

## Ready To File - Already Has Form

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**Chapter 1      What are the Fees for Filing an Application/Petition? Where Should I File my Application/Petition?****OVERVIEW**

Customers should file their applications/petitions according to the specific instructions provided for each particular form. Different USCIS facilities accept different types of applications/petitions, so it is very important that forms are submitted to the proper location. Sometimes, the location for filing a form changes; the USCIS Web site provides the most up-to-date filing instructions.

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### What are the Fees for Filing an Application/Petition?

USCIS fees change periodically; you can check the fees for an application/petition by visiting [www.uscis.gov/forms](http://www.uscis.gov/forms). If you would like, I can look up the current fees for your application or petition.

**Note:** From the [USCIS Forms webpage](#), select the appropriate form from the list, and see the “Form Fee” section specific to that form type.

### Where Should I File My Application/Petition?

You should follow the instructions for the form you are filing. Occasionally, the filing instructions can change, so you should always check the USCIS Web site before submitting your form; it offers the most current instructions. If you would like, I can look up the current filing location instructions for your application or petition.

**Note:** From the [USCIS Forms webpage](#), select the appropriate form from the list, and see the “Where to File” section specific to that form type.

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**Tips for filing an application/petition****Complete the Form Completely and Accurately**

- Use the most current form version.
- When possible, download the form from our website and complete it with a computer.
- If you hand write your answers, use black ink. Make sure your entries are neat, legible, and within the space provided.
- We use special scanners to read your forms and documents. The scanners will not properly read information that is greyed out, highlighted or corrected using correction fluid or tape.
- If you make an error, start over with a clean form.
- Complete the entire form; all forms have required fields (in the newer forms on our website, they are outlined in red). When these fields are left blank, we will return your form for corrections.

**Submit Required Documents and Evidence:**

- Submit the documents or evidence listed in the form instructions.
- Supporting documents must be in English or accompanied by an English translation.
- Submit copies unless original documents are requested. If you send an original document with your form, it will become part of the record and will not be returned to you automatically.

**Check Your Application:**

To ensure that your form is accepted for processing:

- Sign the form.
- Pay the correct fee.
- Answer all questions completely and accurately.
- If filing multiple forms, write your name and date of birth EXACTLY the same way on each form.
- Mail the form(s) to the correct address using an approved method of delivery. Forms may be submitted using any form of United States Postal Service delivery or an approved express courier service. Acceptable express courier services include FedEx, DHL and UPS.

**Note:** If you would like more information, please go back to the Main Page and see the Guide titled Inadmissibility and Waivers.

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**Chapter 2                      What are the Current Processing Times?****OVERVIEW**

While preparing to file, you may also want to know about our current processing times or approximately how long processing will take for a recently filed case. This information is available on the USCIS Web site.

From the [USCIS processing times webpage](#), select office or service center the application/petition was filed at, and whether a transfer notice was received, and what form was filed. Select the appropriate information from the drop-down list to ascertain the current processing times for the appropriate form type.

If you need assistance, please call our toll-free number at 1-800-375-5283.

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### **Chapter 3      What are the Current Priority Dates?**

Please visit the [US Department of State](http://travel.state.gov/content/visas/english/law-and-policy/bulletin.html) website (<http://travel.state.gov/content/visas/english/law-and-policy/bulletin.html>).

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## Chapter 4 Information about Form I-693 and a List of Doctors (Civil Surgeons) who can perform Immigration Medical Examinations.

### WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

[General Information about Form I-693](#)

[List of Doctors \(Civil Surgeons\) Who Can Perform Immigration Medical Examinations](#)

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**Note: If you are a civil surgeon or wish to become a civil surgeon, please read the following:**

- If you have questions about immigration benefits, the civil surgeon program in general, or completing Form I-693, send an inquiry to USCIS Customer Service and Public Engagement at [public.engagement@uscis.dhs.gov](mailto:public.engagement@uscis.dhs.gov).
- If you have questions about a completed Form I-693 that is being adjudicated at a USCIS service center (as opposed to a field office), please send an inquiry to USCIS Service Center Operations at [scopsscata@uscis.dhs.gov](mailto:scopsscata@uscis.dhs.gov).
- If you have questions about how to perform the immigration medical examination or other medical-related questions, please visit the CDC website at <http://www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html> for more information and instructions. Civil Surgeons can send medical inquiries directly to CDC at <http://www.cdc.gov/info>.
- If you would like to update civil surgeon contact information, add an additional office location, or terminate civil surgeon designation, please send the requested update along with your Civil Surgeon Identification Number (if available) in an email to [public.engagement@uscis.dhs.gov](mailto:public.engagement@uscis.dhs.gov).
- If you have questions about the status of a civil surgeon application or have a request to update information provided in a pending application, please read the following:  
Did you apply using Form I-910, Application for Civil Surgeon Designation?
  - YES: Please call USCIS toll-free at 1-800-375-5283
  - NO: Please contact the local USCIS office with jurisdiction by going to the [USCIS Field Office Locator](#).
- If you have questions about how to apply to become a Civil Surgeon, please refer to the [FAQs about How to Apply for Civil Surgeon Designation](#).

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## General Information about Form I-693

If you are adjusting status to Permanent Resident, one of the forms you must submit to USCIS is Form I-693, Report of Medical Examination and Vaccination Record. The form should be completed by a designated Civil Surgeon. The completed form provides USCIS with the results of the medical examination, which is required to establish that an applicant is not inadmissible to the United States on public health grounds.

Form I-693 must be submitted to USCIS within one year from the time it is signed by the Civil Surgeon and the benefit application must be adjudicated within one year of the date Form I-693 is submitted to USCIS. For more specific information about the process, you should visit the USCIS Web site and carefully read the instructions to Form I-693.

**Note:** The following information is for Refugees:

If you are a refugee and completed a medical examination overseas, and you are now applying for adjustment of status one year following your first admission, you might only be required to complete the vaccination portion of the exam and Parts 1 and 3 of Form I-693. Please carefully follow the instructions provided for the form.

**Note:** The following information is for individuals who are K or V non-immigrants or Asylee dependents:

If you are a K or V non-immigrant and already completed a medical exam overseas, you might only be required to complete the vaccination portion of the exam and Parts 1 and 3 of Form I-693. Please carefully follow the instructions provided for the form.

**Note:** [FAQs about Form I-693, Vaccinations, and Tuberculosis](#)

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## List of Doctors (Civil Surgeons) Who Can Perform Immigration Medical Examinations

Use the [Civil Surgeon Locator](#) to see information about doctors (Civil Surgeons) who perform immigration medical examinations in your area. This information is available on our Website at [www.uscis.gov](http://www.uscis.gov).

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## Frequently Asked Questions about Form I-693, Vaccinations, and Tuberculosis

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## **FAQs about Form I-693**

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In the vaccination part of Form I-693, does the civil surgeon have to complete both the vaccination table and the results section?

I received an RFE for an updated Form I-693, Report of Medical Examination and Vaccination Record, but I already submitted this form with my Form I-485, Application to Register Permanent Residence or Adjust Status. Do I need to submit another Form I-693?

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**What edition date of Form I-693 should I use?**

For medical examinations conducted on or after January 1, 2012, the results of the medical examinations must be recorded on the Form I-693 edition dated October 11, 2011, or on the current edition of the form dated January 15, 2013. The edition date can be found on the bottom left-hand corner of the form.

**When should I schedule my Medical Examination Appointment?**

To ensure the results of the medical examination are still valid at the time USCIS adjudicates the associated benefit application, applicants should schedule the medical examination as close as possible to the time they plan to submit Form I-693 to USCIS. Applicants should, however, also provide sufficient time for the performance of laboratory testing or additional testing required under CDC's Technical Instructions.

**When should I submit Form I-693 to USCIS?**

If you are applying for adjustment of status, you may submit Form I-693 in the sealed envelope provided by the civil surgeon in one of the following ways:

- Submit Form I-693 by mail, together with your Form I-485, Application to Register for Permanent Residence or Adjust Status, to the location specified for your Form I-485.
- Submit Form I-693 by mail, after filing your Form I-485, to the location specified in your most recent communication with USCIS (for example, a Request for Evidence letter from USCIS).
- Submit Form I-693 in person, at an interview in a USCIS field office (if an interview is required).

Other applicants: Follow the instructions on or included with the application or the instructions given to you by the office requesting the medical examination.

**How long is Form I-693 valid?**

Form I-693 must be submitted to USCIS within one year from the time it is signed by the Civil Surgeon and the benefit application must be adjudicated within one year of the date Form I-693 is submitted to USCIS.

**If I am only required to receive vaccinations, do I still need to submit the entire Form I-693?**

If you are not required to undergo the entire medical exam, you need to submit only Parts 1 and 3 and the vaccination report. Pages of the form that do not apply to you may be left blank and/or do not need to be submitted to USCIS.

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**Does Part 3 of Form I-693 have to be signed by a physician or can it be signed by immunization staff?**

Part 3 must be signed by a physician designated by USCIS as a civil surgeon at the time of the medical examination. For refugees adjusting status, health departments are blanket-designated as civil surgeons to perform the vaccination component of the medical exam. However, the attending physician at the blanket-designated health department must still sign Part 3 of Form I-693 and the physician must meet the professional requirements for a civil surgeon in order to sign. Physicians signing under a blanket-designation may sign using an original or stamped signature. The health department nurse or other health care professional may co-sign the vaccination supplement, but the physician's signature is still required. In addition to the blanket-designated health department physician's signature, the health department must also place its official stamp or raised seal in Part 3 on Form I-693.

**In the vaccination part of Form I-693, does the civil surgeon have to complete both the vaccination table and the results section?**

USCIS requires the civil surgeon to completely fill out the vaccination table AND the results section. The civil surgeon must note in the vaccination table the complete vaccination history, date(s) of vaccinations given, and any vaccination waiver requests.

**I received an RFE for an updated Form I-693, Report of Medical Examination and Vaccination Record, but I already submitted this form with my Form I-485, Application to Register Permanent Residence or Adjust Status. Do I need to submit another Form I-693?**

Form I-693 is normally valid for a period of one year. Under certain circumstances, USCIS has previously extended the validity of the form beyond one year. However, this policy is expected to end on May 31, 2014. Therefore, a Form I-693 that was submitted to USCIS over a year ago will no longer be valid after May 31, 2014. USCIS is requesting applicants provide a new, updated Form I-693 if the current Form I-693 associated with their cases is expired or expected to expire on or after June 1, 2014.

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## **FAQs about Vaccinations**

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**What are the current vaccination requirements?**

Some vaccines are required for certain age groups only. During your examination, the Civil Surgeon will review your vaccination history and will determine what vaccinations are necessary. You can find more information about vaccination requirements by visiting the Center for Disease Control (CDC) Web site at [www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html](http://www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html).

**Is there a waiver available for applicants who cannot afford the vaccinations?**

There is no fee to file Form I-693; however, you may be required to pay a fee to the Civil Surgeon for the medical examination. USCIS does not regulate the fees charged by Civil Surgeons, so the fees charged by various physicians may vary.

**Where can I find additional information on vaccination requirements?**

The *Vaccination Technical Instructions* includes detailed information on the vaccination requirements, including a table of required vaccinations by age group. The *Technical Instructions* and any updates to the medical exam requirements can be found at [www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html](http://www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html).

**Does USCIS require that all shots in each vaccine series be completed before applying for adjustment of status?**

You are only required to have received all the age-appropriate vaccines that could be given *at the time of the medical exam*. If you started a vaccination series, but have not completed all the required shots because the minimum time interval between shots has not yet passed, you can still apply for adjustment of status. However, you must have completed at least the first dose of age-appropriate vaccines before applying.

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**FAQs about Tuberculosis**

What are the requirements for tuberculosis (TB) testing and treatment?

Are all adjustment of status applicants screened for TB?

Are there any exceptions to the initial TB testing requirement?

What is a Tuberculin Skin Test?

What is the Interferon Gamma Release Assay (IGRA) TB test?

Do I need both the TST and the IGRA test?

