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General Questions

1. What is the purpose of this site?

The U.S. Department of State has contracted GDIT to provide all or some of the following nonimmigrant visa services for Mexico:

1. Visa service information (web, IVR and call center)
2. Visa fee collection
3. Scheduling of visa application review/interview
4. Visa documents inbound and outbound courier services

GDIT is the only entity authorized to provide these services in this country on behalf of the U.S. Department of State. If you use another company to provide these services that company must still use the services on this website.

2. I forgot my password. How can I reset my password?

On the 'Sign in or Create an Account' page click the 'Forgot your password?' link. Then enter the email address associated with your user account. We will send you an email with instructions for resetting your password.

3. How can I update the email used to login to my account?

Only the account owner can update the email address. The account owner must first login to the account, then in the Actions menu go to 'Account Settings' and select 'Update Email'. If a third party created the account, you must contact them directly to have the email address changed.

4. Is it true that another company, website or individual can get a U.S. visa appointment faster than through this service?

No. All companies and individuals must use this service in order to schedule a visa appointment. No individual or company is given higher preferences. Any claims made by third parties stating that they can guarantee faster access to U.S. Department of State visa services are fraudulent.

What if I pay more money?

No individual or company is given higher preferences. Any and all such claims are fraudulent.

5. Is it true that another company, website or individual can guarantee the issuance of a U.S. visa?

No. Any and all such claims are fraudulent.

6. How do I know if I qualify for the Visa Waiver Program?

To determine if you qualify for the Visa Waiver Program, please visit <https://travel.state.gov/content/travel/en/us-visas/tourism-visit/visa-waiver-program.html> [↗](#). You may also visit the Electronic System for Travel Authorization (ESTA) website at <https://esta.cbp.dhs.gov/esta> [↗](#).

Some travelers who are citizens of a Visa Waiver Program partner country may still be unable to travel to the United States under this program. If you have traveled to the Democratic People's Republic of Korea, Iran, Iraq, Libya, Sudan, Syria, Somalia, or Yemen after March 2011, you are not eligible to travel under the Visa Waiver Program. Similarly, if you are a dual national of the Democratic People's Republic of Korea, Iran, Iraq, Sudan, or Syria, you are also not eligible to travel under the Visa Waiver Program. These travelers should apply for a nonimmigrant visa well in advance of the desired travel date to avoid any unnecessary delays.

Travelers with imminent travel may request an expedited visa appointment. To request an expedited visa appointment, first schedule a regular visa appointment on the closest available date. Then sign-in to your account, click 'Continue', select 'Request Expedite' and follow the instructions. The traveler should include in the request the date and purpose of the travel as well as a copy of any U.S. Customs and Border Protection message he/she received regarding their ESTA status and, if applicable, why the ESTA application was denied.

More information about restrictions to travel under the Visa Waiver Program, including the requirement for an electronic passport, is available at <https://travel.state.gov/content/travel/en/us-visas/tourism-visit/visa-waiver-program.html>.

7. Can you help me with the DS-160? I do not know what to put for a certain field. I cannot upload my picture properly. I cannot get a confirmation email. I cannot print out my confirmation page.

This is a visa information and appointment scheduling service only. Any advice to assist you or give you information or assistance on the form DS-160 can be found on the U.S. Department of State's website. You may find FAQs for the DS-160 application form at <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/forms/ds-160-online-nonimmigrant-visa-application/ds-160-faqs.html>.

8. What is my email address used for on this website?

Your email address will be your account login ID. All email notifications sent from this website will be sent to the email address you provide. If you do not receive any emails from usvisa-info.com, please check your SPAM and junk folders.

9. What happens to my online Form DS-160 if I select a U.S. Consular Section where I will be applying for my visa, but end up making an interview appointment instead to another U.S. Consular Section?

For information on this specific situation, please visit DS-160 Frequently Asked Questions at <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/forms/ds-160-online-nonimmigrant-visa-application/ds-160-faqs.html>.

10. Is there a requirement to provide social media identifiers when applying for a U.S. Visa?

On May 31, 2019, the Department of State updated its immigrant and nonimmigrant visa application forms to request additional information, including social media identifiers, from most U.S. visa applicants worldwide. For more information, please see the Department of State's responses to [Frequently Asked Questions](#).

