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 **DACA RENEWALS:  
CASE INQUIRY PROCESS**

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# INQUIRING ABOUT A CASE



U.S. Citizenship  
and Immigration  
Services



## Option 1—Go online

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



U.S. Citizenship  
and Immigration  
Services



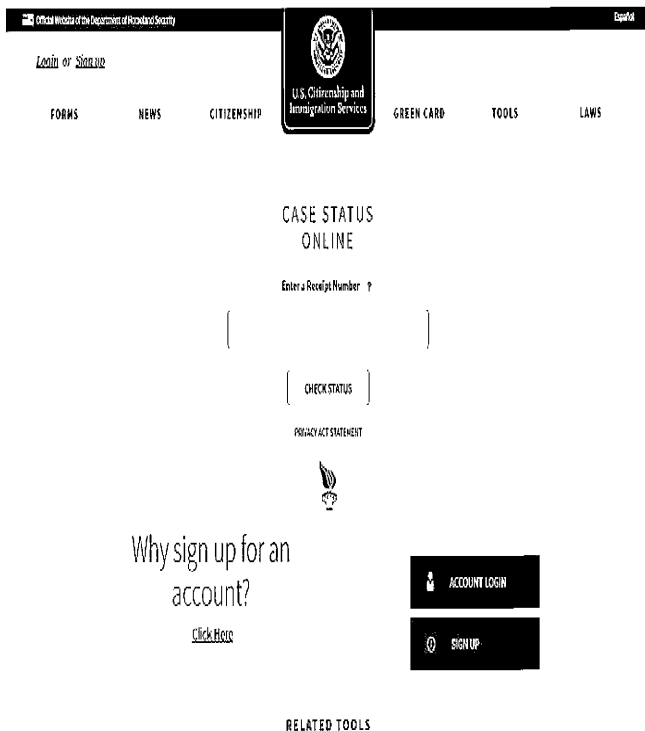
Our DACA support team in  
Overland Park, Kansas



## 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



- 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](https://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

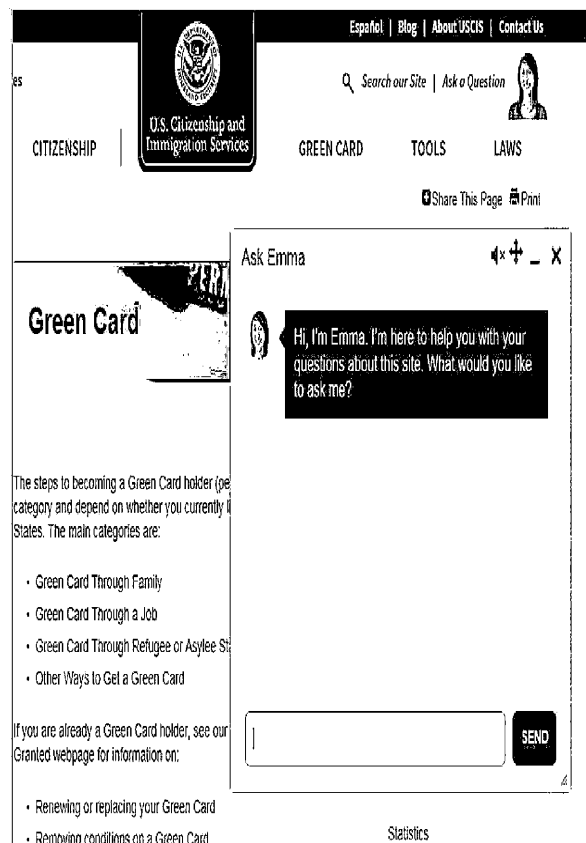


[my.uscis.gov](https://my.uscis.gov)

# 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](http://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](mailto:NSCFollowup.NCSC@uscis.dhs.gov)



**If NSC does not respond within 21 days...**

- Customers can contact Service Center Operations at [SCOPSSCATA@uscis.dhs.gov](mailto: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](mailto:e-verify@dhs.gov)