Does a civil surgeon have to offer all of the TB screening tests to me?

Who pays for the initial TB test?

What happens if I choose the TST test and it is positive? Can I choose another, alternative test instead of a chest x-ray?

What happens if I choose an IGRA test and the result is indeterminate or borderline/equivocal? Do I need to repeat the IGRA test?

When is a chest x-ray required?

If a chest x-ray is required, does the chest x-ray report need to be submitted with Form I-693?

Will USCIS accept Form I-693 if the civil surgeon performed a chest x-ray without the initial TB test (either TST or IGRA)?

If I am pregnant and I have a positive initial screening result, do I still need a chest x-ray? Will USCIS accept Form I-693 without an x-ray?

What happens if the civil surgeon determines that I have an abnormal chest x-ray suggestive of TB?

I have an abnormal chest x-ray and the local health department determines that I don't have Class A TB. Am I cleared for immigration purposes and can the civil surgeon immediately sign Form I-693 and give it to me in a sealed envelope?

What if my skin test is positive and my chest x-ray is normal?

Where can I find more information about TB and how it affects the completion of Form I-693?

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### What are the requirements for tuberculosis (TB) testing and treatment?

Some of the TB testing requirements include:

- Applicants with Class A TB must complete a full course of TB treatment before receiving medical clearance by USCIS for adjustment of status.
- Sputum cultures and drug susceptibility testing for positive cultures are required for applicants with chest x-ray findings suggestive of active TB disease.
- A chest x-ray is required for certain test results. **Note:** [See when a chest x-ray is required.](#)

More information about TB Testing and Treatment can be found in CDC's, *Tuberculosis Technical Instructions*, available online at: [www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html](http://www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html).

### Are all adjustment of status applicants screened for TB?

All applicants for adjustment of status are screened for TB, unless they are under 2-years of age. Children under 2-years of age must be tested if there is evidence of contact with a person known to have tuberculosis (TB) or if there is another reason to suspect TB.

### Are there any exceptions to the initial TB testing requirement?

Yes, there are exceptions. Some applicants are not required to undergo the initial TB screening testing with a TST or IGRA. Individuals who may qualify for an exception to the TB testing requirement fall into three categories:

- Applicants providing written documentation (with a health-care provider's signature) of a TST reaction of 5 mm or greater of induration;
- Applicants who have a history of a severe reaction with blistering to a prior TST; or
- Applicants providing written documentation (with a health-care provider's signature) of a prior positive IGRA. If more than one IGRA has previously been performed, the most recent result should be used by the civil surgeon.

If one of these exceptions applies, the civil surgeon is directed to annotate the Form I-693 accordingly and to have the applicant undergo a chest x-ray.

### What is a Tuberculin Skin Test?

A Tuberculin Skin Test (TST) is the administration of a tuberculin solution in between the different levels of your skin. After the administration of the test by the civil surgeon's staff, you will need to return to the civil surgeon's office within 48 to 72 hours to have the result read. Generally, if the reaction is 4 mm or less, you will not need any further tests for TB. If the reaction is 5mm or greater, you are required to have a chest x-ray as a means of additional screening for TB.

There are certain exceptions that do not require you to undergo another TST if you had one previously. If possible, you should bring written documentation of any previous TB screening to your appointment with the civil surgeon so that the civil surgeon is able to determine whether you are required to have another one.

**What is the Interferon Gamma Release Assay (IGRA) TB test?**

To fulfill the requirement of the initial TB testing, civil surgeons may use interferon gamma release assay (IGRA), which is a blood test. During an IGRA test, a blood sample is taken and the blood is used to perform the TB screening. If you are given an IGRA, you will not need to return to the civil surgeon's office to have the test result read. The results of the IGRA test are generally available within 24 hours of your office visit. If the result is negative, you will probably not need any further testing for TB. If the result is positive, you will be required to have a chest x-ray as a means of additional screening for TB.

**Do I need both the TST and the IGRA test?**

Only one of the tests is required as an initial screening method to determine whether you are infected with TB.

**Does a civil surgeon have to offer all of the TB screening tests to me?**

No. The civil surgeon is only required to offer one initial testing method.

The ability to perform the IGRA blood tests varies in different parts of the United States. In order to perform the blood tests correctly, the civil surgeon must ensure that the test is timely initiated and processed. The civil surgeon may not have the necessary equipment or a laboratory nearby to perform the test correctly. This may be one of the reasons that a civil surgeon chooses to use the traditional TST as an initial TB testing method.

If the civil surgeon does not offer the test that you prefer, you can try to find a civil surgeon who does.

**Who pays for the initial TB test?**

You are responsible for paying the appropriate fee for the test. You will have to pay this fee directly to the Civil Surgeon, as agreed upon with the Civil Surgeon. USCIS does not regulate the fees charged by Civil Surgeons, so the fees charged may vary. Prior to the administration of any test, you should ask about the cost.

**What happens if I choose the TST test and it is positive? Can I choose another, alternative test instead of a chest x-ray?**

No. A civil surgeon may only administer one of the initial TB tests. If that test is positive, a chest x-ray is required.

**What happens if I choose an IGRA test and the result is indeterminate or borderline/equivocal? Do I need to repeat the IGRA test?**

No. The civil surgeon should treat an indeterminate or borderline/equivocal result as a negative result.

**When is a chest x-ray required?**

You will be required to undergo a chest x-ray if one of the following occurs:

- You have TST reaction of 5mm or greater of induration;
- You have a positive IGRA result;
- You were not required to take a TST or IGRA test because you qualified for an exception;
- You have signs or symptoms of TB regardless of the initial testing result; or
- You are immunosuppressed regardless of the initial testing result.

**If a chest x-ray is required, does the chest x-ray report need to be submitted with Form I-693?**

No. If a chest x-ray is required, the Civil Surgeon does not need to submit the full and formal chest x-ray report to USCIS. CDC's *Tuberculosis Technical Instructions* require that the chest x-ray be interpreted by a radiologist or physician trained in reading chest radiographs for TB and lung diseases. However, the Civil Surgeon should use the resulting report to annotate the chest x-ray results on Form I-693, as appropriate.

**Will USCIS accept Form I-693 if the civil surgeon performed a chest x-ray without the initial TB test (either TST or IGRA)?**

USCIS will not accept Form I-693 if the Civil Surgeon performed a chest x-ray without the initial TB screening test (either TST or IGRA) and if the Civil Surgeon failed to provide a valid exception to the TST or IGRA initial screening requirement.

**If I am pregnant and I have a positive initial screening result, do I still need a chest x-ray? Will USCIS accept Form I-693 without an x-ray?**

USCIS will not accept a Form I-693 if it is not properly completed. If you are pregnant (or possibly pregnant) and your initial TB test reveals that you may be infected with TB, you are still required to undergo a chest x-ray. You may choose to defer the chest x-ray until later in pregnancy or after delivery, but the Civil Surgeon cannot sign the medical examination form until the chest x-ray is performed and interpreted and you receive any necessary treatment.

**What happens if the civil surgeon determines that I have an abnormal chest x-ray suggestive of TB?**

If the chest x-ray suggests that you may have TB, the Civil Surgeon will tell you in detail what steps you have to take. If it is determined that you have active TB (Class A TB), the Civil Surgeon cannot complete your Form I-693 until you receive and complete treatment for TB. Treatment usually takes approximately 6 months.

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**I have an abnormal chest x-ray and the local health department determines that I don't have Class A TB. Am I cleared for immigration purposes and can the civil surgeon immediately sign Form I-693 and give it to me in a sealed envelope?**

Yes, if you do not have Class A TB and if there are no other medical reasons that would preclude him/her from doing so, the Civil Surgeon can clear you for immigration purposes and sign Form I-693.

**What if my skin test is positive and my chest x-ray is normal?**

If you are diagnosed with Class B, Latent TB infection, the Civil Surgeon may recommend you go to the health department for further assessment and preventative treatment. However, it is only recommended (not required) that you go and get assessed by the local health department. The Civil Surgeon can still immediately sign Form I-693 and give it to you in a sealed envelope provided that all other aspects of the medical exam are up-to-date, and you can be medically cleared for immigration purposes.

**Where can I find more information about TB and how it affects the completion of Form I-693?**

If you are interested in more information about TB and how it affects the completion of Form I-693, please see CDC's *Technical Instructions for Civil Surgeons* available online at: [www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html](http://www.cdc.gov/immigrantrefugeehealth/exams/ti/civil/technical-instructions-civil-surgeons.html).

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## **How to Apply for Civil Surgeon Designation**

### **FAQs about How to Apply for Civil Surgeon Designation**

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### Has the application process for Civil Surgeon Designation changed?

Yes. USCIS has implemented a new process that centralizes the application process at the National Benefits Center (NBC) and requires civil surgeons to file a formal application at a USCIS Lockbox. Previously, civil surgeon designation has been an informal application process at the district or field office with jurisdiction over the prospective civil surgeon's office location.

Centralizing the civil surgeon application process will improve the application intake process; enhance USCIS's ability to manage and track civil surgeon applications; promote consistency and uniformity in USCIS decisions on civil surgeon-related matters; and improve overall efficiency and integrity of the program.

### How do I apply for Civil Surgeon Designation?

A physician generally must apply for civil surgeon designation with USCIS by submitting [Form I-910, Application for Civil Surgeon Designation](#). USCIS will only accept and consider complete applications for civil surgeon designation; applications must be submitted in accordance with the form instructions.

A complete application consists of the following:

#### 1. Application for Civil Surgeon Designation

A physician seeking designation as a civil surgeon must complete all required parts of Form I-910, Application for Civil Surgeon Designation.

#### 2. Filing Fee

The physician must include the required filing fee with the completed Application for Civil Surgeon Designation. Applications for civil surgeon designation that do not include the correct filing fee will be rejected.

#### 3. Signature

The physician must sign the application. The signature must be submitted to USCIS on Form I-910, Application for Civil Surgeon Designation. Applications for civil surgeon designation that do not include a signature may be rejected or returned to the physician.

**Note:** Physicians who qualify under a blanket designation are exempt from the filing and fee requirements. Please see our web page at [www.uscis.gov/civilsurgeons](http://www.uscis.gov/civilsurgeons) for more information about blanket designations.

### What evidence should I submit with my application for Civil Surgeon Designation?

The physician must include evidence that shows that he or she meets the eligibility requirements to be designated a civil surgeon. At a minimum, the civil surgeon application should include the following evidence:

- Proof of U.S. citizenship, legal status, or authorization to work in the United States;
- A copy of the physician's current medical license in the state in which he or she seeks to perform immigration medical examinations;
- A copy of the physician's medical degree, and a certified copy of the physician's medical school transcript, verifying he or she is an M.D. or D.O.;  
and
- Evidence to verify the requisite professional experience, such as letters of employment verification.

**What are the qualifications for Civil Surgeon Designation?**

Only licensed physicians with at least four years of professional experience may be designated as civil surgeons. USCIS interprets “not less than four years’ professional experience” to require four years of professional practice after completion of training. Based on consultations with CDC, USCIS has determined that internships and residencies do not count toward the four-year professional experience because they are both part of a physician’s training. Even if one is already licensed as a physician, the four-year period of professional practice only begins when the post-graduate training ends.

Therefore, to be eligible for civil surgeon designation, the physician must meet all of the following requirements:

- Be either a Doctor of Medicine (M.D.) or a Doctor of Osteopathy (D.O.);
- Be licensed to practice medicine without restrictions in the state in which he or she seeks to perform immigration medical examinations; and
- Have the requisite four years of professional experience.

**What are the responsibilities of Designated Civil Surgeons?**

Civil surgeon designation comes with a number of responsibilities. Physicians who fail to meet their responsibilities as a civil surgeon may have their Civil surgeon designation revoked by USCIS.

