

## BIOMETRICS APPOINTMENT | FREQUENTLY ASKED QUESTIONS

### 1. What if I want to reschedule my appointment?

If you cannot make the biometrics appointment on the date and time stated on the notice you must request a rescheduled date by contacting the USCIS either by calling the Contact Center or using the USCIS online account tool. With this online tool, individuals who have or create a USCIS online account (<https://myaccount.uscis.gov/>) can reschedule most requests for biometric services appointments without needing to call the Contact Center. However, the online tool cannot be used to reschedule an appointment (1) that was already rescheduled two or more times, (2) is within 12 hours of the appointment time; or (3) that has already passed. For any of these, you must call.

Please advise our office if you request that the appointment be rescheduled and provide a copy of your rescheduling request. Rescheduling a biometrics appointment may result in a delay in the overall processing of your application. Missed biometrics will potentially result in a denial of the application. We strongly urge you to attend your biometrics appointment when scheduled and if you do need to reschedule that you only do so one time.

### 2. What if I have been scheduled, but my spouse and/or children have not been scheduled?

The U.S. Citizenship & Immigration Services (USCIS) uses a National Scheduler system to schedule biometrics appointments, and it is possible that all family members will not be scheduled at the same time. In order to have biometric data captured, each family member must have a biometrics notice. If you have received your appointment, but your dependent(s) have not, it may be possible for your family members to accompany you to your appointment. The USCIS Application Support Center (ASC) may agree to capture their biometrics on the same day even though they do not have appointment notices. Note, however that this is at the discretion of the ASC and the ASC may refuse to do so as well. If you choose to try, be sure to take the I-485 Adjustment of Status Application (AOS) receipt notices, photo identification (e.g., passports) and evidence of relationship (e.g., birth or marriage certificate) for family dependents accompanying you. If the ASC refuses to process their biometrics and/or your family members have still not received appointment notices for their own biometrics, please contact our office and we will begin the inquiry process to have them scheduled.

### 3. If I am unable to appear at the ASC assigned, can I go to another one? If so, how do I locate another ASC nearest my residence?

USCIS prefers that you to appear at the ASC which has been assigned to you. However, you may try to have your biometrics processed at another ASC. Although the alternative ASC may not accept you, we have had clients who have successfully managed to have their biometrics captured at an ASC which was different from the one listed on the biometrics notice. You can access a complete, state-by-state, locality-by-locality, list on the USCIS on-line site at [https://egov.uscis.gov/crisgwi/go?action=offices.type&OfficeLocator.office\\_type=ASC](https://egov.uscis.gov/crisgwi/go?action=offices.type&OfficeLocator.office_type=ASC).

### 4. I have been scheduled for another biometrics appointment although I have already had my biometrics taken, do I still have to appear?

Yes, you should appear. There are many reasons USCIS may require an additional biometrics appointment for you. If your biometrics were taken over 15 months ago, for example, they are “expired” and new biometrics data will be needed to continue processing of your case. In addition, USCIS may request that you and/or your family members appear for a “biometrics” appointment prior to the approval of the AOS. The biometrics appointment consists of the electronic capture of an applicant’s photograph, signature, index fingerprint and ten-print fingerprints. The photograph, signature and index fingerprint are used to generate the lawful permanent resident card, if approved. The ten-print fingerprints are captured for the purpose of conducting a criminal background check and are processed for applicants between the ages of 14 and 79. You may be called in to re-do the biometrics appointment depending on the length of time that has passed since the initial appointment.

### 5. My child is under the age of 14, but has received a biometrics appointment? Can I ignore this notice?

No, you cannot ignore this notice. Although your child is under 14 years of age and you may not have paid the biometrics fee for your child, he/she must still appear at the ASC if a biometrics notice has been issued by the USCIS. Your child is being called in for a biometrics appointment, a “code 2.” The biometrics appointment is necessary for the generation of the Permanent Resident Card (“Green Card”) so it is important that all individuals who receive the notice appear at the ASC at the scheduled date and time. Your child may be called in to re-do the biometrics appointment depending on the length of time that has passed since the initial appointment.

### 6. Can I go in and have my biometrics taken before the date specified on my appointment notice?

You can try, but the ASC may refuse because normally they only capture biometrics from individuals who have appointments at the specified appointment time. However, some of our clients have been successful in having their biometrics captured earlier than their scheduled appointment date. Please note that the ASC has the discretion not to process your biometrics and if it does not, you will have wasted several hours at the ASC. Therefore, we recommend that you appear only on your scheduled appointment date and time.

### 7. What documents should I take with me to the biometrics appointment?

You should take the original or a copy of the biometrics appointment notice, your AOS receipt notice, both your AP and EAD receipt notices or approvals, and a photo identification document (passport, driver's license, etc.). Documents required may change without warning, so we advise that you read your biometrics appointment notice carefully and bring all documents as requested on the notice.

### 8. I did not receive the original biometrics notice, what should I do?

You can use the courtesy copy of the notice that our office will receive from the USCIS. Our office will notify you when the courtesy copy is received and a copy of the notice is uploaded to your eStatus online portal. The ASC should accept the courtesy copy.

### 9. Should I send anything to your office after I have my biometrics have been captured?

Yes, USCIS should place a Biometrics Processing Stamp on your Biometrics Notification confirming your biometrics have been processed. Please forward a copy of the notification with the stamp to the staff member who is handling your I-485 AOS application.

### 10. Once my biometrics are captured, how long will it take before my AOS is approved?

It depends on the USCIS Service Center where the application is pending. Each has different processing times. For the most current processing dates, refer to our website at <https://www.jackson-hertogs.com/us-immigration/helpful-immigration-pages/processing-times-uscis/>. Please note that processing times do change and are beyond our control.

### 11. I understand that my biometrics are "valid" for only 15 months. What should I do if my biometrics are about to "expire"?

You must wait for USCIS to issue you a second biometrics notice, which will typically occur closer to your processing date. If this occurs, follow the directions as before. Do not expect USCIS to issue a second biometrics request exactly 15 months from your first biometrics appointment. Additionally, a second biometrics request may not be required on every case. Please note that there is currently no mechanism for attorneys or their clients to alert the USCIS and request new biometrics appointments.

### 12. I got my Employment Authorization Document (EAD) and Advance Parole (AP) directly from USCIS. Should I send you a copy?

Although we request that USCIS send your EAD and/or AP to our office, USCIS may send the documents directly to you. If that occurs, please send a copy of your EAD and AP to the staff member handling your case so your record may be updated.

### 13. What is the next step after the biometrics are taken?

After your biometrics are captured, your I-485 AOS application will remain pending. As noted above, processing times vary among the USCIS Service Centers and can change without notice. Please refer to our website at <https://www.jackson-hertogs.com/us-immigration/helpful-immigration-pages/processing-times-uscis/> for the latest processing time information. You and/or your family may be requested to appear at an ASC for a second set of biometrics before your I-485 AOS application can be approved. If/when the I-485 AOS application is approved, USCIS will send you a courtesy copy of the I-485 AOS approval notice and the original notice will be mailed to our office. Once we receive the approval notice, we will contact you and will forward you the approval package with instructions.