

Navigating myUSCIS

**Using USCIS Online Accounts to File
and Track Immigration Forms**



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Filing for immigration benefits generally requires the submission of multiple forms and supporting documents to United States Citizenship and Immigration Services (USCIS). It is possible to send these documents via mail. However, with mail filing there is a chance that application pages or supporting evidence may be dislodged from a filing, or that a signature or checkbox may be left blank. Mail filing often requires hundreds of papers to be printed, which can get expensive and overwhelming to organize.

USCIS is moving to online submissions of forms and documents through [my.USCIS.gov](https://my.uscis.gov). Individuals can currently file over 30 forms online through myUSCIS, and it is recommended to file forms online when possible. Online filing makes filing simpler and quicker. Applicants who file online will get a receipt notice almost immediately and can easily access everything they submitted. Online filing can present challenges, however, as it requires computer access, some computer literacy, and an ability to navigate sometimes confusing instructions. Additionally, nuances on the myUSCIS website may require technical support. To help, we created this guide to help those filing immigration forms better understand and more easily navigate the myUSCIS website.

Table of Contents

1. myUSCIS Account Set-Up	3
Email Addresses	3
myUSCIS Accounts.....	3
Sample Email, Password, & Account Log-in Tracker.....	5
2. Reviewing Personal Information on myUSCIS	5
Keeping Information Up to Date on myUSCIS.....	5
3. Current Cases & Forms in myUSCIS	7
4. Filing New Forms Using myUSCIS	8
Review Form Requirements.....	8
Gather Necessary Documents	8
Sample Certificate of Translation.....	8
Log Into myUSCIS.....	9
Fill Out & Submit Form(s).....	9
Filing Through a Representative Account.....	10
5. After a Form is Submitted	11
Forms That May Be Received	11
6. Additional Helpful Tips	13
About Switchboard	14
About VECINA	14

1. myUSCIS Account Set-Up

Email Addresses

It is necessary to have an email address to create a myUSCIS account. There are many email provider options available, such as Gmail, AOL, Yahoo!, and iCloud. Any of these are fine for USCIS' purposes. Google provides a [guide to creating a Gmail account](#) for those in need of an email address.

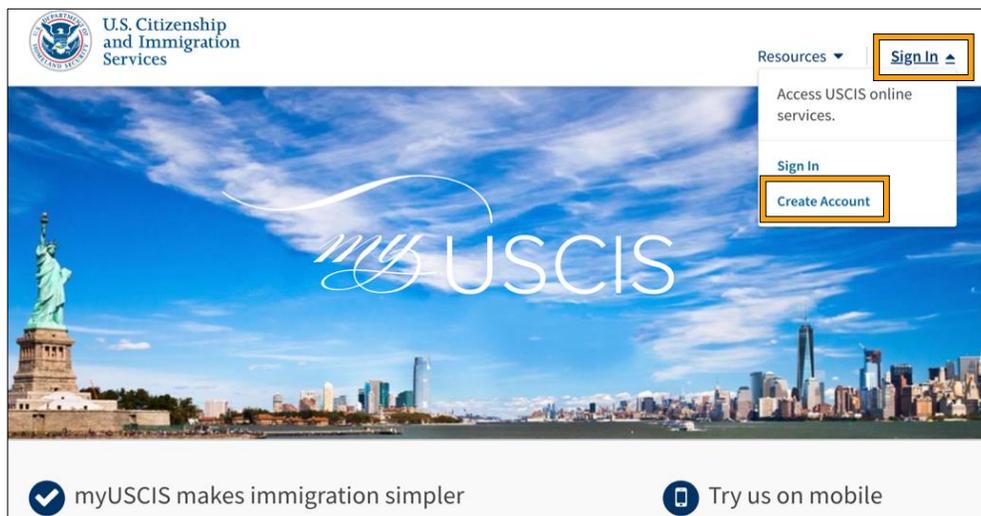
In some cases, USCIS requires that each individual family member have their *own* email address (even children), such as for applications for work authorization documents or Temporary Protected Status. This email address can be monitored by a parent but must be different from the parent's email address. Google also provides [a guide to creating a Gmail account for a child](#). See also the sample email, password, and account log-in tracker on [page 5](#), as well as the additional helpful tips on [page 13](#).

myUSCIS Accounts

Previously created a myUSCIS account? Try to log in. If that does not work, try clicking the “forgot password” link. An individual will need access to the email address they used to create their myUSCIS account to change the password this way. They will also need to be able to answer three out of the five Password Reset Questions chosen when the account was created (the questions are automatically chosen by the system).

