

**From:** U.S. Citizenship and Immigration Services <uscis@public.govdelivery.com>  
**Sent:** Tuesday, April 23, 2024 9:21 AM  
**To:**  
**Subject:** USCIS Invitation: Help Shape the Representative Account Experience

U.S. Citizenship and Immigration Services (USCIS) wants to hear from representatives who have experience managing paper-filed cases in their USCIS online account and have used the “Inbox” feature to contact USCIS on behalf of their clients.

### **Who Can Participate**

To participate, you must:

- Be at least 18 years old;
- Be an immigration attorney or accredited representative;
- Actively use your USCIS online account;
- Have filed for clients online from your online representative account;
- Have managed a paper-filed case in your online account; and
- Have utilized the “Inbox” feature to contact USCIS regarding your clients’ cases.

### **Participation Details**

Your participation will include the following:

- An online 60-minute session with our research team using the Microsoft Teams platform from a laptop or desktop computer;
- Audio and visual recording of the session with your permission, the recording will not be shared outside our team; and
- Sharing webcam video so we can see your face during the session if you are comfortable doing so (encouraged, but not required).

Participation is voluntary and will not affect the outcome of any pending or future case you or your clients may have. We will not request any case-specific information as part of this study. However, we will request limited personally identifiable information, such as your name and email address.

### **How to Participate**

Please send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with a subject line of “Paper-Filed Case Management Experience.” The body of your email should state that you are willing to participate and that you meet the listed participation criteria. We will select participants who meet the criteria for a 60-minute online session. Our team will follow up with you by email to coordinate a date and time for the online session.

**We will hold sessions from April 29 – May 10, from 10 a.m. – 4 p.m. Eastern. We will accept responses to this invitation to participate through May 3.**

If you have any questions, please email: [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov)

We look forward to hearing from you!

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**Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.**

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