U.S. Citizenship and Immigration Services

USCIS ELIS Frequently Asked Questions

To help you understand USCIS ELIS, we've collected the most common questions and answers from stakeholder listening sessions and other engagements. You can find information to help you:

- Learn about USCIS ELIS
- Use USCIS ELIS
- File and Make a Payment
- Work with Attorneys and Accredited Representatives

Learn About USCIS ELIS

Q1. What is USCIS ELIS?
A1. USCIS ELIS is the new, Web-based system that allows applicants, their attorneys and accredited representatives to create an online account and submit and track immigration benefit requests 24 hours a day, 365 days a year. Certain customers can now apply online for an extension of their nonimmigrant stay or a change of status to another nonimmigrant category using USCIS ELIS. USCIS will add additional benefit types to USCIS ELIS in future releases.

Q2. Who is able to create an account in USCIS ELIS?
A2. In the first release of USCIS ELIS, the following individuals can create accounts and submit applications online:

- Individual Applicants
- Attorneys and accredited representatives applying on behalf of their clients
- Parents of minors under the age of 14
- Legal guardians for incapacitated or severely disabled individuals.

Please Note: The parent or legal guardian must create a USCIS ELIS account in the name of the child or incapacitated person. The parent or legal guardian also must list him or herself as the preparer of the benefit request.

Q3. Who may not create an account in USCIS ELIS?
A3. The following individuals should not create an account in USCIS ELIS:

- Notarios Públicos ("Notarios") and Visa/Immigration Consultants ("Consultants")
- Attorneys who have been suspended, terminated or disbarred by a state court or attorney disciplinary board
- Representatives who are not authorized by USCIS or the Board of Immigration Appeals (BIA) to represent USCIS customers

- Preparers such as family members, congressional staff and Designated School Officials (DSOs)

Q4. What types of benefit requests are available in USCIS ELIS?
A4. In the first release of USCIS ELIS, certain customers will be able to file Form I-539, Application to Extend/Change Nonimmigrant Status. To determine if you are eligible to file a benefit request in USCIS ELIS, please see the chart below:

If you want to…	and you…	then…	Exceptions
Extend status	**are currently a…** B-1, B-2, F-1, M-1 or M-2		• Students in the F-1 classification who received a date-specific visa that requires completion of a given course of study within a specific time can extend status, if eligible for an extension, in USCIS ELIS. • Other F-1s are admitted for duration of status and should contact their designated school official to extend status.
Change status	**want to become a…** B-1, B-2, F-1, F-2, J-1, J-2, M-1 or M-2	you can file in **USCIS ELIS**	• M-1 vocational students who are seeking to transfer to another school are considered to be seeking an extension of status. • An M-1 student may not change status to an F-1 student.
Reinstate status	**previously were a…** F-1, F-2, M-1 or M-2		• The spouse or child of a person in F-1 or M-1 status may also be included in the principal applicant's benefit request.

Q5. What happens if an ineligible person creates an online account and/or files a benefit request in USCIS ELIS?
A5. Any person who creates an online account and submits a benefit request and fee in USCIS ELIS will have his or her benefit request adjudicated by a USCIS officer. If the person is ineligible for the benefit requested, the case will be denied. Fees paid for denied benefit requests will not be refunded.

Q6. Can I still file a paper-based application?
A6. Yes. However, USCIS strongly encourages eligible individuals to apply for benefits through USCIS ELIS. Because USCIS recognizes that not every I-539 applicant is able to file electronically, we will continue to accept paper applications at this time. USCIS will notify the public of any future change to end paper filing and will provide an appropriate transition period.

Q7. How does USCIS ELIS affect the processing and decision of benefit requests?
A7. USCIS ELIS helps USCIS employees process benefit requests more efficiently. USCIS adjudicators now have access to a case management system which allows them to make a decision on the case in an almost entirely paperless environment. Additionally, USCIS ELIS is able to automatically issue notifications to customers when an adjudicator takes action on a case or issues a Request for Evidence (RFE).

