



U.S. Citizenship  
and Immigration  
Services



# USCIS' Newest Online Form

Form I-765, Application for Employment  
Authorization  
(F-1 Students only)

April 2021

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## Slide 1

We're very excited to have you join us today to learn about our newest online form, Form I-765, Application for Employment Authorization.

## Today's presentation will cover:



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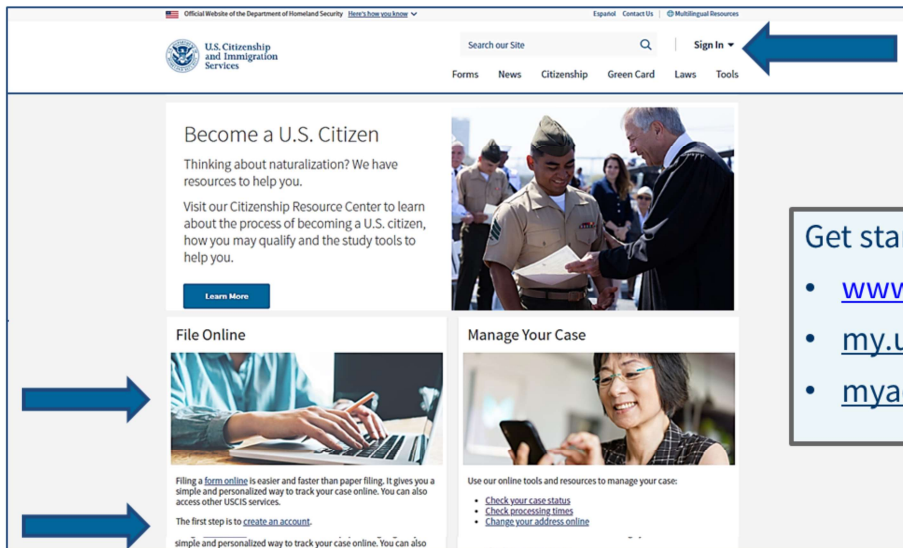
- Who can submit Form I-765 online
- Creating a USCIS online account
- Form navigation
- Completing the form
- Required evidence
- Format requirements
- Benefits of filing forms online

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### Slide 2

During our time together today, we will review who is eligible to submit form I-765 online and how to create a USCIS online account. I will walk you through the sections of the online form to give you a sense of how the form is organized and things to pay attention to. I will explain the kinds of evidence you will need to upload to support your case. And lastly, I will explain certain formatting requirements, and why you should consider applying online instead of mailing **your application**.

# Create an Account or Sign In



Get started at:

- [www.uscis.gov](http://www.uscis.gov)
- [my.uscis.gov](http://my.uscis.gov)
- [myaccount.uscis.gov](http://myaccount.uscis.gov)

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## Slide 3

You will begin the process of submitting your form online at our website, [uscis.gov](http://uscis.gov). There are several places on this webpage where you can find the links to create an USCIS online account if you don't have one, or sign in if you do have one.

The easiest way to access the online account from this webpage, is to click "sign in" in the upper right corner. If you click on the "sign in" link, you will have the option of creating an account or signing in.

(USCIS owns the images)

# Learn About the USCIS Online Account



[www.uscis.gov/file-online](http://www.uscis.gov/file-online)

- Filing tips and videos
- Helpful questions & answers
- Resources for attorneys and representatives
- Password resets and how to get technical support



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## Slide 4

Before I go any further, I want to point out that we have a number of helpful resources on our online filing webpage that address common questions about the account and online filing.

I encourage you to check out our videos. They provide a succinct overview of how to create an account and why you should consider submitting your form online. This site also has materials geared for attorneys and representatives.

(USCIS owns the images)



# Account Sign In



- Enter your email address & password
- System will send you one-time PIN
- Repeat these steps every time you login

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## Slide 5

This slide shows what the account sign in interface looks like. We will not go through all the steps of how to create an account here, it is pretty straightforward. If you have shopped or banked online, the setup is similar, and we have two-step authentication to ensure your account is secure.

