

CBP One™ Mobile Application

i Recent Updates

On August 23, 2024, CBP will update the process for individuals to request and schedule appointments at one of the eight southwest land ports of entry that currently process individuals using the CBP One™ mobile application. The location from where individuals can request an appointment will be expanded. Currently, individuals can request an appointment from Northern and Central Mexico. Migrants who cross Mexico's southern border can now wait in Southern Mexico to secure an appointment before traveling to the north.

As of Friday, August 23, 2024, non-Mexican migrants will be able to request and schedule appointments from the Southern Mexico states of Tabasco and Chiapas, in addition to their existing ability to request and schedule an appointment from Northern and Central Mexico — enabling them to make appointments without having to travel all the way north to do so.

Areas of Mexico where Mexican nationals can now request a CBP One™ appointment.

Additionally, more appointments will now be allocated to those who have been waiting the longest, though 1,450 appointments will still be available daily.

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What is the CBP One™ mobile application? —

On October 28, 2020, U.S. Customs and Border Protection (CBP) launched the **FREE** CBP One™ mobile application on the Apple App and Google Play stores.

CBP One™ is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app directs each type of user to the appropriate services based on their needs.

As part of CBP's comprehensive effort to improve the security of our nation's borders while enhancing legitimate travel and trade, CBP One™ provides increased accessibility and transparency to some of CBP's most utilized services.

Advance Submission and Appointment Scheduling +

CBP One™ is available now to schedule appointments. CBP One™ and the Advance Submission and Appointment Scheduling process are free to use. Noncitizens who seek to travel to the United States may use the CBP One™ app to

submit information in advance and schedule an appointment to present themselves at the below Southwest Border land ports of entry:

- Arizona: Nogales
- Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso
- California: Calexico and San Ysidro

Please see the [Stats and Summaries](#) page for official metrics related to Title 8 and Title 42 encounters.



Warning

Do not be confused by or obtain fraudulent confirmations, Officers confirm appointments through internal systems.

Frequently Asked Questions - English

Port of Entry Operations



What should migrants expect when they arrive at a port of entry?

- CBP strongly encourages noncitizens without prior authorization to the United States to use the CBP One™ mobile app to request an appointment to present themselves at a land Port of Entry.
- The number of noncitizens who can be processed through the CBP One™ app will vary by port based on available resources and existing infrastructure. Appointments are available 21 days in advance.

Ports may, as operationally feasible, utilize dedicated lanes for individuals with different types of travel documents, or for those without travel documents. Ports may also have dedicated lanes for those with CBP One™ appointments.

How does CBP determine how to process an individual?

- Upon arriving at a POE, CBP officers inspect and evaluate all individuals to determine the appropriate processing disposition.
- CBP does not adjudicate asylum claims. Individuals issued a Notice to Appear and placed in removal proceedings will have the opportunity to seek relief, including asylum, or other protection before an immigration judge.

If I am issued a Notice to Appear and paroled into the United States, am I eligible to apply for an Employment Authorization Document (EAD)?

- You may be eligible to apply for an Employment Authorization Document if you have been issued a Notice to Appear and paroled into the United States. If you have not already started the EAD application process, you can begin by [creating](#) a USCIS account online and filing [Form-I-765](#).

Are individuals able to claim asylum at a port of entry?

- CBP does not adjudicate asylum claims.
- Individuals processed for Expedited Removal proceedings who express a fear of persecution or torture or a fear of return to their country, or who indicate an intention to apply for asylum, are referred to U.S. Citizenship and Immigration Services for a Credible Fear interview.
- Individuals issued a Notice to Appear and placed in removal proceedings will have the opportunity to seek relief, including asylum, or other protection before an immigration judge.

CBP One™ Mobile Application



When will the locations from where I can request a CBP One™ appointment be changed?

- Migrants located in Northern and Central Mexico will continue to be able to request and schedule appointments to present themselves at eight ports of entry along the southwest border. Starting on Friday, August 23, 2024, non-Mexican migrants will now also be able to request and schedule appointments from Tabasco and Chiapas; and Mexican nationals will be able to request and schedule an appointment from anywhere within Mexico.

