



U.S. Citizenship  
and Immigration  
Services

# USCIS Tech Talks

Supporting Our Valued Stakeholders

October 8, 2024

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Materials presented today are for informational purposes only and are not legal advice. The information disseminated today, and statements made by USCIS personnel are intended solely for the purpose of providing public outreach to the agency's stakeholders about issues of mutual interest. It is not intended to, does not, and may not be relied upon to create any right or benefit.

# AGENDA TODAY

- **Online PDF Intake for Form I-765 and Form I-912**
- **Questions submitted by stakeholders**
- **How to find assistance**
- **Your live questions**



# I-765 and I-912 PDF Intake Online

- Form I-765, Application for Employment Authorization
- For certain eligibility categories:
  - (c)(8), (c)(9)\*, (c)(11), (c)(19) and (a)(12)
- Form I-912, Request for Fee Waiver
- PDF upload in the online account
- Assistance is

**\*PDF Intake is not currently available for the fee-exempt (c)(9) category**

## Form I-765, Application for Employment Authorization

Use this form to request employment authorization and an Employment Authorization Document if your immigration status allows you to work in the United States.

Select between the following filing options.



### Fill Out Form Fields Online

Select this option if you want to fill out the fields of the I-765 form online directly. This option currently does not support fee waiver.



### Upload a Filled Out PDF Form

Select this option if you want to upload and submit a filled out version of the I-765 form as a pdf document. You may apply for a fee waiver with this option by uploading a fee waiver request to verify qualifications.



# Keeping Families Together - Form I-131F



**Question:** Where can I find more information?




**Answer:** [uscis.gov/keepingfamiliesstogether](https://uscis.gov/keepingfamiliesstogether)


## Family

### Keeping Families Together

Frequently Asked Questions  
About Keeping Families  
Together

Family of U.S. Citizens 

Family of Refugees &  
Asylees 

Family of Green Card  
Holders (Permanent  
Residents) 

Same-Sex Marriages

[Home](#) > [Family](#) > Keeping Families Together

# Keeping Families Together

**ALERT:** On Aug. 26, 2024, the United States District Court for the Eastern District of Texas (“District Court”), in *Texas v. Department of Homeland Security*, Case Number 24-cv-306, entered an administrative stay for an initial period of 14 days, preventing DHS from granting parole in place under Keeping Families Together process. Subsequently, the District Court issued another order extending the administrative stay. On Sept. 11, 2024, the United States Court of Appeals for the Fifth Circuit stayed all proceedings before the District Court, but kept in place the District Court’s administrative stay of USCIS’s Keeping Families Together process pending further order of the Fifth Circuit.

To comply with the administrative stay, USCIS will:

- Not grant any pending parole in place requests under Keeping Families Together.
- Continue to accept filings of Form I-131F, Application for Parole in Place for Certain Noncitizen Spouses and Stepchildren of U.S. Citizens.
- Continue to schedule biometric appointments and capture biometrics at Application Support Centers (ASCs).

The administrative stay order does not affect any applications that were approved before the district court issued the administrative stay order at 6:46 p.m. Eastern Time on Aug. 26, 2024.

**ALERT:** On Aug. 19, DHS posted for public inspection a Federal Register notice implementing Keeping Families Together, a process for certain noncitizen spouses and stepchildren of U.S. citizens to apply for parole in place. Additional information on the eligibility criteria under this process, the request process, and examples of required documentation are available on this page, the [Frequently Asked Questions About Keeping Families Together](#) page, and in the [Federal Register notice](#). We have also created a [Filing Guide for Form I-131F \(PDF, 9.25 MB\)](#), to help individuals as they prepare to file a request for parole in place through the online process.

On June 18, 2024, the Department of Homeland Security (DHS) announced a key step toward fulfilling President Biden’s commitment to promoting family unity in the immigration system. On Aug. 19, 2024, DHS implemented Keeping Families Together, a process for certain noncitizen spouses and noncitizen stepchildren of U.S. citizens to request parole in place under existing statutory authority.

