# Frequently Asked Questions

## Americans Currently Abroad - No Commercial Options Available

**Q: I am in X country but they have closed the borders for Y days/weeks. What should I do?**

A: We are aware that some countries have closed their borders. We are considering all options to assist US citizens in those countries. Continue to monitor the embassy/consulate website for updates and enroll in step.state.gov if you have not already.

**Q: I’m in X. How can I find out about evacuation flights?**

A: Continue to monitor the embassy/consulate website for the latest updates. We encourage you to enroll at step.state.gov to receive notification of new alerts if you have not already.

*\*Note: Check the relevant embassy/consulate website first. If they have an alert about evac flights that is not OBE, point the person to that alert.*

**Q: I’m in X and can’t leave until Y because of border closures/cancelled flights. How long do I have to get home to the United States? Is there a deadline?**

A: Continue to monitor commercial transportation options and the embassy/consulate website. We encourage you to take the earliest possible option available to you.

**Q: I am in X country and they have suspended commercial flights. What should I do?**

A: Continue to monitor the embassy/consulate website for updates. We also encourage you to enroll at step.state.gov if you have not already.

## Americans Currently Abroad - Commercial Options Available

**Q: I am currently in X. Should I come home?**

A: We encourage you to arrange return to the US as soon as possible where commercial departure options remain available, unless you are prepared to remain abroad for an indefinite period. Many countries are implementing travel restrictions and mandatory quarantines and closing borders with little advance notice.

**Q: I am in X country and all the flights are fully booked. What should I do?**

A: We are aware that many international flights are fully booked. Continuing checking with commercial transportation companies for availability and monitor the embassy/consulate website for updates.

**Q: I am in X country and flights keep getting cancelled. What should I do?**

A: We are aware that many international flights are getting cancelled. Continuing checking with commercial transportation companies for availability and monitor the embassy/consulate website for updates

**Q: I am in X country and I have a flight scheduled for Y date. Will that be okay?**

A: We encourage you to take the earliest possible option to return to the US. Consult with your airline to discuss options. Many countries have imposed travel restrictions with little advance notice and many international flights have been cancelled.

**Q: I’m in X. How long do I have to get home to the United States? Is there a deadline?**

A: We encourage you to take the earliest possible option to return to the US. Many countries have imposed travel restrictions with little advance notice and many international flights have been cancelled.

## US-Mexico and US-Canada Borders

**Q: I am a U.S. citizen/dual nationals who lives in Canada/Mexico. Will they be able to cross the border?**

A:  Yes, this action does not prevent U.S. citizens from returning home.

## Visas

**Q: Can I still get a visa to come to the United States?**

A: We are temporarily suspending routine visa services at all US embassies and consulates. All routine immigrant and nonimmigrant visa appointments are cancelled as of March 20. We will resume routine visa services as soon as possible but are unable to provide a specific date at this time.

**Q: I need a visa and it is an emergency. Can I still get one?**

A: As resources allow, embassies and consulates will continue to provide urgent and emergency visa services. Check the relevant embassy or consulate website for more information.

**Q: I’m in the United States and I am supposed to exit by X date, but I cannot get a flight home.**

A: Please refer to U.S. Citizenship and Immigration Services for assistance. uscis.gov

**Q: Are you still processing visa applications that have already been submitted?**

A:

**Q: Is CEAC down?**

A: We are aware that some applicants may be experiencing difficulties with the CEAC application. Our technical teams continue to work on a resolution. In the meantime, consider using CEAC between 4pm and 9am EST when user volume is lower.

## Passports

**Q: Can I still apply for my U.S. passport?**

Some passport application acceptance facilities may not be accepting applications at this time. Check with them directly for their operating status. Passport agencies are only offering service for qualified life-or-death emergencies that require travel within 72 hours. https://travel.state.gov/content/travel/en/traveladvisories/ea/passport-covid-19.html

**Q: What is going to happen to the U.S. passport application I already submitted?**

A: We will continue to process previously submitted applications. routine service may be delayed. You can track the status of your application at: https://travel.state.gov/content/travel/en/passports/need-passport/status.html

**Q: Can I request expedited processing?**

A: If you are applying for or renewing a US passport on or after March 20, we will not offer expedited service. If you applied and requested expedited service on or before March 19, we will honor our commitment of 2-3 weeks door-to-door for expedited service. https://travel.state.gov/content/travel/en/traveladvisories/ea/passport-covid-19.html

## STEP Issues

**Q: I tried to register for STEP but couldn’t. What should I do?**

A: We are sorry to hear that. Please try clearing your browsing history and using Internet Explorer 11 or Google Chrome. You can also check the embassy/consulate website for new alerts and following us on social media for updates.

