

Ready To File - Already Has Form

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

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Where Should I File My Application/Petition? What are the Current Processing Times?

OVERVIEW

Customers should file their applications/petitions according to the specific instructions provided for each particular form. Different USCIS facilities accept different types of applications/petitions, so it is very important that forms are submitted to the proper location. Sometimes, the location for filing a form changes; the USCIS Web site provides the most up-to-date filing instructions.

While preparing to file, you may also want to know about our current processing times or approximately how long processing will take for a recently filed case. This information is available on the USCIS Web site.

Where Should I File My Application/Petition?

You should follow the instructions for the form you are filing. Occasionally, the filing instructions can change, so you should always check the USCIS Web site before submitting your form; it offers the most current instructions. If you would like, I can look up the current filing location instructions for your application or petition.

Note: From the [USCIS Forms webpage](#), select the appropriate form from the list, and see the “Where to File” section specific to that form type.

What are the Current Processing Times?

From the [USCIS processing times webpage](#), select office or service center the application/petition was filed at, and whether a transfer notice was received, and what form was filed. Select the appropriate information from the drop-down list to ascertain the current processing times for the appropriate form type.

If you need assistance, please call our toll-free number at 1-800-375-5283.

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Information about Form I-693 and a List of Doctors (Civil Surgeons) who can perform Immigration Medical Examinations and information about Civil Surgeons' ID Numbers

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Information about Form I-693 and a List of Doctors (Civil Surgeons) who can perform Immigration Medical Examinations and information about Civil Surgeons' ID Numbers

General information about Form I-693

If you are adjusting status to Permanent Residence, one of the forms you should submit is Form I-693, Report of Medical Examination and Vaccination Record, to USCIS. The form should be completed by a designated Civil Surgeon. The completed form provides USCIS with the results of the medical examination, which is required to establish that an applicant is not inadmissible to the United States on public health grounds. The results are usually valid for 12-months.

You should try to schedule the required medical examination as close as possible to the time of filing for adjustment. For more specific information about the process, you should visit the USCIS Web site and carefully read the instructions for Form I-693.

Note: [The Following Information is for Refugees:](#)

If you are a refugee and completed a medical examination overseas, you are only required to complete the vaccination portion of the exam. So, you should only need to submit completed Parts 1, 2, and 6 of Form I-693. Please carefully follow the instructions provided for the form.

Note: [The Following Information is for individuals who are K or V non-immigrants:](#)

If you are a K or V non-immigrant and already completed a medical exam overseas, you are not required to have another medical exam as long as your Form I-485, Application to Register Permanent Residence or Adjust Status, is filed within one year of your overseas examination. When you submit your I-485 application, you will need to submit completed Parts 1, 2, and 5 of the Form I-693. Please carefully follow the instructions provided for the form.

Note: [FAQs about Form I-693, Vaccinations, and Tuberculosis](#)

List of Doctors (Civil Surgeons) who can perform Immigration Medical Examinations

Use the [Civil Surgeon Locator](#) to see information about doctors (Civil Surgeons) who perform immigration medical examinations in your area. This information is available on our Website at www.uscis.gov.

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Form I-693

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- [What if my skin test is positive and my chest x-ray is normal?](#)
- [Where can I find more information about TB and how it affects the completion of Form I-693?](#)

Can the prior edition of Form I-693 be used?

For medical examinations conducted before November 1, 2011, the results of medical examinations may be recorded on the Form I-693 edition dated July 20, 2010.

For medical examinations conducted between November 1, and December 31, 2011, the results of medical examinations may be recorded on the Form I-693 edition dated October 11, 2011, though USCIS will continue to accept the July 20, 2011 version.

For medical examinations conducted on or after January 1, 2012, you must use the Form I-693 dated October 11, 2011.

If I am only required to receive vaccinations, do I still need to submit the entire Form I-693?

If you are not required to undergo the entire medical exam, you need to submit only Parts 1 and 2, and either 5 or 6, depending on whether the vaccinations were administered by a local health department or a civil surgeon. Pages of the form that do not apply to you may be left blank and do not need to be submitted.

Does Part 6 of Form I-693 have to be signed by a physician or can it be signed by immunization staff?

Part 6 must be signed by a physician at the health department. It may be an original or stamped signature. The health department nurse or other health care professional may co-sign the vaccination supplement, but the physician's signature is still required. Part 6 is only necessary to be completed for individuals who are filing based on refugee status.

In the vaccination part of Form I-693, does the civil surgeon have to complete both the vaccination table and the results section?

USCIS requires the civil surgeon to completely fill out the vaccination table AND the results section. The civil surgeon must note in the vaccination table the complete vaccination history, date(s) of vaccinations given, and any vaccination waiver requests.

I completed my medical exam, but I have not submitted it to USCIS, or I have submitted it but it has not yet been reviewed. Will I be required to have a new medical exam before I adjust status?

The results from your medical exam are generally valid for 12-months. When reviewing the form you submit, USCIS will note the date the exam was conducted and refer to requirements and form edition that were in effect at that particular time. If the civil surgeon conducted the medical exam properly, there is no need to return for a second exam, or to have the results recorded on a newer edition of Form I-693, as long as you submit the Form I-693 before its one-year expiration.

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What are the current vaccination requirements?

Some vaccines are required for certain age groups only. During your examination, the Civil Surgeon will review your vaccination history and will determine what vaccinations are necessary. You can find more information about vaccination requirements by visiting the Center for Disease Control (CDC) Web site at www.cdc.gov/immigrantrefugeehealth.

Is there a waiver available for applicants who cannot afford the vaccinations?

There is no fee to file Form I-693; however, you may be required to pay a fee to the Civil Surgeon for the medical examination. USCIS does not regulate the fees charged by Civil Surgeons, so the fees charged by various physicians may vary.

Where can I find additional information on vaccination requirements?

- The *Technical Instructions to [Form I-693 states patients who require a chest X-ray must include the copy of the X-ray report with the I-693 packet. What type of X-ray report is acceptable?](#)* for Vaccination Requirements includes detailed information on the vaccination requirements, including a full list of required vaccinations. The *Technical Instructions* and any updates to the medical exam requirements can be found at: www.cdc.gov/immigrantrefugeehealth.

Does USCIS require that all shots in each vaccine series be completed before applying for adjustment of status?

You are only required to have received all the age-appropriate vaccines that could be given *at the time of the medical exam*. If you started a vaccination series, but have not completed all the required shots because the minimum time interval has not yet passed, you can still apply for adjustment of status. However, you must have completed at least the first dose of the vaccine before applying.

What are the requirements for tuberculosis (TB) testing and treatment?

Some of the TB testing requirements include:

- Applicants with Class A TB must complete a full course of TB treatment before receiving medical clearance by USCIS for adjustment of status.
- Sputum cultures and drug susceptibility testing for positive cultures are required for applicants with chest x-ray findings suggestive of active TB disease.
- A chest x-ray is required for certain test results. **Note:** [See when a chest x-ray is required.](#)

More information about TB Testing and Treatment can be found at: www.cdc.gov/immigrantrefugeehealth.

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Are all adjustment of status applicants screened for TB?

All applicants for adjustment of status are screened for TB, unless they are under 2-years of age. Children under 2-years of age must be tested if there is evidence of contact with a person known to have tuberculosis (TB) or if there is another reason to suspect TB.

What is a Tuberculin Skin Test?

A Tuberculin Skin Test (TST) is the administration of a tuberculin solution in between the different levels of your skin. After the administration of the test by the civil surgeon's staff, you will need to return to the civil surgeon's office within 48 to 72 hours to have the result read. Generally, if the reaction is 4 mm or less, you will not need any further tests for TB. If the reaction is 5mm or greater, you are required to have a chest x-ray as a means of additional screening for TB.

There are certain exceptions that do not require you to undergo another TST if you had one previously. If possible, you should bring written documentation of any previous TB screening to your appointment with the civil surgeon so that the civil surgeon is able to determine whether you are required to have another one.

What is the Interferon Gamma Release Assay (IGRA) TB test?

To fulfill the requirement of the initial TB testing, civil surgeons may use interferon gamma release assay (IGRA), which is a blood test. During an IGRA test, a blood sample is taken and the blood is used to perform the TB screening. If you are given an IGRA, you will not need to return to the civil surgeon's office to have the test result read. The results of the IGRA test are generally available within 24 hours of your office visit. If the result is negative, you will probably not need any further testing for TB. If the result is positive, you will be required to have a chest x-ray as a means of additional screening for TB.

Do I need both the TST and the IGRA test?

