



**U.S. Citizenship
and Immigration
Services**

DEPARTMENT OF HOMELAND SECURITY

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

ELECTRONIC IMMIGRATION SYSTEM (USCIS ELIS)

CUSTOMER USER MANUAL

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**Customer User Manual
for
USCIS Electronic Immigration System**

Submitted for:

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1.0 INTRODUCTION

This user manual contains essential information and instructions for using the U.S. Citizenship and Immigration Services Electronic Immigration System (USCIS ELIS) to electronically file benefit requests and related forms.

It provides an overview of the system and detailed instructions on how to complete the following:

- **Form I-90, Application to Replace Permanent Resident Card**
- **Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative**
- **Paying the USCIS Immigrant Fee**

U.S. Citizenship and Immigration Services (USCIS) Office of Transformation, together with the Office of Information Technology, manages the deployment of the USCIS Electronic Immigration System (USCIS ELIS).

2.0 OVERVIEW OF USCIS ELIS

USCIS ELIS helps customers, their attorneys and accredited representatives successfully submit immigration benefit applications, petitions, or requests and manage their cases. USCIS ELIS also helps customers view information about their cases when filed via paper to lockbox. This section describes USCIS ELIS and the purpose of this manual.

2.1 USCIS ELIS

USCIS ELIS is an online account-based system that allows customers to view applications, petitions or requests and receive electronic notification of decisions and real-time case status updates. Depending on the benefit type, USCIS ELIS enables customers and representatives to do the following:

- Set up and manage accounts conveniently and securely
- Submit applications, petitions, or requests and supporting documents electronically
- Manage and link paper filed benefits with an online account
- Receive and respond to notices and decisions electronically
- Make payments online
- Access real-time information about the status of cases

2.2 What this manual offers

This manual provides a systematic tutorial of how to submit specific forms and related documents in USCIS ELIS. With an active USCIS online account, a customer and representative can:

- Create and submit specific forms and applications
- Upload evidence and photocopies
- Sign and submit payment for each form as applicable
- Review completed forms and applications
- Respond to a Request for Evidence (RFE)
- Check the status of a completed application

3.0 USING THIS USER MANUAL

This manual outlines step-by-step processes for accessing, completing, and submitting specific forms using USCIS ELIS and includes:

- Step-by-step instructions
- Illustrative screen images
- Notes (additional information noted in green boxes)

Links found throughout this manual (identified by blue underlined text) provide quick access to specific topics.

You can find definitions for certain terms and acronyms in Appendix A and Appendix B at the end of this manual. If you select one of the links within this manual, you may return to the page you were on by using the scroll bar at the far right of your screen. In order to find that page again, make note of the page number before you click a link.

3.1 System requirements

You must have the following in order to use USCIS ELIS:

- Access to a computer and monitor
- Internet access
- Basic knowledge of how to navigate an Internet browser (for example, Internet Explorer, Mozilla Firefox, or Google Chrome)

4.0 SIGNING IN TO USCIS ELIS

Before you can submit an application or other form, you must create a user account in USCIS ELIS.

To create an online account, you must follow the instructions in section 4.1. Once you create your USCIS online account, you will be able to sign in with your email address and password.

4.1 Setting up a USCIS online account

To set up your USCIS online account, go to <https://myaccount.uscis.dhs.gov>

Step 1: Select **Create a New Account**.

Figure 4.1.1: Create new account

Official website of the Department of Homeland Security

Go to uscis.gov | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Sign In

* Indicates a required field.

* **Email**

* **Password**

[Sign In](#)

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

Advantages of a USCIS Account:

- File an Application or Petition
- Make a Payment
- Check Case Status

[Create a new account](#)

Step 1

Step 2: Enter your email address in the **Email** field. Select the **Sign Up** button.

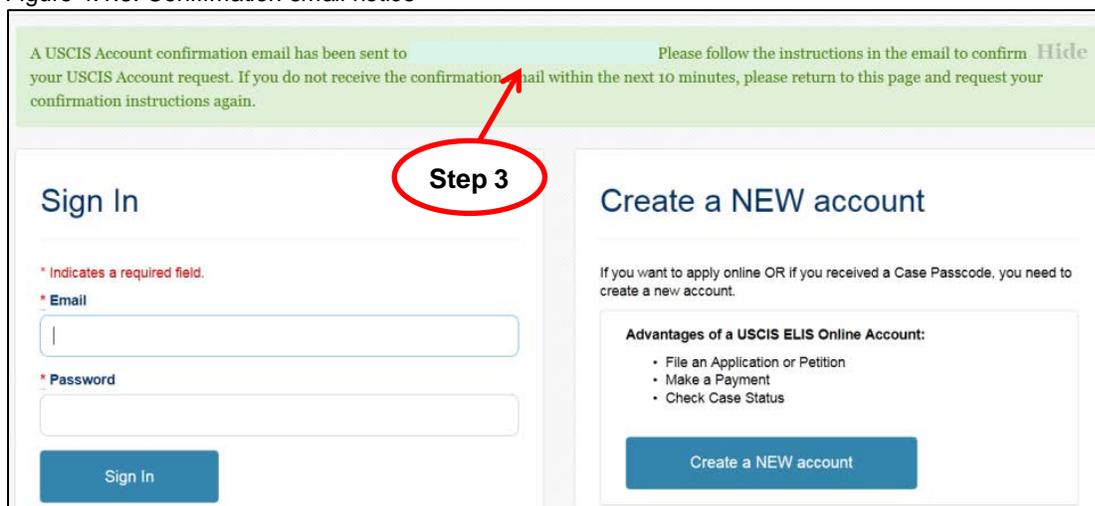
Note: A red asterisk (*) indicates a required field that you must complete in order to continue.

Figure 4.1.2: USCIS Online Account Sign Up



Step 3: On the **Sign In** screen, you will receive a notice that a confirmation email has been sent to your email address. You should receive the USCIS Account confirmation email with further instructions within 10 minutes. Check your email for the confirmation and follow the instructions in the email to confirm your USCIS Account request.

Figure 4.1.3: Confirmation email notice



Step 4: Click the link in the email to confirm your email address within 24 hours after you receive it and continue your account set up.

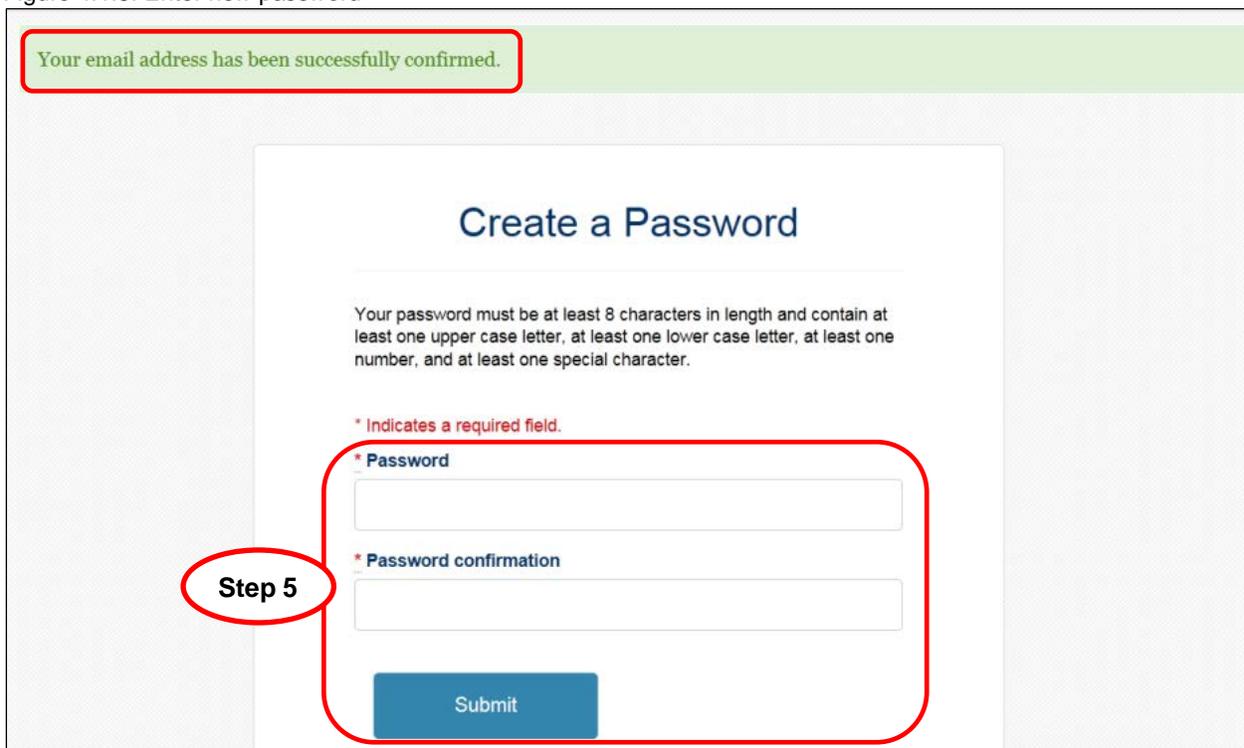
Figure 4.1.4: Email confirmation instructions



Note: The confirmation email **expires 24 hours** after the email is sent.

Step 5: When you click the link in the email, you will receive a successful confirmation message on the USCIS log in page (shown in Figure 4.1.5). Follow the instructions on the screen to enter a new password and click **Submit**.

Figure 4.1.5: Enter new password



Note: Your password must be at least eight characters in length and must contain at least one uppercase letter, one lowercase letter, and at least one special character. Accepted special characters include ! " # \$ % & ' () * + , - . : ; < = > ? @ { } [] / \ ^ _ ~ ` |

Step 6: Authentication Code Preference

Each time you log in to your USCIS online account, you will be required to enter an authentication code. The authentication code is a password that can only be used once. USCIS ELIS will send an authentication code, also called a one-time password (OTP), to you based upon the preference you select.

- Select the **Email** checkbox if you prefer to be contacted by email.
- Select the **Mobile** checkbox if you prefer to receive the One-time Password as a text message to the mobile phone listed in your account profile.
- Select **Submit** (you will receive a confirmation with the authentication code via the preference that you selected).

Figure 4.1.6: Authentication code preference

Performance Testing Mode! OTPs are not secure. Any old OTP is allowed!

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Go to uscis.gov | Welcome Sign Out

Explore Options Need Help?

Every time you log in, you will be given a one-time password. How would you prefer to receive one-time passwords? [Hide](#)

One-time Password Preferences

Every time you log in, you will be given a one-time password. How would you prefer to receive one-time passwords?

Email
 Mobile

If you select to receive text messaging notification to a U.S. mobile phone number listed in your account and accept these terms and conditions, you acknowledge that Standard Messaging Rates or other charges related to these notifications may apply.

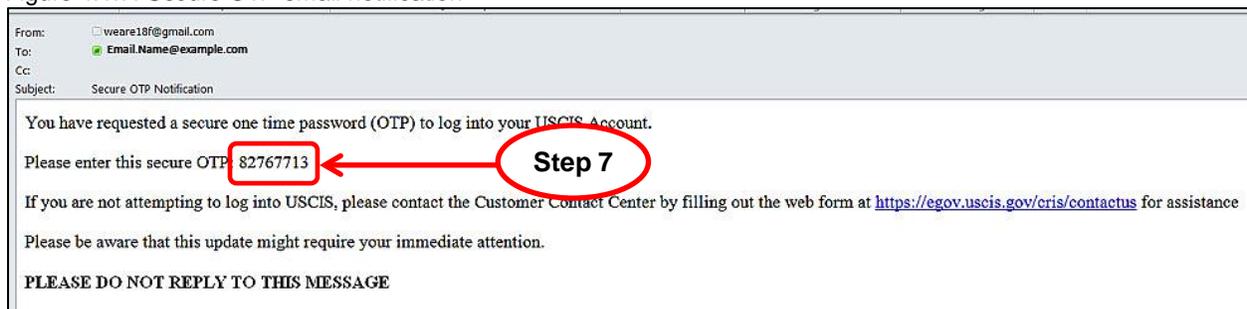
Mobile Number

Submit

Step 6

Step 7: Open your email or text message to read the **Secure OTP Notification** message. Make note of the code so that you can enter it when asked.

Figure 4.1.7: Secure OTP email notification



Step 8: Log in to USCIS ELIS with the password you created in Step 5. In the screen that follows, enter the **Secure one-time password** that you received by email or text (Step 7) and click **Submit**.

Figure 4.1.8: OTP Password



Once you select **Submit**, you must set up your password reset security questions and answers, which are used to validate your access to USCIS ELIS. If you forget or need to reset your password, you will be asked to provide the answers to your security questions.

Step 9: You must select five different questions and provide answers to each one. Select the question of your choice from the drop-down list under each numbered question. Then enter your answer to each question you choose in the **Response** field immediately below it. Make note of your answers because you will need them in the future to access your USCIS online account.

Step 10: When you have completed each of the five questions and answers, select the **Submit** button at the bottom to continue.

Figure 4.1.9: Secure identification questions and answers

Two factor authentication successful.

Provide Password Reset Answers

Set five security questions. You must remember the answers to these questions if you ever need to reset your password.

* Question #1
What is the last name of your favorite childhood teacher? ▾

* Response

* Question #2
In what city did you meet your spouse/significant other? ▾

* Response

* Question #3
What is the name of the company of your first paid job? ▾

* Response

* Question #4
What was the first team sport you played? ▾

* Response

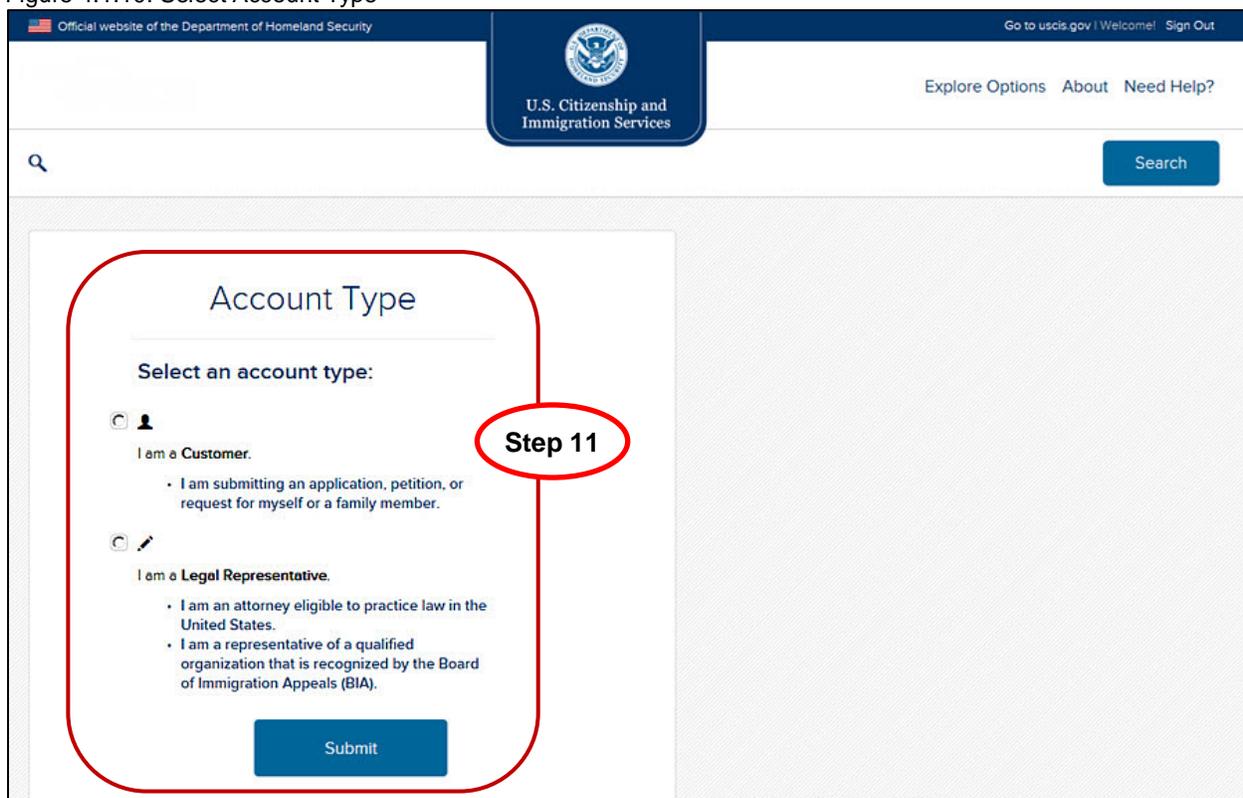
* Question #5
Where did you visit the first time you went out of town witho ▾

* Response

Step 10 Submit

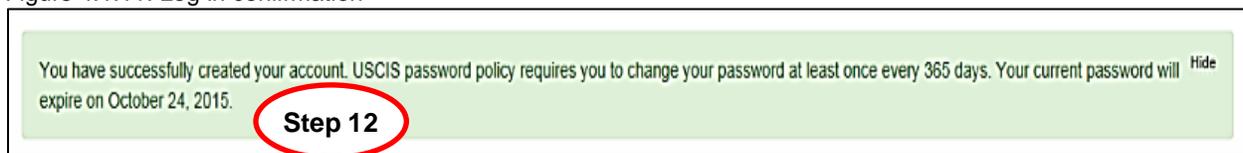
Step 11: Select the appropriate account type. For more information about creating an account as a representative, see [Section 6.6: Representatives](#).

Figure 4.1.10: Select Account Type



Step 12: You will receive a log in confirmation message similar to the example shown in Figure 4.1.11. You can now log in to USCIS ELIS at any time using the email and password you created in Step 5.

Figure 4.1.11: Log In confirmation



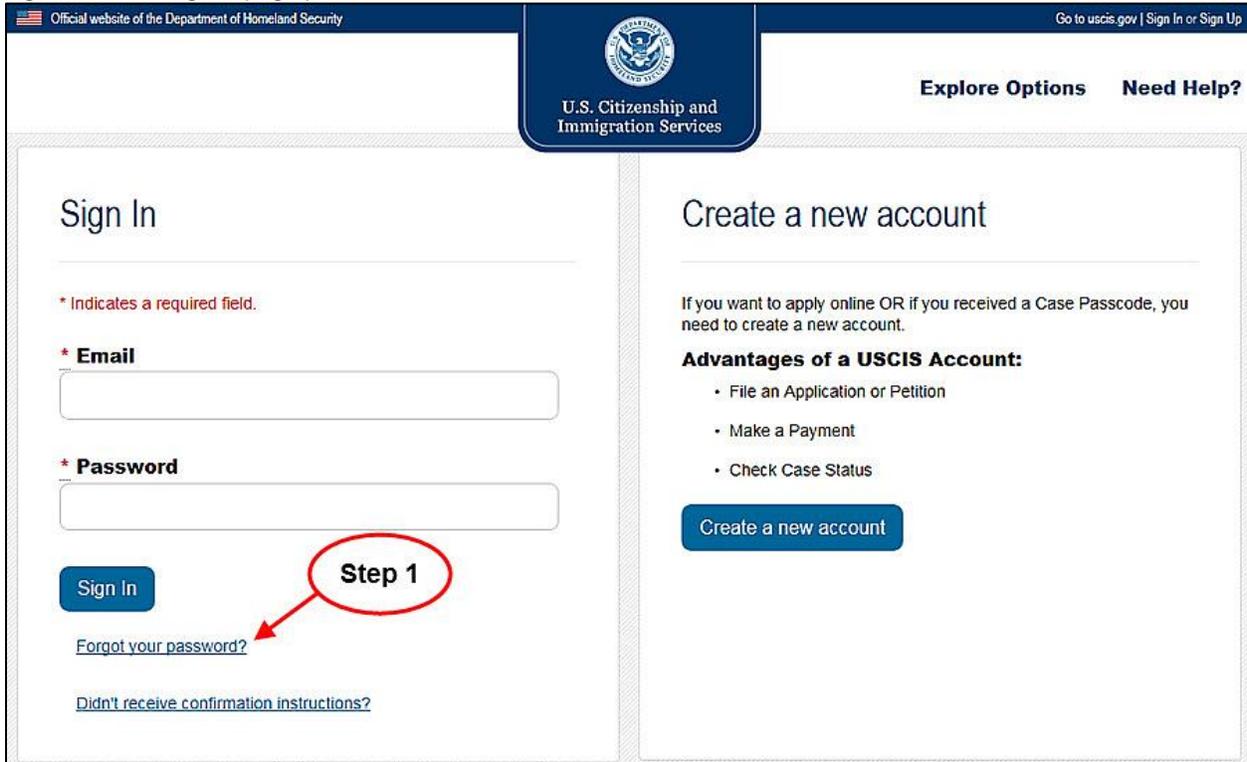
4.1.1 Password Reset

If you forget your password, you will need to reset it. To reset your password, follow the instructions below.

To access your USCIS online account, go to <https://myaccount.uscis.dhs.gov>.

Step 1: Click the **Forgot your password?** link.

Figure 4.1.1.1: Sign In page password reset link



The screenshot shows the USCIS Sign In page. The page header includes the Department of Homeland Security logo and the text "U.S. Citizenship and Immigration Services". The main content area is divided into two columns. The left column is titled "Sign In" and contains a "Sign In" button, a "Forgot your password?" link, and a "Didn't receive confirmation instructions?" link. The right column is titled "Create a new account" and contains a "Create a new account" button. A red circle labeled "Step 1" is drawn around the "Forgot your password?" link, with an arrow pointing to it.

Official website of the Department of Homeland Security

Go to uscis.gov | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Sign In

* Indicates a required field.

* **Email**

* **Password**

[Sign In](#)

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

Advantages of a USCIS Account:

- File an Application or Petition
- Make a Payment
- Check Case Status

[Create a new account](#)

Step 2: Enter the email address you used to set up your USCIS online account and click **Send me reset password instructions**.

Figure 4.1.1.2: Forgot your Password



Step 3: When you select **Send me reset password instructions**, a message will display at the top of the Log In screen and you will receive an email with further instructions.

Figure 4.1.1.3: Message about email



Step 4: Open your email to read the instructions about how to reset your password. Click on the link in the email to return to USCIS ELIS.

Figure 4.1.1.4: Email with instructions



Step 5: You will be prompted to answer three of the **Password Reset Questions** that you previously set up. Enter your answers for each question exactly as you did during your profile set up (see example questions in Figure 4.1.1.5). Select **Submit**. Once you select **Submit**, you will be directed to create a new password.

Figure 4.1.1.5: Password Reset Questions



Step 6: Choose a password that is easy to remember and enter it in the **New password** field. Re-enter that same password in the **Confirm your new password** field. Select **Change my password** to save it.

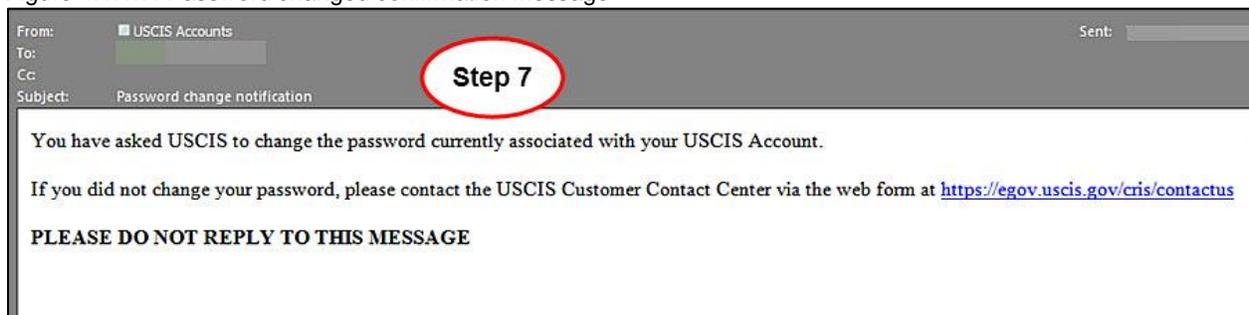
Note: Your password must be at least eight characters in length and must contain at least one uppercase letter, one lowercase letter, at least one number, and at least one special character. Accepted special characters include ! " # \$ % & ' () * + , - . : ; < = > ? @ { } [] \ / ^ _ ~ ` |

Figure 4.1.1.6: Change password



Step 7: You will receive a “Password change notification” email. Remember this new password and use it to sign in to USCIS ELIS.

Figure 4.1.1.7: Password changed confirmation message



Note: For security reasons, you will be required to change your password once every 365 days.

4.2 Signing in as an applicant

Once you create a profile in USCIS ELIS, you can sign in at <https://myaccount.uscis.dhs.gov> using your email address and password.

Step 1: Enter your **Email Address** and **Password**.

Step 2: Select the **Sign In** button.

Figure 4.2.1: Customer Sign In

Official website of the Department of Homeland Security

Go to uscis.gov | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

Explore Options Need Help?

Sign In

* Indicates a required field.

* **Email**

* **Password**

Step 1

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

Advantages of a USCIS Account:

- File an Application or Petition
- Make a Payment
- Check Case Status

Create a new account

Note: You must enter your password accurately. If you enter the wrong password three times in a row, you will be locked out of USCIS ELIS for 20 minutes before you can attempt to log in again.

