

HOW TO RECEIVE AN I-94



Welcome the stranger.
Protect the refugee.

If you received a grant of asylum from an Immigration Judge, you probably did not automatically receive an I-94. It is important to get one in order to apply for certain benefits. To do so, you need to schedule an appointment with your local USCIS Field Office through a system called INFOPASS. If you have an attorney, your attorney might want to schedule this appointment for you. If you do not have an attorney, or if your attorney suggested you contact USCIS on your own, here is how to make an appointment:

1. **Have ready** the following information/documents: your A number (the 9 digit number on your immigration documents), your asylum approval letter, a secure email address, and your identity document.
2. **Call USCIS:** 1-800-375-5283 (Monday-Friday, 8:00 A.M. – 8:00 P.M. Eastern Standard Time)
3. **Choose your language.** For English, press 1. For Spanish, press 2.
4. **Press 2.** A recording will ask you to press 1 if you are calling about the status of your case or to press 2 if you are calling about another issue. Press 2.
5. **Press 1** to find a USCIS office or for information on appointments. Though the second option mentions asylees, you should ignore that option and press 1.
6. **Press 1** again to “make or reschedule an appointment, including INFOPASS, at a USCIS office...”
7. **Press 1** one more time to speak to someone about scheduling an INFOPASS appointment.
8. **Wait.** A USCIS employee will pick up your call after a brief wait, usually around half an hour. In the meantime, the recording will ask you to enter your receipt number. Ignore this and **press the # key.**
9. **Give your information to the USCIS employee.** When someone picks up the phone, he or she may ask you for a receipt number. Tell this person that you do not have a receipt number but that you do have an alien number. This person may ask you your name, country of birth, and address. He or she may also ask if you are the applicant, petitioner, employer, or the attorney of record.
10. **Explain why you need an INFOPASS appointment.** You can tell the person at USCIS that you received asylum from an Immigration Judge and that you need to make an INFOPASS appointment to receive your I-94

- People who receive asylum through USCIS generally receive their I-94 as part of their asylum grant, but people who receive asylum through the immigration courts must pick up their I-94s from a USCIS office in person. If the USCIS representative does not understand your request, you can explain this information and/or ask to speak with a manager. If you have an attorney, you can also ask them for help.
11. **Wait for a second USCIS representative to return your call.** At this point, you will need to talk to a second USCIS employee. This person will call you back at some point either later that day or in the next few days (generally, three days at the most).
 12. **Speak to the second person from USCIS to finalize your INFOPASS appointment.** This second employee will likely ask for your name, alien number, and the reason you need an INFOPASS appointment. Explain to this person what you explained to the first individual – that you received asylum from an Immigration Judge and need to make an appointment to pick up your I-94. This person should help you schedule an appointment at your local USCIS Field Office.
 13. **Print your confirmation.** Once your appointment is scheduled, USCIS will provide you with a confirmation code and PIN number, and they will email you a confirmation as well. Print this confirmation. If you do not receive an email with your confirmation code and PIN number, visit [this USCIS webpage](#) to view, and then print, your appointment notice.
 14. **Attend your USCIS appointment.** Please bring your appointment confirmation page, the letter you received from the Immigration Judge (the Order of the Immigration Judge), and other relevant documents (a form of identification, a release order from ICE, etc.). If you live in Maryland, your appointment will be at the USCIS Baltimore Field Office (3701 Koppers Street, Baltimore MD 21227). If you live in a different state, you can use [this website](#) to locate the correct USCIS Field Office.

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