

ATTENTION: CHANGES TO U.S. VISA SERVICES EFFECTIVE MAY 30, 2025

We are implementing a new system for U.S. Visa Services starting May 30, 2025. Our regular services will be unavailable from Tuesday, May 27 through Thursday, May 29, 2025.

We will resume our regular services via the new system on **Friday, May 30, 2025**.

GSS SERVICE AVAILABILITY INFORMATION:

- Fee payment services will be unavailable from Tuesday, May 27 through Thursday, May 29, 2025.
- Call center services will be unavailable from Tuesday, May 27 through Thursday, May 29, 2025.
- From Tuesday, May 27 to Thursday, May 29, 2025, applicants will not be able to submit their Interview Waiver and/or 221g documents at the courier location. Passport pickup from courier locations and deliveries to the chosen address will continue, however. Normal services will resume on May 30.
- Applicants will be unable to schedule or reschedule their appointments from Tuesday, May 27 through Friday, May 29, 2025.
- Applicants who have a scheduled appointment must attend their appointment as per their appointment date and time. Applicants attending their interview appointments on May 27-29, 2025, should expect delays in passport delivery.

APPLICANT ACTIONS ON OR BEFORE MAY 26, 2025:

To facilitate the transfer of your appointment and payment information to the new system, please take the following steps on or before May 26, 2025, on your existing profile:

- If you have paid your visa fee but have not yet associated it with your profile, log into your profile and associate your payment by entering the receipt number on or before May 26, 2025.
- Ensure that all of the information in your profile is complete and accurate. If any corrections are necessary, please make them on or before May 26, 2025.
- If you are a travel coordinator, group coordinator, or primary applicant of a family application, **please ensure that each dependent/group member has a unique**

email address in their individual profiles. If you need assistance in updating their email addresses, please contact our call center for assistance as soon as possible.

APPLICANT ACTIONS ON AND AFTER MAY 30, 2025, IN THE NEW SYSTEM:

- The login page, profile, and appointment scheduling pages in the new system will have a different look. To log in to the new system, visit the login page available at <https://www.ustraveldocs.com> from **May 30, 2025** onwards, and follow the below steps.
- All first-time users in the new system and existing users from the old system must register and create a profile online. To register, click on the 'Sign up now' link at the bottom of the login page, and follow the instructions.
- Applicants with a valid visa fee receipt associated with their profile, or who hold a valid future appointment in the old system, will also be required to register in the new system by clicking on the 'Sign up now' link. **It is crucial that these applicants use the 'same registered email address' they had in their existing profiles when signing up in the new system, in order to successfully recover their respective payment receipts and see future appointments.**
- If you have paid your visa fee on or before May 26, 2025 in the old system, but have not associated your payment receipt to your profile, you may also click on the 'Sign up now' link at the bottom of the login page, log into the new system, and proceed to claim your receipt by entering the payment receipt number and payment date into the new system. Ensure you have the payment receipt number and payment date readily available, as the call center will not be able to help you with this information.
- The premium document delivery and premium document submission charges may be revised effective May 30, 2025, even if you opted for the premium service before May 30, 2025.

Please continue to check our website, www.ustraveldocs.com, for more details and updates.