

From: U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]

Sent: Friday, September 01, 2017 4:34 PM

To:

Subject: UPDATE: Houston-Area Application Support Centers Partially Reopening on Sept. 5

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:

- 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.

As always, please [check our Office Closings page](#) to get the latest updates before coming to an appointment.

Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.



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