



U.S. Embassy Nairobi- Immigrant Visa Unit

SCHEDULE A NEW OR FOLLOW-UP APPOINTMENT

If you could not attend your original NVC scheduled appointment, or if you attended your appointment but could not be interviewed by a Consular Officer, then you will need to schedule another appointment via the online scheduling website at <https://ais.usvisa-info.com/en-ke/iv/>. If you have already been to this website to register your appointment, follow the steps below. If you have never registered on this website, you will need to first register. Registration instructions can be found on the U.S. Embassy website at http://nairobi.usembassy.gov/immigrant_visas/how-to-register-with-dhl/.

1. After entering the link <https://ais.usvisa-info.com/en-ke/iv/>, you will be taken to the home page of the scheduling site (see the image below). If you had already registered before your interview date, click on “Sign In” in the top, right corner and enter your e-mail address and password.



2. You will then be taken to the Applicant Summary Page (see the image below). Click on the link “Missed My Appointment” and then enter the reason you were not able to interview (i.e. “my medicals were on hold” or “I was sick on the day of my appointment”). Once you have written the reason, click on the “Send Request” button.



3. Your request will be reviewed by our office. If your request to reschedule is approved, you will receive an e-mail instructing you to go into the system and schedule a new appointment. **It will take at least 5 business days before you receive this e-mail so please be patient.** Once you receive the e-mail, return to the website and schedule a new appointment.

Customer Service Contact Information for Scheduling Issues:

If you experience problems registering with or signing on to the system, please call our customer service center at +254-20-6190-600 in Kenya or +1-703-988-7112 in the U.S.

Note: If the system says there are no available appointments, please check back in 72 hours as appointments are released regularly.

For more information on preparing for your visa interview, please visit the section on our website called *Visa Interview Preparation Instructions* at http://nairobi.usembassy.gov/immigrant_visas/visa-packets.html.