



**U.S. Citizenship and  
Immigration Services**

## USCIS Office Closings

[Versión en español](#)

FEMA information about [Hurricane Harvey](#), [Hurricane Irma](#), and [Hurricane Maria](#)

**This page was last updated on October 21, 2017.**

**Below, we list offices that are closed or have temporarily changed hours. This information can change quickly, so please check this page on the day of your appointment.**

**[Information about rescheduling appointments.](#)**

For more information or assistance, please contact your local office or call the National Customer Service Center at 800-375-5283. For customers who are deaf, hard of hearing, blind, or have speech disabilities which require accommodation: TTY / ASCII: 800-877-8339, Voice: 866-377-8642, Video Relay Service (VRS): 877-709-5798.

### Field Offices

Field Office	Status
<b>U.S. Virgin Islands</b>	
Charlotte Amalie, St. Thomas	Closed until further notice
Christiansted, St. Croix	Closed until further notice

### Application Support Centers

Application Support Center	Status
<b>California</b>	
Santa Rosa	See below for ASC appointment rescheduling information
<b>U.S. Virgin Islands</b>	
Charlotte Amalie, St. Thomas	Closed until further notice
Christiansted en St. Croix	Closed until further notice

### California Wildfires:

If you couldn't attend your biometrics appointment due to evacuation orders or road closures from the California wildfires, we will automatically reschedule your appointment.

- You will receive a new appointment notice by mail approximately 4 weeks from your original appointment date. If you do not receive a new appointment by mail, you may contact the National Customer Service Center (NCSC) at 800-375-5283.

If you have an emergency and cannot wait for your new appointment, please call the NCSC or visit an application support center (ASC) as a walk-in customer. However, we cannot guarantee walk-in customers will be processed on the same day, so you may have to return again on another day.

**If you cannot receive mail at your location and wish to be processed at a different location, please call the NCSC or take your current appointment notice to [another ASC](#). If you do not have a copy of your current appointment notice, any ASC can print one for you.**

**Hurricane Maria:**

If you couldn't attend your biometrics appointment due to Hurricane Maria, we will automatically reschedule your appointment.

- You will receive a new appointment notice by mail approximately 4 weeks from your original appointment date. If you do not receive a new appointment by mail, you may contact the National Customer Service Center (NCSC) at 800-375-5283.

If you have an emergency and cannot wait for a new appointment notice by mail, please call the NCSC or visit an ASC as a walk-in customer. However, we cannot guarantee walk-in customers will be processed on the same day, so you may have to return again on another day.

If you cannot receive mail at your location and wish to be processed at a different location, please call the NCSC or take your current appointment notice to [another ASC](#). If you do not have a copy of your current appointment notice, any ASC can print one for you.

[Asylum Offices](#)

Asylum Office	Status
All offices open	

[International Offices](#)

International Office	Type of Office	Status
Havana, Cuba	Field Office	Limited Services

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ALLA Doc. No. 1001 (Posted 10/24/17)

## 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.
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	We will not automatically reschedule your appointment.	<p>To reschedule your appointment, please make a copy of your appointment notice for your records, then mail the original to:</p> <p>Biometrics Processing Unit (BPU) Alexandria ASC 8850 Richmond Hwy, Suite 100 Alexandria, VA 22309-1586.</p> <p>Once we receive your request, we will mail a new ASC appointment notice to you.</p> <p>If you have questions or concerns, call the National Customer Service Center at 800-375-5283 (TDD for the deaf and hard of hearing: 800-767-1833).</p>

<b>If your ASC</b>	<b>Then we</b>	<b>Note</b>
Closes for an entire day due to an unforeseen circumstance such as inclement weather or a power outage	We will automatically reschedule your appointment.	<p>We will mail a new ASC appointment notice to you. If you do not receive an appointment notice within 3 weeks, contact the National Customer Service Center at 800-375-5283 (TDD for the deaf and hard of hearing: 800-767-1833).</p> <p>If you are unable to wait for your new appointment notice by mail, you may still visit an ASC. However, please note that the ASC may not be able to process you due to high case volumes, you may experience long wait times, or you may have to return on another date and time.</p>

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