



Homeland
Security

Office of the Citizenship and Immigration Services Ombudsman

August 16, 2022 | 1:00 PM Eastern

Disclaimer

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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



Ask us case-specific questions



Respond to a request for evidence



Access all notices



Check case status & sign up for notifications



Update your address & contact information



Ask about a typo or missing mail



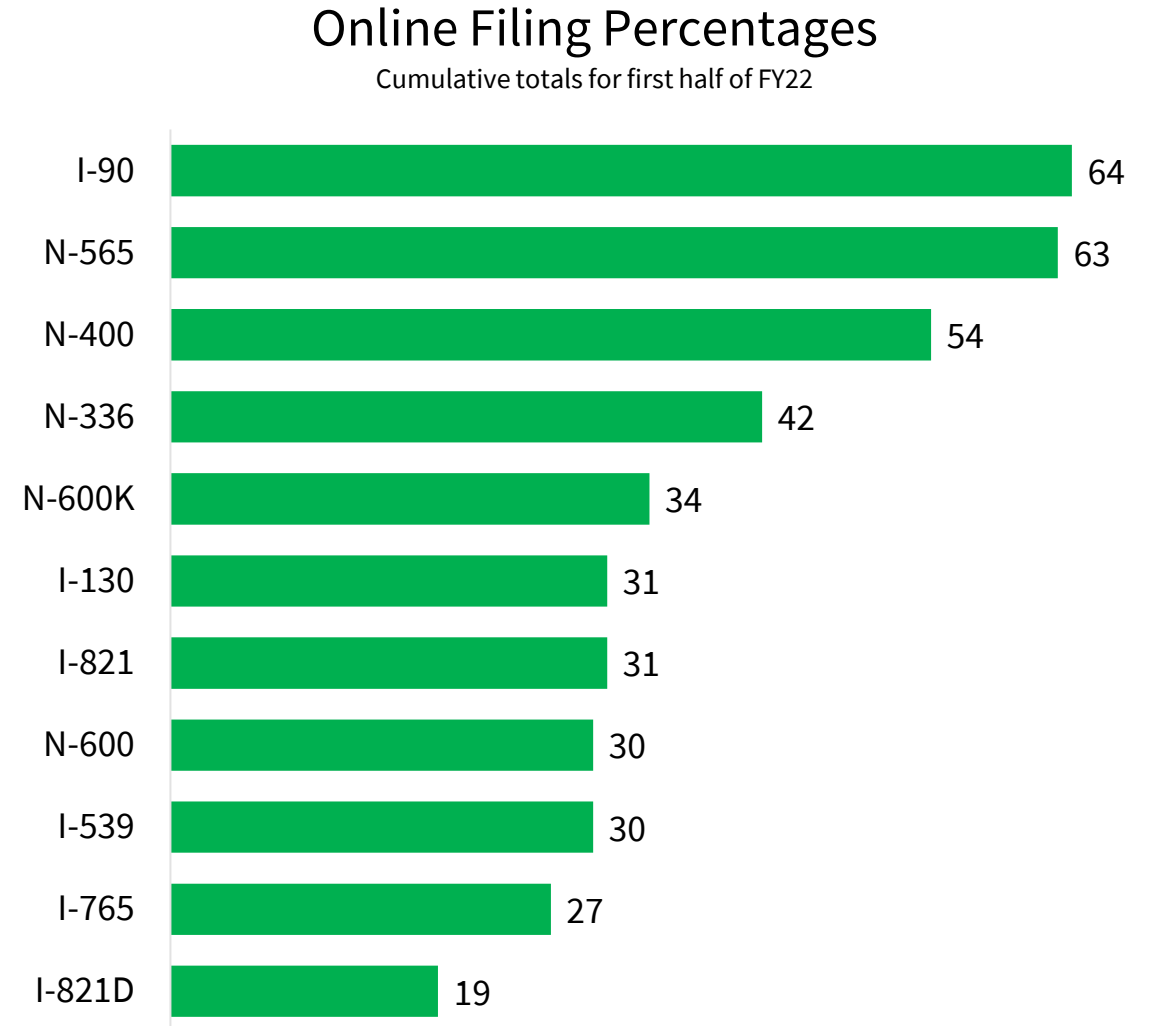
Pay fee with credit or debit card



