

OLIA Web Portal Training

May 2020



U.S. Citizenship
and Immigration
Services

Agenda

01 Introduction

02 Web Portal Benefits

03 Web Portal Overview

04 Supporting Links



U.S. Citizenship
and Immigration
Services

Introduction

The new OLIA Web Portal will allow congressional staff to communicate with USCIS on a faster and more efficient basis. The OLIA Web Portal will accommodate both case inquiries and policy questions. Documents may also be uploaded and linked to inquiries. On submitting an inquiry through the OLIA Web Portal, congressional staff will receive a tracking number and instructions on how to follow up on their inquiry when necessary.

This Web Portal Training is meant to showcase key features of the new web form and all related functionality critical to system use and adoption.

Web Portal Benefits

Capabilities for the OLIA Web Portal:

- Customized fields to collect appropriate constituent information
- Document attachment capabilities
- Instant inquiry creation upon submission



Note: The OLIA Web Portal will come equipped with Help Text and a User Guide to help with navigating the new web form.



How It Works

OLIA Web Portal

Inquiry Submission

Staffer Information

First Name Middle Name Last Name Email Member of Congress

Inquiry Information

Issue OLIA Office Form Number Privacy Release Form Type Description

Constituent Information

First Name Middle Name Last Name Date of Birth A-Number Receipt Number ELIS Account Id

Attach Related Files

Upload File Browse... Upload File Browse...
Upload File Browse... Upload File Browse...
Upload File Browse... Upload File Browse...



Enter your identifying information



Provide context for your inquiry submission



Provide information about the applicant



Upload supporting documentation

NEW

Web Portal

The image features a dark blue background on the left side, which transitions into a white background on the right side. A thin, light-colored diagonal line runs from the bottom left towards the middle right, separating the two background colors. The text 'Web Portal' is written in a white, sans-serif font in the upper left corner of the dark blue area.

OLIA Web Portal

Overview

Congressional staff can access a web portal at www.uscis.gov/congress and file inquiries online. An online web form will request information regarding the nature of the inquiry, as well as any case-specific information that is available. Documents may also be uploaded and linked to an inquiry. On submitting an inquiry through the web portal, congressional staff will receive a tracking number and instructions on how to follow up on their inquiry if it becomes necessary.

Scenario:

A congressional staff member will submit an **Inquiry** through the **OLIA Web Portal**. They will be able to upload documents and receive a **Service Item Number** to track their **Inquiry**.

Things To Know

- Keep track of your inquiry number.
- Do your best to complete the full web form, including non-required fields and attachments (e.g. Privacy Releases), if necessary.
- If you are submitting an inquiry on behalf of a Committee or Sub-Committee, include that information in the Description field.
- For Applicant information, A-numbers can range from 3-9 digits.
- Users are encouraged to directly respond to OLIA Staff through an email exchange with a thread id in it. It will connect your responses to the Service Item for tracking purposes.

Website

The screenshot shows the USCIS website header with the logo, search bar, and navigation menu. A prominent red banner at the top reads: "USCIS Offices Temporarily Closed to the Public. USCIS Response to Coronavirus 2019 (COVID-19)." Below this, the breadcrumb "Home > USCIS and Congress" is visible. The main content area features the OLIA logo and a detailed announcement. A sidebar on the left contains navigation links for Congress, About Us, Contact Information, Congressional Casework, Legislative Resources, Congressional Activities and Collaboration, and Congressional Updates. A "Print" button is located in the top right corner of the content area.

U.S. Citizenship and Immigration Services

Search our Site

Need Help? Ask Emma

FORMS NEWS CITIZENSHIP GREEN CARD TOOLS LEGAL RESOURCES

! USCIS Offices Temporarily Closed to the Public. USCIS Response to Coronavirus 2019 (COVID-19).

Home > USCIS and Congress Print

Congress

About Us

Contact Information

Congressional Casework +

Legislative Resources

Congressional Activities and Collaboration

Congressional Updates

U.S. CITIZENSHIP AND IMMIGRATION SERVICES
OFFICE OF LEGISLATIVE AND INTERGOVERNMENTAL AFFAIRS

USCIS and Congress

The Office of Legislative and Intergovernmental Affairs (OLIA) supports the USCIS mission by maintaining an effective relationship with Congress. OLIA promptly responds to concerns from congressional stakeholders and shares updates on USCIS policy changes with those stakeholders. These actions enhance understanding of the immigration process and promote the development of sound immigration legislation, policy, and practices. OLIA ensures that the USCIS director, deputy director, and other USCIS leaders are well-informed of congressional activity and legislation affecting the agency.

