

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



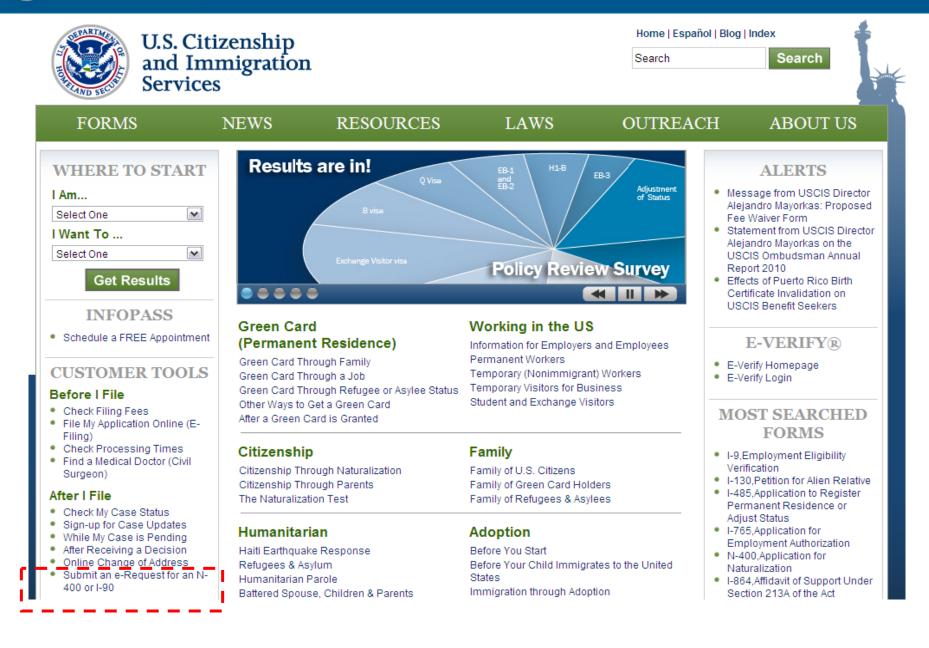
- New Online Inquiry Tool (e-Request) now available for Select Forms
 - e-Request reduces USCIS response time from 30 days to 15 days
- Specific Adjudication Steps tailored by Form Type on 'My Case Status'
- 'My Case Status' email notifications available in Spanish
- 'Change of Address' online now available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



U.S. Citizenship and Immigration

Services

Access e-Request from the Home Page





U.S. Citizenship and Immigration e-Request – Introduction Page

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FORMS	NEWS	RESOURCES	LAWS	OUTREACH	ABOUT US
 Check My Case Status Sign-in to My Account Sign-up for Case Updates Check Processing Times Change of Address Online e-Request Office Locator 	may make an Application Su To place an e- Service at 1-80 If you have pre Next S	s a web-based tool that allows you t inquiry on an N-400 or I-90 that is t upport Center (ASC) appointment n Request, you will need your receip 00-375-5283 or 1-800-767-1833 (T eviously submitted an e-Request, p	beyond posted processing otice. t number. If you do not ha TY). lease wait 30 days to rece	g times or on an I-90 where you di we your receipt number contact th	id not receive an ne USCIS Customer

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



U.S. Citizenship and Immigration Services

e-Request – Case Information Screen & Customer Options

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FORMS	NEWS	RESOURCES	LAWS	OUTREACH	ABOUT US	
Check My Case Status	e-Requ	est				
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	⊂ Military Sta	Mailing ZIP Code *	.S. Military OR was recer	ntly discharged from service OR I am the	spouse of a member of	System auto-compares 'filing' date to processing date on web & determines if
			Continue	e to Step 2		SRMT may be generated.



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e-Request – Form N400 Workflow

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e-Request – Form I90 Workflow

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 Check wy Cat Sign-in to My Sign-up for Ca Check Proces Change of Ado e-Request Office Locator 	Account se Updates sing Times fress Online	O Yes, I attended	d my appointment and	otograph appointment? my fingerprints and photograp for my fingerprints and photog Continue		



U.S. Citizenship and Immigration e-Request – Customer Information Screen

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	FORMS	NEWS	RESOURCES	LAWS	OUTREACH	ABOUT US
	Check My Case Status Sign-in to My Account Sign-up for Case Updates Check Processing Times Change of Address Online e-Request Office Locator	Cust All field NOTE:	Cequest omer Information Is marked with the following symbol m The address used in the Mailing Add submit a <u>Change of Address</u> to upde	ress section will not update	the customer's address if it happens to i plication or petition.	be a new address.
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U.S. Citizenship and Immigration e-Request – Confirmation Screen

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	response within	n 30 days, please call USCIS Custo umber listed above when you call.			



