

USCIS Response to Coronavirus (COVID-19)



**U.S. Citizenship
and Immigration
Services**

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Rescheduling Biometric Services Appointments by Phone

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U.S. Citizenship and Immigration Services (USCIS) announced today that applicants, petitioners, requestors and beneficiaries may now call the USCIS Contact Center (800-375-5283) to reschedule their biometric services appointments scheduled at a USCIS Application Support Center. Previously, applicants had to submit requests in writing to reschedule their biometrics appointments. This change helps eliminate undue paperwork and allows USCIS to track the request through a more efficient process.

Applicants must establish good cause for rescheduling and must call before the date and time of their original appointment to reschedule. If an applicant fails to call before the scheduled appointment or fails to establish good cause, USCIS may consider the application, petition, or request abandoned and, as a result, it may be denied.

For more information, please see the [Preparing for Your Biometric Services Appointment](#) webpage

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