



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.



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USCIS Customer Experience Online Tools



National Stakeholder
Engagement

Reminders



- Today's presentation is not intended for media attribution.
- If you are a member of the media, please contact the USCIS Office of Public Affairs with any inquiries at media@uscis.dhs.gov.
- Any congressional staffers may contact the USCIS Office of Legislative Affairs at: usciscongressionalinquiries@uscis.dhs.gov.
- 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**
 - Change of Address
 - Text ahead feature
 - Online Appointment Request
 - Getting a New Online Access Code
 - Biometrics Appointment Rescheduling
 - myProgress



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CX Enhancement Rollouts



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Feature	Rollout date
Text Ahead	April 2023
Biometrics Appointment Rescheduling	June 2023
Request New Online Access Code	June 2023
myProgress – I-765, I-131, & new display	July 2023
Online Appointment Request	Aug. 2023
Enterprise Change of Address	Sept. 2023
myProgress – I-485 & I-821	Coming ~Fall 2023

Creating a USCIS Online Account



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The screenshot shows the USCIS website interface. At the top, there is a search bar and a 'Sign In' button. Below the search bar, there is a dropdown menu with options: 'Access USCIS online services.', 'Sign In', and 'Create Account'. A blue arrow points to the 'Create Account' option. Below the navigation, there are several content blocks: 'Processes for Cubans, Haitians, Nicaraguans and Venezuelans', 'Uniting for Ukraine', and 'Afghan Related Information'. At the bottom, there are two more blocks: 'File Online' and 'Manage Your Case'. A blue arrow points to the 'File Online' block.

Access myUSCIS here:

- uscis.gov
- my.uscis.gov
- myaccount.uscis.gov

Benefits of a USCIS Online Account



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Submit a form



**Ask us case-specific
questions**



**Respond to a
request for evidence**



Access notices



**Check case status &
sign up for notifications**



**Update your address
& contact information**



**Ask about a typo
or missing mail**



**Pay fee with
credit or debit card**



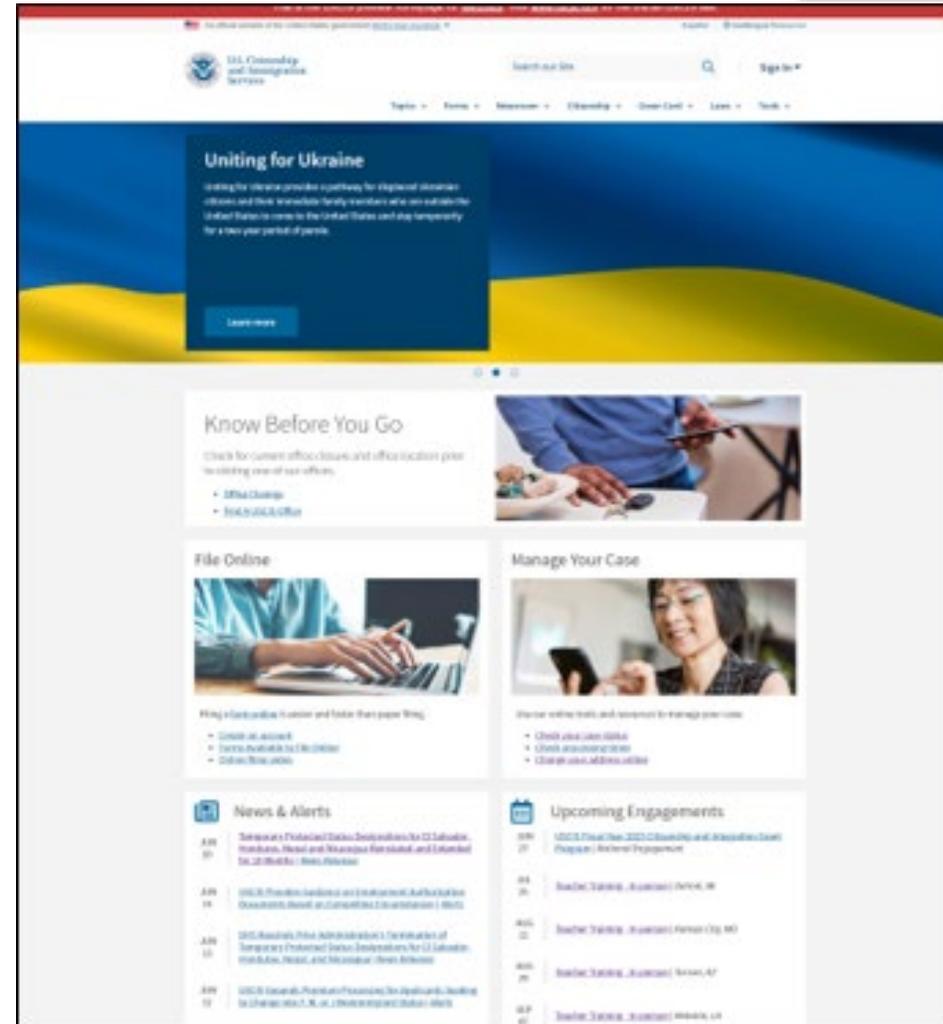
**Access case details
anytime, from any device**