This site is intended to support the efforts of congressional stakeholders exclusively by providing information on our programs and assistance with constituent casework. In addition, congressional staff can learn more about USCIS and the USCIS congressional program by [contacting us](#) or attending one of our [congressional events](#).

Announcement

As of March 18, U.S. Citizenship and Immigration Services (USCIS) has suspended routine in-person services until at least May 4 to help slow the spread of Coronavirus 2019 (COVID-19). USCIS staff will continue to

Congressional staff members will enter www.uscis.gov/congress in a web browser to navigate to the **OLIA Web Portal..**

OLIA Web Portal

Inquiry Submission

Staffer Information

First Name

Middle Name

Last Name

Email

Member of Congress

Inquiry Information

Issue

Form Number

Form Type

OLIA Office

Privacy Release

Description

Constituent Information

First Name

Middle Name

Last Name

Date of Birth

A-Number

Receipt Number

ELIS Account Id

Attach Related Files

Upload File

Upload File

Upload File

Upload File

Upload File

Upload File

The **OLIA Web Portal** is designed to field **Inquiries** on applications and policy questions.

The following information is required to submit an **Inquiry** through the **OLIA Web Portal**:

- **Congressional Staffer Last Name and Email Address**
- **OLIA Office**
- **Privacy Release Status**

OLIA Web Portal

A

[Contact Us](#)

B

[Frequently Asked Questions](#)

C

[Procedural Items](#)

D

[User Guide](#)

E

[Privacy Release](#)

F

[Supporting Forms](#)

Privacy Act Statement

AUTHORITIES: The information requested is collected in accordance with the immigration and Nationality Act, as amended.

PURPOSE: The primary purpose for completing is to respond to your request for assistance with an immigration benefit application, petition, and document.

ROUTINE USES: The information provided may be used by and disclosed to DHS personnel and contractors or other agents who need the information to assist in activities related to your inquiry. The information will be shared in accordance with approved routine uses, as described in the associated published system of records notices, available at www.dhs.gov/privacy

DISCLOSURE: Furnishing this information is voluntary. However, failure to provide the requested information may delay or prevent USCIS from responding to your inquiry. Please note that the system will record user information such as Internet Protocol Address and Web Browser Type and version upon submission.



- A. Contact Us** will direct users to the USCIS Contact page to connect with OLIA HQ, Service Centers, and Field Offices.
- B. Frequently Asked Questions** is a list of commonly asked questions to help users navigate the **Web Portal**.
- C. Procedural Items** describes how OLIA Offices work with congressional offices to handle casework and other requests.
- D. User Guide** gives step-by-step guidance on submitting an **Inquiry** through the **Web Portal**.
- E. Privacy Release** is a link to the **Privacy Release Form** for congressional staff to access.
- F. Supporting Forms** are quick reference guides to help users execute specific tasks related to submitting an **Inquiry**.

Submitting an Inquiry

If a Congressional Staff Member is submitting an **Inquiry** about the status of an **Application**, they will have to provide additional information in the **Inquiry Information** section.

The screenshot shows the 'Inquiry Submission' form with three numbered callouts:

- 1**: A red box highlights the 'First Name' field (containing 'Nancy') and the 'Last Name' field (containing 'Afonso').
- 2**: A red circle highlights the 'Email' field (containing 'nancy.afonso@congress.gov').
- 3**: A red circle highlights the 'Member of Congress' dropdown menu, which is open and shows a list of names. 'Ed Markey' is highlighted with a red box at the bottom of the list.

