



Ministry of Internal Affairs

General Inspectorate for Migration

Temporary Protection Registration Application

Applicant's Guide – Temporary Protection Information System (TPIS)

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1. Introduction

This guide provides step-by-step instructions on how to complete the Pre-Application for Interview within the Temporary Protection Information System (TPIS).

The Pre-Application process is mandatory for individuals who wish to apply for Temporary Protection. The system does not require creating an account or logging in with a username and password. Instead, applicants will verify their identity using a mobile phone number and a unique token (OTP) received via SMS.

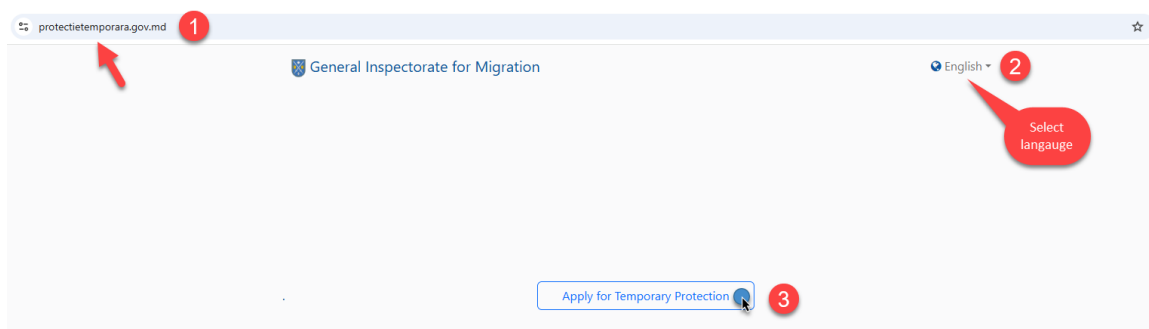
The Pre-Application process is divided into the following four steps:

- Applicant Information
- Family Members
- Interview Appointment
- Confirm & Submit

2. Accessing the System

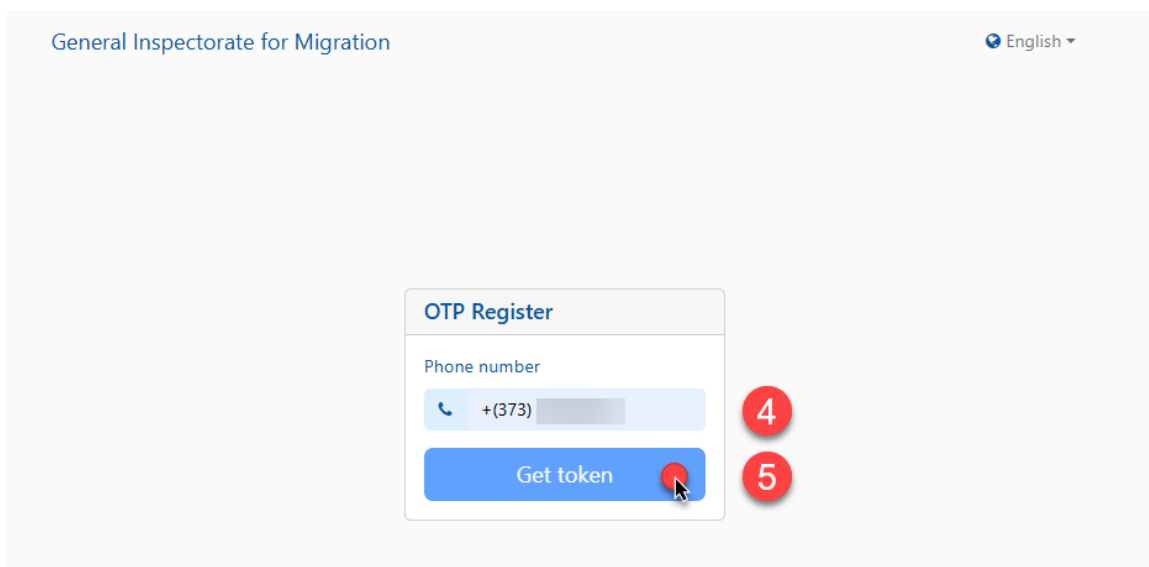
2.1 Starting the Application Process

1. Open your web browser and go to the TPIS website: <https://protectietemporara.gov.md>
2. Select your preferred language from the available options: Romanian, Ukrainian, English, or Russian.
3. On the homepage, click the “Apply for Temporary Protection” button.



