



U.S. Citizenship
and Immigration
Services

Tech Talk

Overview of USCIS Online Account for Legal Representatives

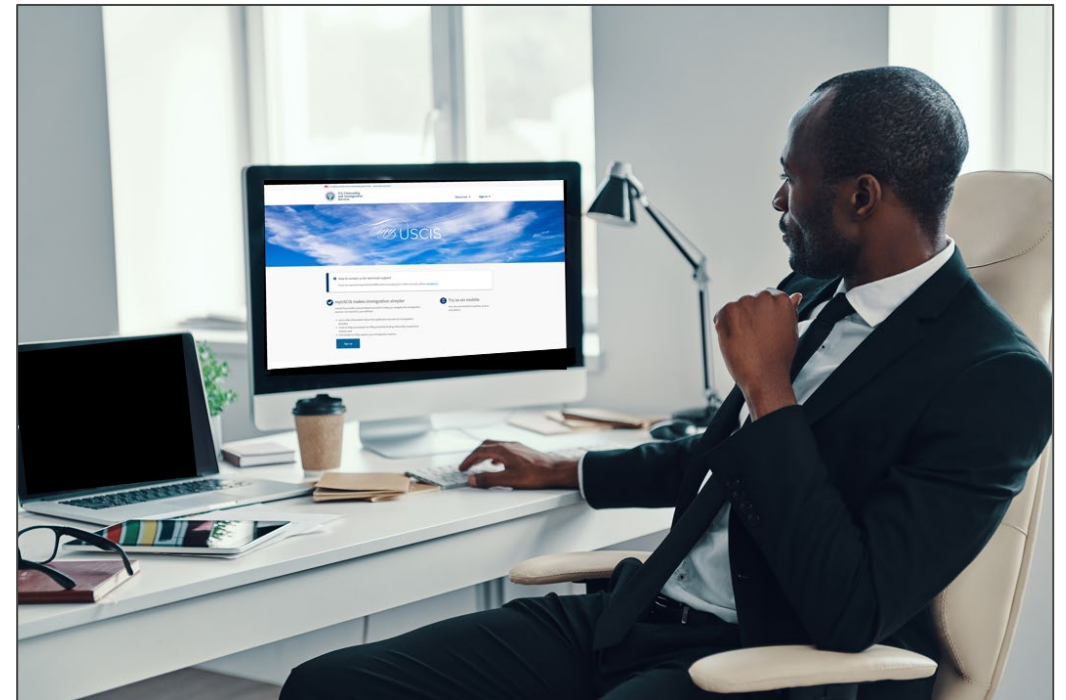
November 5, 2024

Agenda Today



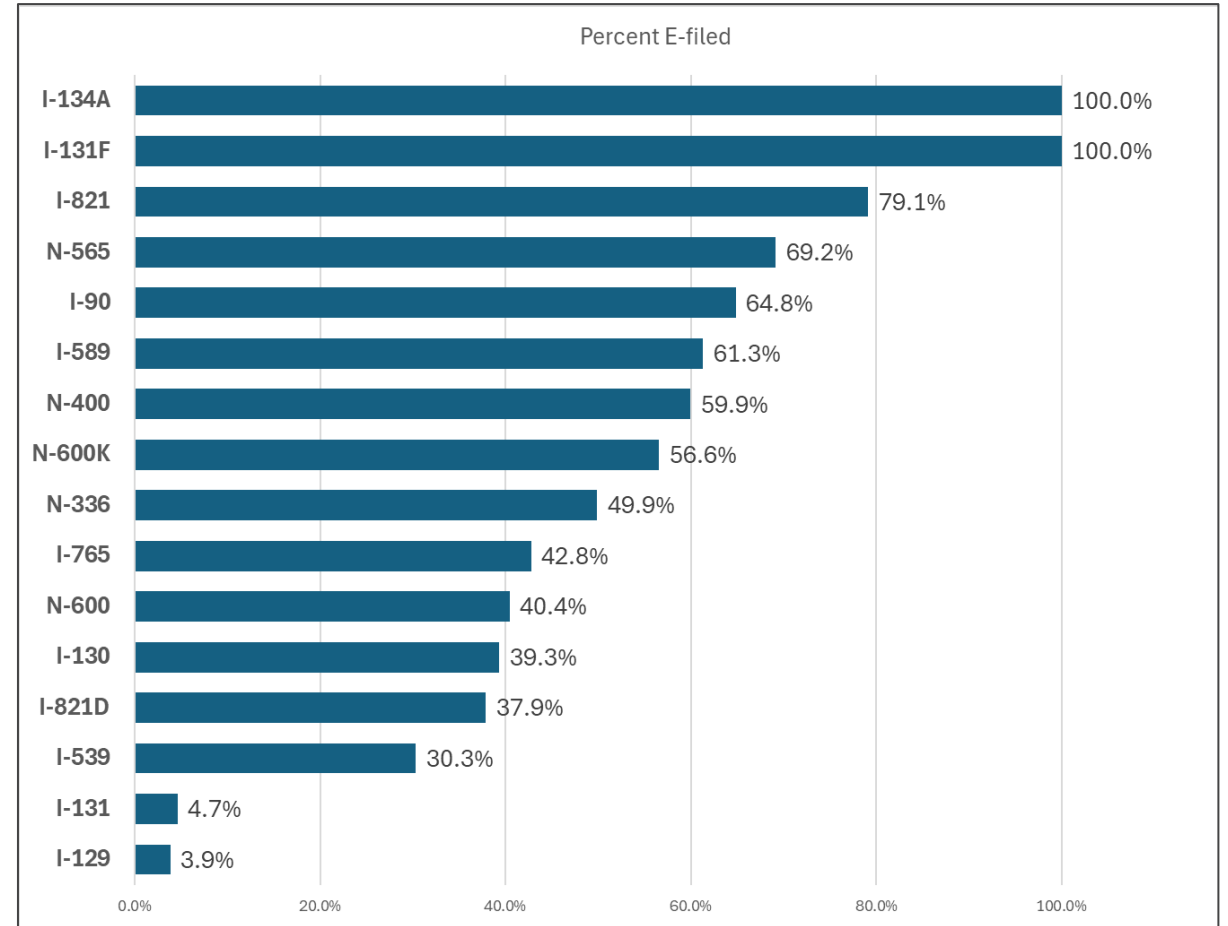
U.S. Citizenship
and Immigration
Services

