

Page purpose	URL	Page title	Page subtitle	Progress tracker step
Reschedule reason	biometrics/reschedule/reason-for-reschedule	Reschedule a Biometrics Appointment	Reason for Reschedule	Reason for reschedule
Appointment search	biometrics/reschedule/find-appointment	Reschedule a Biometrics Appointment	Find Appointment	Appointment search
Multiple appointments	biometrics/reschedule/choose-appointment	Reschedule a Biometrics Appointment	Choose an Appointment	Appointment search
Reschedule at same or different location	biometrics/reschedule/choose-location	Reschedule a Biometrics Appointment	Choose Reschedule Location	Location
Search by zip or state	biometrics/reschedule/search-office-location	Reschedule a Biometrics Appointment	Search for Office Location	Location
Pick office	biometrics/reschedule/select-office-location	Reschedule a Biometrics Appointment	Select Office Location	Location
Pick date / time	biometrics/reschedule/select-new-date	Reschedule a Biometrics Appointment	Select New Date and Time	Date and time
Confirm appointment	biometrics/reschedule/confirm-new-appointment	Reschedule a Biometrics Appointment	Confirm New Appointment	Confirmation
Final appointment details	biometrics/reschedule/confirmed-appointment	Reschedule a Biometrics Appointment	The appointment has been rescheduled!	N/A

Rewrite of the current reasons given by NASS to reschedule an appointment. Rewritten for clarity and plain language

Current	Proposed
Illness, medical appointment, or hospitalization	Illness, medical appointment, or hospitalization
Previously planned travel	Previously planned travel
Previously planned significant life event such as a wedding, funeral, or graduation ceremony	Significant life event, such as: wedding, funeral, or graduation
Inability to obtain transportation to the appointment location	Cannot secure transportation to appointment location
Inability to obtain leave from employment	Cannot take time off from work
Late delivered or undelivered ASC appointment notice	Late or undelivered appointment notice
Other (type in reason below)	Other (enter reason below)

Individual - Biometrics Rescheduling									
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Changes to existing copy									
Section/action added									
Section/action deleted									
Approved language									
Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional	Updates	Notes	Comment	Comment	NexGen
URL address	my.uscis.gov/accounts/			Text			Author		Response
Page Title	Welcome to Your USCIS Account								
				User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Top Navigation Label	My Account Reschedule biometrics			Opens the "Reschedule Biometrics Appointment" homepage					
Navigation Label	Search for your existing biometrics appointment to reschedule online Reschedule biometrics								
Card	Search for your existing biometrics appointment to reschedule online			Clicking card will take users to the Biometrics Reschedule homepage					

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Step/Page Title	Content & Instructions				Response	Field/Interaction Type	Additional Instructional Updates	Notes	Comment Comment NexGen
									Author Response
URL address	my.uscis.gov/accounts/biometrics/overview				Reschedule a Biometrics Appointment				
Page Title	Reschedule a Biometrics Appointment				After you file your application, petition, or request, we will schedule your biometric services appointment at a local Application Support Center (ASC) if you need to provide your fingerprints, photograph, and/or signature. We have the general authority to require and collect biometrics from any applicant, petitioner, sponsor, beneficiary, or other individual residing in the United States for any immigration and naturalization benefit. See 8 CFR 103.2 (b)(9).				
	Your appointment notice (Form I-797C, Notice of Action) will include the date, time, and location for your ASC appointment. The biometrics you provide during your ASC appointment allows us to confirm your identity and run required background and security checks.								
Overview	If the assigned Application Support Center (ASC), date, or time conflicts with an important life event, planned travel, or another significant event, you may be eligible to reschedule your appointment online. You can reschedule online if:								
	- Your appointment is scheduled for a future date								
	- You establish good cause to reschedule								
	- You have not rescheduled your original appointment two (2) times;								
	- You did not miss the original appointment time; and								
	- Your filed form is not the Form I-600, Petition to Classify Orphan as an Immediate Relative; Form I-600A, Application for Advance Processing of an Orphan Petition; Form I-800, Petition to Classify Convention Adoptee as an Immediate Relative; and I-800A, Application for Determination of Suitability to Adopt a Child from a Convention Country.								
Eligibility to reschedule online	If you missed an appointment, please call the Contact Center at 800-375-5283.								
Missed appointment	After an appointment is rescheduled, you will see a new notice (Form I-797C) in the "Submitted Requests" section of your account. You must bring this new notice to your scheduled appointment.								
	Your attorney or an accredited representative does not need to go with you to the ASC, even if they submitted your application, petition, or request to USCIS. Your notice will provide specific instructions on what you should bring to your ASC appointment.								
	You must bring the following to your appointment:								
	- Your ASC appointment notice (Form I-797C). If you received multiple biometrics appointment notices, please bring all notices to your appointment at the application support center.								
	- A valid photo identification (such as your Green Card, passport, or driver's license).								
	- We recommend that you print or save a copy of your completed application, petition, or request for your records. We also recommend that you review this copy before you come to your ASC appointment. We cannot provide you with a copy of your application, petition, or request, or a copy of any of your biometric services appointment notices at the time of your ASC appointment.								
After an appointment is rescheduled	If you need more information about how to prepare for your biometrics appointment, there is more information here on USCIS.gov. [https://www.uscis.gov/forms/filing-guidance/preparing-for-your-biometric-services-appointment]								
More information about biometrics appointments									
Button	Reschedule appointment							Takes user to reschedule an appointment	
Button	View submitted requests							Takes user to view submitted requests tab	