Civil surgeons’ responsibilities include:

- Completing medical examinations according to HHS regulations and CDC requirements, such as the Technical Instructions for the Medical Examination of Aliens in the United States (Technical Instructions) and any updates posted on CDC’s website;
- Making referrals for treatment and filing case reports, as required by the Technical Instructions;
- Reporting the results of the immigration medical examination on Form I-693 accurately;
- Informing USCIS of any changes in contact information within 15 days of the change; and
- Refraining from any activity related to the civil surgeon designation and medical examination of immigrants if USCIS revokes the physician’s civil surgeon designation. This includes the physician informing his or her patients seeking immigration medical examinations that the physician may no longer complete medical examinations.

**Chapter 5 Information about Filing a Form In-Person or Filing using USCIS Electronic Immigration System (ELIS)****OVERVIEW**

In some instances, local offices may accept certain form types for in-person submission. Customers should first verify that the form they want to file may be filed in-person and then they may make an INFOPASS appointment.

**Note:** Please be aware that USCIS has decommissioned its E-Filing system as of September 30, 2015. If you submitted a case using the E-Filing system, you do not need to take any action. USCIS will adjudicate your case to completion.

**WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)**

[I Want To File a Form In-Person](#)

[Questions about using USCIS Electronic Immigration System \(ELIS\) to pay the Immigrant Fee](#)

[Questions about using USCIS Electronic Immigration System \(ELIS\) for filing an I-90](#)

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## I Want To File a Form In-Person

If you want to file a form in-person, you will first need to verify whether the form you want to submit may be filed at a local office. You can locate this information by looking at the form's instructions and by viewing our Office Profiles on [www.uscis.gov](http://www.uscis.gov). The instructions will indicate where the form may be filed and whether the form may be filed in-person; the Office Profiles on our Web site will indicate what forms a particular office accepts in-person. If your form can be filed in person, you may make an INFOPASS appointment by visiting [www.infopass.uscis.gov](http://www.infopass.uscis.gov)

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## Questions about using USCIS Electronic Immigration System (ELIS) to pay the Immigrant Fee

### OVERVIEW

The USCIS Electronic Immigration System (ELIS) allows you to submit a form over the internet. If you complete a form in ELIS, USCIS will require you to pay the filing fee through an interactive link to Pay.gov. Once your form has been successfully submitted, you will receive a confirmation receipt number. An advantage of submitting a form using ELIS is the ability to view most of your USCIS communications by simply logging into your ELIS account.

Currently, ELIS accepts the Immigrant Fee payment and Form I-90, Application to Replace Permanent Resident Card. Beginning June 15, 2015, USCIS will no longer accept new electronic filings of Form I-526, Immigrant Petition by Alien Entrepreneur, and Form I-539, Application to Extend/Change Nonimmigrant Status. If Petitioners/Representatives did not submit their draft Form I-526 or Form I-539 by July 14, 2015 they will need to fill out a paper form and submit it by mail.

[How should I pay the Immigrant Fee?](#)

[When should the Immigrant Fee be paid?](#)

[How do I pay my USCIS Immigrant Fee in USCIS Electronic Immigration System \(ELIS\)?](#)

[May I pay for my family member if I have already paid my USCIS Immigrant Fee in USCIS Electronic Immigration System \(ELIS\)?](#)

[Can I pay the USCIS Immigrant Fee for other people or can other people pay my USCIS immigrant fee?](#)

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[Is Pay.gov secure?](#)

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[Where do I find the routing number for my financial institution?](#)

[How long does it take the USCIS ELIS \(through Pay.gov\) to access funds at my financial institution?](#)

[What is the payment processing schedule for Pay.gov?](#)

[How quickly is my ACH payment processed?](#)

[How do I know my payment was successful?](#)

[How will the transaction appear on my bank or credit card statement?](#)

**Note:** For other questions about paying the Immigrant Fee, please return to the main Customer Service Reference Guide page and see the guide titled [Benefits for U.S. Citizens, or Benefits for Permanent Residents.](#)

If you would like more information about filing with ELIS, please visit [www.uscis.gov/elis](http://www.uscis.gov/elis).

If you are having a technical difficulty with the ELIS system, please return to the main Customer Service Reference Guide page and see the guide titled ["Experiencing Technical Difficulty with ELIS."](#)

### How should I pay the Immigrant Fee?

Immigrant visa holders applying for admission to the U.S. must pay the USCIS Immigrant Fee by going online at [www.uscis.gov/elis](http://www.uscis.gov/elis) and linking to USCIS ELIS to answer some questions and provide their checking account, debit, or credit card information.

Immigrant visa holders must submit payments online after they receive their immigrant visa package from the U.S. Department of State (DOS). DOS will issue the applicant:

- A USCIS handout which will include the immigrant visa holder's Alien number (the letter "A" followed by 8 or 9 numbers) and DOS Case ID number (3 letters followed by 9 or 10 numbers); and
- Instructions on how to submit payment.

**Note :** If the immigrant visa holder is a Diversity Visa immigrant, the DOS Case ID number will have 4 numbers followed by 2 letters and 5 more numbers.

Immigrant visa holders should keep a copy of their receipt for their records.

Please visit our Web site at [www.uscis.gov/immigrantfee](http://www.uscis.gov/immigrantfee) and [www.uscis.gov/elis](http://www.uscis.gov/elis) for more information about the fee.

### When should the Immigrant Fee be paid?

Payment should be made before traveling to the U.S.

If you are unable to pay the fee before departing for the U.S., you must pay this fee after your arrive in the U.S. If there is no record of payment following your admission to the U.S., USCIS will send you a notice requesting payment.

Please note that you will not receive your permanent resident card until you have paid the USCIS Immigrant Fee.

Failure to pay the USCIS immigrant fee will not affect your status as a lawful permanent resident but you will only have evidence of your lawful permanent status for one year from the date of your admission, as evidenced by the temporary I-551 stamp placed in your passport by CBP at the time of your admission.

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**How do I pay my USCIS Immigrant Fee in USCIS Electronic Immigration System (ELIS)?**

- 1) Access USCIS ELIS at [www.uscis.gov/elis](http://www.uscis.gov/elis).
- 2) Select the "Log in" button.
- 3) Select "USCIS Immigrant Fee" from the chart. You will need your Alien Registration Number (A-Number) and Department of State (DOS) Case ID.
- 4) Enter your A-Number and DOS Case ID.
- 5) Once you have entered your information, select "Add." You will see a record appear in the Immigrant Payee Table.
- 6) If you would like to add another immigrant to your payment, enter his or her A-Number and DOS Case ID in the spaces provided, then select "Add." Repeat this step for each immigrant you want to add. Each immigrant added will appear in the Immigrant Payee Table.
- 7) Review the information for each immigrant fee amount included in the USCIS Immigrant Payee Table. Select "Proceed to Pay.gov."
- 8) You will automatically be directed to Pay.gov.
- 9) To pay with a U.S. bank account:
  - a. Under "Pay Via Bank Account (ACH)," enter the account holder's name, U.S. bank routing number, account number, and check number in the spaces provided.
  - b. Select "Continue with ACH Payment."
- 10) To pay with a credit, debit, or prepaid card (Visa, MasterCard, American Express or Discover):
  - a. Under "Pay Via Plastic Card," enter the account holder's name, billing address, card type, card number, security code, and expiration date.
  - b. Select "Continue with Plastic Card Payment."
- 11) On the "Authorize Payment" screen, you can include your email address and the email address of another immigrant you paid for in the "CC" box. If you are paying for more than one immigrant, use a comma to separate their email addresses.
- 12) Select "Submit Payment."
- 13) Once your payment is complete, you will be directed to the "Confirmation" page. We recommend that you print a copy of this page for your record.

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**May I pay for my family member if I have already paid my USCIS Immigrant Fee in USCIS Electronic Immigration System (ELIS)?**

Yes, you can pay for a family member after you have paid for yourself by taking the following steps:

- 1) Access USCIS ELIS at [www.uscis.gov/elis](http://www.uscis.gov/elis).
- 2) Select the “Log in” button.
- 3) Select “USCIS Immigrant Fee” from the chart. You will need your family member’s Alien Registration Number (A-Number) and Department of State (DOS) Case ID.
- 4) Enter your family member’s A-Number and DOS Case ID.
- 5) Once you have entered your family member’s information, select “Add.” You will see a record appear in the Immigrant Payee Table.
- 6) If you would like to add another immigrant to your payment, enter his or her A-Number and DOS Case ID in the spaces provided, then select “Add.” Repeat this step for each immigrant you want to add. Each immigrant added will appear in the Immigrant Payee Table.
- 7) Review the information for each immigrant fee amount included in the USCIS Immigrant Payee Table. Select “Proceed to Pay.gov.”
- 8) You will automatically be directed to Pay.gov.
- 9) To pay with a U.S. bank account:
  - a. Under “Pay Via Bank Account (ACH),” enter the account holder’s name, U.S. bank routing number, account number, and check number in the spaces provided.
  - b. Select “Continue with ACH Payment.”
- 10) To pay with a credit, debit, or prepaid card (Visa, MasterCard, American Express or Discover):
  - a. Under “Pay Via Plastic Card,” enter the account holder’s name, billing address, card type, card number, security code, and expiration date.
  - b. Select “Continue with Plastic Card Payment.”
- 11) On the “Authorize Payment” screen, you can include your email address and the email address of another immigrant you paid for in the “CC” box. If you are paying for more than one immigrant, use a comma to separate their email addresses.
- 12) Select “Submit Payment.”
- 13) Once your payment is complete, you will be directed to the “Confirmation” page. We recommend that you print a copy of this page for your record.

**Can I pay the USCIS Immigrant Fee for other people or can other people pay my USCIS immigrant fee?**

Yes, you can pay the fee for someone else and someone else can pay the fee for you. If you pay the fee for someone else, you will need their Alien Number and DOS Case ID. If someone else pay the fee for you, you will need to provide them with your Alien Number and DOS Case ID.

**Can I choose where to send my permanent resident card on USCIS Electronic Immigration System (ELIS)?**

No. USCIS will only mail your permanent resident card to the U.S. mailing address you provide to the Department of State at the time of your immigrant visa interview or to the U.S. Customs and Border Protection (CBP) officer when you are admitted to the United States. If you move after you arrive in the U.S. and do not receive your card within 45 days, please update your address with USCIS by visiting [www.uscis.gov/addresschange](http://www.uscis.gov/addresschange) or by calling us back.

**What forms of payment are allowed in USCIS ELIS through Pay.gov?**

Pay.gov accepts payments from checking and savings accounts, debit cards processed through Visa or Master Card, as well as Visa, MasterCard, American Express and Discover credit cards.

**Is Pay.gov secure?**

Yes. Pay.gov uses 128-bit SSL encryption to protect your transaction information while you're logged in to Pay.gov. In addition, any account numbers you set up in your Pay.gov profile are encrypted before being stored in their database.

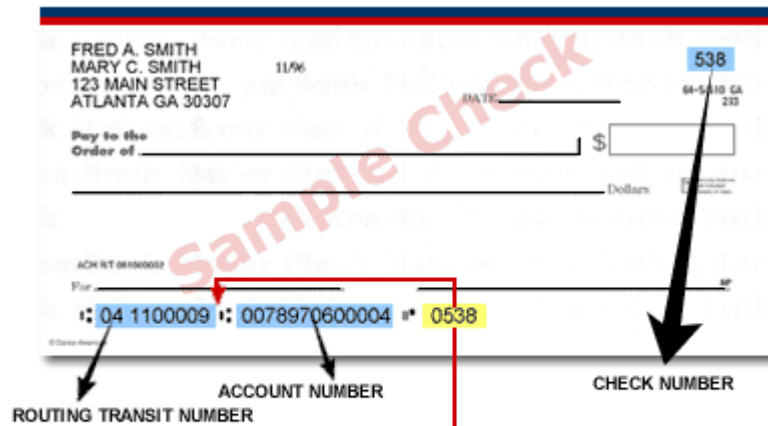
**Is Pay.gov PCI compliant?**

Yes. Pay.gov has been added to Visa's Global List of Payment Card Industry Data Security Standard (PCI DSS) Validated Service Providers.