- Overview of USCIS online account for legal representatives
- Account recovery
- Tips and best practices



Online Filing Percentages

- 17 forms available online
- 21+ million accounts created, 8+ million cases submitted
- Strong satisfaction scores
- Most recent releases:
 - I-131F
 - PDF Intake

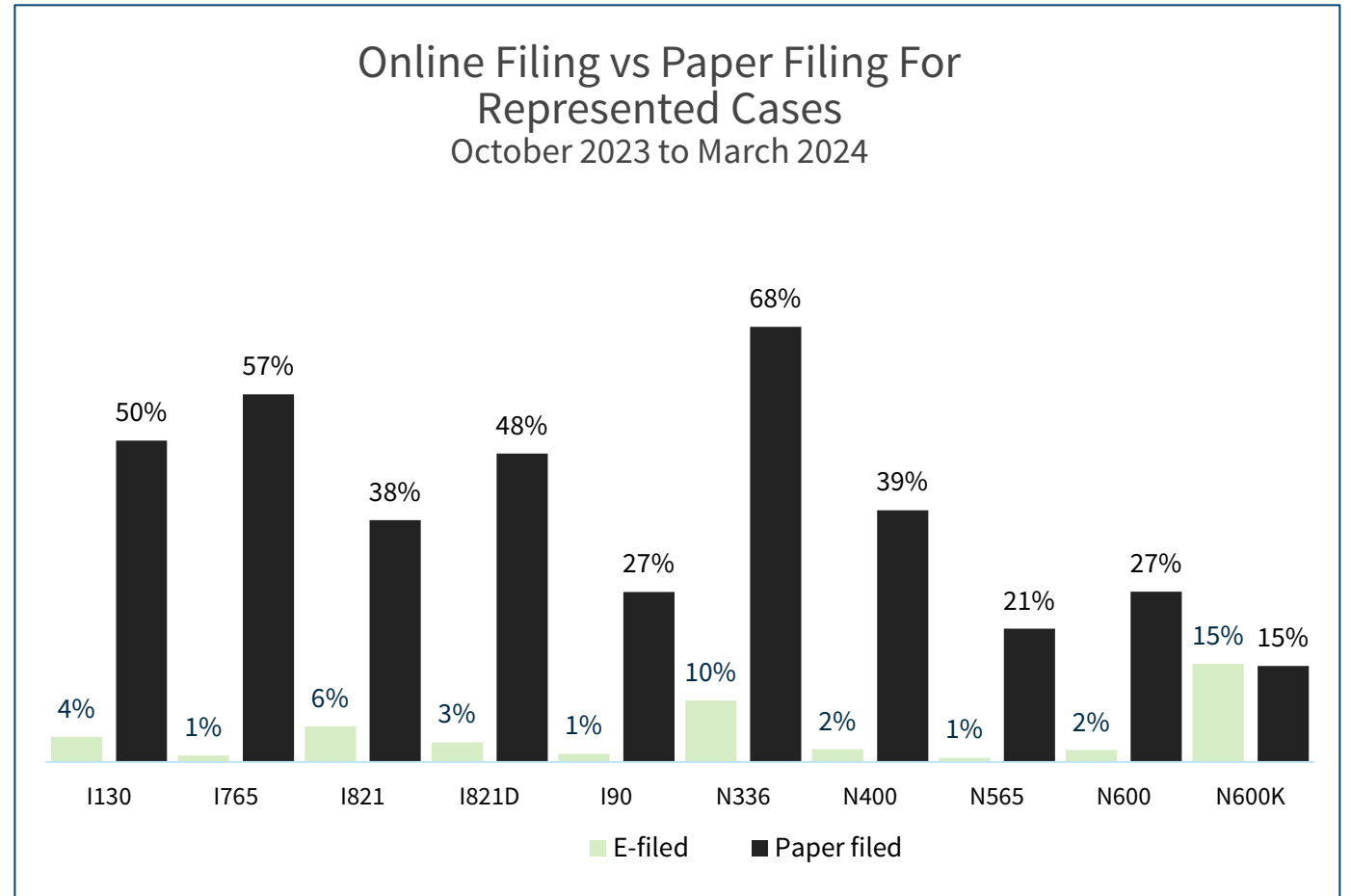


This chart does not include Form I-907.

Online Filing by Legal Representatives

Legal representatives submit paper forms more frequently than online forms.

Recent trend — 53% of I-131Fs are submitted by legal representatives



Forms Legal Reps Can Submit Online

