

- *How can this site help me?*

This site serves to provide customers (and their representatives) access to case status for applications submitted to CIS Service Centers. This site provides around the clock and immediate access to this case status information.

- *What type(s) of information can I search for on this site?*

You may search for the status of an immigration benefits application submitted to a CIS Service Center via the application receipt number assigned to you by the CIS.

- *What is an application receipt number?*

An application receipt number is mailed to a customer after they have submitted a application to an CIS Service Center. You will not be able to access case status information on this site without an application receipt number.

- *Is the history of my application's case status information available on this site?*

No, only the most recent status information is available on this site. Historical case status information is not maintained by this site.

- *How often is the case status information on this site updated?*

The case status information on this site is updated regularly throughout the business day. If any action is taken regarding your case, the change will be reflected on this site within a few minutes of the action-taking place.

- *Does this site provide case status information for all types of CIS applications?*

This site supports applications filed at CIS Service Centers.

- *Does this site provide support for any languages other than English?*

Yes, this site also provides support for Spanish.

- *Is a receipt number required to perform case status searches via this site?*

Yes, an application receipt number is required to perform case status searches via this site. There is no other way to locate case status information. This site does not maintain any personal information that may have been provided with your application, thus you will not be able to search via any other means.

- *What should I do if I have submitted an application, but have not received a receipt number yet?*

You will have to wait for your receipt number to arrive in the mail from CIS. If you have questions about your application receipt number, please call the NCSC at 1-800-375-5283 or 1-800-767-1833 (TTY).

- *Do I always have to access this site to search for application case status information?*

No, you can receive the same information provided through this site by calling the automated telephone system at the National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TTY).

- *Is the case status information provided on this site the same as that provided by the NCSC 1-800 telephone?*

Yes, the case status information on this site is identical to the information provided by the automated telephone system of the National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TTY).

Information about your account access:

- Am I required to have an account to use this site?

No, you may search for case status information using an application receipt number without having an account.

- Why should I create an account with this site?

Anyone may create an account on this site. An account will be most useful for users who will be repeatedly returning to the site. Creating an account will allow you to maintain an account portfolio. The features of the account portfolio are: saved application receipt numbers, optional e-mail notification of case status changes, and the ability to view more than one application receipt number/case at a time.

- What do I do if I have an account, but can't remember my password?

You may request to have your password e-mailed to the e-mail address listed within your account profile. You can perform this function on the password lookup page.

- How will the account information I provide be used by the CIS?

Information submitted to this account will be used to uniquely identify users who have elected to create accounts for the purpose of performing case status inquiries. This information will not be used elsewhere within the CIS. This information will not be disclosed by the CIS. This site does not associate account information and the case status information available through this site.

- Who will have access to my account information?

Only you will have access to your account information.

- Should I create an account?

You should create an account if you would like to be able to save application receipt numbers for return visits or if you would like to receive automated e-mail updates on case status changes.

Information about your account portfolio:

- *What is an account portfolio?*

An account portfolio will allow you to view the status of applications associated with a predefined list of application receipt numbers whenever you return to the site. Account portfolios will also allow you to elect to have e-mail notifications sent when the status of application listed within your portfolio changes. You must create an account before you will be able create a portfolio. This portfolio can only be viewed after you have logged into the site.

- *Am I required to agree to the site terms and conditions?*

Yes, In order to create an account portfolio, you are required to accept the terms and conditions of the site.

- *How many receipt numbers can I include within my account portfolio?*

You may include up to 100 application receipt numbers in your portfolio.

- *Can I manage (add, delete, etc.) receipt numbers listed within my account portfolio?*

Yes, you have full control of the portfolio associated with your account. You may always

add or delete receipt numbers within your account portfolio. Once you login into the site, you can manage your portfolio by selecting the "My Portfolio" menu item on the left-hand menu.

- *How often will I receive e-mail about changes to applications within my portfolio?*

If you elect to receive automated e-mail notification of case status changes, an e-mail message will be sent to you each time the status of the case is updated.

- *Can I elect to receive e-mail case status updates for a subset of the receipt numbers within my portfolio?*

Yes, you may individually select cases for which you would like to receive automated e-mail updates. Once you login into the site, you can manage your portfolio by selecting the "My Portfolio" menu item on the left-hand menu.

- *Can I choose the start or stop receiving automated e-mail case status updates at any time?*

Yes, you can choose to start or stop receiving automated e-mails for a case at anytime. You may always add or delete receipt numbers with your account portfolio. Once you login into the site, you can manage your portfolio by selecting the "My Portfolio" menu item on the left-hand menu.

Information about the CIS and contacting the CIS:

- *Who can I call if I have a question?*

If you have a question about case status information provided via this site, please contact the Service Center where the application in question was filed. Other inquires can be directed to the CIS National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TTY).

- *What should I do if my case status information isn't available on this site?*

If your case status is not available on this site, please contact the Service Center where you submitted your application.

Information about your personal data security:

- *Is this site secure?*

Yes, all data submitted to and provided by this site is secured using the Secure Socket Layer (SSL). SSL provides authentication for servers and browsers, as well as, confidentiality and data integrity for communications between the sites web server and your browser.

- *Does this site use cookies?*

No, this site does not use cookies. "Cookies" are files written across the web to your hard drive recording information on what you've seen on a website. When you visit the site again the cookie is used to recognizes you from your previous visit.

- *Can I access and use this site from any computer?*

Case Status Service Online

Written by Administrator

Yes, you can log into your account from any computer with a Web Browser.

- *Is personal information, such as that required by some CIS applications (e.g. name, address, contact information), available on this site?*

No, only non-attributable (non-personal) information will be provided in response to case status inquiries. Absolutely no information will be revealed that could potentially identify the customer's name or any other personal information.