U.S. Citizenship and Immigration Services My Case Status - Dashboard

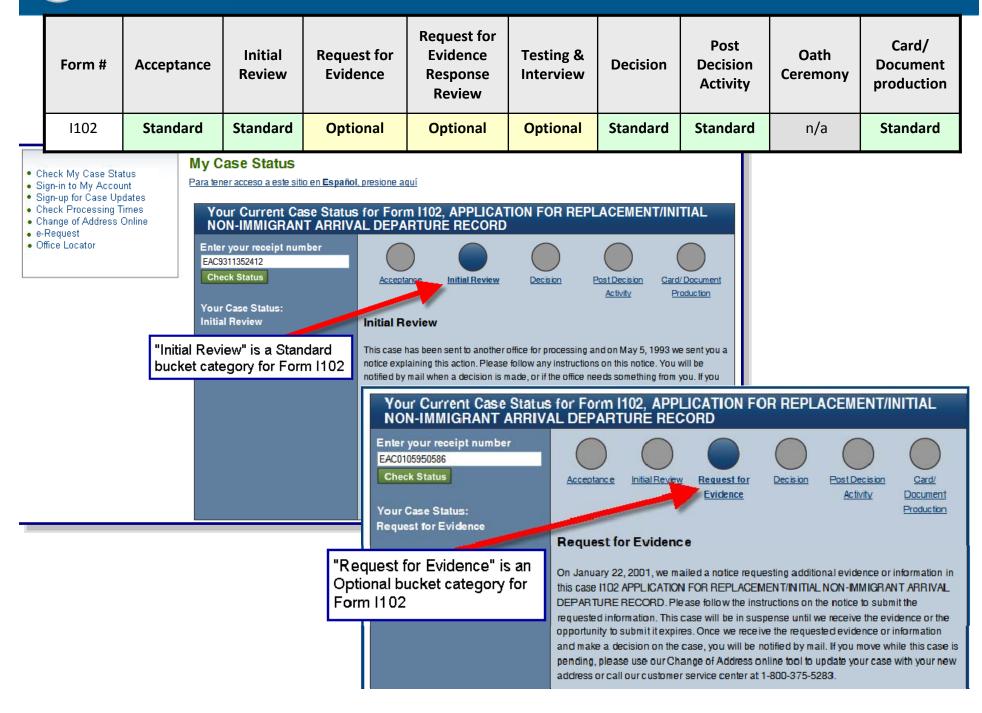
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My Case Status – Standard Bucket Category





U.S. Citizenship and Immigration My Case Status – E-mail Language Preference

U.S. Citiz and Imm Services				Home Español Site Ma Search	ap Search
FORMS 1	NEWS	RESOURCES	LAWS	OUTREACH	ABOUT US
 Check My Case Status My Account My Portfolio Change Password Sign Out Sign-up for Case Updates Check Processing Times Change of Address Online 				erts will be sent to if selected from	your portfolio.
e-Request Office Locator	Personal Inform Salutation: First Name:* Middle Name:	nation	Ms.		
My Case Status Customers can now specify a language preference for the case status email updates.	Last Name:* Suffix: City:* County: State: (required (USA): Country/Region:	(*) if Country is selected as	RepresentativeOne Select Washington DISTRICT OF COLUMB United States of America		
	Postal Code:* E-mail Address:* Mobile Phone N E-mail Language	umber:	20001 TestRep@mail.gov English		



My Case Status – Email Case Status Updates

New Email Template

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

The last processing action taken on your case

Receipt Number: EAC9418752101

Application Type: 1130S, VISA PETITION FOR SPOUSE

Your Case Status:

Initial Review

On November 6, 1995, we received this I130S VISA PET

by mail when a decision is made, or if the office needs

pending, please use our Change of Address online too contact our customer service center at 1-800-375-5283

During this step, USCIS initiates the background check.

may need to be addressed either during an interview

additional information or documentation. USCIS revie determines if there are national security concerns that application/petition for fraud indicators. If you have fi

or I-765, you can expect to receive an appointment no have your fingerprints and/or biometrics taken. The ti

number of applicants ahead of you that also need a bi

appointments as quickly as possible and in most cases

days of submitting your application. We will send your

your scheduled appointment. It is important that you

can request that your appointment be rescheduled ho the processing of your application. Please follow the i

If you have questions or concerns about your applicati

have not received a decision from USCIS within the cu

*Current processing times can be found on the USCIS

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

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

Customer Service at (800) 375-5283.

under Check Processing Times.

reschedule.

Sincerely,

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: 1130, 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 vía 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).