## Other

**Q: I have a trip planned for [future date]. What should I do? Can I still go?**

A: The situation remains fluid. If you choose to travel internationally, your travel plans may be severely disrupted, and you may be forced to remain outside of the US for an indefinite timeframe. Continue to monitor travel.state.gov for the latest information.

**Q: Does the Global Level 4 Travel Advisory cover X country?**

A: Yes, the Global Level 4 Travel Advisory applies worldwide. US citizens should arrange for immediate return to the United States, unless they are prepared to remain abroad for an indefinite period.

**Q: I live abroad. What should I do?**

A: If you live abroad and plan to stay abroad, you should avoid all international travel. Many countries are implementing travel restrictions and mandatory quarantines, closing borders, and prohibiting non-citizens from entry with little advance notice.

**Q: Can you help me get a refund for my hotel/flight?**

A: You should reach out to your [SERVICE] directly regarding refunds.

**Q: How long will the Global Level 4 Travel Advisory last?**

A: We will continually review and update the travel advisory based on available safety information and ongoing developments. Continue to monitor travel.state.gov for the latest information.

**Q. What is the difference between CDC Travel Health Notices and Department of State**

**Travel Advisories? Why are there different levels?**

The CDC’s Travel Health Notices focus on health concerns, while our

advisories are based on a broader range of established risk indicators such as crime,

terrorism, kidnapping or hostage taking, civil unrest, natural disasters, health, and other potential risks.

**Q: Will the individual Travel Advisories also all change? Is there a new concern for U.S.**

**Citizens? [NOTE: OCS IS WORKING ON HAVING THEM ALL DISPLAY LEVEL 4]**

A: The Global Level 4 Health Advisory supersedes the independent Travel Advisories for

specific countries, jurisdictions, and areas around the world. Other specific conditions remain detailed in each country’s Travel Advisory.

**Q: Will the Department be evacuating U.S. citizens?**

A:We are aware the governments of several countries have announced suspension of air travel and/or border closures. We are considering all options to assist US citizens in these countries. US citizens should monitor the relevant embassy/consulate website and enroll at STEP.state.gov.

**Q: I’m an X citizen. Are there any restrictions for me entering the United States?**

A: Foreign nationals who have visited X in the past 14 days may not enter the United States. For more information, visit: https://www.cdc.gov/coronavirus/2019-ncov/travelers/from-other-countries.html

OR

A: Travelers who have visited X in the last 14 days are not included in the current list of individuals prohibited from entry to the United States. See the list here: https://www.cdc.gov/coronavirus/2019-ncov/travelers/from-other-countries.html

**Q: What about travel within the United States?**

A: The CDC offers this guidance regarding domestic travel within the United States: https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html

**Q: Can Americans come home? Are there any restrictions?**

A: There are no entry restrictions for U.S. citizens returning to the United States. Please refer CDC resources if you have questions about quarantine requirements upon your return.https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html

**Q: What about when I get home - I heard there’s a shelter in place/quarantine/curfew?**

A: Please refer to the local authorities for information.

**Q. How do I find more information about CDC travel health notices or the reentry**

**airports in the United States?**

Information about U.S. airports and the process of returning to the United States from

restricted countries, jurisdictions, or areas can be found at www.dhs.gov.

**Q: Is the U.S. military planning to evacuate any personnel?**

We refer you to the Department of Defense.

**Q: Will there be travel restrictions on foreigners coming from these countries?**

Information about entering the United States and which countries’ citizens are currently

restricted from entry into the United States can be found at: https://www.cdc.gov/coronavirus/2019-ncov/travelers/from-other-countries.html

**Q: Will Americans entering the United States be quarantined?**

We refer you to the CDC and the Department of Health and Human Services for questions

regarding medical screening and quarantine for US citizens entering the United States from

other countries.