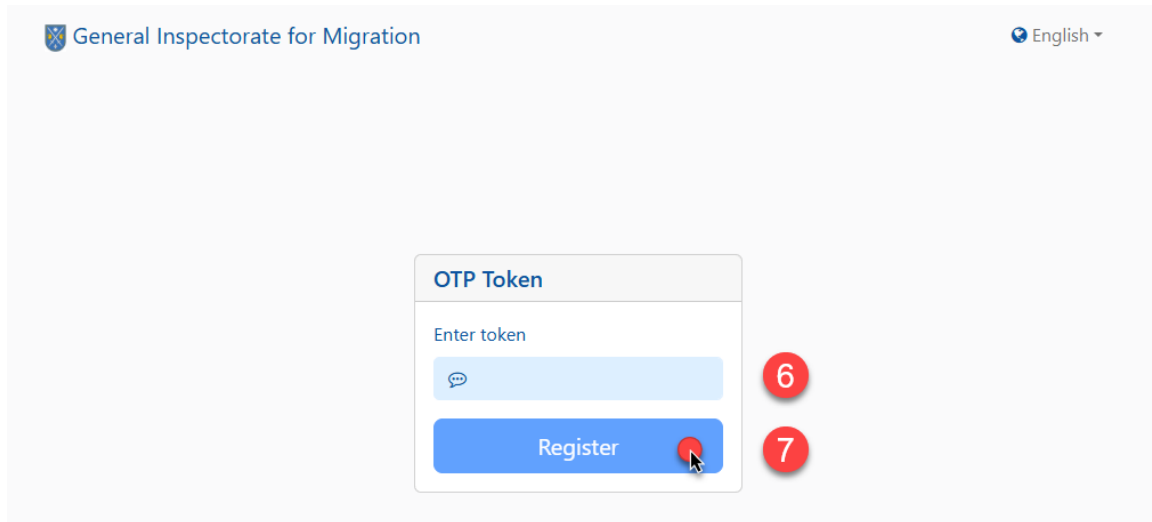
2.2 Phone Number Verification

You will be redirected to the Phone Number Verification page:



4. Enter your Moldovan mobile phone number in the Phone Number field.
Note: To successfully complete the application, you must use an active Moldovan phone number. Phone numbers from other countries are not accepted.
5. Click the “Get token” button.
 - The system will send a **one-time token (OTP)** via SMS to your phone.
 - The token is valid for **5 minutes**.

2.3 Entering the Token



The screenshot shows the 'General Inspectorate for Migration' website header with a language dropdown set to 'English'. The main content area features a white box titled 'OTP Token'. Inside this box, there is a label 'Enter token' above a light blue input field with a speech bubble icon. Below the input field is a blue 'Register' button. To the right of the input field and button are two red circular callouts with white numbers: '6' next to the input field and '7' next to the 'Register' button. A mouse cursor is pointing at the 'Register' button.

6. After receiving the SMS, enter the token in the “Enter Token” field.
7. Click the “Register” button.
 - If the token is valid, you will be automatically redirected to the Temporary Protection Pre-Application Form.

Note: If the token has expired or is incorrect, you will need to request a new token by repeating the process.

2.4 Handling an Invalid or Expired Token

If the token is incorrect or has expired, the system will display the following error message:

- Token is invalid or expired!

You will need to request a new token by following the steps below:


- Re-enter your phone number.
- Click the “Get Token” button again.
- Enter the new token received via SMS within 5 minutes.


