

ADMINISTRATIVE PROCEDURE: 'REQUEST FOR AUTHORISATION TO RETURN'

Instructions for making an appointment / Documents to be submitted / Instructions for completing the EX13 form

1. INSTRUCTIONS FOR MAKING AN APPOINTMENT

You will need a Spanish telephone number with the +34 country code.

You also have more chance of getting an appointment if you have previously obtained a digital certificate such as that issued by the National Mint and Stamp Factory (FNMT).

Below is a step-by-step guide to making an appointment on the Immigration Department's website.

Link: [Request an appointment over the Immigration Department's website](https://icp.administracionelectronica.gob.es/icpplus/index.html)
icp.administracionelectronica.gob.es/icpplus/index.html

Step 1

Select the province of Bizkaia, Gipuzkoa or Araba/Álava from the drop-down menu and click Accept ('Aceptar').



Step 2

2.1. Select the police station (CNP). The procedure can be carried out at the National Police offices in the municipality in which you reside (Bilbao, Donostia-San Sebastián or Vitoria-Gasteiz).

2.2. Open the drop-down menu and select the procedure you require under NATIONAL POLICE PROCEDURES ('TRÁMITES POLICÍA NACIONAL'):

- Select the option AUTHORISATION TO RETURN ('AUTORIZACIÓN DE REGRESO').
- Once you have selected the procedure, click Accept ('Aceptar').

CITA PREVIA EXTRANJERÍA

PROVINCIA SELECCIONADA

Importante: lee toda la información de esta página, incluida la que se encuentra al final, antes de continuar.

Selecciona Oficina:

CNP

La oficina seleccionada, será donde deberás acudir el día de presentación de la cita previa concedida.

Selecciona trámite

TRÁMITES POLICÍA NACIONALPOLICIA-AUTORIZACIÓN DE REGRESO

AceptarVolver

Step 3

Sometimes there are two options on the next page:

- If you do not have a digital certificate, scroll down and click on Submission without Cl@ve ('Presentación sin Cl@ve').
- If you have obtained a digital certificate from the FNMT, scroll down and click on Submission with Cl@ve ('Presentación con Cl@ve') (there are usually more appointments available if you choose this option).

Presentación con Cl@ve

A continuación puedes acceder a la reserva de la cita, para el trámite y la provincia seleccionados, mediante el uso de cl@ve. En caso de utilizar certificado digital, por favor, asegúrate de que lo tienes correctamente instalado y funcionando.

Presentación sin Cl@ve

A continuación puedes acceder a la reserva de la cita, para el trámite y la provincia seleccionados, sin el uso de cl@ve.

[i Más información sobre cl@ve](#)

Step 4

On the next page, enter your personal details and once you have filled in the boxes, click Accept ('Aceptar').

- Select PASSPORT ('PASAPORTE') and enter your passport number.
- Name and surname(s)
- Year of birth
- Expiry date of your current document

CITA PREVIA EXTRANJERÍA

A continuación, rellena los siguientes datos para entrar en el sistema de Cita Previa.

INTRODUCE LOS DATOS DEL SOLICITANTE DE LA CITA

Tipo de documento

☒ N.I.E. ☐ PASAPORTE

* N.I.E.
Campo obligatorio

IMPORTANTE: N° de NIE utilizado en la reserva de la cita, debe coincidir plenamente con el asignado al ciudadano, en caso contrario, la cita no será atendida .

*Nombre y apellidos
Campo obligatorio

Año de nacimiento (aaaa)

Fecha de Caducidad de tu tarjeta actual (dd/mm/aaaa)

Step 5

Check that your details are correct (full name and passport number) and then click REQUEST AN APPOINTMENT ('SOLICITAR CITA').

CITA PREVIA EXTRANJERÍA

Identidad del usuario de cita

A continuación puedes seleccionar cualquiera de las siguientes opciones

Step 6

Enter a Spanish mobile phone number on which you will receive a confirmation code.

Enter your email address twice, making sure it is correct as the appointment confirmation will be sent there.

Click NEXT ('SIGUIENTE').

CITA PREVIA EXTRANJERÍA

Identidad del usuario de cita

INFORMACIÓN COMPLEMENTARIA

*Teléfono Campo obligatorio

*Correo electrónico Campo obligatorio

*Repite Correo electrónico Campo obligatorio

Asegúrate de introducir un correo electrónico válido donde te enviarán el justificante de la reserva de cita

Step 7

A calendar will then be displayed showing the days and months when appointments are available. Select the day, fill in the CAPTCHA code and finally, choose the time.

Keep in mind that it is sometimes quite difficult to find a date.