Do I have to pay to use CBP One™?

- No, the CBP One™ mobile application is FREE and available to everyone who has access to a mobile device. The app can be downloaded on the Apple and Google Play stores.

Who may register and request an appointment at the Port of Entry?

- All noncitizens without documents sufficient for lawful admission to the United States may register and request an appointment with the CBP One™ app. To request and schedule an appointment at a Port of Entry, non-Mexican individuals must be located in Central and Northern Mexico or in the Southern Mexico states of Chiapas and Tabasco. Mexican nationals may request and schedule an appointment from anywhere in Mexico.

How does the appointment process work, how do I request an appointment?

- Following registration, you have to “ask for an appointment” each day. To request an appointment, you must select your registration that contains all members of your family or co-travelers who share a

common U.S. destination address, and you must submit a request.

- At 12:00pm ET each day, appointments will be allocated from a pool of those registrations from the previous day who have “requested an appointment.” A percentage of those selected for appointments will be from a pool of the oldest registrations based on your initial registration create date and the remaining appointments will be selected randomly.
- If you receive an appointment, you will be notified to confirm the appointment by completing a geolocation check. All adults in a group are required to complete the liveness photo capture and geolocation check to confirm an appointment. To request and schedule an appointment at a Port of Entry, non-Mexican individuals must be within Central and Northern Mexico or in the Southern Mexico states of Chiapas and Tabasco; Mexican nationals may be anywhere in Mexico. You will also complete the photo capture and liveness detection process. In the event you are not selected for an appointment, you must “ask for an appointment” again to be considered for the 12:00pm ET allocation.

Which CBP Ports of Entry process CBP One™ appointments?

- Noncitizens who seek to travel to the United States may use the CBP One™ app to submit information in advance and schedule an appointment to present themselves at the below Southwest Border land ports of entry:
 - Arizona: Nogales
 - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso
 - California: Calexico and San Ysidro

I have registered in the CBP One™ app, do I have to request an appointment every day?

- Yes, if you have not yet received an appointment you must continue to request an appointment each day, to be considered for the next day's allocation of appointments.

Am I more likely to get an appointment if I am:

- **In a family?**

- No, requesting an appointment on behalf of a registered family member has no impact on who receives an appointment. When requesting an appointment in the CBP One™ mobile application for a family, families must submit a single request for an appointment. This will ensure you will only receive appointments that will accommodate all family members together. As long as all members of a family or co-travelers who share common U.S. destination addresses are part of the same registration, you will all receive the same appointment date and time.

- **In a large group?**

- No, requesting an appointment on behalf of a group has no impact on who receives an appointment. The daily appointment allocation dedicates a portion of the appointments to users who have been waiting the longest for an appointment, as indicated by when they created their initial registration. The remaining appointments are allocated randomly to those that requested one the previous day. Groups are limited to no more than 10 individuals and must have the same intended U.S. address.

- **A single individual?**

- No, requesting an appointment for yourself has no impact on who receives an appointment.

- **A certain nationality?**

- No nationality is prioritized for appointments.

- **Picking a certain state for my intended U.S. address?**

- No, your intended U.S. address does not impact the ability to get an appointment.

- **Closer to the U.S. border?**

- No. To request and schedule an appointment at a Port of Entry, non-Mexican individuals must be in Central or Northern Mexico or in the Southern Mexico states of Chiapas and Tabasco. Mexican nationals may request an appointment from anywhere in Mexico.
- You do not need to be in a specific location within the geofenced area – there will be equitable access to the CBP One™ app regardless of the location within the geofenced area– but the access in Chiapas and Tabasco means migrants will be able to request and schedule an appointment without having to keep heading further north into Mexico.

- **What can I do to improve my chances of getting an appointment?**

The best way to get an appointment and ensure you are processed at a port of entry is to register with accurate information. If you have a passport or other identity document, be sure to include it in your registration. Once you have completed your registration, continue to “ask for an appointment” using the same registration as long as it is accurate. Creating new or multiple registrations to try to ask for multiple appointments will make it more difficult to get an appointment and be processed at a Port of Entry

Do all individuals in a group need a separate appointment?

