What is Citizenshipworks?

Citizenshipworks (www.citizenshipworks.org) is an online service that helps eligible immigrants prepare their application for U.S. citizenship (a process known as "naturalization"). It transforms a very lengthy and complex legal form into an easy-to-use online interview. Citizenshipworks also enables users to connect with a network of legal service partners to find an advocate who can answer questions and help complete the application process. This is especially beneficial for those who may need assistance addressing eligibility issues, such as tax filings or a complicated immigration history.

Who is Citizenshipworks for?

Citizenshipworks is for residents of the United States who are eligible to apply for naturalization. They must show that:

- They have been a Lawful Permanent Resident (have a green card) and have lived in the United States for several years;
- They are of "good moral character," including that they have paid their taxes and followed the laws of the United States;
- They are not a threat to national security; and
- They support the U.S. Constitution and are willing to take an oath of allegiance to the United States.

What makes Citizenshipworks different?

Citizenshipworks is unique in the following ways:

- **Simple User Interface.** The Citizenshipworks application interview transforms the N-400, Application for Naturalization - which has more than 20 pages and 750 fields - into an easy-to-use guided interview written in plain language that only asks questions that are relevant.
- **Contextual Information.** Throughout the interview, contextual information is available to explain the meaning of certain terms, or to explain why certain information is important.
- **Checks for Common Legal Issues.** As you provide answers, the system uses an expert system developed by leading naturalization experts to check for common legal problems that might present a problem for an applicant. If you trigger one of these rules, your application will be "flagged" and you will be instructed to contact a legal expert to discuss the matter.
- **Tracks Your Progress.** With 20-plus pages and more than 750 fields on the N-400, it's easy to accidentally skip a required field. Citizenshipworks tracks your progress and indicates if you have left any required fields unanswered.
- **Network of Legal Experts.** Citizenshipworks has a national network of nonprofit legal experts who are ready to provide assistance to you if you have questions or if you have triggered a common legal issue that needs to be resolved.

- **Available in Spanish.** Citizenshipworks is available in Spanish to make it easier for Spanish-speaking applicants to provide complete and accurate information.

Why use Citizenshipworks instead of just filling out the form directly?

Anyone can download the naturalization form and fill it out directly. However, by using Citizenshipworks, legal information and definitions are provided for better understanding and potential legal issues are flagged. In addition, Citizenshipworks walks you through the document so that you know which fields you need to complete and which you don't.

Citizenshipworks provides an added benefit for those who are more comfortable filling out the form in Spanish. The downloadable form cannot be submitted in Spanish. The Citizenshipworks interview can be used in Spanish to generate an English N-400 application form.

Why is Citizenshipworks available in Spanish? Don't I need to know English to become a citizen?

Most people need to show that they have a basic understanding of English. However, the naturalization application contains complex legal terms and difficult questions that are far more difficult to understand than is required for the English language requirement. In addition, some people who have been residents for a long time and have reached a certain age, and some individuals who have certain medical conditions, do not need to meet an English language requirement; having Citizenshipworks available in Spanish enables them to complete their application with confidence.

Does Citizenshipworks provide legal advice?

Citizenshipworks does not provide legal advice, and its creators are not a law firm. The system checks for common legal issues and "flags" an application with a watermark. Then, the individual applying for citizenship can contact someone in our network of legal experts who can discuss the issue and help remove those flags through the system.

What if there are no Citizenshipworks partners in my area?

Immigration laws are federal; therefore, some Citizenshipworks legal partners provide services nationally, and can assist you remotely using our Online Help video-chat feature or by phone. Citizenshipworks is continually expanding our national network of legal services partners who can provide direct services through the system. In addition, Citizenshipworks has incorporated a national directory of immigration legal service providers that includes more than 700 organizations that can help review your naturalization application after you have printed it from the Citizenshipworks system.

How much does it cost?

Citizenshipworks is free for everyone to use. It was created through the generous support of foundations who want to encourage legal permanent residents of the United States to take the final step towards becoming a U.S. citizen. With their support, we have been able to launch the service free-of-charge to our users. If someone wants to connect to a nonprofit organization in our legal network, they may charge a nominal fee for legal assistance.

Is the website secure?

Citizenshipworks follows industry-standard best practices to protect our users' information. All information is transmitted to our servers using encrypted data protocols (SSL). The data is then kept securely on world-class, enterprise-level cloud servers.

What if I have a question that isn't answered here?

If you have a question about Citizenshipworks, email support@citizenshipworks.org.