Q8. Is USCIS ELIS available in my native language?
A8. At this time, USCIS ELIS is only available in English. USCIS will notify the public if USCIS ELIS becomes available in other languages.

Q9. Why is the system named USCIS ELIS?
A9. USCIS employees named the USCIS Electronic Immigration System, "ELIS," in honor of Ellis Island. From 1892 to 1954, Ellis Island served as the primary federal immigration station for new immigrants. Ellis Island is among the most prominent symbols of the American immigrant experience, representing the entrance to the American dream for more than 12 million people.

Q10. How is USCIS ELIS different from traditional E-filing?
A10. USCIS ELIS is a comprehensive end-to-end system that allows the applicant to electronically file a benefit request, upload and submit evidence, submit payment, receive notifications and communications from USCIS, and manage their account information. As form types and functions are added to USCIS ELIS, applicants can use their account to file for other benefits without having to re-enter personal information. USCIS ELIS also allows a USCIS officer to:

- Review the applicant's information and supporting evidence
- Conduct risk and fraud investigation
- Validate some immigration background information
- Issue notices, and
- Make decisions (adjudicate) a case

Traditional E-filing is a front-facing intake system that allows an applicant to fill out a form and submit payment online. The applicant must then mail their supporting evidence to the appropriate USCIS office. USCIS cannot begin adjudication until the supporting documents are received. The USCIS Officer then performs all the manual checks, adjudicates on paper and enters the decision. The applicant receives all requests and notices by mail. With this system, the applicant is unable to manage their account information online.

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Use USCIS ELIS

Q1. What Internet browsers can I use to file a benefit request in USCIS ELIS?
A1. The following Internet browsers are supported for USCIS ELIS use:

- Microsoft Internet Explorer versions 6 and higher
- Mozilla Firefox versions 3 and higher

USCIS plans to support additional browsers in future releases.

Q2. How are applicants and cases identified in USCIS ELIS?
A2. USCIS uses Alien Numbers (A-Numbers) to identify applicants in USCIS ELIS. USCIS ELIS also creates a unique online account ID number for each user (applicants, attorneys, and accredited representatives) after he or she files a benefit request. Once a benefit request is filed, USCIS ELIS assigns a case number (e.g., Case ID 123-456-789) that replaces receipt numbers. Receipt numbers will still exist for paper submissions and any benefit requests submitted through the currently available e-filing system.

Q3. How can I receive communications from USCIS?
A3. After you file your benefit request, USCIS ELIS automatically sets your communication preference to send notices by U.S. postal mail. You can change this default setting to receive notices by email or SMS text message at any time once you have submitted your benefit request. To modify your communication preferences, log in to your account and do the following:

1. Select the "View My Profile" button on the left navigation bar to access your "My Profile" screen.
2. Select the "Profile" tab in "Account Information."
3. Click on the "Update Profile Information" link on the upper right corner of the "Profile Information" tab.
4. Select the "Continue" button.
5. Read the Privacy Statement, select the required check box indicating you have read the statement, review the contents of the benefit request, and attest to having answered all questions truthfully. Click the "Accept" button.
6. Click through the profile screens by selecting the "Next" button until the "Contact Information" screen appears.
7. From this screen, choose the "Electronic Notice" option. If the Electronic Notice option is selected, the user must also select the "Email Notification" or "Email + SMS subscription" option.

Please Note: For representatives, the communication preferences can be established during the representative account set-up process. Attorney and accredited representatives are not required to submit a benefit request for a client before selecting communication preferences or updating account profile information.

Q4. How can my spouse or child obtain case status updates?
A4. Relatives listed on your benefit request will not receive case status updates. For privacy reasons, case status updates are sent only to you as the primary individual who filed the benefit request and, if applicable, to your attorney or accredited representative.