Form I-90

Form I-129 (H-1B only)

Form I-130

Form I-131

Form I-131F

Form I-589

Form I-765

Form I-821

Form I-821D

Form I-907

Form N-336

Form N-400

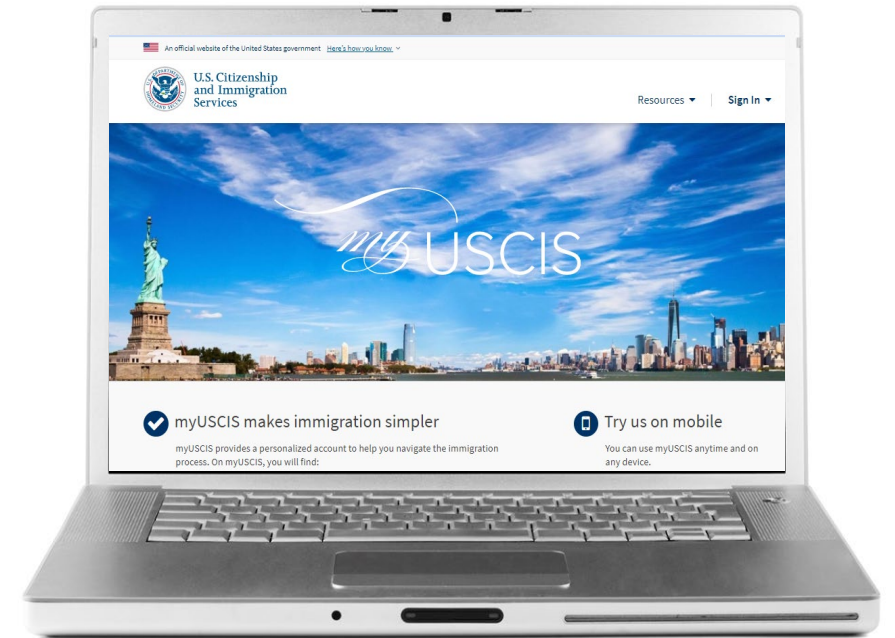
Form N-565

Form N-600

Form N-600K

H-1B registration

(when registration period is open)



uscis.gov/file-online/online-filing-for-attorneys-and-accredited-representatives

Forms Legal Reps Cannot Submit Online

Form I-134A

Form I-539

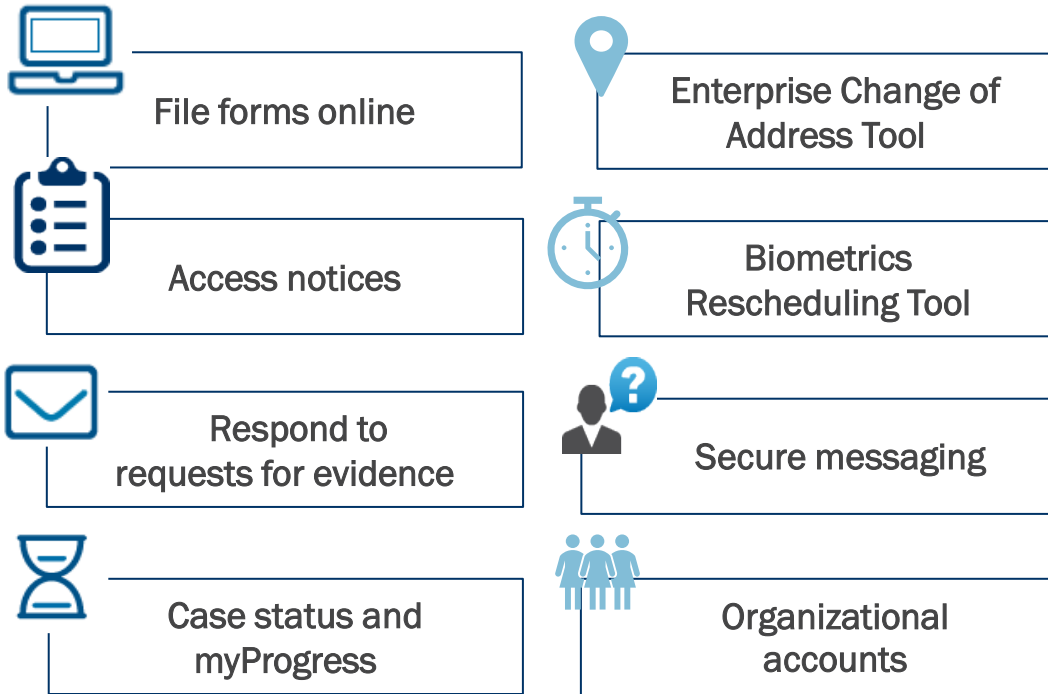
These online forms currently are only available to individual filers who are “unrepresented.”



