



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

DEPARTMENT OF HOMELAND SECURITY

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

ONLINE FILING

CUSTOMER USER MANUAL

USCIS Customer User Manual

Submitted for: USCIS Online Filing

09/26/16

System or Project

Date

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1.0 INTRODUCTION

This user manual contains essential information and instructions for using Online Filing to electronically file benefit requests and related forms.

It provides an overview of the system and detailed instructions on how to complete the following:

- **Form I-90, Application to Replace Permanent Resident Card**
- **Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative**
- **Paying the USCIS Immigrant Fee**
- **Paying the I-131A, Application for Travel Document (Carrier Documentation) Fee**
- **Linking Form I-821D, Consideration of Deferred Action for Childhood Arrivals (DACA), and Form I-765, Employment Authorization Document, to your online account**
- **Linking Nicaragua Temporary Protected Status (TPS) to your online account**

2.0 OVERVIEW OF ONLINE FILING

Online filing helps customers, their attorneys and accredited representatives successfully submit immigration benefit applications, petitions, or requests, and manage their cases. It also helps customers view information about their cases if they mailed documents to the USCIS Lockbox. This section describes online filing and the purpose of this manual.

2.1 Online Filing

Online filing allows customers to submit and view applications, petitions or requests and receive electronic notification of decisions and real-time case status updates. Depending on the benefit type, online filing enables customers and representatives to do the following:

- Set up and manage accounts conveniently and securely
- Submit application, petition or request and supporting documents electronically
- Manage and link paper filed benefits with an online account
- 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 systematic tutorial of how to file specific forms and related documents online. With an active USCIS online account, a customer and representative can:

- Create and submit specific forms, applications, petitions or requests
- Upload evidence and photocopies
- Sign and submit payment for each form as applicable
- Review completed forms and application, petition or requests
- Respond to a Request for Evidence (RFE)
- Check the status of a completed application, petition or request

3.0 USING THIS USER MANUAL

This manual outlines step-by-step processes for accessing, completing, and submitting specific forms online and includes:

- Step-by-step instructions
- Illustrative screen images
- Notes (additional information)

Links found throughout this manual (identified by blue underlined text) provide quick access to specific topics.

You can find definitions for certain terms and acronyms in Appendix A and Appendix B at the end of this manual. If you select one of the links within this manual, you may return to the page you were on by using the scroll bar at the far right of your screen. In order to find that page again, make note of the page number before you select a link.

3.1 System Requirements

You must have the following in order to use online filing:

- Access to a computer and monitor
- Internet access
- Basic knowledge of how to navigate an Internet browser (for example, Internet Explorer, Mozilla Firefox, Safari, or Google Chrome)

4.0 SIGNING IN TO ONLINE FILING

To submit an application, petition or request on this system, you must create a user account.

To create an online account, you must follow the instructions in section 4.1. Once you create your USCIS online account, you will be able to sign in with your email address and password.

4.1 Setting up a USCIS Online Account

To set up your USCIS online account, go to <https://myaccount.uscis.dhs.gov>.

Step 1: Select Create a New Account.

Figure 4.1-1: Create new account

Official website of the Department of Homeland Security

Go to uscis.gov | Sign In or Sign Up

U.S. Citizenship and Immigration Services

Explore Options Need Help?

Sign In

* Indicates a required field.

* Email

* Password

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

You need to create a new account if you want to:

- File an application, petition, or request online
- Access information about your case and you received either a Case Passcode from your attorney or accredited representative or an Account Acceptance Notice from USCIS

Advantages of a USCIS online account:

- File an application, petition, or request with USCIS
- Check your case status
- Pay the USCIS Immigrant Fee
- Check your USCIS Immigrant Fee payment status
- Change your U.S. mailing address

Create a new account **Step 1**

[Privacy Act Statement](#) [Paperwork Reduction Act Reporting Burden](#) [Accessibility Policy](#)

Department of Homeland Security Consent

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Step 2: Enter your email address in the **Email** field and select the **Sign Up** button.

Note: A red asterisk (*) indicates a required field that you must complete in order to continue.

Figure 4.1-2: USCIS Online Account Sign Up

Official website of the Department of Homeland Security

Go to uscis.gov | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Sign Up

* Indicates a required field.

* **Email**

* **Email confirmation**

Your email address is used to log in to your USCIS Account. All USCIS email communications will be sent to this address.

By signing up, I agree to the [Department of Homeland Security Consent](#) and [USCIS Privacy Act Statement](#).

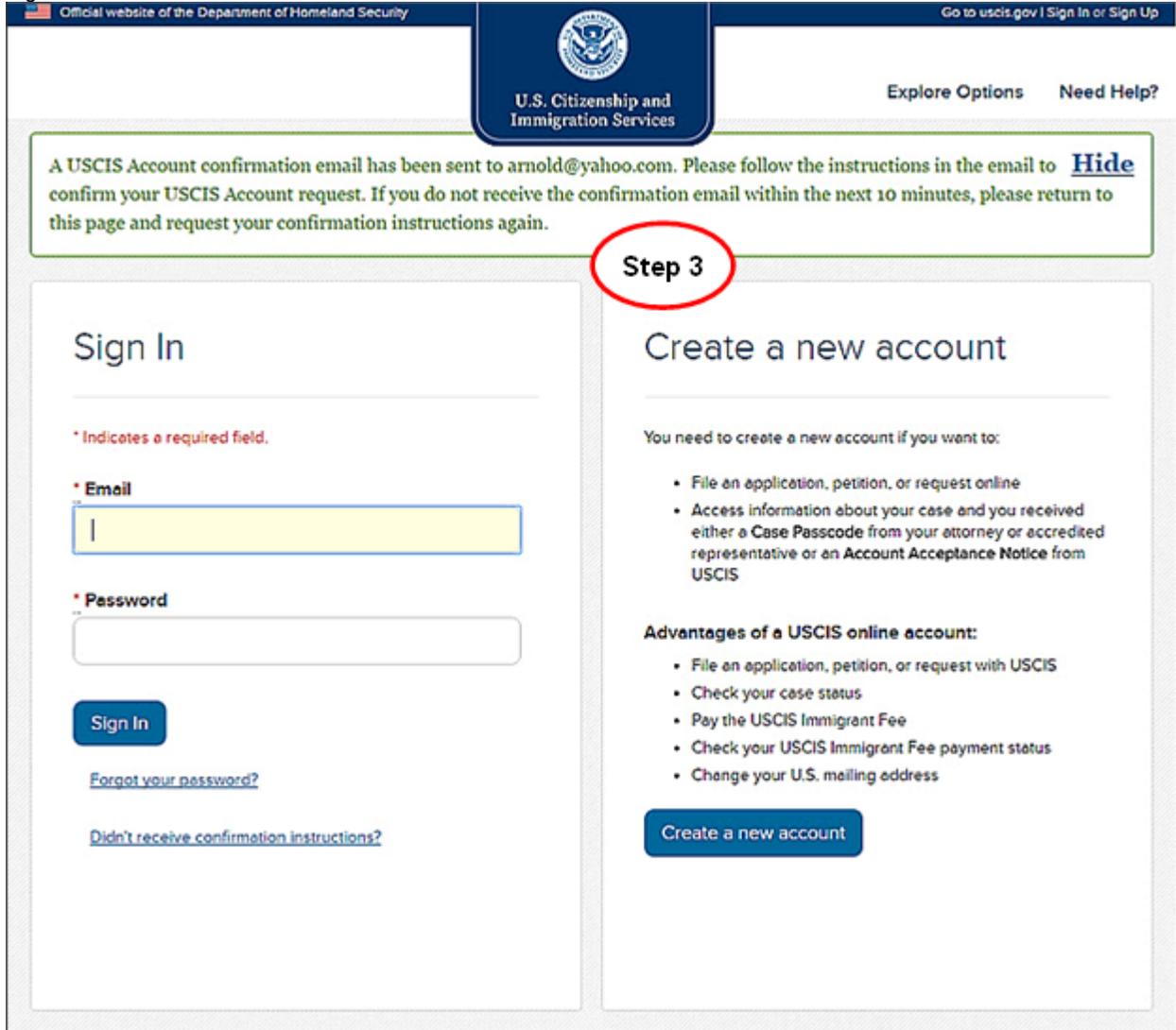
[Sign Up](#) **Step 2**

Already have an account? [Log in](#)

Department of Homeland Security Consent
 You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, disseminates, or discloses information, or otherwise abuses the system, may be subject to criminal and civil sanctions.

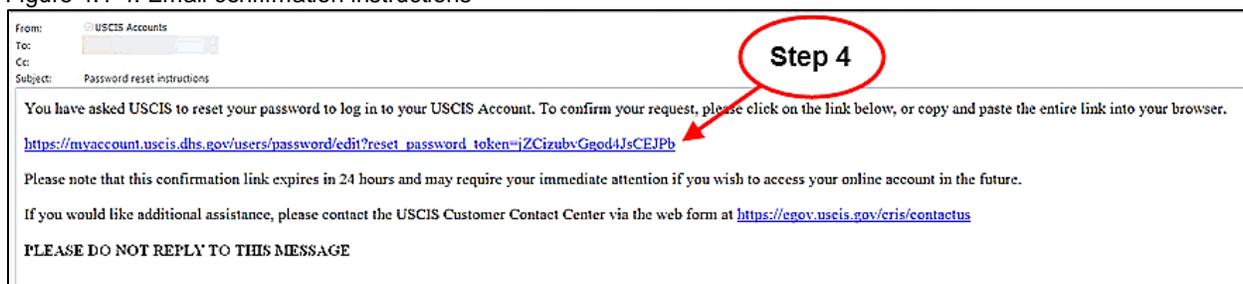
Step 3: On the **Sign In** screen, you will receive a notice that a confirmation email has been sent to your email address. You should receive the USCIS Account confirmation email with further instructions within 10 minutes. Check your email for the confirmation and follow the instructions in the email to confirm your USCIS Account request.

Figure 4.1-3: Confirmation email notice



Step 4: Select the link in the email to confirm your email address within 24 hours after you receive it and continue your account set up.

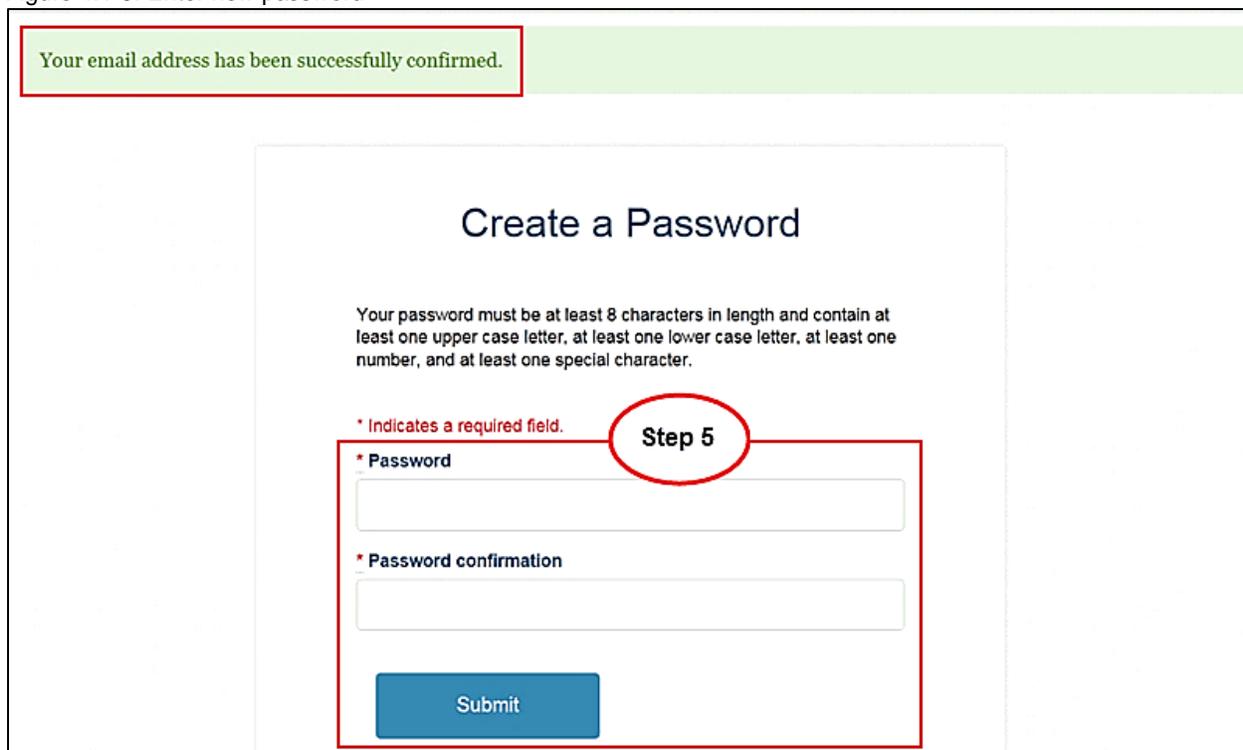
Figure 4.1-4: Email confirmation instructions



Note: The confirmation email expires 24 hours after the email is sent.

Step 5: When you select the link in the email, you will receive a successful confirmation message on the USCIS log in page (shown in Figure 4.1.5). Follow the instructions on the screen to enter a new password and select **Submit**.

Figure 4.1-5: Enter new password



Note: Your password must:

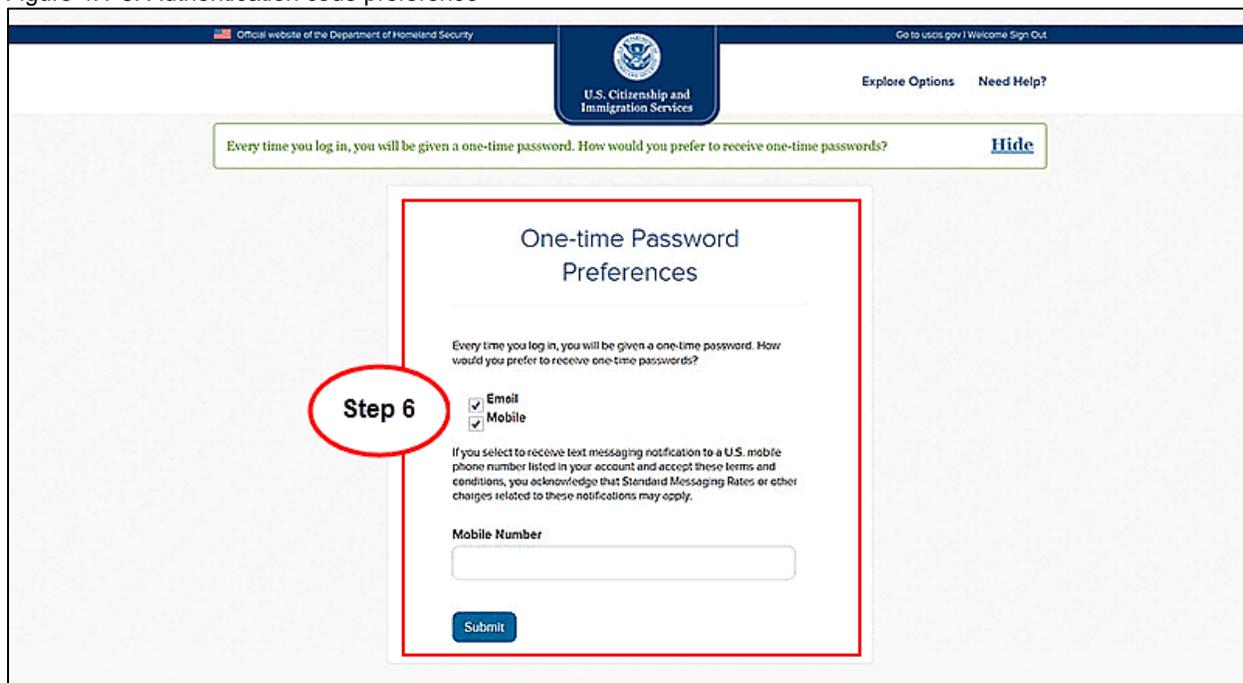
- Be at least eight characters in length
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least at least one special character. Accepted special characters include:
! " # \$ % & ' () * + , - . ; : < = > ? @ { } [] / \ ^ _ ~ `

Step 6: Each time you log in to your USCIS online account, you will be required to enter an authentication code. The authentication code (also called a one-time password (OTP)) is a password that can be used only once. The code will be sent to you based upon the preference you select in this step.

- Select the **Email** checkbox if you prefer to be contacted by email.
- Select the **Mobile** checkbox if you prefer to receive the One-time Password as a text message to the mobile phone listed in your account profile.

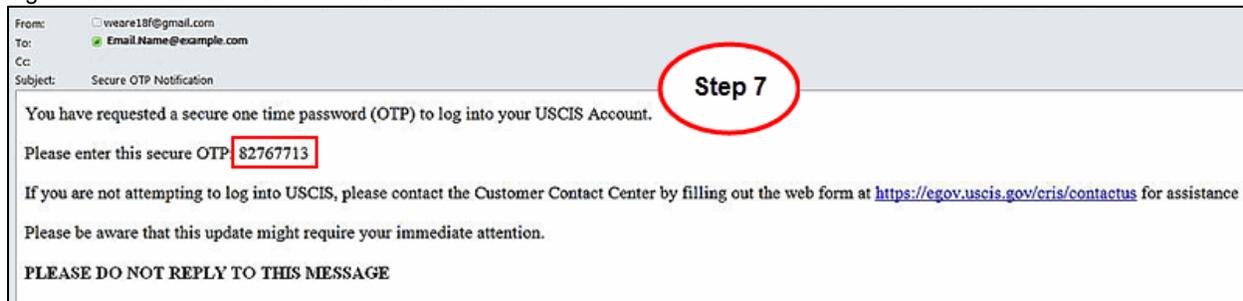
Select **Submit**. You will receive a confirmation with the authentication code via the preference that you selected.

Figure 4.1-6: Authentication code preference



Step 7: Open your email or text message to read the **Secure OTP Notification** message. Make note of the code so that you can enter it when asked.

Figure 4.1-7: Secure OTP email notification



Step 8: Log in with the password you created in Step 5. In the screen that follows, enter the **Secure one-time password** that you received by email or text (Step 7) and select **Submit**.

Figure 4.1-8: Enter your one-time password



The screenshot shows the USCIS online filing interface. At the top, there is a blue header with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Go to uscis.gov | Welcome Sign Out" on the right. Below the header, there is a navigation bar with "Explore Options" and "Need Help?". A green message box at the top of the main content area states: "Your two-factor authentication method has been set. Please confirm that it works." with a "Hide" link. The main content area features a white box with the heading "Enter your one-time password". Below the heading, there is a paragraph: "A one-time password has been sent to your Email and Mobile. Please enter the code that you received. If you do not receive the code in 10 minutes, please [request a new one-time password](#)." Below this, there is a red asterisk and the text "* Indicates a required field." Below that, there is a red-bordered box containing a text input field labeled "* Secure one-time password" and a blue "Submit" button. The "Submit" button is circled in red, and the text "Step 8" is written in red next to it.

Note: Once you select **Submit**, you must set up your password reset security questions and answers, which are used to validate your access to USCIS online account. If you forget or need to reset your password, you will be asked to provide the answers to your security questions.

Step 9: You must select five different questions and provide answers to each one (questions shown in Figure 4.1.9 are for example only). Select the question of your choice from the drop-down list under each numbered question. Then enter your answer to each question you choose in the **Response** field immediately below it. Make note of your answers because you will need them in the future to access your USCIS online account.

Step 10: When you have completed each of the five questions and answers, select the **Submit** button at the bottom to continue.

Figure 4.1-9: Secure identification questions and answers

The screenshot shows a web form titled "Provide Password Reset Answers" within a larger interface. At the top, a green banner reads "Two factor authentication successful." The form contains five numbered questions, each with a dropdown menu and a text input field for the response. A red circle highlights the "Step 9" label, and a red line connects it to the question fields. Another red circle highlights the "Step 10" label, with an arrow pointing to a blue "Submit" button at the bottom of the form.

Two factor authentication successful.

Step 9 Provide Password Reset Answers

Set five security questions. You must remember the answers to these questions if you ever need to reset your password.

* Question #1
 What is the last name of your favorite childhood teacher? [dropdown]
 * Response [text input]

* Question #2
 In what city did you meet your spouse/significant other? [dropdown]
 * Response [text input]

* Question #3
 What is the name of the company of your first paid job? [dropdown]
 * Response [text input]

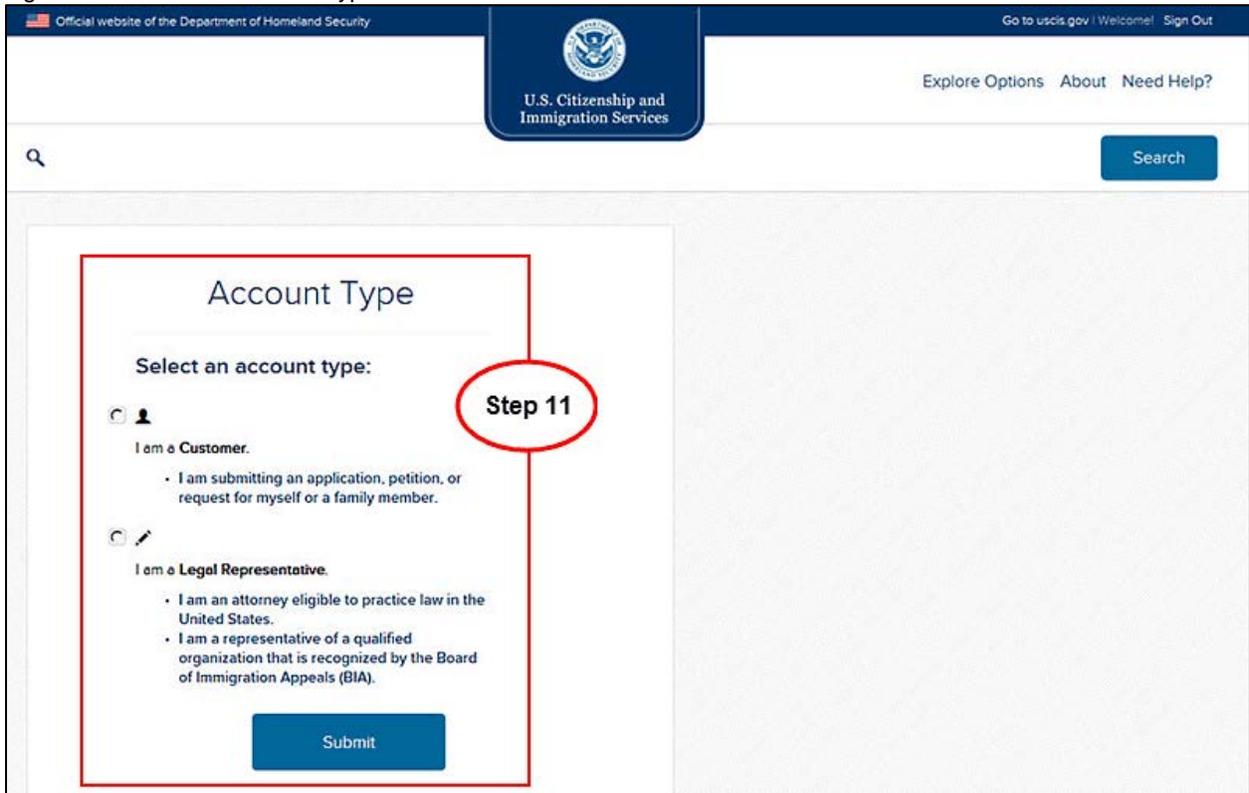
* Question #4
 What was the first team sport you played? [dropdown]
 * Response [text input]

* Question #5
 Where did you visit the first time you went out of town witho [dropdown]
 * Response [text input]

Step 10 [Submit]

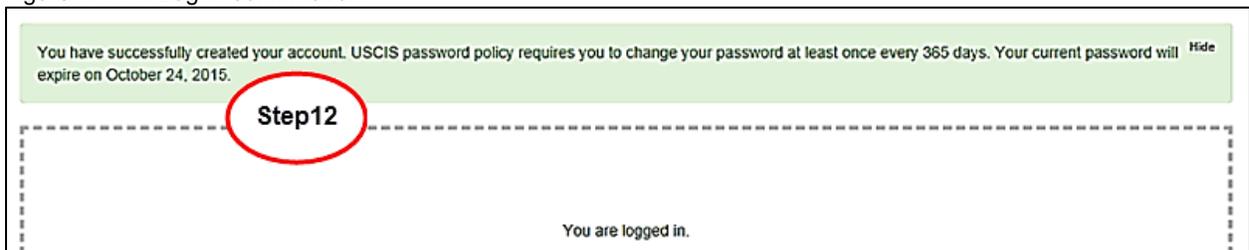
Step 11: Select the appropriate account type. For more information about creating an account as a representative, see [Section 6.6: Representatives](#).

Figure 4.1-10: Select Account Type



Step 12: You will receive a log in confirmation message similar to the example shown in Figure 4.1.11. You can now log in at any time using the email and password you created in Step 5.

Figure 4.1-11: Log In confirmation



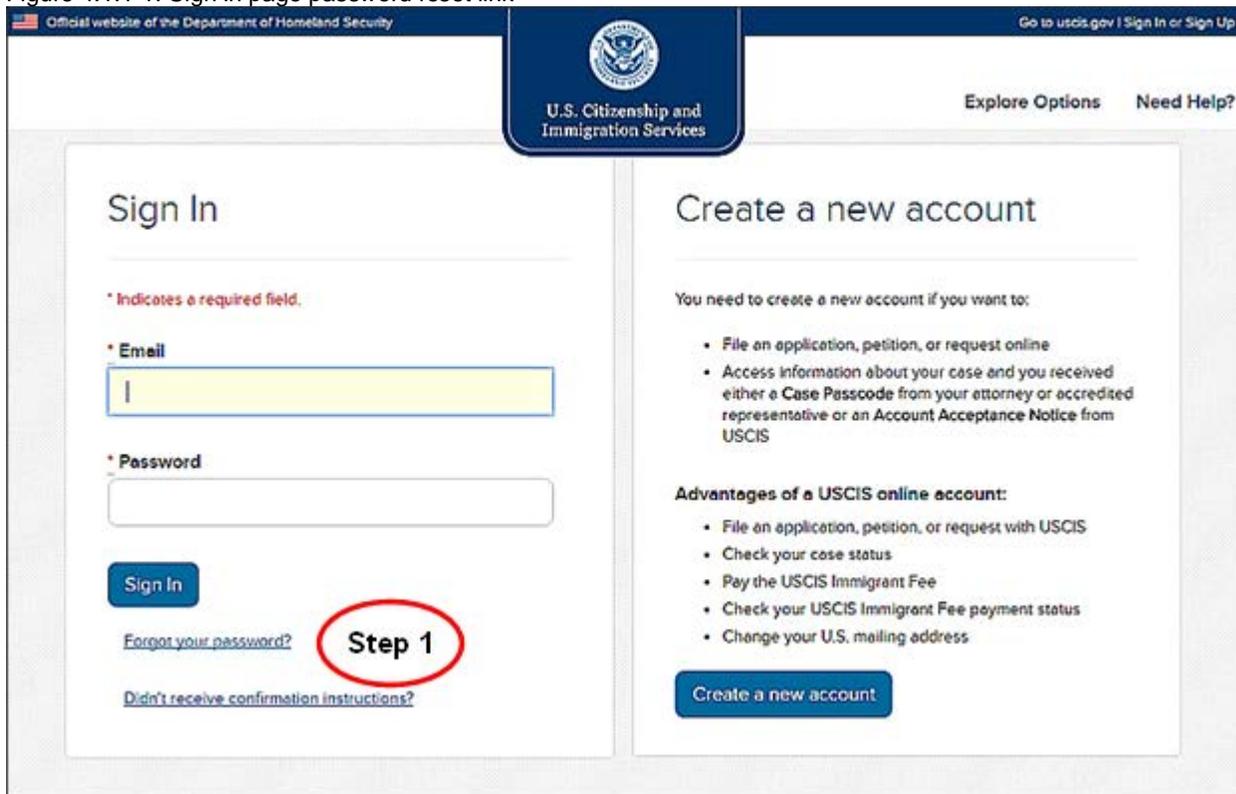
4.1.1 Password Reset

If you forget your password, you will need to reset it. To reset your password, follow the instructions below.

To access your USCIS online account, go to <https://myaccount.uscis.dhs.gov>.

Step 1: Select the **Forgot your password?** link.

Figure 4.1.1-1: Sign In page password reset link



The screenshot shows the USCIS Sign In page. The page header includes the U.S. Citizenship and Immigration Services logo and the text "U.S. Citizenship and Immigration Services". The page is divided into two main sections: "Sign In" on the left and "Create a new account" on the right. The "Sign In" section contains a "Forgot your password?" link, which is circled in red and labeled "Step 1". Below the "Sign In" button are two links: "Forgot your password?" and "Didn't receive confirmation instructions?". The "Create a new account" section lists the advantages of a USCIS online account, such as filing applications online and checking case status. The page also includes a "Need Help?" link in the top right corner.

Step 2: Enter the email address you used to set up your USCIS online account and select **Send me reset password instructions**.

Figure 4.1.1-2: Forgot your Password

Official website of the Department of Homeland Security

Go to [uscis.gov](#) | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Forgot your password?

* Indicates a required field.

* **Email**

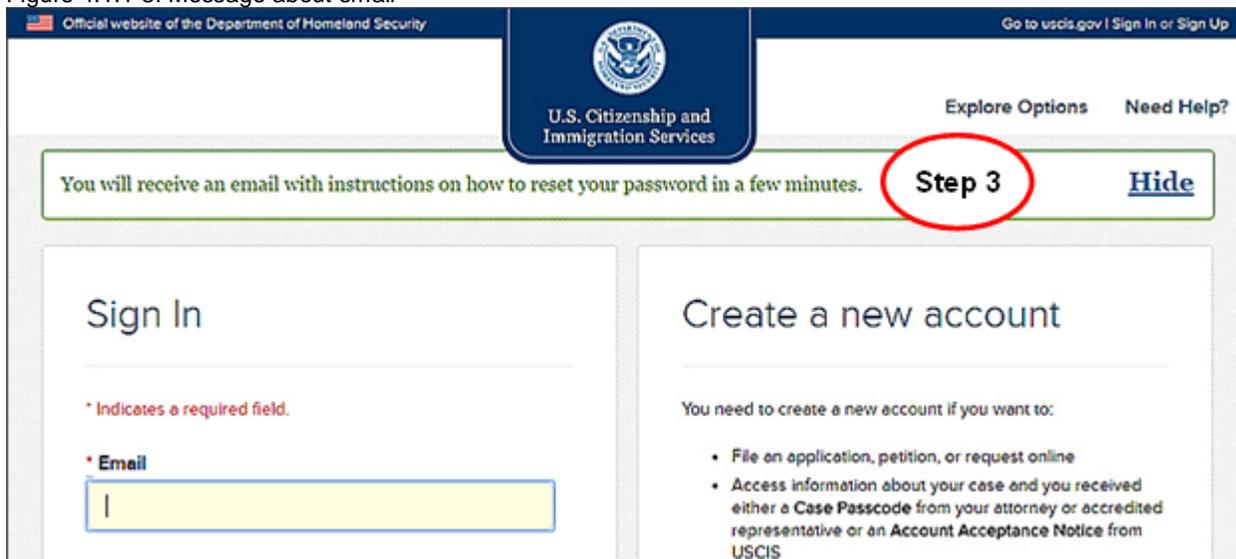
[Send me reset password instructions](#)

[Sign up](#)

[Didn't receive confirmation instructions?](#)

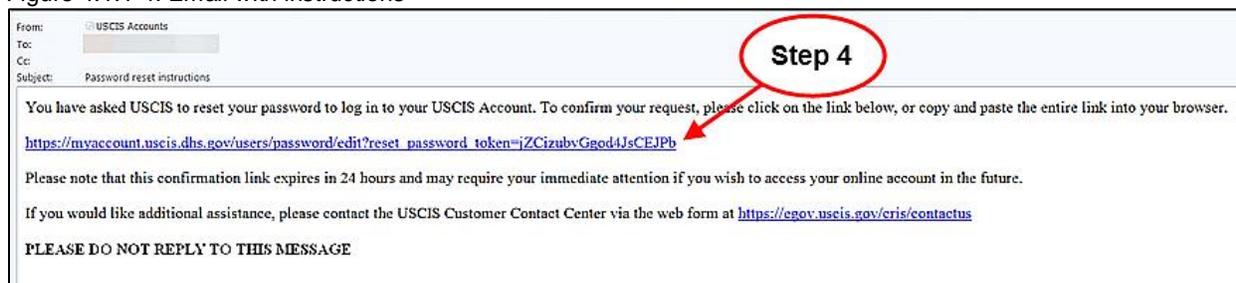
Step 3: When you select **Send me reset password instructions**, a message will display at the top of the Log In screen and you will receive an email with further instructions.

Figure 4.1.1-3: Message about email



Step 4: Open your email to read the instructions about how to reset your password. Select the link in the email to return to online filing.

Figure 4.1.1-4: Email with instructions



Step 5: You will be prompted to answer three of the **Password Reset Questions** that you previously set up. Enter your answers for each question exactly as you did during your profile set up (see example questions in Figure 4.1.1.5). Select **Submit**. Once you select **Submit**, you will be directed to create a new password.

Figure 4.1.1-5: Password Reset Questions

The screenshot shows the official website of the Department of Homeland Security, specifically the U.S. Citizenship and Immigration Services (USCIS) portal. The page title is "Please answer your personal Password Reset Questions to verify your identity." The form contains three required questions, each with a text input field and a "Submit" button at the bottom. A red circle highlights the "Step 5" label, and a red box encloses the entire form area. A legend indicates that an asterisk (*) denotes a required field.

Official website of the Department of Homeland Security

Go to [uscis.gov](#) | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Please answer your personal Password Reset Questions to verify your identity.

Step 5

* Indicates a required field.

* In what city did you meet your spouse/significant other?

* What is the last name of your favorite childhood teacher?

* What was the first team sport you played?

Submit

Step 6: Choose a password that is easy to remember and enter it in the **New password** field. Re-enter that same password in the **Confirm your new password** field. Select **Change my password** to save it.

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

Figure 4.1.1-6: Change password

The screenshot shows the USCIS website interface for changing a password. At the top, there is a navigation bar with the USCIS logo and the text 'U.S. Citizenship and Immigration Services'. Below this, there is a header area with 'Go to uscis.gov | Sign In or Sign Up', 'Explore Options', and 'Need Help?'. The main content area is titled 'Choose a new password.' and contains a 'Hide' link. The central form is titled 'Change your password' and is highlighted with a red box. A red circle labeled 'Step 6' is placed over the title. The form includes two required fields: 'New password' and 'Confirm your new password', each with a text input field. Below these fields is a 'Change my password' button. At the bottom of the form, there are three links: 'Sign up', 'Forgot your password?', and 'Didn't receive confirmation instructions?'.

Step 7: You will receive a “Password change notification” email. Remember this new password and use it to sign in.

Figure 4.1.1-7: Password changed confirmation message

The screenshot shows an email confirmation message from USCIS. The email header includes 'From: USCIS Accounts', 'To: [redacted]', 'Cc: [redacted]', and 'Subject: Password change notification'. The body of the email contains the text: 'You have asked USCIS to change the password currently associated with your USCIS Account. If you did not change your password, please contact the USCIS Customer Contact Center via the web form at <https://egov.uscis.gov/cris/contactus> PLEASE DO NOT REPLY TO THIS MESSAGE'. A red circle labeled 'Step 7' is placed over the 'Subject' line.

