



Gobierno de
México

Relaciones Exteriores

Secretaría de Relaciones Exteriores

Embassy of Mexico in Switzerland

Concurrent to the Principality of Liechtenstein

USER GUIDE: Appointment System



2025
Año de
La Mujer
Indígena

USER GUIDE: Appointment System



Passport, voter registration card, and visa procedures are handled exclusively through appointments requested on the website of the Ministry of Foreign Affairs

<https://citas.sre.gob.mx/>

To schedule an appointment, you must first create an account in the system.

This User Guide provides detailed instructions on how to create your account and how to request an appointment at the Embassy for the aforementioned procedures.



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GENERAL RECOMMENDATIONS



- Please note that the appointment system only works with **Google Chrome, Mozilla Firefox, or Internet Explorer 9 or higher** browsers.
- You will need to create a new user account. If you already have an account, please log in. If the system **does not accept your previous username, you will need to create a new account with a different email address.**
- The platform only accepts email addresses with the following domains: **gmail.com, hotmail.com, outlook.com, icloud.com, yahoo.com, live.com, and msn.com.**
- For security reasons, **the system will ask you to enter a captcha code several times during the process. If you do not do so, you will not be able to continue.**
- The information in the fields marked with an asterisk (*) **must be filled in**, otherwise the system will not allow you to continue with the process.
- Please review all information carefully before confirming your appointment. **If you click to return to the previous page, you will have to start from step 1.**
- Scheduling an appointment does not guarantee that the document you are requesting will be issued. **You must present all the documentation indicated in the requirements for the corresponding procedure, which will be evaluated in accordance with current regulations.**
- Appointments are free, personal, and non-transferable. All procedures are carried out at the Mexican Embassy in Bern on the date and time of your appointment. **If the applicant is a minor, both parents or legal guardians must be present.**
- On the day of your appointment, you must present the complete documentation in original form (copies are not accepted).
- Information on requirements and procedures for processing at the Consular Section of the Embassy can be found at the following link:

- <https://embamex.sre.gob.mx/suiza/>

- Select: CONSULAR **SECTION**

(This will display a list of the consular procedures carried out at this Embassy).



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CONTENTS OF THE GUIDE



- How to create an account in the appointment system
- Validation of account creation
- Logging into the system to schedule an appointment
- **STEP 1.** Start scheduling the appointment
Consular office details and applicant details
- **STEP 2.** Select the procedure to be carried out
- **STEP 3.** Contact information
- **STEP 4.** Schedule appointment, appointment confirmation, and file number



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CREATE AN ACCOUNT IN THE APPOINTMENT SYSTEM



- Access the appointment system:
<https:// citas.sre.gob.mx/>
 - The system only works with the following browsers:
Google Chrome, Mozilla Firefox, or Internet Explorer 9 or higher.
 - Use email addresses with the domain:
 - **gmail.com**
 - **hotmail.com**
 - **outlook.com**
 - **icloud.com**
 - **yahoo.com**
1. Disable the "I have read the terms and conditions" field.
 2. Select the "email and password" option.
 3. Click on the **"Create an account"** button.



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1. CREATE AN ACCOUNT



CITAS V1.11.1.0 Idioma ▼

Crear una cuenta ?

*Trámites para:	*País:	*Estado:
Oficinas Consulares ▼	Suiza ▼	Berna ▼
*Oficina predeterminada:	*País de Nacimiento:	*Nacionalidad:
BERNA ▼	México ▼	Mexicana ▼
*Nombre(s):	*Primer apellido:	Segundo apellido:
JOSE	PEREZ	Segundo apellido
*Teléfono principal:	Teléfono adicional:	*Correo electrónico: ?
Cod. +41 ▼ Tel. 078 123 45 67	Cod. +52 ▼ Tel.	consulsuiza@gmail.com
*Contraseña: ?	*Confirmar contraseña: ?	
M2xitel\$ui1234	M2xitel\$ui1234	

☒ Mostrar contraseña

Cancelar Registrar

* Campos obligatorios

- Procedure for: "Consular **offices**"
- Country: **Switzerland**
- State: **Bern**
- Default office: BERNE

(No consular procedures are carried out in Geneva)

- Enter the applicant's personal details
- Email: **(personal email)**
- Create a password:

At least 8 digits, including uppercase letters, lowercase letters, at least one number, and one special character (e.g., M2xitel\$ui1234).

