U.S. Citizenship and Immigration Services

DEPARTMENT OF HOMELAND SECURITY

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

ELECTRONIC IMMIGRATION SYSTEM (USCIS ELIS)

DATE: 11/12/14

CUSTOMER USER MANUAL

Customer User Manual
for
USCIS Electronic Immigration System

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11/12/14 — Date

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1	11/12/14	TIDS Team	First USCIS ELIS Customer User Manual.

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1.0 INTRODUCTION

The Department of Homeland Security (DHS) U.S. Citizenship and Immigration Services (USCIS) Office of Transformation Coordination (OTC), in conjunction with the Office of Information Technology (OIT), manages the deployment of the USCIS Electronic Immigration System (USCIS ELIS).

This user manual contains essential information and instructions for filing Form I-90, *Application to Replace Permanent Resident Card,* electronically using USCIS ELIS. It provides an overview of the system, instructions on how to navigate and complete the Form I-90*,* and supplemental resources.

2.0 OVERVIEW OF USCIS ELIS

USCIS ELIS helps customers successfully submit their immigrant benefit applications and manage their cases. This section describes USCIS ELIS and the purpose for this manual.

2.1 USCIS ELIS

USCIS ELIS is an online account-based system that allows customers to view applications, petitions or requests and receive electronic notification of decisions and real-time case status updates. USCIS ELIS enables customers to do the following:

- Set up and manage accounts conveniently and securely
- Submit applications, petitions, or requests and supporting documents electronically
- Receive and respond to notices and decisions electronically
- Make payments online
- Access real-time information about the status of cases

2.2 What this manual offers

This manual provides a step-by-step tutorial of how to submit a Form I-90 in USCIS ELIS. Using USCIS ELIS, a customer can:

- Create and submit a Form I-90
- Upload evidence documents and photographs
- Sign and submit payment for the Form I-90
- Review the completed application
- Respond to a Request for Evidence
- Check the status of a completed application

3.0 USING THIS USER MANUAL

This user manual details the step-by-step process for creating, completing, and submitting the Form I-90 using USICS ELIS. The user manual includes the following:

- Instructions
- Screen images
- Notes (additional information noted in green boxes)

Links provided throughout the document provide quick access to specific topics. Links are highlighted and underlined.

Definitions and acronyms used in this document have been linked to Appendix A and Appendix B located at the end of this document. If you click on one of the provided links to learn the meaning of term/acronym in this document, you may return to the screen you were on by scrolling back to the top of that screen using the scroll bar at the far right of your screen. Make note of the page number before you click a link to an appendix.

3.1 System requirements

You must have the following in order to use USCIS ELIS:

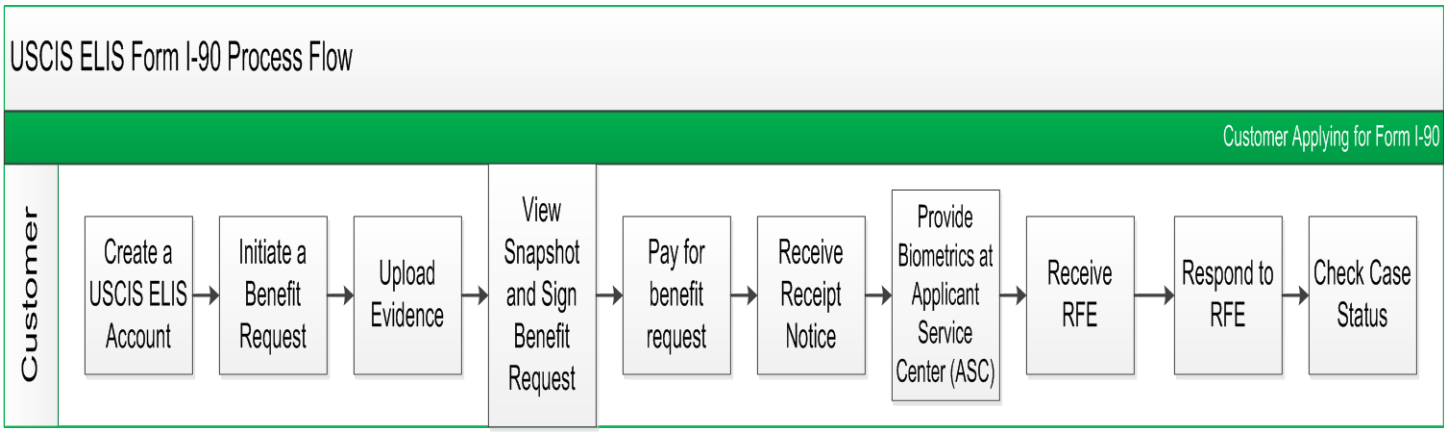
- A computer and monitor
- Internet access
- Necessary experience/skills to navigate an Internet browser (e.g., Internet Explorer, Mozilla Firefox, or Google Chrome)

4.0 THE FORM I-90 PROCESS

Each section in this manual explains how you can create and submit the Form I-90. In order to file a Form I-90 application, you will need to complete the following steps in USCIS ELIS (See Figure 4.0.1):

- Set up an account and start the application
- Upload evidence
- Review application
- Pay the application fee

Figure 4.0.1 Customer Role Process Flow Map



5.0 LOGGING IN TO USCIS ELIS

To log into USCIS ELIS, you will need an account. You can create a new account by clicking on the **Create New Account** button as shown in the image below (See Figure 5.1.1). After creating an account, your profile will be complete and you will be able to log in to your USCIS ELIS account by entering your email address and password.

> ***Note***: ALL customers applying for Form I-90 Application to Replace Permanent Resident Card will need to create a new account in USCIS ELIS.

5.1 Setting up a profile/account in USCIS ELIS

Setting up a profile in USCIS ELIS allows you to create an account in USCIS ELIS. You will only need to set up a profile once.

To access USCIS ELIS go to: https://myaccount.uscis.dhs.gov

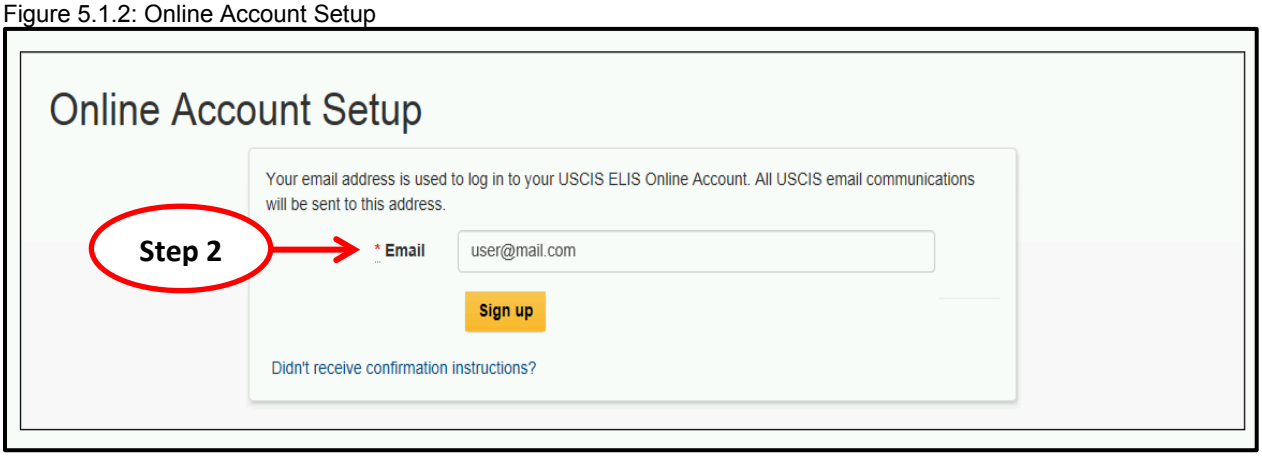
Step 1: Click the "**Create New Account**" button.

Figure 5.1.1: Create New Account

Step 2: **Online Account Setup -** Enter your **Email Address** in the field. Click the **Sign up** button.

Note: A red asterisk mark * is displayed next to each required field.

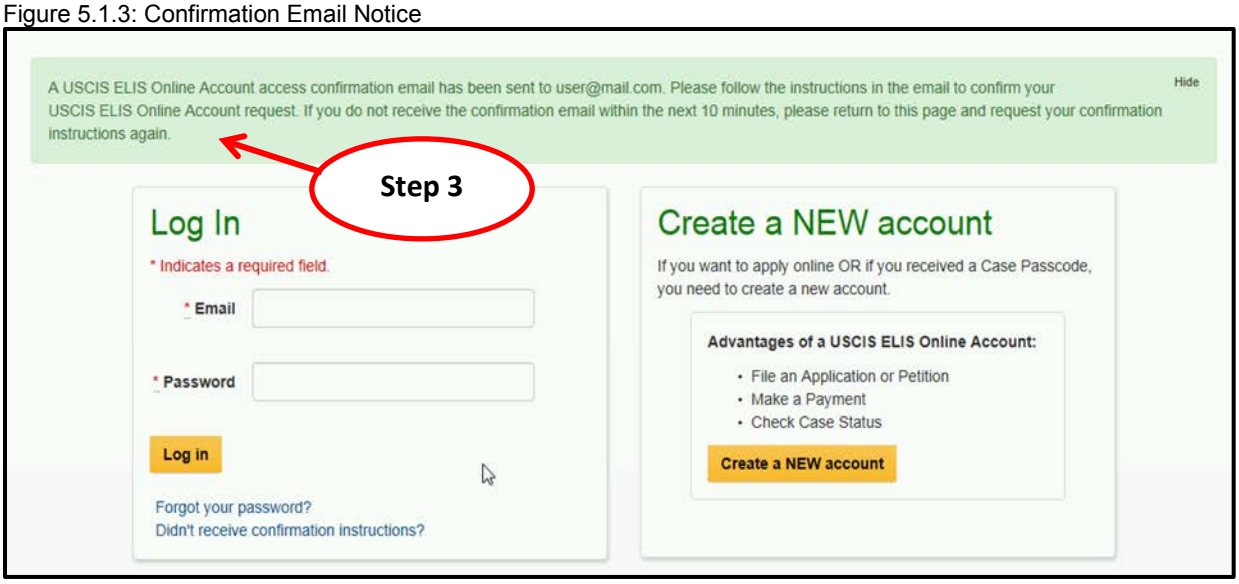
Figure 5.1.2: Online Account Setup



Note: The email address you provide can ONLY be used for Form I-90. You cannot use an email address you used from another form. For example, you will not be able to use the email address you used for Form I-539 when applying for Form I-90.

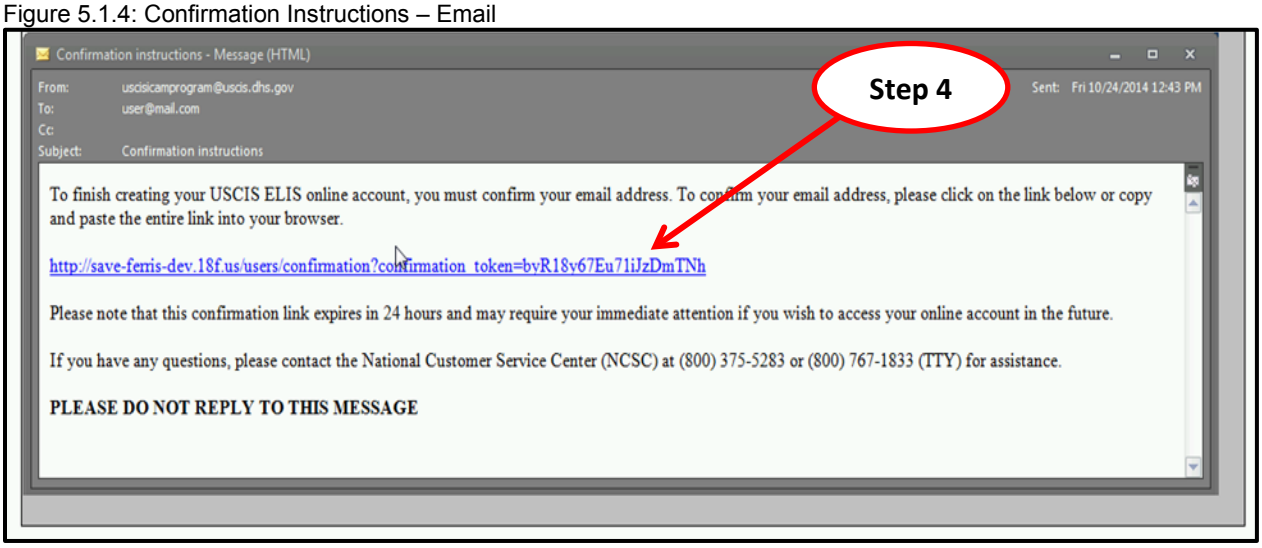
Step 3: When you click the **Sign up** button, you will be directed to the Log In page. You will receive a notice that a confirmation email will be sent to your email address. Make sure you check your email for the confirmation message and further instructions.

Figure 5.1.3: Confirmation Email Notice



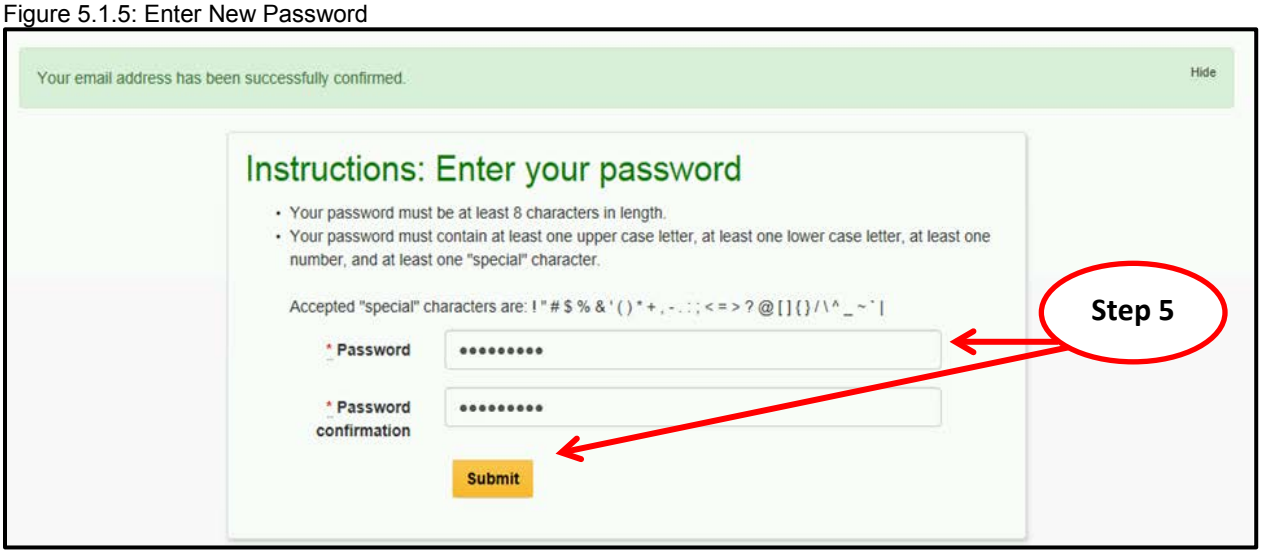
Step 4: **Email Confirmation** – USCIS ELIS will send a **confirmation message** and further instructions to your email. Open a new tab in your web browser to check your email. Click on the link in the email to confirm your email address and continue to set up your account. The confirmation email expires in 24 hours. See the email example in Figure 5.1.4 below.

Figure 5.1.4: Confirmation Instructions – Email



Step 5: When you click on the link in the email, you will need to create a new password. Click **Submit**.

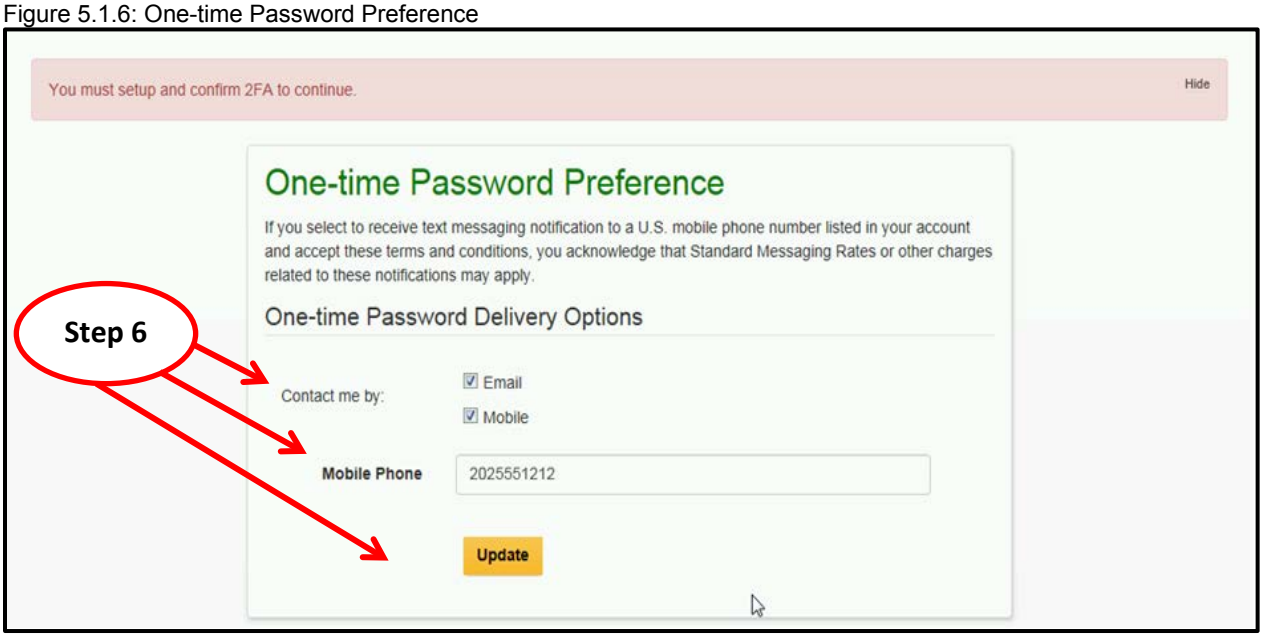
Figure 5.1.5: Enter New Password



Note: Your password must be at least 8 characters in length and must contain at least one upper case letter, one lower case letter, and at least one special character. Accepted special characters include ! " # $ % & ' ( ) * + , - . ; : < = > ? @ { } [ ] / \ ^ _ ~ ` |

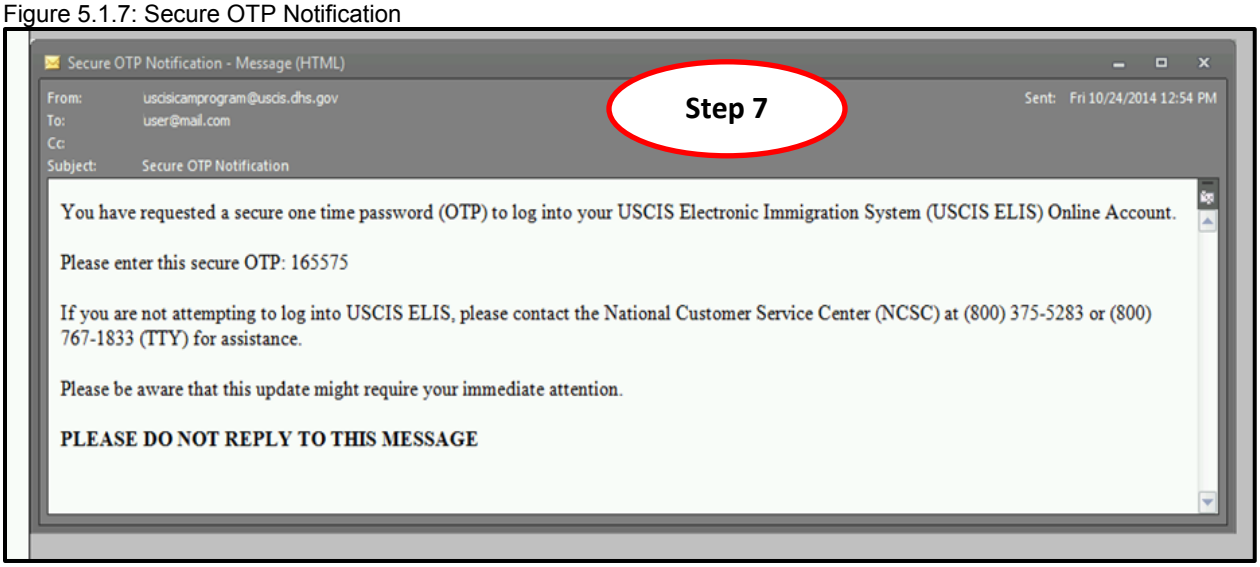
Step 6: **One-time Password (OTP) Preference** - Select the **Email** check box if you prefer to be contacted by email. Select the Mobile check box if you prefer to be contacted by phone. Provide your mobile number in the field. Select **Update**. You will receive an email confirmation with the OTP password.

Figure 5.1.6: One-time Password Preference



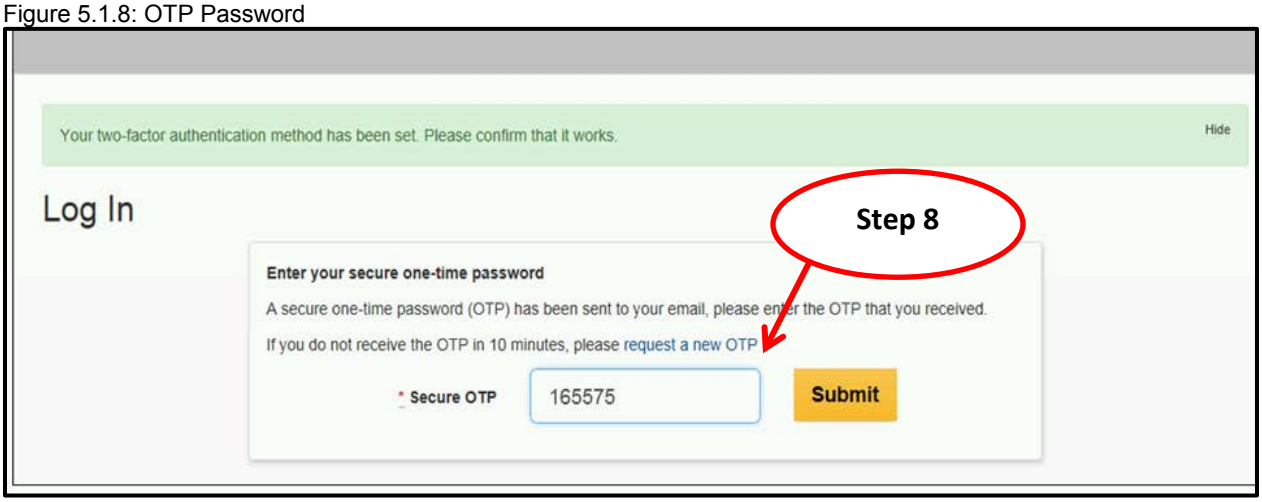
Step 7: Go to your email to read the Secure OTP Notification message and retrieve the **OTP password**.

Figure 5.1.7: Secure OTP Notification



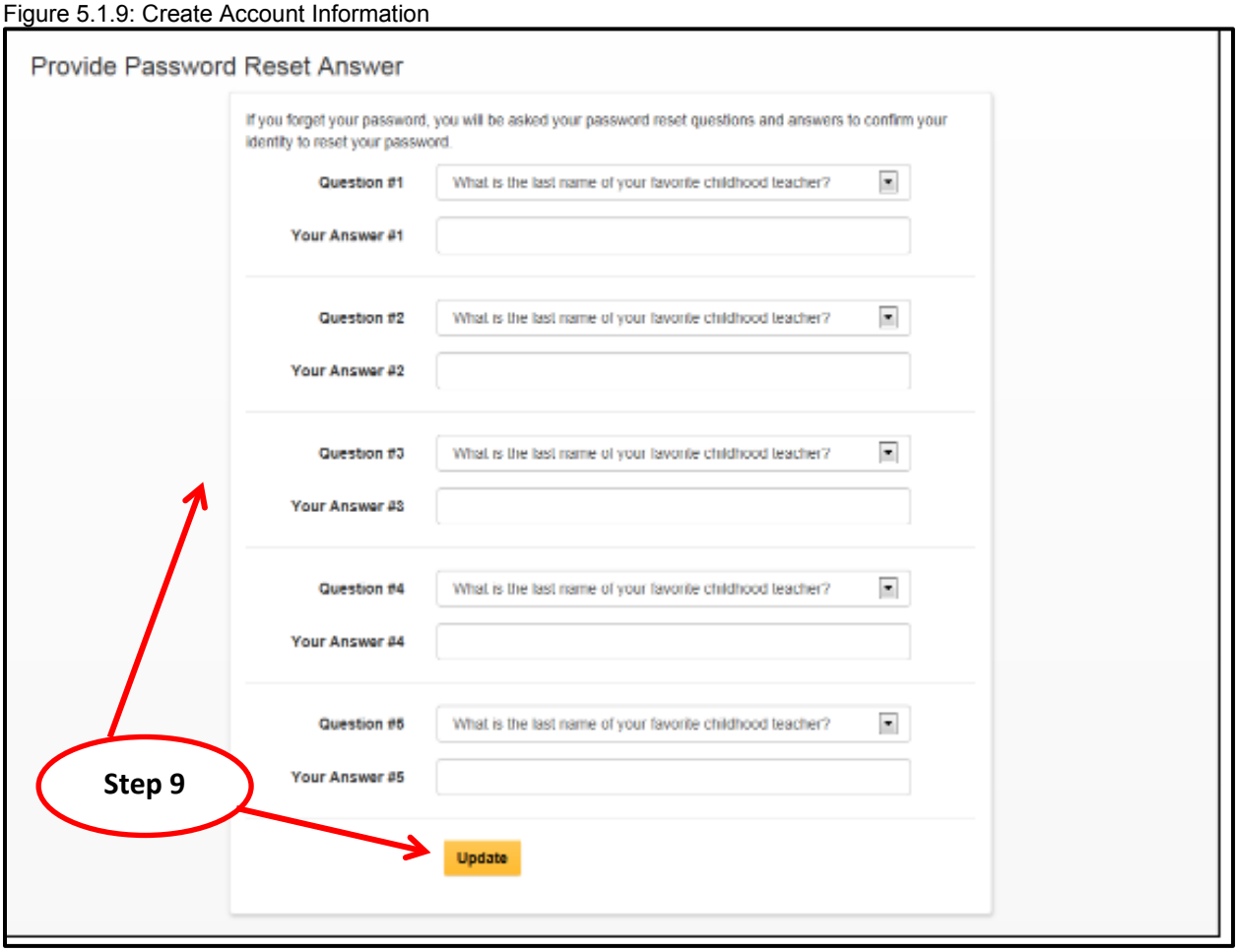
Step 8: Log into USCIS ELIS using your new password. Provide the OTP password in the field and click **Submit**.