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Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional Text	Updates	Notes	Comment Author	Comment	NexGen Response
URL address	my.uscis.gov/accounts/biometrics/reason-for-reschedule								
Tabs Page Title	Reschedule Appointment			User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
	Submitted Requests (#)								
	Past Requests								
Modal Description	Reason for reschedule								
	Please provide a reason for why you are rescheduling a biometrics appointment. Appointments can only be rescheduled for good cause, as outlined in the reasons provided below.								
	If your reason is something other than one of the options listed, please select other and provide a reason in the text field.								
Field 1		Cannot secure transportation to appointment location							
		Cannot take time off from work							
		Illness, medical appointment, or hospitalization							
Field 2		Late or undelivered appointment notice							
		Previously planned travel							
		Significant life event, such as: wedding, funeral, or graduation		User to select one of the reasons provided or type another answer when prompted if no selections explain their situation					
Button	Next			Free text field only appears if "other" is selected from drop down field					
Button	Back			Moves user to reschedule an appointment					
Enter "Other"				Button to take user back to the overview					
Field 1		Cannot secure transportation to appointment location							
		Cannot take time off from work							
		Illness, medical appointment, or hospitalization							
Field 2		Late or undelivered appointment notice							
		Previously planned travel							
		Significant life event, such as: wedding, funeral, or graduation		User to select one of the reasons provided or type another answer when prompted if no selections explain their situation					
Field 1	Select a reason for reschedule	Other (enter reason below)		Free text field only appears if "other" is selected from drop down field					
Field 2	Tell us the reason for rescheduling	[Free Text Field]		Moves user to reschedule an appointment					

Individual - Biometrics Rescheduling
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Section/action added
Section/action deleted
Approved language

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Section/action deleted

Approved language
English

Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional Text	Updates	Notes	Comment Author	Comment	NexGen Response
URL address	my.uscis.gov/accounts/biometrics/reschedule/existing-appointment								
Tabs	Reschedule Appointment			User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Page Title	Submitted Requests (#) Past Requests Reschedule an Existing Appointment								
Modal Description				Text to display how many appointments found for specific user based on information entered on previous screen					
Appointment Details	Appointment available to reschedule [Day], [Date - Month Day, Year], at [Time] [Address]			Text to display specific date, time and location for appointment Radio button to take user to options available for the specific location of previously scheduled appointment					
Radio Button	Reschedule at this location								
Radio Button	Reschedule at another location			Radio button to take user to options available at different locations Takes user to the location reschedule screen					
Button	Next			Button to take user back to the Reschedule Biometrics Appointment screen					
Button	Back								
Error States									
	Too Many Reschedules								
Appointment Details - Error State - Too many reschedules	You cannot reschedule this appointment online because it has already been rescheduled multiple times. To reschedule, please call the Contact Center at (800) 375-5283.			Error state that would display if user has reached the maximum number of reschedules for a specific appointment.					
	Reschedule Unavailable Online								
Appointment Details - Error State - Reschedule Unavailable (Outside grace period)	You can't reschedule this appointment online at this time. Appointments can only be rescheduled online up to twelve hours before the original appointment time. To reschedule, please call the Contact Center at (800) 375-5283.			Error state that would display if user seeks to reschedule a missed appointment or too close to appointment time					

