

WHAT is CBP One?

- A free mobile device application created by U.S. Customs and Border Protection (CBP) in 2020.
- It is available for download in the Google Play Store and the Apple App Store.
- CBP One is currently available in English, Spanish, and Haitian Creole.

WHAT is it used for?

- The app allows land travelers to send their information to CBP and access CBP services before they arrive at the border.
- It can be used to schedule an appointment with CBP at a port of entry or request permission to enter the country in other ways.

WHO should use it?

- Anyone seeking a Title 42 Exemption must use CBP One to request an appointment. Department of Homeland Security (DHS) decides who should be allowed a Title 42 Exemption based on "consideration of significant humanitarian and public health interests."
- Applicants of the parole programs for Cubans, Haitians, Nicaraguans, and Venezuelans must use the app to apply for permission to travel to the U.S.

WHERE should I use it?

- To request an appointment, users must either be within 30 miles of the U.S. border or in some "major population center" in Central Mexico (likely Mexico City or Monterrey; maybe other cities).
- Users can only request appointments at these points of entry: in Texas at Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte); Nogales in Arizona; Calexico West and San Ysidro (Pedestrian West – El Chaparral) in California.

WHEN can I use it?

- Appointments are only available up to 14 days in advance.
- New appointments are available every day at 9 A.M. EST., but they are taken very quickly, often in minutes.

IMPORTANT THINGS TO BE AWARE OF WHEN USING CBP ONE

- CBP One has crashed for many users, especially in places with bad wifi/internet access.
- The facial recognition technology used in the app has been proven to be racially biased and recognize Black users less often. Black migrants with older phones or who take photos/facial scans in dim lighting, and Black children under the age of six are even more likely to have user errors.
- There are concerns around the app's collection of lots of personal data and its use of the user's location through GPS. CBP has not been open about what they will do with this information.
- CBP One has no way for a user to tell CBP they are at a higher risk of harm in Mexico. They must have already experienced violence or violent threats to be seen as higher risk. This negatively impacts Black and LGBTQ migrants, who we know experience more harm.
- Appointments are frequently only available in very dangerous places.
- **Only the people listed in your CBP One account when you make an appointment will be allowed into your scheduled appointment.** Make sure if you are traveling with family, that every single person you're with has a profile under your account.

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