



U.S. Citizenship and Immigration Services

USCIS Office Closings

[Español](#)

Office	Status
Jacksonville, Florida ASC	Friday, Sep. 2, 2016 office closed
Jacksonville, Florida Field Office	Friday, Sep. 2, 2016 office closed
Charleston, South Carolina Field Office	Friday, Sep. 2, 2016 office closed

If any USCIS office changed its hours of operation for the date written above then we will list them here. For more information or assistance, please contact your local office or call the National Customer Service Center at 800-375-5283 (TDD for the deaf and hard of hearing: 800-767-1833). **If the office where you have an appointment is closed, then read about [rescheduling](#).**

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Rescheduling Appointments at Field Offices, International Offices and Application Support Centers

The following charts provide guidance on rescheduling when your field office, application support center (ASC) or other office has schedule changes. You should also check for more specific information about your office's or ASC's rescheduling policy by searching for your specific [field office](#).

If inclement weather hinders your ability to appear at a USCIS office for an interview or appointment when that office is open, we may consider rescheduling your interview or appointment if you can show that your failure to appear was weather-related.

Field Offices, International Offices and Other Offices

If you	Then
Are scheduled for an interview or biometric services appointment and the USCIS office you have been scheduled for is closed	USCIS will automatically reschedule as soon as possible.

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Scheduled an InfoPass or other appointment and the USCIS office you have been scheduled for is closed

You must reschedule a new appointment on your own as soon as possible.

Application Support Centers

If your ASC	Then we	Note
Opens late or closes early due to an unforeseen circumstance such as inclement weather or a power outage	Will not automatically reschedule your appointment (if not already processed).	Due to high processing volumes, we will process walk-ins on a case-by-case basis. You may experience long wait times.
Closes for an entire day due to an unforeseen circumstance such as inclement weather or a power outage	Will automatically reschedule your appointment (if not already processed).	Due to high processing volumes, we will process walk-ins on a case-by-case basis. You may experience long wait times.
Has closed until further notice and the reopen date is not known	Will reschedule you (if not already processed) at the nearest ASC (based on ZIP code).	We will continue to reschedule you at the nearest open ASC until we have a confirmed reopening date

Last Reviewed/Updated: 09/01/2016