11. What should I do if there is a service outage affecting this website or any of the associated services? (Examples: unable to complete visa fee payment at a bank or online, unable to reach the call center number, unable to download the courier receipt, etc.)

If you cannot complete one of the required actions described on this website because of a power failure, internet or telephone outage, or similar circumstances affecting your community, please try again when the outage is resolved. If you are still unsuccessful in completing the required action, please Contact Us using the information at the link https://ais.usvisa-info.com/en-mx/niv/information/contact_us. In your correspondence, please explain the type outage experienced, the service that was interrupted, and request guidance on what to do next.

If you were in the process of paying your visa fee online (examples: using a debit card, credit card, or electronic funds transfer) and you are not certain if your fee payment was completed before the outage occurred, DO NOT attempt to make your payment again. Please Contact Us using the information at the link https://ais.usvisa-info.com/en-mx/niv/information/contact_us. In your correspondence, please explain the type of outage experienced, the service that was interrupted, and ask if your payment was completed. Please note that visa fee payments are non-refundable, and it may take a long time to obtain a refund for a duplicate payment.

12. How can I edit my applicant information if I make a mistake?

The U.S. Department of State places limits on the information you can change after you create an account in this system:

- You may update your email address and phone number at any time.
- You may change your passport number or DS-160 number only one (1) time after a payment has been made.
- You may NOT change the given name, surname, country that issued passport, country of birth, date of birth, or gender associated to your applicant profile after paying your visa fee.
- For editing other information, if you already have an appointment scheduled, you must cancel your appointment to edit your information. If you do not have an appointment scheduled, you must sign-in to your account, click on the gear icon dropdown to the far right of the applicant name and select "Edit".

13. Are there any measures being taken at the Service Centers to ensure my health and safety during my visit?

Security measures at Service Centers that assist U.S. visa applicants have changed due to the COVID-19 pandemic. Service Centers follow local and state laws, regulations, and civil protection guidance regarding use of personal protective equipment, handwashing, facility sanitization, etc. Applicants should check local regulations and plan their Service Center visit accordingly.

By entering the Service Center, you agree to the following:

1. You are not experiencing any flu-like symptoms.
2. You do not have a fever. We recommend that you take your temperature before you visit the Service Center.
3. You have not been in close contact in the last 14 days with anyone who, to the best of your knowledge, is being evaluated for, or has been diagnosed with, COVID-19.
4. You will wear a face mask at all times when you are in the Service Center. You will only remove your mask when instructed to do so during biometric collection (where applicable).
5. You will maintain the indicated amount of distance from other applicants and adhere to all distancing signs, floor markings, and seating restrictions.
6. You will make use of the available hand washing / sanitizing facilities.
7. You will follow the instructions of the Service Center staff members as they direct you through the facility.

Visa Related Questions

1. What is a visa?

U.S. Citizens and lawful permanent residents do not need to obtain a visa to enter the United States. In general, a citizen of a foreign country who seeks to enter the United States must first obtain a U.S. visa. Certain international travelers may be eligible to enter the United States without a visa if they meet the requirements for the U.S. Visa Waiver program. For further information, please visit the Department of State website at <https://travel.state.gov>.

2. What types of visas are available?

There are various types of nonimmigrant visas for temporary travel to the United States. The type of visa you need depends on your purpose of travel. For information on all types of visas please visit <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/all-visa-categories.html>.

3. I wish to apply for C1/D and B1/B2 dual visa. What should I do?

You should complete one online DS-160 application form and pay one visa fee in order to schedule an appointment for your C1/D visa.

At the time of your interview, you should inform Consular Officer that you wish to apply for a C1/D and B1/B2 dual visa.

Note: Applying for dual visa is for C1/D, no other nonimmigrant visa combination is acceptable.

4. Who decides if I will get a visa?

Under U.S. law the Department of State has responsibility for issuing visas, and most visas are issued at one of the Department of State Embassies and Consulates abroad. A U.S. Consular Officer will review your application at the time of the interview and decide whether you are qualified for a visa.