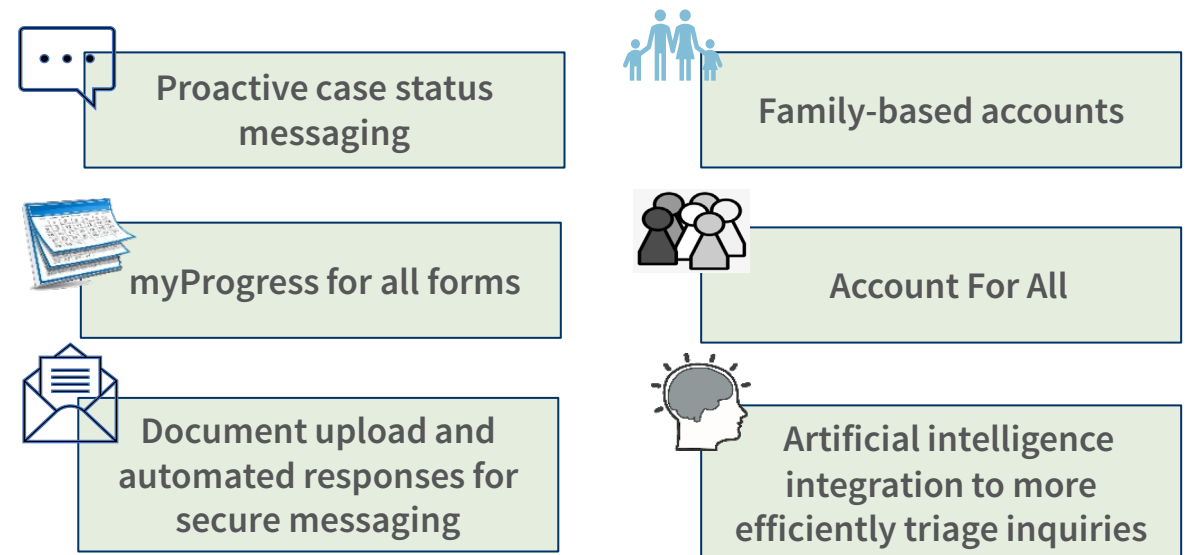
uscis.gov/file-online/online-filing-for-attorneys-and-accredited-representatives

Current and Future Functionalities

Current Capabilities



Future Capabilities



Account Recovery

Save your backup code!

If you lose access to your authentication method, use this code instead of the one-time PIN to login to your account.

Your backup code is in your account profile under “settings.”

The screenshot shows the 'Edit Account' settings page. It features several rows of settings, each with an 'Edit' button. The 'Change Password' row has a green box around the password input field. The 'Backup Code' row has a green box around the 'View/Edit' button. At the bottom, there are two buttons: 'Done Editing My Account' and 'Delete Your Account'.

Edit Account		
Primary Email	Lee_Norris@Norrslaw.com	Edit
Recovery Email	None	Edit
Change Password	*****	Edit
Two-Step Verification	Primary Email	Edit
Mobile Phone	None	Edit
Security Questions		Edit
Backup Code		View/Edit
Account Activity		View

[Done Editing My Account](#) [Delete Your Account](#)

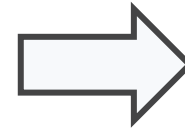
Fact vs Fiction

FICTION

Legal reps need a representative account for each client.

FACT

Legal reps create one “rep account” to serve multiple clients.

