



Homeland
Security

Office of the Citizenship and Immigration Services Ombudsman

March 31, 2021



Homeland
Security

The CIS Ombudsman's Webinar Series: USCIS Online Filing and Customer Service Tools Webinar

Disclaimer

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.

Questions

- 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.

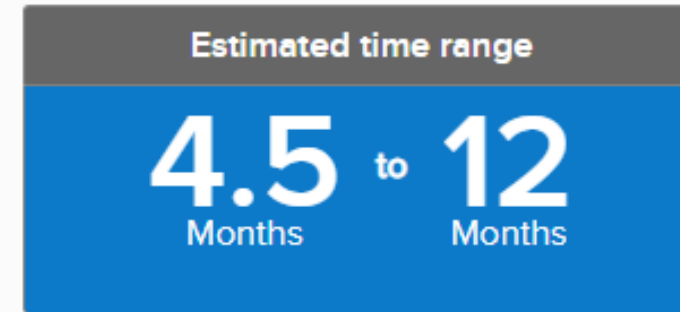


USCIS' Digital Experience

Start your immigration journey online today

- 2018—shifted to new methodology
- Uses completion data instead of pending inventory
- Started with four forms, now have 16 forms
- Posted range is from 50th to 93rd percentile

Processing time for Application for Naturalization (N-400) at Charleston SC



[Sign in or create a new account to see your personalized case completion time](#)

Upper end of range is case inquiry point for ALL FORMS using new methodology

We have posted a “Receipt date for a case inquiry” in the table below to show when you can inquire about your case. If your receipt date is before the “Receipt date for a case inquiry”, you can submit an “outside normal processing time” service request online.

| Estimated time range | Form type | Receipt date for a case inquiry |
|-------------------------|--------------------------------|---------------------------------|
| 4.5 Months to 12 Months | Application for Naturalization | April 13, 2020 |

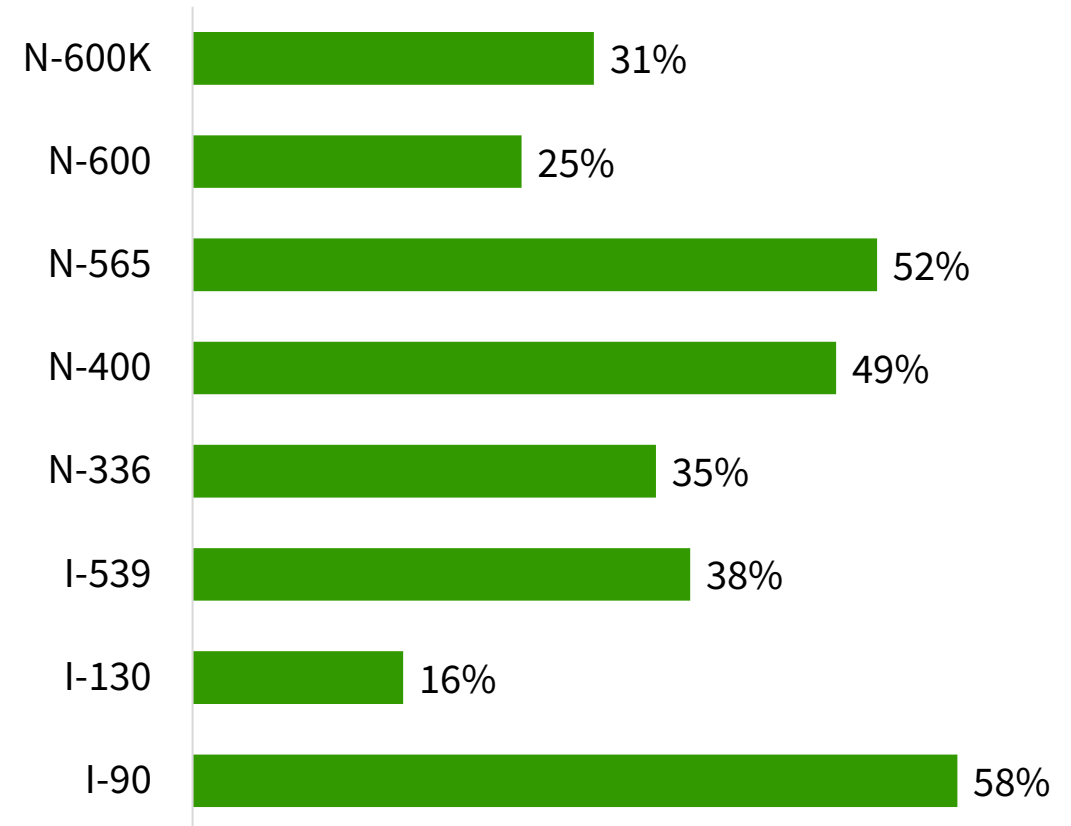
Case inquiry date is a “rolling” date



USCIS Digital Experience

- 11 forms are now online
- 7.3 million+ accounts created
- Since 2017, 3 million+ cases received online
- Our self-service tools are among the most popular in government

