



U.S. Citizenship and Immigration Services

USCIS Customer Service Tools

Enhancements and Updates



U.S. Citizenship
and Immigration
Services

National Customer Service Center

- National Customer Service Center (NCSC) 1-800 number for USCIS
- Handles more than 12,000,000 calls per year
- Tier 1 Call Center providing 1st line support (over 25,000 calls daily)
 - 650 employees
- Tier 2 located in New York and Los Angeles (over 5,000 calls daily)
 - 100 Immigration Service Officers
- Interactive Voice Response (IVR) System
 - 52% of all calls end here



U.S. Citizenship
and Immigration
Services

IMAGE SOURCE: USCIS

National Call Center Enhancements

- Virtual call back
 - Launched in May 2013
 - Callers can receive a call back from a customer service representative without losing their place in the queue
 - 55% of callers opt to use this service
- Interactive Voice Response System (IVR) 2014
 - Launched in February 2014
 - Faster, more streamlined navigation
 - User tested - succinct, easy to understand
 - Available 24/7 (English and Spanish)



Customer Contact Center

- Opened October 2013
 - Overland Park, Kansas
- 10 Immigration Service Officers
 - Respond to Electronic Immigration System (ELIS) users from across the globe
- Innovation lab to pilot remote agents and other customer service enhancements(2014)



IMAGE SOURCE: USCIS



U.S. Citizenship
and Immigration
Services

Self-Help Customer Service Tools

Customer Service Tools



Check My Case Status

See what's happening with your case and view updates



Change of Address

Make sure your address is always up to date



Register for Updates

Sign up to receive case updates by email or text



Place Service Request

Send an inquiry email to USCIS about a case



Locate a USCIS Office

Find the locations and hours of all of our offices



Schedule an Office Visit

Set up an appointment to speak with a USCIS officer

- Change of Address
- E-Request
- Case Status Online
- Processing Times
- Office Locator
- Civil Surgeon Locator



U.S. Citizenship
and Immigration
Services

Change of Address

Change of Address

Have you moved? Help us ensure that you receive any notices or documents without delay. Most applicants with pending applications or petitions should notify us as soon as possible, no more than 10 days after your move.

What you'll need

- Receipt # (only for pending case)
- Date and location of entry into the US (if not a US citizen)
- Old & New Address

Is this change of address for an application or petition currently in progress?

YES

NO



U.S. Citizenship
and Immigration
Services

Change of Address

- NO Response for “Is this change of address for an application or petition currently in progress?”



Change of Address

All fields are required unless marked as optional.

Is this change of address for an application or petition currently in progress?

[Not sure what to pick?](#)

Applicant or Petitioner Information

First Name

Middle Name (optional)

Last Name

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional) [?](#)

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military



U.S. Citizenship
and Immigration
Services

Change of Address

Citizenship

Country of current citizenship

- Select One



In the US as a

- Select One



U.S. Citizenship
and Immigration
Services

Change of Address

Old Address		New Address
Street Address		Street Address
<input type="text"/>		<input type="text"/>
Street Address 2 (optional)		Street Address 2 (optional)
<input type="text"/>	<i>change to</i> →	<input type="text"/>
City		City
<input type="text"/>		<input type="text"/>
State		State
<input type="text" value="- Select One"/>		<input type="text" value="- Select One"/>
Zip Code		Zip Code
<input type="text"/>		<input type="text"/>
If the above new address is temporary, I expect to remain there (optional)		
Years	Months	
<input type="text"/>	<input type="text"/>	



Change of Address

Entry into the US

Date of Entry (MM/DD/YYYY) ?

Location of Entry ?

My stay in the US expires on (MM/DD/YYYY) (optional)

School or Work (optional)

School or Employer Name

City

State

Zip Code



U.S. Citizenship
and Immigration
Services

Change of Address

Enter an email address if you would like a confirmation sent to you.

Email Address *(optional)*

Filed By

This form is completed by the

- Select One

My First Name

My Last Name

Firm or Organization Name

Date G-28 Filed (MM/DD/YYYY)



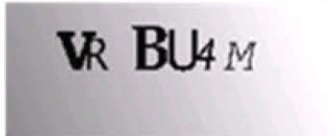
U.S. Citizenship
and Immigration
Services

Change of Address

Security Check

Enter the letters shown below into the box. The letters are not case sensitive.