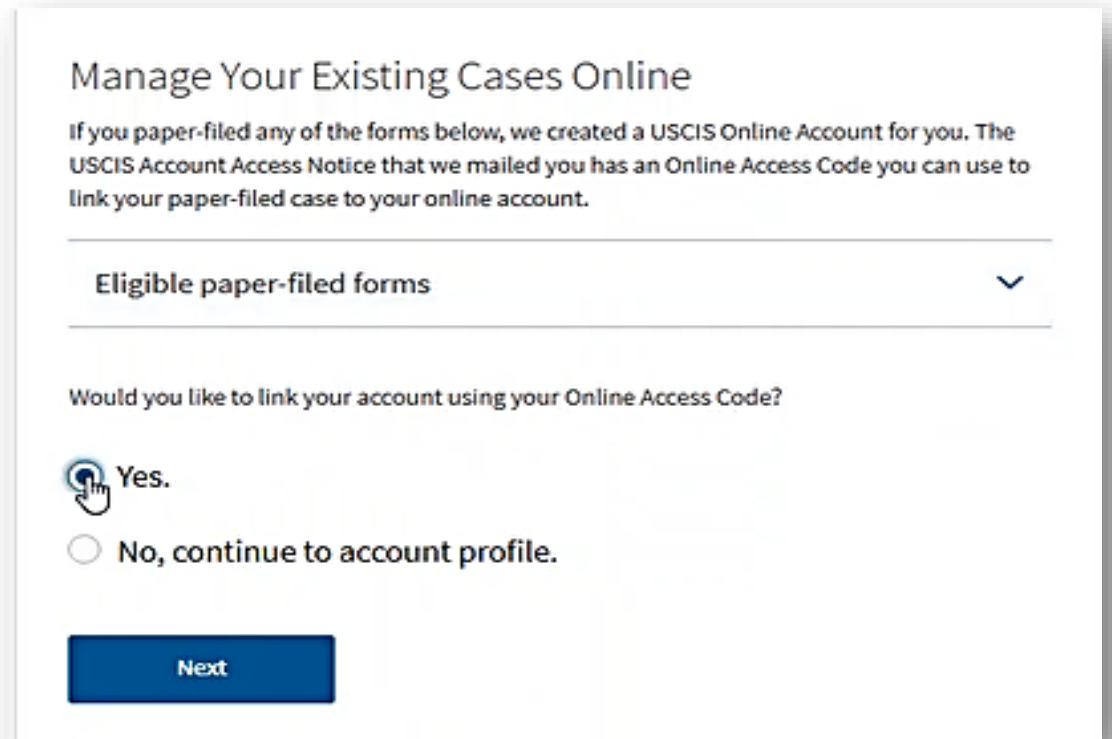


Key Takeaways

- Each client working with legal rep. must have their own applicant account.
- Each applicant account must have unique email address.
- Families cannot share one account.


Linking Paper Cases

- Legal reps can link paper cases **one time** during account creation
- After that, paper cases should link automatically based on G-28 data
- If you get Account Acceptance Notice, that means case linked to a **NEW** account (G-28 did not match your account)



Manage Your Existing Cases Online

If you paper-filed any of the forms below, we created a USCIS Online Account for you. The USCIS Account Access Notice that we mailed you has an Online Access Code you can use to link your paper-filed case to your online account.

Eligible paper-filed forms 

Would you like to link your account using your Online Access Code?

Yes.

No, continue to account profile.

[Next](#)

Data Fields That Must Match

**Notice of Entry of Appearance
as Attorney or Accredited Representative**

Department of Homeland Security

DHS
Form G-28
OMB No. 1615-0105
Expires 05/31/2021

Part 1. Information About Attorney or Accredited Representative

1. USCIS Online Account Number (if any)
▶ 0 1 1 1 1 1 1 1 1 1 1 1

Name of Attorney or Accredited Representative

2.a. Family Name (Last Name) Last name

2.b. Given Name (First Name) First name

2.c. Middle Name

Address of Attorney or Accredited Representative

3.a. Street Number and Name 123 Main Street

3.b. Apt. Ste. Flr. 100

3.c. City or Town Any town

3.d. State DC 3.e. ZIP Code 11111
(USPS ZIP Code Lookup)

3.f. Province

3.g. Postal Code

3.h. Country USA

Part 2. Eligibility Information for Attorney or Accredited Representative

Select all applicable items.

I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest courts of the following states, possessions, territories, commonwealths, or the District of Columbia. If you need extra space to complete this section, use the space provided in Part 6. Additional Information.

Licensing Authority DC

1.b. Bar Number (if applicable) 123456

1.c. I (select only one box) am not am subject to any order suspending, enjoining, restraining, disbaring, or otherwise restricting me in the practice of law. If you are subject to any orders, use the space provided in Part 6. Additional Information to provide an explanation.

1.d. Name of Law Firm or Organization (if applicable)

2.a. I am an accredited representative of the following qualified nonprofit religious, charitable, social service, or similar organization established in the United States and recognized by the Department of Justice in accordance with 8 CFR part 1292.

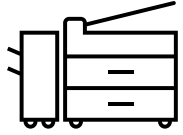
If you want online access to paper IOE cases:

Your G-28 must include:

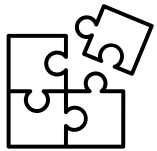
- Account number
- First name
- Last name

Exactly as they appear in your online account

History Lesson–Linking Paper Cases



Lockboxes feed paper forms into high-speed scanner. OCR software scans and digitizes paper submission. Data is uploaded to ELIS.