Cannot remember password reset answers? Reach out to [USCIS](#). There is a short form to complete and an option to select stating “I need help with resetting my password.” USCIS should respond within 72 hours.

No myUSCIS account? It is recommended an account be created. An online account allows the filing of forms online, better application management, and an easy way to check the status of submitted applications. It also helps prevent mistakes that can happen with paper filings, like missing signatures or incomplete applications.



Signup Process:

- Visit the USCIS homepage: <https://my.uscis.gov/>.
- Click on “Sign In” to find the “Create Account” option.
- Enter the client’s email address, create a password, set up two-step verification, and choose and answer five Password Reset Questions.
 - Two-step verification: Clients will need to choose a way to confirm their identity, by either receiving a text or email, or using an application. Receiving a text is likely the easiest option for most clients.
 - Password Reset Questions: Clients are able to choose the questions they want to answer, and they should choose questions they are certain they will recall the answers to.
 - Two-Step Verification Back-Up Code: This is a code provided by the myUSCIS system and is intended to help clients access their accounts if they forget their passwords and the answers to their Password Reset Questions. It is important to note this code to help ensure clients will have access to their accounts.
- *Note: Generally, parents and guardians can use their own account to file applications on behalf of their children. This is **not** the case for benefits that explicitly state **each** applicant needs their own myUSCIS account.*

Helpful Links for Setting up an Account:

- [Guide in English](#)
- [Guide in Spanish](#)
- [Guide in Dari](#)
- [Guide in Pashto](#)
- [Guides in Other Languages](#)

Keeping track of log-in information is crucial. The next page contains a sample tracker to help clients store this information. Consider completing the tracker in pencil so that clients may revise it if they change their passwords or other information. Explain to clients the importance of safeguarding the tracker by keeping it in a secure location. Clients may also want to take a photo of the tracker and save it on their phones.

Sample Email, Password, & Account Log-in Tracker

Family Member #1 Name: _____
Family Member #1 Email Address: _____
Email Password: _____
Family Member #1 USCIS Account Information:
Username: Above Email Address
Password: _____
Two-Step Verification Code Sends to: Email Phone Authenticator App
Two-Step Verification Backup Code: _____

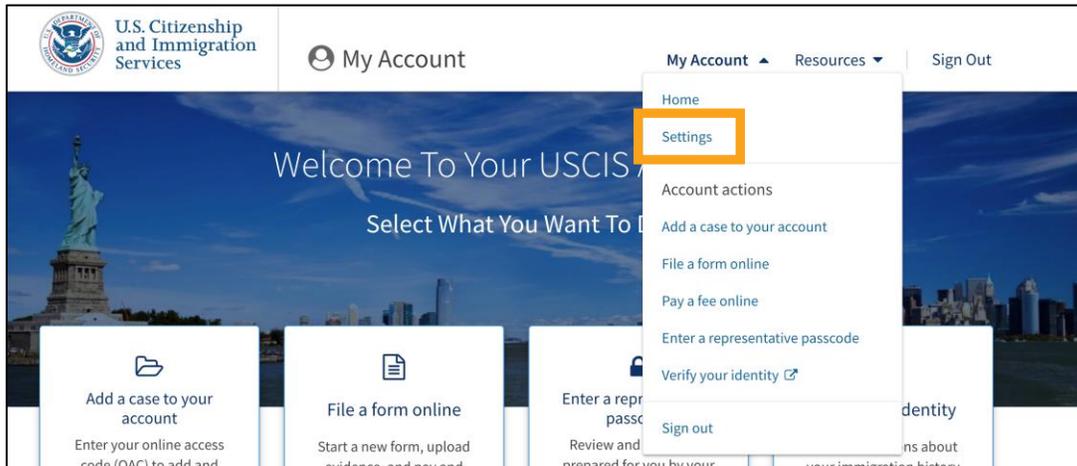
Family Member #2 Name: _____
Family Member #2 Email Address: _____
Email Password: _____
Family Member #2 USCIS Account Information:
Username: Above Email Address
Password: _____
Two-Step Verification Code Sends to: Email Phone Authenticator App
Two-Step Verification Backup Code: _____