Only one of the tests is required as an initial screening method to determine whether you are infected with TB.

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Does a civil surgeon have to offer all of the tests to me?

No. The civil surgeon is only required to offer one initial testing method.

The ability to perform the IGRA blood tests varies in different parts of the United States. In order to perform the blood tests correctly, the civil surgeon must ensure that the test is timely initiated and processed. The civil surgeon may not have the necessary equipment or a laboratory nearby to perform the test correctly. This may be one of the reasons that a civil surgeon chooses to use the traditional TST as an initial TB testing method.

If the civil surgeon does not offer the test that you prefer, you can try to find a civil surgeon who does.

Who pays for the initial TB test?

You are responsible for paying the appropriate fee for the test. You will have to pay this fee directly to the Civil Surgeon, as agreed upon with the Civil Surgeon. USCIS does not regulate the fees charged by Civil Surgeons, so the fees charged may vary. Prior to the administration of any test, you should ask about the cost.

What happens if I choose the TST test and it is positive? Can I choose another, alternative test instead of a chest x-ray?

No. A civil surgeon may only administer one of the initial TB tests. If that test is positive, a chest x-ray is required.

What happens if I choose an IGRA test and the result is indeterminate or borderline/equivocal? Do I need to repeat the IGRA test?

No. The civil surgeon should treat an indeterminate or borderline/equivocal result as a negative result.

Are there any exceptions to the initial TB testing requirement?

Yes, there are exceptions. Some applicants are not required to undergo the initial TB screening testing with a TST or IGRA. Individuals who may qualify for an exception to the TB testing requirement fall into three categories:

- Applicants providing written documentation (with a health-care provider's signature) of a TST reaction of 5 mm or greater of induration;
- Applicants who have a history of a severe reaction with blistering to a prior TST; or
- Applicants providing written documentation (with a health-care provider's signature) of a prior positive IGRA. If more than one IGRA has previously been performed, the most recent result should be used by the civil surgeon. The written documentation must include:

If you believe that one of these exceptions applies to you, and provide the required written documentation, the Civil Surgeon will complete Form I-693 accordingly and conduct a chest x-ray on you.

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When is a chest x-ray required?

You will be required to undergo a chest x-ray if one of the following occurs:

- You have TST reaction of 5mm or greater of induration;
- You have a positive IGRA result;
- You were not required to take a TST or IGRA test because you qualified for an exception;
- You have signs or symptoms of TB regardless of the initial testing result; or
- You are immunosuppressed regardless of the initial testing result.

If a chest x-ray is required, will USCIS accept Form I-693 without the full and formal chest x-ray report?

If a chest x-ray is required, the Civil Surgeon must submit a full and formal chest x-ray report. This report should be interpreted by a radiologist or physician trained in reading chest radiographs for TB and lung diseases. The full and formal x-ray report should be signed on official hospital or medical office letterhead. USCIS cannot accept an incomplete evaluation or Form I-693 without the formal x-ray evaluation.

Will USCIS accept Form I-693 if the civil surgeon performed a chest x-ray without the initial TB test (either TST or IGRA)?

USCIS will not accept Form I-693 if the Civil Surgeon performed a chest x-ray without the initial TB screening test (either TST or IGRA) and if the Civil Surgeon failed to provide a valid exception to the TST or IGRA initial screening requirement.

If I am pregnant and I have a positive initial screening result, do I still need a chest x-ray? Will USCIS accept Form I-693 without an x-ray?

USCIS will not accept a Form I-693 if it is not properly completed. If you are pregnant (or possibly pregnant) and your initial TB test reveals that you are infected with TB, you are still required to undergo a chest x-ray. You may choose to defer the chest x-ray until later in pregnancy or after delivery, but the Civil Surgeon cannot sign the medical examination form until the radiograph is performed and interpreted and you receive any necessary treatment.

What happens if the civil surgeon determines that I have an abnormal chest x-ray suggestive of TB?

If the chest x-ray suggests that you may have TB, the Civil Surgeon will tell you in detail what steps you have to take. If it is determined that you have active TB (Class A TB) the Civil Surgeon cannot complete your Form I-693 until you receive and complete treatment for TB. Treatment usually takes approximately 6 months.

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I have an abnormal chest x-ray and the local health department determines that I don't have Class A TB. Am I cleared for immigration purposes and can the civil surgeon immediately sign Form I-693 and give it to me in a sealed envelope?

Yes, if you do not have Class A TB and if there are no other medical reasons that would preclude him from doing so, the Civil Surgeon can clear you for immigration purposes and sign Form I-693.

What if my skin test is positive and my chest x-ray is normal?

If you are diagnosed with Class B, Latent TB infection, the Civil Surgeon may recommend you go to the health department for further assessment and preventative treatment. However, it is only recommended that you go and get assessed by the local health department. The Civil Surgeon can still immediately sign Form I-693 and give it to you in a sealed envelope provided that all other examinations are up-to-date, and you can be medically cleared for immigration purposes.

Where can I find more information about TB and how it affects the completion of Form I-693?

If you are interested in more information about TB and how it affects the completion of Form I-693, please visit: www.cdc.gov/immigrantrefugeehealth.

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I Want Information About Filing a Form In-Person, Filing using ELIS, or about E-Filing

OVERVIEW

In some instances, local offices may accept certain form types for in-person submission. You should first verify that the form you want to file may be filed in-person and then you may make an INFOPASS appointment. Electronic filing (E-filing) is also available for many – but not all – applications and petitions. Customers who want to E-file should visit the USCIS Web site to ensure whether the form they are interested in is available for E-filing.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

I Want To File a Form In-Person

If you want to file a form in-person, you will first need to verify whether the form you want to submit may be filed at a local office. You can locate this information by looking at the form's instructions and by viewing our Office Profiles on www.uscis.gov. The instructions will indicate where the form may be filed and whether the form may be filed in-person; the Office Profiles on our Web site will indicate what forms a particular office accepts in-person. If your form can be filed in person, you may make an INFOPASS appointment by visiting www.infopass.uscis.gov

I Want Information about the Electronic Immigration System (ELIS) Filing Processes

The Electronic Immigration System (ELIS) allows you to submit a form over the internet. If you complete a form in ELIS, USCIS will require you to pay the filing fee through an interactive link to Pay.gov. Once your form has been successfully submitted, you will receive a confirmation receipt number. An advantage of submitting a form using ELIS is the ability to view most of your USCIS communications by simply logging into your ELIS account. Initially, the only form available to be filed in ELIS is the I-539 for B, F, M, and J nonimmigrants.

- [I Have Questions about ELIS](#)
- [I am having a technical difficulty with the ELIS system](#)

I Want Information About E-Filing

The Electronic Filing (e-filing) system allows you to file certain forms over the internet. If you e-file, USCIS will require you to pay the filing fee online while submitting the form over the internet. Once your form has been successfully submitted, you will receive a confirmation receipt notice. Shortly after e-filing, you may be required to visit an Application Support Center (ASC) to submit fingerprints and photos. You can find more information about e-filing, such as what forms are currently eligible for e-filing, on our Web site: www.uscis.gov.

- [I Have More Questions About E-filing](#)

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ELIS Questions

OVERVIEW

ELIS will allow us to move immigration services from a paper-based model to a secure electronic environment. USCIS ELIS is a user-friendly system created to streamline the application process for immigration benefits. It will also provide more accurate and secure customer service and will allow USCIS to process cases with greater consistency and security. Customers who use ELIS to file an application may occasionally have questions related to processing procedures. Customer Service Representatives may assist customers with their questions.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

What is the USCIS Electronic Immigration System (ELIS)?

USCIS ELIS will allow us to move immigration services from a paper-based model to a secure electronic environment. USCIS ELIS is a user-friendly system created to streamline the application process for immigration benefits. It will also provide more accurate and secure customer service and will allow USCIS to process cases with greater consistency and security.

Note to Representative: If the caller wants more information about USCIS ELIS, refer them to <http://www.uscis.gov/uscis-elis>.

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Do I need a printer or scanner available when I am filing using USCIS ELIS?

A printer is not required for filing. The ability to scan your supporting documents into an electronic format will be required in order to be able to upload them into USCIS ELIS. You will not be required to have the scanner available at the time of filing as long as your documents are already in electronic format.

What do I do if I need more information for a specific form?

If you need more information about a particular form, please go to www.uscis.gov and select the “Forms” link.

What do I do if I need to exit USCIS ELIS mid-way through inputting information in my form?

