



# My case is taking a long time. What do I do?

USCIS can take months to process a citizenship application. If you are concerned or frustrated about how long your case is taking, there are a few things you can do.

## Check if your case is outside of normal processing times

1. Visit <https://egov.uscis.gov/processing-times/>

## Check Case Processing Times

Select your form number and the office that is processing your case

For more information about case processing times and reading your receipt notice, visit the [Case Processing Times](#) page.

Form

Select One

Field Office or Service Center

Select One

Get processing time

2. Under "Form," select...
  - a. "N-400 | Application for Citizenship" if you applied for citizenship
  - b. "N-600 | Application for Certificate of Citizenship" if you applied for a certificate of citizenship because your parent naturalized when you were under age 18
3. Under "Field Office or Service Center," select "Boston MA" or "Lawrence MA" depending on which field office is processing your application
4. Click "Get processing time"
5. Scroll down to see what USCIS considers to be "normal processing times" for your case type.

Processing time for Application for Naturalization (N-400) at Boston MA

Estimated time range

**11 to 14.5**  
Months Months

[Sign in or create a new account to see your personalized case completion time](#)

### How we process cases

This time range is how long it is taking USCIS to process your case from the date we received it. We generally process cases in the order we receive them, and we will update this page each month. The estimated time range displayed is based on data captured approximately two months prior to updating the page. Please note that times may change without prior notice.

We have posted a "Receipt date for a case inquiry" in the table below to show when you can inquire about your case. If your [receipt date](#) is before the "Receipt date for a case inquiry", you can submit an "outside normal processing time" service request [online](#).

Estimated time range	Form type	Receipt date for a case inquiry
11 Months to 14.5 Months	Application for Naturalization	August 01, 2020

Phone: (617) 694-5949

Fax: (617) 859-9993

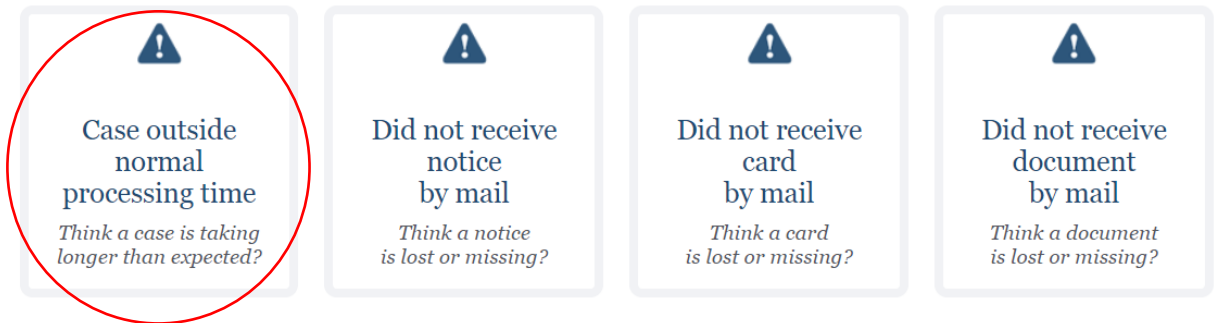
Email: [info@projectcitizenship.org](mailto:info@projectcitizenship.org)

6. Refer to the “Received Date” listed on your USCIS notices about your application. If “Received Date” is BEFORE the date under “Receipt date for a case inquiry,” you can submit a service request to USCIS. If “Received Date” is AFTER the date listed, refer to this guide’s section titled “Other Actions You Can Take on Your Case.”

**To submit a service request:**

1. Visit <https://egov.uscis.gov/e-request/Intro.do> and click “Case outside normal processing time”

## Case Inquiry



2. Under “Form Number,” select...
  - a. “N-400 | Application for Citizenship” if you applied for citizenship
  - b. OR “N-600 | Application for Certificate of Citizenship” if you applied for a certificate of citizenship because your parent naturalized while you were under age 18

### Case Information

Form Number

Form Sub Type

Receipt Number ?

Date Filed (MM/DD/YYYY) ?

3. Under “Receipt Number,” enter “Receipt Number” listed on your USCIS notices your application.

Department of Homeland Security  
U.S. Citizenship and Immigration Services

**Form I-797C, Notice of Action**

**THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.**

Receipt			NOTICE DATE
CASE TYPE N-400, Application for Naturalization			USCIS A#
RECEIPT NUMBER IOE090465	RECEIVED DATE	PRIORITY DATE	PAGE 1 of 1
APPLICANT NAME AND MAILING ADDRESS		PAYMENT INFORMATION:	

4. Fill out the rest of the form online and click submit. Wait for a response from USCIS by email.

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Fax: (617) 859-9993

Email: [info@projectcitizenship.org](mailto:info@projectcitizenship.org)

## Other Actions You Can Take

### ❖ Check the status of your case online

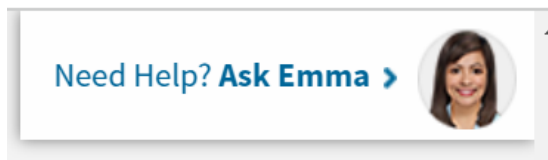
1. Visit <https://egov.uscis.gov/casestatus/landing.do>
2. Enter the Receipt Number for your application

### ❖ Check the status of your case by calling the USCIS Contact Center

1. Call 800-375-5283
2. Press 1 to continue in English; Press 2 for Spanish
3. Press 1 for immigration services
4. Press 1 to check the status of an application
5. Press 1 if you know your receipt number
6. Enter your 13-character case number (usually begins with NBC\* or IOE)
7. Press 1 to confirm the number you entered
8. Listen to the status of your case

### ❖ Ask for help from the Virtual Assistant Emma on the USCIS website

1. Visit <https://www.uscis.gov/>
2. On the top right corner of the page, click “Need Help? Ask Emma”
3. Type your question in the chat box.



### ❖ Contact the USCIS Ombudsman Office

- USCIS Ombudsman is an office to help people with problems with their applications
- Visit <https://www.dhs.gov/topic/cis-ombudsman>

### ❖ Contact your US Senator or Representative

- US Senators and Representatives can ask federal agencies about your case and advocate for your needs.
- Find your Senator here: <https://www.senate.gov/senators/senators-contact.htm>
  - Contact Senator Warren’s office: <https://www.warren.senate.gov/services/help-with-a-federal-agency>
  - Contact Senator Markey’s office: <https://www.markey.senate.gov/services/help>
- Find your Representative here: <https://www.house.gov/>

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