



U.S. Citizenship
and Immigration
Services

Office of Communications

Fact Sheet

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Your Guide to InfoPass

InfoPass is a free online service that lets you schedule an appointment with a U.S. Citizenship and Immigration Services (USCIS) immigration officer. You can go online at any time to schedule your appointment instead of requesting it in person at your local USCIS office.

How can InfoPass make your life easier?

- It's free! Scheduling your own appointment costs you nothing.
- It's convenient. Go to <https://my.uscis.gov/appointment> to schedule your appointment online from your home computer, mobile device or the computer at your local public library.
- It's easy. Follow these simple steps:
 1. Choose your language. InfoPass offers 12 languages for you to use while scheduling an appointment.
 2. Under "Make An Appointment":
 - If you are inside the U.S., select **Inside the U.S.** and then type in the ZIP code for your mailing address.
 - If you are outside the U.S., select **Outside the U.S.** and then select the country where you are currently located.
 3. Choose a date and time for your appointment. If you do not see a convenient time, check back with InfoPass the next day. New appointment choices are available each working day.
 4. Provide at least your name, date of birth, and telephone number.
 5. Print the appointment notice that appears on your computer screen. The notice will show the time, date and location of your appointment, and you will need to bring it to your InfoPass appointment. If you cannot print the notice, write down the confirmation number and the PIN so you can access your InfoPass appointment notice at another time.

What documents should you bring to the appointment?

You will need to bring documents that will help explain your question or problem with your case. Some of the documents you will need are:

- Your InfoPass appointment notice confirmation
- Government-issued identification. This could be any of the following:
 - Government-issued photo ID card
 - Passport
 - Valid driver's license
 - Permanent Resident Card (also known as a Green Card)
 - Employment Authorization Document
- Form I-94, Arrival-Departure Record with affixed photo
- Any USCIS correspondence issued to you. Examples include:
 - Receipt notice
 - Interview appointment notice
 - Decision letter
 - Request for evidence (documents)
- All foreign documents that relate to your inquiry must be translated

What if you need to reschedule the appointment?

- You can cancel or reschedule appointments by using the confirmation number and PIN that were printed on the original appointment confirmation notice.
- To allow us to serve the most customers possible, please cancel your appointment if you cannot make it at the appointed time. There is no penalty for rescheduling or canceling an appointment.
- If you lose your appointment notice, you can print a replacement by accessing InfoPass and entering the information requested.

What if you just have a routine inquiry?

For routine matters, you do not need to meet with USCIS officers in person. You can handle these inquiries easily over the phone or on our website by clicking on one of the buttons located on the bottom half of the InfoPass homepage.

For general information, save yourself a trip – call the NCSC at 1-800-375-5283 from the comfort of your home to see if we can answer your questions first!