure faster and simpler administrative procedures.

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The DUC was not generated or is already expired. How can I request a new DUC?

If the Single Payment Document (*DUC*) has not been generated, you must first confirm whether you still meet the eligibility requirements for its issuance.

If you remain eligible and the DUC still is not generated, you should report the situation by send a email to **geral@aima.gov.pt**, including the following subject line **Issues with DUC issuance – Portal/MI/CPLP/RAR** or you may seek clarification in person at one of the AIMA Offices, in accordance with the available opening hours and services. Information about *Lojas AIMA* can be consulted on the AIMA website. *Lojas AIMA* information can be found here.

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Renewals Portal: how do I complete a partial payment?

If you have paid only part of the total fee for the renewal of your residence permit submitted through the **Renewals Portal**, you must:

- use the **same *DUC* (Single Payment Document)** to pay the outstanding amount
- make the payment through a **bank different** from the one used for the first payment

Do **not** make the payment through **CTT** or **Payshop**.

This procedure ensures the correct update of your process.

Note
This guidance applies only to processes initiated via the **Renewals Portal**.

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