If you need to exit USCIS ELIS in the middle of inputting information into your form, your form will be saved in a draft format. To ensure that the information you are inputting is captured, save your entries often and between pages. The working format of your application will be available for 30 days after you begin inputting your data via your USCIS ELIS account until you submit and electronically sign the form.

How much time do I have to start completing my form once I create an USCIS ELIS account?

You must begin completing your initial form within 30 days of creating your USCIS ELIS account, or USCIS ELIS will delete your account. If your account is deleted, you will be required to create a new USCIS ELIS account to start the process from the beginning.

How much time do I have to submit my form once I begin completing it?

You must submit your completed form within 30 days of starting it, or USCIS ELIS will delete your account and all draft data. If your account is deleted, you will be required to create a new USCIS ELIS account to start the process from the beginning.

What are the “Draft Case Expiration Warning” emails I am receiving?

On the 21st day after beginning completion of your form, if you have not submitted it, USCIS ELIS will send you a daily notification warning that you have 30 calendar days from the date you began completing the form to submit it. After 30 calendar days, USCIS ELIS will automatically delete the draft and you will no longer be able to view or access it. If this draft is your initial form in USCIS ELIS, then your account will also be deleted.

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How can I check the status of my form submitted in USCIS ELIS?

To check the status of a form submitted in USCIS ELIS, you may log into your USCIS ELIS account at anytime immediately upon submitting the form. When your form is accepted by USCIS ELIS, you will be provided with a receipt number.

You may also go to our Web site at www.uscis.gov and select the “Check My Case Status” link. You will need to enter your receipt number to check the status of your form.

Note to Representative: Do NOT advise the customer to re-file his/her form if the USCIS ELIS Receipt Number does not appear in Case Status Online. Check Case Status Online for the customer using the receipt number provided.

- If the receipt number works provide the information displayed in Case Status Online.
- If **Case Status Online** does not have automated information, provide the customer with the [following statement found in this link](#).

I thought I submitted my form, but it does not show up when I enter it into the “Check My Case Status” webpage. Was it even submitted?

If you received your Receipt Number, your form was submitted. It may take up to three (3) business days for Case Status Online to report the status of your form.

Note to Representative: If the customer has a receipt number on-hand but **Case Status Online** does not have automated information, provide the customer with the [following statement found in this link](#).

Do all the fields need to be completed?

Complete all applicable fields presented in USCIS ELIS. Some fields in USCIS ELIS are not marked as “Required” but the information may be needed to properly adjudicate the benefit request. If fields are left blank, a Request for Evidence (RFE) may need to be sent that could delay the decision.

Can I use USCIS ELIS to apply and then mail the supporting documents?

If you use USCIS ELIS to apply for a benefit, we recommend that you scan and upload the required supporting documents. If you mail supporting documents to USCIS for an application filed electronically in USCIS ELIS, it may delay the processing of your case.

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What forms of payment are allowed in USCIS ELIS through Pay.gov?

Pay.gov accepts payments from checking and savings accounts, debit cards processed through Visa or Master Card, as well as Visa, MasterCard, American Express and Discover credit cards.

Is Pay.gov secure?

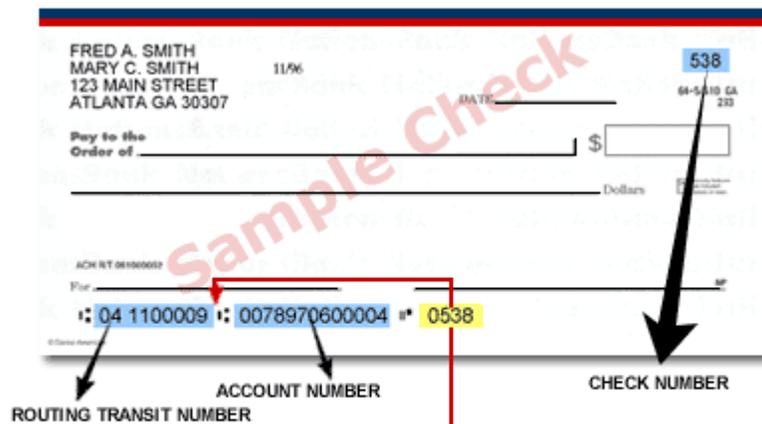
Yes. Pay.gov uses 128-bit SSL encryption to protect your transaction information while you're logged in to Pay.gov. In addition, any account numbers you set up in your Pay.gov profile are encrypted before being stored in their database.

Is Pay.gov PCI compliant?

Yes. Pay.gov has been added to Visa's Global List of Payment Card Industry Data Security Standard (PCI DSS) Validated Service Providers.

Where do I find the routing number for my financial institution?

The routing number is a nine-digit number that is typically located on the bottom of your checks. If you cannot find the routing number on the bottom of your check, or if you do not have a checkbook associated with your account, contact your financial institution.



Your checking account number should NOT include the 4-digit check number that sometimes appears on your check either before or after the checking account number.

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How long does it take the USCIS ELIS (through Pay.gov) to access funds at my financial institution?

Funds should be withdrawn from your account by Pay.gov within 24 to 48 hours of payment submission.

What is the payment processing schedule for Pay.gov?

The Pay.gov site is available 24 hours a day, 7 days a week (holidays included) for users to submit payments. Credit card payments will be processed the next business day as applicable.

How quickly is my ACH payment processed?

ACH payments submitted by 8:55 PM Eastern Standard Time will be reflected in your account the following business day.

How do I know my payment was successful?

At the end of submitting your payment, you will see a "Submission Confirmation Screen" which will display the "Receipt Number", the "Benefit Request Type" and "Benefit Snapshot". You may want to print this information for your records. The payment confirmation will be sent to the e-mail provided.

How will the transaction appear on my bank or credit card statement?

Pay.gov transactions will usually appear with the description "PAYMENT" and text indicating which government agency you made the payment to, such as an abbreviated form of the agency name. If you're not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

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How Do I Log Into My USCIS ELIS Account?

In order to log into a USCIS ELIS account you will need to access <https://elis.uscis.dhs.gov>.

- Choose the secure log in prompt
- Enter your USCIS ELIS User ID, which is the email address you provided when you set up the account.
- Enter your password for your USCIS ELIS account.

How Do I Upload Evidence?

In order to upload documentation required as evidence into the USCIS ELIS system, you must log into your USCIS ELIS account. Continue the draft case and select “Next” until you reach the “Manage Evidence” page. Select “Add Document” and upload your scanned document into the corresponding evidence category.

How Do I Review and E-sign?

When you are ready to finalize your application within the USCIS ELIS system, select the check box to indicate that you have read and agree to the terms of the E-Signature Attestation and USCIS Privacy Act Statement. You will need to enter your full name (first name, middle name, last name) and your USCIS ELIS password to submit the application with an E-Signature.

How Do I Reset the Password On My USCIS ELIS Account?

In order to reset your password for your USCIS ELIS account you will need to access <https://elis.uscis.dhs.gov> . On the USCIS ELIS system log in screen select the “Forgot or need to reset your password?” link.

How Do I Update an Expired Password On My USCIS ELIS Account?

In order to log into a USCIS ELIS account you will need to access <https://elis.uscis.dhs.gov> .

- Choose the secure log in prompt
- Enter your user id. (email address)
- Enter your expired password for your USCIS ELIS account.

The USCIS ELIS system will display the date the current password expired and prompt you to enter a new password.

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How Do I Update a Current Password On My USCIS ELIS Account?

In order to update a current password on an USCIS ELIS account you will need to access <https://elis.uscis.dhs.gov> .

- Choose the secure log in prompt
- Enter your USCIS ELIS User ID (email address)
- Enter your current password for your USCIS ELIS account.

Once you are logged into the USCIS ELIS system access “My Profile” and select the “Security Preferences” Tab. Using the "Change Password" link you will be prompted to enter your current password and a new password. You will need to enter the new password twice to verify the new password.

How Do I Change Password Reset Questions and Answers?

In order to update a current password reset questions on a USCIS ELIS account you will need to access <https://elis.uscis.dhs.gov> .

- Choose the secure log in prompt
- Enter your USCIS ELIS User ID (email address)
- Enter your current password for your USCIS ELIS account.

Once you are logged into the USCIS ELIS system access “My Profile” and select the “Security Preferences” Tab. Using the "Password Reset Questions & Answers” link you will have the ability to change or update your questions and answers for password resets.

How Do I Submit a G-28 as the Attorney of Record After My Client Has Submitted a Benefit Request Using USCIS ELIS?