Can't read the letters? Click the Refresh Image Button for new letters or try the Audio Button.



Audio

Refresh Image

By accepting this electronic signature, the applicant or petitioner, parent or guardian, or legal representative certifies under penalty of perjury that all information provided is true and correct.

SUBMIT



Change of Address

- YES Response for “Is this change of address for an application or petition currently in progress?”



Change of Address

All fields are required unless marked as optional.

Is this change of address for an application or petition currently in progress?

[Not sure what to pick?](#)

Case Information

Form Number	Receipt Number.?	Zip code used when filed	
<input type="button" value="- Select One"/>	<input type="text"/>	<input type="text"/>	
<input type="button" value="- Select One"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="REMOVE"/>
<input type="button" value="- Select One"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="REMOVE"/>
<input type="button" value="- Select One"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="REMOVE"/>
<input type="button" value="- Select One"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="REMOVE"/>



Change of Address

Applicant or Petitioner Information

First Name

Middle Name (optional)

Last Name

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional) ?

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military



U.S. Citizenship
and Immigration
Services

Change of Address

Citizenship

Country of current citizenship

- Select One



In the US as a

- Select One



U.S. Citizenship
and Immigration
Services

Change of Address

Old Address		New Address
Street Address		Street Address
<input type="text"/>		<input type="text"/>
Street Address 2 (optional)		Street Address 2 (optional)
<input type="text"/>	<i>change to</i> →	<input type="text"/>
City		City
<input type="text"/>		<input type="text"/>
State		State
<input type="text" value="- Select One"/>		<input type="text" value="- Select One"/>
Zip Code		Zip Code
<input type="text"/>		<input type="text"/>
If the above new address is temporary, I expect to remain there (optional)		
Years	Months	
<input type="text"/>	<input type="text"/>	



Change of Address

Enter an email address if you would like a confirmation sent to you.

Email Address *(optional)*

Filed By

This form is completed by the

- Select One

My First Name

My Last Name

Firm or Organization Name

Date G-28 Filed (MM/DD/YYYY)



U.S. Citizenship
and Immigration
Services

Change of Address

Security Check

Enter the letters shown below into the box. The letters are not case sensitive.

Can't read the letters? Click the Refresh Image Button for new letters or try the Audio Button.

VR BU4M

Audio

Refresh Image

By accepting this electronic signature, the applicant or petitioner, parent or guardian, or legal representative certifies under penalty of perjury that all information provided is true and correct.

SUBMIT



U.S. Citizenship
and Immigration
Services

Change of Address

✓ Success! Address change request submitted.

Updated Address To:

First Middle Last
20 Mass Avenue
Washington, DC 20529

Your confirmation number is:

AR-11:COA07014018121

Service Request CA10701426782VSC

Expect a reply by: **March 23, 2014**

[Print Completed AR-11 Form](#)



U.S. Citizenship
and Immigration
Services

[Print Completed AR-11 Form](#)

Change of Address

- Deploying March 2014
- Reprint Complete AR-11



U.S. Citizenship
and Immigration
Services

Change of Address



U.S. Citizenship and Immigration Services

Home | Español | Site Map

Search

FORMS NEWS RESOURCES LAWS OUTREACH ABOUT US

[Para tener acceso a este sitio en Español, presione aquí](#) [Print Completed AR-11 Form](#)

Change of Address

Have you moved? Help us ensure that you receive any notices or documents without delay. Most applicants with pending applications or petitions should notify us as soon as possible, no more than 10 days after your move.

What you'll need

- >Receipt # (only for pending case)
- >Date and location of entry into the US (if not a US citizen)
- >Old & New Address

Is this change of address for an application or petition currently in progress?

[Not sure what to pick?](#)



Change of Address

Change of Address Electronic AR-11 Reprint Form

Did you complete an electronic AR-11 Change of Address form and need to print a copy for your records? We can assist you.

What you'll need

- > AR-11 Confirmation #
- > Name, Citizenship
- > Date of Birth

All fields are required unless marked as optional.

