



## U.S. Citizenship and Immigration Services

# USCIS Office Closings

[Versión en español](#)

**This page was last updated on January 16, 2018.**

**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.**

For more information or assistance, please contact your local office or call the us at 800-375-5283. For people with disabilities: (TTY) 800-767-1833, (VRS) 877-709-5797, or (VCO) 877-709-5801.

### Field Offices

Field Office	Status
<b>Tennessee</b>	
Memphis	Closed on Jan. 16 due to hazardous weather
<b>Texas</b>	
Houston	Closed at 10 am due to hazardous weather
San Antonio	Closed on Jan. 16 due to hazardous weather
<b>U.S. Virgin Islands</b>	
Charlotte Amalie, St. Thomas	Reopened on Jan. 8, 2018 - Limited Services
Christiansted, St. Croix	Closed until further notice

### Application Support Centers

Application Support Center	Status
<b>Alabama</b>	
Birmingham	Closed on Jan. 16 due to hazardous weather
<b>Tennessee</b>	
Memphis	Closed on Jan. 16 due to hazardous weather

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Application Support Center	Status
Nashville	Closed on Jan. 16 due to hazardous weather
<b>Texas</b>	
Austin	Closed on Jan. 16 due to hazardous weather
<b>U.S. Virgin Islands</b>	
Charlotte Amalie, St. Thomas	Reopened on Jan. 8, 2018 - Limited Services
Christiansted en St. Croix	Closed until further notice

### Hurricane Maria - St. Thomas ASC:

If you did not attend your biometrics appointment due to Hurricane Maria, we will automatically reschedule your appointment. The St. Thomas Application Support Center (ASC) has begun scheduling appointments for the last week of January 2018. We will send appointment notices in the order they were canceled, starting with appointments originally scheduled for Sept. 1, 2017. If you do not receive a new appointment by mail within 90 days, please call 800-375-5283.

If you have an emergency and cannot wait for a new appointment notice by mail, please call 800-375-5283 or visit the ASC as a walk-in. However, we cannot guarantee walk-in applicants 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 800-375-5283 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
<b>Texas</b>	
Houston	Closed on Jan. 16 at 10 am (Central) due to hazardous weather

#### International Offices

International Office	Type of Office	Status
Havana, Cuba	Field Office	Temporarily Closed – Limited Services
London, United Kingdom	Field Office	Temporarily Closed from Jan. 11-17

#### 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
Opens late or closes early due to an unforeseen circumstance such as inclement weather or a power outage	We will not automatically reschedule your appointment.	<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 us at 800-375-5283 (TDD for the deaf and hard of hearing: 800-767-1833).</p>
Closes for an entire day due to an unforeseen circumstance such as inclement weather or a power outage	We will automatically reschedule your appointment.	<p>We will mail a new ASC appointment notice to you. If you do not receive an appointment notice within 3 weeks, contact us 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>