2. Reviewing Personal Information on myUSCIS

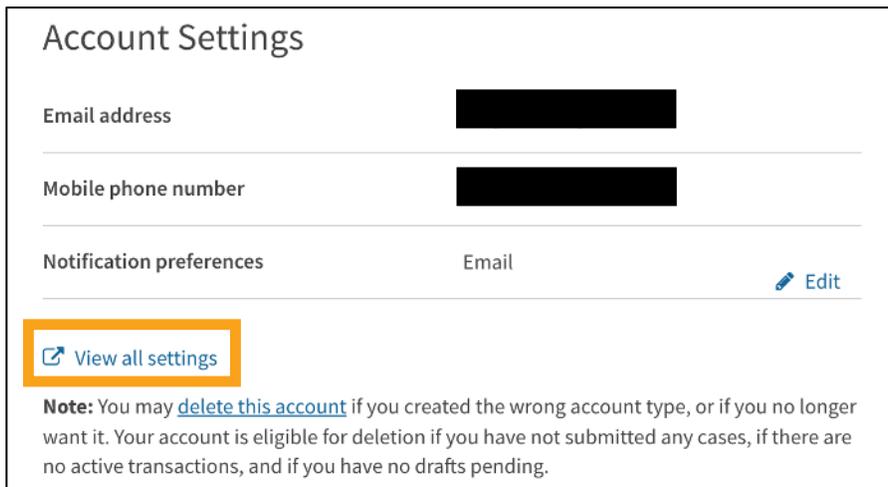
Keeping Information Up to Date on myUSCIS

All individuals with pending applications, petitions, or requests before USCIS must report a change of address to USCIS within 10 days of moving. This is often a requirement of any immigration status held in the U.S., such as parole. It is helpful to make sure USCIS has a current email address and phone number, as well.

To Check Address / Email / Phone Number, navigate to the “Settings” option in the “My Account” menu, shown below. This will show what information USCIS has on file currently.



To Update Email or Phone Number, click on the “View All Settings” option on the bottom left of the “Settings” page to view what information is currently provided and make any changes.



To Update an Address, click on the “View All Settings” option on the bottom left of the “Settings” page to view what information is currently provided and make any changes.

It is also recommended to complete an online [Form AR-11, Alien’s Change of Address Card](#).

- This form requires a name, date of birth, A# (if issued one), the old address, and a new address.
- It is helpful to provide an email address, as well, for confirmation of any changes.
- **All** family members will need to take this step, even children, to ensure USCIS has their updated information.