4.3 Signing In as a Representative

Once you create your USCIS online representative account, you can sign in at <https://myaccount.uscis.dhs.gov> using your email address and password. Follow the instructions below to sign in as a representative.

Step 1: Enter your **Email Address** and **Password**.

Step 2: Select the **Sign In** button.

Figure 4.3.1: Representative Sign In

Official website of the Department of Homeland Security

Go to uscis.gov | [Sign In](#) or [Sign Up](#)

U.S. Citizenship and Immigration Services

[Explore Options](#) [Need Help?](#)

Sign In

* Indicates a required field.

* **Email**

* **Password**

Step 1

Sign In

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

Create a new account

If you want to apply online OR if you received a Case Passcode, you need to create a new account.

Advantages of a USCIS Account:

- File an Application or Petition
- Make a Payment
- Check Case Status

Create a new account

5.0 NAVIGATING USCIS ELIS

Once logged in to USCIS ELIS, your home page allows you to view either the **Home** tab or the **Profile** tab (see Figure 5.0.1). The default view is the **Home** tab. Use this screen to navigate the features within USCIS ELIS.

Figure 5.0.1: Home tab

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins Log Out

Contact

Home Profile

Recent Notices

Notice Date	Receipt Number	Applicant Name	Notice Type
2/17/15	IOE0248450576	NMN	Appointment Scheduled
2/17/15	IOE0248450576	NMN	Receipt Notice

[View All Notices](#)

Actions

- Manage My Contact Preferences, Change my Addresses
- View All My Cases
- Review and E-sign the Request Drafted by Your Legal Representative

Recent Cases

Receipt Number: IOE0248450576
Request Type: Application to Replace Permanent Resident Card
Case Received Date: 02/17/2015
Received As: EFile
Status: In Process
Status Message: Your benefit request has been accepted and is under review.
Pending Action: None

[View Case Details for IOE0248450576](#)

[Create New Case](#)

Links

- Avoid Scams | USCIS
- Change of Address
- E-Request
- Email us for Help
- Form I-90 General Information
- How Do I Customer Guides | USCIS

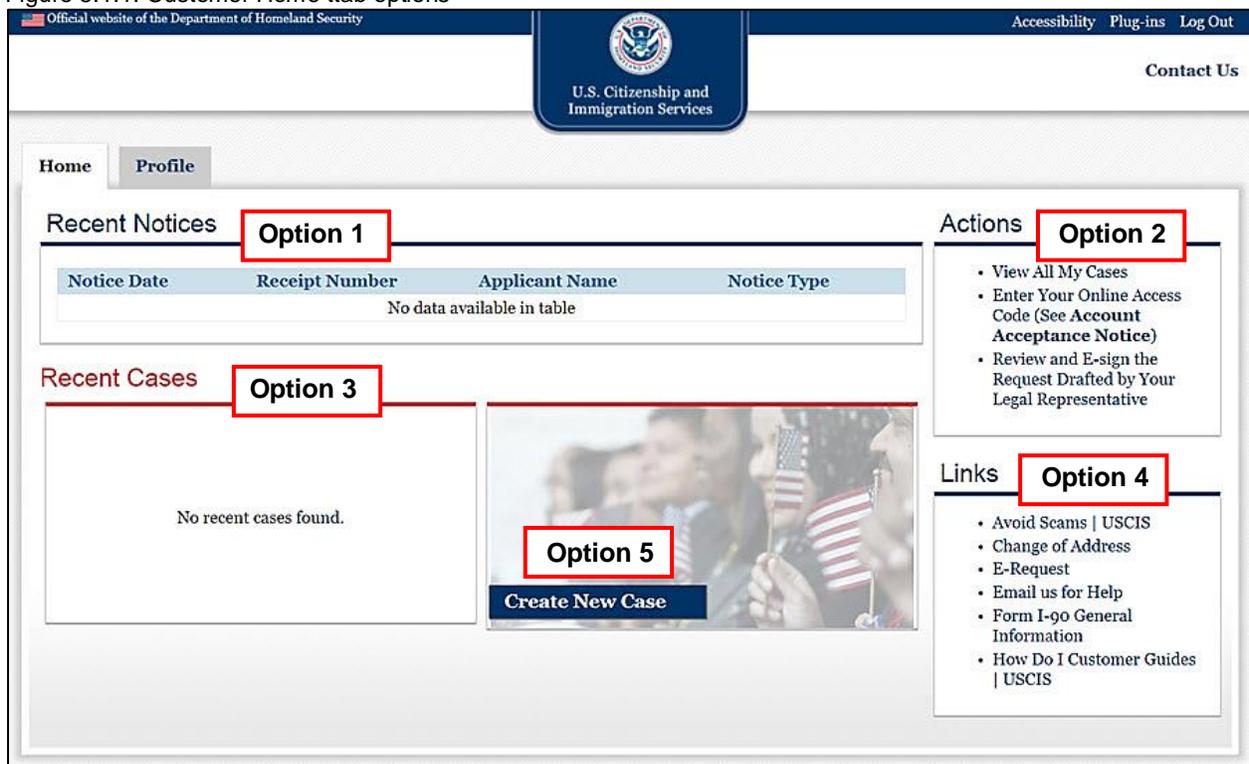
Note: If you are inactive for 20 minutes in the USCIS ELIS, your session will end. The system will save your information, but you will need to log back in.

5.1 Customer Home tab

The Customer **Home** tab provides the following options:

Option to Select	Description
Option 1: Recent Notices	Review the notice date, receipt number, applicant name, and notice type (for example, Appointment Scheduled, Receipt Notice).
Option 2: Actions	Manage your contact preferences, change your address, view all submitted and started cases, and e-sign your benefit requests.
Option 3: Recent Cases	Review current cases. Select the View Case Details button to access a case’s status, status message and notice type.
Option 4: Links	Access other USCIS tools and information.
Option 5: Create New Case	Create a new case by selecting the blue button (see Section 6.2).

Figure 5.1.1: Customer Home ttab options



5.1.1 Recent Notices

Under **Recent Notices**, you can review the **Notice Date**, case **Receipt Number**, **Applicant Name**, and **Notice Type**.

Option 1: Select the receipt number to open the case and review the case details.

Option 2: Select the title of the notice under **Notice Type** to open a copy of the notice.

Option 3: To view all notices, select the **View All Notices** link in the lower right corner of this section.

Figure 5.1.1.1: Recent Notices

Notice Date	Receipt Number	Applicant Name	Notice Type
2/17/15	IOE0248450576	ROBERTSON, WISAM MAY	Appointment Scheduled
2/17/15	IOE0248450576	ROBERTSON, WISAM MAY	Receipt Notice

[View All Notices](#)

5.1.2 Actions

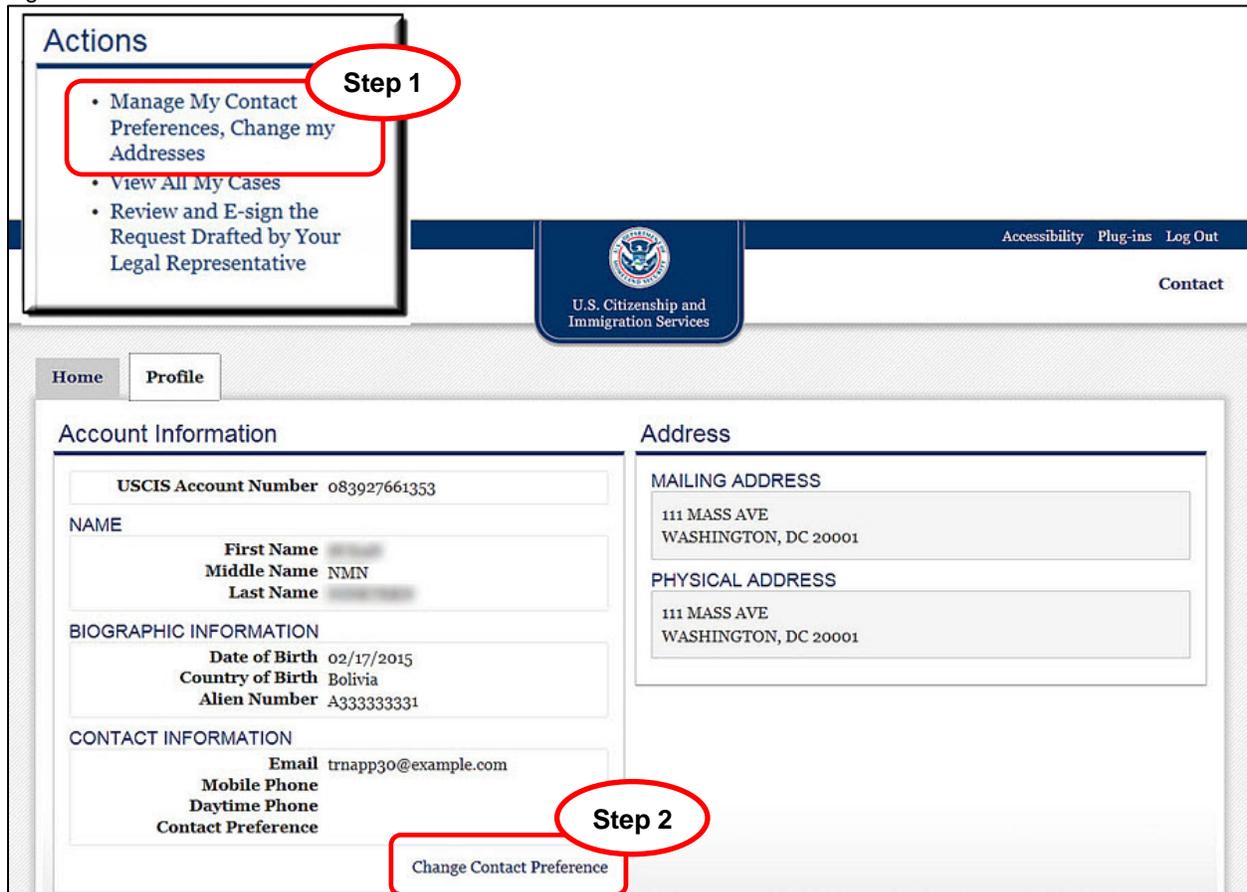
Under the **Actions** section, you can view and make changes to your contact preferences and your addresses on file, view all your cases, and review and e-sign any requests drafted by your legal representative.

To view and make changes to your contact information:

Step 1: Select **Manage My Contact Preferences, Change my Addresses**. This opens the Profile Tab.

Step 2: Select **Change Contact Preference** at the bottom of the **Account Information** section.

Figure 5.1.2.1: Customer home tab Actions



Step 3: The **Change Your Contact Preferences** screen appears (Figure 5.1.2.2).

- a. To add or change a phone number or email address, select **Update** and enter your new information.
- b. Select the appropriate checkboxes to indicate your preferred method of receiving notifications from USCIS. You can check both boxes if you want notifications sent to both your email and mobile device.
- c. Select **Save** to keep your selections, or **Cancel** if you do not want to save these changes.

Figure 5.1.2.2: Change Your Contact Preference

The screenshot shows the 'Change Your Contact Preference' dialog box on the USCIS ELIS website. The dialog box contains the following text and form elements:

Change Your Contact Preference [Close]

NOTIFICATIONS (ALERTS)
NOTIFICATIONS (ALERTS) can keep you informed about activity in your account and/or case(s). You can receive email and mobile notifications anywhere at any time. These notifications can alert you of recent updates to your account or changes in your case status.

If you select mobile notifications as your preference, please note that:

- Standard SMS (text) message fees may apply. Check with your mobile phone service provider for details.
- USCIS will NOT send SMS (text) messages to international mobile phone numbers.

If you want to receive notifications by email or mobile phone, you must enter an **Email Address** or **Mobile Phone Number**. If you want to receive notifications by email or mobile phone number, or by both, please (✓) the box next to each field.

NOTE: If you do not wish to receive notifications by email or mobile phone, please leave the **Email Address** or **Mobile Phone Number** fields blank (or "empty") and do not check (✓) the box.

Please indicate below how you would like to receive notifications:

CONTACT INFORMATION

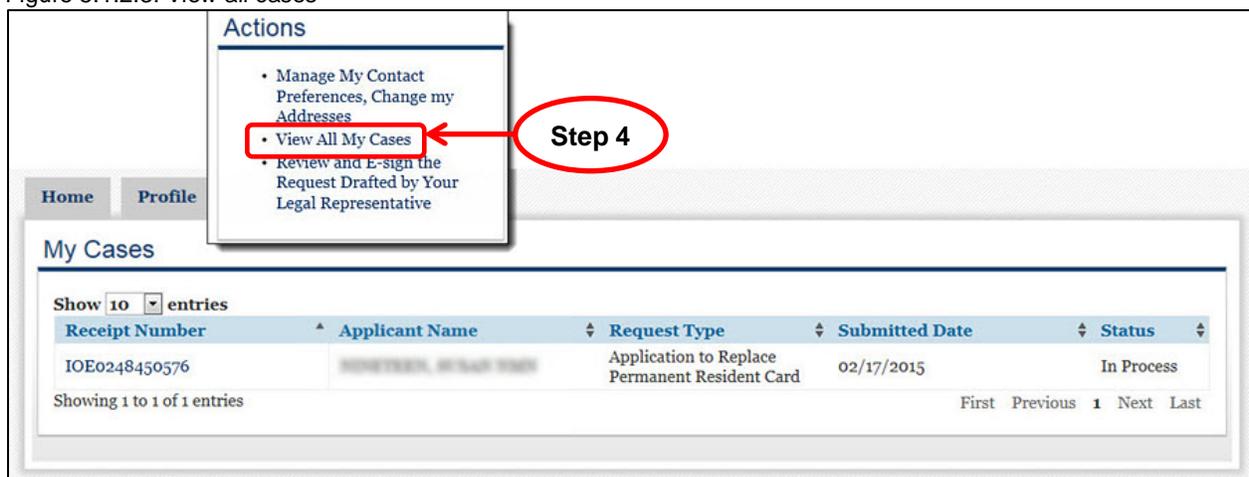
Email Address Update	trnapp30@example.com	<input type="checkbox"/> Contact me by email
Mobile Telephone Number Update		<input type="checkbox"/> Contact me by mobile phone
Daytime Telephone Number		

Annotations in the image:

- Step 3a:** A red circle highlights the 'Update' link next to the Email Address field.
- Step 3b:** A red circle highlights the 'Contact me by mobile phone' checkbox.
- Step 3c:** A red circle highlights the 'Save' button, with an arrow pointing to it from the label.

Step 4: To view all your cases, select **View All My Cases** in the **Actions** section, which opens the **My Cases** window (Figure 5.1.2.3).

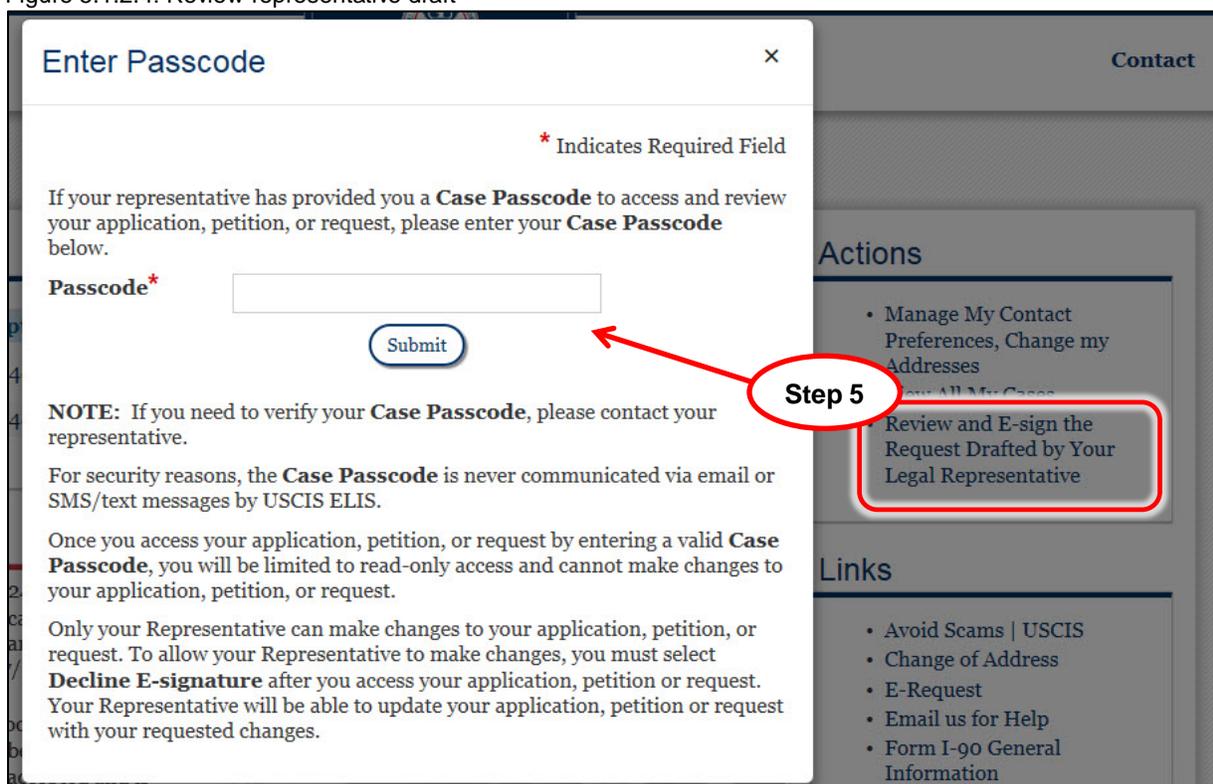
Figure 5.1.2.3: View all cases



Step 5: If you have a legal representative who has drafted an application, petition, or request on your behalf and has provided you with a passcode, select the **Review and E-sign the Request Drafted by Your Legal Representative** link in the Actions section (Figure 5.1.2.4). The **Enter Passcode** window will pop up.

To open the draft, you must enter the passcode provided by your representative in the **Enter Passcode** window and select **Submit**.

Figure 5.1.2.4: Review representative draft



5.1.3 Recent Cases

Under the **Recent Cases** section, you can review all of your active cases. To see case details, select the blue **View Case Details** button at the bottom of the section (see Figure 5.1.3.1).

Figure 5.1.3.1: Recent Cases

Recent Cases

Receipt Number:	IOE0248450576
Request Type:	Application to Replace Permanent Resident Card
Case Received Date:	02/17/2015
Received As:	EFile
Status:	In Process
Status Message:	Your benefit request has been accepted and is under review.
Pending Action:	None

[View Case Details for IOE0248450576](#)

5.1.4 Create New Case

To create a new case file, select the **Create New Case** button. This opens the Form I-90 Application (see [Section 6.2: Create New Case](#)).

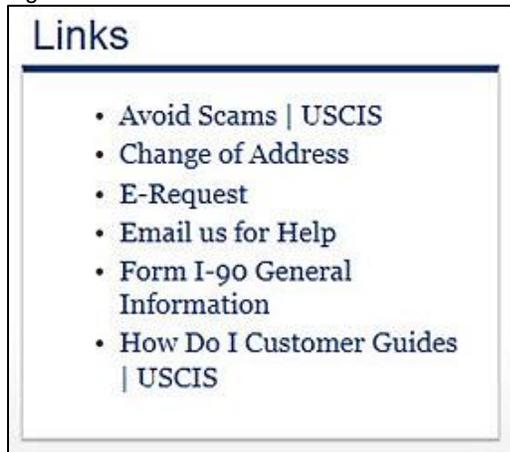
Figure 5.1.4.1: Create New Case



5.1.5 Home Tab Links

The **Links** section provides access to general information and other USCIS Customer Service Online Tools. All these links take you out of USCIS ELIS and to other USCIS web pages.

Figure 5.1.5.1: Home tab Links section



5.2 Customer Profile tab

The Customer **Profile** tab displays **Account Information** and **Address** details. To make changes to your contact preference, select the **Change Contact Preference** link at the bottom of the **Account Information** section. To change your mailing address, select the **Change Mailing Address** link; to change your physical address, select the **Change Physical Address** link in the **Address** section (see [Section 5.1.2: Actions](#)).

Figure 5.2.1: Customer profile screen options

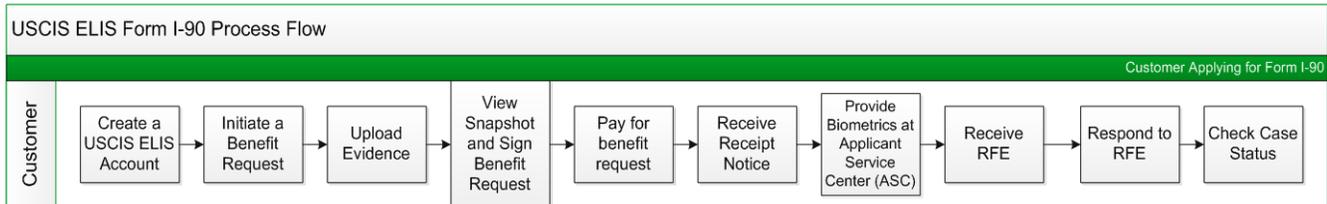


6.0 THE FORM I-90

The following sections in this manual explain how you can create and submit the Form I-90. In order to file a Form I-90 application successfully, you must complete the following steps in USCIS ELIS (See Figure 6.0.1):

1. Set up an account
2. Complete the application
3. Upload evidence
4. Review and sign application
5. Pay application fee
6. Respond to all subsequent notices or requests from USCIS

Figure 6.0.1: Customer Role process flow map



6.1 Completing Form I-90

The following sections provide instructions for:

- [Linking a previously filed case](#)
- [Create a new case](#)
- [My Status](#)
- [Review your application](#)
- [Sign Form I-90](#)
- [Pay for the application](#)

Note: If an accredited representative or an attorney has filed a Form I-90 for you, go to [Section 6.6.6: Client Instructions for Cases Filed by a Representative](#) to review your application and complete the application process.

6.1.1 Link a case that has been filed through Lockbox

If you have previously filed a case through Lockbox, you can link it to your USCIS Online Account and review a read-only version.

Follow the steps below to link your Lockbox-filed case to your USCIS Online Account.

Step 1: From your **Home** tab, select the **Enter Your Online Access Code (See Account Acceptance Notice)** link in the Actions section.

Figure 6.1.1.1: Enter your Online Access Code link



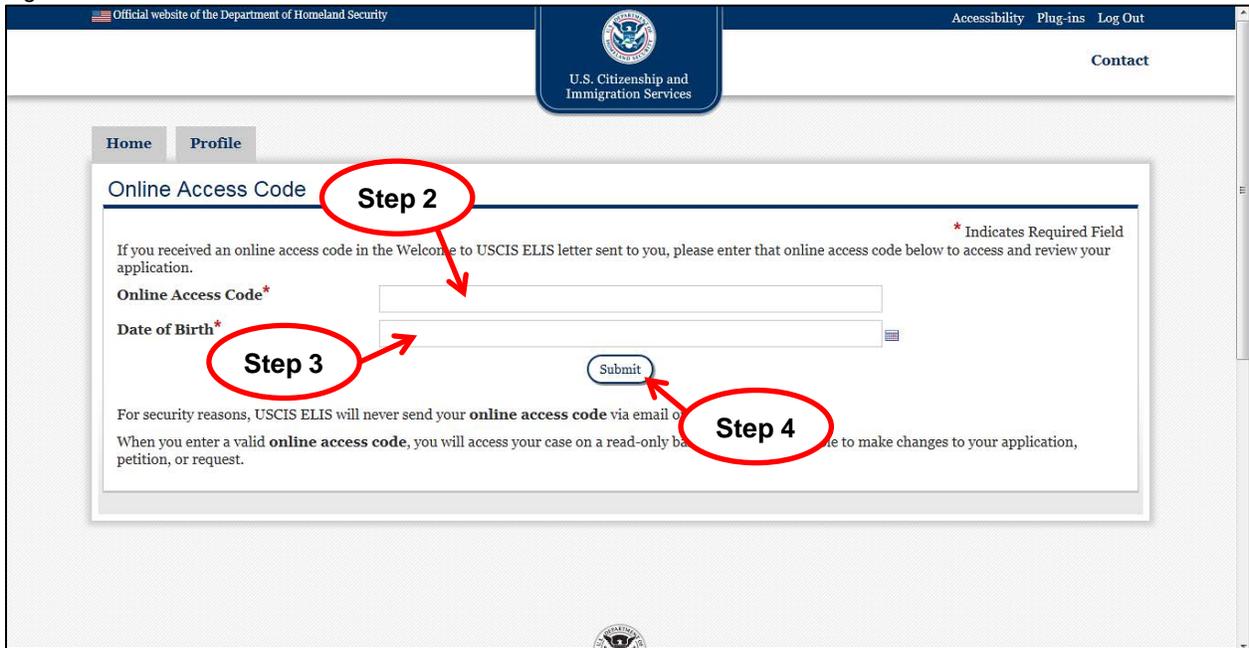
Step 2: Enter your Online Access Code.

Note: The Online Access Code can be found in the USCIS ELIS letter sent to you after filing a paper Form I-90.

Step 3: Enter your Date of Birth.

Step 4: Select Submit.

