

Smart Traveler Enrollment Program

A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS
U.S. Department of State

Frequently Asked Questions

- **Why should I enroll in STEP?**

Protecting the lives and interests of U.S. citizens abroad is a core mission of U.S. Embassies and Consulates. We encourage all U.S. citizens travelling or residing overseas to notify the closest U.S. Embassy or Consulate of their contact information so that, in an emergency, we can contact them to provide important safety and security information, or support during a crisis. Enrolling in STEP is an easy way to send your contact information to us online. Alternatively, you can visit the Embassy or Consulate in person to enroll. Enroll online at [STEP/State.gov](https://step.state.gov).

- **How can the embassy or consulate assist me while I am abroad?**

Consular officers at Embassies and Consulates can assist U.S. citizens who encounter serious [legal, medical, or financial difficulties](https://travel.state.gov/content/travel/en/international-travel/emergencies.html) (<https://travel.state.gov/content/travel/en/international-travel/emergencies.html>) overseas. For example, if your passport is stolen while traveling, we can assist you with obtaining a replacement so you can continue your trip. We can also provide the names of English-speaking doctors or local attorneys, provide loans to destitute U.S. citizens, and provide information about dangerous conditions affecting your overseas travel or residence. We also perform non-emergency services, helping with routine passport applications, absentee voting, selective service registration, receiving federal benefits, and filing U.S. tax forms. Consular officers can notarize documents, issue passports, and register U.S. citizen children born abroad. Most [embassies and consulates](https://www.usembassy.gov/) (<https://www.usembassy.gov/>) have web sites with more information about their citizen services.

In a [crisis situation](https://travel.state.gov/content/travel/en/international-travel/emergencies/what-can-you-do-crisis-abroad/natural-disasters.html) (<https://travel.state.gov/content/travel/en/international-travel/emergencies/what-can-you-do-crisis-abroad/natural-disasters.html>) such as a natural disaster or severe political instability, the Department of State often takes an active role in providing information and assistance to U.S. citizens in the affected area. Visit travel.state.gov for more information.

*Please note that STEP enrollment is NOT considered proof of U.S. citizenship. If you apply for any services from the Embassy or Consulate while abroad, you will be asked by the consular staff to provide proof of U.S. citizenship. (If you are seeking assistance because your passport has been lost or stolen, we will work with you to obtain alternative proof of citizenship and identification.)

- **How do I enroll?**

If you are a frequent traveler, or if you want to have the ability to modify your travel information in the future, select "Create an Account" and enter the information requested.

To enroll a single trip only, select the "Enroll a trip?" option (first section on left) on the STEP homepage. (Please note that if you do not create an account, you will not have the ability to modify the information later.)

- **How do I enroll a large group of travelers?**

Select "Create Organization/Group Account" at the bottom of the homepage. After creating an account, you can quickly enroll a large group or travelers by uploading a spreadsheet of the travelers' information.

- **If I don't enroll, but I need assistance while I am traveling, will the Embassy still help me?**

Yes, of course. But we will not be able to proactively contact you if the Embassy or Consulate has important information about safety or security conditions in the area you are traveling. If there is a crisis or an emergency, it is much easier for us to assist travelers who have previously enrolled their trip information with us.

[STEP/State.gov](https://step.state.gov)