



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

## USCIS Office Closings

[Versión en español](#)

Current information about [Hurricane Harvey](#) and [Hurricane Irma](#) from FEMA

**This page was last updated on September 20, 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>Florida</b>	
Kendall	Closed on September 19, 2017
<b>Puerto Rico</b>	
San Juan	Closed until further notice
<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>Florida</b>	
Kendall	Closed on September 19, 2017

Application Support Center	Status
All other ASCs in Florida	Reopened on September 18, 2017; see below for information about appointments affected by Hurricane Irma.
<b>Puerto Rico</b>	
San Juan	Closed until further notice
<b>Texas</b>	
Houston	Reopened; see below for information about appointments affected by Hurricane Harvey
<b>U.S. Virgin Islands</b>	
Charlotte Amalie, St. Thomas	Closed until further notice
Christiansted en St. Croix	Closed until further notice

### **Hurricane Harvey:**

All Houston Application Support Centers (ASCs) resumed operations Sept. 5. If you cannot attend your biometrics appointment between Aug. 25 and Sept. 22, 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.

### **Hurricane Irma:**

If you were unable to attend your biometrics appointment due to Hurricane Irma, 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	

If you had an appointment scheduled during the Miami Asylum Office closure between September 7 and September 15, you will receive another appointment notice in the mail. There is no need to contact the Miami Asylum Office directly.

[International Offices](#)

International Office	Type of Office	Status
Havana, Cuba	Field Office	Closed until further notice

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[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.

If you	Then
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
<p>Opens late or closes early due to an unforeseen circumstance such as inclement weather or a power outage</p>	<p>We will not automatically reschedule your appointment.</p>	<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>
<p>Closes for an entire day due to an unforeseen circumstance such as inclement weather or a power outage</p>	<p>We will automatically reschedule your appointment.</p>	<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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