I-94 RECORD RETRIEVAL:
STEPS TO ACCESS YOUR RECORD

1. Access your electronic I-94 record at this site: https://i94.cbp.dhs.gov/I94/request.html

2. If you are unable to locate your record, try these troubleshooting tips:
   - **Name:**
     - Enter your name as it is listed in your passport, visa stamp, or boarding pass.
     - If you have multiple names, eliminate the space between the names or truncating the last few letters (in case the name has too many characters), or add/remove a hyphen between names.
       - Example: If your Family Name is “Lopez Garcia”, try entering your Family Name as “LopezGarcia”.
       - Example: If your Family Name is Fernandes Carvalho de Sousa, try entering it as “Fernandescarvalhodeso”
     - If you have a First and Middle name, trying entering both names on the First Name line with a space
       - Example: If your First Name is Claire and your Middle Name is Anne, enter “Claire Anne” in the First (Given) Name field.
   - **Date of birth:** Try inverting the month and date.
     - Example: If your birthday is July 9, 1980 and you entered 07/09/1980, try entering it as 09/07/1980.
   - **Passport Number:** If you have both letters and numbers in your passport number, try entering a space between the differing characters
     - Example: If your passport number is LA497327, enter it as LA 497327.
   - Try using lower and upper case letters.
   - If you have a valid visa in an expired passport, try using the old passport number instead of the new passport number.
   - If you have a Mexican passport, try eliminating the first two digits of the passport number (this may not work for all Mexican passports).

3. If you are still unable to access your electronic I-94 record, you can call the Deferred Inspections office at 415-844-5227 for assistance.

4. If Deferred Inspections is unable to locate your record over the phone, you will have to schedule an appointment and meet with them in person.

To schedule an InfoPass Appointment, visit their page at http://infopass.uscis.gov/

- Select “Click here for English”.
- Select "Click here: Make your appointment with InfoPass”.
- Enter 94111 as the zip code and leave country as United States of America and select Continue.
- Select “You need information or other services” and select continue.
- On the following screens you will enter your personal details and select a date and appointment time.
- Make sure you print the confirmation screen, as you will need to bring that with you to your appointment.
• Note: No cameras are allowed in the building including cell phone cameras.