Parole is an exercise of DHS’s discretionary authority under section 212(d)(5)(A) of the Immigration and Nationality Act (INA) to allow certain noncitizen “applicants for admission” to be present in the United States on a temporary, case-by-case basis for urgent humanitarian reasons or significant public benefit. The INA defines an “applicant for

# Keeping Families Together - Form I-131F



I-131F, App Parole in P	I-131F, Application for Parole in Place for Certain Noncitizen Spouses an...	You must complete all fields with an asterisk (*) to submit this form.
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### File requirements

- Clear and readable
- Accepted file formats: JPG, JPEG, PDF, TIF or TIFF
- No encrypted or password-protected files
- If your documents are in a foreign language, upload a full English translation and the translator's certification with each original document.
- Upload no more than five documents at a time
- Accepted file name characters: English letters, numbers, spaces, periods, hyphens, underscores, and parentheses
- Maximum size: 12MB per file

June 17, 2024 for stepchildren).

multiple pieces

different  
documents are all  
file.



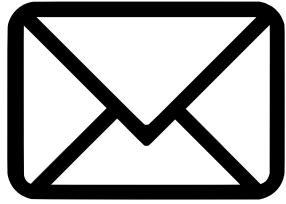
# Adding or Withdrawing a Form G-28

The image shows the top portion of Form G-28, titled "Notice of Entry of Appearance as Attorney or Accredited Representative" from the Department of Homeland Security. The form is divided into two main sections: Part 1, "Information About Attorney or Accredited Representative," and Part 2, "Eligibility Information for Attorney or Accredited Representative." Part 1 includes fields for the attorney's name, address, and contact information. Part 2 includes checkboxes for the attorney's status (e.g., "I am an attorney eligible to practice law in...") and a section for "Consent Information for Attorney or Accredited Representative" with checkboxes for "I am associated with..." and "I am not associated with..."

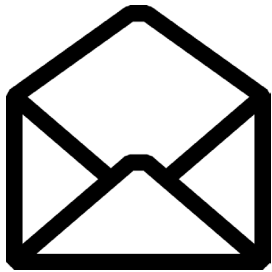


- Question: If the Form G-28 is withdrawn, what is the view in both the legal representative and the client account?
- Question: Can a Form G-28 be added to a pending case?
- Answer: When a Form G-28 is withdrawn by the client, the case will be removed from the legal representative view.
- Answer: A legal representative can upload a Form G-28 for a case that a client has already filed.

# Notifications



- Question: Are notifications sent when there is an update in an online case?



- Yes, applicants will receive notifications; legal representatives will not.

# Legal Representative Linking a Paper Form



**Question:** Is there a way to link a filing that did not link properly when we submitted it?



**Answer:** Let's walk through steps to add your G-28.

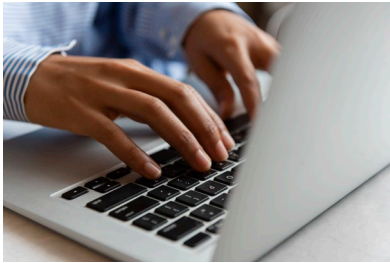
# Legal Representative Linking a Paper Form

- Have your client add the paper case to their online account.
- Have client withdraw any associated G-28 for that case.
- Check your list of clients. Add the client if you need to.
- Select “File a Form”, and choose G-28.
- Use the receipt number to add your G-28.
- Have client accept the electronic handshake.
- The case card should appear in your account.

# Is a Legal Representative Required?



- Question: Can an applicant file without hiring a legal representative?



- Answer: Yes, an applicant can file on their own.

# Correcting an Error



- Question: How do you correct an incorrect date of birth or other error?



- Answer: Start with the self-help tools.

# Correcting an Error

- [egov.uscis.gov/erequest](https://egov.uscis.gov/erequest)
- Enter information:
  - Form type
  - Receipt number
  - Date filed
  - Name, DOB, A number
  - Mailing address
  - Describe the error


## Typographic Error

Did you receive a notice, document or card from USCIS and it contains a typographic error? We can assist you in correcting the error.

If your document has incorrect information because of USCIS error (for example, USCIS made a typo), you may submit a Typographic Error service request. Before you submit a request, review the [Updating or Correcting Your Documents](#) webpage. The page provides information on how to return your document.

If your document has incorrect information that is not because of a USCIS error (for example, you legally changed your name), review the [Updating or Correcting Your Documents](#) page for information on how to replace and return your incorrect document.