One thing to keep in mind is that each account must have a unique email address. This means you cannot share your account with anyone else. For example, a husband and wife applying for naturalization together must each have their own account and their own email address.

Once you enter your email address and password, the system will send you a one-time verification code. When you create your account, you can choose how you want to receive this code. You can receive it as a text message, email, or both. Getting the code by text message is very convenient.

You will need to go through these verification steps every time you login to your account. The two-factor verification is designed to protect your information and privacy.

When you enter your verification code, you'll be taken to the USCIS online account onboarding page.

(USCIS owns the images)

# Account Onboarding



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## Slide 6

At the onboarding page, you'll see four activity tiles showing the things you can do in our online account. You can add a paper case, file a form online, enter a representative pass code, or verify your identity. In this instance, we're going to select "File a form online."

(USCIS owns the images)

## Our Online Forms

- 11 forms available through USCIS online account
- Form I-765 is near the bottom of the list
- Note the eligibility categories

Select the form you want to file online.

- ☐ Application to Replace Permanent Resident Card (I-90)
- ☐ Request for a Hearing on a Decision in Naturalization Proceedings (N-336)
- ☐ Application for Naturalization (N-400)
- ☐ Application for Replacement Naturalization/Citizenship Document (N-565)
- ☐ Application for Certificate of Citizenship (N-600)
- ☐ Application for Citizenship and Issuance of Certificate Under Section 322 (N-600K)
- ☐ Petition for Alien Relative (I-130)
- ☐ Application To Extend/Change Nonimmigrant Status (I-539)
- ☒ Application for Employment Authorization (I-765)

Only certain F-1 students seeking optional practical training (OPT) may file Form I-765 online. This includes:

- Pre-completion OPT - (c)(3)(A) eligibility category;
- Post-completion OPT - (c)(3)(B) eligibility category; or
- a 24-month extension for STEM students (students holding a degree in science technology, engineering, or mathematics) - (c)(3)(C) eligibility category.



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### Slide 7

Next, you will come to the list of all the forms that we accept online through the account. Form I-765 is towards the bottom of the list.

You will note that only certain F1 students are eligible to submit Form I-765 online now. Click on the button to select Form I-765, and then select “start form.”

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# Form Overview



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## I-765, Application For Employment Authorization

Certain foreign nationals who are in the United States may file Form I-765, Application for Employment Authorization, to request employment authorization and an Employment Authorization Document (EAD). Other foreign nationals whose immigration status authorizes them to work in the United States without restrictions may also use Form I-765 to apply for an EAD that shows such authorization.

Foreign nationals may also apply for a Social Security number and card on Form I-765.

If you are a lawful permanent resident, a conditional permanent resident, or a nonimmigrant only authorized for employment with a specific employer under 8 CFR 274a.12(b), do not use Form I-765.

[Learn more about employment authorization.](#)

### Before You Start Your Application

#### Eligibility

Only certain F-1 students seeking optional practical training (OPT) may file Form I-765 online. This includes:

- Pre-completion OPT - (c)(3)(A) eligibility category;
- Post-completion OPT - (c)(3)(B) eligibility category; or
- a 24-month extension for STEM students (students holding a degree in science technology, engineering, or mathematics) - (c)(3)(C) eligibility category.



Eligibility



Application fee



Required evidence



Biometrics requirements



How to track your case



Requests for evidence



Getting a decision

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## Slide 8

The next page you'll come to is the form overview page. This is a comprehensive rundown of everything you will need to complete the form online. It reviews the eligibility criteria, fee, evidence you may need to submit, providing your fingerprints and photograph, how to track your case after you file, how to respond to a request for evidence if we send you one, and getting a decision.






This page also includes our Privacy Act notice and disclaimers. And there is a reminder that you need to work on the form at least once every 30 days or the draft will be deleted. This is to protect your personal information and privacy.