- Yes, each member of a group seeking an appointment together needs an appointment. As long as all members of a family or co-travelers who share a common U.S. destination address submit a request for an appointment on the same registration, they will all receive the same appointment date and time. To confirm an appointment as a group, all adults will need to complete the liveness photo capture and geolocation check.

What if I don't know all the answers to the questions asked on the CBP One™ registration?

- Individuals can contact CBP at CBPONE@cbp.dhs.gov for assistance.

What if I made a mistake on my registration?

- Currently, CBP One™ does not allow you to edit your registration. If you need to change anything in your registration, you will need to delete that registration.
- After you have deleted your registration, you can re-register with the correct information.

If I misspell my name or have an incorrect date of birth on my registration, will my appointment be honored?

- If the name on the appointment is different from your identity document, or if it is evident you intentionally misrepresented your information such as misspelling your name by using extra spaces, special characters, repeat characters, and having an incorrect birth day, your appointment may not be honored.

Even with a confirmed appointment, if it is discovered that I have multiple registrations my appointment will not be honored?

- If you present with a CBP One™ appointment and CBP determines you intentionally misused the CBP One™ application or intentionally misrepresented your biographic data to create multiple registrations, CBP may not honor your appointment.

Because I have a CBP One™ appointment, does that mean I applied for asylum?

- No, CBP One™ is only a scheduling tool and not an application for asylum.

If I apply for asylum or status in Mexico, does that mean I can't use CBP One™ and schedule an appointment?

- Applying for an immigration status or document in another country does not prohibit an individual from making an appointment with CBP One™.

I have an appointment in the CBP One™ app, what do I do now to get processed at a POE?

- If you have a CBP One™ appointment, please plan to present at the Port of Entry at the date and time specified on your appointment. Please have your confirmation number ready to provide to the officer upon arrival. This will assist the officer to verify your appointment.
- Although not required, CBP highly encourages you to have proof of your appointment either in the CBP One™ app or by bringing a copy of your confirmation email or confirmation screen.

What if someone asks me to pay for an appointment?

- CBP One™ is a FREE mobile application available for download by any individual on an Android or Apple device. CBP One™ appointments cannot be purchased, and any appointments for sale are fraudulent.

What do I do if I miss my appointment?

- If you miss your CBP One™ appointment, you will need to ask for a new appointment. The registration status in CBP One™ will change back to “Ask for an Appointment.” You will need to select that again and follow the instructions to request a new appointment.

Why did my registration disappear?

CBP One™ did not have a system error. CBP will remove all registrations that are created or utilized by those who are intentionally misusing the CBP One™ application. This includes intentionally misrepresenting your biographic data to create multiple registrations like using extra spaces, special characters, repeat characters, and incorrect birth days.

Are noncitizen parents traveling with U.S. citizen minor children required to make appointments for their child?

- When parents with U.S. citizen children are making appointments to present themselves at a POE, the U.S. citizen child does not need an appointment.

What is the difference between the CHNV parole processes and scheduling an appointment to present at a port of entry?

- The CHNV parole processes established by DHS provides certain nationals of Cuba, Haiti, Nicaragua, and Venezuela (CHNV), along with their qualifying immediate family members, the opportunity to request advance authorization to travel to an airport in the United States to seek a discretionary grant of parole. For more information, please visit <https://www.uscis.gov/CHNV>.
- CBP One™ appointments are available to noncitizens located in Central and Northern Mexico to schedule a date and time to present at one of eight POEs on the southern border.

Is CBP One only available to Cubans, Haitians, Nicaraguans, and Venezuelans?

- No. CBP One™ is available to all noncitizens without documents sufficient for lawful admission into the United States to schedule an appointment to present at one of eight land POEs.

Do I need a sponsor in the U.S. to register and schedule an appointment?

- No, I do not need a sponsor to register and schedule an appointment to present at a southwest border land POE.

Preguntas frecuentes - Español

Operaciones en puertos de entrada



¿Qué deberían esperar los migrantes cuando lleguen a un puerto de entrada?

