

Experiencing Technical Difficulty with Electronic Immigration System (ELIS)

OVERVIEW

USCIS ELIS will allow us to move immigration services from a paper-based model to a secure electronic environment. USCIS ELIS is a user-friendly system created to streamline the application process for immigration benefits. It will also provide more accurate and secure customer service and will allow USCIS to process cases with greater consistency and security.

Are you experiencing technical difficulty with the Electronic Immigration System (ELIS)?

USCIS has established a technical helpdesk to address issues that are specific to the USCIS ELIS system. Neither the technical helpdesk nor I can assist with technical issues that are caused by your computer, your browser or your internet provider. You must contact the appropriate party for any assistance you may need.

If you are experiencing technical difficulties with the ELIS system, please see the FAQ's below? If they FAQ's do not address the issue you are experiencing, please call our toll free number at 1-800-375-5283 for assistance.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

- [My User ID and/or Password are not working. Can you reset my ELIS User account?](#)
- [Does ELIS have accessibility for applicants with disabilities who use readers or other assistive devices?](#)
- [What browser can I use?](#)
- [Do I need an email address to use ELIS? Can I change my email later?](#)
- [Tips for use of ELIS System](#)

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My User ID and/or Password are not working. Can you reset my ELIS User account?

There is an option in ELIS that you can select if you can not remember your ELIS password. It will prompt you with a security question to answer. If answered correctly it will allow you to reset your password. For security reasons, USCIS cannot reset your ELIS User Account. If you were unable to correctly answer any of your security questions, we will transfer you to a representative who can assist you with the reset of your security questions.

Note: If you are unable to access your ELIS account, please call our toll free number at 1-800-375-5283 for assistance.

Does ELIS have accessibility for applicants with disabilities who use readers or other assistive devices?

Some key features of USCIS ELIS will not be available for applicants with disabilities who are using readers or other assistive devices. Until this issue is resolved, we recommend that applicants with disabilities who use readers or other assistive devices continue to file their I-539 application using current processes including our original E-file process or by submitting a paper application.

What browser can I use?

The Safari 5.14 and Google Chrome browsers are not currently supported by USCIS ELIS. We recommend the use of Internet Explorer until these browsers are supported.

Do I need an email address to use ELIS? Can I change my email later?

USCIS ELIS will require an email address to establish an account. The entry of this email address is case sensitive. The email address that is established in the set up process cannot be changed until a benefit has been submitted. Please be sure to use an email address that you will not lose access to.

Tips for use of ELIS System

Save Document - Save your entries often; Click the save button between pages.

Time Out Alert - USCIS ELIS will display a "Time Out Alert" after 5 minutes of inactivity. If USCIS ELIS times out, you may lose any unsaved entries.

Special Characters - Do not use a dot or period when entering data it will cause the display of an improper data format error for the entry field.

PDF Display - On occasion, the PDF displayed may be a gray screen; press the F5 key to display the PDF when a gray screen is encountered.

System Delay or Lag-time - The processing of some large files may cause a delay in the availability of the next screen.

Use of Spaces in the Address Fields - Do not enter spaces in the Postal Code Field or in the Apt./Suite # Field.

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