

## ATTENDANCE BY APPOINTMENT-APM

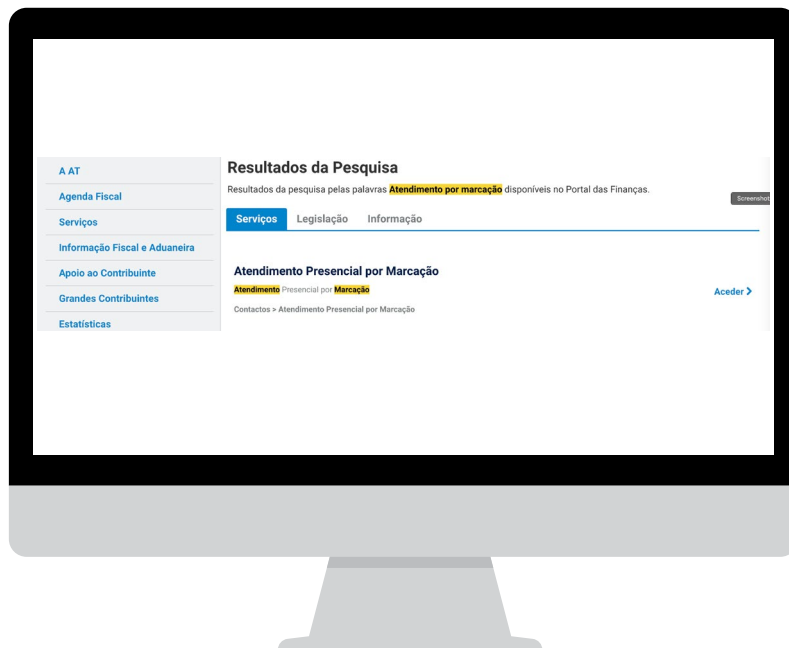
MAKE AN APPOINTMENT ON  
*PORTAL DA FINANÇAS*



## ATTENDANCE BY APPOINTMENT - APM

### 1 - HOW TO BOOK AN APPOINTMENT

Through *Portal das Finanças*, type in the search bar *Atendimento por Marcação* (Attendance by Appointment).



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In "Attendance by Appointment" choose [Aceder](#) (Access).

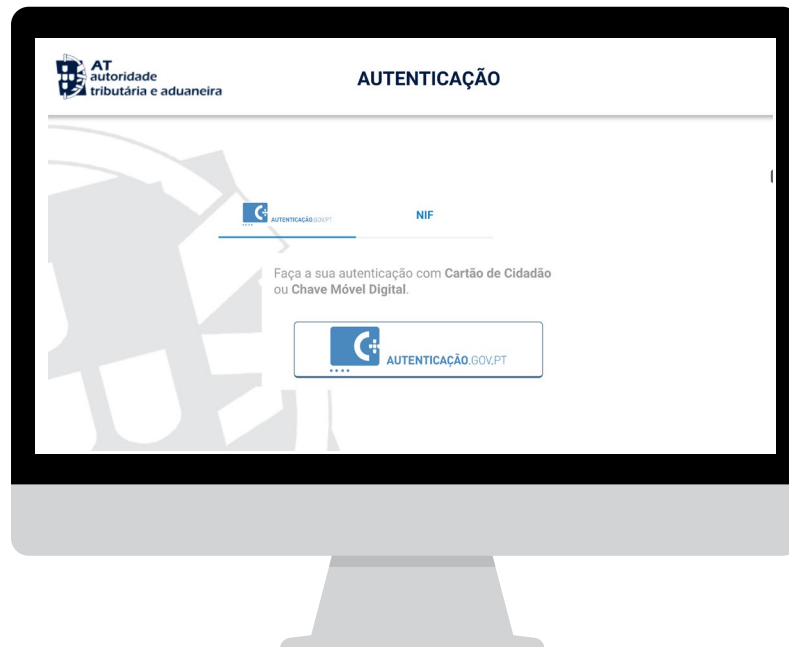
#### IN ALTERNATIVE,

On the *Portal's* home page, bottom margin, click on [Contactos](#) (Contacts):



Then click on "Attendance by Appointment" and [Aceder](#) (Access).

In both options you will see the *AUTENTICAÇÃO* (AUTHENTICATION) page. Enter your TIN / NIF number and password. You can also authenticate with your *Cartão de Cidadão* or your *Chave Móvel Digital*.