Figure 6.1.1.2: Submit access code and DOB

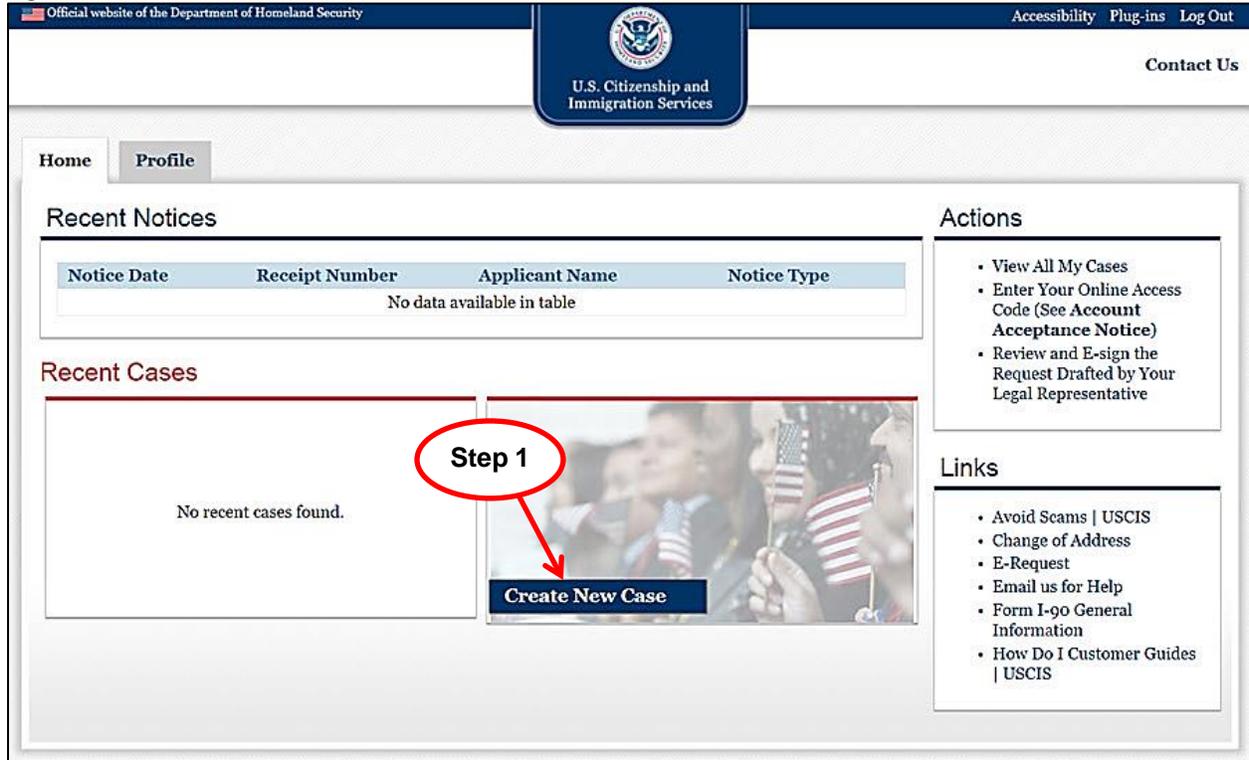


6.2 Create New Case – Form I-90

Once logged in, you can create a new case from the **Home** tab. This section gives you instructions on how to create a new case and how to provide any additional information needed to process your case.

Step 1: On the **Home** tab, select the blue **Create New Case** button.

Figure 6.2.1: Create New Case



Step 2: Select the radio button for the application.

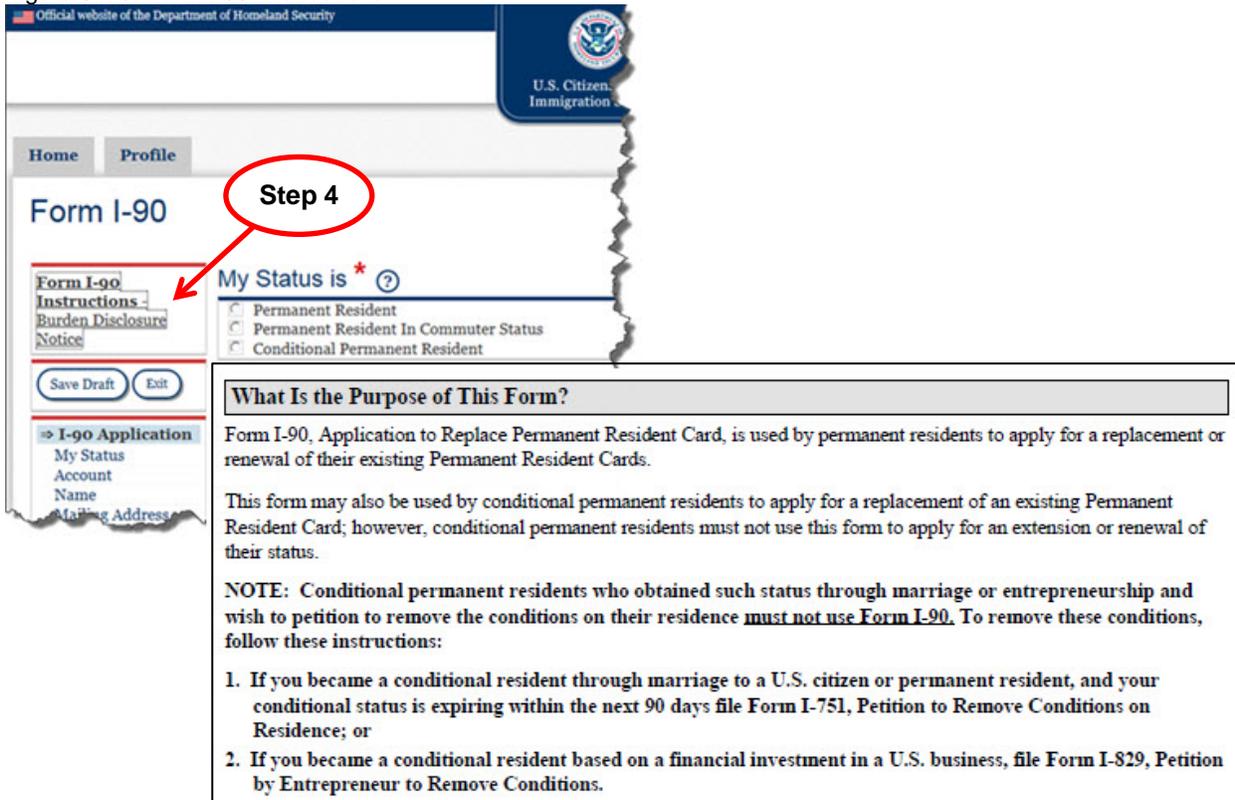
Step 3: Select **Next** to go to the Form I-90 Application.

Figure 6.2.2: Select A Request



Step 4: Select the link at the top of the navigation panel at the left to open a PDF document in a separate window. Read the **Form I-90 Instructions** carefully (shown in Figure 6.2.3) to determine if this is the correct form to use. If this is the correct form for you, move to the **My Status** section of the form and select the appropriate option.

Figure 6.2.3: Form I-90 Instructions



6.2.1 My Status

The **My Status** section refers to your current immigrant status. There are three status options available to Form I-90 applicants (Figure 6.2.1.1):

- **Permanent Resident**
- **Permanent Resident In Commuter Status**
- **Conditional Permanent Resident**

When choosing your status, keep in mind that you can only choose one. Follow the instructions below to complete the **My Status** section.

Figure 6.2.1.1: Select a status

The screenshot shows the USCIS ELIS interface for Form I-90. At the top, there is a header with the Department of Homeland Security logo and navigation links for Accessibility, Plug-ins, Log Out, and Contact. Below the header, there are tabs for Home and Profile. The main content area is titled 'Form I-90' and includes a sidebar on the left with links for Form I-90, Instructions, Burden Disclosure, and Notice. The 'My Status is' section is highlighted with a red box and contains three radio button options: Permanent Resident, Permanent Resident In Commuter Status, and Conditional Permanent Resident. Below this, there is an 'Account' section with input fields for Alien Registration Number (A-Number) and USCIS ELIS Account Number (if any). The page also includes a footer with OMB No. 1615-0082 and an expiration date of 10/31/2017.

Step 1: Select the status that applies to you. Once you choose your status, the **Reason for Application** section will appear (see Figure 6.2.1.2 below).

Step 2: Select the reason that most applies to you. For example, you can select the “My previous card has been lost, stolen, or destroyed” checkbox if this applies to you.

Figure 6.2.1.2: Select a reason

My Status is * ⓘ

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

Reason for Application *

- My previous card has been lost, stolen, or destroyed.
- My previous card was issued but never received.
- My existing card has been mutilated.
- My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
- My name or other biographic information has been legally changed since the issuance of my existing card.
- My existing card has already expired or will expire within six months.
- I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I have reached my 14th birthday and am registering as required. My existing card will expire BEFORE my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
- I am a permanent resident who is taking up commuter status.
- I am a commuter who is taking up actual residence in the United States.
- I have been automatically converted to permanent resident status.
- I have a prior edition of the Alien Registration Card, or I am applying to replace my current Permanent Resident Card for a reason that is not specified above.

Step 3: Once you select the reason for your application, the fee associated with your application will appear at the left side of your screen (see Figure 6.2.1.3 below).

Figure 6.2.1.3: My Status and Reason for Application

Form I-90

OMB No. 1615-0082
Expires 10/31/2017
* Indicates Required Field

Form I-90 Instructions - Burden Disclosure Notice

My Status is * ⓘ

- Permanent Resident
- Permanent Resident In Commuter Status
- Conditional Permanent Resident

Reason for Application *

- My previous card has been lost, stolen, or destroyed.
- My previous card was issued but never received.
- My existing card has been mutilated.
- My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
- My name or other biographic information has been legally changed since the issuance of my existing card.
- My existing card has already expired or will expire within six months.
- I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)

APPLICATION FEES:

Filing:	\$365
Biometric Services:	\$85
Total:	\$450

Save Draft Exit

Note: If you cannot complete the form for any reason, you may select the **Save Draft** or **Exit** buttons located on the left side of your screen under the fee information (see Figure 6.2.1.3) at any time.

Save Draft will save the information you have entered and you may return anytime within 30 days to complete the form.

If you select **Exit** without saving a draft, your information will be discarded and you will have to start over when you log in to your USCIS online account again.

6.2.2 Account

This section provides instructions for completing the **Account** section of your Form I-90. You will need your Alien Registration Number, also known as your A-Number.

Step 1: Enter the numbers (eight or nine digits) of your **Alien Registration Number (A-Number)**. If available, enter your **USCIS ELIS Account Number**.

Figure 6.2.2.1: A-Number and Account Number

6.2.3 Your Full Name

The Form I-90 requires your current full name.

This section provides instructions on how to complete the **Your Full Name** section.

Step 1: Enter your name in the **Family Name**, **Given Name**, and **Middle Name** fields. If you do not have a given name or you do not have a middle name, check the box below the field as appropriate.

Step 2: Answer the question by selecting the appropriate button. If your name has changed since you received your Permanent Resident Card, you must answer **Yes** and provide your previous name. Enter your previous name(s) in the fields or check the boxes below them as appropriate.

Figure 6.2.3.1: Your Full Name

6.2.4 Mailing Address

This section provides instructions for how to complete the **Mailing Address** section.

Step 1: If you want your mail addressed to someone other than yourself, enter that person's name in the **In Care of Name** field.

Step 2: Enter your **Street Number and Name**. If you have an apartment, a suite, or a floor number, select the appropriate option from the **Apt/Ste/Flr** drop-down list and enter your **Apt/Ste/Flr Number**.

Step 3: Select the **Country** from the drop-down menu.

Step 4: Enter the name of the **City/Town**, select the **State** from the drop-down menu, and enter your **ZIP Code**.

Figure 6.2.4.1: Mailing Address

The screenshot shows a web form titled "Mailing Address" with the following fields and annotations:

- Step 1:** A red circle around the "In Care of Name" label with an arrow pointing to the text input field below it.
- Step 2:** A red circle around the "Street Number and Name*" label, with another red circle around the "Apt/Ste/Flr" dropdown menu and a third red circle around the "Apt/Ste/Flr Number" label.
- Step 3:** A red circle around the "Country*" label and the "United States" dropdown menu.
- Step 4:** A red circle around the "City/Town*" label, with another red circle around the "State*" dropdown menu and a third red circle around the "ZIP Code*" label.

Step 5: Once you complete all the mailing address fields, USCIS compares the address you entered with the U.S. Postal Service (USPS) addresses database and a pop-up box titled **Mailing Address Preference** will appear (Figure 6.2.4.2).

- a. If you would like to use the address in the USPS database, select the **Select USPS Standardized Postal Address** button.
- b. If you would rather use the address just as you entered it, select the **Select Original Postal Address Entered** button.

Figure 6.2.4.2: USPS Standardized Address message

Mailing Address Preference

The U.S. Postal Service (USPS) has updated your address using the USPS format to ensure that your mail is delivered correctly.

Please select the Mailing Address preference you would like to use:

USPS STANDARDIZED POSTAL ADDRESS Provided by USPS	ORIGINAL POSTAL ADDRESS ENTERED Provided by User
USPS found an address matching your entry, do you want to use this address instead?	
20 MISS AVE SE APT 220 WASHINGTON, DC 20032-2305	20 Mass Ave, STE. 220 Washington, DC 20001
Step 5a → Select USPS Standardized Postal Address	Step 5b → Select Original Postal Address Entered

6.2.5 Physical Address

This section requires you to provide the address where you live.

If you live at the same address where you receive mail, check the box at the top left labeled **My physical address is the same as my mailing address** (see Figure 6.2.5.1). The system will automatically fill in the fields using your mailing address.

If your physical address is different from your mailing address, fill in the correct address information and **do not** check the box.

Figure 6.2.5.1: Physical Address same as Mailing Address checkbox

The screenshot shows a form titled "Physical Address". At the top left, there is a checkbox labeled "My physical address is the same as my mailing address" which is highlighted with a red rectangular box. Below this checkbox are several input fields: "Street Number and Name*" (text input), "Apt/Ste/Flr" (dropdown menu with "Select" as the current value), "Apt/Ste/Flr Number" (text input), "Country*" (dropdown menu with "United States" as the current value), "City/Town*" (text input), "State*" (dropdown menu with "Select" as the current value), and "ZIP Code*" (text input).

6.2.6 Contact Information

The **Contact Information** section displays the email address you entered when you set up your profile. If your contact email has changed, you must provide accurate and up-to-date contact information. It is used when USCIS needs to contact you.

Step 1: To change or add contact information, select **Update** and provide a valid **Email Address**, **Daytime Telephone Number**, and **Mobile Telephone Number**.

Figure 6.2.6.1: Contact Information

The screenshot shows a form titled "Contact Information". It contains three rows of input fields: "Email Address" (with the value "trnapp30@example.com"), "Daytime Telephone Number", and "Mobile Telephone Number". Red arrows point from a circled "Step 1" label to the "Update" button next to the Email Address field, and from the "Update" button next to the Mobile Telephone Number field back to the "Step 1" label. The "Update" buttons are highlighted with red boxes.

6.2.7 Additional and Biographic Information

The Form I-90 requires your date of birth, country of birth, gender, and other information. This section provides instructions for completing the **Additional Information** and **Biographic Information** sections.

Step 1: You must enter **Date of Birth**, **Country of Birth**, **Date of Admission**, and **Gender** in the appropriate fields. You may enter additional biographic information in the applicable fields.

Figure 6.2.7.1: Additional and Biographic Information

Additional Information	Biographic Information
<p>Date of Birth* <input type="text"/></p> <p>Country of Birth* <input type="text" value="Select"/></p> <p>City/Town/Village of Birth <input type="text"/></p> <p>U.S. Social Security Number (if any) <input type="text"/></p> <p>Class of Admission <input type="text" value="Select"/></p> <p>Date of Admission* <input type="text"/></p> <p>Mother's Given Name (First Name) <input type="text"/></p> <p>Father's Given Name (First Name) <input type="text"/></p>	<p>Gender* <input type="text" value="Select"/></p> <p>Height</p> <p>Feet <input type="text" value="Select"/></p> <p>Inches <input type="text" value="Select"/></p> <p>Weight (in pounds) <input type="text"/></p> <p>Eye Color <input type="text" value="Select"/></p> <p>Hair Color <input type="text" value="Select"/></p> <p>What is your ethnicity? <input type="text" value="Select"/></p> <p>What is your race? (Select all applicable)</p> <p><input type="checkbox"/> American Indian or Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black or African American</p> <p><input type="checkbox"/> Native Hawaiian or Other Pacific Islander</p> <p><input type="checkbox"/> White</p>

Step 1

Note: Enter **Date of Birth** as MM/DD/YYYY. For example, March 9, 1981 should be entered as 03/09/1981.

6.2.8 Processing Information

This section gives you step-by-step instructions on how to fill out the **Processing Information** section.

Step 1: Processing Information section (see Figure 6.2.8.1)

- a. Enter your answers in the two open fields for the questions **Where did you apply for your immigrant visa or adjustment of status?** and **Where was your immigrant visa issued or which USCIS office granted you adjustment of status?**
- b. Select **Yes** or **No** for the question **Did you enter the United States with an immigrant visa?**

Figure 6.2.8.1: Processing Information

The screenshot shows the 'Processing Information' section of the USCIS ELIS form. It contains three questions:

- 'Where did you apply for your immigrant visa or adjustment of status?' with an empty text box.
- 'Where was your immigrant visa issued or which USCIS office granted you adjustment of status?' with an empty text box.
- 'Did you enter the United States with an immigrant visa?' with a dropdown menu. The dropdown is open, showing options: 'Select', 'Select', 'Yes', and 'No'. A red circle labeled 'Step 1a' points to the first two text boxes, and another red circle labeled 'Step 1b' points to the dropdown menu.
- 'Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?' with an empty text box.

- c. If you select **Yes**, you must provide your destination in the United States at the time of your admission and your port of entry. Select the correct answer from the drop-down menu to the right of each question.

Figure 6.2.8.2: Processing Information – IV details

This screenshot provides a closer look at the 'Processing Information' section. It highlights the question 'Did you enter the United States with an immigrant visa?' which has 'Yes' selected in the dropdown. A red box labeled 'Step 1c' encompasses the text 'Provide the following information:' and the two sub-questions:

- 'What was your destination in the United States at the time of your admission?' with a dropdown menu open showing a list of states and territories including Alabama, Alaska, American Samoa, Arizona, Arkansas, Armed Forces Africa, Canada, Europe, Middle East, Armed Forces Americas (except Canada), Armed Forces Pacific, California, Colorado, Connecticut, Delaware, District Of Columbia, and Florida.
- 'Which Port of Entry were you admitted to the United States?' with an empty dropdown menu.

- d. Select **Yes** or **No** as appropriate for the last two questions also (see Figure 6.2.8.3). If you select **Yes**, you must provide a detailed explanation in the spaces provided.

Figure 6.2.8.3: Deportation or abandonment response details

Processing Information

Where did you apply for your immigrant visa or adjustment of status?

Where was your immigrant visa issued or which USCIS office granted you adjustment of status?

Did you enter the United States with an immigrant visa?

Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?

Since you were granted permanent residence, have you ever filed Form I-407, Abandonment by Alien of Status as Lawful Permanent Resident, or otherwise been determined to have abandoned your status?

Select
 Select
Yes
 No

Step 1d

Have you ever been in exclusion, deportation, or removal proceedings, or ordered removed from the United States?

Provide a detailed explanation in the box below *

Since you were granted permanent residence, have you ever filed Form I-407, Abandonment by Alien of Status as Lawful Permanent Resident, or otherwise been determined to have abandoned your status?

Provide a detailed explanation in the box below *

6.2.9 Accommodations for Individuals with Disabilities and Impairments

Step 1: If you are not requesting accommodations, select **No** from the drop-down menu and move to the next section.

If you are requesting accommodations because of a disability and/or impairment, select **Yes** from the drop-down menu and go to step 2.

Step 2: If you select **Yes**, you must then check the boxes that apply to you and enter a detailed explanation in the spaces provided.

Figure 6.2.9.1: Accommodations for disabilities details

Accommodations for Individuals with Disabilities and Impairments

Are you requesting an accommodation because of your disabilities and/or impairments?

Step 1 Select
Select
Yes
No

I am deaf or hard of hearing and request the following accommodation (If requesting a language interpreter, indicate for which language (e.g. American Sign Language):
Comments*

Step 2

I am blind or have low vision and request the following accommodation:
Comments*

I have another type of disability and/or impairment. (Describe the nature of your disability and/or impairment and the accommodation you are requesting):
Comments*

6.2.10 Preparer

If you are filling out this form by yourself and do not need someone else to do it for you, skip to the next section.

Step 1: If someone prepared this form for you, select the **Yes, somebody else prepared this form for me** checkbox.

Step 2: Enter the **Preparer Name, Business/Organization Information, Preparer Mailing Address,** and **Preparer Contact Information.**

Step 3: Select the appropriate button to indicate if the preparer **is** or **is not** an attorney or accredited representative.

Figure 6.2.10.1: Preparer details - attorney

The screenshot shows the 'Preparer' form with the following sections and highlighted elements:

- Step 1:** A red circle highlights the 'Step 1' label, and a red box highlights the checked checkbox 'Yes, somebody else prepared this form for me.'
- Step 2:** A large red box encompasses the 'PREPARER NAME', 'PREPARER MAILING ADDRESS', 'PREPARER'S BUSINESS/ORGANIZATION INFORMATION', and 'PREPARER CONTACT INFORMATION' sections. A red circle highlights the 'Step 2' label within this area.
- Step 3:** A red box highlights the 'PREPARER INFORMATION*' section at the bottom, which contains two radio buttons: 'Preparer is an attorney or accredited representative.' (selected) and 'Preparer is not an attorney or accredited representative.'

Form fields include: Family Name (Last Name) [LAST], Given Name (First Name) [FIRST], Preparer's Business or Organization Name [Organization], Street Number and Name [123 MAIN ST.], Apt/Ste/Fir [dropdown], Apt/Ste/Fir Number [], Country [United States], City/Town [TEST], State [Guam], ZIP Code [23333], Preparer's Email [rep1@example.com], Preparer's Daytime Telephone Number [() - -], and Preparer's Fax Number [() - -].

Step 4: If the preparer is not an attorney or accredited representative, a note with additional instructions and a **Print PDF for Signature** button is displayed. Select the **Print PDF for Signature** button to print the page and follow the instructions in the **Note**.

Figure 6.2.10.2: Preparer not an attorney

PREPARER INFORMATION*

Preparer is an attorney or accredited representative.
 Preparer is not an attorney or accredited representative.

NOTE: Click **Print PDF for Signature** to view and print the **Preparer Signature** page. Your preparer must sign and date this page, and return it to you. Once you receive the signed page from your preparer, you must scan and upload the page in the **Evidence Upload** section.

You do NOT need to complete this step if your attorney or accredited representative prepared your Form I-90 and is submitting a Form G-28 with your application.

Step 4
Print PDF for Signature

Step 5: After you select **Print PDF for Signature**, USCIS ELIS will automatically fill in the **Preparer's Certification** with information from your application and print it out (an example of the top of the certification is shown in Figure 6.2.10.3). Give this printout to your preparer for his or her signature.

The signed **Preparer's Certification** must then be scanned and uploaded (see [Section 6.2.12 Evidence Upload](#)).

Figure 6.2.10.3: Preparer's Certification


Preparer's Certification
Step 5

<i>Preparer's Full Name</i>	<i>Preparer's Mailing Address</i>
Provide the following information concerning the preparer: 1.a. Preparer's Family Name (<i>Last Name</i>) <input style="width: 90%;" type="text"/>	6.a. Street Number and Name <input style="width: 90%;" type="text" value="700 DEFAULT AVE"/>
1.b. Preparer's Given Name (<i>First Name</i>) <input style="width: 90%;" type="text"/>	6.b. Apt., Ste., Flr. <input style="width: 15%;" type="text" value="APT."/> <input style="width: 15%;" type="text" value="1234"/>
2. Preparer's Business or Organization Name <input style="width: 90%;" type="text" value="ABC Law Firm"/>	6.c. City or Town <input style="width: 90%;" type="text" value="LEXINGTON"/>
Preparer's Contact Information 3. Preparer's Daytime Telephone Number <input style="width: 80%;" type="text" value="(734) 333-3333"/>	6.d. State <input style="width: 20%;" type="text" value="KY"/> 6.e. ZIP Code <input style="width: 80%;" type="text" value="40508-3422"/>
4. Preparer's Fax Number <input style="width: 80%;" type="text" value="(232) 323-2222"/>	6.f. Postal Code <input style="width: 90%;" type="text"/>
5. Preparer's Email Address (<i>if any</i>) <input style="width: 90%;" type="text"/>	6.g. Province <input style="width: 90%;" type="text"/>
	6.h. Country <input style="width: 90%;" type="text" value="United States"/>

6.2.11 Interpreter

If you are filling out this form by yourself and do not need someone else to read and interpret it for you, skip to the next section.

Step 1: If someone interpreted this form for you, select the **Yes, somebody else interpreted the instructions and questions on this application for me** checkbox.