- Create an online account in USCIS ELIS if you currently do not have a USCIS ELIS online account;
- Complete a Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative; and
- Write your USCIS ELIS online account number across the top of the Form G-28.

NOTE: USCIS cannot link your client’s case to your USCIS ELIS account and update the account to reflect that you are authorized to represent your client before USCIS and/or the Board of Immigration Appeals unless you write your USCIS ELIS representative online account number on the G-28.

- Form G-28 can be submitted in one of two ways:
 1. Your client scans and uploads the completed G-28 into USCIS ELIS to accompany his or her benefit request. Your client can upload the G-28 in USCIS ELIS by selecting **View/Submit Additional Documents for Consideration** from the **View My Cases** screen.
 2. You mail the completed G-28 to: **Vermont Service Center**
ATTN: USCIS ELIS
75 Lower Welden Street
St Albans, VT 05479

How do I use the online table of contents?

Each section in the Table of Contents consists of chapters and topics. To access a content area:

1. Select the **Contents** tab in the top navigation area.
2. Select a chapter by selecting its corresponding folder icon. Available topics are displayed below.
3. Select a topic from the list. The information appears in the right panel.

How do I use the online index?

The index lists keywords alphabetically. To use the index:

1. Select the **Index** tab in the top navigation area.
2. Enter a keyword in the field or scroll through the keyword list.
3. Select the desired topic from the keyword list. The information appears in the right panel.

How do I use the online search function?

The search function allows you to enter terms to search for a topic or process. To use the search function:

1. Select the **Search** tab in the top navigation area.
2. In the **Search** field, enter the word or words to search, and then select Go.
3. Select a topic from the choices in the left panel. The information appears in the right panel.
4. Return to the search results to select another topic, if desired.

How do I use the online glossary?

The glossary provides definitions for acronyms and terms for USCIS and system terminology. To use the glossary:

1. Select the **Glossary** tab in the top navigation area.
2. Select the word or term from the alphabetized list. The definition appears in the lower left panel below the list of terms.

What is USCIS ELIS online help?

The USCIS ELIS online help system assists you in completing your benefit request by providing additional information about each question on the screen. You can access help screens from the help icon on individual pages within USCIS ELIS. The help content displayed will be specific to the screen you are currently accessing. You can also select the USCIS ELIS Help link in the top navigation area. This link opens the full online help system and you can search for any content using the table of contents or search functions.

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E-Filing Technical Problems

OVERVIEW

Customers who E-file a form may occasionally encounter technical problems or have questions related to processing procedures on E-filed applications or petitions.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

- [How do I get Adobe Acrobat Reader?](#)
- [What forms of payment are allowed in the USCIS e-filing application?](#)
- [Why is the e-filing system not giving me the option to pay the filing fee?](#)
- [What if I am receiving a “System Busy “ error message?](#)
- [What if my bank account was charged with duplicate amounts for an e-filed application?](#)
- [Do I need a printer to be attached to my computer when I e-file?](#)
- [What do I do if I need more information for a specific form?](#)
- [What do I do if I need to leave my application midway through my session?](#)
- [Where do I find the routing number for my financial institution?](#)
- [How long does it take the e-filing system to access funds at my financial institution?](#)
- [How can I check the status of my e-filed application?](#)
- [Why doesn't the system accept my e-mail address?](#)
- [My User ID and/or Password is not working. Can you re-set my e-filing user account?](#)
- [I received an error message that said my city/state/zip code does not match. What can I do?](#)
- [What is the difference between an error message and a warning message?](#)
- [I thought I submitted my application, but it does not show up on my “My Forms” page. Was it even submitted?](#)
- [I thought I submitted my application, but it does not show up when I enter it into the “Check My Case Status” webpage. Was it even submitted?](#)
- [I am having difficulty reading the e-filing form. What can I do?](#)
- [Frequently Asked Questions – You may find the answer here instead of needing to take an E-Filing Technical Referral](#)

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How do I get Adobe Acrobat Reader?

You can download Adobe Acrobat Reader from Adobe's Web site at www.adobe.com/products. Follow the instructions provided for downloading and installing the program onto your computer.

What forms of payment are allowed in the USCIS E-Filing application?

USCIS accepts payments from standard checking and savings accounts, as well as VISA, MasterCard, American Express and Discover credit cards.

What if my bank account was charged with duplicate amounts for an application E-Filed?

For E-Filing inquiries, please send your question to the following email address: e-filing.support@uscis.dhs.gov.

Do NOT stop payment for any reason.

Do NOT re-file for any reason, if you have already been charged.

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Why is the E-Filing system not giving me the option to pay the filing fee?

There are some instances where a filing fee is not required. When this is the case the e-Filing system will skip the payment option and will go directly to the review and certify screen. At this point you will verify your information and certify the information you provided is correct. After you have certified the information for **no cost** applications, the next screen you will see is the Confirmation notice, which you will need to print and take to the ASC when you go to have your fingerprints and biometrics taken.

If your application does require a fee, after you have certified the information, the next screen you will see is the Payment screen. After submitting payment information, you will receive your Confirmation notice, which you will need to print and take to the ASC when you go to have your fingerprints and biometrics taken.

What if I am receiving a “System Busy “ error message?

System busy errors at the time of submission are known and we are currently working to fix the problem. Please do not attempt to file online again if you already submitted your payment information or received an E-Filed Receipt Number. You will risk the chance of getting charged more than one time. USCIS is NOT able to refund payment caused by customer error.

Does this application require a printer to be attached to my computer?

A printer is not required, but it is recommended since you will not be able to save a submitted application within the e-Filing system. You will be required to have a Confirmation Receipt notice in your possession to complete the follow-up processing, and to send as a coversheet with any necessary supporting documentation.

What do I do if I need more information for a specific form?

If you need more information about a particular form, please go to www.uscis.gov and select the “Forms” link.

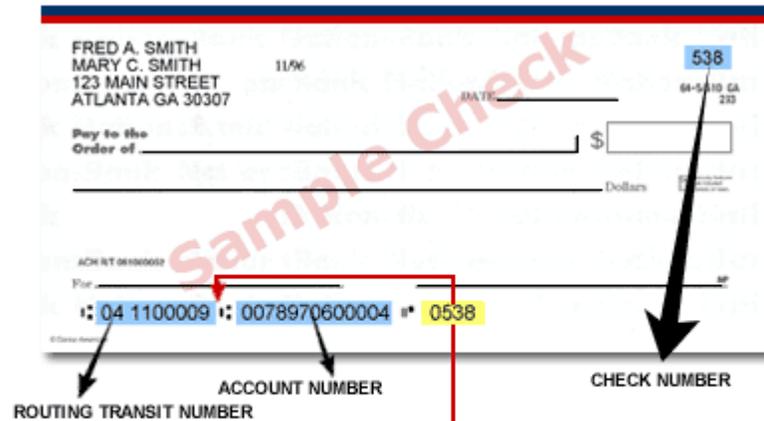
What do I do if I need to leave my application mid-way through my session?

If you leave your application in the middle of a session, your data will be saved up to the last page of data that was completed on the form. You may access your application later, by logging into your “My Forms” account and selecting the application listed as “Pending”. Keep in mind that your session could end for a variety of reasons not under your control, such as problems with the telephone line, a virus, power and server outages at either your site or at USCIS, etc.

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Where do I find the routing number for my financial institution?

The routing number is a nine-digit number that is typically located on the bottom of your checks. If you cannot find the routing number on the bottom of your check, or if you do not have a checkbook associated with your account, contact your financial institution.



Your checking account number should NOT include the 4-digit check number that sometimes appears on your check either before or after the checking account number.

How long does it take the E-Filing system to access funds at my financial institution?

Funds should be withdrawn from your account by USCIS within 24 to 48 hours of application submission.

How can I check the status of my E-Filed application?

To check the status of an e-filed application, you will need to go to www.uscis.gov and select the “Check My Case Status” link. You will need to enter your receipt number to check the status of your e-filed application. When USCIS receives the e-filed application, you will be provided with a receipt number. You should wait at least 3 business days after submitting the application before checking your case status online as it may take some time before showing up in the system.

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Why doesn't the system accept my e-mail address?

Currently, the e-filing system only accepts e-mail addresses with one dot or period (".") after the "@" symbol. If your e-mail address does not work, you may want to consider creating a new e-mail account that complies with our system's requirements.

My User ID and/or Password is not working. Can you reset my E-Filing User account?

For security reasons, USCIS cannot reset your E-Filing User Account. If you are locked out, you may wait 30 minutes and try logging back in again. If you do not remember your login information, you may choose to create a new E-Filing User Account.

