



# CBP ONE™

## Starting May 10, 2023 A New Way to Schedule Appointments

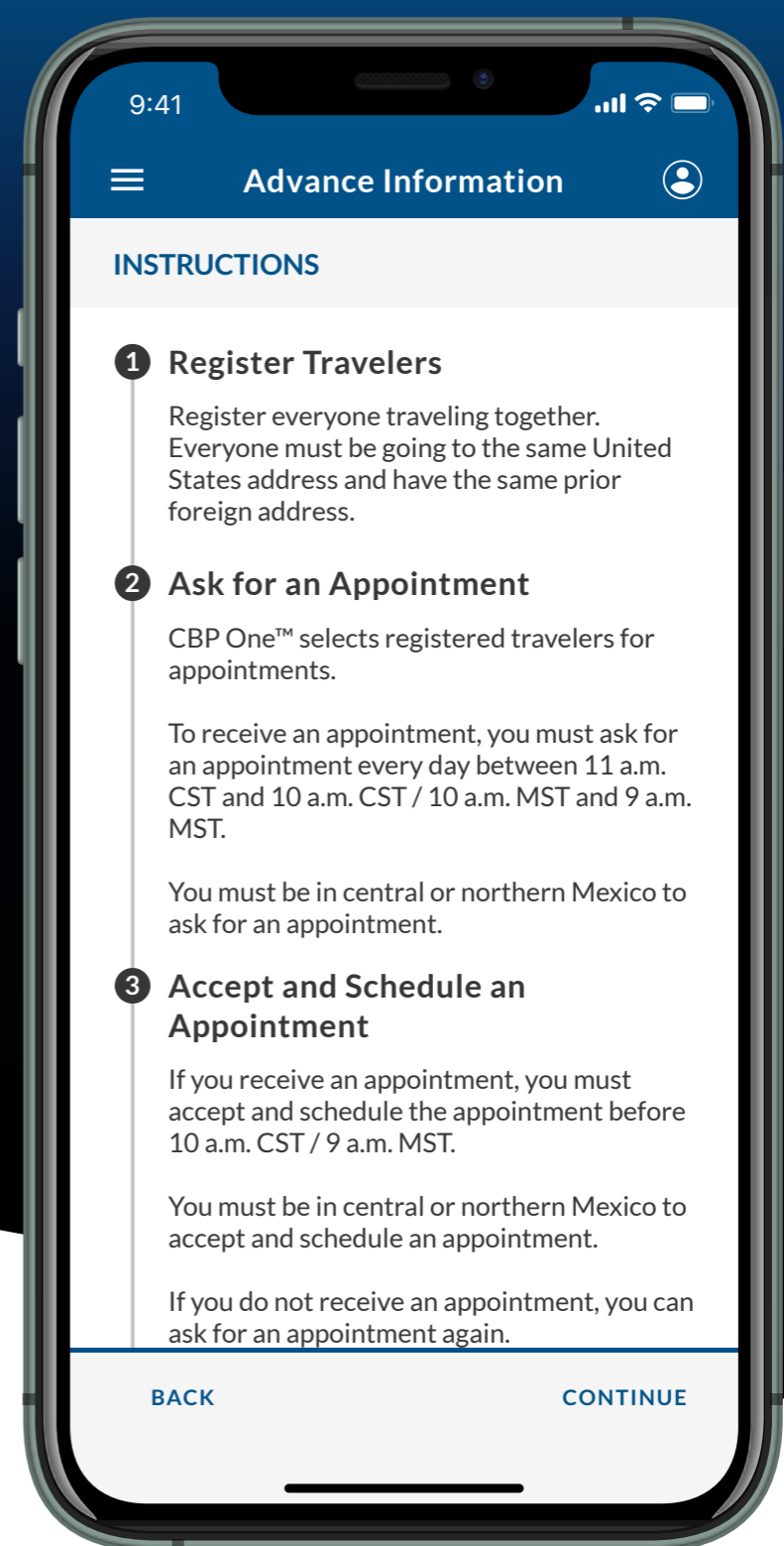
Through the  
CBP One™ Mobile Application

### Get Ready for the New Process

- ✓ Make sure your registration is accurate and includes everyone traveling together. Everyone must be going to the same United States address and have the same prior foreign address.
- ✓ Use your complete and accurate registration when you “Ask for an Appointment.”
- ✓ You can only select 1 registration that includes you and your family members. To avoid duplicate errors: Coordinate removal from unrelated registrations.
- ✓ Delete any incomplete or inaccurate registrations that you no longer want to use.
- ✓ If you receive an appointment, you need to take a video selfie to accept and schedule the appointment.

**DO NOT** use third parties to get an appointment. There is no advantage provided by these individuals.

**DO NOT** get confused by fraudulent confirmations. Officers confirm appointments through internal systems.



### How Is the New Process Different?

- You no longer need to access CBP One™ at 10 a.m. CST/9 a.m. MST to check for appointments.
- You now have up to 23 hours a day (11 a.m. CST - 10 a.m. CST)/(10 a.m. MST - 9 a.m. MST) to access CBP One™ and “Ask for an Appointment”.
- You still must be in central or northern Mexico (including Mexico City and Guadalajara).
- CBP One™ will allocate appointments to those who asked for them the previous day each day at 11 a.m. CST/10 a.m. MST.
- You now have up to 23 hours to accept and schedule an appointment by 11 a.m. CST/10 a.m. MST.
- New process is for appointments on May 24th or later.



**U.S. Customs and  
Border Protection**

Questions? Contact us at [CBPOne@cbp.dhs.gov](mailto:CBPOne@cbp.dhs.gov)