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**Where do I find the routing number for my financial institution?**

The routing number is a nine-digit number that is typically located on the bottom of your checks. If you cannot find the routing number on the bottom of your check, or if you do not have a checkbook associated with your account, contact your financial institution.



Your checking account number should NOT include the 4-digit check number that sometimes appears on your check either before or after the checking account number.

**How long does it take the USCIS ELIS (through Pay.gov) to access funds at my financial institution?**

Funds should be withdrawn from your account by Pay.gov within 24 to 48 hours of payment submission.

**What is the payment processing schedule for Pay.gov?**

The Pay.gov site is available 24 hours a day, 7 days a week (holidays included) for users to submit payments. Credit card payments will be processed the next business day as applicable.

**How quickly is my ACH payment processed?**

ACH payments submitted by 8:55 PM Eastern Standard Time will be reflected in your account the following business day.

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**How do I know my payment was successful?**

At the end of submitting your payment, you will see a "Submission Confirmation Screen" which will display the "Receipt Number", the "Benefit Request Type" and "Benefit Snapshot". You may want to print this information for your records. The payment confirmation will be sent to the e-mail provided.

**How will the transaction appear on my bank or credit card statement?**

Pay.gov transactions will usually appear with the description "PAYMENT" and text indicating which government agency you made the payment to, such as an abbreviated form of the agency name. If you're not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

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## Questions about using USCIS Electronic Immigration System (ELIS) for filing an I-90

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[I Have Questions about making my payment using Pay.gov](#)

[How Do I Use the Features in USCIS ELIS?](#)

[I am an Attorney/Accredited Representative and Have Questions about Filing an I-90 on Behalf of my Client Using USCIS ELIS?](#)

**Note:**

If you would like more information about filing with ELIS, refer them to [www.uscis.gov/elis](http://www.uscis.gov/elis).

If you are having a technical difficulty with the ELIS system, please return to the main Customer Service Reference Guide page and see the guide titled “Experiencing Technical Difficulty with ELIS.”

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## **I Have Questions about Filing with USCIS ELIS**

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[Do I need a printer or scanner available when I am filing using USCIS ELIS?](#)

[What do I do if I need more information for a specific form?](#)

[What do I do if I need to exit USCIS ELIS mid-way through inputting information in my form?](#)

[How much time do I have to start completing my form once I create an USCIS ELIS account?](#)

[How much time do I have to submit my form once I start completing it?](#)

[How can I check the status of my form submitted in USCIS ELIS?](#)

[I thought I submitted my form, but it does not show up when I enter it into the “Check My Case Status” webpage. How can I verify that it was submitted?](#)

[Do all the fields need to be completed?](#)

[Can I use USCIS ELIS to apply and then mail the supporting documents?](#)

[Someone else prepared the electronic Form I-90 for me, does he/she have to do sign anything?](#)

[A translator interpreted the electronic Form I-90 for me, does he/she have to do sign anything?](#)

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**How do I get started using ELIS/How do I create an account in ELIS?**

You can start by going to <https://myaccount.uscis.dhs.gov/>. You can also access USCIS ELIS through our Forms page at [www.uscis.gov/forms](http://www.uscis.gov/forms).

On the main page, in the **Create a NEW account** section, click “Create a NEW account” and follow the steps.

**Do I need a printer or scanner available when I am filing using USCIS ELIS?**

A printer is not required for filing. The ability to scan your supporting documents into an electronic format will be required in order to be able to upload them into USCIS ELIS. You will not be required to have the scanner available at the time of filing as long as your documents are already in electronic format.

**What do I do if I need more information for a specific form?**

If you need more information about a particular form, please go to [www.uscis.gov](http://www.uscis.gov) and select the “Forms” link.

**What do I do if I need to exit USCIS ELIS mid-way through inputting information in my form?**

If you need to exit USCIS ELIS in the middle of inputting information into your form, your form will be saved in a draft format. To ensure that the information you are inputting is captured, save your entries often and between pages. The working format of your application will be available for 30 days after you begin inputting your data via your USCIS ELIS account until you submit and electronically sign the form.

**How much time do I have to start completing my form once I create an USCIS ELIS account?**

You must begin completing your initial form within 30 days of creating your USCIS ELIS account, or USCIS ELIS will delete your account. If your account is deleted, you will be required to create a new USCIS ELIS account to start the process from the beginning.

**How much time do I have to submit my form once I start completing it?**

You must submit your completed form within 30 days of starting it, or USCIS ELIS will delete your draft data.

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**How can I check the status of my form submitted in USCIS ELIS?**

When your form is accepted by USCIS ELIS, you will be provided with a receipt number. To check the status of a form submitted in USCIS ELIS, you may log into your USCIS ELIS account at anytime immediately upon submitting the form. You may set up your communication preferences on your profile page once you have submitted your first benefit application.

You may also go to our Web site at [www.uscis.gov](http://www.uscis.gov) and select the “Check My Case Status” link. You will need to enter your receipt number to check the status of your form. You should wait at least 3 business days after filing the form before checking your case status online as it may take some time before showing up in the system.

If you are experiencing difficulty checking the status of a form you submitted using USCIS ELIS, you may submit an inquiry to receive assistance at <https://egov.uscis.gov/cris/contactus>.

**Do NOT re-file your form if the USCIS ELIS Receipt Number does not appear in Case Status Online.**

**I thought I submitted my form, but it does not show up when I enter it into the “Check My Case Status” webpage. How can I verify that it was submitted?**

When your form is accepted by USCIS ELIS, you will be provided with a receipt number. To check the status of a form submitted in USCIS ELIS, you may log into your USCIS ELIS account at anytime immediately upon submitting the form. A copy of your receipt notice will be posted to your USCIS ELIS account.

If you are checking the status of a form using Case Status Online, please wait at least 3 business days after filing the form before checking your case status online as it may take some time before showing up in the system.

If you are experiencing difficulty checking the status of a form you submitted using USCIS ELIS, you may submit an inquiry to receive assistance at <https://egov.uscis.gov/cris/contactus>.

**Do NOT re-file your form if the USCIS ELIS Receipt Number does not appear in Case Status Online.**

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**Do all the fields need to be completed?**

Complete all applicable fields presented in USCIS ELIS. Some fields in USCIS ELIS are not marked as “Required” but the information may be needed to properly adjudicate the benefit request. If fields are left blank, a Request for Evidence (RFE) may need to be sent that could delay the decision.

**Can I use USCIS ELIS to apply and then mail the supporting documents?**

If you use USCIS ELIS to apply for a benefit, we recommend that you scan and upload the required supporting documents. If you mail supporting documents to USCIS for an application filed electronically in USCIS ELIS, it may delay the processing of your case.

**Someone else prepared the electronic Form I-90 for me, does he/she have to do sign anything?**

If your attorney prepared the electronic Form I-90 for you, he/she will need to complete an electronic Form G-28, which will have to be e-signed by you and your attorney.

If the person who prepared the electronic Form I-90 for you is not an attorney, the preparer will need to sign a certification. On the electronic Form I-90, when you reach the “Preparer” section, check the “Yes” box stating that someone else prepared the form for you. You will need to enter in the preparer’s information. Provide the preparer’s information then click on the “Print PDF for signature” tab at the bottom of the screen. Your preparer must sign and date the PDF and return it to you. You will then need to scan and upload the signed page in the “Evidence Upload” section.

**A translator interpreted the electronic Form I-90 for me, does he/she have to do sign anything?**

If an interpreter assisted you in completing the electronic Form I-90, the interpreter will need to sign a certification. On the electronic Form I-90, when you reach the “Interpreter” section, check the “Yes” box stating that someone interpreted the questions on the form for you. You will need to enter in the interpreter’s information. Provide the interpreter’s information then click on the “Print PDF for Signature” tab at the bottom of the screen. Your interpreter must sign and date the PDF, and return it to you. You will then need to scan the signed page and upload it into the “Evidence Upload” section.

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**I Have Questions about making my payment using Pay.gov**

What forms of payment are allowed in USCIS ELIS through Pay.gov?

Is Pay.gov secure?

Is Pay.gov PCI compliant?

Where do I find the routing number for my financial institution?

How long does it take the USCIS ELIS (through Pay.gov) to access funds at my financial institution?

What is the payment-processing schedule for Pay.gov?

How quickly is my ACH payment processed?

How do I know my payment was successful?

How will the transaction appear on my bank or credit card statement?

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**What forms of payment are allowed in USCIS ELIS through Pay.gov?**

Pay.gov accepts payments from checking and savings accounts, debit cards processed through Visa or Master Card, as well as Visa, MasterCard, American Express and Discover credit cards.

**Is Pay.gov secure?**

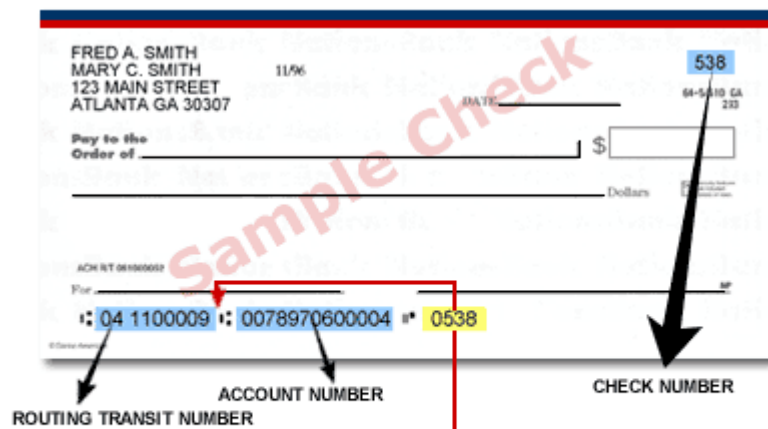
Yes. Pay.gov uses 128-bit SSL encryption to protect your transaction information while you're logged in to Pay.gov. In addition, any account numbers you set up in your Pay.gov profile are encrypted before being stored in their database.

**Is Pay.gov PCI compliant?**

Yes. Pay.gov has been added to Visa's Global List of Payment Card Industry Data Security Standard (PCI DSS) Validated Service Providers.

**Where do I find the routing number for my financial institution?**

The routing number is a nine-digit number that is typically located on the bottom of your checks. If you cannot find the routing number on the bottom of your check, or if you do not have a checkbook associated with your account, contact your financial institution.



**Your checking account number should NOT include the 4-digit check number that sometimes appears on your check either before or after the checking account number.**

**How long does it take the USCIS ELIS (through Pay.gov) to access funds at my financial institution?**

Funds should be withdrawn from your account by Pay.gov within 24 to 48 hours of payment submission.

**What is the payment-processing schedule for Pay.gov?**

The Pay.gov site is available 24 hours a day, 7 days a week (holidays included) for users to submit payments. Credit card payments will be processed the next business day as applicable.

**How quickly is my ACH payment processed?**

ACH payments submitted by 8:55 PM Eastern Standard Time will be reflected in your account the following business day.

**How do I know my payment was successful?**

At the end of submitting your payment, you will see a "Submission Confirmation Screen" which will display the "Receipt Number", the "Benefit Request Type" and "Benefit Snapshot". You may want to print this information for your records. The payment confirmation will be sent to the e-mail provided.

**How will the transaction appear on my bank or credit card statement?**

Pay.gov transactions will usually appear with the description "PAYMENT" and text indicating which government agency you made the payment to, such as an abbreviated form of the agency name. If you're not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

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## **How Do I Use the Features in USCIS ELIS?**

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### How Do I Log Into My USCIS ELIS Account?

In order to log into a USCIS ELIS account you will need to access <https://myaccount.uscis.dhs.gov/>.

Choose the secure log in prompt

- Enter your USCIS ELIS User ID, which is the email address you provided when you set up the account.
- Enter your password for your USCIS ELIS account.

### How Do I Upload Evidence?

In order to upload documentation required as evidence into the USCIS ELIS system, you must log into your USCIS ELIS account. Continue the draft case and select “Continue to Upload Evidence” until you reach the “Manage Evidence” page. Select “Add Document” and upload your scanned document into the corresponding evidence category.