(USCIS owns the images)

## Quick Tips



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-  Online form is the same as paper version
-  Form logic based on your answers, starts at the beginning
-  Answer as many questions as you can
-  We automatically save your answers so you can work at your own pace
-  Draft forms are saved for 30 days from the last time you worked on your form

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### Slide 9

A few things to note before you start filling out your form: All of our online forms **are equivalent to** the paper version of the form.

So even though the online form is organized a little differently than the paper form, online and paper forms gather the same information and questions.

Also, our online forms have conditional logic, which means that your answers to some questions determine the questions that are asked later. For this reason, it is important to start at the beginning.

Please answer as many questions as you can. And remember, we automatically save your answers so you can work at your own pace. If you need time to find a document, you can sign out and resume working on your form anytime. Draft forms are saved for 30 days from the last time you worked on your form.

There is an idle time limit built into this form. If you are inactive for 15 minutes, you will need to log out and sign in again.

(USCIS owns the images)

# Online Form Navigation



- Form navigation is a vertical list on left side
- Form saves when you go to new section
- Sections collapse & expand

I-765, Application for Employment Authorization

**Getting Started** ▾

About You ▾

Evidence ▾

Additional Information ▾

Review and Submit ▾

I-765, Application for Employment Authorization

**Getting Started** ▴

**Basis of eligibility**

Reason for applying

Preparer and interpreter information

About You ▾

Evidence ▾

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## Slide 10

Now, we will talk briefly about how you will navigate our online forms. The form navigation is a vertical list along the left side of the screen. We used to have horizontal tabs and sub tabs, but we recently switched to this format.

There are five sections to the I-765 form: getting started, about you, evidence, additional information, and review and submit.

The section headers expand and collapse as you move through them, and the form automatically saves your work every time you move from one section to another.

(USCIS owns the images)



# Filling Out the Form—Getting Started



## Who Can Submit Form I-765 Online?

Initial release of online I-765 is limited to students in these categories:

- (c)(3)(A) Student Pre-Completion OPT
- (c)(3)(B) Student Post-Completion OPT
- (c)(3)(C) STEM Extension

What is your eligibility category?

c(3)(A) Student Pre-Completion OPT  
c(3)(B) Student Post-Completion OPT  
c(3)(C) STEM Extension

All other categories ***must submit a paper*** form I-765

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### Slide 11

The first question in the online Form I-765 asks about the basis for you to file online. We need to confirm that you are in one of the three student categories that are eligible to apply online.

The three student categories that may apply online are:

Pre completion OPT, which is the C-3A category

Post completion OPT, which is the C-3B eligibility category

And the 24-month extension for STEM students, which is the C-3C category

And again, the form's logic bases future questions on the answers you provide here.

**The option to file Form I-765 online is only available to F-1 students filing Form I-765 for OPT. All other applicants must continue to file the paper Form I-765.** USCIS is committed to using innovation and technology to meet the needs of all applicants and petitioners. As we continue our transition to paperless operations, USCIS will work to expand online filing of Form I-765 to additional categories.

If someone submits Form I-765 online and they ***are not*** in one of these categories, we will deny the case, and we do not issue refunds. If you are not in one of these eligible student categories, you ***must*** submit a paper form.

(USCIS owns the images)



## Filling Out the Form—Getting Started



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What is your reason for applying?

- ☐ Initial permission to accept employment
- ☐ Replacement of lost, stolen, or damaged employment authorization document or correction of my employment authorization document NOT DUE to US Citizenship and Immigration Services error
- ☐ Renewal of permission to accept employment

Have you previously filed Form I-765?

- ☐ Yes
- ☐ No

- Why are you applying?
- Did you submit Form I-765 previously?

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### Slide 12

The next question asks “What is your reason for applying?”

Is this your initial application? Are you trying to get a replacement EAD? Or is this a renewal?

(USCIS owns the images)

# Filling Out the Form—About You



- Biographical questions

I-765, Application for Employment Authorization

Getting Started ▾

**About You** ▲

- Your name
- Your contact information
- Describe yourself
- When and where you were born
- Your immigration information
- Other information

What is your current legal name?

Your current legal name is the name on your birth certificate, unless it changed after birth by a legal action such as marriage or court order. Do not provide any nicknames here.