Important: Make sure to enter the token exactly as received (case-sensitive, no extra spaces).

3. Completing the Temporary Protection Pre-Application Form

3.1 Phase 1: Applicant Information

On this page, you will provide your personal information as the primary applicant.

 General Inspectorate for Migration

English  Sign out

Pre-application form

Applicant info

Family members

Appointment schedule

Confirm & submit


Applicant info


First name*



Last name*


Gender*

Date of birth*

 DMITRO

 BONDARENKO



 Male 


 01/01/1997


Citizenship*

Phone number*

Email address

 UKRAINE 


 +(373) 87674432



 dmitro.bondarenkor@gmail.com

Entry details

When did you come to Moldova?*

What was the Entry Point?

 01/01/2025

 BCP MIRNOE - TABAKI AUTOMOBILE 

3.1.1 Applicant Information Section

In this section, fill in the following fields:

Field	Description	Required
First Name	Enter your first name using Latin letters only.	Yes
Last Name	Enter your last name using Latin letters only.	Yes
Gender	Select your gender from the dropdown list (Male/Female).	Yes
Date of Birth	Enter your date of birth in DD/MM/YYYY format. A date picker will assist you.	Yes
Citizenship	Select your nationality from the dropdown list.	Yes
Phone Number	Enter your Moldovan mobile phone number in the format +(373) 99999999.	Yes
Email Address	Enter your email address. This field is optional.	No

3.1.2 Secțiunea Detalii Intrare în Republica Moldova

In this section, you must provide details regarding your entry into the Republic of Moldova:

Field	Description	Required
Date of Entry into Moldova	Specify the date you entered the Republic of Moldova. Use the DD/MM/YYYY format.	Yes
Border Crossing Point	Select the border crossing point from the dropdown list through which you entered the country.	No

3.1.3 Address of Residence in the Republic of Moldova Section

In this section, you must provide details about your current residential address in the Republic of Moldova:

Address of residence in the Republic of Moldova

Locality*

Street name

House number

Block number

Flat number

Accommodation type*

Add a photo with proof of address of residence in the Republic of Moldova (max filesize 5M)*

Выбрать файлы 273232VADA_signed.pdf

It is necessary to attach documents confirming the address of residence in the Republic of Moldova:

- declaration of acceptance in the residential space by the owner or co-owners of the home - natural person;
- the reception in the housing space by the owner or co-owners of the home - legal person;
- the property deed on the house;
- the lease or sublease contract;
- the loan agreement concluded in accordance with the legal provisions;
- the approach of the administration of the social assistance institution, the specialized medical-sanitary institution, the family or residential placement service, the penitentiary institution, the educational institution, the accommodation centers, as well as other specialized institutions that have habitable rooms, in case the conclusion of the rental contract is not mandatory for the installation of the persons.

Field	Description	Required
Locality	Select the locality where you live in the Republic of Moldova.	Yes
Street Name	Select the street from the dropdown list.	No
House Number	Enter the house number.	No
Building Number	Enter the building number (if applicable).	No
Apartment Number	Enter the apartment number (if applicable).	No
Type of Accommodation	Select the type of accommodation (e.g., Rented property, Owned property, Hostel, Hotel, Refugee accommodation center).	Yes
Address Proof (file)	Upload a photo or a PDF document confirming your residence address (maximum file size 5 MB). Multiple files can be uploaded.	Yes

Important: The documents accepted as proof of address include: rental contract, declaration of accommodation, ownership deed, etc. The full list can be viewed by clicking the button:



3.1.4 Address in Ukraine Section

In this section, you must indicate your permanent address in Ukraine:

Address in Ukraine

Locality*

Street name, block, apartment number

Odeskiy / Odeska / Odesa

2 Pushkinska street

Other details

Have you been granted Temporary Protection in any other country?*

What is the country where you have been granted TP?

