



April 19, 2004

# Fact Sheet

## **USCIS EXPANDS CUSTOMER SERVICE INITIATIVE** *More Online Options Now Available to Check the Status of Applications*

The Case Status Online Portfolio System is a user-friendly tool that helps USCIS provide quality customer service by:

- ❑ Providing a simple, secure way for applicants to check their case status online. This decreases the need for customers to write, fax or stand in line to meet with an Immigration Information Officer at local USCIS offices;
- ❑ Enabling customers, employers, attorneys, and community based organizations to monitor up to 100 pending cases through a single account, all of which are tracked with a unique user ID and Password;
- ❑ Sending e-mail notifications automatically to registered applicants whenever there is a change in the status of a pending application; and
- ❑ Providing information in English and Spanish.

### **Establishing a Portfolio**

Step 1: From the [www.uscis.gov](http://www.uscis.gov) website, the customer clicks on "[Case Status Online](#)."

Step 2: From the main "Case Status Online" page, the customer chooses "Create Portfolio." The customer will create a user ID and password to access his or her portfolio.

Step 3: The customer enters all the receipt numbers that will be included in the portfolio.

Step 4: The customer may choose to receive automatic updates by e-mail whenever there is a status change for a pending case.

- ❑ Once the portfolio is registered, the customer needs only to enter their user ID and password on the Case Status Online page to gain access to information about every application in the portfolio.
- ❑ Information entered into the portfolio is not used elsewhere within USCIS and is not disclosed to outside parties.
- ❑ Customers without portfolios may still check case status online by providing their application receipt number.

### **Background**

- ❑ Since October 2002 – Established Case Status Online.
- ❑ Since May 2003 – Customers can access case status by calling the USCIS National Customer Service Center at 1-800-375-5283.