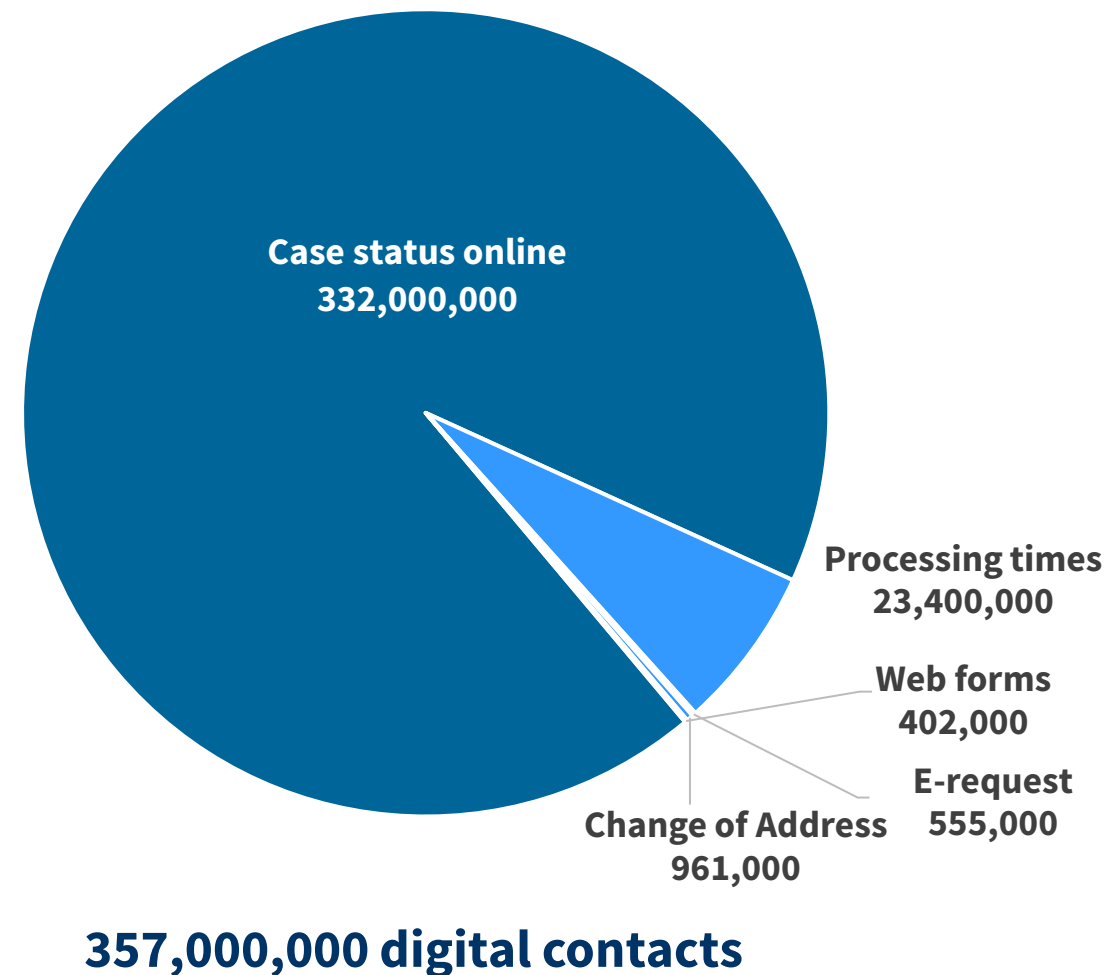
Online Filing Percentages - FY20



USCIS Digital Tools (FY20 Data)

uscis.gov/tools

- Case Status Online—332 million hits
- Processing times—23.4 million hits
- E-request—555,000 queries answered
- Change of Address—961,000 online requests processed
- Web form inquiries—402,000 queries answered



Why Go Online?