Q5. What security procedures are in place to protect the personal information of customers and their representatives?
A5. USCIS has published Privacy Impact Assessments (PIAs) and System of Record Notices (SORNs) to inform the public about the collection, maintenance, use and dissemination of Personally Identifiable Information (PII) in USCIS ELIS. In addition, USCIS ELIS adheres to rigorous DHS security standards, such as using two -factor authentication, to verify the identity of users.

Q6. I have a suggestion about how to make USCIS ELIS better. How do I share it with USCIS?

A6. You can submit all USCIS ELIS related feedback to uscis-elis-feedback@uscis.dhs.gov.

Q7. What if I have questions about how to use USCIS ELIS?

A7. A step-by-step online set-up assistant takes you through the process of creating an online account and submitting a benefit request. USCIS ELIS also includes helpful "Tips" and filing instructions for the benefit request. If you still have questions about how to set up your USCIS ELIS account, the technology you need, or how to use the new system, you can call the USCIS National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired).

Q8. I'm an F-1 student; will USCIS ELIS electronically stamp my Form I-20?

A8. No. USCIS ELIS will not stamp your Form I-20. Some state and federal benefit granting agencies require foreign students to present a Form I-20 to identify the end date for the student's program. Form I-20 does not require a USCIS stamp for this purpose. Additionally, Form I-20 does not indicate lawful status nor does it require a USCIS stamp to be valid. If you receive an approval of a Form I-539 filed in USCIS ELIS, but believe that you need a Form I-20 stamped by USCIS, you may make an InfoPass appointment to have USCIS stamp the Form I-20 at a local field office. USCIS will offer this service for a limited time. In addition, if specific issues arise with a Department of Motor Vehicles (DMV) or other government agency rejecting your unstamped I-20, we request that you or your designated school official (DSO) contact the USCIS Customer Service and Public Engagement Directorate at public.engagement@dhs.gov so that we may contact the government agency to clarify the benefit. The Student and Exchange Visitor Information System (SEVIS) Form I-20, Certificate of Eligibility for Nonimmigrant Student Status, is issued by educational institutions to foreign exchange students and is used to apply for a change to or extension of student status, to request student reinstatement, or to apply for employment.

Q9. How should I submit my Form I-20 to USCIS?

A9. Please see the chart below to identify how to submit your Form I-20.

If you filed your Form I-539 application	USCIS will	And will
Using USCIS ELIS	Accept a scanned, electronic version of a valid Form I-20 or DS-2019, Certificate of Eligibility for Exchange Visitor (J-1)	Not return a copy of the Form I-20 or DS-2019 if the Form I-539 is approved
Outside of USCIS ELIS before Sept. 1, 2012	Continue to require you to submit a Form I-20 or DS-2019, if applicable, with original signatures	Stamp and return the original Form I-20 or DS-2019 if the Form I-539 is approved
Outside of USCIS ELIS on or after Sept. 1, 2012	Accept a photocopy of a valid and Form I-20 or DS-2019	Not return the I-20 or DS-2019 if the Form I-539 is approved

Q10. I've logged into my USCIS ELIS online account, but cannot see my profile data. What should I do?

A10. If you cannot see your account profile, you should log out of USCIS ELIS and then log back in. If the problem continues, please call the USCIS National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired).

Q11. What does "Optimized" mean on the case status screen?

A11. When a case is "Optimized," it means that it is ready to be reviewed by a USCIS officer.

Q12. I selected a tab on the top of the USCIS ELIS Web page while I was drafting my benefit request. When I tried to go back to my benefit request, I was logged out of USCIS ELIS. How do I return to my benefit request without having to log in to USCIS ELIS again?

A12. USCIS ELIS provides informational tabs at the top of each screen (e.g., "Forms", "Laws", "Outreach", "About Us") to give customers ready access to information that may help them complete their benefit request. If you are drafting your benefit request when you select one of these tabs, you will need to close the tab window in order to return directly to your draft benefit request.