☐ No

☒ Yes

POLAND - POL

Field	Description	Required
Locality in Ukraine	Select the locality where you had your residence in Ukraine.	Yes
Street name, block, apartment	Manually enter the street name, block number, and apartment number (if any).	No

3.1.5 In this section, you must indicate whether you have benefited from Temporary Protection in another country:

Field	Description	Required
Have you benefited from Temporary Protection in another country?	Select the appropriate option (Yes/No).	Yes
Country where you benefited from Temporary Protection	If you selected "Yes", choose the country from the dropdown list.	Required only if "Yes" is selected

3.1.6 Document Data Section

In this section, you must provide information about your identity document:

Document data

Document type*

Passport

Document Number*

#123456

Issuance Date*

01/01/2022

Expiry date*

01/01/2032

Issuance Authority/Country*

UKRAINE - UKR

Comments

Add photo of the document (max filesize 5M)*

Выбрать файлы

Screen_1.pdf

Next

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Field	Description	Required
Document Type	Select the type of identity document (e.g., Passport, ID Card, Birth Certificate).	Yes
Document Number	Enter the document number exactly as shown on the document.	Yes
Issuance Date	Enter the document's issuance date in DD/MM/YYYY format.	Yes
Expiry Date	Enter the document's expiry date in DD/MM/YYYY format.	Yes
Issuing Authority/Country	Select the country that issued the document from the dropdown list.	Yes
Comments	Enter any additional information related to the document (optional).	No
Document File (upload)	Upload a photo or a PDF of the identity document (maximum file size: 5 MB). Multiple files can be uploaded.	Yes

3.1.7 Navigation Buttons

- Click the “Next” button to continue to the Family Members section.
- You can return to this section at any time before final submission of the application.

3.2 Phase 2: Family Members

In this section, you will need to add details of your family members who are applying together with you.

Process Flow for Adding Family Members:

1. Select the relationship type (e.g., Spouse, Child).
2. Fill in the personal data.
3. Fill in the document information.
4. Fill in the address in the Republic of Moldova.
 - Check “Same as applicant” if applicable.
5. Fill in the residential address in Ukraine.
 - Check “Same as applicant” if applicable.

General Inspectorate for Migration

English Sign out

Pre-application form

Applicant info Family members Appointment schedule Confirm & submit

Family members accompanying you in Moldova and requesting temporary protection

+ Add family member: - Relation type -

Previous Next

3.2.1 Adding a Family Member

For each family member, complete the following personal information:

Field	Description	Required
First Name	Enter the family member's first name using Latin letters only.	Yes
Last Name	Enter the family member's last name using Latin letters only.	Yes
Gender	Select the gender (Male/Female) from the dropdown list.	Yes
Date of Birth	Enter the date of birth in DD/MM/YYYY format. A date picker will be available for convenience.	Yes
Citizenship	Select the family member's citizenship from the dropdown list.	Yes

General Inspectorate for Migration

English

Sign out

Pre-application form

Applicant info

Family members

Appointment schedule

Confirm & submit

Family members accompanying you in Moldova and requesting temporary protection

Add family member:

- Relation type -

Family member: Child

delete

First name*

Last name*

Gender*

Date of birth*

PETRO

BONDARENKO

Male

01/02/2020

Citizenship*

UKRAINE

3.2.2 Document Information

For each family member, complete the identity document information in the following fields:

Field	Description	Required
Document Type	Select the type of identity document (e.g., Passport, ID Card, Birth Certificate).	Yes
Document Number	Enter the document number exactly as shown on the document.	Yes
Issuance Date	Enter the issuance date of the document in DD/MM/YYYY format.	Yes
Expiry Date	Enter the expiry date of the document in DD/MM/YYYY format.	Yes
Issuing Authority/Country	Select the country that issued the document from the dropdown list.	Yes
Comments (optional)	If necessary, enter any additional comments related to the document.	No

Document File (upload)	Upload a photo or a PDF of the identity document. The maximum file size is 5 MB. Multiple files can be uploaded.	Yes
-------------------------------	--	-----

Important: Make sure that all uploaded documents are clear and legible. Incorrect or unreadable documents may result in the rejection of the application.

