

## Citizenship and Immigration Services (CIS) Common Questions and Answers

How do I contact CIS?

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How do I contact CIS?

CIS may be able to help you if you have a question about immigration procedures, or need clarification, by calling the National Customer Service Center (NCSC) at 1-800-375-5283 (TTY 1-800-767-1833). This toll-free call center has additional information and, during their specified office hours, can connect you to live assistance in English and Spanish. The NCSC will be able to answer most questions - although they cannot provide information about the status of your case over the telephone.

How do I make an appointment with the local CIS office in Hartford?

You must make an InfoPass appointment online in order to visit the Hartford CIS office. Appointments are required.

I need a particular form from CIS. Where do I find it?

All forms and filing instructions are located here.  
The instructions indicate filing fees and where to file the form.

How do I check the status of the application that I filed? How long will it take for my application to be processed?

Status checks for most forms and processing dates may be found here:  
<https://egov.uscis.gov/cris/jsps/index.jsp>

I am moving. How do I notify CIS of my new address?

You must complete the AR-11 Change of Address form and mail it to the address listed on the instructions or complete the form online. You may find the form here.  
Please note that it is an immigrant's responsibility to provide CIS with their new mailing address. The Postal Service does not forward mail from CIS, and missed appointments may take some time to reschedule.

How do I become a U.S. Citizen?

Visit the CIS website for information on how you may become a United States citizen. Also, you may download "A Guide to Naturalization," a 65 page booklet which details the process. Adobe Acrobat is required to access the guide.

I am considering adopting a child from a foreign country. How do I start the process?

Please start by visiting the CIS and Department of State websites on foreign adoption procedures for a better understanding of how the process works.