AR-11 Information

First Name

Middle Name (optional)

Last Name

No First Name

Please check if you do not have a first name


Date of Birth (MM/DD/YYYY)




U.S. Citizenship
and Immigration
Services

Change of Address

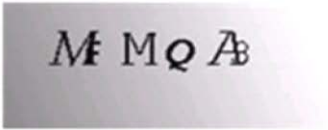
Country of current citizenship

- Select One 

AR-11 Confirmation Numl 

Security Check

Enter the letters shown below into the box. The letters are not case sensitive.
Can't read the letters? Click the Refresh Image Button for new letters or try the Audio Button.





Change of Address

Department of Homeland Security U.S. Citizenship and Immigration Services			Electronic Submission of the AR-11, Alien's Change of Address Card	
Name (Last in CAPS)	(First Name)	(Middle Name)	I am in the United States as a:	
meda	anil		<input type="radio"/> Visitor <input type="radio"/> Permanent Resident <input checked="" type="radio"/> Student <input type="radio"/> Other	
Country of Citizenship	Date of Birth	Copy Number From Alien Card		
Azerbaijan	01/01/1900	A		
Present Address (Street or Rural Route)	(City or Post Office)	(State)	(Zip Code)	
1, test street	washington	DC	20001	
(If the above address is temporary) I expect to remain there <u>11</u> Years <u> </u> Months				
Last Address (Street or Rural Route)	(City or Post Office)	(State)	(Zip Code)	
2, test street	washington	DC	20001	
I work for or attend school at: (Employer's Name or Name of School)				
umd				
(Street Address or Rural Route)	(City or Post Office)	(State)	(Zip Code)	
	washington	DC	20001	
Port of Entry Into U.S.	Date of Entry Into U.S.	If not a Permanent Resident, my stay in the U.S. expires on:		
Anchorage, AK	01/01/2000			
Signature	Date			
	11/19/2013 15:12			

AR-11, Alien's Change of Address Card

This card is to be used by all aliens to report a change of address within ten days of such change.

The collection of this information is required by Section 265 of the Immigration and Nationality Act (8 U. S.C. 1305). The data is used by U.S. Citizenship and Immigration Services for statistical and record purposes and may be furnished to Federal, State, local and foreign law enforcement officials. Failure to report a change of address is punishable by fine or imprisonment and/or removal.

ADVISORY: This card is not evidence of identity, age or status claimed.

This is a paper-copy of your Electronic Form AR-11, Alien's Change of Address Card. Please do not mail in this form. Retain it for your records only.

Your confirmation number is: COA32313028502



U.S. Citizenship
and Immigration
Services

E-Request

Case Inquiry



Case outside
normal
processing time

*Think a case is taking
longer than expected?*



Did not receive
notice
by mail

*Think a notice
is lost or missing?*



Did not receive
card
by mail

*Think a card is
lost or missing?*



Did not receive
document
by mail

*Think a document is
lost or missing?*

Service Request



Appointment
Accommodations

*Request accommodations
for an interview appointment*



Typographic
Error

*Make typographic
corrections for a case*



U.S. Citizenship
and Immigration
Services

E-Request

Outside Normal Processing Time

Do you have a case pending with USCIS that is outside the normal processing time? USCIS usually processes cases in the order we receive them. You can get an idea of how long it will take to process your case from the processing time table available on our website. For most applications, you can send us an inquiry if your case has been pending longer than the processing time posted on our website.

NOTE: We are actively processing your case if, in the past 60 days, you:

- > Received a notice from us about your case,
- > Responded to a request for evidence, OR
- > Received an online update to your case status.

To allow time for mailing and processing your decision, please wait an additional 30 days beyond normal processing times before inquiring about your case if your application type is not listed in the processing time table on our website, our goal is to make a decision on your application within 6 months of filing. Please wait six months before submitting an inquiry.

What you'll need

- > Receipt Number or A-Number (if applicable)
- > Date when filed
- > Application or Petition filed

Case Information

Form Number

- Select One

Form Sub Type

- Select One

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

E-Request

Applicant or Petitioner Information

FirstName

MiddleName *(optional)*

LastName

NoFirstName

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number *(optional)*



A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

StreetAddress

StreetAddress2 *(optional)*

City

State

ZipCode

- Select One



U.S. Citizenship
and Immigration
Services

E-Request

Last Action Taken on Case

Based on the processing time table, you believe the case to be outside normal processing times. Please provide details of the last action that you received on your case in the space below ?