- La Oficina de Aduanas y Protección Fronteriza de Estados Unidos (CBP, por sus siglas en inglés) insta a los no ciudadanos sin autorización previa para Estados Unidos a usar la aplicación CBP One para solicitar una cita para presentarse en un puerto de entrada terrestre.
- El número de no ciudadanos que pueden procesarse a través de la aplicación CBP One variará en dependencia de los recursos disponibles y la infraestructura existente de cada puerto. Las citas están disponibles con 21 días de antelación. Si es factible, los puertos podrían utilizar carriles exclusivos para personas con diferentes tipos de documentos de viaje o bien para aquellos sin documentos de viaje; los puertos podrían contar asimismo con carriles exclusivos para aquellos con citas de CBP One.

¿Cómo determina CBP la manera en que procesa a una persona?

- A su llegada a un puerto de entrada, los oficiales de CBP inspeccionan y evalúan a todas las personas para determinar la disposición de procesamiento apropiada.
- CBP no adjudica solicitudes de asilo. Las personas a quienes se emite una notificación de comparecencia y a quienes luego se someta a un proceso de expulsión tendrán la oportunidad de solicitar ayuda (asilo u otro tipo de protección inclusive) ante un juez de inmigración.

Si se me emite una notificación de comparecencia y se me concede un permiso de permanencia temporal en los Estados Unidos, ¿puedo solicitar un documento de autorización de empleo (EAD, por sus siglas en inglés)?

- Es posible que usted cumpla con los requisitos para solicitar un documento de autorización de empleo. Si aún no ha iniciado el proceso de solicitud del EAD, puede comenzar (disponible solo en inglés), [creando](#) una cuenta en línea en el USCIS y presentando el [formulario-I-765](#).

¿Pueden las personas solicitar asilo en un puerto de entrada?

- CBP no adjudica solicitudes de asilo.
- A las personas sometidas a un proceso expedito de expulsión que expresen temor de persecución o tortura o bien temor de regresar a su país, o que indiquen su intención de solicitar asilo, se las

remitirá al Servicio de Ciudadanía e Inmigración de Estados Unidos (USCIS, por sus siglas en inglés) para una entrevista sobre temor creíble.

- Las personas a quienes se emite una notificación de comparecencia y a quienes luego se someta a un proceso de expulsión tendrán la oportunidad de solicitar alivio (asilo u otro tipo de protección inclusive) ante un juez de inmigración.

Aplicación móvil CBP One



¿Tienen que pagar las personas para usar CBP One?

- No, la aplicación móvil CBP One es GRATUITA y está disponible para todo aquel que tenga acceso a un dispositivo móvil. La aplicación puede descargarse en las tiendas Apple y Google Play.

¿Quién puede inscribirse y solicitar una cita en el puerto de entrada?

- Todos los no ciudadanos sin documentación suficiente para ser admitidos legalmente a Estados Unidos pueden inscribirse y solicitar una cita a través de la aplicación CBP One. Para solicitar y programar una cita en un puerto de entrada, los no ciudadanos deben encontrarse en el centro o norte de México.

¿Cómo funciona el proceso de citas? ¿Cómo solicito una cita?

- Tras la inscripción, dispone de un plazo cada día para “solicitar una cita”. Para solicitar una cita, debe seleccionar la inscripción en la que figuran todos los miembros de su familia o compañeros de viaje con la misma dirección de destino en EE. UU., así como presentar una solicitud.

- Cada día a las 12:00 pm (hora del este en EE. UU.) se asignan citas a un grupo de inscripciones que “pidieron cita” el día anterior. Un porcentaje de los seleccionados para citas vendrá de un grupo de las inscripciones más antiguas con base en la fecha de creación de inscripción inicial del usuario, y el resto de las citas se seleccionará al azar.
- Se notificará a los no ciudadanos que reciban una cita. Usted tendrá entonces para confirmarla por medio de un control de geolocalización para garantizar que se encuentre en el centro o norte de México, así como de la captura fotográfica y el proceso de detección de usuarios reales.
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- En caso de no ser seleccionado para una cita, debe “pedir cita” de nuevo a fin de que se le tenga en cuenta para la asignación de las 12:00 pm el día siguiente (hora del este en EE. UU.).

Me he inscrito en la app CBP One. ¿Tengo que solicitar una cita cada día?