I received an error message that said my city/state/zip code does not match. What do I do?

You can check on the United States Postal Service website, which has a listing of zip codes for cities and states. At www.usps.com, you can search for a zip code and determine whether you are using the accepted spelling and spacing of your specific city.

What is the difference between an "Error" message and a "Warning" message?

A user may receive two different types of messages. An "Error" message (in red) indicates a user must complete the required field before continuing. A "Warning" message (in blue) reminds a user that they may want to complete this field, but it is not required. A user can continue and leave fields with "Warning" messages blank; but cannot leave fields blank if they have a red "Error" message.

I thought I submitted my application, but it does not show up on my "My Forms" page. Was it even submitted?

If an E-Filed Receipt Number appeared on your screen, your form was submitted. You cannot retrieve E-Filed applications that have already been successfully filed and received by the USCIS.

I thought I submitted my application, but it does not show up when I enter it into the "Check My Case Status" webpage. Was it even submitted?

If you received your E-Filed Receipt Number, your form was submitted. It may take up to three (3) business days for Case Status Online to report the status of your form.

I am having difficulty reading the E-filing form. What can I do?

If you are having trouble reading the e-filing form, you can read the form in PDF format on our website at www.uscis.gov. Select the "Form" link and navigate or scroll down to the appropriate form and download it.

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General Information about Filing

OVERVIEW

The following section contains information about completing or filing forms.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

- [I would like information about filling out or completing a form.](#)
- [I would like information about legal representation.](#)
- [I would like information about what evidence I have to submit.](#)
- [I would like to know the specifications for photos](#)
- [I would like information about paying the filing fee](#)
- [I would like information about how applications are processed.](#)
- [I would like information about premium processing.](#)
- [I would like information about electronic filing](#)
- [I need immigration information relating to an active duty military member or family member.](#)

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General Information about Filing

Filling Out or Completing a Form

When you are completing your form, the most important items to remember are:

- The form should be completed entirely and signed by you; if you paid for help completing the form, the person you paid should sign the preparer's part of the form.
- If the instructions indicate that you need to submit evidence, make sure that it is included with the form.
- If there is a filing fee, make sure that you have included the correct amount.
- If you are completing the form using a pen, following the instructions provided on the form; generally, you should use black or blue ink.

Frequently Asked Questions about Completing Forms:

- [Can I type the application?](#)
- [What is the difference between "legal name," "family name," and "given name"?](#)
- [Which address should I put on the form?](#)
- [What is a nonimmigrant visa number?](#)
- [Who should sign the application?](#)
- [What if the applicant is under 18?](#)
- [What if the applicant is not mentally competent?](#)
- [If I had someone help me with the application, do they need to fill out the preparer information and sign it?](#)
- [What if I need more room to answer a question?](#)
- [What if I make a mistake when answering a question?](#)
- [What will happen if I misrepresent something in my application?](#)
- [Can USCIS forms be downloaded from the Internet to a computer?](#)
- [Can forms be accessed via the Internet and completed online?](#)
- [Can forms be electronically filed \(e-filed\)?](#)

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Can I type the application?

You may type the application if you wish; please be sure to use black ink.

What is the difference between “legal name,” “family name,” and “given name”?

Your legal name is: the name on your birth certificate or recorded name change by court order.

Your family name is: your last name.

Your given name is: your first name.

Which address should I put on the form?

You will need to provide the address where you currently reside on the form. If you are a petitioner, you should also include the address of the beneficiary of the petition, particularly if the address is different from yours.

Sometimes, individuals have a mailing address which is different from their home address. You should provide USCIS with the mailing address, since this is where USCIS will send any correspondence regarding your case.

Please remember that if you move, you need to notify USCIS of your change of address so that you continue receiving correspondence or notices related to your case.

What is a nonimmigrant visa number?

The nonimmigrant visa number is the number in red located on the visa in your passport. If you do not have one, place N/A on the application form.

Who should sign the application?

If you are filing for yourself: you should sign the form.

If you are filing a petition on behalf of another person: you should sign the form as the “petitioner”

If a corporation or business is completing the petition: the authorized official within the business should sign the form.

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What if the applicant is under 18?

If the applicant is under the age of 18, a parent or legal guardian should sign the application and should write either 'parent' or 'legal guardian' beside his or her signature. The signature should be your full name with no abbreviation or initials and must be legible. If you are unable to sign your name in English, write your name in your native language. If you are unable to sign your name in any language you can mark an X as your signature.

What if the applicant is not mentally competent?

A legal guardian may sign the form if the applicant is not mentally competent, but should include:

- Evidence that the applicant has been judged to be mentally incompetent by the appropriate authority, and
- Evidence that the person signing is the applicant's legal guardian.

If I had someone help me with the application, do they need to fill out the preparer information and sign it?

If someone assisted you, other than your spouse, parent, son or daughter, then the preparer information must be completed. If you did pay for help, then the preparer information will need to be completed. Additionally, if you are being legally represented, the attorney or accredited representative should complete the preparer information section.

What if I need more room to answer a question?

If you don't have enough space to fully answer a question, write "see attached" in the answer block and attach an additional clean, white sheet of paper to the form. You can finish answering the question on that sheet of paper. If you do this, please be sure to include:

- Your name as shown on your application;
- Date of birth;
- USCIS number (A#) if you have one;
- The form number of the application; and
- Your complete answer and the question # it relates to on the form.

What if I make a mistake when answering a question?

If you need to correct an answer on the form, you may scratch out the incorrect information and initial the correction. Remember that you cannot change or alter legal documents or evidence, such as a birth certificate.

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What will happen if I misrepresent something in my application?

You should be honest in your application. If you misrepresent something or commit fraud, USCIS may deny the application, and every person involved may lose current and future immigration benefits, may face severe penalties, and may face criminal and/or civil prosecution leading to fines and/or imprisonment.

Can USCIS applications/petitions be downloaded from the Internet to a computer?

Yes. Forms are available for download via the USCIS Web site at www.uscis.gov.

Can applications/petitions be accessed via the Internet and completed online?

Yes. *Some* forms are fillable, meaning that they can be accessed and completed online using your computer. After completing a fillable form, you print it out and file it in person or by mail. You can download these forms from the USCIS Web site. Completing a fillable form is not the same as e-filing a form.

Note: [Information on fillable forms](#)

Can applications/petitions be electronically filed (e-filed)?

You can e-file some forms with USCIS. Please visit the USCIS Web site for the most up-to-date information regarding which forms are currently available for e-filing.

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General Information about Filing

Information About Legal Representation

You can prepare and file your application or petition yourself, you can seek assistance from a preparer, an attorney, or accredited representative. If an attorney or accredited representative is helping you with your case, that person must sign your application or petition as the preparer and complete and submit Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative. USCIS will send information regarding your case to an attorney or accredited representative who has filed a properly completed Form G-28.

If you seek assistance from someone who is not an attorney or accredited representative, please remember that such a person cannot give you “legal advice” or present him/herself as qualified in legal or immigration matters. Such a person cannot charge more than a nominal fee and is required to sign your form as a preparer. A preparer who is not an attorney or accredited representative may not file Form G-28 and USCIS will not share information about your case with a general preparer.

Frequently Asked Questions about Legal Representation:

- [Who can provide legal advice and represent me in my USCIS case?](#)
- [How can I verify if an attorney or accredited representative is eligible to legally represent me in my immigration matters with USCIS?](#)
- [How can I find free or low –cost legal advice?](#)
- [Can a friend or relative accompany me to my USCIS interview?](#)
- [Can I appeal a USCIS decision?](#)
- [How can I protect myself from immigration services scams?](#)
- [How can I report if I am a victim of an immigration services scam?](#)
- [How do I notify USCIS that I am no longer represented by my current lawyer that USCIS has on the record?](#)

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WHO CAN PROVIDE LEGAL ADVICE AND REPRESENT ME IN MY USCIS CASE?

You may prepare and file your application or petition with USCIS yourself, or, you may choose to have help from someone else. If you need advice to decide what immigration application or petition to file with USCIS, contact an attorney or an accredited representative of a recognized organization for help. Attorneys and accredited representatives must sign the application or petition as the preparer and complete Form G-28 and file it with your application or petition with USCIS. USCIS will communicate on your case with the attorney or accredited representative who has filed a properly completed Form G-28.