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URL address	my.uscis.gov/accounts/biometrics/reschedule/multiple-existing-appointments								
Tabs Page Title	Reschedule Appointment Submitted Requests (#) Past Requests Reschedule an Existing Appointment		User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending						
Modal Description	Appointments available to reschedule		Text to display how many appointments found for specific user based on information entered on previous screen. Multiple appointments listed on this page						
Appointment Details	[Day], [Date - Month Day, Year], at [Time] [Address]		Text to display specific date, time and location for each appointment listed						
Button	Back		Button to take user back to beginning of finding an appointment						
Button	Next		Button to take user back to the My Biometrics Appointment screen						
Error States									
Appointment Details - Error State - Too many reschedules	Too Many Reschedules You cannot reschedule this appointment because it has already been rescheduled multiple times. If you need further assistance, please call the Contact Center at 800-375-5283.		Error state that would display if user has reached the maximum number of reschedules for a specific appointment.						NOTE: The related warning in the sheet labeled "SCREEN 4 -1 Existing apt." states that appointments can be rescheduled up to 12 hours before appt. time.
Appointment Details - Error State - Reschedule Unavailable (Outside grace period)	Reschedule Unavailable You can't reschedule this appointment at this time. Appointments can only be rescheduled within nine hours of the original appointment time- If you need further assistance, please call the Contact Center at 800-375-5283.		Error state that would display if user seeks to reschedule a missed appointment or too close to appointment time				P. Tyler OCC	Recommend consistency re: allowable time before appt. for reschedule.	

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				Text			Author		Response
URL address	my.uscis.gov/accounts/biometrics/reschedule/search-new-location								
				User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Tabs	Reschedule Appointment								
Page Title	Submitted Requests (#)								
	Past Requests								
	Search for Location								
	Enter a state or ZIP code to find a location to reschedule your appointment.								
Modal Description									
Field 1	State			User to select state using dropdown menu					
Field 2	ZIP Code								
				User to enter zip code for the office nearest to that location					
Field 2 Description	Enter a ZIP code			Submits state or zip code to locate closest offices to that location					
Button	Next			Button to take user back to the Reschedule Biometrics Appointment screen					
Button	Back								

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Changes to existing copy

Section/action added

Section/action deleted

Approved language

Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional Text	Updates	Notes	Comment Author	Comment	NexGen Response
URL address	my.uscis.gov/accounts/biometrics/reschedule/select-new-location								
URL address				User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Tabs	Reschedule Appointment								
Page Title	Submitted Requests (#)								
	Past Requests								
	Select New Location								
Modal Description	Choose a location to reschedule your appointment.			Appears after user clicks "next."					
Field 1	[Display ZIP code or state]			Display zip code or state entered in previous screen by user Appears after user clicks "next."					
Subtitle	Applicant Support Center locations near "[ZIP code]"			Display zip code entered in previous screen by user					
Descriptive Text	Select your preferred location.			Appears after user clicks "next."					
Office Options	[Street number, Street Name] [City, State (XX), Zip Code]	User to select one location from the listed options		Based on the zip code provided by the user, the relevant offices are returned as options					
Button	Next	Submits one preferred office selection							
Button	Back			Button to take user back to the Reschedule Biometrics Appointment screen					

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URL address	my.uscis.gov/accounts/biometrics/reschedule/select-new-date								
URL address				User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Tabs	Reschedule Appointment								
Page Title	Submitted Requests (#)								
Modal Description	Past Requests								
	Select New Date and Time			Address of office location pulled from what user selected in previous screen					
	New appointment location								
				Change location hyperlink takes user back to the screen to input desired zip code					
Location details	[Street number, Street name]								
Subtitle	[City, State (XX), Zip Code]								
	Select an available date and time			User to click desired date					
Field 1	Date	Displayed on calendar							
Once date selected									
	Available appointment times for [selected date]								
Title				User to choose desired time from available appointments					
Field 2	Time	Tiles showing available times							
Button	Next	Submits date and time chosen by user							
Button	Back	Takes user back to the location screen							
	Are you sure you want to cancel?			Select yes - will return user to initial screen					
	Canceling will delete all progress and saved appointment request information.								
Pop up	Would you like to continue?	Yes/no button for user to cancel		Select no - will keep user on current screen					
Error State									
	At this time, there are no appointments available at the Application Support Center you have chosen. You can select another Application Support Center or try again tomorrow.			Displays when there are no available appointments at the selected ASC.					
No Available Appointment Error									
Error State				Error displayed if there is a system error in scheduling the appointment.					
Error State	We've encountered an error with your request. Please try again.								