Document data

Document type*

Document Number*

Issuance Date*

Expiry date

Birth certificate ▼

322332

02/02/2020

Issuance Authority/Country*

Comments

UKRAINE - UKR ▼

Add photo of the document (max filesize 5M)*

Выбрать файлы

rep-C0C5250627...21500008008.pdf

3.2.3 Completing the Address for Family Members

Residence Address in the Republic of Moldova

For each family member, you will need to enter the residential address in the Republic of Moldova:

Field	Description	Required
Locality	Select the locality of residence in the Republic of Moldova.	Yes
Street	Select or enter the name of the street (if applicable).	No
House Number	Enter the house number.	No
Block Number	Enter the block number (if applicable).	No
Apartment Number	Enter the apartment number (if applicable).	No
Type of Accommodation	Select the type of accommodation (e.g., Rented property, Owned property).	Yes
Address Proof File	Upload a document or photo proving the address (max. 5 MB).	Yes

Important: If you check the **“Same as applicant”** option, the address fields in the Republic of Moldova will be automatically filled in with the main applicant’s residence details.

Address of Residence in Ukraine

You will also need to complete the address of residence in Ukraine for each family member:

Field	Description	Required
Locality (Ukraine)	Select the locality of residence in Ukraine.	Yes
Street, Block, Apartment (Ukraine)	Manually enter the street name, block number, and apartment number (if applicable).	No

Important: If you select the option "Same as applicant", the address fields for Ukraine will be automatically filled in with the primary applicant’s home address details.

Address of residence in the Republic of Moldova

☒ Same as Applicant's address in Moldova

Locality*

UCRAINCA village

Street name

Ukraineană

House number

1

Block number

1

Flat number

1

Accommodation type*

Owned propert

Add a photo with proof of address of residence in the Republic of Moldova (max filesize 5M)

Выбрать файлы

Файл не выбран

Address in Ukraine

☒ Same as Applicant's address in Ukraine

Locality*

Odeskyi / Odeska / Odesa

Street name, block, apartment number

2 Pushkinska street

Previous

Next

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3.2.4 Adding Multiple Family Members

- After completing all details for one family member, select another relationship type.
- The process is repeated for each family member accompanying you.

Process Logic: To add a new family member, begin by selecting a new relationship type (e.g., Spouse, Child, Parent). After selection, the system will automatically open a new data entry block with the following sections:

- Personal Data (First Name, Last Name, Gender, Date of Birth, Citizenship)
- Document Data (Document Type, Document Number, Issue/Expiry Dates, Issuing Country, Files)
- Address of Residence in the Republic of Moldova
- Address of Residence in Ukraine

Repeat these steps for each family member.

3.2.5 Navigation Buttons

- Click the “Next” button to continue to the Interview Scheduling section.
- You can return to this section at any time to edit or delete family members before submitting the application.

3.3 Phase 3: Interview Scheduling

In this section, you will select the location, date, and time for your interview appointment.

General Inspectorate for Migration English Sign out

Pre-application form

Applicant info Family members Appointment schedule Confirm & submit

Appointment schedule

September 2025

Mo	Tu	We	Th	Fr	Sa	Su
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					

GIM Office*

GIM Chisinau Tolstoy

08:00

08:30

09:00

09:30

10:00

Previous Next

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3.3.1 Selecting the IGM Office for Interview Appointment

Field	Description	Required
Appointment Location	Select the location (IGM Office) where you wish to attend the interview. The list of available locations will be displayed in a dropdown menu.	Yes

3.3.2 Choosing Date and Time Slot

After selecting the location, the system will display a calendar with available appointment dates.

Click on your desired date to view the available time slots.

Select a time slot from the list.

