

Speeding up pending expressions of intention

AIMA is changing the procedure to schedule the service needed to obtain a residence permit. The new procedure is simple and practical, and also safer and more effective. This way it will be possible to speed up service scheduling and enact the new rules that were introduced in early 2024.

What is the new procedure all about?

All foreign citizens that have submitted an expression of intention in the old SAPA Portal prior to April 30, 2023, will receive an e-mail from AIMA.

In this e-mail you will be asked to change your password in a [new service platform](#). This is necessary because many users may no longer have the password used to create an account in the dedicated web portal.

Afterwards, you will be asked to generate a Single Billing Document (DUC), in order to pay the fees, which will have to occur within the following 10 days. Having payed the fees, you will receive a scheduling proposal within the next 20 business days, indicating day, time a place.

After scheduling, and before the scheduled date, you will receive a link by email that will allow you to resubmit all the updated information and documentation, in order to speed up your process and simplify service.

Why was the procedure changed?

This procedure implements the new rules that have come into force in early 2024, and where it is stipulated, among other things, that the payment of the fees shall occur upon submitting the request, and not after a final decision is granted. This is applied to both new and pending requests (see paragraph 1, of article 90, of [Regulatory Decree no. 84/2007](#), of 5 November, in its current wording, and paragraph 2, of article 5, of [Regulatory Decree no. 1/2024](#), of January 17).

This procedure was designed to give answer as quickly as possible to the hundreds of thousand requests submitted that await decision.

With the new procedure, the applicant will receive a scheduling proposal after paying the fee.

This procedure aims to be:

- **Simpler** and **more accessible**, because it runs solely on the internet until the moment the scheduled service happens.

- **Safer**, because it assures that all communications are made in a safe environment, and because and, by anticipating the payment of fees, it does not require cash closing operations in the front office (which also enables a faster and more efficient service).
- **More agile**, because it allows for your submission to be analysed under the most recent information. Because some expressions of intention were presented a considerable time ago, it is possible that some of the submitted documents are out of date. Thus, the service provided will be made simpler and a final decision will be granted faster.
- **More effective**, more efficient, because it makes it possible to eliminate some applications that no longer correspond to the interests of the person who submitted them – they may have moved to another country in the meantime. In this way, it will be possible to make vacancies available to more people and more quickly.

Has there been an increase in the fees charged?

No. The fees are set out in Ministerial Order 307/2023, of 13 October, and have the same value as those charged by SEF, with the annual update due to inflation.

For example, the fee for Expression of Intention is €56.80 for nationals of Brazil and Portuguese-speaking African countries (PALOP), or €397.90 for all other cases (resulting from the application of the 25 per cent discount on the €530.50 fee). This fee has exactly the same value as the one that was charged over the counter and is the result of an update in line with inflation, under the terms of article 3 of Ministerial Order 307/2023 of 13 October.

It should be noted that in the previous procedure, the user could receive an appointment in a very short period of time (within one, two or three days, for example) and have to pay the fees at that time. This situation could be more inconvenient than having to pay the fees within the 10-day period now granted after receiving the e-mail.

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Main issues found by applicants and how to solve them

The main issues that made applicants look for assistance in AIMA Shops are as follows:

Issue: I no longer have access to the e-mail address that I used to submit the Expression of Intention.

How to solve: Access AIMA's services web site by clicking in "[Portal SAPA](#)" and choose the option "Update E-mail address", or access [this link](#):

Login

Email address

Password

[Cancel](#) [Login](#)

[Forgot your password ?](#)

[Update E-Mail address](#)

Enter your identification details as well as the new e-mail address where you wish to be notified.

Update your E-Mail Address

Name	MI	Date of Birth
Full Name	MI	<input type="text"/>
Tax identification Number (NIF)	Social Security Number (NISS)	
Tax identification Number (NIF)	Social Security Number (NISS)	
Passport number	Phone number	
Passport number	Phone number	
Old E-Mail address	New E-Mail Address	
Old E-Mail address	New E-Mail Address	

[Update](#)

The system will assume that this is your new e-mail address, and you will not be hindered in obtaining an appointment.

Issue: I get a “link expired” message when I try to change the password.

How to solve: You can solve this by resetting your password in the authentication menu on the platform by clicking the "Forgot your password?" link, as shown in the following image:

The screenshot shows the AIMA login interface. At the top, there is a header with the AIMA logo and the text 'AGÊNCIA PARA A INTEGRAÇÃO MIGRAÇÕES E ASILO'. Below the header, there are flags for Portugal and the United Kingdom, and a 'Login' button. The main content area is titled 'Login' and contains two input fields: 'Email address' and 'Password'. Below these fields, a red error message states: 'The link provided to change your password has expired'. At the bottom of the form, there are two buttons: 'Cancel' and 'Login'. Below the form, there is a link 'Forgot your password?' which is circled in red with a red arrow pointing to it. Below this link is another link 'Update E-Mail address'.

Issue: I mistakenly clicked on the link to say that I was no longer interested in the expression of intention.

How to solve: Please send an e-mail to manifestacao.interesse@aima.gov.pt requesting that the expression of intention be reactivated, indicating your identification details (name, nationality, date of birth, expression of intention number). The expression of interest will be reactivated, and you can resume the process of updating your information and booking your appointment without any problems.

For any other issue regarding this procedure, please send an e-mail stating your doubts to manifestacao.interesse@aima.gov.pt.

Issue: I submitted an Expression of Interest (MI) before April 30, 2023, but I didn't receive the e-mail to pay the fee.

How to solve: If you didn't receive the e-mail, please report it in the website by clicking the option "I did not receive the e-mail", as shown in the following figure:

AIMA AGÊNCIA PARA A INTEGRAÇÃO MIGRAÇÕES E ASILO

Log

Login

Email address

Password

Cancel Login

Forgot your password ?

Update E-Mail address

I did not receive de mail (just for Expressions of Intent (MI) submitted before 30 april 2023)

Then, fill in the form with your personal information:

AIMA AGÊNCIA PARA A INTEGRAÇÃO MIGRAÇÕES E ASILO

Log

Update your E-Mail Address

Name

Full Name

Num. MI

Num. MI

Date of Birth

Tax identification Number (NIF)

Tax identification Number (NIF)

Social Security Number (NISS)

Social Security Number (NISS)

Passport number

Passport number

Phone number

Phone number

Set your primary E-Mail Address

New E-Mail Address

Address

Address

City

City

Postal Code

Postal Code

Postal Location

Postal Location

Define new mail address

Issue: I received the email, but I have already regularised, or am in the process of regularising, my stay in Portugal by another means (acquisition of nationality, family reunification or other), or I am no longer interested in the residence permit.

How to solve: If you have already regularised or are in the process of regularising your stay in Portugal in another way, there is no need to follow up on the request in the email. In this case, please cancel the expression of interest by clicking on the link provided in the e-mail message:

After scheduling, and prior to the scheduled date, you will receive a link that will allow you to resubmit all the updated information and documentation, in order to speed up your process and simplify service.

If you are no longer interested in proceeding with the Expression of Intent, please let us know by clicking [here](#). By doing this, you will be helping other users to access a vacancy more quickly.

