

**Online NIV Appointments  
U.S. Embassy Minsk Consular Section  
Frequently Asked Questions**

- **I see some weird symbols instead of the Russian text on the first page of the On-line NIV Appointment System.**

A: Change your encoding to Unicode (UTF-8) in the menu “View of your Internet browser.

- **What personal data or documents do I need to schedule an appointment?**

A: You need only the applicant’s name, passport number, telephone number and email address.

- **Can I schedule an appointment for my relative or friend? Can my friend or relative in the U.S. schedule an appointment for me?**

A: Yes. In order to do so, you will need the same personal data listed above.

- **The system asks for an email address. What if I do not have an email?**

A: It is advisable to list an email address in making your appointment, even if you must use a friend’s or relative's email address. Email provides an additional means of communication in case the Consular Section needs to contact you for more information or to change your appointment time.

- **Do I need to bring any proof that I have an appointment to the Consular Section on the day of my interview?**

A: In addition to your application form (EVAF) and all documentation proving your ties to Belarus, it is advisable to bring your printed confirmation sheet, which you print after making your appointment online.

- **What if I don’t have a printer?**

A: If you don’t have a printer, be prepared to hand copy the appointment confirmation information, especially your "Confirmation ID" number, from the computer screen onto a piece of paper.

- **I am traveling with my child. Do I need to schedule a separate appointment for him/her?**

A: Yes. Although children under 14 do not need to appear for the interview, they will need to have a separately scheduled appointment.

- **How far in advance can I schedule an appointment?**

A: Our system will permit making an appointment up to four months before the date of the interview.

- **My letter of invitation has not arrived yet / I do not have all the documents ready yet that I plan to present in support of my application. Can I make an appointment anyway or should I wait?**

A: Yes, you can make an appointment before you have all your documents ready. The only information you need to provide to make the appointment are your name, passport number, telephone number, and email address.

- **Can I schedule two appointments for two different dates for the same person at the same time?**

A: You cannot schedule two appointments for the same person at the same time. In order to schedule a new appointment, you will have to cancel the existing one.

- **What if I lost my Confirmation ID, and I want to cancel my appointment now?**

A: If you have lost your Confirmation ID, you will need to send an email to [ConsularMinsk@state.gov](mailto:ConsularMinsk@state.gov) and request that your appointment be cancelled.

- **What if at the last minute, an emergency arises and I am unable to come to the Embassy for my visa appointment?**

A: In that case, you will need to wait until the day after your scheduled visa appointment in order to use the NIV online appointment system to schedule a new interview appointment.

- **What if I want to schedule an appointment at 3:00am? Will the system be available?**

A: The new online appointment system is available 24 hours a day, 7 days a week.

- **Will the system give me a sequential number of my appointment in the queue of applicants on the day of my appointment?**

A: No, the appointment system will give you a specific appointment time, and you should appear at the Embassy's Consular Section at that time. There will be a limited number of applicants assigned the same interview time; they will be interviewed on a first-come, first-served basis.

- **What do I do if I need an appointment sooner than the earliest appointment available on the online appointment system?**

A: Expedited appointment requests are evaluated on a case-by-case basis. If you feel you have an urgent need to travel before the next available appointment, you can send a request explaining your situation via email to: [ConsularMinsk@state.gov](mailto:ConsularMinsk@state.gov). You will receive a response in 1-3 business days.