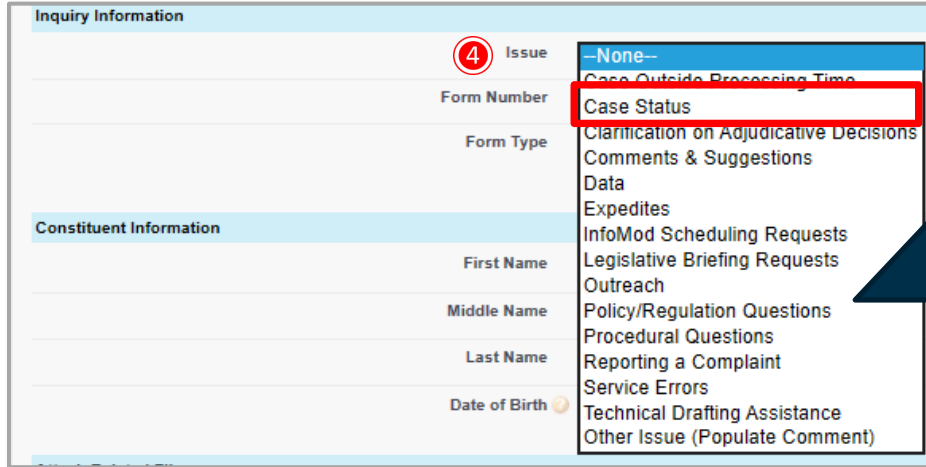
The form sections are:

- Staffer Information**: First Name, Middle Name, Last Name, Email, Member of Congress.
- Inquiry Information**: Issue, Form Number, Form Type.
- Constituent Information**: First Name, A-Number.

1. Enter **First Name, Last Name**.
2. Enter **Email Address**.
3. Select the **Member of Congress** related to the inquiry.

Submitting an Inquiry

4. Select the **Issue**.



The screenshot shows a web form titled "Inquiry Information" and "Constituent Information". The "Issue" dropdown menu is open, showing a list of options. The "Case Status" option is highlighted with a red box. A red circle with the number "4" is next to the "Issue" label.

Inquiry Information	
Issue	4 None-- Case Outside Processing Time Case Status
Form Number	
Form Type	

Constituent Information	
First Name	
Middle Name	
Last Name	
Date of Birth	

- None--
- Case Outside Processing Time
- Case Status
- Clarification on Adjudicative Decisions
- Comments & Suggestions
- Data
- Expedites
- InfoMod Scheduling Requests
- Legislative Briefing Requests
- Outreach
- Policy/Regulation Questions
- Procedural Questions
- Reporting a Complaint
- Service Errors
- Technical Drafting Assistance
- Other Issue (Populate Comment)

The **Issues** list has been refined and consolidated to have more specific **Issue** topics for the congressional staff member to select.

NEW

Submitting an Inquiry

The screenshot shows a web form with several sections: Staffer Information, Inquiry Information, Constituent Information, and Attach Related Files. The Inquiry Information section is active, and the Form Number dropdown menu is open, displaying a list of form numbers from I566 to I864. A red circle with the number 5 is next to the Form Number label, and a red rectangle highlights the I730 option in the dropdown list.

Form Number
I566
I589
I600
I600A
I601
I601A
I602
I612
I643
I687
I690
I693
I694
I698
I730
I731
I765
I765V
I765WS
I777
I800
I800A
I817
I821
I821D
I824
I829
I854
I864

5. Select the **Form Number**.
6. Select the **Form Type**.



Note: The congressional staff member will select the Primary **Form Number** they are inquiring about. If they have additional forms that are related, they will mention those **Form Numbers** in the **Description** section.

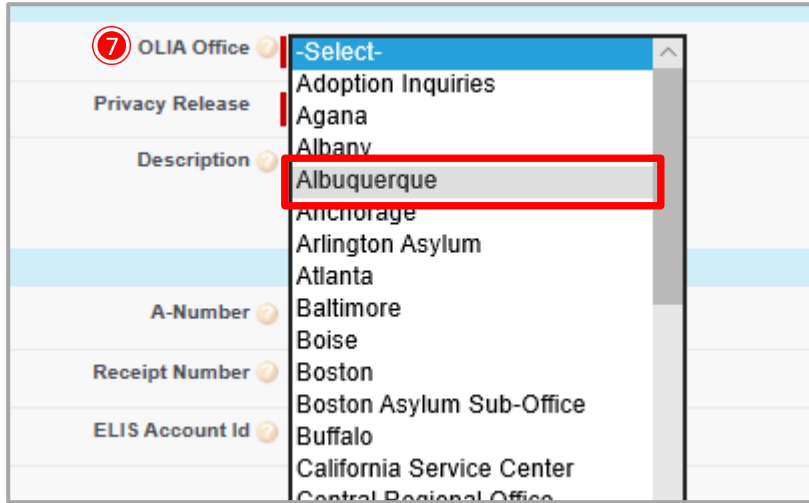
The screenshot shows the Form Type dropdown menu in the Inquiry Information section. The Form Number dropdown is set to I730. The Form Type dropdown is open, showing options: --None-- and I-730 Refugee/Asylee Relative Petition. A red circle with the number 6 is next to the Form Type label, and a red rectangle highlights the I-730 Refugee/Asylee Relative Petition option.

