



# **Latest Customer Service Enhancements on USCIS.gov and USCIS.gov/espanol**

**July 30, 2010**



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



# Welcome Remarks

**Mariela Melero**

**Chief of the Office of Public Engagement**

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



# Customer Service Enhancements

**Meddie Brown**

**Associate Director, Customer Service**

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



- New Online Inquiry Tool (e-Request) now available for Select Forms
  - *e-Request reduces USCIS response time from 30 days to 15 days*
- Specific Adjudication Steps tailored by Form Type on 'My Case Status'
- 'My Case Status' email notifications available in Spanish
- 'Change of Address' online now available in Spanish



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## WHERE TO START

### I Am...

Select One

### I Want To ...

Select One

Get Results

## INFOPASS

- Schedule a FREE Appointment

## CUSTOMER TOOLS

### Before I File

- Check Filing Fees
- File My Application Online (E-Filing)
- Check Processing Times
- Find a Medical Doctor (Civil Surgeon)

### After I File

- Check My Case Status
- Sign-up for Case Updates
- While My Case is Pending
- After Receiving a Decision
- Online Change of Address
- Submit an e-Request for an N-400 or I-90

## Results are in!



### Green Card (Permanent Residence)

Green Card Through Family  
Green Card Through a Job  
Green Card Through Refugee or Asylee Status  
Other Ways to Get a Green Card  
After a Green Card is Granted

### Citizenship

Citizenship Through Naturalization  
Citizenship Through Parents  
The Naturalization Test

### Humanitarian

Haiti Earthquake Response  
Refugees & Asylum  
Humanitarian Parole  
Battered Spouse, Children & Parents

### Working in the US

Information for Employers and Employees  
Permanent Workers  
Temporary (Nonimmigrant) Workers  
Temporary Visitors for Business  
Student and Exchange Visitors

### Family

Family of U.S. Citizens  
Family of Green Card Holders  
Family of Refugees & Asylees

### Adoption

Before You Start  
Before Your Child Immigrates to the United States  
Immigration through Adoption

## ALERTS

- Message from USCIS Director Alejandro Mayorkas: Proposed Fee Waiver Form
- Statement from USCIS Director Alejandro Mayorkas on the USCIS Ombudsman Annual Report 2010
- Effects of Puerto Rico Birth Certificate Invalidation on USCIS Benefit Seekers

## E-VERIFY®

- E-Verify Homepage
- E-Verify Login

## MOST SEARCHED FORMS

- I-9, Employment Eligibility Verification
- I-130, Petition for Alien Relative
- I-485, Application to Register Permanent Residence or Adjust Status
- I-765, Application for Employment Authorization
- N-400, Application for Naturalization
- I-864, Affidavit of Support Under Section 213A of the Act



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- [e-Request](#)
- [Office Locator](#)

## e-Request

**e-Request** is a web-based tool that allows you to place an inquiry with USCIS for certain applications and petitions. Currently you may make an inquiry on an N-400 or I-90 that is beyond posted processing times or on an I-90 where you did not receive an Application Support Center (ASC) appointment notice.

To place an e-Request, you will need your receipt number. If you do not have your receipt number contact the USCIS Customer Service at 1-800-375-5283 or 1-800-767-1833 (TTY).

If you have previously submitted an e-Request, please wait 30 days to receive a response before notifying USCIS again.


### Next Step

If you have the above information and are ready to start,

- [Place an e-Request](#)

e-Request shares similar design with Change of Address Online (CoA)



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## e-Request

### Case Information

All fields marked with the following symbol must be completed: \*

**Case Information**

Receipt Number \*

Form Number \*

Form Sub Type \*

Date Filed (MM/DD/YYYY) \*

Mailing ZIP Code \*

**Military Status**

☐ I am a member of the U.S. Military OR was recently discharged from service OR I am the spouse of a member of the U.S. Military.

Customers must enter the required information about their case.

System auto-compares 'filing' date to processing date on web & determines if SRMT may be generated.