## Typographic Error

What has the Typographic error ?\* 

Please describe the error\*

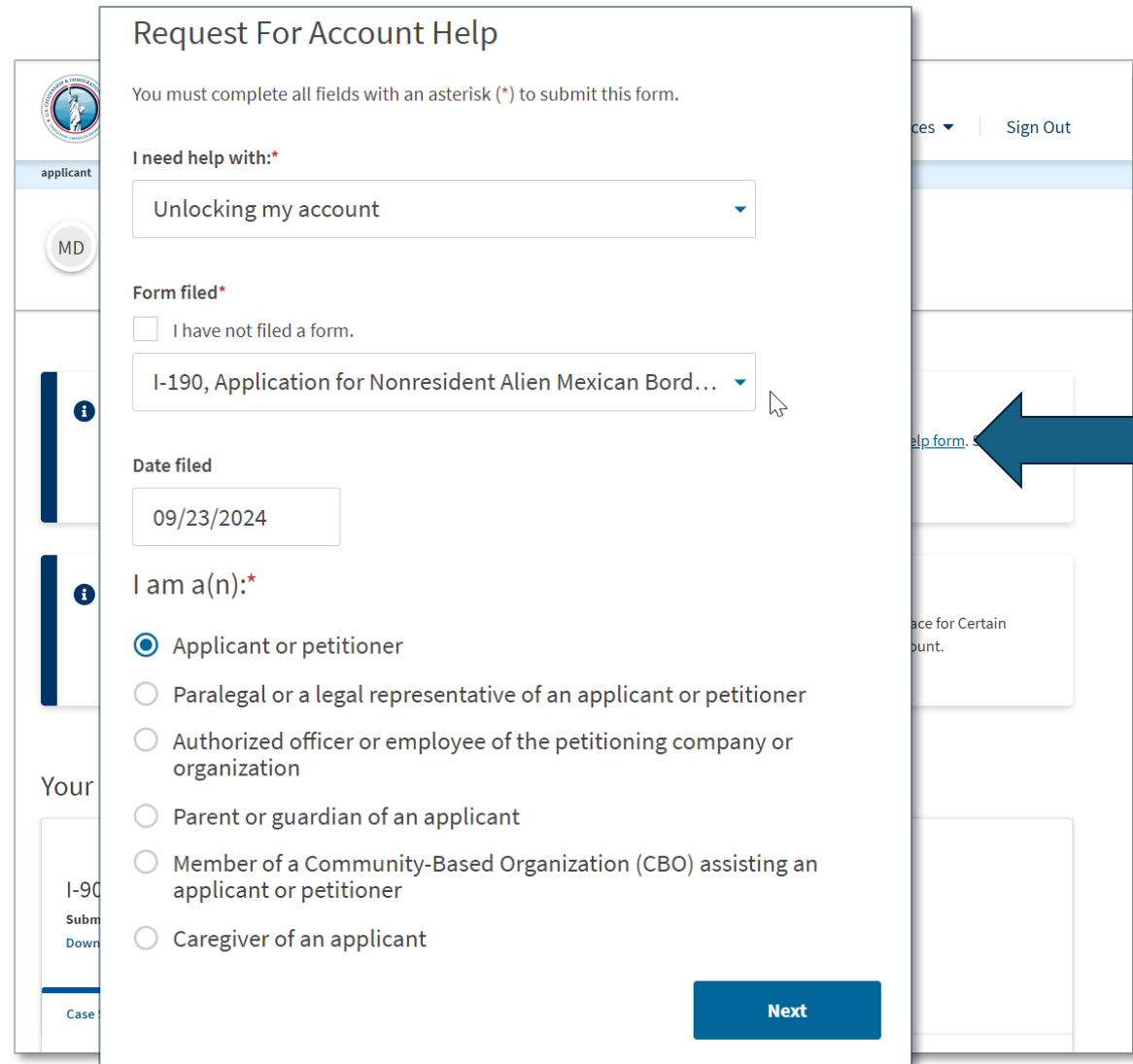
Please enter the correction\*

## What you'll need

- > Receipt Number
- > A-Number (if applicable)
- > Item that contains the error
- > Date when filed
- > Email Address

# How to find assistance: Technical Help

- Request for Account Help form
  - Reset password
  - Unlock account
  - Change verification code delivery method
  - Request new online access code
  - Report technical issue



**Request For Account Help**

You must complete all fields with an asterisk (\*) to submit this form.