Given name (first name) Middle name

Antony

Family name (last name)

Smith

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## Slide 13

Moving along to the About You section. This section asks for biographic details like your name, date of birth, country of nationality.

(USCIS owns the image)

## Filling Out the Form— Your Immigration Information



- Country of citizenship/nationality
- Form I-94 Arrival-Departure Record number
- Last arrival date in U.S., port of entry & status
- Current passport/travel document number, expiration date, issuing country
- Current immigration status
- SEVIS number
- A-Number
- USCIS Online Account Number

U.S. Customs and Border Protection Securing America's Borders	
Get I-94 Number	I-94 FAQ
<b>Admission (I-94) Number Retrieval</b>	
Admission (I-94) Record Number: 6900888062	
Admit Until Date (MM/DD/YYYY): 10/10/2012	
Details provided on Admission(I-94) form:	
Family Name:	LI
First (Given) Name:	LYDIA
Birth Date (MM/DD/YYYY):	01/01/1990
Passport Number:	P123123213
Passport Country of Issuance:	Mexico
Date of Entry (MM/DD/YYYY):	04/11/2012
Class of Admission:	B1

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### Slide 14

The section called “Your Immigration Information” asks for information from a variety of official government documents. It’s a good idea to gather everything together so you have it all ready when you start filling out your form.

The form will ask for:

- Your country of citizenship/nationality;
- Your Form I-94 Arrival-Departure Record number;
- The date you last entered the U.S., the port of entry, and your status at that time;
- Your most current passport or travel document number, expiration date, and the country that issued it;
- Your current immigration status;
- Your SEVIS number;
- Your A-Number if you have one; and
- Your USCIS Online Account Number. You will only have an online account number if you previously submitted a form online or you submitted a paper form that has a receipt number that begins with the letters IOE. If you are just setting up an account, or do not have a previously issued online account number, you can select the option that says “I do not have or know my USCIS Online Account Number,” and continue.

(Image obtained from CBP website [https://www.cbp.gov/sites/default/files/assets/documents/2021-Feb/i-94\\_automation\\_fact-sheet.pdf](https://www.cbp.gov/sites/default/files/assets/documents/2021-Feb/i-94_automation_fact-sheet.pdf))

## Filling Out the Form— Your Immigration Information



**Do you want the Social Security Administration to issue you a Social Security card?**

- If yes, you need to give us authorization to submit your request to SSA
- Enter your father's first and last name, and your mother's first and last name



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### Slide 15

The last part of the About You section will ask if you ever had a Social Security card and whether you want a Social Security card to be issued to you now. If you answer YES, you want a Social Security card now, it will prompt additional questions. You will need to give us authorization to submit your request to the Social Security Administration. You will also need to provide your father's first and last name and your mother's first and last name.

(USCIS owns the image)

## Filling Out the Form—Evidence



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All F-1 I-765 applicants must provide:

- Passport-style photograph
- I-94 card, travel document, or electronic I-94
- Most recent EAD, if you have one, or government-issued photo ID
- Proof of enrollment at SEVP-certified school



\*\*\*Other evidence depends on student's category. See this checklist for details:

[www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only](http://www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only)

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### Slide 16

Now we are getting into the part of the form where it is helpful to be methodical and organized. You will need to upload evidence to support your application. All F-1 applicants will need to submit the following:

- One passport-style photo, in either jpeg or png format; your passport photo must meet the Department of State's passport photo specifications.
- Both sides of your paper I-94 card or travel document, or a copy of your electronic I-94 record;
- Both sides of your most recent EAD;
- Proof of enrollment at a SEVP-certified school; and

Other evidence you need to submit depends on the category you are applying under.

