



# Fact Sheet

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## INFOPASS – IMMIGRATION INFORMATION BY APPOINTMENT

InfoPass is an Internet-based system that enables the public to go online to schedule appointments with immigration information officers at U.S. Citizenship and Immigration Services (USCIS) offices. If you have a complex immigration question or need that is best addressed by a trained USCIS officer in person, InfoPass offers a convenient alternative to waiting in line for assistance. InfoPass is a secure Internet site.

### HOW DOES INFOPASS WORK?

- ❑ You access the system by typing [www.uscis.gov](http://www.uscis.gov) into your Internet browser window. 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. InfoPass is currently offered in 12 languages.
- ❑ 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.

### WHAT SHOULD I TAKE TO MY APPOINTMENT?

- ❑ Bring a print out of the appointment notice. 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 website at [www.uscis.gov](http://www.uscis.gov), or by calling the National Customer Service Center (NCSC), 1-800-375-5283. Customers can also file for an immigration benefit by using E-Filing. E-Filing currently supports eight of the most frequently used forms that account for over 50% of the applications filed each year. To check the status of an application filed with a USCIS service center, you can also go online and select "Case Status Online."