# e-Request – Form N400 Workflow

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## e-Request

### Next Step

Did you receive a Form N-14 Request for Evidence or a Notice of Intent to Deny?

- ☐ Yes, I have received a Form N-14 Request for Additional Evidence or Notice of Intent to Deny and I have responded.
- ☐ Yes, I have received a Form N-14 Request for Additional Evidence or Notice of Intent to Deny but I have not responded yet.
- ☐ No, I have not received a Form N-14 Request for Additional Evidence or Notice of Intent to Deny.

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## e-Request

### Next Step

Enter the date you responded to the Form N-14 Request for Additional Evidence or Notice of Intent to Deny.

Date of Response (MM/DD/YYYY)



# e-Request – Form I90 Workflow

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## e-Request

### Next Step

Have you received an appointment notice scheduling you to appear at an Application Support Center (ASC) to have your fingerprints and photograph taken?

☒ Yes, I have received a notice to have my fingerprints and photograph taken at an ASC.

Date of ASC appointment (MM/DD/YYYY)

☐ No, I have not received a notice to have my fingerprints and photograph taken at an ASC.

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### Next Step

Did you attend your fingerprints and photograph appointment?

☐ Yes, I attended my appointment and my fingerprints and photograph were taken.

☐ No, I did not attend my appointment for my fingerprints and photograph.



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## e-Request

### Customer Information

All fields marked with the following symbol must be completed: \*

NOTE: The address used in the Mailing Address section will not update the customer's address if it happens to be a new address. Please submit a [Change of Address](#) to update your address on your application or petition.

I am \*

If representative submitted a G-28 with the filing:

Representative First name

Representative Last name

Representative Firm name

### Customer Information

First name \*

Last name \*

Phone number  (nnn-nnn-nnnn[-xxxx])

Alternate phone number  (nnn-nnn-nnnn[-xxxx])

Email address

Account Number

Date of Birth (MM/DD/YYYY) \*

### Mailing Address

Mailing Address Line 1 \*

Mailing Address Line 2

Mailing City \*

Mailing State \*

Mailing ZIP code \*

If determined eligible, customers will be directed to the Customer Information Screen to enter their information.



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## e-Request

### Confirmation

Date: 05/26/2010

Your Service Request confirmation number is: **SR11461000002WAS** for Form **I90** and reported issue of: **Non-Delivery of ASC Appointment Notice.**

You have successfully submitted an inquiry to USCIS. You can expect to receive a response within 30 days. If you do not receive a response within 30 days, please call USCIS Customer Service at 1-800-375-5283 or 1-800-767-1833 (TTY). You will need to provide the confirmation number listed above when you call.



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## My Case Status

[Para tener acceso a este sitio en Español, presione aquí](#)

### Your Current Case Status

Enter your receipt number



To view the status of a case, please enter the corresponding application receipt number. The 13-character application receipt number can be found on application notices you have received from the USCIS. It begins with three letters such as (EAC, WAC, LIN, or SRC). Dashes ("-") should be omitted when entering a receipt number. However, all other characters, including asterisks ("\*\*"), can be included if listed on your notice as part of the receipt number.

Listed above are the possible steps an application or petition may go through during processing. Not every application or petition will spend time in each of these steps. Once you enter your receipt number you will see the steps that will always be required for that particular application or petition. The step in the process where your case is currently located will be highlighted. Other steps will appear if your case requires that particular step.

Categories expanded

You can register for automatic case status updates by email and text message by [creating an account](#).

To create an electronic inquiry for N-400 and I-90 applications beyond the posted processing times click [e-Request](#).

### Processing Times

1). Select a form type

Select one...

[How to calculate your cycle time](#)

[View national volumes and trends for all applications](#)

• Process Steps tailored by form type.

• Steps expanded from 7 to 9.

