

What to Expect When You Visit the Embassy:

- All regular services are by appointments only. Unless prior arrangements have been made, you will not be allowed to enter without an appointment. Please make an appointment online [here](#) before you come for the services.
- We suggest arriving 15 minutes before your scheduled appointment to allow time for security checks at the Embassy entrance.
- When you arrive, let the guards know that you have an appointment with the American Citizen Services Unit. You will be asked to show photo ID.
- You will be asked to pass through a metal detector. Cameras, mobile phones, laptops and any other small electronic devices, with features such as Bluetooth, Wi-Fi, audio and video recording, global positioning system (GPS), and cellular phone, smart watches and any wearable electronic devices **are not allowed** inside the embassy. **No storage** exists for consular customers' personal items. Please make arrangements to leave these items at home or with a friend or relative. Luggage is also not allowed.
- Once you enter the compound, you will be directed to the Consular Section. Inside the Consular Section, you will find the American Citizen Services Unit's waiting room at the very end of the main waiting area. Our staff will be expecting you at one of the ACS windows.