



U.S. Citizenship
and Immigration
Services



DACA RENEWALS: CASE INQUIRY PROCESS

INQUIRING ABOUT A CASE



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Option 1—Go online

- Submit an inquiry from a USCIS online account at myaccount.uscis.dhs.gov
- If you don't have an account, use our web form egov.uscis.gov/cris/contactus

INQUIRING ABOUT A CASE



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Option 2—Call us

- USCIS customer service...800-375-5283
- 800-767-1833 (TDD for the deaf/hard of hearing)
 - Select 1 for English, or 2 for Spanish
 - Select 2 for information on a pending case
 - Select 1 if you have your receipt number
 - Select 3 to speak to a representative

DACA CUSTOMER SUPPORT



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Our DACA support team in
Overland Park, Kansas



Behind the scenes, our team...

- Responds to all online inquiries, and provides case and technical support.
- If your DACA renewal request is pending for 105 days or more, the Nebraska Service Center (NSC) will respond.
- If your DACA renewal request is within normal processing time, the DACA customer support team will respond.

SELF-HELP TOOLS



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A screenshot of the USCIS Case Status Online tool interface. The page has a dark blue header with the USCIS logo and the text "U.S. Citizenship and Immigration Services". Below the header is a navigation menu with links for "FORMS", "NEWS", "CITIZENSHIP", "GREEN CARD", "TOOLS", and "LAWS". The main content area is titled "CASE STATUS ONLINE" and features a text input field labeled "Enter a Receipt Number" with a dropdown arrow. Below the input field is a "CHECK STATUS" button. Underneath the button is a link for "PRIVACY ACT STATEMENT" with a small icon. At the bottom of the main content area, there is a section titled "Why sign up for an account?" with a "Click Here" link. To the right of this section are two buttons: "ACCOUNT LOGIN" and "SIGN UP". At the very bottom of the page, there is a "RELATED TOOLS" section.

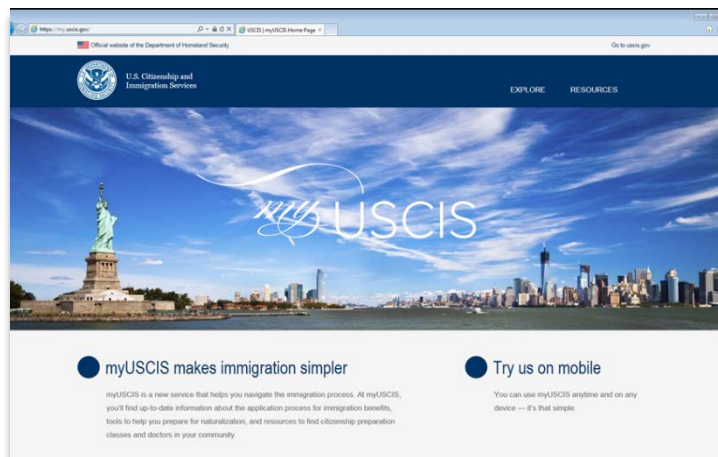
- We have improved the accuracy of our Case Status Online Tool.
- We now give more specific case information when we process a customer's application for an employment authorization document.
- You can access Case Status anytime, anywhere.
- uscis.gov/casestatus

SELF-HELP TOOLS



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- Check your case status
- Check processing times
- Make an appointment
- Change your address
- Sign up for automatic case updates
- Find an office, doctor or class
- Download forms
- Ask a question about your case
- Explore your options



my.uscis.gov

SELF-HELP TOOLS



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- Need information? Ask Emma
- Emma can respond to questions in English and Spanish
- Available 24/7 on any mobile device or computer

The screenshot shows the USCIS website with a chat window titled "Ask Emma" open. The chat window contains a message from Emma: "Hi, I'm Emma. I'm here to help you with your questions about this site. What would you like to ask me?". Below the message is a text input field and a "SEND" button. The background shows a "Green Card" article with a list of categories: "Green Card Through Family", "Green Card Through a Job", "Green Card Through Refugee or Asylee Status", and "Other Ways to Get a Green Card".

www.uscis.gov/emma

BENEFITS OF A USCIS ONLINE ACCOUNT



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Customers can...

- Submit certain forms, evidence, and payments electronically, all at once
- Access up-to-date and detailed case status
- Get automatic case updates
- Manage account preferences and contact information



FOLLOW-UP INQUIRIES



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If more than 30 days have passed without a reply to your inquiry...

- Customers can contact the Nebraska Service Center at NSCFollowup.NCSC@uscis.dhs.gov



If NSC does not respond within 21 days...

- Customers can contact Service Center Operations at SCOPSSCATA@uscis.dhs.gov

EMPLOYER OUTREACH



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Support to employers

- Employers who have questions about whether they can hire a DACA recipient can call 888-464-4218 or email us at e-verify@dhs.gov