Access case details anytime, from any device

Online Filing Percentages

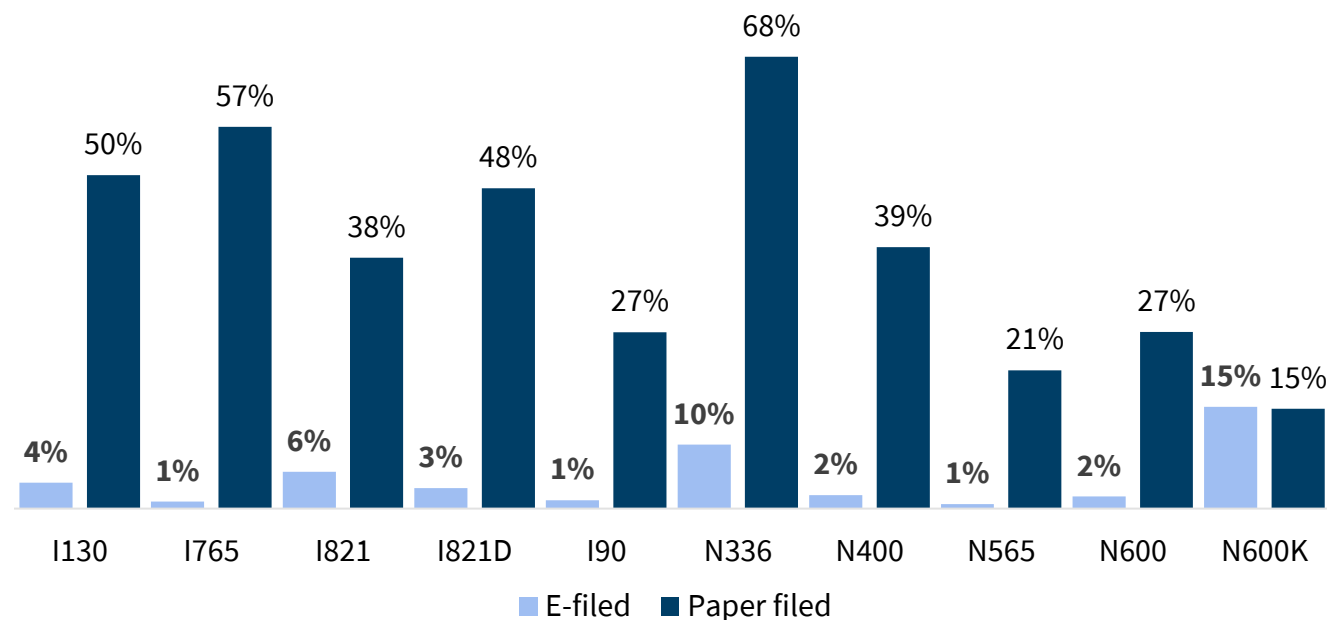
- 11 forms available for online filing through myUSCIS
- 10 million+ accounts created
- 4.2 million+ cases received since 2017



Online Filing by Legal Representatives

Online filing by legal representatives is significantly lower than paper filing

Online Filing vs Paper Filing For Represented Cases
May-July 2022



User Satisfaction

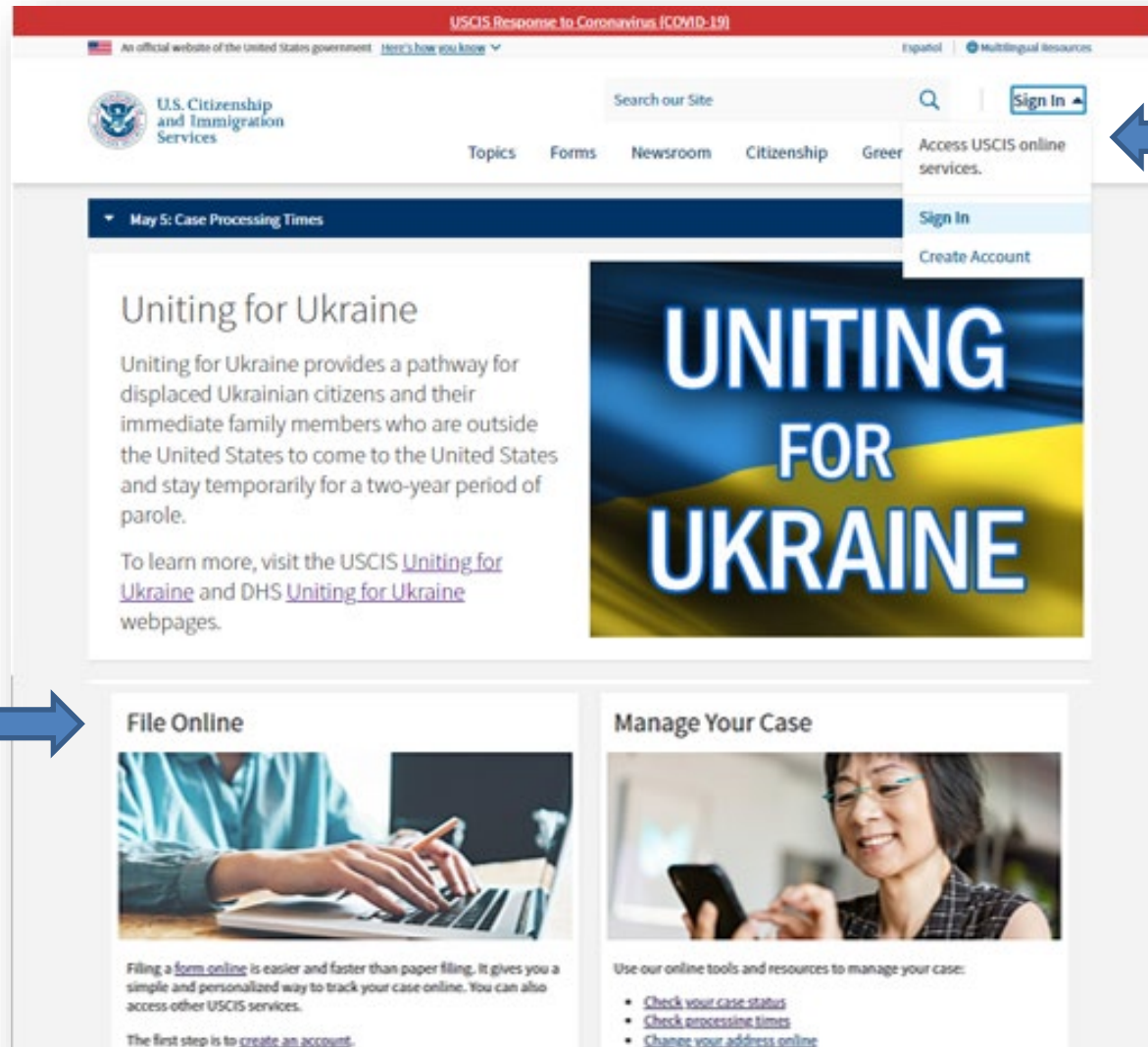
We receive about 3,000 exit surveys per month

