

**Office of the Citizenship and
Immigration Services Ombudsman**

Working to improve the immigration benefits process



CIS Ombudsman's Webinar Series: Engagement with USCIS on Customer Experience Enhancements



September 26, 2023

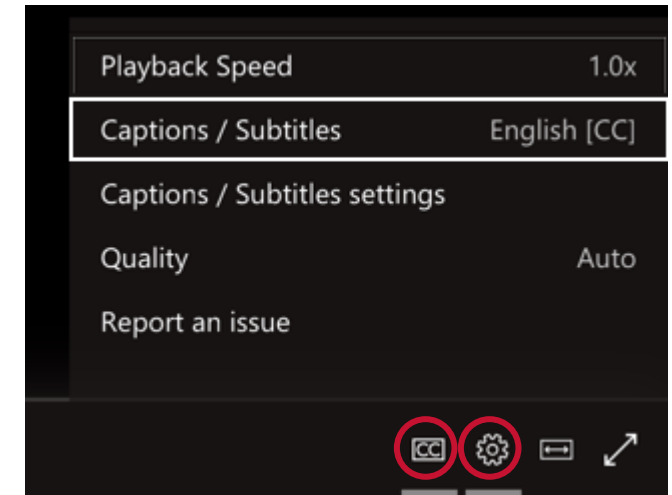
Working to improve the immigration benefits process



**Homeland
Security**



- Teams Live offers its own auto-generated captions.
 - The languages available are English, Spanish, Chinese (Simplified), Filipino, Vietnamese, Arabic, and French.
- To turn on live captions/subtitles, select the “Captions / Subtitles”  button in your video controls at the bottom of your screen.
- To change the caption language, select Settings , then “Captions / Subtitles”, and choose the language you want.





- The materials from today's webinar will be posted online on our Public Engagement page (www.dhs.gov/outreach):
 - Presentation
 - Questions and answers
 - Readout summarizing the webinar

Office of the Citizenship and Immigration Services Ombudsman

Working to improve the immigration benefits process



Nathan Stiefel Acting CIS Ombudsman




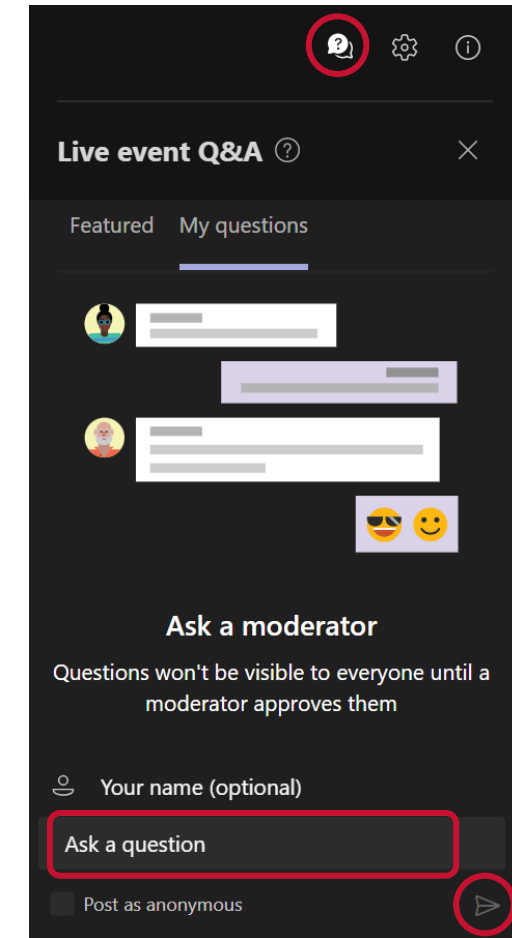


Today's engagement material is intended solely as informational. It is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefits(s), substantive or procedural, enforceable at law by any individual or other party in benefit applications before DHS, in removal proceedings,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

- If you are a member of the media, please reach out to the DHS Office of Public Affairs at MediaInquiry@hq.dhs.gov with any inquiries.
- If you are a congressional staffer, please reach out to the DHS Office of Legislative Affairs at Congresstodhs@hq.dhs.gov.