• Bucket-by-Form matrix defines applicable Process Steps (Standard, Conditional, n/a)



## My Case Status – Standard Bucket Category

Form #	Acceptance	Initial Review	Request for Evidence	Request for Evidence Response Review	Testing & Interview	Decision	Post Decision Activity	Oath Ceremony	Card/ Document production
I102	Standard	Standard	Optional	Optional	Optional	Standard	Standard	n/a	Standard

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### My Case Status

Para tener acceso a este sitio en **Español**, presione [aquí](#)

#### Your Current Case Status for Form I102, APPLICATION FOR REPLACEMENT/INITIAL NON-IMMIGRANT ARRIVAL DEPARTURE RECORD

Enter your receipt number

EAC9311352412

[Check Status](#)

Your Case Status:  
Initial Review



[Acceptance](#)



[Initial Review](#)



[Decision](#)



[Post Decision  
Activity](#)



[Card/ Document  
Production](#)

#### Initial Review

This case has been sent to another office for processing and on May 5, 1993 we sent you a notice explaining this action. Please follow any instructions on this notice. You will be notified by mail when a decision is made, or if the office needs something from you. If you

"Initial Review" is a Standard bucket category for Form I102

#### Your Current Case Status for Form I102, APPLICATION FOR REPLACEMENT/INITIAL NON-IMMIGRANT ARRIVAL DEPARTURE RECORD

Enter your receipt number

EAC0105950586

[Check Status](#)

Your Case Status:  
Request for Evidence



[Acceptance](#)



[Initial Review](#)



[Request for  
Evidence](#)



[Decision](#)



[Post Decision  
Activity](#)



[Card/  
Document  
Production](#)

#### Request for Evidence

On January 22, 2001, we mailed a notice requesting additional evidence or information in this case I102 APPLICATION FOR REPLACEMENT/INITIAL NON-IMMIGRANT ARRIVAL DEPARTURE RECORD. Please follow the instructions on the notice to submit the requested information. This case will be in suspense until we receive the evidence or the opportunity to submit it expires. Once we receive the requested evidence or information and make a decision on the case, you will be notified by mail. If you move while this case is pending, please use our Change of Address online tool to update your case with your new address or call our customer service center at 1-800-375-5283.

"Request for Evidence" is an Optional bucket category for Form I102



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## My Case Status

### Edit Account

Note: The Mobile Phone Number provided will be the number that mobile alerts will be sent to if selected from your portfolio.

Please complete all the required fields marked with a \*.

#### Personal Information

Salutation:	<input type="text" value="Ms."/>
First Name:*	<input type="text" value="Test"/>
Middle Name:	<input type="text"/>
Last Name:*	<input type="text" value="RepresentativeOne"/>
Suffix:	<input type="text" value="Select..."/>
City:*	<input type="text" value="Washington"/>
County:	<input type="text"/>
State: (required (*) if Country is selected as USA):	<input type="text" value="DISTRICT OF COLUMBIA"/>
Country/Region:*	<input type="text" value="United States of America"/>
Postal Code:*	<input type="text" value="20001"/>
E-mail Address:*	<input type="text" value="TestRep@mail.gov"/>
Mobile Phone Number:	<input type="text"/>
E-mail Language Preference:	<input type="text" value="English"/>

My Case Status Customers can now specify a language preference for the case status email updates.



## New Email Template

\*\*\* DO NOT RESPOND TO THIS E-MAIL \*\*\*

The last processing action taken on your case

Receipt Number: EAC9418752101

Application Type: I130S , VISA PETITION FOR SPOUSE

Your Case Status: Initial Review

### Bucket Category Name

On November 6, 1995, we received this I130S VISA PETITION describing how we will process your case. Please follow by mail when a decision is made, or if the office needs pending, please use our Change of Address online tool contact our customer service center at 1-800-375-5283.

### Bucket Description

During this step, USCIS initiates the background check may need to be addressed either during an interview additional information or documentation. USCIS review determines if there are national security concerns that application/petition for fraud indicators. If you have filed or I-765, you can expect to receive an appointment notice have your fingerprints and/or biometrics taken. The time number of applicants ahead of you that also need a biometric appointments as quickly as possible and in most cases 30 days of submitting your application. We will send you your scheduled appointment. It is important that you can request that your appointment be rescheduled hold the processing of your application. Please follow the instructions to reschedule.