Would you like a confirmation sent?

Email Address (optional)

Filed By

This form is completed by the

My FirstName

My LastName

Firm or Organization Name

SUBMIT



U.S. Citizenship
and Immigration
Services

SUBMIT

E-Request

Non-Delivery of Notice

Did you miss a notice about your pending case with USCIS? While your case is pending, we may mail you notices such as a request for additional evidence or a decision notice. Our customers sometimes report to us that these notices are not received. Check your case status online to see whether we mailed you a notice. For selected forms, you can send us an inquiry if you did not receive a notice that we mailed you.

NOTE: Do not submit an inquiry if you recently filed an application. You should receive a receipt notice within 30 days after filing at a Service Center or 10 days after filing at a Lockbox.

What you'll need

- > Receipt Number or A-Number (if applicable)
- > Date when filed
- > Application or Petition filed
- > Item not received

Case Information

Form Number

- Select One ▾

Form Sub Type

- Select One ▾

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

receiptNumber ?

dateFiled (MM/DD/YYYY) ?

E-Request

Applicant or Petitioner Information

FirstName MiddleName (optional) LastName

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional) ?

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

Street Address

Street Address 2 (optional)

City

State

- Select One

Zip Code



U.S. Citizenship
and Immigration
Services

E-Request

Notice Type

What notice was not received ?

- Select One

Provide Last Action on Your Case ?

Would you like a confirmation sent?

Email Address (optional)

Filed By

This form is completed by the

- Select One

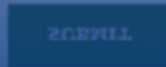
My FirstName My LastName

Firm or Organization Name

SUBMIT



U.S. Citizenship
and Immigration
Services



E-Request

- Notice Types
 - Appointment
 - Approval
 - Denial
 - Request for Evidence
 - Other



E-Request

Appointment Accommodations

Do you need an accommodation due to a disability that prevents you from attending a scheduled USCIS appointment, program, or activity? We can assist you in requesting an accommodation.

NOTE: Do not submit a request if you are a naturalization applicant seeking an exception from the English and/or civics testing requirements. You must make the exceptions request on Form N-648, Medical Certification for Disability Exceptions.

What you'll need

- Receipt Number or A-Number
- Appointment Notice - (ASC appointment, InfoPass appointment, interview appointment or naturalization ceremony)
- Date and Location of USCIS Event or Program

Case Information

Form Number

- Select One ▾

Form Sub Type

- Select One ▾

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

E-Request

Applicant or Returner Information

First Name	Middle Name (optional)	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional) [?](#)

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

Street Address

Street Address 2 (optional)

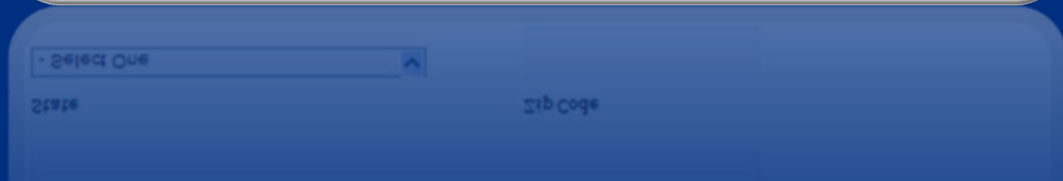
City

State

Zip Code



U.S. Citizenship
and Immigration
Services



E-Request

Accommodations

Accommodation Type ?

- Select One

In the text block state the specific accommodation you are seeking and a brief reason for the request. Please provide the date, time, and location for an accommodation request that involves a scheduled interview or appointment.

Would you like a confirmation sent?

Email Address (optional)

Filed By

This form is completed by the

- Select One

My FirstName

My LastName

Firm or Organization Name

SUBMIT



U.S. Citizenship
and Immigration
Services

E-Request

- Accommodation Types
 - Hearing Impairment
 - Speech Impairment
 - Physical Impairment
 - Sight Impairment



E-Request

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 .

