



Fact Sheet

February 4, 2005

InfoPass—A CUSTOMER'S GUIDE

InfoPass is a free, easy and convenient Internet-based system that allows the public to make an appointment to speak with an Immigration Information Officer. If you or someone you know has a complex immigration issue that is best handled in person by a trained immigration officer, InfoPass is for you! Instead of waiting in line—go online!

HOW DO I ACCESS InfoPass TO MAKE AN APPOINTMENT?

To use InfoPass you will need:

- A computer with an Internet connection;
- Internet Explorer 4.0 or higher, Netscape 4.0 or higher or any other similar browser. That's it!

HOW DOES InfoPass WORK?

To make an InfoPass appointment, go to www.uscis.gov and select InfoPass Appointment Scheduler. You can find it quickly under "Hot Topics" on the right side of the home page. Then follow these seven easy steps:

Step 1: Select the language you want to use (there are 12 language options).

Step 2: Select "Make an Appointment."

Step 3: Type in the zip code where you live (so InfoPass can find the closest office for your appointment).

Step 4: Select the type of appointment that **matches best with the kind of inquiry or problem you have**. This step is important.

Step 5: Type in your name, date of birth, zip code and telephone number. An e-mail address is optional. This information will help us identify you when you arrive for your appointment.

Step 6: Choose a date and time for your appointment. If you do not find an available appointment at a time that is convenient for you, feel free to check the InfoPass appointment schedule periodically. New appointments are added to the schedule each business day.

Step 7: An appointment notice, showing the time, date and location of your appointment, will appear on your computer screen. Print a copy of this notice immediately. Bring this notice with you when you come for your appointment.

WHAT DOCUMENTS SHOULD I BRING TO MY APPOINTMENT?

This section is very important, so read it carefully. To resolve your problem or inquiry, you will need to bring documents that clearly document the problem. Some of the documents you will need include:

- A printout of the appointment notice confirmation.
- Government-issued identification, such as a government-issued ID card, passport, valid driver's license, I-94, Work Authorization Card or *green card* (Form I-551, *Alien Registration Card*).
- **Any forms, receipt notices, approval or denial letters, translations and original documents that relate to your inquiry.**

WHAT IF I NEED TO RESCHEDULE MY APPOINTMENT?

- InfoPass allows you to cancel or reschedule appointments using the identification numbers at the bottom of your 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 I JUST HAVE A ROUTINE INQUIRY?

For routine matters, you do not need to come in person. Routine inquiries can be handled easily and quickly by telephone or over the Internet:

Forms—All immigration forms are free and can be downloaded from www.uscis.gov. You may also call our National Customer Service Center (NCSC) at 1-800-375-5283 and request a form be mailed to you.

Case Status—For the status of a case filed with a USCIS Service Center, go to www.uscis.gov and select “Case Status & Processing Dates” under “Hot Topics” on the right side of the home page. Using your Service Center receipt number, enter three letters followed by 10 numbers (no spaces or dashes).

Renew or Replace a Green Card—The form you need is Form I-90, *Application for Replacement of Green Card*. Go to www.uscis.gov and select “E-filing” under “Hot Topics” on the right side of the home page.

Employment Authorization—To apply or renew employment authorization, you need Form I-765, *Application for Employment Authorization*. This form can be filed online. Go to www.uscis.gov and select “E-filing” under “Hot Topics” on the right side of the home page.

General Information—For general information, save yourself a trip! Before getting in your car and driving to a USCIS office, call the NCSC at 1-800-375-5283 to see if we can answer your questions over the phone!