Individual - Biometrics Rescheduling

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Section/action added

Section/action deleted

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Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional Text	Updates	Notes	Comment Author	Comment	NexGen Response
URL address	my.uscis.gov/accounts/biometrics/reschedule/confirmed-appointment								
Tabs	Reschedule Appointment Submitted Requests (#) Past Requests			User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Page Title	The appointment has been rescheduled! When the updated notice is available you will receive an update via email or SMS message. You can check on the status of your notice in the "Submitted Requests" section above.								
Modal Description	You will receive your new appointment notice within 1-2 business days. You must bring this new notice to your appointment.								
Location Description	New appointment details [Day, Month Date, Year] at [Appointment Time] [Street number, Street name] [City, State (XX), Zip Code]			Address of office location pulled from what user selected in previous screens					
Location details	Next Steps								
Title	The individual listed on the ASC Appointment notice (Form I-797C) is the person required to attend the biometrics appointment.								
	An attorney or an accredited representative does not need to attend the ASC appointment with you, even if they submitted the application, petition, or request to USCIS on your behalf. The notice will provide specific instructions on what you should bring to your ASC appointment.								
	What to bring to the ASC appointment:								
	- The ASC appointment notice (Form I-797C). If you received multiple appointment notices, please bring all notices to the appointment at the ASC. - A valid photo identification (such as your Green Card, passport, or driver's license).								
Text	If you need more information about what to expect at your appointment, further details of how to prepare for a biometrics appointment are listed here. [https://www.uscis.gov/forms/filing-guidance/preparing-for-your-biometric-services-appointment]								
More information about biometrics appointments									
Button	Done	Button to take user back to the Reschedule Biometrics Appointment initial screen							
Button	Reschedule another appointment	Button to take user back to the initial "find" screen to search for a new appointment							

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URL address	my.uscis.gov/accounts/biometrics/submitted-requests								
URL address				User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (#) field will show how many notices are pending					
Tabs	Reschedule Appointment								
Page Title	Submitted Requests (#)								
	Past Requests								
	Upcoming Requests								
	No Requests								
Modal Description	Requested changes to your scheduled biometrics appointments are displayed here.			Displayed when there are no requests in the account					
	View your biometrics appointment reschedule requests and updated notice information.								
Modal Description	Please be advised, notices are only available for 45 days. After 45 days, the notice will be deleted.			Displayed when there are requests in the account					
	[Reciept Number]	Type of Notice States available:							
	[A-Number]								
	Appointment Details [Office Name, Date (xx/xx/xxxx), Time]	Notice pending		Notice state to be updated from NASS system once reviewed					
Appointment Details	[Status of Notice]	Download PDF							
		Type of Notice States available:							
		Notice pending		Notice state to be updated from NASS system once reviewed.					
Button	Download PDF	Download PDF							
Button	Next			Takes user to next page of results					
Button	Back			Takes user to previous page of results					
Empty State									
	No Requests			Displayed when there are no requests or appointments associated with an account					
Modal Description	Requested changes to your scheduled appointments are displayed here.								

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Step/Page Title	Content & Instructions	Response	Field/Interaction Type	Additional Instructional Text	Updates	Notes	Comment Author	Comment	NexGen Response
URL address	my.uscis.gov/accounts/biometrics/past-requests								
Reschedule Appointment	Reschedule Appointment			User can select between the two to (1) reschedule appointment or (2) view notices - the number in the (4) field will show how many notices are pending					
Submitted Requests (#)	Submitted Requests (#)								
Past Requests	Past Requests								
Past Requests	Past Requests								
Page Title	View your past biometrics appointment requests.								
Modal Description	Please be advised, notices are only available for 45 days. After 45 days, the notice will be deleted. [Receipt Number] [A-Number] Appointment Details [Office Name, Date (xx/xx/xxxx), Time]	Type of Notice States available:		Displayed when there are requests in the account					
Appointment Details	[Status of Notice]	Notice pending		Notice state to be updated from NASS system once reviewed					
	[Status of Notice]	Download PDF	Type of Notice States available:						
		Notice pending		Notice state to be updated from NASS system once reviewed.					
Button	Download PDF	Download PDF							
Button	Next			Takes user to next page of results					
Button	Back			Takes user to previous page of results					
Empty State									
	No Requests			Displayed when there are no requests or appointments associated with an account					
Modal Description	Requested changes to your scheduled appointments are displayed here.								