We have a comprehensive evidence checklist on our I-765 form page that may be helpful as you collect your documents: [www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only](http://www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only)

(USCIS owns the image)

# Evidence Specific to Student Category



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## Pre-completion OPT (c)(3)(A)

- Proof of enrollment at SEVP-certified school
- All prior SEVIS numbers and proof of previously authorized CPT / OPT and corresponding academic level—include under **Additional Information**
- Form I-20, Certificate of Eligibility for Nonimmigrant Student Status, endorsed by DSO before filing I-765

## Post-completion OPT (c)(3)(B)

- All prior SEVIS numbers and proof of previously authorized CPT / OPT and corresponding academic level—include under **Additional Information**
- DSO must enter OPT recommendation in SEVIS within 30 days before you submit I-765, if not, we will deny OPT request



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### Slide 17

#### Pre-completion OPT (c)(3)(A)

Proof of enrollment at SEVP-certified school

All prior SEVIS numbers and proof of previously authorized CPT / OPT and corresponding academic level—include under **Additional Information**

Form I-20, Certificate of Eligibility for Nonimmigrant Student Status, endorsed by the designated school official (DSO) before filing your Form I-765

#### Post-completion OPT (c)(3)(B)

All prior SEVIS numbers and proof of previously authorized CPT / OPT and corresponding academic level—include under **Additional Information**

DSO must enter OPT recommendation in SEVIS within 30 days before you submit I-765. If not, we will deny OPT request.

(USCIS owns the image)



## Evidence Specific to Student Category



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### 24-month STEM OPT (c)(3)(C)

- Evidence of degree that is basis for STEM OPT and is listed on STEM Designated Degree Program List
- Form I-20, endorsed by DSO within 60 days before filing I-765
- If you seek STEM OPT extension based on previously earned STEM degree, provide evidence that your school is currently accredited by U.S. Department of Education and certified by SEVP



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### Slide 18

#### 24-month STEM OPT (c)(3)(C)

Evidence of degree that is basis for STEM OPT and is listed on STEM Designated Degree Program List

Form I-20, endorsed by DSO within 60 days before filing Form I-765

If you seek a STEM OPT extension based on a previously earned STEM degree, provide evidence that your school is currently accredited by U.S. Department of Education and certified by SEVP

(Image obtained from Bing using the filter “Free to modify, share and use commercially”)

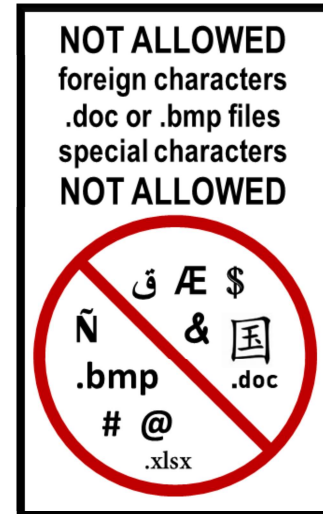


## Filling Out the Form—Formats



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- Photos: JPG, JPEG, or PNG
- Documents: JPG, JPEG, PDF, TIF or TIFF
- Foreign language documents must have English translation
- Maximum size: 6 MB per file



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### Slide 19

Now we will review technical and formatting requirements for the evidence that you upload. If you are careful and you follow these guidelines, you will avoid some of the most common mistakes we see.

- For photos, we accept jpeg or PNG files.
- Documents that are not photographs must be jpeg, PDF or TIFF files.
- We do not accept Word documents or BMP files.
- All foreign language documents must have an English translation, and the maximum file size per upload is 6 megabytes.

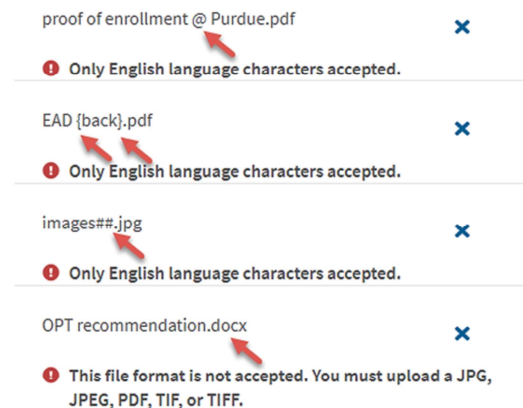
## Filling Out the Form—Formats



The only characters allowed in document file name are:

- English letters
- Numbers
- Spaces
- Periods .
- Hyphens -
- Underscores \_
- Parentheses ( )

\*\*\*Do NOT use special characters



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### Slide 20

Along the same lines, one area where we see people make inadvertent mistakes is including special characters in the name of the documents they upload.