Step 2: Enter the **Interpreter Name**, **Interpreter Mailing Address**, and **Interpreter Contact Information** in the spaces provided.

Step 3: A note with additional instructions and a **Print PDF for Signature** button is displayed. Select the **Print PDF for Signature** button to print the page and follow the instructions in the **Note**.

Figure 6.2.11.1: Interpreter details

Interpreter Step 1

Yes, somebody else interpreted the instructions and questions on this application for me.

INTERPRETER NAME

Family Name (Last Name) Given Name (First Name)

INTERPRETER MAILING ADDRESS Step 2

Street Number and Name Apt/Ste/Flr Apt/Ste/Flr Number

Country

City/Town State ZIP Code

INTERPRETED LANGUAGE INFORMATION

Interpreted Language

INTERPRETER CONTACT INFORMATION

Interpreter's Business or Organization Name

Interpreter's Email

Interpreter's Daytime Telephone Number

NOTE: Click **Print PDF for Signature** to view and print the **Interpreter Signature** page. Your interpreter must sign and date this page, and return it to you. Once you receive the signed page from your interpreter, you must scan and upload the page in the **Evidence Upload** section.

Step 3 [Print PDF for Signature](#)

Step 4: After you select **Print PDF for Signature**, USCIS will automatically fill in the **Interpreter’s Certification** with information from your application and print it out (an example of the top of the certification is shown in Figure 6.2.11.2). Give this printout to your interpreter for his or her signature.

The signed **Interpreter’s Certification** must be scanned and uploaded (see [Section 6.2.12: Evidence Upload](#)).

Figure 6.2.11.2: Interpreter’s Certification

Step 5: If you are not ready to continue to the Evidence Upload section, select **Save Draft** to save your work and continue working in this section, or select **Save and Exit** to save what you have entered up to this point and exit the application without continuing to the Evidence Upload section.

Step 6: If you are ready to continue to the next section, select **Continue to Evidence Upload** to save your work and continue.

Figure 6.2.11.3: Save options

6.2.12 Evidence Upload

This section provides instructions for preparing acceptable documents to upload as evidence. USCIS ELIS accepts evidence that follows specific file standards, file types, image size, and image resolution. The section **Evidence Categories and Sample Documents for Form I-90** explains this information.

Scan and save your evidence documents as separate files. Creating separate files will allow you to upload and match each of your evidence documents to the requested type of evidence.

Note: If you submit any document, response, or comment with information in a foreign language, you must also submit a full English translation.

Step 1: Review the information in the **Evidence Upload** section before proceeding to the **Upload Instructions**.

Figure 6.2.12.1: Evidence Upload

<p>Home Draft Cases G-28 Terminated Cases Profile</p>	
<p>Form I-90 Instructions Form I-90 Burden Disclosure Notice</p> <hr/> <p>APPLICATION FEES:</p> <p>Filing: \$0</p> <p>Biometric Services: \$0</p> <p>Total: \$0</p> <p>Save Draft Exit</p> <hr/> <p>Form G-28 I-90 Application ⇒ Upload Evidence Review Form G-28 E-sign Form G-28 Review I-90</p>	<p>Evidence Upload</p> <p>Based on your responses to the questions in this application, you will need to upload supporting evidence. You must submit all required evidence and supporting documentation with your application. Failure to provide required evidence may result in a delay in processing your application. Any document containing a foreign language must be accompanied by a full English translation. The translator must sign a certification that the English language is complete and accurate, and that the translator is competent to translate from the foreign language into English. Step 1 Review the instructions for further details.</p> <p>Use of Preparers</p> <p>If you used a preparer to complete your application, you must scan and upload a copy of the signed Preparer Certification page with your application.</p> <p>You do NOT need to complete this step if your attorney or accredited representative prepared your Form I-90 and is submitting a Form G-28 with your application.</p> <p>Use of Interpreters</p> <p>If you used an interpreter to complete your application, you (or your attorney or accredited representative) must scan and upload a copy of the signed Interpreter Certification page with your application.</p>
<p>⇒ Upload Evidence Review Form G-28 E-sign Form G-28 Review I-90 Attestation/Acknowledgement E-sign I-90</p>	<ul style="list-style-type: none"> • Other correspondence from USCIS <p>Other</p> <p>Any other information you believe is relevant to your filing.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Explanations for exclusion, deportation, or removal proceedings <p>If you are required to scan and upload a signed Preparer or Interpreter certification page with your Form I-90, please make sure the file name reflects the type of certification that is being uploaded.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Preparer's Certification - *Preparer.pdf* • Interpreter's Certification - *Interpreter.pdf*

6.2.12.1 Upload Instructions

Prepare to upload your documents. The **Upload Instructions** section provides additional instructions for where to find the types of files USCIS accepts for Form I-90.

Step 1: Review the upload instructions.

Step 2 (Optional): Select the **Click to view the File Upload How To Chart** link to review additional instructions on how to upload documents (Figure 6.2.12.1.1).

Figure 6.2.12.1.1: Upload Instructions

Upload Instructions

For each document that you submit, please select the "Category" from the drop down menu provided. We recommend that you describe the type of document in the file name. For example, if you are uploading a scanned image of your Permanent Resident Card consider "MyPermanentResidentCard.jpg" as the file name.

[Click to view the File Upload How To Chart.](#)

LIST OF ALL ACCEPTABLE FILE STANDARDS



ACCEPTABLE FILE STANDARDS

Before you upload your scanned documents, make sure that your file is in a proper format (e.g., PDF, JPG, or TIF) and the name for the file is descriptive, with a period (.) and one of the following extensions (.pdf, .tif).

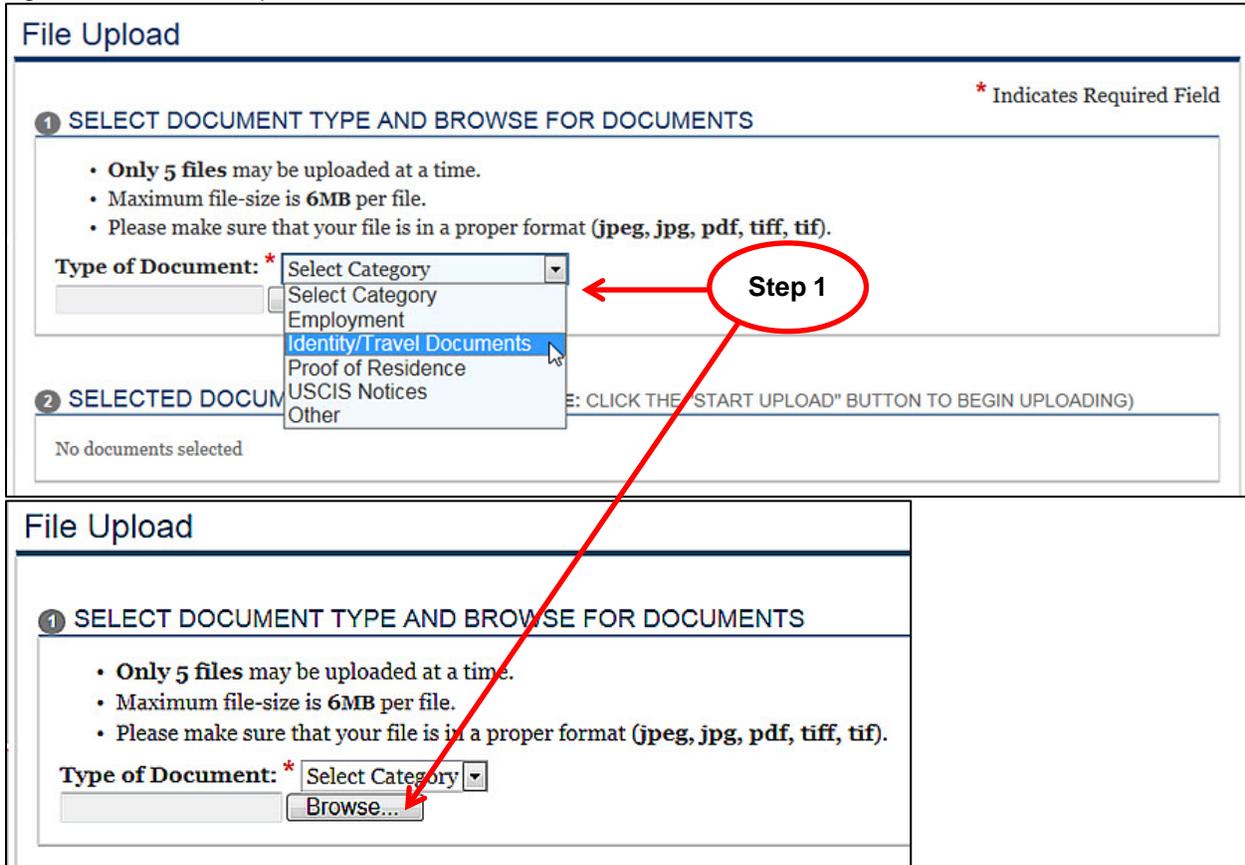
✓ Acceptable	✗ Not Acceptable
<p>Save each document type in separate file. Make file name descriptive.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">PASSPORT IMAGE "Passport.jpg"</div> <div style="font-size: 24px; margin: 0 10px;">+</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">VISA IMAGE "MyVisa.jpeg"</div> </div>	<p>Do NOT save documents for multiple individuals to the same file.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">PASSPORT IMAGE (for John)</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">PASSPORT IMAGE (for Jane)</div> </div> <p style="text-align: center; font-size: 10px;">"abc.jpg"</p>
<p>If possible, keep pages to the same document type in one file.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (front)</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (back)</div> </div> <p style="text-align: center; font-size: 10px;">"MyPRC.jpg"</p>	<p>Do NOT save multiple document types to the same file.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">PASSPORT IMAGE</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">VISA IMAGE</div> </div> <p style="text-align: center; font-size: 10px;">"abc.jpg"</p>
<p>Documents separated into multiple files should use unique file names.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (front) "MyPRCfront.jpg"</div> <div style="font-size: 24px; margin: 0 10px;">+</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (back) "MyPRCback.jpg"</div> </div>	<p>Do Not use duplicate file names.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (front) "abc.jpg"</div> <div style="font-size: 24px; margin: 0 10px;">+</div> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Permanent Resident Card Image (back) "abc.jpg"</div> </div>

6.2.12.2 File Upload

Below are step-by-step instructions on how to upload your file.

Step 1: From the **Type of Document** drop-down menu, select the type of document you are uploading. Select **Browse** to locate the document.

Figure 6.2.12.2.1: File Upload



Step 2: Once you select your document and see it listed, select the **Start upload** button.

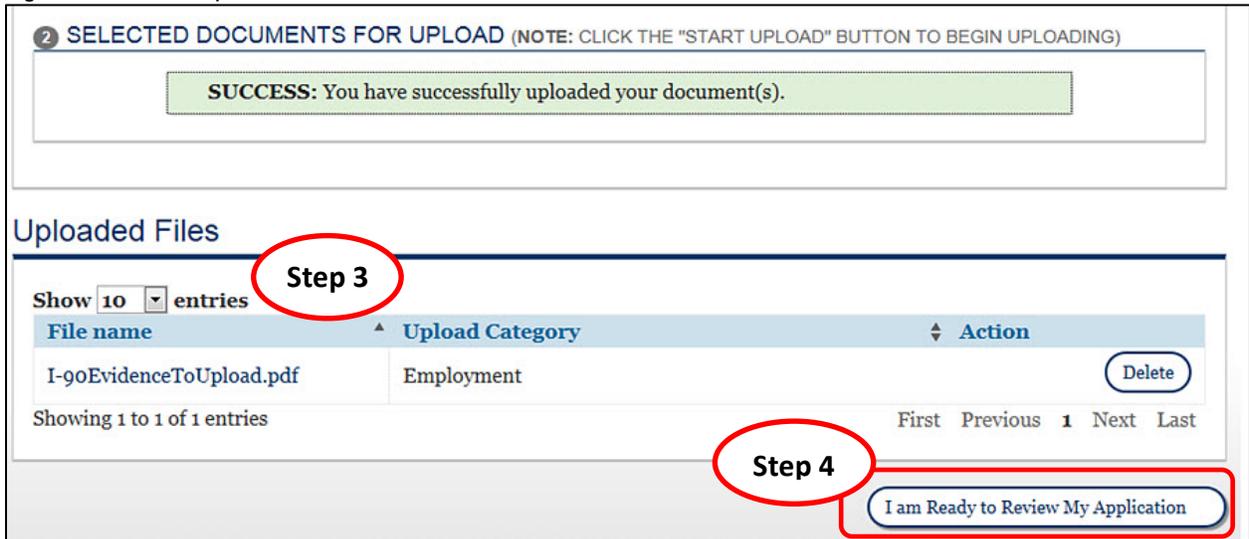
Figure 6.2.12.2.2: Start Upload button



Step 3: View your uploaded file(s) in the **Uploaded Files** section.

Step 4: Select **I am Ready to Review My Application** to continue.

Figure 6.2.12.2.3: Upload success



6.2.13 Review Application

In this section, you can see your completed application, view the information you provided, and make necessary changes.

The **Review Application** section shows the contents of your application as a PDF document (snapshot) and allows you to save and print your Form I-90 application form.

Step 1: Read the information on the **Review Application** screen.

Step 2: Select the **Click to review the application form** button.

Step 3: Review the completed application in PDF format in a new screen (see Figure 6.2.13.1 for an example). You can save or print a copy of the application.

- a. If you find any errors and need to make corrections, close the new screen with the completed form and select the section you need to correct from the list at the left. Make all necessary corrections and save them.

Step 4: Select **Proceed to Attestation/Acknowledgement** to go to the E-Sign screen.

Figure 6.2.13.1: Review I-90 Application

The screenshot displays the 'Review I-90 Application' interface. On the left, a sidebar contains a 'Form I-90 Instructions - Burden Disclosure Notice' section and an 'APPLICATION FEES' table. The table lists 'Filing: \$0', 'Biometric Services: \$0', and 'Total: \$0'. Below the fees is a 'Save Draft' button. The main content area is titled 'Review I-90 Application' and includes a 'Step 1' callout. It contains a paragraph of instructions and a 'Click to review the application form.' button labeled 'Step 2'. Below this is a PDF viewer showing a 'Form I-90 Application to Replace Permanent Resident Card'. The PDF form has sections for 'Part 1. Information About You', 'Physical Address', 'Your Full Name', and 'Additional Information'. A 'Step 3' callout points to the PDF viewer. On the right side of the interface, there is a 'Proceed to Attestation/Acknowledgement' button labeled 'Step 4'. A 'Step 1' callout also points to the 'Review I-90 Application' header.

6.2.14 Attestation and Acknowledgement Screen

In this section, you will read about the details of your appointment at the USCIS Application Support Center and acknowledge that you understand them.

Step 1: Read the **Acknowledgement of Appointment at USCIS Application Support Center**.

Step 2: Once you have reviewed these requirements and understand them, select the **I am Ready to E-sign My Application** button.

Figure 6.2.14.1: Acknowledgement of Appointment at USCIS ASC

Applicants: Please make sure you read and completely understand the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** below. You will be required to certify, under penalty of perjury, that you have read and understand this Acknowledgement when you e-sign your application.

Attorneys and Accredited Representatives: Please review the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** with your client(s) and make sure they understand the purpose for the Acknowledgement. You will be required to certify, under penalty of perjury, that you have read and reviewed the Acknowledgement with your client, that your client understands the Acknowledgement, and your client knows that by appearing for a biometrics appointment, he or she will be re-affirming that the contents of this application and all supporting documentation are complete, true, and correct.

Select Language for Attestation

Acknowledgement of Appointment at USCIS Application Support Center **Step 1**

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this **Acknowledgement of Appointment at USCIS Application Support Center** with me.

Step 2 → **I am Ready to E-sign My Application**

6.2.15 E-sign

The **E-sign** screen displays the E-Signature Attestation and USCIS Privacy Act Statement. The E-sign section allows you to read and agree to the E-Signature Attestation and USCIS Privacy Act Statement, e-sign your application, and proceed to pay for the Form I-90.

Step 1: Read the information under **Applicant's Statement** and select the checkbox next to item number **1.a**, **1.b**, or **2** as appropriate. You can only select one checkbox.

Step 2: Read the information in the **Applicant's Certification** section.

Step 3: Enter your full name.

Figure 6.2.15.1: E-Sign

E-SIGN

NOTE: Read the instructions on penalties in the Form I-90 Instructions, Penalties section before completing this part. You must file Form I-90 with the United States.

Applicant's Statement

Select the box for either **Item Number 1.a.** or **1.b.** If applicable, select the box for **Item Number 2.**

1. a I can read and understand English, and have read and understand every question and instruction on this application, as well as my answer to every question. I have read and understand the **Acknowledgement of Appointment at USCIS Application Support Center.**

1. b The interpreter named, {Interpreter First Name} {Interpreter Last Name}, has read to me every question and instruction on this application, as well as my answer to every question in {Interpreted Language}, a language in which I am fluent. I understand every question and instruction on this application as translated to me by my interpreter, and have provided complete, true, and correct responses in the language indicated above. The interpreter named, {Interpreter First Name} {Interpreter Last Name}, also has read the **Acknowledgement of Appointment at USCIS Application Support Center** to me, in the language in which I am fluent, and I understand this Application Support Center (ASC) Acknowledgement as read to me by my interpreter.

2. I have requested the services of and consented to {Preparer First Name} {Preparer Last Name}, who is not an attorney or accredited representative, preparing this application for me. This person who assisted me in preparing my application has reviewed the **Acknowledgement of Appointment at USCIS Application Support Center** with me and I understand the ASC Acknowledgement.

Applicant's Certification

Copies of any documents I have submitted are exact photocopies of original documents, and I understand that USCIS may require that I submit original documents at a later date. Furthermore, I authorize the release of any information from any and all of my records that USCIS may need to determine my eligibility for the immigration benefit that I seek.

I furthermore authorize release of information contained in this application, in supporting documents, and in my USCIS records to other entities and persons where necessary for the administration of U.S. immigration laws.

I certify, under penalty of perjury, that the information in my application and any document submitted with my application were provided by me and are complete, true, and correct.

Full Legal Name*

(First Name, Middle Name, Last Name)

Step 4: Read the **Important Notes**. When you are ready, click the **Submit I-90** button.

Figure 6.2.15.2: Important Notes and Submit I-90 button

Important Notes

REFUNDS

USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

WARNING

When you enter the Pay.gov system to make your payment, you will be asked to pay with a credit or debit card or through your bank account (ACH) via electronic check. Once you have made your payment, **DO NOT** hit the "**Back**" button on your Internet Browser or hit the "**Submit Payment**" button at the bottom of the Pay.gov screen more than one time - You will be charged more than once.

Step 4 → [Submit I-90](#)

6.2.16 Payment and Submission Confirmation

After you e-sign and submit your Form I-90, you must pay for your application. Once you submit your payment, USCIS ELIS will confirm that your application has been received. This section outlines your payment options and how to submit your application filing fee and biometric services fees (if applicable).

Step 1: Once you submit Form I-90, you will be directed to the Pay.Gov system to submit your payment. You must select one of the payment methods and provide the required information.

- a. If you decide to pay directly from your bank account, enter your payment information as shown in the example in Figure 6.2.16.1. Click **Continue with ACH Payment**.

Figure 6.2.16.1: Pay.gov system – ACH payment

U.S. Citizenship and Immigration Services

System Message

- The system has populated the Payment Date with the next available payment date.

Online Payment [Return to your originating application](#)

Step 1: Enter Payment Information 1 | 2

Pay Via Bank Account (ACH) [About ACH Debit](#)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$330.00

Account Type: *

Routing Number: *

Account Number: *

Confirm Account Number: *

Check Number:

Routing Number Account Number Check Number

⑆0 26946783⑆ 9243767390⑆ 1234

Payment Date: 08/22/2013

Select the "Continue with ACH Payment" button to continue to the next step in the ACH Debit Payment Process.

- b. If you choose to pay with a debit or credit card, enter your card information as shown in the example in Figure 7.6.2. Select **Continue with Plastic Card Payment**.

Figure 6.2.16.2: Pay.gov system – credit card

Pay Via Plastic Card (PC) (ex: American Express, Discover, Mastercard, VISA)

Required fields are indicated with a red asterisk *

Account Holder Name: *

Payment Amount: \$330.00

Billing Address: *

Billing Address 2:

City:

State / Province:

Zip / Postal Code:

Country: United States

Card Type: *

Card Number: * (Card number value should not contain space or dashes)

Security Code: * [Help finding your security code](#)

Expiration Date: * / *

Select the "Continue with Plastic Card Payment" button to continue to the next step in the Plastic Card Payment Process.

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Step 2: Verify that your payment information is correct in the **Payment Summary**. If it is not correct and you need to make changes, select the **Edit this information** link to go back to the previous screen and make any corrections.

Step 3: When you have verified your payment information is correct, enter your email address and confirm your email address. If you want someone else to receive a copy of your email confirmation, put that person’s email address in the box marked **CC**. Check the box that appears after **“I authorize a charge to my card for the above amount in accordance with my card user agreement”** to authorize your payment. Select the **Submit Payment** button.

Figure 6.2.16.3: Authorize Payment

U.S. Citizenship and Immigration Services

Online Payment [Return to your originating application](#)

Step 2: Authorize Payment 1 | 2

Payment Summary [Edit this information](#) **Step 2**

Address Information	Account Information	Payment Information
Account Holder Name: John Smith Billing Address: 123 Main St Billing Address 2: City: State / Province: Zip / Postal Code: Country: USA	Card Type: Visa Card Number: *****1111	Payment Amount: \$330.00 Transaction Date 08/21/2013 and Time: 10:21 EDT

Email Confirmation Receipt

To have a confirmation sent to you upon completion of this transaction, provide an email address and confirmation below.

Email Address:

Confirm Email Address:

CC: Separate multiple email addresses with a comma

Authorization and Disclosure

Required fields are indicated with a red asterisk *

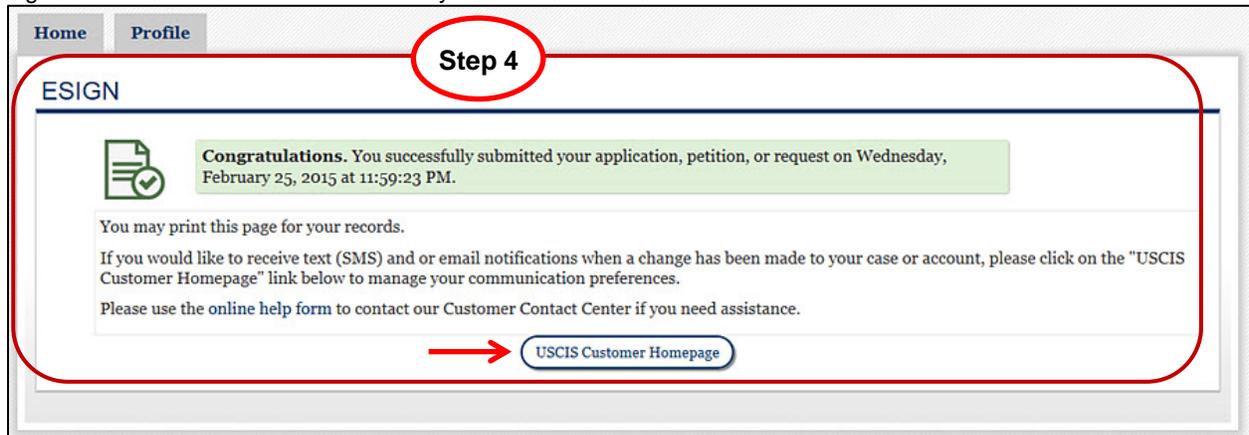
I authorize a charge to my card account for the above amount in accordance with my card issuer agreement. *

Press the "Submit Payment" Button only once. Pressing the button more than once could result in multiple transactions.

Note: Please avoid navigating the site using your browser's Back Button - this may lead to incomplete data being transmitted and pages being loaded incorrectly. Please use the links provided whenever possible.

Step 4: Once you submit payment, you will see the USCIS ELIS **ESIGN** screen with a confirmation that you successfully paid for Form I-90. You may return to the homepage by selecting the **USCIS Customer Homepage** button at the bottom of the confirmation page.

Figure 6.2.16.4: Confirmation successfully submitted



Note: Once you submit your case, you will not be able to make changes to your account profile while a USCIS officer is reviewing your application.

Step 5: Once you submit your case, you can find updates under **Recent Notices** on your **Home** tab.

Figure 6.2.16.5: Recent Notices



Note: After you receive your **Receipt Notice**, you will receive a **Biometric Services Appointment** notice to appear at a USCIS Application Support Center (ASC). You are required to attend and provide biometric information such as a passport-style photograph, signature, and fingerprints. You may also receive a Request for Evidence (RFE).

6.3 Checking The Status of Your Cases

On the Customer Home Page, you can review your receipt number, check the status of your case, read your status messages, and review your case documents.

Follow the instructions below to log in to your account to check the case status and case documents.

Step 1: Enter your **Email Address** and **Password**.

Step 2: Select the **Sign In** button.