Figure 5.1.8: OTP Password



Step 9: You will need to provide 5 different questions and answers. Click **Update**. You will receive a message confirming your login information.

Figure 5.1.9: Create Account Information



Step 10: You will receive a log in confirmation message.

> ***Note***: You will need to change your password every 365 days.

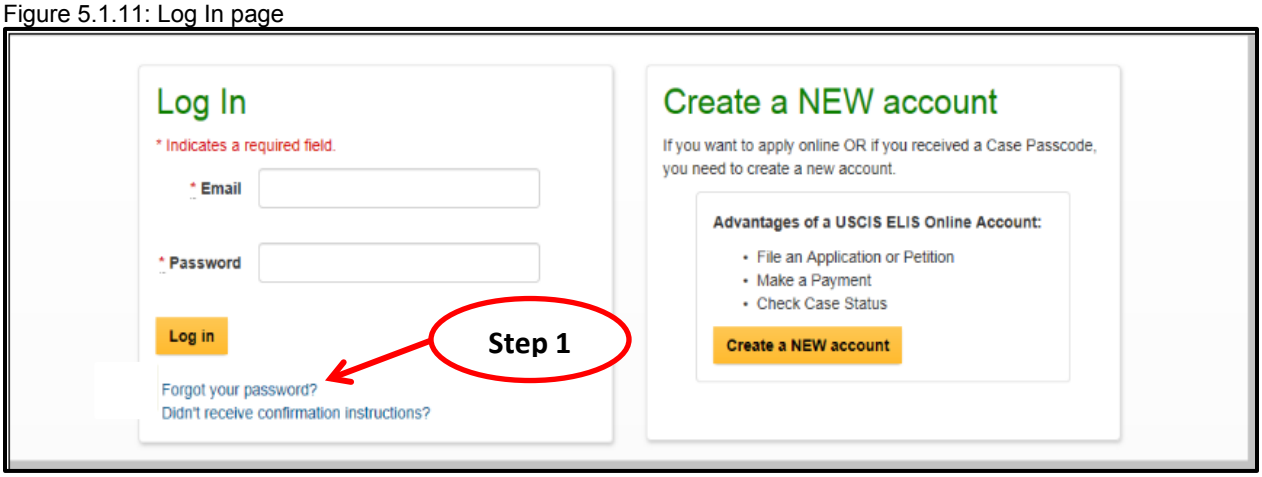
Figure 5.1.10: Login Confirmation

If you **Forgot Your Password**, you will need to change your password. To change your password, follow the instructions below.

To access USCIS ELIS go to: https://myaccount.uscis.dhs.gov

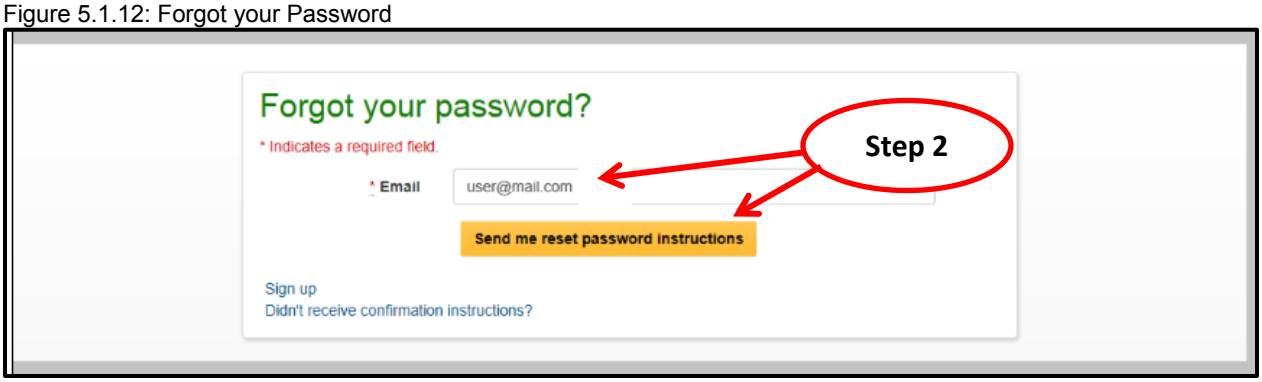
Step 1: Click on the **Log In** button.

Figure 5.1.11: Log In page



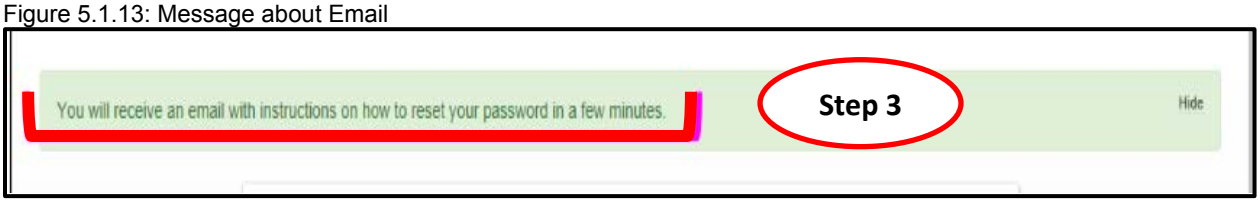
Step 2: Enter your email address and click **Send me reset password instructions**.

Figure 5.1.12: Forgot your Password



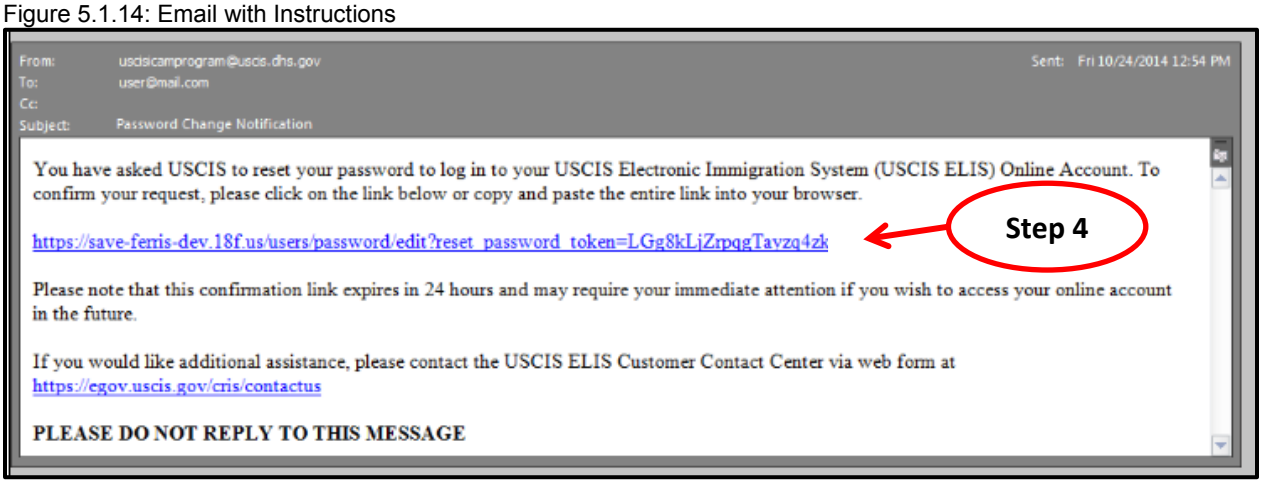
Step 3: Read the instructions on how to proceed. You will need to open your email to read further instructions.

Figure 5.1.13: Message about Email



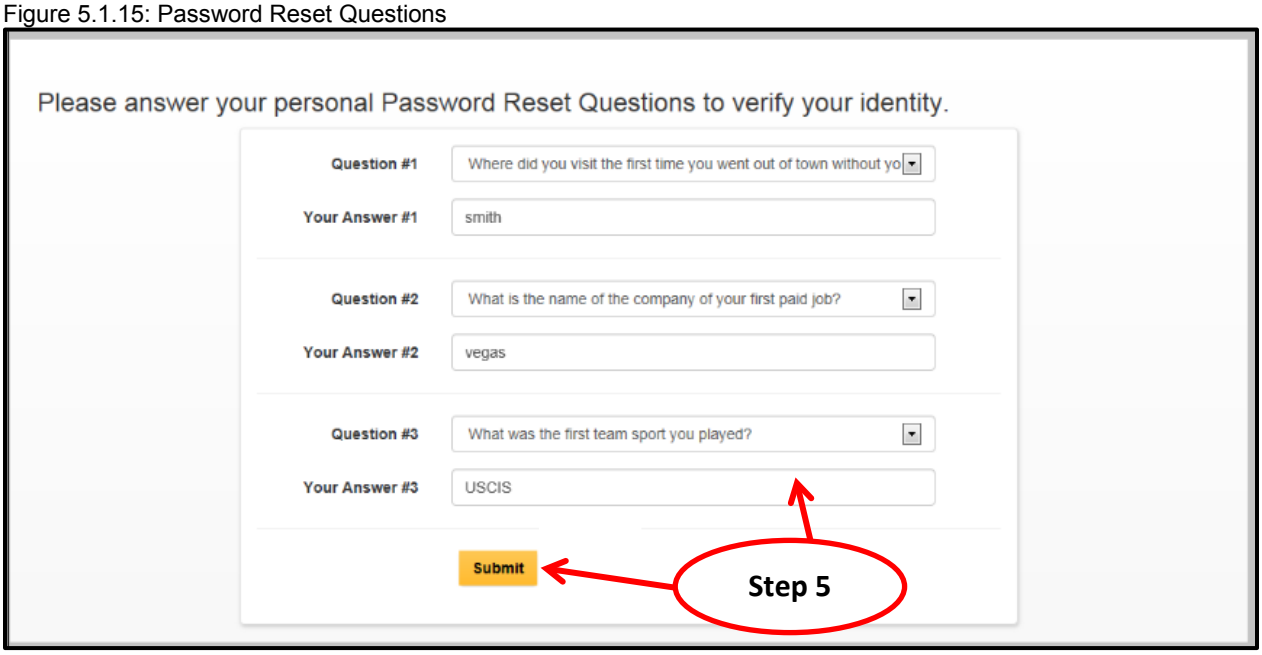
Step 4: When you open your email, read instructions about how to reset your password. Click on the link in the email to return to USCIS ELIS.

Figure 5.1.14: Email with Instructions



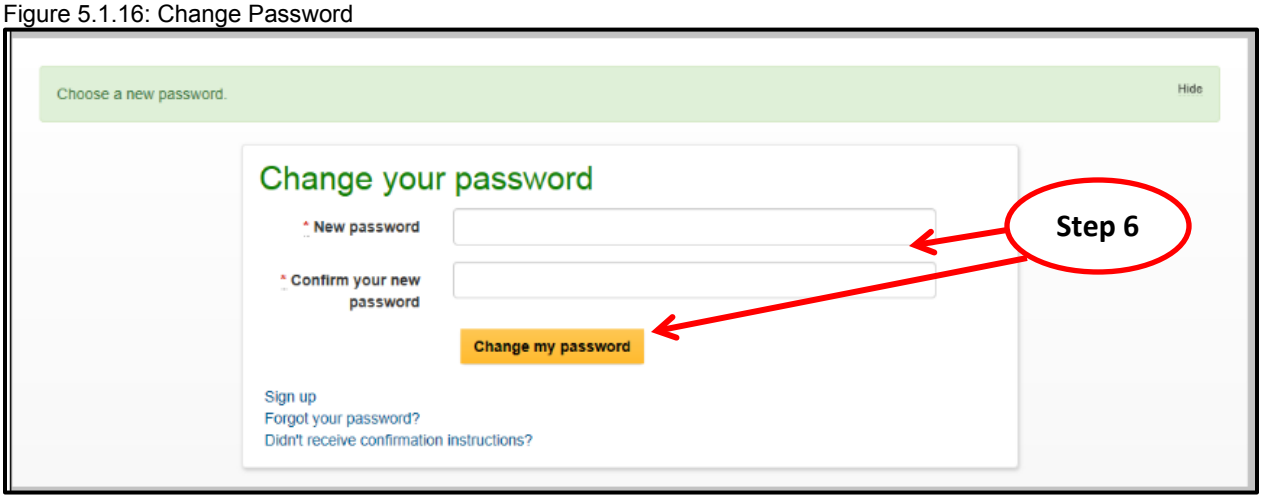
Step 5: Answer your personal **Password Reset Questions** to verify your identity. Click **Submit**.

Figure 5.1.15: Password Reset Questions



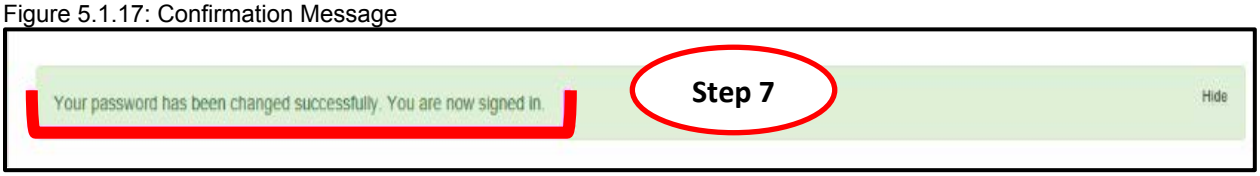
Step 6: Enter your new password and confirm your password.

Figure 5.1.16: Change Password



Step 7: Read the confirmation message. Sign into USCIS ELIS with your new password.

Figure 5.1.17: Confirmation Message



5.2 Log in as a customer

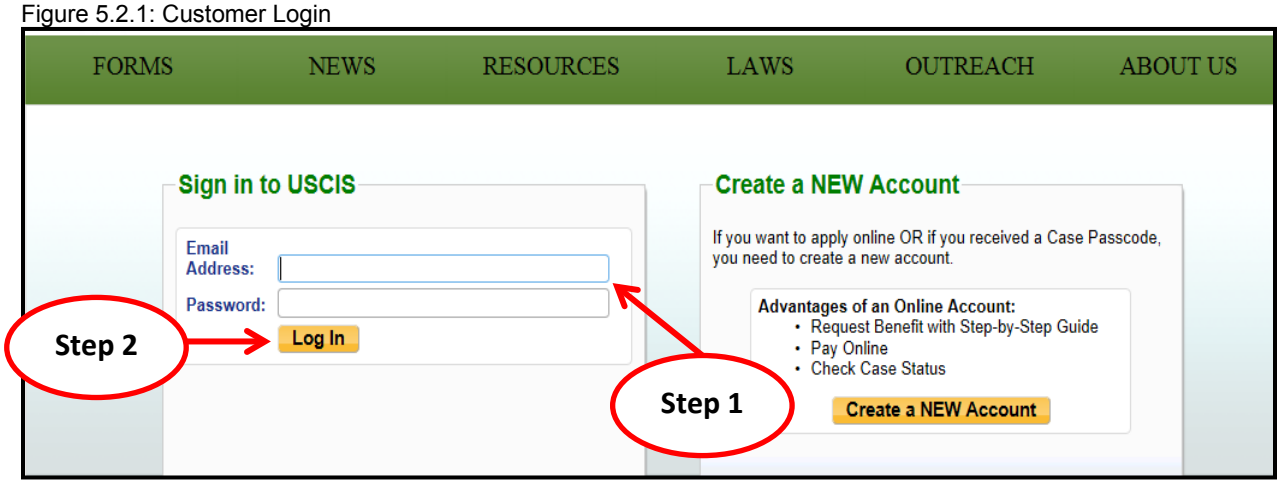
Once you create a profile in USCIS ELIS, you can log in using your email address and password.

Launch the Form I-90 using the following web address https://myaccount.uscis.dhs.gov

Step 1: Enter your **Email Address** and **Password.**

Step 2: Select the **Log In** button.

Figure 5.2.1: Customer Login



Note: You have to enter the accurate password. If you attempt to log in 3 times and are unsuccessful, you will be locked out of USCIS ELIS for 20 minutes before you can log in.

6.0 NAVIGATING USCIS ELIS

Use the navigation panel located toward the middle of the screen (See Figure 6.0.1) to navigate features within USCIS ELIS. The navigation panel has a **Home** and **Profile** tab.

The **Home** tab includes:	The **Profile** tab includes:
• Recent Notice • Recent Cases • Create New Case • Actions	• Account Information (you can make changes to your account information) • Addresses (you can make changes to your address)

Figure 6.0.1: Home Tab

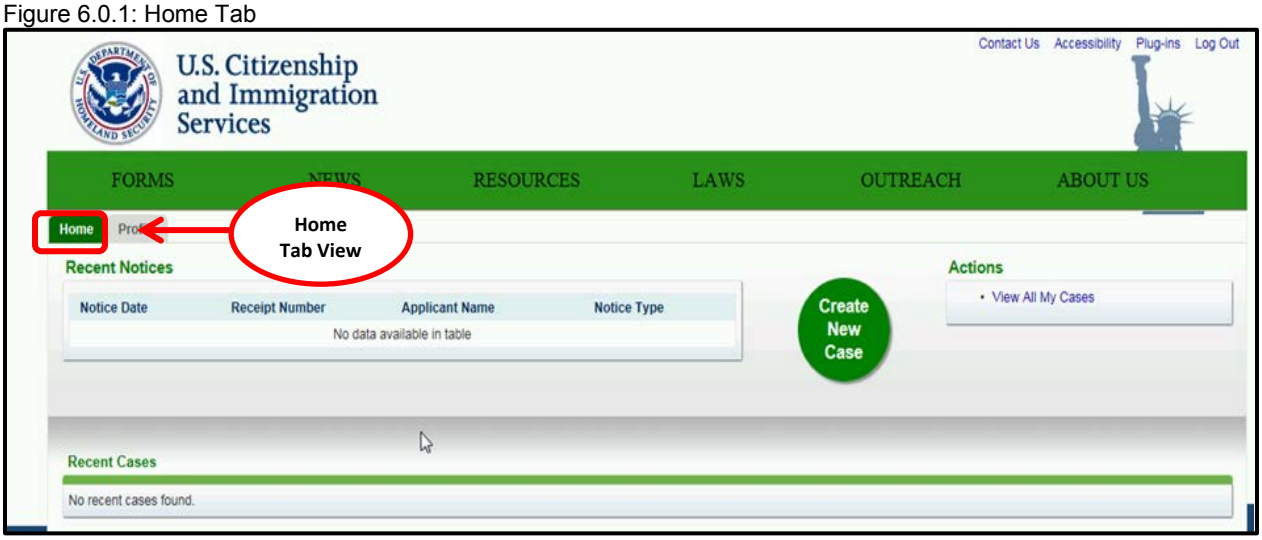
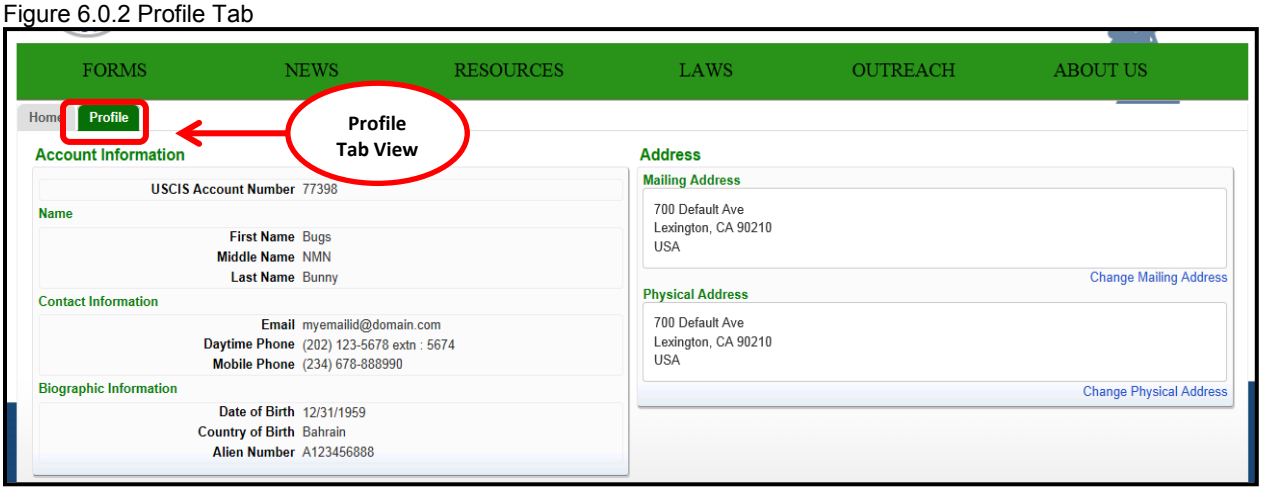


Figure 6.0.2 Profile Tab



Note: Your session in USCIS ELIS will end if you are inactive for 20 minutes in the system. If USCIS ELIS ends your session, the system will save your information. However, you will need to log back in (See ***Logging in to USCIS ELIS*** for further information).

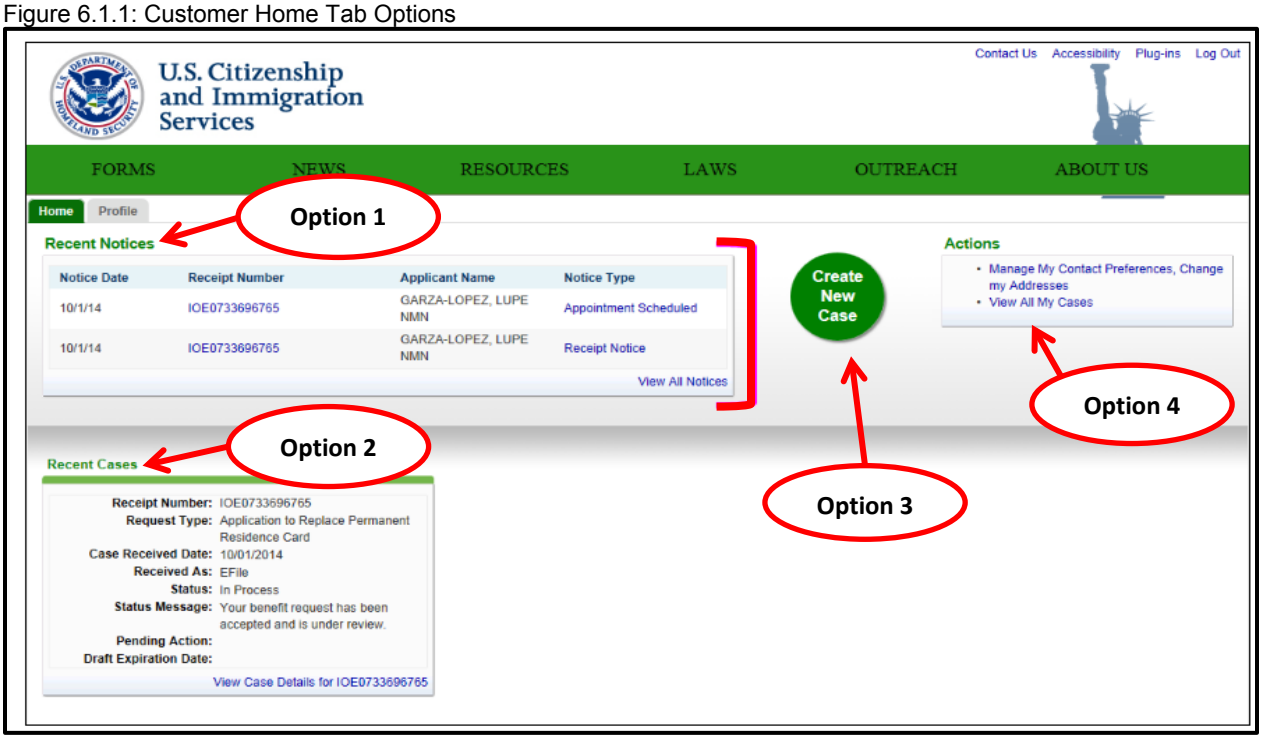
6.1 Customer Home tab

The Customer Home tab provides the following options:

Option to Select	Description
Option 1: **Recent Notices**	Review the notice date, receipt number, applicant name, appointment schedule information, receipt notice and other notice types.
Option 2: **Recent Cases**	Review current cases. Select the **receipt number** to access a case's status and status message and **notice type.**
Option 3: **Create a New Case**	Create a new case by selecting the green button.
Option 4: **Actions**	View and edit your profile and view all submitted and started cases.

Note: Option 3 **Create New Case** is discussed further in Section 7.1.

Figure 6.1.1: Customer Home Tab Options



To **Edit Profile:**

Step 1: Select the **View/Edit Profile** link under the **Actions** option.

Step 2: Edit your contact information, password, OTP password, and current password as needed. See Figure 6.1.3 below.