Note: For security reasons, you will be required to change your password once every 365 days.

4.2 Signing in as a Customer

Once you create a profile, you can sign in at <https://myaccount.uscis.dhs.gov> using your email address and password.

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

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

Figure 4.2-1: Customer Sign In

Official website of the Department of Homeland Security

Go to uscis.gov | Sign In or Sign Up

U.S. Citizenship and Immigration Services

Explore Options Need Help?

Sign In

* Indicates a required field.

* Email

* Password

Step 1

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

You need to create a new account if you want to:

- File an application, petition, or request online
- Access information about your case and you received either a Case Passcode from your attorney or accredited representative or an Account Acceptance Notice from USCIS

Advantages of a USCIS online account:

- File an application, petition, or request with USCIS
- Check your case status
- Pay the USCIS Immigrant Fee
- Check your USCIS Immigrant Fee payment status
- Change your U.S. mailing address

Create a new account

[Privacy Act Statement](#) [Paperwork Reduction Act Reporting Burden](#) [Accessibility Policy](#)

Department of Homeland Security Consent

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Note: You must enter your password accurately. If you enter the wrong password three times in a row, you will be locked out for 20 minutes before you can attempt to log in again.

4.3 Signing In as a Representative

Once you create your USCIS online representative account, you can sign in at <https://myaccount.uscis.dhs.gov> using your email address and password. Follow the instructions below to sign in as a representative.

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

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

Figure 4.3-1: Representative Sign In

Official website of the Department of Homeland Security

Go to uscis.gov | Sign In or Sign Up

U.S. Citizenship and Immigration Services

Explore Options Need Help?

Sign In

* Indicates a required field.

* Email

* Password

Step 1

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

You need to create a new account if you want to:

- File an application, petition, or request online
- Access information about your case and you received either a **Case Passcode** from your attorney or accredited representative or an **Account Acceptance Notice** from USCIS

Advantages of a USCIS online account:

- File an application, petition, or request with USCIS
- Check your case status
- Pay the USCIS Immigrant Fee
- Check your USCIS Immigrant Fee payment status
- Change your U.S. mailing address

Create a new account

[Privacy Act Statement](#) [Paperwork Reduction Act Reporting Burden](#) [Accessibility Policy](#)

Department of Homeland Security Consent

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

5.0 NAVIGATING ONLINE FILING

Once logged in, your home page allows you to view either the **Home** tab or the **Profile** tab (see Figure 5.0-1). The default view is the **Home** tab. Use this screen to navigate the features.

Figure 5.0-1: Home tab

The screenshot shows the USCIS online filing home page. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below the navigation bar, there are two tabs: "Home" (which is highlighted with a red box) and "Profile".

The main content area is divided into several sections:

- Recent Notices:** A table with columns for Notice Date, Receipt Number, Applicant Name, and Notice Type. It contains two rows of data for notices dated 2/17/15 with receipt number IOE0248450576. The first notice is an "Appointment Scheduled" and the second is a "Receipt Notice". A "View All Notices" link is located below the table.
- Recent Cases:** A section showing details for a specific case. The details include:
 - Receipt Number: IOE0248450576
 - Request Type: Application to Replace Permanent Resident Card
 - Case Received Date: 02/17/2015
 - Received As: EFile
 - Status: In Process
 - Status Message: Your benefit request has been accepted and is under review.
 - Pending Action: None
 A "View Case Details for IOE0248450576" button is located below the details. To the right of the details is a "Create New Case" button and a small image of people holding American flags.
- Actions:** A list of actions including:
 - View All My Cases
 - Enter Your Online Access Code (See Account Acceptance Notice)
 - Review and E-sign the Request Drafted by Your Legal Representative
 - Verify Your Identity
- Links:** A list of links including:
 - Avoid Scams | USCIS
 - Change of Address
 - E-Request
 - Email us for Help
 - Form I-90 General Information
 - How Do I Customer Guides | USCIS

Note: If you are inactive for 20 minutes, your session will end. The system will save your information, but you will need to log back in.

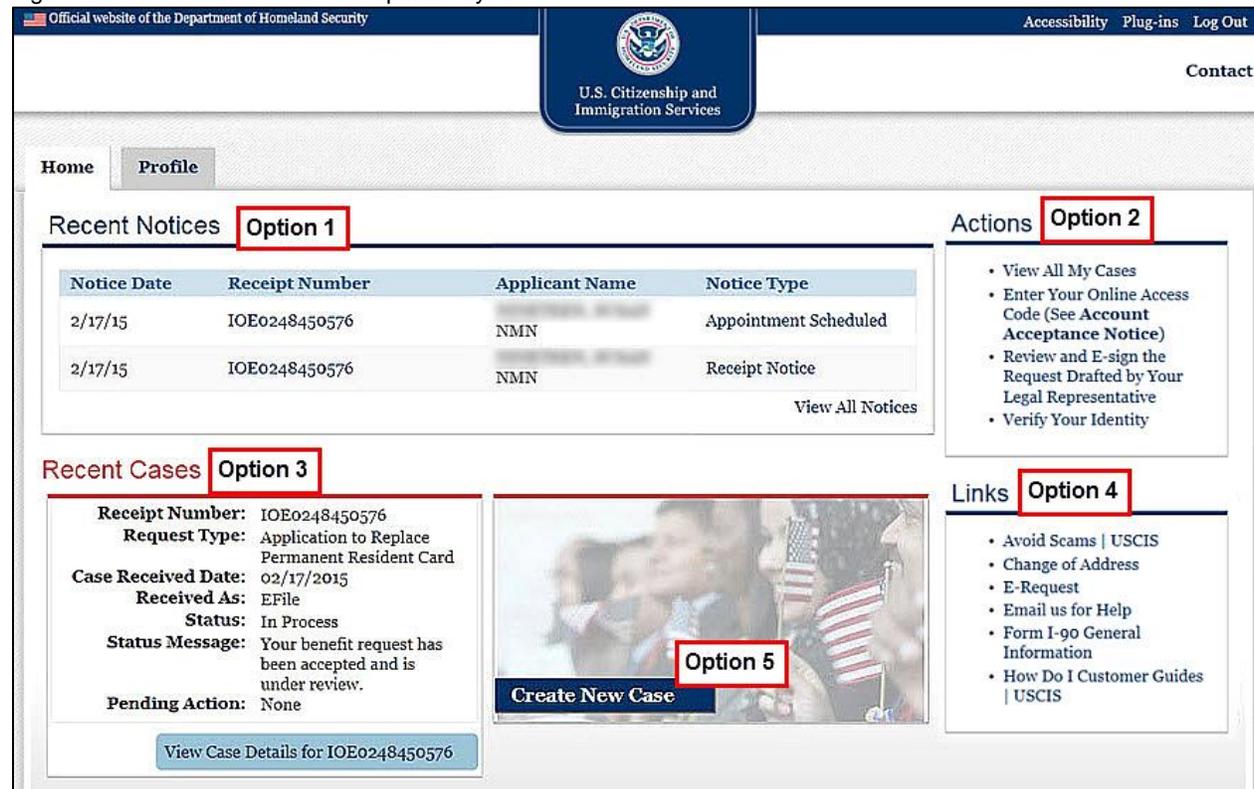
5.1 Customer Home Tab

The Customer **Home** tab provides the following options:

Table 1: Customer Home Tab Options

Option to Select	Description
Option 1: Recent Notices	Review the notice date, receipt number, customer name, and notice type (for example, Appointment Scheduled, Receipt Notice).
Option 2: Actions	View your cases, enter your online access code, review and e-sign your application, petition or request, or verify your identity.
Option 3: Recent Cases	Review current cases. Select the View Case Details button to access a case’s status, status message and notice type.
Option 4: Links	Access other USCIS tools and information.
Option 5: Create New Case	Create a new case by selecting the blue button (see Section 6.2).

Figure 5.1-1: Customer Home tab options layout



5.1.1 Recent Notices

Under **Recent Notices**, you can review the **Notice Date**, case **Receipt Number**, **Applicant Name**, and **Notice Type**.

Option 1: Select the receipt number to open the case and review the case details.

Option 2: Select the title of the notice under **Notice Type** to open a copy of the notice.

Option 3: To view all notices, select the **View All Notices** link in the lower right corner of this section.

Figure 5.1.1-1: Recent Notices

Notice Date	Receipt Number	Applicant Name	Notice Type
2/17	Option 1 IOE0248450576	NONETRANS, STATE	Option 2 Appointment Scheduled
2/17/15	IOE0248450576	NONETRANS, STATE	Receipt Notice

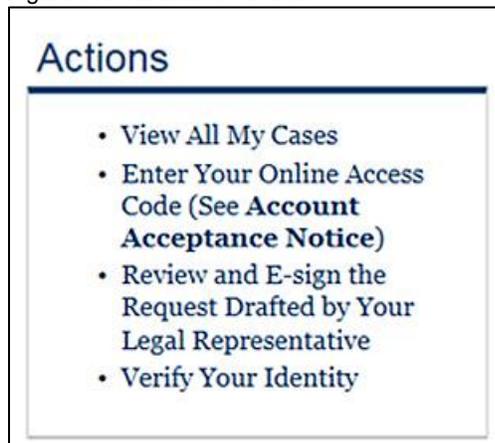
Option 3 View All Notices

5.1.2 Actions

The **Actions** section provides links to:

- View all your cases
- Enter your Online Access Code
- Review and e-sign any requests drafted by your legal representative
- Verify your identity

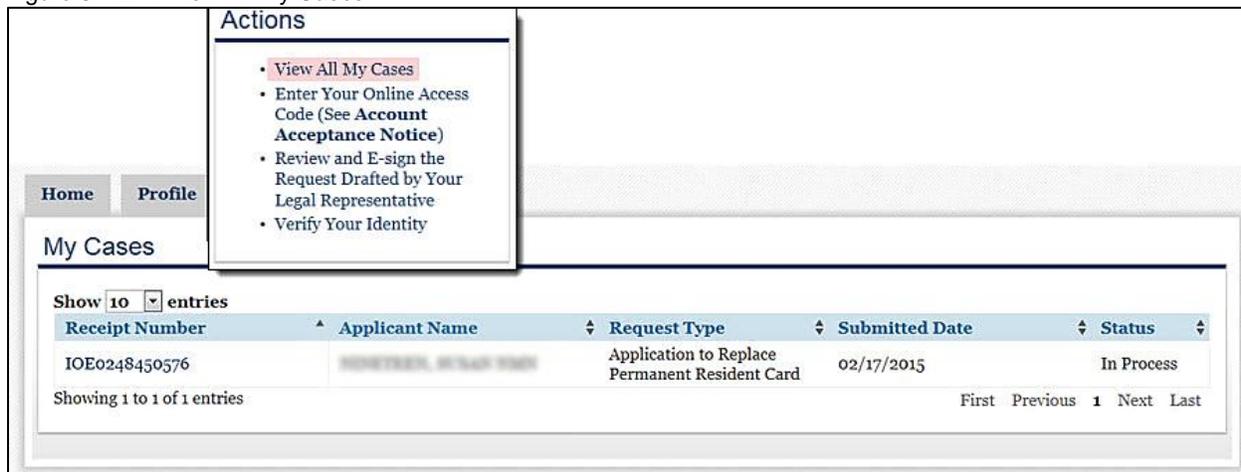
Figure 5.1-1: Actions section



5.1.2.1 View All My Cases

To view any cases you have filed, select the **View All My Cases** link. This link opens the **My Cases** window where you will see any cases you have previously filed (Figure 5.1.2-1).

Figure 5.1.2-1: View All My Cases

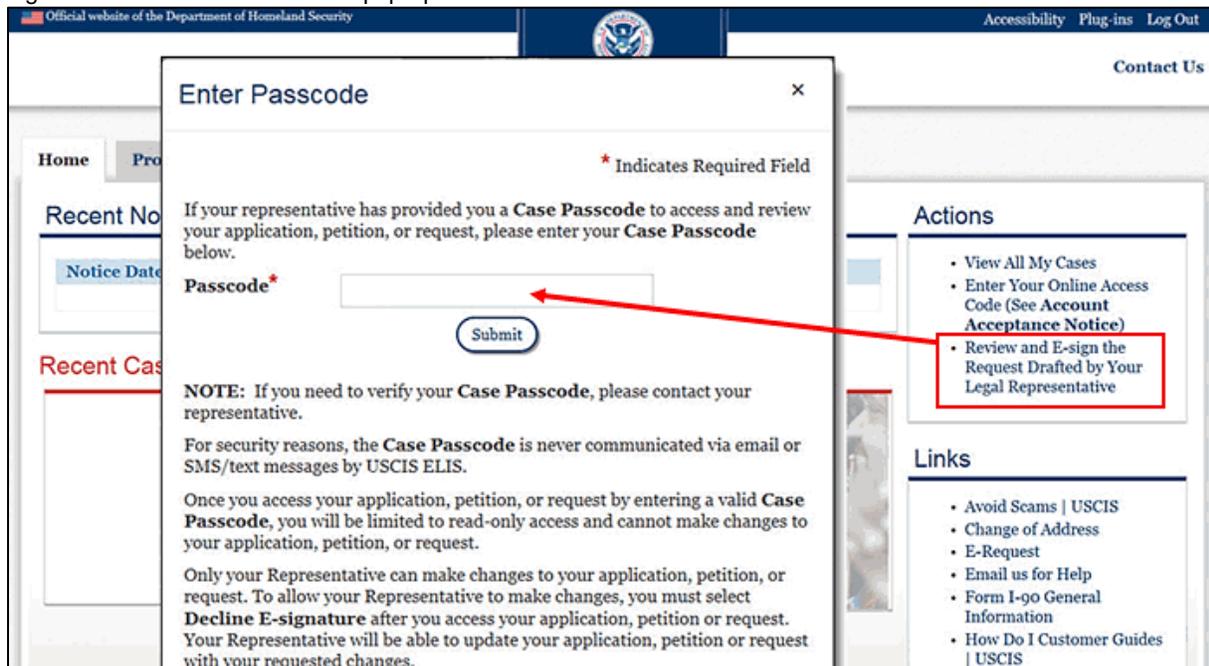


5.1.2.2 Review and E-sign Representative Draft

If you have a legal representative who has drafted an application, petition or request on your behalf and has provided you with a passcode, select the **Review and E-sign the Request Drafted by Your Legal Representative** link (Figure 5.1.2.3-1). The **Enter Passcode** window will pop up.

To open the draft, you must enter the passcode provided by your representative in the **Enter Passcode** window and select **Submit**.

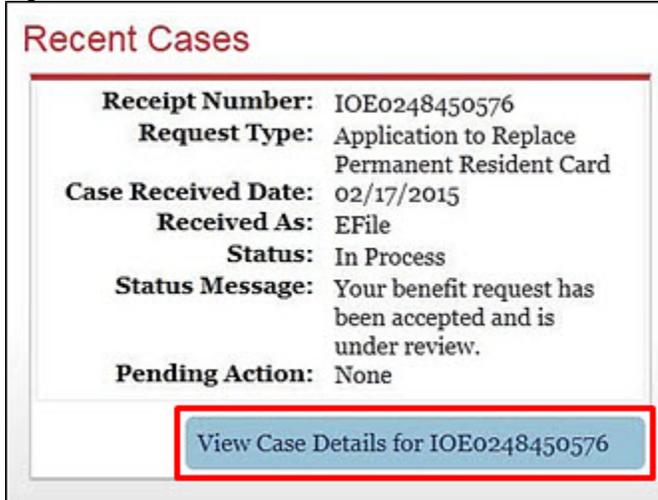
Figure 5.1.2.3-1: Enter Passcode pop-up window



5.1.3 Recent Cases

Under the **Recent Cases** section, you can review all of your active cases. To see case details, select the blue **View Case Details** button at the bottom of the section (see Figure 5.1.3-1).

Figure 5.1.3-1: Recent Cases



5.1.4 Create New Case

To create a new case file, select the **Create New Case** button. This opens the Application, petition or request form (see [Section 6.2: Create New Case](#)).

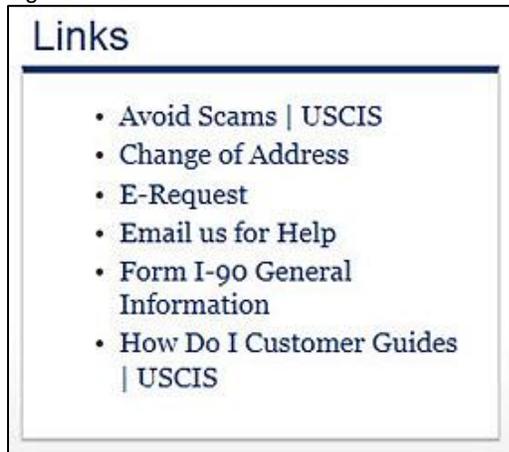
Figure 5.1.4-1: Create New Case



5.1.5 Links

The **Links** section provides access to general information and other USCIS Customer Service Online Tools. All these links take you out of the system and to other USCIS web pages.

Figure 5.1.5-1: Home tab Links section



5.2 Customer Profile Tab

The Customer **Profile** tab displays **Account Information** and **Address** details. To make changes to your contact preferences or addresses, follow the steps in the sections below.

Under **Account Information**, to change your contact information, select the **Change Contact Preference** link.

Under **Address**, to change your mailing address, select the **Change Mailing Address** link and to change your physical address, select the **Change Physical Address** link.

Figure 5.2-1: Customer profile screen options

The screenshot shows the 'Customer Profile' page on the U.S. Citizenship and Immigration Services website. The page is divided into two main sections: 'Account Information' and 'Address'. The 'Account Information' section includes fields for USCIS Account Number, Name (First, Middle, Last), Biographic Information (Date of Birth, Country of Birth, Alien Number), and Contact Information (Email, Mobile Phone, Daytime Phone, Contact Preference). The 'Address' section includes fields for Mailing Address and Physical Address. Three red boxes highlight the 'Change Contact Preference', 'Change Mailing Address', and 'Change Physical Address' links.

Account Information		Address	
USCIS Account Number 083927661353		MAILING ADDRESS	
NAME		111 MASS AVE WASHINGTON, DC 20001	
First Name	[Redacted]	Change Mailing Address	
Middle Name	NMN		
Last Name	[Redacted]		
BIOGRAPHIC INFORMATION		PHYSICAL ADDRESS	
Date of Birth	05/05/1985	111 MISS AVE SE STE 300 WASHINGTON, DC 20032-6162	
Country of Birth	Moldova	Change Physical Address	
Alien Number	A988776655		
CONTACT INFORMATION			
Email	trnapp30@example.com	Change Contact Preference	
Mobile Phone			
Daytime Phone	(203) 456-7891		
Contact Preference			

5.2.1 Change Contact Preference

To change anything under **Contact Information**, follow the steps below.

Step 1: Select the **Change Contact Preference** link at the bottom of the **Account Information** section.

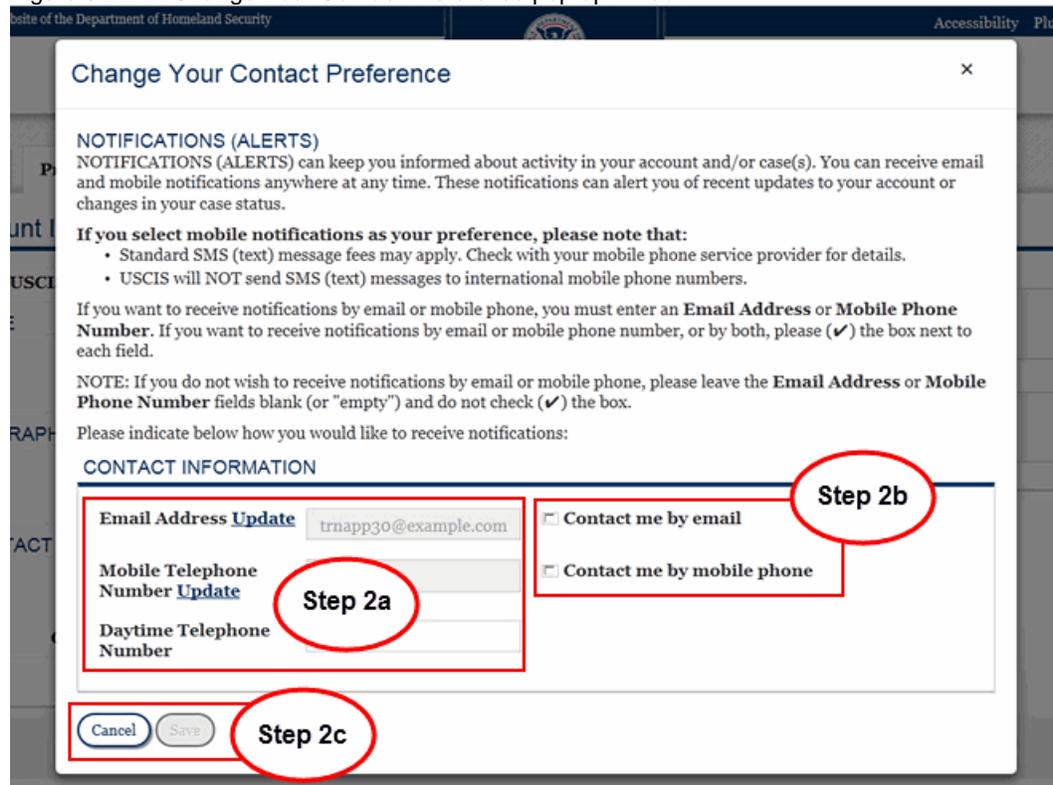
Figure 5.2-1.1-1: Change Contact Preference link



Step 2: In the **Change Your Contact Preference** pop-up window (Figure 5.1.2.2):

- a. To add or change a phone number or email address, select **Update** and enter your new information.
- b. Select the appropriate checkboxes to indicate your preferred method of receiving notifications from USCIS. You can check both boxes if you want notifications sent to both your email and mobile device.
- c. Select **Save** to keep your selections, or **Cancel** if you do not want to save these changes.

Figure 5.2.1-2: Change Your Contact Preference pop-up window



5.2.2 Change Mailing Address

To change or update your mailing address, complete the following steps.

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

Figure 5.2.2-1: Change Mailing Address



Step 2: Make any changes necessary to the address input fields. Make sure all items marked with an asterisk (*) are completed.

Step 3: Select the **Next** button at the bottom of the window.

Figure 5.2.2-2: Change Mailing Address edits

The screenshot shows a web form titled "Change Mailing Address" with a close button (X) in the top right corner. At the top right of the form area, there is a legend: "* Indicates Required Field". Below this, a blue information box states: "INFO: Street number, name, unit type, and unit number combined cannot exceed 34 characters." The form is titled "Mailing Address" and contains the following fields:

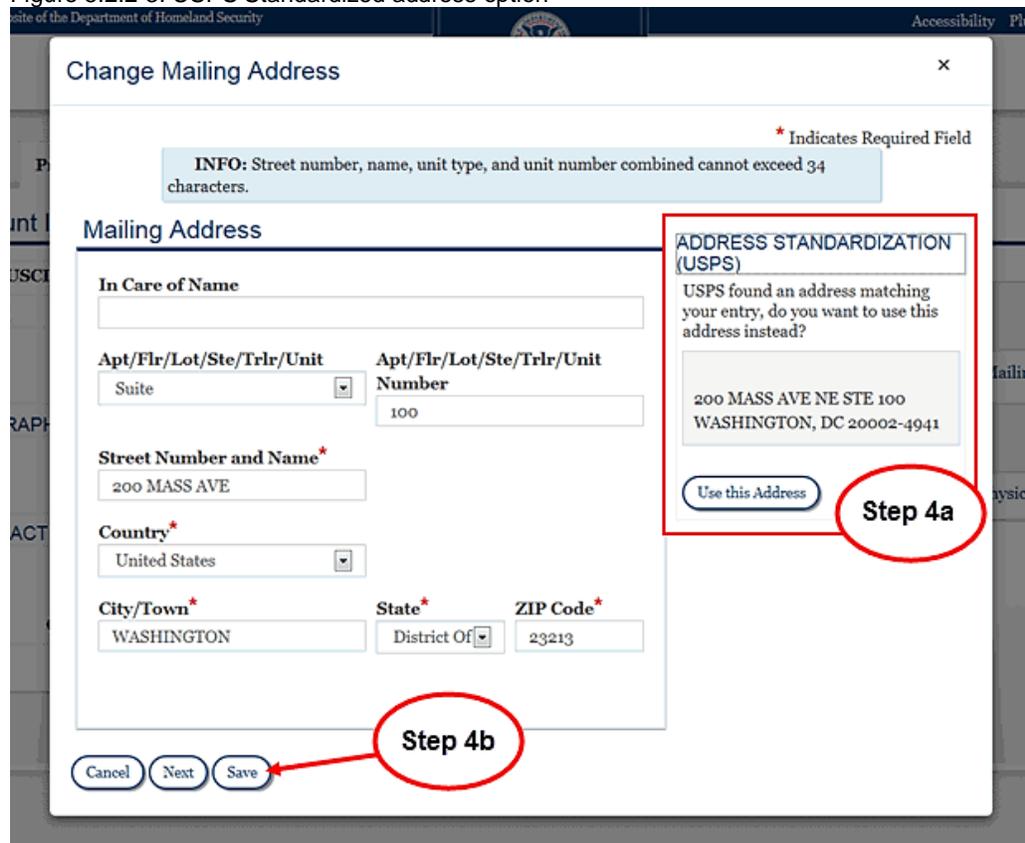
- In Care of Name:** An empty text input field.
- Apt/Flr/Lot/Ste/Trlr/Unit:** A dropdown menu with "Apartment" selected.
- Apt/Flr/Lot/Ste/Trlr/Unit Number:** A text input field containing "203".
- Street Number and Name*:** A text input field containing "123 MASS AVE".
- Country*:** A dropdown menu with "United States" selected.
- City/Town*:** A text input field containing "BALTIMORE".
- State*:** A dropdown menu with "Maryland" selected.
- ZIP Code*:** A text input field containing "23213".

At the bottom of the form, there are three buttons: "Cancel", "Next", and "Save". The "Next" button has a red asterisk next to it. A red box highlights the entire form area, and a red circle highlights the "Next" button. A red circle labeled "Step 2" is placed over the "Street Number and Name" field, and another red circle labeled "Step 3" is placed over the "Next" button.

Step 4: The system will compare what you have entered to the U.S. Postal Service address data base and will give you two options.

- a. If you want to use the USPS address shown at the right under **ADDRESS STANDARDIZATION (USPS)**, select the **Use this Address** button.
- b. If you would rather use the address just as you entered it, select the **Save** button at the bottom of the pop-up window.

Figure 5.2.2-3: USPS Standardized address option



Step 5: Review the success message at the top of the Profile tab and verify the new address shows in the **Mailing Address** block.

5.2.3 Change Physical Address

To make changes to the physical address shown, follow the steps below.

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

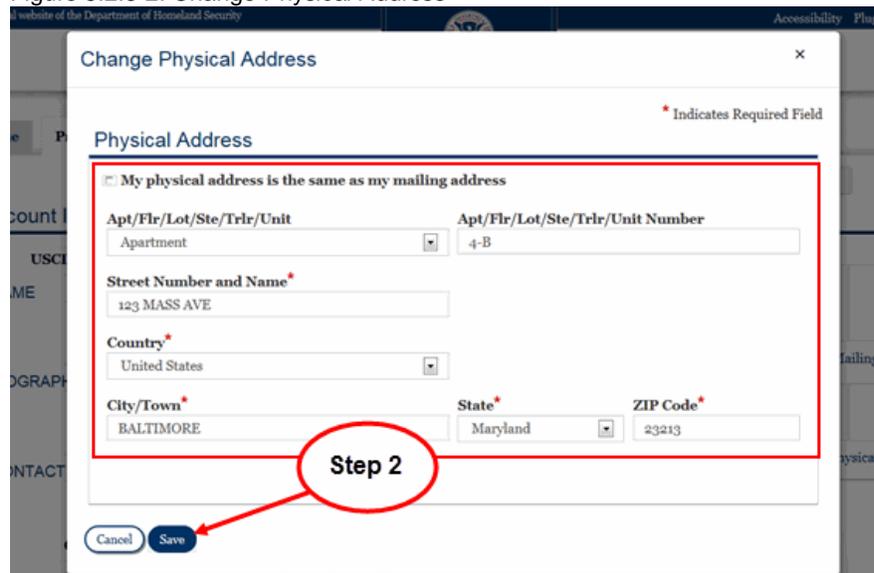
Figure 5.2.3-1: Change Physical Address link



Step 2: If your mailing address and the address where you live are the same, select the checkbox at the top of the pop-up window and your address information will be filled in for you.

If your physical address is different than your mailing address, make any necessary changes in the appropriate fields and select the **Save** button at the bottom of the window.

Figure 5.2.3-2: Change Physical Address



Step 3: Review the success message at the top of the window and verify the changes are shown in the **PHYSICAL ADDRESS** block.

Figure 5.2.3-3: Physical Address success message

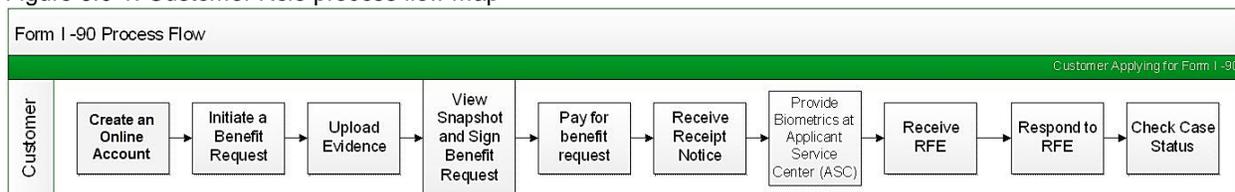
The screenshot displays the USCIS online filing system interface. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the U.S. Citizenship and Immigration Services logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below this is a secondary navigation bar with "Home" and "Profile" tabs. A success message is displayed in a red-bordered box: "SUCCESS: You have successfully changed your Physical Address." To the right of this message, the text "Step 3" is circled in red. The main content area is divided into two columns. The left column is titled "Account Information" and contains sections for "NAME" (First Name: FIRSTNAME, Middle Name: NMN, Last Name: LASTTUNINTHREE), "BIOGRAPHIC INFORMATION" (Date of Birth: 03/10/1990, Country of Birth: Azerbaijan, Alien Number: A000000293), and "CONTACT INFORMATION" (Email: tnapp293@example.com, Mobile Phone, Daytime Phone, Contact Preference). The right column is titled "Address" and contains two sections: "MAILING ADDRESS" (STE. 100, 200 MASS AVE, WASHINGTON, DC 23213) and "PHYSICAL ADDRESS" (APT. 4-B, 123 MASS AVE, BALTIMORE, MD 23213). The "PHYSICAL ADDRESS" section is highlighted with a red border. Links for "Change Mailing Address" and "Change Physical Address" are located to the right of their respective address blocks.

6.0 THE FORM I-90

The following sections in this manual explain how you can create and submit the Form I-90, Application to Replace Permanent Resident Card. In order to file a Form I-90 application successfully, you must complete the following steps (See Figure 6.0-1):

1. Set up an account
2. Complete the application
3. Upload evidence
4. Review and sign the application
5. Pay for the application
6. Respond to all subsequent notices or requests from USCIS

Figure 6.0-1: Customer Role process flow map



6.1 Completing Form I-90

The following sections provide instructions for:

- [Linking a previously filed case](#)
- [Create a new case](#)
- [My Status](#)
- [Review your application, petition or request](#)
- [Sign Form I-90](#)
- [Pay for the application](#)

Note: If an accredited representative or an attorney has filed a Form I-90 for you, go to [Section 6.6.6: Client Instructions for Cases Filed by a Representative](#) to review your application and complete the process.

If you have previously filed a paper Form I-90 through the USCIS Lockbox, you can create a USCIS Online Account and manage your account online.

Follow the steps below to create your USCIS Online Account.

Step 1: From your **Home** tab, select the **Enter Your Online Access Code (See Account Acceptance Notice)** link in the **Actions** section.

Figure 6.1.1-1: Enter your Online Access Code link



Step 2: Enter your **Online Access Code**.

Note: The Online Access Code can be found in the USCIS Account Acceptance Notice that was sent to you after filing a paper Form I-90.

Step 3: Enter your **Date of Birth**.

Step 4: Select **Submit**.

Figure 6.1.1-2: Submit access code and DOB

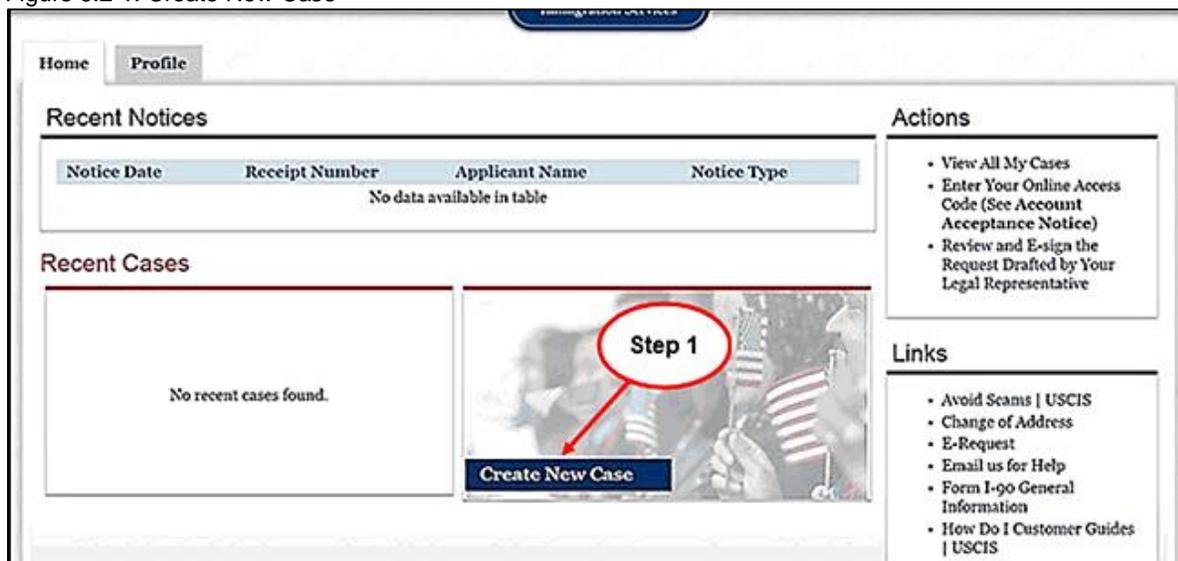
The screenshot shows the USCIS ELIS 'Online Access Code' form. At the top, there is a navigation bar with 'Home' and 'Profile' tabs. The main heading is 'Online Access Code'. Below the heading, there is a text block: 'If you received an online access code in the Welcome to USCIS ELIS letter sent to you, please enter that online access code below to access and review your application.' To the right of this text is a note: '* Indicates Required Field application.' The form contains two input fields: 'Online Access Code*' and 'Date of Birth*'. Below these fields is a 'Submit' button. Three red circles with arrows point to the form elements: 'Step 2' points to the 'Online Access Code' input field, 'Step 3' points to the 'Date of Birth' input field, and 'Step 4' points to the 'Submit' button. The page footer includes 'Official website of the Department of Homeland Security', 'U.S. Citizenship and Immigration Services', 'Accessibility', 'Plug-ins', 'Log Out', and 'Contact'.

6.2 Create New Case – Form I-90

Once logged in, you can create a new case from the **Home** tab. This section gives you instructions on how to create a new case and how to provide any additional information needed to process your case.

