



U.S. Citizenship
and Immigration
Services

Fact Sheet

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INFOPASS – IMMIGRATION INFORMATION BY APPOINTMENT

InfoPass is a Web-based system that enables the public to go online to schedule appointments with immigration information officers at select U.S. Citizenship and Immigration Services (USCIS) offices. InfoPass offers a convenient alternative to waiting in line for assistance. InfoPass is a secure Internet site. Its only purpose is to schedule appointments with USCIS information officers.

HOW DOES INFOPASS WORK?

- ❑ You access the system by typing uscis.gov. No special software is necessary. The only requirements are a computer with a browser and Internet access.
- ❑ The InfoPass home page asks you to select your preferred language – English or Spanish.
- ❑ Follow screen prompts asking for your zip code, name, birth date, phone number, desired appointment type, date, and time.
- ❑ InfoPass generates an electronic appointment notice, which appears on the screen.
- ❑ InfoPass appointments are available in two-week blocks. Each business day, an additional day of appointments is added.

WHAT SHOULD I TAKE TO MY APPOINTMENT?

- ❑ Bring a print out of the appointment date confirmation. The notice gives the date and time of the appointment, the USCIS office address, and instructions on any additional documents required.
- ❑ Be prepared to present personal identification, such as a government-issued ID card, passport, valid driver's license, I-94, Work Authorization Card, or *green card* (I-551).
- ❑ Bring any forms, receipts, translations, and original documents related to your inquiry.
- ❑ You can cancel and reschedule appointments over the Internet using the identification numbers at the bottom of your appointment confirmation notice.
- ❑ If you lose your appointment notice, you may generate a replacement by accessing InfoPass and entering the information requested.

IS INFOPASS FOR ME?

You may not need to visit a USCIS office to receive the assistance you need. Immigration forms are available on the agency's Web site - uscis.gov - or by calling the National Customer Service Center (NCSC), 1-800-375-5283. To check the status of an application filed with a USCIS service center, go to uscis.gov and select Case Status Online. For general immigration information, contact the NCSC at 1-800-375-5283.