



Electronic Processing Customer Outreach

FAQs

What is electronic processing?

Electronic processing means that IV applicants will use a single online tool called Consular Electronic Application Center (CEAC) to manage their entire visa application process. You will fill out your application form, pay your fees, and submit supporting financial and civil documents online. You will monitor the progress of your application online, submit additional documents if required and change your information if needed, all online.

How will electronic processing affect me?

Electronic processing is more efficient than paper processing. It is more transparent as you will be able to monitor the progress of your application at any point. It saves time and shipping costs. On average, we expect applicants to move to the interview stage 30% faster.

Is electronic processing secure?

Yes. Electronic processing is more secure than sending your information through the mail. Documents containing personal information are less likely to get lost. Only authorized users at the Department of State will be able to access the online visa application and supporting documents.

Who has to use electronic processing?

All applicants for family-based immigrant visas have to use electronic processing. Applications from other categories and applications filed directly at the Embassy or the Consulate are currently not eligible for online processing and must use the previous paper method to apply.

How does electronic processing work?

You will use the online Consular Electronic Application Center (CEAC) for your visa application process. Your petitioner, located in the U.S., files a petition for you with USCIS. When USCIS approves the petition, they send it to the State Department's National Visa Center (NVC), who will make sure that all paperwork on your case is complete. When a visa becomes available, applicants and petitioners will receive a letter from the NVC with their CEAC log-in information and instructions. You will log-in to CEAC to pay your fees and complete your application.



Even if I submit my supporting documents online, should I still mail my documents to the National Visa Center (NVC)?

No. Do not submit documents by both email and mail – that will delay your case. Applicants, however, are still required to bring their **original** civil and financial documents to the embassy or consulate to their interview.

How do I access CEAC?

CEAC can be accessed online using a web browser at <https://ceac.state.gov/ceac/>. From the CEAC homepage, select the action you wish to complete. At this time, it is not recommended to use your smartphone or tablet to access CEAC.

What if I don't have a computer or internet connection at home?

If you don't have a computer or internet connection at home, a local library, university or internet café may provide computers and internet for a small fee. You can also use the computers provided in any American Center. Local charities or religious organizations may also have computers to use for the application process. Lawyers and petitioners with a computer and internet connection can also submit application information on behalf of the applicant if they have the applicant's CEAC log-in information.

How do I submit my civil and financial documents?

The applicant and petitioner will scan, save, and upload their civil and financial documents to CEAC. CEAC will indicate which documents are missing and which ones still need to be submitted. NVC will then review the submitted documents and notify you via email if you need to submit further information.

How will I know if my documents and fee payment were received?

When you upload your documents to NVC, you will receive a confirmation email. When you pay your fees in CEAC, you will receive an invoice number from CEAC indicating that your payment was made. Never pay visa fees to anyone outside of an embassy or consulate, or over the phone.

Can I update my contact information in CEAC?

Yes. You and those you share your CEAC log-in information with can update contact information at any point in the application process. Once your case has been transferred to post, however, you will not be able to change your information through CEAC. You will need to contact post and notify them of the change directly.



Who will be able to access my information in CEAC?

Only authorized users at the Department of State will be able to access your information in CEAC. Outside the Department of State, only those to whom you give your log-in information to will also be able to see case information in CEAC. Never give your CEAC log-in details or your case number to someone you don't know or trust, or post information about your case on social media.

Do I need to attend an interview at my local embassy or consulate?

Yes. All immigrant visa applicants are required to attend an in-person interview. All individuals listed on the application must also attend the interview.

Can I schedule my interview in CEAC?

No. NVC will schedule all immigrant visa interviews at your embassy or consulate and notify you of the date and time. If you need to change the date and time of your scheduled interview contact your local [U.S. Embassy or Consulate](#).

Who should I contact if I have issues using CEAC?

For technical issues with fee payment in CEAC, contact the Immigrant Visa Invoice Payment Center at NVCInquiry@state.gov. For other technical issues, call (603) 334-0700.

What do I need to bring to my interview?

Refer to the [interview preparation page](#) for a list of documents needed for the interview. You MUST bring all original civil and financial documents to the interview for review, and they should match the documents that were scanned and emailed/uploaded to NVC.

Who should I contact for questions related to my case?

You can call the NVC at +1 603 334 0700 or submit a [Public Inquiry Form](#) about your case and NVC will respond to your question.

What can I do in CEAC?

In CEAC, you can:

- Update your contact information
- Fill out and submit the DS-260 visa application form
- Pay visa fees
- Upload and submit civil and financial documents and see which documents are still missing
- Receive messages from NVC about the status of your documents



What can't I do in CEAC?

At this time, CEAC does not allow you to:

- Schedule your appointment
- Send messages to NVC about your case. This must be done on the phone or the [Public Inquiry Form](#).