

YOUR WORKING CHECKLIST

Keep a usable record of USCIS service inquiries

How should I log USCIS service requests without treating an inquiry as a case decision?

Record the specific issue, official channel, date, reference and actual response for each inquiry. Keep technical help, nondelivery, errors and processing questions distinguishable. A service request does not by itself grant a benefit, extend a response period or prove that a case was escalated to a decision-maker.

Check the boxes on screen or by hand. Use the notes area for records to find and questions to ask.

Your preparation checklist

- ☐ Name one issue for each entry.
- ☐ Record the official channel and facts supplied.
- ☐ Preserve the response without adding conclusions.
- ☐ Track unresolved instructions and later events.
- ☐ Use the log for focused follow-up.

Notes and questions to follow up

Source links and current instructions

Sources checked October 25, 2026. Follow current instructions at the linked institution.

USCIS: USCIS Contact Center

<https://www.uscis.gov/contactcenter?GAID=662195141.1590502405>

Immigrant Insider: Editorial policy and verification status

<https://immigrantinsider.com/editorial-policy/>

Keep a usable record of USCIS service inquiries

Return to the complete guide

<https://immigrantinsider.com/procedures/service-request-log/>

General information

This free organizer is not a government form and does not submit an application, establish eligibility, preserve a deadline or replace individual legal advice. Government filing fees and professional services are separate.