

## Volume XVII – Troubleshooting

### Purpose

The purpose of Volume XVII is to highlight troubleshooting items that you can follow to help ensure that any E-Filing issue is resolved as soon as possible. The following discussion topics will provide you with a preview and a reference for actions to take if you have problems with the USCIS E-Filing system.

In this document the following troubleshooting topics will be addressed:

- [Receive Only a Receipt Number](#)
- [Locked out of the E-Filing System](#)
- [Error Message After the <FINISH> Button](#)
- [Errors on the PDF File of Your Application](#)
- [Unable to Print PDF File of Your Application](#)
- [Receive an Address Error Message](#)
- [Case Status Online](#)

### Receive Only a Receipt Number

- If you receive only a receipt number, your application has been successfully submitted. It is not necessary to submit another application.
  - Contact the National Customer Service Center at 1-800-375-5283 for the appropriate next steps.
  - Your receipt number will first appear on the page with the <FINISH> button.

### Error Message After the <FINISH> Button

If you receive any error message after you click the <FINISH> button:

- Do Not submit another application.
  - If you reached the screen with the <FINISH> button on it you have successfully E-Filed.

### Unable to Print PDF File of Your Application

If you are unable to save or print the PDF version of your application or there is an error during this phase of the E-Filing process:

- Do Not submit another application.
- E-mail the E-Filing Management Team requesting a PDF file of your Confirmation Receipt Page at [e-filing.support@dhs.gov](mailto:e-filing.support@dhs.gov) OR Call the National Customer Service Center at 1-800-375-5283 to open an E-Filing Help-Desk Ticket requesting a PDF file of your Confirmation Receipt Page
- If you did not note your receipt number, before clicking on the <FINISH> button:
  - Wait **5 to 7 days** until you receive an I-797 (Notice of Action) before making an ASC appointment with National Customer Service Center at 1-800-375-5283 or sending in supporting documentation.
    - Take the I-797 with you to the ASC appointment as proof that you E-Filed.
    - If you don't receive an I-797 within 20 days contact the National Customer Service Center at 1-800-375-5283.

### Case Status Online

You may need to wait at least 48 hours before you will be able to check the status of your application online using the Case Status Online on the USCIS homepage.

- The Case Status Online and E-Filing systems are separate systems and are not linked.
- Case Status Online system issues are not connected to the E-Filing system.

### Locked out of the E-Filing System

If you are locked out of the E-Filing system you will need to wait 1 hour before re-entering the E-Filing system.

- This is a security feature designed to protect your privacy.

- You will be locked out of the E-Filing system when there are 3 failed login attempts and/or the E-Filing system is incorrectly closed.

## **Errors on the PDF file of Your Application**

When reviewing the PDF file of your application and you notice errors, then write to the processing location noted on the confirmation receipt notice.

- Do Not submit another E-Filing application.
- If you are unsure which location your E-Filing application was sent, but you have your receipt number, go to the appropriate form specific volume in this reference guide to review the mailing addresses.
- If you are still unsure of your processing location contact the National Customer Service Center at 1-800-375-5283.

## **Receive an Address Error Message**

If you receive an error message stating that your address is incorrect, this could be result of the city, state and/or zip code not being programmed within the E-Filing system. Before calling the National Customer Service Center at 1-800-375-5283:

- Check to ensure that the city, state, and zip are correct.
  - Look on [www.usps.com](http://www.usps.com) to see if the zip code correctly corresponds with the city.