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

Figure 6.2-1: Create New Case



Step 2: Select the radio button for the I-90 application.

Step 3: Select **Next** to go to the Form I-90 application.

Figure 6.2-2: Select A Request



Step 4: Select the **Form I-90 Instructions** link at the top of the left navigation panel to open a PDF document in a separate window.

Read the instructions carefully (shown in Figure 6.2-3) to determine if this is the correct form to use. If this is the correct form for you, move to the **My Status** section of the form and select the appropriate option.

Figure 6.2-3: Form I-90 Instructions

Official website of the Department of Homeland Security

U.S. Citizen, Immigration

Home Profile

Form I-90 **Step 4**

Form I-90 Instructions Burden Disclosure Notice

Save Draft Exit

I-90 Application My Status Account Name Mailing Address

My Status is * ?

Permanent Resident

Permanent Resident In Commuter Status

Conditional Permanent Resident

What Is the Purpose of This Form?

Form I-90, Application to Replace Permanent Resident Card, is used by permanent residents to apply for a replacement or renewal of their existing Permanent Resident Cards.

This form may also be used by conditional permanent residents to apply for a replacement of an existing Permanent Resident Card; however, conditional permanent residents must not use this form to apply for an extension or renewal of their status.

NOTE: Conditional permanent residents who obtained such status through marriage or entrepreneurship and wish to petition to remove the conditions on their residence **must not use Form I-90**. To remove these conditions, follow these instructions:

1. If you became a conditional resident through marriage to a U.S. citizen or permanent resident, and your conditional status is expiring within the next 90 days file Form I-751, Petition to Remove Conditions on Residence; or
2. If you became a conditional resident based on a financial investment in a U.S. business, file Form I-829, Petition by Entrepreneur to Remove Conditions.

6.2.1 My Status

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

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

When choosing your status, keep in mind that you can only choose one. Follow the instructions below to complete the **My Status** section.

Step 1: Select the status that applies to you. Once you choose your status, the **Reason for Application, petition or request** section will appear (see Figure 6.2.1-1 below).

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.

Figure 6.2.1-1: Select a reason

My Status is * ⓘ

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

Reason for Application *

- My previous card has been lost, stolen, or destroyed.
- My previous card was issued but never received.
- My existing card has been mutilated.
- My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
- My name or other biographic information has been legally changed since the issuance of my existing card.
- My existing card has already expired or will expire within six months.
- I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I have reached my 14th birthday and am registering as required. My existing card will expire BEFORE my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I am a permanent resident who is taking up commuter status.
- I am a commuter who is taking up actual residence in the United States.
- I have been automatically converted to permanent resident status.
- I have a prior edition of the Alien Registration Card, or I am applying to replace my current Permanent Resident Card for a reason that is not specified above.

Step 3: Once you select the reason for your application, petition or request, the associated fee will appear at the left side of your screen (see Figure 6.2.1-2 below).

Figure 6.2.1-2: Application, petition or request fee information

Form I-90

Form I-90 Instructions - Burden Disclosure Notice

My Status is * ⓘ

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

Reason for Application *

- My previous card has been lost, stolen, or destroyed.
- My previous card was issued but never received.
- My existing card has been mutilated.
- My existing card has incorrect data because of DHS error for inclusion with this application under "Evidence Upl
- My name or other biographic information has been leg
- My existing card has already expired or will expire with
- I have reached my 14th birthday and am registering as
- (Do not select this option if you are filing this applicati

APPLICATION FEES:

Filing:	\$455
Biometric Services:	\$85
Total:	\$ 540

Save Draft Exit

Note: If you cannot complete the form for any reason, you may select the **Save Draft** or **Exit** buttons located on the left side of your screen under the fee information (see Figure 6.2.1-2) at any time.

Save Draft will save the information you have entered and you may return anytime within 30 days to complete the form.

If you select **Exit** without saving a draft, your information will be discarded and you will have to start over when you log in to your USCIS online account again.

6.2.2 Account

This section provides instructions for completing the **Account** section of your Form I-90. You will need your Alien Registration Number, also known as your A-Number.

Step 1: Enter the numbers (eight or nine digits) of your **Alien Registration Number (A-Number)**. If available, enter your **Online Filing Account Number**.

Figure 6.2.2-1: A-Number and Account Number

The screenshot shows a form titled "Account" with two input fields. The first field is labeled "Alien Registration Number (A-Number)*" and the second is "Online Account Number (if any)". A red circle highlights the text "Step 1" and a red rectangle highlights the input fields.

6.2.3 Your Full Name

The Form I-90 requires your current full 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. If you do not have a given name or you do not have a middle name, check the box below the field as appropriate.

Step 2: Answer the question by selecting the appropriate button. If your name has changed since you received your Permanent Resident Card, you must answer **Yes** and provide your previous name. Enter your previous name(s) in the fields or check the boxes below them as appropriate.

Figure 6.2.3-1: Your Full Name

Your Full Name

NOTE: Your card will be issued in this name

Step 1

Family Name (Last Name)* Given Name (First Name)* Middle Name*

YourLastName YourFirstName YourMiddleName

I do not have a given name (first name) I do not have a middle name

Step 2

Has your name legally changed since the issuance of your Permanent Resident Card?*

Yes No N/A - I never received my previous card

6.2.4 Mailing Address

This section provides instructions for how to complete the **Mailing Address** section.

Step 1: If you want your mail addressed to someone other than yourself, enter that person’s name in the **In Care of Name** field.

Step 2: Enter your **Street Number and Name**. If you have an apartment, a suite, or a floor number, select the appropriate option from the **Apt/Ste/Flr** drop-down list and enter your **Apt/Ste/Flr Number**.

Step 3: Select the **Country** from the drop-down menu.

Step 4: Enter the name of the **City/Town**, select the **State** from the drop-down menu, and enter your **ZIP Code**.

Figure 6.2.4-1: Mailing Address

Mailing Address

Step 1

In Care of Name

Step 2

Street Number and Name* Apt/Ste/Flr Apt/Ste/Flr Number

Select [v]

Step 3

Country* ←

United States

Step 4

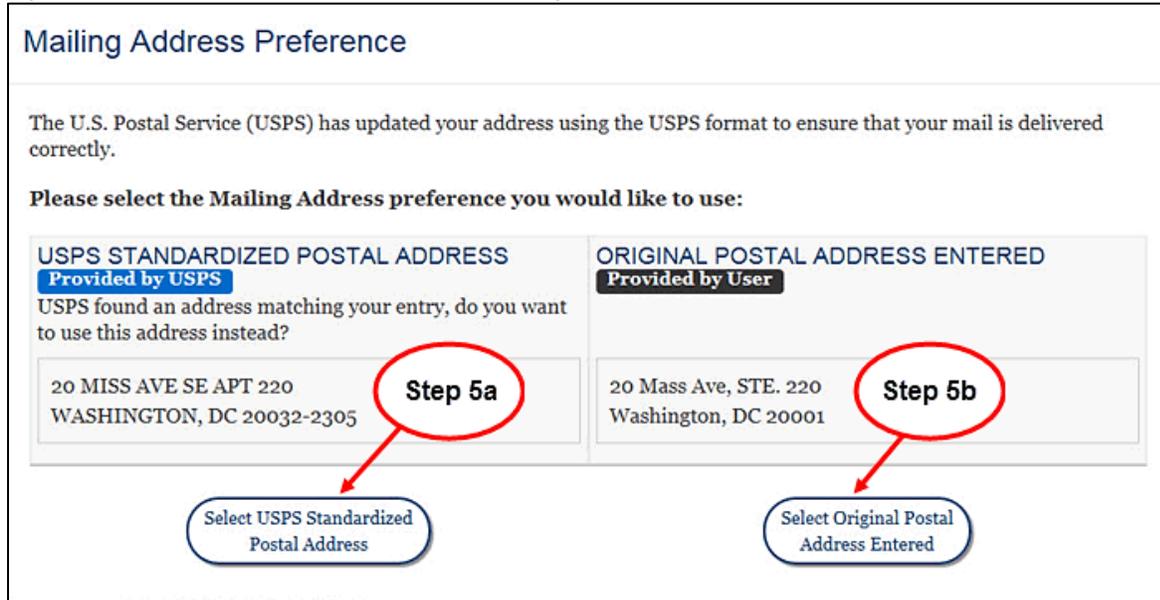
City/Town* State* ZIP Code*

Select [v]

Step 5: Once you complete all the mailing address fields, USCIS compares the address you entered with the U.S. Postal Service (USPS) addresses database and a pop-up box titled **Mailing Address Preference** will appear (Figure 6.2.4.2).

- a. If you would like to use the address in the USPS database, choose the **Select USPS Standardized Postal Address** button.
- b. If you would rather use the address just as you entered it, choose the **Select Original Postal Address Entered** button.

Figure 6.2.4-2: USPS Standardized Address message



6.2.5 Physical Address

This section requires you to provide the address where you live.

If you live at the same address where you receive mail, check the box at the top left labeled **My physical address is the same as my mailing address** (see Figure 6.2.5-1). The system will automatically fill in the fields using your mailing address.

If your physical address is different from your mailing address, fill in the correct address information and **do not** check the box.

Figure 6.2.5-1: Physical Address same as Mailing Address checkbox

The screenshot shows a form titled "Physical Address". At the top left, there is a checkbox labeled "My physical address is the same as my mailing address" which is highlighted with a red rectangular box. Below this checkbox are several input fields: "Street Number and Name*" (text input), "Apt/Ste/Flr" (dropdown menu with "Select" as the current value), "Apt/Ste/Flr Number" (text input), "Country*" (dropdown menu with "United States" as the current value), "City/Town*" (text input), "State*" (dropdown menu with "Select" as the current value), and "ZIP Code*" (text input).

6.2.6 Contact Information

The **Contact Information** section displays the email address you entered when you set up your profile. If your contact email has changed, you must provide accurate and up-to-date contact information. It is used when USCIS needs to contact you.

To change or add contact information, select **Update** and provide a valid **Email Address**, **Daytime Telephone Number**, and **Mobile Telephone Number**.

Figure 6.2.6-1: Contact Information

The screenshot shows a form titled "Contact Information". It contains three rows of input fields. The first row is "Email Address" with a text input field containing "trnapp30@example.com" and a red "Update" button. The second row is "Daytime Telephone Number" with an empty text input field and a red "Update" button. The third row is "Mobile Telephone Number" with an empty text input field and a red "Update" button. Red double-headed arrows connect the "Update" buttons to their respective input fields.

6.2.7 Additional and Biographic Information

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

You must enter **Date of Birth**, **Country of Birth**, **Date of Admission**, and **Gender** in the appropriate fields. You may enter additional biographic information in the applicable fields.

Figure 6.2.7-1: Additional and Biographic Information

Additional Information	Biographic Information
Date of Birth* <input type="text"/>	Gender* <input type="text" value="Select"/>
Country of Birth* <input type="text" value="Select"/>	Feet <input type="text" value="Select"/>
City/Town/Village of Birth <input type="text"/>	Inches <input type="text" value="Select"/>
U.S. Social Security Number (if any) <input type="text"/>	Height
Class of Admission <input type="text" value="Select"/>	Weight (in pounds) <input type="text"/>
Date of Admission* <input type="text"/>	Eye Color <input type="text" value="Select"/>
<input style="border: none;" type="text" value="?"/>	Hair Color <input type="text" value="Select"/>
Mother's Given Name (First Name) <input type="text"/>	What is your ethnicity? <input type="text" value="Select"/>
Father's Given Name (First Name) <input type="text"/>	What is your race? (Select all applicable)
	<input type="checkbox"/> American Indian or Alaska Native
	<input type="checkbox"/> Asian
	<input type="checkbox"/> Black or African American
	<input type="checkbox"/> Native Hawaiian or Other Pacific Islander
	<input type="checkbox"/> White

Note: Enter **Date of Birth** as MM/DD/YYYY. For example, March 9, 1981 should be entered as 03/09/1981.

6.2.8 Processing Information

This section gives you step-by-step instructions on how to fill out the **Processing Information** section.

Step 1: Processing Information section (see Figure 6.2.8-1)

- a. Enter your answers in the two open fields for the questions **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?**

Figure 6.2.8-1: Processing Information

The screenshot shows the 'Processing Information' section of a form. It contains four questions. The first two questions have empty text input fields. The third question, 'Did you enter the United States with an immigrant visa?', has a dropdown menu with 'Yes' selected. Red circles and arrows highlight 'Step 1a' (the first two questions) and 'Step 1b' (the third question and its dropdown menu).

- c. If you select **Yes**, you must provide your destination in the United States at the time of your admission and your port of entry. Select the correct answer from the drop-down menu to the right of each question.

Figure 6.2.8-2: Processing Information – IV details

This screenshot shows the 'Processing Information' form with 'Did you enter the United States with an immigrant visa?' set to 'Yes'. A red box highlights the 'Provide the following information:' section, which includes two questions: 'What was your destination in the United States at the time of your admission?' and 'Which Port of Entry were you admitted to the United States?'. A dropdown menu is open for the second question, showing a list of US states and territories. Red circles and arrows highlight 'Step 1c' (the 'Provide the following information:' section) and the dropdown menu.

- d. Select **Yes** or **No** as appropriate for the last two questions also (see Figure 6.2.8-3). If you select **Yes**, you must provide a detailed explanation in the spaces provided.

Figure 6.2.8-3: Deportation or abandonment response details

Processing Information

Where did you apply for your immigrant visa or adjustment of status?

Where was your immigrant visa issued or which USCIS office granted you adjustment of status?

Did you enter the United States with an immigrant visa?

Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?

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?

Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?

Provide a detailed explanation in the box below *

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?

Provide a detailed explanation in the box below *

6.2.9 Accommodations for Individuals with Disabilities and Impairments

Step 1: If you are not requesting accommodations, select **No** from the drop-down menu and move to the next section.

If you are requesting accommodations because of a disability and/or impairment, select **Yes** from the drop-down menu and go to step 2.

Step 2: If you select **Yes**, you must then check the boxes that apply to you and enter a detailed explanation in the spaces provided.

Figure 6.2.9-1: Accommodations for disabilities details

Accommodations for Individuals with Disabilities and Impairments

Are you requesting an accommodation because of your disabilities and/or impairments?

Step 1

Select
Yes
No

I am deaf or hard of hearing and request the following accommodation (If requesting a language interpreter, indicate for which language (e.g. American Sign Language))
Comments*

Step 2

I am blind or have low vision and request the following accommodation:
Comments*

I have another type of disability and/or impairment. (Describe the nature of your disability and/or impairment and the accommodation you are requesting):
Comments*

6.2.10 Preparer

If you are filling out this form by yourself and do not need someone else to do it for you, skip to the next section.

Step 1: If someone prepared this form for you, select the **Yes, somebody else prepared this form for me** checkbox and enter the **Preparer Name, Business/Organization Information, Preparer Mailing Address,** and **Preparer Contact Information.**

Step 2: Select the appropriate button to indicate if the preparer **is** or **is not** an attorney or accredited representative.

Figure 6.2.10-1: Preparer details - attorney

Preparer

Yes, somebody else prepared this form for me. Step 1

PREPARER NAME		PREPARER'S BUSINESS/ORGANIZATION INFORMATION Preparer's Business or Organization Name <input type="text" value="Organization"/>
Family Name (Last Name) <input type="text" value="LAST"/>	Given Name (First Name) <input type="text" value="FIRST"/>	
PREPARER MAILING ADDRESS		
Street Number and Name <input type="text" value="123 MAIN ST."/>	Apt/Ste/Flr <input type="text" value=""/>	Apt/Ste/Flr Number <input type="text" value=""/>
Country <input type="text" value="United States"/>		
City/Town <input type="text" value="TEST"/>	State <input type="text" value="Guam"/>	ZIP Code <input type="text" value="23333"/>
PREPARER CONTACT INFORMATION		Preparer's Email <input type="text" value="rep1@example.com"/> Preparer's Daytime Telephone Number <input type="text" value="() - - - -"/> Preparer's Fax Number <input type="text" value="() - - - -"/>
PREPARER INFORMATION*		
<input checked="" type="radio"/> Preparer is an attorney or accredited representative. <input type="radio"/> Preparer is not an attorney or accredited representative.		

Step 3: If the preparer is not an attorney or accredited representative, a note with additional instructions and a **Print PDF for Signature** button is displayed. Select the **Print PDF for Signature** button to print the page and follow the instructions in the **Note**.

Figure 6.2.10-2: Preparer not an attorney

PREPARER INFORMATION*

Preparer is an attorney or accredited representative.
 Preparer is not an attorney or accredited representative.

i **NOTE:** Click **Print PDF for Signature** to view and print the **Preparer Signature** page. Your preparer must sign and date this page, and return it to you. Once you receive the signed page from your preparer, you must scan and upload the page in the **Evidence Upload** section.

You do NOT need to complete this step if your attorney or accredited representative prepared your Form I-90 and is submitting a Form G-28 with your application.

Step 3
Print PDF for Signature

Step 4: After you select **Print PDF for Signature**, the system will automatically fill in the **Preparer's Certification** with information from your application, petition or request and print it out (an example of the top of the certification is shown in Figure 6.2.10-3). Give this printout to your preparer for his or her signature.

The signed **Preparer's Certification** must then be scanned and uploaded (see [Section 6.2.12 Evidence Upload](#)).

Figure 6.2.10-3: Preparer's Certification

Preparer's Certification

Step 4

<i>Preparer's Full Name</i>	<i>Preparer's Mailing Address</i>
Provide the following information concerning the preparer: 1.a. Preparer's Family Name (<i>Last Name</i>) <input style="width: 90%;" type="text" value="Smith"/>	6.a. Street Number and Name <input style="width: 90%;" type="text" value="700 DEFAULT AVE"/>
1.b. Preparer's Given Name (<i>First Name</i>) <input style="width: 90%;" type="text" value="Jason"/>	6.b. Apt., Ste., Flr. <input style="width: 30%;" type="text" value="APT."/> <input style="width: 30%;" type="text" value="1234"/>
2. Preparer's Business or Organization Name <input style="width: 90%;" type="text" value="ABC Law Firm"/>	6.c. City or Town <input style="width: 90%;" type="text" value="LEXINGTON"/>
Preparer's Contact Information 3. Preparer's Daytime Telephone Number <input style="width: 90%;" type="text" value="(734) 333-3333"/>	6.d. State <input style="width: 30%;" type="text" value="KY"/>
4. Preparer's Fax Number <input style="width: 90%;" type="text" value="(232) 323-2222"/>	6.e. ZIP Code <input style="width: 90%;" type="text" value="40508-3422"/>
5. Preparer's Email Address (<i>if any</i>) <input style="width: 90%;" type="text"/>	6.f. Postal Code <input style="width: 90%;" type="text"/>
	6.g. Province <input style="width: 90%;" type="text"/>
	6.h. Country <input style="width: 90%;" type="text" value="United States"/>

6.2.11 Interpreter

If you are filling out this form by yourself and do not need someone else to read and interpret it for you, skip to the next section.

Step 1: If someone interpreted this form for you, select the **Yes, somebody else interpreted the instructions and questions on this application, petition or request for me** checkbox and enter the **Interpreter Name, Interpreter Mailing Address, and Interpreter Contact Information** in the spaces provided.

Step 2: A note with additional instructions and a **Print PDF for Signature** button is displayed. Select the **Print PDF for Signature** button to print the page and follow the instructions in the **Note**.

Figure 6.2.11-1: Interpreter details

Interpreter

Yes, somebody else interpreted the instructions and questions on this application for me.

<p>INTERPRETER NAME</p> <p>Family Name (Last Name) Step 1 Given Name (First Name)</p> <p><input type="text" value="Brown"/> <input type="text" value="Alexander"/></p>	<p>INTERPRETED LANGUAGE INFORMATION</p> <p>Interpreted Language</p> <p><input type="text" value="Esperanto"/></p>
<p>INTERPRETER MAILING ADDRESS</p> <p>Street Number and Name <input type="text" value="45"/> Apt/Ste/Flr <input type="text" value="Floor"/> Apt/Ste/Flr Number <input type="text" value="1111"/></p> <p>Country <input type="text" value="United States"/></p> <p>City/Town <input type="text" value="Pine Bluff"/> State <input type="text" value="Arkansas"/> ZIP Code <input type="text" value="71603"/></p>	<p>INTERPRETER CONTACT INFORMATION</p> <p>Interpreter's Business or Organization Name <input type="text" value="esperanto Enthusiasts, LLC"/></p> <p>Interpreter's Email <input type="text" value="asfa@me.com"/></p> <p>Interpreter's Daytime Telephone Number <input type="text" value="(333) 333-3333"/></p>

NOTE: Click **Print PDF for Signature** to view and print the **Interpreter Signature** page. Your interpreter must sign and date this page, and return it to you. Once you receive the signed page from your interpreter, you must scan and upload the page in the **Evidence Upload** section.

Step 2

Step 3: After you select **Print PDF for Signature**, USCIS will automatically fill in the **Interpreter's Certification** with information from your application, petition or request and print it out (an example of the top of the certification is shown in Figure 6.2.11-2). Give this printout to your interpreter for his or her signature.

The signed **Interpreter's Certification** must be scanned and uploaded (see [Section 6.2.12: Evidence Upload](#)).

Figure 6.2.11-2: Interpreter's Certification

Step 4: If you are not ready to continue to the Evidence Upload section, select **Save Draft** to save your work and continue working in this section, or select **Save and Exit** to save what you have entered up to this point and exit the application, petition or request without continuing to the Evidence Upload section.

Step 5: If you are ready to continue to the next section, select **Continue to Evidence Upload** to save your work and continue.

Figure 6.2.11-3: Save options

6.2.12 Evidence Upload

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

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

Note: If you submit any document, response, or comment with information in a foreign language, you must also submit a full English translation.

Review the information in the **Evidence Upload** section (Figure 6.2.12-1) before proceeding to the **Upload Instructions**.

Figure 6.2.12-1: Evidence Upload

<p>Home Draft Cases G-28 Terminated Cases Profile</p>			
<p>Form I-90 Instructions - Burden Disclosure Notice</p> <hr/> <p>APPLICATION FEES:</p> <p>Filing: \$455</p> <p>Biometric \$85</p> <p>Services:</p> <p>Total: \$540</p> <p><input type="button" value="Save Draft"/> <input type="button" value="Exit"/></p> <hr/> <p>Form G-28 I-90 Application</p> <p>⇒ Upload Evidence</p> <p>Review Form G-28</p> <p>E-sign Form G-28</p> <p>Review I-90</p>	<h3>Evidence Upload</h3> <p>Based on your responses to the questions in this application, you will need to upload supporting evidence. You must submit all required evidence and supporting documentation with your application. Failure to provide required evidence may result in a delay in processing your application. Any document containing a foreign language must be accompanied by a full English translation. The translator must sign a certification that the English language translation is complete and accurate, and that the translator is competent to translate from the foreign language into English. See the application instructions for further details.</p> <p>Use of Preparers</p> <p>If you used a preparer to complete your application, you must scan and upload a copy of the signed Preparer Certification page with your application.</p> <p>You do NOT need to complete this step if your attorney or accredited representative prepared your Form I-90 and is submitting a Form G-28 with your application.</p> <p>Use of Interpreters</p> <p>If you used an interpreter to complete your application, you (or your attorney or accredited representative) must scan and upload a copy of the signed Interpreter Certification page with your application.</p> <table border="1"> <tr> <td style="vertical-align: top;"> <p>Other</p> </td> <td> <ul style="list-style-type: none"> • Other correspondence from USCIS <p>Any other information you believe is relevant to your filing.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Explanations for exclusion, deportation, or removal proceedings <p>If you are required to scan and upload a signed Preparer or Interpreter certification page with your Form I-90, please make sure the file name reflects the type of certification that is being uploaded.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Preparer's Certification - "Preparer.pdf" • Interpreter's Certification - "Intepreter.pdf" </td> </tr> </table>	<p>Other</p>	<ul style="list-style-type: none"> • Other correspondence from USCIS <p>Any other information you believe is relevant to your filing.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Explanations for exclusion, deportation, or removal proceedings <p>If you are required to scan and upload a signed Preparer or Interpreter certification page with your Form I-90, please make sure the file name reflects the type of certification that is being uploaded.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Preparer's Certification - "Preparer.pdf" • Interpreter's Certification - "Intepreter.pdf"
<p>Other</p>	<ul style="list-style-type: none"> • Other correspondence from USCIS <p>Any other information you believe is relevant to your filing.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Explanations for exclusion, deportation, or removal proceedings <p>If you are required to scan and upload a signed Preparer or Interpreter certification page with your Form I-90, please make sure the file name reflects the type of certification that is being uploaded.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Preparer's Certification - "Preparer.pdf" • Interpreter's Certification - "Intepreter.pdf" 		

6.2.12.1 Upload Instructions

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

Review the upload instructions.

Note: Select the **Click to view the File Upload How To Chart** link to review additional instructions on how to upload documents (Figure 6.2.12.1-1).

Figure 6.2.12.1-1: Upload Instructions

Upload Instructions

For each document that you submit, please select the "Category" from the drop down list provided. We recommend that you describe the type of document in the file name. For example, if you are uploading a scanned image of your Permanent Resident Card consider "MyPermanentResidentCard.jpg" as the file name.

[Click to view the File Upload How To Chart.](#)

LIST OF ALL ACCEPTABLE FILE STANDARDS





ACCEPTABLE FILE STANDARDS:

Before you upload your scanned evidence, please make sure that your file is in a proper format. The file should be saved as an image and the name for your document should end with a period (.) and one of the following three letters (.jpg, .pdf, .tif).

PASSWORD PROTECTION:

Your files should not be password protected. Please remove any password protection before uploading your files into USCIS ELIS.

Upload Instructions

For each document that you submit, please select the "Category" from the drop down list provided. We recommend that you describe the type of document in the file name. For example, if you are uploading a scanned image of your Permanent Resident Card consider "MyPermanentResidentCard.jpg" as the file name.

[Click to close the File Upload How To Chart](#)

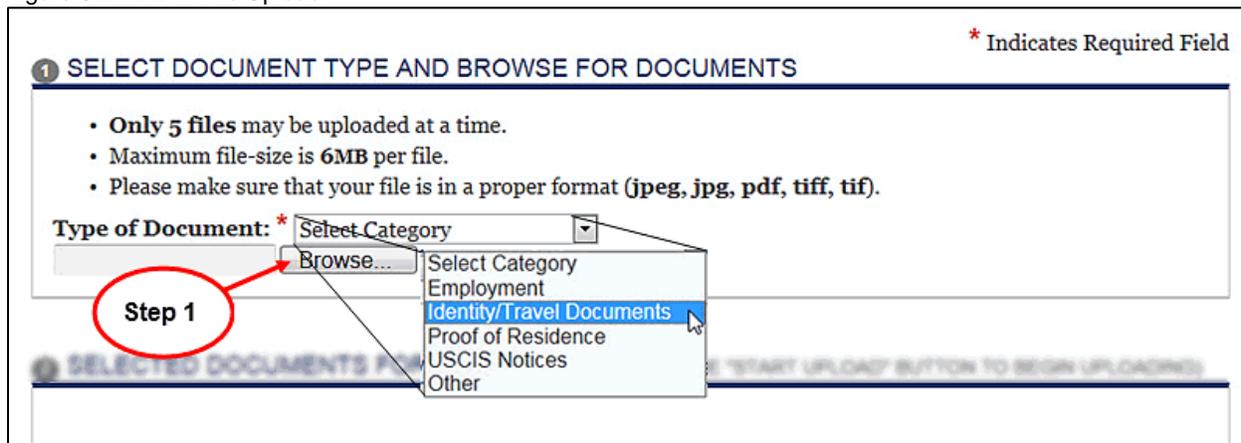
✓ Acceptable	⊘ Not Acceptable
<p>Save each document type in separate file. Make file name descriptive.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">PASSPORT IMAGE "Passport.jpg"</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">VISA IMAGE "MyVisa.jpeg"</div> </div>	<p>Do NOT save documents for multiple individuals to the same file.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">PASSPORT IMAGE (for John)</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">PASSPORT IMAGE (for Jane)</div> </div> <p style="text-align: center; font-size: x-small;">"abc.jpg"</p>
<p>If possible, keep pages to the same document type in one file.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (front)</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (back)</div> </div> <p style="text-align: center; font-size: x-small;">"MyPRC.jpg"</p>	<p>Do NOT save multiple document types to the same file.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">PASSPORT IMAGE</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">VISA IMAGE</div> </div> <p style="text-align: center; font-size: x-small;">"abc.jpg"</p>
<p>Documents separated into multiple files should use unique file names.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (front) "MyPRCfront.jpg"</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (back) MyPRCback.jpg"</div> </div>	<p>Do Not use duplicate file names.</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (front) "abc.jpg"</div> + <div style="border: 1px solid gray; padding: 5px; text-align: center; font-size: x-small;">Permanent Resident Card Image (back) "abc.jpg"</div> </div>

6.2.12.2 File Upload

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

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

Figure 6.2.12.2-1: File Upload



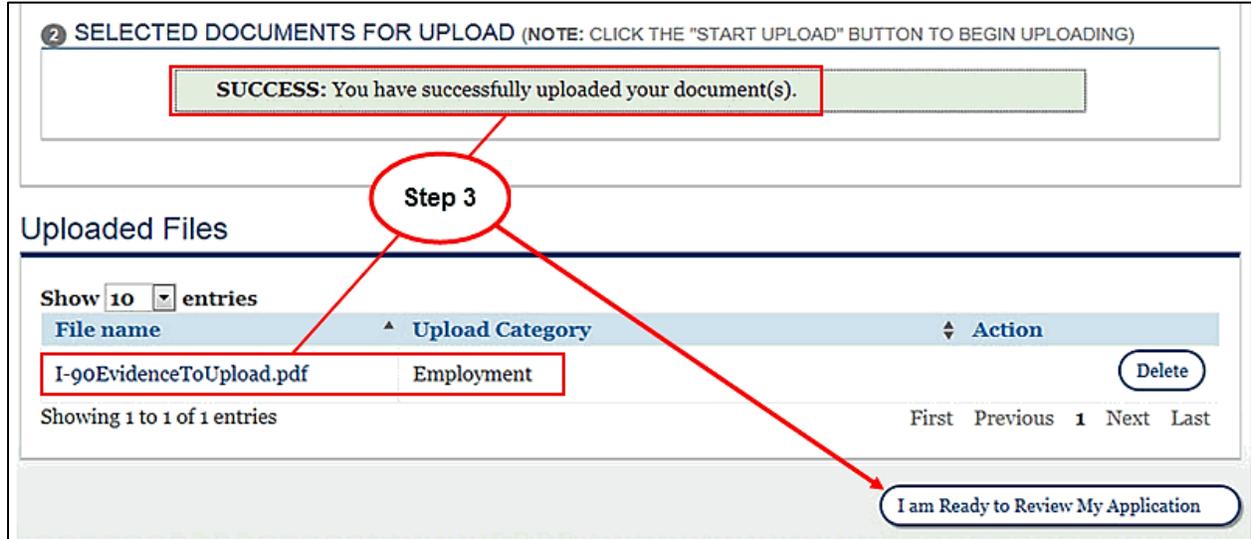
Step 2: Once you select your document and see it listed under **Selected Documents for Upload**, select the **Start upload** button.

Figure 6.2.12.2-2: Start Upload button



Step 3: Review the **Success** message and verify your file(s) in the **Uploaded Files** section and select the **I am Ready to Review My Application, petition or request** button to continue.

Figure 6.2.12.2-3: Upload success



6.2.13 Review I-90 Application

In this section, you can view your completed application and make necessary changes.

The **Review I-90 Application** section contains a brief explanation of what the PDF version shows and provides options to view, edit, save, and print your form.

Step 1: Read the information in the **Review I-90 Application** section and select the **Click to review the application form** button to open a PDF version in a new screen.

Step 2: Review the PDF version of your application. You can save or print a copy of the application.

- a. If you need to make corrections, close the new screen and select the title of the section you need to correct from the list at the left. Make all necessary corrections and save them.

Step 3: Select **Proceed to Attestation/Acknowledgement** to go to the E-Sign screen.

Figure 6.2.13-1: Review I-90 Application, petition or request

The screenshot shows the 'Review I-90 Application' interface. On the left sidebar, there are links for 'Form I-90 Instructions - Burden Disclosure Notice', 'APPLICATION FEES' (listing Filing at \$455, Biometric Services at \$85, and Total at \$540), and a list of application stages: 'I-90 Application', 'Upload Evidence', 'Review' (highlighted), 'Attestation/Acknowledgement', 'E-sign', and 'Payment'. A 'Step 2a' label points to the 'Review' link. The main content area is titled 'Review I-90 Application' and contains a 'Step 1' label pointing to a red-bordered box with instructions: 'Your responses may not appear in their entirety on your copy of this request. USCIS ELIS will still accurately record your entire response.' Below this is a 'Click to review the application form.' button. A 'Step 2' label points to a red-bordered box containing the application form. The form is titled 'Application to Replace Permanent Resident Card' and includes fields for 'Part 1: Information About You' (Alien Registration Number, USCIS ELIS Account Number, Full Name) and 'Physical Address' (Street Number, Apt./Ste./Flr., City or Town, State, ZIP Code, Postal Code, Province, Country). It also has an 'Additional Information' section with fields for Date of Birth and Current Town/Village of Birth. A 'Step 3' label points to a 'Proceed to Attestation/Acknowledgement' button at the bottom right.

6.2.14 Attestation and Acknowledgement Screen

In this section, you will read about the details of your appointment at the USCIS Application Support Center and acknowledge that you understand them.

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

Step 2: Once you have reviewed these requirements and understand them, select the **I am Ready to E-sign My Application** button.

Figure 6.2.14-1: Acknowledgement of Appointment at USCIS ASC

Applicants: Please make sure you read and completely understand the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** below. You will be required to certify, under penalty of perjury, that you have read and understand this Acknowledgement when you e-sign your application.

Attorneys and Accredited Representatives: Please review the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** with your client(s) and make sure they understand the purpose for the Acknowledgement. You will be required to certify, under penalty of perjury, that you have read and reviewed the Acknowledgement with your client, that your client understands the Acknowledgement, and your client knows that by appearing for a biometrics appointment, he or she will be re-affirming that the contents of this application and all supporting documentation are complete, true, and correct.

Select Language for Attestation

Acknowledgement of Appointment at USCIS Application Support Center **Step 1**

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this **Acknowledgement of Appointment at USCIS Application Support Center** with me.

Step 2

I am Ready to E-sign My Application

6.2.15 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 statement, e-sign your application, petition or request, and proceed to pay for Form I-90.

Step 1: Read each of the three statements under **Applicant's Statement (1.a, 1.b, and 2)** and select the appropriate checkbox next to the statement that applies to you. You can only select one checkbox.

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

Step 3: Enter your full name.

Figure 6.2.15-1: E-Sign

E-SIGN

NOTE: Read the information on penalties in the Form I-90 Instructions, Penalties section before completing this part. You must file Form I-90 while in the United States.

Applicant's Statement Step 1

Select the box for either **Item Number 1.a.** or **1.b.** If applicable, select the box for **Item Number 2.**

1. a I can read and understand English, and have read and understand every question and instruction on this application, as well as my answer to every question. I have read and understand the **Acknowledgement of Appointment at USCIS Application Support Center.**

1. b The interpreter named, {Interpreter First Name} {Interpreter Last Name}, has read to me every question and instruction on this application, as well as my answer to every question in {Interpreted Language}, a language in which I am fluent. I understand every question and instruction on this application as translated to me by my interpreter, and have provided complete, true, and correct responses in the language indicated above. The interpreter named, {Interpreter First Name} {Interpreter Last Name}, also has read the **Acknowledgement of Appointment at USCIS Application Support Center** to me, in the language in which I am fluent, and I understand this Application Support Center (ASC) Acknowledgement as read to me by my interpreter.