Step 3: Click **Update**.

Figure 6.1.2: Customer Home Tab Options

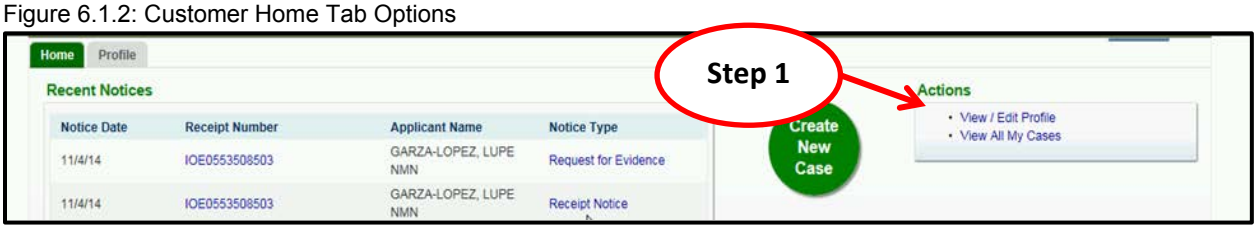


Figure 6.1.3: Edit User Information

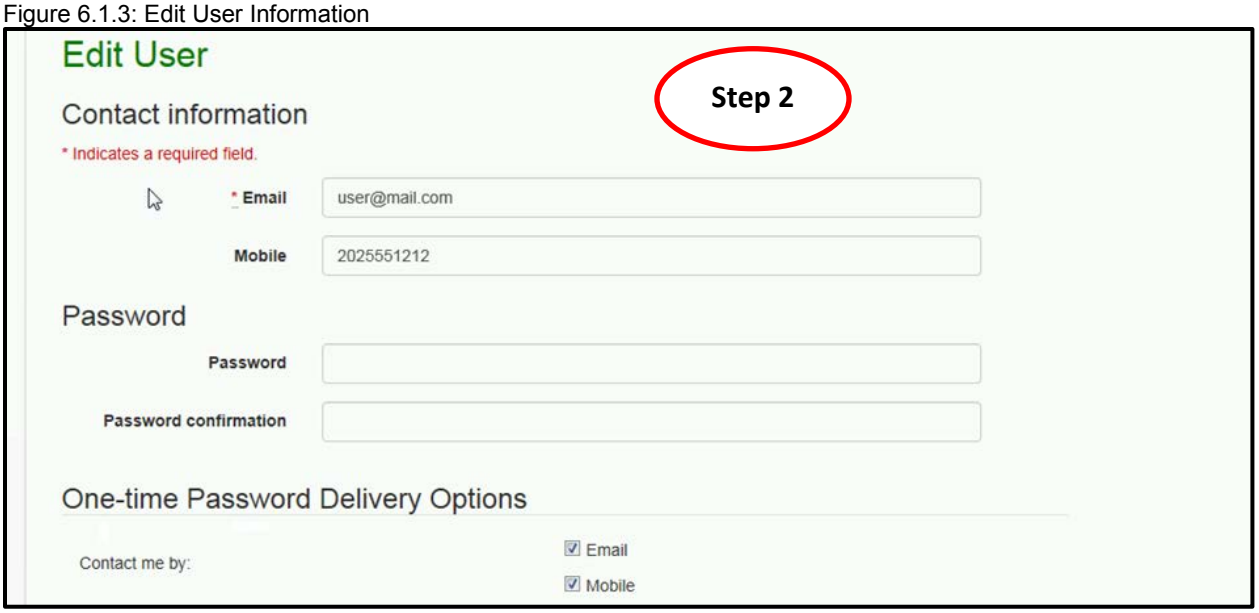
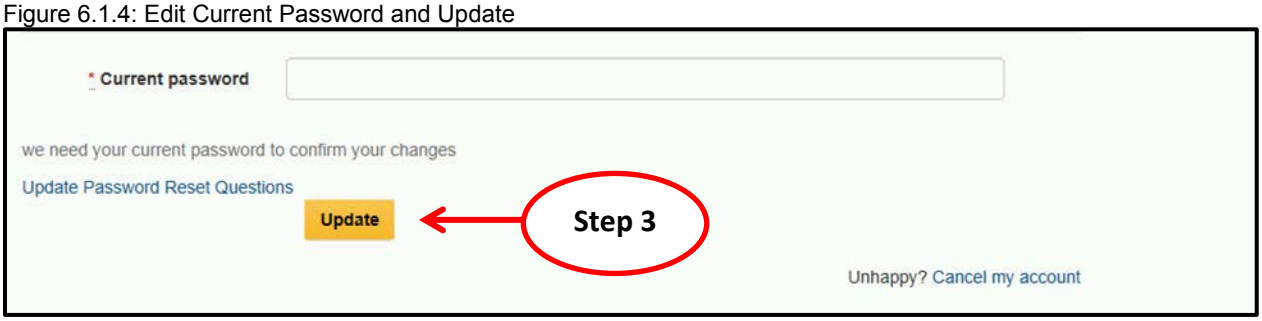


Figure 6.1.4: Edit Current Password and Update

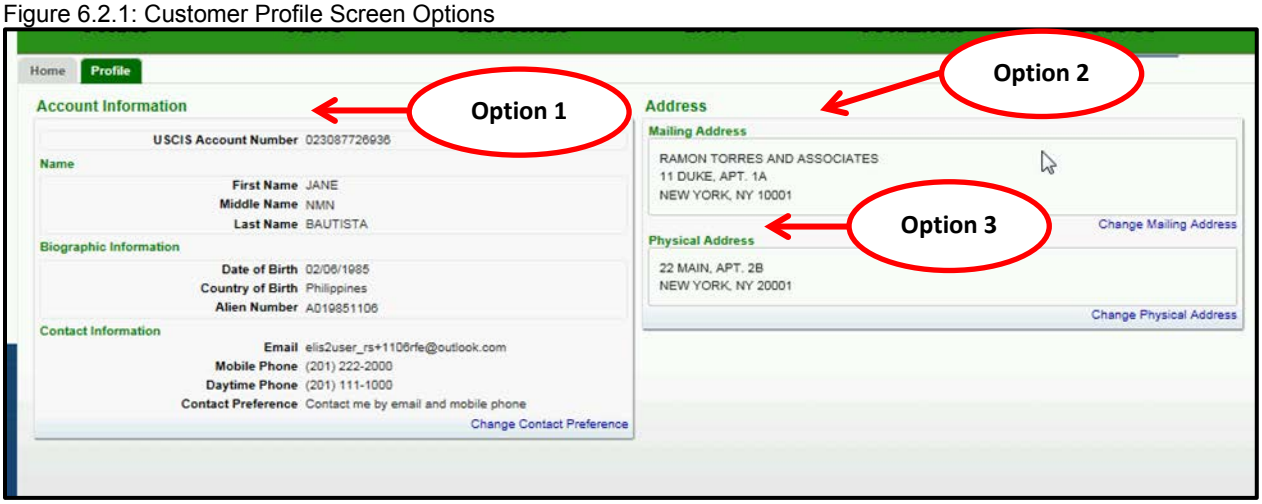


6.2 Customer Profile tab

The Customer Profile tab provides the following options:

Options to Select	Description
Option 1: Account Information	Review your name and biographic information, and change your contact preference.
Option 2: Mailing Address	Review and change your mailing address.
Option 3: Physical Address	Review and change your physical address. A physical address can be where you physically reside.

Figure 6.2.1: Customer Profile Screen Options



To **Change Contact Preference:**

Step 1: Select the **Change Contact Preference** link.

Step 2: Review and edit your contact information.

Step 3: Select **Save** or Cancel.

Figure 6.2.2: Customer Profile Screen Options

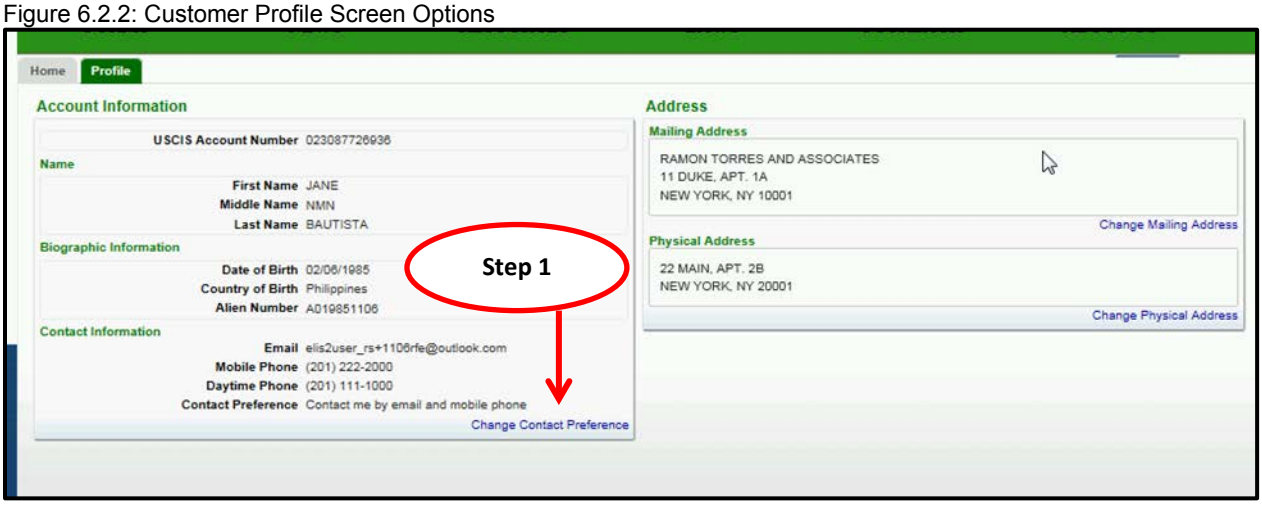
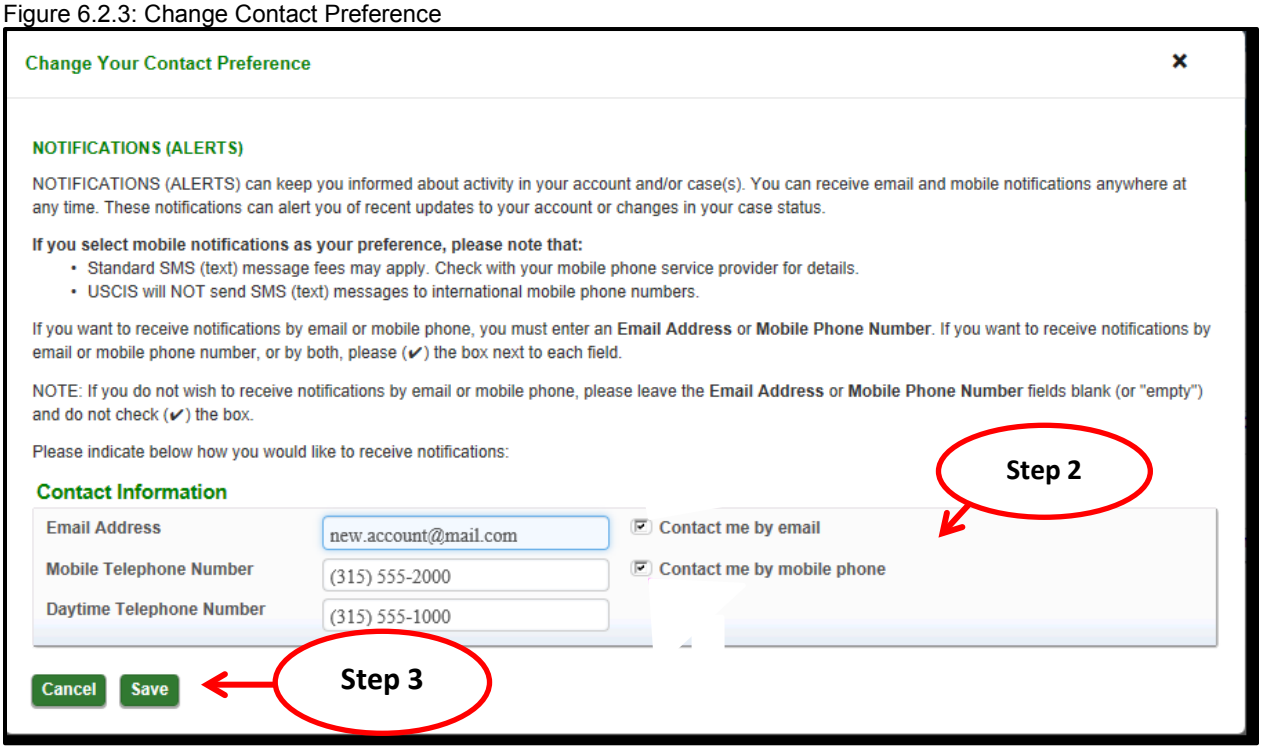
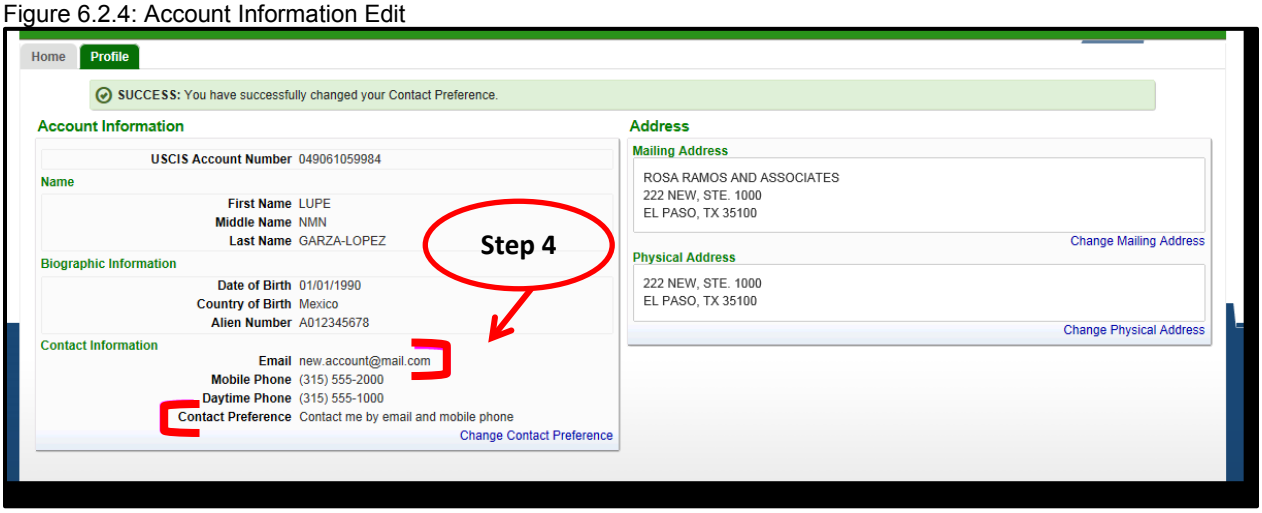


Figure 6.2.3: Change Contact Preference



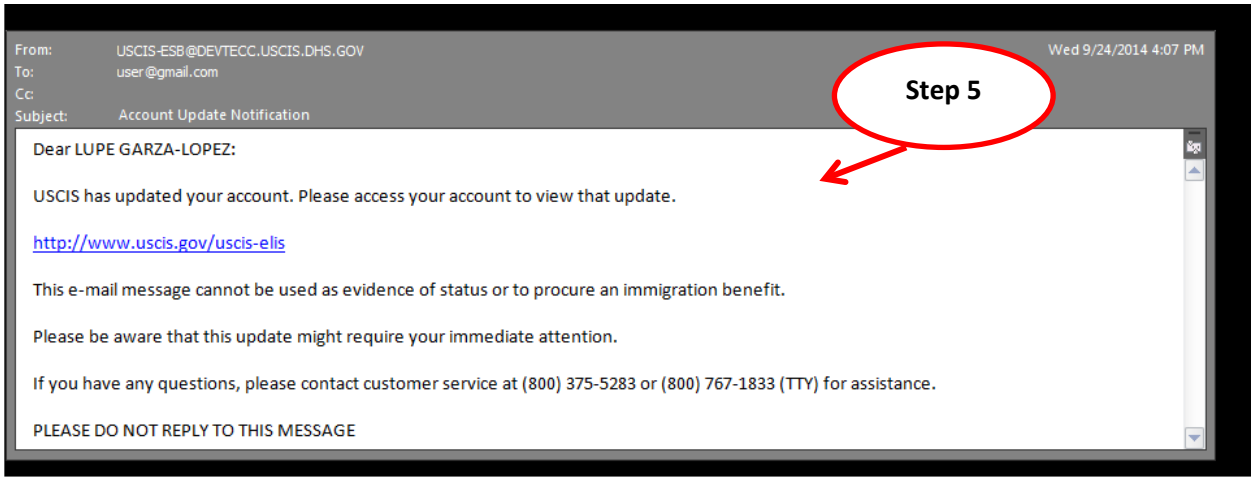
Step 4: Read the confirmation message and review the changes you made to your **Contact Information.**

Figure 6.2.4: Account Information Edit



Step 5: Log into your email account. Read the email that confirms the changes you made to your contact information. Use the link in the email to return to USCIS ELIS.

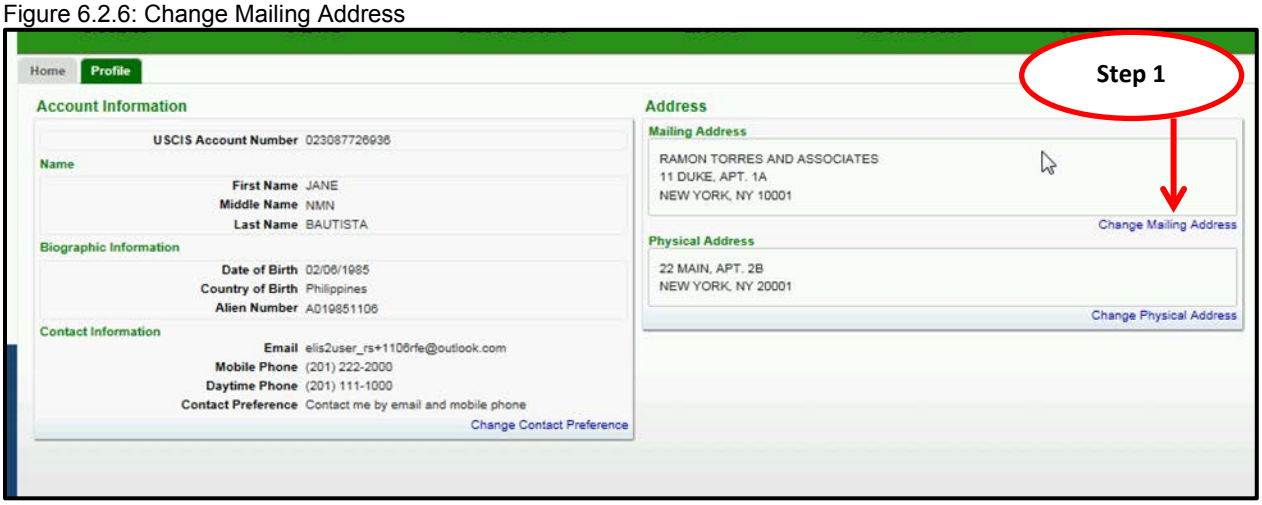
Figure 6.2.5: Email Confirmation



To **Change Mailing Address:**

Step 1: Select the **Change Mailing Address** link.

Figure 6.2.6: Change Mailing Address

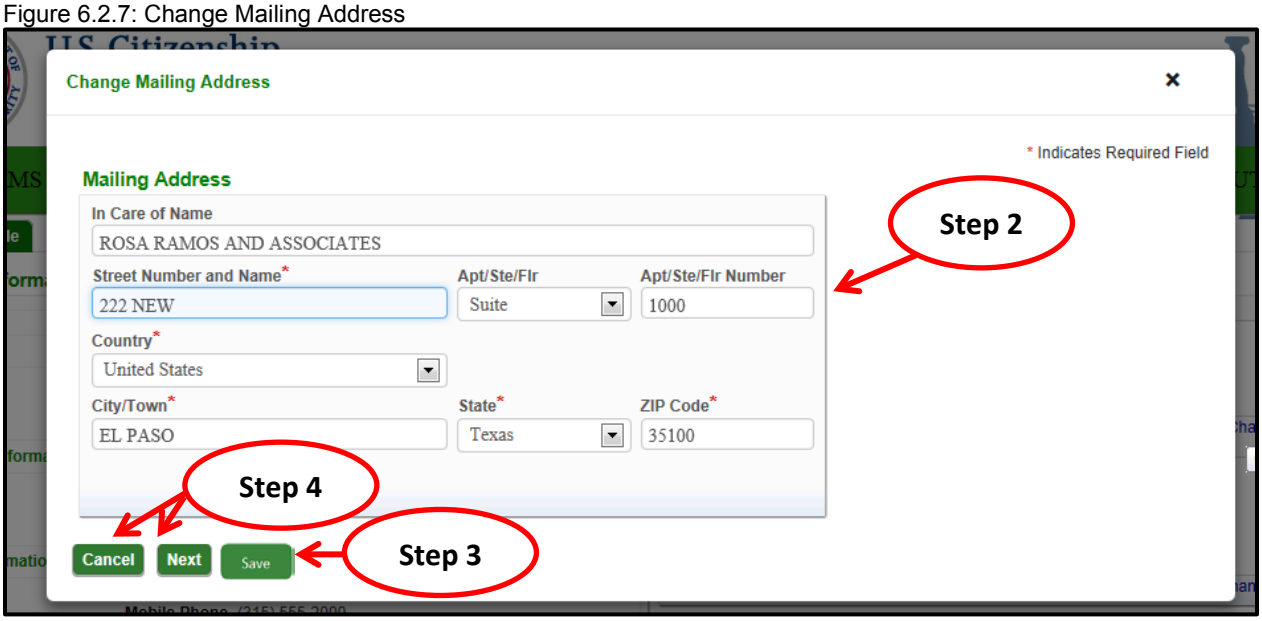


Step 2: Review and edit your mailing address.

Step 3: Select the **Save** button to save your address changes.

Step 4: Select the **Next** button to proceed to the next section or **Cancel** to reject your changes.

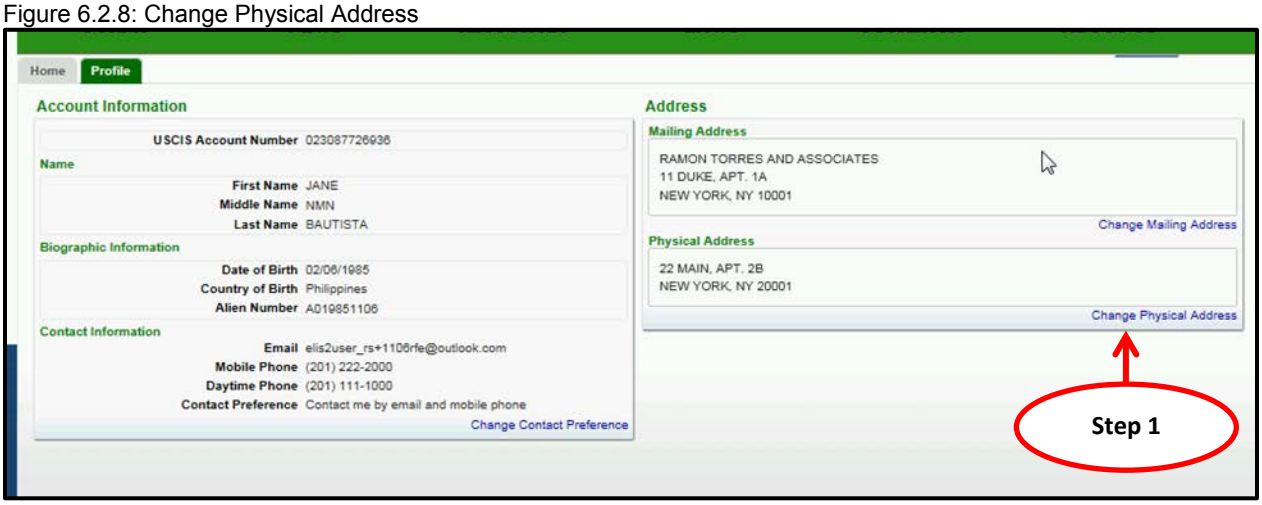
Figure 6.2.7: Change Mailing Address



To **Change Physical Address**:

Step 1: Select the **Change Physical Address** link.

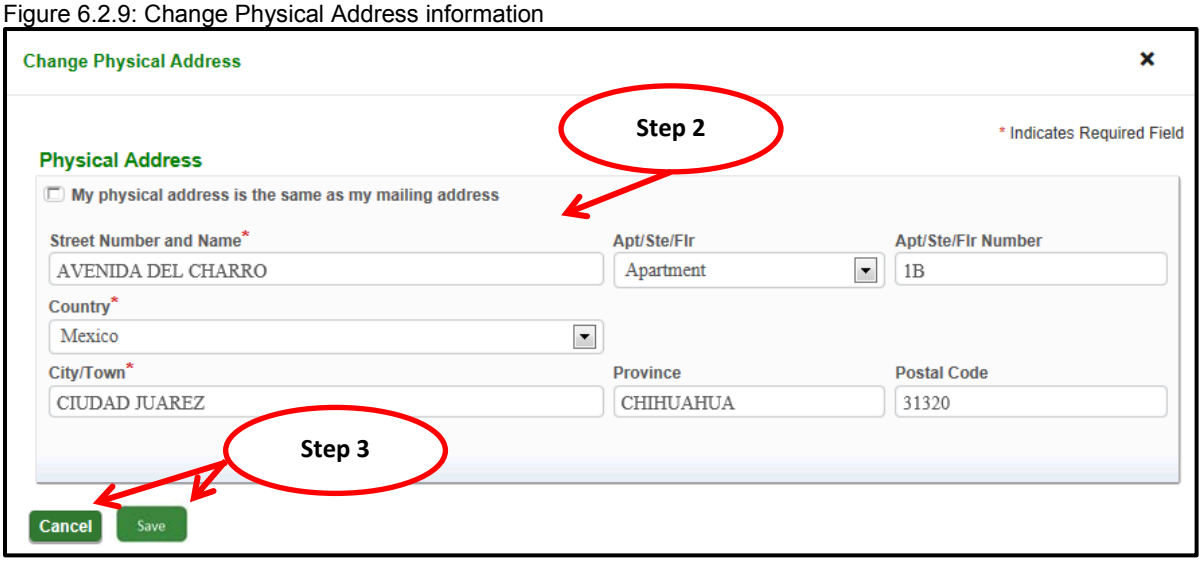
Figure 6.2.8: Change Physical Address



Step 2: Review and edit your physical address.