This password is exclusively for the appointment system, and it is recommended that you create a different password from the one you use for your personal email. The same password is entered a second time for confirmation.

- Select: **"Register"**

CITAS V1.11.1.0 Idioma ▼

Crear una cuenta ?

¡Atención! El registro se realizó con éxito.
"Si tu cuenta no esta registrada te llegará un correo electrónico para el registro"

*Trámites para:	*País:	*Estado:
--Selecciona-- ▼	--Selecciona-- ▼	--Selecciona-- ▼

Once you have selected register, you must enter the captcha.



"Registration has been successfully created."

2. ACCOUNT VALIDATION



Sistema de Citas < citas_sre@sre.gob.mx >

to me ▼



**GOBIERNO DE
MÉXICO**

Estimado(a),

Has realizado un registro en el sistema de Citas de la Secretaría de Relaciones Exteriores, por favor valida tu cuenta [aquí](#) para iniciar.

Nota: No será posible iniciar sesión si la cuenta no se valida.

Si tienes problemas para hacer clic en el botón [aquí](#), copia y pega la siguiente URL en tu navegador web:

<https://citas.sre.gob.mx/register/validate/eyJpdil6JjJMQ0tKKzFhVVZFcHdJSjk0WWVSK3c9PSIsInZhbnVlIjoITDVpZVR4L0lhMzRBMHBEYzZDFkZjI1OTNjMWM4NGFiNDU2NTg4ZDVhZWQ2NmZkMDhhZmQ1ZWVjYjEln0=>

- Once the account has been created, you will receive an email message titled **"SRE Appointment Registration,"** asking you to validate your account.
- This message will indicate that, to complete your registration, you must click on the link provided, or you can paste it into your browser's address bar.
- If you do not validate your account as mentioned above, you will **NOT** be able to log in to the system **to create your appointment.**



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LOG IN TO THE SYSTEM TO SCHEDULE AN APPOINTMENT



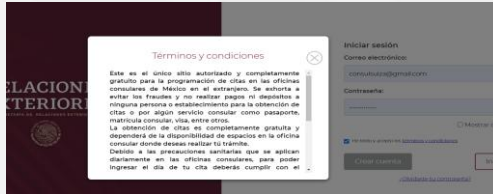
1. Access the appointment system:

1

<https://citas.sre.gob.mx/>

2. Enter your email address and the password you created to log in to the system.
3. Check the privacy terms and conditions; select the box and close the pop-up window.

Pop-up window



3

RELACIONES EXTERIORES
SECRETARÍA DE RELACIONES EXTERIORES

Trámites Gobierno

CITAS V1.11.1.0 Idioma

Iniciar sesión

Correo electrónico:
consulsuiza@gmail.com

Contraseña:
.....

☐ Mostrar contraseña

☒ He leído y acepto los [términos y condiciones](#)

[Crear cuenta](#) [Ingresar](#)

[¿Olvidaste tu contraseña?](#)

4

4. Click on the "Enter" button

The system will open a pop-up window reminding you to have the necessary documentation on hand in order to schedule your appointment.

5. Close the pop-up window and click on the **"Schedule"** button to begin your appointment request.

Idioma: Inglés

Appointments from

Current appointments

Date	Time	Folio	Applicant	Office	Service	Status	Actions
------	------	-------	-----------	--------	---------	--------	---------

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STEP 1. SELECTING THE LOCATION OF THE APPOINTMENT



Paso 1: Lugar y Datos Paso 2: Trámites Paso 3: Documentos Paso 4: Contactos Paso 5: Agenda

Selección del lugar ?

*País: Estado: *Oficina Consular:

Selecciona tu oficina para continuar.



Oficina BERNA
Dirección: WILTIPOGSTRASSE 20, PISO 5, 3015 BERNA, SUIZA, BERNA.
Citas disponibles: fecha más cercana 29 julio 2024, falta 4 día[s] para esta fecha. ?
Trámites disponibles: Pasaporte Ordinario, Visas, ...ver más.
Observaciones:

Información de Solicitantes ?

Ingresa tu CURP para validar tus datos ?

¿El solicitante no cuenta con CURP o la persona es extranjera? Agregar Manualmente

1. Location selection:

Country: **Switzerland** State: **Bern** Consular Office: **BERNE**

- The address of the Embassy and the list of procedures available in the appointment system appear at the bottom left.
2. Once you have entered the consular office details, press the **"Select"** button and confirm your office selection in an emergent window.