2. I have requested the services of and consented to {Preparer First Name} {Preparer Last Name}, who is not an attorney or accredited representative, preparing this application for me. This person who assisted me in preparing my application has reviewed the **Acknowledgement of Appointment at USCIS Application Support Center** with me and I understand the ASC Acknowledgement.

Applicant's Certification Step 2

Copies of any documents I have submitted are exact photocopies of unaltered, original documents, and I understand that USCIS may require that I submit original documents to USCIS at a later date. Furthermore, I authorize the release of any information from any and all of my records that USCIS may need to determine my eligibility for the immigration benefit that I seek.

I furthermore authorize release of information contained in this application, in supporting documents, and in my USCIS records to other entities and persons where necessary for the administration of U.S. immigration laws.

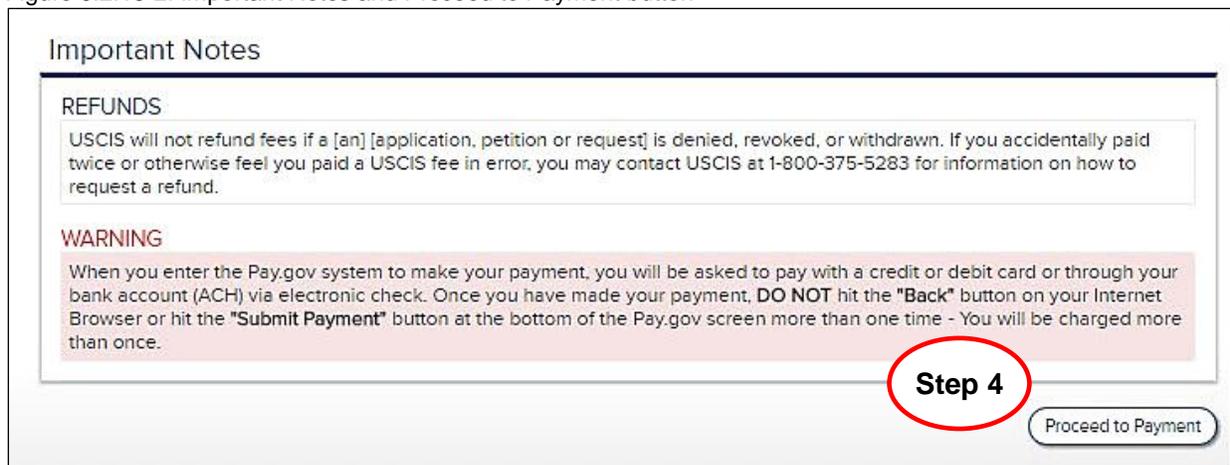
I certify, under penalty of perjury, that the information in my application and any document submitted with my application were provided by me and are complete, true, and correct.

Full Legal Name* Step 3

(First Name, Middle Name, Last Name)

Step 4: Read the **Important Notes**. When you are ready, select the **Proceed to Payment** button.

Figure 6.2.15-2: Important Notes and Proceed to Payment button



Step 5: Select one of the payment methods.

Step 6: Select the **Continue** button.

Figure 6.2.15-3: Pay.gov system payment method



Step 7: Depending upon which payment method you chose in the previous screen, enter your payment account information. Figure 6.2.15-4 shows the checking account information screen for example only.

Step 8: Enter your account information and select **Continue**.

Figure 6.2.15-4: Pay.gov account information screen

The screenshot shows the Pay.gov interface for entering account information for a USCIS I-90 payment. The page title is "USCIS I-90" and the instruction is "Please enter checking or savings account information below." A note indicates that an asterisk (*) denotes required fields. The form includes the following fields and values:

- Agency Tracking ID: 4145F74D6AB37E
- Payment Amount: \$ 540
- Account Holder Name: Test
- Account Type: Business Checking
- Routing Number: 026946783
- Account Number: 9243767390
- Check Number: 234
- Routing Number (input): 04202020
- Account Number (input): 123123321
- Confirm Account Number (input): 123123321

At the bottom of the form, there are three buttons: "Previous", "Cancel", and "Continue". A red box highlights the input fields, and a red arrow points from a "Step 8" label to the "Continue" button.

Step 9: Verify that your payment information is correct. If you need to make changes, select the **Previous** link to go back to the previous screen and make any corrections.

Step 10: When you have verified your payment information is correct, read the **Authorization and Disclosure Statement** (be sure to scroll to the bottom to read the entire statement) and check the **I agree to the Pay.gov authorization and disclosure statement** box.

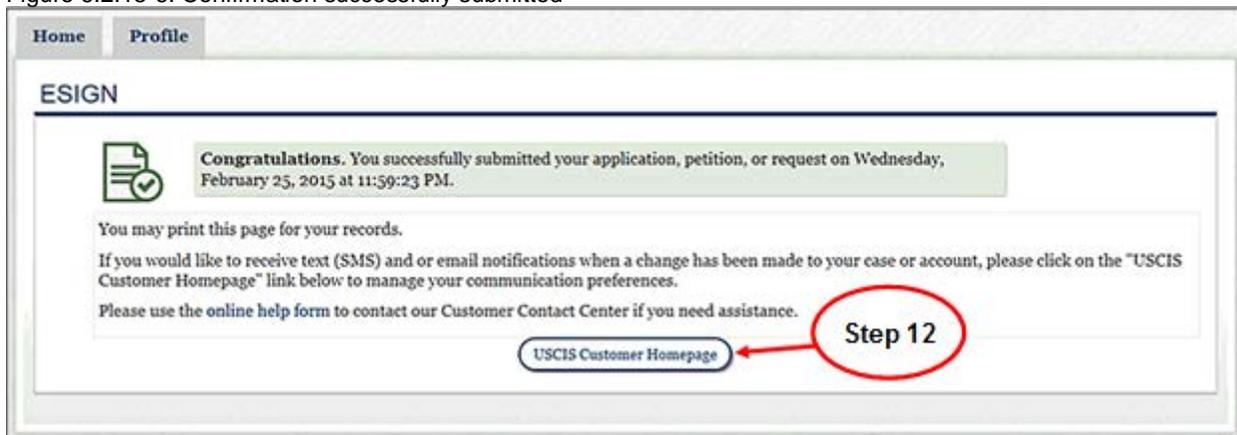
Step 11: Select the **Submit** button.

Figure 6.2.15-5: Review and submit payment

The screenshot displays the 'USCIS I-90' review and submission interface. At the top left is the U.S. Citizenship and Immigration Services logo, and at the top right is the Pay.gov logo. The main heading is 'USCIS I-90' followed by 'Review and submit payment' and a note '* indicates required fields'. The payment details section includes: Agency Tracking ID: 1520088DAD8B17, Payment Amount: \$540.00, Payment Method: ACH Debit, Account Holder Name: Gibson, Account Type: Business Checking, Routing Number: 042000424, and Account Number: *****3123. Below this is the 'Authorization and Disclosure Statement' section, which contains a scrollable text area with the title 'Authorization and Disclosure--Consumers and Businesses' and a checkbox for 'I agree to the Pay.gov authorization and disclosure statement.' At the bottom, there are three buttons: 'Previous', 'Cancel', and 'Submit'. Red annotations highlight 'Step 9' pointing to the payment details, 'Step 10' pointing to the disclosure statement, and 'Step 11' pointing to the 'Submit' button.

Step 12: Once you submit payment, you will see the confirmation that you successfully paid for Form I-90. You may return to the homepage by selecting the **USCIS Customer Homepage** button at the bottom of the confirmation page.

Figure 6.2.15-6: Confirmation successfully submitted



Note: Once you submit your case, you will not be able to make changes to your account profile while a USCIS officer is reviewing your application, petition or request.

Step 13: Once you submit your case, you can find updates under **Recent Notices** on your **Home** tab.

Figure 6.2.15-7: Recent Notices



Note: After you receive your **Receipt Notice**, you will receive an **ASC Appointment Notice** (see example below) to appear at a USCIS Application Support Center (ASC). You must attend and provide biometric information such as a passport-style photograph, signature, and fingerprints. You may also receive a Request for Evidence (RFE).

Figure 6.2.15-8 ASC Appointment Notice example

	U.S. Citizenship and Immigration Services	U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Choose an Office. Choose an Address. Choose an Address.
---	--	--

ASC Appointment Notice

Name: Click here to enter text.	Date: Click here to enter a date.
Receipt Number: Click here to enter text.	A Number: Click here to enter text.
Form Type: Click here to enter text.	Code: Choose an item.

In order to process your application, USCIS must capture your biometrics. Please appear at the below Application Support Center on [Click here to enter a date.](#) at [Choose an item.](#)

USCIS
 Manhattan, NY ASC
 201 Varick Street Suite 1023
 New York, NY 10014
[Take the uptown #1 train to Houston Street](#)

You must bring the following with you when you go to the ASC;

- 1) This notice, and
- 2) Photo identification. If you have a Lawful Permanent Resident card, you must bring it with you to the appointment. All other customers must bring a passport, driver's license, national ID, military ID, or a State issued photo ID.

If you appear without proper ID your biometrics may not be taken.

Cell phones, cameras, or other recording devices are not permitted.

If you have any questions about your case please contact our National Customer Service Center at 1-800-375-5283.

SISO – NYC

NYC – CSU
Rev. 4/2016

6.3 Checking The Status of Your Cases

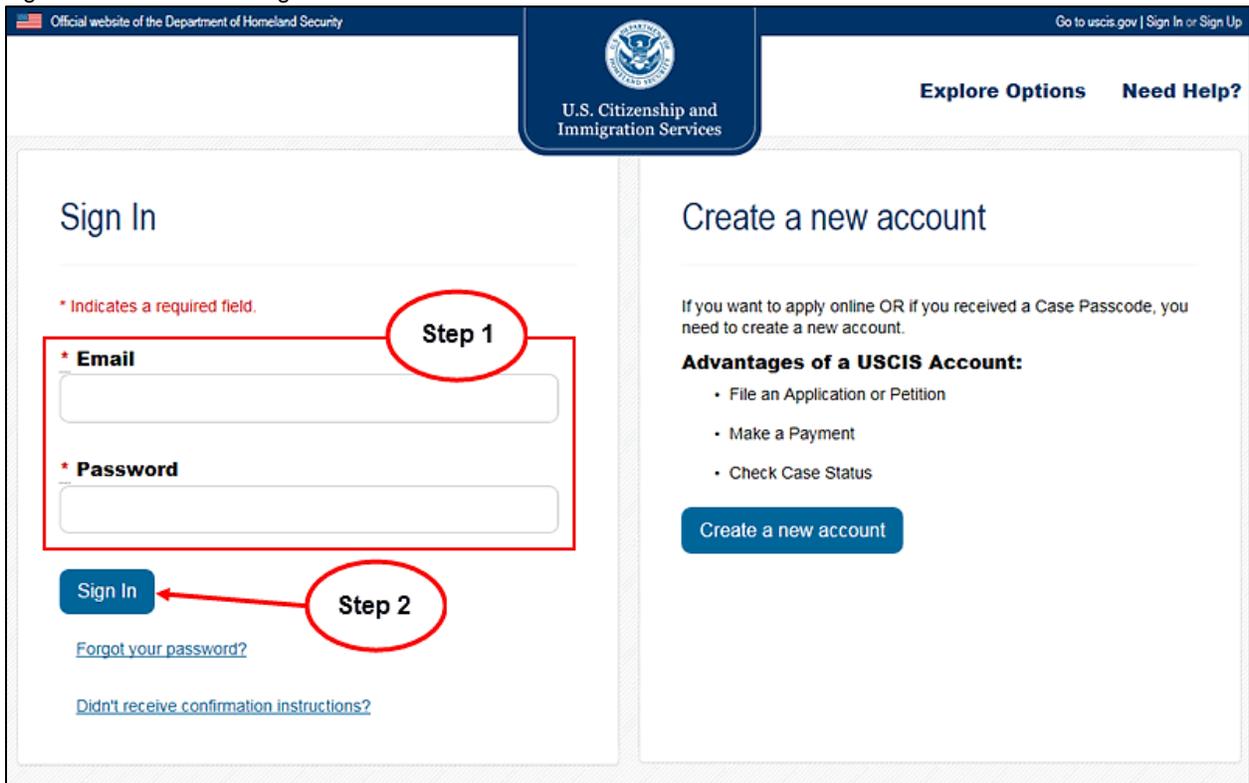
On the Customer Home Page, you can review your receipt number, check the status of your case, read your status messages, and review your case documents.

Follow the instructions below to log in to your account to check the case status and case documents.

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

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

Figure 6.3-1: Customer Sign In



Step 3: In the **Recent Cases** section, open the case you want to review by selecting the **View Case Details** button at the bottom to review the case information and document links.

Figure 6.3-2: Receipt and case documents

Recent Cases

<p>Receipt Number: N/A</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Draft Created Date: 02/25/2015</p> <p>Received As: EFile</p> <p>Status: Draft</p> <p>Status Message: In Process</p> <p>Pending Action: None</p> <p>Draft Expiration Date: 03/28/2015</p> <p>Continue Draft</p>	<p>Receipt Number: IOE0394518688</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Case Received Date: 02/25/2015</p> <p>Received As: EFile</p> <p>Status: In Process</p> <p>Status Message: Your benefit request has been accepted and is under review.</p> <p>Pending Action: None</p> <p>View Case Details for IOE0394518688</p>
--	---

Note: You may see more than one case if you previously filed an application, petition or request online. Otherwise, you will only see the application, petition or request you recently filed. Write down the receipt number for your case to use later.

6.4 Responding to a Request for Evidence (RFE)

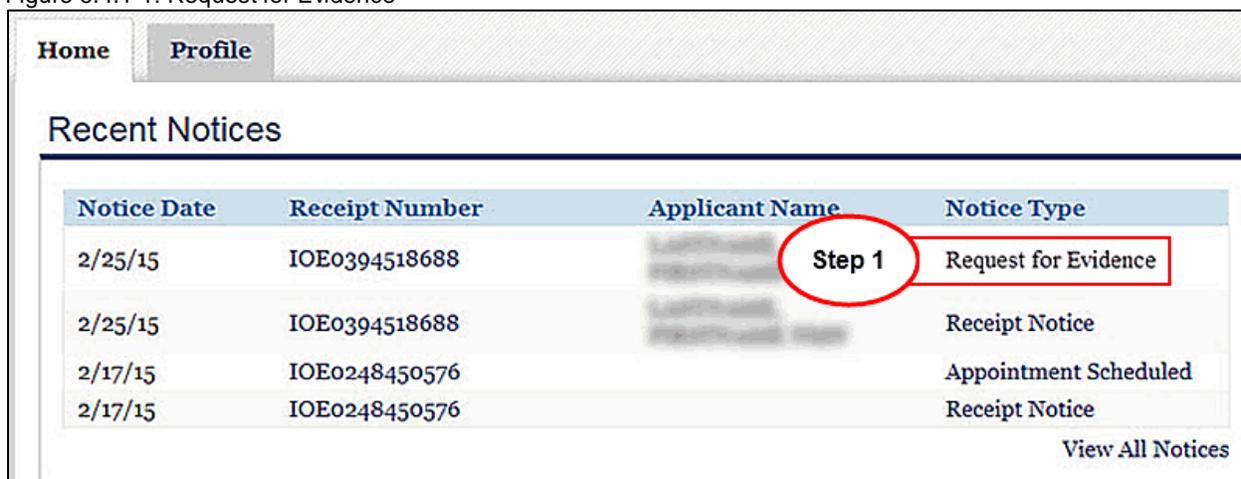
This section provides instructions on how to respond to a **Request for Evidence (RFE)**. USCIS may ask you for additional information such as proof of residence, identity/travel documents, or employment verification. You will be notified by email or text message if you need to respond to an RFE. In order to respond to an RFE, you will need to log in to the online filing portal. The RFE notice will appear in the **Recent Notices** section on your Home tab.

6.4.1 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 6.4.1-1: Request for Evidence

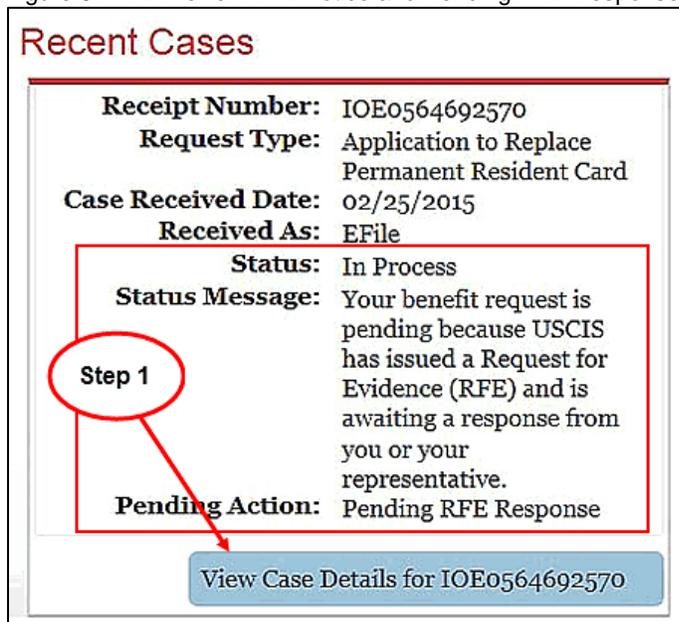


Notice Date	Receipt Number	Applicant Name	Notice Type
2/25/15	IOE0394518688	[REDACTED]	Request for Evidence
2/25/15	IOE0394518688	[REDACTED]	Receipt Notice
2/17/15	IOE0248450576	[REDACTED]	Appointment Scheduled
2/17/15	IOE0248450576	[REDACTED]	Receipt Notice

[View All Notices](#)

Step 2: In the **Recent Cases** section, review the **Status**, **Status Message**, and **Pending Action** of the case. Select the **View Case Details** button at the bottom and continue to next section.

Figure 6.4.1-2: Review RFE notice and Pending RFE Response



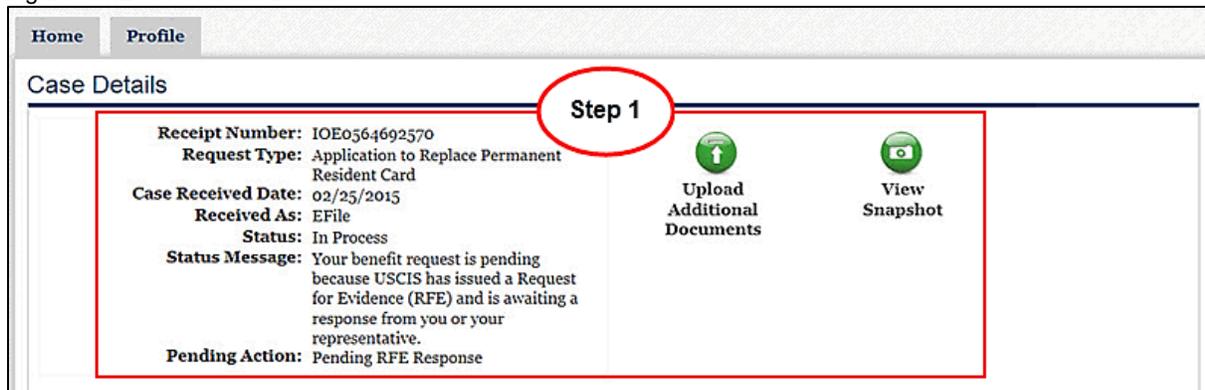
Note: Always review your **Status Message** to see the reason for your case status. The status message will also help you know how to proceed.

6.4.2 Respond to an RFE and Uploaded Evidence

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

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

Figure 6.4.2-6.4-1: Case Details



Step 2: Select **Uploaded Evidence** to see the evidence already associated with your case. Expand and review the following sections:

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

Figure 6.4.2-6.4-2: Uploaded Evidence

The screenshot shows the USCIS online filing interface. At the top, there are tabs for 'Home' and 'Profile'. Below is the 'Case Details' section with the following information:

- Receipt Number: IOE0564692570
- Request Type: Application to Replace Permanent Resident Card
- Case Received Date: 02/25/2015
- Received As: EFile
- Status: In Process
- Status Message: Your benefit request is pending because USCIS has issued a Request for Evidence (RFE) and is awaiting a response from you or your representative.
- Pending Action: Pending RFE Response

To the right of this information is an 'Upload Additional Documents' button with an upward arrow icon.

Below the case details is the 'Request for Evidence (RFE)' section. It contains instructions: 'You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, you must submit requested evidence in accordance with 8 CFR 103.2(b)(13). If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" required to accept or review such documents when making a decision on your case.'

A table lists the RFE details:

RFE ID	Issued On	Respond By	RFE Status
10000624	02/25/2015	05/23/2015	Requested

A red circle labeled 'Step 2' points to the 'Uploaded Evidence' link below the RFE table.

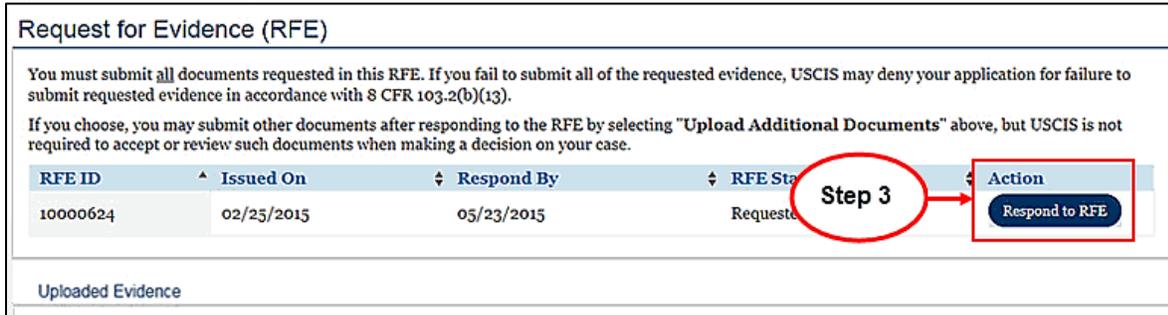
The 'Uploaded Evidence' section is expanded to show two categories:

- EVIDENCE UPLOADED IN RESPONSE TO A REQUEST FOR EVIDENCE**: This section shows a table with columns for RFE ID, File Name, File Upload Date, Category, and Uploaded By. The table is currently empty, displaying 'No data available in table'.
- CASE UPLOADED EVIDENCE**: This section shows a table with columns for File Name, File Upload Date, Category, and Uploaded By. It contains one entry:

File Name	File Upload Date	Category	Uploaded By
USCIS ELIS Training_Participant Resources.pdf	02/17/2015	Identity/Travel Documents	FIRSTNAME LASTNAME

Step 3: Select the **Respond to RFE** button under the **Action** heading.

Figure 6.4.2-6.4-3: Respond to RFE button



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 due date and check your RFE status.

6.4.3 Upload Evidence Files to Respond to an RFE

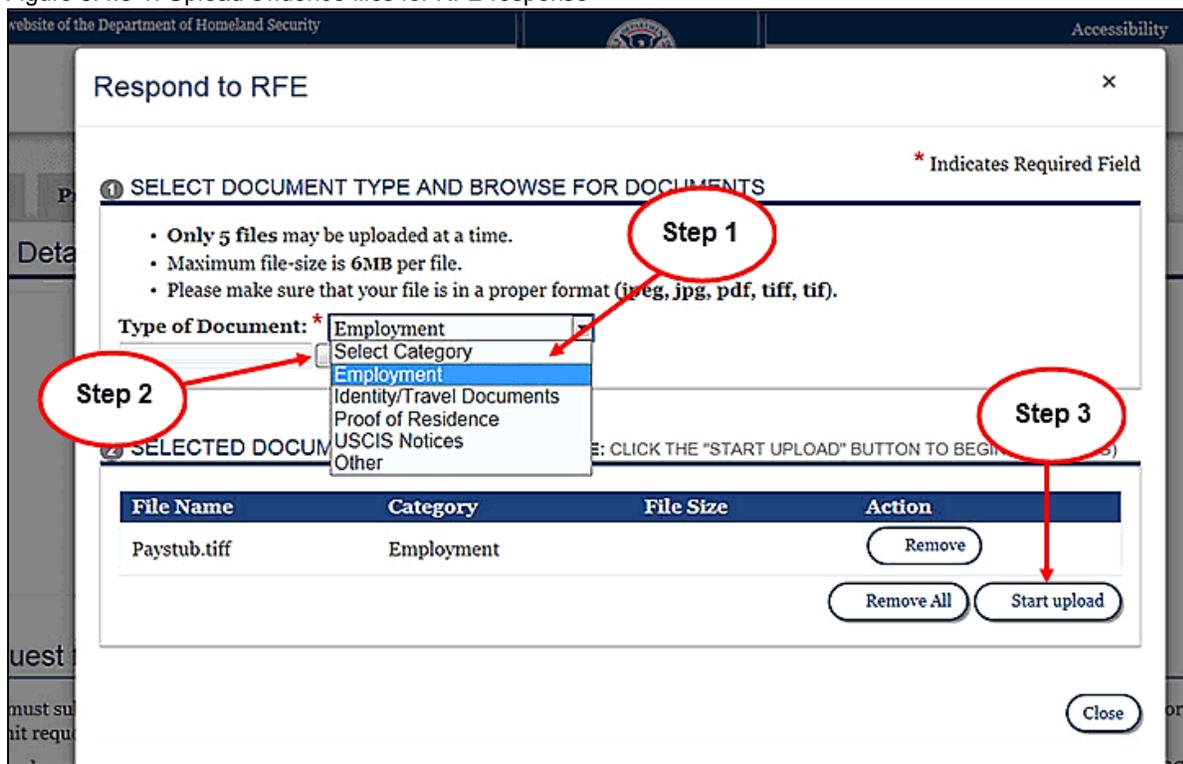
This section provides instructions for uploading evidence files to respond to an RFE.

Step 1: Select the document type from the **Type of Document** drop-down menu. "Employment" is selected in Figure 6.4.3-1 as an example.

Step 2: Select **Browse** (below the Type of Document drop-down) to find and select the appropriate file.

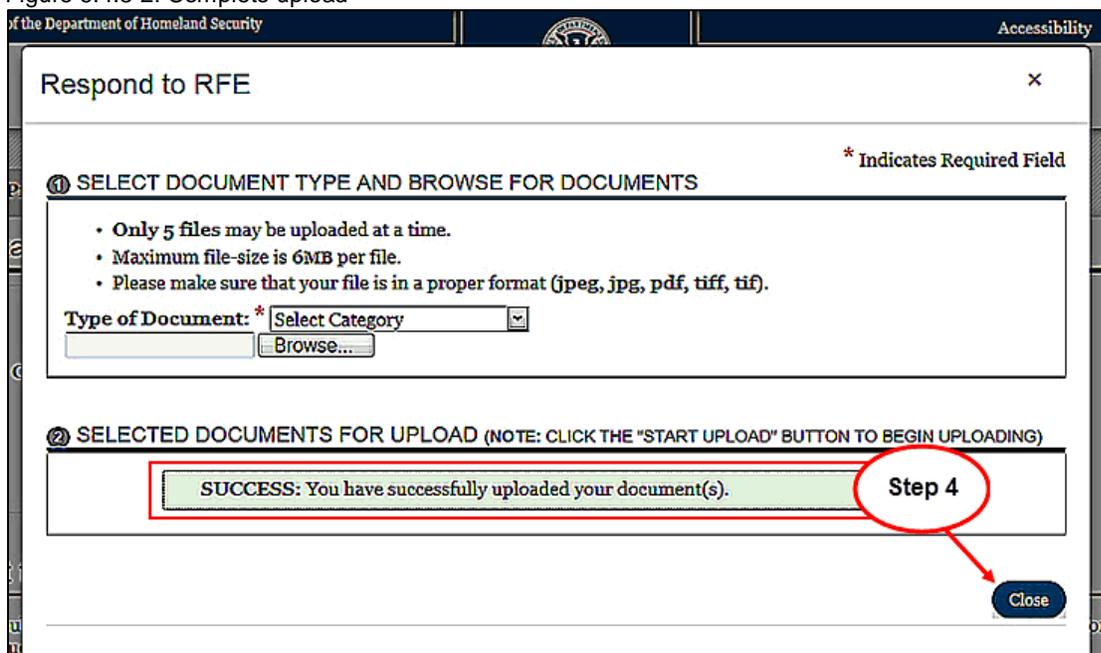
Step 3: Select **Start upload**.

Figure 6.4.3-1: Upload evidence files for RFE response



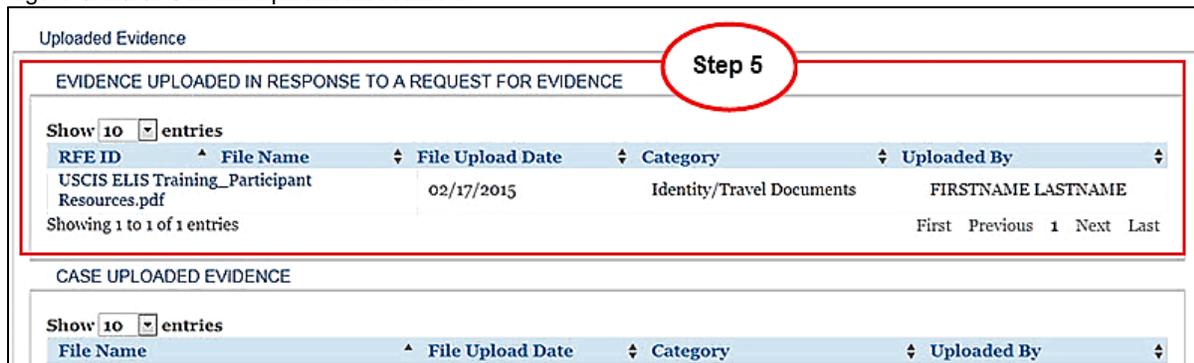
Step 4: After you upload your documents, review the confirmation message and close the **Respond to RFE** pop-up screen.

Figure 6.4.3-2: Complete upload



Step 5: Confirm the uploaded file record in the **Evidence Uploaded in Response to a Request for Evidence** section.

Figure 6.4.3-3: Confirm uploaded document

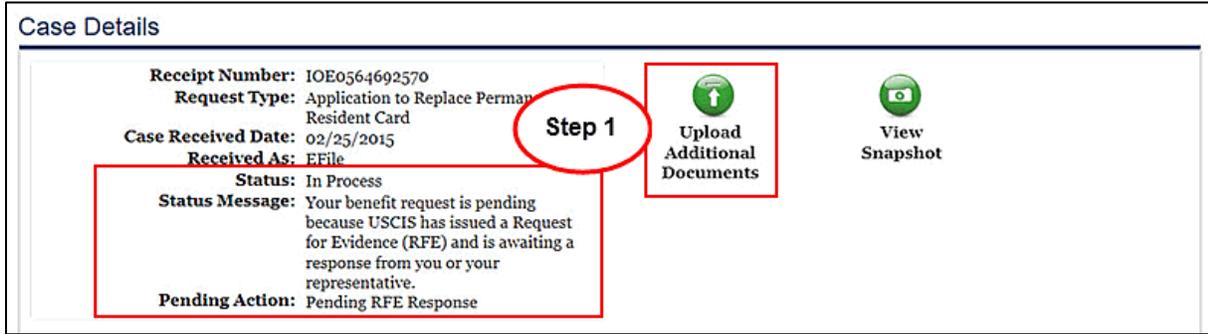


6.4.4 Upload Additional Documents

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

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

Figure 6.4.4-1: Upload Additional Documents



Step 2: Select the type of document to upload and browse your computer files for the appropriate document.

Step 3: Verify the file name under **SELECTED DOCUMENTS FOR UPLOAD** and then select the **Start Upload** button.

Figure 6.4.4-2: Document Type and Browse

✕
Upload Additional Documents

YOU MAY UPLOAD ANY ADDITIONAL EVIDENCE TO SUPPORT YOUR CASE.
Please note: USCIS is not required to accept or review this additional evidence if you were required to submit it with your application, petition, or request or if you are not responding to a Request for Evidence.

* Indicates Required Field

1 SELECT DOCUMENT TYPE AND BROWSE FOR DOCUMENTS

- Only 5 files may be uploaded at a time.
- Maximum file-size is 6MB per file.
- Please make sure that your file is in a proper format (jpeg, jpg, pdf, tiff, tif).

Type of Document: * Identity/Travel Documents ▾

Step 2

2 SELECTED DOCUMENTS FOR UPLOAD (NOTE: CLICK THE "START UPLOAD" BUTTON TO BEGIN UPLOADING)

File Name	Category	File Size	Action
I-90 App PDF FirstName LastName.pdf	Identity/Travel Documents		<input style="border: 1px solid gray; border-radius: 3px 3px 0 0;" type="button" value="Remove"/>

Step 3

Step 4: Read the success message. Select the **Close** button.

Figure 6.4.4-3: Success message and Close button

The screenshot displays a web interface for document upload. At the top right, a legend indicates that an asterisk (*) denotes a required field. The interface is divided into two main sections:

- Section 1: SELECT DOCUMENT TYPE AND BROWSE FOR DOCUMENTS**
 - Instructions: Only 5 files may be uploaded at a time; Maximum file-size is 6MB per file; Please make sure that your file is in a proper format (jpeg, jpg, pdf, tiff, tif).
 - Form: "Type of Document:" with a required dropdown menu labeled "Select Category" and a "Browse..." button.
- Section 2: SELECTED DOCUMENTS FOR UPLOAD (NOTE: CLICK THE "START UPLOAD" BUTTON TO BEGIN UPLOADING)**
 - Success Message: A green box with a red border contains the text "SUCCESS: You have successfully uploaded your document(s).". A red circle labeled "Step 4" points to this message.
 - Action: A "Close" button is located at the bottom right of the interface, with a red arrow pointing to it from the "Step 4" circle.

6.5 Responding to a Closed Case

After you respond to an RFE, you will not be able to access your application, petition or request while it is being processed. Review your status messages to determine where your application, petition or request is in the process.

If your case **Status** is "Closed," then USCIS has made a decision on your case. You must read the **Status Message** to see if your case has been approved or denied.

If your case has been approved, you will receive your proof of benefit (if you filed a Form I-90, the proof of benefit is your Permanent Resident Card, also known as a "Green Card") in the mail.

If your case has been denied, you will need to review your recent notices to determine if you can file an appeal of the decision.

6.5.1 Closed Approved Case Notice

To review your case's status, check the **Recent Cases** section on the **Home** tab. If your Status is "Closed," then USCIS has made a decision on your case. Read the **Status Message** to confirm the status details.

Figure 6.5.1-1: Closed case

The screenshot shows the 'Profile' tab of the USCIS online filing system. It features a 'Recent Notices' table and a 'Recent Cases' section. The 'Recent Cases' section is highlighted with a red border and contains the following details for a closed case:

- Receipt Number:** IOE0266226905
- Request Type:** Application to Replace Permanent Resident Card
- Case Received Date:** 03/09/2015
- Received As:** EFile
- Status:** Closed
- Status Message:** USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you.
- Pending Action:** None

Below the case details is a button labeled 'View Case Details for IOE0266226905'. To the right of the case details is a 'Create New Case' button and a background image of people holding American flags.

Notice Date	Receipt Number	Applicant Name	Notice Type
3/9/15	IOE0266226905	[REDACTED]	Appointment Scheduled
3/9/15	IOE0266226905	[REDACTED]	Receipt Notice

[View All Notices](#)

6.5.2 Closed Denied Case Notice

Read the instructions below for a denied case notice.