New USCIS Homepage

- New design based on user feedback.
- Self-help tools will be more prominent.



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Change of Address in myUSCIS



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An official website of the United States government [Here's how you know](#)

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My Account

applicant > jelloheels@yahoo.com > ccef2de9-38f9-450d-bf4e-0eebb042bd9b

AC Annie Cruz
View profile

i New Change Your Address feature available
You may now update your address with USCIS by submitting a [request to change your address](#)

Your Drafts

Continue I-765 Application for Employment Authorization

My Account Resources

- Home
- Inbox
- Profile
- Settings
- Account actions
 - Add a case to your account
 - File a form online
 - Pay a fee online
 - Enter a representative passcode
 - Verify your identity
 - Reschedule Biometrics
 - Change your address**
- Sign out

- 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



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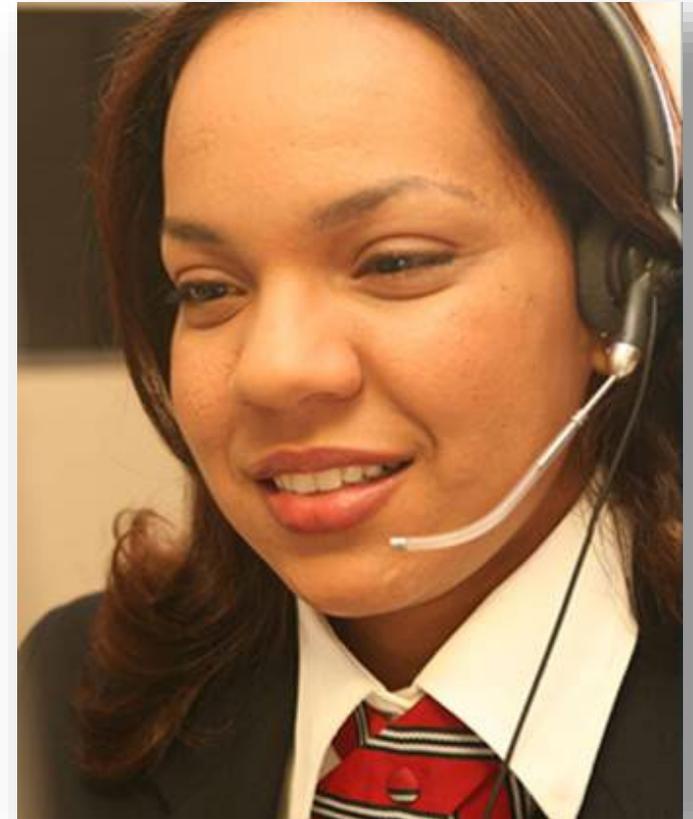
Change Your Address In Your USCIS Online Account

Text Ahead



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- 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.