If you only need help filling in the blanks on the application or petition or translating documents that you need to file with the application, you may have help from anyone. However, someone who helps you with translations or filling in blanks on your USCIS forms may not give you legal advice, they may not charge more than a nominal fee, and they may not hold themselves out as qualified in legal matter or in immigration and naturalization procedure. The individual must sign your application or petition as the preparer but may not file a Form G-28. USCIS will not communicate with this individual regarding your application or petition.

Only attorneys or accredited representatives can:

- Give you legal advice about which forms to submit
- Explain immigration options you may have
- Communicate with USCIS about your case

In order to represent you before USCIS, an attorney must be a member in good standing of the bar of the highest court of any state, possession, territory, commonwealth, or the District of Columbia, and may not be under any order of any court suspending, enjoining, restraining, disbaring, or otherwise restricting him or her in the practice of law.

If you are being represented by an attorney outside the United States, he or she must be licensed to practice law and is in good standing in a court of general jurisdiction of the country in which he or she resides and who is engaged in such practice. An attorney licensed in a country other than the United States may only represent you in an immigration matter outside the geographical confines of the United States and only with the permission of the DHS official where your matter is filed.

A non-attorney is only eligible to represent you if he or she has been accredited by the BIA and works for an organization that has been recognized by the BIA.

In addition, a law student participating in a legal aid program, law school clinic or nonprofit organization may represent you before USCIS if he or she is being supervised by a licensed attorney or BIA-accredited representative. The supervising attorney or accredited representative of the legal aid program, law school clinic or nonprofit organization must complete Form G-28 as your

“Notarios,” notary publics, immigration consultants and businesses cannot give you immigration legal advice. In many other countries, the word “notario” means that the individual is an attorney, but that is not true in the United States. If you need help with immigration issues, be very careful before paying money to anyone who is neither an attorney nor a BIA-accredited representative of a recognized organization.

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How can I verify if an attorney or accredited representative is eligible to legally represent me in my immigration matters with USCIS?

- An attorney in the United States: The best way to make sure that the attorney is eligible to represent you is to ask the attorney to show you his or her current attorney license document. Write down the information and contact the state attorney licensing agency to verify the accuracy of the information. You should also check the List of Disciplined Practitioners on the Executive Office for Immigration Review (EOIR) Web site www.justice.gov/eoir to make sure that the attorney has not been suspended or expelled from practice before USCIS/DHS and EOIR.
- An accredited representative: The best way to make sure that the non-attorney has been approved by the Board of Immigration Appeals (BIA) to represent you in immigration matters is to ask to see the BIA order. You may also check the Roster of Recognized Organizations and Accredited Representative at the EOIR Web page at www.justice.gov/eoir/ra.html.

How can I find free or low-cost legal advice?

To find a free or low-cost attorney, you can review the Executive Office for Immigration Review's (EOIR) list of free legal service providers in your state on their Web page at www.justice.gov/eoir/probono/states.htm. The American Bar Association Web page at www.findlegalhelp.org also provides information on how to find legal services in your state.

BIA recognized organizations can also provide legal advice on immigration matters and cannot charge more than a nominal fee. The list of BIA recognized organizations is available on the EOIR Web page at www.justice.gov/eoir/ra.html.

Can a friend or relative accompany me to my USCIS interview?

You may bring a relative, neighbor, clergyman, business associate or personal friend to your interview or other appearances in person in a USCIS office. This person is a "reputable individual" in the regulations. Reputable individuals may not file Form G-28. Instead, they must submit a statement to the USCIS/DHS official which states:

- You personally requested they attend your interview
- You have not paid them a fee to help you
- The person's relation to you (relative, neighbor, clergyman, business associate or personal friend)

Please note that the DHS official may decide not permit a reputable individual to appear at your interview.

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Can I appeal a USCIS decision?

You may appeal some but not all, decisions of USCIS officers. The written decision you receive will include information on whether the decision may be appealed and where and how to file the appeal. You may file an appeal yourself or you may choose to have an attorney or accredited representative file it for you and they must file a Form G0-8 with the I-290B. Individuals who prepare applications or petitions as described above may not file an appeal for you.

A non-US citizen at a port of entry (airport, land border, seaport) asking to enter the United States is not entitled to have an attorney or an accredited representative speak or act on their behalf unless the application is denied and they are placed in exclusion proceedings or other administrative proceedings.

How can I protect myself from immigration services scams?

- DO get immigration information from official government websites. Web addresses for federal government agencies include “.gov,” not “.com.”
- DO get a receipt when you pay someone to help you complete your immigration forms.
- DO verify that the person giving you legal advice and representing you before USCIS is an attorney or BIA accredited representative.
- DO keep all letters from USCIS in a safe place. Always keep a copy of your USCIS receipt notice. This receipt is proof that your application or petition has been received by USCIS.
- DO check USCIS form instructions for filing fees and other requirements.
- DO check the status of your case for free at www.uscis.gov or by calling 1-800-375-5283.
- DO report unlawful activity or immigration scams to the FTC, your state attorney general's office or your state bar association.
- DO NOT pay for blank USCIS forms. All USCIS forms are free and available at www.uscis.gov or at your local USCIS office.
- DO NOT sign blank forms. Be sure all forms are complete before you sign them. Always get copies of all forms or documents that were prepared or submitted for you and keep them in a safe place.

For more information on how to avoid becoming a victim of immigration fraud and information on reporting unlawful practices visit www.uscis.gov.

How can I report if I am a victim of an immigration services scam?

You can report an immigration services scam to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/> or 1-877-382-4357. You can also report it to your state attorney general's office or, in some cases, your state bar. Information on how to report immigration services scams in every state is available online at www.uscis.gov/avoidscams under the “Report Immigration Scams” tab.

How do I notify USCIS that I am no longer represented by my current lawyer that USCIS has on the record?

You may write a letter to the USCIS office that has jurisdiction over your case stating that you are no longer represented by your current lawyer that USCIS has on the record.

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General Information about Filing

Information about Submitting Evidence

When you file an application or petition, you have to prove that you are eligible for the immigration benefit. The instructions on each form indicate what initial evidence you will need to submit along with your application. In some cases, USCIS may ask for additional information.

Frequently Asked Questions About Evidence:

- [Can I submit copies of important documents instead of the originals?](#)
- [If I submitted original documents, how do I request that they be returned?](#)
- [Do I have to submit translations?](#)
- [What if a document required as initial evidence does not exist?](#)
- [How do I prove that a document doesn't exist?](#)
- [After I have this statement, what kind of evidence do I submit to try to prove my claim?](#)
- [What if no documents exist that can prove my claim?](#)
- [What will happen if I missed including something with my application?](#)
- [How long will I have to respond to a request for missing initial evidence?](#)
- [Can the time to submit missing initial evidence be extended?](#)
- [Will USCIS ever ask for evidence beyond the required initial evidence?](#)
- [How does a request for initial evidence affect the processing timetable in terms of interim benefits?](#)

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Can I submit copies of important documents instead of the originals?

You can submit copies of any required document as long as each copy is clearly legible. If you do submit an original document, USCIS may retain that document for the record. In some cases, USCIS may request to see the original document of a submitted copy for purposes of comparison.

A Certificate of Naturalization or Citizenship contains a warning indicating it cannot be copied. However, for the purposes of obtaining an immigration benefit, it is acceptable to make a copy of a Certificate of Naturalization or Citizenship.

If I submitted original documents, how do I request that they be returned?

If you submit original documents and they are not required, the documents will become part of the record. If you later decide that you want your original returned, you will need to file Form G-884 with the office where you submitted the document. Form G-884 does not have a filing fee and can be ordered or downloaded from our Web site.

Do I have to submit translations?

Any document that you submit in a foreign language must have a full English translation. The translator of each document must certify that s/he is competent to translate the language and that the translation is accurate.

What if a document required as initial evidence does not exist?

- If the document that has been requested of you does not exist, then you will need to submit proof that it does not exist, including an explanation as to why it does not exist. Additionally, you will need to submit substitute evidence to bolster your application or petition.

How do I prove that a document doesn't exist?

The Department of State publishes the Foreign Affairs Manual that lists certain documentation that is unavailable for an area or country. If a certain type of documentation is listed, you can submit substitute evidence without having to first prove that the primary evidence does not exist. In all other instances include a letter from the appropriate local authority that would normally be responsible for maintaining the record in question, stating that: The record does not exist and explaining why the record does not exist.

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After I have this statement, what kind of evidence do I submit to try to prove my claim?

What you will need to submit as proof depends on what documents you are trying to substitute. Generally, the most credible secondary evidence is an original document dated close to when the event occurred and that the document is from an official source.