Step 1: Review your **Recent Cases**. If your **Status** says “Closed,” read the **Status Message**. If you wish to file an administrative appeal, and appeals are permitted for your request type, please see your Denial Notice for additional information and instructions on how to file an administrative appeal.

Step 2: Select the **Denial Notice** link located in your **Recent Notices** section to determine if you can file an administrative appeal.

You cannot appeal the denial of a Form I-90.

Figure 6.5.2-1: Denied case

The screenshot shows the USCIS online filing interface. At the top, there are tabs for 'Home' and 'Profile'. Below this, there are four main sections: 'Recent Notices', 'Recent Cases', 'Actions', and 'Links'.

Recent Notices: A table with columns: Notice Date, Receipt Number, Applicant Name, and Notice Type. The first row shows a 'Denial Notice' for receipt number IOE0620139276 dated 2/23/15. A red box highlights the 'Denial Notice' link, with a red circle and the text 'Step 2' next to it.

Recent Cases: A section showing details for a case with receipt number IOE0620139276. The 'Status' is 'Closed'. A red box highlights the 'Status: Closed' and the 'Status Message' (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)). A red circle and the text 'Step 1' are next to this box.

Actions: A list of links including 'Manage My Contact Preferences, Change my Addresses', 'View All My Cases', and 'Review and E-sign the Request Drafted by Your Legal Representative'.

Links: A list of links including 'Avoid Scams | USCIS', 'Change of Address', 'E-Request', 'Email us for Help', 'Form I-90 General Information', and 'How Do I Customer Guides | USCIS'.

At the bottom of the 'Recent Cases' section, there is a button that says 'View Case Details for IOE0620139276'.

6.6 Representatives

If a customer is represented by an attorney or accredited representative recognized under section 292 of Title 8 of the Code of Federal Regulations, the representative can file a Form I-90 on the customer’s behalf. The following sections outline the process for a representative to log in to and use Online Filing.

6.6.1 Account Creation for a Representative

As a representative, you must first create an account in order to file the Form I-90 for your client (see [Section 4.1: Setting up a USCIS online account](#)).

6.6.2 Representative Profile

When you log in to Online Filing, you will see four tabs at the top of the screen: **Home**, **Draft Cases**, **Terminated Cases**, and **Profile**.

Figure 6.6.2-1: Four tabs



6.6.2.1 Online Access Code

As a representative, you may create your own representative account. If you have never filed a case online for a client but have filed a paper Form I-90 and Form G-28, you may receive an Online Access Code. This code will allow you to access cases you previously filed through a USCIS Lockbox. You cannot access Online Filing until you have created a USCIS online account.

Step 1: If you received a code, check the Online Access Code box.

Figure 6.6.2.1-1: Online Access Code checkbox

Step 2: Select **Attorney** or **Accredited Representative**.

Step 3: Enter your **Online Access Code**.

Figure 6.6.2.1-2: Submit Online Access Code

Note: If you do not use your Online Access Code to log in within 90 days of receiving it, it will expire. If this occurs, you must call the National Customer Service Center (NCSC) at (800) 375-5283 or (800) 767-1833 (TTY) for assistance to request a new Online Access Code.

Step 4: If you select **Attorney**, enter your **Bar Number** or check the box as appropriate and select **Submit**.

Figure 6.6.2.1-3: Bar Number

* Indicates Required Field

Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.

Online Access Code

If you received an online access code in the **USCIS Account Acceptance Notice** sent to you, please enter that online access code below to access and review your client's application, petition, or request.

Please indicate if you are an attorney or an accredited representative.*

Attorney*

Accredited Representative*

Online Access Code*

Bar Number*

I do not have a Bar Number

Step 4

For security reasons, USCIS ELIS will never send your **online access code** via email or SMS/text messages.

When you enter a valid **online access code**, you will access your client's case on a read-only basis. You will not be able to make changes to your client's application, petition, or request.

Step 5: If you select **Accredited Representative**, enter the **Date Accreditation Expires** and select **Submit**.

Figure 6.6.2.1-4: Accreditation expiration date

* Indicates Required Field

Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.

Online Access Code

If you received an online access code in the **USCIS Account Acceptance Notice** sent to you, please enter that online access code below to access and review your client's application, petition, or request.

Please indicate if you are an attorney or an accredited representative.*

Attorney*

Accredited Representative*

Online Access Code*

Date Accreditation Expires*

Step 5

For security reasons, USCIS ELIS will never send your **online access code** via email or SMS/text messages.

When you enter a valid **online access code**, you will access your client's case on a read-only basis. You will not be able to make changes to your client's application, petition, or request.

6.6.3 Completing the Representative Profile

Step 1: Enter your name in the **Family Name**, **Given Name**, and **Middle Name** fields. If you do not have a given name or you do not have a middle name, check the box below the field as appropriate.

Figure 6.6.3-1: Representative Name

Step 2: Enter a valid **Email Address**, **Daytime Telephone Number**, **Mobile Telephone Number**, and **Fax Number**. Provide accurate and up-to-date contact information. USCIS will use this information to contact you if necessary.

Figure 6.6.3-2: Representative Contact

Step 3: Select the **Attorney** or **Accredited Representative** checkbox.

Figure 6.6.3-3: Representative eligibility

Step 4: Once you have indicated whether you are an attorney or accredited representative, complete all other required eligibility information.

- a. If you are an **attorney**, fill in the attorney eligibility information.

Figure 6.6.3-4: Attorney selected

Eligibility Information

I am an: *

Attorney
 Accredited Representative

Eligibility Information

I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest court(s) of the following State(s), possession(s), territory(ies), commonwealth(s), or the District of Columbia.

Name of Law Firm* **Step 4a**

Bar Number
Licensing Authority*

Are you subject to any order of any court or administrative agency debarring, suspending, enjoining, restraining, or otherwise restricting you in the practice of law?*

- b. If you are an **accredited representative**, fill in the appropriate eligibility information.

Figure 6.6.3-5: Representative selected

Eligibility Information

I am an: *

Attorney
 Accredited Representative

Eligibility Information

Step 4b

I am an accredited representative of a nonprofit religious, charitable, social service, or similar organization established in the United States, so recognized by the Department of Justice, Board of Immigration Appeals under 8 CFR 292.2.

Please provide the name of the organization and the expiration date of the accreditation below:

Name of Recognized Organization*

Date Accreditation Expires

Step 5: Enter your **Street Number and Name**, **Country**, **City/Town**, **State**, and **ZIP Code**. If you want someone other than yourself to receive mail from USCIS at this address, enter the name of that person in the **In Care of Name** field.

Figure 6.6.3-6: Mailing Address

The screenshot shows a form titled "Mailing Address". A red circle highlights the text "Step 5" in the top right corner. The form contains several input fields: "In Care of Name" (a text box), "Street Number and Name*" (a text box), "Apt/Ste/Flr" (a dropdown menu), "Apt/Ste/Flr Number" (a text box), "Country*" (a dropdown menu showing "United States"), "City/Town*" (a text box), "State*" (a dropdown menu showing "Select"), and "ZIP Code*" (a text box).

Step 6: Once you complete the Mailing Address section, USCIS compares the address you entered with the U.S. Postal Service database. If the address you entered is found in the database, the **Mailing Address Preference** window (Figure 6.6.3-7) appears. Indicate your mailing address preference by selecting the appropriate button at the bottom of the pop-up screen.

Figure 6.6.3-7: Mailing Address Preference

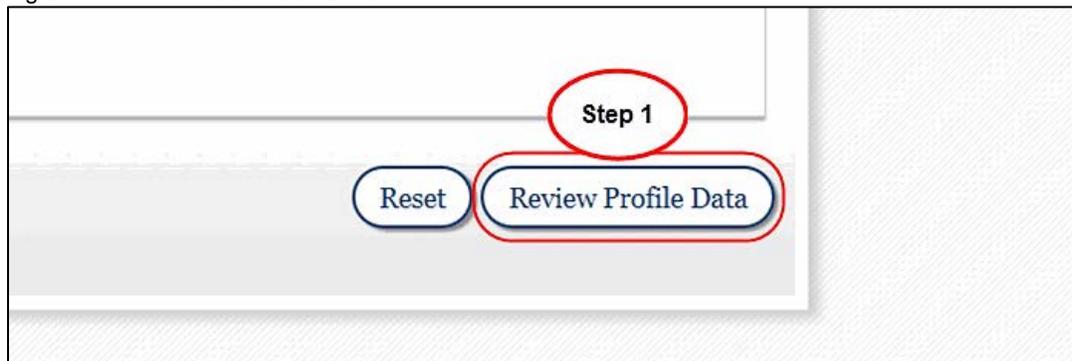
The screenshot shows a pop-up window titled "Mailing Address Preference". It contains the following text: "The U.S. Postal Service (USPS) has updated your address using the USPS format to ensure that your mail is delivered correctly." Below this, it says "Please select the Mailing Address preference you would like to use:". There are two columns of information. The left column is titled "USPS STANDARDIZED POSTAL ADDRESS" and "Provided by USPS". It asks "USPS found an address matching your entry, do you want to use this address instead?" and shows the address "425 MASSACHUSETTS AVE NW APT 602 WASHINGTON, DC 20001-7622". The right column is titled "ORIGINAL POSTAL ADDRESS ENTERED" and "Provided by User". It shows the address "425 Massachusetts Ave, APT. 602 Washington, DC 20001". At the bottom, there are two buttons: "Select USPS Standardized Postal Address" and "Select Original Postal Address Entered". A red circle highlights the text "Step 6" in the center of the window.

6.6.4 Account Create Snapshot

Once you have completed your profile, you can view a snapshot of the information. This section provides instructions on how to view your account profile snapshot.

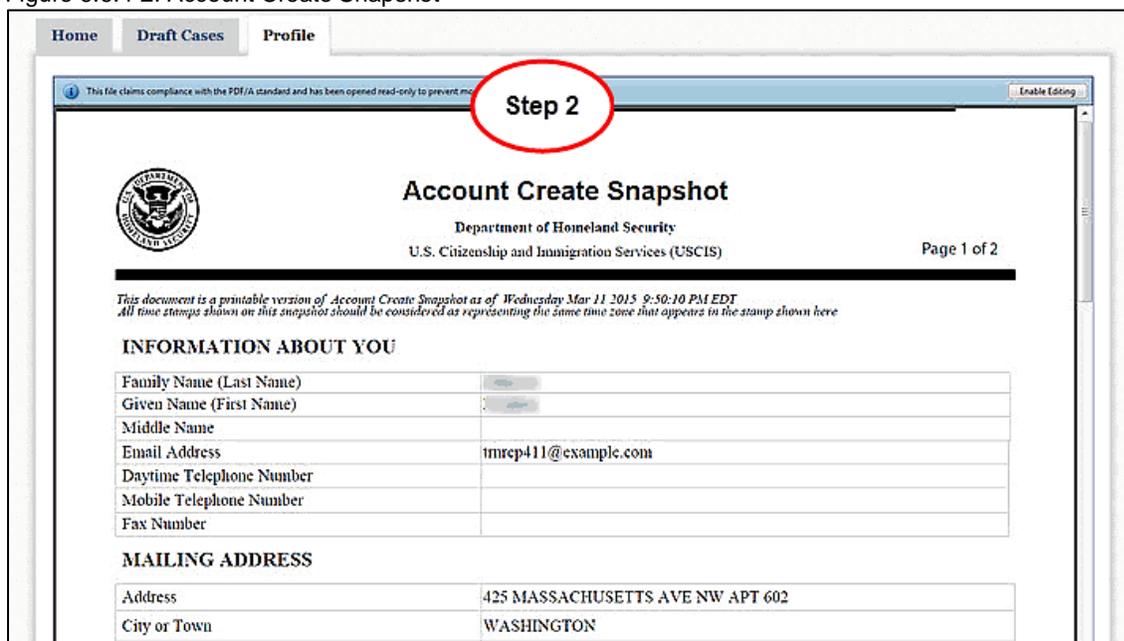
Step 1: Select the **Review Profile Data** button below the **Mailing Address Section**.

Figure 6.6.4-1: Review Profile Data



Step 2: Review the **Account Create Snapshot**.

Figure 6.6.4-2: Account Create Snapshot



Step 3: Select the **Continue to E-Signature** button.

Figure 6.6.4-3: Continue to E-Signature



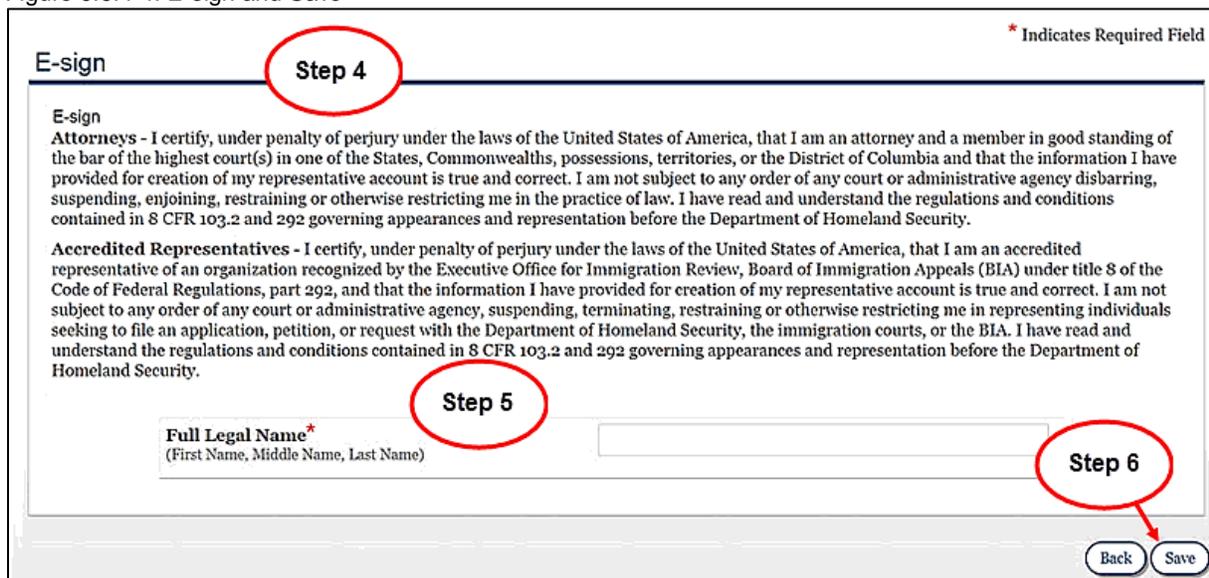
The **E-sign** screen displays the E-Signature Attestation and USCIS Privacy Act Statement.

Step 4: Read the **E-Sign** section information.

Step 5: Enter your **Full Legal Name**.

Step 6: Select the **Save** button.

Figure 6.6.4-4: E-sign and Save



6.6.5 Form I-90 Creation by a Representative

As a representative, you can complete a Form I-90 on behalf of an applicant.

Once you complete your account profile, you can create a new case in order to complete a Form I-90 on behalf of an applicant.

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

Figure 6.6.5-1: Create New Case

The screenshot shows the official website of the Department of Homeland Security, specifically the U.S. Citizenship and Immigration Services (USCIS) portal. The top navigation bar includes 'Home', 'Draft Cases', 'Terminated Cases', and 'Profile'. The 'Home' tab is selected. Below the navigation bar, there are three main sections: 'Recent Notices', 'Recent Draft Cases', and 'Recent Submitted Cases'. The 'Recent Notices' section contains a table with columns for 'Notice Date', 'Receipt Number', 'Client Name', and 'Notice Type', and a message 'No data available in table'. The 'Recent Draft Cases' section contains a table with columns for 'Client Name', 'Request Type', 'Last Updated Date', 'Expiration Date', 'Status', and 'Actions'. The 'Recent Submitted Cases' section is partially visible at the bottom. On the right side, there is a 'Search for Client' section with a dropdown menu for 'Search By' (set to 'Client Last Name') and a text input field for 'Client Last Name'. A red circle highlights the 'Step 1' text, and a blue button labeled 'Create New Case' is visible below it.

Step 2: Select the **Application, petition or request to Replace Permanent Residence Card (I-90)** checkbox.

Step 3: Select the **Next** button to proceed to Form G-28.

Figure 6.6.5-2: Select request

The screenshot shows the USCIS online filing interface. At the top, there is a header with the text "Official website of the Department of Homeland Security" and "U.S. Citizenship and Immigration Services". There are also links for "Accessibility", "Plug-ins", "Log Out", and "Contact". Below the header, there are navigation tabs: "Home", "Draft Cases", "G-28 Terminated Cases", and "Profile". The main content area is titled "SELECT A REQUEST *" and includes a search box with the placeholder text "Type here to filter requests below ...". There are two radio button options: "Pay USCIS Immigrant Fee" and "Application to Replace Permanent Resident Card (I-90)". The "Application to Replace Permanent Resident Card (I-90)" option is selected and highlighted with a red box. A red circle labeled "Step 2" is around the text "Application to Replace Permanent Resident Card (I-90)". At the bottom right, there are two buttons: "Cancel" and "Next". A red circle labeled "Step 3" is around the "Next" button, with an arrow pointing to it.

6.6.5.1 Form G-28 Data Entry

Before you can begin an applicant's Form I-90, you must complete a **Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative**.

The Form G-28 is automatically filled with data from your account **Profile** including your name, contact information, address, and most of the eligibility sections. Verify that the correct information displays in the form.

If the information is not correct or you need to update the required fields, you may go to your account **Profile** and update your information.

Note: If you update your **Profile** at this point, you will need to restart the process of creating a new Form I-90 case ([Section 6.6.5: Form I-90 Creation by a Representative](#)).

Step 1: Select the type of individual you are representing. Then enter the customer's name, A-Number, email address, and current mailing address.

Once you complete all the mailing address fields, USCIS compares the address you entered with the U.S. Postal Service (USPS) addresses database and a pop-up box titled **Mailing Address Preference** will appear

Figure 6.6.5.1-1: Enter applicant information

Form G-28
Instructions - Burden
Disclosure Notice

Save Draft Exit

⇒ **Form G-28**
I-90 Application
Upload Evidence
Review Form G-28
E-sign Form G-28
Review I-90
Attestation/
Acknowledgement
E-sign I-90

Notice of Appearance as Attorney or Accredited Representative

I enter my appearance as attorney or accredited representative at the request of: (Select only one)*
 Applicant Petitioner Requestor

Step 1

Information About Applicant, Petitioner, or Requestor

Family Name (Last Name)* Given Name (First Name)* Middle Name*

I do not have a given name (first name) I do not have a middle name

Name of Company or Organization (if applicable)

USCIS ELIS Account Number (if any)

Alien Registration Number (A-Number)* A-

Daytime Telephone Number

Mobile Telephone Number

Email Address*

Mailing Address of Applicant, Petitioner, or Requestor

Street Number and Name* Apt/Ste/Flr Apt/Ste/Flr Number
 Select

Country*
 United States

City/Town* State* ZIP Code*
 Select

Step 3: Complete the **Additional Representative Information** section as appropriate. If no law student will be working on this application, petition or request, select **No** in the drop-down menu and skip to Step 4.

If one or more law students will be working on this application, petition or request, select **Yes** in the drop-down menu and complete the **ADD LAW STUDENT** subsection. Up to 10 law/graduate students can be added.

Figure 6.6.5.1-2: Law student information

Additional Representative Information

Will a law student(s) or law graduate(s) be working on this application, petition, or request under the direct supervision of the attorney or accredited representative of record on this application, petition, or request? *

Yes ▼

Step 3

ADD LAW STUDENT

Family Name (Last Name) Given Name (First Name) Middle Name

I do not have a given name (first name) I do not have a middle name

LAW STUDENTS ASSOCIATED WITH THE APPLICATION, PETITION, OR REQUEST

Show entries

Family Name	Given Name	Middle Name	Action
No data available in table			

Showing 0 to 0 of 0 entries First Previous Next Last

Step 4: Select Continue to I-90 Application

Figure 6.6.5.1-3: Continue to I-90 Application

Additional Representative Information

Will a law student(s) or law graduate(s) be working on this application, petition, or request under the direct supervision of the attorney or accredited representative of record on this application, petition, or request? *

Select ▼

Step 4

6.6.5.2 Form I-90 Data Entry and Evidence Upload

Once you have completed Form G-28, you can open a Form I-90 application for your client (see [Section 6.1: Completing Form I-90](#) for detailed instructions).

Form I-90 will be prefilled with the data from Form G-28 (Fig 6.6.5.2.1). The Preparer section of the form will contain your data from your account profile. You can edit the information if needed.

Figure 6.6.5.2-1: Form I-90 for Applicant

Form I-90

OMB No. 1615-0082
Expires 10/31/2017
* Indicates Required Field

Form I-90
Instructions - Burden Disclosure Notice

APPLICATION FEES:

Filing: \$455
Biometric Services: \$85
Total: \$540

Form G-28
⇒ **I-90 Application**

- My Status
- Account
- Name
- Mailing Address
- Physical Address
- Contact
- Additional
- Processing
- Preparer
- Interpreter
- Upload Evidence
- Review Form G-28
- E-sign Form G-28
- Review I-90
- Attestation/Acknowledgement
- E-sign I-90

My Status is * ?

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

Reason for Application *

- My previous card has been lost, stolen, or destroyed.
- My previous card was issued but never received.
- My existing card has been mutilated.
- My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
- My name or other biographic information has been legally changed since the issuance of my existing card.
- My existing card has already expired or will expire within six months.
- I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I have reached my 14th birthday and am registering as required. My existing card will expire BEFORE my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I am a permanent resident who is taking up commuter status.
- I am a commuter who is taking up actual residence in the United States.
- I have been automatically converted to permanent resident status.
- I have a prior edition of the Alien Registration Card, or I am applying to replace my current Permanent Resident Card for a reason that is not specified above.

Account

Alien Registration Number (A-Number)*

USCIS ELIS Account Number (if any)

Your Full Name

6.6.5.3 Review G-28 Snapshot PDF

After you complete the Form I-90, you can view the Form G-28 Snapshot before you e-sign.

Step 1: Select the **Click to Review Form G-28** link to view the snapshot PDF in another window.

Figure 6.6.5.3-1: G-28 Notice of Entry of Appearance

Review G-28, Notice of Entry of Appearance as Attorney or Accredited Representative

Your responses may not appear in their entirety on your copy of this G-28. USCIS ELIS will still accurately record your entire response.

Please review your G-28 in its entirety to ensure that it is true and correct. You may save and print a copy of the completed form for your records. If you need to make any changes to the G-28, please select **Form G-28** on the left side of this page.

Step 1

Click to Review Form G-28.



**Notice of Entry of Appearance
as Attorney or Accredited Representative**

Department of Homeland Security

**DHS
Form G-28**
OMB No. 1615-0105
Expires 03/31/2018

Part 1. Information About Attorney or Accredited Representative

1. USCIS ELIS Account Number (if any)

▶

Name and Address of Attorney or Accredited Representative

2.a. Family Name (Last Name)

2.b. Given Name (First Name)

2.c. Middle Name

3.a. Street Number and Name

3.b. Apt. Ste. Flr.

3.c. City or Town

3.d. State 3.e. ZIP Code

3.f. Province

3.g. Postal Code

3.h. Country

4. Daytime Telephone Number

5. Fax Number

Part 2. Notice of Appearance as Attorney or Accredited Representative

This appearance relates to immigration matters before (Select only one box):

1.a. USCIS

1.b. List the form numbers

2.a. ICE

2.b. List the specific matter in which appearance is entered

3.a. CBP

3.b. List the specific matter in which appearance is entered

I enter my appearance as attorney or accredited representative at the request of:

4. Select only one box:

Applicant Petitioner Requestor

Respondent (ICE, CBP)

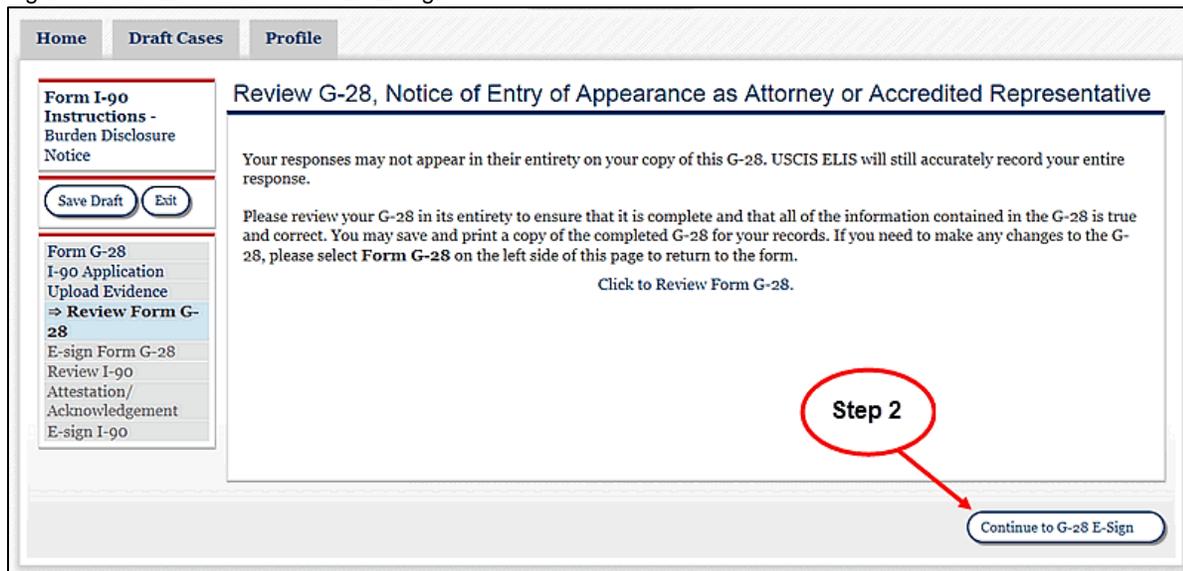
Information About Applicant, Petitioner, Requestor, or Respondent

5.a. Family Name (Last Name)

5.b. Given Name (First Name)

Step 2: Select **Continue to G-28 E-Sign** button.

Figure 6.6.5.3-2: Continue to G-28 E-Sign



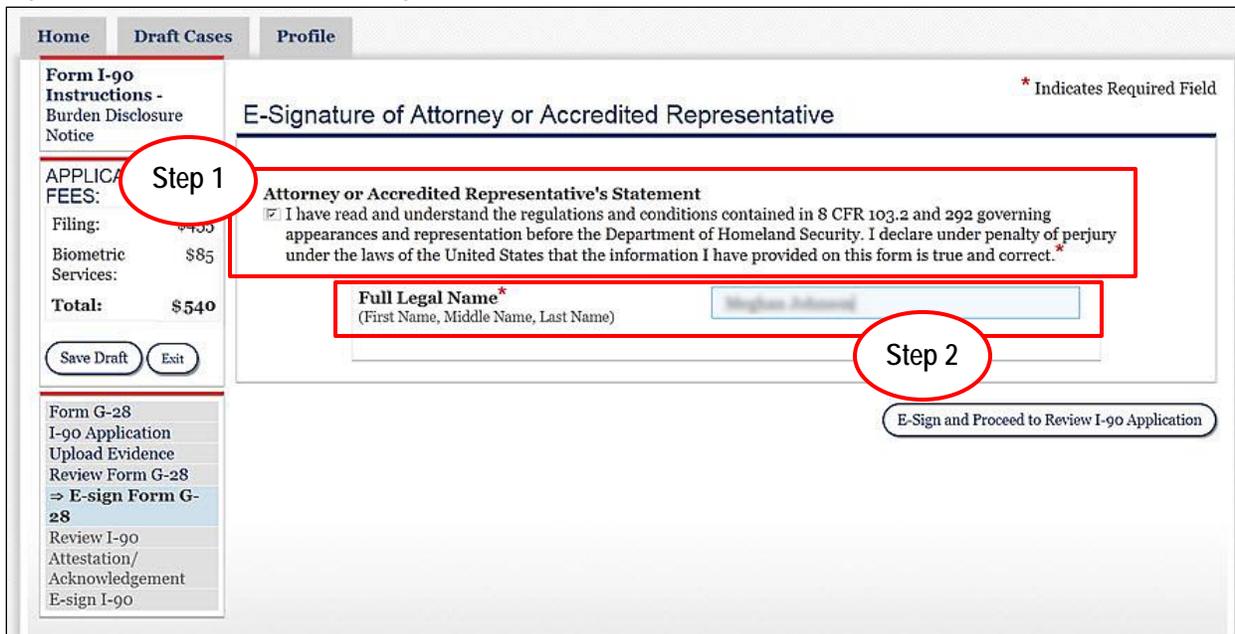
6.6.5.4 Form G-28 E-sign

After reviewing the Form G-28 Snapshot, you can electronically sign the form using the instructions below.

Step 1: Read the **Attorney or Accredited Representative’s statement** and check the box.

Step 2: Enter your full name and select the **E-Sign and Proceed to Review I-90 Application** button.

Figure 6.6.5.4-1: Representative E-Signature



6.6.5.5 Form I-90 Snapshot PDF

After you review and e-sign Form G-28, you can view the Form I-90 Snapshot PDF.

Step 1: Select the link to review the completed application form (see Figure 6.6.5.5-2 on the following page for an example snapshot review).

Step 2: Select the **Proceed to Attestation/Acknowledgment** button.

Figure 6.6.5.5-1: Review I-90 Application, petition or request

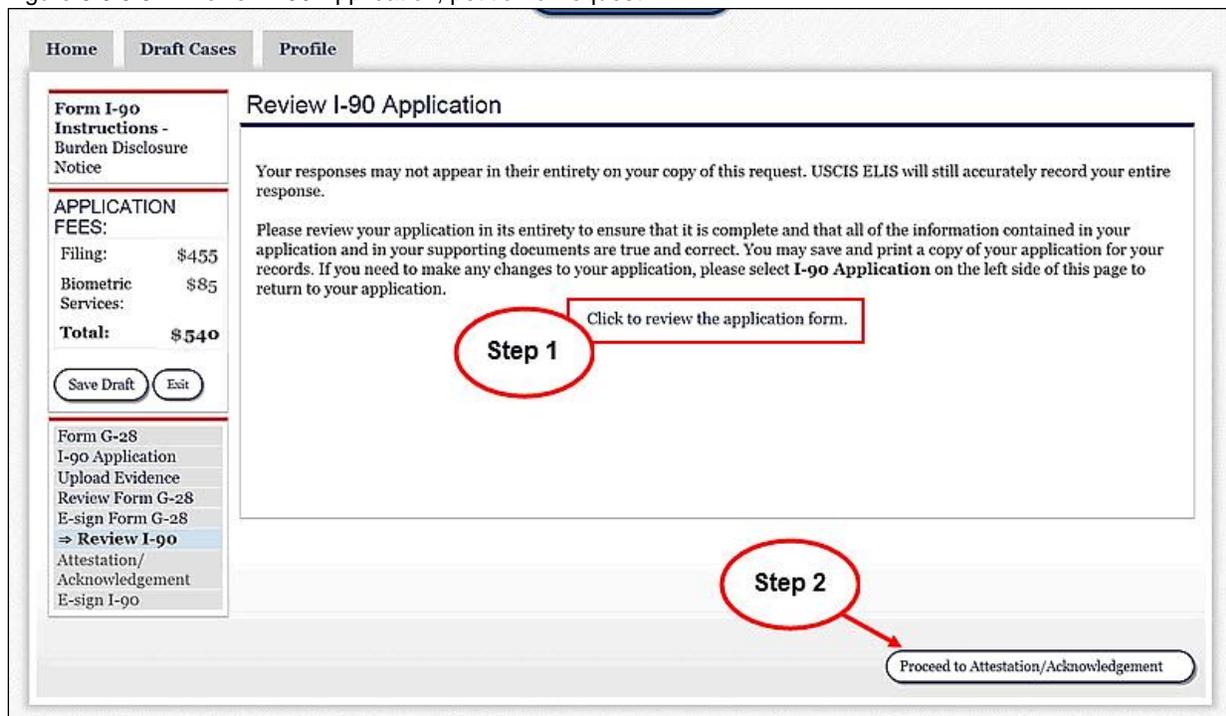


Figure 6.6.5.5-2: Example I-90 application, petition or request snapshot PDF



Application to Replace Permanent Resident Card

Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-90
OMB No. 1615-0082
Expires 12/31/2015

Part 1. Information About You

1. Alien Registration Number (A-Number)
▶ A-

2. USCIS ELIS Account Number (if any)
▶

Your Full Name

NOTE: Your card will be issued in this name.

3.a. Family Name (Last Name)

3.b. Given Name (First Name)

3.c. Middle Name

4. Has your name legally changed since the issuance of your Permanent Resident Card?
 Yes (Proceed to Item Numbers 5.a. - 5.c.)
 No (Proceed to Item Numbers 6.a. - 6.i.)
 N/A - I never received my previous card (Proceed to Item Numbers 6.a. - 6.i.)

NOTE: Attach all evidence of your legal name change with this application.

Provide your name exactly as reflected on your current Permanent Resident Card

5.a. Family Name (Last Name)

5.b. Given Name (First Name)

5.c. Middle Name

Mailing Address

6.a. In Care Of Name

6.b. Street Number and Name

6.c. Apt., Ste., Flr.

6.d. City or Town

6.e. State 6.f. ZIP Code

6.g. Postal Code

6.h. Province

6.i. Country

Physical Address

7.a. Street Number and Name

7.b. Apt., Ste., Flr.

7.c. City or Town

7.d. State 7.e. ZIP Code

7.f. Postal Code

7.g. Province

7.h. Country

Additional Information

8. Date of Birth (mm/dd/yyyy) ▶

9. City/Town/Village of Birth

10. Country of Birth

Mother's Name

11. Given Name (First Name)

Father's Name

12. Given Name (First Name)

13. Class of Admission

14. Date of Admission (mm/dd/yyyy) ▶

15. U.S. Social Security Number (if any) ▶

Part 2. Application Type

NOTE: If your conditional permanent resident status (for example: CR1, CR2, CF1, CF2) is expiring within the next 90 days, then do not file this application. (See Form I-90 instructions for further information.)