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
- my.uscis.gov
- myaccount.uscis.gov


USCIS Online Account

Welcome to your USCIS Account

Select what you want to do

Edit My Profile	Editing your profile includes email, password, phone number, security questions, two-step verification and backup code.
---------------------------------	---

Login to a USCIS Service

 USCIS	Apply for immigration benefits, find tools and resources to assist in preparation for naturalization, and search for doctors in your local community.
FIRST	Submit, manage and receive Freedom of Information Act (FOIA) requests.
myE-Verify	Confirm your records for employment eligibility, track E-Verify or Self-Check case status, and protect your identity by locking your Social Security Number (SSN).

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”

Account Type

Select an account type:

- ☐ I am an applicant, petitioner, or requestor.
- USCIS only offers certain benefit types for online filing. Please refer to uscis.gov for further guidance.
 - You cannot file an H-1B Registration with this account type.
- ☒ I am a Legal Representative.
- I am an attorney eligible to practice law in the United States.
 - I am an accredited representative of a qualified organization that is recognized by the Department of Justice in accordance with 8 CFR part 1292.
- ☐ I am an H-1B registrant.
- I am an authorized signatory submitting an H-1B Registration or signing an H-1B Registration to be submitted by a legal representative.
 - A registrant account can be used only to submit H-1B Registrations.
 - If you are an attorney or accredited representative that requires the submission of a Form G-28 and are submitting H-1B Registrations on behalf of an H-1B employer or agent, you must use a Legal Representative account.

Submit

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

Question #1

What was the first team sport you played?

Question #1 Response

field hockey

Question #2

In what city/town did you meet your spouse?

Question #2 Response

Richmond

Question #3

What is the name of the company of your first paid job?






Question #3 Response

McDonalds



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

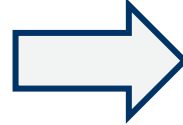
Fact vs Fiction

❌ FICTION

Legal reps need an account for each client.

✅ FACT

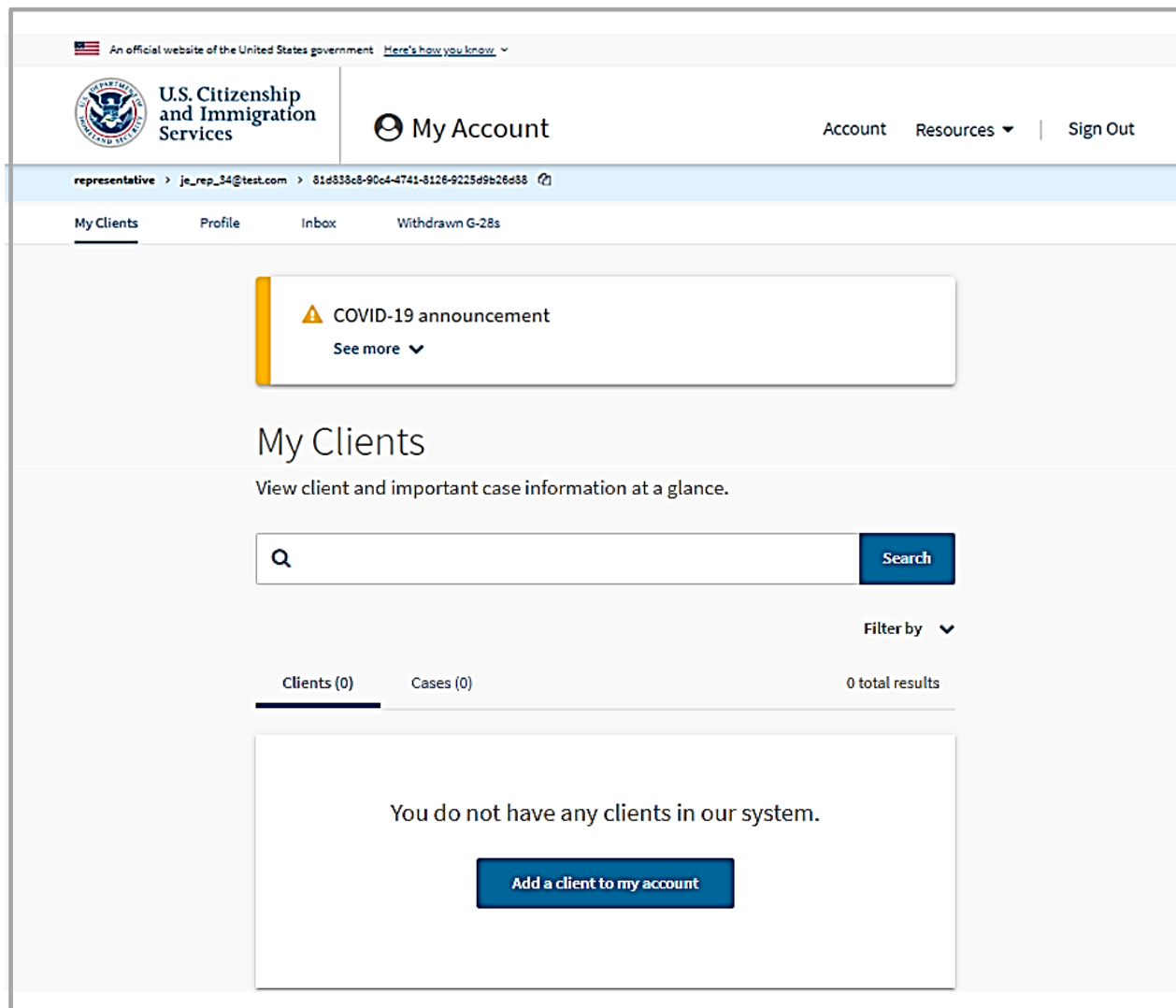
Legal reps create one “rep account” to serve multiple clients.