Form Type
--None--
I-730 Refugee/Asylee Relative Petition



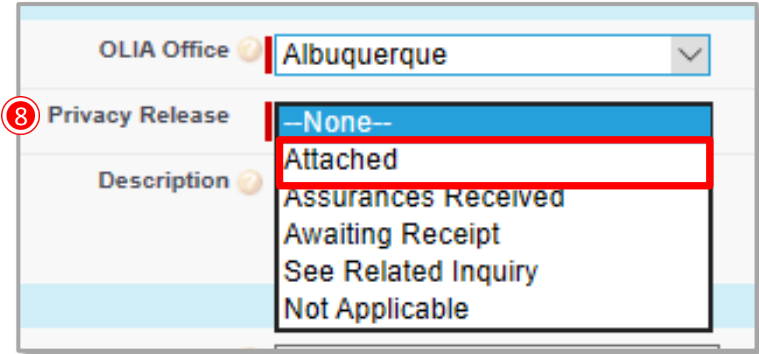
Note: The **Form Type** is dependent on the **Form Number** selected. The only **Form Type** options that will appear are aligned to the selected **Form Number**.

Submitting an Inquiry



A screenshot of a web form showing a dropdown menu for 'OLIA Office'. The menu is open, displaying a list of office names. The 'Albuquerque' option is highlighted with a red rectangular box. A red circle with the number '7' is positioned to the left of the 'OLIA Office' label.

Field	Value
OLIA Office	-Select-
Privacy Release	Adoption Inquiries
Description	Agana
	Albany
	Albuquerque
	Anchorage
	Arlington Asylum
	Atlanta
A-Number	Baltimore
	Boise
Receipt Number	Boston
	Boston Asylum Sub-Office
ELIS Account Id	Buffalo
	California Service Center
	Central Regional Office



A screenshot of a web form showing a dropdown menu for 'Privacy Release'. The menu is open, displaying a list of status options. The 'Attached' option is highlighted with a red rectangular box. A red circle with the number '8' is positioned to the left of the 'Privacy Release' label.

Field	Value
OLIA Office	Albuquerque
Privacy Release	-None-
Description	Attached
	Assurances Received
	Awaiting Receipt
	See Related Inquiry
	Not Applicable

7. Select OLIA Office.
8. Select a **Privacy Release** status.

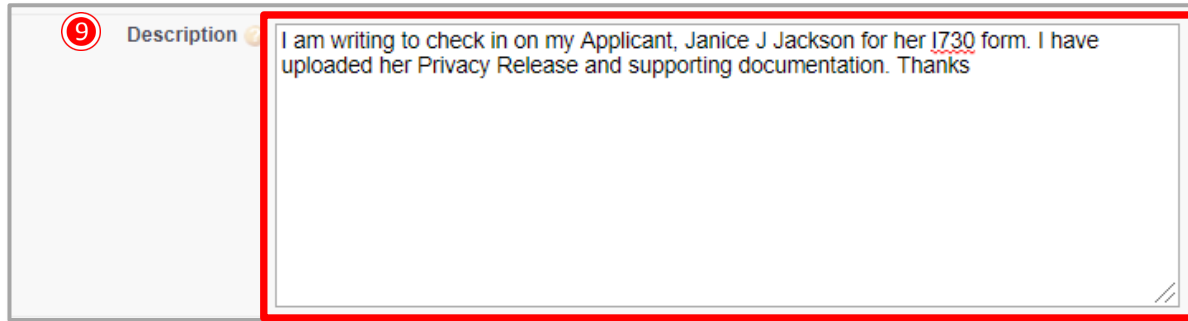


Note: All OLIA Offices are organized in alphabetical order to help with navigation and selection. Only one office can be selected per inquiry submission.

