

# Contact Us

## National Customer Service Center (NCSC): 1-800-375-5283

1-800-767-1833 (TDD for the hearing impaired)

Call this toll-free number to receive nationwide assistance for immigration services and benefits offered by U.S. Citizenship and Immigration Services (USCIS). If you are outside the United States, contact your local embassy or consulate. See link to the right for US Department of State.

- Service is available in English and Spanish.
- To view hours of operation, services offered and emergency request information, see the “National Customer Service Center” link to the right.
- To view the National Customer Service Center telephone menu or reference guides (scripts), see the links to the right.

## Make an Appointment

To schedule appointment for an interview at a Field Office, for fingerprinting at an Application Support Center (ASC), or to speak with an immigration information officer, see the “Make an Appointment” link in the Customer Tools box to the right.

## My Case Status

To find out the status of your case or to sign up to receive automatic case status updates, see the “My Case Status” link in the Customer Tools section to the right.

### Call the National Customer Service Center toll-free number if:

- It has been more than 30 days and you have not received a receipt
- You have noticed an error on any documentation
- Your case is outside current processing times. To check current processing times, see the “Check Processing Times” link in the Customer Tools box to the right

## USCIS Service Centers

If you contacted the National Customer Service Center with a case-related inquiry and more than 30 days have passed and you have not received a response, you may email the appropriate USCIS Service Center with your inquiry:

- California Service Center: [csc-ncsc-followup@dhs.gov](mailto:csc-ncsc-followup@dhs.gov)
- Vermont Service Center: [vsc.ncscfollowup@dhs.gov](mailto:vsc.ncscfollowup@dhs.gov)
- Nebraska Service Center: [ncscfollowup.nsc@dhs.gov](mailto:ncscfollowup.nsc@dhs.gov)
- Texas Service Center: [tsc.ncscfollowup@dhs.gov](mailto:tsc.ncscfollowup@dhs.gov)

If you do not receive a response within 21 days of contacting the Service Center, you may contact the USCIS Headquarters Office of Service Center Operations by email at [SCOPSSCATA@dhs.gov](mailto:SCOPSSCATA@dhs.gov).

See the Customer Tools box to the left for additional resources available online.

## Forms

- You may order individual forms by calling our forms phone line at 1-800-870-3676.
- Forms may be ordered directly from this website and mailed to your home. See the “Forms by Mail” link to the right.
- Bulk form orders, such as large quantity orders for attorneys or community organizations, etc. must be processed through the Government Printing Office (GPO) at 202-512-1800 or online (see the “GPO Access” link to the right).

## Military Help Line: 1-877-CIS-4MIL (1-877-247-4645)

Members of the military and their families may call to receive assistance with immigration-related questions.

## Canadian E-mail Box

Canadian customers may inquire about general immigration information at [USCIS.Canada@dhs.gov](mailto:USCIS.Canada@dhs.gov).

## External Stakeholders

The Public Engagement Program engages external stakeholder groups to build collaborative relationships so that customers can be better informed, and so that issues and/or concerns can be raised and addressed. If you would like to contact the HQ Public Engagement program or a Community Relations Officer in your area, please use the following email addresses:

- Headquarters: [Public.Engagement@dhs.gov](mailto:Public.Engagement@dhs.gov)
- Western Region: [WRO.CommunityRelations@dhs.gov](mailto:WRO.CommunityRelations@dhs.gov)
- Central Region: [CRO.CommunityRelations@dhs.gov](mailto:CRO.CommunityRelations@dhs.gov)
- Northeast Region: [USCIS-NER-Community-Relations@dhs.gov](mailto:USCIS-NER-Community-Relations@dhs.gov)
- Southeast Region: [SoutheastRegion.CommunityRelations@dhs.gov](mailto:SoutheastRegion.CommunityRelations@dhs.gov)

For more information on Public Engagement, see the link to the right.

## Media

To speak with a USCIS spokesperson regarding a media inquiry, please use the following numbers:

- Headquarters: 202-272-1200
- Northeast: 802-660-5029
- Southeast: 305-762-8720 or 407-237-8837
- North Central: 312-239-5930
- South Central: 214-905-8711
- Northwest: 415-844-5250
- Southwest: 949-360-3000
- Los Angeles: 213-830-3835
- New York City: 802-660-5029