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USCIS Online Account
“Account 101” for Legal Representatives
Agenda Today

• Overview of USCIS online account for legal representatives

• Representative (“rep”) account workflow

• Linking paper forms

• Tips and best practices
Benefits of Applying Online

- Submit a form
- Access all 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
Online Filing Percentages

• 11 forms available for online filing through myUSCIS
• 10 million+ accounts created
• 4.2 million+ cases received since 2017

![Online Filing Percentages Diagram](chart.png)

Cumulative totals for first half of FY22
Online filing by legal representatives is significantly lower than paper filing.
User Satisfaction

We receive about 3,000 exit surveys per month

Users report high satisfaction

• 80% of respondents say account was “extremely easy” or “somewhat easy” to use

• 80% of respondents say they completed “all” or “most” of what they wanted to do
Creating a USCIS Online Account

Bookmark these pages for easy access to your account:

- [www.uscis.gov](http://www.uscis.gov)
- [my.uscis.gov](http://my.uscis.gov)
- [myaccount.uscis.gov](http://myaccount.uscis.gov)
USCIS Online Account

Web portal hosts three online services

- FIRST (FOIA requests online)
- myE-Verify (check work authorization status)
- myUSCIS (file forms online)
myUSCIS Account Types

- Applicant account
  No legal representative helping

- Representative account
  Must submit Form G-28

- H-1B registrant account
  Visible only during “cap season”
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 USGIS 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

Provide Password Reset Answers

Question #1
What was the first team sport you played?
Response: field hockey

Question #2
In what city/town did you meet your spouse?
Response: Richmond

Question #3
What is the name of the company of your first paid job?
Response: McDonald's

- Save your backup code and password reset answers!
Quick Tips

- Online form and paper form collect the same information
- 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
**Fact vs Fiction**

**FICTION**
Legal reps need an account for each client.

**FACT**
Legal reps create one “rep account” to serve multiple clients.

**Key Takeaways**
- Each client working with legal rep. must have an applicant account.
- Each applicant account is created with a unique email address.
- Husband & wife applying for naturalization together with legal rep. must each have their own email address and account.
Representative Account Home Page

Representative account home page has four tabs:

- My Clients
- Profile
- Inbox
- Withdrawn G-28s
My Clients Tab

Client tab allows you to:

• Add and remove clients
• Search for clients by name
• Sort clients with filters
  o Action required
  o Draft expiring soon
Account Profile

• Change mailing address
• Change or add bar number and jurisdiction
• You cannot change your online account number
• In account settings, you can change phone number, how you receive PIN, backup code, password reset questions, etc.
You can send secure messages to USCIS.

• Six topics to choose from
• 2000-character limit
Secure messages are handled by Contact Center ISOs

Response times vary, but in general are:

- Urgent inquiries—2-3 days
- Nonurgent inquiries—30 days
- Technical support inquiries—2-3 days

- We call back from 202-838-2104
Withdrawn G-28s

This page lists the cases for which you or your client have withdrawn the G-28.

Cases

- **Name**: JESSICA DAV
- **Form**: I-130
- **Receipt Number**: 1095541923

You have successfully withdrawn the G-28 for I-539. Receipt Number MCT2024410031

There are no forms for this client.

File a form
Demo of Representative Passcode

My Clients

Add a client to my account

View client and important case information at a glance.

Search

Filter by

Clients (1) Cases (1) 2 total results

NieWadowski, Madeira NMN

Case 1 of 1 Status Action

1:00 Submitted January 8, 2014

View case status

View all cases Start a form
There is a “Case Card” for each form you submit.

Four tabs:
- Case status
- Evidence
- Notices
- Case history
Case Card—Evidence

Evidence tab:

• Shows all submitted evidence
• Offers tool to upload unsolicited evidence

• Pro tip—give your documents clear and simple names. Do not use automated scan name.
Case Card—Notices

Notices tab:

• Shows all USCIS notices and when they were issued

• Feel confident knowing you have all notices about your case
Case Card—Case History

Case history tab:

- Shows all case statuses over time
- Case history only available in the account

I-90 Application to Replace Permanent Resident Card
Submitted on July 18, 2022 | Receipt #: IOE9356949756
View PDF ▼ Case Actions ▼

<table>
<thead>
<tr>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Is Being Actively Reviewed By USCIS</td>
<td>July 18, 2022</td>
</tr>
<tr>
<td>We scheduled you for a biometrics appointment</td>
<td>July 18, 2022</td>
</tr>
<tr>
<td>We received your Form I-90, Application to Replace Permanent Resident Card, and sent you a receipt notice.</td>
<td>July 18, 2022</td>
</tr>
</tbody>
</table>
Linking Paper Cases

• Legal representatives can link previously filed IOE paper case(s) to account **during account creation**

• One-time opportunity

• Representative will benefit from most account features as if case was submitted online
• Receipt notices for most paper cases do not post to the account.
• Only paper I-90s have receipt notices posted to the account.
• To request duplicate paper receipt notice: LockboxSupport@uscis.dhs.gov
Demo of Linking a Paper Case

Manage Your Existing Cases Online

If you paper-filed any of the forms below, we created a USCIS Online Account for you. The USCIS Account Access Notice that we mailed you has an Online Access Code you can use to link your paper-filed case to your online account.

