ICE Appointment Scheduler

Quick Reference Guide

Enforcement and Removal Operations
Law Enforcement Systems and Analysis

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1 Overview

This Quick Reference Guide (QRG) features guidance and steps on how to schedule an appointment using the Immigration and Customs Enforcement (ICE) Appointment Scheduler. The ICE Appointment Scheduler is an appointment scheduling tool that allows individuals released by Customs and Border Protection (CBP) via an exercise of prosecutorial discretion with the Form I-385, to schedule an appointment with a local field office/sub office for further processing.

2 Schedule an Appointment


2. Select your preferred language.

3. Enter the subject ID and select the place of birth printed on your Form I-385.

NOTE: A sample Form I-385 that shows where this information can be found is to the right of the screen.
4. Click the checkbox to complete the CAPTCHA and then click **Submit**. You may need to answer an additional CAPTCHA.

5. Enter the address, city, state, and/or zip code where you are located and click **Search**. It is recommended that you select the ERO office that is closest to you, (i.e., the least number of miles, or time, away from the address or zip code you entered).

6. After selecting the nearest field office/sub office, select **Continue**.

7. Review the **Selected Location** and **Appointment Information**. The **Appointment Information** includes the number of individuals in your family unit expected to appear for your appointment.

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**TIP:** Click the “**Get Directions**” button to get directions to the field office.
NOTE: The number reflected next to “The number of individuals(s) expected to report to this appointment” does not include attorneys or other support permitted to accompany you if they have completed the proper paperwork to do so.

8. Choose the preferred date and time of your appointment by clicking on an available timeslot under your preferred date. Use the forward and back arrows on the top left corner of the calendar, or the dropdown menu to skip to a different week. Once you’ve chosen an available timeslot, click Schedule.
9. Review the date and time you have chosen, and then confirm your appointment by clicking **Confirm**.

10. Review your appointment confirmation details. You can choose to have your confirmation details printed, emailed, or texted to you.

**NOTE:** At minimum, it is recommended you record your appointment confirmation number and the details of your appointment.
11. Make note of the required documentation for your appointment.

Required Documentation
- Form I-385
- Appointment confirmation page
- Proof of address
- Individuals represented by attorneys must also provide a signed Form G-28, Notice of Entry of Appearance as Attorney.
- All official U.S. and foreign identification such as birth or marriage certificates and passports.
- As applicable, individuals must bring any and all immigration records such as applications and decisions, criminal arrest and conviction records and any evidence of rehabilitation, school or training program records, documentation of serious physical or mental illness, pregnancy, and/or disability, or evidence of U.S. property ownership or other considerable assets in the community.

12. Once you have finished reviewing and saving your confirmation details, click **End Session**.

### 3 Retrieve Appointment Confirmation

If you need to retrieve your appointment details such as your confirmation page, follow the instructions below:

2. Select your preferred language.
3. Enter the subject ID and place of birth printed on your Form I-385.

4. Complete the CAPTCHA and click Submit.

5. You will receive a pop up stating that an existing appointment has been found. Click View Appointment Confirmation Page to retrieve appointment details. You will be directed to your original confirmation page.
4 Reschedule Your Appointment

If you need to reschedule your appointment, follow the instructions below.

To reschedule your appointment:

1. Navigate to [https://checkin.ice.gov](https://checkin.ice.gov) and re-enter your Subject ID and Country of Birth found on the Form I-385.

2. You will receive a message window stating that an existing appointment has been found. Click Reschedule Your Appointment.
3. Enter the address, city, state, and/or zip code where you are located and click Search. It is recommended that you select the ERO office that is closest to you, (i.e., the least number of miles, or time, away from the address or zip code you entered).

4. Select an available date and time for your appointment.

5. Review the date and time you have chosen, and then confirm your appointment by clicking Confirm. Your appointment will be rescheduled for the new date and time you selected.
5  Cancel Your Appointment

To cancel your appointment:

1. Navigate to https://checkin.ice.gov and re-enter your Subject ID and Country of Birth found on your I-385 form.

2. You will receive a pop up stating that an existing appointment has been found. Click Cancel Appointment.
3. You will receive another pop up asking you to confirm the cancellation. Click **Ok**. Your appointment will be cancelled.

4. You should schedule another appointment as soon as you can to ensure you are processed by your local ICE office in a timely manner. For instructions on how to reschedule your appointment, see **Section 4**.