

PURPOSE

This guide provides actionable steps for individuals whose Employment Authorization Document (EAD) is nearing expiration or has expired, including for those whose DACA renewal application is pending.

1. USCIS for Status Updates

If your case is outside of “normal processing times”, you should take the following steps:

- **Check Case Status Online:** Use the [USCIS Case Status Tool](#) with your receipt number.



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

THIS NOTICE DOES NOT GRANT ANY I

Receipt Number
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- **Submit an Outside Normal Processing Time Inquiry:** If your case has been pending longer than the window shown on the [USCIS Processing Times page](#), submit an e-request online. Note: You can try to submit a request even if your case is within the "normal" processing time, but the system may reject your request.
- **Call the Contact Center:** You can call (800) 375-5283. Pro-tip: When speaking to the automated system, saying "Infopass" or "Technical Difficulty" can sometimes help you reach a live representative. If you worked with an attorney, you may get more information if you call USCIS with your attorney.
- **Keep a “paper trail”** of your efforts to contact USCIS, such as logging your phone calls and keeping screenshots of e-requests and emails from USCIS confirming any service inquiry requests

2. An Expedite Request

In specific cases, USCIS may speed up an application. Criteria Include:

- **Severe Financial Loss:** Evidence that you will lose your job, cannot pay essential bills, or a company will suffer significant loss.
- **Emergencies/Humanitarian Reasons:** Urgent medical needs or family emergencies.
- **Government Interests:** If your work is critical to a federal agency or public safety
- **How to request:** Call the USCIS Contact Center or upload an “[Expedite Request](#)” letter with supporting evidence to your USCIS Online Account.
- **Note:** You may also wish to send in a paper mailing of your expedite requests to USCIS to the office handling your case. The address will be at the bottom of your receipt notice.

3. USCIS Ombudsman

If you have already contacted USCIS and have not received a resolution, you can file [Form DHS-7001](#) for assistance from the [CIS Ombudsman](#). Note: The Ombudsman Office may not be actively working on cases.

4. Assistance

If USCIS is unresponsive, you can reach out to the office of your US Representative or Senator.

- You can [find your representative here](#) by plugging in your zip code.
- Most members on Congress have a “Constituent Services” or “Help with a Federal Agency” section on their website.
- You will need to sign a Privacy Release Form before they can inquire with USCIS on your behalf
- Note: You may receive better support if your representative has a track record of supporting immigrants.

5. With the UCIMM Team

Regardless of who filed your initial paperwork, we are here to support you.

- **Open Consultations:** Even if UCIMM did not submit your DACA or EAD renewal, you are still eligible to consult with us.
- **What we can help with:** assisting with congressional inquiries, or exploring alternative immigration pathways.
- **How to reach us:** contact us at ucimm@law.ucdavis.edu or (530) 752-7996. For campus-specific inquiries, visit our [Appointments](#) page.