What you'll need

- > Receipt Number or A-Number
- > Item that contains the error
- > Date when filed

Case Information

Form Number

- Select One ▾

Form Sub Type

- Select One ▾

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

DATE FILED (MM/DD/YYYY) ?

E-Request

Applicant or Petitioner Information

FirstName

MiddleName (optional)

LastName

No First Name

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional)



A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

Street Address

Street Address 2 (optional)

City

State

- Select One


Zip Code



U.S. Citizenship
and Immigration
Services

E-Request

Typographic Error

What has the Typographic error? 

Please describe the error

Please enter the correction

Would you like a confirmation sent?

Email Address (optional)

Filed By

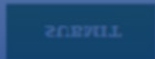
This form is completed by the

My FirstName My LastName

Firm or Organization Name



U.S. Citizenship
and Immigration
Services



E-Request

- Typographic Error on:
 - Accommodation
 - Advance Parole Document
 - Re-Entry Permit
 - Refugee Travel Document
 - Citizenship Certificate
 - Naturalization Certificate
 - Employment Authorization Card
 - Combo Card
 - Permanent Resident Card
 - Notice
 - Other – Provide Details



U.S. Citizenship
and Immigration
Services

E-Request

[Return to the Customer Service Tools](#)

Thank you for your request

USCIS will review and process the request.

Expect a reply by **April 2, 2014**

Your request ID number is **SR10701403803MSC**



U.S. Citizenship
and Immigration
Services

E-Request

- Future Enhancements
 - Deployment Scheduled for March 21, 2014:
 - Did not receive card by mail
 - Did not receive document by mail



E-Request

Non-Delivery of Card

Do you have a case with USCIS and you have not received a card that was mailed? When a benefit is granted or the replacement/renewal of a current card is approved, the card is generated and mailed. Unfortunately, sometimes the card is not received. You can create an inquiry with USCIS when you did not receive a card that was mailed.

NOTE: Do not submit a request if you have just recently been approved, allow approximately 30 days to receive your new card. You can check the status of your case using the My Case Status Tool. If Case Status Online indicates that the card was mailed, you should be provided with a United States Postal Service tracking number.

What you'll need

- > Receipt Number or A-Number (if applicable)
- > Date when filed
- > Application or Petition filed
- > Item not received

Case Information

Form Number

- Select One ▾

Form Sub Type

- Select One ▾

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

E-Request

Applicant or Petitioner Information

FirstName

MiddleName (optional)

LastName

NoFirstName

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional) ?

A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

StreetAddress

StreetAddress2 (optional)

City

State

- Select One

ZipCode



U.S. Citizenship
and Immigration
Services

E-Request

CardType

What card was not received? [?](#)

- Select One

Provide Last Action on Your Case [?](#)

Would you like a confirmation sent?

Email Address (optional)

Filed By

This form is completed by the

- Select One

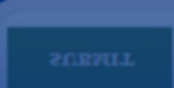
My First Name

My Last Name

Firm or Organization Name



U.S. Citizenship
and Immigration
Services



E-Request

- Card Type
 - Permanent Resident Card
 - Employment Authorization Card
 - Combo Card – Employment Authorization and Advance Parole Combination Card



E-Request

Non-Delivery of Document

Do you have a case with USCIS and you have not received a document that was mailed? When a benefit is granted and a document is required, the document is generated and mailed. Unfortunately, sometimes the document is not received. You can create an inquiry with USCIS when you did not receive a document that was mailed.

NOTE: You can check the status of your case using the My Case Status Tool. If Case Status Online indicates that the document was mailed, please allow approximately 30 days to receive your document.

What you'll need

- > Receipt Number or A-Number (if applicable)
- > Date when filed
- > Application or Petition filed
- > Document not received

Case Information

Form Number

- Select One ▼

Form Sub Type

- Select One ▼

Receipt Number ?

Date Filed (MM/DD/YYYY) ?



U.S. Citizenship
and Immigration
Services

E-Request

Applicant or Petitioner Information

FirstName

MiddleName (optional)

LastName

NoFirstName

Please check if you do not have a first name

Date of Birth (MM/DD/YYYY)

A-Number (optional)



A-

Member of the U.S. Military, or recently discharged from service, or spouse of a member of the U.S. Military

Mailing Address

Street Address

Street Address 2 (optional)

City

State

Zip Code



U.S. Citizenship
and Immigration
Services

E-Request

Document Type

What document was not received? [?](#)

- Select One

Provide Last Action on Your Case [?](#)

Would you like a confirmation sent?

