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U.S. Citizenship and Immigration Services

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Friday, August 28, 2015

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If the office where you have an appointment is closed, then read about [rescheduling](#).

San Juan Field Office will remain closed today, August 28, 2015 due to weather conditions associated with Tropical Storm Erika.

*****ALERT: The Saipan Application Support Center is open with limited services due to a typhoon.****

*****ALERT: District 3 - New York Queens Field Office and Jackson Avenue ASC – Temporarily Closed*****

****Effective immediately, the Queens Field Office and Jackson Avenue Application Support Center located at 27-35 Jackson Avenue will be closed until further notice due to facilities related issues. All operations will be transferred to 26 Federal Plaza, Room 8-100, New York, NY 10278.****

The following chart provides guidance on rescheduling your office or applicant support center (ASC) is closed. You should also check for more specific information about an office's rescheduling policy. Please use the [Field Offices](#) area of the website to find an individual office.

Customers are reminded that if inclement weather hinders their ability to appear at a USCIS office for an interview or appointment when that office is open, USCIS may exercise discretion to reschedule the appearance if the customers can show that their failure to appear was weather-related.

For more information or assistance, please contact your local office or call the National Customer Service Center at 1-800-375-5283.

Field Office and International Office Closures

If You	Then
Have an appointment for an interview or biometrics 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	We recommend you reschedule a new appointment on your own as soon as possible.

ASC Closures

If an ASC	Then We	Note
Opens late or closes	Will not automatically reschedule affected	Due to high processing volumes, we will process walk-ins on a

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early due to an unforeseen circumstance such as inclement weather or a power outage	applicants (if not already processed) to a future appointment date	case-by-case basis. You may experience long wait times.
Closes for an entire day due to an unforeseen circumstance such as inclement weather or a power outage	Will automatically reschedule affected applicants (if not already processed) to a future appointment date	Due to high processing volumes, please visit an ASC as scheduled. We will process walk-ins on a case-by-case basis. You may experience long wait times.
Has closed until further notice and the reopen date is not known	Will reschedule affected applicants (if not already processed) to the nearest ASC (based on ZIP code) to a future appointment date	We will continue to reschedule affected applicants to the nearest open ASC until we have a confirmed reopening date.

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U.S. Citizenship and Immigration Services



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TDD for the Deaf and Hard of Hearing
 1-800-767-1833