

U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services
Customer Service and Public
Engagement Directorate (MS 2260)
Washington, DC 20529



U.S. Citizenship
and Immigration
Services

Webinar Invitation



USCIS Online Customer Service Tools
Wednesday, June 25, 2014
2:00 p.m. – 3:00 p.m. (Eastern)

U.S. Citizenship and Immigration Services (USCIS) invites you to participate in a webinar on **Wednesday, June 25, 2014, from 2:00 p.m. to 3:00 p.m. (Eastern)** to discuss USCIS online customer service tools.

During this engagement, we will share an overview of the updates to our self-help tools, which include [Case Status Online](#), [e-Request](#), [Change of Address](#), and [Processing Times](#). We recently enhanced these services to provide a better online customer service experience. USCIS officials will be available to explain these updates in detail and answer your questions.

To register for this session, please follow the steps below:

- Visit our [registration page](#) to confirm your participation
- Enter your email address and select “Submit”
- Select “Subscriber Preferences”
- Select the “Event Registration” tab
- Be sure to provide your full name and organization
- Complete the questions and select “Submit”

Once we process your registration, you will receive a confirmation email with additional details.

If you have any questions regarding the registration process, or if you have not received a confirmation email within two business days, please email us at Public.Engagement@uscis.dhs.gov.

If you are interested in learning more about other online customer service resources, USCIS will host additional webinars for stakeholders in the coming months. For more information, check www.uscis.gov/outreach for updates.

We look forward to engaging with you!