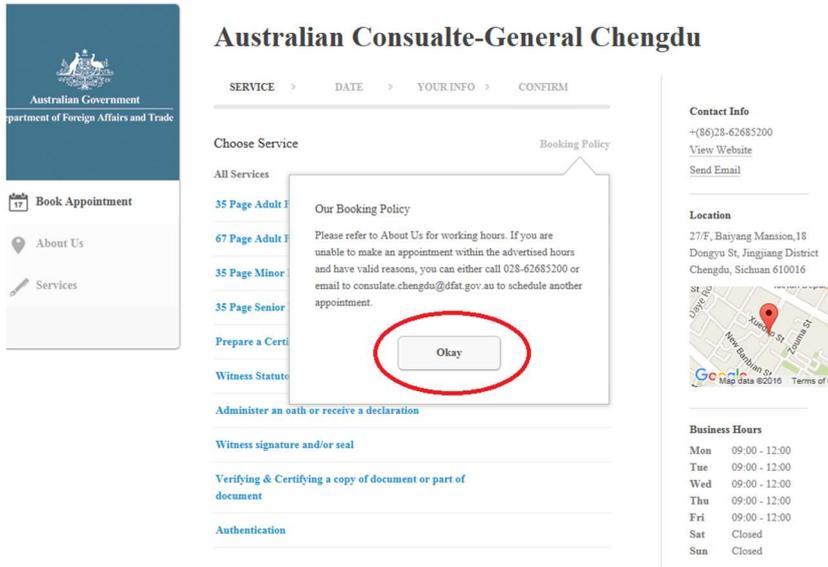


# Instructions: How to book your appointment

1. Enter website address <https://acgcd.setmore.com/> 输入网址。
2. Please read the booking policy and click Okay. 请阅读预约政策，点击 Okay。



The screenshot shows the Australian Consulate-General Chengdu website. On the left is a navigation menu with options like 'Book Appointment', 'About Us', and 'Services'. The main content area is titled 'Australian Consulate-General Chengdu' and shows a progress bar with steps: SERVICE, DATE, YOUR INFO, and CONFIRM. A 'Choose Service' section lists various services like '35 Page Adult Replacement Passport' and '35 Page Minor Replacement Passport'. A modal window titled 'Our Booking Policy' is open, displaying text about working hours and a red-circled 'Okay' button. To the right, there is contact information, a location map, and business hours.

3. Select the service that you require. 选择您所需要的服务。



The screenshot shows the 'Your service' section of the website. It lists various services with their respective fees and descriptions:

- 34 Page Adult Replacement Passport 34页成人替换护照 (护照失效日期前本护照) ¥945
- Adult Passport 成人护照 (10年有效) ¥2180
- Affidavit 宣誓并见证签字 (用于法律程序) ¥370
- Authentication 鉴定签字/盖章的证明 ¥425
- Collect passport 护照领取 ¥0
- Minor Passport 儿童护照 ¥1090
- Notary - Other 公证-其他 ¥0 - More
- Passport-other 护照-其他 ¥0 - More
- Preparation and issuing a Certificate of No Impediment 婚姻无碍证明 ¥745
- Senior Passport 老人护照 (75岁以上) ¥1435
- Verifying and certifying a copy of a document or part of document 公证及认证文件或该文件某部分的复印件 ¥370
- Witness signature or seal on a form or declaration 见证在表格或声明上签字或盖章 ¥370

## Instructions: How to book your appointment

4. **Clicking corresponding officer (passport officer or notary officer)** . 点击相应的工作人员(护照申请者或者公证员)。
5. **Select date and time.** 选择日期和时间。

You will automatically be forwarded to the next available appointment. You may select a date or time between 1 and 21 days in advance. First select the date on the calendar. If the date is fully booked or it is public holiday, the date will be **red**, and you will not be able to book an appointment.

系统会自动显示下一个可预约的日期。您可以提前最晚 1 天或最早 21 天进行预约。首先从日历上选择日期。如果系统预约满了或者那天是公共假日，那个日子既显示为红色，因而您就不能预约那天。

### Choose a Date and Time (CST)

◀ April, 2016 ▶						
Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Then choose the time. 然后选择时间。

### Morning

9:00

9:15

9:30

9:45

10:00

10:15

10:30

10:45

11:00

11:15

11:30

## Instructions: How to book your appointment

### 6. Enter your information. 输入您的信息。

We require clients to provide their email address to receive appointment confirmation and appointment reminder emails. We also request your phone number so that we can contact you if necessary. Click the box to agree to our cancellation policy, then click Continue.