A visa doesn't permit entry to the U.S. A visa simply indicates that your application has been reviewed by a U.S. Consular Officer at US Embassy or Consulate, and that the officer determined you are eligible to travel to the port-of-entry for a specific purpose.

Neither GDIT nor any of our staff play any part or influence in the outcome of your visa application.

5. How long does it take to process my visa application?

The time it will take for the Consular Section to process your visa application can vary depending on:

- the completeness of your visa application
- the amount of verification your visa application requires can affect the amount of time it take to process your application
- Consular Section may find that you need to provide further information before a decision can be made on your application

If you wish to view the estimate on how long you will have to wait to get an interview appointment, please visit the U.S Department of State online tool at <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/wait-times.html>. This online tool will also tell you how long it will take for your visa to be processed at the Consular Section, after a decision is made by a Consular Officer to issue the visa. Please note that the processing time does not include any time required for administrative processing.

6. What is "administrative processing"?

Some visa applications require further administrative processing, which takes additional time after the visa applicant's interview by a consular officer. Applicants are advised of this requirement at the time of the consular officer interview. After attending the interview, you may track the status of your visa application at <https://ceac.state.gov/CEAC> or, if applicable, follow any local instructions given to you at the interview. For more information on administrative processing or for case specific inquiries, please visit <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/administrative-processing-information.html> or the Consular Section website.

7. How long am I authorized to stay in the United States?

Applicants should be aware that a visa does not guarantee entry into the United States. Legally, the visa specifies the period during which the bearer may apply at the port-of-entry to enter the United States.

At the port-of-entry, a U.S. immigration officer of the Department of Homeland Security (DHS) decides whether to allow you to enter and how long you can stay for any particular visit, as part of the Admission process. Only the U.S. immigration officer has authority to permit you to enter the United States. For further information, please see "Admission to the United States and your Duration of Stay" <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/visa-expiration-date.html>.

8. Can I apply for two different visa types at the same time?

This service allows the applicant to pay for and schedule one visa appointment at a time.

The Consular Section may allow the applicant to interview and pay for a second visa type during the scheduled appointment for the first visa type.

Procedure for applying for two separate visa types at the same time:

1. Use this website or telephone service to pay the MRV fee and schedule an appointment for one of the visa types for which you want to apply.
2. Attend your scheduled appointment(s).
 - Be sure to bring all application documentation for the scheduled visa type.
 - In addition, be sure to bring additional documents and payment for the second (unscheduled) visa type.
 - You must indicate both visa types on your DS-160 at <https://ceac.state.gov/genniv>.
3. At the scheduled appointment, follow the Consular Officer's instructions to complete the application process for the second visa type, including payment of the MRV fee.

9. After I have my visa, will I be able to enter the U.S.?

A visa does not guarantee entry into the United States but allows a foreign citizen to travel to a U.S. port-of-entry and request permission to enter the United States. The Department of Homeland Security U.S. Customs and Border Protection (CBP) immigration officers have the authority to permit or deny entry to the United States. This website (<https://www.cbp.gov/travel/international-visitors>) on U.S. Custom and Border Protection has more information about entry into the United States.

As of November 29, 2016, Chinese citizens with 10-year B1, B2 or B1/B2 visas in Peoples' Republic of China passports are required to update their biographical and other

information from their visa application through the Electronic Visa Update System (EVUS) before travelling to the United States. This update must be done every two years, or upon getting a new passport or B1, B2, or B1/B2 visa, whichever occurs first.

EVUS enrollment is available at <https://www.evus.gov>. There is currently no fee for EVUS enrollment. Until a fee is implemented, travelers can enroll in EVUS without charge. The Department of Homeland Security, Customs and Border Protection (CBP) will keep visa holders informed of new information at <https://www.cbp.gov/evus>.

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EVUS<https://www.evus.gov>EVUSCBP<https://www.cbp.gov/evus>

10. I changed my name. Is my U.S. visa with my old name still valid?

If your name has legally changed through marriage, divorce, or a court ordered name change, you will need to obtain a new passport. Once you have a new passport, the Department of State recommends that you apply for a new U.S. visa to make it easier for you to travel to and from the United States.