File a form online



Send us secure messages & get answers



Respond to a request for evidence



Access every notice we send you



Check case status & sign up for alerts



Update your address & contact information



Ask about a typo or missing mail



Pay online with via ACH a credit or debit card



Access case information 24/7 from any device

Eleven Forms Available Online

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

H-1B Electronic Registration

H-1B Registrations

Account Settings

H-1B Registrations

The H-1B Registration period is open.

- The H-1B Registration period will open from noon Eastern Time on March 9, 2021 to noon Eastern Time on March 25, 2021.
- Submitting a H-1B Registration does not guarantee an H-1B Visa.
- H-1B Registrations will NOT be accepted through the U.S. Postal Service.

[File a registration](#)

[Enter representative passcode](#)



High Volume Digital Tools

- **USCIS Online Account**

myaccount.uscis.gov



- **Case Status Online**

uscis.gov/casestatus

- **E-request**

uscis.gov/e-request

- Ask for special accommodation
- Ask about missing mail
- Report a typo

Sign Up

Your USCIS account is only for you. Do not create a shared account with family or friends. Individual accounts allow us to best serve you and protect your personal information.

You must provide your email address below if you are the one who is filing a form online, submitting an online request, or tracking a case.

Email

Email confirmation

Sign up for an account at myaccount.uscis.gov to get case alerts via email or text message

Changing Your Address with USCIS

1. USCIS Online Account—myaccount.uscis.gov
 - For people who applied online or added a paper-filed form with IOE receipt number to their online account
 - Also, must complete Change of Address, preferably at egov.uscis.gov/coa
2. Change of Address Online—egov.uscis.gov/coa
 - For anyone who has a non-IOE receipt numbers
 - Receipt number and email address required



Note: Anyone who applied for an immigration benefit based on being the victim of domestic violence, trafficking, or other crime must update their address by mailing us a paper Form AR-11. See uscis.gov/addresschange for the correct mailing addresses.

Other Helpful Online Tools

Ask Emma

uscis.gov/emma

Office Closings

uscis.gov/about-us/uscis-office-closings

Report Fraud

uscis.gov/report-fraud/uscis-tip-form

Technical Support

my.uscis.gov/account/v1/needhelp

Other Ways to Reach Us

uscis.gov/about-us/contact-us

Need Help? Ask Emma >



Online Tools—What to Expect

- Clear navigation
- Privacy and security
- Some tools answer immediately (case status, processing times, Emma)
- E-request & web form inquiries take about 15 days



Inquiries—When and How to Follow-Up?

When to follow-up?

If our response:

- Does not answer the question asked
- Is unclear or confusing
- Or if you did not get a response

How to follow-up?

1. Send secure message thru USCIS online account
2. Submit inquiry using e-request
3. Call our contact center



Online Filing vs. eProcessing

Online Filing

- Applicant submits form through USCIS online account
- We process case electronically, even paper submissions



eProcessing

- Massive effort to modernize processes, improve efficiency
- Reduce time, cost, and effort spent working with paper files
- One piece of eProcessing

USCIS Online Account Features

Personalized Processing Times

Now available for:

- Form N-400
- Form I-90
- Stand-alone I-130s coming next

I-90 Application to Replace Permanent Resident Card
Submitted on January 4, 2020 | Receipt # 123456789012

| | | |
|--|---|--|
| Your next milestone is receiving your biometrics appointment notice. | You should receive your appointment notice in 3 weeks | We should decide on your case in 13 months |
|--|---|--|

Case Status Case History Documents

We have processed your case
View your letter on your documents tab for the appointment date, time, and location

USCIS Online Account Features (for IOE & MCT receipt numbers)

All notices, correspondence are posted to customer's account

- Receipt, interview, oath ceremony & biometrics notices
- Request for Evidence (RFE)
- PDF snapshot of completed form
- Account acceptance notices (for eligible paper cases)

N-600 Application for Certificate of Citizenship
Submitted on December 16, 2020 | Receipt # IOE9673984360

Case status | Case history | **Documents**

Your case
View case snapshot ←

USCIS notices

Receipt Notice
Sent on December 16, 2020 ←

The screenshot shows a user interface for an N-600 application. At the top, it displays the application title and submission details. Below this is a navigation menu with three options: 'Case status', 'Case history', and 'Documents'. The 'Documents' option is highlighted with a red oval. Under the 'Your case' section, there is a link 'View case snapshot' with a red arrow pointing to it from the right. Under the 'USCIS notices' section, there is a notice titled 'Receipt Notice' with a red arrow pointing to it from the right.