Eligible paper-filed forms

Would you like to link your account using your Online Access Code?

- Yes.
- No, continue to account profile.

Next
Linked Paper Case Becomes Your Account Profile

When you create an account, you either:

1. Link a paper case, OR
2. Create an account profile.

- If you link paper case(s), data from your paper G-28 populates data fields to produce your account profile.

Data from a linked paper G-28 is used to create your account profile.
Demo of Responding to an RFE
Multiple Accounts Issue

• Legal representatives express frustration with not having access to client cases.

• For paper case to link to right account, certain data on paper G-28 must exactly match an account profile.
  • First name
  • Last name
  • Address (all address fields)
  • Bar # (if any)
  • State (if any), and
  • Online Account Number

We are working to address the linking issue
If system matches to an existing account profile, paper case automatically links to account.

If system cannot find a match, it automatically creates a new account for that case.

Incoming paper G-28

Paper case links

Matches on existing G-28

Nothing required by legal representative

Incoming paper G-28

Cannot match to existing G-28 or account profile

New account created

Legal representatives cannot link case with existing account.
Data Fields That Must Match

- Online Account Number
- First name
- Last name
- Address (all address fields)
- Bar number (if any)
- State jurisdiction (if any)
G-28 Examples That Resulted in New Accounts

- In the online environment, data on G-28s must be identical.
- Our online system requires a few more data points—and consistent data entry—to ensure account security.
Limitations In Representative Account

• Representatives cannot add ESC, LIN, MSC, SRC, WAC, or YSC paper cases to representative account.

• Representatives do not currently receive case alerts for online filed cases.
Tip #1—Educate Your Clients

Inform client what they need to do:
• Create applicant account
• Enter representative passcode
• Save passwords & backup code

Explain the benefits:
• Immediate receipt number & quick receipt notice
• Access all notices, respond to RFE, submit additional evidence, send secure messages
Tip #2—Client Email Address

- When you prepare G-28 online, you must enter your client’s email address.
- This MUST BE the same email address your client uses to create their online account.
- If the client’s email address does not match, representative passcode will not work.
Tip #3—Give Your Evidence Simple Names

Don’t use the automated scan file name.
Examples: 722.PNG  
IMG_0483.JPG  
8977.PDF

Give all documents you upload a clear, descriptive name.
Examples: Wedding photo  
Jane passport  
Tom bank statement

- Use clear and simple names that say what the document is.
- This helps improve completeness and accuracy.
Tip #4—“Finished” Forms Cannot Be Edited

- Fill out the immigration benefit form first, then the G-28.
- When you finish a form, it is locked for editing.
- Pay close attention to spelling, address details, and email address.
- You can review your work before you “finish” and save a draft as a .pdf.
Tip #5—G-28 Best Practices

- Each legal rep should have one G-28 template that all staff use. Do not change top portion of G-28 from case to case.

- Do not fiddle with your account profile data or G-28 data. Tell staff to do the same.
Stand-Alone G-28s

These forms are available for online filing:

<table>
<thead>
<tr>
<th>Form</th>
<th>Form</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-90</td>
<td>I-765</td>
<td>N-400</td>
</tr>
<tr>
<td>I-130</td>
<td>I-821 **</td>
<td>N-565</td>
</tr>
<tr>
<td>I-134 *</td>
<td>I-821D **</td>
<td>N-600</td>
</tr>
<tr>
<td>I-539 *</td>
<td>N-336</td>
<td>N-600K</td>
</tr>
</tbody>
</table>

* Legal reps cannot submit Forms I-539 or I-134 online at this time.

**Forms I-821 & I-821D can be submitted online concurrently with Form I-765

At any point, legal reps can submit a stand-alone G-28 (online or paper) for any online filed form (except Form I-134 and I-539).
Legal Representatives Must Adhere to Terms/Conditions

• Legal representatives must adhere to USCIS online account terms and conditions.

• Some practitioners are violating the rules by creating applicant accounts and providing insufficient electronic signatures.

• We may suspend your account if you violate the terms and conditions.
# Daily Credit Card Limits

**U.S. Treasury Department limits credit card transactions to $24,999.99 per card, per day**

<table>
<thead>
<tr>
<th><strong>CUSTOMER IMPACT</strong></th>
<th><strong>CUSTOMER RISK</strong></th>
<th><strong>CUSTOMER SOLUTIONS</strong></th>
<th><strong>CUSTOMER COMMUNICATION</strong></th>
</tr>
</thead>
</table>
| This limitation constrains USCIS customers who submit many cases and credit card payments at once. | If USCIS customers exceed daily credit card limit:  
✓ Credit card transactions may be declined  
✓ Customers may need to submit several batches | If USCIS customers exceed daily credit card limit:  
✓ They can use other forms of payment: (ACH, debit cards)  
✓ Pay with multiple credit cards over multiple days | USCIS is communicating with customers:  
✓ Through all channels (direct and online)  
✓ Monitoring closely to identify additional impacts & solutions |
Get Technical Support: my.uscis.gov/account/v1/needhelp
Questions and Answers
Learn About the USCIS Online Account

www.uscis.gov/file-online

• Filing tips and videos
• End-to-end demo of submitting Form N-400 online
• Helpful questions & answers
• Resources for legal representatives

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