If you have questions or concerns about your application have not received a decision from USCIS within the current Customer Service at (800) 375-5283.

\*Current processing times can be found on the USCIS website under Check Processing Times.

\*\*\* Please do not respond to this e-mail message.

Sincerely,

The U.S. Citizenship and Immigration Services (USCIS)

## Spanish Email Sample

\*\*\* NO RESPONDE A ESTE MENSAJE \*\*\*

Lo último que se hizo en el trámite de su caso

Número de recibo: EAC9319250768

Tipo de solicitud: I130 , PETICION DE UN INMIGRANTE REFERENTE A UN FAMILIAR, PERSONA COMPROMETIDA EN MATRIMONIO O HUERFANO

El estatus de su caso: Exámenes y entrevistas

Hemos recibido su solicitud para cambiar la fecha de su cita. Este caso está siendo tramitado en nuestra oficina en VERMONT SERVICE CENTER. Le notificaremos por correo si programamos nuevamente la entrevista, cuando tomemos una decisión, o si la oficina necesita algo de usted. Si usted cambia su dirección mientras este caso está pendiente, por favor utilice nuestra herramienta para Cambio de Dirección via Internet para actualizar su caso con su nueva dirección o comuníquese con nuestro centro de servicio al cliente llamando al 1-800-375-5283.

Si el estatus de su caso indica que usted se encuentra actualmente en este paso, a usted se le ha concertado una entrevista o está esperando su turno para que se le concierte una entrevista. El tiempo que su solicitud va a permanecer en este paso varía de una oficina a otra y está determinado en gran medida por el número de casos que haya antes de usted. El aviso de entrevista contendrá la información específica sobre la hora, el lugar y todo lo que usted deberá llevar a la entrevista. Si su solicitud sigue pendiente después que ha pasado el tiempo normal de procesamiento (que se muestra más adelante), sírvase comunicarse con nuestro centro nacional de servicio al cliente, llamando al 1-800-375-5283.

Tenga en cuenta que no todas las solicitudes/solicitantes van a requerir una entrevista. En algunos casos, las regulaciones exigen que se haga una entrevista y en otros caso se lleva a cabo la entrevista porque el USCIS ha determinado que esa es la manera más eficaz para determinar si se cumplen los requisitos. Para la solicitud de naturalización, la entrevista incluirá que usted haga pruebas de inglés y/o de conocimientos cívicos (a menos que esté exento o que no se le exija).



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### Dónde empezar

Soy...

Seleccione Uno

Yo deseo ...

Seleccione Uno

Resultados

### Recursos del cliente

#### Antes de presentar la solicitud

- Tramitación electrónica de mi solicitud (en inglés)
- Localice un médico (en inglés)

#### Después de presentar la solicitud

- El estatus de mi caso
- Inscribirse para Actualizaciones de Casos
- Mientras mi caso está en trámite con el USCIS
- Después de recibir una decisión
- Cambio de domicilio (en inglés)

## Prepárese para el examen de ciudadanía

Aprenda sobre los requisitos de Inglés y educación cívica.



Más información

### Tarjeta Verde

Trámite y procedimientos para la Tarjeta Verde

- A través de la familia
- A través de un empleo
- A través del estatus de refugiado o asilado
- Otras maneras para obtener la Tarjeta Verde
- Después de que una Tarjeta Verde haya sido concedida

### Ciudadanía

Ciudadanía a través de los padres

Ciudadanía por naturalización

El examen de naturalización

### Visita a los Estados Unidos

### Trabajar en los Estados Unidos

Trabajadores temporales

Trabajadores permanentes

Información para empleadores y empleados

Estudiantes y visitantes de intercambio

Visitantes transitorios de negocios

### Familia

Familiares de ciudadanos estadounidenses

Familiares de residentes permanentes (personas con la tarjeta verde)