Figure 6.3.1: Customer Sign In

The screenshot shows the USCIS Customer Sign In page. The page header includes the Department of Homeland Security logo and the text "U.S. Citizenship and Immigration Services". The main content area is divided into two columns. The left column is titled "Sign In" and contains a form with two required fields: "Email" and "Password". A red box highlights these two fields, with a red circle labeled "Step 1" pointing to them. Below the form is a blue "Sign In" button, with a red circle labeled "Step 2" and an arrow pointing to it. The right column is titled "Create a new account" and contains a "Create a new account" button. The page also includes a "Forgot your password?" link and a "Didn't receive confirmation instructions?" link.

Step 3: In the **Recent Cases** section, open the case you want to review by selecting the **View Case Details** button at the bottom to review the case information and document links.

Figure 6.3.2: Receipt and case documents

Recent Cases

<p>Receipt Number: N/A</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Draft Created Date: 02/25/2015</p> <p>Received As: EFile</p> <p>Status: Draft</p> <p>Status Message: In Process</p> <p>Pending Action: None</p> <p>Draft Expiration Date: 03/28/2015</p> <p>Continue Draft</p>	<p>Receipt Number: IOE0394518688</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Case Received Date: 02/25/2015</p> <p>Received As: EFile</p> <p>Status: In Process</p> <p>Status Message: Your benefit request has been accepted and is under review.</p> <p>Pending Action: None</p> <p>View Case Details for IOE0394518688</p>
--	---

Note: You may see more than one case if you previously filed an application, petition, or request in USCIS ELIS. Otherwise, you will only see the application you recently filed. Write down the receipt number for your case to use later.

6.4 Responding to a Request for Evidence (RFE)

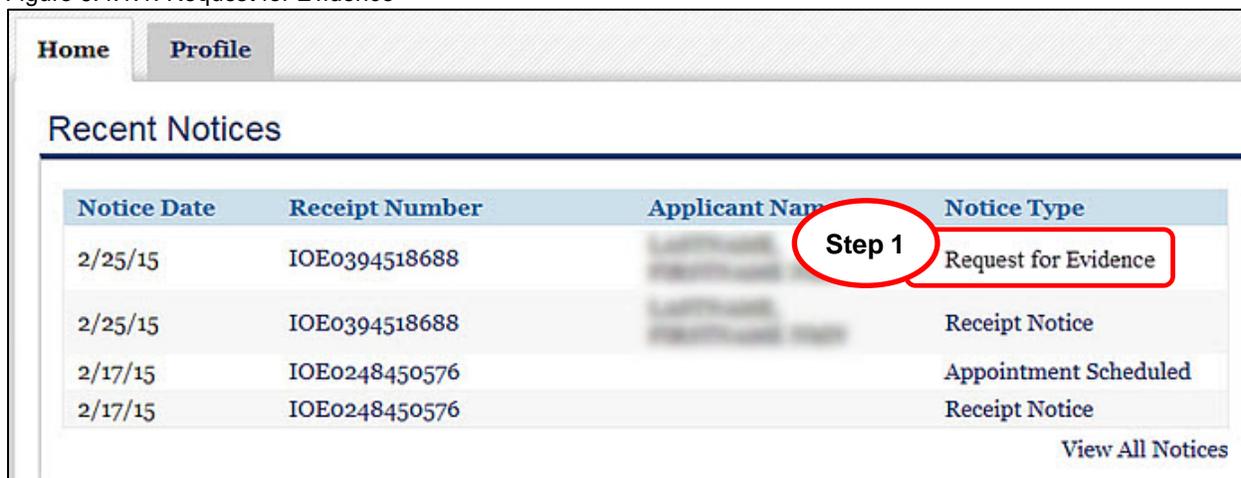
This section provides instructions on how to respond to a **Request for Evidence** (RFE). USCIS may ask you for additional information such as proof of residence, identity/travel documents, or employment verification. You will be notified by email or text message if you need to respond to an RFE. In order to respond to an RFE, you will need to log in to the USCIS ELIS portal. The RFE notice will appear in the **Recent Notices** section on your Home tab.

6.4.1 Review Receipt Notice and RFE Notice

When you are ready to review the receipt notice and RFE notice, follow the instructions below.

Step 1: Read the **Notice Type**. If you have an RFE, select the **Request for Evidence** link to open the PDF document in a new browser window. After you review the file, close the PDF to return to the **Home** tab.

Figure 6.4.1.1: Request for Evidence



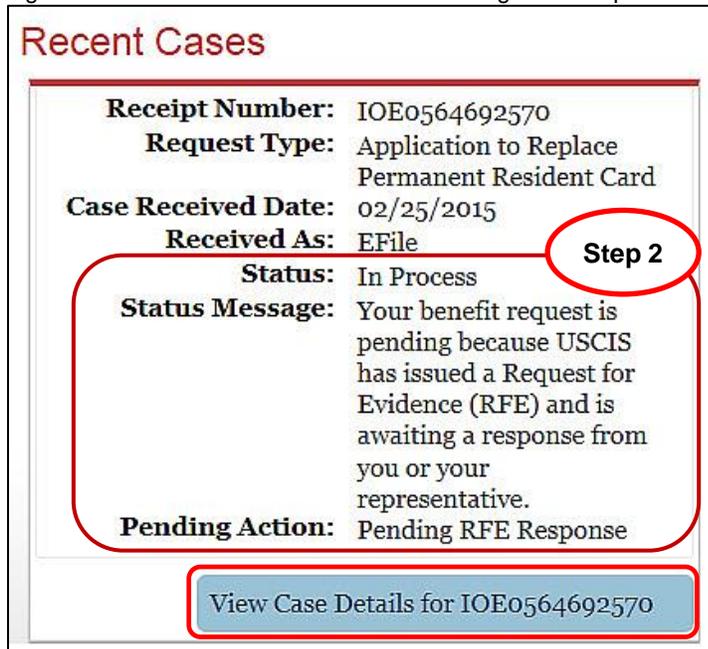
The screenshot shows the USCIS ELIS portal interface. At the top, there are two tabs: 'Home' and 'Profile'. Below the tabs is the 'Recent Notices' section, which contains a table with the following columns: 'Notice Date', 'Receipt Number', 'Applicant Name', and 'Notice Type'. The first row in the table is highlighted with a red box and a red circle labeled 'Step 1', indicating the 'Request for Evidence' notice. The other rows are 'Receipt Notice', 'Appointment Scheduled', and 'Receipt Notice'. A 'View All Notices' link is located at the bottom right of the table.

Notice Date	Receipt Number	Applicant Name	Notice Type
2/25/15	IOE0394518688	[REDACTED]	Request for Evidence
2/25/15	IOE0394518688	[REDACTED]	Receipt Notice
2/17/15	IOE0248450576	[REDACTED]	Appointment Scheduled
2/17/15	IOE0248450576	[REDACTED]	Receipt Notice

[View All Notices](#)

Step 2: In the **Recent Cases** section, review the **Status**, **Status Message**, and **Pending Action** of the case. Select the **View Case Details** button at the bottom and continue to next section.

Figure 6.4.1.2: Review RFE notice and Pending RFE Response



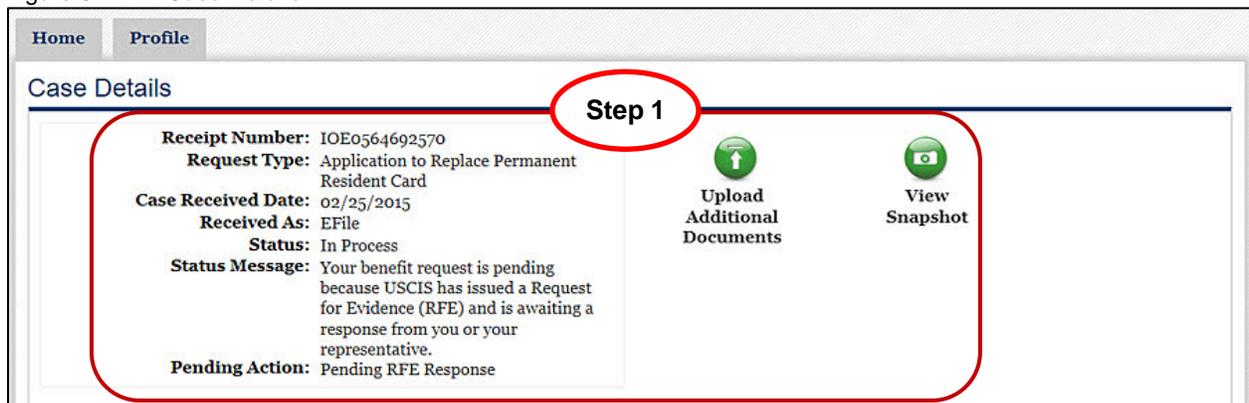
Note: Always review your **Status Message** to see the reason for your case status. The status message will also help you know how to proceed.

6.4.2 Respond to an RFE and Uploaded Evidence

This section provides instructions to review uploaded evidence and respond to an RFE.

Step 1: Once you review the **Recent Cases** section, read the information in the **Case Details** section. You can also **Upload Additional Documents** and **View your Snapshot** to confirm the pending RFE.

Figure 6.4.2.1: Case Details



Step 2: Click on **Uploaded Evidence** to see the evidence already associated with your case. Expand and review the following sections:

- Evidence Uploaded in Response to a Request for Evidence
- Case Uploaded Evidence

Step 3: Select the **Respond to RFE** button under the **Action** heading.

Figure 6.4.2.2: Uploaded Evidence and Respond to RFE

The screenshot displays the USCIS ELIS interface with the following sections:

- Case Details:** Includes Receipt Number (IOE0564692570), Request Type (Application to Replace Permanent Resident Card), Case Received Date (02/25/2015), Received As (EFile), Status (In Process), Status Message (Your benefit request is pending because USCIS has issued a Request for Evidence (RFE) and is awaiting a response from you or your representative.), and Pending Action (Pending RFE Response). Buttons for 'Upload Additional Documents' and 'View Snapshot' are present.
- Request for Evidence (RFE):** Contains instructions and a table with one entry:

RFE ID	Issued On	Respond By	RFE Status	Action
10000624	02/25/2015	05/23/2015	Requested	Respond to RFE
- Uploaded Evidence:** A section with a red arrow pointing to it labeled 'Step 2'. It contains two sub-sections:
 - EVIDENCE UPLOADED IN RESPONSE TO A REQUEST FOR EVIDENCE:** A table with columns RFE ID, File Name, File Upload Date, Category, and Uploaded By. It shows 'No data available in table'.
 - CASE UPLOADED EVIDENCE:** A table with columns File Name, File Upload Date, Category, and Uploaded By. It shows one entry:

File Name	File Upload Date	Category	Uploaded By
USCIS ELIS Training_Participant Resources.pdf	02/17/2015	Identity/Travel Documents	FIRSTNAME LASTNAME

Note: You must submit ALL documents requested in the RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence.

If you choose, you may submit other documents after responding to the RFE by selecting **Upload Additional Documents** button, but USCIS is not required to review or accept such documents when making a decision about your case.

Make sure you respond by the due date and check your RFE status.

6.4.3 Upload Evidence Files to Respond to an RFE

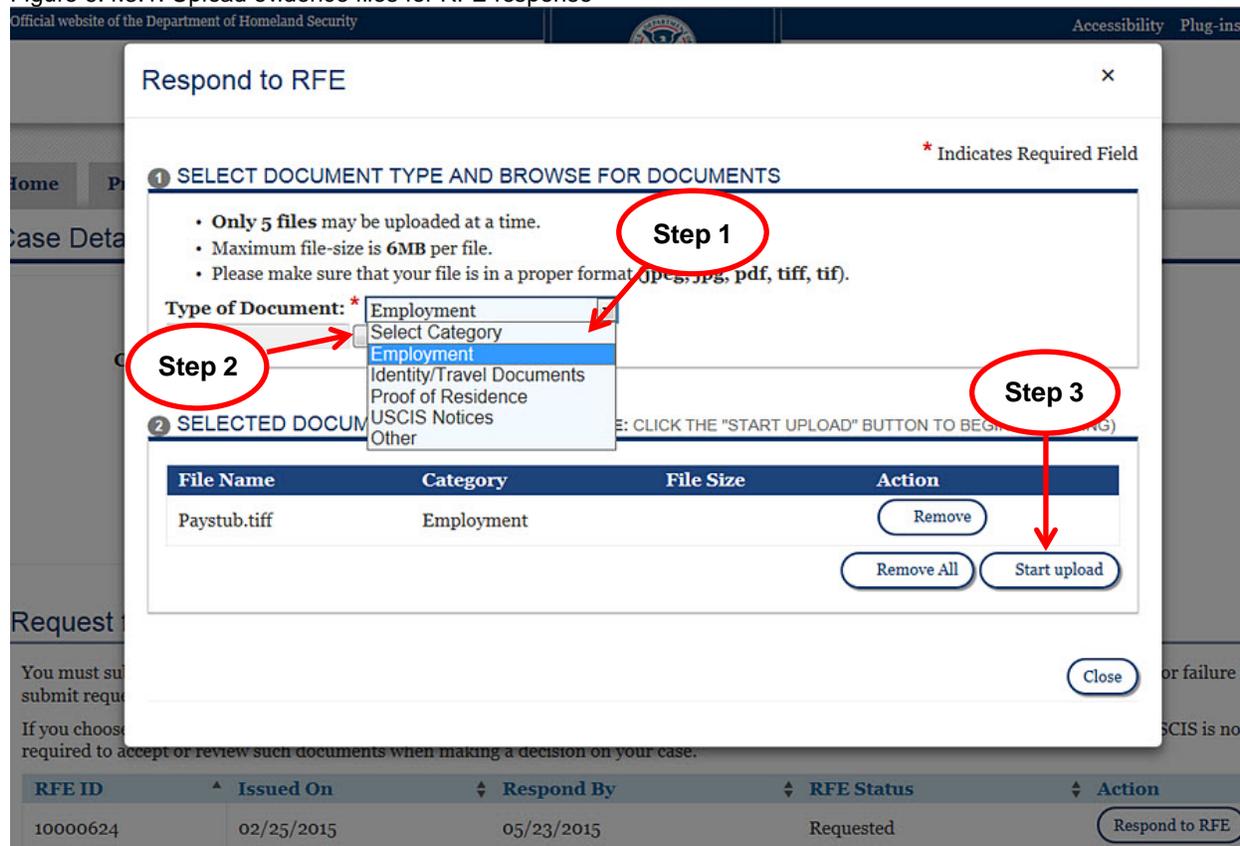
This section provides instructions for uploading evidence files to respond to an RFE.

Step 1: Select the document type from the **Type of Document** drop-down menu. "Employment" is selected in Figure 6.4.3.1 as an example.

Step 2: Select **Browse** (below the Type of Document drop-down) to find and select the appropriate file.

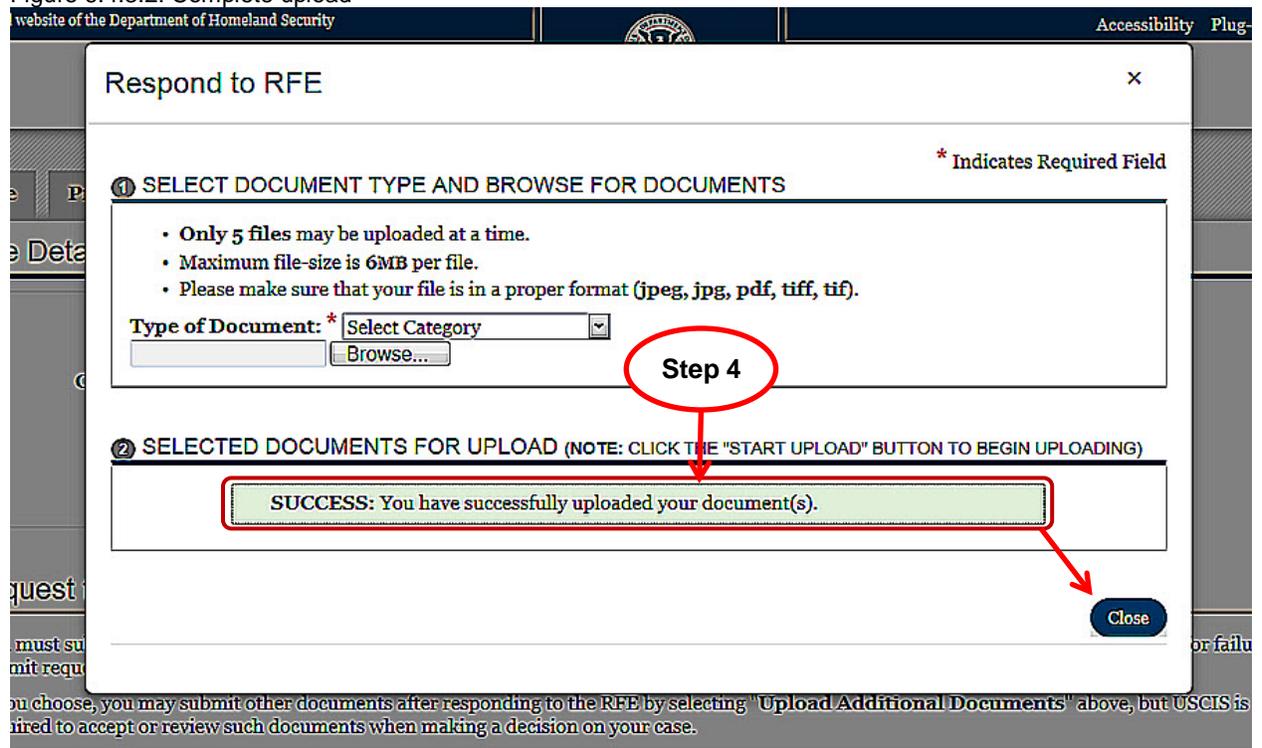
Step 3: Select **Start upload**.

Figure 6.4.3.1: Upload evidence files for RFE response



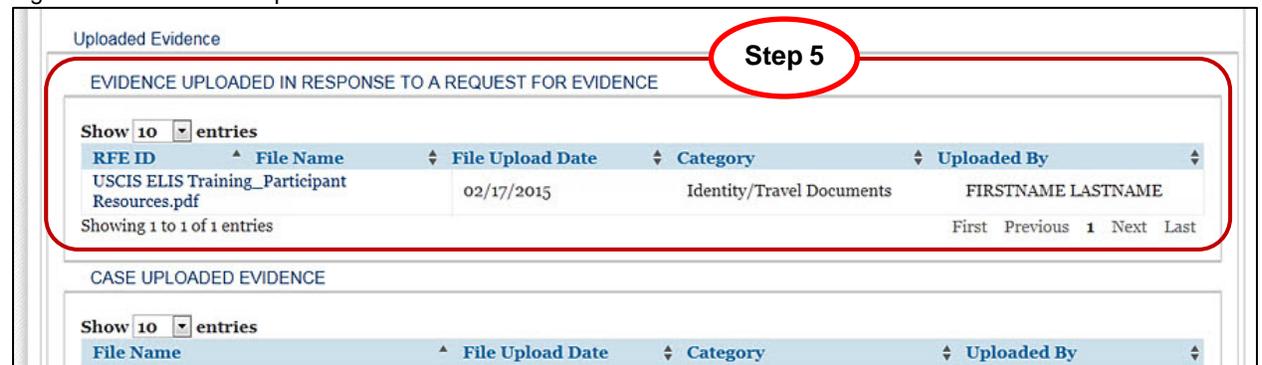
Step 4: After you upload your documents, review the confirmation message and close the **Respond to RFE** pop-up screen.

Figure 6.4.3.2: Complete upload



Step 5: Confirm the uploaded file record in the **Evidence Uploaded in Response to a Request for Evidence** section.

Figure 6.4.3.3: Confirm uploaded document

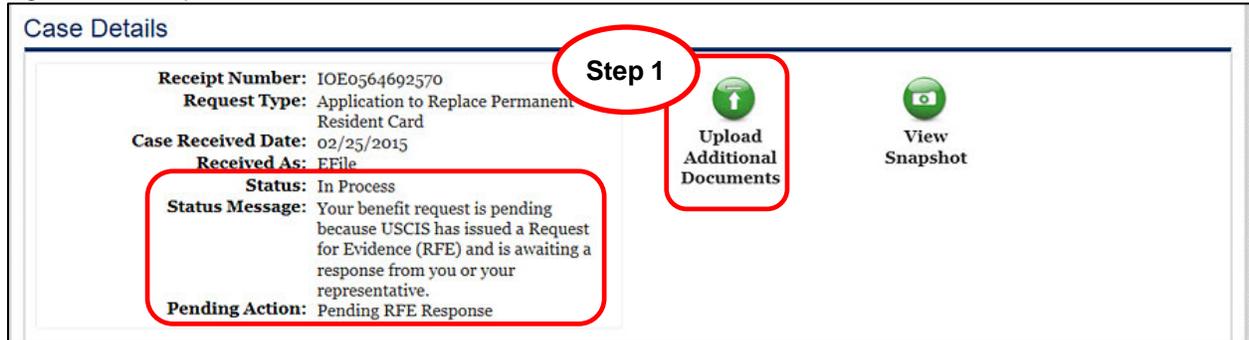


6.4.4 Upload Additional Documents

This section provides instructions for uploading additional documents when responding to an RFE.

Step 1: Click the **Upload Additional Documents** button. Read your case's **Status**, **Status Message**, and **Pending Action** for more information.

Figure 6.4.4.1: Upload Additional Documents



Step 2: Select the type of document to upload and browse your computer files for the appropriate document.

Step 3: Verify the file name under **SELECTED DOCUMENTS FOR UPLOAD** and then select the **Start Upload** button.

Figure 6.4.4.2: Document Type and Browse

×

YOU MAY UPLOAD ANY ADDITIONAL EVIDENCE TO SUPPORT YOUR CASE.
Please note: USCIS is not required to accept or review this additional evidence if you were required to submit it with your application, petition, or request or if you are not responding to a Request for Evidence.

* Indicates Required Field

1 SELECT DOCUMENT TYPE AND BROWSE FOR DOCUMENTS

- **Only 5 files** may be uploaded at a time.
- **Maximum file-size is 6MB** per file.
- Please make sure that your file is in a proper format (**jpeg, jpg, pdf, tiff, tif**).

Type of Document: * Identity/Travel Documents ▾

Step 2
←

2 SELECTED DOCUMENTS FOR UPLOAD (NOTE: CLICK THE "START UPLOAD" BUTTON TO BEGIN UPLOADING)

File Name	Category	File Size	Action
I-90 App PDF FirstName LastName.pdf	Identity/Travel Documents		<input type="button" value="Remove"/> <input type="button" value="Start upload"/>

Step 3

Step 4: Read the success message. Select the **Close** button.

Figure 6.4.4.3: Success message and Close button

The screenshot displays a web interface for document upload. At the top right, a legend indicates that an asterisk (*) denotes a required field. The main content is divided into two sections. The first section, titled '1 SELECT DOCUMENT TYPE AND BROWSE FOR DOCUMENTS', contains instructions: 'Only 5 files may be uploaded at a time.', 'Maximum file-size is 6MB per file.', and 'Please make sure that your file is in a proper format (jpeg, jpg, pdf, tiff, tif)'. Below these instructions is a form with a 'Type of Document:' label, a dropdown menu set to 'Select Category', and a 'Browse...' button. The second section, titled '2 SELECTED DOCUMENTS FOR UPLOAD (NOTE: CLICK THE "START UPLOAD" BUTTON TO BEGIN UPLOADING)', features a green success message box: 'SUCCESS: You have successfully uploaded your document(s)'. A red circle labeled 'Step 4' is positioned over the 'Close' button in the bottom right corner, with a red arrow pointing to it.

6.5 Responding to a Closed Case

After you respond to an RFE, you will not be able to access your application while it is being processed. Review your status messages to determine where your application is in the process.

If your case **Status** is “Closed,” then USCIS has made a decision on your case. You must read the **Status Message** to see if your case has been approved or denied.

If your case has been approved, you will receive your proof of benefit (if you filed a Form I-90, the proof of benefit is your Permanent Resident Card, also known as a “Green Card”) in the mail.

If your case has been denied, you will need to review your recent notices to determine if you can file an appeal of the decision. You cannot appeal the denial of a Form I-90.

6.5.1 Closed Approved Case Notice

To review your case’s status, check the **Recent Cases** section on the **Home** tab. If your Status is "Closed," then USCIS has made a decision on your case. Read the **Status Message** to confirm the status details.

Figure 6.5.1.1: Closed case

The screenshot shows the USCIS ELIS Home page. At the top, there is a navigation bar with the USCIS logo and the text "U.S. Citizenship and Immigration Services". Below this, there are tabs for "Home" and "Profile". The main content area is divided into several sections:

- Recent Notices:** A table with columns for Notice Date, Receipt Number, Applicant Name, and Notice Type. It lists two notices from 3/9/15 with receipt number IOE0266226905. The first is an "Appointment Scheduled" and the second is a "Receipt Notice". A "View All Notices" link is present below the table.
- Recent Cases:** A section highlighted with a red border, containing details for a specific case:
 - Receipt Number:** IOE0266226905
 - Request Type:** Application to Replace Permanent Resident Card
 - Case Received Date:** 03/09/2015
 - Received As:** EFile
 - Status:** Closed
 - Status Message:** USCIS has approved your application, petition, or request. USCIS will mail your proof of benefit or USCIS action to you.
 - Pending Action:** None
- Actions:** A list of links including "Manage My Contact Preferences, Change my Addresses", "View All My Cases", and "Review and E-sign the Request Drafted by Your Legal Representative".
- Links:** A list of links including "Avoid Scams | USCIS", "Change of Address", "E-Request", "Email us for Help", "Form I-90 General Information", and "How Do I Customer Guides | USCIS".
- Create New Case:** A button located below the Recent Cases section.
- View Case Details:** A button at the bottom of the Recent Cases section with the text "View Case Details for IOE0266226905".