- Time slots are assigned on a first-come, first-served basis.
- If no time slots are available for the selected date, try choosing a different date or location.


3.3.3 Navigation Buttons

- Click the “Next” button to proceed to the Confirm & Submit section.
- You can return to this section at any time to edit your appointment details before the final submission.

3.4 Phase 4: Confirm & Submit

After completing all the previous steps, you will be shown a Confirmation Summary Page, where you can review your application details and finalize the submission.

General Inspectorate for Migration

English  [Sign out](#)

Pre-application form

Applicant info

Family members

Appointment schedule

Confirm & submit

Confirm & submit

Applicant

Applicant: DMITRO BONDARENKO
Phone number: +(373) 87674432
Email address: dmitro.bondarenkor@gmail.com
Address of residence in the Republic of Moldova: UCRAINCA village, Ucraineană 1/1, 1
Address in Ukraine: Odeskyi / Odeska / Odesa, 2 Pushkinska street
Document data: Passport, 123456, 01/01/2022 - 01/01/2032

Appointment

Service: Granting temporary protection
GIM Office: GIM Chisinau Tolstoy
Appointment date: 30.09.2025 08:00
End time: 30.09.2025 09:00

Family members

1. Child: PETRO BONDARENKO, Male, 01/02/2020

☒ I have reviewed the entered data and confirm its accuracy.
☒ Pursuant to articles 6, 8, 9 of Law no. 133 of 07.08.2011, I express my consent for the processing of my personal data for the purpose of processing the application.

Previous

Confirm & submit

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3.4.1 Reviewing Your Application Summary

Carefully review all the information displayed on the **Summary Page**:

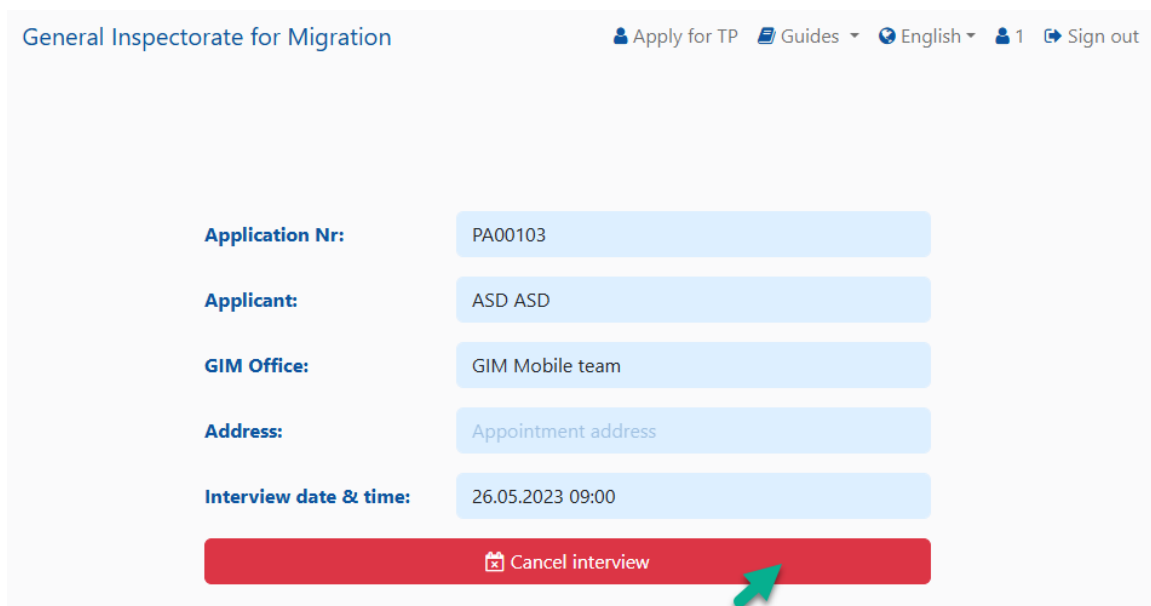
All fields are displayed in read-only mode.