Identity Resolution tool tries to match G-28 to existing rep. account. Previously, ID resolution looked at:

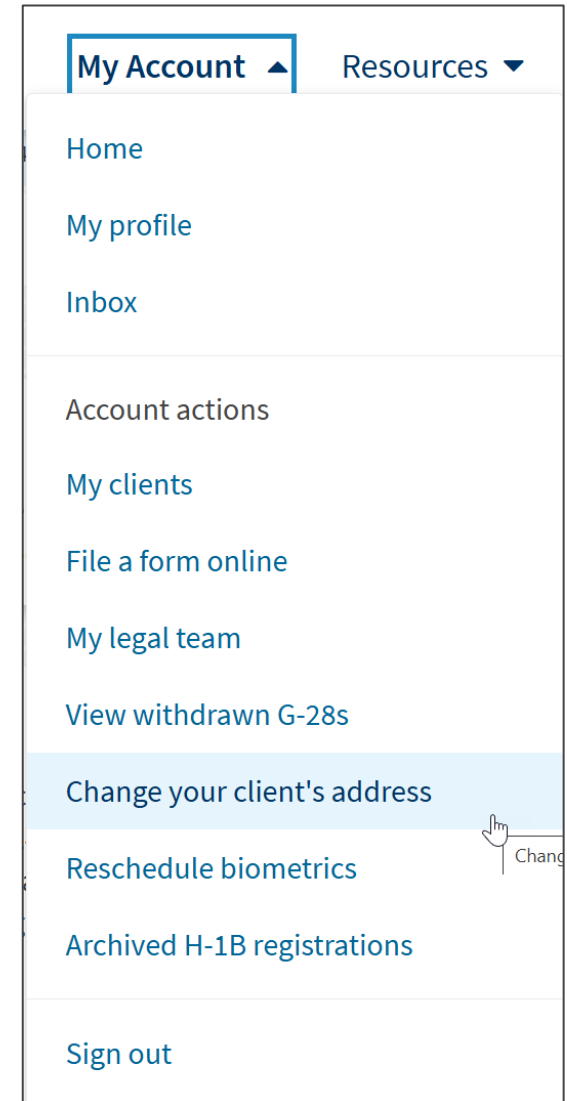
Account #, first name, last name, address, bar number, & licensing authority



This methodology proved challenging. Most practitioners had difficulty getting a perfect match.

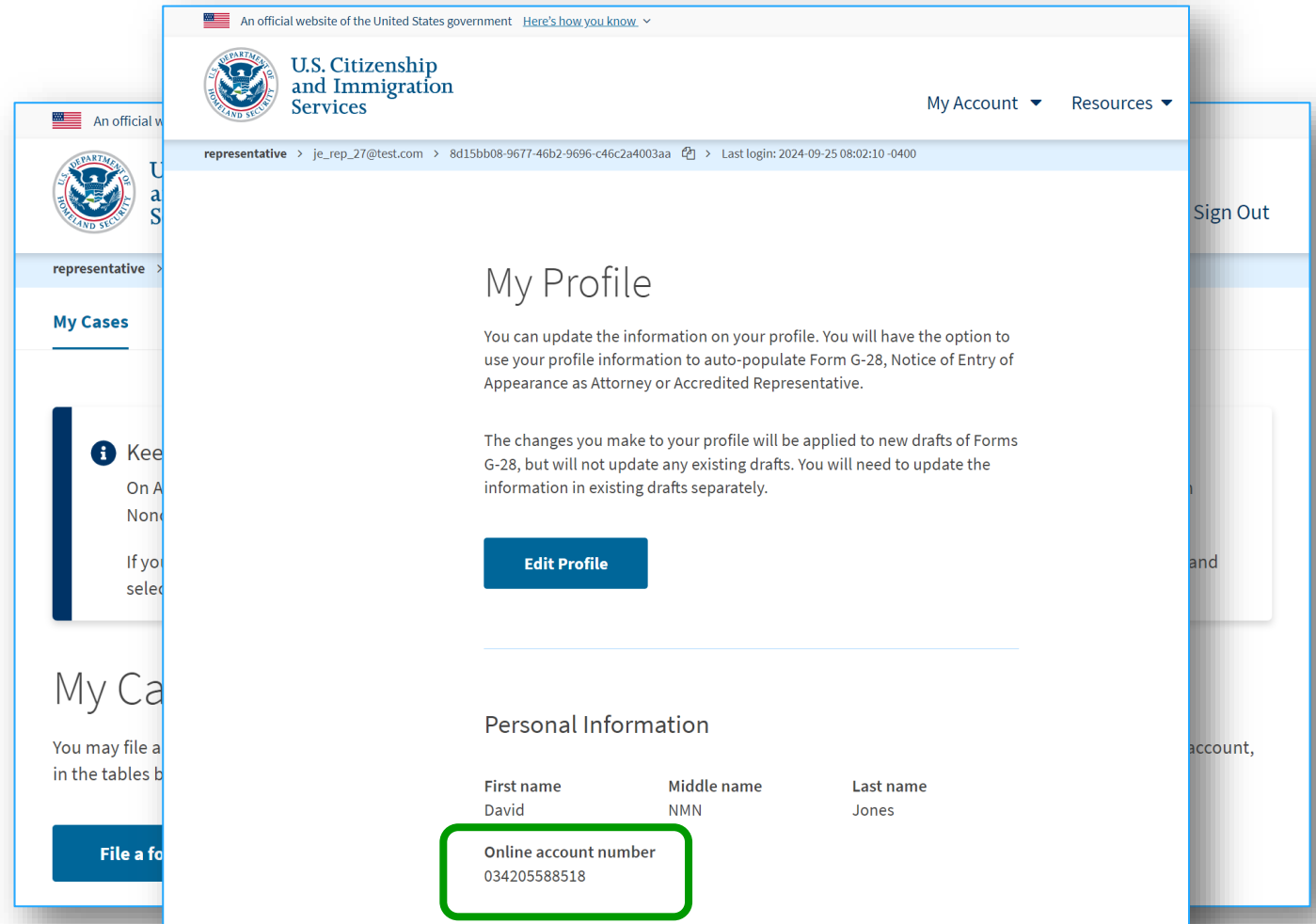
Having Online Access to Paper Cases is Powerful

