This webinar material is intended solely as informational. It is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefits(s), substantive or procedural, enforceable at law by any individual or other party in benefit applications before DHS, in removal proceedings, in litigation with the United States, or in any other form or manner. This webinar material does not have the force of law, or of a DHS directive.
• Submit written questions to us through the “Q&A box” that appears to the right of the slide deck on your screen.
• We will review every question submitted and determine if we can address concerns arising from the stakeholder community.
• Due to time constraints, we may not be able to answer every question.
• If you are a member of the media, please reach out to DHS Public Affairs with any inquiries.
Account 101 Presentation
Overview of the USCIS Applicant Account

January 20, 2022
Forms Available for Online Filing

- **Form I-90**, Application to Replace Permanent Resident Card
- **Form N-336**, Request for a Hearing on a Decision in Naturalization Proceedings (Under S. 336 of INA)
- **Form N-400**, Application for Naturalization
- **Form N-565**, Application for Replacement of Naturalization/Citizenship Document
- **Form N-600**, Application for Certificate of Citizenship
- **Form N-600K**, Application for Citizenship and Issuance of Certificate
- **Form I-130**, Petition for Eligible Relative
- **Form I-539**, Application to Extend/Change Nonimmigrant Status (filed by certain nonimmigrant academic and vocational students)
- **Form I-765**, Application for Employment Authorization (students only)
- **Form I-821**, Application for Temporary Protected Status
- **Form G-639**, Freedom of Information Act/Privacy Act Request
- **Form AR-11**, Change of Address Card (USCIS online account not needed)
AGENDA TODAY

• Introduction to the USCIS online account
• What is myUSCIS?
• Filing a form online
• Functionalities after filing
  • Case status/history
  • Access all notices
  • Upload evidence
  • Secure messaging
• How we support applicants
Create an Account or Sign In

File Online

Filing a form online is easier and faster than paper filing. It gives you a simple and personalized way to track your case online. You can also access other USCIS services.

The first step is to create an account.

Manage Your Case

Use our online tools and resources to manage your case:
- Check your case status
- Check processing times
- Change your address online

Get started at:
- www.uscis.gov
- my.uscis.gov
- myaccount.uscis.gov
• Enter your email address & password
• System will send you one-time PIN
• Every time you login, you need to repeat this process
Account Recovery

Two-Step Verification Backup Code

If you lose access to your authentication device (you get a new mobile device or change your phone number), you can use this backup code to login to your USCIS account. If you change and confirm a new two-step verification method preference, your old code will no longer work.

Please print or save a copy of this code, and store it somewhere safe so that you are not locked out of your account.

Your backup code is: 3a1778dca0

Export As PDF Proceed

Provide Password Reset Answers

<table>
<thead>
<tr>
<th>Question #1</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the first team sport you played?</td>
<td></td>
</tr>
<tr>
<td>Question #2 Response</td>
<td>field hockey</td>
</tr>
<tr>
<td>Question #2</td>
<td></td>
</tr>
<tr>
<td>In what city/town did you meet your spouse?</td>
<td></td>
</tr>
<tr>
<td>Question #2 Response</td>
<td>Richmond</td>
</tr>
<tr>
<td>Question #3</td>
<td></td>
</tr>
<tr>
<td>What is the name of the company of your first paid job?</td>
<td></td>
</tr>
<tr>
<td>Question #3 Response</td>
<td>McDonalds</td>
</tr>
</tbody>
</table>
The USCIS Online Account

Web portal that hosts three USCIS online services

- **FIRST**—submit FOIA requests online, receive USCIS responses in their account
- **myE-Verify**—people can check their own work authorization status
- **myUSCIS**—applicants, legal representatives submit immigration forms online
1. **Applicant account**
   No legal representative helping

2. **Representative account**
   Must submit Form G-28

3. **H-1B registrant account**
   Visible only during enrollment period each spring ("cap season")
Welcome To Your USCIS Account

Select What You Want To Do

File a form online
Start a new form, upload evidence, and pay and submit online

Enter a representative passcode
Review and sign forms prepared for you by your attorney or representative

Verify your identity
Answer questions about your immigration history to verify your personal identity

