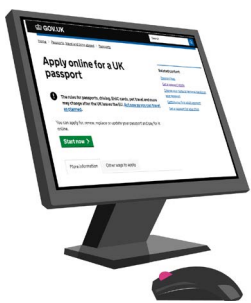# HM Passport Office

Getting help with your passport application

The **easiest** and **cheapest** way to apply for your passport is **online** at **www.gov.uk/apply-renew-passport**

If you need help renewing your passport and you're 16 or older, you can **simply take your old passport to the Post Office.** They will take your photo, fill in the application online and submit it for you. They'll also send us your old passport by Royal Mail Special Delivery.

As our official partner, the **Post Office also offers a Check & Send service** for other applications, where they check your completed application, and send it along with all required documents by Royal Mail Special Delivery.

Other organisations offer services to help you with your passport application. Here are some things to remember when using them:

Personal Information

Have my personal details been **entered correctly?**
Is my **information safe and secure?**
Make sure the **page is shut down** after your application is submitted.

TOP TIP
Ensure no one is listening or watching as you give your details

Payment

Are my **card details secure?**
Is this service **worth the money** I am paying? Is it **value for money?**

TOP TIP
For your protection, only use your own, or a card of someone you know personally

Supporting Documents

How will my **documents**, which may include **my old passport** be sent?

TOP TIP
Make sure they are sent in a sturdy envelope