For example, to prove when and where you were born when there is no birth certificate, you could submit a baptismal certificate with the church's seal if it shows the date and place of birth. Next might be early school records, or other official government records or census records.

What if no documents exist that can prove my claim?

If none of these documents exist, then include with your application:

- A statement from the appropriate local authorities explaining why the normal primary document, such as a birth certificate, doesn't exist, and
- Statements from appropriate authorities to show why all the normal secondary evidence, such as baptismal records, school records and census records do not exist, and
- At least 2 sworn affidavits. Each must be by someone who was alive at the time of the event and has direct, personal knowledge of the event to which he or she is attesting. When possible, affidavits should NOT be from the beneficiary or petitioner or someone who could derive an immigration benefit from either.

What will happen if I missed including something with my application?

It is important that you make sure your application is complete before you file. If it is incomplete, it will cause a delay in your receiving any immigration benefit based on the application. If you submitted an incorrect fee or an unsigned application, your submission will be rejected. If your case is missing initial evidence, your application will be accepted but placed on hold. USCIS will send you a notice requesting you to submit the missing material. Your application will not be processed – and you cannot receive any interim benefits – until you submit the missing material.

How long will I have to respond to a request for missing initial evidence?

You must respond by the deadline on the notice. If USCIS does not receive the requested evidence before the deadline on the notice, your application may be denied.

Can the time to submit missing initial evidence be extended?

USCIS regulations do not allow for an extension of time to submit missing evidence after a request for evidence has been made.

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Will USCIS ever ask for evidence beyond the required initial evidence?

Initial evidence is all the material that the instructions indicate that you should submit when you file your application. In many cases, this material will be sufficient to complete processing without having to ask you for more evidence.

- Sometimes initial evidence is not enough to prove eligibility. In such a case, USCIS may ask that you submit specific additional evidence, which may include documentation and/or explanations.
- If USCIS asks for additional evidence, you must respond by the deadline on the notice. This time cannot be extended.

How does a request for initial evidence affect the processing timetable in terms of interim benefits?

A request for initial evidence can affect both processing and eligibility for interim benefits.

- Processing: Your case will be suspended, or placed on “hold,” as of the date of the request. The case will resume processing once the requested evidence is received. If you filed a petition properly, the priority date will not be affected by a request for missing initial evidence or request for other evidence.
- Interim Benefits: Interim benefits will not be granted based while processing your application is suspended. If you were previously granted employment authorization based on the same status, it may continue un-interrupted.

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Specifications for Photos

The photos you submit along with your application should be:

- Identical;
- Passport Style; and
- Have your name and A# written in pencil on the back.

If you file your application by mail, be sure to put your photos in a small, sealable plastic bag and staple the bag to the front of your application under the check or money order. Don't staple through the photos and make sure that the photos are positioned so that they are not bent.

If you would like more information about acceptable passport style photos, please visit <http://www.uscis.gov/files/form/m-603.pdf>

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Information About Paying the Filing Fee

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When do I pay the filing fee?

You must include full payment of the filing fee, in the exact amount required, when you submit your completed application or petition.

What are acceptable methods of payment?

If you are mailing your application or petition, you should pay by check or money order. Make sure that the applicant's name and any USCIS account number are written on the check or money order. The check or money order must be made out in the exact amount required. Do not mail cash.

To whom do I make out the check or money order?

Checks or money orders will be accepted if made payable to one of the following:

- **Department of Homeland Security**
- If you live on Guam, make it payable to the Treasurer, Guam
- If you live on the U.S. Virgin Islands, make it payable to the Commissioner of Finance of the Virgin Islands

Please use complete spelling; no initials or acronyms (other than U.S. for United States).

Do I have to pay in United States dollars?

Yes. Payment in any currency other than United States dollars will cause your application to be rejected.

Can my check or money order be from outside the United States?

If you are outside the United States, you may submit a "bank international money order" or a foreign draft or check from a financial institution which is based in the United States. If you are inside the United States, the check or money order must also be from a financial institution in the United States.

Can I submit a third party check, or sign over a money order?

No. If you submit a third-party check or sign over a money order, your application will be rejected.

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I am ready to file my application and send it by mail; can I pay with a credit card?

USCIS does not accept payment by credit card if an application is filed by mail. However, you may pay with your credit card if you are filing an application or petition electronically.

What if I forget to include the filing fee, or include the wrong amount?

USCIS will reject your application.

Is the filing fee refundable?

When you pay a filing fee on an application, you are seeking a decision from USCIS regarding your eligibility for a benefit. In general, USCIS does not refund a fee regardless of the decision on the application. There are only a couple of exceptions to this rule, such as when USCIS made an error that resulted in the application being filed inappropriately, or when an incorrect fee was collected. If you believe that you are entitled to a refund, you should submit a request in writing with supporting documentation, including receipt number, to the USCIS office where the application was filed.

Can I do a "stop payment" after I submit the fee?

While you may legally do so, cancelling or withdrawing an application still requires full payment of the filing fee. If you stop payment on a check, the result will be an invoice and additional charges. This fee is due regardless of whether the application was cancelled, rejected, or withdrawn and whether any services were received or not.

Will I receive a receipt?

You should always receive a receipt when you pay the fee. If you file the application and filing fee by mail, a receipt will be mailed to you. If you file the application in person, you should be given a receipt, unless the case has to be forwarded to a Service Center (in which case you would receive a mailed receipt).

What is the filing fee for?

The fee is payment for processing of the application or petition, not a fee for receiving the benefit. The filing fee reflects the direct and indirect cost of processing the application plus related charges. Filing fees are non-refundable.

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I want to know if I am eligible for a benefit before I submit the application and pay the fee. Can you tell me if I qualify?

Eligibility can only be determined AFTER the application and all supporting documentation is filed and adjudicated. I cannot tell you if you qualify for any immigration benefit. The filing fee covers the cost of processing your case. If the application or petition is denied, the fee will not be returned.

Why do some applications not have a filing fee?

In evaluating the circumstances in which applications and petitions are filed, USCIS has determined that, for some types of applications or petitions, a very large percentage of the applicants would be unable to pay the fee. For those types of applications or petitions, USCIS has determined that no fee will be charged.

Can I get the filing fee waived? If so, how?

USCIS has discretion to waive filing fees in circumstances where an applicant establishes an inability to pay the fee. If you want your fee to be waived, you will need to demonstrate that you cannot pay the fee. To apply for a fee waiver you need to submit [Form I-912](#). To determine if you fall within 150% of the poverty line, you may wish to review [Form I-912P](#).

When can the Burlington Finance Center assist customers/applicants?

The Burlington Finance Center (BFC) provides support to the Department of Homeland Security through managing activities associated with billing and fee collection. The BFC cannot directly assist customers who wish a fee refund or who want information about the status of an application. The BFC can assist you ONLY in the following situations:

- If you received an invoice or Notice of Action informing you that your cases has stopped processing because payment was returned by the Bank;
- If your application status is currently in “payment delinquency”.

If you fall into either of the above two scenarios, please call our toll-free number at 1-800-375-5283 for further assistance.

If you have been contacted by the Department of Treasury because of a debt you owe, you should contact them directly at 888-826-3127.

How does the new business process affect me if my application is formally rejected because payment was dishonored by the bank?

- When payment is not received, within 14 days of the invoice, the application/petition is rejected.
- Once rejected, collection for the returned items is discontinued.
- A new application and fee must be submitted.

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My application was rejected before the new business process was in place, do I still need to pay the filing fee and associated service charges?

If there was a balance due when the new business process was implemented, USCIS discontinued collection of monies for returned item for applications/petitions that were formally classified as rejected.

What is going to happen to my application if I sent my payment after the 14 day limit?

If payment is received after the 14 day limit, and the application/petition has been rejected, the payment instrument will be returned to the remitter

Am I allowed to pursue my application/petition process after it is rejected?

Yes, you must file a new application/petition and the associated fee must be submitted.

Am I liable to pay the fees if my application is already processed?

Yes, if the application/ petition is approved/denied/ revoked a liability for payment will still exist and collections of monies for the returned item will continue.

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PROCESSING THE APPLICATION/PETITION

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How long will it take USCIS to process my application after I file it?

The time it takes to process your case depends on the type of application you filed, whether you filed the application with all the required evidence, and how many other people are applying for the same benefit. Because of the variable nature of processing times, any estimate that USCIS gives to its customers is only an estimate, not a guarantee. You can check processing times for your case type on our Web site.

What does “processing time” mean?