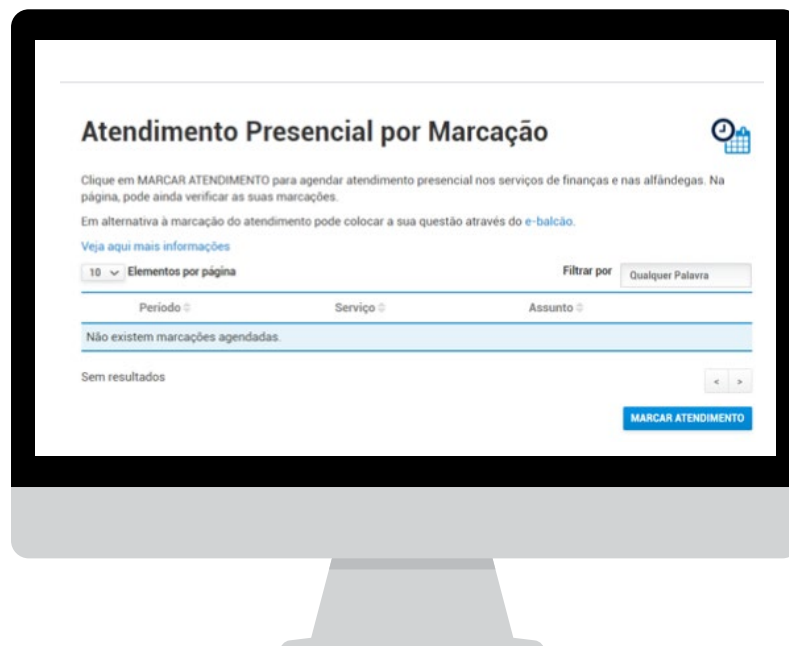


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**Note:** You can also book an appointment for a face-to-face service via the *Centro de Atendimento Telefónico (CAT)*. [Access here](#)

Click on **MARCAR ATENDIMENTO** (Book Appointment):



Book an **appointment for each taxpayer**, for example: a married father with 2 children wants to deal with the affairs of each member of the household. He shall make 4 appointments.

Fill in the details – Subject (*Assunto*) and Sub-subject (*Subassunto*) - identified below, bearing in mind that in the “Observations / *Observações*” you should **always indicate other relevant details** (do not exceed 300 characters) so that the appointment can be completed:

**Assunto da Marcação**

Sujeito Passivo:

Assunto: IMI / AIMI

Subassunto: Participação de Rendas - Modelo 44

Aviso: Deve levar: Identificação (Cartão do Cidadão ou BI)  
[Anexo](#)

Pretende prosseguir com a marcação de atendimento presencial?

Sim

Observações

5 contratos.

Tem disponível 288 caracteres.

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**Note:** The appointment is made solely and exclusively for the subject selected. If you need to deal with different issues, make as many appointments as there are issues to be dealt with. On the day of the appointment, only the matter you have requested will be dealt with

Confirm and authorise the processing of your contact details:

**Dados de contacto**

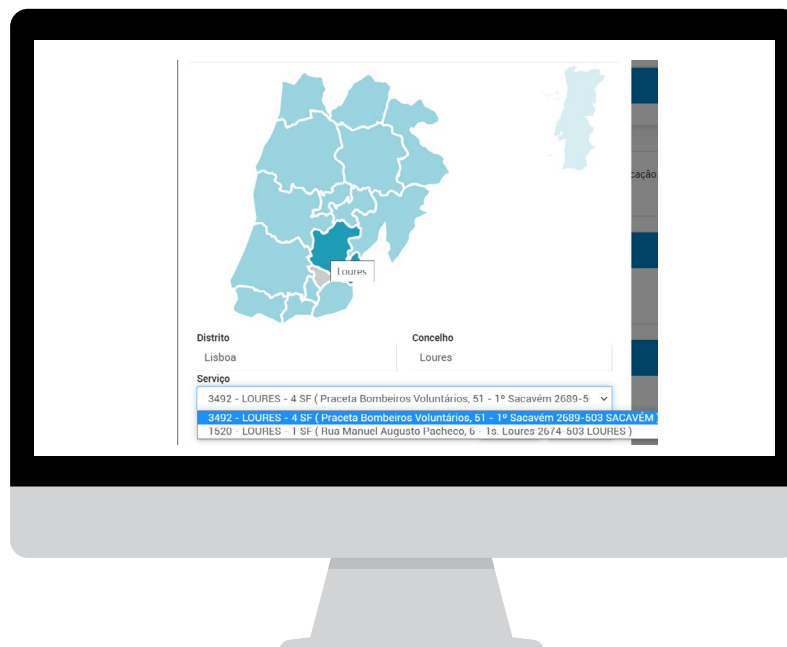
Telefone: 9....