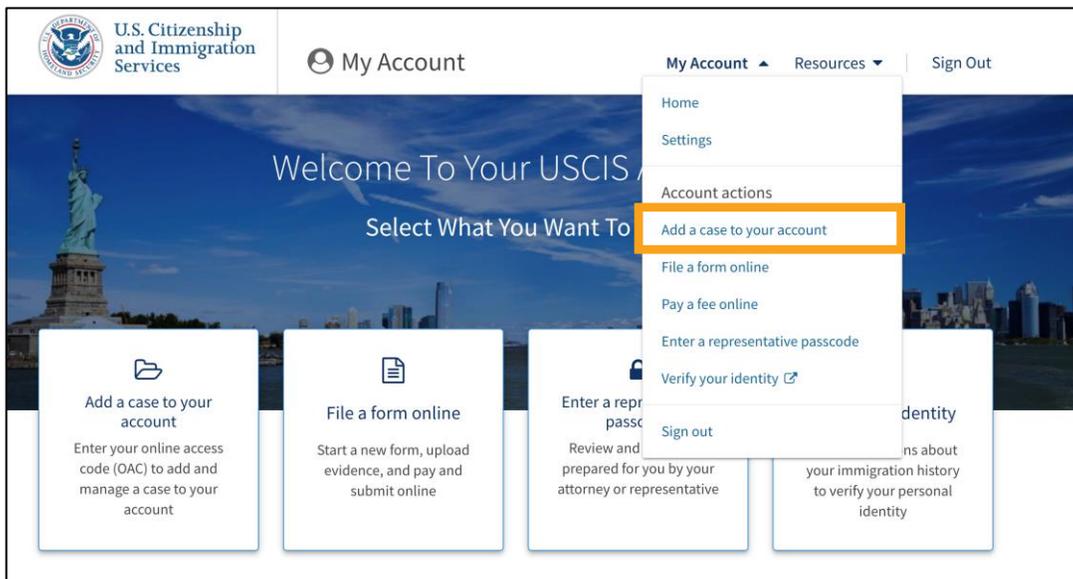
3. Current Cases & Forms in myUSCIS

If an online form was previously submitted, the status of the form can be monitored by logging in to myUSCIS. Make sure to check the “Notices” tab, as well as the “Case status” tab, to view recent changes or updates.



If a paper form was previously submitted, the case *may* be able to be added to a client’s online account. Check the receipt for the form, and if the receipt number begins with “IOE,” the case can be added to a client’s online account.

- Begin by choosing the “Add a case to your account” option in the “My Account” menu in the client’s account.



- The system will ask for the receipt number to be entered, which should then link the form to the online account. The case’s status should now be able to be tracked online.
- **NOTE:** Updates on case(s) are not sent automatically or via email. Signing in and checking a case’s status is the only way to check for updates. Clients and/or providers should check for updates at least weekly.

4. Filing New Forms Using myUSCIS

Review Form Requirements

Visit the USCIS website's [Forms page](#) and search for the form(s) to be filed. Important information can be reviewed here, such as USCIS' instructions for the form, filing fee information, and helpful tips and checklists. The instructions and the checklist can help determine what documentation should be gathered and provided.

Note: It is almost always necessary to include a copy of at least one form of photo identification (passport, birth certificate, consular ID card, etc.) when filing forms with USCIS.

Gather Necessary Documents

Make sure all necessary documents have been gathered before completing a form online. It is helpful to create a folder on a computer or preferred drive program in which to save these documents. Saving them with labels such as "LAST NAME Document Type" is helpful as well.

Any documents in a language other than English will need to be translated into English and will need to be accompanied by a Certificate of Translation. This does NOT need to be notarized, stamped, or completed by a professional translation service. It only needs to be completed and signed by someone who is fluent in English and the original language and can verify the translation is true and correct to the best of their abilities. See the sample below:

Sample Certificate of Translation

I, _____, am competent to translate
(translator name)

from _____ into English, and I certify that the
(language)

translation of _____
(document name)

is true and accurate to the best of my abilities.

(translator signature)

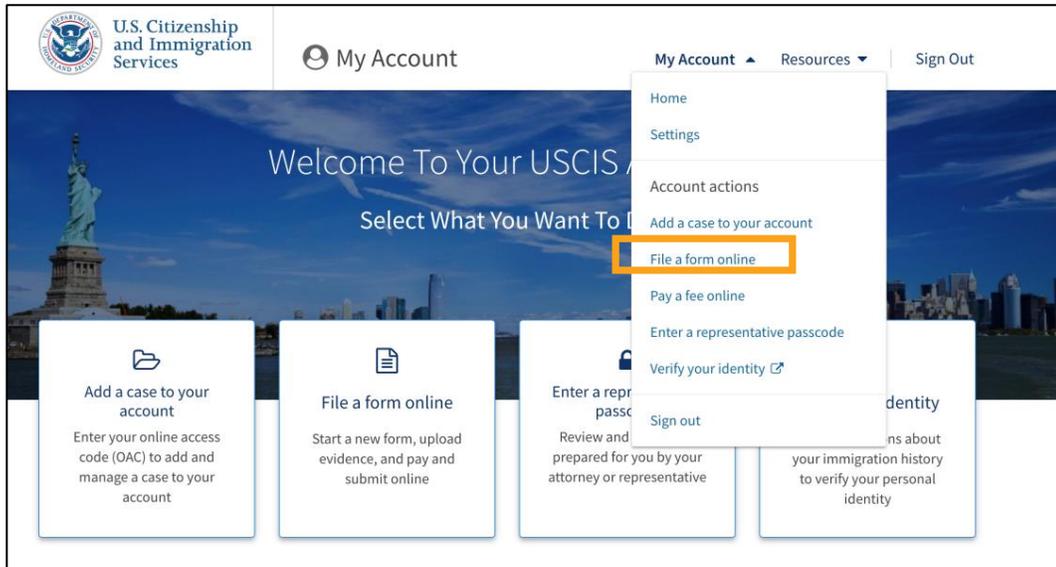
(translator phone number)