11. Should I book my travel before the interview?

Applicants are strongly advised not to book travel until after they receive their passport and visa.

Visa Renewals and Extensions Questions

1. How can I extend my visa?

If you want to extend your temporary stay in the United States, you must file a request with U.S. Citizenship and Immigration Services (USCIS) before your authorized stay expires. If you remain in the United States longer than authorized, you may be barred from returning and/or you may be removed (deported) from the United States. Check the period of stay that was stamped on your passport by Customs and Border protection officials to determine the date your authorized stay expires. To learn more how to extend your visa, please visit USCIS website at <https://www.uscis.gov/visit-united-states/extend-your-stay>.

2. I have a nonimmigrant visa that will expire soon. Do I need to go through the whole visa application process again?

Yes, you will need to go through the entire visa application process each time you apply for a visa, even if your visa is still valid. However, those who are renewing a previous U.S. visa or who meet certain other age-related criteria may qualify for a waiver of the visa interview. Eligibility is determined based on the answers provided to questions during the appointment scheduling process. However, consular officers reserve the right to require an interview for any visa applicant.

Passport Questions

1. Why do I need a blank page in my passport?

U.S. nonimmigrant visas require an entire passport page to be printed. Please assure that your passport contains at least 1-2 blank visa/stamp pages for the printing of the visa and the associated entry stamps.

2. I have dual citizenship. Which passport should I use to travel to the United States?

If you have dual citizenship and are not a U.S. Citizen, you must select whichever nationality you prefer to enter the United States. You must enter and depart the United States using one passport.

3. My passport with the valid visa was stolen. What should I do?

If your passport with your paper Form I-94 is lost or stolen, you must get them replaced immediately. There are a number of steps you need to take. To learn more, see Lost and Stolen Passports, Visas, and Form I-94s at <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/lost-stolen-visas.html>.

4. How long does my passport have to be valid in order to apply for a U.S. visa?

The passport should be valid for at least 6 months beyond the applicant's intended period of stay in the United States unless country specific agreements provide exceptions. Consult <https://www.cbp.gov/document/bulletins/six-month-club-update> for exemptions. You may also visit <https://travel.state.gov/content/visas/en.html> for more information.

5. I had to replace my passport before the scheduled appointment date. What do I need to do?

The applicant can attend the scheduled appointment and present the new passport. If the applicant is not able to obtain a new passport before the scheduled appointment date, the applicant must cancel or reschedule the appointment. An applicant will not be able to apply for a visa without a valid passport. Please provide a copy of the police report if the passport was stolen.

6. My passport has expired but my U.S. visa is still active. What do I need to do?

Unless canceled or revoked, a visa is valid until its expiration date. If your visa is still valid you can travel to the United States with your two passports, as long as the visa is valid, not damaged, and is the appropriate type of visa required for your primary purpose of travel. Both passports (the valid and the expired one with the visa) should be from the same country and type. Please note: A valid visa is not guarantee of entry into the United States. Final determination of entry is at the sole discretion of the CBP Officer reviewing the documentation.

MRV Fee Questions

1. My application was denied. Can I get a refund of the visa fee?

No. The fee that you paid is an application fee. Everyone who applies for a U.S. visa anywhere in the world must pay this fee, which covers the cost of processing your application.

2. I got a system error when I was making my MRV fee payment online. Did my payment go through? How do I get my MRV fee receipt number?

MRV fee payments are non-refundable. If you got a system error when making your MRV fee payment online, do not attempt to make another payment. Sign-in with your user account and go to your "My Account" home page, click on the "Continue" link and follow the instructions.

3. Can I sell or give my MRV fee to someone else?

MRV fee payments are non-refundable and non-transferrable. You cannot sell or trade and MRV fee with someone else.

4. I paid the wrong MRV fee amount, what should I do?

Sign into your account. Go to your "My Account" home page, click on "Continue" and follow the instructions.

5. I paid the MRV amount after the expiration date, what should I do?

Sign into your account. Go to your "My Account" home page, click on "Continue" and follow the instructions.

6. I overpaid my MRV fee, what should I do?

If you have questions or concerns about your payment, please use the "Contact Us" feature of this website.

