

Fact Sheet

September 22, 2009

USCIS.gov ‘My Case Status’ *Enhanced Customer Service Tools*

Background

On June 25, President Obama announced that in the next 90 days USCIS would launch a vastly improved USCIS.gov public website to help customers navigate the immigration system and remain up-to-date regarding their case status. USCIS has committed to delivering on this promise by incorporating both internal and external stakeholder feedback.

Your Case Status and Processing Times

Based on feedback we received from focus groups, usability tests and public surveys, the redesigned USCIS.gov website enhances our customer service tools and makes them more accessible. All of the tools are now available directly from the homepage.

On the old USCIS website, ‘Case Status Online’ provided users with their case status information via the web. It allowed customers to create an account to receive automated emails when their cases were updated. Processing times of local offices and service centers were also available before the redesign, but these times were only displayed in a table on a different page of the site.

On the redesigned USCIS.gov website, ‘My Case Status’ replaces ‘Case Status Online’ and adds a new option for customers to receive alerts through text messages sent to their mobile phones.



‘My Case Status’ gives customers information about their cases in the context of the adjudication process and shows relevant processing times, all on the same screen. At the top of the page, customers will be able to view all of the process steps associated with the application. Descriptions are provided so that customers may anticipate future actions on their cases. The panel at the bottom of the ‘My Case Status’ page provides a snapshot of form-specific processing times to help customers estimate their application’s typical processing time.

Customers can find information regarding their pending cases including:

- The processing step in which their case is currently located
- How the current processing step relates to the overall process
- National goals and average processing times
- Specific processing times for the office where their case is pending

Once a customer signs into his/her secure account, ‘My Case Status’ provides the option to receive emails and/or text message notifications once a case has been updated. For those representing many customers, each case may have different email/text settings. Standard text messaging rates apply.