LIVING IN POLAND – STEP BY STEP · NO. 1

Official matters, done online

Four steps that will save you hours of queuing. Do them in order – each step needs the one before.

1 PESEL → 2 Profil Zaufany → 3 mObywatel → 4 MOS

1 PESEL

city / municipal office

Your identification number. You need it for work, healthcare, banking and online services.

- You get it automatically when you register your address (zameldowanie) for a stay of more than 30 days.
- Not registered? Apply at the city or municipal office (urząd miasta / gminy) and say why you need the number (e.g. your employer or ZUS requires it).
- It is free of charge. Bring your passport or residence card.

2 Profil Zaufany

pz.gov.pl

Your “signature” online. Free and valid for 3 years.

- Create it at pz.gov.pl.
- Confirm your identity through online banking (if your bank offers it) or in person at a confirmation point, e.g. a city office or ZUS, with your passport or residence card.
- You need your PESEL number, a phone and an e-mail address.
- Extend it online before it expires.

3 mObywatel

Government services on your phone.

Google Play · App Store

- Download the app only from Google Play or the App Store.
- Log in with Profil Zaufany or through your bank.
- Receive official letters, submit applications and block (zastrzeż) your PESEL so no one can take out a loan in your name.
- mDowód is for Polish citizens only – your documents are still your passport and residence card.

4 MOS – residence applications

Residence permit applications are filed online.

mos.cudzoziemcy.gov.pl

- Since 27 April 2026, applications for temporary residence, permanent residence and EU long-term resident status can only be filed online, in the MOS system.
- You need a Profil Zaufany to create an account.
- Once the office has checked your application, download the confirmation of submission – it replaces the old stamp in your passport.
- You will be called in separately for fingerprints and to show original documents.

WATCH OUT FOR SCAMS

Never share your Profil Zaufany password or SMS codes. Offices never ask for them by phone. Only use websites ending in **gov.pl**.

STUCK ON A STEP?

We'll help – free consultations at Fundacja EGIDA.

Where ul. Ozimska 14-16 lok. 314 A, 45-057 Opole

E-mail sekretariat@fundacjaegida.eu

General information, legal status as of October 2026. Not a substitute for legal advice.

Fundusze Europejskie dla Opolskiego | Rzeczpospolita Polska | Dofinansowane przez Unię Europejską | OPOLSKIE

Projekt „Budowa fundamentów pod lokalną politykę migracyjną i integracyjną" współfinansowany ze środków Unii Europejskiej – Europejskiego Funduszu Społecznego Plus (EFS+). Nr projektu FEOP.06.03-IZ.00-0006/25. Realizator: Fundacja SMART, partner: Fundacja EGIDA.