Office of the Citizenship and Immigration Services Ombudsman's Webinar Series: Overview of myUSCIS for Applicants

Thursday, January 20, 2022

2 - 3:30 p.m. Eastern Time

The Department of Homeland Security's (DHS) Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman) invites stakeholders to participate in a webinar to discuss the applicant experience with USCIS' online portal, myUSCIS, on Thursday, January 20, 2022, from 2 to 3:30 p.m. ET.

Using myUSCIS provides applicants with a personalized account to help them navigate the immigration process. It includes:

- Up-to-date information about applying for immigration benefits;
- Tools to help users prepare to file online, including paying filing fees and uploading evidence;
- The ability to securely send a message to USCIS;
- A list of citizenship preparation classes; and
- Information to help users explore their immigration benefit options.

During this session, CIS Ombudsman staff will engage with USCIS subject matter experts (SMEs) to walk through myUSCIS with a focus on the features and benefits for applicants. Also, the USCIS SMEs will demonstrate how applicants may use myUSCIS, elaborate on current and future plans for updating its online resources and provide tips for filing forms online. (A future CIS Ombudsman webinar will focus on the features and resources for legal representatives and others needing access on behalf of Applicants.)
resources for legal representatives and others needing access on behalf of applicants and petitioners.)

This webinar will serve as an information sharing and gathering session. Participants may submit questions and comments online during the engagement. The CIS Ombudsman will use the public’s questions and feedback (without attribution) to assist USCIS in developing training and outreach materials. For more information on our office, please visit www.dhs.gov/cisombudsman or follow us on Facebook and LinkedIn.

We look forward to hearing from you on these issues and invite you to register for this engagement using the link below.

**RSVP**

### Wait There's More...

Find out the many ways on how the CIS Ombudsman works for you.

**CIS Ombudsman Customer Satisfaction Survey:** Please complete the [CIS Ombudsman Customer Satisfaction Survey](#). We appreciate your feedback.

**CIS Ombudsman's Annual Reports:** By statute, the Office of the Citizenship and Immigration Services Ombudsman submits an Annual Report to Congress by June 30 of each year. The CIS Ombudsman’s Annual Report must provide a summary of the most pervasive and serious problems encountered by individuals and employers applying for immigration benefits with USCIS. The Annual Report also reviews past recommendations to improve USCIS programs and services. [Click here](#) to view current and past Annual Reports.

**Public Engagement:** The CIS Ombudsman meets with stakeholders across the country to learn how the delivery of immigration benefits and services impacts communities and to share information about how our office can help. Please visit our website if you want to learn more about our [outreach efforts](#).

**Asking the CIS Ombudsman for Help:** The CIS Ombudsman provides an impartial and independent perspective to USCIS in an attempt to resolve problems with pending cases. The CIS Ombudsman does not have the authority to make or change USCIS decisions. Before contacting the CIS Ombudsman, you must first try to resolve your problem through USCIS customer service avenues. Learn more on how the CIS Ombudsman can help [here](#).

**Recommendations:** The CIS Ombudsman identifies systemic problems that individuals and employers face when seeking services from USCIS and makes recommendations with the goal of influencing change and improving the services at USCIS for both those who apply for and those who administer immigration benefits. In addition to the formal reviews and recommendations that the CIS Ombudsman issues to USCIS, we also work in less formal ways to identify emerging issues and begin discussions with USCIS about how problems can be addressed. [Find out more information about recommendations by the CIS Ombudsman](#).

**Contacting the CIS Ombudsman:** Have questions regarding case assistance...
inquiries and stakeholder engagements? [Contact the CIS Ombudsman](mailto:).

**Stay Connected:** [Sign up](mailto:) to receive updates on events hosted by the CIS Ombudsman and follow us on [Facebook](https://www.facebook.com) and [LinkedIn](https://www.linkedin.com).