Step 3: Select **Save** or Cancel.

Figure 6.2.9: Change Physical Address information



Note: Once you submit your case, you cannot make changes if the adjudicator is reviewing or makes changes to your account information and address.

6.3 Navigation Panel

On the left side of the screen, you can always access the following options:

Option to Select	Description
Option 1: Form I-90 Instructions	Review the instruction of Form I-90, which are the instructions provided to people filing on paper.
Option 2: Application Fees	Review application fees associated with this benefit type.
Option 3: Save Draft and Exit buttons	Save the information you have entered and Exit out of your account
Option 4: Links to access different sections	Navigate to the different sections of your application

Figure 6.3.1: Navigation Panel Options

Note: Draft cases that are not completed within 30 days will be deleted.

7.0 COMPLETING FORM I-90

This section provides you with instructions on how to:

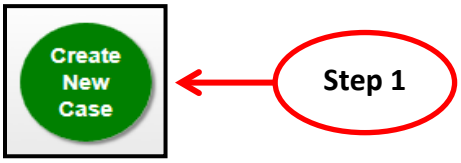
- Create a new case
- Upload the evidence documents needed for your case
- Review your application
- Sign Form I-90
- Pay for the application

You will be able to complete each of these tasks by following the instructions below.

7.1 Create New Case – Form I-90

Once you are logged in and are on the Home tab, you can create a new case. This section gives you instructions on how to create a new case and how to provide additional information that may be needed for your case.

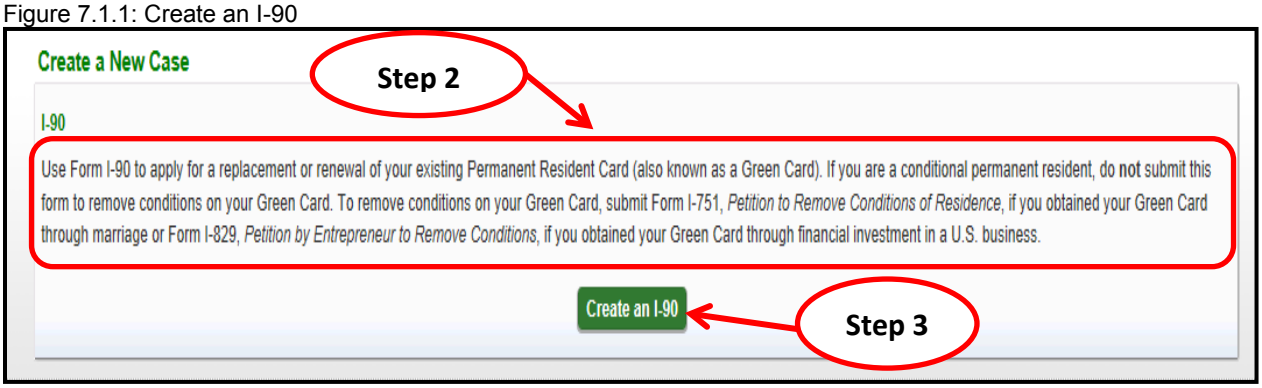
Step 1: On the Home tab, select the green button **Create New Case**.



Step 2: Read the information in the "I-90" box to determine if you should use a Form I-90 or a different form.

Step 3: If you read the information in the I-90 box and determine that you can still file a Form I-90, select the **Create an I-90** button.

Figure 7.1.1: Create an I-90



7.1.1 My Status

The **My Status** section refers to your current immigrant status. There are three status options available to Form I-90 applicants:

1. Permanent resident
2. Permanent resident in commuter status
3. Conditional permanent resident

When choosing your status, keep in mind that you can only choose one. Review the instructions to see how you should fill out the **My Status** sections.

Step 1: Select the **Permanent Resident**, **Permanent Resident in Commuter Status**, or **Conditional Permanent Resident** checkbox.

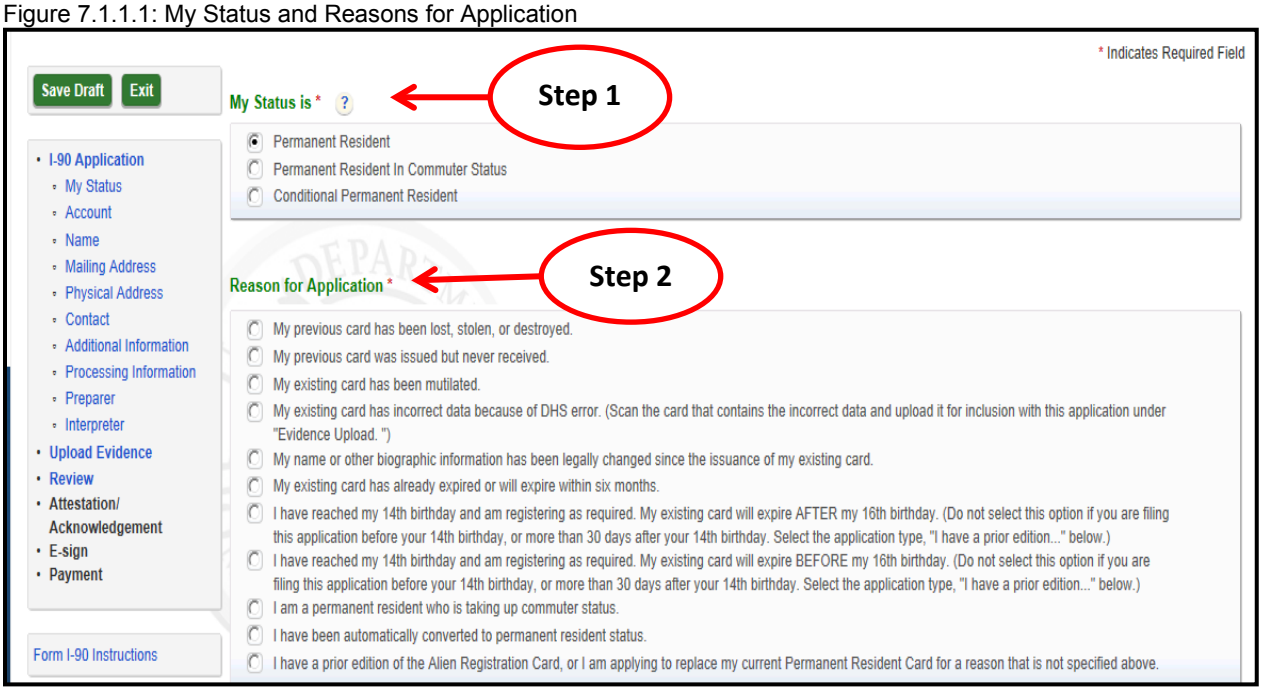
Once you choose your status, the **Reason for Application** section appears.

Step 2: Select the reason that most applies to you. For example, you can select the "My previous card has been lost, stolen, or destroyed" checkbox if this applies to you (See Figure 7.1.1.1 below).

Once you select a reason for replacing the card, an **application fee** will appear on the left side of the screen. Continue to the **Account** section.

> ***Note***: At any time, you can select the **Save Draft** and **Exit** buttons, or the **Form I-90 Instructions** button to view further details about the Form I-90. These buttons are located on the left side of your screen (See Figure 7.1.1.1).

Figure 7.1.1.1: My Status and Reasons for Application



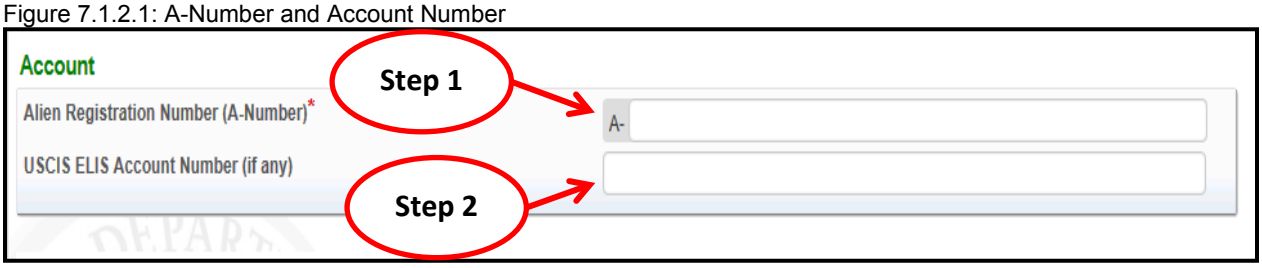
7.1.2 Account

This section provides instructions on completing the **Account** section of your Form I-90. You will need your Alien Registration Number, also known as your A-Number. Select the link below to read more about the A-Number.

Step 1: Enter your **Alien Registration Number (A-Number)**. (Required)

Step 2: If available, enter your USCIS ELIS Account Number.

Figure 7.1.2.1: A-Number and Account Number



7.1.3 Your Full Name

The Form I-90 requires your current full name. If your name has changed since you received your Permanent Resident Card, you need to provide your previous name.

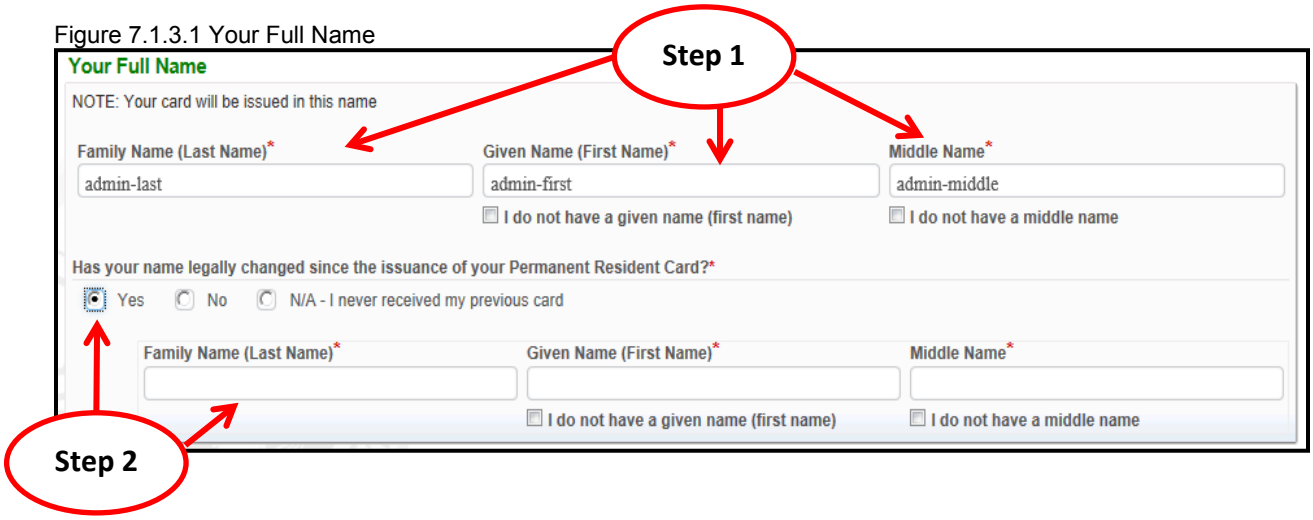
This section provides instructions on how to complete the **Your Full Name** section.

Step 1: Enter your name in the **Family Name**, **Given Name**, and **Middle Name** fields.

a. Check the box **I do not have a given name (first name)** or **I do not have a middle name** if this applies to you.

Step 2: If your name has legally changed since your Permanent Resident Card was issued, select **Yes** and enter your current name(s). Otherwise, select the appropriate answer.

Figure 7.1.3.1 Your Full Name



7.1.4 Mailing Address

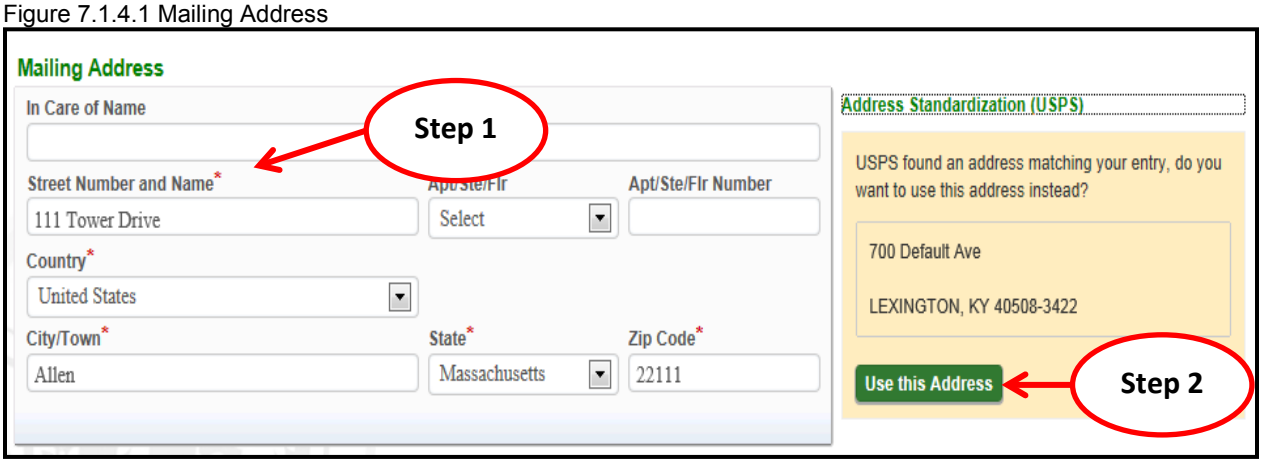
This section provides instructions on how you should complete the **Mailing Address** section.

Step 1: Enter your **Street Number and Name**, **City/Town**, **Country**, and all mailing address information that applies to you.

Once you complete all the mailing address fields, a pop-up box titled **Address Standardization (USPS)** will appear to the right side.

Step 2: Choose the mailing address preference you want to use. If you want to use the address in the **Address Standardization (USPS)** box, select the **Use this Address** button inside the pop-up box.

Figure 7.1.4.1 Mailing Address



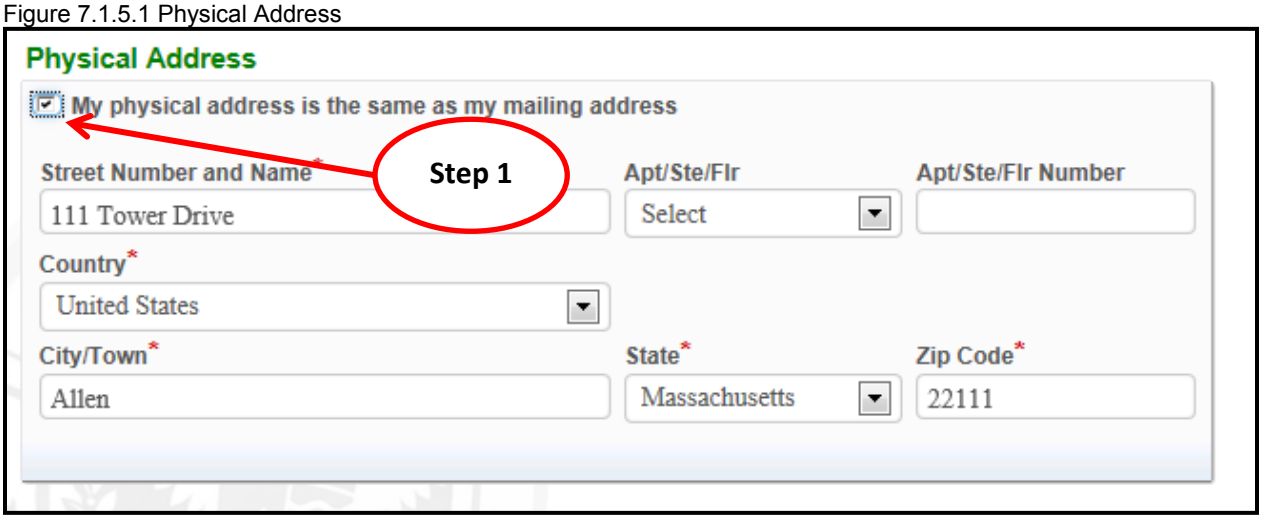
7.1.5 Physical Address

When filling out the **Physical Address** section, you have the option to provide an additional physical address or to use your mailing address as your physical address.

Step 1: If your physical address is different than your mailing address, fill in the correct address information. **Do not** check the box.

If your physical address is the same as your mailing address, select the **My physical address is the same as my mailing address** checkbox to auto-populate the fields using your mailing address.

Figure 7.1.5.1 Physical Address



7.1.6 Contact Information

Provide accurate and up-to-date contact information. It will be used if USCIS needs to contact you.

Step 1: Provide a valid **Email Address**, **Daytime Telephone Number**, and **Mobile Telephone Number**.

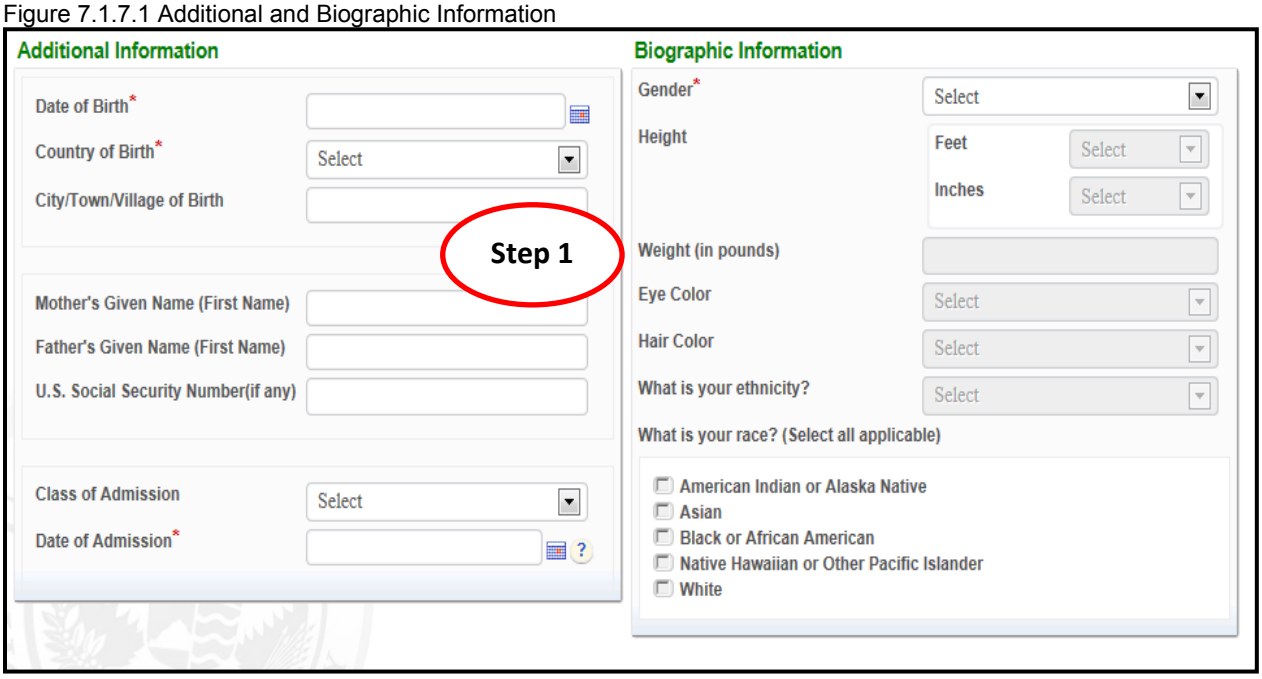
Figure 7.1.6.1 Contact Information

7.1.7 Additional and Biographical Information

The Form I-90 requires your date of birth, country of birth, gender, and further information. This section provides instructions for completing the **Additional Information** and **Biographic Information** sections.

Step 1: Enter **Date of Birth**, **Country of Birth**, **Date of Admission**, **Gender** and additional biographic information in the applicable fields.

Figure 7.1.7.1 Additional and Biographic Information



Note: Enter **Date of Birth** as MM/DD/YYYY.

7.1.8 Processing Information, Accommodations, Preparer, and Interpreter

This section gives you step-by-step instructions on how to fill out the Processing Information, Accommodations, Preparer, and Interpreter sections.

Step 1: **Processing Information** section (See Figure 7.1.8.1)

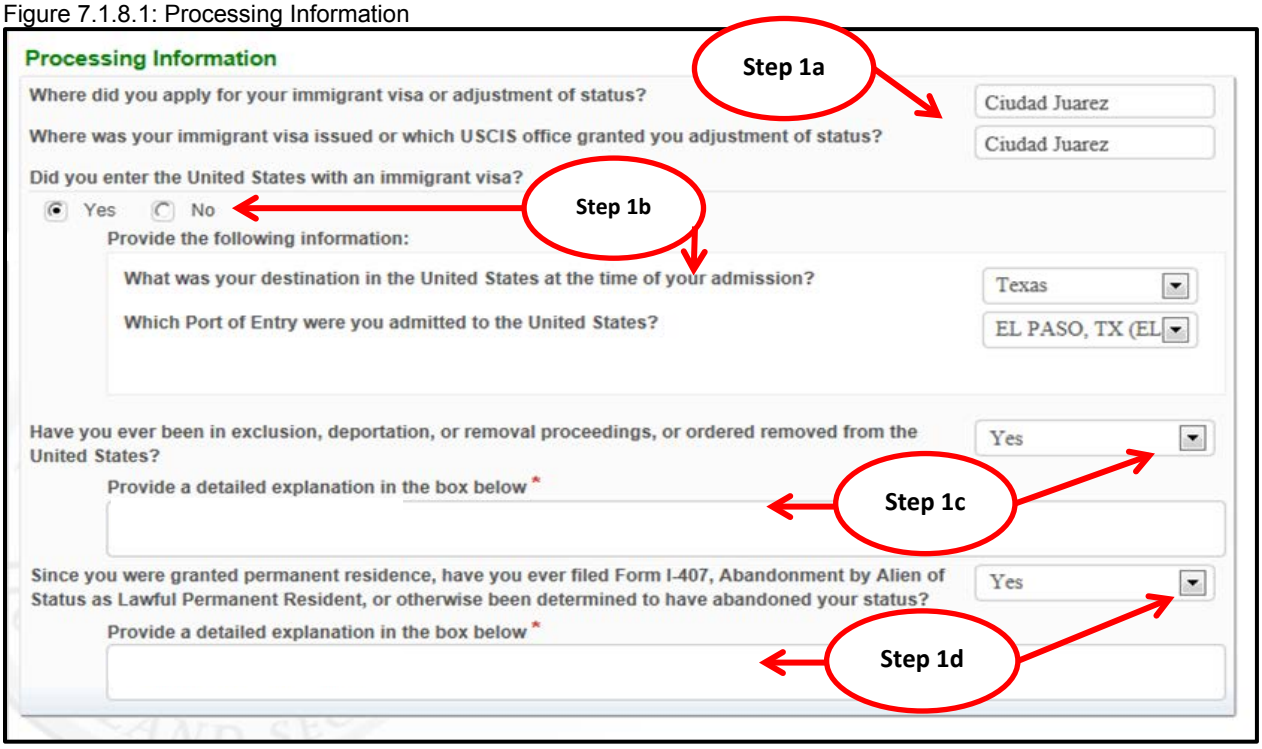
a. Type your answers in the open fields **Where did you apply for your immigrant visa or adjustment of status?** and **Where was your immigrant visa issued or which USCIS office granted you adjustment of status?**

b. Select **Yes** or **No** for the question **Did you enter the United States with an immigrant visa?** If you select **Yes**, you must provide your destination in the United States at the time of your admission and your port of entry.

c. Select **Yes** or **No** for the question **Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?** If you select **Yes**, you must provide a detailed explanation.

d. Select **Yes** or **No** for the question **Since you were granted permanent residence, have you ever filed Form I-407, Abandonment by Alien of Status as Lawful Permanent Resident, or otherwise been determined to have abandoned your status?** If you select **Yes**, you must provide a detailed explanation.