6.5.2 Closed Denied Case Notice

Read the instructions below for a denied case notice.

Step 1: Review your **Recent Cases**. If your **Status** says “Closed,” read the **Status Message**. If you wish to file an administrative appeal, and appeals are permitted for your request type, please see your Denial Notice for additional information and instructions on how to file an administrative appeal.

Step 2: Select the **Denial Notice** link located in your **Recent Notices** section to determine if you can file an administrative appeal.

You cannot appeal the denial of a Form I-90.

Figure 6.5.2.1: Denied case

The screenshot shows the USCIS ELIS user interface. At the top, there is a navigation bar with 'Home' and 'Profile' tabs. Below this, the 'Recent Notices' section contains a table with the following data:

Notice Date	Receipt Number	Applicant Name	Notice Type
2/23/15	IOE0620139276	[REDACTED]	Denial Notice
2/17/15	IOE0620139276	[REDACTED]	Appointment Scheduled
2/17/15	IOE0620139276	[REDACTED]	Receipt Notice

An arrow labeled 'Step 2' points to the 'Denial Notice' link in the table. To the right of the table is an 'Actions' panel with options like 'Manage My Contact' and 'Review and E-sign the Request Drafted by Your Legal Representative'. Below the 'Recent Notices' section is the 'Recent Cases' section, which displays details for a case with receipt number IOE0620139276. The case status is 'Closed', and the status message reads: 'USCIS has denied your application, petition, or request. Please see your Denial Notice for additional information and instructions on how to file an administrative appeal (if appeals are permitted for your request type)'. An arrow labeled 'Step 1' points to the 'Status: Closed' text. To the right of the case details is a 'Create New Case' button and a 'Links' panel with various helpful links.

6.6 Representatives

If a customer is represented by an attorney or accredited representative recognized under section 292 of Title 8 of the Code of Federal Regulations, the representative can file a Form I-90 on the customer’s behalf. The following sections outline the process for a representative to log in to and use USCIS ELIS.

6.6.1 Account Creation for a Representative

As a representative, you must first create an account in order to file the Form I-90 for your client (see [Section 4.1: Setting up a USCIS online account](#)).

6.6.2 Representative Profile

When you log in to USCIS ELIS, you will see four tabs at the top of the screen: **Home**, **Draft Cases**, **Terminated Cases**, and **Profile**.

Figure 6.6.2.1: Four tabs

The screenshot shows the top navigation bar of the USCIS ELIS website. It includes the text "Official website of the Department of Homeland Security" on the left, the U.S. Citizenship and Immigration Services logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below the logo is a "Contact" link. A red box highlights four navigation tabs: "Home", "Draft Cases", "Terminated Cases", and "Profile". Below the tabs is an information banner that reads "INFORMATION: You must fill out your profile before continuing." To the left is a "Table of Contents" menu with "Profile" selected. The main content area is titled "Name" and contains a checkbox for "Check here if you received an Online Access Code in your USCIS Account Acceptance Notice." followed by three required text input fields: "Family Name (Last Name)*", "Given Name (First Name)*", and "Middle Name*". Below these fields are two checkboxes: "I do not have a given name (first name)" and "I do not have a middle name". A legend indicates that an asterisk (*) denotes a required field.

6.6.2.1 Online Access Code

As a representative, you may create your own representative account. If you have never filed a case in USCIS ELIS for a client but have filed a paper Form I-90 and Form G-28, you may receive an Online Access Code. This code will allow you to access cases you previously filed through a USCIS Lockbox. You cannot access USCIS ELIS until you have created a USCIS online account.

Step 1: If you received a code, check the Online Access Code box.

Figure 6.6.2.1.1: Online Access Code checkbox

The screenshot shows the USCIS ELIS Profile page. At the top, there is a navigation bar with 'Home', 'Draft Cases', and 'Profile' tabs. Below the navigation bar, there is a 'Table of Contents' sidebar with links for 'Profile', 'Name', 'Contact', 'Eligibility Information', and 'Mailing Address'. The main content area is titled 'Profile' and contains a message: 'INFORMATION: You must fill out your profile before continuing.' Below this message is a checkbox labeled 'Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.' This checkbox is highlighted with a red rectangular box, and a red circle with the text 'Step 1' is placed next to it. Below the checkbox are three input fields for 'Family Name (Last Name)*', 'Given Name (First Name)*', and 'Middle Name*'. There are also two checkboxes: 'I do not have a given name (first name)' and 'I do not have a middle name'. Below these fields is a 'Contact' section with input fields for 'Email Address Update*' (containing 'trnrep411@example.com'), 'Daytime Telephone Number', 'Mobile Telephone Number Update', and 'Fax Telephone Number'. At the bottom, there is an 'Eligibility Information' section with a dropdown menu for 'I am an: *' and a radio button for 'Attorney'.

Step 2: Select **Attorney** or **Accredited Representative**.

Step 3: Enter your **Online Access Code**.

Figure 6.6.2.1.2: Submit Online Access Code

* Indicates Required Field

Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.

Online Access Code

If you received an online access code in the **USCIS Account Acceptance Notice** sent to you, please enter that online access code below to access and review your client's application, petition, or request.

Please indicate if you are an attorney or an accredited representative.*

Attorney*

Accredited Representative*

Step 2

Online Access Code*

Step 3

For security reasons, USCIS ELIS will never send your **online access code** via email or SMS/text messages.

When you enter a valid **online access code**, you will access your client's case on a read-only basis. You will not be able to make changes to your client's application, petition, or request.

Note: If you do not use your Online Access Code to log in within 30 days of receiving it, it will expire. If this occurs, you must call the National Customer Service Center (NCSC) at (800) 375-5283 or (800) 767-1833 (TTY) for assistance to request a new Online Access Code.

Step 4: If you select **Attorney**, enter your **Bar Number** or check the box as appropriate and select **Submit**.

Figure 6.6.2.1.3: Bar Number

* Indicates Required Field

Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.

Online Access Code

If you received an online access code in the **USCIS Account Acceptance Notice** sent to you, please enter that online access code below to access and review your client's application, petition, or request.

Please indicate if you are an attorney or an accredited representative.*

Attorney*
 Accredited Representative*

Online Access Code*

Bar Number*

I do not have a Bar Number

Step 4

For security reasons, USCIS ELIS will never send your **online access code** via email or SMS/text messages.

When you enter a valid **online access code**, you will access your client's case on a read-only basis. You will not be able to make changes to your client's application, petition, or request.

Step 5: If you select **Accredited Representative**, enter the **Date Accreditation Expires** and select **Submit**.

Figure 6.6.2.1.4: Accreditation expiration date

* Indicates Required Field

Check here if you received an Online Access Code in your USCIS Account Acceptance Notice.

Online Access Code

If you received an online access code in the **USCIS Account Acceptance Notice** sent to you, please enter that online access code below to access and review your client's application, petition, or request.

Please indicate if you are an attorney or an accredited representative.*

Attorney*
 Accredited Representative*

Online Access Code*

Date Accreditation Expires*

Step 5

For security reasons, USCIS ELIS will never send your **online access code** via email or SMS/text messages.

When you enter a valid **online access code**, you will access your client's case on a read-only basis. You will not be able to make changes to your client's application, petition, or request.

6.6.3 Completing the Representative Profile

Step 1: Enter your name in the **Family Name**, **Given Name**, and **Middle Name** fields. If you do not have a given name or you do not have a middle name, check the box below the field as appropriate.

Figure 6.6.3.1: Representative Name

Step 2: Enter a valid **Email Address**, **Daytime Telephone Number**, **Mobile Telephone Number**, and **Fax Number**. Provide accurate and up-to-date contact information. USCIS will use this information to contact you if necessary.

Figure 6.6.3.2: Representative Contact

Step 3: Select the **Attorney** or **Accredited Representative** checkbox.

Figure 6.6.3.3: Representative eligibility

Step 4: Once you have indicated whether you are an attorney or accredited representative, complete all other required eligibility information.

- a. If you are an **attorney**, fill in the attorney eligibility information.

Figure 6.6.3.4: Attorney selected

Eligibility Information

I am an: *

Attorney
 Accredited Representative

Eligibility Information

I am an attorney eligible to practice law in, and a member in good standing of, the bar of the highest court(s) of the following State(s), possession(s), territory(ies), commonwealth(s), or the District of Columbia.

Name of Law Firm*

Bar Number **Licensing Authority**

Are you subject to any order of any court or administrative agency debaring, suspending, enjoining, restraining, or otherwise restricting you in the practice of law?*

- b. If you are an **accredited representative**, fill in the appropriate eligibility information.

Figure 6.6.3.5: Representative selected

Eligibility Information

I am an: *

Attorney
 Accredited Representative

Eligibility Information

I am an accredited representative of a nonprofit religious, charitable, social service, or similar organization established in the United States, so recognized by the Department of Justice, Board of Immigration Appeals under 8 CFR 292.2.

Please provide the name of the organization and the expiration date of the accreditation below:

Name of Recognized Organization*

Date Accreditation Expires

Step 5: Enter your **Street Number and Name**, **Country**, **City/Town**, **State**, and **ZIP Code**. If you want someone other than yourself to receive mail from USCIS at this address, enter the name of that person in the **In Care of Name** field.

Figure 6.6.3.6: Mailing Address

The screenshot shows a form titled "Mailing Address". A red circle highlights the text "Step 5" at the top of the form. The form contains several input fields: "In Care of Name" (a text box), "Street Number and Name*" (a text box), "Apt/Ste/Flr" (a dropdown menu), "Apt/Ste/Flr Number" (a text box), "Country*" (a dropdown menu with "United States" selected), "City/Town*" (a text box), "State*" (a dropdown menu with "Select" selected), and "ZIP Code*" (a text box).

Step 6: Once you complete the Mailing Address section, USCIS compares the address you entered with the U.S. Postal Service database. If the address you entered is found in the database, the **Mailing Address Preference** window (Figure 6.6.3.7) appears. Indicate your mailing address preference by selecting the appropriate button at the bottom of the pop-up screen.

Figure 6.6.3.7: Mailing Address Preference

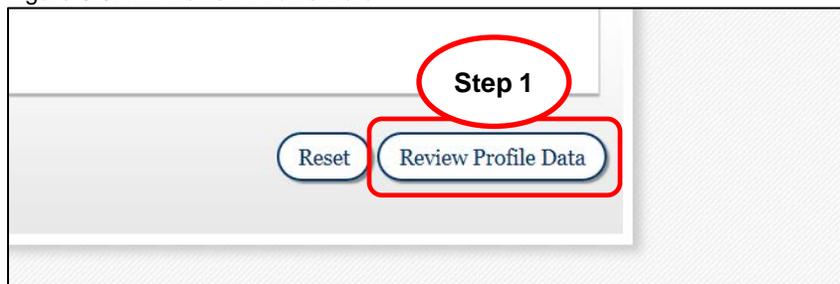
The screenshot shows a pop-up window titled "Mailing Address Preference". It contains the following text: "The U.S. Postal Service (USPS) has updated your address using the USPS format to ensure that your mail is delivered correctly." Below this, it says "Please select the Mailing Address preference you would like to use:". There are two columns of address options. The left column is titled "USPS STANDARDIZED POSTAL ADDRESS" and "Provided by USPS". It shows the address: "425 MASSACHUSETTS AVE NW APT 602 WASHINGTON, DC 20001-7622". The right column is titled "ORIGINAL POSTAL ADDRESS ENTERED" and "Provided by User". It shows the address: "425 Massachusetts Ave, APT. 602 Washington, DC 20001". At the bottom, there are two buttons: "Select USPS Standardized Postal Address" and "Select Original Postal Address Entered". A red circle highlights the text "Step 6" between the two buttons.

6.6.4 Account Create Snapshot

Once you have completed your profile, you can view a snapshot of the information. This section provides instructions on how to view your account profile snapshot.

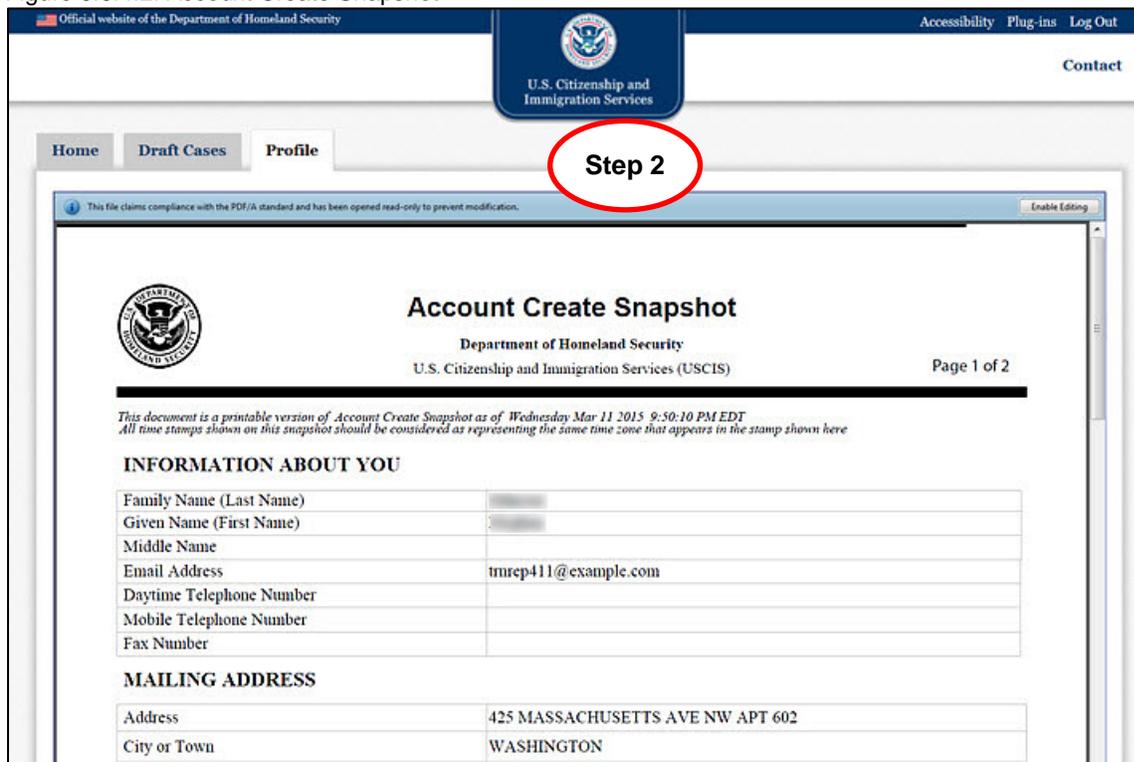
Step 1: Select the **Review Profile Data** button below the **Mailing Address Section**.

Figure 6.6.4.1: Review Profile Data



Step 2: Review the **Account Create Snapshot**.

Figure 6.6.4.2: Account Create Snapshot



Step 3: Select the **Continue to E-Signature** button.

Figure 6.6.4.3: Continue to E-Signature



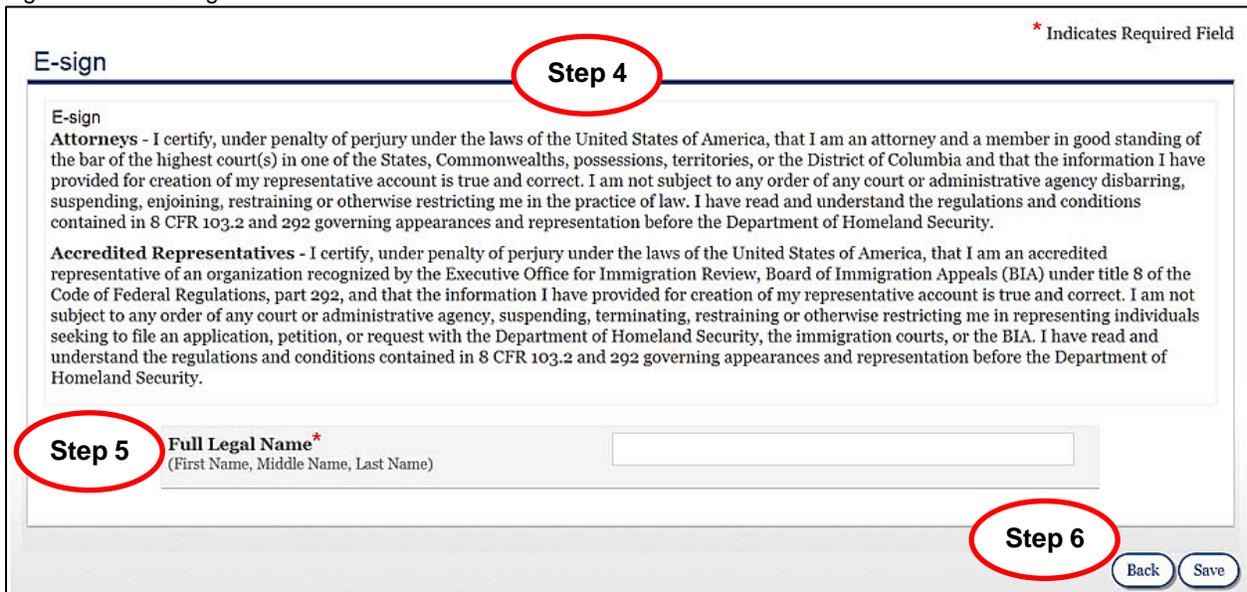
The **E-sign** screen displays the E-Signature Attestation and USCIS Privacy Act Statement.

Step 4: Read the **E-Sign** section information.

Step 5: Enter your **Full Legal Name**.

Step 6: Select the **Save** button.

Figure 6.6.4.4: E-sign and Save



6.6.5 Form I-90 Creation by a Representative

As a representative, you can complete a Form I-90 on behalf of an applicant.

Once you complete your account profile, you can create a new case in order to complete a Form I-90 on behalf of an applicant.

Step 1: On the **Home** tab, select **Create New Case**.

Figure 6.6.5.1: Create New Case



Step 2: Select the **Application to Replace Permanent Residence Card (I-90)** checkbox.

Step 3: Select the **Next** button to proceed to Form G-28.

Figure 6.6.5.2: Select request



6.6.5.1 Form G-28 Data Entry

Before you can begin an applicant's Form I-90, you must complete a **Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative**.

The Form G-28 is automatically filled with data from your account **Profile** including your name, contact information, address, and most of the eligibility sections.

Step 1: Verify that the correct information displays in the form. If the information is not correct or you need to update the required fields, you may go to your account **Profile** and update your information. If you update your **Profile** at this point, you will need to restart the process of creating a new Form I-90 case ([Section 6.6.5: Form I-90 Creation by a Representative](#)).

Step 2: Select the type of individual you are representing. Then enter the customer's name, A-Number, email address, and current mailing address.

Once you complete all the mailing address fields, USCIS compares the address you entered with the U.S. Postal Service (USPS) addresses database and a pop-up box titled **Mailing Address Preference** will appear

Figure 6.6.5.1.1: Enter applicant information

Form G-28
Instructions - Burden
Disclosure Notice

Save Draft Exit

Notice of Appearance as Attorney or Accredited Representative

I enter my appearance as attorney or accredited representative at the request of: (Select only one)*
 Applicant Petitioner Requestor

Step 2

Information About Applicant, Petitioner, or Requestor

Family Name (Last Name)* Given Name (First Name)* Middle Name*

I do not have a given name (first name) I do not have a middle name

Name of Company or Organization (if applicable)

USCIS ELIS Account Number (if any)

Alien Registration Number (A-Number)* A-

Daytime Telephone Number

Mobile Telephone Number

Email Address*

Mailing Address of Applicant, Petitioner, or Requestor

Street Number and Name* Apt/Ste/Flr Apt/Ste/Flr Number
 Select

Country*

City/Town* State* ZIP Code*
 Select

Step 3: Complete the **Additional Representative Information** section as appropriate. If no law student will be working on this application, select **No** in the drop-down menu and skip to Step 4.

If one or more law students will be working on this application, select **Yes** in the drop-down menu and complete the **ADD LAW STUDENT** subsection. Up to 10 law/graduate students can be added.

Figure 6.6.5.1.2: Law student information

Additional Representative Information

Will a law student(s) or law graduate(s) be working on this application, petition, or request under the direct supervision of the attorney or accredited representative of record on this application, petition, or request? *

Yes

Step 3

ADD LAW STUDENT

Family Name (Last Name) Given Name (First Name) Middle Name

I do not have a given name (first name) I do not have a middle name

LAW STUDENTS ASSOCIATED WITH THE APPLICATION, PETITION, OR REQUEST

Show 10 entries

Family Name	Given Name	Middle Name	Action
No data available in table			

Showing 0 to 0 of 0 entries First Previous Next Last

Step 4: Select **Continue to I-90 Application**.

Figure 6.6.5.1.3: Continue to I-90 Application

Additional Representative Information

Will a law student(s) or law graduate(s) be working on this application, petition, or request under the direct supervision of the attorney or accredited representative of record on this application, petition, or request? *

Select

Step 4

6.6.5.2 Form I-90 Data Entry and Evidence Upload

Once you have completed drafting the Form G-28, you can open a Form I-90 application for your client (See [Section 6.1: Completing Form I-90](#) for detailed instructions).

The Form I-90 will be prefilled with applicant data entered on the Form G-28 (Fig 6.6.5.2.1). The Preparer section of the form will be filled with your data from your account profile. You can edit the information if needed.

Figure 6.6.5.2.1: Form I-90 for Applicant

Form I-90

OMB No. 1615-0082
 Expires 10/31/2017
 * Indicates Required Field

Form I-90
 Instructions - Burden Disclosure Notice

APPLICATION FEES:
 Filing: \$365
 Biometric Services: \$85
Total: \$450

Form G-28
 ⇒ **I-90 Application**

My Status
 Account
 Name
 Mailing Address
 Physical Address
 Contact
 Additional
 Processing
 Preparer
 Interpreter
 Upload Evidence
 Review Form G-28
 E-sign Form G-28
 Review I-90
 Attestation/Acknowledgement
 E-sign I-90

My Status * ?

Permanent Resident
 Permanent Resident In Commuter Status
 Conditional Permanent Resident

Reason for Application *

My previous card has been lost, stolen, or destroyed.
 My previous card was issued but never received.
 My existing card has been mutilated.
 My existing card has incorrect data because of DHS error. (Scan the card that contains the incorrect data and upload it for inclusion with this application under "Evidence Upload.")
 My name or other biographic information has been legally changed since the issuance of my existing card.
 My existing card has already expired or will expire within six months.
 I have reached my 14th birthday and am registering as required. My existing card will expire AFTER my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
 I have reached my 14th birthday and am registering as required. My existing card will expire BEFORE my 16th birthday. (Do not select this option if you are filing this application before your 14th birthday, or more than 30 days after your 14th birthday. Select the application type, "I have a prior edition..." below.)
 I am a permanent resident who is taking up commuter status.
 I am a commuter who is taking up actual residence in the United States.
 I have been automatically converted to permanent resident status.
 I have a prior edition of the Alien Registration Card, or I am applying to replace my current Permanent Resident Card for a reason that is not specified above.

Account

Alien Registration Number (A-Number) *

USCIS ELIS Account Number (if any)

Your Full Name

6.6.5.3 Review G-28 Snapshot PDF

After you complete the Form I-90, you can view the Form G-28 Snapshot before you e-sign.

Step 1: Select the **Click to Review Form G-28** link to view the snapshot PDF in another window.

Figure 6.6.5.3.1: G-28 Notice of Entry of Appearance

Review G-28, Notice of Entry of Appearance as Attorney or Accredited Representative

Your responses may not appear in their entirety on your copy of this G-28. USCIS ELIS will still accurately record your entire response.

Please review your G-28 in its entirety to ensure that it is correct and that all of the information contained in the G-28 is true and correct. You may save and print a copy of the completed form for your records. If you need to make any changes to the G-28, please select **Form G-28** on the left side of this page to edit the form.

Step 1

[Click to Review Form G-28.](#)



**Notice of Entry of Appearance
as Attorney or Accredited Representative**

Department of Homeland Security

DHS
Form G-28
OMB No. 1615-0105
Expires 03/31/2018

Part 1. Information About Attorney or Accredited Representative

1. USCIS ELIS Account Number (if any)

▶

Name and Address of Attorney or Accredited Representative

2.a. Family Name (Last Name)

2.b. Given Name (First Name)

2.c. Middle Name

3.a. Street Number and Name

3.b. Apt. Ste. Flr.

