



U.S. Citizenship and Immigration Services

New USCIS.gov Features Improve Customer Service

WASHINGTON - U.S. Citizenship and Immigration Services (USCIS) announces today the launch of new web features designed to expand users' access to their case information. As part of USCIS's commitment to improve customer service, these enhancements include a new online inquiry tool and tailored case status information, as well as new features for Spanish-speaking customers available at USCIS.gov/espanol.

"We are committed to improving access to case status information and enhancing customer service through these innovative online features," said USCIS Director Alejandro Mayorkas. "Expanding services to our Spanish-speaking customers is in response to public feedback and our desire to meet the needs of those we serve."

Customers will now be able to submit an electronic inquiry directly to a USCIS Field Office or Service Center to request case status information if their Application to Replace Permanent Resident Card (Form I-90) or Application for Naturalization (Form N-400) is outside the posted processing times. This electronic inquiry system should reduce the need for customers to make InfoPass appointments to speak with USCIS representatives in person. Additionally, once the electronic inquiry is received, USCIS now commits to a 15-day customer response, reduced from the previous commitment to respond within 30 days.

Customers can now elect to receive e-mail updates about their case status in Spanish. They may also change their address online in Spanish. These expanded online options will enable USCIS to better interact with the Spanish-speaking segment of the public that it serves.

USCIS continues to advance its customer service enhancements through improved and expanded online services. Last summer, at the direction of President Obama, USCIS completely redesigned USCIS.gov, incorporating both internal and external stakeholder feedback. The redesign of USCIS.gov included the creation of the agency's first ever Spanish language website.

USCIS strives to be at the forefront of providing improved customer service through one of the most visited websites in the federal government. For more information on USCIS and its programs, visit www.uscis.gov.

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New USCIS.gov Features Improve Customer Service *Online services updates provide greater case accessibility* Fact Sheet

Introduction

U.S. Citizenship and Immigration Services (USCIS) launched new web features designed to expand users' access to their case information. As part of USCIS's commitment to improve customer service, these enhancements include a new online inquiry tool and tailored case status information, as well as new features for Spanish-speaking customers available at [USCIS.gov/espanol](http://uscis.gov/espanol).

Background

USCIS continues to advance its customer service enhancement goals through improved and expanded online services. Last summer, USCIS responded to President Barack Obama's call for USCIS to improve its website to allow customers to more easily navigate the USCIS process in the immigration system and keep up-to-date with their case status. The agency completely redesigned [USCIS.gov](http://uscis.gov) within 90 days, incorporating both internal and external stakeholder feedback. The redesign of [USCIS.gov](http://uscis.gov) included the creation of the agency's first ever Spanish language website.

USCIS strives to be at the forefront of providing improved customer service through one of the most visited websites in the federal government.

Website Enhancements

USCIS introduced the following four new features to [USCIS.gov](http://uscis.gov) on July 30, 2010, as a part of its commitment to continuously improve customers' access to the agency and give them accurate, up-to-date and comprehensive information about their files and cases.

- **Online Inquiry Tool for Select Forms:** Customers may now submit an electronic inquiry directly to the appropriate Field Office or Service Center to request a status update if their Application to Replace Permanent Resident Card (Form I-90) or Application for Naturalization (Form N-400) is outside the posted processing times, rather than calling the toll-free number or making an InfoPass appointment with the local office to obtain the same information. USCIS is committed to responding within 15 days of receiving the electronic inquiry, reduced from the previous commitment to respond within 30 days. This program may be expanded to include other applications and petitions.
- **E-mail Notification in Spanish:** When customers register to receive e-mail updates on their case status, they can now elect to receive messages in English or Spanish. Until now, all messages had been in English.
- **Specific Adjudication Process Steps by Form Type on *My Case Status*:** When customers check their case status online, the process steps they see will now be specific to the petition or application they submitted. Until recently, the website listed seven identical process steps for all forms, even though not all the steps applied to all the forms. With the new feature, process steps are customized for more than 40 form types.
- **Change of Address Online in Spanish:** Customers will now be able to submit a Change of Address Online in English or Spanish. The service was previously provided only in English.

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