Figure 7.1.8.1: Processing Information

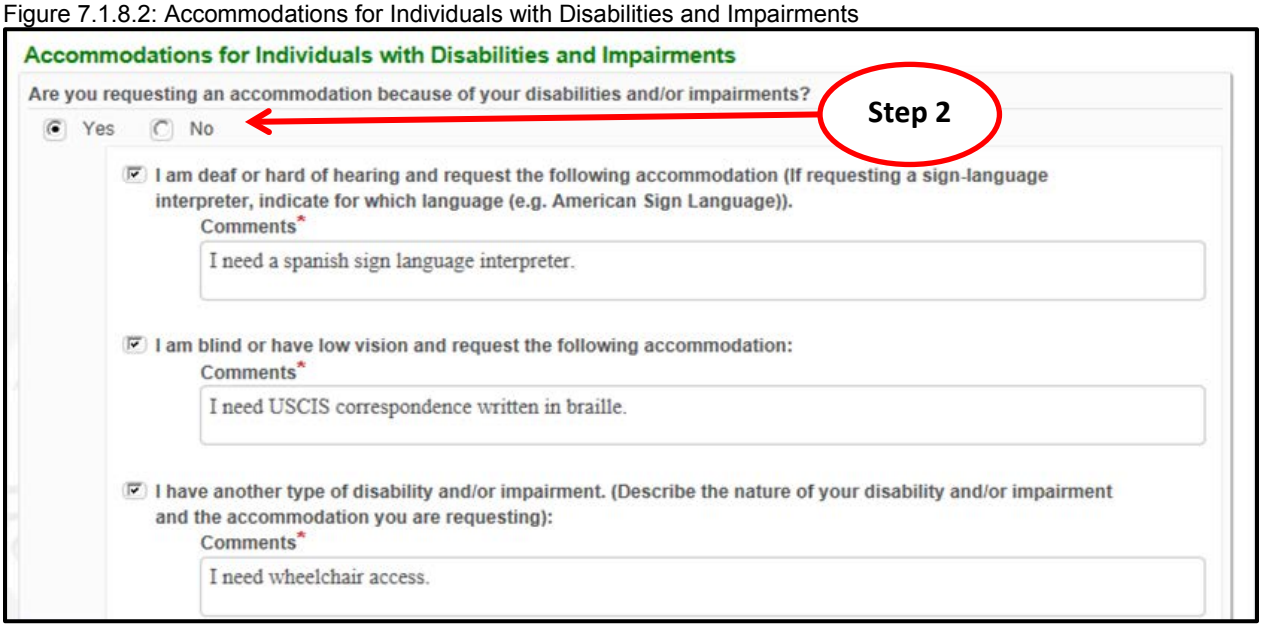


Step 2: Accommodations for Individuals with Disabilities and Impairments section**.**

a. If you are requesting accommodations because of a disability and/or impairment, select **Yes**, check the boxes that apply to you, and enter a detailed explanation.

b. If you are NOT requesting accommodations, select **No**.

Figure 7.1.8.2: Accommodations for Individuals with Disabilities and Impairments



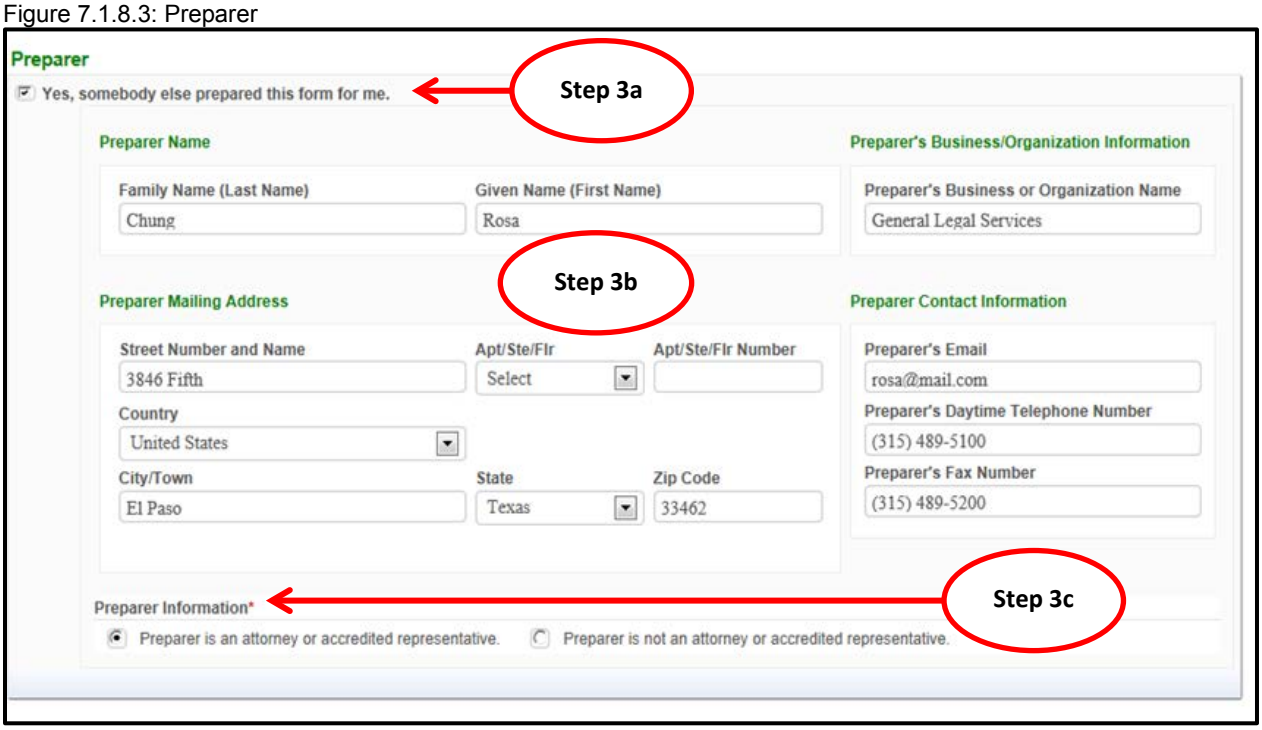
Step 3: Preparer section

a. If someone prepared this form for you, select the **Yes, somebody else prepared this form for me** checkbox.

b. Enter the **Preparers Name**, **Business/Organization Information**, **Mailing Address,** and **Contact Information**.

c. Select the appropriate checkbox to indicate if the preparer is an attorney or accredited representative or not.

Figure 7.1.8.3: Preparer



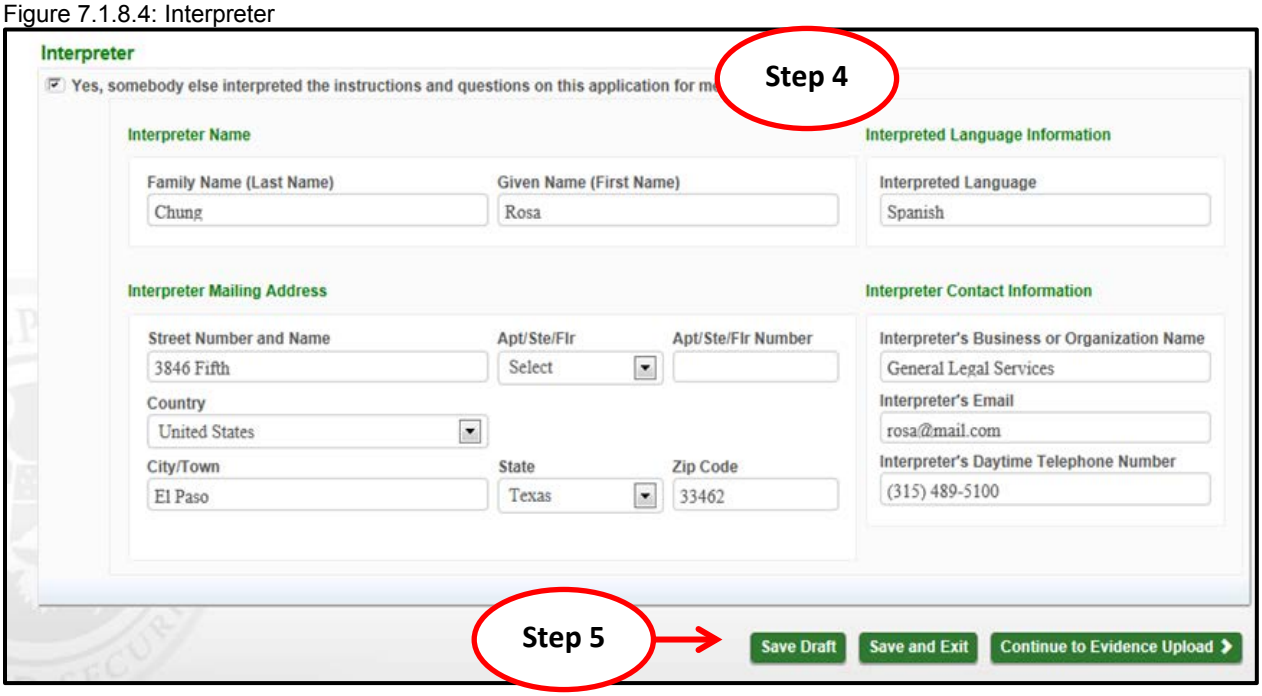
Step 4: **Interpreter** section

a. If someone interpreted this form for you, select the **Yes, somebody else interpreted this form for me** checkbox. Enter a detailed explanation.

b. Enter the interpreter's correct contact information.

Step 5: Select **Save Draft** to continue working in this section, **Save and Exit** to exit, or **Continue to Evidence Upload** to continue to the next section.

Figure 7.1.8.4: Interpreter



7.2 Evidence Upload

This section provides instructions for preparing acceptable documents to upload as evidence. USCIS ELIS accepts evidence documents that follow specific file standards, file types, image size, and image resolution. The **Evidence Categories and Sample Documents for Form I-90** section explains this information.

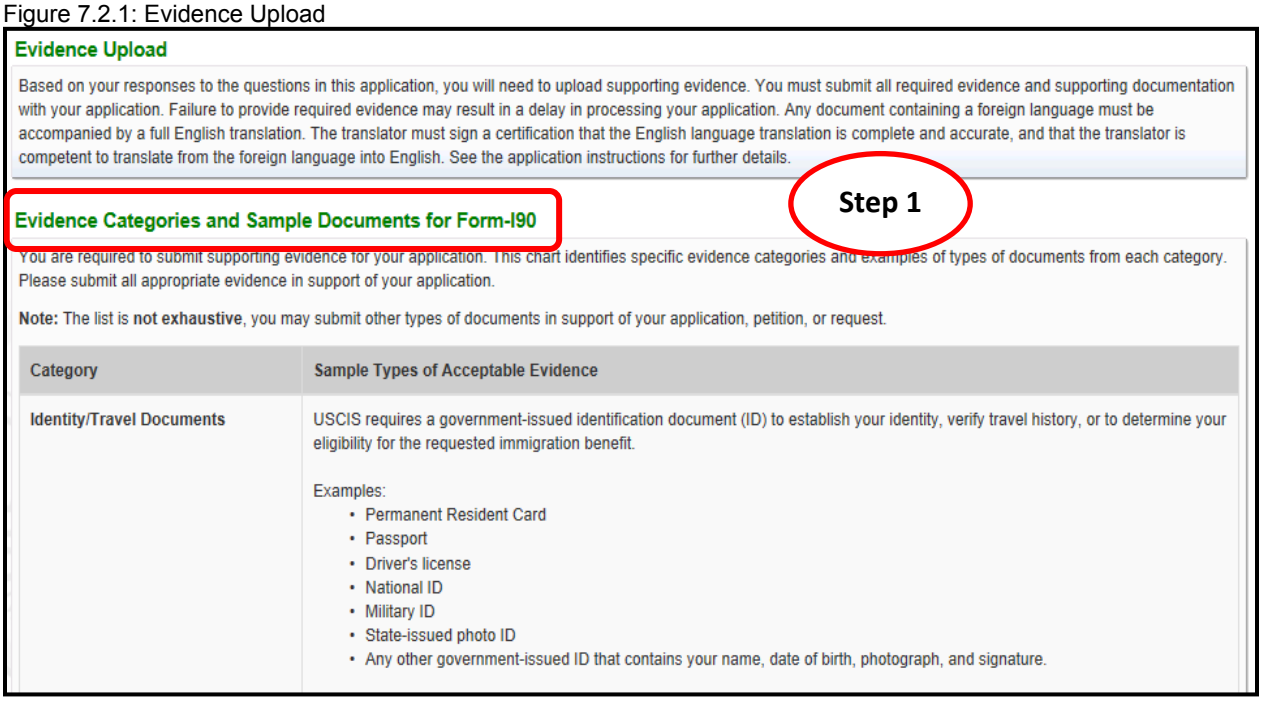
Scan and save your evidence documents as separate files. Creating separate files will allow you to match and upload your evidence document to the requested type of evidence.

> ***Note***: All documents, responses, and comments must be in English or have English translations.

Step 1: Review the information in the **Evidence Upload** and **Evidence Categories and Sample Documents for Form I-90** sections.

Step 2: Proceed to the **Upload Instructions** section. (Section 7.2.1)

Figure 7.2.1: Evidence Upload



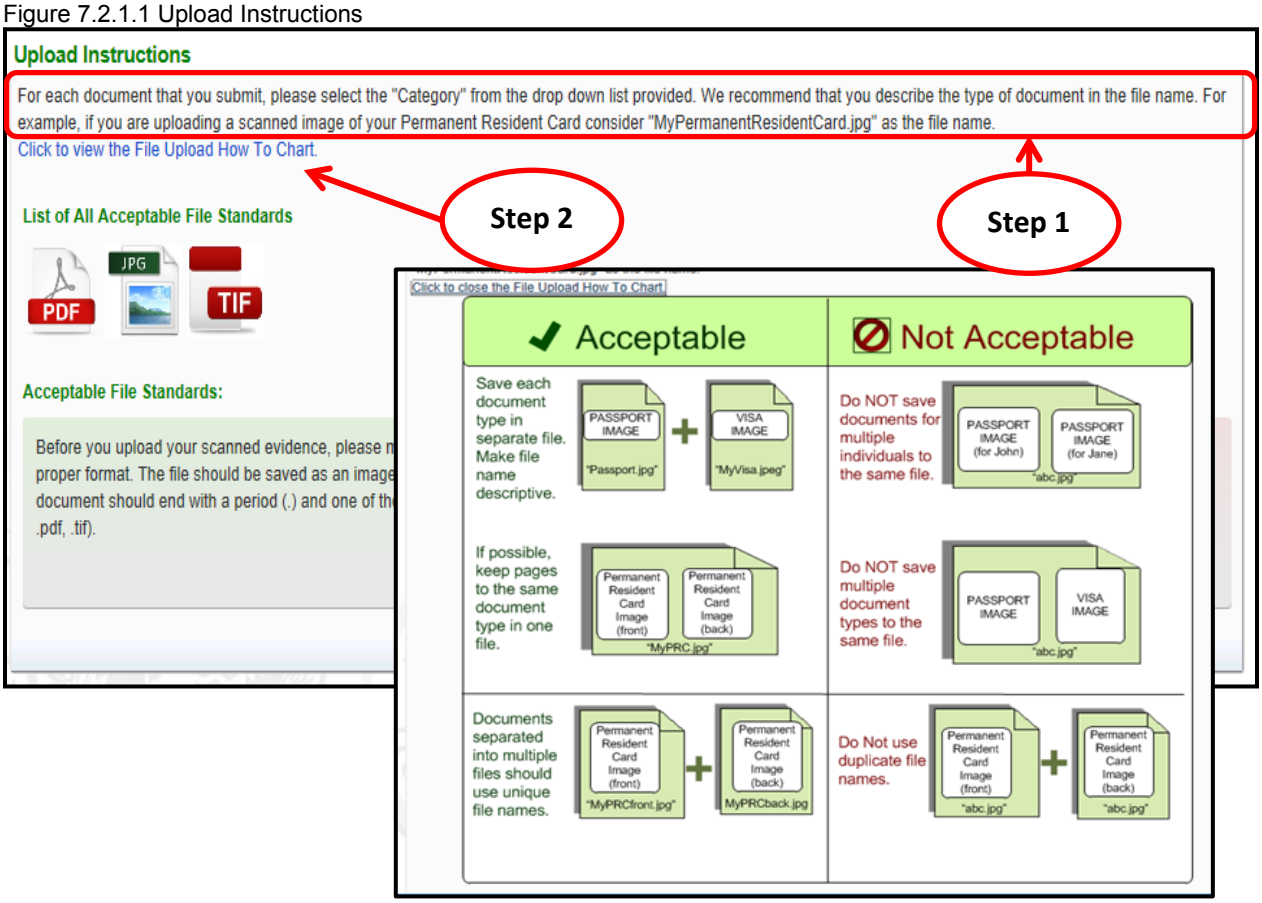
7.2.1 Upload Instructions

Prepare to upload your evidence documents. The **Upload Instructions** section provides additional instructions for where to find the types of files that are accepted for the Form I-90.

Step 1: Review the upload instructions.

Step 2 (Optional): Select the **Click to view the File Upload How to Chart** link to review additional instructions on how to upload documents. The chart is displayed in Figure 7.2.1.1.

Figure 7.2.1.1 Upload Instructions



7.2.2 File Upload

Below are step-by-step instructions on how to upload your file.

Step 1a: From the **Type of Document** drop-down menu**,** select the type of document you are uploading.

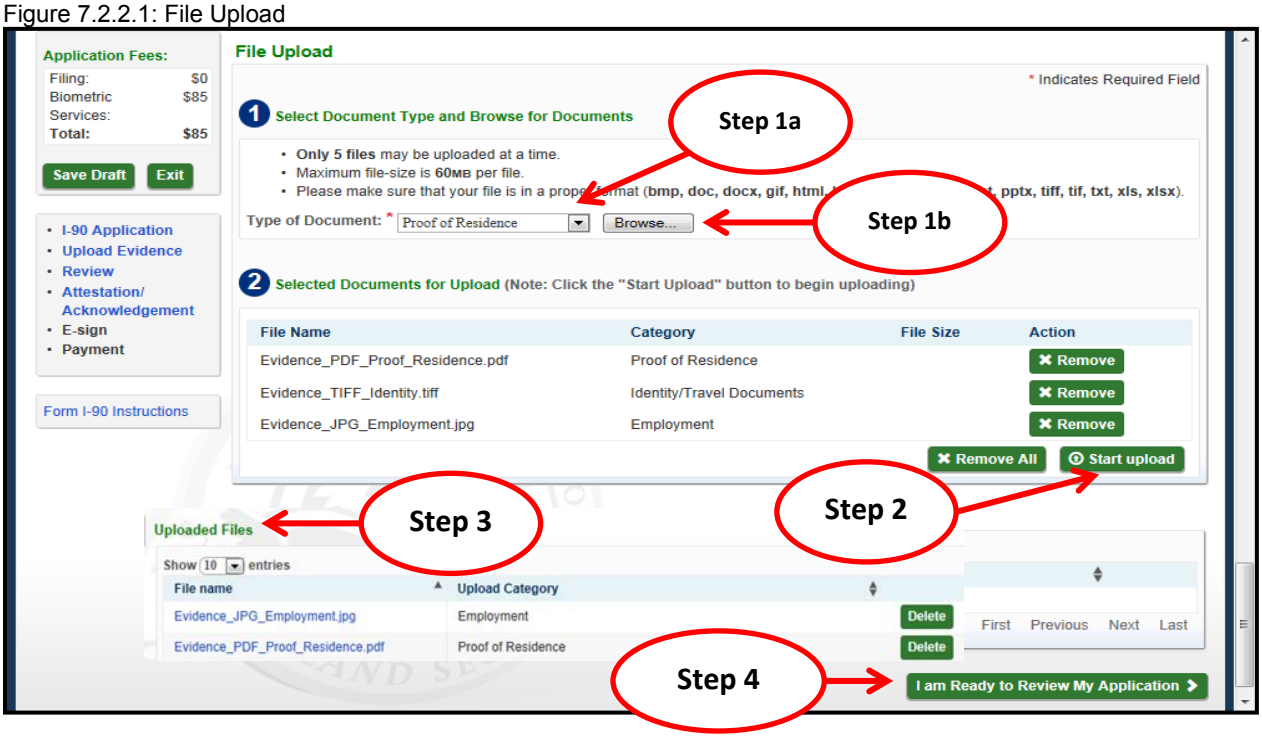
Step 1b: Select the **Browse** button to locate and select the document.

Step 2: Once you select your document and see it listed, select the **Start upload** button.

Step 3: View your uploaded file(s) in the **Uploaded Files** section.

Step 4: Select the **I am Ready to Review My Application** button to continue.

Figure 7.2.2.1: File Upload



7.3 Review Application

In this section, you can see your application, view the information you provided, and make necessary changes.

The **Review Application** section shows the contents of your benefit request as a PDF document (snapshot) and allows you to save and print the benefit request form.

Step 1: Read the information on the **Review Application** screen.

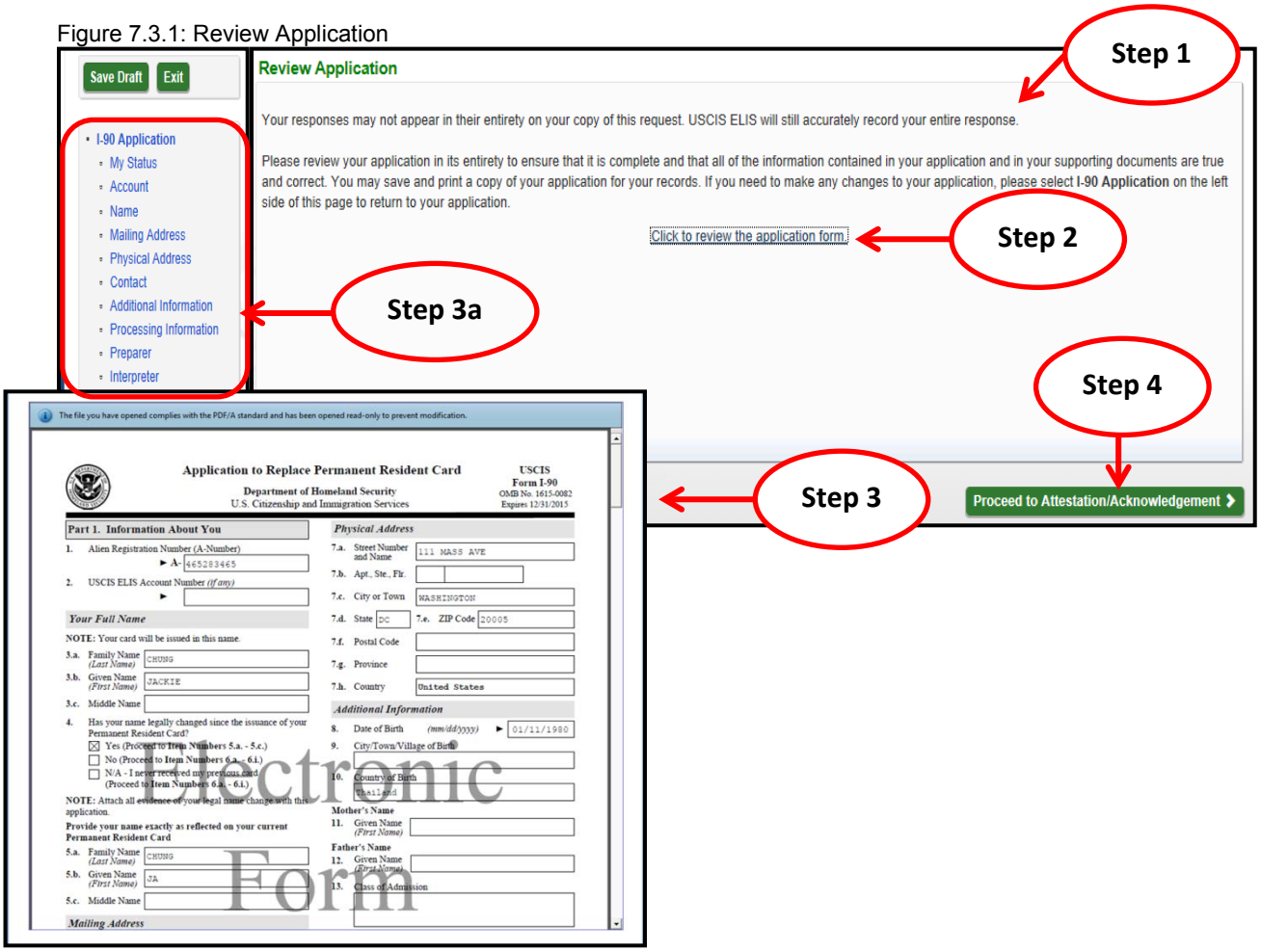
Step 2: Select the **Click to review the application form** button.

Step 3: Review the completed form in PDF format in a new screen. (See Figure 7.3.1 for an example). You can save or print a copy of the form.

a. If you find any errors and need to make corrections, close the new screen with the completed form and use the Navigation Panel on the left to select the section you need to correct.

Step 4: Select **Proceed to Attestation/Acknowledgement** to go to the E-Sign screen.