3.c. City or Town

3.d. State 3.e. ZIP Code

3.f. Province

3.g. Postal Code

3.h. Country

4. Daytime Telephone Number

5. Fax Number

Part 2. Notice of Appearance as Attorney or Accredited Representative

This appearance relates to immigration matters before (Select only one box):

1.a. USCIS

1.b. List the form numbers

2.a. ICE

2.b. List the specific matter in which appearance is entered

3.a. CBP

3.b. List the specific matter in which appearance is entered

I enter my appearance as attorney or accredited representative at the request of:

4. Select only one box:

Applicant Petitioner Requestor

Respondent (ICE, CBP)

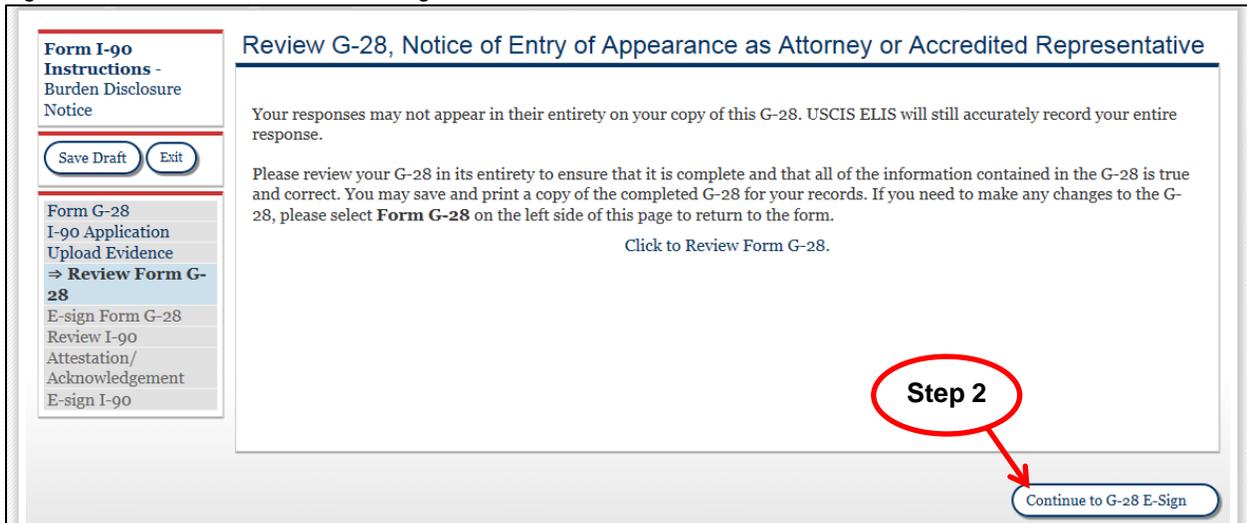
Information About Applicant, Petitioner, Requestor, or Respondent

5.a. Family Name (Last Name)

5.b. Given Name (First Name)

Step 2: Select Continue to G-28 E-Sign button.

Figure 6.6.5.3.2: Continue to G-28 E-Sign



6.6.5.4 Form G-28 E-sign

After reviewing the Form G-28 Snapshot, you can then electronically sign the form. Follow the instructions below to e-sign Form G-28.

Step 1: Read the **Attorney or Accredited Representative's statement** and check the box.

Step 2: Enter your full name.

Step 3: Select the **E-Sign and Proceed to Review I-90 Application** button.

Figure 6.6.5.4.1: Representative E-Signature

The screenshot shows the 'E-Signature of Attorney or Accredited Representative' form. The left sidebar contains a navigation menu with the following items: Home, Draft Cases, Profile, Form I-90 Instructions - Burden Disclosure Notice, APPLICATION FEES: (with a sub-menu for Filing, Biometric Services, and Total: \$450), Save Draft, Exit, Form G-28 I-90 Application, Upload Evidence, Review Form G-28, => E-sign Form G-28 (highlighted), Review I-90, Attestation/Acknowledgement, and E-sign I-90. The main content area is titled 'E-Signature of Attorney or Accredited Representative' and includes a section for the 'Attorney or Accredited Representative's Statement' with a checked checkbox and a text box. Below this is a 'Full Legal Name*' field with a sub-label '(First Name, Middle Name, Last Name)'. At the bottom right, there is a button labeled 'E-Sign and Proceed to Review I-90 Application'. Three red circles and arrows indicate the steps: Step 1 points to the 'E-sign Form G-28' menu item, Step 2 points to the 'Full Legal Name' field, and Step 3 points to the 'E-Sign and Proceed to Review I-90 Application' button. A legend indicates that an asterisk (*) denotes a required field.

6.6.5.5 Form I-90 Snapshot PDF

After you review and e-sign the Form G-28, you can view the Form I-90 Snapshot PDF.

Step 1: Select the link to review the completed application form (see Figure 6.6.5.5.2 on the following page for an example snapshot review).

Step 2: Select the **Proceed to Attestation/Acknowledgment** button.

Figure 6.6.5.5.1: Review I-90 Application

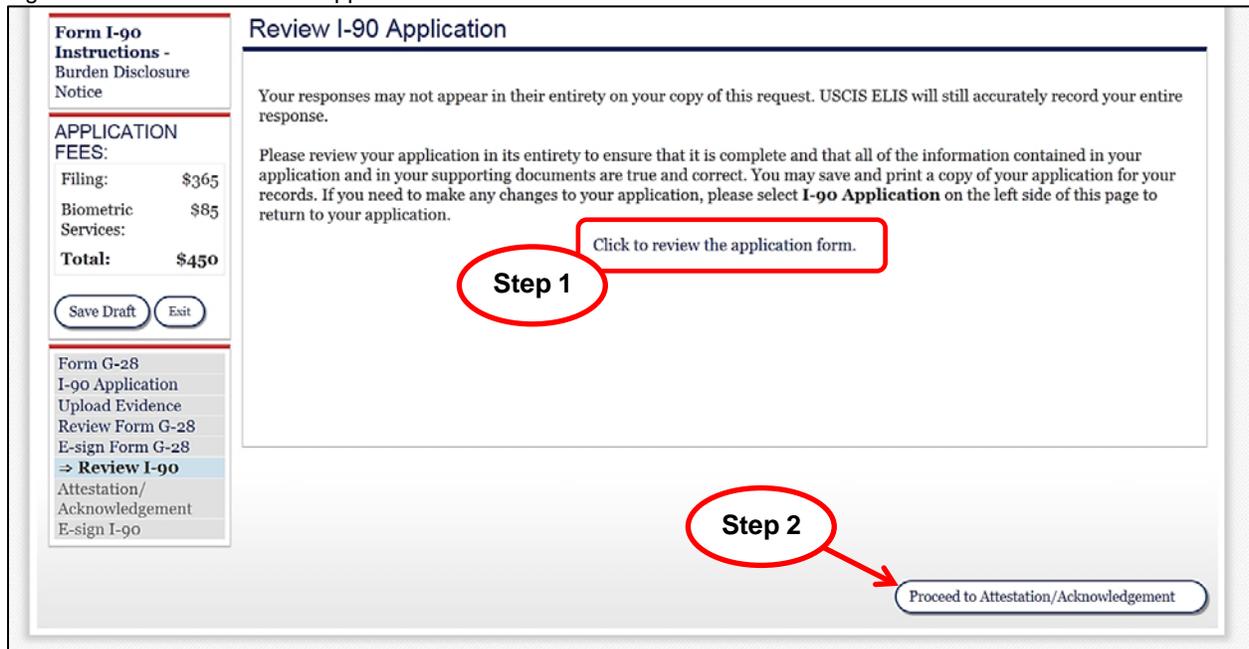


Figure 6.6.5.5.2: Example I-90 application snapshot PDF



Application to Replace Permanent Resident Card

Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-90
OMB No. 1615-0082
Expires 12/31/2015

Part 1. Information About You

1. Alien Registration Number (A-Number)
▶ A-

2. USCIS ELIS Account Number (if any)
▶

Your Full Name

NOTE: Your card will be issued in this name.

3.a. Family Name (Last Name)

3.b. Given Name (First Name)

3.c. Middle Name

4. Has your name legally changed since the issuance of your Permanent Resident Card?
 Yes (Proceed to Item Numbers 5.a. - 5.c.)
 No (Proceed to Item Numbers 6.a. - 6.i.)
 N/A - I never received my previous card (Proceed to Item Numbers 6.a. - 6.i.)

NOTE: Attach all evidence of your legal name change with this application.

Provide your name exactly as reflected on your current Permanent Resident Card

5.a. Family Name (Last Name)

5.b. Given Name (First Name)

5.c. Middle Name

Mailing Address

6.a. In Care Of Name

6.b. Street Number and Name

6.c. Apt., Ste., Flr.

6.d. City or Town

6.e. State 6.f. ZIP Code

6.g. Postal Code

6.h. Province

6.i. Country

Physical Address

7.a. Street Number and Name

7.b. Apt., Ste., Flr.

7.c. City or Town

7.d. State 7.e. ZIP Code

7.f. Postal Code

7.g. Province

7.h. Country

Additional Information

8. Date of Birth (mm/dd/yyyy) ▶

9. City/Town/Village of Birth

10. Country of Birth

Mother's Name

11. Given Name (First Name)

Father's Name

12. Given Name (First Name)

13. Class of Admission

14. Date of Admission (mm/dd/yyyy) ▶

15. U.S. Social Security Number (if any) ▶

Part 2. Application Type

NOTE: If your conditional permanent resident status (for example: CR1, CR2, CF1, CF2) is expiring within the next 90 days, then do not file this application. (See Form I-90 instructions for further information.)

My status is (Select only one box):

1.a. Lawful Permanent Resident

1.b. Permanent Resident - In Commuter Status

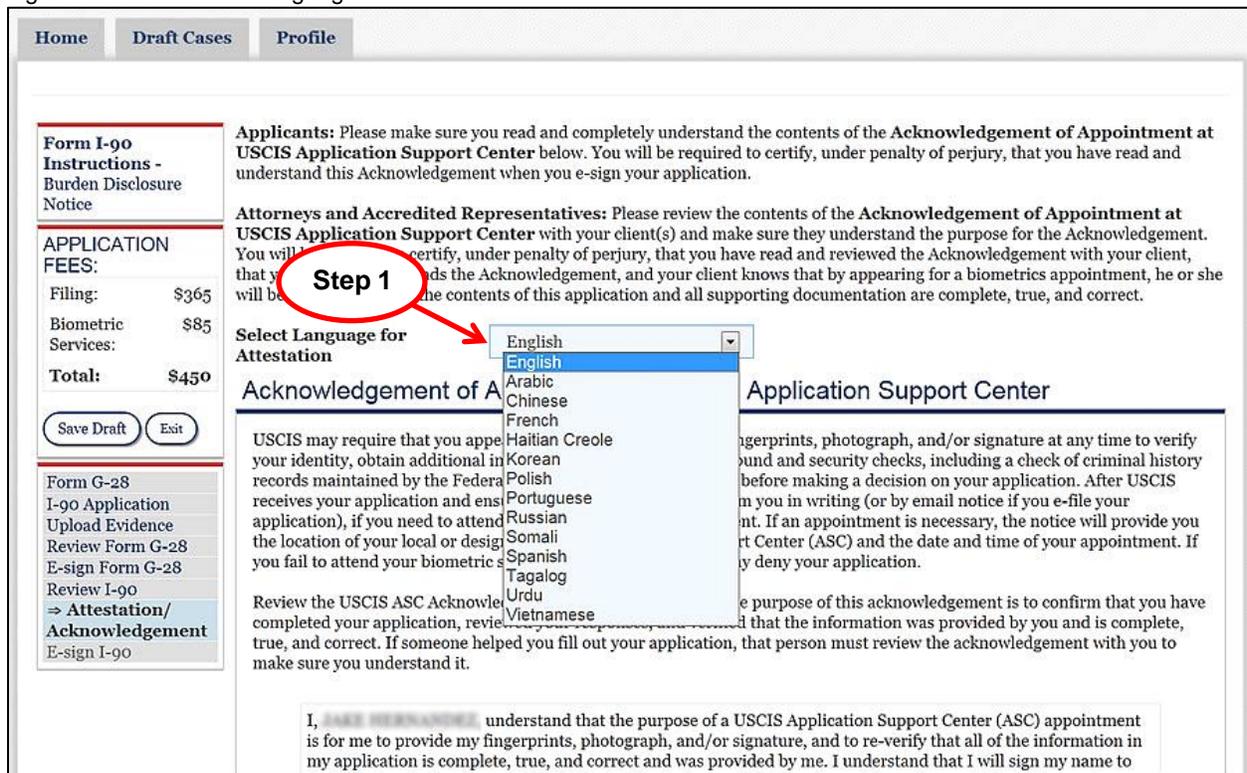
1.c. Conditional Permanent Resident

6.6.5.6 Attestation and Acknowledgement

Both the representative and applicant must review the **Acknowledgement of Appointment at USCIS Application Support Center** in the Form I-90. You must review the acknowledgement with the applicant to verify the applicant understands the acknowledgement before the applicant must attest to and e-sign the application. Follow the instructions below to attest and acknowledge a case.

Step 1: Select a language from the **Select Language for Attestation** drop-down menu.

Figure 6.6.5.6.1: Select language



Step 2: Review the entire contents of this section. When you are confident your client understands the acknowledgement, you can select the **I am Ready to E-sign My Application** button.

Figure 6.6.5.6.2: Application acknowledgement

Form I-90
Instructions - Burden Disclosure Notice

APPLICATION FEES:

Filing:	\$365
Biometric Services:	\$85
Total:	\$450

Form G-28
I-90 Application
Upload Evidence
Review Form G-28
E-sign Form G-28
Review I-90
⇒ **Attestation/
Acknowledgement**
E-sign I-90

Acknowledgement of Appointment at USCIS Application Support Center

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

I, [REDACTED] understand that the purpose of a USCIS Application Support Center (ASC) appointment is for me to provide my fingerprints, photograph, and/or signature, and to re-verify that all of the information in my application is complete, true, and correct and was provided by me. I understand that I will sign my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this **Acknowledgement of Appointment at USCIS Application Support Center** with me.

Step 2

→

August 11, 2015

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6.6.5.7 Form I-90 E-sign

As a representative, you are required to e-sign the Form I-90 that you have prepared for your client. Follow the instructions below to e-sign Form I-90.

Step 1: Check the **Preparer's Certification** checkbox. As a representative, you must not only electronically sign as the G-28 representative, but must also complete the certification as the preparer of your client's Form I-90.

Note: If your client required an interpreter to complete the Form I-90, you, as the representative, will need to check the interpreter checkbox, obtain the interpreter signature on the Interpreter's Certification, and scan and upload the signed Interpreter Certification page (see [Section 6.2.11: Interpreter](#)).

Figure 6.6.5.7.1: Interpreter or preparer selection

The screenshot displays the 'E-sign' section of the USCIS ELIS interface. On the left, a sidebar menu includes 'Form I-90 Instructions - Burden Disclosure Notice', 'APPLICATION FEES' (with a sub-table: Filing: \$365, Biometric Services: \$85, Total: \$450), and 'Form G-28 I-90 Application' (with sub-items: Upload Evidence, Review Form G-28, E-sign Form G-28, Review I-90, Attestation/Acknowledgement, E-sign I-90). The main content area is titled 'E-sign' and features a header '* Indicates Required Field'. Below the title, instructions state: 'Check the appropriate certification box to indicate if you prepared your client's application, petition, or request or interpreted the information contained in the application, petition, or request. If you prepared **and** interpreted the contents of your client's application, petition, or request, you must check both boxes to certify as the Preparer **and** Interpreter.' Two certification options are presented: 'Interpreter's Certification' (unchecked) and 'Preparer's Certification' (checked). The 'Preparer's Certification' section contains the following text: 'By my signature, I certify, swear or affirm, under penalty of perjury, that I prepared this application, petition, or request on behalf of, at the request of, and with the express consent of [redacted] I completed this application, petition, or request based only on responses [redacted] provided to me. After completing the application, petition, or request, I reviewed it and all of [redacted] responses with [redacted] who agreed with my answers on the application, petition, or request'.

Step 2: Enter your full legal name.

Step 3: Select the **Submit G-28 and I-90 for Client Review** button.

Figure 6.6.5.7.2: Submit for Client Review

Form I-90 Instructions - Burden Disclosure Notice

APPLICATION FEES:

Filing:	\$365
Biometric Services:	\$85
Total:	\$450

Form G-28
I-90 Application
Upload Evidence
Review Form G-28
E-sign Form G-28
Review I-90
Attestation/Acknowledgement
E-sign I-90

photograph, and/or signature, he or she is re-affirming that the contents of this application, petition, or request and all supporting documentation are complete, true, and correct.

Preparer's Certification

By my signature, I certify, swear or affirm, under penalty of perjury, that I prepared this application, petition, or request on behalf of, at the request of, and with the express consent of _____ I completed this application, petition, or request based only on responses _____ provided to me. After completing the application, petition, or request, I reviewed it and all of _____'s responses with _____, who agreed with every answer on the application, petition, or request. If _____ supplied additional information concerning a question on the application, petition, or request, I recorded it on the application, petition, or request. I have also read the **Acknowledgement of Appointment at USCIS Application Support Center (ASC)** to _____ and _____ informed me that he or she understands the ASC acknowledgement.*

Step 2 **Full Legal Name***
(First Name, Middle Name, Last Name)

Important Notes

REFUNDS
USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

WARNING
When you enter the Pay.gov system to make your payment, you will be asked to pay with a credit or debit card or through your bank account (ACH) via electronic check. Once you have made your payment, **DO NOT** hit the "**Back**" button on your Internet Browser or hit the "**Submit Payment**" button at the bottom of the Pay.gov screen more than one time - You will be charged more than once.

Step 3

Once you e-sign your client’s Form I-90, it is submitted to your client for review. A confirmation page will appear once the form is submitted (Figure 6.6.5.7.3).

Step 4: The confirmation page contains a **Case Passcode**. You must provide the passcode to your client so that he or she can view the completed Form G-28 and Form I-90. Read the information in the **E-SIGN Confirmation – Passcode Generation** screen carefully.

In order to review the draft case you created, the applicant must use the email address you designated as the **Primary Applicant Email Address** to create a USCIS online account.

Step 5: When you are confident that you understand the next steps for your client, select the **USCIS Representative Homepage** button.

Figure 6.6.5.7.3: Confirmation and Passcode Generation

E-SIGN Confirmation - Passcode Generation

You have successfully submitted a Form G-28 and associated application, petition, or request for your client to review!

Primary Applicant Name: [Redacted]

Primary Applicant Email Address: [Redacted]@example.com

Request Type:

- View PDF of Notice of Entry of Appearance as Attorney or Accredited Representative (Form G-28)
- View PDF of Application to Replace Permanent Resident Card

Representative E-Signed on: Wednesday, March 11, 2015 at 10:24:13 PM

Case Passcode: 3F384-FCafa-BC43

Your client must now log into USCIS ELIS to view and e-sign both the Form G-28 and associated application, petition, or request. Your client will be limited to reviewing the G-28 and I-90 in **read-only** mode. You will need to provide your client with the **Case Passcode** (see above) so that he or she can view the completed G-28 and I-90. Your client will not be able to make any changes to the G-28 or I-90. If your client would like to have any information contained in the G-28 or I-90 changed or modified, he or she should decline to e-sign. To protect your client’s personally identifiable information, please do not send the **Case Passcode** via email. Please transmit the **Case Passcode** to your client in person or over the telephone.

Once your client enters the **Case Passcode** to review the G-28 and I-90, you will no longer be able to make changes until your client e-signs or declines to e-sign the G-28 or I-90. If your client declines to e-sign the G-28, he or she will not be able to access the draft I-90 you prepared on his or her behalf. If your client declines to e-sign the I-90, he or she will not be able to have the application submitted to USCIS until it is e-signed. However, you will be able to access the draft I-90, make changes and e-sign the G-28 and I-90 again.

If you make any changes to the G-28 or I-90:

- You and your client will be required to e-sign the G-28 and I-90 again;
- A new **Case Passcode** will be generated if you change your client’s email address on either the G-28 and I-90; and
- Any previous **Case Passcode** linked to the G-28 or I-90 will become invalid.

NOTE: USCIS will delete all draft copies of the G-28 and/or I-90 after 30 days.

USCIS Representative Homepage

Note: If your client declines to e-sign the Form I-90 you prepared for him or her because changes need to be made to the information, you can edit the draft case that is displayed on the Pending tab of your homepage.

If you change the client email information, the draft case will be unlinked to the client and the client will no longer be able to view the case until you save your draft and select Submit I-90 for Client Review.

A new case passcode will be generated and displayed on the case submission confirmation screen. The new code will associate the new email address to the drafted case once the applicant uses it to log in and will be valid for 30 days only.

Note: Instructions for your client to review and e-sign the application you prepared for him or her are found in [Section 6.6.6: Client Instructions for Cases Filed by a Representative](#).

Once your client e-signs the application, you are responsible for paying the application filing fees and biometric services fee (if applicable) for your client. See [Section 6.6.7: Representative Making a Payment](#) for instructions on how to make a payment.

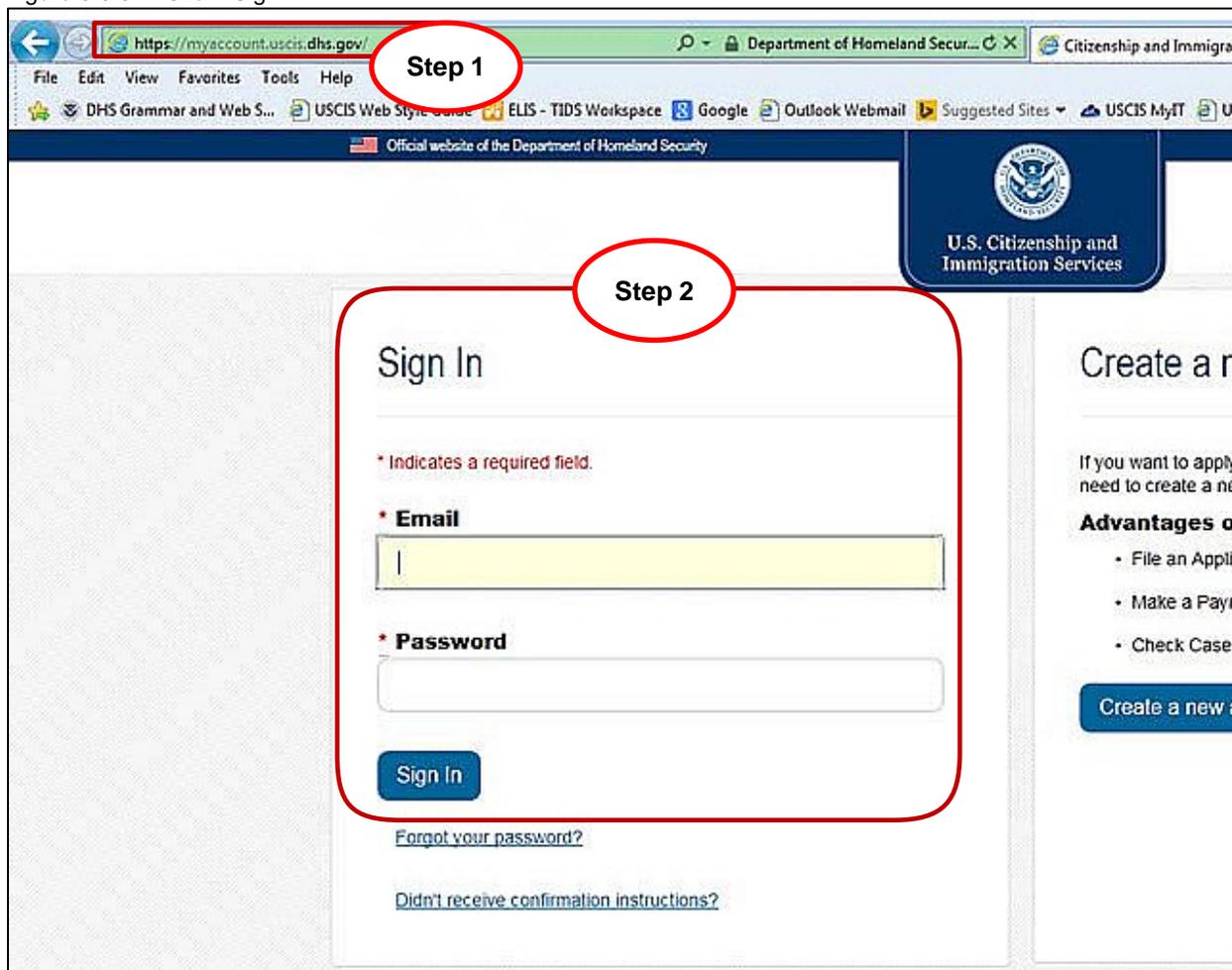
6.6.6 Client Instructions for Cases Filed by a Representative

If your representative created a case for you, you can log in to USCIS ELIS and view the case information that your representative entered. Follow the instructions below to access and view your case as an applicant.

Step 1: Go to <https://myaccount.uscis.dhs.gov/>.