I need help with:\*  
Unlocking my account

Form filed\*  
 I have not filed a form.  
I-190, Application for Nonresident Alien Mexican Bord...

Date filed  
09/23/2024

I am a(n):\*  
 Applicant or petitioner  
 Paralegal or a legal representative of an applicant or petitioner  
 Authorized officer or employee of the petitioning company or organization  
 Parent or guardian of an applicant  
 Member of a Community-Based Organization (CBO) assisting an applicant or petitioner  
 Caregiver of an applicant

**Next**

A blue arrow points to the dropdown menu for "I need help with:".



# How to find assistance: Send a message

- Go to your inbox
- Select receipt number
- Select issue
- Receive text message?
- Send

U.S. Citizenship and Immigration Services

My Account

applicant > mod@test.com > 461a33df-55f3-4790-965e-9daff5cd4beb > Last login: 2024-09-27 15:43:46 -0700

< Go back to inbox

### New Message

You must complete all fields with an asterisk (\*) to submit this form.

**Case receipt number \***

Receipt number: IOE9158116445, Form: I-90

**Which issue do you need help with? \***

- I want to check the status of my case
- I want to request expedited processing on my case
- I did not receive my secure document, notice, or card
- I need to reschedule my appointment
- I want to withdraw my petition or application
- I am a member of the military or a family member of someone in the military

Provide a 10-digit phone number.

**Would you like to receive text messages? \***

Before we call you, USCIS can send a text message to confirm your availability to receive phone calls. If you would like to receive these text messages, you must provide a mobile phone number. Standard SMS/text messaging rates may apply.

Yes

No

New Message

# How to find assistance: Self-help tools

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

[Español](#) [Multilingual Resources](#)



Search our site



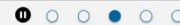
[Sign In](#)

[Topics](#) [Forms](#) [Newsroom](#) [Citizenship](#) [Green Card](#) [Laws](#) [Tools](#)

## President Biden Issues a Memorandum on the DED for Certain Lebanese Nationals

On July 26, 2024, President Biden issued a Memorandum to the secretaries of state and homeland security authorizing Deferred Enforced Departure and employment authorization for 18 months for eligible Lebanese nationals.

[Learn More](#)



## Know Before You Go

Check for current office closure, COVID information and office location prior to visiting one of our offices.

- [Office Closings](#)
- [Find A USCIS Office](#)



## File Online



## Manage Your Case



[Need Help?  
Chat with Emma™](#)



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# QUESTIONS

# USCIS Online Account Helpful Links

## Account sign up/login page:

[my.uscis.gov](https://my.uscis.gov) or [uscis.gov](https://uscis.gov)

## Help with account creation:

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

## Technical support:

- Password resets
- Account lockouts
- New Online Access Code
- Update your PIN delivery method

[my.uscis.gov/account/needhelp](https://my.uscis.gov/account/needhelp)

## Feedback:

[uscisfeedback@uscis.dhs.gov](mailto:uscisfeedback@uscis.dhs.gov)

[Public.engagement@uscis.dhs.gov](mailto:Public.engagement@uscis.dhs.gov)



# Don't Get Scammed – Evite Estafas!

- Read USCIS materials about this process at [uscis.gov/keepingfamilies-together](https://uscis.gov/keepingfamilies-together).
- Do not trust anyone who says they have special connections with the government.
- **DO NOT** give personal information or send money to a stranger.
- USCIS will **never** call, email, or text you to ask for money.
- USCIS will **never** threaten you with deportation.
- Always use **.gov** websites.
- Low-cost community agencies may be able to help you apply.

[uscis.gov/avoidscams](https://uscis.gov/avoidscams)

[uscis.gov/eviteestafas](https://uscis.gov/eviteestafas)

# Dissemination

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# About this Presentation

- Author: USCIS
- Date of last revision: October 4, 2024
- This presentation contains no sensitive Personally Identifiable Information (PII).
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**THANK YOU!**