

Immigration Update

InfoPass Comes to Phoenix: Immigration Information by Appointment

By Nancy-Jo Merritt



nmerritt@fclaw.com
602.916.5411

InfoPass is an internet-based system that allows the public to schedule a specific appointment time with immigration information officers at many of the city offices of U.S. Citizenship and Immigration Services (USCIS, formerly INS) across the United States, including Phoenix. Individuals seeking information on their immigration status, a delayed application or answers to general questions can schedule an appointment online. The USCIS describes InfoPass as “a customer service milestone” and truer words were never spoken.

How Does InfoPass Work?

You access the system by typing www.uscis.gov into your Internet browser window. No special software is necessary. The only requirements are a computer with a browser and Internet access.



The InfoPass home page asks you to select a preferred language.



Follow screen prompts asking for your zip code, name, birth date, phone number, desired appointment type, date and time.

FENNEMORE CRAIG, P.C.

3003 N. Central Ave.
Suite 2600
Phoenix, AZ 85012-2913
602.916.5000

One South Church Ave.
Suite 1000
Tucson, AZ 85701-1627
520.879.6800

1891 North Mastick Way
Suite A
Nogales, AZ 85621-1081
520.761.4215

1221 N Street
Suite 801
Lincoln, NE 68508
402.323.6200

FENNEMORE CRAIG

A HISTORY TO LEVERAGE

The screenshot shows the USCIS InfoPass website interface. At the top left is the USCIS logo and the text "U.S. Citizenship and Immigration Services". To the right is the "INFOPASS In English" logo. Below the logo are navigation links: "Home", "DHS.GOV", "USCIS.GOV", and "eGOV@USCIS". The main content area is titled "Please enter the following information to schedule an appointment:". Below this title are several input fields: "First Name:", "Middle Name:", "Last Name:", "Date of Birth:" (with dropdown menus for month and year), "Zip Code:" (with the example "85012"), "Telephone Number:" (with a format of () -), and "e-Mail Address:". At the bottom of the form are two buttons: "Back" and "Continue". Below the buttons is a small link for "USCIS Privacy and Security Policy".

An electronic appointment notice will appear on the screen, with the date and time of the appointment, the USCIS office address and instructions on any additional documents required.

What to Take to the Appointment?

- A print-out of the appointment notice.
- Personal photo identification, such as a government-issued ID card, passport, valid driver's license, I-94, Employment Authorization Document (EAD), or "green card" (I-551).
- Any forms, receipts, translations and original documents related to the inquiry.
- Appointments can be cancelled and re-scheduled using the identification numbers at the bottom of the appointment confirmation notice.
- A lost appointment notice can be generated by accessing InfoPass and entering the information requested.

Other Online USCIS Customer Service Options:

The USCIS website also offers E-filing for eight of the more frequently used forms, to be expanded to twelve E-filed forms by the end of 2006. In addition, the status of pending applications can be checked on-line and emailed updates of case status changes can be requested. All USCIS internet-based services are available at www.uscis.gov.

Immigration Practice

Nancy-Jo Merritt
Steven Solway

Lupe Aguilar
Legal Assistant

Evelyn Brill
Legal Assistant

Kathryn Bunch
Legal Assistant

Lori Martin
Legal Assistant

Antoinette Trifiro
Legal Assistant