- Submit written questions and feedback to us through the Q&A panel on the right side of your screen
- Select the **Q&A icon**  at the top of your screen to open or close the Q&A panel
- We will review every question submitted and determine if we can answer it today
- You can also email us any questions or comments at: CISOmbudsman.publicaffairs@hq.dhs.gov





- Nathan Stiefel, acting CIS Ombudsman
- Rachel Ellis, assistant chief of Public Engagement, Office of the CIS Ombudsman
- Elissa McGovern, chief of Policy (Moderator), Office of the CIS Ombudsman
- Quinn Andrus, outreach specialist, Digital Services Division, USCIS



- Establish virtual InfoPass appointments and publicize all existing electronic tools
- Reenergize circuit rides and provide information services for customers at field offices outside their normal jurisdiction
- Develop webpages for Districts and create facility videos for field offices
- Enrich USCIS' YouTube informational video library
- Create a training culture to build a customer service-oriented workforce
- Enhance Contact Center training and Contact Center detail opportunities

Agenda



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- **myUSCIS overview**
- **Customer experience (CX) enhancements**
 - Text ahead feature
 - Online Appointment Request
 - Getting a New Online Access Code
 - Biometrics Appointment Rescheduling
 - myProgress



Benefits of myUSCIS



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Services



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**



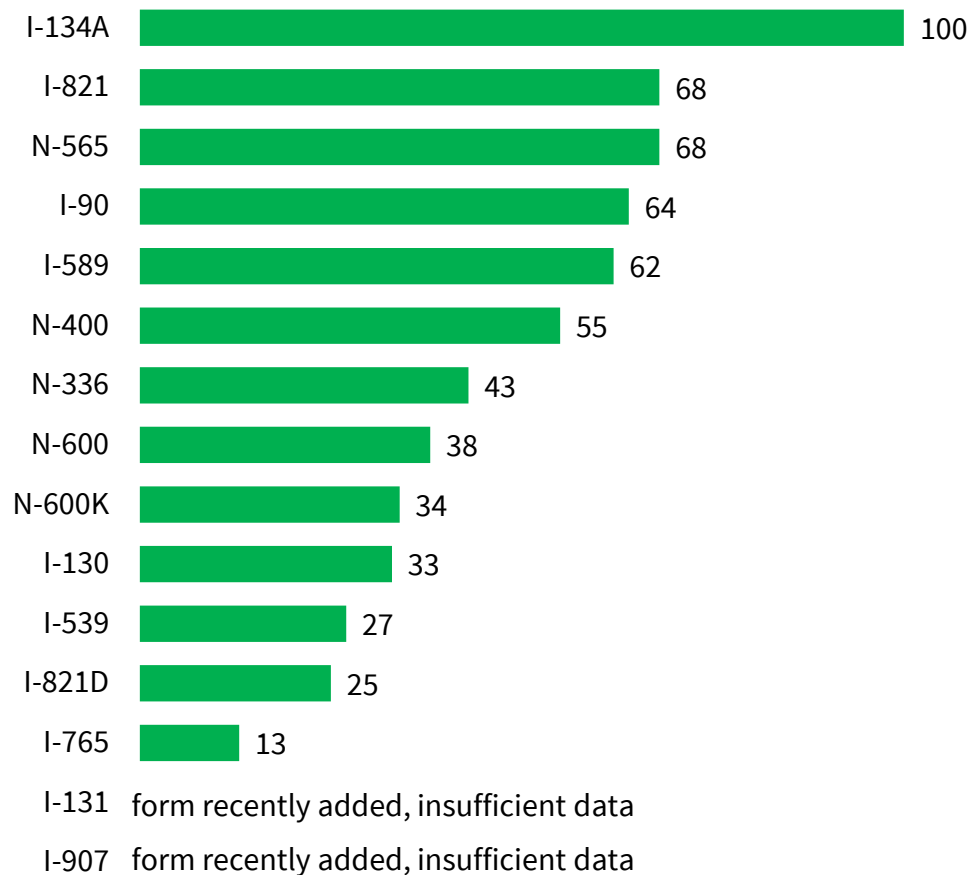
**Access case details
anytime, from any
device**

Online filing percentages



- 15 forms available to file with a USCIS online account (as of July 2023)
- 16.3 million online accounts created
- 7 million+ cases filed online
- Strong satisfaction

FY23 Online Filing Percentages



Testimonials



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“ Thank you for create this online form. Is very easy because the directions are very clear and specific. No need to find help.”



Real user comments submitted in the April 2023 exit survey.