You can return to your request by:

1. Clicking the "x" in the upper right corner of the tab window
2. Selecting the "Back" arrow at the top of your internet browser screen; or
3. Selecting the "Go Back" button at the bottom of the USCIS ELIS screen. If you need technical assistance, please contact our USCIS ELIS technical support team at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired)

Q13. If I click on a link at the bottom of a USCIS ELIS Web page such as "Infopass," how do I get back to my benefit request?

A13. To return to your benefit request in USCIS ELIS, you will need to close the browser tab by clicking the "x" in the upper right corner of the tab window.

Q14. I can't fit my full name in USCIS ELIS for my I-539 application; what should I do?

A14. There is a 40 character limit in each name field. If your name is longer than 40 characters, please include your full name in the "Additional Information" field located at the bottom of most pages. If you overfill a name field with more than 40 characters, the system may not be able to process the information and the data could be lost.

Q15. I'm having trouble finding my visa classification in USCIS ELIS. How can I find it?

A15. To find your visa classification code, look either in your passport or on your I-94, Arrival-Departure Record. When selecting your nonimmigrant or immigrant visa classification code in USCIS ELIS, please scroll down the list of codes until you find the appropriate letter code that matches your current visa classification (e.g., B1, F1) or type your visa category into the window.

Q16. I can't see the "snapshot" of my benefit request and the screen is blank. What should I do?
A16. If you are at the benefit request review page and the screen is blank, you will need to refresh the screen by clicking the refresh button on your internet browser or by pressing F5 on your keyboard. If the problem continues, please call the USCIS National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired).

Q17. I filed a benefit request in USCIS ELIS and the request is still pending. However, I now wish to withdraw my case. How do I ask USCIS to withdraw my pending benefit request?
A17. To withdraw your benefit request in USCIS ELIS, you must request the withdrawal in writing by sending a letter to:

> Vermont Service Center
> ATTN: USCIS ELIS
> 75 Lower Welden St. St Albans, VT 05479

Please include your name, your USCIS ELIS account ID number and your USCIS ELIS case receipt ID number (the letters IOE+10 digits) on the cover page of any supporting documents.

Q18. If I am visually impaired, how do I find out about any accessibility issues in this first release of USCIS ELIS?
A18. USCIS is aware of certain accessibility issues in USCIS ELIS and is working to address them. In the interim, USCIS has detailed these accessibility issues in the Accessibility Release Notes. The Accessibility Release Notes provide information about current features and functions available in USCIS ELIS, known accessibility limitations, the temporary workarounds, and accommodations for USCIS ELIS. Please read the Release Accessibility Notes before you use USCIS ELIS. For assistance with any of the limitations, please refer to the USCIS accessibility page.

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File and Make a Payment

Q1. How do I save and/or return to my benefit request?
A1. Applicants may save their draft USCIS ELIS benefit request by hitting the "Save" button and returning at a later time to finish their benefit request. When users log back into USCIS ELIS, they will be presented with a screen that allows them to continue inputting information into their draft benefit request. USCIS ELIS will return the user to the point in the benefit request when the user last hit the "Save" button.

Please note: If you do not begin drafting a benefit request **within 30 days** of creating your USCIS ELIS account, USCIS ELIS will delete your account and you will be required to create a new USCIS ELIS account and start the benefit request process again. Also, if you do not submit your benefit request within 30 days of starting a draft, USCIS ELIS will delete your online account (if you have not previously submitted a benefit request) and all draft benefit request data.

Q2. Can my family or friends help me file a benefit request in USCIS ELIS?
A2. Family members, neighbors, friends or paid preparers may help you complete your benefit request online. However, they should not complete your benefit request for you or submit it on your behalf. Only an attorney or a USCIS-recognized or BIA-accredited representative can submit a benefit request on your behalf in USCIS ELIS.

If you receive help in preparing your benefit request, you must identify the person who helped you by entering the person's name, address, and other requested information in the "Preparer" section.