### How Do I Review and E-sign?

When you are ready to finalize your application within the USCIS ELIS system, select the appropriate check box to indicate that you have read and agree to the terms of the E-Signature Attestation and USCIS Privacy Act Statement. You will need to enter your full name (first name, middle name, last name) to submit the application with an E-Signature.

### How Do I Reset the Password On My USCIS ELIS Account?

In order to reset your password you will need to go to the USCIS ELIS login page and request a password change. The system will send an email to the email address you provided when you set up your USCIS ELIS account with instructions and a link to the Password Reset page. You will then be prompted to answer 3 randomly selected questions from the set of questions that you answered when creating your account. If the user is able to answer the questions successfully, the system will then prompt you for your new password.

If you are unable to answer the questions successfully, you will have up to two (2) more times to try to successfully answer questions that you answered when creating your account. If you are still unable to answer the questions, you will no longer be allowed to reset your password and must contact the USCIS National Help Desk at 800-375-5283 or 800-767-1833(TDD) to request a manual password reset.

### How Do I Update a Current Password On My USCIS ELIS Account?

If you are not locked out but you simply wish to change your password, you should go to the USCIS ELIS **Log In** page and log into your USCIS ELIS account, which will take you to the “Home” tab. Under the “Home” tab, find the “Actions” option and select “View/Edit Profile,” then follow the instructions

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**How Do I Change Password Reset Questions and Answers?**

If you are not locked out but you simply wish to change your password reset questions and answers, you should go to the USCIS ELIS **Log In** page and log into your USCIS ELIS account where you will see “My Profile.” You will see an option to update password reset questions. Click on that and follow the instructions.

**How Do I Submit a G-28 as the Attorney of Record After My Client Has Submitted a Benefit Request Using USCIS ELIS?**

Attorneys/Representatives will have to file via paper to represent their clients on the I-90. They will not be able to file a Form I-90 in USCIS ELIS until later.

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**I am an Attorney/Accredited Representative and Have Questions about Filing an I-90 on Behalf of my Client Using USCIS ELIS?**

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[How do I draft an electronic G-28 for a client?](#)

[How do I draft an electronic Form I-90 for a client?](#)

[What is the process for the client to enter the passcode and link what I created to his/her account?](#)

[How do I pay the fee on behalf of my client?](#)

[How do I make corrections to the G-28 or I-90 if the client declines to E-sign?](#)

[My client had a translator/interpreter for the Form I-90, how do I submit the certification?](#)

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**How do I create a USCIS ELIS account as an Attorney/Accredited Representative?**

To create an account in USCIS ELIS as an Attorney or Accredited Representative you need to complete the following steps:

1. Go to the “Profile” tab to create your profile account;
  - a. Enter your name
  - b. Enter your contact information
  - c. Select whether you are an Attorney or an Accredited Representative
    - i. You will be provided the appropriate eligibility screen based on your selection
  - d. Complete the eligibility screen provided
  - e. Complete your mailing address
    - i. After completing your mailing address, you will be provided an option to select the USPS standardized address or the address as you entered it
2. Review the “Account Creation” snapshot
  - a. If you find any errors, you will need to go back and correct them on the appropriate intake screen
  - b. If everything is correct, you will need to E-sign

**How do I draft an electronic G-28 for a client?**

To create an electronic G-28 between you and your client you need to complete the following steps:

1. Go to the “Home” tab and select “Create a New Case”
  - a. Select “Application to Replace Permanent Resident Card (I-90)”
2. The G-28 will appear prepopulated with the information that you provided in your profile
3. Enter the information about the applicant
  - a. After completing the applicant’s mailing address, you will be provided an option to select the USPS standardized address or the address as you entered it
4. Complete the additional representative information section, if appropriate

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**How do I draft an electronic Form I-90 for a client?**

To create an electronic I-90 for your client you will need to complete the following steps after you have completed the creation of the electronic G-28:

1. Once the G-28 is completed you should be taken to the "I-90 screen"
2. You will need to complete the applicant's status and his/her reason for filing the I-90
3. The I-90 will prepopulate with information about your client that you entered into the electronic G-28
4. You will need to complete certain identity and biographic information about the applicant and answer a few processing questions
5. Select whether or not the applicant is requesting an accommodation because of his/her disabilities and/or impairments
6. Complete the preparer section, if appropriate
7. Check the interpreter box if somebody else interpreted the instructions and questions for the applicant
8. On the next screen, you are able to scan and upload any necessary evidence/documentation. You can only upload:
  - a. Five files at a time
  - b. Files with a maximum size of 6 MB
  - c. Files in a proper file format (jpeg, jpg, pdf, tiff, tif)
9. Review the G-28 snapshot and E-sign if correct
10. Review this I-90 snapshot including the ASC Acknowledgement and E-sign if correct
11. You should now receive a confirmation and a Case Passcode to provide to your client so that your client can review the draft G-28 and I-90

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**What is the process for the client to enter the passcode and link what I created to his/her account?**

Notify your client of the “Case Passcode” assigned to the case you created.

1. The client needs to log into ELIS and go to the “Home” tab. Under the “Home” tab select “Review and E-sign the Request Drafted by Your Legal Representative”
2. The client inputs the “Case Passcode” creating the link between the representative’s draft and the client’s account
3. The case will display under the recent cases and the client should select “Review Draft”
4. Review the G-28 snapshot, chooses to accept and E-sign or to decline to E-sign
  - a. If the client accepts and E-sign
    - i. The client will need to complete the “Consent to Representation and Release of Information” which includes his/her mailing preferences
    - ii. Once completed he/she will receive a confirmation
  - b. If the client declines to E-sign he/she will receive a confirmation of this decision
    - i. The case will be returned to his/her representative as a draft case and the client should notify the representative of the reason(s) he/she declined to E-sign
5. If the client accepts and E-sign he/she should select “Click to review your application” on the confirmation page
6. Client reviews the I-90 snapshot including the Acknowledgement and chooses whether to accept and E-sign or to decline to E-sign
  - a. If the client accepts and E-sign, he/she will receive a confirmation of acceptance
    - i. If a fee is required, the client should notify his/her representative that he/she has completed the E-sign process so that the representative may go into the system and pay the required fees
    - ii. If no fee is required the case will be submitted
    - iii. Once the required payment is submitted or if no payment is required, you will be able to go to the “Home” tab and see the receipt number
  - b. If client declines to E-sign he/she will receive a confirmation of this decision
    - i. The case will be returned to his/her representative as a draft case and the client should notify the representative of the reason(s) he/she declined to E-sign

**How do I pay the fee on behalf of my client?**

Once your client accepts and E-signs the G-28 and the I-90, the case will be available for the attorney/representative to submit payment of all required fees, as appropriate.

1. Go to the “Home” tab and select “Make Payment” next to the appropriate case in “Recent Draft Cases”
2. Once you successfully submit the payment, you should receive a confirmation
3. Under the “Home” tab, and you should see that the case has moved from “Recent Draft Cases” to “Recent Submitted Cases.” You can also see the receipt number

**How do I make corrections to the G-28 or I-90 if the client declines to E-sign?**

If the client declines to E-sign, the case will be returned to you as a draft and you will be able to make required updates. You will need to complete the G-28 and the I-90 screenshot review and E-sign process again. A new “Case Passcode” will be generated and your client will also need to complete the screenshot review and E-sign process again.

**My client had a translator/interpreter for the Form I-90, how do I submit the certification?**

To submit an Interpreter’s Certification, you will need to complete the following steps:

- Complete the electronic Form G-28;
- Complete the electronic Form I-90 until you reach the “Interpreter” section;
- Once you reach the “Interpreter” section, check the “Yes” box stating that someone interpreted the questions on the form for your client;
- Enter in the interpreter’s information;
- Once you are done entering in the information for the interpreter, click on the “Print PDF for Signature” tab at the bottom of the screen;
- Have your client’s interpreter sign, date the PDF, and return it to you;
- Scan the signed page and upload it into the “Evidence Upload” section.

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**Chapter 6                      General Information about Filing and Legal Representation****OVERVIEW**

Customers often have questions about completing or filing forms. While representatives cannot tell customers what to put on an application or petition, representatives can provide general guidance and clarification to help customers understand what is required during the filing process.

**WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)**

[I would like information about filling out or completing a form.](#)

[I would like information about legal representation.](#)

[I would like information about what evidence I have to submit.](#)

[I would like to know the specifications for photos](#)

[I would like information about paying the filing fee](#)

[I would like information about how applications are processed.](#)

[I would like information about premium processing.](#)

**Note:**

If you needs immigration information relating to an active duty military member or their family member, please call the National Customer Service Center toll-free number at 1-800-375-5283 for more specific information regarding this issue.

For information about using ELIS please refer to the section titled [Information about Filing a Form In-Person, Filing using USCIS Electronic Immigration System \(ELIS\), or E-Filing.](#)

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**I would like information about filling out or completing a form.**

When you are completing your form, the most important items to remember are:

- The form should be completed entirely and signed by you; if you paid for help completing the form, the person you paid should sign the preparer's part of the form.
- If the instructions indicate that you need to submit evidence, make sure that it is included with the form.
- If there is a filing fee, make sure that you have included the correct amount.
- If you are completing the form using a pen, following the instructions provided on the form; generally, you should use black or blue ink.

**Note:** If you have a question regarding Class of Admission Codes, please call the National Customer Service Center toll-free number at 1-800-375-5283 for more specific information regarding this issue.

Can I type the application?

What is the difference between “legal name,” “family name,” and “given name”?

Which address should I put on the form?

What is a nonimmigrant visa number?

Who should sign the application?

What if the applicant is under 18?

What if the applicant is not mentally competent?

If I had someone help me with the application, do they need to fill out the preparer information and sign it?

What if I need more room to answer a question?

What if I make a mistake when answering a question?

What will happen if I misrepresent something in my application?

Can USCIS applications/petitions be downloaded from the Internet to a computer?

Can applications/petitions be accessed via the Internet and completed online?

Can applications/petitions be electronically filed (e-filed)?

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**Can I type the application?**

You may type the application if you wish; please be sure to use black ink.

**What is the difference between “legal name,” “family name,” and “given name”?**

Your legal name is: the name on your birth certificate or recorded name change by court order.

Your family name is: your last name.

Your given name is: your first name.

**Which address should I put on the form?**

You will need to provide the address where you currently reside on the form. If you are a petitioner, you should also include the address of the beneficiary of the petition, particularly if the address is different from yours.

Sometimes, individuals have a mailing address which is different from their home address. You should provide USCIS with the mailing address, since this is where USCIS will send any correspondence regarding your case.

Please remember that if you move, you need to notify USCIS of your change of address so that you continue receiving correspondence or notices related to your case.

**What is a nonimmigrant visa number?**

The nonimmigrant visa number is the number in red located on the visa in your passport. If you do not have one, place N/A on the application form.

**Who should sign the application?**

If you are filing for yourself: you should sign the form.

If you are filing a petition on behalf of another person: you should sign the form as the “petitioner”

If a corporation or business is completing the petition: the authorized official within the business should sign the form.

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**What if the applicant is under 18?**

If the applicant is under the age of 18, a parent or legal guardian should sign the application and should write either 'parent' or 'legal guardian' beside his or her signature. The signature should be your full name with no abbreviation or initials and must be legible. If you are unable to sign your name in English, write your name in your native language. If you are unable to sign your name in any language you can mark an X as your signature.

**What if the applicant is not mentally competent?**

A legal guardian may sign the form if the applicant is not mentally competent, but should include:

- Evidence that the applicant has been judged to be mentally incompetent by the appropriate authority, and
- Evidence that the person signing is the applicant's legal guardian.

**If I had someone help me with the application, do they need to fill out the preparer information and sign it?**

If someone assisted you, other than your spouse, parent, son or daughter, then the preparer information must be completed. If you did pay for help, then the preparer information will need to be completed. Additionally, if you are being legally represented, the attorney or accredited representative should complete the preparer information section.