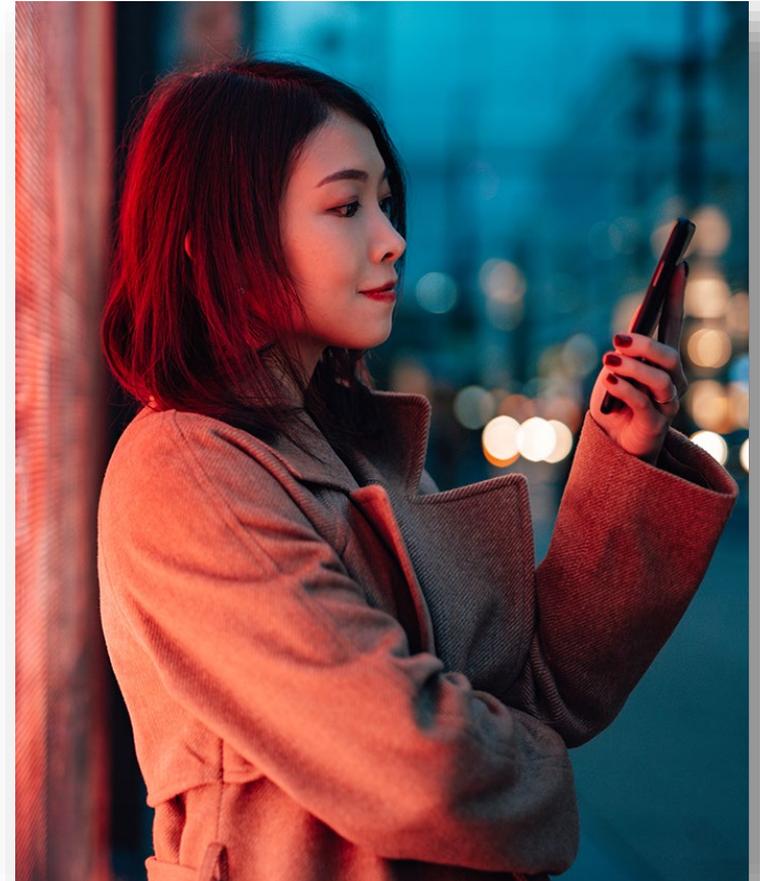


Text Ahead Helps Us Connect



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- 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.



Text Ahead – Accept Call



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+1 (850) 407-7163 >

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.

Text Ahead – Reject Call



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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



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An official website of the United States government [Here's how you know](#) ▾

 U.S. Citizenship and Immigration Services

 Resources ▾ | Sign In ▾

Need Help? Visit A USCIS Office

[Schedule appointment >](#)

We Want Your Feedback!

[Email us >](#)

Locate

- [Find an authorized doctor >](#)
- [Find an English or civics class >](#)

Citizenship

- [Learn about naturalization >](#)
- [Learn about rights and responsibilities >](#)

Contact Us

- [1.800.375.5283 >](#)
- [TTY: \(800\) 767-1833 >](#)
- [Visit an office >](#)

- 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

View Your Appointments or Request a New One



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My Appointment

Select your language

English

Have An Appointment Already?

After viewing your appointment, you can cancel or print your confirmation letter.

View your appointment



Request An Appointment

If you are in the U.S. you may request an appointment online for the following:

- ADIT Stamp
- Emergency Advanced Parole (EAP)
- Immigration Judge Grant
- Other

Request An Appointment



Reasons for an Appointment

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



Appointment Request Details

What type of appointment are you requesting?

- ADIT Stamp
- Emergency Advance Parole (EAP)
- Immigration Judge Grants
- Other

You must contact the USCIS Contact Center

If you are requesting an appointment that is not related to an ADIT Stamp, Emergency Advance Parole, or an Immigration Judge Grant, please call the USCIS Contact Center at 1 (800) 357-5283 to submit your request.

Required Data

- Name
- Date of birth
- ZIP code
- Country of birth
- Email address
- Phone number
- A-Number or receipt number

What is your 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.

First name (required)

Middle name

Last name (required)

What is your date of birth? (required)

What is your ZIP code? (required)

Provide a 5 or 9-digit zip code.

What is your country of birth? (required)

Receipt number

What is your A-Number?



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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.



What day(s) of the week would you prefer to have your appointment on?

Please select your preferred day of the week for an appointment from the following options. Due to the limited availability of appointments, we may not be able to accommodate your request but we will take it into consideration.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- No Preference

What time of the day would you prefer to have your appointment?