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
 - Action required
 - Draft expiring soon

My Clients

[Add a client to my account](#)

View client and important case information at a glance.



Search

Filter by

Alert type

Action required

Draft expiring soon

Form

Clear filters

8 total results



CISNEROS, BIANCA NMN

A-Number: 045678900 | Date of birth: December 01, 1965

Case (1 of 1)

Status

Action

I-90

Submitted July 27, 2022

[View case status](#)

[View all cases](#)

[Start a form](#)


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.


Profile

Account Settings

Edit your primary email, recovery email, mobile phone number, password, password reset questions, and Two-Step verification preferences here.

 Account settings

Personal Information

 Edit account profile

First Name
Janice

Middle Name

Last Name
Smith

Online Account Number
007414747278

Mailing Address

In care of (if any)

Country
United States

Address line 1
123 MAIN ST

Address line 2

City or town
BUFFALO

State
New York

Zip code
14203

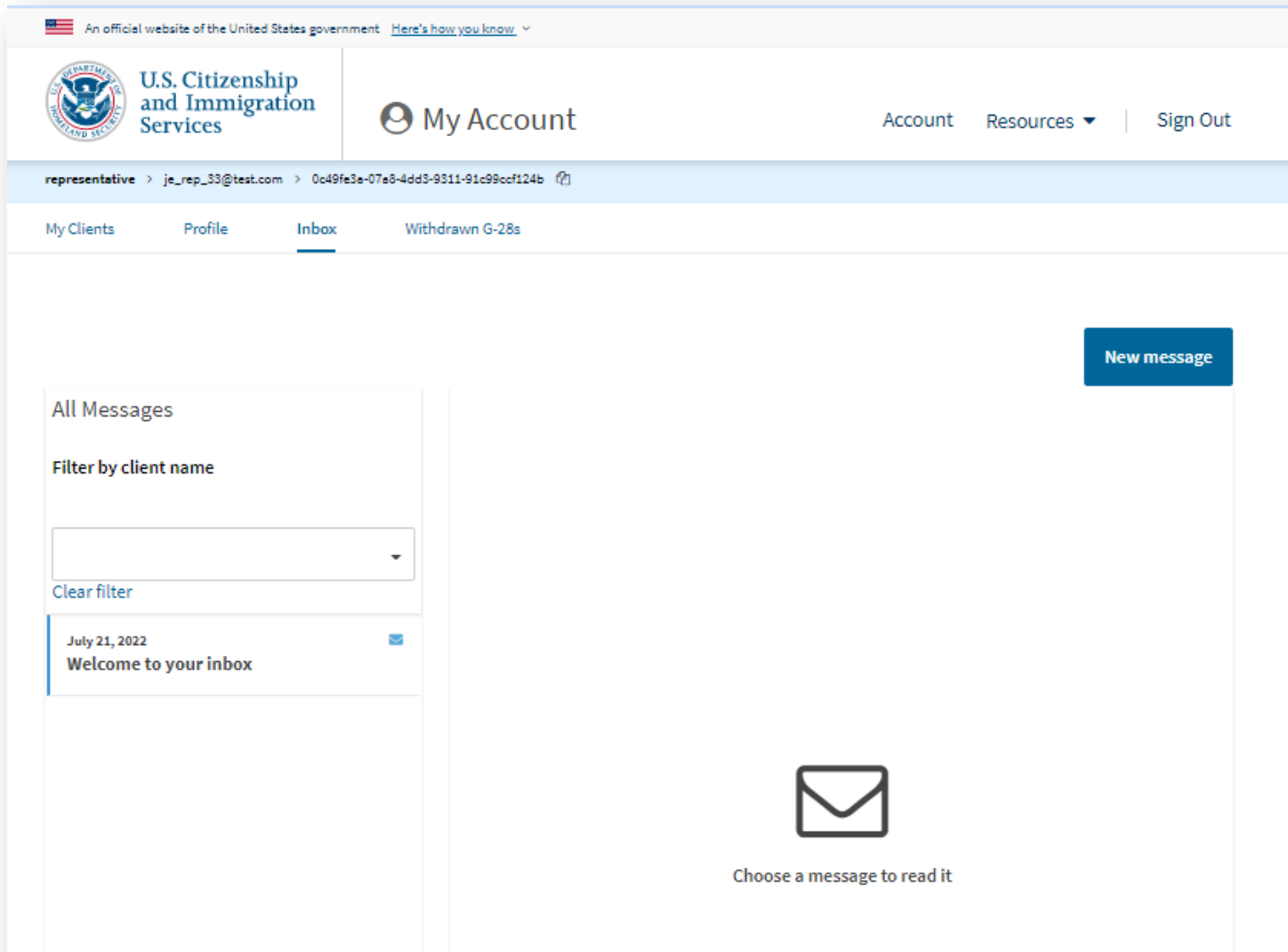
Attorney Information

Organization name
Smith Law

Licensing authority
New York

State bar number
123456

Inbox and Secure Messaging



You can send secure messages to USCIS.

- Six topics to choose from
- 2000-character limit

Inbox and Secure Messaging, *continued*

New Message

What do you need help with?

Subject

|

- A case already filed online
- Filing an application online
- Getting an answer to general questions
- Making a payment
- Other (write subject in description)
- Technical issues

Client name

|

- ANDREW JONES, A-*****6655
- BIANCA CISNEROS, A-*****8900
- JoAnn Evans
- Leah James

Message

0/2000


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

 An official website of the United States government [Here's how you know](#) ▼

 U.S. Citizenship and Immigration Services

 My Account

Account Resources ▼ | Sign Out

representative > km_rep_37@test.com > e2ee477d-7aff-4dac-b400-c004334f3156

My Clients Profile Inbox Withdrawn G-28s

Withdrawn G-28s

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

Name	Form	Receipt
JESSICA DAY	I-130	IOE9679491929

[Return to top](#)

Topics Citizenship Schedule an Appointment Find a Doc

Cases



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


[Dismiss](#)


There are no forms for this client.

[File a form](#)

Demo of Representative Passcode

An official website of the United States government [Here's how you know](#)