Q3. Who should electronically sign a benefit request?
A3. Only the following individuals can electronically sign a benefit request:

- Customers who are submitting their own benefit request
- Attorneys/accredited representatives who file benefit requests on behalf of their clients
- Parents of minors under the age of 14
- Legal guardians for incapacitated or severely disabled individuals

Please note: The parent or legal guardian must create a USCIS ELIS account in the name of the child or incapacitated person. The parent or legal guardian also must list him or herself as the preparer of the benefit request.

Q4. If I only fill out the data fields that have an asterisk (*) attached to the field will I have provided enough information for USCIS to adjudicate my case?
A4. USCIS will adjudicate applications on a case-by-case basis. In many cases, the required information fields are sufficient, however, an officer may require additional evidence to make a decision. If so, the officer will issue a Request for Evidence (RFE) asking the applicant for additional docmentation. Completing all of the data fields in the system, including those not required, may reduce the likelihood that an officer needs to request more information and can shorten processing times.

Q5. After I submit my benefit request, can I scan and upload additional evidence?
A5. USCIS ELIS allows you to scan and upload evidence at the time of initial filing of your benefit request or in response to a Request for Evidence (RFE). If you have evidence that you believe supports your case, scan and upload it into USCIS ELIS before submitting your request.

Requested evidence cannot exceed 6 megabytes (MB) and should be in one of the following file types: .bmp, .doc, .jpg, .pdf, or .tif. Scan resolution for all documents should be at least 300 DPI (dots per inch).

Q6. May I mail in other kinds of supporting documents if I have trouble scanning and uploading them or if I identify them after I've submitted my I-539 or my response to a Request for Evidence?
A6. Yes, USCIS is allowing applicants to mail in supporting documents until a future release adds additional evidence submission capabilities to USCIS ELIS. However, mailing in documents will add to the time it takes to process your I-539, so we strongly encourage you to scan and upload documents, if possible.

If you must mail in documents to USCIS, please send them to:

> Vermont Service Center
> ATTN: USCIS ELIS
> 75 Lower Welden St.
> St Albans, VT 05479

Please include your name, your USCIS ELIS account ID number and your USCIS ELIS case receipt ID number (the letters IOE+10 digits) on the cover page of any supporting documents.

Q7. What if I make an error on the benefit request that I submitted?
A7. You should carefully review the benefit request and correct any errors before submitting it to USCIS. Generally, you cannot make changes after you submit your benefit request in USCIS ELIS. If you receive a Request for Evidence, you may also notify USCIS of your error in your response and provide an explanation for why the error was made when you filed.

Q8. What if my name changes after I submitted my benefit request?
A8. If you have a case open with USCIS, you can update your name in your online user account at any time with proper supporting documentation. You will need to scan and upload the legal document reflecting the official change, if your name changes as a result of:

- Marriage
- Divorce
- Adoption
- Naturalization, or
- Court order

Q9. What is an electronic check (e-check)? How can I find my routing number?
A9. An e-check is an electronic transfer of funds in which money is drawn from a bank account. The account's routing number and account number are used to draw funds from the account. You can look online or on a physical check or contact your bank for these numbers. A sample check is below.

Q10. How do I provide evidence and documentation to support my application if I do not have a scanner?
A10. If you want to file online and do not have a scanner, you can use scanners

available at public locations in your community, such as a public fax/copy shop, an office supply store, or library. If you have an attorney or accredited representative, he or she should be able to scan and upload your supporting documents.

Q11. Should I use USCIS ELIS to file my I-539 if I can't scan and upload my supporting documents?
A11. No. If you cannot scan and upload your supporting documents, you should apply for the benefit through the current paper Form I-539 application process.

Q12. I filed an application on paper a few years ago. Will USCIS be able to access that application and use it with any benefit request that I file in USCIS ELIS?
A12. USCIS is able to look at your previous application information to get any information that may be needed to make a decision on your case. USCIS recommends you keep all of your immigration-related documents in case you or USCIS need this information in the future.

