



[Home](#) > [About Us](#) > [Contact Us](#) > USCIS Contact Center

USCIS Contact Center

Our website gives you several ways to track your case and get answers to your immigration questions.

Track Your Case

[✕ Close All](#) [↗ Open All](#)

Online Tools



- **Case Status**—uscis.gov/casestatus
- **Processing Times**—uscis.gov/processingtimes
- **Case Questions**—If your document or notice has a mistake that you believe was due to USCIS error, your document or notice was not delivered, or if you need an accommodation for an appointment, please visit uscis.gov/e-request.
- **Other Online Tools**—Check out all our online tools at uscis.gov/tools.
- **Change of Address**—Make sure to keep your address current at uscis.gov/addresschange. We strongly encourage you to submit your change of address to USCIS through a [USCIS online account](#). If you do not have a USCIS online account, you may create one by following the instructions on our [How to Create a USCIS Online Account](#) page.
- **Online Filing**—You can submit our most popular forms online with a [USCIS online account](#). Having an online account allows you to: sign up for automatic case alerts, see processing times, upload evidence, update your address, and send us secure messages using any device!
- **Reschedule Biometrics Services**—You can reschedule most requests for biometric services appointments through a [USCIS online account](#). You cannot reschedule an appointment that already has been rescheduled 2 or more times, is within 12 hours of the scheduled time, or that has already passed. If you cannot reschedule your biometrics appointment online, you must call the Contact Center to reschedule your appointment.

Online Account

- **USCIS Online Account**—If you submitted a paper form and your receipt number begins with IOE, we mailed you a letter about creating a [USCIS online account](#). That letter has user codes (valid for 90 days) you need to create an online account. With an online account, you can sign up for automatic case alerts, see processing times, upload evidence, update your address, and send us secure messages using any device!
 - If you submitted a paper form and your receipt number begins with other letters, you can [create an online account](#) and add your paper-filed case to receive automatic case alerts.
- For technical support with the USCIS online account, use this [help form](#). The Technical Help Desk that responds to these inquiries can help with things like:
 - Setting up your online account;
 - Problems logging into your online account;
 - Passcode or password issues;
 - Difficulty uploading documents; and
 - Issues with making payment online.

Get Information

- [Emma](#), our online virtual assistant, answers questions in English and Spanish, and guides you through our website. If Emma cannot answer your question, she may connect you to live chat with an agent.
- **Automated Help**—Our new speech-enabled phone system answers general questions 24 hours a day. Dial 800-375-5283 (TTY 800-767-1833) and ask your question in English or Spanish.
- The system will answer your question and can send you links to forms and information by email or text.
- If you can be helped through an online tool or other self-service, you will not be connected to live assistance. For example, individuals who inquire about case status will be directed to check Case Status Online or to check their USCIS online account.

Live Assistance

Generally, to ask a question about a specific case using live assistance, you should be:

- The applicant or petitioner;
- An [attorney or accredited representative of record](#), on behalf of the applicant or petitioner;
- A parent or legal guardian, on behalf of your minor child;
- A legal guardian or custodian, on behalf of the person under your guardianship or custody; or
- An individual or organization that the requestor has authorized to receive the requested case-specific information; see [Privacy and Confidentiality guidance](#).

If you use live assistance:

