



## **CBP One: What Is It and How Does It Affect Asylum Seekers at the Southern Border?**

### **Origins of CBP One**

[CBP One](#) is an application which was initially rolled out in October 2022 by U.S. Customs and Border Protection (CBP). This application can be downloaded to cellphones with compatible technology to be used as a portal to access a variety of CBP services. The application can be found where the majority of mainstream applications are available.

### **Use of CBP One at the Border**

On Jan. 18, 2023, the CPB One app was made available to schedule appointments prior to crossing the southern border into the United States. This change to the application has had significant implications for those seeking to access their right to seek asylum at the border.

Currently, under Title 42, asylum seekers are compelled to use CBP One to seek an exemption under Title 42 and enter the United States. However, the [end of Title 42](#) is expected to occur on May 11, 2023. With the end of Title 42, asylum seekers at the southern border will continue to be forced to use the application to have the opportunity to seek protection in the United States.

### **A Few Reasons Why CBP One Fails:**

Since the launch of the application, CLINIC has joined other immigration advocates in speaking out against inequity and failure in the system. Rollout of the app has been riddled with problems, including:

- **Lack of reliable internet:** The app requires reliable internet for a sustained period of time to be used successfully, which many asylum seekers lack, making this option unviable for them.
- **Incompatibility with some cell devices:** The CBP One app is not compatible with all devices. Many times, the glitches on the app are due to incompatibility between the app and devices. Those who do not have the most recent or up-to-date devices are at a significant and unfair disadvantage in accessing their legal right to seek asylum.
- **Facial recognition failures:** As a requirement to complete registration, asylum seekers must have their faces scanned for facial recognition. Many times, this feature freezes or marks “error.” This feature does not function properly for most [Black asylum seekers and migrants](#).
- **Limited number of available appointments:** Limited appointments lead to months of waiting in overcrowded and unsafe conditions and this increases risks of violence and family separation.

Following the end of Title 42 on May 11, the use of CPB One is expected to be expanded and increased. Those without prior appointments will most likely continue to be subjected to impossible waits, dire conditions, and grave danger in Mexico.

### **Learn More**

[CBP One Fact Sheet from the American Immigration Council](#)

[“Fleeing for Your Life? There’s an App for That.”](#) Texas Monthly, March 2, 2023

[Customs and Border Protection Information on the CPB One App](#)