- Application ID – Unique identification number of your application.
- Primary Applicant Name – Your first and last name.
- Appointment Location – The IGM office where your interview is scheduled.
- Location Address – Full address of the selected location.
- Appointment Date/Time – The confirmed date and time for the interview.

If you notice any errors, use the “Previous” buttons to return to earlier sections and correct the information before final submission.

4. Managing Your Appointment

You have the option to:

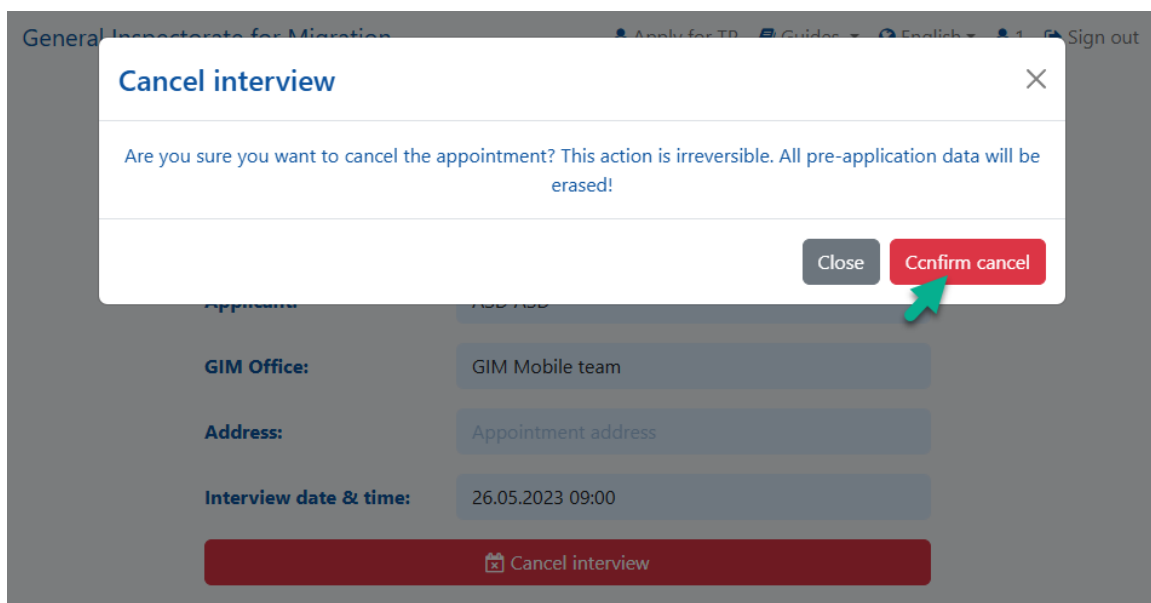


The screenshot shows the 'General Inspectorate for Migration' web interface. At the top, there is a navigation bar with links for 'Apply for TP', 'Guides', 'English', and a user profile icon with '1' and a 'Sign out' link. Below the navigation bar, the appointment details are displayed in a form with the following fields:

- Application Nr:** PA00103
- Applicant:** ASD ASD
- GIM Office:** GIM Mobile team
- Address:** Appointment address
- Interview date & time:** 26.05.2023 09:00

At the bottom of the form, there is a red button labeled 'Cancel interview' with a calendar icon. A green arrow points to this button.

- **Cancel the Appointment** – Click the “Cancel Appointment” button to cancel your scheduled interview.
- A confirmation message will appear before the cancellation is finalized.



The screenshot shows a confirmation dialog box titled 'Cancel interview' with a close button (X) in the top right corner. The dialog box contains the following text:

Are you sure you want to cancel the appointment? This action is irreversible. All pre-application data will be erased!

At the bottom right of the dialog box, there are two buttons: 'Close' and 'Confirm cancel'. A green arrow points to the 'Confirm cancel' button.

- After cancellation, you may re-apply by starting a **new Pre-application**.