“ Incredibly easy and simple to use. Better than any website I use for banking or investing. ”

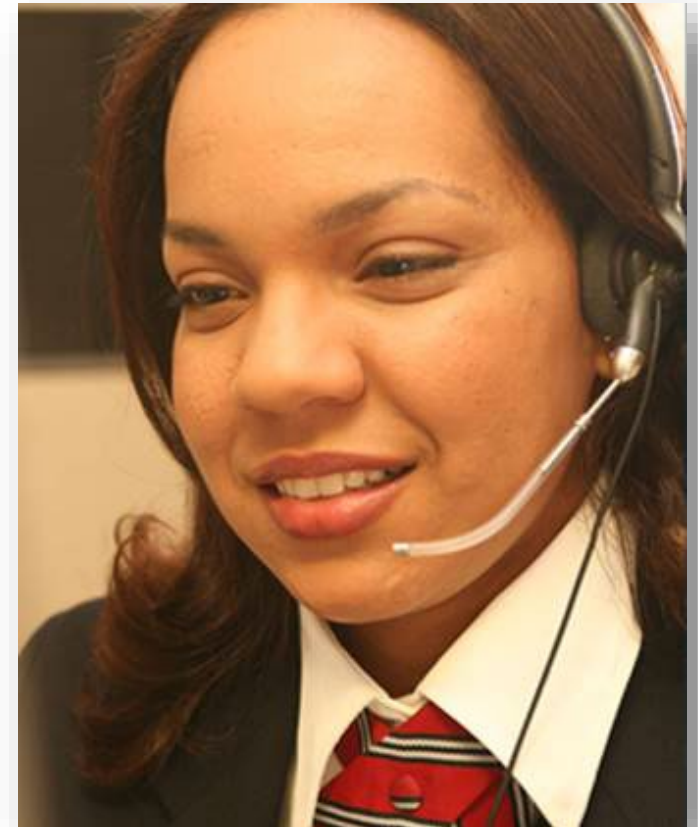
“ Amazed how easy to get going with the details...i am proud being high tech now.”

Text ahead



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Services

- If Contact Center ISOs need 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.

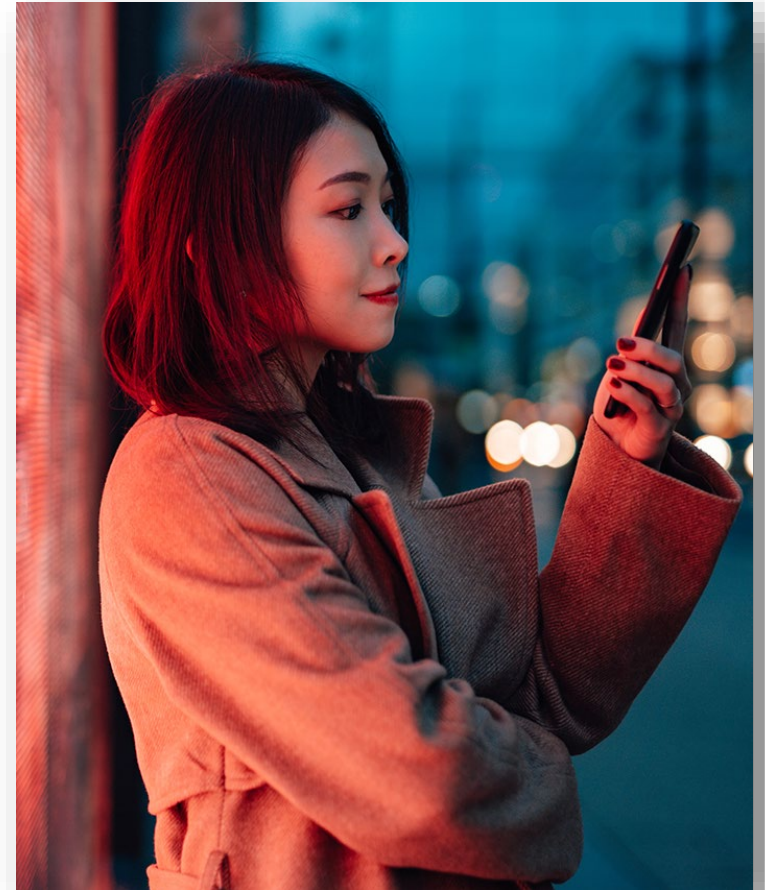


Text ahead helps us connect



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- Customers must opt-in to text ahead
- A Contact Center Representative determines if call back is needed
- We send text message before calling to ask if customer is available in next 30 minutes
- We wait one hour for 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.

