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POLICY

# Trump shuts down America

The app, which faced technical  
BY REBECCA HEILWEIL • JANUARY

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U.S. Border Patrol agents watch over immigrants next to the U.S.-Mexico border fence before transporting them for processing on Jan. 19, 2025 near Sasabe, Ariz. (Photo by John Moore/Getty Images)

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**P**resident Donald Trump on Monday officially shut down the Customs and Border Protection-run app designed to help schedule appointments for people seeking eligibility for asylum, closing off a pathway for migrants at the Southern border hoping to enter the United States.

Supporters of the CBP One app had said that the system made the jobs of border agents easier, despite technical difficulties and data privacy questions raised by critics of the platform. It's estimated that [around a million people](#) used the app to enter the country.

The app shutdown came amid a series of other executive orders focused on immigration. Before the election, Trump frequently criticized the app, saying that it was being used for "[smuggling](#)" [migrants](#).

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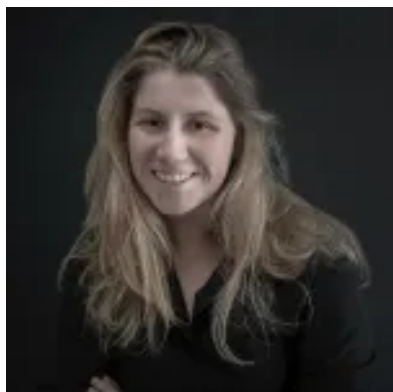
A notification of the app's shutdown and the cancellation of appointments was [shared](#) Monday on Facebook, a spokesperson said.

Rep. Pramila Jayapal, a Washington Democrat who chairs the House's progressive caucus, said in a statement that the app was designed in response to Trump's first term, when "he decimated legal pathways and created even more chaos at the border."

"To address this," Jayapal continued, "the Biden administration worked to do as much as possible administratively to rebuild the refugee program, initiate parole programs, and implement the CBP One app, all to decrease pressure on the border and reverse the negative actions of Trump."

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From a technical perspective, CBP One had faced a series of challenges, many of which were documented in an [inspector general report](#) released last summer. The system had limited functionality, cybersecurity concerns and couldn't keep up at times [with demand](#). Similar problems had also been raised by groups focused on humanitarian and immigration rights issues.



### Written by Rebecca Heilweil

Rebecca Heilweil was an investigative reporter for FedScoop. She wrote about the intersection of government, tech policy, and emerging technologies. Previously she was a reporter at Vox's tech site, Recode. She's also written for Slate, Wired, the Wall Street Journal, and other publications.

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CBP ONE

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