



U.S. Citizenship  
and Immigration  
Services

# Press Release

August 30, 2004

## **USCIS LAUNCHES INFOPASS IN GUAM**

### ***Online Appointment System Eliminates Need to Wait in Line for Immigration Information***

AGANA, GU – Calling InfoPass a customer service milestone, U.S. Citizenship and Immigration Services (USCIS) today formally opened the Internet-based appointment system to residents of Guam. This launch is part of a national effort to implement InfoPass in all 33 USCIS district offices in the country, including all 34 sub-offices by early September 2004. With InfoPass, the public can go online to schedule a date and time to meet with an immigration information officer, avoiding the need to wait in line. InfoPass first debuted in Miami last year and has eliminated the lines in that office completely.

Typically, customers have begun lining up before dawn at some USCIS offices to ensure they have an opportunity to speak with an immigration information officer about their case. Lines haven't been a problem in Agana, but being able to set an exact time to be seen in the information room will let USCIS' customers more accurately schedule their time.

"This is another important stride for USCIS in our commitment to offer customers world class service," Director Aguirre said. "We are using updated technology to improve the experience for our customers by enabling them to schedule an appointment that is convenient for them on their own time."

InfoPass is now offered in 12 languages including: Arabic, Chinese, Creole, English, French, Korean, Polish, Portuguese, Spanish, Tagalog, Russian, and Vietnamese. USCIS plans to add additional languages in the future.

"Now that we have InfoPass, people who visit our offices can be assured they'll get the assistance they need," said Robert Johnson, Officer in Charge of the USCIS Agana office. Johnson adds, "InfoPass is a customer friendly tool that allows customers to take control of their own schedules."

### **USCIS Customer Service Options Online**

InfoPass is one of several USCIS innovations designed to make immigration services more convenient and accessible for the general public. USCIS also offers electronic filing that allows customers to go online to file for an immigration benefit. E-filing currently supports eight of the more frequently used forms that account for over 50% of applications filed each year. By the end of 2006, e-filing will support twelve forms that account for over 90% of the applications filed yearly.

[www.uscis.gov](http://www.uscis.gov)

Customers may also go online to check the status of their pending application, and build a portfolio of up to 100 cases to check. USCIS also offers customers e-mailed updates when the status of their case changes.

Customers may access all USCIS Internet-based services on [www.uscis.gov](http://www.uscis.gov).

- USCIS -

On March 1, 2003, U.S Citizenship and Immigration Services (USCIS) became one of three former INS components to join the U.S. Department of Homeland Security. USCIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.