**What if I need more room to answer a question?**

If you don't have enough space to fully answer a question, write "see attached" in the answer block and attach an additional clean, white sheet of paper to the form. You can finish answering the question on that sheet of paper. If you do this, please be sure to include:

- Your name as shown on your application;
- Date of birth;
- USCIS number (A#) if you have one;
- The form number of the application; and
- Your complete answer and the question # it relates to on the form.

**What if I make a mistake when answering a question?**

If you are typing the form on a computer:

- If you are completing the form in our online viewer or a version saved on your computer desktop and notice a mistake on your printout version, if you still have the viewer or document open with the information, you can correct the error and print a new copy. If you close out the viewer or document after printing and you notice an error, you will have to complete the entire form again and print a new copy.

If you are handwriting the form or using a typewriter:

- If you make a mistake, please start over with a new form. We use special scanners to read your forms and documents. The scanners will not properly read information that is greyed out, highlighted or corrected using correction fluid or tape.

**What will happen if I misrepresent something in my application?**

You should be honest in your application. If you misrepresent something or commit fraud, USCIS may deny the application, and every person involved may lose current and future immigration benefits, may face severe penalties, and may face criminal and/or civil prosecution leading to fines and/or imprisonment.

**Can USCIS applications/petitions be downloaded from the Internet to a computer?**

Yes. Forms are available for download via the USCIS Web site at [www.uscis.gov/forms](http://www.uscis.gov/forms).

**Can applications/petitions be accessed via the Internet and completed online?**

Yes. *Some* forms are fillable, meaning that they can be accessed and completed online using your computer. After completing a fillable form, you print it out and file it in person or by mail. You can download these forms from the USCIS Web site. Completing a fillable form is not the same as e-filing a form.

**Note:** [Information on fillable forms](#)

**Can applications/petitions be electronically filed (e-filed)?**

USCIS has decommissioned its E-Filing system as of September 30, 2015. You can currently file Form I-90 using USCIS Electronic Immigration System.

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**I would like information about legal representation.**

**Frequently Asked Questions about Legal Representation:**

[Who can provide legal advice and represent me in my case?](#)

[What is a Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative?](#)

[Who should submit a Form G-28?](#)

[Which version of Form G-28 should be filed?](#)

[What revisions were made to Form G-28?](#)

[If I filed the prior version of Form G-28 before April 13, 2015, who will receive original notices and secure documents?](#)

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[How can I find free or low-cost legal advice?](#)

[Can a friend or relative accompany me to my USCIS interview?](#)

[Can I appeal a USCIS decision?](#)

[How can I protect myself from immigration services scams?](#)

[How can I report if I am a victim of an immigration services scam?](#)

[How do I notify USCIS that I am no longer represented by my current lawyer that USCIS has on the record?](#)

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**Who can provide legal advice and represent me in my case?**

You may prepare and file your application or petition with USCIS yourself, or, you may choose to have help from someone else. If you need advice to decide what immigration application or petition to file with USCIS, contact an attorney or an accredited representative of a recognized organization for help. Attorneys and accredited representatives must sign the application or petition as the preparer and complete Form G-28 and file it with your application or petition with USCIS. USCIS will communicate about your case with the attorney or accredited representative who has filed a properly completed Form G-28.

If you only need help filling in the blanks on the application or petition or translating documents that you need to file with the application, you may have help from anyone. However, someone who helps you with translations or filling in blanks on your USCIS forms may not give you legal advice, they may not charge more than a nominal fee, and they may not hold themselves out as qualified in legal matter or in immigration and naturalization procedure. The individual must sign your application or petition as the preparer but may not file a Form G-28. USCIS will not communicate with this individual regarding your application or petition.

Only attorneys or accredited representatives can:

- Give you legal advice about which forms to submit
- Explain immigration options you may have
- Communicate with USCIS about your case

In order to represent you before USCIS, an attorney must be a member in good standing of the bar of the highest court of any state, possession, territory, commonwealth, or the District of Columbia, and may not be under any order of any court suspending, enjoining, restraining, disbaring, or otherwise restricting him or her in the practice of law.

If you are being represented by an attorney outside the United States, he or she must be licensed to practice law and is in good standing in a court of general jurisdiction of the country in which he or she resides and who is engaged in such practice. An attorney licensed in a country other than the United States may only represent you in an immigration matter outside the geographical confines of the United States and only with the permission of the DHS official where your matter is filed.

A non-attorney is only eligible to represent you if he or she has been accredited by the BIA and works for an organization that has been recognized by the BIA.

In addition, a law student participating in a legal aid program, law school clinic or nonprofit organization may represent you before USCIS if he or she is being supervised by a licensed attorney or BIA-accredited representative. The supervising attorney or accredited representative of the legal aid program, law school clinic or nonprofit organization must complete Form G-28 as your actual legal representative.

“Notarios,” notary publics, immigration consultants and businesses cannot give you immigration legal advice. In many other countries, the word “notario” means that the individual is an attorney, but that is not true in the United States. If you need help with immigration issues, be very careful before paying money to anyone who is neither an attorney nor a BIA-accredited representative of a recognized organization.

**What is a Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative?**

Attorneys and accredited representatives (accredited by the Board of Immigration Appeals) use Form G-28 to notify USCIS of their legal representation in a given case. Form G-28 must be signed by the attorney or accredited representative and by the applicant, petitioner, or requester. When a valid Form G-28 is on file, USCIS will communicate with the attorney or accredited representative.

**Who should submit a Form G-28?**

If an attorney or accredited representative (accredited by the Board of Immigration Appeals) helps you with your case, that person must sign your application or petition as the preparer and complete and submit Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative.

If someone who is not an attorney or accredited representative helps you with your case, that person cannot give you “legal advice” or present him/herself as qualified in legal or immigration matters. Such a person cannot charge more than a nominal fee and is required to sign your form as a preparer. A preparer who is not an attorney or accredited representative may not file Form G-28 and USCIS will not share information about your case with a general preparer.

**Which version of Form G-28 should be filed?**

USCIS has published a revised Form G-28. The revised Form G-28, with a version date of March 4, 2015, was made available on our website on March 6, 2015. The revised form can be accessed at [www.uscis.gov/g-28](http://www.uscis.gov/g-28). The version date can be found in the lower left-hand corner of the form. Beginning April 13, 2015, USCIS will not accept earlier versions of Form G-28. If an applicant, petitioner, or requester submits an application or benefit request with a previous version of Form G-28, USCIS will accept the underlying application or request as long as it meets the acceptance criteria. In this situation, USCIS will not accept the Form G-28 and will send all notices and secure documents only to the applicant, petitioner, or requester.

**What revisions were made to Form G-28?**

Revised Form G-28 with a version date of March 4, 2015 includes two new boxes that allow applicants, petitioners, and requesters to tell USCIS whether they want to receive notices and secure documents directly, or whether they want USCIS to send them to their legal representative. If you do not select a preference, USCIS will send all official original notices and secure documents directly to the applicant, petitioner, or requester. The attorney or accredited representative will receive a courtesy copy when appropriate. If you do indicate a preference for notices and secure documents to be sent to your attorney or accredited representative, USCIS will mail all official original notices and secure documents to the attorney or accredited representative of record.

The revised Form G-28 also collects more biographic data, email addresses and cell phone numbers. Please visit our webpage at [www.uscis.gov/forms/filing-your-form-g-28](http://www.uscis.gov/forms/filing-your-form-g-28) to learn more about the revised form.

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**If I filed the prior version of Form G-28 before April 13, 2015, who will receive original notices and secure documents?**

If you submitted a Form G-28 with your case before April 13, 2015, you do not need to send us a new Form G-28 to tell us your mailing preferences for **notices** (as opposed to secure documents). We will send **notices** to your legal representative as long as your Form G-28 is still valid.

If you already submitted a Form G-28 and you want to keep your current legal representative and you want USCIS to send your **secure documents** to your legal representative, then you must submit a new Form G-28 with a version date of March 4, 2015.

If you already submitted a Form G-28 and you want change your legal representative, you must submit a new Form G-28 with a version date of March 4, 2015.

If you already submitted a Form G-28 and you want to withdraw your legal representative, you must send a letter to USCIS stating that you want to withdraw your legal representative and continue your case without any legal representation. Send the letter to the office address on the most recent notice you received from USCIS.

For more information about these procedures, please visit our webpage at [www.uscis.gov/forms/filing-your-form-g-28](http://www.uscis.gov/forms/filing-your-form-g-28).

**How can I verify if an attorney or accredited representative is eligible to legally represent me in my immigration matters with USCIS?**

- An attorney in the United States: The best way to make sure that the attorney is eligible to represent you is to ask the attorney to show you his or her current attorney license document. Write down the information and contact the state attorney licensing agency to verify the accuracy of the information. You should also check the List of Disciplined Practitioners on the Executive Office for Immigration Review (EOIR) Web site [www.justice.gov/eoir](http://www.justice.gov/eoir) to make sure that the attorney has not been suspended or expelled from practice before USCIS/DHS and EOIR.
- An accredited representative: The best way to make sure that the non-attorney has been approved by the Board of Immigration Appeals (BIA) to represent you in immigration matters is to ask to see the BIA order. You may also check the Roster of Recognized Organizations and Accredited Representative at the EOIR Web page at [www.justice.gov/eoir](http://www.justice.gov/eoir)

**How can I find free or low-cost legal advice?**

You can find a list of free or low-cost legal service providers in your state on the Executive Office for Immigration Review's (EOIR) webpage at [www.justice.gov/eoir/probono/states.htm](http://www.justice.gov/eoir/probono/states.htm). The American Bar Association webpage at [www.findlegalhelp.org](http://www.findlegalhelp.org) also provides information on how to find legal services in your state.

BIA-recognized organizations can also provide legal advice on immigration matters and cannot charge more than a nominal fee. The list of BIA-recognized organizations is available on the EOIR webpage at [www.justice.gov/eoir](http://www.justice.gov/eoir)

**Can a friend or relative accompany me to my USCIS interview?**

You may bring a relative, neighbor, clergyman, business associate or personal friend to your interview or other appearances in person in a USCIS office. This person is a "reputable individual" in the regulations. Reputable individuals may not file Form G-28. Instead, they must submit a statement to the USCIS/DHS official which states:

- You personally requested they attend your interview
- You have not paid them a fee to help you
- The person's relation to you (relative, neighbor, clergyman, business associate or personal friend)

Please note that the DHS official may decide not permit a reputable individual to appear at your interview.

**Can I appeal a USCIS decision?**

You may appeal some but not all, decisions of USCIS officers. The written decision you receive will include information on whether the decision may be appealed and where and how to file the appeal. You may file an appeal yourself or you may choose to have an attorney or accredited representative file it for you and they must file a Form G-28 with the I-290B. Individuals who prepare applications or petitions as described above may not file an appeal for you.

A non-US citizen at a port of entry (airport, land border, seaport) asking to enter the United States is not entitled to have an attorney or an accredited representative speak or act on their behalf unless the application is denied and they are placed in exclusion proceedings or other administrative proceedings.

**How can I protect myself from immigration services scams?**

- DO get immigration information from official government websites. Web addresses for federal government agencies include ".gov," not ".com."
- DO get a receipt when you pay someone to help you complete your immigration forms.
- DO verify that the person giving you legal advice and representing you before USCIS is an attorney or BIA accredited representative.
- DO keep all letters from USCIS in a safe place. Always keep a copy of your USCIS receipt notice. This receipt is proof that your application or petition has been received by USCIS.
- DO check USCIS form instructions for filing fees and other requirements.
- DO check the status of your case for free at [www.uscis.gov](http://www.uscis.gov) or by calling 1-800-375-5283.
- DO report unlawful activity or immigration scams to the FTC, your state attorney general's office or your state bar association.
- DO NOT pay for blank USCIS forms. All USCIS forms are free and available at [www.uscis.gov](http://www.uscis.gov) or at your local USCIS office.
- DO NOT sign blank forms. Be sure all forms are complete before you sign them. Always get copies of all forms or documents that were prepared or submitted for you and keep them in a safe place.

For more information on how to avoid becoming a victim of immigration fraud and information on reporting unlawful practices visit [www.uscis.gov](http://www.uscis.gov).