7. Where do I find the terms and conditions of the visa application (MRV) fee payment?

All information concerning the visa application (MRV) fee can be found [here](#).

Visa Appointment Questions

1. I need an earlier appointment and there are no available appointments, what should I do?

You can request an expedited appointment. To request an expedited appointment, first schedule a regular appointment on the closest available date. Then, sign-in to your account, click "Continue", select "Request Expedite" and follow the instructions. Expedited Appointments will only be granted at the Consular Section's discretion. Circumstances that may be considered for expedited appointments include:

- An immediate relative's death, grave illness or life threatening accident taking place in the United States.
- Urgent medical treatment for the applicant or their minor child.
- An applicant for a student or exchange visitor (F/M/J) visa whose I-20 or DS-2019 has a start date that is earlier than the first available visa appointment.
- An unexpected need to travel to the United States for urgent business purposes that is occurring within 10 days after the first available visa appointment.
- An unexpected visit that is of significant cultural, political, journalistic, sporting or economic importance that is occurring within 10 days after the first available visa appointment.

Circumstances considered for expedited appointments may vary. When you request an expedited appointment, you will see the list of acceptable circumstances in the country where you are applying for a visa.

2. What should I do if I missed my interview?

If you missed your interview appointment, you must sign-in to your account, click "Continue", select the "Missed My Appointment" link and follow the instructions. Please note that applicants must wait 24 hours before they will be able to request approval to reschedule a missed appointment.

3. Where should the applicant lodge any complaints?

Select the "Contact Us" link at the bottom of the website and follow the instructions.

4. How do I add or change members for a scheduled group appointment?

If you want to add or modify the members of the group after you have scheduled an appointment, you need to cancel your group appointment, add or change the members of the group and then reschedule the group appointment.

Please note, depending on the calendar availability, there is no guarantee that you will be able to schedule the same date and time as originally scheduled.

5. Who can accompany me to the visa interview?

In general, only visa applicants with scheduled appointments are allowed to enter the Consular Section. Parents or legal guardians are allowed to accompany minor children. For special instructions concerning translators or caregivers or to contact the Consular Section for more information, visit the Consular Section website.

6. Are all visa applicants required to appear in person for a consular interview?

Those who are renewing a previous U.S. visa, or who meet certain other age-related criteria, may qualify for a waiver of the visa interview. Eligibility is determined based on the answers provided to questions during the appointment scheduling process. However, consular officers reserve the right to require an interview for any visa applicant.

Document Delivery Questions

1. How do I track my documents that I have sent to the Consular Section?

The courier provides a courier-in shipping number. Please request this number from the courier agent when you submit your documents for shipment. The status of your shipment can be tracked through the courier's website.

2. How do I get my passport/visa back after the application is processed?

The processing time of the visa application and the printing of an approved U.S. visa varies in duration for each individual applicant. After attending the U.S. Consular Section interview, you may track the status of your visa application at <https://ceac.state.gov/CEAC>.

The tracking of your document return will begin when the U.S. Consular Section passes the documents to the courier. You will get an email alerting you when the shipping number has been assigned to your documents.

You can track the status of the shipment by signing into this website and clicking on the courier shipping number link, which will direct you to the courier website for the latest tracking information.

3. Can I change the pickup location? Can I change to home delivery?

Yes, the deadline to change the location where your visa documents will be delivered is 24 hours before your appointment. After the time indicated, the option to change the courier location will be deactivated from your account and further courier changes will not be allowed.

4. It has been over 2 weeks since my Consular Section interview, when can I expect to receive my documents?

The processing time of a visa application is at the discretion of the Consular Section. Please visit <https://ceac.state.gov/CEAC> to check the status of your application. If it has been more than 5 business days since your visa was issued and you still have not received a courier shipping number, please follow the instructions on the Contact Us page.

5. Can I expedite the courier return of my documents?

No. Once the Consular Section passes the document(s) to the courier, the shipment may take 1-3 business days for delivery.

6. Can I submit my visa application documents to the Consular Section by mail?

You can only submit your visa application document to the Consular Section if you receive instructions to do so at the end of the visa appointment scheduling flow. For information on who qualifies for the submitting visa application documents by mail, please see https://ais.usvisa-info.com/en-mx/niv/information/courier#courier_send.