Email: xxxx@gmail.com

Autorizo ser contactado através dos meios acima indicados, para os efeitos desta marcação. Pode alterar os contactos pré-preenchidos. Os contactos fornecidos apenas serão usados para este efeito.

If you indicate contact details (e-mail and telephone) that are not pre-filled in by AT, these will only be valid for the appointment in question.

The appointment continues with the presentation of the fields “Intervalo para o atendimento / Interval for the attendance” and “Local do Serviço/ Place of service” in which you select a **Distrito (District)**. Next, on the map of the district, with the various municipalities, select a **Concelho (Municipality)** and choose the desired **Serviço (Service)** and **CONFIRMAR (Confirm)**.



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View the availability, choose the day and time to be attended. Once you've filled in the questionnaire, the information box will display a summary with: **Data e Hora selecionada (Date and Time selected)**; **Número do Posto de atendimento e Local selecionado (Service Centre number and Location selected)**.

Choose **MARCAR ATENDIMENTO (Make an Appointment)**. Check the details of your appointment.

You can change this appointment under **ALTERAR MARCAÇÃO**. If everything is correct, confirm your appointment with **SUBMETER**.

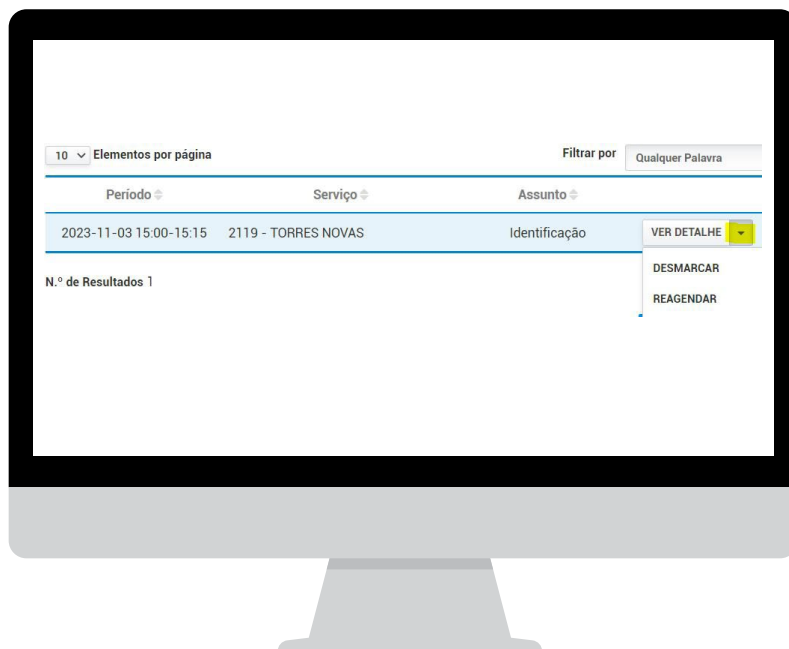


**Note:** The AT confirms your appointment by sending a message to the e-mail address you have provided or to the address indicated.

## 2 - CANCELLING OR RESCHEDULING AN APPOINTMENT

Access [Atendimento Presencial por Marcação](#), log in with your TIN / NIF number and password. You will find a list of all the appointments.

Here you may **DESMARCAR** (Cancel) or **REAGENDAR** (Reschedule) each of your appointments. Under **VER DETALHE** (See detail) indicate which of the options you want to access.



In the case of **DESMARCAR** (Cancelling), a new window "*Tem a certeza que deseja desmarcar esta marcação?* (Are you sure you want to cancel this appointment?) will appear. If you select **NÃO/ NO**, the appointment will be kept. If you select **SIM/ YES**, the appointment will no longer appear on the list.

If you want to **REAGENDAR** (Reschedule) you must follow the steps described in item 1 of this leaflet.



### OTHER INFORMATION

Read more at [Portal das Finanças \(https://www.portaldasfinancas.gov.pt/\)](https://www.portaldasfinancas.gov.pt/)

- The Tax Agenda ([Agenda Fiscal](#));
- Leaflets ([Folhetos Informativos](#));
- Frequently Asked Questions ([Questões Frequentes – FAQ](#));
- The webpage [Tax System in Portugal](#).

### CONTACT

- The electronic customer service [e-balcão](#), at *Portal das Finanças*;
- Tax and Customs Call Centre ([Centro de Atendimento Telefónico – CAT](#)), through the telephone number (+351) 217 206 707, every working day from 9:00 a.m. to 7:00 p.m.;
- A Local Tax Office ([Serviço de Finanças](#)) (you can schedule an attendance by appointment /[atendimento por marcação](#)).