

Questions and answers about:

Appointments with Immigration and Customs Enforcement (ICE)

What are appointments with Immigration and Customs Enforcement (ICE)? You may have an appointment with Immigration and Customs Enforcement (ICE). ICE is a federal government office that deals with immigrants. ICE agents do different things, including detaining and prosecuting immigrants. Many people have ICE appointments after they encounter immigration agents at the US/Mexico border, even if the encounter was very brief. ICE agents use these appointments to keep track of immigrants that they have released from detention. An ICE appointment is different than an immigration court hearing. You might have regular ICE appointments and also an immigration court case. Or you might only have ICE appointments for now.

Why do I have an ICE appointment?

ICE agents often require immigrants to appear for regular appointments, to confirm the immigrant is still living at the same location and that they are not a security risk.

It is important to show up to your ICE appointments. If you miss an appointment, ICE may try to detain you.

How do I know if I have an ICE appointment?

If you were told by an immigration agent at the US/Mexico border that you were being released from detention and that you had to go to an appointment at an immigration office within a few months of entering the United States, then you may have an ICE appointment. You may have been given a specific date and time to appear for this appointment, but not always.

When you were at the border with this information, you should have been given immigration paperwork with information about your ICE appointment.

Immigration agents may have given you a cell phone or electronic device and told you to use an app on that device to communicate with them. This is an ICE appointment, even though you might not have to physically go to an ICE office.

How do I get an ICE appointment? Can I do it online?

You can schedule an appointment at www.ice.gov/check-in.

You will see something like the below and you will be able to schedule or change an ICE appointment, or find your nearest ICE office.

ICE Check-In Appointments



To use the online appointment system, you will need to find your “Subject Identification (ID) Number” which is written on paperwork given to you at the US/Mexico border. You can find your Subject ID Number on Form I-385 which looks like this:

A scan of Form I-385, "Subject Identification Number". A red box highlights the "Subject ID:" field, and a green arrow points to it from the left. The form contains various fields for personal information, including name, age, citizenship, birth date, sex, and date of apprehension. The "Subject ID:" field is located at the top right of the form.

If you have problems with this online system, you can also email ICE’s office here in New York City:

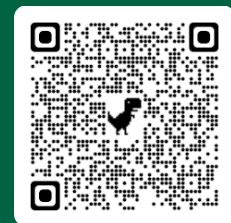
- ▶ If you were NOT issued a government cell phone or electronic device - email ERONYCAappointments@ice.dhs.gov.
- ▶ If you HAVE a government issued cell phone or electronic device - email ERONYCATD@ice.dhs.gov. You will receive instructions on how to return the phone or device.

How do I change my address with ICE?

If you move, you should call ICE at 1-833-383-1465, Monday to Friday from 8am to 8pm Eastern Time to give them your new address. You should do this within 5 days of moving.

You can also change your address online with ICE at onlinechangeofaddress.ice.gov/ocoa. No matter how often you move, you need to update it every time. Keeping your address updated helps to ensure you meet the requirements of your release, and helps to ensure that you do not miss any important communications.

Scan for more resources



legalaidnyc.org/newarrivals