CITA PREVIA EXTRANJERÍA

Selecciona una de las siguientes citas disponibles

Abril 2026

Lu	Ma	Mi	Ju	Vi	Sá	Do
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

*Por favor, valida el Captcha para poder continuar
Campo obligatorio

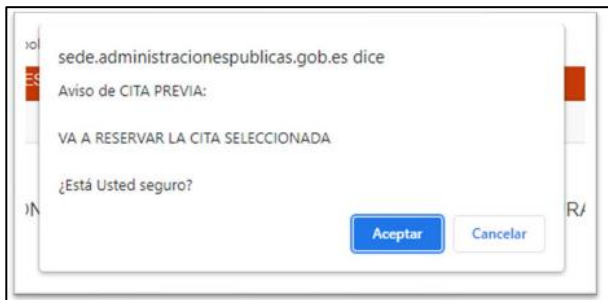
y7cg4

Introduce el texto aquí

	11/04/2026	26/05/2026	27/05/2026
09:25	LIBRE	OCUPADO	OCUPADO
09:30	LIBRE	OCUPADO	OCUPADO
09:35	OCUPADO	OCUPADO	OCUPADO
09:40	LIBRE	OCUPADO	OCUPADO
09:45	OCUPADO	OCUPADO	OCUPADO
09:50	LIBRE	OCUPADO	OCUPADO
09:55	OCUPADO	OCUPADO	OCUPADO
10:00	OCUPADO	OCUPADO	OCUPADO
10:05	OCUPADO	OCUPADO	OCUPADO
10:10	OCUPADO	OCUPADO	OCUPADO

Step 8

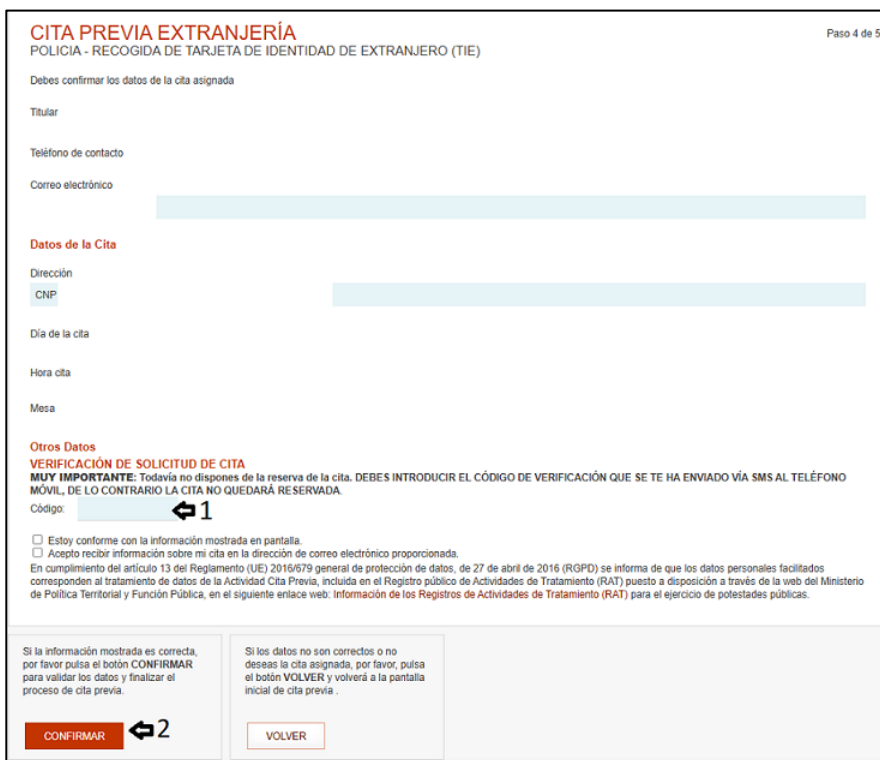
8.1. Once you have selected the day and time, a prompt will appear asking if you are sure you want to make the appointment. Click Accept ('Aceptar').



8.2. Next, the data you entered earlier will appear on the screen. Check that they are correct.

Next, you will receive a personalised CODE on your mobile phone, which you must enter to continue the process. Once you have entered the code, you must check the boxes 'I agree with the information shown on the screen' ('Estoy conforme con la información mostrada en pantalla') and 'I wish to receive an email with my appointment details at the address I have provided' ('Deseo recibir un correo electrónico con los datos de mi cita en la dirección que he proporcionado').

Finally, select CONFIRM ('CONFIRMAR') to complete the process.



Step 9

Go to the office you selected on the day and at the time of your appointment, taking the corresponding confirmation slip with you. You will also need to take the documents you need to complete the procedure.

2. DOCUMENTS TO BE SUBMITTED

The documents required to Request Authorisation to Return ('Solicitud de Autorización de Regreso') are as follows:

1. [EX13](#): registration form: See the INSTRUCTIONS for completing the EX13 form below.
2. Original valid passport.
3. Residence card and documentation justifying its ongoing renewal (copy of the resolution renewing your study permit or proof of application).
4. Plane tickets that indicate your travel dates. You must enter and exit the Schengen Area directly across Spanish border crossings.
5. Fee 790 Code 012: Completed form + proof of payment of the fee. Option Authorisation to Return ('Autorización de Regreso'). You can pay online or in person at authorised banks (for example, BBVA, Santander, CaixaBank, Sabadell and Bankinter).

