

USCIS Launches Online Rescheduling of Biometrics Appointments

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The U.S. Citizenship and Immigration Services (USCIS) [launched a new self-service tool](#) that allows beneficiaries, their attorneys and accredited representatives to reschedule most biometric service appointments before the date of the appointment.

This tool, introduced on June 28, is a result of USCIS improving its customer service by removing barriers and reducing burdens to applicants.

Previously, beneficiaries and accredited representatives could only reschedule biometric services appointment by calling the USCIS Contact Center. Now, individuals who have or create a USCIS online account can reschedule most requests without having to call the contact center.

The tool cannot be used to reschedule in the following situations:

- If the biometric appointment already has been rescheduled two or more times
- If the biometric appointment is within 12 hours
- If the appointment date has passed

The agency has also issued a guidance in the [USCIS Policy Manual](#) to explain what it considers a timely request to reschedule a biometric services appointment for “good cause.” Good cause exists when the reschedule request provides sufficient reason for the beneficiary’s inability to appear on the scheduled date.

The USCIS only accepts untimely rescheduling requests made to the USCIS Contact Center and does not accept untimely requests to reschedule by mail or in-person at a USCIS office or through the myUSCIS online rescheduling tool.

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