 U.S. Citizenship and Immigration Services

 My Account

Account Resources Sign Out

representative > je_rep_43@test.com > abc02e80-2015-43f9-b485-4993109709ca

My Clients Profile Inbox Withdrawn G-28s

 COVID-19 announcement
[See more](#)

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

 NIEWIADOMSKI, MADEIRA NMN
A-Number: 125120225 | Date of birth: August 04, 1981

Case (1 of 1)	Status	Action
I-90	Submitted January 8, 2014	View case status

[View all cases](#) [Start a form](#)

Case Card For Each Submitted Case

There is a “Case Card” for each form you submit.

Four tabs:

- Case status
- Evidence
- Notices
- Case history

The screenshot shows a USCIS Case Card interface. At the top, it displays the title "I-90 Application to Replace Permanent Resident Card" and the submission details "Submitted on July 18, 2022 | Receipt #: IOE9356949796". Below this are two buttons: "View PDF" and "Case Actions", both highlighted with red boxes. A tabbed interface follows, with "Case status" selected and highlighted with a red box, alongside "Evidence", "Notices", and "Case history". The main content area under the "Case status" tab shows the text: "Case status issued July 18, 2022", "Case Is Being Actively Reviewed By USCIS", and a paragraph stating: "As of July 18, 2022, we are actively reviewing your Form I-90, Application to Replace Permanent Resident Card, Receipt Number IOE9356949796. 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." At the bottom, it says "Current as of today at 8:29 a.m."

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.

I-90 Application to Replace Permanent Resident Card

Submitted on July 18, 2022 | Receipt #: IOE9356949796

[View PDF](#) ▾ [Case Actions](#) ▾

[Case status](#)

[Evidence](#)

[Notices](#)

[Case history](#)

Your uploads

You may upload additional evidence that we did not request. We will consider the timeliness and relevance of this information when making a decision about your case.

File	Document	Date added
Green Card front.jpg	Identity/Travel Documents	July 18, 2022
Preparer Sheet.pdf	Other	July 18, 2022
back of green card.jpg	Identity/Travel Documents	July 18, 2022
Green Card front.jpg	Identity/Travel Documents	July 18, 2022

Unsolicited evidence

Unsolicited evidence is any additional information or evidence that we did not request from you. If you upload evidence that we did not request from you, USCIS will consider the timeliness and relevance of this information when making a decision about your case.