- You may have to wait to speak to a USCIS Contact Center representative by phone. Please try our online tools first.
- The USCIS Contact Center has multiple tiers of live assistance. The first tier of live assistance (Tier 1) can resolve a wide range of inquiries without escalating these to USCIS Immigration Service Officers (Tier 2).
- The following inquiries are managed at Tier 1 and will not be escalated to Tier 2 for resolution unless other factors make the issue more complex:
 - Case status—note that self-service options like [Case Status Online](#) and your [USCIS online account](#) will have the same information that is available to the USCIS Contact Center;
 - [Requests to expedite](#) an application, petition, request, appeal, or motion that is under USCIS jurisdiction;
 - [Rescheduling an appointment](#), including biometrics, interview, or oath ceremony;
 - [Non-delivery](#) of a secure document or non-receipt of a notice such as an interview notice, Request for Evidence (RFE), or appointment notice;
 - [Special accommodation](#), which can also be requested online;
 - [Typographical errors](#) which are based on USCIS errors; and
 - Requests to withdraw an application, petition, or request.
- There are certain inquiries that Tier 1 will not be able to resolve and will escalate to Tier 2 for resolution. These include:
 - [Change of Address](#), if requested before biometrics have been scheduled – self-service change of address is available through [USCIS online accounts](#);
 - Requests to expedite an [appointment for biometrics](#);
 - Certain issues for military members and/or their families that cannot be resolved at Tier 1; and
 - Requests for [in-person appointments](#) for document services.

- If your inquiry is escalated to Tier 2, you may receive a response by email or a follow up phone call. When speaking with a Tier 1 Contact Center representative, you will be asked if you wish to receive a text ahead notification if a USCIS Immigration Services Officer needs to contact you by phone. You must verbally agree to receive this text ahead notification.

Our toll-free number is 800-375-5283 (TTY 800-767-1833) and we answer live calls and chats Monday to Friday, 8am to 8pm Eastern.

- **Outside the U.S?** Call 212-620-3418
- **If you have a previously filed, pending, or approved VAWA, T, or U-related case, including a Form I-751 Abuse Waiver**, the USCIS Contact Center must verify your identity and confirm your eligibility to receive information before providing any information or other requested service.
 - Before calling the USCIS Contact Center, you should have:
 - Your receipt notice(s) for the particular form(s) on which you would like to request information or other services for reference during the call; and
 - A copy of the pending or approved application or petition that you are calling about readily available, if possible.
 - Protected individuals may also send a secure message from their USCIS online account, and USCIS will call the person to complete the enhanced identity verification through the specialized verification process. Once a protected person's identity has been verified through this process, the Contact Center can respond to the inquiry or provide assistance.
 - If the USCIS Contact Center is unable to provide information or to make the change that you requested, you may be scheduled for an in-person appointment at a USCIS field office.

In-Person Appointments at Local Field Offices

- We schedule in-person appointments for applicants, petitioners, and requestors who need a service that cannot be provided by phone, mail, or email. These include:
 - Emergency travel documents;
 - If you need proof of your immigration status to work or travel; or
 - If you have been granted permanent residence by an Immigration Judge.
- You may [request an appointment online](#) or you may call the Contact Center at 800-375-5283 (TTY 800-767-1833). Depending on your situation, you may not need to visit an office in person if you need proof of your immigration status or have been granted permanent residence by an Immigration Judge.

If you have an expired Permanent Resident Card (also known as a Green Card) and believe you need an in-person appointment to get evidence of your immigration status, please note that USCIS has updated the language on Form I-90 receipt notices to [extend the validity of a Green Card](#) for 36 months for individuals with a newly-filed Form I-90 that is pending a decision from USCIS. These receipt notices can be presented with an expired Green Card as evidence of your continued lawful permanent resident status while you wait for your renewed Green Card.

If you have requested a replacement Green Card and need evidence of status or another in-person service, please [request an appointment online](#) or call the Contact Center at 800-375-5283 (TTY 800-767-1833) to request an appointment.

In-Person Appointments at Local Asylum Offices

- We schedule in-person appointments for asylum applicants who need a service that cannot be provided by phone, mail, or email. These include:
 - Form I-94 corrections;
 - Nicaraguan Adjustment and Central American Relief Act (NACARA) 203 stamps and extensions; or
 - Identity verification to access case information or unlock a USCIS online account.
- Asylum offices do not accept walk-ins, but you may request an appointment through the chat via Emma, the USCIS Interactive Virtual Assistance function on our website, or by calling the Contact Center at 800-375-5283 (TTY 800-767-1833).

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