The police stations that handle these requests are:

- ARABA-Government Sub-Delegation: [Calle Olagibel 1, Vitoria-Gasteiz](#)
- BIZKAIA-Government Sub-Delegation: [Calle Barroeta Aldamar 1, Bilbao](#)
- GIPUZKOA-Immigration Office: [Calle Javier Barkaiztegi s/n, Donostia-San Sebastián](#)

For more information: visit the websites of the Ministry of the Interior ([Voluntary departures and departure bans](#)) and the National Police ([Authorisation to Return](#)).

3. INSTRUCTIONS FOR COMPLETING THE EX13 FORM

If you are an EU citizen, one of the documents you will need to submit at your appointment with the National Police is the [EX13 form](#). It is important that this form be completed correctly. Follow the steps outlined below:

Step 1

Download the form from the Spanish government's immigration portal [website](#). The PDF file is 3 pages long.

Step 2

Let us start with the first page. It is divided into three sections:

Section 1. Enter your personal details.

You only need to complete the fields labelled Legal Representative ('Representante legal'), National ID/Foreign ID/PAS (DNI/NIE/PAS) and Title ('Título') if you are representing a minor.

1) DATOS DEL SOLICITANTE			
PASAPORTE	N.I.E.		--
1er Apellido	2º Apellido		
Nombre	Sexo ⁽¹⁾		H ☐ M ☐
Fecha de nacimiento ⁽²⁾	Lugar		País
Nacionalidad	Estado civil ⁽³⁾		S ☐ C ☐ V ☐ D ☐ Sp ☐
Nombre del padre	Nombre de la madre		
Domicilio en España	Nº		Piso
Localidad	C.P.	Provincia	
Teléfono móvil	E-mail		
Representante legal, en su caso	DNI/NIE/PAS		Título ⁽⁴⁾

Section 2. You do not need to complete section 2 if you are submitting the documents on your own behalf.

2) DATOS DEL REPRESENTANTE A EFECTOS DE PRESENTACIÓN DE LA SOLICITUD ⁽⁵⁾			
Nombre/Razón Social	NIE/PAS		
Domicilio en España	Nº		Piso
Localidad			
Teléfono móvil			
Representante legal, en su caso	DNI/NIE/PAS		Título ⁽⁴⁾

Section 3. Here, you need to provide your details and your address in Spain. It is important to ensure that the address is correct, as that is where all notifications and letters will be sent.

IMPORTANT: If you check the box at the bottom, all notifications will be sent electronically and can only be accessed if you have a digital certificate.

☒ **I CONSENT to communications and notifications being sent by electronic means ('CONSIENTO que las comunicaciones y notificaciones se realicen por medios electrónicos')**

3) DOMICILIO A EFECTOS DE NOTIFICACIONES				
Nombre/Razón Social		DNI/NIE/PAS		
Domicilio en España				Nº
Localidad		C.P.	Provincia	Piso
Teléfono móvil		E-mail		

 ☐ CONSIENTO que las comunicaciones y notificaciones se realicen por medios electrónicos ⁽⁶⁾

Section 4. In the section 'Application details' ('Datos relativos a la solicitud') you must indicate which document you are applying for:

4) DATOS RELATIVOS A LA SOLICITUD ⁽⁷⁾
4.1. SITUACIONES AMPARADAS ☐ Titular de autorización de residencia en periodo de renovación o prórroga (art. 5) ☐ Titular de autorización de estancia en periodo de prórroga (art. 5) ☐ Titular de tarjeta de identidad de extranjero en vigor que ha solicitado duplicado por robo, extravío, destrucción o inutilización (art. 5) ☐ Titular de autorización de residencia inicial en trámite de expedición de Tarjeta de Identidad de Extranjero, concurriendo razones excepcionales (art. 5) ☐ Titular de autorización de estancia inicial en trámite de expedición de Tarjeta de Identidad de Extranjero, concurriendo razones excepcionales (art. 5) ☐ Otros.....(especificar) 4.2. MOTIVOS QUE JUSTIFICAN LA SOLICITUD Y PERMANENCIA PREVISTA FUERA DE ESPAÑA _____ _____

Once you have selected the correct option and the reason justifying your request, indicate the place and date on which the application will be submitted (e.g., In Bilbao, on 23 March 2026).

Finally, you need to sign the form. If someone else is going to submit the documents on your behalf, that person (your representative) must sign the form. Leave the line beginning with 'ADDRESSED TO' ('DIRIGIDO A') blank unless someone at the National Police office tells you what to write there.



..... a de de

FIRMA DEL SOLICITANTE (o representante legal, en su caso)

DIRIGIDA A Código DIR3 PROVINCIA EX - 17

Step 3

Check that all the information provided is correct and that you have chosen the options that apply to you.

Sheet 3 is for informational purposes only, meaning that you do not have to complete anything.

Once you have checked the information provided and signed the form, you will need to make a copy of it. Remember that, during your appointment with the National Police, they will ask for two copies of this form.

If you have any questions, please contact us so that we can help you with the process:

EHU International Welcome Centre
info.welcomecentre@ehu.eus
946 015868