My status is (Select only one box):

1.a. Lawful Permanent Resident

1.b. Permanent Resident - In Commuter Status

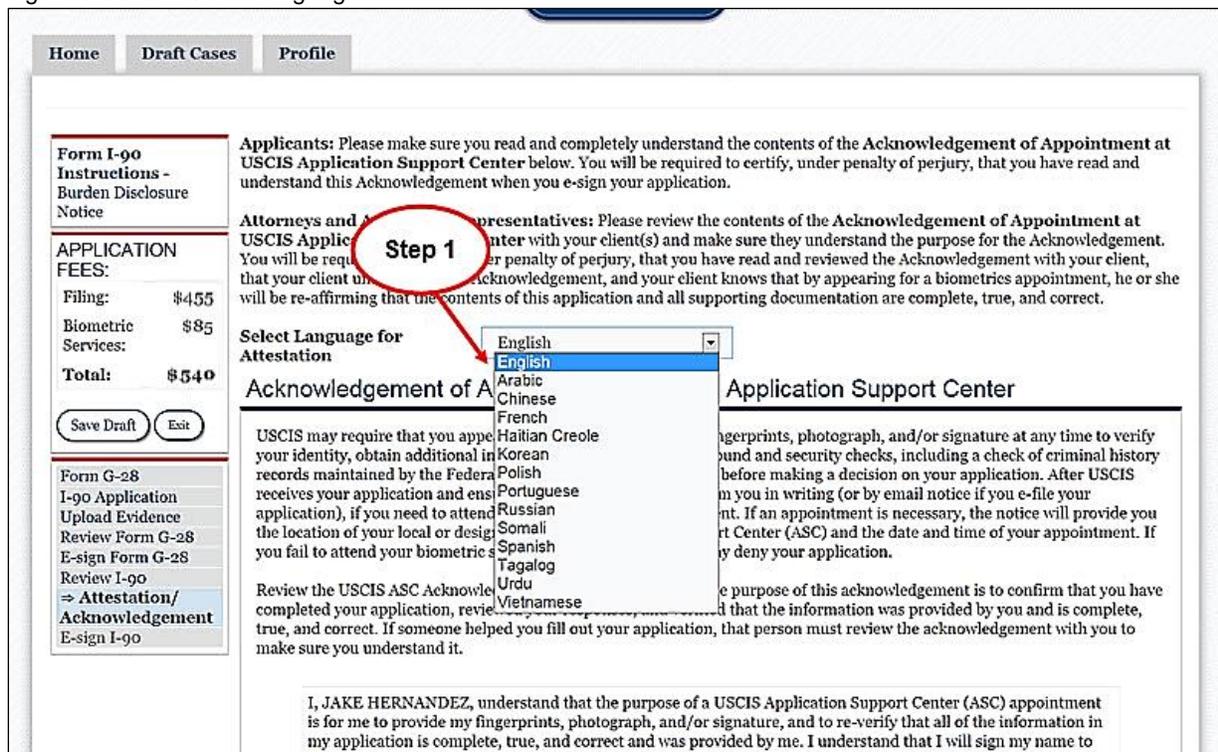
1.c. Conditional Permanent Resident

6.6.5.6 Attestation and Acknowledgement

You and the applicant must review the **Acknowledgement of Appointment at USCIS Application Support Center** in Form I-90. You must verify the applicant understands the acknowledgement before they attest to and e-sign the application, petition or request. Follow the instructions below to attest and acknowledge a case.

Step 1: Select a language from the **Select Language for Attestation** drop-down menu.

Figure 6.6.5.6-1: Select language



Step 2: Review the entire contents of this section. When you are confident your client understands the acknowledgement, you can select the **I am Ready to E-sign My Application** button.

Figure 6.6.5.6-2: Application, petition or request acknowledgement

Form I-90
Instructions - Burden Disclosure Notice

APPLICATION FEES:

Filing:	\$455
Biometric Services:	\$85
Total:	\$540

Form G-28
I-90 Application
Upload Evidence
Review Form G-28
E-sign Form G-28
Review I-90
⇒ **Attestation/
Acknowledgement**
E-sign I-90

Acknowledgement of Appointment at USCIS Application Support Center

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

I, **[REDACTED]**, understand that the purpose of a USCIS Application Support Center (ASC) appointment is for me to provide my fingerprints, photograph, and/or signature, and to re-verify that all of the information in my application is complete, true, and correct and was provided by me. I understand that I will sign my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this **Acknowledgement of Appointment at USCIS Application Support Center** with me.

Step 2

January 20, 2017

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6.6.5.7 Form I-90 E-Sign

As a representative, you are required to e-sign the Form I-90 that you have prepared for your client. Follow the instructions below to e-sign.

Step 1: Check the **Preparer's Certification** checkbox. As a representative, you must not only electronically sign as the G-28 representative, but must also complete the certification as the preparer of your client's Form I-90.

Note: If your client required an interpreter to complete the Form I-90, you, as the representative, will need to check the interpreter checkbox, obtain the interpreter signature on the Interpreter's Certification, and scan and upload the signed Interpreter Certification page (see [Section 6.2.11: Interpreter](#)).

Figure 6.6.5.7-1: Interpreter or preparer selection

The screenshot displays the USCIS online filing interface for Form I-90 E-sign. On the left, there is a navigation menu with the following items: 'Form I-90 Instructions - Burden Disclosure Notice', 'APPLICATION FEES' (listing Filing: \$455, Biometric Services: \$85, Total: \$540), 'Save Draft', 'Exit', 'Form G-28', 'I-90 Application', 'Upload Evidence', 'Review Form G-28', 'E-sign Form G-28', 'Review I-90', 'Attestation/Acknowledgement', and 'E-sign I-90'. The main content area is titled 'E-sign' and includes the following text: 'Check the appropriate certification box to indicate if you prepared your client's application, petition, or request or interpreted the information contained in the application, petition, or request. If you prepared and interpreted the contents of your client's application, petition, or request, you must check both boxes to certify as the Preparer and Interpreter.' Below this, there are two certification options: 'Interpreter's Certification' (unchecked) and 'Preparer's Certification' (unchecked). A red circle highlights the 'Preparer's Certification' checkbox with the text 'Step 1'. The 'Preparer's Certification' text reads: 'By my signature, I certify, swear or affirm, under penalty of perjury, that I prepared this application, petition, or request on behalf of, at the request of, and with the express consent of [redacted] I completed this application, petition, or request based only on responses [redacted] provided to me. After completing the application, petition, or request, I reviewed it and all of [redacted] responses with [redacted] who agreed with every answer on the application, petition, or request.'

Step 2: Enter your full legal name.

Step 3: Select the **Submit G-28 and I-90 for Client Review** button.

Figure 6.6.5.7-2: Submit for Client Review

Form I-90
Instructions - Burden Disclosure Notice

APPLICATION FEES:

Filing:	\$455
Biometric Services:	\$85
Total:	\$540

Save Draft Exit

Form G-28
I-90 Application
Upload Evidence
Review Form G-28
E-sign Form G-28
Review I-90
Attestation/Acknowledgement
E-sign I-90

photograph, and/or signature, he or she is re-affirming that the contents of this application, petition, or request and all supporting documentation are complete, true, and correct.

Preparer's Certification

By my signature, I certify, swear or affirm, under penalty of perjury, that I prepared this application, petition, or request on behalf of, at the request of, and with the express consent of _____ I completed this application, petition, or request based only on responses _____ provided to me. After completing the application, petition, or request, I reviewed it and all of _____'s responses with _____, who agreed with every answer on the application, petition, or request. If _____ supplied additional information concerning a question on the application, petition, or request, I recorded it on the application, petition, or request. I have also read the **Acknowledgement of Appointment at USCIS Application Support Center (ASC)** to _____ and _____ informed me that he or she understands the ASC acknowledgement. *

Full Legal Name*
(First Name, Middle Name, Last Name)

Step 2

Important Notes

REFUNDS
USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

WARNING
When you enter the Pay.gov system to make your payment, you will be asked to pay with a credit or debit card or through your bank account (ACH) via electronic check. Once you have made your payment, **DO NOT** hit the "Back" button on your Internet Browser or hit the "Submit Payment" button at the bottom of the Pay.gov screen more than one time - You will be charged more than once.

Step 3

Submit G-28 and I-90 for Client Review

Once you e-sign your client's Form I-90, it is submitted to your client for review and you will see a confirmation page (Figure 6.6.5.7-3).

Step 4: The confirmation page contains a **Case Passcode**. You must provide the passcode to your client so that they can view the completed Form G-28 and Form I-90. Read the information in the **E-SIGN Confirmation – Passcode Generation** screen carefully.

To review the draft case you created, the applicant must use the email address you designated as the **Primary Applicant Email Address** to create a USCIS Online Account.

Step 5: When you are confident that you understand the next steps for your client, select the **USCIS Representative Homepage** button.

Figure 6.6.5.7-3: Confirmation and Passcode Generation

E-SIGN Confirmation - Passcode Generation



You have successfully submitted a Form G-28 and associated application, petition, or request for your client to review!

Primary Applicant Name:	XXXXXXXXXX, John 12345
Primary Applicant Email Address:	XXXXXX@example.com
Request Type:	<ul style="list-style-type: none">  View PDF of Notice of Entry of Appearance as Attorney or Accredited Representative (Form G-28)  View PDF of Application to Replace Permanent Resident Card
Representative E-Signed on:	Wednesday, March 11, 2015 at 10:24:13 PM
Case Passcode:	3F384-FCAFA-BC43

Step 4

Your client must now log into USCIS ELIS to view and e-sign both the Form G-28 and associated application, petition, or request. Your client will be limited to reviewing the G-28 and I-90 in read-only mode. You will need to provide your client with the Case Passcode (see above) so that he or she can view the completed G-28 and I-90. Your client will not be able to make any changes to the G-28 or I-90. If your client would like to have any information contained in the G-28 or I-90 changed or modified, he or she should decline to e-sign. To protect your client's personally identifiable information, please do not send the Case Passcode via email. Please transmit the Case Passcode to your client in person or over the telephone.

Once your client enters the Case Passcode to review the G-28 and I-90, you will no longer be able to make changes until your client e-signs or declines to e-sign the G-28 or I-90. If your client declines to e-sign the G-28, he or she will not be able to access the draft I-90 you prepared on his or her behalf. If your client declines to e-sign the I-90, he or she will not be able to have the application submitted to USCIS until it is e-signed. However, you will be able to access the draft I-90, make changes and e-sign the G-28 and I-90 again.

If you make any changes to the G-28 or I-90:

- You and your client will be required to e-sign the G-28 and I-90 again;
- A new Case Passcode will be generated if you change your client's email address on either the G-28 and I-90; and
- Any previous Case Passcode linked to the G-28 or I-90 will become invalid.

NOTE: USCIS will delete all draft copies of the G-28 and/or I-90 after 30 days.

Step 5

[USCIS Representative Homepage](#)

Note: If your client declines to e-sign the Form I-90 you prepared for them because they need to make changes, you can edit the draft case that is displayed on the Pending tab of your homepage.

If you change the client's email information, the draft case will be unlinked to the client and they will no longer be able to view the case until you save your draft and select Submit I-90 for Client Review.

A new case passcode will be generated and displayed on the case submission confirmation screen. The new code will associate the new email address to the drafted case once the applicant uses it to log in. It will be valid for 30 days only.

Note: Instructions for your client to review and e-sign the application, petition or request you prepared for them are found in [Section 6.6.6: Client Instructions for Cases Filed by a Representative](#).

Once your client e-signs the application, petition or request, you are responsible for paying the appropriate filing fees and biometric services fee (if applicable) for your client. See [Section 6.6.7: Representative Making a Payment](#) for instructions on how to make a payment.

6.6.6 Client Instructions for Cases Filed by a Representative

If your representative created a case for you, you can log in to your USCIS online account and view the case information that your representative entered. Follow the instructions below to access and view your case as an applicant.

Step 1: Go to <https://myaccount.uscis.dhs.gov/>.

Step 2: Sign in using the email address your representative used to file the Form G-28 and Form I-90 for you, and then enter your password.

Figure 6.6.6-1: Client Sign In

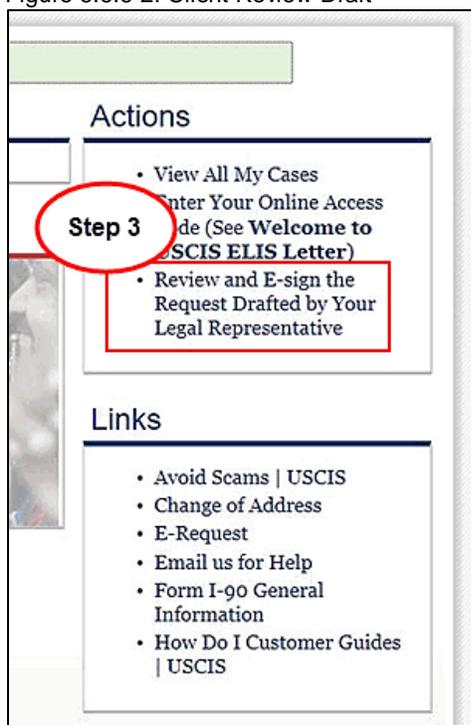
The screenshot shows a web browser window with the URL <https://myaccount.uscis.dhs.gov/> in the address bar. The browser's address bar and the URL are circled in red and labeled "Step 1". The main content area of the page features a "Sign In" form, which is outlined in red and labeled "Step 2". The form includes the following elements:

- A header "Sign In" with a red circle around the text "Step 2".
- A note: "* Indicates a required field."
- An "Email" field with a red asterisk and a yellow highlight.
- A "Password" field with a red asterisk.
- A blue "Sign In" button.
- Links for "Forgot your password?" and "Didn't receive confirmation instructions?".

On the right side of the page, there is a "Create a new account" section with a blue button labeled "Create a new a...". The page header includes the USCIS logo and the text "U.S. Citizenship and Immigration Services".

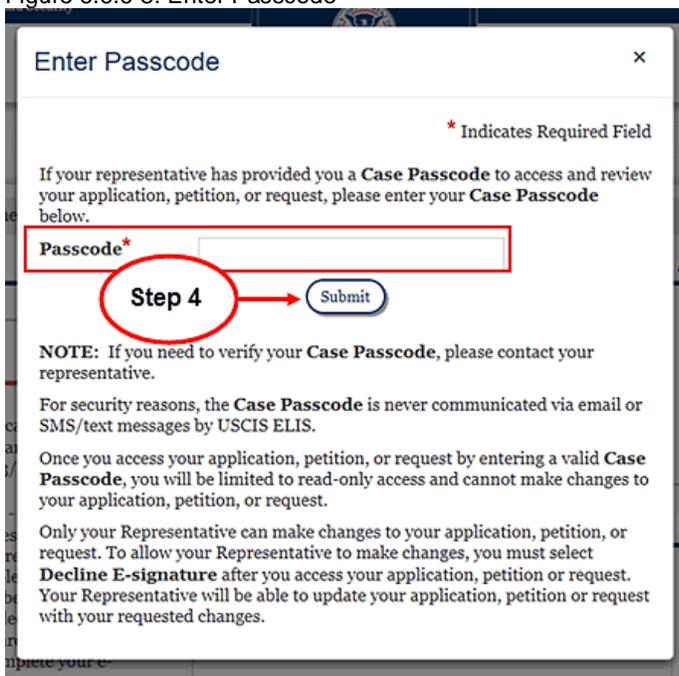
Step 3: On your **Home** tab, under **Actions**, select **Review and E-sign the Request Drafted by Your Legal Representative**.

Figure 6.6.6-2: Client Review Draft



Step 4: Enter the **Case Passcode** you received from your attorney or accredited representative in the pop-up window and select the **Submit** button.

Figure 6.6.6-3: Enter Passcode



Step 5: The Form I-90 drafted by your representative is linked to your account and will display under **Recent Cases**.

Figure 6.6.6-4: Representative I-90 linked to applicant account

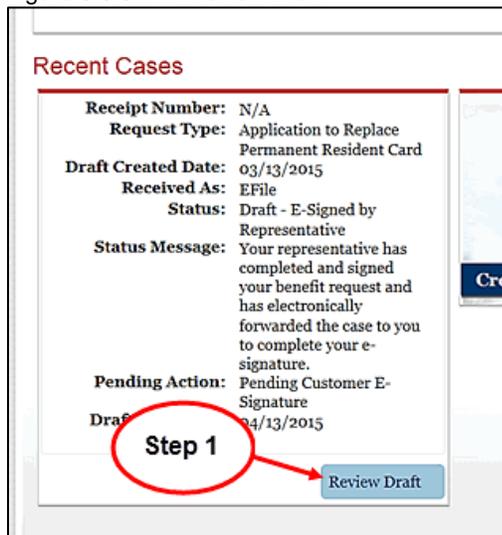


6.6.6.1 Representative Applicant Review and E-Sign

Before you can submit the Form G-28 and Form I-90 to USCIS, you must review and e-sign Form G-28 and Form I-90. Follow the instructions below for reviewing and e-signing a case as an applicant.

Step 1: Select Review Draft.

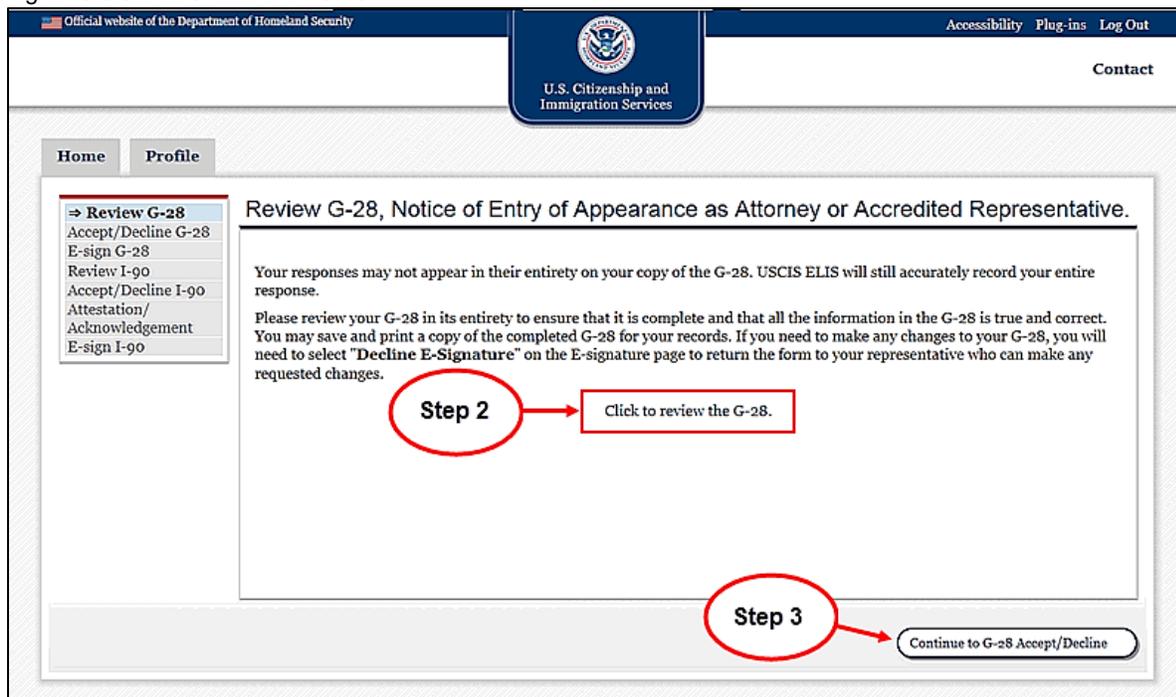
Figure 6.6.6.1-1: Review Draft



Step 2: Select the Click to review the G-28 link to review a PDF of the Form G-28.

Step 3: Select the Continue to G-28 Accept / Decline button.

Figure 6.6.6.1-2: Continue to G-28



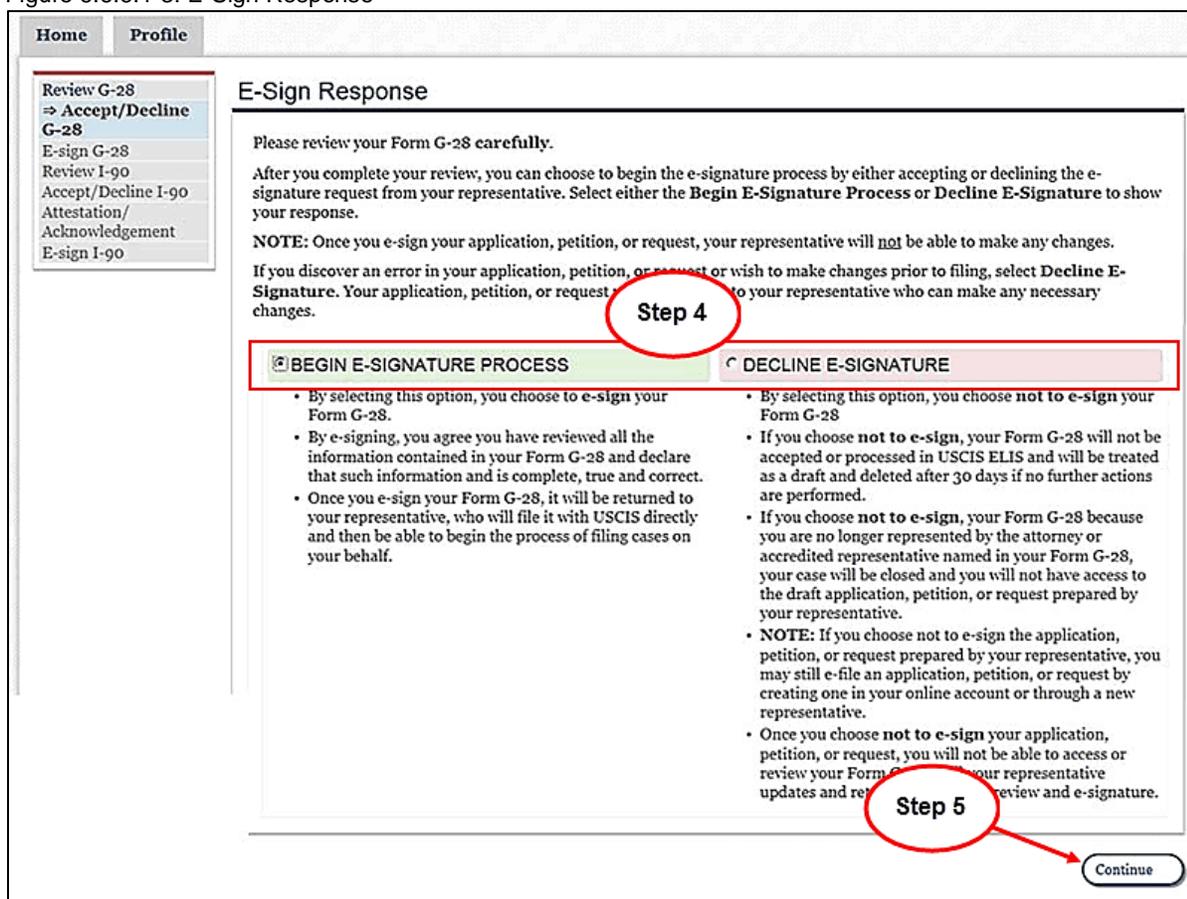
Step 4: Select the **Begin E-Signature Process** or **Decline E-Signature** checkbox as appropriate.

Note: If you need to make changes to the Form G-28 or Form I-90, you must inform your attorney or accredited representative and then select **Decline E-Signature**. By declining to e-sign, the draft will return to your representative who can work with you to make the needed changes.

If you decline to e-sign the G-28 because you are no longer represented, you will not be able to review the Form I-90 drafted by the representative.

Step 5: Select the **Continue** button.

Figure 6.6.6.1-3: E-Sign Response



Step 6: If you selected **Begin E-Signature Process**, a **Consent to Representation and Release of Information** screen appears. Read each selection carefully.

Select **1** to agree to be represented by an attorney or accredited representative.

Select **2.a** to request that USCIS send notices regarding your case to your attorney or representative. You may change this decision at any time by sending a written notice to USCIS. Do not select this option if you want notices sent directly to you and not to your attorney or representative.

Select **2.b** to request that USCIS send any secure identity documents (for example, your Green Card) to your attorney or representative. You may change this decision at any time by sending a written notice to USCIS. Do not select this option if you want your secure identity documents sent directly to you and not to your attorney or representative.

Step 7: Enter your **Full Legal Name**.

Step 8: Select **Continue**.

Figure 6.6.6.1-4: Consent to Representation

Home Profile

Review G-28
Accept/Decline G-28
⇒ E-sign G-28
Review I-90
Accept/Decline I-90
Attestation/
Acknowledgement
E-sign I-90

* Indicates Required Field

Consent to Representation and Release of Information

1. I have requested the representation of and consented to being represented by the attorney or accredited representative named ONE, BONNIE of Bennie One. According to the Privacy Act of 1974 and DHS policy, I also consent to the disclosure to the named attorney or accredited representative of any record pertaining to me that appears in any system of records of USCIS, ICE or CBP.*

When you (the applicant, petitioner, requestor, or respondent) are represented, DHS will send notices to both you and your attorney or accredited representative either through mail or electronic delivery.

DHS will also send the Form I-94, Arrival Departure Record, to you **unless** you select **Item Number 2.a.** below. All secure identity documents and Travel Documents will be sent to you (the applicant, petitioner, requestor, or respondent) unless you ask us to send those documents to your attorney of record or accredited representative.

If you do not want to receive original notices or secure identity documents directly, but would rather have such notices and documents sent to your attorney of record or accredited representative, please select **all applicable** boxes below:

2.a. I request DHS send any notice (including Form I-94) on an application, petition, or request to the business address of my attorney of record or accredited representative as listed in this form. I understand that I may change this election at any future date through written notice to DHS.

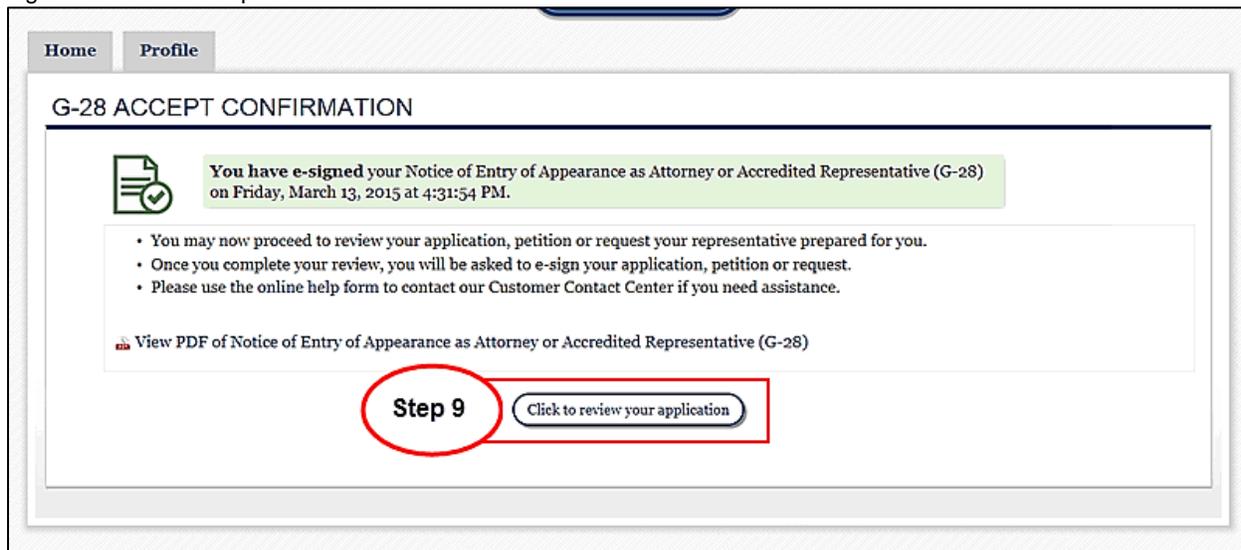
2.b. I request that DHS send any secure identity document, such as a Permanent Resident Card, Employment Authorization Document, or Travel Document, that I am approved to receive and authorized to possess, to the business address of my attorney of record or accredited representative as listed in this form. I consent to having my secure identity document sent to my attorney of record or accredited representative and understand that I may request, at any future date and through written notice to DHS, that DHS send any secure identity document to me directly.

Step 7 Full Legal Name*
(First Name, Middle Name, Last Name)

Step 8 Continue

Step 9: A confirmation page will appear. Select **Click to review your application**.

Figure 6.6.6.1-5: Accept Confirmation



Step 10: Select **Click to review your application, petition or request** to review the online PDF Form I-90.

Step 11: Select **Continue to I-90 Accept/Decline**.

Figure 6.6.6.1-6: Review and continue



Step 12: Select the **Begin E-Signature Process or **Decline E-Signature** checkbox and select **Continue**.**

Figure 6.6.6.1-7: Begin or Decline E-Signature Process

Review G-28
Accept/Decline G-28
E-sign G-28
Review I-90
⇒ **Accept/Decline I-90**
Attestation/
Acknowledgement
E-sign I-90

Please review your application, petition, or request **carefully**.

After you complete your review, you can choose to begin the e-signature process by either accepting or declining the e-signature request from your representative. Select either the **Begin E-Signature Process** or **Decline E-Signature** to show your response.

NOTE: Once you e-sign your application, petition, or request, your representative will **not** be able to make any changes. If you discover an error in your application, petition, or request or wish to make changes prior to filing, select **Decline E-Signature**. Your application, petition, or request will be returned to your representative who can make any necessary changes.

BEGIN E-SIGNATURE PROCESS **DECLINE E-SIGNATURE**

- By selecting this option, you choose to e-sign your application, petition, or request.
- By e-signing, you agree you have reviewed all information and evidence contained in and submitted with your application, petition, or request and declare that such information and evidence is complete, true and correct.
- Cases Where No Filing Fee(s) Are Required** - Once you e-sign your application, petition, or request, it will be submitted directly to USCIS. Your application, petition, or request **will not** be returned to your representative for further action.
- Cases Where Filing Fee(s) Are Required** - Once you e-sign your application, petition, or request, it will be returned to your representative who will file it with USCIS directly and pay all required fee(s).

- By selecting this option, you choose **not to e-sign** your application, petition, or request.
- If you choose **not to e-sign**, your application, petition, or request will not be accepted or processed in USCIS ELIS and will be treated as a draft and deleted after 30 days.
- Once you choose **not to e-sign** your application, petition, or request, you will not be able to access or review your draft application, petition, or request until your representative updates and returns it to you for review and e-signature.

Continue to E-sign

Note: If you need to make changes to the Form G-28 or Form I-90, you must inform your attorney or accredited representative and then select **Decline E-Signature**.

By declining to e-sign, the draft will return to your representative who can work with you to make the needed changes. As stated under the Decline E-Signature option, once you choose not to e-sign, your Form I-90 will not be processed and will be treated as a draft. If you do not complete the process within 30 days, your Form I-90 will be deleted.

If you decline to e-sign your application, you will not be able to access or review your draft until your representative updates and returns it to you for review and e-signature.

Step 13: Select a language from the **Select Language for Attestation** drop down menu if you would like to review the Acknowledgement of Appointment at USCIS Application Support Center in a foreign language.

Figure 6.6.6.1-8: Select Attestation language

The screenshot shows the USCIS online filing interface. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below the navigation bar is a header area with "U.S. Citizenship and Immigration Services" and a "Contact" link. The main content area has a left sidebar with a menu containing "Home", "Profile", "Review G-28", "Accept/Decline G-28", "E-sign G-28", "Review I-90", "Accept/Decline I-90", "=> Attestation/Acknowledgement", and "E-sign I-90". The "Attestation/Acknowledgement" item is highlighted. The main content area is divided into sections for "Applicants:" and "Attorneys and Accredited Representatives:". Below these sections is a red-bordered box containing "Step 13" in a red circle, followed by the text "Select Language for Attestation" and a dropdown menu currently showing "English". Below this box is a section titled "Acknowledgement of Appointment at USCIS Application Support Center" with two paragraphs of text. The first paragraph states that USCIS may require an interview or fingerprints, and the second paragraph states that the purpose of the acknowledgement is to confirm that the user has completed their application.

Step 14: Select I am Ready to E-sign My Application button.

Figure 6.6.6.1-9: Ready to E-Sign

Review G-28	<p>USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.</p> <p>Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.</p> <p>I, _____, understand that the purpose of a USCIS Application Support Center (ASC) appointment is for me to provide my fingerprints, photograph, and/or signature, and to re-verify that all of the information in my application is complete, true, and correct and was provided by me. I understand that I will sign my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.</p> <p><i>By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.</i></p> <p>I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this Acknowledgement of Appointment at USCIS Application Support Center with me.</p>
Accept/Decline G-28	
E-sign G-28	
Review I-90	
Accept/Decline I-90	
⇒ Attestation/ Acknowledgement	

Step 14 → **I am Ready to E-sign My Application**

Step 15: Select the appropriate checkboxes.

Step 16: Enter your full legal name.

Step 17: Select **Submit for Representative Review and Payment**.

Figure 6.6.6.1-10: Applicant's Statement

Home **Profile**

Review G-28
 Accept/Decline G-28
 E-sign G-28
 Review I-90
 Accept/Decline I-90
 Attestation/
 Acknowledgement
 => E-sign I-90

* Indicates Required Field

ESIGN

NOTE: Read the information on penalties in the Form I-90 Instructions, Penalties section before completing this part. You must file Form I-90 while in the United States.

APPLICANT'S STATEMENT
 Select the box for either Item Number 1.a. or 1.b. If applicable, select the box for Item Number 2.

1. a I can read and understand English, and have read and understand every question and instruction on this application, as well as my answer to every question. I have read and understand the Acknowledgement of Appointment at USCIS Application Support Center.

1. b The interpreter named, {Interpreter First Name} {Interpreter Last Name}, has read to me every question and instruction on this application, as well as my answer to every question in {Interpreted Language}, a language in which I am fluent. I understand every question and instruction on this application as translated to me by my interpreter, and have provided complete, true, and correct responses in the language indicated above. The interpreter named, {Interpreter First Name} {Interpreter Last Name}, also has read the Acknowledgement of Appointment at USCIS Application Support Center to me, in the language in which I am fluent, and I understand this Application Support Center (ASC) Acknowledgement as read to me by my interpreter.

2. I have requested the services of and consented to BONNIE ONE, who is an attorney or accredited representative, preparing this application for me. This person who assisted me in preparing my application has reviewed the Acknowledgement of Appointment at USCIS Application Support Center with me and I understand the ASC Acknowledgement.*

APPLICANT'S CERTIFICATION
 Copies of any documents I have submitted are exact photocopies of unaltered, original documents, and I understand that USCIS may require that I submit original documents to USCIS at a later date. Furthermore, I authorize the release of any information from any and all of my records that USCIS may need to determine my eligibility for the immigration benefit that I seek.
 I furthermore authorize release of information contained in this application, in supporting documents, and in my USCIS records to other entities and persons where necessary for the administration of U.S. immigration laws.
 I certify, under penalty of perjury, that the information in my application and any document submitted with my application were provided by me and are complete, true, and correct.

Step 15

Step 16 Full Legal Name*
 (First Name, Middle Name, Last Name)

Important Notes

NOTE
 Your typewritten full legal name submitted electronically as part of this [application, petition, or request] signifies that you have signed and submitted this [application, petition, or request] under penalty of perjury.

REFUNDS
 USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

Step 17 Submit for Representative Review and Payment

Step 18: A confirmation will display once you submit the application, petition or request. Select the **USCIS Customer Homepage** button to return to your home page.

Figure 6.6.6.1-11: E-Sign Confirmation



6.6.6.2 Applicant’s Case Details

As an applicant, you can view your case details, which include **Mailing Preferences**, **Request for Evidence**, a **View Snapshot** of both your Form I-90 and Form G-28, and the option to **Upload Additional Documents**.

Figure 6.6.6.2-1: Applicant Case Details

The screenshot displays the 'Applicant Case Details' page. At the top, there are navigation tabs for 'Home' and 'Profile'. Below this, the 'Case Details' section is divided into two columns. The left column contains the following information: Receipt Number: IOEo497049335; Request Type: Application to Replace Permanent Resident Card; Case Received Date: 03/13/2015; Received As: EFile; Status: In Process; Status Message: Your benefit request has been accepted and is under review.; Pending Action: None. The right column contains three action buttons: 'Upload Additional Documents' (with an upload icon), 'View G-28 Snapshot' (with a person icon), and 'View Snapshot' (with a camera icon). Below the Case Details is the 'Mailing Preferences' section, which includes two preference items: 'Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative:' and 'Secure identity or travel documents will be mailed to attorney or accredited representative:', both set to 'Yes'. There is an 'Edit' button and a note 'Last updated date: 03/13/2015'. At the bottom is the 'Request for Evidence (RFE)' section, which contains the text: 'You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2(b)(13). If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" above, but USCIS is not'.

6.6.6.2.1 Mailing Preferences

As a represented applicant, you can update your mail preferences to indicate whether you would like USCIS notices or decisions and any secure documents sent directly to your representative or only to you. Follow the instructions below to edit mail preferences.

