



U.S. Citizenship  
and Immigration  
Services

# USCIS Online Services



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## myUSCIS Online Filing Processing Times

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CIS Ombudsman Engagement  
April 5, 2018

# myUSCIS Overview



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AILA Doc. No. 18032600. (Posted 4/6/18)



myUSCIS



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### ✓ myUSCIS makes immigration simpler

myUSCIS is a new service that helps you navigate the immigration process. On myUSCIS, you will find up-to-date information about the application process for immigration benefits, tools to help you prepare for naturalization, and resources to find citizenship preparation classes and doctors in your local community.

### 📱 Try us on mobile

You can use myUSCIS anytime and on any device.

Practice the civics  
test

Start studying >

Explore your  
options

See options >

Locate a class

Search classes >

Find a doctor

Search doctors >

Get answers to  
questions

Learn more >

Coming soon

See a list of all USCIS-authorized doctors in your area that you can use for your medical examination.

Have questions? Our help center has answers to the most common questions to get the information you need.

We are always working to improve your experience by developing new online tools, electronic forms, and more.

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## EXPLORE



*Tell us a little about  
yourself so that we can  
present you with  
immigration options for  
which you might be  
eligible.*

I AM A ...

- U.S. Citizen
- Green Card  
Holder  
(Permanent  
Resident)
- Employer

[The results show options for which you might be eligible... learn more +](#)





## Sign In

\* Indicates a required field.

\* Email

\* Password

Show

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

## Create a new account

You need to create a new account if you want to:

- File an application, petition, or request online
- Access information about your case and you received either a **Case Passcode** from your attorney or accredited representative or an **Account Acceptance Notice** from USCIS

Advantages of a USCIS online account:

- File an application, petition, or request with USCIS
- Check your case status
- Pay the USCIS Immigrant Fee
- Check your USCIS Immigrant Fee payment status
- Change your U.S. mailing address

Create a new account

### Department of Homeland Security Consent

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization may be liable for access, receipt, or obtaining of information, damages, destroys,

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Before you begin the Application for Naturalization (N-400), answer a few questions to see if you are eligible to apply to become a U.S. citizen through naturalization

These questions are solely intended to help you determine whether you may be eligible to submit the Application for Naturalization (N-400). This tool does not determine if you are actually eligible for citizenship. After you submit your application, USCIS will review your information and determine if you are eligible for citizenship through naturalization.

Determine my eligibility

Go directly to the Application for Naturalization (N-400)



U.S. Citizenship and Immigration Services



TOPICS
Adoption
Appeals
Avoid Scams
Citizenship
Citizenship Resource Center

VERIFICATION
E-Verify
I-9 Central
myE-Verify
SAVE

POLICIES
USCIS Freedom of Information Act and Privacy Act
No FEAR Act
Website Policies

GOVERNMENT
Passports
Visa Bulletin
U.S. Department of Homeland Security
U.S. Customs & Border Protection

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# Processing Times Background



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- Stakeholders have expressed concern with USCIS case processing times
- Oct. 2016—USCIS formed Processing Times Working Group
- New processing times web page based on internal & external stakeholder feedback



# Old Processing Times Web Page



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Field Office Processing Dates for California Service Center as of: December 31, 2017

Form	Title	Classification or Basis for Filing:	Processing Cases As Of Date:
I-102	Application for Replacement/Initial Nonimmigrant Arrival-Departure Document	Initial issuance or replacement of a Form I-94	October 16, 2017
I-129	Petition for A Nonimmigrant Worker	Blanket L	November 1, 2017
I-129	Petition for A Nonimmigrant Worker	E - Treaty traders and investors	November 1, 2017
I-129	Petition for A Nonimmigrant Worker	H-1B - Specialty occupation - Visa to be issued abroad	October 10, 2017
I-129	Petition for A Nonimmigrant Worker	H-1B - Specialty occupation - Change of status in the U.S.	October 10, 2017
I-129	Petition for A Nonimmigrant Worker	H-1B - Specialty occupation - Extension of stay in the U.S.	October 10, 2017
I-765	Application for Employment Authorization	Based on an approved, concurrently filed, I-821D, Consideration of Deferred Action for Childhood Arrivals (c)(33).	October 1, 2017
I-765	Application for Employment Authorization	Based on a pending I-485 adjustment application [(c)(9)]	October 1, 2017
I-765	Application for Employment Authorization	All other applications for employment authorization	October 1, 2017
I-821	Application for Temporary Protected Status	Haiti Initial or Late Filing	June 2, 2017
I-821	Application for Temporary Protected Status	Haiti Extension	June 2, 2017
I-821D	Consideration of Deferred Action for Childhood Arrivals	Request for Deferred Action	March 2, 2017