The only characters we allow in the file names of the documents you upload are English letters, numbers, spaces, periods, hyphens, underscore, and parentheses. Foreign letters and special characters are not allowed. If special characters or foreign letters are included in the file name, an error will occur when uploading the file, and the file will not upload.

If you look at the examples shown on the slide, the first document, “Proof of enrollment @ Purdue” was not accepted because the “at” symbol is not allowed.

Here are some other examples of common errors: brackets and the hashtag symbol, which are not allowed. Word documents or bmp files are also not allowed.

(USCIS owns the image)

# Filling Out the Form—Review & Submit



## Your fee

**i** Your form filing fee is: \$410

## Alerts and warnings

You have one or more alerts and warnings based on the information you provided in your application.

A red alert means you have incomplete responses or inconsistent data. You cannot submit your application with any alerts.

**i** There are errors in About You: Your immigration information

[Edit my responses](#)

- Review your entries before you pay
- Once you submit payment, you cannot make corrections

## Alerts and warnings

**✓** We found no alerts or warnings in your application

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## Slide 21

Now we're going to cover the last section of the form. This is where you review, pay, and submit your application.

When you get to this point, the form will calculate your fee and see if there is anything missing on your form.

If there is an error or a required data field is empty, you will see one of these red alerts. You will not be able to submit the form until you correct the error.

Sometimes our online forms show a yellow alert. This marks something that needs attention and should be reviewed before submitting your form.

In this example, I originally had a red alert, I went back and corrected it, and now the form shows a green alert, which means the form is corrected and not missing anything. So, I can proceed.

# Filling Out the Form—Review & Submit



The image shows the top portion of the USCIS Form I-765, 'Application For Employment Authorization'. It includes the USCIS logo, the form title, and the Department of Homeland Security header. The form is divided into sections for 'For USCIS Use Only' and 'For Applicant Use Only'. The 'For USCIS Use Only' section includes checkboxes for 'Initial Extension', 'Valid Through', and 'Remarks'. The 'For Applicant Use Only' section includes a 'Fee Stamp' and an 'Action Block'. Below these are instructions for completion and a 'START HERE' section with a list of questions to be answered.

## Review the I-765 form information



Here is a summary of all the information you provided in your application.

Make sure you have provided responses for everything that applies to you before you submit your application. You can edit your responses by going to each application section using the site navigation.

We also prepared a draft case snapshot with your responses, which you can download below.

[View draft snapshot](#)

## Getting Started

Basis of eligibility

What is your eligibility category?

c(3)(A) Student Pre-Completion  
OPT

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## Slide 22

This slide shows a feature in the account that is really useful. The form summary page will provide a long vertical review of everything you entered. You can print this out if you want.

You also have the option of seeing a snapshot of your draft form. By clicking on the link for “View draft snapshot,” it will produce a PDF of your completed form. You can save this file to your computer, and it will always be in your online account. The snapshot shows what your online I-765 form looks like in the standard PDF format. There is a watermark to show that this pdf was generated by the electronic form.

You should always review your work and you can save and come back to it as many times as you want. The only requirement is you must work on your form and make at least one edit or change every 30 days.

(USCIS owns the image)

# Filling Out the Form— Applicant's Declaration & Certification

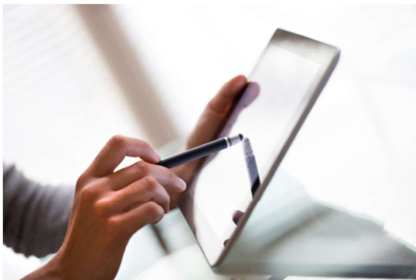


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## Applicant's statement

You must read and agree to the statement below.