Add a paper-filed case
View your case status and case history by adding your case to your account

My Account
My Account ▼ Resources ▼ Sign Out
“Case card”—Current Case Status Tab

Case card has three tabs: Case status, case history, documents

Your Cases

I-90 Application to Replace Permanent Resident Card
Submitted on September 22, 2021 | Receipt # I0E977974711
View PDF ▼

Case status ▼ Case history Documents

September 23, 2021
Case is being actively reviewed by USCIS

As of September 23, 2021, we are actively reviewing your Form I-90, Application to Replace Permanent Resident Card, Receipt Number I0E977974711. Our records show nothing is outstanding at this time. We will let you know if we need anything from you. If you move, go to www.uscis.gov/addresschange to give us your new mailing address.

Current as of today at 11:44 a.m.
“Case card”—Case History Tab

Case history only available in account, shows prior statuses

Your Cases

I-90 Application to Replace Permanent Resident Card
Submitted on September 22, 2021  |  Receipt #: IO97874711
View PDF

<table>
<thead>
<tr>
<th>Case status</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case history</td>
<td></td>
</tr>
</tbody>
</table>

Case history

<table>
<thead>
<tr>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case is Being Actively Reviewed By USCIS</td>
<td>September 23, 2021</td>
</tr>
<tr>
<td>We scheduled you for a biometrics appointment</td>
<td>September 23, 2021</td>
</tr>
<tr>
<td>We received your Form I-90, Application to Replace Permanent Resident Card, and sent you a receipt notice.</td>
<td>September 23, 2021</td>
</tr>
</tbody>
</table>
Filling Out the Form—Format Requirements

- Photos: JPG, JPEG, or PNG
- Documents: JPG, JPEG, PDF, TIF or TIFF
- Foreign language documents must have English translation
- Maximum size: 6 MB per file

NOT ALLOWED
foreign characters
.doc or .bmp files
special characters

No encrypted or password-protected files
Maximum size: 8MB per file
Upload no more than five documents at a time
Filling Out the Form—Format Requirements

The **only** allowed characters are:

- English letters
- Numbers
- Spaces
- Periods .
- Hyphens -
- Underscores __
- Parentheses ( )

***Do NOT use special characters***
Documents tab

- All USCIS notices
- All uploaded evidence
- Option to upload unsolicited evidence
  - Corrections
  - Clarifications
Benefits of Applying Online

- Submit a form
- Access notices
- Ask about a typo or missing mail
- Ask us case-specific questions
- Check case status & sign up for notifications
- Pay fee with credit or debit card
- Respond to a request for evidence
- Update your address & contact information
- Access case details anytime, from any device
• 10 forms available online
• 9.4 million+ accounts created
• 3 million+ cases received since 2017
• Self-service tools very popular
Satisfaction with USCIS Digital Experience

• We receive about 3,000 exit surveys per month

• Account holders report high satisfaction
  o 80% of respondents say the account was extremely easy or somewhat easy to use
  o 80% of respondents say they completed all or most of what they wanted to do
Quick Tips

- Online form is the same as paper version
- Form logic based on applicant answers
- Answer as many questions as possible, as fully as possible
- Work at your own pace, we automatically save your answers
- Draft forms are saved for 30 days
Updating Personal Profile

- Personal information easy to update in account profile

- Applicants with IOE case/receipt numbers can update address AFTER biometrics appointment
Changing Your Address

You cannot edit your mailing address or physical address during this part of the adjudication process.
Secure Inbox Messaging

New Message

What do you need help with?

- Send us a message
- A case already filed online

Case receipt number

Receipt number: IOE___, Form: I-90

Message

Free-text field. Type your message here.

Send

Cancel
You will know you have an RFE when you check your case status online or in your account.

The RFE document is posted in your documents tab.
Responding to an RFE

Respond With Evidence

Review the guidelines before you respond.

- You only have one opportunity to respond to our notice.
- Once we receive your response, we will resume processing your case.
- If you fail to submit all the requested evidence, we may deny your application.
- You cannot delete any evidence once you submit it.
- You can respond with no more than five documents.
- If you have more than five documents, please upload the first five on this page, then go to the Documents tab on your case and upload additional documents under Unsolicited Evidence.