- Sí. Si aún no ha recibido una cita debe seguir solicitándola cada día para que se le tenga en cuenta en el reparto de citas del día siguiente.

¿Tengo más probabilidades de conseguir una cita si:

- **¿Voy en familia?**
 - No, solicitar una cita en nombre de un familiar inscrito no influye en quién recibe una cita. Cuando se solicita una cita en la aplicación móvil CBP One™ para una familia, se debe presentar una sola solicitud de cita, así se garantiza que los usuarios solo vean citas que acomoden a todos los miembros de la familia juntos. Siempre que todos los miembros de la familia o de un grupo de viajeros con una dirección de destino común en Estados Unidos estén incluidos en la misma inscripción, todos recibirán la misma fecha y hora de cita.
- **¿Voy en grupo grande?**

- No, solicitar una cita en nombre de un grupo no influye en quién recibe una cita. La asignación diaria de citas reserva un porcentaje de estas para usuarios que llevan más tiempo esperando una, con base en la fecha de creación de la inscripción inicial. Las citas restantes se asignan al azar a los que solicitaran una el día anterior.

- **¿Voy solo?**

- No, solicitar una cita para uno mismo no influye en quién recibe una cita.

- **¿Soy de cierta nacionalidad?**

- No, para las citas no se da prioridad a ninguna nacionalidad.

- **¿Elijo un cierto estado para mi dirección de destino en EE. UU.?**

- No, su dirección de destino en EE. UU. no influye en la posibilidad de obtener una cita.

- **¿Estoy más cerca de la frontera de EE. UU.?**

- No. Los no ciudadanos que deseen una cita deben estar ubicados en el centro o norte de México para programar una cita a través de CBP One. No es necesario que esté en una ubicación específica dentro del área geodelimitada.

¿Todas las personas de un grupo necesitan una cita por separado?

- Sí, cada miembro de un grupo que esté pidiendo cita junto necesita una cita. Siempre que todos los miembros de una familia o compañeros de viaje que compartan una dirección de destino en EE. UU. presenten una solicitud de cita en la misma inscripción, todos recibirán la misma fecha y hora de cita.

¿Qué pasa si no sé todas las respuestas a las preguntas de inscripción de CBP One?

- Las personas que necesiten ayuda pueden escribir a la CBP a CBPONE@cbp.dhs.gov.

¿Qué pasa si he cometido un error en mi inscripción?

- Actualmente, CBP One no permite editar las inscripciones. Si necesita cambiar algo en su inscripción, tendrá que borrarla.
- Después de borrar su inscripción, puede volver a inscribirse con la información correcta.

¿Tener una cita a través de CBP One significa que he solicitado asilo?

- No, CBP One es solo una herramienta para programar citas y no una solicitud de asilo.

Si solicito asilo o estatus en México, ¿significa eso que no puedo usar CBP One para programar una cita?

- Solicitar un estatus o documento migratorio en otro país no impide que una persona programe una cita con CBP One.

Tengo una cita en la aplicación CBP One. ¿Qué hago ahora para que me procesen en un puerto de entrada?

- Si tiene una cita de CBP One, por favor haga planes de presentarse en el puerto de entrada en la fecha y hora especificadas en su cita. Favor de tener a mano su número de confirmación para proporcionárselo al oficial a su llegada: esto lo ayudará a él a verificar su cita.
- Aunque no es obligatorio, CBP le recomienda encarecidamente que tenga un comprobante de su cita, ya sea en la aplicación CBP One o bien con una copia de su mensaje de correo electrónico de confirmación o de la pantalla de confirmación.

¿Qué pasa si alguien me pide que pague por una cita?

- CBP One es una aplicación móvil GRATUITA disponible para su descarga por parte de cualquier persona en un dispositivo Android o Apple. Las citas de CBP One no se pueden comprar y cualquier cita que esté a la venta es fraudulenta.

¿Qué hago si faltó a mi cita?

- Si falta a su cita de CBP One tendrá que pedir otra. El estado de inscripción en CBP One cambiará de nuevo a “pide una cita”. Tendrá que seleccionar eso de nuevo y seguir las instrucciones para solicitar una nueva cita.