Office confirmation

You must confirm the office since all the captured information will be evaluated with the parameters of the selected office; once confirmed, you will not be able to change between offices during the whole process of creating an appointment. Do you wish to perform your procedure in this office?

3. select the option **"Add Manually"**, for non-Mexicans.

- The system will open a pop-up window confirming your personal information.
4. Confirm that your information is correct and click on the **"Continue"** button.



CONSULAR OFFICE INFORMATION AND APPLICANT INFORMATION



1. Next, you must enter the information of the person who will be applying for the procedure.

- Fill in all fields with the requested information. **Fields marked with an asterisk (*) are mandatory.**

2. This will enable the button to verify your information, which you must click.

3. Finally, click on "Continue."

Información de Solicitantes ?

Solicitantes N° 1 :

1

Datos personales

*Nombre(s): JOSE *Primer apellido: PEREZ Segundo apellido: Ingresar segundo apellido

*Fecha de nacimiento: 2024-07-09 *Sexo: Masculino *Nacionalidad: Mexicana

*Estado Civil: Soltero(a)

Lugar de nacimiento ?

*País: México *Estado: Campeche *Municipio o Alcaldía: Calakmul

Localidad: Ingresar localidad

2 → Verificar

¿El solicitante ya ha obtenido un pasaporte y/o matrícula consular previamente? ?

Si No

Cancelar **3** → Continuar



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STEP 2. (I) SELECT PROCEDURES TO BE PERFORMED



This screen displays the types of procedures that can be scheduled. These are the only procedures that require an appointment through the system.

- If you want a passport and voter registration card, you can do both on the same day, as long as you bring all the necessary documentation for each procedure.

1. Select the procedure to be performed (VISAS).
2. Click on "Add."
3. Select the procedure and sub procedure type (the only options available)
4. Finally, click on continue.



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STEP 2. (II) SELECT PROCEDURES TO BE PERFORMED



If the applicant is a minor, select the ID information of the applicants' parents.

*Kinship #1

Padre

Ingrese su curp

Curp

*First Name

introduce first name

*Last Name

Introduce last name

second surname

Introduce second surname

*Date of birth

YYYY-MM-DD

*Gender

--Select--

*Pais de nacimiento

--Select--

*Nationality

--Select--

Documento Probatorio de Identidad #1

*Documento

--Select--



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STEP 3. CONTACT INFORMATION



1. Next, select your country of residence as **"Switzerland"** and enter your current residential address.
2. In the next section, you must enter the details of a person who can be contacted in case of an emergency.

Once you have filled in the fields with the relevant information, select "Continue."

Applicant 's address ?

00:44:43

1

Address of

*Country:

--Select--

2

In case of emergency contact: ?

*First Name:

First Name

*Last Name:

Last Name

Second surname:

Second surname

Email:

Email

*Phone:

Codigo +52

Teléfono

Movil:

Codigo +52

Teléfono

Is the same address? ?

☒ Yes ☐ No



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STEP 4. SCHEDULE AN APPOINTMENT



The last window of the process will allow you to schedule your appointment on the available dates. A window will pop up for you to enter the "**Captcha**" information.

1. The system will display a calendar showing the days with available appointments. Availability is indicated by a traffic light system. If the calendar does not allow you to select an appointment (blank), it is because there are no appointments available on that date.

Appointments are enabled one month in advance. For example: If you log into the system in July, the system will show you the appointments available for the current month and, additionally, those for the following month (August). **Appointments are not enabled more than two months in advance.**