Bucket Category Name describing how we will process your case. Please follo

Bucket Description

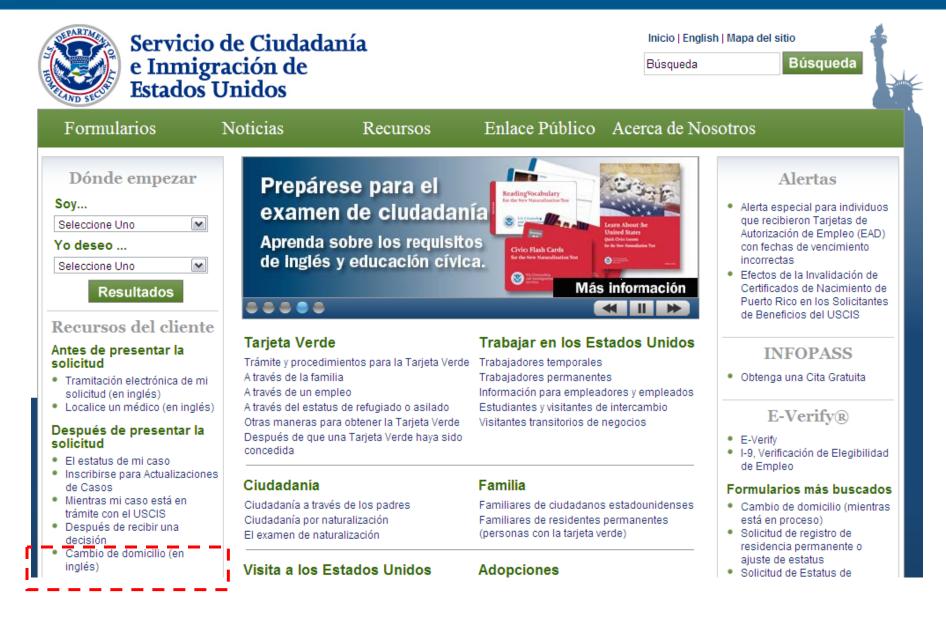


U.S. Citizenship

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and Immigration

Change of Address in Spanish





U.S. Citizenship and Immigration Services Change of Address Online - Spanish

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FORMS	NEWS RE	SOURCES	LAWS	OUTREACH	ABOUT US	
 Check My Case Status Sign-in to My Account Sign-up for Case Updates Check Processing Times 	Introduction	hange of Address			nk on Chang nome page to anish	
 Change of Address Online e-Request Office Locator 	your status. Customers wh	is a web-based tool that allow o have filed an application or ochange of address as soon a	petition with USCIS but hav			
		ir address for a pending appl ddress within 10 days of mov				
	Please follow the instructio	ns below before filing an Onl				
	Service	Change	of Address	Online Tra	nslated to Sp	banish 🙀
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	 Verificar el Estado de Mi Iniciar Mi Cuenta Insribirse para Actualizad de Casos Verificar el Tiempo de Tramitación Cambio de Dirección e-Request 	Caso siones Introducción <u>To see this site in</u> El cambio de direc pueda comunicars	- <u>English, press here,</u> cción electrónico es una her se con usted sobre su estatu	ramienta que le permite car s. Los clientes que han pre	sentado una solicitud o petició	
	Para localizar una oficir	Además de cambi exceptuando los o	le la mudanza. ar su dirección en la solicitu	d que está pendiente, la ley reporten un cambio de dire	y requiere que todos los ciudad ección en un plazo de 10 días a	



USCIS.gov and USCIS.gov/espanol

Tom Parisi

New Media Chief, Office of Communications

U.S. Citizenship and Immigration Services



- At the launch of the redesigned USCIS.gov, committed to on-going improvements to its ٠ web portals
- Implemented major enhancements to meet USCIS goals, including transparency, • simplified navigation, use of multimedia and more interactive tools
- **Highlights** •

and Immigration

Services

- 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

Search	ABOUT US
LAWS DUTREASE Image: Distribution Image: Distribution Image: Distribution Image: Distribution	ALERTS ALERTS ALERTS Automation Automa



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



U.S. Citizenship

Web Images Videos Maps News Shopping Gmail more 🔻

aspects

Forms

Contact Us

USCIS - FORMS

uscis.gov

About 1,520,000 results (0.28 seconds)

gov/ - Cached - Similar

Green Card (Permanent Residence)

USCIS Form Services www.immigrationdirect.com/USCIS

USCIS Home Page

Check My Case Status

Google

Everything

Show search tools

More

Services

and Immigration

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

WARNING

Citizenship Through Naturaliza

The Naturalization Test

Family of U.S. Citizens

Search uscis.gov

Apply for US Citizenship - Green card Renewal or Replacement - US Student Visa

Outlines employment and career information. Details the pay, benefits, training and other

LAWS

Most USCIS forms can be downloaded and filled out using the latest version of Adobe R



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

We want your feedback <u>uscis.webmaster@dhs.gov</u>



Questions & Answers

Office of Public Engagement

Victoria.Porto@dhs.gov