[Upload evidence](#)

Case Card—Notices

Notices tab:

- Shows all USCIS notices and when they were issued
- Feel confident knowing you have all notices about your case

I-90 Application to Replace Permanent Resident Card
Submitted on July 18, 2022 | Receipt #: IOE9356949796
[View PDF](#) ▾ [Case Actions](#) ▾

[Case status](#) [Evidence](#) **[Notices](#)** [Case history](#)

USCIS notices

Notice	Date sent	Action
Appointment Scheduled.pdf	July 18, 2022	N/A
Receipt Notice.pdf	July 18, 2022	N/A
Receipt Notice.pdf	July 18, 2022	N/A

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 #: IOE9356949796
[View PDF](#) ▾ [Case Actions](#) ▾

[Case status](#) [Evidence](#) [Notices](#) **[Case history](#)**

Case history


Status	Date
Case Is Being Actively Reviewed By USCIS	July 18, 2022
We scheduled you for a biometrics appointment	July 18, 2022
We received your Form I-90, Application to Replace Permanent Resident Card, and sent you a receipt notice.	July 18, 2022

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

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](#)

Linking Paper Cases, *continued*

- 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

Paper-filed I-90 has posted receipt notice


Notices		
Notice Type ↕	Status ↕	Date Issued
Receipt Notice - Lockbox Extension	Print Success	03/25/2022
Account Acceptance Notice	Print Success	03/25/2022
Receipt Notice - Lockbox Extension	Print Success	03/25/2022
Appointment Scheduled	Print Success	04/01/2022
Appointment Scheduled	Print Success	04/01/2022




Paper-filed I-130 does not have posted receipt notice

Notices		
Notice Type ↕	Status ↕	Date Issued
Account Acceptance Notice	Print Success	04/16/2020
I-130 Approval	Print Success	08/11/2020
I-130 Approval	Print Success	08/11/2020

Demo of Linking a Paper Case

**U.S. Citizenship and Immigration Services**

 My Account

Account | Resources ▾ | Sign Out

representative > je_rep_43@test.com > abc02a00-2015-43f9-b480-4993109709ce

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

[Return to top](#)

Topics | Citizenship | Schedule an Appointment | Find a Doctor | Find a Class

**U.S. Citizenship and Immigration Services**



[Contact USCIS](#)

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.

Notice of Entry of Appearance as Attorney or Accredited Representative
Department of Homeland Security

DHS
Form G-28
OMB No. 1615-0105
Expires 05/31/2021

Part 1. Information About Attorney or Accredited Representative

1. USCIS Online Account Number (if any)
0 6 7 7 8 9 2 4 3 5 3 3

Name of Attorney or Accredited Representative

2.a. Family Name (Last Name) Last name
2.b. Given Name (First Name) First name
2.c. Middle Name Middle name

Address of Attorney or Accredited Representative

3.a. Street Number and Name 123 Main Street
3.b. Apt. Ste. Flr. 100
3.c. City or Town Any town
3.d. State DC 3.e. ZIP Code 11111
3.f. Province
3.g. Postal Code
3.h. Country USA

Part 2. Eligibility Information for Attorney or Accredited Representative

Select all applicable items.

1.a. ☒ I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest courts of the following states, possessions, territories, commonwealths, or the District of Columbia. If you need extra space to complete this section, use the space provided in Part 6. Additional Information.
Licensing Authority DC

1.b. Bar Number (if applicable) 123456

1.c. I (select only one box) ☐ am not ☐ am subject to any order suspending, enjoining, restraining, disbaring, or otherwise restricting me in the practice of law. If you are subject to any orders, use the space provided in Part 6. Additional Information to provide an explanation.


1.d. Name of Law Firm or Organization (if applicable)


2.a. ☐ I am an accredited representative of the following qualified nonprofit religious, charitable, social service, or similar organization established in the United States and recognized by the Department of Justice in accordance with 8 CFR part 1292.

Data from a linked paper G-28 is used to create your account profile.

Demo of Responding to an RFE

An official website of the United States government [Here's how you know](#)


 U.S. Citizenship and Immigration Services

 My Account

Account Resources Sign Out

representative > je_rep_43@test.com > ebc02a50-2015-43f9-b455-4993109709ca

My Clients Profile Inbox Withdrawn G-28s

 COVID-19 announcement
[See more](#)

My Clients


[Add a client to my account](#)


View client and important case information at a glance.

[Search](#)

Filter by

Clients (2) Cases (2) 4 total results

 JONES, ANDREW NMN
A-Number: 088776666 | Date of birth: December 01, 1970

Case (1 of 1)	Status	Action
I-90	 Action required	View case status

[View all cases](#) [Start a form](#)

Multiple Accounts Issue

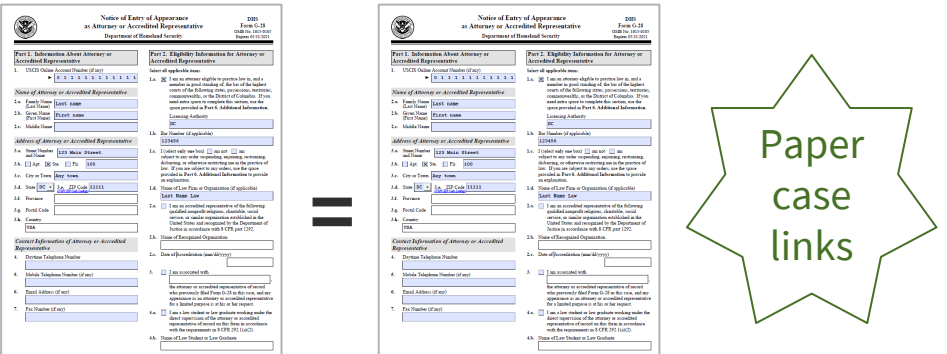
- Legal representatives express frustration with not having access to client cases.
- For paper case to link to right account, certain data on paper G-28 must exactly match an account profile.
 - First name
 - Last name
 - Address (all address fields)
 - Bar # (if any)
 - State (if any), and
 - Online Account Number

We are working to address the linking issue



Process Flow for Paper G-28s

If system matches to an existing account profile, paper case automatically links to account.