Appointments

Applicants cannot self-schedule appointments

| If | Then |
|--|---|
| USCIS cancels appointment or closes an office | USCIS automatically reschedules appointment. Applicant does not need to do anything. |
| Applicant misses appointment or wants new appointment | Applicant must follow instructions on appointment notice to reschedule. USCIS will not reschedule until applicant notifies USCIS.* |

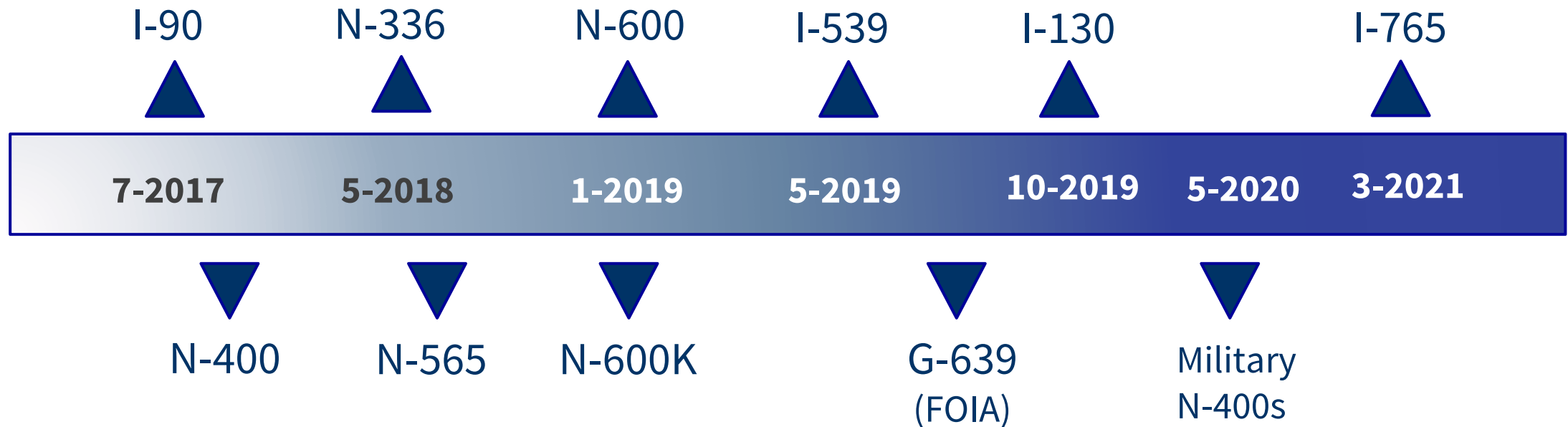
Current Challenges to Online Form Development

- Last year the Agency experienced a reduction in contract support due to the financial situation.
- Impacted development of new forms for online filing



Prioritizing Online Form Development

- Priorities shift due to political, legislative & budget changes
- Moving from simpler to more complex forms



Designing for Real Users



USCIS officials participate in a listening session in Fresno, California

- User testing
- Focus groups
- Surveys
- Listening sessions

Feedback from Real Users

I give a High 5 to the team that put this website together. Thank UUUUUUU

I used this site for my I-90 and now for my N-400. It has been problem free, intuitive, and simple.

One of the best government sites I've ever used. Great UI (user interface).

Citizenship website is very clear, we don't need to read a bunch of instructions on the side like we used to.

The excellent service of USCIS has helped me in a tremendous way. TUSEN TAKK (Norwegian for thanks a lot)



This is my pleasureful.

I've never experienced anything that was government run that ran so smoothly.

I am consoled knowing the documents I mailed were received. I am anxious but not despondent.

Your page is easy to navigate, with easy and understandable sentence.

I saved \$3,000 in lawyer fees for green card renewal. Highly recommend.



**Homeland
Security**

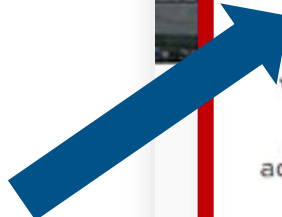
Question & Answer Session

Benefits for People Who Paper Filed

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





**Homeland
Security**

Question & Answer Session



Homeland
Security



Homeland
Security