



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

## USCIS Office Closings

[Español](#)

[Current information about Hurricane Harvey from DHS](#)

**This page was last updated on September 6, 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.

Office	Status
USCIS Field Office in Port-Au-Prince, Haiti	Closed September 7, 2017 and September 8, 2017
USCIS Field Office in Charlotte Amalie St. Thomas, U.S. Virgin Islands	Closed September 5, 2017 at 12:00pm and September 6, 2017
USCIS Application Support Center in Charlotte Amalie St. Thomas, U.S. Virgin Islands	Closed September 5, 2017 at 12:00pm and September 6, 2017
USCIS Field Office in San Juan, Puerto Rico	Closed September 5, 2017 at 2pm and September 6, 2017
USCIS Application Support Center in San Juan, Puerto Rico	Closed September 5, 2017 at 2pm and September 6, 2017
USCIS Field Office in Houston, Texas	Closed through September 8, 2017
USCIS Asylum Office in Houston, Texas	Closed through September 8, 2017

### Update About Houston-Area Application Support Centers:

All Houston Application Support Centers (ASCs) will resume operations Sept. 5 at 8 a.m. (Central) for basic services, such as collection of fingerprints, photos, and signatures. However, the ASCs will not be fully staffed. This means customers requiring additional services (such as looking up case information or issuing extension stickers) may need to return to the ASC after all USCIS staff have been able to return to duty.

We know that many Houston-area applicants are unable to travel to their scheduled ASC appointments. If you cannot attend your biometrics appointment between Aug. 25 and Sept. 22:

AILA Doc. No. 17010900. (Posted 9/6/17)

- 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.

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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.
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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