



May 2, 2024

## We Are Now Testing New Features for Our Online Case Assistance Request Form

*New status update and document upload features also being tested*

Dear Stakeholder,

We are currently testing a new format for our DHS Form 7001, *Request for Case Assistance*, as well as new features for uploading documents and checking on the status of your request. We made these changes in response to customer feedback, with the aim of making the process easier to understand and use for anyone seeking our help.

For the next few weeks, we will be closely monitoring the user experience of this form and the new features. It will not affect how we process your case once you submit your case assistance request. We invite you to send us your feedback during this testing phase.

### What's new

- A simpler, cleaner [online DHS Form 7001](#) page with an easy link to our [Tips for Submitting a Case Assistance Request](#).
- No more accordion sections! You can track your progress and see alerts about entering important information.
- A new tab where you can upload requested documents after submitting the DHS Form 7001.
- A new tab where you can check the status of your case assistance request after you submit it.
- Your CIS Ombudsman Request Number appears on the confirmation page after you submit the form.

**If you run into problems or have feedback**

If you have problems while submitting an online DHS Form 7001 or would like to share feedback on the new features, please contact us at [cisombudsman@hq.dhs.gov](mailto:cisombudsman@hq.dhs.gov). Please include screenshots of the error message(s) you receive as they will help us troubleshoot the issue. We monitor this inbox during our regular business hours. Please give us at least two business days to respond.

### More information

Go to our [How to Submit a Case Assistance Request](#) page for the most up-to-date information on requesting our help.

The CIS Ombudsman is dedicated to assisting individuals and employers seeking to resolve problems with USCIS. For more information on our office, please visit [dhs.gov/cisombudsman](https://dhs.gov/cisombudsman) or follow us on [Facebook](#), [LinkedIn](#), and [X](#).

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

### Resources

- [Public Engagement](#)
- [Case Assistance](#)
- [Annual Report](#)
- [FAQs](#)
- [Web Alerts](#)
- [Immigration Resources](#)

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