DACA RENEWALS:
CASE INQUIRY PROCESS
INQUIRING ABOUT A CASE

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

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

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

- 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

• 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

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

www.uscis.gov/emma
BENEFITS OF A USCIS ONLINE ACCOUNT

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

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**

**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