(translator address)

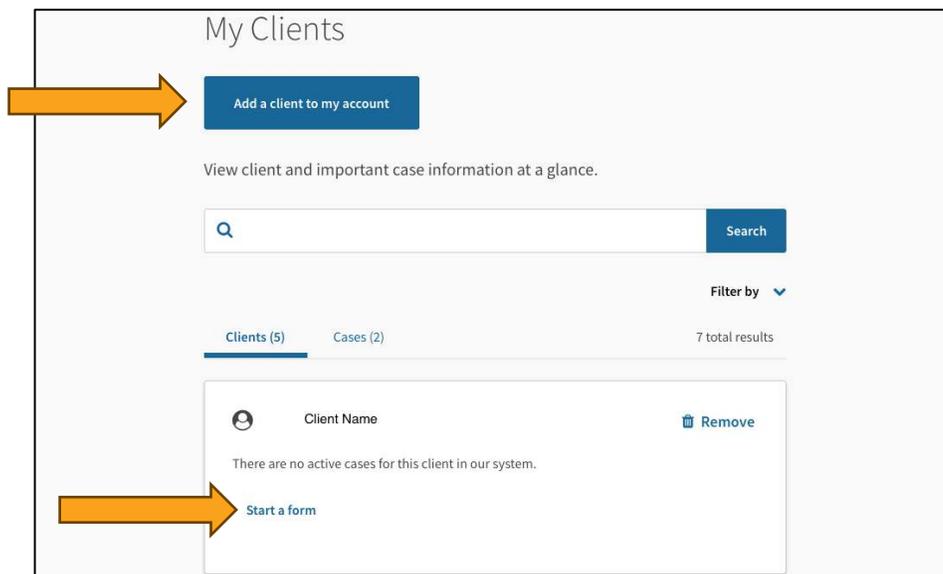
PHOTOS: If an application requires photographs to be submitted, be sure to resize the photos online to the correct size (usually 2" x 2"). Some forms are very specific about the size and type of photo, so be sure to read the instructions carefully and provide the correct type of photo.

Log Into myUSCIS

Using a Client Account: Login and to navigate to the “File a Form Online” option under the “My Account” tab.



Using a Representative Account: If the client is not already added to your myUSCIS account, you will need to add them by selecting “Add a client to my account.” Once the client is added, scroll to their name in your account and select the “Start a form” option under their name.