⚠️ Review the notice we sent and respond with the requested evidence by May 4, 2021 at 11:45 a.m.

File Requirements

- Clear and readable
- Accepted file formats: JPG, JPEG, PDF, TIF or TIFF
- No encrypted or password protected files
- File size: 6 MB maximum
- If your documents are in a foreign language, upload a full English translation and the translator’s certification with each original document.

Choose or drop files here to upload

Submit response

Cancel

I-765 Application for Employment Authorization

Submitted on December 15, 2017 | Receipt # DE0991288997

Case Actions

Case status | Case history | Documents | Representative

May 4, 2021
Response To USCIS’ Request For Evidence Was Received

On May 4, 2021, we received your response to our Request for Evidence for your Form I-765, Application for Employment Authorization, Receipt Number DE0991288997. USCIS has begun working on your case again. We will send you a decision or notify you if we need something from you. If you move, go to www.uscis.gov/addresschange to give us your new mailing address.

Response received on Tuesday, May 4, 2021 at 11:50 a.m. EDT. We will review the evidence.

Current as of today at 11:50 a.m.
Responding to an RFE

Your documents were successfully submitted to USCIS

These documents have been added to your case. We may consider the timeliness and relevance of this information when making a decision on your case.

Okay, back to my cases

I-765 Application for Employment Authorization

Submitted on December 15, 2017  |  Receipt #: IOE09912869897

Case Actions

Case status  |  Case history  |  Documents  |  Representative

May 4, 2021
Response To USCIS’ Request For Evidence Was Received

On May 4, 2021, we received your response to our Request for Evidence for your Form I-765, Application for Employment Authorization, Receipt Number IOE09912869897. USCIS has begun working on your case again. We will send you a decision or notify you if we need something from you. If you move, go to www.uscis.gov/addresschange to give us your new mailing address.

Response received on Tuesday, May 4, 2021 at 11:50 a.m. EDT. We will review the evidence.

Current as of today at 11:50 a.m.
Linking a Paper Case

Welcome to Your USCIS Account

Select what you want to do

Add a paper-filed case
View your case status and case history by adding your case to your account

File a form online
Start a new form, upload evidence, and pay and submit online

Enter a representative passcode
Review and sign forms prepared for you by your attorney or representative

Verify your identity
Answer questions about your immigration history to verify your personal identity

my.uscis.gov/account/v1/needhelp
Adding a Paper Case

Add A PaperFiled Case

If you filed a paper form with USCIS, you can add the case to your USCIS account to see your current case status and case history online. Enter your receipt number below and we will add the case to your online account. You will not need to add it again. We will notify you each time we take a new action on your case, and you will simply need to sign in to your account to see your latest case status. You can manage these notifications in your account settings.

If you filed a form online, your case is already associated with your account. You should return to your home page to see your current case status, case history, and case details.

Enter your USCIS case receipt number

Your USCIS case receipt number can be found on the Welcome Notice or Receipt Notice that we mailed to you.

**Receipt number**

[Input field with placeholder text]

Example: ABC1234567890 or XYZ*987654321

Add case

---

Add A PaperFiled Case

Enter your Online Access Code and your date of birth

Your code is located on the confirmation letter you received from USCIS in the mail for filing a paper case.

[Image of confirmation letter with access code]

It can take up to 30 days to receive your confirmation letter and Online Access Code in the mail. If it has been more than 30 days since you submitted your case and you have not received your code, you should request a new one.

**Online Access Code**

[Input field with placeholder text]

Example: ABCDE-1234-ABC12

**Date of birth**

[Input field with placeholder text]

Example: 01/01/1979

Confirm case
Reminder for applicants!

• When we call you back, the number that will show in your caller ID is 202-838-2200.

• Please answer the call.

• We try two times. If we do not reach you after two tries, you must start over.
Usability Testing

We need your help:

• Sign up to receive alerts for future usability testing sessions

https://www.uscis.gov/website-policies/help-us-improve-our-website
THANK YOU!

QUESTIONS?