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Last Updated: February 15, 2018



# Overview of New Methodology



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- March 22—we begin testing a new way to calculate processing times
- Four forms—N-400, I-90, I-485, I-751
- Data based on previous month's completions
  - Pilot form range is 50<sup>th</sup> to 93<sup>rd</sup> percentile
- Non-pilot forms will use old methodology

Processing time for Application for Naturalization (N-400) at Chicago IL



**We will seek feedback  
and adjust as needed**

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# New Processing Times Web Page

[uscis.gov/processingtimes](https://uscis.gov/processingtimes)



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 Official website of the Department of Homeland Security



U.S. Citizenship  
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Forms

News

Citizenship

Green Card

## Check Case Processing Times

Select your form number and the office that is processing your case

For more information about case processing times and reading your receipt notice, [click here](#).

Form

N-400 | Application for Naturalization

Field Office or Service Center

Chicago IL

Get processing time

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# New Infographic Explains I-797C



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Where can I find my form number and the office that is processing my case?

Your receipt notice has key information you will need to determine your processing time.

- 1 Form Type or Case Type
- 2 Receipt Number
- 3 Receipt Date
- 4 USCIS Office

Department of Homeland Security U.S. Citizenship and Immigration Services		Form I-797C, Notice of Action	
<b>THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.</b>			
NOTICE TYPE Receipt		NOTICE DATE June 1, 2017	
CASE TYPE I-130, Petition for Alien Relative		USCIS ALIEN NUMBER	
RECEIPT NUMBER WAC1791234567		PAGE 1 of 1	
PRIORITY DATE May 08, 2017		DATE OF BIRTH March 21, 1965	
		RECEIVED DATE May 08, 2017	
		PREFERENCE CLASSIFICATION 201 A1 INA ADULT CHILD OF USC	
JOHN D. SMITH 123 MAIN STREET, APT. 7			
4 USCIS Office Address: USCIS California Service Center P.O. Box 30111 Laguna Niguel, CA 92607-0111		USCIS Customer Service Number: (800) 375-5283 APPLICANT COPY 	

# How to Use the Site



## Processing time for Application to Replace Permanent Resident Card (I-90) at Potomac Service Center

Estimated time range

**11** to **11.5**  
Months Months

[Sign in or create a new  
account to see your  
personalized case  
completion time](#)

### **i** How we process cases

This time range is how long it is taking your office to process your case from the date we received it. We generally process cases in the order we receive them, and we will update this page around the 15th of each month. Please note that times may change without prior notice.

We have posted a Case Inquiry Date in the table below to show when you can inquire about your case. If your receipt date is before the Case Inquiry Date, you can submit an "outside normal processing time" service request [online](#).

Estimated time range	Form type	Case inquiry date
11 Months to 11.5 Months	10-year renewal	April 16, 2017
9 Months to 12.5 Months	Initial issuance or replacement	March 12, 2017

Case inquiry date is  
a "rolling" date



# Next Steps, What You Can Do



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- Visit tools page for 24/7 access to self-help resources
- Create *myUSCIS* account to get case alerts on paper-filed cases
- File I-90 and N-400 online
- Send feedback to [public.engagement@uscis.dhs.gov](mailto:public.engagement@uscis.dhs.gov)

[uscis.gov/tool](https://uscis.gov/tool)



# Disclaimer



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