- ☒ 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 agree to the applicant's statement

## Applicant's signature

You must provide your digital signature below by typing your full legal name. We may deny your application if you do not completely fill out this application or fail to submit required documents. We will record the date of your signature with your application.

*Enter your full legal name here*

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## Slide 23

We are just about done. In this section you need to attest to the fact that you understand English and that you understood all the questions and instructions in the online form. And you will also need to electronically sign a declaration that all of your answers are truthful.

(Image obtained from Bing using the filter “Free to modify, use and share commercially”)

## Filling Out the Form—Paying the Fee



- After you agree to the applicant's statement, you will go to [pay.gov](https://pay.gov), a secure government portal
- Pay by ACH withdrawal, or debit or credit card

Pay.gov

### USCIS I-765

Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH)



☒ I want to pay with a debit or credit card



[Cancel](#)

[Continue](#)

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### Slide 24

After you agree to the applicant statement and electronically sign your form, you will leave my.uscis.gov and be taken to pay.gov. Pay.gov is a secure government portal run by the Treasury Department. Here you can pay your fee by Automated Clearing House (ACH) withdrawal, or with a debit or credit card.

## Filling Out the Form—Paying the Fee



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- Enter payment information
- Note the form type and agency tracking ID at the top
- When you hit “Continue” to pay the fee, your form will be submitted

**USCIS I-765**

**Review and submit payment**  
\* indicates required fields

Agency Tracking ID: LNJT31CK7SQ1KH  
Payment Amount: \$410.00  
Payment Method: Plastic Card  
Account Holder Name: Lee Smith  
Card Type: VISA  
Card Number: \*\*\*\*\*1111  
Billing Address: 20 Ninian Street  
Billing Address 2:  
City: Springfield  
Country: United States  
State/Province: LA  
ZIP/Postal Code: 39248

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

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

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### Slide 25

You will enter your payment information and your address.

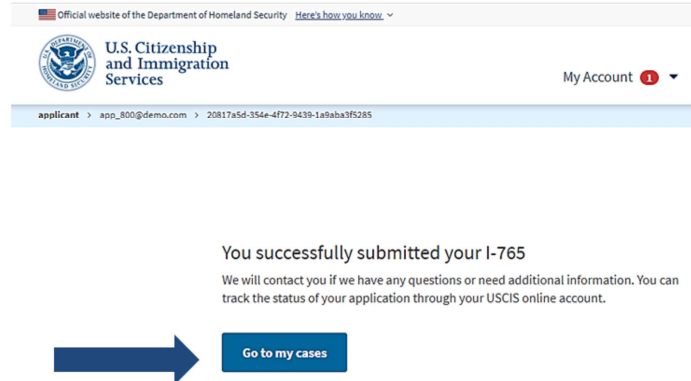
You can see the form type and agency tracking number at the top. Click on the box to authorize payment. When you click on “Continue,” your form will be submitted, and you will not be able to make any changes.



## Filling Out the Form—After You Submit



- You will receive confirmation your form was submitted
- Click on “Go to my cases” to see your case card and receipt notice



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### Slide 26

After you pay your fee, you will receive confirmation that your form was submitted. You can click on the blue button labeled “Go to my cases” to see your case card and receipt notice.

# Tracking Your Case



## Your Cases

### I-765 Application for Employment Authorization

Submitted on April 13, 2021 | Receipt # IOE9893688931

[View PDF](#)

[Case status](#) [Case history](#) [Documents](#)

#### USCIS Notices

File	Date Sent	Action
<a href="#">Receipt Notice.pdf</a>	April 13, 2021	N/A

#### Your uploads

You may upload additional evidence that you may assist USCIS in adjudicating your application, even if the evidence was not specifically requested. USCIS will consider the timeliness and relevance of unrequested evidence when making a decision about your case.

File	Document	Date added
------	----------	------------

#### Unsolicited evidence

Unsolicited evidence is any additional information or evidence that we did not request from you. If you upload evidence that we did not request from you, USCIS will consider the timeliness and relevance of this information when making a decision about your case.

