U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services
Customer Service and Public Engagement Directorate (MS 2260)
Washington, DC 20529

U.S. Citizenship and Immigration Services

Webinar Invitation

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USCIS Online Customer Service Tools
Thursday, April 3, 2014
2:00 – 3:00 p.m. (Eastern)

U.S. Citizenship and Immigration Services (USCIS) invites you to participate in a webinar on **Thursday, April 3, 2014, from 2:00 p.m. to 3:00 p.m. (Eastern)** to discuss our online customer service tools.

During this engagement, we will share an overview of the updates to our self-help tools, which include Case Status Online, Processing Times, Change of Address and e-Request. The redesigned e-Request service, which launched on Feb. 14, allows customers to submit a service request to USCIS in certain instances and now offers customers the option to submit online requests for disability accommodations. USCIS officials will be available to answer your questions.

If you are interested in learning more about other online customer service resources, USCIS will host additional webinars for stakeholders in the coming months. For more information, check www.uscis.gov/outreach for updates.

To Register for the Session:
Please visit our registration page to confirm your participation. Be sure to provide your full name and organization. Please follow the steps below:

- Enter your email address and select "Submit"
- Select "Subscriber Preferences"
- Select the "Event Registration" tab
- Complete the questions and select "Submit"

Once your registration is processed, you will receive a confirmation email with additional details.

If you have any questions regarding the registration process, or if you have not received a confirmation email within two business days, please email us at Public.Engagement@uscis.dhs.gov.

We look forward to engaging with you!

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