Figure 7.3.1: Review Application



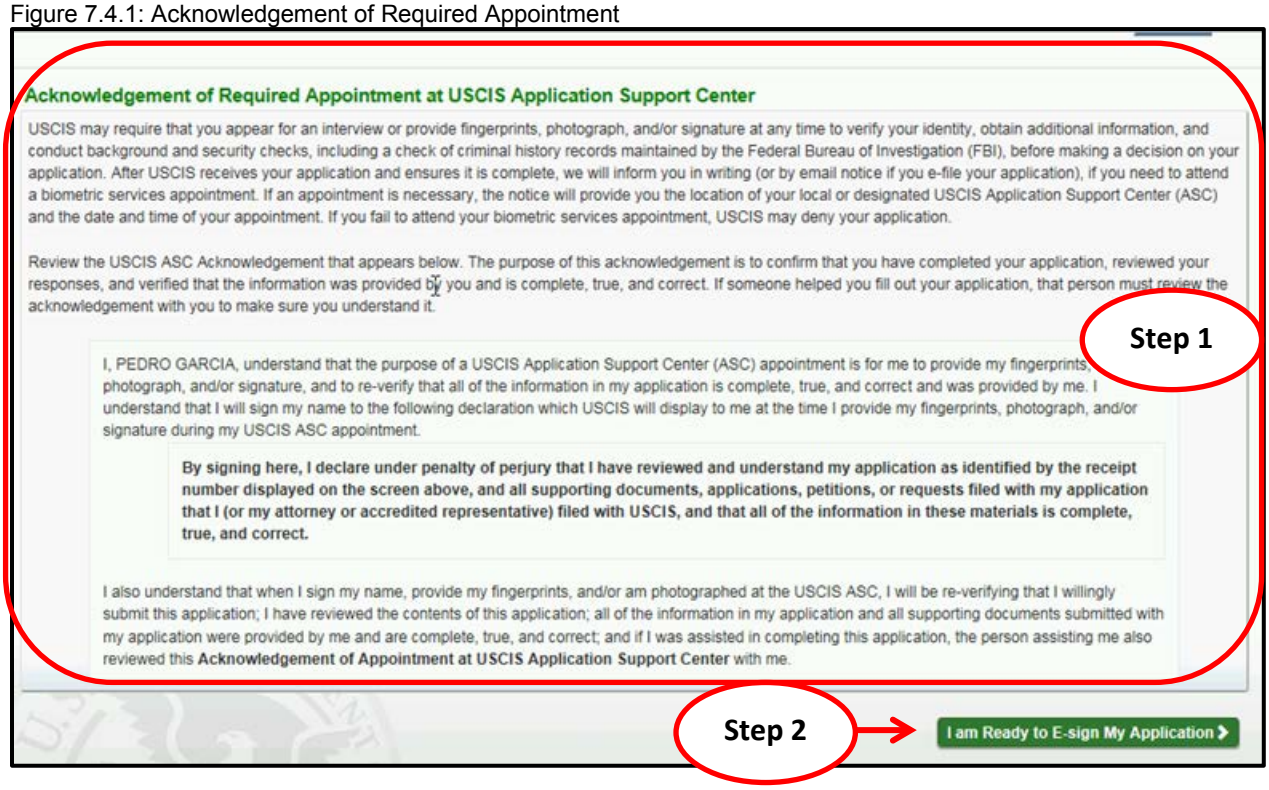
7.4 Attestation and Acknowledgement Screen

In this section, you read and acknowledge that you understand the required appointment at the USCIS Application Support Center and E-sign to the E-Signature Attestation and USCIS Privacy Act Statement.

Step 1: Read the **Acknowledgement of Required Appointment at USCIS Application Support Center** sections.

Step 2: Click **I am Ready to E-sign My Application** button.

Figure 7.4.1: Acknowledgement of Required Appointment



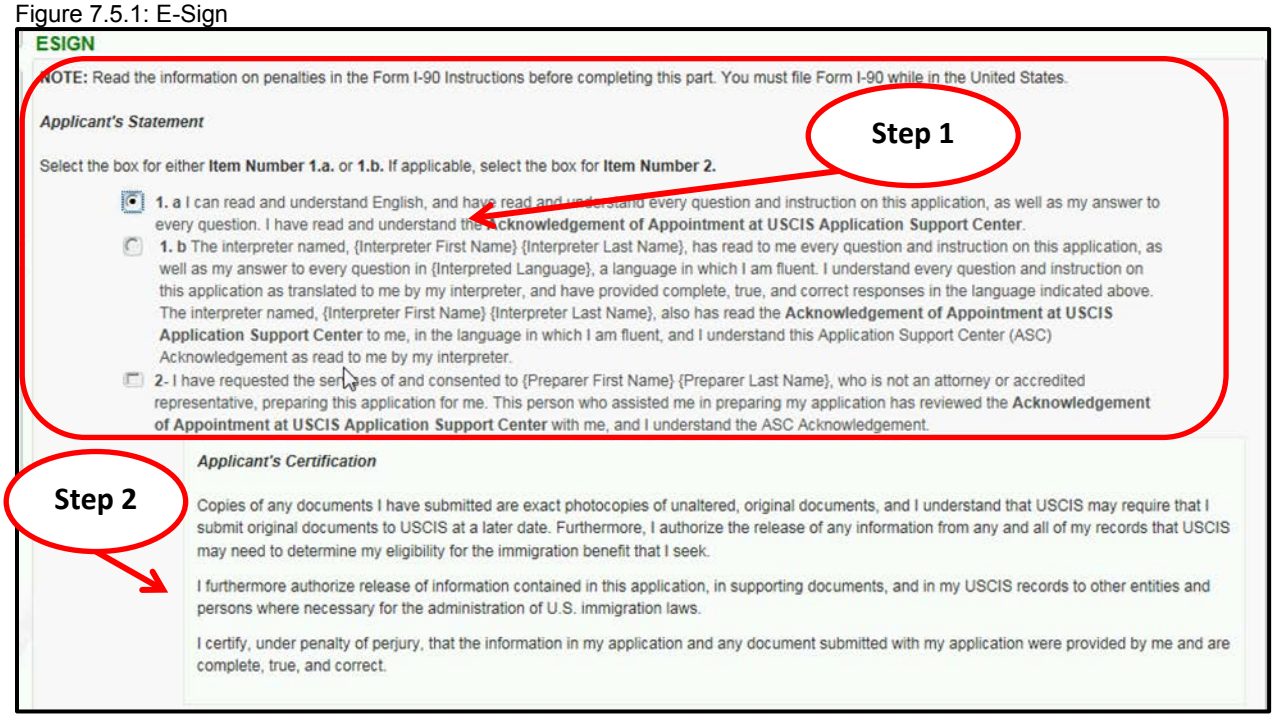
7.5 E-sign

The **E-sign** Screen displays the E-Signature Attestation and USCIS Privacy Act Statement. The E-sign section allows you to read and agree to the E-Signature Attestation and USCIS Privacy Act Statement, e-sign the benefit request, and proceed to pay for the Form I-90.

Step 1: Read the information on **Application Statement** and select the 1a, 1b, or 2 check box. You can only select one check box.

Step 2: Read the information on the **Applicant's Certification** section.

Figure 7.5.1: E-Sign



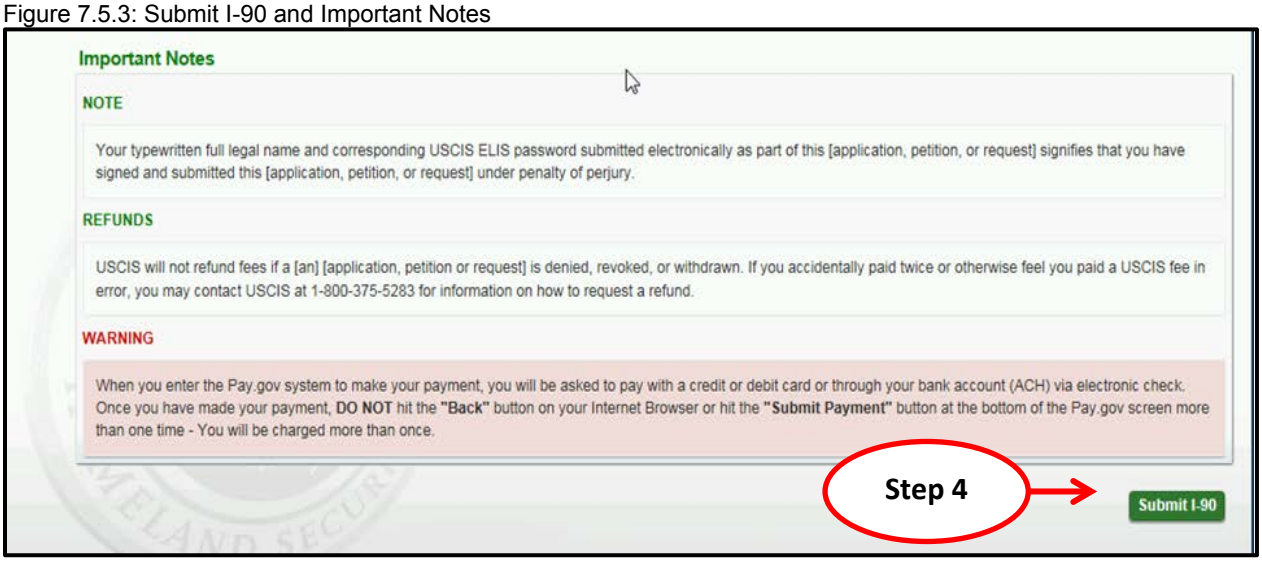
Step 3: Enter your full name and USCIS ELIS Password.

Figure 7.5.2: Signature

Note: If you enter the wrong password 3 times, you will be locked out of USCIS ELIS for 20 minutes before you can log in.

Step 4: Read the **Important Notes** and once you're ready, click the **Submit I-90** button.

Figure 7.5.3: Submit I-90 and Important Notes



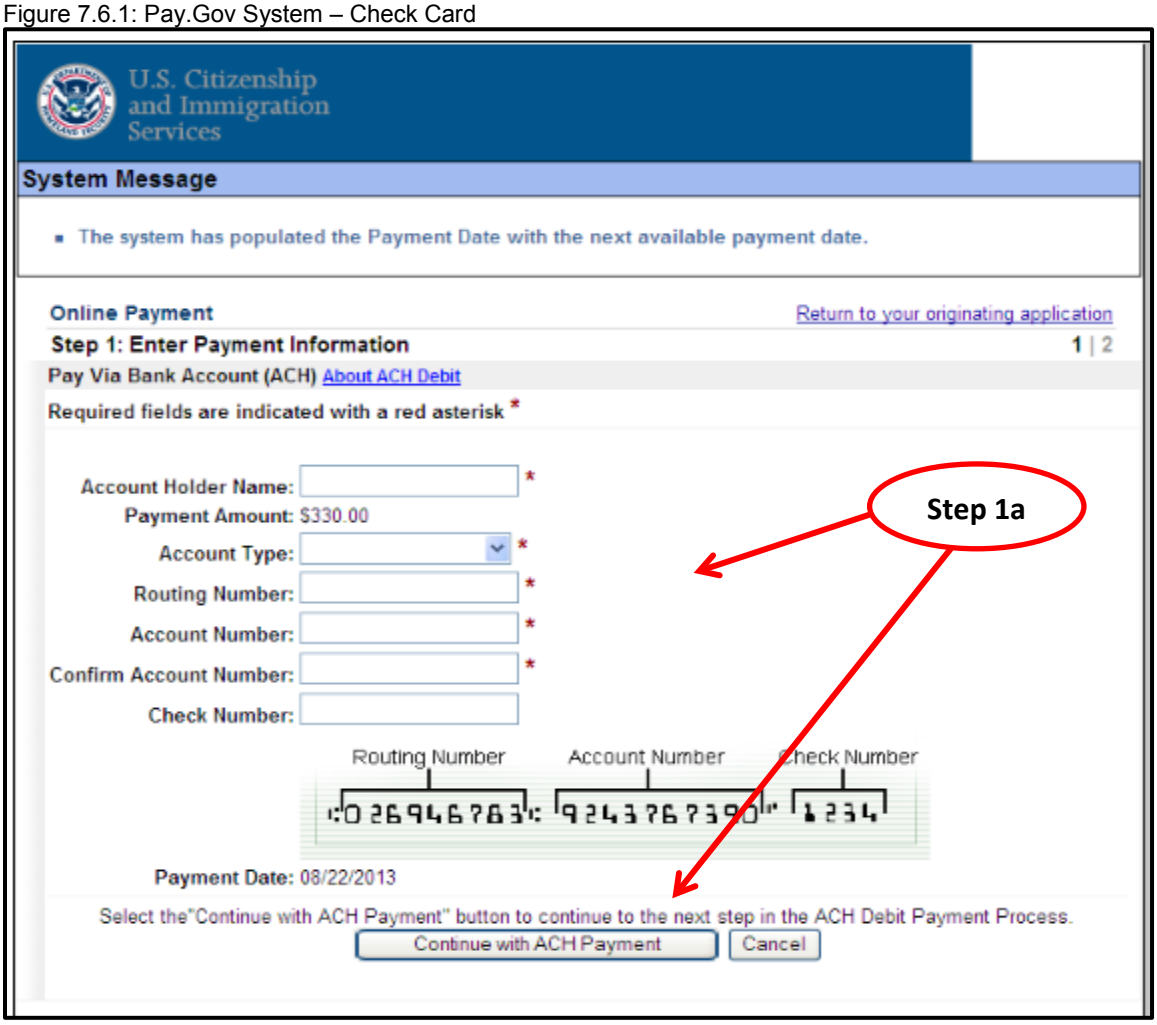
7.6 Payment and Submission Confirmation

After you sign and submit Form I-90, you will proceed to the Pay.Gov system to pay for your application. Once you submit your payment, you will return to USCIS ELIS and confirm your application was received.

Step 1: Once you submit Form I-90, you will be directed to the Pay.Gov system.

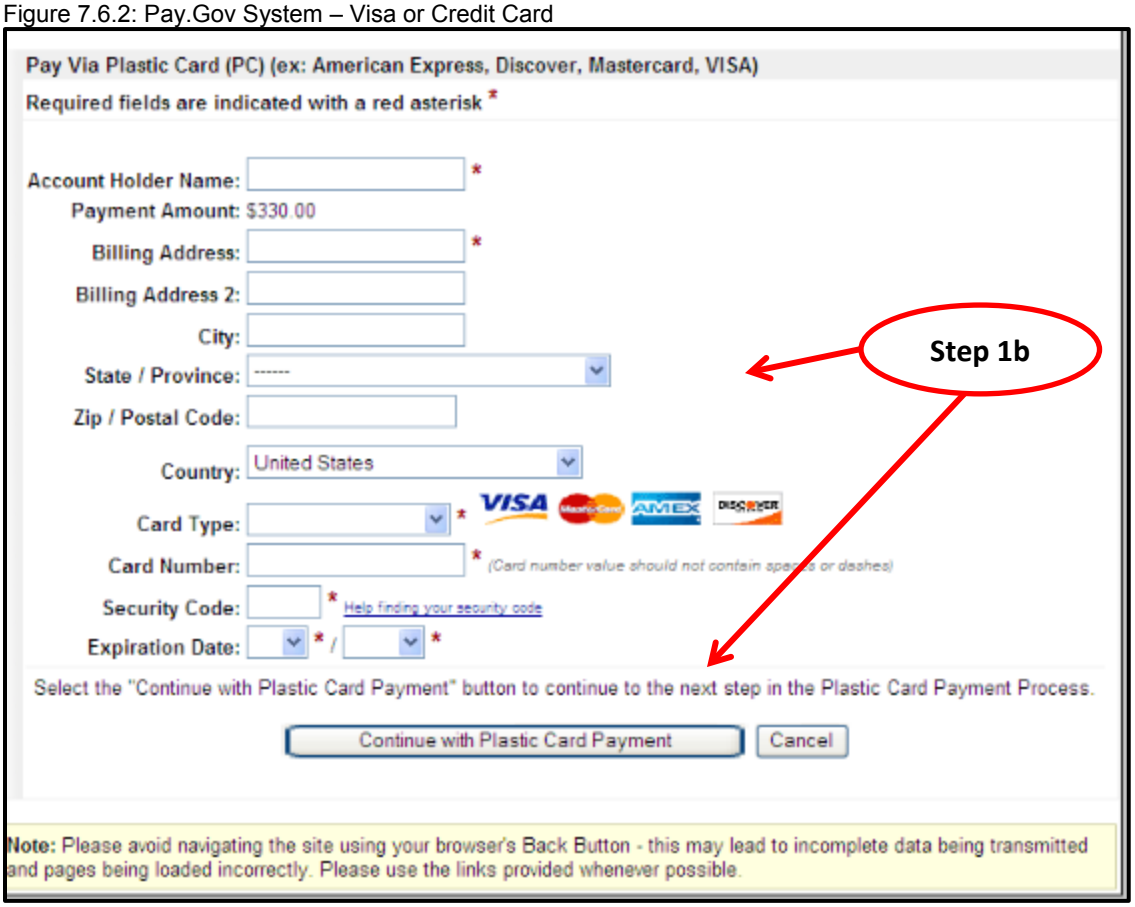
a. Enter your payment information if you are paying with a check or your bank account. Click **Continue with ACH Payment**.

Figure 7.6.1: Pay.Gov System – Check Card



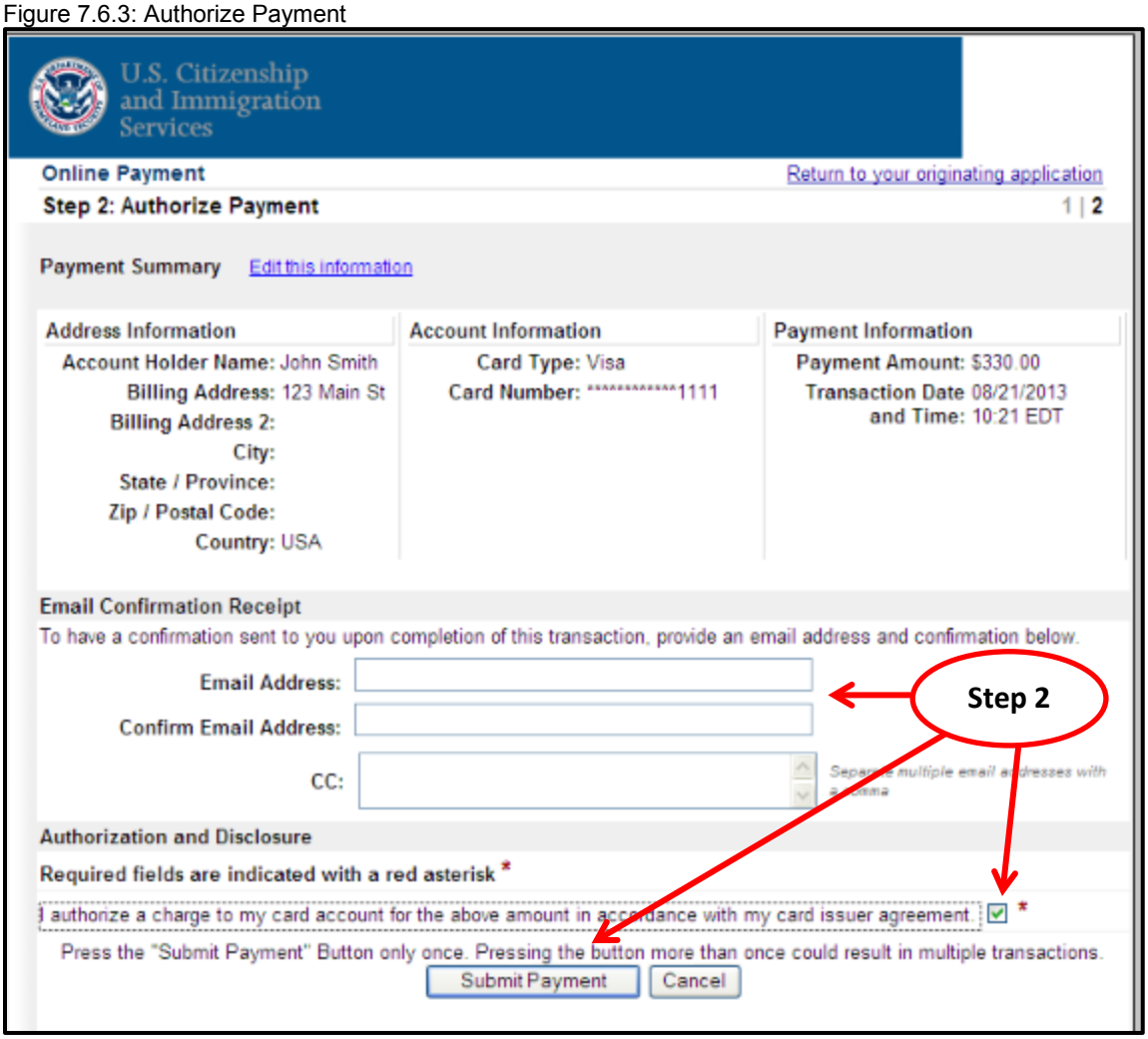
b. Enter your card information if you are paying with debit or credit card. Click **Continue with ACH Plastic Card Payment**.

Figure 7.6.2: Pay.Gov System – Visa or Credit Card



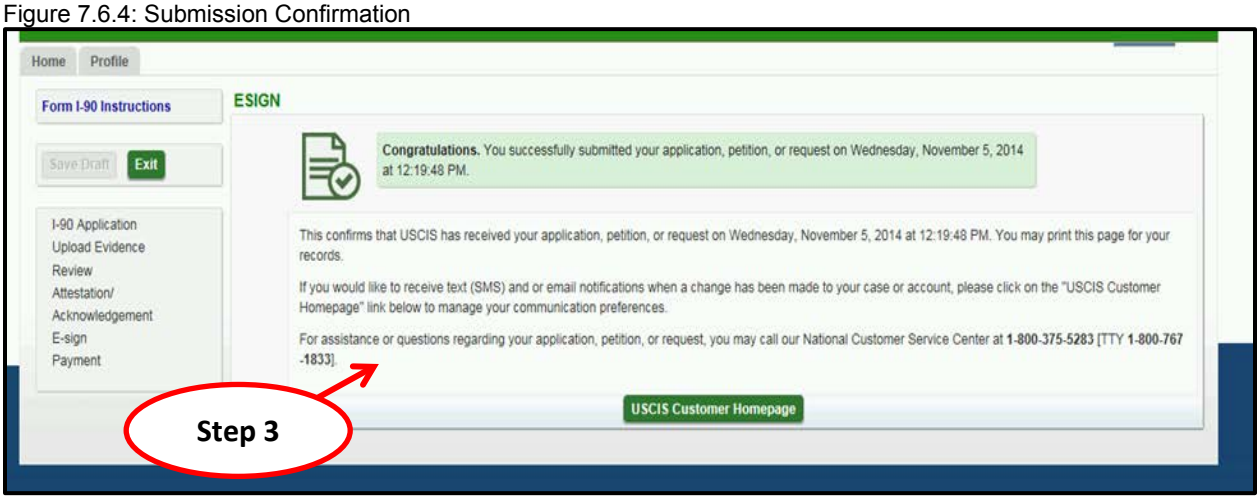
Step 2: Enter your email address and confirm your email address. Check the **Authorization and Disclosure** box to authorize your payment. Click on the **Submit Payment** button.

Figure 7.6.3: Authorize Payment



Step 3: Once you submit payment, you will return to USCIS ELIS to confirm you successfully paid for Form I-90.

Figure 7.6.4: Submission Confirmation

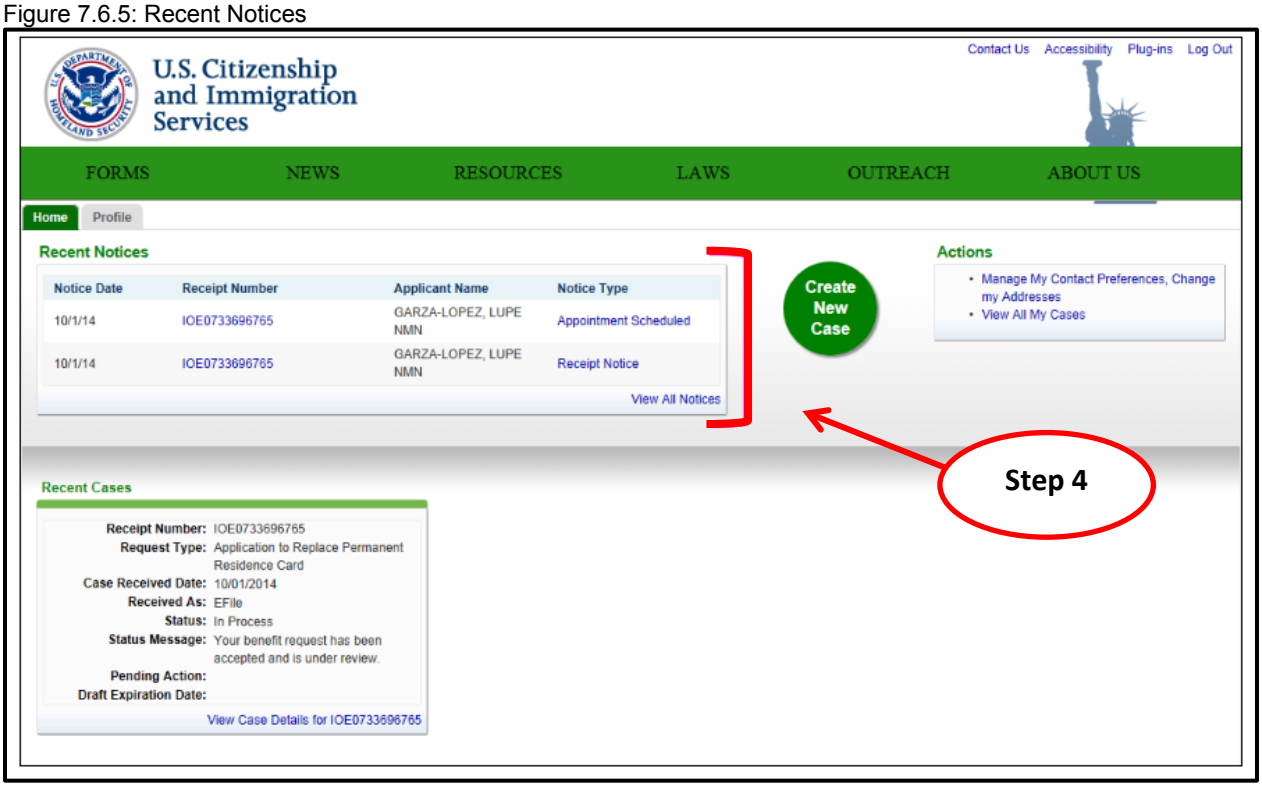


> ***Note***: Once your case is submitted, you will not be able to make changes to your profile if the adjudicator is reviewing your application.

Step 4: Once your case is submitted, you will be contacted by email or phone about updates made to your account. Updates include your **Receipt Notice, Biometrics Appointment,** and **Receipt Number**. Log into USCIS ELIS to read your Notice Date, Receipt Number, Applicant Name, and Notice Type located on your home page in the **Recent Notices** section.

