General Information

How Do I... Know What Services Are Available After I File?

U.S. Citizenship and Immigration Services

M-620 (August 2008)

When USCIS receives your application or petition, we process your case in the order received by application type to be fair to all our customers. If you want to check on your case after filing, USCIS offers a variety of services for you to follow up on your application or petition.

Case Status Questions

First check our *Case Status Online* at: www.uscis.gov

- **Online Questions:** When your application is received by a USCIS Service Center or the National Benefits Center, we will mail you a receipt notice. The receipt notice will have all of the important information you need about your case. With your receipt number, you can check the status of your case on **www.uscis.gov** and also register on our website for automatic case status updates while we process your case.
- **Processing Times:** Applications are processed by visa preference category in the order they are received. Average processing times for all applications are posted on our website. Processing times are an estimate of how long it will take to process your case from start to finish. Each case is different; so some cases may take longer than others to process. If you use your receipt number to check your case status and track the processing of your case, please remember that we will only research your case if it is beyond our current processing times. Processing times are updated monthly, and you can check processing times by visiting **www.uscis.gov**.

Check on your case by calling *Customer Service* at: 1-800-375-5283

If you cannot find information on your pending case on our website, please call Customer Service. We recommend that you have your receipt number or "A number" available so we can research your case. If Customer Service is unable to find any current information on your case, they will send an electronic message to the local office that has your case. You should receive a response to your question within 30 days from the local office.

Schedule an *InfoPass* Appointment

If Customer Service is unable to assist you with the information you need on a pending application, or you have a time-sensitive issue such as a personal emergency, you can schedule an InfoPass appointment for your local office to inquire about your case. To make an InfoPass appointment, go to **www.infopass.uscis.gov.** You will need access to a computer with an Internet connection and Internet Explorer 4.0 or above, Netscape 4.0 or above, or other similar browser.

Visit our website at www.uscis.gov to:

- Change your address if you move and have a pending application;
- File **Form AR-11**, *Change of Address*, or **Form AR-11SR**, *Change of Address Special Registration,* which you can complete online;
- Obtain immigration forms and mailing instructions;
- Check the status of a pending application or petition;
- Find out current processing times for various applications/ petitions;
- Obtain information on premium or accelerated processing;
- Read our "How Do I…" customer guides;
- Read our *Guide to Naturalization* and review naturalization exam information and citizenship study materials;
- Obtain information on immigration laws and regulations;
- Find general immigration information.

Call Customer Service at: 1-800-375-5283… (Hearing Impaired TDD Customer Service: 1-800-767-1833)

- If you absolutely cannot appear for a scheduled appointment;
- To change your address when you have a pending application and you are unable to do so on our website at **www.uscis.gov**;
- For assistance with filing **Form AR-11**, *Change of Address*, or **Form AR-11SR**, *Change of Address Special Registration*;

- If you filed a **Form I-130**, *Petition for an Alien Relative*, as a permanent resident, and then became a U.S. citizen;
- If you mailed your application or petition more than 30 days ago to a Service Center or to our National Benefits Center, and you have not yet received a receipt notice in the mail;
- If you find an error on the last notice, document, or certificate we recently sent to you;
- To obtain immigration forms, and you do not have access to a computer and printer;
- If more than 30 days have passed since you received your Welcome Notice after becoming a permanent resident, and you have not yet received your Permanent Resident Card;
- If you filed **Form I-765**, *Application for Employment Authorization,* more than 90 days ago, and you have not received an update from us within the past 60 days;
- If *Case Status Online* says that we approved or denied your case more than 14 days ago, and you have not yet received our approval or denial notice;
- If you have a pending **Form I-129**, *Petition for Nonimmigrant Worker*, and you need to change the names of the persons on the petition or the port of entry where they will be applying for their visa;
- If you want to request that original documents submitted with your case be returned to you.

A Few Things to Remember

- **What You Need When You Call—**Tracking information on individual cases is only available to customers whose cases have a **receipt number**. We manage other cases based on your account, using an A-number (starting with "A," followed by an eight- or nine-digit number). For these cases, you can monitor processing time for your **type** of case, but not your individual case.
- **If You Want to Pay for Faster Processing—**Premium Processing Service provides faster processing of certain employment-based petitions and applications. Specifically, USCIS provides 15-calendar-day processing if you wish to use this service or USCIS will refund the premium processing fee and the case will continue to receive faster processing. We know that circumstances can change; so this program is available even after you file. For more information about which forms are eligible for premium processing, see our website at www.uscis.gov or call Customer Service.
- **Exceptional Circumstances for Expedited Handling—**We recognize that exceptional circumstances can require special handling of a case. All requests for expedited handling are reviewed case-by-case and, when circumstances warrant, are granted at the discretion of the Director, USCIS. The criteria are as follows:
  - Severe financial loss to company or individual;
  - Extreme emergent situation;
  - Humanitarian situation;
  - Nonprofit status of requesting organization in furtherance of the cultural and social interests of the United States;
  - Department of Defense National Interest Situation (Note: Request must come from an official U.S. Government entity and state that delay will be detrimental to our Government.);
  - Potential loss of Supplemental Security Income (SSI) benefits;
  - USCIS error;
  - Compelling interest of USCIS.

  If your case is at a local office at the time you need to make your emergency request, please go to the local office in person to make your request. Please be sure to take all supporting documentation with you.

  If your case is at one of our Service Centers or the National Benefits Center, please call Customer Service at **1-800-375-5283** to receive further instructions on where and how to send your request.
- **Keep Us Informed About a Change of Address—**Please remember that unless you are a U.S. citizen, you must report any change of address. Use **Form AR-11**, *Change of Address,* or **Form AR-11SR**, *Change of Address Special Registration.* This is separate from updating the address on your application or petition. See our website at **www.uscis.gov** to update your mailing address or obtain additional information, or call Customer Service for assistance.

Key Information

Key USCIS forms referenced in this guide	Form #
Petition for Alien Relative	I-130
Petition for Nonimmigrant Worker	I-129
Application for Employment Authorization	I-765
Change of Address	AR-11
Change of Address Special Registration	AR-11SR

USCIS

- **On the Internet at: www.uscis.gov**

For more copies of this guide, or information about other citizenship and immigration services, please visit our website. You can also download forms, e-file some applications, check the status of an application, and more. It's a great place to start!

If you don't have Internet access at home or work, try your local library. If you cannot find what you need, please call Customer Service.

- **Customer Service: 1-800-375-5283**
- Hearing Impaired TDD Customer Service: 1-800-767-1833

Other U.S. Government Services–Click or Call		
General Information	www.usagov.gov	1-800-333-4636
New Immigrants	www.welcometoUSA.gov	
U.S. Dept. of State	www.state.gov	1-202-647-6575

Disclaimer: This guide provides basic information to help you become generally familiar with our rules and procedures. For more information, or the law and regulations, please visit our website. Immigration law can be complex, and it is impossible to describe every aspect of every process. You may wish to be represented by a licensed attorney or by a nonprofit agency accredited by the Board of Immigration Appeals.