Submitting an Inquiry

9 Description

I am writing to check in on my Applicant, Janice J Jackson for her I730 form. I have uploaded her Privacy Release and supporting documentation. Thanks



9. Enter a **Description**.







Note: The **Description** box can expand to allow the users to view all of the information written in this section. Users have to click and drag the right corner of the **Description** Box.

Submitting an Inquiry

If a congressional staff member is inquiring about an **Applicant/Beneficiary/Constituent**, it is encouraged, but not required, to submit all identifying information they have available.

10

Constituent Information			
First Name	<input type="text" value="Janice"/>	A-Number 	<input type="text" value="A123123123"/>
Middle Name	<input type="text"/>	Receipt Number 	<input type="text" value="IOE1234567891"/>
Last Name	<input type="text" value="Jackson"/>	ELIS Account Id 	<input type="text"/>
Date of Birth 	<input type="text" value="MM/DD/YYYY"/>		

10. Add **Applicant/Beneficiary/Constituent** Information.



Important: The **A-Number** for an **Applicant** can range from 3-9 digits.

Submitting an Inquiry

Supporting documentation can be uploaded directly to the inquiry submission.

The screenshot shows a web form titled "Attach Related Files". It contains six "Upload File" buttons, each with a "Browse..." button next to it. A red box highlights the entire upload section. Below the upload section is a "Submit" button, also highlighted with a red box. The page includes a navigation menu with links for "Contact Us", "Frequently Asked Questions", "Procedural Items", "User Guide", "Privacy Release", and "Supporting Forms". A "Privacy Act Statement" is displayed, detailing the authorities, purpose, routine uses, and disclosure of the information.

11. Upload supporting documentation.
12. Click **Submit**.



Note: Congressional staff members can upload up to 6 individual documents. All files are acceptable.



Note: Additional information will be provided to help provide guidance and answer questions for Congressional staff.

Submitting an Inquiry

Once the Inquiry is submitted, the **OLIA Web Portal** will generate an instant message and email response that includes the name of the **OLIA Office** reviewing the **Inquiry** and an **Inquiry Number** to assist with tracking the inquiry with USCIS Staff.

Thank you for your submission.

You will receive an email momentarily with an Inquiry Number. Please use this Inquiry Number if you have any questions regarding this inquiry.

Inquiry Number: 116-08588464


The **Inquiry Number** is directly connected to the **Service Item** record in STARS LETS.



NEW

Submitting an Inquiry

The auto-generated **Service Item** record created upon an **Inquiry** being submitted in the **OLIA Web Portal** appears as below:

 Service Item
116-08588464

Primary Member of Congress Sen. Ed Markey	Primary Committee	Status New	Received Date 3/24/2020 1:45 PM	Due Date 4/23/2020
--	-------------------	---------------	------------------------------------	-----------------------

Details

Service Item

Type	Status
Office	Priority
Form Number	Form Type
Issue	Issue Other Reason
Case Status	Action Other Reason
Action	Service Item Origin
Content Category	Subcategory
Topic	Privacy Release
Parent Service Item	Total Hours Worked
Subject	Description

ABQ

I730

1-730 Refugee/Asylee Relative Petition

Attached

Staffer Email: nancyafonso@congress.gov
First Name: Janice
Last Name: Jackson

Live Demonstration

**Submit an Inquiry
to the OLIA Web
Portal**



Email Response

Overview

Congressional staff will receive correspondence from Congressional Liaisons for all inquiries submitted through the OLIA Web Portal. These responses will be connected to the inquiry to streamline all communications regarding the inquiry.