“Processing time” refers to the length of time between your filing date and when USCIS issues you a decision on your case. USCIS usually processes cases in the order they are received. For each type of application or petition there are specific workload-processing goals. Sometimes the volume of cases we receive is so large, which can affect processing times. You can find more information about this and look up processing times for your case on our Web site, www.uscis.gov.

Will USCIS give me a projection of how long processing will take when I file?

If the form you filed directed you to submit it to a USCIS Service Center, you will receive a receipt that will also include an estimated processing time for your case. For forms submitted elsewhere, you should visit www.uscis.gov and to find current processing times.

How does a request for evidence affect the processing time of a case?

A request for evidence stops the processing of your case until you provide the requested evidence to the office making the request, or until the time frame provided for you to submit the evidence passes. If you receive a request for evidence, read it carefully and respond with all the requested information and documentation within the time frame shown.

Can I see the current projected processing times before I file?

Yes. You can check current processing times on our Web site.

If I will be fingerprinted and/or interviewed after I file my application, when and where will this happen?

If you are between the ages of 14 and 79, you may be required to be fingerprinted within the processing of your application or petition. Please keep in mind that even if you have been fingerprinted before, you will still need to be re-fingerprinted each time you apply for a new benefit that may require fingerprinting within its processing.

If USCIS needs to interview you as part of processing your application or petition, you will be notified as to where and when to appear. Failure to appear for a required or scheduled appointment may result in denial of your application.

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Can I request that my case be transferred to an office closer to my residence?

You must make a transfer request with the new office where you want the case moved. That office has the discretion to grant your request and ask for the case or to deny your request and let the case be processed at the office where it is currently located.

If the office grants your transfer request, you will be informed about what you need to do and what to expect, including how long the process may take. If the office does not grant your transfer request, you will need to follow any other instructions you receive from the office where the case is currently located.

Do I need a translator to accompany me to my appointment or interview?

With the exception of sign language, USCIS does not provide translators. Therefore, if you feel that you need a translator, we recommend that you take a translator with you to your interview or appointment. If you are hearing impaired, USCIS can provide sign language translators. Please make this request to the local office or ASC as soon as possible prior to your scheduled appointment and/or interview. Please provide a letter along with your application indicating you are hearing impaired so USCIS can make every effort to have a sign language translator available when you arrive.

Can my child or other relative be my translator?

Unless it is an emergency situation, children and other immediate relatives should not be used as translators. Every attempt should be made to use a translator who is a disinterested third party. Local offices have the discretion to accept or reject any person as a translator.

What are “biometrics”?

Biometrics refers to information USCIS collects from you such as a photo, signature, and fingerprints.

I am homebound and I am filing the form I-90. Can I have my fingerprints and biometrics taken at home?

If you are unable to appear for your appointment at an Application Support Center (ASC) due to the fact you are homebound, you may send a request for “special handling” to the National Benefits Center after filing Form I-90 and receiving a receipt number. The ASC appointment notice you receive will also include instructions on how to request special handling. All requests for special handling should include a copy of the appointment notice and medical documentation verifying the need for an in-home appointment.

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Can I request that my case be expedited when I file it?

Note: USCIS does not accept expedite requests for “Consideration of Deferred Action for Childhood Arrivals” cases.

In limited circumstances you may submit an expedite request. Expedite requests are granted on a case-by-case basis and approval is not guaranteed. In order for your request to be considered, you must show that your situation falls into one of the following categories:

- Severe financial loss to company or individual.
- Extreme emergent situation.
- Humanitarian situation.
- Nonprofit status of requesting organization in furtherance of the cultural and social interests of the United States.
- Department of Defense or National Interest Situation
- USCIS error.
- Significant and compelling reason such as a medical condition.

If you have not filed your application yet, and you want to request it be expedited, you will need to file the case by using express mail courier service and include your expedite request and any supporting documents with the application package.

Note: [You have already filed the application.](#)

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Premium Processing

Premium Processing allows customer to pay an additional fee in exchange for faster case processing. Under the Premium Processing Program, USCIS guarantees 15-day processing of certain employment-based petitions and applications.

Frequently Asked Questions About Premium Processing:

- [Can I request premium processing service for any employment-based petition or application?](#)
- [What types of petitions are now included in the premium processing service?](#)
- [Under what circumstances is premium processing available for a Form I-140 filed on behalf of an H-1B non-immigrant?](#)
- [Do I need a separate form to pay the premium-processing fee?](#)
- [Can I request premium-processing service for an application or petition that is available for premium processing that is already filed and pending?](#)
- [Where should I mail my request for premium processing?](#)
- [What if the beneficiary of the petition has dependent family members who are seeking derivative benefits?](#)
- [Can I contact the Service Center any other way after I file my request for premium processing?](#)

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Can I request premium processing service for any employment-based petition or application?

No. USCIS designates certain petitions or applications for the Premium Processing Program by publishing notices in the Federal Register specifying the form types and visa classifications. You may request Premium Processing Service only for those petitions and applications that are designated. If you request Premium Processing Service for a petition or application that has not been designated, USCIS will return the Premium Processing Fee and Form I-907. The relating petition or application will be moved out of Premium Processing and continue normal processing.

What types of petitions are now included in the premium processing service?

These are the form types [currently available for premium processing service](#).

Under what circumstances is premium processing available for a Form I-140 filed on behalf of an H-1B non-immigrant?

Effective March 2, 2009, USCIS will accept premium processing service requests for Form I-140 Petitions filed for H-1B beneficiaries who, as of the date of filing the Form I-907 premium processing request:

- Have reached the 6th year statutory limitation of their H-1B stay, or will reach the end of their 6th year within 60 days of filing;
- Are only eligible for a further H-1B extension under section 104(c) of the American Competitiveness in the Twenty-First Century Act of 2000 (AC21); and Are ineligible to extend their H-1B status under section 106(a) of AC21.
- USCIS will accept Form I-907 either together with the Form I-140 petition or after the filing of Form I-140 through the mail or delivery service only. E-filing of the Form I -907 will not be available.

Note: Premium Processing for H-1B non immigrants is not available for Forms I-140 filed for EB-1 Multinational Executives and Managers or EB-2 Professionals seeking a National Interest Waiver.

Do I need a separate form to pay the premium-processing fee?

Yes. You may request Premium Processing Service by filing a completed [Form I-907, Request for Premium Processing Service](#), along with one of the forms designated for premium processing and paying the Premium Processing Fee. All other filing fees associated with the form you are filing must also be paid. You must pay the Premium Processing Fee with a separate check or money order. For additional information about the form fees, visit our website at www.uscis.gov and select the “Immigration Forms” link.

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Can I request premium-processing service for an application or petition available for premium processing that is already filed and pending?

Yes. If you want to request Premium Processing Service, you must file the Form I-907 with the Premium Processing Fee. Include a copy of the Form I-797, Notice of Action, and showing receipt of Form I-129 or Form I-140. The 15-day processing period will begin when USCIS receives the Form I-907.

Where should I mail my request for premium processing?

The filing location for Form I-907 depends on whether you are requesting Premium Processing Service for Form I-129 or for Form I-140. To learn where you should file your completed Forms I-907/I-129 for Premium Processing Services, see “Direct Filing Addresses for Form I-129” located in the on the USCIS Web site. For information on Form I-140 related Form I-907 filing instructions and locations, carefully read the instructions for Form I-140.

What if the beneficiary of the petition has dependent family members who are seeking derivative benefits?

If a family member files an I-539 application concurrently with the principal beneficiary's petition, USCIS will process the application for the family member along with the Premium Processing petition. Although the family member must pay the regular fee for his/her own I-539 application, no additional fee for the I-539 application filed by the family member will be required.

This applies ONLY to dependents of the beneficiary of the Premium Processing petition.

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Can I contact the Service Center any other way after I file my request for premium processing?

If you have filed a Form I-907 and want further information about it, please call the Service Center where you mailed the form:

- **California Service Center:** (949) 831-8550
- **Nebraska Service Center:** (402) 474-5012
- **Texas Service Center:** (214) 275-4415
- **Vermont Service Center:** (866) 315-5718

A unique e-mail address has been created at each Service Center for questions concerning the Forms I-907 filed there or for assistance in filing a request for Premium Processing. Any messages received in these e-mail accounts that do not relate to Premium Processing will be deleted without reply. Those email addresses are:

- **California Service Center:** CSC-Premium.Processing@dhs.gov
- **Nebraska Service Center:** NSC-Premium.Processing@dhs.gov
- **Texas Service Center:** TSC-Premium.Processing@dhs.gov
- **Vermont Service Center:** VSC-Premium.Processing@dhs.gov

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