

USCIS Customer Services Online

Do you want to file an application online, download free forms and instructions, check your case status online, or make an appointment? Then USCIS Services Online can help you.

For more information, go to **www.uscis.gov** or call our **National Customer Service Center** at **1 800 375 5283**

Hearing impaired TDD: 1 800 767 1833
International callers: 1 785 330 1048



**U.S. Citizenship
and Immigration
Services**

www.uscis.gov

1 800 375 5283

M-600



USCIS Customer Services Online

Don't Wait in Line ...

Go Online!



**U.S. Citizenship
and Immigration
Services**

USCIS Customer Services Available Online

What is E-Filing?

E-Filing is quick, **easy**, and convenient because it allows you the opportunity to complete and submit applications at anytime from any computer with Internet access. By using E-Filing you get an instant receipt number that can be used to track the status of your pending application on www.uscis.gov. Filing instructions and eligibility information for E-Filing are available at www.uscis.gov. E-Filing customers can pay application fees by credit card, debit card, or by electronic transfer from their bank account.

Applications Available for E-Filing

Form I-90, Application to Replace a Permanent Resident Card

Form I-765, Application for Employment Authorization

Form I-129, Petition for a Nonimmigrant Worker

Form I-131, Application for Travel Document

Form I-140, Immigrant Petition for Alien Worker

Form I-539, Application to Extend/Change Nonimmigrant Status

Form I-821, Application for Temporary Protected Status

Form I-907, Request for Premium Processing Services

Would You Like to Check Your Status Online?

You can use your receipt number from your E-Filed application to check the status of your pending case online at www.uscis.gov. Customers can also build a portfolio up to 100 cases and be able to track the status of those cases. You can also check the processing dates for applications and petitions filed at any of USCIS' District Offices and Service Centers. You can register with *Case Status Online* to receive e-mails **automatically** when the status of your pending case changes. *Case Status Online* and information on processing dates are offered in both English and Spanish. USCIS also provides case status information through its National Customer Service Center at 1 800 375 5283.

How Do I Make an Appointment Online?

InfoPass is an Internet-based system that allows you to make an appointment to see an Immigration Information Officer **instantly**. If you have a complex immigration issue that is best handled in person by a trained information officer, *InfoPass* is for you. Routine issues such as case status, renew/replace green card, employment authorization, or general information can be handled over the phone or the internet. *InfoPass* is a multilingual service and is offered in various languages including: Arabic, Chinese, Creole, English, French, Korean, Polish, Portuguese, Spanish, Tagalog, Russian, and Vietnamese in selected USCIS offices. Check our website to see if *InfoPass* is available in your area.

What Other Services Are Available Online?

Custom[ers] can download and print all of USCIS' public use forms **free of charge**. Some can be completed and even filed online, or they can be printed, completed, and mailed to the appropriate USCIS office for adjudication.

Customers can find out where their local USCIS office is located and its hours of operation through www.uscis.gov, customers can also research family genealogy, or access more than 10,000 pages of information on immigration forms, practices, and policy.



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