Y

Thank you for confirming. We will be calling you shortly.

Text ahead – reject call



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Services

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 needed

- You can also go to my.uscis.gov/en/appointment/

View your appointment 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—16 categories including:
 - Afghan Special Immigrant CPR Status
 - American Indians Born in Canada
 - Certified Copies of Naturalization Certificates
 - T, U, VAWA Inquiries
 - Lost Visa Packets
 - Account Lock Outs
 - Service Errors

Appointment Request Details

What type of appointment are you requesting?

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

What is the reason for your appointment?

Please select the reason from this dropdown list.

T, U, and VAWA Inquiries x ▲

- Afghan Special Immigrant CPR Status
- American Indians Born in Canada (Section 289)
- Certified Copies of Naturalization Certificate
- Deferred Action
- T, U, and VAWA Inquiries
- I-94 Cuban Paroles and Re-Paroles [active]
- Lost Immigration Visa Packets
- myUSCIS Account Locked
- Central American Minors (CAM) Program
- Parole-in-Place (PIP)

Required data

- Name
- Date of birth
- ZIP code
- Country of birth
- Email address
- Phone number
- A-Number & receipt number are optional


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?



After a request is made

- After a user requests an in-person appointment, they receive a reference number.
- Contact Center ISO 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

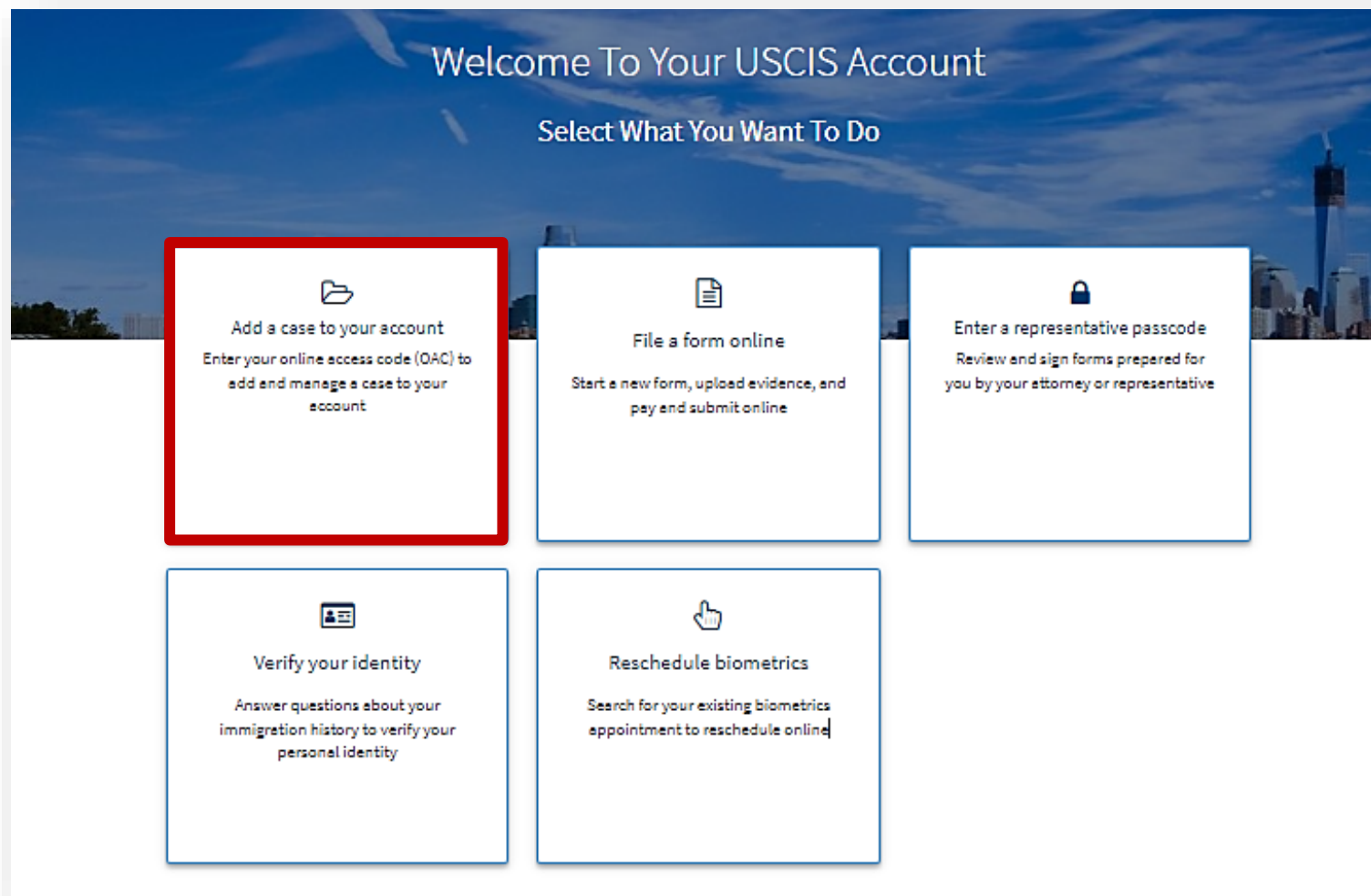
What time of the day would you prefer to have your appointment?

