



**U.S. Citizenship and  
Immigration Services**

## Update on Case Assistance by Service Centers

As part of the agency's efforts to streamline requests for case assistance, we are discontinuing the use of USCIS service center e-mail boxes for case-specific questions on Jan. 21, 2019. Instead, USCIS is focusing our resources online via self-help tools at [uscis.gov/tools](https://uscis.gov/tools) and [my.uscis.gov](https://my.uscis.gov), and through the [USCIS Contact Center](#). These changes are a part of our overall modernization efforts to provide a more efficient and effective user experience

The service center e-mail addresses being discontinued are:

- California Service Center: [csc-ncsc-followup@uscis.dhs.gov](mailto:csc-ncsc-followup@uscis.dhs.gov)
- Vermont Service Center: [vsc.ncscfollowup@uscis.dhs.gov](mailto:vsc.ncscfollowup@uscis.dhs.gov)
- Nebraska Service Center: [NSCFollowup.NCSC@uscis.dhs.gov](mailto:NSCFollowup.NCSC@uscis.dhs.gov)
- Potomac Service Center: [psc.ncscfollowup@uscis.dhs.gov](mailto:psc.ncscfollowup@uscis.dhs.gov)
- Texas Service Center: [tsc.ncscfollowup@uscis.dhs.gov](mailto:tsc.ncscfollowup@uscis.dhs.gov)

For assistance with our online tools, see the listings below.

If you...	Then you can...
Want to check your case status	Sign up for <a href="#">automatic case updates</a> .
Want to check processing times	Visit our <a href="#">processing times page</a> .
Have moved	Submit a <a href="#">change of address request</a> .
Want to appeal or ask us to review a decision	Submit <ul style="list-style-type: none"> <li>• <a href="#">Form I-290B, Notice of Appeal or Motion</a>;</li> <li>• <a href="#">Form EOIR-29, Notice of Appeal to the Board of Immigration Appeals from a Decision of a DHS Officer</a>;</li> </ul> or <ul style="list-style-type: none"> <li>• <a href="#">Form I-694, Notice of Appeal of Decision, Under Sections 245A or 210 of the Immigration and Nationality Act</a>.</li> </ul>
Need case assistance because: <ul style="list-style-type: none"> <li>• Your case is outside normal processing times;</li> <li>• You did not receive a document or notice;</li> </ul>	Submit an <a href="#">online request</a> to have a service request sent to the service center or reach out to the <a href="#">USCIS Contact Center</a> .

<ul style="list-style-type: none"> <li>You need accommodations for your appointment with us; or Submit an online request to have a service request sent to the service center or reach out to the USCIS Contact Center.</li> <li>You need to correct a typographic error on a notice, document or card we sent you</li> </ul>	
<p>Need additional assistance because:</p> <ul style="list-style-type: none"> <li>You have not received a response to your service request within 30 days (15 days for expedited requests); or</li> <li>You believe the response you received to your service request was incorrect.</li> </ul>	<p>Call the <a href="#">USCIS Contact Center</a> at 800-375-5283.</p>
<p>Want to provide feedback to USCIS</p>	<p>Visit the <a href="#">Feedback Opportunities</a> page.</p>
<p>Need to notify us of a systemic operational issue, such as a pattern of potentially incorrect notices</p>	<p>Email: <a href="mailto:public.engagement@uscis.dhs.gov">public.engagement@uscis.dhs.gov</a></p>

Reminder: USCIS can only discuss a case with you if you are the applicant, petitioner, or requestor or an authorized representative.

Last Reviewed/Updated: 12/21/2018