- Access notices online without delay.
- Respond to RFE / NOID quickly and easily and have proof you responded.
- Change your clients' mailing address.
- Reschedule clients' biometrics appointments.
- Send messages about your clients' cases to our Contact Center.



Where to Find Your Account Number

Main reason paper cases don't link now is because the representative's account number was not included on G-28.



The screenshot displays the 'My Profile' page on the USCIS website. The page title is 'My Profile' and it includes instructions on how to update profile information for Form G-28. A blue 'Edit Profile' button is visible. Below the profile information, there is a section for 'Personal Information' with fields for First name, Middle name, and Last name. The 'Online account number' is displayed as 034205588518 and is highlighted with a green box.

U.S. Citizenship and Immigration Services

My Account Resources

representative > je_rep_27@test.com > 8d15bb08-9677-46b2-9696-c46c2a4003aa > Last login: 2024-09-25 08:02:10 -0400

My Profile

You can update the information on your profile. You will have the option to use your profile information to auto-populate Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative.

The changes you make to your profile will be applied to new drafts of Forms G-28, but will not update any existing drafts. You will need to update the information in existing drafts separately.

[Edit Profile](#)

Personal Information

First name	Middle name	Last name
David	NMN	Jones

Online account number
034205588518

Tracking Cases in Representative Account

The only paper cases that can link to an online account are those that have an IOE receipt number.

Representatives do not receive case alerts.

Use the filter “Action Required” to view those cases that have an RFE or NOID.

The screenshot displays the 'H-1B Registrations' interface. At the top, there are tabs for 'Cases' and 'H-1B Registrations'. Below this, there are two buttons: 'Drafts (12)' and 'Submitted (2)'. A search bar contains the text 'Search for clients and cases' and a 'Search' button. Under the 'Filter by' section, there are two dropdown menus: 'Status' and 'Form'. The 'Status' dropdown is open, showing options: 'Decision issued', 'Submitted', and 'Action required' (which is highlighted with a green border). To the right of the dropdowns is a 'Clear filters' button. Below the filters, a table header is visible with columns: 'Receipt number', 'Beneficiary', 'Status ?' (with a help icon), and 'Action'.


Stand-Alone G-28s

At any point, legal reps can submit a stand-alone G-28 (online or paper) for any online filed form (except Form I-134A and I-539).



Good Housekeeping

- All pages of a submitted paper form must be same edition.
- Check the lower left corner for edition.
- If the submission contains different form editions, we will reject it.



Application for Naturalization
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form N-400
OMB No. 1615-0052
Expires 02/28/2027

For USCIS Use Only	Date Stamp	Receipt	Action Block
Remarks			

▶ **START HERE - Type or print in black ink.** If you do not answer all of the questions, it may take longer for U.S. Citizenship and Immigration Services (USCIS) to process your Form N-400.

If your parent (including legal adoptive parent) is a U.S. citizen by birth, or was naturalized before you reached your 18th birthday, you may not need to file Form N-400 as you may already be a U.S. citizen. Before you file this application, please visit the USCIS website at www.uscis.gov/N-600 for Form N-600, Application for Certificate of Citizenship.