我们需要客户提供邮箱地址已确保预约成功的确认邮件和预约提醒可以发送到客户的邮箱里。我们也需要客户提供电话号码，如有必要以便联系。然后请点击 I agree to the cancellation policy（我同意预约取消政策）前面的方框，并点击 Continue（继续）。

The screenshot shows a booking form titled "Enter Your Information" with a "Booking Policy" link. The form contains the following fields:

- Name \*
- Email \*
- Mobile \* (with a dropdown for "+61" and a "Phone \*" input)
- Comments (Optional) with a character count of 500

Below the form, there is a checkbox labeled "I agree to the cancellation policy" and a teal "Continue" button. A note below the checkbox states: "No cancellations or rescheduling is permitted within 8 hour(s) of the appointment time".

### 7. Review the service and appointment details, and click Book My Appointment to confirm. 然后点击 Book My Appointment 确认您的预约。

## Instructions: How to book your appointment

# Australian Consulate-General Cheng

✓ 35 PAG > ✓ 1 APR... > ✓ YOUR > CONFIRM

---

Confirm Your Information Booking Policy

SERVICES: 35 Page Adult Passport

DATE & TIME: Fri, 1 Apr 2016 at 9:00 (CST)

YOUR INFO: Citizen Australia  
+61 62685200  
consualte.chengdu@dfat.gov.au

[Book My Appointment](#)

8. Your appointment is confirmed. 您预约成功。

---

### Appointment Confirmed

SERVICES: 35 Page Adult Passport

DATE & TIME: Fri, 1 Apr 2016 at 9:00 (CST)

YOUR INFO: Citizen Australia  
+61 62685200  
consualte.chengdu@dfat.gov.au

BOOKING ID: V0R22W

# Instructions: How to book your appointment

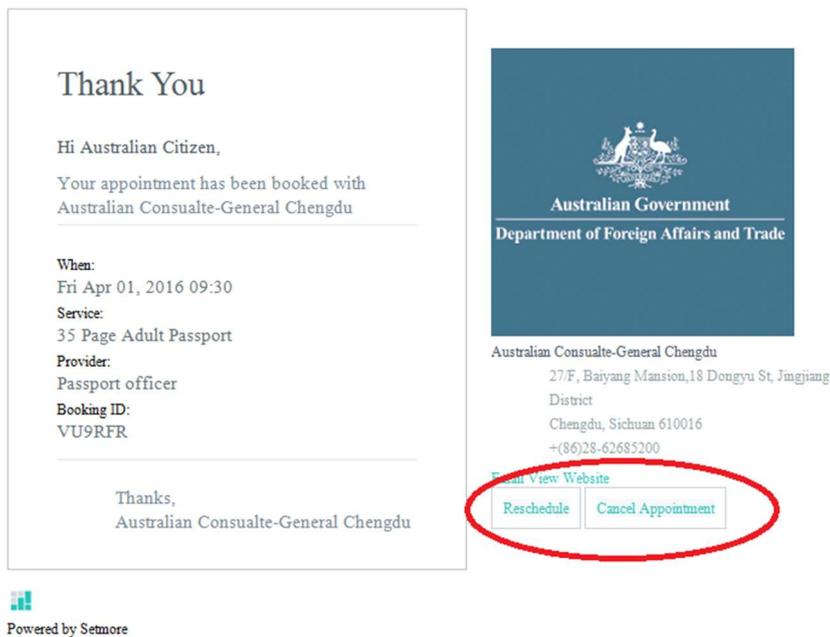
9. You will receive a confirmation email notification to the email address provided. 您提供的邮件地址会收到预约成功的确认函。



## 10. Cancelling or rescheduling an appointment 取消或者更改日期

If you have to cancel or reschedule your appointment, please refer to the email notification. A cancellation/modification link will be attached to the bottom of that notification

如果您需要取消或者更改您的预约日期，请使用您收到的电子确认函。取消或者更改日期的链接按钮就附在该邮件中。如下图红圈所示。



### A. Cancelling an appointment 取消预约

## Instructions: How to book your appointment

If you want to cancel an appointment, please click “Cancel Appointment” 。如您想取消预约，请点击 Cancel Appointment。

**Thank You**

Hi Australian Citizen,

Your appointment has been booked with  
Australian Consulate-General Chengdu

**When:**  
Fri Apr 01, 2016 09:30

**Service:**  
35 Page Adult Passport

**Provider:**  
Passport officer

**Booking ID:**  
VU9RFR

Thanks,  
Australian Consulate-General Chengdu

**Australian Government**  
Department of Foreign Affairs and Trade

Australian Consulate-General Chengdu  
27/F, Baiyang Mansion, 18 Dongyu St, Jingjiang  
District  
Chengdu, Sichuan 610016  
+(86)28-62685200