**How can I report if I am a victim of an immigration services scam?**

You can report an immigration services scam to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/> or 1-877-382-4357. You can also report it to your state attorney general's office or, in some cases, your state bar. Information on how to report immigration services scams in every state is available online at [www.uscis.gov/avoidscams](http://www.uscis.gov/avoidscams) under the "Report Immigration Scams" tab.

**How do I notify USCIS that I am no longer represented by my current lawyer that USCIS has on the record?**

You may write a letter to the USCIS office that has jurisdiction over your case stating that you are no longer represented by your current lawyer that USCIS has on the record.

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**I would like information about what evidence I have to submit.**

When you file an application or petition, you have to prove that you are eligible for the immigration benefit. The instructions on each form indicate what initial evidence you will need to submit along with your application. In some cases, USCIS may ask for additional information.

**Frequently Asked Questions about Evidence:**

[Can I submit copies of important documents instead of the originals?](#)

[If I submitted original documents, how do I request that they be returned?](#)

[Do I have to submit translations?](#)

[What if a document required as initial evidence does not exist?](#)

[How do I prove that a document doesn't exist?](#)

[After I have this statement, what kind of evidence do I submit to try to prove my claim?](#)

[What if no documents exist that can prove my claim?](#)

[What will happen if I missed including something with my application?](#)

[How long will I have to respond to a request for missing initial evidence?](#)

[Can the time to submit missing initial evidence be extended?](#)

[Will USCIS ever ask for evidence beyond the required initial evidence?](#)

[How does a request for initial evidence affect the processing timetable in terms of interim benefits?](#)

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**Can I submit copies of important documents instead of the originals?**

You can submit copies of any required document as long as each copy is clearly legible. If you do submit an original document, USCIS may retain that document for the record. In some cases, USCIS may request to see the original document of a submitted copy for purposes of comparison.

A Certificate of Naturalization or Citizenship contains a warning indicating it cannot be copied. However, for the purposes of obtaining an immigration benefit, it is acceptable to make a copy of a Certificate of Naturalization or Citizenship.

**If I submitted original documents, how do I request that they be returned?**

If you submit original documents and they are not required, the documents will become part of the record. If you later decide that you want your original returned, you will need to file Form G-884 with the office where you submitted the document. Form G-884 does not have a filing fee and can be ordered or downloaded from our Web site.

**Do I have to submit translations?**

Any document that you submit in a foreign language must have a full English translation. The translator of each document must certify that s/he is competent to translate the language and that the translation is accurate.

**What if a document required as initial evidence does not exist?**

If the document that has been requested of you does not exist, then you will need to submit proof that it does not exist, including an explanation as to why it does not exist. Additionally, you will need to submit substitute evidence to bolster your application or petition.

**How do I prove that a document doesn't exist?**

The Department of State publishes the Foreign Affairs Manual that lists certain documentation that is unavailable for an area or country. If a certain type of documentation is listed, you can submit substitute evidence without having to first prove that the primary evidence does not exist. In all other instances include a letter from the appropriate local authority that would normally be responsible for maintaining the record in question, stating that: The record does not exist and explaining why the record does not exist.

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**After I have this statement, what kind of evidence do I submit to try to prove my claim?**

What you will need to submit as proof depends on what documents you are trying to substitute. Generally, the most credible secondary evidence is an original document dated close to when the event occurred and that the document is from an official source.

For example, to prove when and where you were born when there is no birth certificate, you could submit a baptismal certificate with the church's seal if it shows the date and place of birth. Next might be early school records, or other official government records or census records.

**What if no documents exist that can prove my claim?**

If none of these documents exist, then include with your application:

- A statement from the appropriate local authorities explaining why the normal primary document, such as a birth certificate, doesn't exist, and
- Statements from appropriate authorities to show why all the normal secondary evidence, such as baptismal records, school records and census records do not exist, and
- At least 2 sworn affidavits. Each must be by someone who was alive at the time of the event and has direct, personal knowledge of the event to which he or she is attesting. When possible, affidavits should NOT be from the beneficiary or petitioner or someone who could derive an immigration benefit from either.

**What will happen if I missed including something with my application?**

It is important that you make sure your application is complete before you file. If it is incomplete, it will cause a delay in your receiving any immigration benefit based on the application. If you submitted an incorrect fee or an unsigned application, your submission will be rejected. If your case is missing initial evidence, your application will be accepted but placed on hold. USCIS will send you a notice requesting you to submit the missing material. Your application will not be processed – and you cannot receive any interim benefits – until you submit the missing material.

**How long will I have to respond to a request for missing initial evidence?**

You must respond by the deadline on the notice. If USCIS does not receive the requested evidence before the deadline on the notice, your application may be denied.

**Can the time to submit missing initial evidence be extended?**

USCIS regulations do not allow for an extension of time to submit missing evidence after a request for evidence has been made.

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**Will USCIS ever ask for evidence beyond the required initial evidence?**

Initial evidence is all the material that the instructions indicate that you should submit when you file your application. In many cases, this material will be sufficient to complete processing without having to ask you for more evidence.

- Sometimes initial evidence is not enough to prove eligibility. In such a case, USCIS may ask that you submit specific additional evidence, which may include documentation and/or explanations.
- If USCIS asks for additional evidence, you must respond by the deadline on the notice. This time cannot be extended.

**How does a request for initial evidence affect the processing timetable in terms of interim benefits?**

A request for initial evidence can affect both processing and eligibility for interim benefits.

- Processing: Your case will be suspended, or placed on “hold,” as of the date of the request. The case will resume processing once the requested evidence is received. If you filed a petition properly, the priority date will not be affected by a request for missing initial evidence or request for other evidence.
- Interim Benefits: Interim benefits will not be granted while the processing of your application is suspended. If you were previously granted employment authorization based on the same status, it may continue un-interrupted.

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## I would like to know the specifications for photos

After filing most applications, you will receive a notice for a biometrics appointment at an Application Support Center (ASC). Photos, along with your fingerprints, will be taken for you at this appointment.

However, some applications may still require you to submit passport style photos. For more information about whether you are required to submit photos along with your application, please read the instructions to the form you are filing.

The photos you submit along with your application should be:

- Identical;
- Passport Style; and
- Have your name and A# written in pencil on the back.

If you file your application by mail, be sure to put your photos in a small, sealable plastic bag and staple the bag to the front of your application under the check or money order. Don't staple through the photos and make sure that the photos are positioned so that they are not bent.

If you would like more information about acceptable passport style photos, please visit the [U.S. Department of State Travel and Passport Photo Requirement Webpage](#).

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**I would like information about paying the filing fee****Frequently Asked Questions about Paying the Filing Fee**

When do I pay the filing fee?

What are acceptable methods of payment?

To whom do I make out the check or money order?

Do I have to pay in United States dollars?

Can my check or money order be from outside the United States?

Can I submit a third party check, or sign over a money order?

I am ready to file my application and send it by mail; can I pay with a credit card?

What if I forget to include the filing fee, or include the wrong amount?

What is the filing fee for?

Is the filing fee refundable?

Can I do a "stop payment" after I submit the fee?

Will I receive a receipt?

I want to know if I am eligible for a benefit before I submit the application and pay the fee. Can you tell me if I qualify?

Why do some applications not have a filing fee?

Can I get the filing fee waived? If so, how?

When can the Burlington Finance Center assist customers/applicants?

If my bank did not clear my payment for the filing fee, what will happen to my application?

What is going to happen to my application if I send my payment after the 14 day limit?

Am I allowed to pursue my application/petition process after it is rejected because I did not send payment within the 14-day limit?

Am I liable to pay the fees if my application is already processed?

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**When do I pay the filing fee?**

You must include full payment of the filing fee, in the exact amount required, when you submit your completed application or petition.

**What are acceptable methods of payment?**

If you are mailing your application or petition, you should pay by check or money order. Make sure that the applicant's name and any USCIS account number are written on the check or money order. The check or money order must be made out in the exact amount required. Do not mail cash.

**To whom do I make out the check or money order?**

Checks or money orders will be accepted if made payable to one of the following:

- Department of Homeland Security
- If you live on Guam, make it payable to the Treasurer, Guam
- If you live on the U.S. Virgin Islands, make it payable to the Commissioner of Finance of the Virgin Islands

Please use complete spelling; no initials or acronyms (other than U.S. for United States).

**Do I have to pay in United States dollars?**

Yes. Payment in any currency other than United States dollars will cause your application to be rejected.

**Can my check or money order be from outside the United States?**

If you are outside the United States, you may submit a “bank international money order” or a foreign draft or check from a financial institution which is based in the United States. If you are inside the United States, the check or money order must also be from a financial institution in the United States.

**Can I submit a third party check, or sign over a money order?**

No. If you submit a third-party check or sign over a money order, your application will be rejected.

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**I am ready to file my application and send it by mail; can I pay with a credit card?**

USCIS does not accept payment by credit card if an application is filed by mail. However, you may pay with your credit card if you are filing an application or petition electronically.

**What if I forget to include the filing fee, or include the wrong amount?**

USCIS will reject your application.

**What is the filing fee for?**

The fee is payment for processing of the application or petition, not a fee for receiving the benefit. The filing fee reflects the direct and indirect cost of processing the application plus related charges. In general, filing fees are non-refundable.

**Is the filing fee refundable?**

The filing fee is payment for processing of the application or petition. When you pay a filing fee on an application, you are seeking a decision from USCIS regarding your eligibility for a benefit. In general, USCIS does not refund a fee regardless of the decision on the application unless there is a finding of USCIS error. Instances of USCIS error are as follows:

- **Unnecessary Filing** - USCIS (or the Department of State in the case of an application or petition filed overseas) erroneously requested an unnecessary application or petition and collected a fee;
- **Payment in Excess of Amount Due** – USCIS (or the Department of State in the case of an application or petition filed overseas) erroneously accepted and processed an application or petition with a fee in excess of the amount due;
- **Failure to Meet Premium Processing Times** – USCIS will refund the fee provided with Form I-907 whenever USCIS did not approve, deny, issue a Notice of Intent to Deny, send a Request for Evidence, or open a fraud investigation relating to an application or petition within 15 calendar days of receiving the application or petition accompanied by Form I-907 with the required fees;
- **Appeals or Motions to Reopen/Reconsider** – If an appeal or motion to reopen/reconsider is filed and the prior decision is overturned based on a clear finding of USCIS error, USCIS will initiate a fee refund for the appeal or motion, but not for the underlying application or petition;
- **Other** – There may be other instances where a refund is appropriate based on USCIS error.

**Note:** If you believe you may be entitled to a refund, please call our toll-free number at 1-800-375-5283 for assistance.

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**Can I do a "stop payment" after I submit the fee?**

While you may legally do so, cancelling or withdrawing an application still requires full payment of the filing fee. If you stop payment on a check, the result will be an invoice and additional charges. This fee is due regardless of whether the application was cancelled, rejected, or withdrawn and whether any services were received or not.

**Will I receive a receipt?**

You should always receive a receipt when you pay the fee. If you file the application and filing fee by mail, a receipt will be mailed to you. If you file the application in person, you should be given a receipt, unless the case has to be forwarded to a Service Center (in which case you would receive a mailed receipt).

**I want to know if I am eligible for a benefit before I submit the application and pay the fee. Can you tell me if I qualify?**

Eligibility can only be determined AFTER the application and all supporting documentation is filed and adjudicated. I cannot tell you if you qualify for any immigration benefit. The filing fee covers the cost of processing your case. If the application or petition is denied, the fee will not be returned.

**Why do some applications not have a filing fee?**

In evaluating the circumstances in which applications and petitions are filed, USCIS has determined that, for some types of applications or petitions, a very large percentage of the applicants would be unable to pay the fee. For those types of applications or petitions, USCIS has determined that no fee will be charged.