7. I received instructions from the Consular Section to submit additional documents in connection to my visa application. How do I do this?

You can only send additional documents to the Consular Section if you received a letter or an email with specific instructions including the list of required documents to be mailed. To send the documents to the Consular Section free of charge, please follow the instructions you received to print the Courier-in Authorization Certificate from this website. If you experience issues printing the Courier-in Authorization Certificate, please follow the instructions for Document Delivery Issues on the "Contact Us" page of this website. For a list of the authorized document drop-off locations visit: https://ais.usvisa-info.com/en-mx/niv/information/courier#courier_send.

8. How do I track document delivery status?

Sign-in to your account and click on the Courier Shipping Number link under Status. The page will open to the delivery status. If no Courier Shipping Number appears on your status, your passport has not been processed by the courier and may still be processed. After attending the U.S. Consular Section interview, you may track the adjudication status of your visa application at <https://ceac.state.gov/CEAC> or, if applicable, follow any local instructions given to you at the interview. If there are further concerns or issues with the return of your documents or if it has been more than 5 business days since your visa was issued and a Courier Shipping Number is still not available, please follow the instructions for Document Delivery Issues on the "Contact Us" page of this website.

Other Visa Processing Questions

Appointment Availability

1. I already have a scheduled appointment in the future, but how can I check if there is an earlier appointment available?

You cannot see appointment availability unless you are actively scheduling an appointment. If you have a scheduled appointment and you want to see if an earlier appointment is available, you must log in to your account on this website (<https://ais.usvisa-info.com/>), click the Continue button, and select the "Reschedule Appointment" option. The displayed appointment calendar includes available appointments based on your visa class and other criteria. Select the appointment date and time that you prefer and click the Reschedule button. The system will ask you to confirm the change and then present an updated Confirmation and Instructions page. If you choose to retain your current appointment, click the Close button.

2. Since there are no interview appointments available, should I try to apply in another country?

We recommend applying in the country where you are a citizen or a legal permanent resident. Currently, most U.S. Embassies and Consulates have limited resources available for processing visa applications; consequently, they are prioritizing the applications of citizens and legal permanent residents.

3. Is there a limit to the number of times I can access my account to check appointment availability?

There is no limit on the number of times you can access your account; however, repeatedly refreshing a page inside the system over an extended period of time can lead to the deactivation of your account. Additionally, accessing this website through multiple computers at the same time or using automated or non-human means, such as with bots or scripts, is prohibited by the [Terms of Use](#) of the site.

Appointment Cancellation

1. Should I attend my appointment if I received an appointment cancellation notice?

You should not attend your consular appointment if you received an appointment cancellation notification. To reschedule your appointment, please sign into your user account on this website (<https://ais.usvisa-info.com/>), select the "Continue" option, and follow the system instructions under the "Reschedule Appointment" option. If you require further assistance, please refer to the Help section at the bottom of the page.

2. My appointment was canceled. Why didn't I receive a notification email?

When an appointment is canceled, the system automatically sends an email to the email address provided in the appointment scheduling system. In some cases, the provided email address is incorrect, the applicant does not have access to the email address of the user who created the account, or the notification goes to the spam or junk email folder (based on the email account's configuration). For these reasons, we recommend that applicants check the status of their appointment a day or two before the appointment by logging into this website (<https://ais.usvisa-info.com/>).

3. How can I find out if my appointment will be canceled, and how long in advance will I receive an email if it is canceled?

In general, Consular Sections attempt to cancel appointments at least three weeks in advance; however, given the current changing environment, cancellations can occur less than three weeks before the appointment. We recommend that applicants check the status of their appointment a day or two before the appointment by logging into this website (<https://ais.usvisa-info.com/>).

Visa Renewal

1. I need to renew my visa, but I don't see the renewal interview waiver qualifying statements. Where can I find the qualifying statements so I don't have to attend a visa interview?

Applicants qualify for interview waiver based on the information they provide as they proceed through the steps on this website (<https://ais.usvisa-info.com/>). If no qualifying statements were presented, either you did not qualify for interview waiver, or the interview waiver option is not currently available in the Consular Section where you are applying.