[Email View Website](#)

[Reschedule](#) [Cancel Appointment](#)

Powered by Setmore

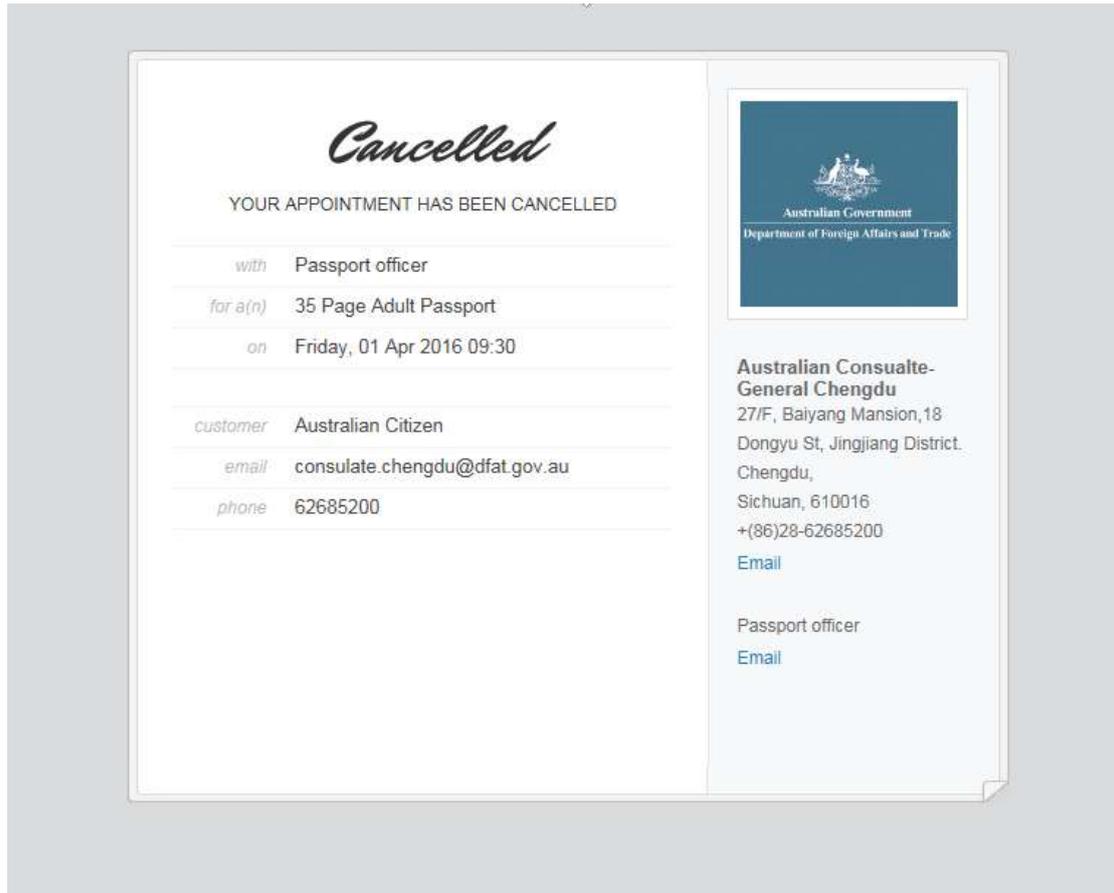
You will receive a message on a new tab asking you to confirm cancellation.

您会收到一个新的链接按钮（如下图）让您确认您需要取消。



Once this button is clicked, your appointment will be cancelled, and a new page will open with the following notice. 一旦您点击了这个新的链接按钮，您的预约就会被取消。您还会收到如下的取消通知。

# Instructions: How to book your appointment



## B. Rescheduling an appointment 更改日期

If you want to modify an appointment, please click "Reschedule". 如您想更改日期，请点击 Reschedule。

# Instructions: How to book your appointment

**Thank You**

Hi Australian Citizen,

Your appointment has been booked with  
Australian Consulate-General Chengdu

---

**When:**  
Fri Apr 01, 2016 09:30

**Service:**  
35 Page Adult Passport

**Provider:**  
Passport officer

**Booking ID:**  
VU9RFR

---

Thanks,  
Australian Consulate-General Chengdu



Australian Consulate-General Chengdu  
27/F, Baiyang Mansion, 18 Dongyu St, Jingjiang  
District  
Chengdu, Sichuan 610016  
+(86)28-62685200

[Reschedule](#) [Cancel Appointment](#)

Powered by Setmore

You will receive a message on a new tab allowing you to reschedule your appointment. You will then return to step 4.

您会收到一个新的链接按钮（如下图）让您更改日期。您就会从第四步开始。

