

Check Your USCIS Case Inquiry Date Before Asking For Our Help with USCIS Processing Delays

If you want to submit a case assistance request with our office because your form has been pending with U.S. Citizenship and Immigration Services (USCIS) for a long time, **first check when USCIS will accept a case inquiry**. You must try to resolve your issue with USCIS first before asking for our help.

If your only concern is that your case has been pending with USCIS for a long time, **we generally cannot help if it is before your USCIS case inquiry date**. See the Special Situations bullet below for exceptions.

Did you know that USCIS' [Check Case Processing Times](#) page may show you two different time frames?

- The one labeled “processing time” shows the time it took to complete 80% of the cases adjudicated in the past six months. It does not indicate how soon USCIS will take action on your case.
- The one labeled “inquiry date” lets you know when you can submit an inquiry to USCIS about the status of your case.
- USCIS' [More Information About Case Processing Times](#) page explains the difference.

1. Look at your receipt date.

Your receipt date is on the [receipt notice](#) that USCIS sent you.

- 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

THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.

NOTICE TYPE Receipt		NOTICE DATE June 1, 2017
CASE TYPE I-130, Petition for Alien Relative		USCIS ALIAS NUMBER
RECEIPT NUMBER WAC1791234567	RECEIVED DATE May 08, 2017	PAGE 1 of 1
PRIORITY DATE May 08, 2017	PREFERENCE CLASSIFICATION 201 AT INA ADULT CHILD OF USC	DATE OF BIRTH March 21, 1965

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

Image from USCIS' [More Information About Case Processing Times](#) page

2. Go to USCIS' Processing Times page (<https://egov.uscis.gov/processing-times>).

Select your (1) Form, (2) Form Category, and (3) Field Office or Service Center from the three drop-down menus.

- If you cannot find your form in the drop-down menu and your form has been pending for more than [six months](#) from your receipt date, then you can submit a case inquiry to USCIS.
- If your case involves H-2A workers, DACA renewal, or the Rosario class action, see USCIS' [Outside Normal Processing Times](#) page for more information.

3. Select the blue “Get processing time” button.

The page will show a processing time in a blue box. **Do not stop here. This is not your case inquiry date.**

4. Scroll down to “When can I ask about my case?”

In the grey box that asks “When is your receipt date?”, enter your receipt date from the [receipt notice](#) that USCIS sent you. Then select the blue “Get Inquiry Date” button.

In the example below, the receipt date is “01/02/2020.”


When can I ask about my case?

Many routine factors impact how quickly a case is processed. We only allow inquiries for cases that are well outside the processing time listed above.

[Learn more about the Case Inquiry Date.](#)

Enter your receipt date below to find out if you can contact us with questions.

When is your receipt date?

01/02/2020 

Get Inquiry Date

5. You will then see one of two messages from USCIS.

Message 1

✓ **Your case is processing normally.**

The earliest you can submit questions is September 05, 2024. Please do not contact us before this date.

We will notify you if we need any additional information. We appreciate your patience while we review your case. Processing times may change – return to this page regularly for updates.

If you see this message, it will also show the earliest date you can submit questions about your case to USCIS. **That is your case inquiry date.** (The case inquiry date in this example is September 5, 2024. Your case inquiry date will be different.) Check this page regularly. Your case inquiry date may change.

- If you see message 1, do not submit a case assistance request to the Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman) unless USCIS has approved your expedite request and has not issued a notice or decision on your pending form within the last 60 days.

Message 2

You can send us questions about your case by submitting a [Service Request online](#).

Note: If you submitted a VAWA, T, or U filing, you must follow the instructions for asking questions on our [Contact Us webpage](#).

If you see message 2, you will also see a link that allows you to [submit a service request to USCIS](#) to inquire about your case.

- If you submitted a service request to USCIS in the past 90 days and USCIS did not respond or resolve the issue within 60 days, you may submit a case assistance request to the CIS Ombudsman.
- Please expect to wait. It takes us some time to assign these types of requests due to the volume of requests we are currently receiving.

Special situations

- If you have a Form I-765, *Application for Employment Authorization*, that is based on another pending form, please see Question 1 in the [Employment Authorization Documents \(EADs\) section of our Frequently Asked Questions](#) page.
- If you contacted USCIS through one of its customer service tools in the last 90 days and USCIS has not acted on your form, there are two situations where you can submit a case assistance request with our office regardless of your USCIS case inquiry date. These are:
 - If there is a statutory or regulatory processing time requirement (such as Form I-360, *Petition for Amerasian, Widow(er), or Special Immigrant, for Special Immigrant Juveniles*; Form N-400, *Application for Naturalization*; and Form I-129, *Petition for a Nonimmigrant Worker*, for L-1 petitions), or
 - USCIS approved your expedite request more than 60 days ago and USCIS has not issued a notice or decision on your pending form.

Remember! Our office is not a part of USCIS. Submitting a case assistance request to our office does not pause or delay the time you have to respond to a request for evidence or other notice for information, appeal a USCIS decision, or file a motion to reopen or reconsider with USCIS. You must file by the due date listed on USCIS' notice. If you do not, USCIS may deny your case for abandonment or you may lose your right to appeal.