¿Los padres no ciudadanos que viajen con hijos menores que sí son ciudadanos de EE. UU. están obligados a pedir cita para su(s) hijo(s)?

- Cuando los padres con hijos ciudadanos de EE. UU. programen citas para presentarse en un punto de entrada, el hijo ciudadano de EE. UU. no necesita una cita aparte.

¿Cuál es la diferencia entre los procesos de permiso de permanencia temporal CHNV y la programación de una cita para presentarse en un puerto de entrada?

- Los procesos de permiso de permanencia temporal CHNV establecidos por el Departamento de Seguridad Nacional (DHS, por sus siglas en inglés) dan a ciertos nacionales de Cuba, Haití, Nicaragua y Venezuela (CHNV), así como a sus familiares inmediatos que reúnan los requisitos, la oportunidad de solicitar autorización anticipada para viajar a un aeropuerto a Estados Unidos en busca de una concesión discrecional de permiso de permanencia temporal. Para más información, visite <https://www.uscis.gov/es/CHNV>.
- Las citas de CBP One están disponibles para que los no ciudadanos ubicados en el centro y norte de México puedan programar una fecha y hora para presentarse en uno de los ocho puertos terrestres de entrada.

¿Está disponible CBP One solo para cubanos, haitianos, nicaragüenses y venezolanos?

- No. CBP One está disponible para todos los no ciudadanos sin documentación suficiente para ser admitidos legalmente en los Estados Unidos a fin de que programen una cita para presentarse en uno de los ocho puertos terrestres de entrada.

¿Necesito un patrocinador en EE.UU. para inscribirme y programar una cita?

- No, no se necesita un patrocinador para inscribirse y programar una cita para presentarse en un puerto terrestre de entrada.

Resources

Fact Sheets, Guides and Walkthrough Videos for CBP One™



Document Title	Description
Application Updates	English Application Update Announcement Spanish Application Update Announcement Haitian Creole Application Update Announcement
Submit Advance Information Quick Reference Guide	Submit Advance Information - English Reference Guide Submit Advance Information - Spanish Reference Guide Submit Advance Information - Haitian Creole Reference Guide

Document Title	Description
	Submit Advance Information - Russian Reference Guide
	Submit Advance Information - Portuguese Reference Guide
	Submit Advance Information - French Reference Guide
	Submit Advance Information - Arabic Reference Guide
	Submit Advance Information - Dari Reference Guide
	Submit Advance Information - Pashto Reference Guide
	Submit Advance Information - Punjabi Reference Guide

Advance Travel Authorization (ATA) | Cuba, Haiti, Nicaragua, Venezuela (CHNV) USCIS Process



Allows users with approved I-134s to request authorization to travel via air to the United States. For additional information on the ATA process, please visit the [USCIS CHNV website](#).

Check Border Wait Times



Check estimated wait times and open lane status 24/7 at land ports of entry.

Check Your Trusted Traveler Programs Status



Check the status of an existing Trusted Traveler Programs application or membership.

I-94 Entry for Travelers



The I-94 Entry feature allows travelers to apply for a provisional I-94 prior to arriving at a land border crossing. Travelers who apply for their I-94 ahead of time will experience faster processing times to expedite entry. Travelers can also quickly access their current I-94 submission to view critical information such as, how long they can remain in the U.S., and use it for proof of visitor status once in the United States.

Request Inspection of Agriculture or Biological Products for Travelers



Travelers arriving at an airport of entry can request an inspection of biological materials, cleaning and disinfection of shoes worn on a farm or near livestock, or food items (e.g. fresh fruits and vegetables, meats), live animals (pets, service animals, emotional support animals), or hunting trophies.

Submitting a Traveler Manifest for Bus Operators



Create and submit an advance traveler manifest in compliance with the advance passenger information systems requirements.

After signing in to CBP One™ users can access the different CBP services based on their specific needs.

Please report any questions or comments to CBPOne@cbp.dhs.gov and you will receive a response as soon as possible.

CBP One™ I-94 is available nationwide. However, the ability to make appointments for perishable cargo is available at participating Ports of Entry (POE) only. Please contact your POE for more information.

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