### Adopciones

### Alertas

- Alerta especial para individuos que recibieron Tarjetas de Autorización de Empleo (EAD) con fechas de vencimiento incorrectas
- Efectos de la Invalidez de Certificados de Nacimiento de Puerto Rico en los Solicitantes de Beneficios del USCIS

### INFOPASS

- Obtenga una Cita Gratuita

### E-Verify®

- E-Verify
- I-9, Verificación de Elegibilidad de Empleo

### Formularios más buscados

- Cambio de domicilio (mientras está en proceso)
- Solicitud de registro de residencia permanente o ajuste de estatus
- Solicitud de Estatus de



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# Change of Address Online - Spanish



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## USCIS Online Change of Address

### Introduction

[Para tener acceso a este sitio en Español, presione aquí.](#)

Online Change of Address is a web-based tool that allows you to change your address online so that USCIS can contact you regarding your status. Customers who have filed an application or petition with USCIS but have not yet received a decision (a "pending" case) should notify USCIS of any change of address as soon as possible after moving.

In addition to changing your address for a pending application the law requires that all non-U.S. citizens, except for holders of A or G visas, report a change of address within 10 days of moving by completing a USCIS Form AR-11, Change of Address.

Please follow the instructions below before filing an Online Change of Address to ensure that you follow the correct procedures.

Click on link on Change of Address home page to translate site to Spanish



Servicio  
de Inmigración de  
Estados Unidos



FORMULARIOS

NOTICIAS

RECURSOS

LEYES

ENLACE PÚBLICO SOBRE NOSOTROS

- Verificar el Estado de Mi Caso
- Iniciar Mi Cuenta
- Inscribirse para Actualizaciones de Casos
- Verificar el Tiempo de Tramitación
- Cambio de Dirección
- e-Request
- Para localizar una oficina

## USCIS - Cambio de dirección electrónico

### Introducción

[To see this site in English, press here.](#)

El cambio de dirección electrónico es una herramienta que le permite cambiar su dirección a través del Internet de manera que USCIS pueda comunicarse con usted sobre su estatus. Los clientes que han presentado una solicitud o petición a USCIS pero que no han recibido una decisión (o sea, tienen un caso "pendiente") deberán notificar a USCIS de cualquier cambio de dirección tan pronto les sea posible después de la mudanza.

Además de cambiar su dirección en la solicitud que está pendiente, la ley requiere que todos los ciudadanos no estadounidenses, exceptuando los que tienen visas A o G visas, reporten un cambio de dirección en un plazo de 10 días a partir de la fecha de la mudanza completando el Formulario AR-11, *Cambio de dirección de USCIS*.



# **USCIS.gov and USCIS.gov/espanol**

**Tom Parisi**

**New Media Chief, Office of Communications**

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



## What Else is New on USCIS.gov?

- At the launch of the redesigned USCIS.gov, committed to on-going improvements to its web portals
- Implemented major enhancements to meet USCIS goals, including transparency, simplified navigation, use of multimedia and more interactive tools
- Highlights
  - Blog, *The Beacon*
  - Hundreds of pages of Spanish content
  - Videos – USCIS.gov and YouTube
  - RSS Feeds
  - Outreach Tab – Opportunities for Engagement
  - Citizenship Civics Flashcards
  - Open source datasets
  - ForeSee results and online surveys
  - Search engine improvements





- Social Media tools
- Expansion of Spanish website
- More Visual website
- News Ticker
- Archive
- Focus on Top Tasks



- Check out the 'Where to Start' feature, it's more than just a place to begin
- Most searched forms portlet



- Beware of cypcat sites on internet search engines
- Look for the .gov address

We want your feedback [uscis.webmaster@dhs.gov](mailto:uscis.webmaster@dhs.gov)



# Questions & Answers

**Office of Public Engagement**

**[Victoria.Porto@dhs.gov](mailto:Victoria.Porto@dhs.gov)**