> ***Note***: After you receive your **Receipt Notice**, you will receive a **Biometrics Appointment** with the Applicant Service Center (ASC). You are required to attend and provide biometric information such as a passport-style photograph, signature, and fingerprints. You may also receive a **Request for Evidence** (RFE).
>
> To learn more about your case's status and RFE's, see Section 8.0 Check the Status of Your Cases.

Figure 7.6.5: Recent Notices



8.0 CHECK THE STATUS OF YOUR CASES

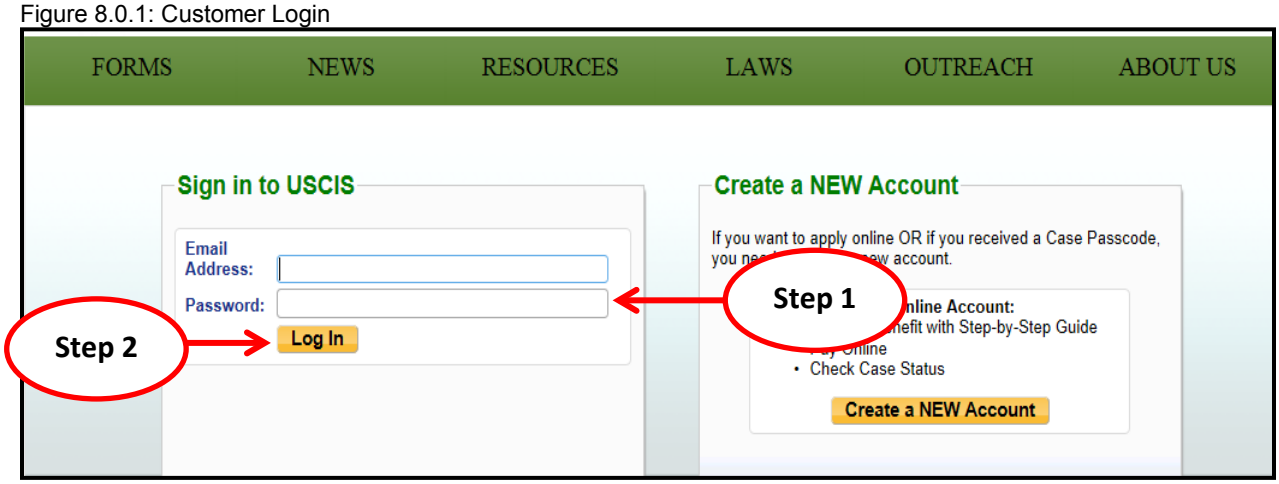
Log into USCIS ELIS. On the Customer Home Page, you can review your receipt number, check the status of the case, read your status message, and review your case documents.

This section gives you instructions on how to check the case status and case documents.

Step 1: Enter your **Email Address** and **Password.**

Step 2: Select the **Log In** button.

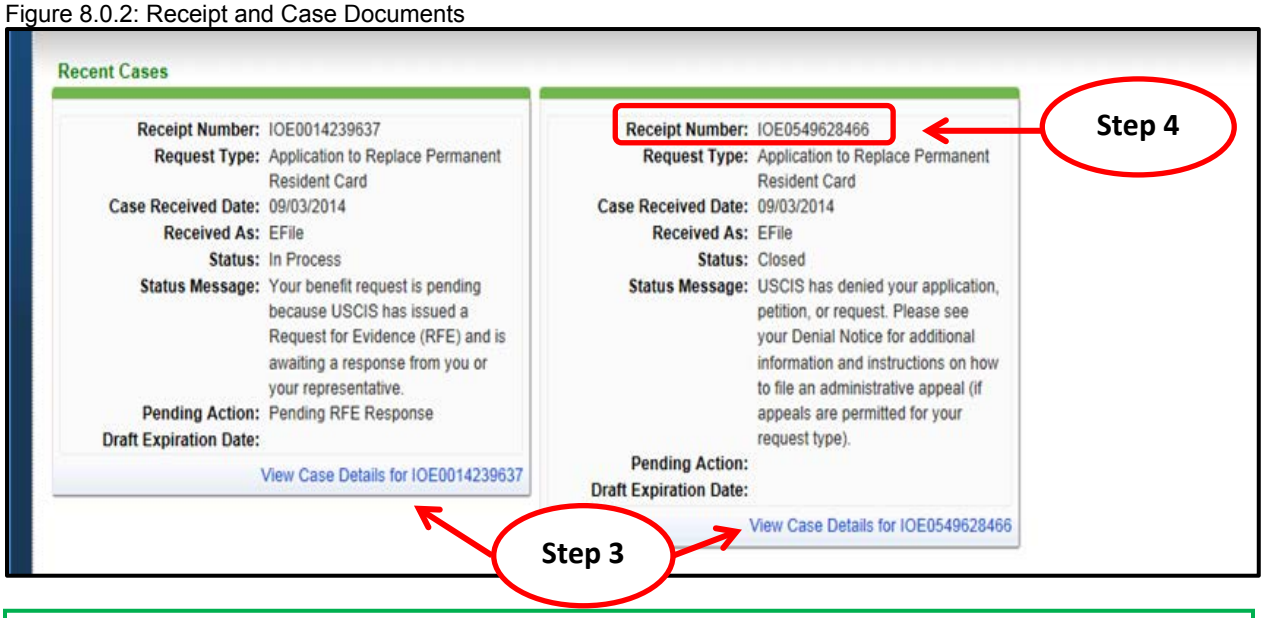
Figure 8.0.1: Customer Login



Step 3: In the **Recent Cases** section, select the case you want to review. Click on **View Case Details** to review the case's receipt number, accepted case information, and document links.

Step 4: Write down the receipt number for your case to use later.

Figure 8.0.2: Receipt and Case Documents



***Note*:** You may see more than one case if you have previously applied for a benefit in USCIS ELIS, otherwise you will only see the recently filed benefit.

9.0 RESPONDING TO A REQUEST FOR EVIDENCE (RFE)

This section provides instructions on how to respond to an RFE. USCIS may ask you for additional information such as Proof of Residence, Identity/Travel documents, Employment verification. You will be notified by email or phone if you need to respond to an RFE. In order to respond to an RFE, you will need to log in to the USCIS ELIS portal. The RFE notice will appear in the **Recent Notices** section on your Home page.

9.1 Log in to USCIS ELIS

Log in to USCIS ELIS to respond to an RFE and review other tasks.

Click the following link to launch USCIS ELIS: https://myaccount.uscis.dhs.gov

Step 1: Enter your email address and password.

Step 2: Select the **Log In** button.

Figure 9.1.1: Sign In to USCIS

Step 3: Once you are logged in, select the **Home** tab to proceed to **Recent Notices**.

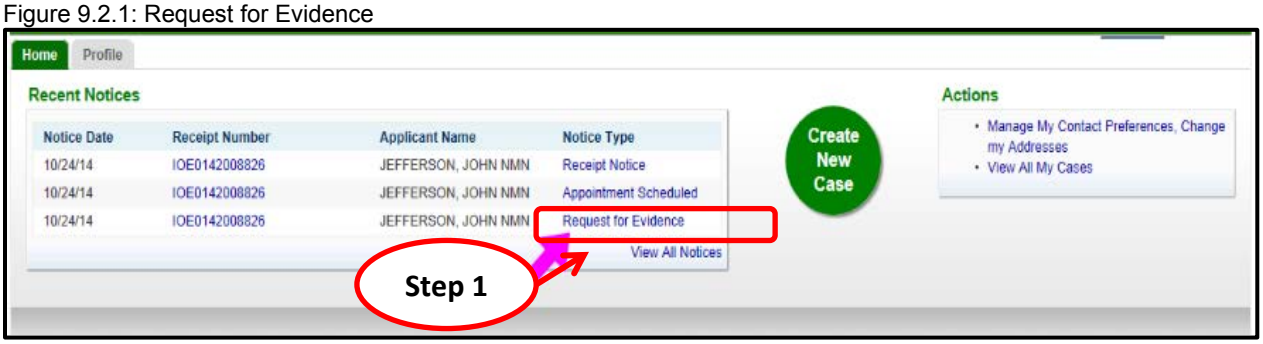
Figure 9.1.2: Home Tab and Recent Notices

9.2 Review Receipt Notice and RFE Notice

When you are ready to review the Receipt Notice and RFE notice, follow the instructions below.

Step 1: Read the Notice Type. If you have an RFE, select the **Request for Evidence** link to open the PDF document in a new browser window. After you review the file, close the PDF to return to the **Home** tab.

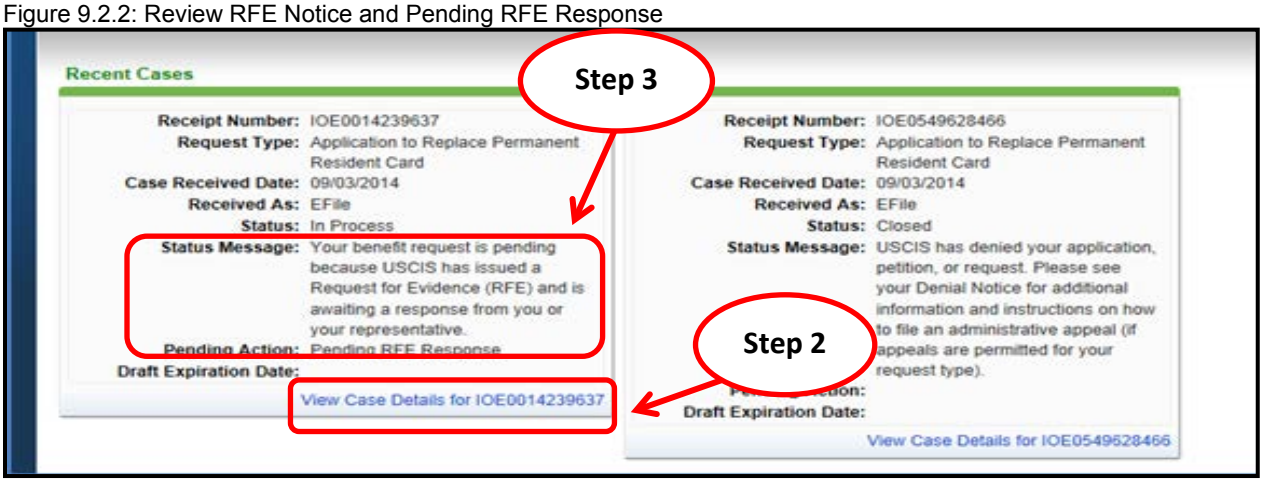
Figure 9.2.1: Request for Evidence



Step 2: Select the **View Case Details for [receipt number]** link for an **In Process** case (a case pending a RFE response).

Step 3: Review the **Status**, **Status Message**, and **Pending Action** of the case and continue to next section.

Figure 9.2.2: Review RFE Notice and Pending RFE Response



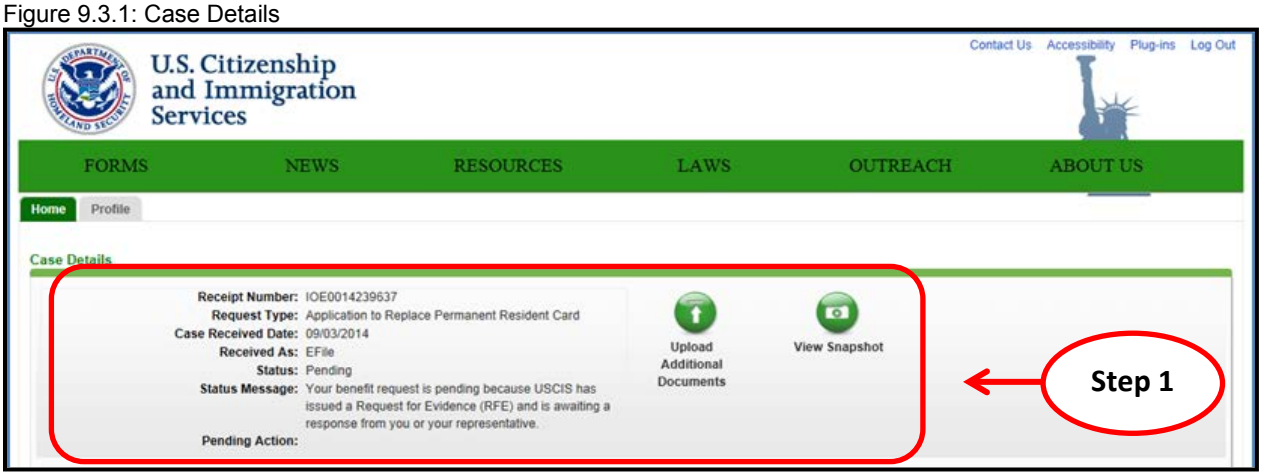
> ***Note***: Always review your **Status Message** to review the reason of your status. The status message will also help you know how to proceed.

9.3 Respond to an RFE and Uploaded Evidence

This section provides instructions for how to review uploaded evidence and respond to an RFE request.

Step 1: Once you review your Recent Cases, read the information in the **Case Details** section. You can also **Upload Additional Documents**, and **View your Snapshot** to confirm the pending RFE.

Figure 9.3.1: Case Details



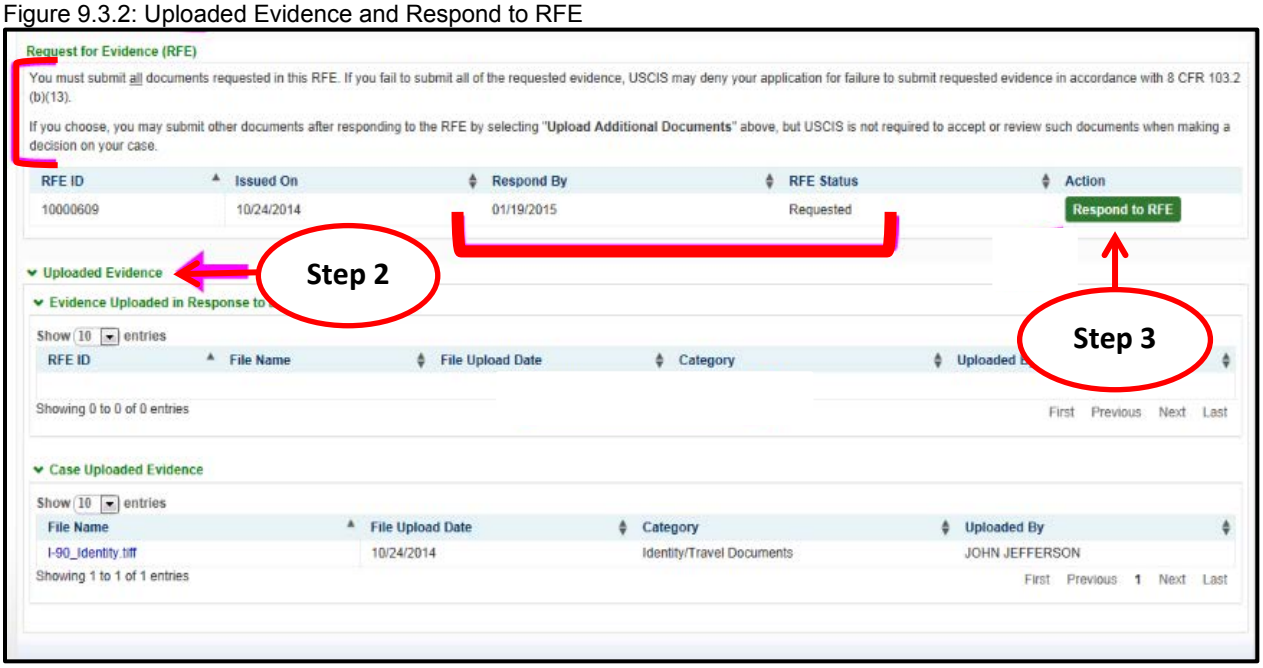
Step 2: Click on **Uploaded Evidence** to expand and review the following sections:

- Evidence Uploaded in Response to a Request for Evidence
- Case Uploaded Evidence

Step 3: Select **Respond to RFE**.

> ***Note***: You must submit ALL documents requested in the RFE. If you fail to submit all of the request evidence, USCIS may deny your application for failure to submit requested evidence.
>
> If you choose, you may submit other documents after responding to the RFE by selecting **Upload Additional Documents** button, but USCIS is not required to review or accept such documents when making a decision about your case.
>
> Make sure you respond by the date requested and check your RFE status.

Figure 9.3.2: Uploaded Evidence and Respond to RFE



9.4 Upload Evidence Files to Respond to an RFE

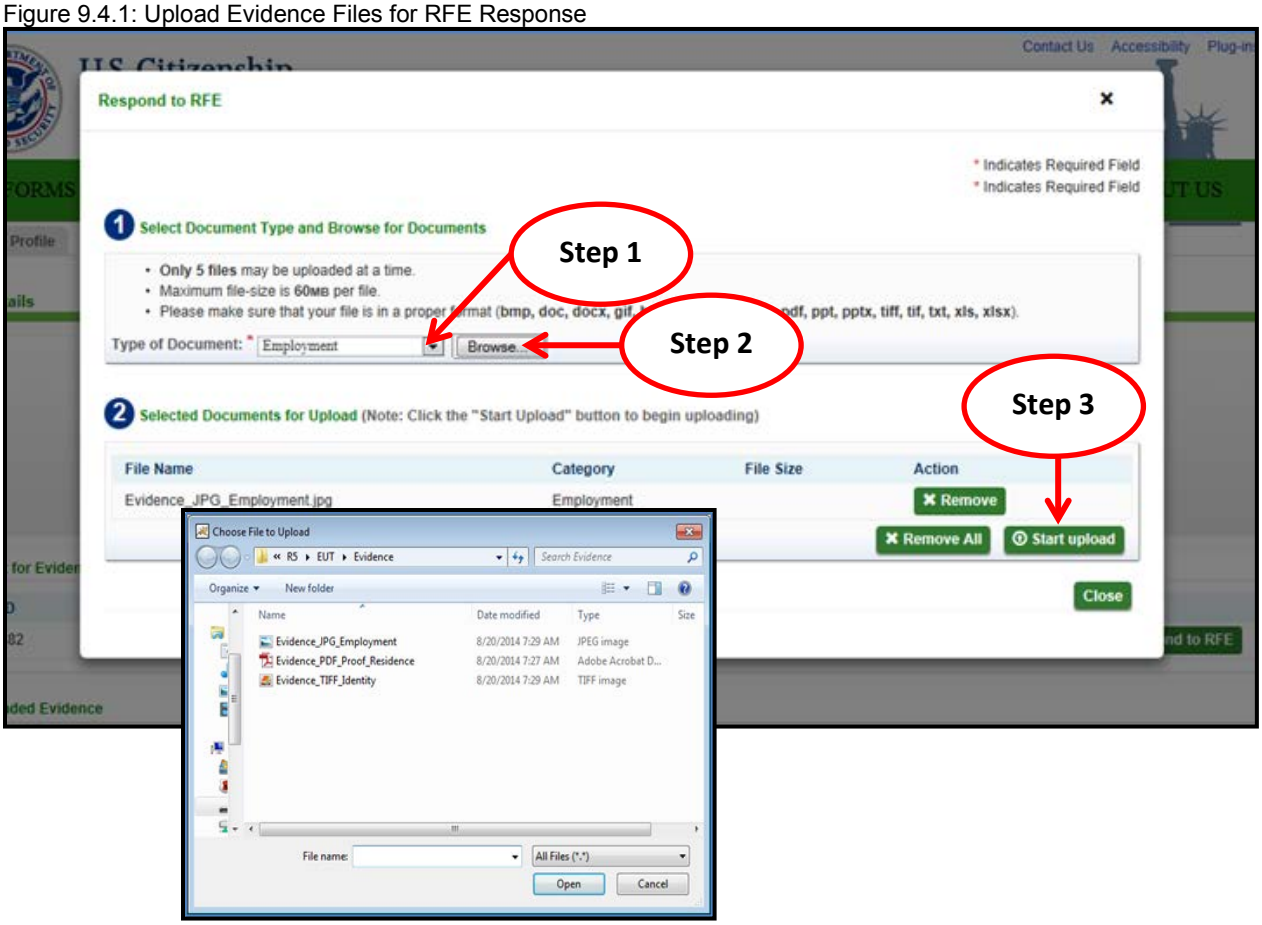
This section provides instructions for uploading evidence files to respond to an RFE.

Step 1: Select the document type from the drop-down menu. “Employment” is selected in Figure 8.4 as an example.

Step 2: Select **Browse** to navigate and select a file.

Step 3: Select **Start upload** (See Figure 9.4.1).

Figure 9.4.1: Upload Evidence Files for RFE Response



9.5 Confirm Evidence Upload

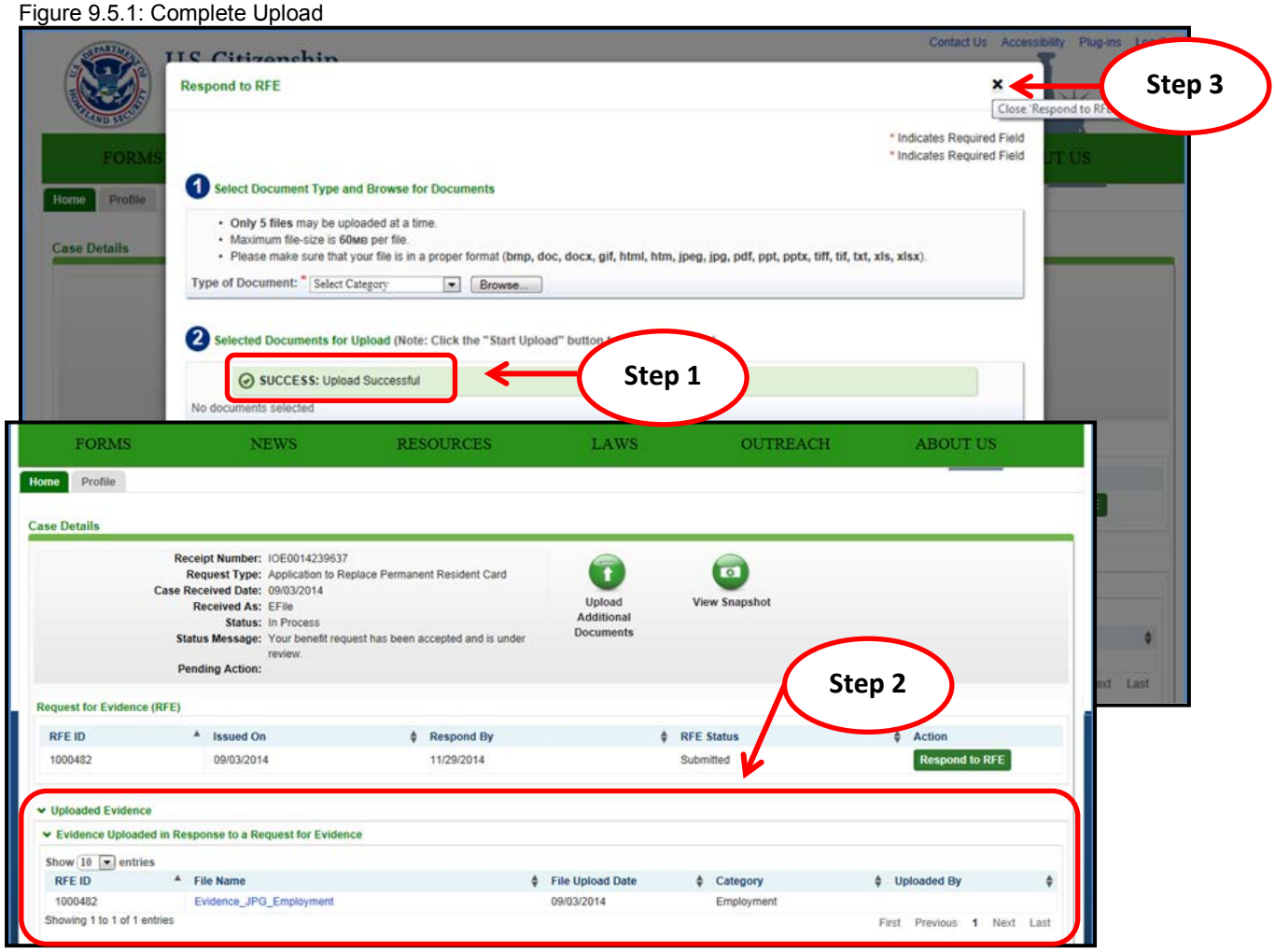
After you upload your documents, confirm that they have uploaded successfully (See Figure 9.5.1).

Step 1: Review the confirmation message.

Step 2: Confirm the uploaded file record in the **Evidence Uploaded in Response to a Request for Evidence** section.

Step 3: Select the **X** to close the **Respond to RFE** pop-up screen.

Figure 9.5.1: Complete Upload

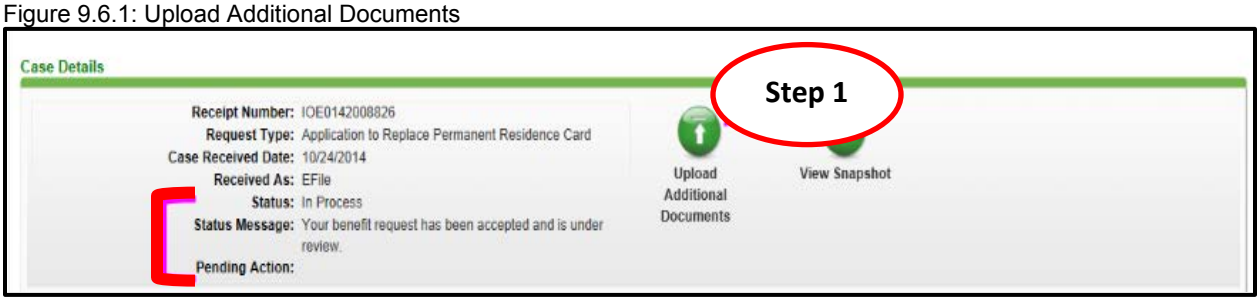


9.6 Upload Additional Documents

This section provides instructions for uploading additional documents when responding to an RFE.

