



U.S. Citizenship  
and Immigration  
Services

# Press Release

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## **USCIS LAUNCHES INFOPASS IN HELENA** ***Online Appointment System Eliminates Need to Wait in Line for Immigration Information***

HELENA, Montana – Calling InfoPass a customer service milestone, U.S. Citizenship and Immigration Services (USCIS) today formally opened the Internet-based appointment system to residents of the Montana area. This launch is part of a national effort to implement InfoPass in all 33 USCIS District Offices in the country, including all 34 Sub-Offices by early September 2004. With InfoPass, the public can go online to schedule a date and time to meet with an immigration information officer, avoiding the need to wait in line.

In the Montana area many customers travel great distances to get to the office, some as far as 400 to 500 miles one way. During the winter months, which can sometimes stretch from late September through early May, these trips can be very difficult. “These customers will now have the flexibility in scheduling their trips and confidence that we will have someone available to help them,” said Alan Puckett, District Director of the USCIS Montana District Office.

InfoPass first debuted in Miami last year and has eliminated the lines in that office completely.

Traditionally, customers would begin lining up outside USCIS District Offices at dawn to speak to an Immigration Information Officer. USCIS Director Eduardo Aguirre predicts that InfoPass will ultimately mean the end of having waiting in line altogether.

“This is another important stride for USCIS in our commitment to offer customers world class service,” Director Aguirre said. “We are using updated technology to improve the experience for our customers by enabling them to schedule an appointment that is convenient for them on their own time.”

InfoPass is now offered in 12 languages including: Arabic, Chinese, Creole, English, French, Korean, Polish, Portuguese, Spanish, Tagalog, Russian, and Vietnamese. USCIS plans to add additional languages in the future.

**USCIS Customer Service Options Online**

InfoPass is one of several USCIS innovations designed to make immigration services more convenient and accessible for the general public. USCIS also offers E-Filing that allows customers to go online to file for an immigration benefit. E-Filing currently supports eight of the more frequently used forms that account for over 50% of applications filed each year. By the end of 2006, E-Filing will support twelve forms that account for over 90% of the applications filed yearly.

Customers may also go online to check the status of their pending application, and build a portfolio of up to 100 cases to check. USCIS also offers customers e-mailed updates when the status of their case changes.

Customers may access all USCIS Internet-based services on [www.uscis.gov](http://www.uscis.gov).

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On March 1, 2003, U.S Citizenship and Immigration Services (USCIS) became one of three former INS components to join the U.S. Department of Homeland Security. USCIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.