2. What is the wait time to issue a visa for visa renewal cases?

Every visa application is unique and processing time varies based on each case. U.S. Embassies and Consulates are operating at reduced capacity and currently have only limited resources available to process visa applications, which may delay issuance of your visa. You can track the status of your visa application at <https://ceac.state.gov/CEAC>.

Emergency Appointments

1. I submitted an emergency appointment request, but I am still waiting for an answer.

Consular Sections are receiving a high number of emergency appointment requests. These requests are reviewed and granted based on the availability of consular officers to process visa applications. If you have not yet received a response to your emergency appointment request, please wait for an answer from the Consular Section as they are working diligently through the backlog of requests. If you do not receive a response, plan on attending your consular interview appointment at the originally scheduled date and time.

2. My emergency appointment request was denied. Can I send another emergency request?

In very limited cases, certain Consular Sections may allow applicants to submit more than one emergency appointment request. The best way to check if you are authorized to send another emergency request is to log in to your account on this website (<https://ais.usvisa-info.com/>). If you do not have the option to submit a new expedite request, you should plan on attending your consular interview appointment at the scheduled date.

3. My emergency appointment request was approved, but I cannot attend the appointment on the new date.

Due to the high number of expedite appointment requests, Consular Sections are approving only a limited number of emergency appointment requests. If your emergency appointment request was approved and you received a new appointment, we recommend that you make every effort to attend, as appointment capacity is extremely limited.

If you cannot attend your emergency appointment, you may cancel the appointment and schedule a new appointment based on available appointment capacity.

Visa Fees

1. For how long is my visa fee valid to schedule an appointment?

This visa application fee is normally valid for one year from the date of purchase; however, the U.S. Department of State understands that many visa applicants have paid the visa application processing fee and are still waiting to attend or schedule a visa appointment. For this reason, the visa fee validity has been extended until September 30, 2023 in line with Department of State guidance.

To check the expiry date of your visa fee, log into your account on this website (<https://ais.usvisa-info.com/>), click the Continue button, and select the Payment Receipt option. The visa fee expiry date for each applicant is listed on the Payment Receipt.

I paid my visa fee, but I do not wish to move forward with my visa application because my travel needs have changed, my appointment has been canceled several

2. times, or because of the long wait time to obtain an appointment. Can I get a refund?

Visa fees are non-refundable and non-transferrable. All nonimmigrant visa applicants must pay the visa application fee prior to scheduling an appointment. Before paying the visa fee, applicants are required to acknowledge, by checking a box, that they understand that the visa fee is going to be assigned to the visa applicant and that the fee is non-refundable and non-transferrable (either to another person or for use in another country).

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Status of Submitted Visa Applications

1. I submitted my visa renewal application many weeks/months ago and I want to know the status of my application.

U.S. Embassies and Consulates are operating at reduced capacity and currently have only limited resources available to process visa applications; therefore, the time required to process a visa application and printing an approved U.S. visa is taking longer than normal (in some cases several months).

After submitting your visa renewal documents or attending a visa interview appointment, you can track the status of your visa application at: <https://ceac.state.gov/CEAC>.

Do not call or send an email to Contact Us to ask about the status of your application as they do not have access to this information.

2. How long will it take to process my visa and to be informed about the status of my visa application?

Every visa application is unique and processing time varies based on each case. U.S. Embassies and Consulates are operating at reduced capacity and currently have only limited resources available to process visa applications, which may delay issuance of your visa. You can track the status of your visa application at <https://ceac.state.gov/CEAC>.

Other

1. I received an email that my account was deactivated, what can I do?

Login to your account on this website (<https://ais.usvisa-info.com/>) and follow the instructions provided regarding account reactivation.

2. If I filled out my DS-160 form in 2020, do I need to fill out a new form for my appointment in 2021?

Submitted DS-160 forms do not expire. They can be used to apply for a visa many months later, if the information entered on the form is still valid. The same is true for the uploaded photos. Consular Sections will determine at the time the visa application is processed if you need to resubmit a more recent photo.

Nonimmigrant Visas

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