- 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

The image is a screenshot of the USCIS account dashboard. At the top, it says "Welcome To Your USCIS Account" and "Select What You Want To Do". Below this are five white boxes with blue borders, each containing an icon and text. The first box, "Add a case to your account", is highlighted with a red border. The other boxes are "File a form online", "Enter a representative passcode", "Verify your identity", and "Reschedule biometrics".

Enter code and date of birth



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- User enters expired Online Access Code and date of birth

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

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

Welcome to USCIS

Log on and confirm your account within 90 days

Online Access Code

37801-689B-F5A0F

Example: ABCDE-1234-ABC12

Date of birth (MM/DD/YYYY)

12/17/1996

Confirm case 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:

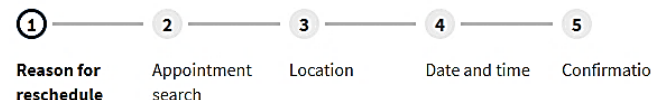
- Appointment has not passed and has not been rescheduled twice
- Applicant has good cause
- Applicant's pending form is not an I-600, I-600A, I-800, or I-800A



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



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 September 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



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

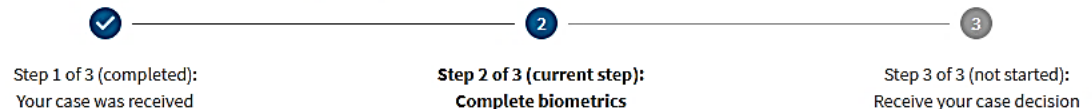
Case Status | **myProgress** | Case History | Documents

🕒 Estimated time until your case decision: ⓘ

4 Months

Your next step: Complete biometrics

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



myProgress vs General Processing Times



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myProgress	General Processing Times
Based on years of data	Based on last 6 months of completions
Machine learning models (predictive)	Summary statistics (historic actuals)
Considers many factors	Looks at office location & form type
No user input required (logged in)	Customer selects form/type/location
Measures to milestones and to decision	Measures just to decision
Specific for account holder	General for applicants (ONPT), prospective applicants, attorneys, researchers

CX enhancement rollouts



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Feature	Rollout date
Request new online access code	June 2023
Biometrics appointment rescheduling	June 2023
Text ahead	April 2023
myProgress – I-765, I-131, & new display	July 2023
Online appointment request	August 2023
myProgress – I-485 & I-821	Coming ~Fall 2023

Helpful links & resources



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- Account sign up/login page: my.uscis.gov or www.uscis.gov
- Help with account creation: uscis.gov/file-online
- Technical support: my.uscis.gov/account/needhelp
 - Password resets
 - Account lockouts
 - Update your verification code delivery method
 - New Online Access Code



Citizenship and
Immigration Services
Ombudsman

Questions and Feedback



- Website: www.dhs.gov/cisombudsman
- Email
 - Case assistance: cisombudsman@hq.dhs.gov
 - Public engagement: cisombudsman.publicaffairs@hq.dhs.gov
- Phone: 1-855-882-8100 (toll free) or 1-202-357-8100
- Sign up for email updates on our Public Engagement page: dhs.gov/outreach
- Social media:
 - www.facebook.com/cisombudsman
 - <https://twitter.com/cisombudsman>
 - www.linkedin.com/company/cisombudsman

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