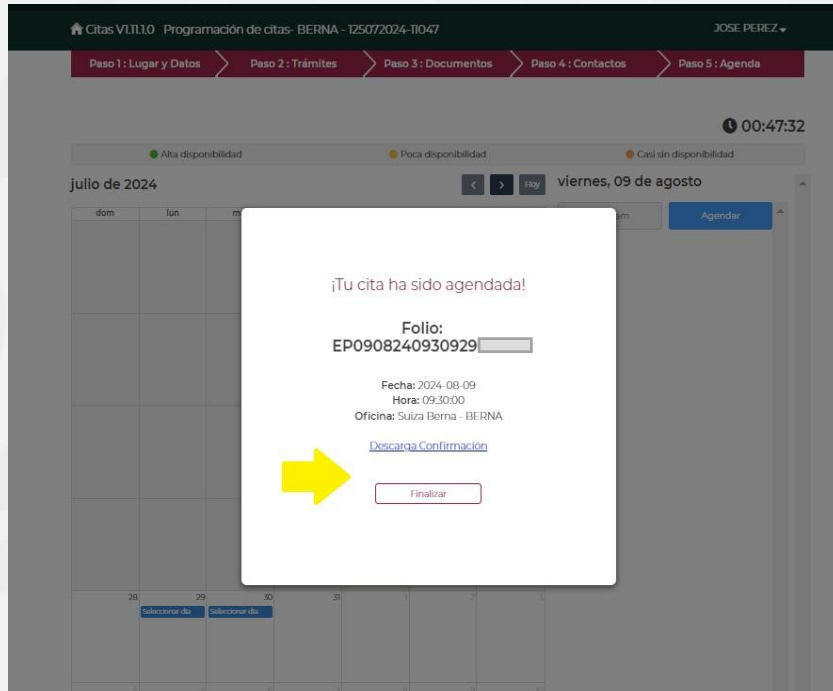
2. Select the day of your choice.
3. Finally, select the time slot you want, according to the availability of appointments on the selected day.



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The screenshot shows the 'Programación de citas' (Appointment Scheduling) interface for the Mexican Embassy in Bern. The top navigation bar includes the Mexican coat of arms, the text 'MÉXICO', and the user's name 'PEREZ'. Below this, a progress bar shows five steps: Paso 1: Lugar y Datos, Paso 2: Trámites, Paso 3: Documentos, Paso 4: Contactos (current step), and Paso 5: Agenda. The main area displays a calendar for August 2024. A legend at the top indicates three levels of availability: 'Alta disponibilidad' (green dot), 'Poca disponibilidad' (yellow dot), and 'Casi sin disponibilidad' (orange dot). The calendar shows dates from August 1st to 31st. A yellow arrow points to the 21st of August, which is marked with a yellow dot. To the right of the calendar, a list of time slots is shown: 09:30am, 10:30am, 11:15am, and 12:00pm. A yellow arrow points to the 12:00pm slot, which is marked with a yellow dot. A red circle with the number '3' is placed over the 12:00pm slot.

CONFIRMATION OF SCHEDULED APPOINTMENT



- Once you have selected the time slot, a pop-up window will open confirming the appointment and providing a reference number. By clicking on **"Download confirmation,"** a PDF document will be generated, which we recommend you print and bring with you on the day and time of your appointment.
- The system will also send an appointment confirmation message with the attached file to your email address.
- This concludes the appointment request process.



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CHANGING A SCHEDULED APPOINTMENT



- To view information about your appointment, such as confirmation, date, time, etc., you can log in to the system with your account and check your scheduled appointments on the home page.
- In the "actions" menu, you can view the details of your appointment, download the confirmation, or cancel your appointment. If you wish to change the date/time of your appointment, you must cancel your current appointment and start the process again to obtain a new appointment on a different date or time.
- If you do not have a reference number or did not receive the confirmation email, **unfortunately your appointment was NOT scheduled.**

The screenshot shows the 'MiConsulado' web application. At the top, there's a dark green header with 'Citas V1.11.1.0 Consulta de citas' and a user profile 'PEREZ'. Below the header is a large orange banner with the 'MiConsulado' logo. Underneath, it says 'Citas de JOSE :'. There are two tabs: 'Citas actuales' (selected) and 'Historial de citas'. A 'Programar' button is on the right. Below the tabs is a table with appointment details. A yellow arrow points to the first row of the table. Another yellow arrow points to the 'Acciones' column of the same row.

Fecha	Hora	Folio	Solicitante(s)	Oficina	Trámite	Estatus	Acciones
2024-08-09	09:30:00	EP0908240930929		BERNA	Pasaporte Ordinario Primera vez	Programada	

At the bottom right, there are navigation buttons: 'Anterior', '1' (highlighted), and 'Siguiete'.



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Weltpoststrasse 20, 5th floor 3015, Bern
Tel. +41 (0)31 357 4747

<https://embamex.sre.gob.mx/suiza/>

Email:
consularsui@sre.gob.mx