

Welcome to the ACC FAQ

Please note: The ACC is currently closed to in-person visitors due to the COVID-19 pandemic.

The American Center during the COVID-19 pandemic

Q.1 When will you re-open the Embassy and the American Center?

The American Center Cairo (ACC) is currently closed to visitors due to COVID-19 pandemic. During this time, we are holding our programs online. Please see our Monthly Program Calendar and sign up for our mailing list for the latest updates at <https://eg.usembassy.gov/education-culture/acc/> We will notify our mailing list members when we are able to welcome visitors in person again.

Q.2 Will joining current online programs make me eligible to obtain the membership card upon the reopening of the ACC?

While we are closed to visitors, people in Egypt aged 18 and over may sign up for a digital membership at <https://forms.gle/crGyMqqp3KJ5iiK9A>

Once we re-open, those seeking membership will need to follow our regular process for new members. See our webpage for details <https://eg.usembassy.gov/education-culture/acc/membership/>

ACC Access and Entrance

Q.1 What is the American Center Cairo?

The American Center Cairo (ACC formerly IRC) is located at the U.S. Embassy Cairo. It is the U.S. Embassy's primary outreach center offering daily programs and information to Egyptian audiences. It is also your gateway to American Foreign Policy, Culture, Society and Values.

Q.2 What are the ACC public hours?

ACC working hours are 10:00am-4:00pm, from Sunday to Thursday, except Wednesday. Wednesday 2:00-4:00pm is reserved for English Conversation Club participants.

Q.3 How old must I be to join and become an ACC member?

The ACC welcomes people age 18 and above. If you are under 18, you might want to check out the American Corner Maadi which does not have age restrictions for entry and its staff will be happy to welcome you. For more details please visit http://www.escd-egypt.org/en/DynamicPages.aspx?page_id=7076

Q.4 Am I allowed to bring my cellphone inside the American Center?

Due to U.S. Embassy rules, you cannot bring any electronic items into the Embassy. Please leave all your electronic items (computers, iPods, iPads, chargers, flash drives, etc.) at home. Lighters, sharp objects and large bags are also prohibited. You can only store your mobile phone at the security gate. Please bring a valid government-issued ID.

Q.5 I am an AUC student; can I use my AUC ID to enter the ACC?

The AUC and the American Center are different institutions. Entry requirements differ and are not connected.

Q.6 I am a refugee residing in Cairo, can I come to the ACC?

The ACC is open to all people age 18 and above. You can enter the ACC on your passport or UNHCR card or other valid official ID.

Q.7 Does the ACC limit the number of visitors?

The ACC does limit the number of visitors. Once the ACC reaches its maximum number of visitors, entry is suspended by our ACC greeters at the gate until a spot becomes available.

Membership

Q.1 How can I renew my expired ACC card?

To renew your ACC membership, you have an 18-month grace period in which to contact the ACC and request renewal at ACCairo@state.gov. If you do not renew your card during that time, you will need to apply through the new membership procedure. Please follow this link for more information

<https://eg.usembassy.gov/education-culture/acc/membership/>

Currently, you can sign up for a digital membership which is valid until March 31, 2021 via: <https://forms.gle/crGyMqqp3KJ5iiK9A>

Q.2 What if I lost my membership card?

If you lost your ACC membership card, you need to present a copy of your national ID at the ACC Information Desk. We will then check out membership database to determine whether we can replace your card immediately or whether you will need to follow the new member process.

Q.3 I have an ACC membership do I need to sign up for the digital membership?

If you have a valid ACC membership, you do not need to sign up for the digital membership. You will receive the same access to online resources.

ACC programs and workshops

Q.1 Does the American Center provide English courses?

The ACC offers English language programs, but not courses, along with other English-language resources including books, ebooks, audiobooks, movies with English subtitles, and magazines.

Q.2 Can I get a certificate for participating in an ACC program?

The ACC provides certificates to participants of some programs that are longer than one day. Not every program has a certificate attached to it.

Q.3 I signed up for an ACC program but have not received a confirmation email, what should I do?

If you do not receive a confirmation email after applying for an ACC program, it means that you were not selected to attend. You are welcome to apply for other programs.

Q.4 When can I attend the ACC daily orientation session?

When open to visitors, the ACC team conducts a daily orientation session Sunday-Thursday 12:00-1:00pm.

Q.5 I attended a program at the American Center. Is there any way I can have the trainer's presentation?

If you attended an ACC program and would like to request a copy of a presentation, please email us at accairo@state.gov if the presentation is available, we will send it to you.

Q.6 I am a certified trainer and would like to partner with the ACC, is that possible?

ACC management is always open to new program suggestions and ideas, please feel free to email us at accairo@state.gov

Q.7 May I see a recording of the ACC virtual programs on Zoom?

After an ACC program, you may request a recording from accairo@state.gov If a recording is available, we will send a file or link to you.

Q.8 I contacted an American University and they asked me to take admission tests. Can the ACC or U.S. Embassy help me with the admission process?

The ACC and U.S. Embassy Cairo do not offer university admissions testing. Colleges and universities in the United States set their own admission testing standards. We recommend you consult the colleges and universities which interest you and adhere to their requirements for admission.

The ACC does provide regular sessions on how to choose and apply to U.S. colleges and universities.

Exchange Programs and Scholarships

Q.1 Can you tell me about exchange programs and scholarships?

The ACC holds regular sessions on U.S. Embassy exchanges and study in the USA. You can also check out [the Education & Culture section web page](#) for more details.

Q.2 I am an ACC member. Will this support my scholarship application?

ACC membership does not affect Embassy scholarship applications. Our membership is for internal ACC purposes only. The Embassy's Exchanges Office is in charge of the selection process.

Q.3 Will ACC membership give me expedited access to the ACC?

ACC membership does not grant expedited access to the ACC. You must notify our staff at the Embassy's Gate of your presence to assist you. Have your national ID, passport or driver's license ready to show the guard.

General

Q.1 Are food and drink allowed at the ACC?

There is no cafeteria open to the public at the Embassy. However, water dispensers are available. You may bring food and drink in from the outside and please note that only snacks are allowed.

Q.2 Are there any other American Spaces in Cairo?

Besides the ACC, there is another American Space in Cairo at the American Corner in Maadi Public Library, please visit http://www.escd-egypt.org/en/DynamicPages.aspx?page_id=7076 for more information.

Q.3 How can I access the collection of the ACC digital library?

You can access the ACC digital library collection in one of two ways:

- Via the ACC's OverDrive site at <https://acccairo.overdrive.com/>
- Via the Libby application available from Apple Store or Google Play.

You need to sign in with your email address & ACC membership number to start borrowing.

Q.4 How can I receive regular updates about the American Center?

For regular updates about the ACC by email, sign up for our mailing list <https://us11.listmanage.com/subscribe?u=4cb361babbe80cc03d3ae4fbd&id=f4503b0958> . We will notify list members via email of any recent updates or changes to our services. Every two weeks, we send out an email newsletter.

For more information, check out the U.S. Embassy Facebook page and website via:

<https://www.facebook.com/USEmbassyCairo>

<https://eg.usembassy.gov/education-culture/acc/membership/>

Please be aware that the American Center does not have any official pages or accounts on any social media platform.

Please read our FAQs carefully. If you have additional questions not answered here, please contact us at Tel: (20-2) 2797-3133 or E-mail: accairo@state.gov

We are looking forward to seeing you!