Step 1: Select the **View Case Details** button.

Figure 6.6.6.2.1-1: View Case Details

The screenshot shows the USCIS online filing interface. At the top, there is a navigation bar with 'Home' and 'Profile' tabs. Below this, there are sections for 'Recent Notices' and 'Recent Cases'. The 'Recent Cases' section contains two case entries. The second case entry has a 'View Case Details for IOE0011847691' button, which is circled in red and labeled 'Step 1'. To the right of the cases, there are 'Actions' and 'Links' sections. The 'Actions' section includes links like 'Manage My Contact Preferences' and 'View All My Cases'. The 'Links' section includes links like 'Avoid Scams | USCIS' and 'Change of Address'.

Recent Cases	
<p>Receipt Number: N/A</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Draft Created Date: 03/15/2015</p> <p>Received As: EFile</p> <p>Status: Draft - Pending Payment</p> <p>Status Message: You have completed your benefit request and your benefit request is ready for payment.</p> <p>Pending Action: Awaiting Payment by Representative</p> <p>Draft Expiration Date: 04/15/2015</p> <p>Review PDF</p>	<p>Receipt Number: IOE0011847691</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Case Received Date: 03/15/2015</p> <p>Received As: EFile</p> <p>Status: In Process</p> <p>Status Message: Your benefit request has been accepted and is under review.</p> <p>Pending Action: None</p> <p>Step 1 View Case Details for IOE0011847691</p>

Step 2: Select **Edit** in the **Mailing Preferences** section.

Figure 6.6.6.2.1-2: Edit Mailing Preferences

The screenshot displays the USCIS online filing interface. At the top, there are navigation tabs for 'Home' and 'Profile'. Below this is the 'Case Details' section, which includes the following information:

- Receipt Number:** IOE0497049335
- Request Type:** Application to Replace Permanent Resident Card
- Case Received Date:** 03/13/2015
- Received As:** EFile
- Status:** In Process
- Status Message:** Your benefit request has been accepted and is under review.
- Pending Action:** None

To the right of the Case Details are three icons with corresponding text: 'Upload Additional Documents', 'View G-28 Snapshot', and 'View Snapshot'.

Below the Case Details is the 'Mailing Preferences' section, which contains a table with two rows:

Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative:	Yes
Secure identity or travel documents will be mailed to attorney or accredited representative:	Yes

Below the table, it says 'Last updated date: 03/13/2015' and an 'Edit' button. A red circle highlights the 'Edit' button, and a red arrow points from a red circle labeled 'Step 2' to the 'Edit' button.

At the bottom is the 'Request for Evidence (RFE)' section, which contains the following text:

You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2(b)(13).

If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" above, but USCIS is not

Step 3: Select or remove appropriate checks in the **Consent to Release of Information** screen and select **Save**.

Figure 6.6.6.2.1-3: Consent to Release of Information

Consent to Release of Information ×

When you (the applicant, petitioner, requestor, or respondent) are represented, DHS will send notices to both you and your attorney or accredited representative either through mail or electronic delivery.

DHS will also send the Form I-94, Arrival Departure Record, to you **unless** you select **Item Number 2.a.** below. All secure identity documents and Travel Documents will be sent to you (the applicant, petitioner, requestor, or respondent) unless you ask us to send those documents to your attorney of record or accredited representative.

If you do not want to receive original notices or secure identity documents directly, but would rather have such notices and documents sent to your attorney of record or accredited representative, please select **all applicable** boxes below:

2.a. I request DHS send any notice (including Form I-94) on an application, petition, or request to the business address of my attorney of record or accredited representative as listed in this form. I understand that I may change this election at any future date through written notice to DHS.

2.b. I request that DHS send any secure identity document, such as a Permanent Resident Card, Employment Authorization Document, or Travel Document, that I am approved to receive and authorized to possess, to the business address of my attorney of record or accredited representative as listed in this form. I consent to having my secure identity document sent to my attorney of record or accredited representative and understand that I may request, at any future date and through written notice to DHS, that DHS send any secure identity document to me directly.

Step 3 Save Cancel

6.6.6.2.2 Request for Evidence

As an applicant, you can respond to a Request for Evidence (see [Section 6.4](#) for more information).

6.6.6.2.3 Upload Additional Documents

As an applicant, you can upload additional documents. See [Section 6.4.4](#) for more information.

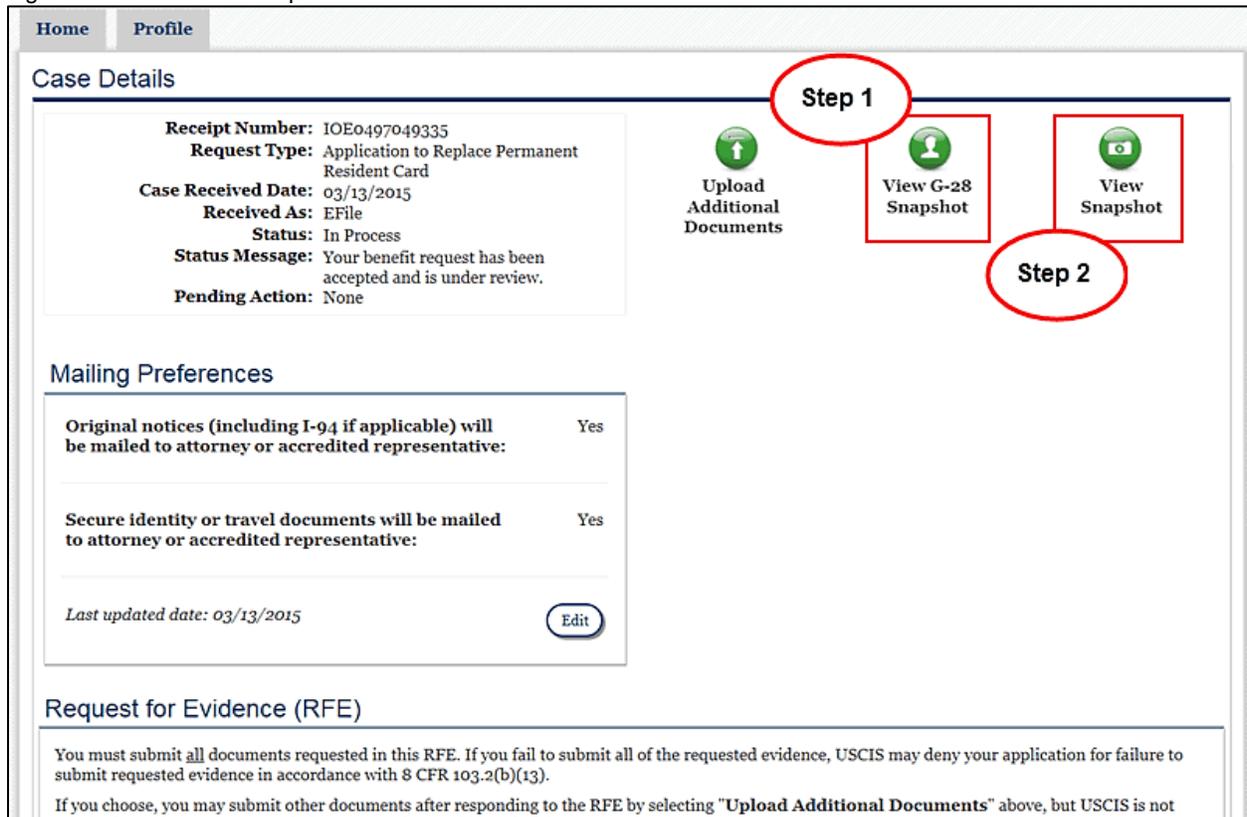
6.6.6.3 Snapshots

As an applicant, you can view snapshots of your Form I-90 and Form G-28 when you select your case receipt number. Follow the instructions below to view snapshots.

Step 1: Select **View G-28 Snapshot** to view your Form G-28.

Step 2: Select **View Snapshot** to view your Form I-90.

Figure 6.6.6.3-1: View Snapshots



6.6.7 Representative Making a Payment

It is the representative's responsibility to pay for the application, petition or request if there is an associated fee. Follow the instructions below to pay the fee for a client.

Step 1: When logged in to the system as a representative, review the notice in the **Recent Notices** section.

Step 2: Select the **Make Payment** link. You will be directed to a **Pay.gov** page where you can pay for the client's associated application, petition, or request fee.

Figure 6.6.7-1: Payment status

The screenshot shows the U.S. Citizenship and Immigration Services website interface. At the top, there is a navigation bar with 'Home', 'Draft Cases', and 'Profile' tabs. Below this, the 'Recent Notices' section is visible, containing a table with columns for Client Name, Request Type, Last Updated Date, and Expiration Date. A red circle labeled 'Step 1' highlights the 'View All Notices' link. Below the table, the 'Recent Draft Cases' section is visible, containing a table with columns for Status and Actions. A red box labeled 'Step 2' highlights the 'Make Payment' link in the Actions column. Below this, the 'Recent Submitted Cases' section is visible, containing a table with columns for Receipt Number, Client Name, Submit Date, Request Type, and Status.

Client Name	Request Type	Last Updated Date	Expiration Date	Status	Actions
[Redacted]	Application to Replace Permanent Resident Card	03/15/2015	04/15/2015	Pending Payment	Make Payment

Receipt Number	Client Name	Submit Date	Request Type	Status
IOE0011847691	[Redacted]	03/15/2015	Application to Replace Permanent Resident Card	In Process

Step 3: Once a payment is successful, you will receive a **Receipt Notice** in the **Recent Notices** section of your Home tab.

Figure 6.6.7-2: Payment notice



Step 4: After you successfully pay for Form I-90, the case moves to the **Recent Submitted Cases** section and has a **Status** of "In Process".

Figure 6.6.7-3: Representative Recent Submitted Cases



6.6.8 Search for a Client

You can search for a client from the online filing home page. Follow the instructions below to search for a client’s application, petition, or request.

Step 1: Select the appropriate option (**Client Last Name** or **Receipt Number**) in the **Search By** drop-down list.

Step 2: Enter the client’s last name or the receipt number depending upon your selection in the Search By menu.

Step 3: Select **Search**.

Figure 6.6.8-1: Search for Client

The screenshot shows a web form titled "Search for Client". It includes a "Search By" dropdown menu set to "Receipt Number", a text input field for "Receipt Number" containing "IOE1234567890", and buttons for "Search", "Clear", and "Advanced Search". Red circles and arrows highlight the "Search By" dropdown (Step 1), the "Receipt Number" input field (Step 2), and the "Search" button (Step 3). A legend indicates that an asterisk (*) denotes a required field.

Step 4: Select the link under **Status** to open the client’s case.

Figure 6.6.8-2: Search for client results

The screenshot shows a table of search results. The table has columns for "Receipt Number", "Client Name", "Request Type", "Status", and "Status". A red circle highlights the "Status" column header, with an arrow pointing to the "Pending Customer Access" status of a specific entry. Below the table are navigation links: "First", "Previous", "1", "Next", "Last".

Receipt Number	Client Name	Request Type	Status	Status
Not Available	[Redacted]	Application to Replace Permanent Resident Card	03/11/2015	Pending Customer Access

6.6.8.1 Advanced Search for a Client

If necessary, you can search for a client using the **Advanced Search** option. Follow the instructions below to do an advanced search for a client’s application, petition, or request.

Step 1: Select the Advanced Search link on the home page.

Figure 6.6.8.1-1: Advanced Search for Client

Search for Client

* Indicates Required Field

Search By: Receipt Number

Receipt Number*: IOE1234567890

Buttons: Search, Clear, **Advanced Search** (Step 1)

Step 2: Enter appropriate information in the fields under **Search**.

Step 3: Select the **Search** button.

Step 4: In **Search Results**, select the link under **Status** to open the case.

Figure 6.6.8.1-2: Advanced Search for a client

Advanced Search

Search (Step 2)

Fields: First Name, Last Name, Case Status (Draft), Receipt Number, Receipt Date From, Receipt Date To

Buttons: Search (Step 3), Clear, Cancel

Search Results

Show 10 entries

Receipt Number	Client Name	Request Type	Status Date	Status
Not Available	[Redacted]	Application to Replace Permanent Resident Card	03/11/2015	Pending Customer Access (Step 4)

Navigation: Previous 1 Next Last

6.6.9 Ending a Relationship with a Client

As a representative, you can end (terminate) your relationship with a client.

Step 1: Select the case receipt number.

Figure 6.6.9-1: Select a case

The screenshot shows a table titled "Recent Submitted Cases" with the following data:

Receipt Number	Client Name	Submit Date	Request Type	Status
IOE0245636079	MICHELLE JAMES TERRY	04/16/2015	Application to Replace Permanent Resident Card	Denied
IOE0063323959	STEPHANIE STEPHAN TERRY	04/02/2015	Application to Replace Permanent Resident Card	In Process
IOE0453872763	JACKSON TERRY	03/18/2015	Application to Replace Permanent Resident Card	In Process
IOE0712726332	CONNOR JERELLO TERRY	03/17/2015	Application to Replace Permanent Resident Card	In Process
IOE0011847691	CHRISTOPHER JERRY A TERRY	03/15/2015	Application to Replace Permanent Resident Card	Denied

A red box highlights the first row (IOE0245636079), and a red circle with the text "Step 1" points to it. To the right of the table is a search bar with "Search", "Clear", and "Advanced Search" buttons. Below the search bar is a banner image with the text "Create G-28 for Existing Case".

Step 2: Select Terminate G-28.

Figure 6.6.9-2: Select Terminate G-28

The screenshot shows the "Case Details" page for receipt number IOE0063323959. The page includes a navigation menu with "Home", "Draft Cases", "G-28 Terminated Cases", and "Profile". The "Case Details" section contains the following information:

- Receipt Number: IOE0063323959
- Request Type: Application to Replace Permanent Resident Card
- Case Received Date: 04/02/2015
- Received As: EFile
- Status: In Process
- Status Message: Your benefit request has an outstanding payment issue that is being addressed by USCIS.
- Pending Action: None

Below the case details are three buttons: "Upload Additional Documents", "View Application Snapshot", and "Terminate G-28". A red box highlights the "Terminate G-28" button, and a red circle with the text "Step 2" points to it. The page also includes a "Mailing Preferences" section at the bottom.

Step 3: Select OK.

Figure 6.6.9-3: Confirm termination of G-28 relationship with client



Step 4: Verify that the relationship was successfully terminated.

Figure 6.6.9-4: G-28 Relationship termination message



6.6.10 Creating a Relationship with a Client who has an Existing Case

As a representative, you can create a relationship with a client who previously started a case online.

Step 1: From your Home tab, select **Create G-28 for Existing Case**.

Figure 6.6-1: Select Create G-28 button

The screenshot shows a web interface with two main sections. On the left is a table titled 'Recent Submitted Cases' with columns: Receipt Number, Client Name, Submit Date, Request Type, and Status. It lists four cases with details like receipt numbers (IOE0245636079, IOE0063323959, IOE0453872763, IOE0712726332) and statuses (Denied, In Process). On the right is a 'Search for Client' form with a dropdown for 'Search By' (set to 'Client Last Name'), a text input for 'Client Last Name*', and buttons for 'Search', 'Clear', and 'Advanced Search'. A red box highlights the 'Create G-28 for Existing Case' button in the search form, with a red circle and 'Step 1' callout pointing to it.

Step 2: Fill in the required fields to search for a case.

Step 3: Select the **Search** button.

Figure 6.6-2: Case Search for G-28

The screenshot shows the 'Search Case to Submit G-28' form on the U.S. Citizenship and Immigration Services website. The form has a title bar and a navigation menu with 'Home', 'Draft Cases', 'G-28 Terminated Cases', and 'Profile'. The search form includes fields for 'Receipt Number*', 'Email*', and 'Last Name*'. The 'Receipt Number*' field contains 'IOE0543421938' and the 'Email*' field contains 'app117@example.com'. A red box highlights these three input fields, with a red circle and 'Step 2' callout pointing to it. Another red box highlights the 'Search' button, with a red circle and 'Step 3' callout pointing to it. The text '* All Fields Are Required' is visible in the top right of the form area.

Step 4: Complete the **Form G-28** (see [6.6.5.1: Form G-28 Data Entry](#) for more information).

Figure 6.6-3: Form G-28

The screenshot displays the 'Form G-28, Notice of Appearance as Attorney or Accredited Representative' web interface. The page header includes the Department of Homeland Security logo and navigation links for 'Home', 'Draft Cases', 'G-28 Terminated Cases', and 'Profile'. The main title 'Form G-28, Notice of Appearance as Attorney or Accredited Representative' is prominently displayed, with 'Step 4' circled in red. A sidebar on the left contains links for 'Form G-28 Instructions', 'Form G-28 Burden Disclosure Notice', 'Save Draft', 'Exit', and 'Form G-28' options. The main content area is titled 'Information About Attorney or Accredited Representative' and contains several input fields: 'USCIS ELIS Account Number (if any)' with the value '034974142196', 'Name' section with 'Family Name (Last Name)*', 'Given Name (First Name)*', and 'Middle Name' (value 'NMN'), and 'Contact Information' section with 'Daytime Phone Number', 'Fax Phone Number', and 'Email Address*' (value 'trnrep980@example.com'). A legend indicates that an asterisk (*) denotes a required field. Metadata on the right side of the page includes 'OMB Control No. 1615-0105', 'Expires 02/29/2016', and '* Indicates Required Field'.

6.6.11 Applicant Ending the Relationship with a Representative

As an applicant, you can end (terminate) your relationship with a representative online. Follow the instructions below to complete this process.

Step 1: Select View Case Details.

Figure 6.6-4: Select View Case Details



Step 2: Select Terminate G-28.

Figure 6.6-5: Select Terminate G-28



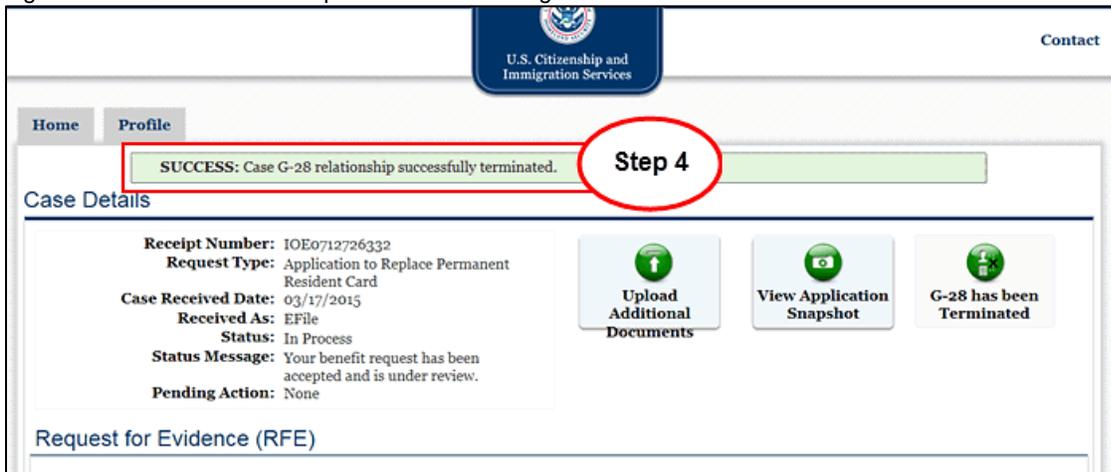
Step 3: Select OK.

Figure 6.6-6: Confirm G-28 termination



Step 4: Verify that the relationship was successfully terminated.

Figure 6.6-7: G-28 Relationship termination message



7.0 PAYING THE USCIS FEES

The following sections explain how to pay the fees associated with USCIS applications or requests.

Navigate to the **File Online** log in page at <https://www.uscis.gov/file-online> for instructions on how to pay each fee, and then select **Log In**.

Figure 7.0-1: File Online log in page

Official Website of the Department of Homeland Security

Spanish | About USCIS | Contact Us

Search our Site | Need Help? Ask Emma

U.S. Citizenship and Immigration Services

FORMS | NEWS | CITIZENSHIP | GREEN CARD | TOOLS | LAWS

Home > File Online

File Online

File Form I-90 Online

Pay the USCIS Immigrant Fee

Log In

Online filing with USCIS allows you to:

- Conveniently and securely set up and manage your account;
- Electronically submit applications, petitions, requests and supporting documents;
- Receive and respond to notices and decisions electronically;
- Make payments online (such as filing fees, biometric services fees or the USCIS Immigrant Fee); and
- Access real-time information about the status of your cases.

What You Can File or Pay Online

USCIS Immigrant Fee	<p>If the Department of State (DOS) gave you an immigrant visa, you must pay the USCIS Immigrant Fee online. You may pay this fee after immigrating to the United States, but we recommend that you do so after you receive your immigrant visa packet from a U.S. Embassy or Consulate abroad (including Canada and Mexico) and before you depart for the United States. You will not receive a permanent resident card (Green Card) until you pay this fee.</p> <p>Anyone can pay the USCIS Immigrant Fee for you. For example, a family member, friend, employer, attorney or accredited representative can pay the fee for you as long as they have your Alien Registration Number (A-Number) and DOS Case ID.</p> <p>Note: If your visa status is S-B1 (returning lawful permanent resident) and you need a new Green Card, you must file a Form I-90, Application to Replace Permanent Resident Card.</p> <p>Visit the USCIS Immigrant Fee page for more information about how to pay this fee.</p>
Form I-90	<p>If you are a lawful permanent resident, you may file online to apply for a replacement or renewal of your existing Permanent Resident Card (Green Card). You must complete the online version of the Form I-90, Application to Replace Permanent Resident Card, through your USCIS online account. If you are a conditional permanent resident, you can only file online to replace an existing Green Card. You may not use this form to apply for an extension or renewal of your status.</p> <p>Visit the Form I-90 page for more information about this form.</p>
Form I-131A	<p>If you are a lawful permanent resident and need to file Form I-131A, Application for Travel Document (Carrier Documentation), you must pay the required fee online and then apply in person with the completed form at a U.S. Embassy or Consulate.</p> <p>The embassy or consulate will generally issue the carrier documentation within 2 weeks. Present this documentation, which may be a boarding foil (similar to a visa) or transportation letter, to a transportation carrier instead of your Green Card or reentry permit.</p> <p>The carrier documentation proves that you are authorized to travel to a U.S. port of entry to apply for admission to the United States. It is not a guarantee of admission or parole into the United States. U.S. Customs and Border Protection will conduct all required inspections when you arrive and will make the final determination of whether to admit or parole you to the United States.</p> <p>Visit the Form I-131A page for more information about this form.</p>

Guides & Instructions

- [How Do I Pay the USCIS Immigrant Fee](#)
- [Immigrant Fee Payment: Tips on Finding Your A Number and DOS Case ID](#)

Last Reviewed/Updated: 12/22/2016

<https://www.uscis.gov>

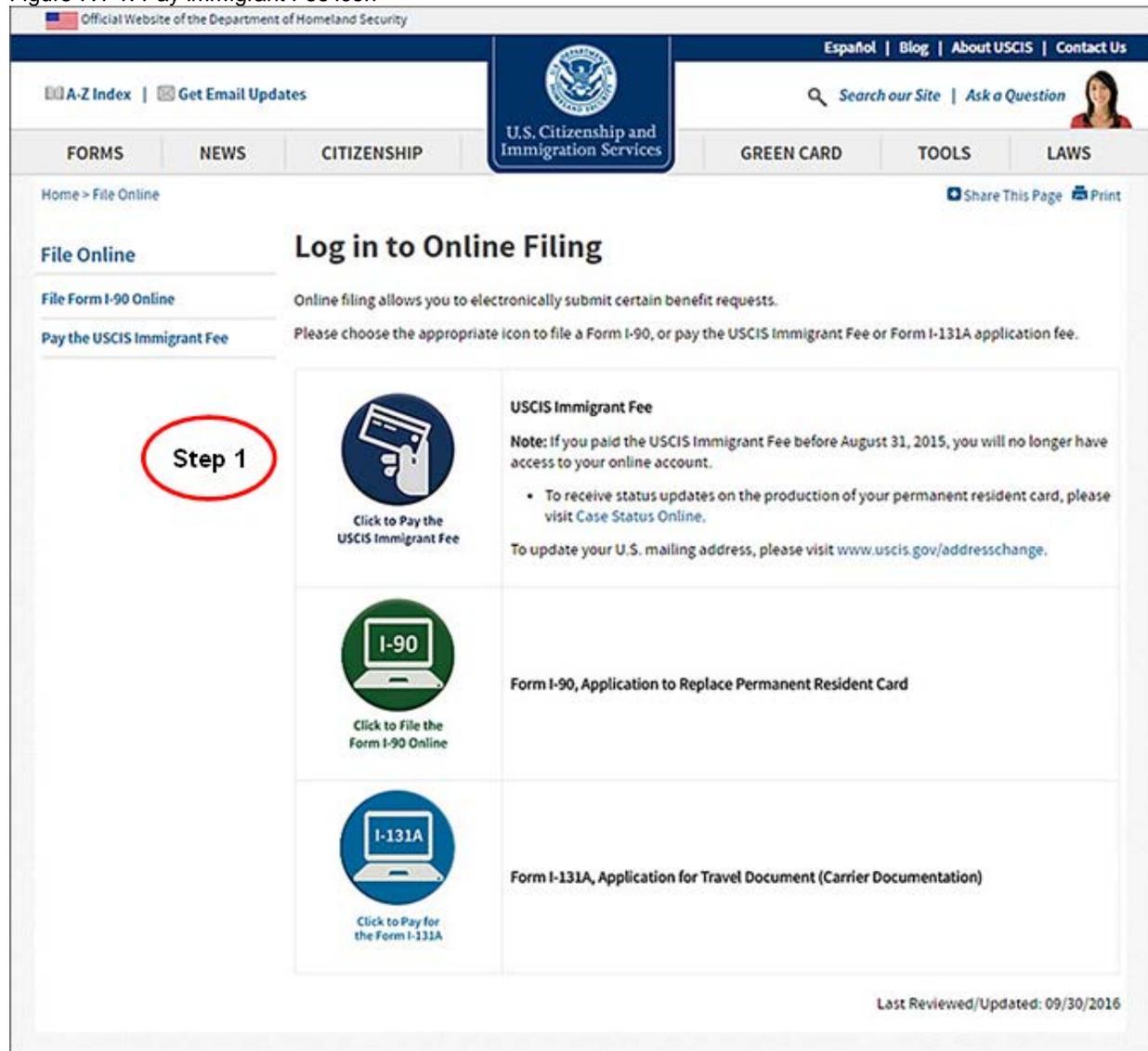
Note: Refer to [Our Fees](#) on the Online Filing website for current fee payment amounts.

7.1 Paying the USCIS Immigrant Fee

The USCIS Immigrant Fee can be paid by the immigrant or any other person who is paying the fee on the new immigrant's behalf.

Step 1: Log in to **Online Filing** at <https://www.uscis.gov/file-online/log-online-filing> and select the **Click to Pay the USCIS Immigrant Fee** icon.

Figure 7.1-1: Pay Immigrant Fee icon



Step 2: Read the **Burden Disclosure Notice** and the **USCIS Privacy Act Statement** on the next page and select **Continue**.

Figure 7.1-2: Burden Disclosure Notice and the USCIS Privacy Act Statement

The screenshot shows the USCIS online filing interface. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Accessibility Plug-ins" on the right. Below the navigation bar is a header area with the text "U.S. Citizenship and Immigration Services" and a "Contact Us" link. The main content area is divided into two sections: "Burden Disclosure Notice" and "USCIS Privacy Act Statement".

Burden Disclosure Notice

An agency may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at .167 hour or 5 minutes per response, including the time for reviewing instructions and completing and submitting the authorization. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Ave, NW, Washington, DC 20529-2140; OMB No. 1615-0131. Do not mail your completed form to this address.

USCIS Privacy Act Statement

AUTHORITIES: 8 U.S.C. §§ 1103, 1356 and 8 CFR 103.7(b)(1)(i)(D) authorize the collection of this information.

PURPOSE: The primary purpose for providing the requested information is to authorize an electronic credit card or Automated Clearing House (ACH) payment in Pay.gov, which is owned and operated by the Department of Treasury for payment of USCIS fees.

DISCLOSURE: The information you provide is voluntary. However, failure to pay the required filing or biometric services fees associated with your application, petition, or request may delay acceptance or processing of your case. Failure to pay the USCIS fee may also delay production of any identity cards or other documents associated with your application, petition, or request.

ROUTINE USES: This information may be used by and disclosed to USCIS personnel and contractors or other agents who need the information to assist in activities related to processing required fees for applications, petitions, or requests, and proof of benefits. Additionally, USCIS may disclose the information to other federal, state, and local authorized organizations in accordance with approved routine uses as described in the associated published system of records notice [TREASURY/FMS.017 — Collections Records — Treasury/Financial Management Service, which can be found at <http://www.treasury.gov/privacy>, and DHS-USCIS-007 — Benefits Information System, available at www.dhs.gov/privacy]. The information may also be made available as appropriate for law enforcement purposes or in the interest of national security.

At the bottom right of the content area, there is a red circle around the text "Step 2" and a "Continue" button.

Step 3: Enter the **A-Number** and the **DOS Case ID**.

Step 4: Select **Add**.

Figure 7.1-3: Enter A-Number and DOS Case ID

Step 5: Review the **SUCCESS** message and verify the account under **Immigrant Payee Table**, then select **Continue**.

Figure 7.1-4: Verify correct account and continue

A-Number	DOS Case ID	USCIS Immigrant Fee Amount	Remove Immigrant
A308627709	FLK8656354984	\$220	Remove

Step 6: Verify the information under **Review USCIS Immigrant Fee Payment Information**.

Step 7: Enter the appropriate email and contact information under **Payer Email Address** and **Payer Contact Information**, or select the checkbox in each section as appropriate.

Step 8: Select the **Proceed to Payment** button to go to the Pay.gov website.

Figure 7.1-5: Proceed to Payment button

The screenshot shows the USCIS website interface for reviewing immigrant fee payment information. The page title is "Review USCIS Immigrant Fee Payment Information".

Step 6: A table displays the fee information:

A-Number	DOS Case ID	USCIS Immigrant Fee Amount
A308627709	FLK8656354984	\$220

Step 7: The "Payer Email Address" section contains the following fields and options:

- Email Address*
- Confirm Email Address*
- I do not have an email address.

Step 8: The "Payer Contact Information" section contains the following fields and options:

- Last Name*
- First Name*
- Address Line 1*
- Address Line 2
- Country* (United States)
- City or Town*
- State* (Select...)
- ZIP Code*
- I do not want to provide a mailing address.

At the bottom right, there is a "Proceed to Payment" button.

Step 11: Enter your checking account or credit card information.

Note: Figure 7.1-7 shows checking account information for example purposes only.

Step 12: Select **Continue**.

Figure 7.1-7: Pay.gov website – enter account information

U.S. Citizenship and Immigration Services

Pay.gov

USCIS Immigrant Fee

Please enter checking or savings account information below.
* Indicates required fields

Agency Tracking ID: F07DCAA470287D
Payment Amount: \$220.00

* Account Holder Name:

* Account Type:

Routing Number	Account Number	Check Number
026946783	9243767390	1234

* Routing Number:

* Account Number:

* Confirm Account Number:

[Previous](#) [Cancel](#)

Step 13: Review the account information you entered for accuracy.

Step 14: Read the **Authorization and Disclosure Statement** (scroll down to review the entire statement) and check the box to indicate you agree.

Step 15: If the information is correct, select the **Submit** button.

Note: You may select the **Previous** link at the bottom to return to the previous screen to make corrections. The **Cancel** link will cancel the payment without submitting.

Figure 7.1-8: Pay.gov website – review, authorize and submit payment

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

USCIS Immigrant Fee

Review and submit payment

* indicates required fields

Step 13 Agency Tracking ID: F07DCAA470287D
 Payment Amount: \$220.00
 Payment Method: ACH Debit
 Account Holder Name: IV TEST
 Account Type: Business Checking
 Routing Number: 042000424
 Account Number: *****3123

Authorization and Disclosure Statement:

Step 14 **Authorization and Disclosure--Consumers and Businesses**
 The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.
 Consumers

I agree to the Pay.gov authorization and disclosure statement.

[Previous](#) [Cancel](#) **Submit** **Step 15**

Step 16: Review the payment **Confirmation** message. You may print this page as your receipt by selecting the **Print** button.

Figure 7.1-9: Successful fee payment message

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-Ins

Contact Us

Exit

Immigrant Information
Review
Pay Fee
⇒ Confirmation

Confirmation

Congratulations. You successfully submitted an immigrant fee payment on Friday, December 16, 2016 at 12:54:54 PM, for each immigrant listed in the table below.

- You may wish to print a copy for your records.
- Each immigrant listed should receive their Green Card within 120 days of entry into the United States, or within 120 days after the USCIS Immigrant Fee is received, whichever occurs later.
- If you do not receive your Green Card within the time frame stated above, please submit an inquiry to the Customer Contact Center by filling out the online help form.

Step 16

A-Number	DOS Case ID	USCIS Receipt Number	USCIS Immigrant Fee Amount
A308627709	FLK8656354984	IOE0066219694	\$220

Please print this page for your records.

Please use the online help form to contact our Customer Contact Center if you need assistance.

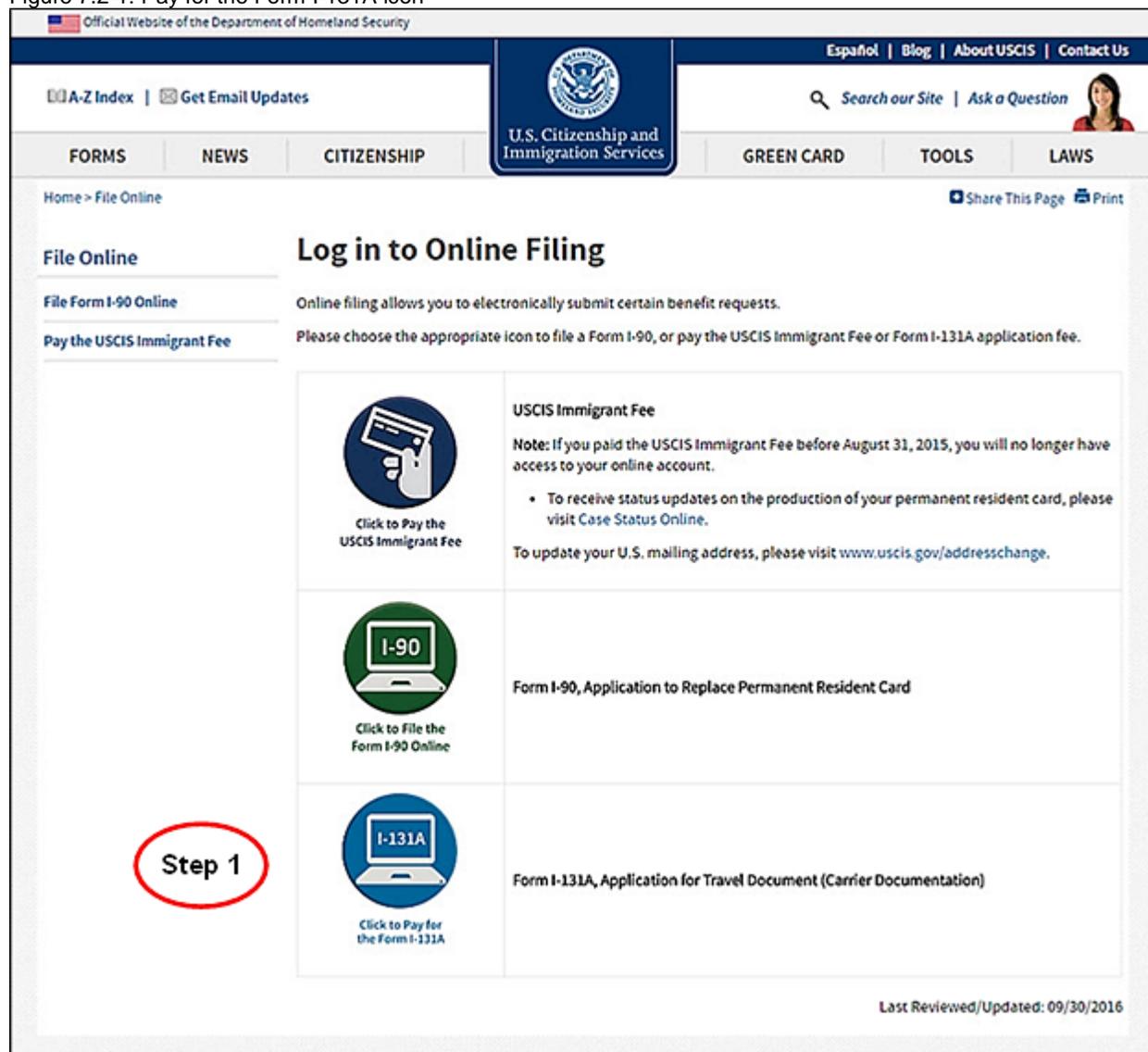
Print Pay For Another Immigrant

7.2 Paying the I-131A Application for Travel Document (Carrier Documentation) Fee

If you are a lawful permanent resident and need to file **Form I-131A, Application for Travel Document (Carrier Documentation)**, you must pay the required fee online and then apply in person (with the completed form) at a U.S. embassy or consulate. Please follow the steps below to pay the fee.