[Upload evidence](#)

## All notices are posted to your account

- Receipt notice
- Biometrics notice
- Request for Evidence (RFE)
- PDF of completed form
- Decision letter

\* Notices are also mailed to the mailing address on file

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## Slide 27

When you submit your Form I-765 online, you will get a receipt notice and receipt number immediately. After that, you will be able to see other notices in the documents tab, like your biometrics appointment notice (if required), any RFE, or a decision letter.

We also will mail hard copy notices to you, and to your attorney if you have one.

In your account profile, you can sign up to receive automatic case updates via email or text message, so you will know when we have added a document to your account.

Having the convenience and assurance that your notices are all in the account is one of the best benefits of applying online.

# Why Go Online?



File a form online



Send us secure messages & get answers



Respond to a request for evidence



Access every notice we send you



Check case status & sign up for alerts



Update your address & contact information



Ask about a typo or missing mail



Pay online with via ACH a credit or debit card



Access case information 24/7 from any device

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## Slide 28

We are working hard and investing heavily in our digital platform. That is the only way we can meet the demand for service, and that is where customers get the best experience.

- In most situations, customers get the same information from our online tools as they would from calling our Contact Center. The systems we use to publish case status and processing times on our website are the same systems our **Customer Contact Center** uses to look up the information when someone calls. Save yourself some time by looking it up yourself on our website: [uscis.gov/tools](https://uscis.gov/tools)
- Submitting a form online can be more convenient than paper filing because:
  - The pandemic and severe weather have disrupted normal logistics and transportation options. Choosing to submit your form online is more reliable.
  - It is immediate and transparent and delivery is up to YOU, as the applicant.
  - You no longer need to mail your form and track the delivery. When you apply online, you get a receipt notice immediately.
  - Case rejections are greatly reduced because our online forms ensure you sign your submission electronically and pay the correct fee.
  - You can see all notices in your account; so, if a paper notice gets lost in the mail, you can look in your account to see it.
  - You can update your address and contact information.
  - You can sign up for automatic case alerts via email or text message.
  - You can pay your fee via Automated Clearing House (ACH) or with a credit or debit card.
  - You can respond to a request for evidence quickly by uploading it directly to your online case.
  - You can send us secure messages about your case.

- And for certain form types, you can see personalized processing times, which provide more precise estimates of how long your case will take.

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# Add Your Paper Case to Your Account



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## Slide 29

If someone submits a paper form, we will mail the applicant a receipt notice. If that case has a receipt number that begins with the letters IOE, we will also mail the customer an Account Access Notice. This second notice has an Online Access Code that applicants use to link their paper case to the online account. The code is valid for 90 days. Once the applicant adds that paper-filed case to their account, they will be able to track case status, see notices and correspondence from us, respond to RFEs, upload evidence, update their address, and send us secure messages.

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## HELPFUL LINKS AND RESOURCES



- Form I-765: [uscis.gov/i-765](https://uscis.gov/i-765)
- I-765 evidence checklist: [www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only](https://www.uscis.gov/forms/filing-guidance/checklist-of-required-initial-evidence-for-form-i-765-for-informational-purposes-only)
- Create online account: [myaccount.uscis.gov](https://myaccount.uscis.gov)
- File online: [uscis.gov/file-online](https://uscis.gov/file-online)
- For online account technical support : [my.uscis.gov/account/needhelp](https://my.uscis.gov/account/needhelp)
- To share feedback: [Public.Engagement@uscis.dhs.gov](mailto:Public.Engagement@uscis.dhs.gov)

Here are some helpful resources and links.

Visit [uscis.gov/i-765](https://uscis.gov/i-765) for more information on the Form I-765 and evidence checklist.

To create a USCIS online account, visit [uscis.gov](https://uscis.gov).

If you need to review the steps on how to create a USCIS online account, you can visit [uscis.gov/file-online](https://uscis.gov/file-online), to watch helpful videos.

For technical support and password resets visit the myUSCIS account help page.

To share feedback on our outreach materials and engagements, please contact our USCIS Public Engagement Division.

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and Immigration  
Services

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