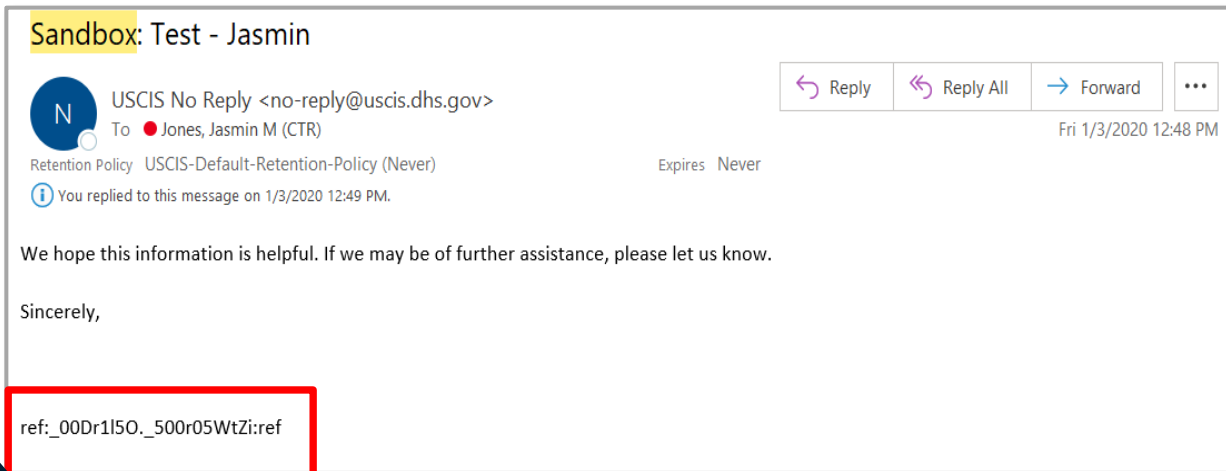
Scenario:

A congressional staff member will view an inquiry response with a thread I.D., which is used to streamline all communications regarding a specific inquiry.

Email Response

When a Congressional Liaison responds to a submitting inquiry, users must respond back to the email with the thread I.D. **DO NOT START A NEW EMAIL.**

The thread ID will be visible at the bottom of the email. Be sure to only respond back to this email thread. Each thread I.D. is unique and relates to a specific inquiry.



Support Links

Overview

Congressional staff will have access to additional information and support via the OLIA Web Portal. At the bottom of the web form, there are hyperlinks to the following pages:

- A. Contact Us**
- B. Frequently Asked Questions**
- C. Procedural Items**
- D. User Guide**
- E. Privacy Release**
- F. Supporting Forms**

Contact Us

The **Contact Us** page will direct users to the USCIS Contact page to connect with OLIA HQ, Service Centers, and Field Offices.

This page can be accessed through the www.uscis.gov/congress web page.

Congress

About Us

Contact Information

Congressional Casework +

Legislative Resources

Congressional Activities and Collaboration

Congressional Updates

CONTACT INFORMATION

Due to COVID-19 and until further notice, please submit all congressional inquiries via email. Telephone calls (including voicemail) may not be answered.

This contact list is exclusively for congressional offices. Please do not share this contact information with the public. The public may contact USCIS by calling the USCIS Contact Center at 800-375-5283.

USCIS Headquarters Office of Legislative and Intergovernmental Affairs (HQ OLIA)

You may contact HQ OLIA by email at USCISCongressionalInquiries@uscis.dhs.gov or by phone at (202) 272-1940.

- Inquire about:
 - Immigration cases pending at USCIS international offices
 - Appeals pending at the Administrative Appeals Office
 - Humanitarian parole cases
 - EB-5
- Ask questions related to regulations, policy, and legislative matters

DHS Offices

- DHS Legislative Affairs Office
- DHS Organizational Chart
- USCIS External Affairs Directorate
- CBP Congressional Affairs
- ICE Congressional Relations

Federal Partners

- DOS Bureau of Legislative Affairs
- DOS Consular Affairs Congressional
- DOJ Legislative Affairs
- DOJ Executive Office for Immigration Review (EOIR)
- DOL Congressional Affairs
- HHS Legislative Office

Frequently Asked Questions

The **Frequently Asked Questions page** is a list of commonly asked questions to help users navigate the **Web Portal**.

This page can be accessed through the www.uscis.gov/congress web page.

Congress

- About Us
- Contact Information
- Congressional Casework
 - Procedures for Responding to Congressional Inquiries
 - Frequently Asked Questions**
- Legislative Resources
- Congressional Activities and Collaboration
- Congressional Updates

Frequently Asked Questions

The questions and answers below are frequently received by USCIS Congressional Liaisons. For additional information about USCIS programs, please visit the main USCIS page.

