Thank you for joining today’s webinar!

**USCIS Customer Experience Online Tools**

The webinar will begin at 2 p.m. Eastern.
All lines are muted.
USCIS Customer Experience Online Tools

National Stakeholder Engagement
Reminders

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• All lines are muted.

• Submit written questions through the “Q&A box” on the right side of your screen.
Agenda

• myUSCIS overview

• Customer experience (CX) enhancements
  o Change of Address
  o Text ahead feature
  o Online Appointment Request
  o Getting a New Online Access Code
  o Biometrics Appointment Rescheduling
  o myProgress
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Creating a USCIS Online Account

Access myUSCIS here:

- uscis.gov
- my.uscis.gov
- myaccount.uscis.gov
Benefits of a USCIS Online Account

- Submit a form
- Access notices
- Ask about a typo or missing mail
- Ask us case-specific questions
- Check case status & sign up for notifications
- Pay fee with credit or debit card
- Respond to a request for evidence
- Update your address & contact information
- Access case details anytime, from any device
New USCIS Homepage

- New design based on user feedback.
- Self-help tools will be more prominent.
Change of Address in myUSCIS

- Requires an online account.
- Available to all customers, except the Sec. 1367 population.
- Single place for customers to update their mailing and physical addresses.
- Allows customers to update their addresses throughout USCIS.
- Allows customers to update addresses in real-time.
- Provides customers with a change of address history and a status for each address update request.
Change Your Address In Your USCIS Online Account
Text Ahead

• If the Contact Center needs to speak to a customer to resolve their inquiry, they call them.

• Unfortunately, about 10% of customers do not answer our calls and must start their inquiry over.
Text Ahead Helps Us Connect

- Customers must opt-in to text ahead.
- A Contact Center Representative determines if a call back is needed.
- We send text message before calling to ask if customer is available in the next 30 minutes.
- We wait one hour for a response.
- We make two attempts.
Thank you for recently contacting USCIS. An Immigration Services Officer will be calling you in relation to service item #27775186 within the next 30 minutes. If you will be available, please respond "Y". If you will not be available, please respond "N" and an officer will reach out at a later time. If assistance is no longer needed, please respond "Q" for "Quit" and your Service Item will be closed.

Thank you for confirming. We will be calling you shortly.
Thank you for recently contacting USCIS. An Immigration Services Officer will be calling you in relation to service item #27775186 within the next 30 minutes. If you will be available, please respond "Y". If you will not be available, please respond "N" and an officer will reach out at a later time. If assistance is no longer needed, please respond "Q" for "Quit" and your Service Item will be closed.

Your "No" response has been received. We will attempt to contact you one additional time, which will generally be before the end of the business day.
Online Appointments Request Form

- Go to my.uscis.gov, hover over “Resources,” then select “Schedule an appointment.”
- No account is needed.

- You can also go to my.uscis.gov/en/appointment
Reasons for an Appointment

• ADIT stamp
• Emergency advance parole
• Immigration judge grant
• Other—You must contact the USCIS Contact Center.
Required Data

- Name
- Date of birth
- ZIP code
- Country of birth
- Email address
- Phone number
- A-Number or receipt number
After a Request is Made

• After a user requests an in-person appointment, they receive a reference number.

• Contact Center representative determines if an in-person appointment is needed or if the issue can be resolved without an appointment.

• Contact Center will either call the individual back or send an appointment confirmation letter.
Request a New Online Access Code

Welcome To Your USCIS Account
Select What You Want To Do

- Add a case to your account
  - Enter your online access code (OAC) to add and manage cases to your account

- File a form online
  - Start a new form, upload evidence, and pay and submit online

- Enter a representative password
  - Review and sign forms prepared for you by your attorney or representative

- Verify your identity
  - Answer questions about your immigration history to verify your personal identity

- Reschedule biometrics
  - Search for your existing biometrics appointment to reschedule online
Enter Code and Date of Birth

- User enters expired Online Access Code and date of birth.
System Detects Expired Code

- System will detect expired code.
- Prompts user to a link where they can request a new code.
Confirmation of request

• We confirm that we received the request for a new Online Access Code.
• We mail all Account Acceptance Notices, except for I-134A beneficiaries.
• For I-134A beneficiaries, we email their Account Acceptance Notices.
Biometrics Rescheduling

Biometrics appointments can be rescheduled in myUSCIS for most pending cases if the:

• Appointment has not passed and has not been rescheduled twice
• Applicant has good cause
• Applicant’s pending form is not an I-600, I-600A, I-800, or I-800A
Reschedule Your Biometrics Appointment
myProgress
(formerly Personalized Processing Times)

• More accurate processing time estimates based on 1-2 years of data.
• Uses machine learning to model time to specific case action:
  • N-400 since 2017
  • I-90 since 2020
  • I-130 since Sept. 2022
  • I-765 & I-131 launched July 12
  • I-485 & I-821 coming this fall
myProgress

- New “myProgress” tab in case card.
- New progress timeline.
- https://egovuscis.gov/processing-times
Questions?
Helpful Links & Resources

Account sign up/login page: my.uscis.gov or uscis.gov

Help with account creation: uscis.gov/file-online

Technical support:
• Password resets
• Account lockouts
• Update your verification code delivery method
  my.uscis.gov/account/needhelp

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