**Can I get the filing fee waived? If so, how?**

USCIS has discretion to waive filing fees in circumstances where an applicant establishes an inability to pay the fee. If you want your fee to be waived, you will need to demonstrate that you cannot pay the fee. To apply for a fee waiver you need to submit [Form I-912](#). To determine if you fall within 150% of the poverty line, you may wish to review [Form I-912P](#).

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**When can the Burlington Finance Center assist customers/applicants?**

The Burlington Finance Center (BFC) provides support to the Department of Homeland Security through managing activities associated with billing and fee collection. The BFC cannot directly assist customers who wish a fee refund or who want information about the status of an application. The BFC can assist you ONLY in the following situations:

- If you received an invoice or Notice of Action informing you that your case has stopped processing because payment was returned by the Bank;
- If your application status is currently in “payment delinquency”.

If you fall into either of the above two scenarios, please call our toll-free number at 1-800-375-5283 for further assistance.

If you have been contacted by the Department of Treasury because of a debt you owe, you should contact them directly at 888-826-3127.

**If my bank did not clear my payment for the filing fee, what will happen to my application?**

If your payment is not cleared by your bank, you will receive a notice to submit proper payment for the application/petition within 14 days.

**What is going to happen to my application if I send my payment after the 14 day limit?**

If payment is received after the 14-day limit, your application/petition may be rejected and your payment will be returned.

**Am I allowed to pursue my application/petition process after it is rejected because I did not send payment within the 14-day limit?**

If your application is rejected because you did not send payment within the 14-day limit, you may file a new application/petition and the associated fee must be submitted.

**Am I liable to pay the fees if my application is already processed?**

Yes, if the application/ petition is approved/denied/ revoked a liability for payment will still exist and collections of monies for the returned item will continue.

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**I would like information about how applications are processed.**

**Frequently Asked Questions about How Applications are Processed**

How long will it take USCIS to process my application after I file it?

What does “processing time” mean?

Will USCIS give me a projection of how long processing will take when I file?

How does a request for evidence affect the processing time of a case?

If I will be fingerprinted and/or interviewed after I file my application, when and where will this happen?

Can I request that my case be transferred to an office closer to my residence?

Do I need a translator to accompany me to my appointment or interview?

Can my child or other relative be my translator?

What are “biometrics”?

I am homebound and I am filing the form I-90. Can I have my fingerprints and biometrics taken at home?

Can I request that my case be expedited when I file it?

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**How long will it take USCIS to process my application after I file it?**

The time it takes to process your case depends on the type of application you filed, whether you filed the application with all the required evidence, and how many other people are applying for the same benefit. Because of the variable nature of processing times, any estimate that USCIS gives to its customers is only an estimate, not a guarantee. You can check processing times for your case type on our Web site.

**What does “processing time” mean?**

“Processing time” refers to the length of time between your filing date and when USCIS issues you a decision on your case. USCIS usually processes cases in the order they are received. For each type of application or petition there are specific workload-processing goals. Sometimes the volume of cases we receive is so large, which can affect processing times. You can find more information about this and look up processing times for your case on our Web site, [www.uscis.gov](http://www.uscis.gov).

**Will USCIS give me a projection of how long processing will take when I file?**

If the form you filed directed you to submit it to a USCIS Service Center, you will receive a receipt that will also include an estimated processing time for your case. For forms submitted elsewhere, you should visit [www.uscis.gov](http://www.uscis.gov) and to find current processing times.

**How does a request for evidence affect the processing time of a case?**

A request for evidence stops the processing of your case until you provide the requested evidence to the office making the request, or until the time frame provided for you to submit the evidence passes. If you receive a request for evidence, read it carefully and respond with all the requested information and documentation within the time frame shown.

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**If I will be fingerprinted and/or interviewed after I file my application, when and where will this happen?**

If you are between the ages of 14 and 79, you may be required to be fingerprinted within the processing of your application or petition. Please keep in mind that even if you have been fingerprinted before, you will still need to be re-fingerprinted each time you apply for a new benefit that may require fingerprinting within its processing.

If USCIS needs to interview you as part of processing your application or petition, you will be notified as to where and when to appear. Failure to appear for a required or scheduled appointment may result in denial of your application.

**Can I request that my case be transferred to an office closer to my residence?**

You must make a transfer request with the new office where you want the case moved. That office has the discretion to grant your request and ask for the case or to deny your request and let the case be processed at the office where it is currently located.

If the office grants your transfer request, you will be informed about what you need to do and what to expect, including how long the process may take. If the office does not grant your transfer request, you will need to follow any other instructions you receive from the office where the case is currently located.

**Do I need a translator to accompany me to my appointment or interview?**

With the exception of sign language, USCIS does not provide translators. Therefore, if you feel that you need a translator, we recommend that you take a translator with you to your interview or appointment. If you are hearing impaired, USCIS can provide sign language translators. Please make this request to the local office or ASC as soon as possible prior to your scheduled appointment and/or interview. Please provide a letter along with your application indicating you are hearing impaired so USCIS can make every effort to have a sign language translator available when you arrive.

**Can my child or other relative be my translator?**

Unless it is an emergency situation, children and other immediate relatives should not be used as translators. Every attempt should be made to use a translator who is a disinterested third party. Local offices have the discretion to accept or reject any person as a translator.

**What are “biometrics”?**

Biometrics refers to information USCIS collects from you such as a photo, signature, and fingerprints.

**I am homebound and I am filing the form I-90. Can I have my fingerprints and biometrics taken at home?**

If you are unable to appear for your appointment at an Application Support Center (ASC) due to the fact you are homebound, you may send a request for “special handling” to the National Benefits Center after filing Form I-90 and receiving a receipt number. The ASC appointment notice you receive will also include instructions on how to request special handling. All requests for special handling should include a copy of the appointment notice and medical documentation verifying the need for an in-home appointment.



**Can I request that my case be expedited when I file it?**

**Note:** USCIS does not accept expedite requests for “Consideration of Deferred Action for Childhood Arrivals” cases.

In limited circumstances you may submit an expedite request. Expedite requests are granted on a case-by-case basis and approval is not guaranteed. In order for your request to be considered, you must show that your situation falls into one of the following categories:

- 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 or National Interest Situation
- USCIS error
- Significant and compelling reason such as a medical condition
- Military deployment
- Age-out cases not covered under the Child Status Protection Act, and applications affected by sunset provisions such as diversity visas
- Loss of social security benefits or other subsistence

If you have not filed your application yet, and you want to request it be expedited, you will need to file the case by using express mail courier service and include your expedite request and any supporting documents with the application package.

If you have already filed your application and would like to request it be expedited, please call USCIS toll free at 1-800-375-5283.

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**I would like information about premium processing.**

Premium Processing allows customer to pay an additional fee in exchange for faster case processing. Under the Premium Processing Program, USCIS guarantees 15-day processing of certain employment-based petitions and applications.

**Frequently Asked Questions about Premium Processing:**

[Can I request premium processing service for any employment-based petition or application?](#)

[What types of petitions are now included in the premium processing service?](#)

[Under what circumstances is premium processing available for a Form I-140 filed on behalf of an H-1B non-immigrant?](#)

[Do I need a separate form to pay the premium-processing fee?](#)

[Can I request premium-processing service for an application or petition available for premium processing that is already filed and pending?](#)

[Where should I mail my request for premium processing?](#)

[What if the beneficiary of the petition has dependent family members who are seeking derivative benefits?](#)

[Can I contact the Service Center any other way after I file my request for premium processing?](#)

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**Can I request premium processing service for any employment-based petition or application?**

No. USCIS designates certain petitions or applications for the Premium Processing Program by publishing notices in the Federal Register specifying the form types and visa classifications. You may request Premium Processing Service only for those petitions and applications that are designated. If you request Premium Processing Service for a petition or application that has not been designated, USCIS will return the Premium Processing Fee and Form I-907. The relating petition or application will be moved out of Premium Processing and continue normal processing.

**What types of petitions are now included in the premium processing service?**

These are the form types [currently available for premium processing service](#).

**Under what circumstances is premium processing available for a Form I-140 filed on behalf of an H-1B non-immigrant?**

Effective March 2, 2009, USCIS will accept premium processing service requests for Form I-140 Petitions filed for H-1B beneficiaries who, as of the date of filing the Form I-907 premium processing request:

- Have reached the 6th year statutory limitation of their H-1B stay, or will reach the end of their 6<sup>th</sup> year within 60 days of filing;
- Are only eligible for a further H-1B extension under section 104(c) of the American Competitiveness in the Twenty-First Century Act of 2000 (AC21); and Are ineligible to extend their H-1B status under section 106(a) of AC21.
- USCIS will accept Form I-907 either together with the Form I-140 petition or after the filing of Form I-140 through the mail or delivery service only. E-filing of the Form I-907 will not be available.

**Note:** Premium Processing for H-1B non immigrants is not available for Forms I-140 filed for EB-1 Multinational Executives and Managers or EB-2 Professionals seeking a National Interest Waiver.

**Do I need a separate form to pay the premium-processing fee?**

Yes. You may request Premium Processing Service by filing a completed [Form I-907, Request for Premium Processing Service](#), along with one of the forms designated for premium processing and paying the Premium Processing Fee. All other filing fees associated with the form you are filing must also be paid. You must pay the Premium Processing Fee with a separate check or money order. For additional information about the form fees, visit our website at [www.uscis.gov](http://www.uscis.gov) and select the "Immigration Forms" link.

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**Can I request premium-processing service for an application or petition available for premium processing that is already filed and pending?**

Yes. If you want to request Premium Processing Service, you must file the Form I-907 with the Premium Processing Fee. Include a copy of the Form I-797, Notice of Action, and showing receipt of Form I-129 or Form I-140. The 15-day processing period will begin when USCIS receives the Form I-907.

**Where should I mail my request for premium processing?**

The filing location for Form I-907 depends on whether you are requesting Premium Processing Service for Form I-129 or for Form I-140. To learn where you should file your completed Forms I-907/I-129 for Premium Processing Services, see “Direct Filing Addresses for Form I-129” located on the USCIS Web site. For information on Form I-140 related Form I-907 filing instructions and locations, carefully read the instructions for Form I-140.

**What if the beneficiary of the petition has dependent family members who are seeking derivative benefits?**

If a family member files an I-539 application concurrently with the principal beneficiary's petition, USCIS will process the application for the family member along with the Premium Processing petition. Although the family member must pay the regular fee for his/her own I-539 application, no additional fee for the I-539 application filed by the family member will be required.

This applies ONLY to dependents of the beneficiary of the Premium Processing petition.

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**Can I contact the Service Center any other way after I file my request for premium processing?**

If you have filed a Form I-907 and want further information about it, please call the Service Center where you mailed the form:

- **California Service Center:** (866) 315-5718
- **Nebraska Service Center:** (402) 474-5012
- **Texas Service Center:** (214) 275-4415
- **Vermont Service Center:** (866) 315-5718

A unique e-mail address has been created at each Service Center for questions concerning the Forms I-907 filed there or for assistance in filing a request for Premium Processing. Any messages received in these e-mail accounts that do not relate to Premium Processing will be deleted without reply. Those email addresses are:

- **California Service Center:** CSC-Premium.Processing@dhs.gov
- **Nebraska Service Center:** NSC-Premium.Processing@dhs.gov
- **Texas Service Center:** TSC-Premium.Processing@dhs.gov
- **Vermont Service Center:** VSC-Premium.Processing@dhs.gov

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## Disclaimer

The information contained here is a basic guide to help you become generally familiar with many of our rules and procedures. Immigration law can be complex, and it is impossible to describe every aspect of every process. After using this guide, the conclusion reached, based on your information, may not take certain factors such as arrests, convictions, deportations, removals or inadmissibility into consideration. If you have any such issue, this guide may not fully address your situation, as the full and correct answer may be significantly different.

This guide is not intended to provide legal advice. If you believe you may have an issue such as any described above, it may be beneficial to consider seeking legal advice from a reputable immigration practitioner such as a licensed attorney or nonprofit agency accredited by the Board of Immigration Appeals before seeking this or any immigration benefit.

For more information about immigration law and regulations, please see our website at [www.uscis.gov](http://www.uscis.gov).

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