Step 1: Log in to **Online Filing** at <https://www.uscis.gov/file-online/log-online-filing> and select the **Click to Pay for the Form I-131A** icon.

Figure 7.2-1: Pay for the Form I-131A icon



Step 2: Read the **Burden Disclosure Notice** and the **USCIS Privacy Act Statement** and select the **Continue** button.

Figure 7.2-2: Burden Disclosure Notice

The screenshot shows the official website of the Department of Homeland Security, specifically the U.S. Citizenship and Immigration Services (USCIS) page. The page is titled "Burden Disclosure Notice" and "USCIS Privacy Act Statement".

Burden Disclosure Notice:

An agency may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at .167 hour or 5 minutes per response, including the time for reviewing instructions and completing and submitting the authorization. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Ave, NW, Washington, DC 20529-2140; OMB No. 1615-NEW. Do not mail your completed form to this address.

USCIS Privacy Act Statement:

USCIS IMMIGRANT FEE

AUTHORITIES:
8 CFR §103.7(b) 1(i) and (D) authorize the collection of this information.

PURPOSE:
The primary purpose for providing the requested information is to authorize an electronic credit card or Automated Clearing House (ACH) payment in Pay.gov, which is owned and operated by the Department of Treasury, for the filing fees associated with a benefit request form.

DISCLOSURE:
The information you provide is voluntary. However, failure to make a payment towards the associated benefit request fee may delay or prevent USCIS from accepting your benefit request form.

ROUTINE USES:
This information may be used by and disclosed to USCIS personnel and contractors or other agents who need the information to assist in activities related to processing your filing fees. Additionally, USCIS may disclose the information to other federal, state, and local authorized organizations in accordance with approved routine uses, as described in the associated published system of records notice [TREASURY/FMS.017 - Collections Records - Treasury/Financial Management Service, which can be found at <http://www.treasury.gov/privacy>, and DHS-USCIS-007 - Benefits Information System, available at www.dhs.gov/privacy]. The information may also be made available as appropriate for law enforcement purposes or in the interest of national security.

A red circle highlights the text "Step 2" and a red arrow points to the "Continue" button.

Step 3: Enter your **A-Number**, **Last Name**, **First Name** and **Date of Birth** as it appeared on your Green Card. All fields are required.

Step 4: Select the **Add Applicant** button.

Figure 7.2-3: Add Applicant

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins

Contact Us

*Indicates Required Field

FEES:
 Filing: \$575
 Total: \$575

USCIS I-131A Application for Travel Document (Carrier Documentation) Fee

Provide the following information as it appeared on your Lawful Permanent Resident Card.

A-Number*

Last Name*

First Name*

Date of Birth*

Step 3 **Step 4**

Exit Add Applicant >

Step 5: Review the **SUCCESS** message and verify the account information under **Travel Document (Carrier Documentation) Payee Table**, then select the **Continue** button.

Figure 7.2-4: Success message

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins

Contact Us

*Indicates Required Field

FEES:
 Filing: \$575
 Total: \$575

USCIS I-131A Application for Travel Document (Carrier Documentation) Fee

Provide the following information as it appeared on your Lawful Permanent Resident Card.

A-Number*

Last Name*

First Name*

Date of Birth*

SUCCESS: You have added a Travel Document (Carrier Document) applicant to your Payee Table.

Travel Document (Carrier Documentation) Payee Table

A-Number	Last Name	First Name	Date of Birth	I-131A Fee Amount	Remove Applicant
A000072095	NIENG	CASTRO	02/05/1950	\$575	Remove

Step 5

Exit Add Applicant > Continue >

Step 6: Verify the information under **Review Travel Document (Carrier Documentation) Fee Payment Information**. If you need to correct anything, select the **Back** button to return to the previous screen. If everything is correct, select the **Continue** button.

Figure 7.2-5: Review fee payment information

Official website of the Department of Homeland Security

Accessibility Plug-ins

Contact Us

U.S. Citizenship and Immigration Services

FEES:

Filing: \$575

Total: \$575

Exit

Review Travel Document (Carrier Documentation) Fee Payment Information

A-Number	Last Name	First Name	Date of Birth	I-131A Fee Amount	Remove Applicant
A000072095	NIENG	CASTRO	02/05/1950	\$575	Remove

Back Continue

Step 6

Step 7: Enter the appropriate contact email address under **Payer Email Address**.

Step 8: Select the **Proceed to Payment** button to go to the Pay.gov website.

Figure 7.2-6: Payer contact information

The screenshot shows the USCIS online filing interface. At the top, there is a blue header with the text "Official website of the Department of Homeland Security" and the USCIS logo. Below the header, there is a navigation bar with "Accessibility" and "Plug-Ins" links. The main content area is divided into two sections: "Payer Email Address" and "Payer Contact Information".

Payer Email Address Section:

- Text: "Please provide an email address where USCIS can contact you about your payment transaction, if needed. A payment confirmation notice will be sent to the email address you provide."
- Field: "Email Address*" with the value "timothy.m.snyder@uscis.dhs.gov". A red circle labeled "Step 7" is drawn around this field.
- Field: "Confirm Email Address*" with the value "timothy.m.snyder@uscis.dhs.gov".
- Radio button: "I do not have an email address." (unchecked).

Payer Contact Information Section:

- Fields: "Last Name", "First Name", "Address Line 1", "Address Line 2", "City or Town", "State / Province", "ZIP Code / Postal Code", and "Country" (dropdown menu).
- Radio button: "I do not want to provide a mailing address." (checked).
- Buttons: "Back" and "Proceed to Payment". A red circle labeled "Step 8" is drawn around the "Proceed to Payment" button.

FEES Section (top left):

- Table:

Filing:	\$575
Total:	\$575
- Button: "Exit"

Legend: *Indicates Required Field

Step 9: On the **Pay.gov** webpage, select which method of payment you want to use (checking account or credit card).

Step 10: Select the **Continue** button.

Figure 7.2-7: Select payment method



Step 11: Enter your checking account or credit card information.

Note: Figure 7.2-8 shows credit card information for example purposes only.

Step 12: Select the **Continue** button.

Figure 7.2-8: Enter account information

The screenshot shows the USCIS I-131A payment interface. At the top left is the U.S. Citizenship and Immigration Services logo. At the top right is the Pay.gov logo. The main heading is "USCIS I-131A". Below this, it says "Please provide the Credit or Debit Card Information below." and "* indicates required fields".

Agency Tracking ID: DC85A7B1759E3A
Payment Amount: \$575.00
Country: United States (dropdown menu)

* Billing Address: 123 (text input) **Step 11**
Billing Address 2: (text input)
* City: Upland (text input)
* State/Province: California (dropdown menu)
* ZIP/Postal Code: 91784 (text input)
* Account Holder Name: Test (text input)
* Card Type: Visa (dropdown menu)
VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, UNIONBANK, CITIBANK logos are shown below the dropdown.
* Card Expiration Date: 01 (month dropdown), 2020 (year dropdown)
* Account Number: 4111111111111111 (text input)

Buttons: [Previous](#), [Cancel](#), **Continue** **Step 12**

Step 13: Review the account information you entered for accuracy.

Step 14: Read the authorization statement and check the box to indicate you authorize the payment.

Step 15: If the information is correct, select the **Submit** button.

Note: You may select the **Previous** link at the bottom to return to the previous screen and make corrections. The **Cancel** link will cancel the payment.

Figure 7.2-9: Review and submit payment

U.S. Citizenship and Immigration Services

Pay.gov®

USCIS I-131A

Review and submit payment

* indicates required fields

Step 13 Agency Tracking ID: DC85A7B1759E3A
Payment Amount: \$575.00
Payment Method: Plastic Card
Account Holder Name: Test
Card Type: Visa
Account Number: *****1111
Billing Address: 123
Billing Address 2:
City: Upland
Country: United States

Step 14 State/Province: CA
ZIP/Postal Code: 91784

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

[Previous](#) [Cancel](#) **Submit** **Step 15**

Step 16: Review the payment **Confirmation** message.

Note: You may print this page as your receipt by selecting the **Print** button at the bottom of the page. Select the **USCIS Customer Homepage** button to return to your homepage.

Figure 7.2-10: Review confirmation and print

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins Log Out

Contact Us

FEES:

Filing:	\$575
Total:	\$575

Exit

Confirmation

Congratulations. You have successfully submitted payment(s) for Form I-131A, Application for Travel Document (Carrier Documentation) on Wednesday, September 28, 2016.

- We recommend that you **print this page** and keep it for your records. You will not be able to access or print this page once you close it.
- You will receive a separate receipt for your payment(s) at the email address you provided. If you paid for more than one person, you will receive a separate receipt for each applicant you paid for at the email address you provided.
- You must complete Form I-131A, [Application for Travel Document \(Carrier Documentation\)](#), in order to apply for a travel document to return to the United States.
- To schedule an appointment to file a completed Form I-131A in person, please see the [Form I-131A instructions](#) for how to contact the U.S. Embassy or U.S. Consulate with jurisdiction over your location abroad.
- You must bring the completed Form I-131A and fee receipt to your appointment at the U.S. Embassy or U.S. Consulate.

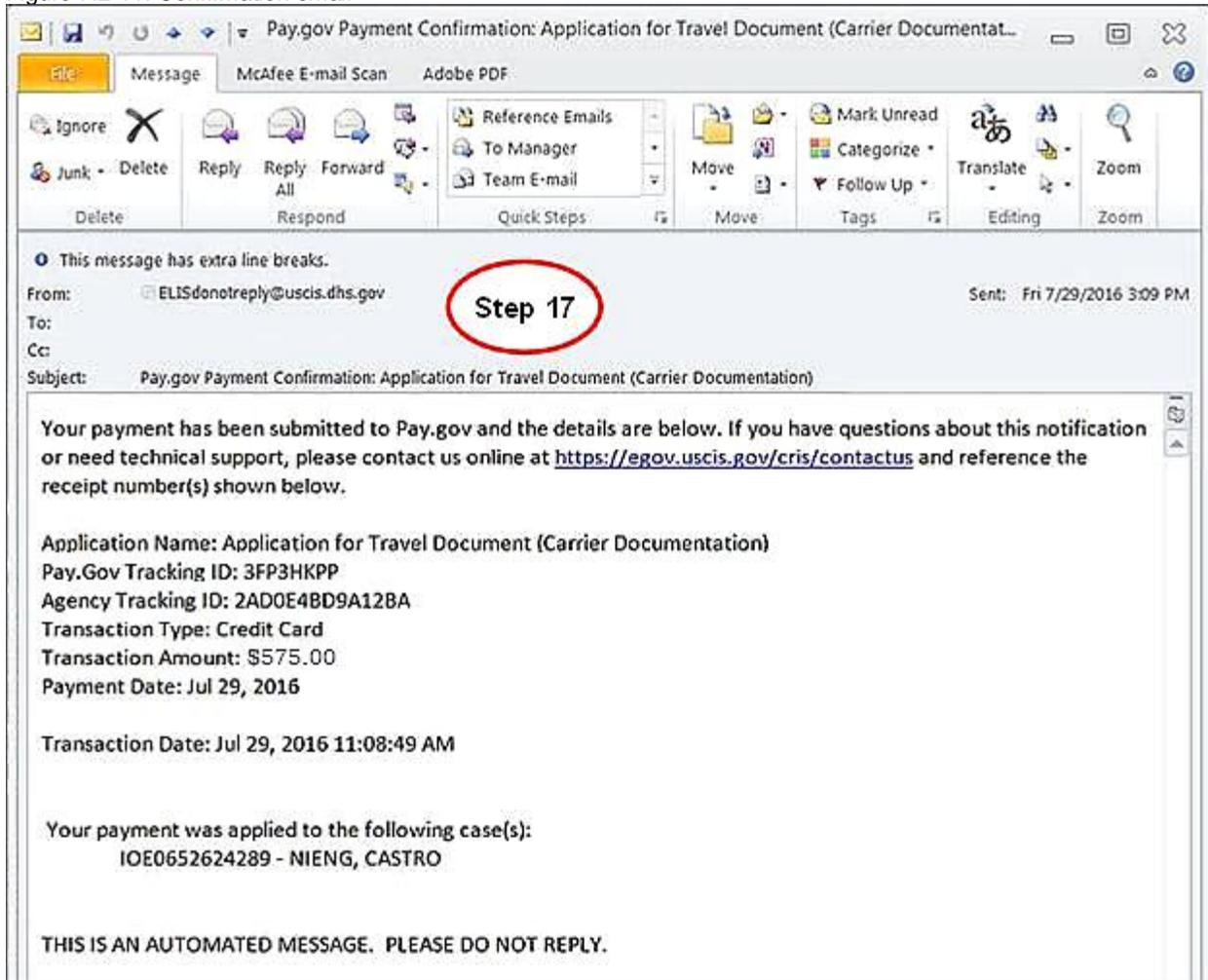
A-Number	USCIS Receipt Number	Last Name	I-131A Fee Amount
A****3084	IOE0682268988	SARKA	\$575

Please use the [online help form](#) to contact our Customer Contact Center if you need assistance.

Print USCIS Customer Homepage

Step 17: After you successfully submit your payment, we will send a confirmation email to the address you provided in Step 7 (see the example below).

Figure 7.2-11: Confirmation email



8.0 DEFERRED ACTION FOR CHILDHOOD ARRIVALS (DACA)

To manage a DACA request you have filed in paper form, you may link your request to your online account. The following sections in this manual explain how you can access your paper-filed Form I-821D, Consideration of Deferred Action for Childhood Arrivals and Form I-765, Employment Authorization Document in Online Filing.

8.1 Create a USCIS Online Account

8.2 Reviewing a snapshot of your request

8.3 Terminating a Representative

8.1 Create a USCIS Online Account

After you file your paper Form I-821D and Form I-765, USCIS will send you a USCIS Account Acceptance Notice that contains an Online Access Code. The Online Access Code is used to link your paper-filed case to the online account.

Follow the steps below to link your paper-filed Form I-821D and Form I-765 to your online account.

Step 1: From your **Home** tab, select the **Enter Your Online Access Code (See Account Acceptance Notice)** link in the **Actions** section.

Figure 8.1-1: Enter your Online Access Code link

The screenshot shows the USCIS online account interface. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below the navigation bar, there are tabs for "Home" and "Profile". The main content area is divided into several sections:

- Recent Notices:** A table with columns "Notice Date", "Receipt Number", "Applicant Name", and "Notice Type". The table is empty, with the text "No data available in table" below it.
- Recent Cases:** A section with the text "No recent cases found." and a "Create New Case" button.
- Actions:** A list of links:
 - View All My Cases
 - Enter Your Online Access Code (See Account Acceptance Notice) - This link is circled in red and labeled "Step 1".
 - Review and E-sign the Request Drafted by Your Legal Representative
- Links:** A list of links:
 - Avoid Scams | USCIS
 - Change of Address
 - E-Request
 - Email us for Help
 - Form I-90 General Information
 - How Do I Customer Guides | USCIS

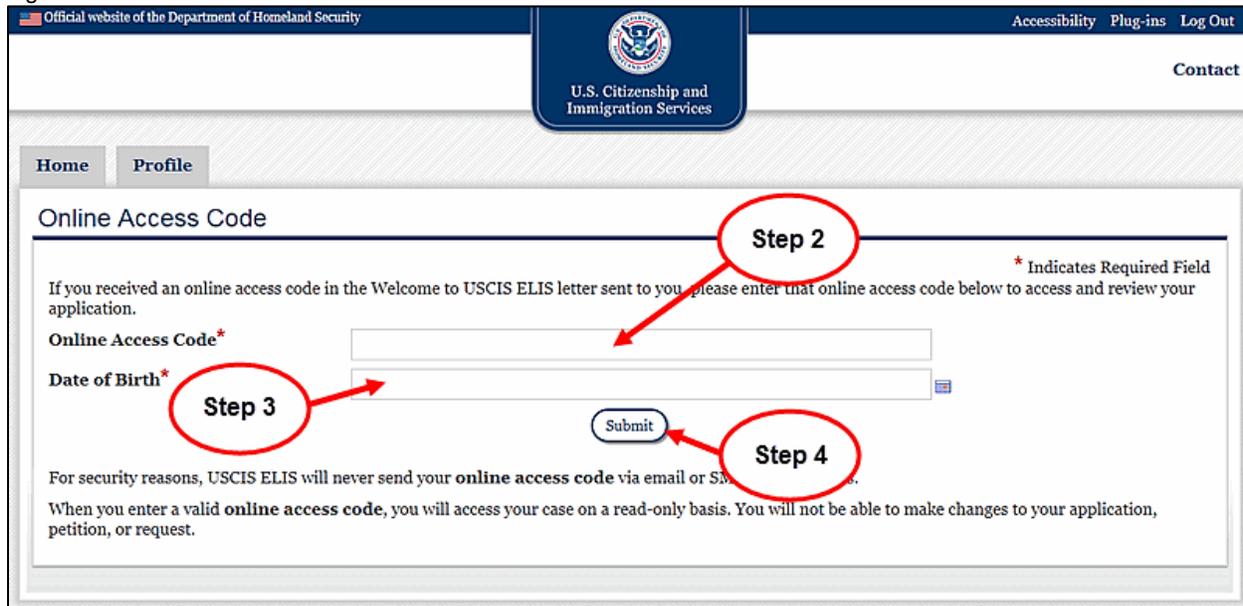
Step 2: Enter your **Online Access Code**.

Note: The Online Access Code can be found in the USCIS Online Account Acceptance Notice that USCIS sent to you after you filed your I-821D and I-765.

Step 3: Enter your **Date of Birth**.

Step 4: Select **Submit**.

Figure 8.1-2: Submit access code and DOB



Step 5: Review the **SUCCESS** message indicating your account has been linked to your case.

Figure 8.1-3: Review success message



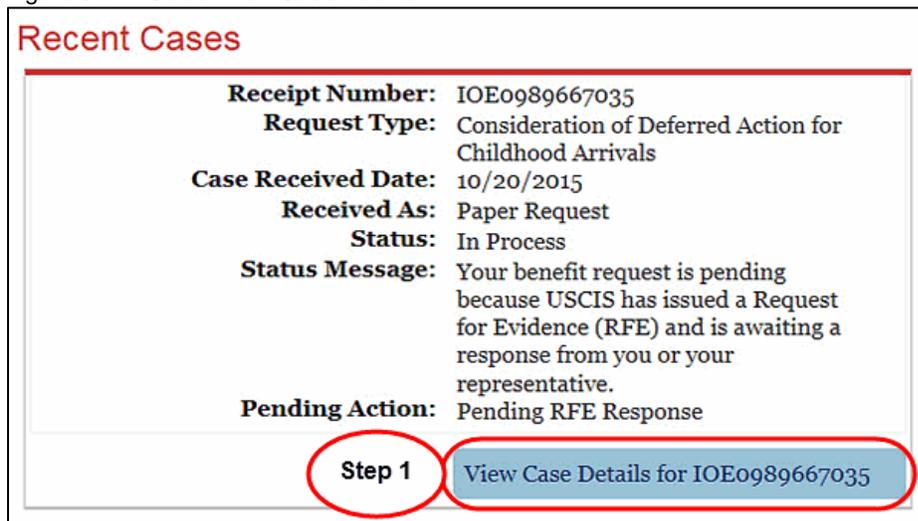
8.2 Review G-28 Snapshot

You can view a snapshot of your G-28 when you select your case receipt number.

Follow the instructions below to view the snapshot.

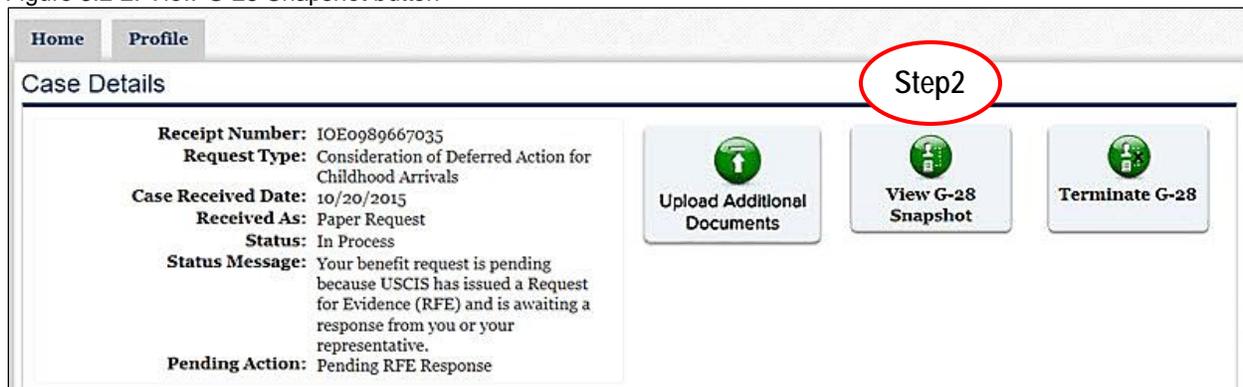
Step 1: Select View Case Details.

Figure 8.2-1: Select View Case Details



Step 2: Select View G-28 Snapshot to view your G-28.

Figure 8.2-2: View G-28 Snapshot button



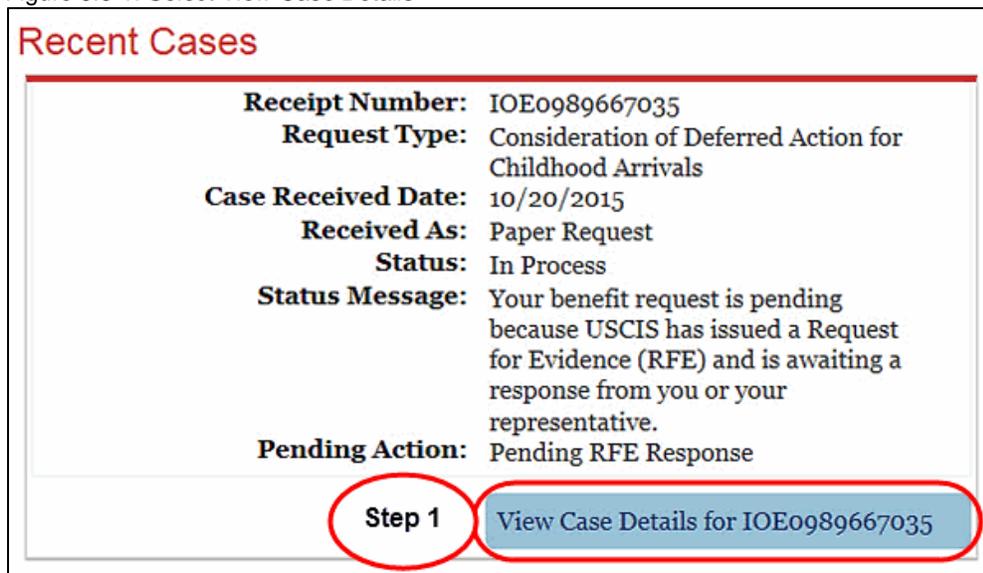
8.3 Terminate a Representative

As a requestor, you can end (terminate) your relationship with a representative.

Follow the instructions below to complete this process.

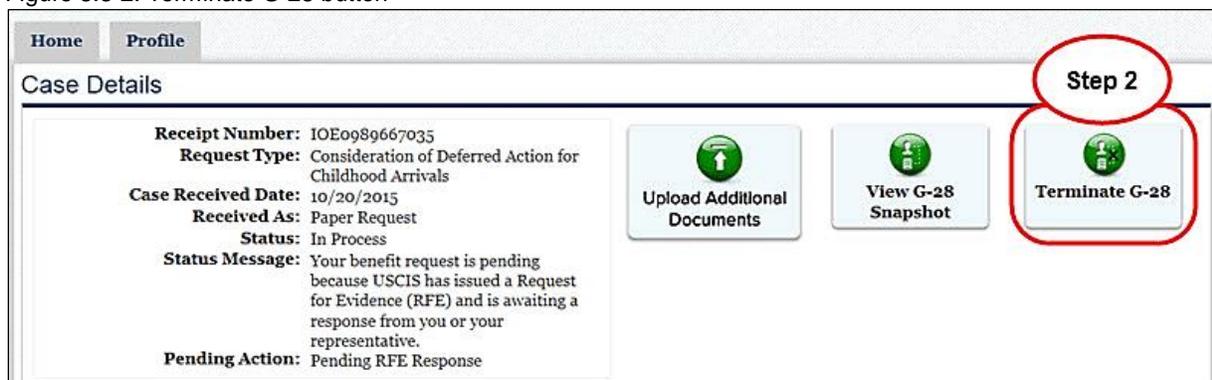
Step 1: Select View Case Details.

Figure 8.3-1: Select View Case Details



Step 2: Select Terminate G-28.

Figure 8.3-2: Terminate G-28 button



Step 3: Select **OK** to confirm your choice.

Figure 8.3-3: Confirm G-28 termination



Step 4: Verify that the relationship was successfully terminated.

Figure 8.3-4: G-28 Relationship termination message



9.0 TEMPORARY PROTECTED STATUS (TPS)

When you file an Application for Temporary Protected Status (TPS), you may link your request to your online account. The following sections explain how you can access the I-821 Application for Temporary Protected Status, I-765 Application for Employment Authorization, and I-131 Application for Travel Document forms in Online Filing.

9.1 Link a paper-filed Form I-821, Form I-765 and Form I-131 to your Online Account

After you file your paper Form I-821, Form I-765, and Form I-131, USCIS will send you a USCIS Account Acceptance Notice that contains an Online Access Code. The Online Access Code is used to link your paper-filed case to the online account.

Follow the steps below to link your paper-filed Form I-821, Form I-765, and Form I-131 to your online account.

Step 1: From your **Home** tab, select the **Enter Your Online Access Code (See Account Acceptance Notice)** link in the **Actions** section.

Figure 9.1-1: Enter your Online Access Code link



Step 2: Enter your **Online Access Code**.

Note: The Online Access Code can be found in the USCIS Online Account Acceptance Notice that USCIS sent to you after you filed your I-821, I-765 and I-131.

Step 3: Enter your **Date of Birth**.

Step 4: Select **Submit**.

Figure 9.1-2: Submit access code and DOB



Step 5: Review the **SUCCESS** message.

Figure 9.1-3: Review success message



9.2 Terminate Representative

As a requestor, you can end (terminate) your relationship with a representative.

Follow the instructions below to complete this process.

Step 1: Select View Case Details.

Figure 9.2-1: Select View Case Details

Recent Notices

Notice Date	Receipt Number	Applicant Name	Notice Type
8/8/16	IOE0928060083	LUCA, DEANDRE NMN	Biometric Reuse
8/8/16	IOE0928060083	LUCA, DEANDRE NMN	Account Acceptance Notice

[View All Notices](#)

Recent Cases

Receipt Number: IOE0928060083
Request Type: Application for Travel Document
Case Received Date: 08/08/2016
Received As: Paper Application
Status: In Process
Status Message: Your benefit request has been accepted and is under review.
Pending Action: None

[View Case Details for IOE0928060083](#)

Links

- Review and E-sign the Request Drafted by Your Legal Representative
- Verify Your Identity
- Avoid Scams | USCIS
- Change of Address
- E-Request
- Email us for Help
- Form I-90 General Information
- How Do I Customer Guides | USCIS

Step 2: Select Terminate G-28.

Figure 9.2-2: Terminate G-28 button

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins Log Out

Contact Us

Home Profile

Case Details

Receipt Number: IOE0904661385
Request Type: Application for Travel Document
Case Received Date: 08/09/2016
Received As: Paper Application
Status: In Process
Status Message: Your benefit request has been accepted and is under review.
Pending Action: None

[Upload Additional Documents](#)

[Terminate G-28](#)

Mailing Preferences

Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative: No

Step 3: Select **OK** to confirm your choice.

Figure 9.2-3: Confirm G-28 termination



Step 4: Verify that the relationship was successfully terminated.

Figure 9.2-4: G-28 Relationship termination message



10.0 WHERE TO FIND HELP

If you need more assistance with your USCIS online filing system account, please submit an inquiry to USCIS at <https://my.uscis.gov/account/needhelp>. You may also log into your online account for specific case inquiries and contact us at <https://my.uscis.gov/account/inbox>.

APPENDIX A – GLOSSARY

The following terms and definitions are helpful when navigating the system.

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, petition or request information is submitted, including all required signatures and either a cleared payment or an approved fee waiver request.
Account	They system creates internal accounts for applicants, petitioners, requestors, and representatives when their cases are accepted, 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 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, petition, or request	A form filed by anyone seeking an immigration benefit, such as a Green Card.
USCIS Application Support Center	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 of that petition.
Benefit request	When you apply for an immigration benefit (such as an extension of stay for a nonimmigrant), you submit a petition, application or request. These are known as benefit requests.
Biographic information	Information about an individual's history such as birthplace, birth date, citizenship and marital status. It can also refer to an individual's physical characteristics such as ethnicity and race, hair and eye color, and height and weight.
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.

Term	Definition/Description
Case	USCIS treats each application, petition, or request as a case and tracks each case through the adjudication process until USCIS makes a decision on the application, petition or request.
Case passcode	When a representative e-files an application, petition or request, USCIS emails a passcode to the representative. The representative gives the passcode to the applicant, petitioner or requestor so they can access the draft forms prepared by the representative. Applicants, petitioners or requestors cannot access the draft forms until they have created an online account, logged in to online filing, and input the correct case passcode. Once they enter the correct passcode, they can electronically accept or decline the application, petition or request prepared by their representative. The e-signed snapshot establishes a legal record of the applicant's form and any supporting documentation filed with USCIS.
Code of Federal Regulations (CFR)	The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the federal government. It is divided into 50 titles that represent broad areas subject to federal regulation. Title 8 of the CFR lists all the rules and regulations describing how USCIS will implement the laws Congress passed.
Class of admission (COA)	The classification code given to foreign nationals when they are admitted to the United States as an immigrant or nonimmigrant, or are granted adjustment of status to lawful permanent residence.
Country of birth (COB)	The country in which a person is born.
Country of citizenship (COC)	The country of which a person is a citizen, whether through birth or naturalization (if he or she has not renounced or lost citizenship). This is the country to which a person owes allegiance and which may provide certain protections to the person because they are a citizen.
Communication preferences	Your preference of the method for receiving notices and decisions on your application, petition or request and secure documents. You can choose to receive paper notices through the U.S. Postal Service, or electronic notices by email or SMS text messaging. You can indicate your preference after you submit an application, petition or request by changing your communication preferences in your USCIS online account profile.
Commuter	A foreign national admitted to the United States for lawful permanent residence but permitted to reside in Canada or Mexico while commuting daily or seasonally to work in the United States.
Conditional permanent resident (CR)	A conditional permanent resident receives a Green Card that is valid for two years, based on either a qualifying marriage of less than two years or an investment in a U.S. commercial enterprise. A conditional permanent resident must file a petition to remove the conditions on his or her status 90 days before the second anniversary of their admission as or adjustment of status to a lawful permanent resident.

Term	Definition/Description
E-file	Electronically file an application, petition, or request online with USCIS.
E-sign	An individual electronically signs an application, petition or request online before it can be filed electronically with USCIS. An e-signed snapshot (PDF of the signed application, petition or request) is a legal record of the individual's completed form and supporting documentation that was scanned and uploaded into the system.
Evidence	Documentation to support statements made on an application, petition or request. 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 United States without being inspected and admitted or paroled 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 not permanent residents.
Immigration and Nationality Act (INA)	The INA, along with other immigration laws, treaties, and conventions, is the law that governs temporary admission to and permanent residence in the United States, naturalization and removal of foreign nationals in the United States.
IOE Receipt Number	The receipt number is the case number with the IOE prefix, identifying it as a case that was filed online. A receipt number and case number are generated for each accepted case.
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 United States as an immigrant. Also known as a "Green Card" holder.
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 USCIS is legally required to communicate. It contains personally identifiable information. The notice may be on paper or stored in Online Filing 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.

Term	Definition/Description
Online access code	A code used by applicants, petitioners, requestors, and representatives to access information stored in their USCIS online accounts and in Online Filing.
Online Filing	The name of the USCIS online system for creating and managing online immigration applications, petitions, or requests.
Permanent Resident Card	Also known as a Green Card, a Permanent Resident Card (issued by USCIS) is proof of a person's 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 formats accepted by online filing. Adobe Reader is Adobe's free software that can be downloaded 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 land border crossing.
Preference relative	Relatives of U.S. citizens who do not qualify as immediate relatives and relatives of lawful permanent residents. Preference relatives are subject to the annual numerical limitations imposed on immigration to the United States.
Properly filed application, petition, or request	Refers to a completed form that is filed with the correct filing and biometric services fee (if required) and is properly signed by the applicant, petitioner or requestor. If the applicant, petitioner or requestor is less than 14 years of age, the parent or guardian may sign on their behalf.
Receipt date	The date that USCIS enters the application, petition or request information into its case database systems. This date is NOT the filing date and is NOT used in determining the processing order.
Received date	The date that the application, petition or request is physically received by USCIS. In the case of the Form I-821D, this refers to the date the application, petition or request was received at a USCIS Lockbox or e-filed by the applicant, petitioner or requestor. For properly filed documents, this date 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, petition or request if it includes an incorrect fee amount, an unsigned or missing fee payment, or an unsigned application, petition or request. USCIS also will reject an application, petition or request if it is missing required information such as a name and address. There are various reasons for rejection of an application, petition or request by the USCIS Lockbox but applicants, petitioners and requestors are always given notice of the deficiencies in their filing so that they can fix them and refile with USCIS.

Term	Definition/Description
Status	An immigration classification assigned to a foreign national who has entered the United States.
USCIS Online Account	An account in Online Filing that allows applicants, petitioners, requestors and representatives to e-file applications, petitions or requests; view notices and decisions; and respond to requests for evidence.

APPENDIX B – ACRONYMS

The following acronyms and definitions are used in the processing of immigrant requests and benefits, 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	U.S. Citizenship and Immigration Services
USPS	United States Postal Service