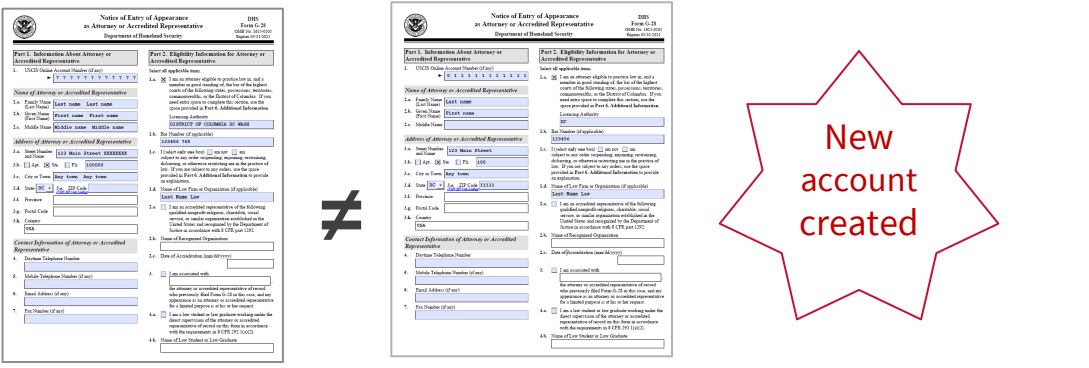
Incoming paper G-28

Matches on existing G-28

Paper case links

Nothing required by legal representative

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



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



Notice of Entry of Appearance
as Attorney or Accredited Representative
Department of Homeland Security

DHS
Form G-28
OMB No. 1615-0105
Expires 05/31/2021

Part 1. Information About Attorney or Accredited Representative

1. USCIS Online Account Number (if any)

0 1 1 1 1 1 1 1 1 1 1 1

Name of Attorney or Accredited Representative

2.a. Family Name (Last Name) Last name

2.b. Given Name (First Name) First name

2.c. Middle Name

Address of Attorney or Accredited Representative

3.a. Street Number and Name 123 Main Street

3.b. ☐ Apt. ☒ Ste. ☐ Flr. 100

3.c. City or Town Any town

3.d. State DC 3.e. ZIP Code 11111
(USPS ZIP Code Lookup)

3.f. Province

3.g. Postal Code

3.h. Country

USA

Part 2. Eligibility Information for Attorney or Accredited Representative

Select all applicable items.

1. ☒ I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest courts of the following states, possessions, territories, commonwealths, or the District of Columbia. If you need extra space to complete this section, use the space provided in Part 6. Additional Information.

Licensing Authority

DC

1.b. Bar Number (if applicable)

123456

2. I (select only one box) ☐ am not ☐ am subject to any order suspending, enjoining, restraining, disbaring, or otherwise restricting me in the practice of law. If you are subject to any orders, use the space provided in Part 6. Additional Information to provide an explanation.

3. Name of Law Firm or Organization (if applicable)

2.a. ☐ I am an accredited representative of the following qualified nonprofit religious, charitable, social service, or similar organization established in the United States and recognized by the Department of Justice in accordance with 8 CFR part 1292.

- 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

Street Number and Name	2316 30TH STREET
---------------------------	------------------

Street Number and Name	2316 30TH ST
---------------------------	--------------

Street Number and Name	2316 30TH ST.
---------------------------	---------------

- 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.

How may we contact you?

Daytime telephone number


(202) 555-2222

Mobile telephone number (if any)

☒ This is the same as my daytime telephone number.

(202) 555-2222

Email address

je_app_35@test.com 

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.

An official website of the United States government [Here's how you know](#)

U.S. Citizenship and Immigration Services

Account Resources

representative > je_rep_33@test.com > 0c49fe5a-07a8-4dd5-9311-91c99ccf124b

Application to Replace Permanent Resident Card (I-90)

- Getting Started
- About You
- Your Request
- Evidence
- Additional Information
- Review and Submit**