Part 1. Information About Your Eligibility (Select only one box to identify the basis of your eligibility or your Form N-400 may be delayed or rejected.) Enter Your 9 Digit A-Number: ▶ A-


1. Reason for Filing (Please see Instructions for eligibility requirements under each provision.):
 - A. **General Provision.** See Instructions: **List of General Eligibility Requirements**
 - B. **Spouse of U.S. Citizen.** See Instructions: *Eligibility Based on Marriage to a U.S. Citizen*
 - C. **VAWA.** See Instructions: *Eligibility for the Spouse, Former Spouse, or Child of a U.S. Citizen under the Violence Against Women Act (VAWA)*
 - D. **Spouse of U.S. Citizen in Qualified Employment Outside the United States.** See Instructions: *Eligibility for the Spouse of a U.S. Citizen Working for a Qualified Employer Outside the United States*
 If your residential address is outside the United States and you are filing under Immigration and Nationality Act (INA) section 319(b), select the USCIS field office where you would like to have your naturalization interview. You can find a USCIS field office at www.uscis.gov/field-offices.
 - E. **Military Service During Period of Hostilities.** See Instructions: *Eligibility and Evidence for Current and Former Members of the U.S. Armed Forces*
 - F. **At Least One Year of Honorable Military Service at Any Time.** See Instructions: *Eligibility and Evidence for Current and Former Members of the U.S. Armed Forces*
 - G. **Other Reason for Filing Not Listed Above**

Part 2. Information About You (Person applying for naturalization)

1. Your Current Legal Name (**do not** provide a nickname)

Family Name (Last Name)	Given Name (First Name)	Middle Name (if applicable)
-------------------------	-------------------------	-----------------------------
2. Other Names You Have Used Since Birth (see the Instructions for this **Item Number** for more information about which names to include)

Family Name (Last Name)	Given Name (First Name)	Middle Name (if applicable)
-------------------------	-------------------------	-----------------------------

Form N-400 Edition 04/01/24

Page 1 of 14

Good Housekeeping, continued

- When submitting paper forms, do not use staples, tape, or two-prong folders.
- Instead, use a paper clip, binder clip, or large rubber band to hold pages together.



Good Housekeeping, continued

- Do not use highlighter.
- After scanning, highlighted section will appear black and redacted.
- Instead, circle the section with black ink or draw an arrow to it.



Good Housekeeping, continued


- You must submit all pages of the form.
- If we indicate an error on page 4 or page 6, you must resubmit the entire form, not just page 4 or page 6.

Good Housekeeping, continued

- Practice good G-28 hygiene.
- Do not fill out the G-28 by hand. Use a computer.
- Do not scratch out incorrect data. Start over.

Good Housekeeping, continued

- Top portion of G-28
 - Keep it consistent
 - Do not modify top section
- Do not list multiple attorneys or bar numbers on one G-28.
- Ensure the correct client is listed.

 **Notice of Entry of Appearance
as Attorney or Accredited Representative** DHS
Form G-28
OMB No. 1615-0105
Expires 05/31/2021

Department of Homeland Security

Part 1. Information About Attorney or Accredited Representative

1. USCIS Online Account Number (if any)

Name of Attorney or Accredited Representative

2.a. Family Name (Last Name)

2.b. Given Name (First Name)

2.c. Middle Name

Address of Attorney or Accredited Representative

3.a. Street Number and Name

3.b. Apt. Ste. Flr.

3.c. City or Town

3.d. State 3.e. ZIP Code
(USPS ZIP Code Lookup)

3.f. Province

Part 2. Eligibility Information for Attorney or Accredited Representative

Select all applicable items.

1.a. I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest courts of the following states, possessions, territories, commonwealths, or the District of Columbia. If you need extra space to complete this section, use the space provided in Part 6. **Additional Information.**

Licensing Authority

1.b. Bar Number (if applicable)

1.c. I (select only one box) am not am subject to any order suspending, enjoining, restraining, disbaring, or otherwise restricting me in the practice of law. If you are subject to any orders, use the space provided in Part 6. **Additional Information** to provide an explanation.

1.d. Name of Law Firm or Organization (if applicable)

A G-28 filled out like this will never give you online access to paper cases.

If You Need Technical Support

my.uscis.gov/account/needhelp

Technical Support Topics

uscis.gov/about-us/contact-us

Request duplicate receipt notice for a paper case:

LockboxSupport@uscis.dhs.gov

When we call someone to follow up on their inquiry, the number that shows in caller ID is **202-838-2104**.



U.S. Citizenship
and Immigration
Services

THANK YOU!

Disclaimer

This webinar material is intended solely as informational. It is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefits(s), substantive or procedural, enforceable at law by any individual or other party in benefit applications before DHS, in removal proceedings, in litigation with the United States, or in any other form or manner. This webinar material does not have the force of law, or of a DHS directive.

About This Presentation

Author: USCIS

Date of last revision: November 5, 2024. This presentation is current only as of the date of last revision.

This presentation contains no sensitive Personally Identifiable Information (PII).

Any references in documents or text, with the exception of case law, relate to fictitious individuals.

Dissemination

This presentation may not be reproduced or further disseminated without the express written consent of USCIS.

Please email Public.Engagement@uscis.dhs.gov for additional information.