- Morning
- Afternoon
- No Preference

Request a New Online Access Code



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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 a case to your account
- File a form online**
Start a new form, upload evidence, and pay and submit online
- Enter a representative passcode**
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



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

The screenshot shows a USCIS online account notice form. A modal dialog box is overlaid on the form, displaying the following information:

Notice Type: USCIS Account Notice
Access Code: XXXX-XXXX-XXXXXX

The background form includes the following fields:

Receipt number	USCIS Account Number	Case Type
Received Date	Priority Date	Applicant

Below the table, there is a "Welcome to USCIS" section and a "Log on and confirm your account within 90 days" instruction.

Below the modal dialog box, the "Online Access Code" field contains the value "37801-689B-F5A0F". Below this field is the text "Example: ABCDE-1234-ABC12". The "Date of birth (MM/DD/YYYY)" field contains the value "12/17/1996". At the bottom of the form, there are two buttons: "Confirm case" and "Cancel".

System Detects Expired Code



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Online Access Code

Example: ABCDE-1234-ABC12

! Your Online Access Code has expired

For security purposes, Online Access Codes are only valid for 90 days. You must [request a new Online Access Code](#) in order to see your case online.

Date of birth (MM/DD/YYYY)

Request a New Online Access Code

You should request a new code if your Online Access Code has expired. It may take up to 30 days to receive your new Online Access Code by mail.

Special Instructions for I-134 or I-134A Beneficiaries: If you are a beneficiary of a confirmed Form I-134, Declaration of Financial Support or Form I-134A, Online Request to be a Supporter and Declaration of Financial Support, USCIS will send your Online Access Code to the email address the supporter provided for you on the Form I-134 or Form I-134A.

Expired Online Access Code

Example: ABCDE-1234-ABC12

- 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.



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✓ Your request for a new Online Access Code was successful

It may take up to 30 days to receive your new Online Access Code by mail.

Special Instructions for I-134 or I-134A Beneficiaries: If you are a beneficiary of a confirmed Form I-134, Declaration of Financial Support or Form I-134A, Online Request to be a Supporter and Declaration of Financial Support, USCIS will send your Online Access Code to the email address the supporter provided for you on the Form I-134 or Form I-134A.

[Return to homepage](#)

Biometrics Rescheduling



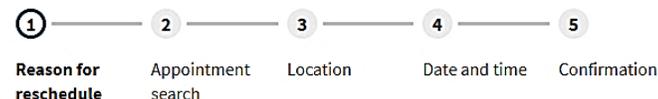
Biometrics appointments can be rescheduled in myUSCIS for most pending cases if the:

- 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 a Biometrics Appointment

Reschedule Appointment Submitted Requests (1)

Reason for Reschedule



Please provide a reason for why you are rescheduling a biometrics appointment. Appointments can only be rescheduled for good cause, as outlined in the reasons provided below.

If your reason is something other than one of the options listed, please select other and provide a reason in the text field.

Select a reason for reschedule * ←

- Inability to obtain leave from employment or caregiver responsibilities
- Significant life events such as a wedding, funeral, or graduation ceremony
- Illness, medical appointment, or hospitalization
- Late delivered or undelivered biometric services appointment notice

Next



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Reschedule Your Biometrics Appointment

myProgress

(formerly Personalized Processing Times)



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- 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>



I-131 Application for Travel Document

Submitted on May 26, 2023 | Receipt # IOE9801141419

View PDF ▾

Important reminder if you need to update a beneficiary’s physical address or phone number

If you are requesting parole on behalf of a beneficiary, you may update their physical address or phone number.

Visit the [Unsolicited Evidence](#) page and upload a letter that includes the following:

- Beneficiary’s first and last name
- Receipt number of Form I-131 you filed for the beneficiary
- Reason for change in address and/or phone number
- New address and/or phone number
- Copy of the identity document submitted for the beneficiary with the original form I-131

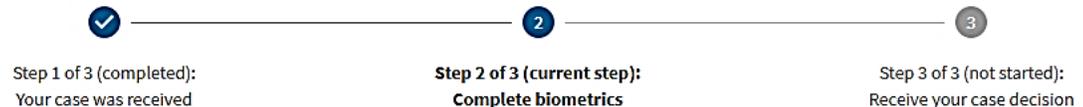
Case Status | **myProgress** | Case History | Documents

🕒 Estimated time until your case decision: ⓘ

4 Months

Your next step: Complete biometrics

Estimated time remaining until your next step is completed: 3 Months





Questions?

Helpful Links & Resources



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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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