Q13. Do I file for myself and my family member together in one account in USCIS ELIS?
A13. Generally, each person seeking an immigration benefit from USCIS will need to create his or her own USCIS ELIS online account. However, there are some benefit types that allow you to add eligible family members to your benefit request. For example, USCIS ELIS will allow an applicant seeking to extend or change nonimmigrant status to file one benefit request and include his or her spouse and children as beneficiaries.

Q14. May I print copies of communications (e.g., receipt notices or Requests for Evidence) I receive from USCIS?
A14. Yes, if you elect to receive USCIS notices and notifications electronically, you can access such notices through your USCIS ELIS online account. You can print out notices, Requests for Evidence (RFEs), Requests for Originals (RFOs), case status, and other information relevant to your case.

Q15. How do I pay online if I do not have a credit card or bank account?
A15. If you have an attorney or accredited representative, he or she may pay on your behalf. Otherwise, you can purchase a pre-paid debit card from a convenience store or supermarket, or find a trusted third party.

Q16. Where can I look to find my current nonimmigrant status code?
A16. You will find your nonimmigrant status code on your Form I-94, Arrival-Departure Record, issued to you by U.S. Customs and Border Protection (CBP) at a port of entry or by USCIS at a local USCIS office or Service Center. If your Form I-94 has been lost, stolen, mutilated or destroyed, you will need to apply for a replacement arrival-departure record on a USCIS Form I-102, Application for Replacement/Initial Arrival-Departure Nonimmigrant Document, with the required fees specified in 8 CFR 103.7(b), and in accordance with the form instructions.

Q17. What should I do if I want to upload more than five supporting documents from one category of documents?
A17. Yes, USCIS ELIS will allow you to upload as many documents as you need to support your case in each category. When you are on a page requesting you to upload documents, you will see the option to upload five documents. After

uploading five documents, you will automatically be returned to the evidence screen, where you can choose to continue uploading documents. Make sure you upload all of your documents **before** submitting your application. You cannot upload documents after you submit an application.

If USCIS determines that we need to review additional documents beyond what you submitted when you filed, USCIS will send you a Request for Evidence (RFE) that specifies what documents are needed to adjudicate your benefit request. At that point, you will be able to upload as many documents as you need to respond to the RFE.

Q18. What documentation do I need to upload with my Form I-539? Do I have to include a document from every category, even if some of them don't apply to my case?
A18. USCIS requires applicants to provide documents which will establish their eligibility for an immigration benefit. Not all of the documents listed on the USCIS ELIS screen are required; however, failure to provide documents that USCIS may need to make a decision could result in denial of your case. USCIS recommends you follow the instructions carefully to determine which documents must be submitted to support the particular facts of your case.

Work with Attorneys and Accredited Representatives

Q1. Who may create an Attorney or Accredited Representative Account in USCIS ELIS?
A1. Attorneys and accredited representatives recognized by USCIS or accredited by the Board of Immigration Appeals (BIA) can create accounts in USCIS ELIS. Only licensed attorneys from the United States, Puerto Rico, Guam, U.S. Virgin Islands or the Commonwealth of the Northern Mariana Islands (CNMI) or BIA-accredited representatives working for a BIA-recognized organization may create an account at this time.

Q2. I filed my benefit request in USCIS ELIS without an attorney or BIA-accredited representative. I now have an attorney or accredited representative to help me with my case. How do I notify USCIS?
A2. You must have your attorney or accredited representative complete a Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative. Your attorney or representative also must set up an online account in USCIS ELIS. You or your representative should include the attorney or accredited representative's USCIS ELIS online account number on the Form G-28 before mailing it to USCIS. The mailing address for benefit requests filed in USCIS ELIS is:

> Vermont Service Center
> ATTN: USCIS ELIS
> 75 Lower Welden St.
> St Albans, VT 05479

Please include your name, your USCIS ELIS account ID number and your USCIS ELIS case receipt ID number (the letters IOE+10 digits) on the cover page of any

supporting documents. In a future release, USCIS ELIS will allow for electronic filing of the G-28 and automatically link the electronic notice to the appropriate case.