Email Address (optional)

Filed By

This form is completed by the

- Select One

My First Name

My Last Name

Firm or Organization Name



U.S. Citizenship
and Immigration
Services

E-Request

- Document Type
 - Naturalization Certificate
 - Citizenship Certificate
 - Refugee Travel Document
 - Re-Entry Permit
 - Advance Parole Document



U.S. Citizenship
and Immigration
Services

E-Request

Privacy Act Statement

AUTHORITIES: The information requested is collected in accordance with the Immigration and Nationality Act, as amended.

PURPOSE: The primary purpose for completing is to respond to your request for assistance with an immigration benefit application, petition, and document.

ROUTINE USES: The information provided may be used by and disclosed to DHS personnel and contractors or other agents who need the information to assist in activities related to your inquiry. The information will be shared in accordance with approved routine uses, as described in the associated published system of records notices, available at www.dhs.gov/privacy.

DISCLOSURE: Furnishing this information is voluntary. However, failure to provide the requested information may delay or prevent USCIS from responding to your inquiry. Please note that the system will record user information such as Internet Protocol Address and Web Browser type and version upon submission.



Other Resources

- For more information about USCIS benefits or have questions, visit www.uscis.gov/howdoi
 - Available in multiple languages
- Multilingual Resource Center
 - www.uscis.gov/multilingual
- Outreach page
 - www.uscis.gov/outreach
 - Feedback Opportunities



U.S. Citizenship
and Immigration
Services

The "How do I" Customer Guide Index

Our customer guides are only available through our website or at our USCIS local offices.



I am a U.S. citizen

How do I help my relative become a U.S. permanent resident?	A1
How do I help my fiancé(e) become a U.S. permanent resident?	A2
How do I immigrate an adopted or prospective adopted child or help my adopted child become a U.S. citizen or U.S. permanent resident?	A3
How do I get proof of my U.S. citizenship?	A4
How do I get information about requirements for travelling abroad?	A5



I am a permanent resident

How do I help my relative become a U.S. permanent resident?	B1
How do I renew or replace my permanent resident card?	B2
How do I apply for U.S. citizenship?	B3
How do I know what my responsibilities are?	B4
How do I get a reentry permit?	B5



I am a non-immigrant

How do I extend my non-immigrant stay in the United States?	C1
How do I change to another non-immigrant status?	C2
How do I replace a Form I-94, Arrival-Departure Record?	C3

More Customer Guide titles and information available on the back of this index.

USCIS Idea Community



U.S. Citizenship and Immigration Services

[Home](#)

USCIS Idea Community

Search Ideas



How does it work?



Users submit their ideas.



Our community discusses and votes for ideas.



The best ideas bubble up to the top.

Welcome to the USCIS Idea Community...

...Where you can share your thoughts with us.

Our USCIS Idea Community allows you to:

- Submit ideas
- Vote on ideas
- Comment on ideas

Your feedback will help improve the services provided to you, our customers.

To participate in this new opportunity, you must first register to join the Idea Community.



U.S. Citizenship and Immigration Services

From Call Center to Customer Engagement Center

- My USCIS Portal
 - Customer Service Toolbar
- Telephony Enhancements
 - Live and Virtual Chat
 - Schedule Call Back
- Mobile Case Status App
- Help Center
 - Google-like search engine
 - Smarter through customer feedback
- Explore My Options
 - Benefit eligibility
 - Required documentation



About this Presentation

- Author: Customer Service and Public Engagement Directorate
- Date of last revision: March 20, 2014
- This presentation is valid only as of the date of the 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.



Disclaimer

- This presentation is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefit(s), substantive or procedural, enforceable at law by any individual or other party before USCIS, in litigation with the United States, or in any other form or manner. This presentation does not have the force of law, or of a DHS directive.
- This presentation may not be reproduced or further disseminated without the express written consent of the Customer Service and Public Engagement Directorate.