Guidance about updated privacy release requirements

[Close All](#) [Open All](#)

Notarized signature or signature made under penalty of perjury	+
No third party as the authorized recipient	+
Translation	+
Privacy release validity	+
General/other issues	+
Place of birth requirement for privacy release	+
What information is required for USCIS to respond to a Congressional inquiry?	+

DHS Offices

- DHS Legislative Affairs Office
- DHS Organizational Chart
- USCIS External Affairs Directorate
- CBP Congressional Affairs
- ICE Congressional Relations

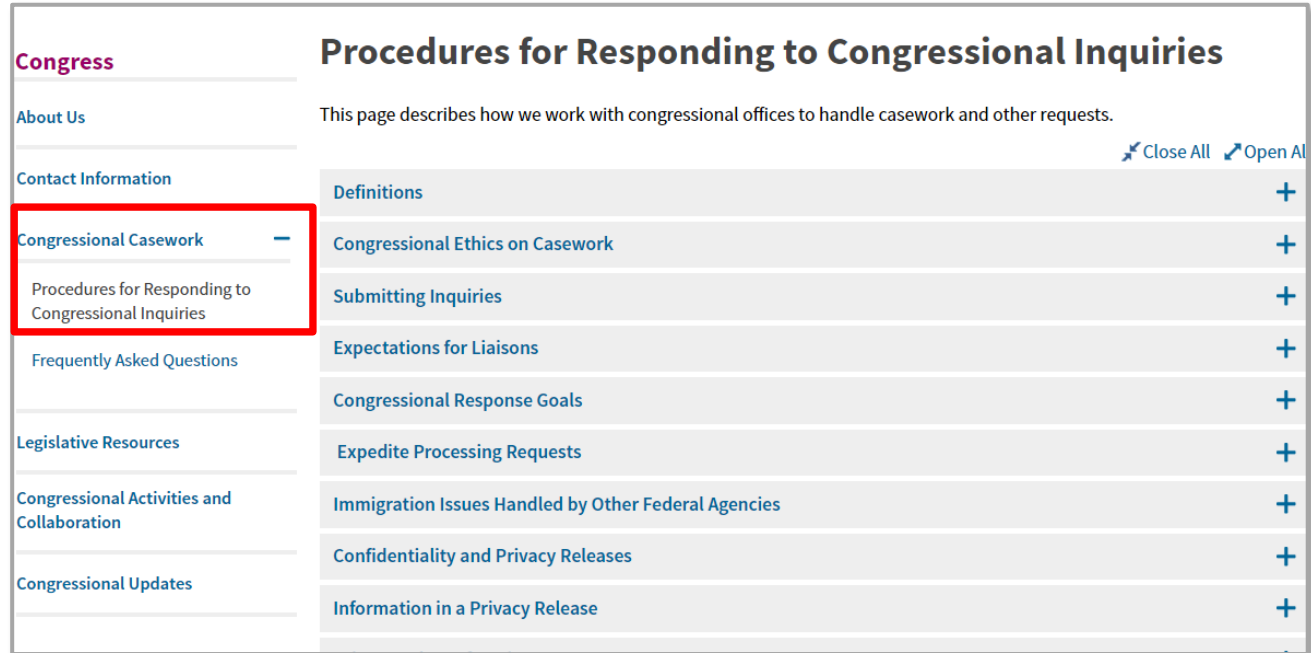
Federal Partners

- DOS Bureau of Legislative Affairs
- DOS Consular Affairs Congressional
- DOJ Legislative Affairs
- DOJ Executive Office for Immigration Review (EOIR)
- DOL Congressional Affairs
- HHS Legislative Office

Procedural Items

The **Contact Us** page will direct users to the USCIS Contact page to connect with OLIA HQ, Service Centers, and Field Offices.

This page can be accessed through the www.uscis.gov/congress web page.



Congress

About Us

Contact Information

Congressional Casework —

Procedures for Responding to Congressional Inquiries

Frequently Asked Questions

Legislative Resources

Congressional Activities and Collaboration

Congressional Updates

Procedures for Responding to Congressional Inquiries

This page describes how we work with congressional offices to handle casework and other requests.

Close All Open All

- Definitions +
- Congressional Ethics on Casework +
- Submitting Inquiries +
- Expectations for Liaisons +
- Congressional Response Goals +
- Expedite Processing Requests +
- Immigration Issues Handled by Other Federal Agencies +
- Confidentiality and Privacy Releases +
- Information in a Privacy Release +