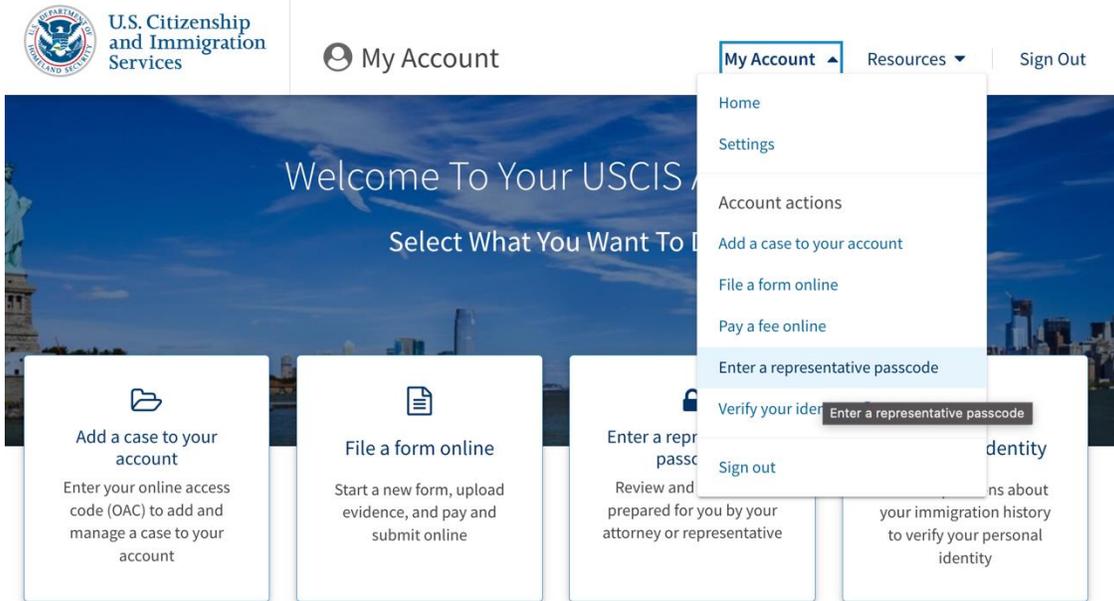
Fill Out & Submit Form(s)

- a. The first step is to choose the form to file. A pull-down menu lists form numbers and names along with a brief description of the form. This should help guarantee that you choose the correct form for a given situation.

- b. Next, the system will provide a more in-depth overview of the form being filed and an option to preview the paper version of the form.
- c. Other information, including eligibility for the form, the form's fee, documents needed, and what to expect after the form is filed, is also provided. Read over this information carefully and double-check that the documentation gathered matches the documents needed for submission.
- d. Instructions for completing the form will be provided on the next screen, and a Privacy Notice and Paperwork Reduction Act overview are provided for reference as well.
- e. Now it's time to fill out the form. Be sure to read all questions carefully and answer all questions to the best of your ability. "N/A" may be entered for any questions that are not applicable and not required, however, it is not required to do so, and these answers may be left blank.
- f. There is a page to review the completed form before it is submitted, and the system automatically checks for some errors and flags them. This is also where any necessary fees may be paid.
- g. When helping complete a form through a client account, there is a preparer's section to complete. The preparer will need to print, complete, and sign a form with their information to upload with the submission.
- h. When an interpreter assists, they must download, complete, and sign a similar form to submit along with the application form.
- i. **Review everything carefully** before submitting any application.

Filing Through a Representative Account

- a. When filing through a representative account, there are a few extra steps the representative will need to take while filing the application:
 - i. The [accredited representative](#) or attorney will need to complete the "Preparer information" section(s) of the form with their information.
 - ii. They will also need to print, complete, and upload a signed information form (this is provided within the online form submission).
 - iii. The accredited representative or attorney will need to complete and submit a G-28 following the completion of a form.
 - iv. The attorney or accredited representative will receive a passcode at the end of this process. This passcode will need to be provided to the client. The client will need to enter this code in their account to connect the representative, client, and form within myUSCIS.
 - Once connected, both the client and the attorney or representative will have access to a form and to any notifications online. Notifications will be provided to both by mail, as well.



This is where the client enters the passcode in their account.

5. After A Form is Submitted

Shortly after a form is submitted, a receipt notice should become available in the “Notices” tab within a myUSCIS account (see [page 8](#)). Be sure to download this form for your records. This notice will be available in both the representative’s and client’s accounts.

As mentioned on page 8, automatic updates are *not* provided via email, so be sure to check the “Case status” and “Notices” tabs in myUSCIS regularly (at least weekly). Updates will be sent via physical mail.

Forms That May Be Received

■ Receipt Notice

- Indicates USCIS received an application and is processing it.
- Lists important information, such as receipt number, USCIS account number, and relevant dates.

■ USCIS Account Access Notice

- Individuals who have never created an online account may receive this notice.

■ **ASC Appointment Notice**

- Indicates a biometrics (fingerprinting and photographing) appointment has been scheduled.
- Lists date, time, and location of your appointment.
- Gives instructions for the appointment and rescheduling requests.