Q3. I filed my benefit request in USCIS ELIS through an attorney or BIA-accredited representative but I no longer want to use his or her services. Can I remove them from my case?
A3. Yes. USCIS ELIS allows you to terminate representation in the "My Profile" section.

Q4. Can an attorney or BIA-accredited representative create an account for a client in USCIS ELIS?
A4. When attorneys or BIA-accredited representatives submit a completed benefit request for their clients, USCIS ELIS automatically creates an internal account for the client. The internal account is not accessible to the client until he or she creates an online account in USCIS ELIS. Once the attorney/accredited representative files the benefit request, the primary applicant will receive an Online Access Code via U.S. postal mail that provides instructions on how to set up an online account. This is an optional function for the primary applicant/client, but provides them with online access to view benefit requests and USCIS notices.

Q5. Can attorney or accredited representative receive USCIS notices by email or text message?
A5. Yes. The communication preferences can be established during the representative account set-up process. Attorney and Accredited Representatives are not required to submit a benefit request for a client before selecting communication preferences or updating account profile information.

To modify your communication preferences, log in to your account and do the following:

1. Select the "View My Profile" button on the left navigation bar to access your "My Profile" screen.
2. Select the "Profile" tab in "Account Information."
3. Click on the "Update Profile Information" link on the upper right corner of the "Profile Information" tab.
4. Select the "Continue" button.
5. Read the Privacy Statement, select the required check box indicating you have read the statement, review the contents of the benefit request, and attest to having answered all questions truthfully. Click the "Accept" button.
6. Click through the profile screens by selecting the "Next" button until the "Contact Information" screen appears.
7. From this screen, choose the "Electronic Notice" option. If the Electronic Notice option is selected, the user must also select the "Email Notification" or "Email + SMS subscription" option.

Please Note: Currently, the default USCIS ELIS communication preferences for primary applicants are automatically set to send notices by U.S. postal mail, but can be modified after a benefit request has been successfully submitted.

Q6. How do legal representatives complete benefit requests in USCIS ELIS for their clients?
A6. Attorneys and accredited representatives can complete benefit requests in USCIS

ELIS for their clients (primary applicants) using the online set up assistant to capture their clients' information and responses to the questions presented. Clients (primary applicants) then review and sign a printed copy of the benefit request and the representative will scan and upload the completed, signed application into USCIS ELIS. USCIS plans to streamline this process in a future release by capturing electronic signatures for applicants whose benefit requests are filed by an attorney or accredited representative.

Q7. Are attorneys, accredited representatives, community-based organizations and non-government representatives able to use existing commercial software products to file online benefit requests?
A7. Current commercial software products are not compatible with USCIS ELIS at this time. USCIS plans to release updated commercial software standards to enable third party products to exchange information with USCIS ELIS in the future.

Q8. Who can submit a benefit request on behalf of customers in the new system?
A8. Attorneys and USCIS-recognized or BIA-accredited representatives can establish accounts to use USCIS ELIS to e-file benefit requests on behalf of USCIS customers. In later releases, organizational accounts will be available for use by support staff and other representatives.

Q9. Can attorneys and accredited representatives manage more than one client through their USCIS ELIS account?
A9. USCIS ELIS allows attorneys and accredited representatives to submit multiple benefit requests for multiple clients. When logging into their accounts, the system also allows attorneys and accredited representatives to sort multiple benefit requests based on level of completion, client name, action required, benefit type and other criteria. Representatives are able to view Requests for Evidence (RFEs) for multiple clients. In the first release, attorneys and accredited representatives can only use their accounts to submit certain applications to extend or change status (Form I-539). USCIS will expand the types of benefits available for filing in USCIS ELIS in future releases.

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Plug-ins