Review your application

Your application summary

Preparer signature

Finish the I-90 and continue to the G-28

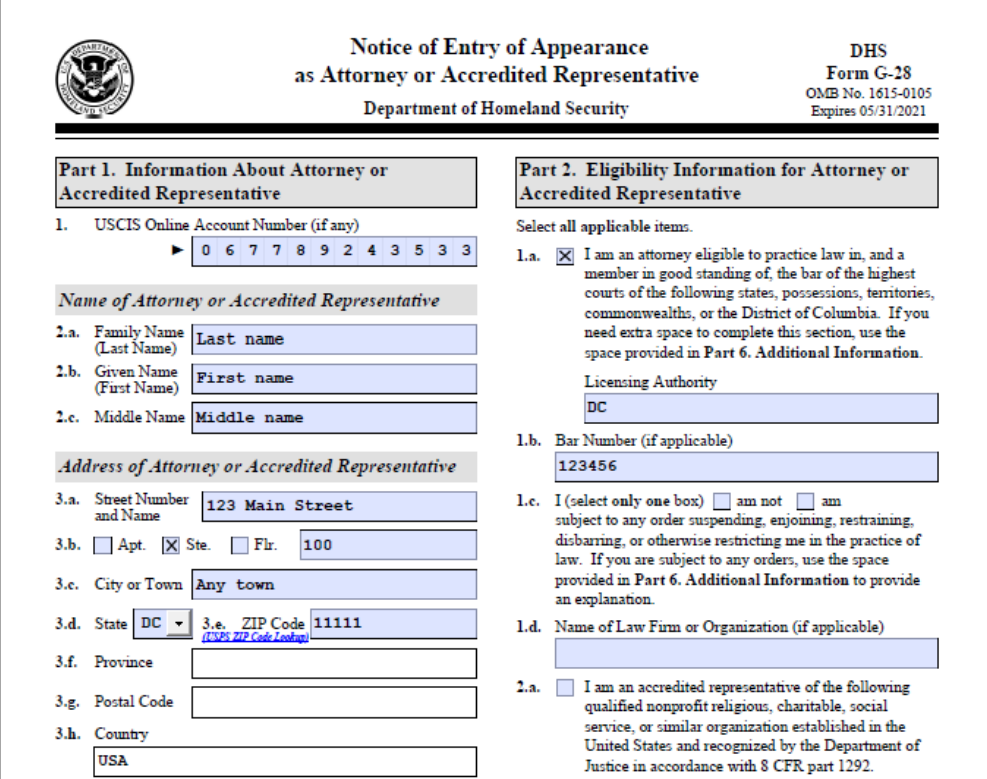
By finishing this form, we will prepare a draft I-90 for your client to review and sign. If your client does not approve the information provided in the I-90, you will need to edit the information in the form, and resubmit it for your client's review.

Next you will continue to the G-28. When you submit the G-28, we will give you a passcode for your client to add you as his or her representative in his or her USCIS online account. Once you are added, your client will have access to review the draft I-90 and the draft G-28.

[Back](#) [Finish and continue](#)

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.



The image shows a sample of the DHS Form G-28, "Notice of Entry of Appearance as Attorney or Accredited Representative". The form is divided into two main parts: Part 1, "Information About Attorney or Accredited Representative", and Part 2, "Eligibility Information for Attorney or Accredited Representative".

Part 1: Information About Attorney or Accredited Representative

- 1. USCIS Online Account Number (if any): 067789243533
- Name of Attorney or Accredited Representative**
 - 2.a. Family Name (Last Name): Last name
 - 2.b. Given Name (First Name): First name
 - 2.c. Middle Name: Middle name
- Address of Attorney or Accredited Representative**
 - 3.a. Street Number and Name: 123 Main Street
 - 3.b. Apt. ☐ Ste. ☒ Flr. 100
 - 3.c. City or Town: Any town
 - 3.d. State: DC 3.e. ZIP Code: 11111 (USPS ZIP Code Lookup)
 - 3.f. Province:
 - 3.g. Postal Code:
 - 3.h. Country: USA

Part 2: Eligibility Information for Attorney or Accredited Representative

Select all applicable items:

- 1.a. ☒ I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest courts of the following states, possessions, territories, commonwealths, or the District of Columbia. If you need extra space to complete this section, use the space provided in Part 6. Additional Information.
Licensing Authority: DC
- 1.b. Bar Number (if applicable): 123456
- 1.c. I (select only one box) ☐ am not ☐ am subject to any order suspending, enjoining, restraining, disbaring, or otherwise restricting me in the practice of law. If you are subject to any orders, use the space provided in Part 6. Additional Information to provide an explanation.
- 1.d. Name of Law Firm or Organization (if applicable):
- 2.a. ☐ I am an accredited representative of the following qualified nonprofit religious, charitable, social service, or similar organization established in the United States and recognized by the Department of Justice in accordance with 8 CFR part 1292.

Stand-Alone G-28s

These forms are available for online filing:

I-90	I-765	N-400
I-130	I-821 **	N-565
I-134 *	I-821D **	N-600
I-539 *	N-336	N-600K

* 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

CUSTOMER IMPACT

This limitation constrains USCIS customers who submit many cases and credit card payments at once.



CUSTOMER RISK

If USCIS customers exceed daily credit card limit:

- ✓ Credit card transactions may be declined



- ✓ Customers may need to submit several batches

CUSTOMER SOLUTIONS

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

CUSTOMER COMMUNICATION

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

my.uscis.gov/account/v1/needhelp

Connect USCIS PIT Weekly PIT home Favorites Issue Resolution Personal USAA Portal Calendar

✉ New Message (Continued)

I need help with: (required)

Changing my verification code delivery method
Requesting a new Online Access Code
Resetting my password
Unlocking my draft account

Date Filed

MM/DD/YYYY

Send Message >

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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