■ **Request for Applicant to Appear for Interview**

- Interviews are often required for immigration benefits. A notice will be sent if an interview is required for your case.
- This notification lists the date, time, and location of the interview. It also lists what documents to bring along to the interview.

■ **Request for Evidence (RFE)**

- Sometimes USCIS requires additional information, which they will ask for using a letter with the heading “Request for Evidence.”
- It is important to read the letter carefully, to respond within the timeframe given, and to provide all information they ask for.
- *NOTE: A “Notice of Continuance” is the same thing as a “Request for Evidence.”

■ **Notice to Applicants – Biometrics Reuse**

- If biometrics have previously been submitted to USCIS (likely through a previous application), biometrics *may* not have to be submitted again.
- USCIS will send this notice when they *are* able to reuse biometrics.

■ **Decision Notice**

- USCIS will announce application approval or denial via a letter. This letter will be available in myUSCIS and it will be mailed.
- If denied, USCIS will list the reason(s) they denied the application and provide information about how to appeal the denial, when that is possible.
- If approved, the letter will indicate the date of approval and information regarding any additional steps needed or documents that USCIS may send by mail.

■ **Correspondence**

- Any letters or communications from USCIS not otherwise listed above.

6. Additional Helpful Tips

Creating myUSCIS accounts for large family groups:

- We have discovered a way for Gmail users to create multiple accounts for family members using one email address:
 - Let's say you have a family of 4 (mom, dad, son, daughter). Dad's email address is dad12345@gmail.com, and no other family members currently have an email address.
 - To create a myUSCIS account for mom, you can add "+mom" to the username of the email address: dad12345+mom@gmail.com. This will allow you to create a new account without creating a new email address. All email correspondence will be sent to the dad12345@gmail.com account.
 - The son's email for his myUSCIS account can be dad12345+son@gmail.com, and the daughter's can be dad12345+daughter@gmail.com. Again, all email correspondence would go to the dad's email account.

Creating myUSCIS password & security answers:

- It is highly recommended to use some type of system to store logins and passwords since it can be difficult to recover them.
- A paper or online document, such as the one [shared](#) in this toolkit, is one way to do this.
- Additionally, there are many password keeper apps that can help, such as [1password](#).

Working through applications:

- Work through the application **in order**. Often something selected at the beginning of an application affects the rest of the application. For example, the correct option **must** be chosen on the first page of the new I-131 Re-Parole application for the application to be processed as a re-parole application, and to ensure the correct questions are asked later (such as Would you like an EAD?).

Adding Documentation After Application Submission:

- Additional evidence may be uploaded *after* an application is submitted. It is generally not recommended to purposefully wait to submit evidence, but if a new document becomes available that is relevant to a case, it can be submitted via myUSCIS at any time.
- There will be times USCIS will ask for additional evidence, such as a recent request for updated contact information for Afghan Humanitarian Parole Applicants. This can also be uploaded at any time online.



This is where additional evidence may be added in myUSCIS.

Submitting a Customer Service Account Inquiry:

- USCIS Customer Service can be contacted through a myUSCIS account by selecting “Send us a message” from the “Resources” dropdown menu at the top right of the myUSCIS homepage. These messages are reviewed and answered within 30 days of receipt. Responses are sent via email for case-related questions and via myUSCIS’ account inbox for technical assistance questions.
- USCIS Customer Service may also be contacted by phone, USCIS online tools, or Ask Emma. For more information, see the USCIS [Contact Us](#) webpage.

About Switchboard

Switchboard is a one-stop resource hub for refugee service providers in the United States. With the support of the Office of Refugee Resettlement (ORR), we offer tools and materials, learning opportunities, research, and technical assistance on resettlement-related topics. From employment, education, and health, to monitoring and evaluation, Switchboard’s focus areas reflect real-world needs.

Funded by ORR, Switchboard is implemented by the IRC. The IRC has partnered with LIRS to provide employment-related training and technical assistance.

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About VECINA

[VECINA](#)’s mission is to empower immigrant justice advocates through mentoring attorneys, educating communities, and mobilizing volunteers. VECINA’s primary activities revolve around training and mentoring attorneys providing legal assistance to vulnerable immigrant communities.