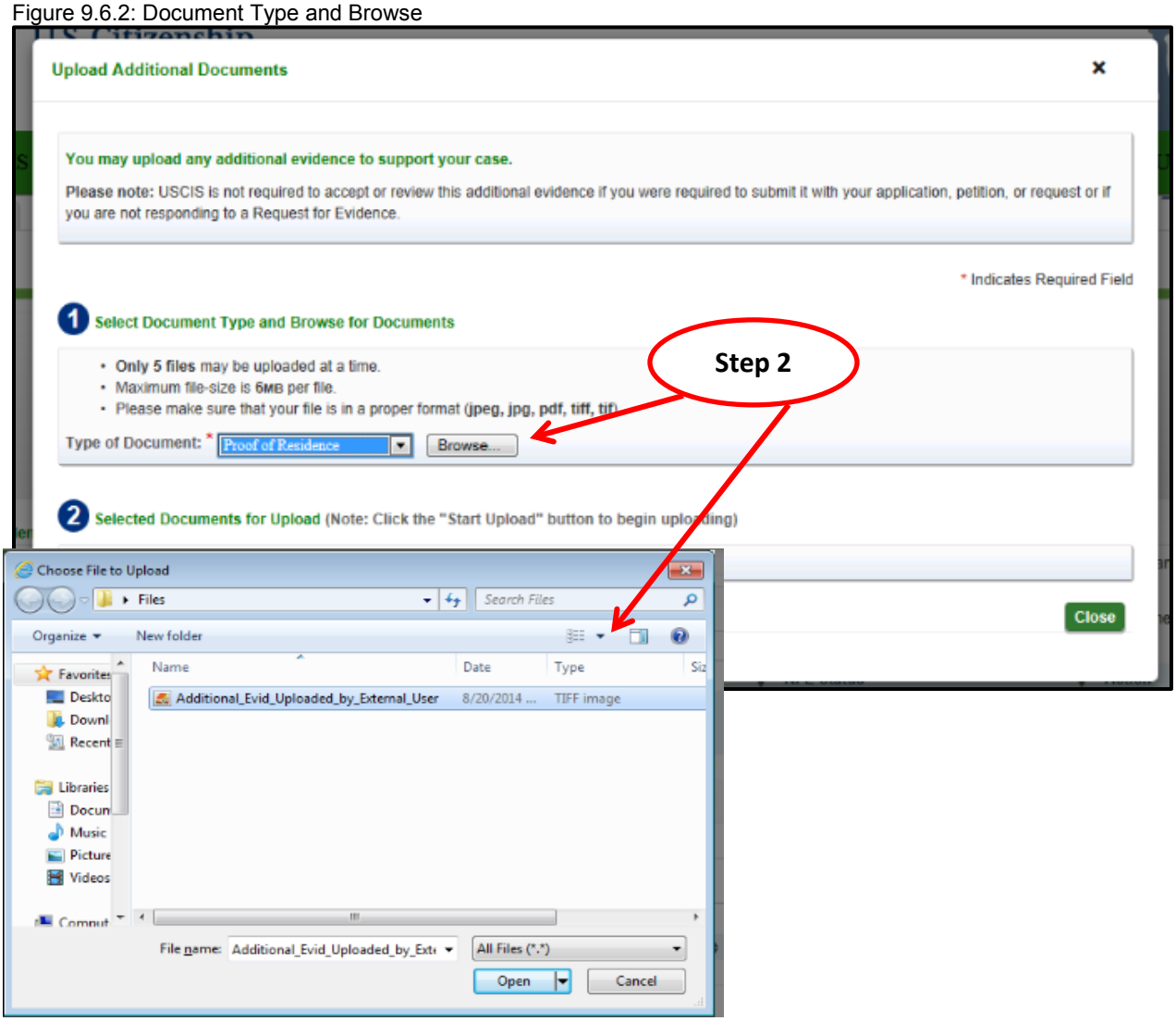
Step 1: Click on the **Upload Additional Documents** button. Read your case's Status, Status Message, and Pending Action for more information.

Figure 9.6.1: Upload Additional Documents



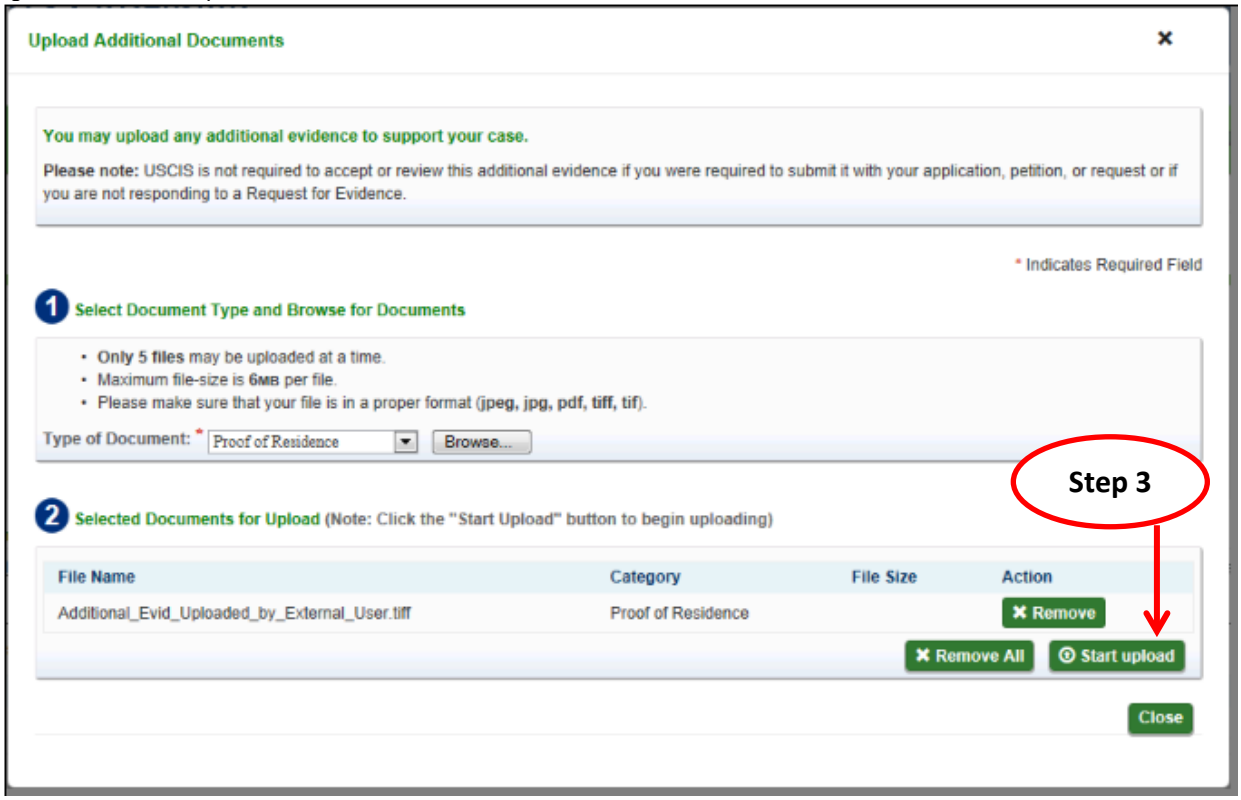
Step 2: Upload your additional documents. Select the type of document and browse your computer to upload.

Figure 9.6.2: Document Type and Browse



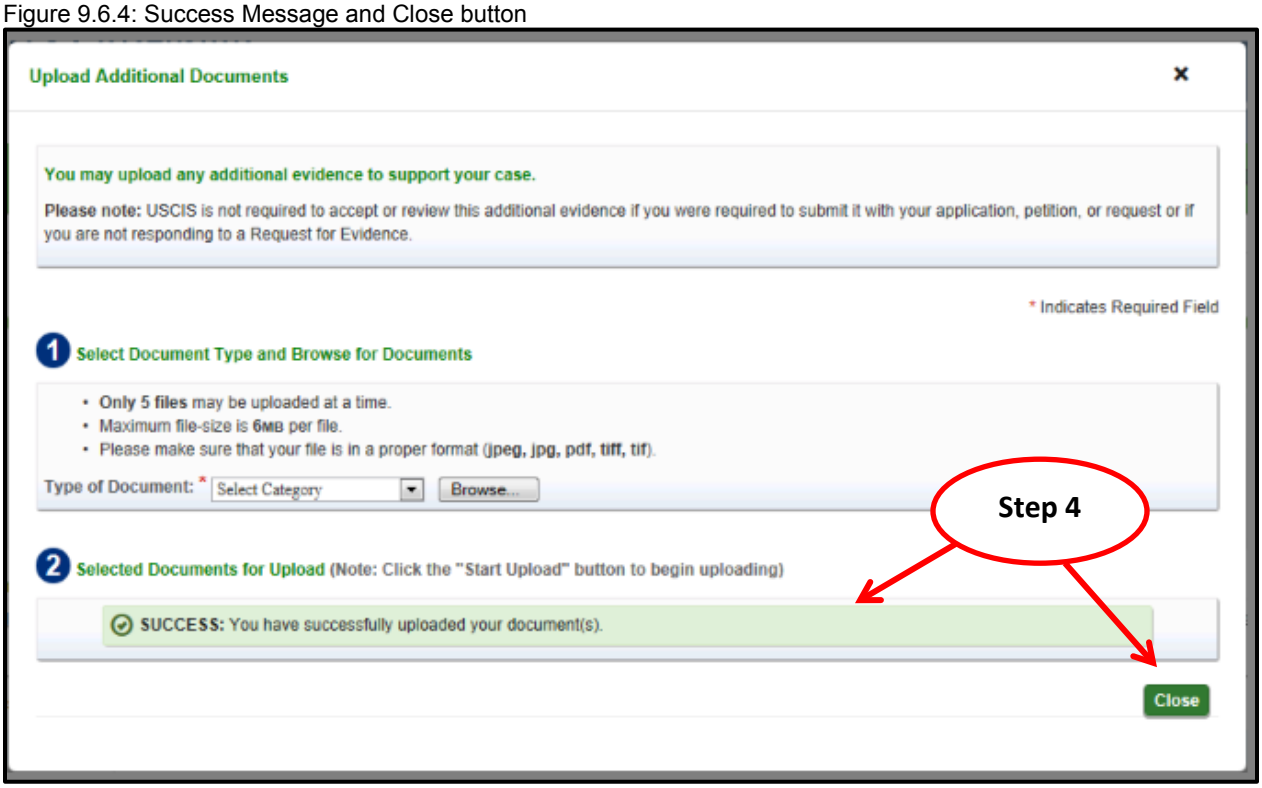
Step 3: Review the uploaded document. Click on the **Start Upload** button.

Figure 9.6.3: Start Upload



Step 4: Read the success message. Click on the **Close** button.

Figure 9.6.4: Success Message and Close button



10.0 RESPONDING TO A CLOSED CASE

After you respond to an RFE, your case will close for further investigation from an adjudicator. If your case is approved, it will close, and you will receive your proof of benefit in the mail. If your case is denied, it will close, and you will need to review your recent notice and file for an administrative appeal.

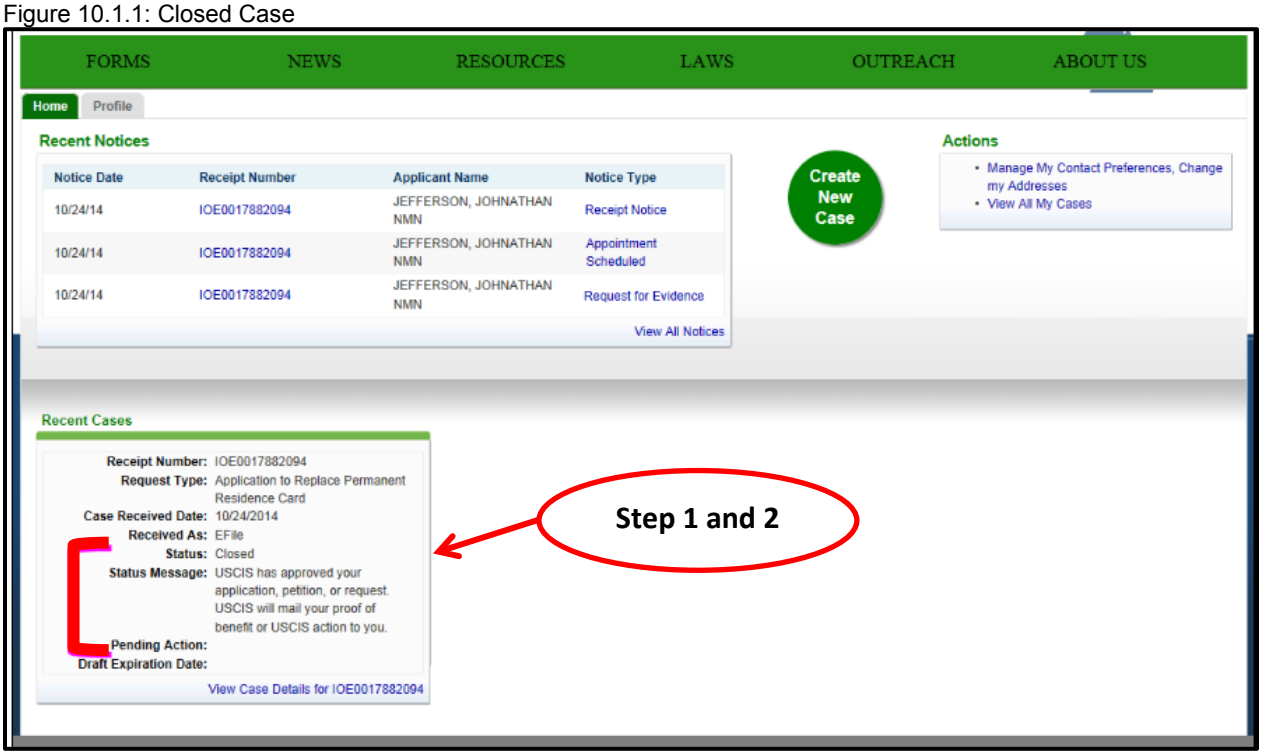
10.1 Closed Approved Case Notice

To review your case's status, remember to check the **Recent Cases** section on the Home page. Read the instructions below for a closed case.

Step 1: Review your **Recent Cases**. If your Status says "Closed", then your case has been approved.

Step 2: Read the **Status Message**. The message will say "USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you." The Status and Status Message are also in the Case Details section.

Figure 10.1.1: Closed Case



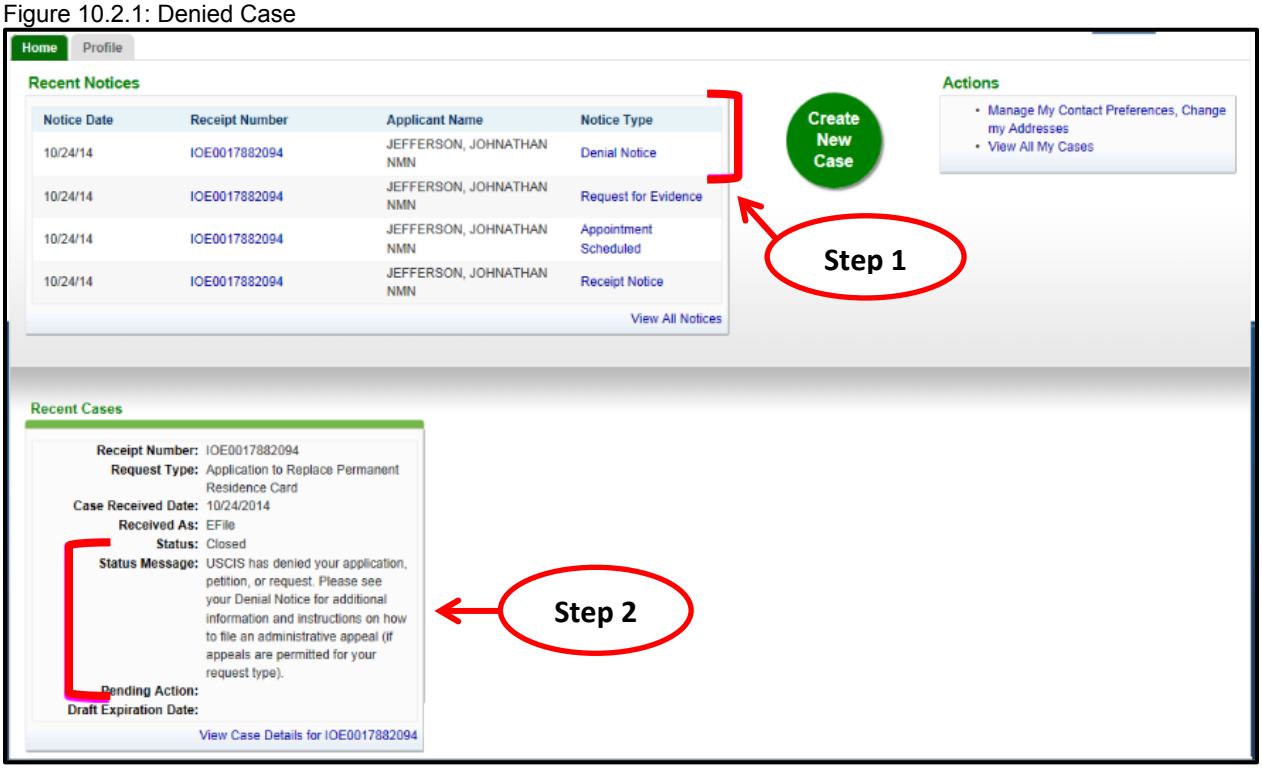
10.2 Closed Denied Case Notice

Read the instructions below for a denied case notice.

Step 1: Review your **Recent Cases**. If your Status says “Denied”, you will need to review the denial notice (located in your Recent Notices section) for instructions on how to file for an administrative appeal.

Step 2: Read the **Status Message**. The message will say “USCIS has denied your application, petition, or request. Please see your Denial Notice for additional information and instructions on how to file an administrative appeal (if appeals are permitted for your request type).” The Status and Status Message are also in the Case Details section.

Figure 10.2.1: Denied Case



11.0 WHERE TO FIND HELP

For application questions, issues or suggestions, contact the Customer Contact Center at https://egov.uscis.gov/cris/contactus, or call the USCIS National Customer Service Center toll-free at 1-800-375-5283 or 1-800-767-1833.

APPENDIX A – GLOSSARY

The following terms and definitions are helpful when navigating United States Citizenship and Immigration Services Electronic Immigration System (USCIS ELIS).

Term	Definition/Description
A-Number	The alien registration number, which the Department of Homeland Security assigns to each foreign national. It is an "A" followed by eight numbers (for example: A12 345 678). Some recently-issued A-Numbers consist of an "A" followed by nine digits (for example: A 200 345 678).
Accepted	USCIS will accept a case when all the required application information is submitted, including all required signatures and either a cleared payment or an approved fee waiver request.
Account	USCIS ELIS creates internal accounts for all benefit seekers and representatives when their cases are accepted in USCIS ELIS, even if they did not use e-filing to submit their case. Accounts contain information about the individual, including contact information.
Adjustment of status	When individuals who are already in the United States apply for a Green Card, they are seeking to change their status from a nonimmigrant or temporary parolee to a lawful permanent resident. The common term for this change to lawful permanent resident status is “adjustment of status.”
Alien	Any person who is not a citizen or national of the United States.
Application	A form filed by anyone seeking an immigration benefit, such as a Green Card.
Application Support Center (ASC)	The office responsible for verifying identity and obtaining biometrics (photograph, signature, right index fingerprint, set of 10 print fingerprints).
Beneficiary	A foreign national who will receive the immigration benefit. This foreign national can be sponsored by a family member or a business, or can also petition for himself. For example, if a husband files a petition for his wife to get an immigrant visa to come to the United States, the wife is the beneficiary.
Benefit request	When you apply for an immigration benefit (such as an extension of stay for a nonimmigrant), you submit a petition or application. These petitions and applications are known as benefit requests.
Biographic information	Information about an individual's history, such as birth place, birth date, citizenship, and marital status.
Biometrics	An applicant’s biometrics may consist of a passport-style photograph, a right index fingerprint, a signature and a 10 print set of fingerprints.
Case	USCIS ELIS treats each application as a case and tracks each case through the adjudication process until USCIS makes a decision on the application.
Case passcode	When a representative e-files an application, USCIS ELIS emails a shared code to a primary applicant encouraging him or her to create an account. It allows a primary applicant to electronically accept or decline the application or petition filed by a representative through a digital signature. E-signed snapshot establishes a legal record of primary applicant's input at a particular time.

Term	Definition/Description
Code of Federal Regulations (CFR)	Title 8 of the CFR lists all the rules and regulations describing how USCIS will implement the laws passed by Congress.
Class of admission (COA)	The classification code given to foreign nationals when they are admitted to the U.S. or receive a Green Card.
Country of birth (COB)	The country in which a person is born.
Country of citizenship (COC)	The country that a person is the citizen of, whether through birth or naturalization (if he or she has not renounced or lost citizenship). This is the country that a person owes allegiance to and is entitled to be protected by.
Communication preferences	Your preference for receiving notices about your application. You can choose to receive noticed online only, by email, or by SMS text messaging. You can indicate your preference after you submit an application by changing your communication preferences on your USCIS ELIS profile.
Commuter	A foreign national admitted to the U.S. for lawful permanent residence but permitted to reside in Canada or Mexico while commuting daily or seasonally to work in the U.S.
Conditional permanent resident (CPR)	A conditional permanent resident receives a Green Card that is valid for 2 years, based on either a qualifying marriage of less than two years or an investment. In order to remain a permanent resident, a conditional permanent resident must file a petition to remove the conditions on the card during the 90 days before the card expires.
E-file	Electronically file an application online to USCIS for an immigration benefit.
E-sign	An individual electronically signs an application or petition in USCIS ELIS. An e-signed snapshot establishes a legal record of that individual's input in USCIS ELIS at a particular time.
Evidence	Documentation verifying statements made on an application or petition. For example, a birth certificate may be evidence of place and date of birth.
Entry without inspection (EWI)	The term used to refer to foreign nationals who entered the U.S. without being inspected by an immigration officer.
Identity evidence	Any government-issued document used to verify biographic data about a person. Examples include passports and driver's licenses.
Immigrant	The U.S. government assumes that all foreign nationals are immigrants except for those who are nonimmigrants.
Immigration and Nationality Act (INA)	The INA, along with other immigration laws, treaties, and conventions, is the law that defines immigration, temporary admission, naturalization, and removal of aliens in the United States.
Lawful permanent resident	Any person who is not a citizen of the United States who the U.S. government has legally granted the privilege of residing and working permanently in the U.S. as an immigrant. Also known as having a Green Card.

Term	Definition/Description
Notice	USCIS will send a notice to you or your representative if USCIS is taking an action in your case that may require you to respond. The notice is a legal document that lets you know what you have a right to know and what USCIS is legally required to communicate. It contains personally identifiable information. The notice may be on paper or stored in USCIS ELIS as digital content where you or your representative can retrieve it.
Notification	An electronic update about your case or account sent to you using email or SMS text. A notification may tell you to expect a written notice or document, or instruct you to log in to your account to retrieve a notice. A notification does not contain personally identifiable information.
Online access code	A shared secret code, establishing security of identity, mailed to a primary applicant (whose representative e-filed) encouraging him or her to establish online access.
Online account	Primary applicants and representatives use online USCIS ELIS accounts to e-file applications, view notices, and respond to requests for evidence.
Permanent Resident Card	Also known as a Green Card, a Lawful Permanent Resident Card, or a Form I-551, this card is your proof of lawful permanent resident status. Alien Registration Receipt Cards may not necessarily be proof of permanent resident status.
Portable document format (PDF)	One of the electronic document standards accepted by USCIS ELIS. Adobe Reader is Adobe's free download for displaying and printing PDF files.
Port of entry (POE)	A designated location for entering the U.S., such as an airport, ship port or border crossing.
Preference relative	Relatives of U.S. citizens or lawful permanent residents who do not qualify as immediate relatives. Preference relatives are subject to the numerical limitations imposed on immigration to the U.S. and require a visa.
Properly filed application	Refers to a Form I-90 that is filed with the correct fee and properly signed. If the applicant is less than 14 years of age, the parent or guardian may sign the application.
Receipt date	The date that USCIS enters the application information into CLAIMS (see definition). This date is NOT the filing date and is NOT used in determining the application’s processing order.
Received date	The date that the application is physically received by USCIS. In the case of the Form I-90, this refers to the date the application was received at a USCIS Lockbox or e-filed by the applicant. For properly filed applications, this is the date that determines the processing order and times. For all legal purposes and statistics, this is the USCIS’ date of record. The received date may also be referred to as the filing date.
Reject	USCIS will reject an application if it includes an incorrect fee amount, an unsigned or missing fee payment, or an unsigned application.

Term	Definition/Description
Representative	A person authorized to appear before USCIS on behalf of someone else. USCIS will not recognize the representative unless the person has filed a Form G-28 signed by the client.
Status	An immigration classification assigned to a foreign national who has entered the U.S.

APPENDIX B – ACRONYMS

The following acronyms and definitions are used in the processing of Form I-90, but may not be used in this document.

Term	Definition/Description
ASC	Application Support Center
DHS	United States Department of Homeland Security
OTC	Office of Transformation Coordination
OTP	One-Time Password
PDF	Portable document format
PII	Personally Identifiable Information
RFE	Request for Evidence
USCIS	United States Citizenship and Immigration Services
USCIS ELIS	United States Citizenship and Immigration Services Electronic Immigration System
USPS	United States Postal Service