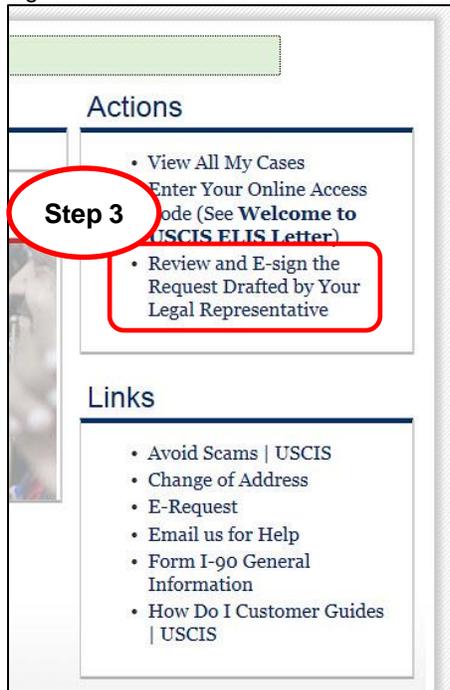
Step 2: Sign in using the email address your representative used to file the Form G-28 and Form I-90 for you, then enter your password.

Figure 6.6.6.1: Client Sign In



Step 3: On your **Home** tab, under **Actions**, select **Review and E-sign the Request Drafted by Your Legal Representative**.

Figure 6.6.6.2: Client Review Draft



Step 4: Enter the **Case Passcode** you received from your attorney or accredited representative in the pop-up window and select the **Submit** button.

Figure 6.6.6.3: Enter Passcode

Enter Passcode ×

* Indicates Required Field

If your representative has provided you a **Case Passcode** to access and review your application, petition, or request, please enter your **Case Passcode** below.

Passcode*

Step 4 →

NOTE: If you need to verify your **Case Passcode**, please contact your representative.

For security reasons, the **Case Passcode** is never communicated via email or SMS/text messages by USCIS ELIS.

Once you access your application, petition, or request by entering a valid **Case Passcode**, you will be limited to read-only access and cannot make changes to your application, petition, or request.

Only your Representative can make changes to your application, petition, or request. To allow your Representative to make changes, you must select **Decline E-signature** after you access your application, petition or request. Your Representative will be able to update your application, petition or request with your requested changes.

Step 5: The Form I-90 drafted by your representative is linked to your account and will display under **Recent Cases**.

Figure 6.6.6.4: Representative I-90 linked to applicant account

The screenshot displays the USCIS ELIS customer portal interface. At the top, there is a navigation bar with the text "Official website of the Department of Homeland Security" on the left, the USCIS logo in the center, and "Accessibility Plug-ins Log Out" on the right. Below this is a secondary bar with "U.S. Citizenship and Immigration Services" and a "Contact" link. The main content area has a "Home" and "Profile" navigation menu. A green success message states: "SUCCESS: The case has successfully been linked." Below this is a "Recent Notices" section. The "Recent Cases" section is highlighted with a red border and contains the following details:

- Receipt Number:** N/A
- Request Type:** Application to Replace Permanent Resident Card
- Draft Created Date:** 03/13/2015
- Received As:** EFile
- Status:** Draft - E-Signed by Representative
- Status Message:** Your representative has completed and signed your benefit request and has electronically forwarded the case to you to complete your e-signature.
- Pending Action:** Pending Customer E-Signature
- Draft Expiration Date:** 04/13/2015

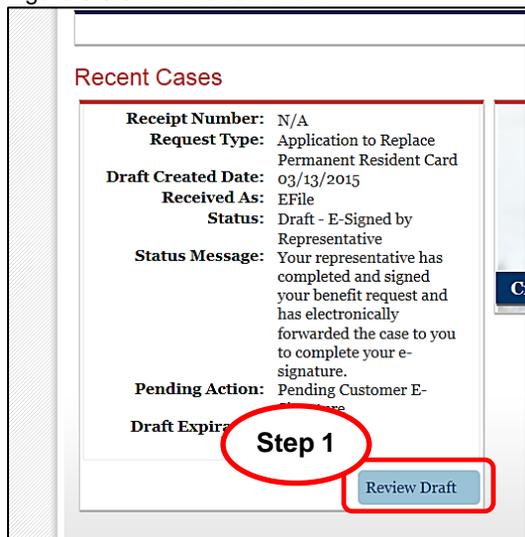
A "Review Draft" button is located at the bottom right of the "Recent Cases" box. To the right of the "Recent Cases" box is a "Create New Case" button. Further right are "Actions" and "Links" sections. The "Actions" section includes: "View All My Cases", "Enter Your Online Access Code (See **Welcome to USCIS ELIS Letter**)", and "[Review and E-sign the Request Drafted by Your Legal Representative](#)". The "Links" section includes: "Avoid Scams | USCIS", "Change of Address", "E-Request", "Email us for Help", "Form I-90 General Information", and "How Do I Customer Guides | USCIS". A red circle with the text "Step 5" is positioned above the "Review Draft" button.

6.6.6.1 Representative Applicant Review and E-sign

Before you can submit the Form G-28 and Form I-90 to USCIS, you must review and e-sign Form G-28 and Form I-90. Follow the instructions below for reviewing and e-signing a case as an applicant.

Step 1: Select Review Draft.

Figure 6.6.6.1.1: Review Draft



Step 2: Select the Click to review the G-28 link to review a PDF of the Form G-28.

Step 3: Select the Continue to G-28 Accept / Decline button.

Figure 6.6.6.1.2: Continue to G-28



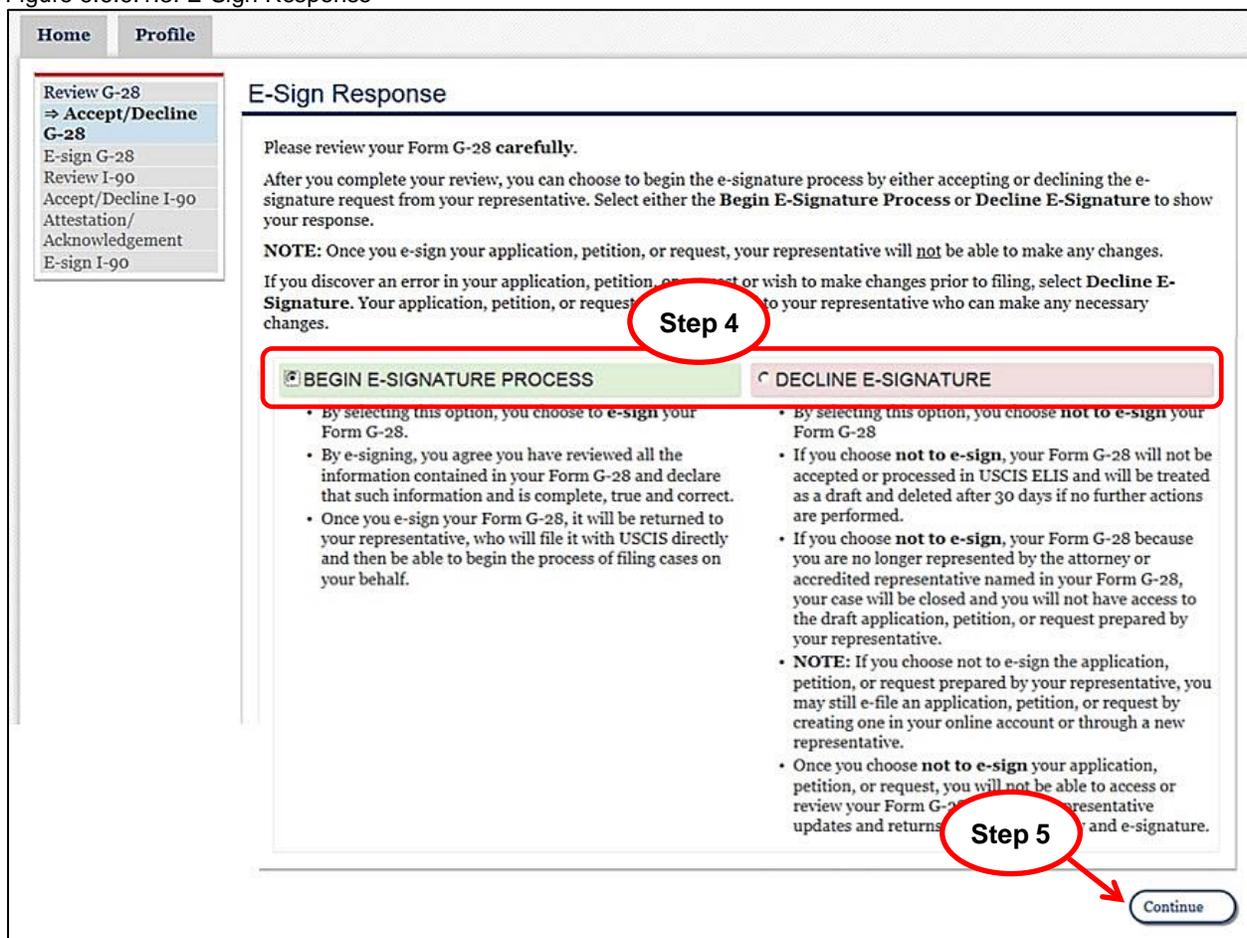
Step 4: Select the **Begin E-Signature Process** or **Decline E-Signature** checkbox as appropriate.

Note: If you need to make changes to the Form G-28 or Form I-90, you must inform your attorney or accredited representative and then select **Decline E-Signature**. By declining to e-sign, the draft will return to your representative who can work with you to make the needed changes.

If you decline to e-sign the G-28 because you are no longer represented, you will not be able to review the Form I-90 drafted by the representative.

Step 5: Select the **Continue** button.

Figure 6.6.6.1.3: E-Sign Response



Step 6: If you selected **Begin E-Signature Process**, a **Consent to Representation and Release of Information** screen appears. Read each selection carefully.

Select **1** to agree to be represented by an attorney or accredited representative.

Select **2.a** to request that USCIS send notices regarding your case to your attorney or representative. You may change this decision at any time by sending a written notice to USCIS. Do not select this option if you want notices sent directly to you and not to your attorney or representative.

Select **2.b** to request that USCIS send any secure identity documents (for example, your Green Card) to your attorney or representative. You may change this decision at any time by sending a written notice to USCIS. Do not select this option if you want your secure identity documents sent directly to you and not to your attorney or representative.

Step 7: Enter your **Full Legal Name**.

Step 8: Select **Continue**.

Figure 6.6.6.1.4: Consent to Representation

Home Profile

Review G-28
Accept/Decline G-28
⇒ **E-sign G-28**
Review I-90
Accept/Decline I-90
Attestation/
Acknowledgement
E-sign I-90

* Indicates Required Field

Consent to Representation and Release of Information

1. I have requested the representation of and consented to being represented by the attorney or accredited representative named ONE, BONNIE of Bennie One. According to the Privacy Act of 1974 and DHS policy, I also consent to the disclosure to the named attorney or accredited representative of any record pertaining to me that appears in any system of records of USCIS, ICE or CBP.*

When you (the applicant, petitioner, requestor, or respondent) are represented, DHS will send notices to both you and your attorney or accredited representative either through mail or electronic delivery.

DHS will also send the Form I-94, Arrival Departure Record, to you **unless** you select **Item Number 2.a.** below. All secure identity documents and Travel Documents will be sent to you (the applicant, petitioner, requestor, or respondent) unless you elect to send those documents to your attorney of record or accredited representative.

If you do not want to receive original notices or secure identity documents directly, but would rather have such notices and documents sent to your attorney of record or accredited representative, please select **all applicable** boxes below:

2.a. I request DHS send any notice (including Form I-94) on an application, petition, or request to the business address of my attorney of record or accredited representative as listed in this form. I understand that I may change this election at any future date through written notice to DHS.

2.b. I request that DHS send any secure identity document, such as a Permanent Resident Card, Employment Authorization Document, or Travel Document, that I am approved to receive and authorized to possess, to the business address of my attorney of record or accredited representative as listed in this form. I consent to having my secure identity document sent to my attorney of record or accredited representative and understand that I may request, at any future date and through written notice to DHS, that DHS send any secure identity document to me directly.

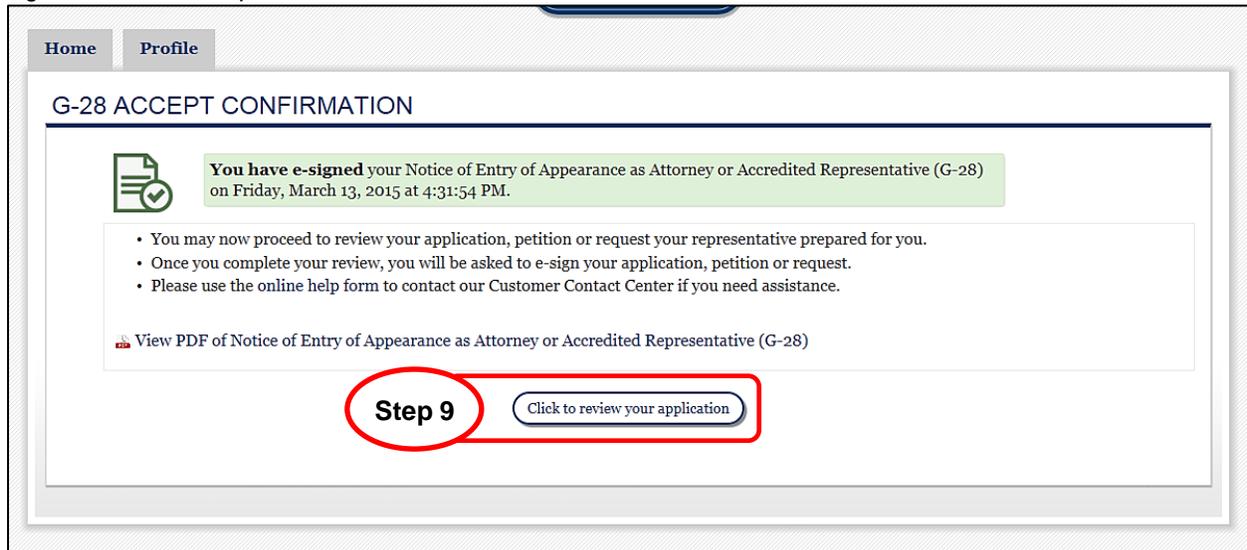
Step 6

Step 7 Full Legal Name*
(First Name, Middle Name, Last Name)

Step 8 Continue

Step 9: A confirmation page will appear. Select **Click to review your application**.

Figure 6.6.6.1.5: Accept Confirmation



Step 10: Select **Click to review your application** to review the online PDF Form I-90.

Step 11: Select **Continue to I-90 Accept/Decline**.

Figure 6.6.6.1.6: Review and continue



Step 12: Select the **Begin E-Signature Process or **Decline E-Signature** checkbox and select **Continue**.**

Figure 6.6.6.1.7: Begin or Decline E-Signature Process

<ul style="list-style-type: none"> Review G-28 Accept/Decline G-28 E-sign G-28 Review I-90 ⇒ Accept/Decline I-90 Attestation/Acknowledgement E-sign I-90 	<p>Please review your application, petition, or request carefully.</p> <p>After you complete your review, you can choose to begin the e-signature process by either accepting or declining the e-signature request from your representative. Select either the Begin E-Signature Process or Decline E-Signature to show your response.</p> <p>NOTE: Once you e-sign your application, petition, or request, your representative will not be able to make any changes.</p> <p>If you discover an error in your application, petition, or request or wish to make changes prior to filing, select Decline E-Signature. Your application, petition, or request will be returned to your representative who can make any necessary changes.</p>
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid red; padding: 2px;"> <input checked="" type="checkbox"/> BEGIN E-SIGNATURE PROCESS </div> <div style="border: 1px solid red; padding: 2px;"> <input type="checkbox"/> DECLINE E-SIGNATURE </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <ul style="list-style-type: none"> By selecting this option, you choose to e-sign your application, petition, or request. By e-signing, you agree you have reviewed all information and evidence contained in and submitted with your application, petition, or request and declare that such information and evidence is complete, true and correct. Cases Where No Filing Fee(s) Are Required - Once you e-sign your application, petition, or request, it will be submitted directly to USCIS. Your application, petition, or request will not be returned to your representative for further action. Cases Where Filing Fee(s) Are Required - Once you e-sign your application, petition, or request, it will be returned to your representative who will file it with USCIS directly and pay all required fee(s). </div> <div style="width: 45%;"> <ul style="list-style-type: none"> By selecting this option, you choose not to e-sign your application, petition, or request. If you choose not to e-sign, your application, petition, or request will not be accepted or processed in USCIS ELIS and will be treated as a draft and deleted after 30 days. Once you choose not to e-sign your application, petition, or request, you will not be able to access or review your draft application, petition, or request until your representative updates and returns it to you for review and e-signature. </div> </div> </div>	
<div style="border: 1px solid gray; border-radius: 15px; padding: 5px 15px; display: inline-block;">Continue to E-sign</div>	

Note: If you need to make changes to the Form G-28 or Form I-90, you must inform your attorney or accredited representative and then select **Decline E-Signature**.

By declining to e-sign, the draft will return to your representative who can work with you to make the needed changes. As stated under the Decline E-Signature option, once you choose not to e-sign, your Form I-90 will not be processed and will be treated as a draft. If you do not complete the process within 30 days, your Form I-90 will be deleted.

If you decline to e-sign your application, petition, or request, you will not be able to access or review your draft until your representative updates and returns it to you for review and e-signature.

Step 13: Select a language from the **Select Language for Attestation** drop down menu if you would like to review the Acknowledgement of Appointment at USCIS Application Support Center in a foreign language.

Figure 6.6.6.1.8: Select Attestation language

Official website of the Department of Homeland Security

Accessibility Plug-ins Log Out

U.S. Citizenship and Immigration Services

Contact

Home Profile

Review G-28
Accept/Decline G-28
E-sign G-28
Review I-90
Accept/Decline I-90
→ **Attestation/Acknowledgement**
E-sign I-90

Applicants:
Please make sure you read and completely understand the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** below. You will be required to certify, under penalty of perjury, that you have read and understand this Acknowledgement when you e-sign your application.

Attorneys and Accredited Representatives:
Please review the contents of the **Acknowledgement of Appointment at USCIS Application Support Center** with your client(s) and make sure they understand the purpose for the Acknowledgement. You will be required to certify, under penalty of perjury, that you have read and reviewed the Acknowledgement with your client, that your client understands the Acknowledgement, and your client knows that by appearing for a biometrics appointment, he or she will be re-affirming that the contents of this application and all supporting documentation are complete, true, and correct.

Step 13 Select Language for Attestation English

Acknowledgement of Appointment at USCIS Application Support Center

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete,

Step 14: Select I am Ready to E-sign My Application.

Figure 6.6.6.1.9: Ready to E-Sign

Review G-28

Accept/Decline G-28

E-sign G-28

Review I-90

Accept/Decline I-90

⇒ **Attestation/
Acknowledgement**

E-sign I-90

USCIS may require that you appear for an interview or provide fingerprints, photograph, and/or signature at any time to verify your identity, obtain additional information, and conduct background and security checks, including a check of criminal history records maintained by the Federal Bureau of Investigation (FBI), before making a decision on your application. After USCIS receives your application and ensures it is complete, we will inform you in writing (or by email notice if you e-file your application), if you need to attend a biometric services appointment. If an appointment is necessary, the notice will provide you the location of your local or designated USCIS Application Support Center (ASC) and the date and time of your appointment. If you fail to attend your biometric services appointment, USCIS may deny your application.

Review the USCIS ASC Acknowledgement that appears below. The purpose of this acknowledgement is to confirm that you have completed your application, reviewed your responses, and verified that the information was provided by you and is complete, true, and correct. If someone helped you fill out your application, that person must review the acknowledgement with you to make sure you understand it.

I, _____, understand that the purpose of a USCIS Application Support Center (ASC) appointment is for me to provide my fingerprints, photograph, and/or signature, and to re-verify that all of the information in my application is complete, true, and correct and was provided by me. I understand that I will sign my name to the following declaration which USCIS will display to me at the time I provide my fingerprints, photograph, and/or signature during my USCIS ASC appointment.

By signing here, I declare under penalty of perjury that I have reviewed and understand my application as identified by the receipt number displayed on the screen above, and all supporting documents, applications, petitions, or requests filed with my application that I (or my attorney or accredited representative) filed with USCIS, and that all of the information in these materials is complete, true, and correct.

I also understand that when I sign my name, provide my fingerprints, and/or am photographed at the USCIS ASC, I will be re-verifying that I willingly submit this application; I have reviewed the contents of this application; all of the information in my application and all supporting documents submitted with my application were provided by me and are complete, true, and correct; and if I was assisted in completing this application, the person assisting me also reviewed this **Acknowledgement of Appointment at USCIS Application Support Center** with me.

Step 14

→

I am Ready to E-sign My Application

August 11, 2015

103

Step 15: Select the appropriate checkboxes.

Step 16: Enter your full legal name.

Step 17: Select **Submit for Representative Review and Payment**.

Figure 6.6.6.1.10: Applicant's Statement

The screenshot shows the 'ESIGN' section of the USCIS ELIS application. It includes a navigation menu on the left with options like 'Review G-28', 'Accept/Decline G-28', 'E-sign G-28', 'Review I-90', 'Accept/Decline I-90', 'Attestation/Acknowledgement', and '⇒ E-sign I-90'. The main content area is titled 'ESIGN' and contains a 'NOTE' about penalties, an 'APPLICANT'S STATEMENT' section with two radio button options (1.a and 1.b), and an 'APPLICANT'S CERTIFICATION' section. Below the certification is a text input field for 'Full Legal Name*'. At the bottom, there is an 'Important Notes' section with 'NOTE' and 'REFUNDS' information, and a 'Submit for Representative Review and Payment' button. Red circles and arrows highlight 'Step 15' (radio buttons), 'Step 16' (text input field), and 'Step 17' (submit button).

Home Profile

Review G-28
Accept/Decline G-28
E-sign G-28
Review I-90
Accept/Decline I-90
Attestation/
Acknowledgement
⇒ E-sign I-90

* Indicates Required Field

ESIGN

NOTE: Read the information on penalties in the Form I-90 Instructions, Penalties section before completing this part. You must file Form I-90 while in the United States.

APPLICANT'S STATEMENT

Select the box for either Item Number 1.a. or 1.b. If applicable, select the box for Item Number 2.

1. a I can read and understand English, and have read and understand every question and instruction on this application, as well as my answer to every question. I have read and understand the **Acknowledgement of Appointment at USCIS Application Support Center**.

1. b The interpreter named, {Interpreter First Name} {Interpreter Last Name}, has read to me every question and instruction on this application, as well as my answer to every question in {Interpreted Language}, a language in which I am fluent. I understand every question and instruction on this application as translated to me by my interpreter, and have provided complete, true, and correct responses in the language indicated above. The interpreter named, {Interpreter First Name} {Interpreter Last Name}, also has read the **Acknowledgement of Appointment at USCIS Application Support Center** to me, in the language in which I am fluent, and I understand this Application Support Center (ASC) Acknowledgement as read to me by my interpreter.

2. I have requested the services of and consented to BONNIE ONE, who is an attorney or accredited representative, preparing this application for me. This person who assisted me in preparing my application has reviewed the **Acknowledgement of Appointment at USCIS Application Support Center** with me and I understand the ASC Acknowledgement.*

APPLICANT'S CERTIFICATION

Copies of any documents I have submitted are exact photocopies of unaltered, original documents, and I understand that USCIS may require that I submit original documents to USCIS at a later date. Furthermore, I authorize the release of any information from any and all of my records that USCIS may need to determine my eligibility for the immigration benefit that I seek.

I furthermore authorize release of information contained in this application, in supporting documents, and in my USCIS records to other entities and persons where necessary for the administration of U.S. immigration laws.

I certify, under penalty of perjury, that the information in my application and any document submitted with my application were provided by me and are complete, true, and correct.

Step 15

Step 16 Full Legal Name*
(First Name, Middle Name, Last Name)

Important Notes

NOTE
Your typewritten full legal name submitted electronically as part of this [application, petition, or request] signifies that you have signed and submitted this [application, petition, or request] under penalty of perjury.

REFUNDS
USCIS will not refund fees if a [an] [application, petition or request] is denied, revoked, or withdrawn. If you accidentally paid twice or otherwise feel you paid a USCIS fee in error, you may contact USCIS at 1-800-375-5283 for information on how to request a refund.

Step 17 Submit for Representative Review and Payment

Step 18: A confirmation will display once you submit the application. Select the **USCIS Customer Homepage** button to return to your home page.

Figure 6.6.6.1.11: E-Sign Confirmation



6.6.6.2 Applicant’s Case Details

As an applicant, you can view your case details, which include **Mailing Preferences**, **Request for Evidence**, a **View Snapshot** of both your Form I-90 and Form G-28, and the option to **Upload Additional Documents**.

Figure 6.6.6.2.1: Applicant Case Details

Home **Profile**

Case Details

Receipt Number: IOE0497049335
Request Type: Application to Replace Permanent Resident Card
Case Received Date: 03/13/2015
Received As: EFile
Status: In Process
Status Message: Your benefit request has been accepted and is under review.
Pending Action: None

Upload Additional Documents **View G-28 Snapshot** **View Snapshot**

Mailing Preferences

Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative: Yes

Secure identity or travel documents will be mailed to attorney or accredited representative: Yes

Last updated date: 03/13/2015 [Edit](#)

Request for Evidence (RFE)

You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2(b)(13).

If you choose, you may submit other documents after responding to the RFE by selecting "**Upload Additional Documents**" above, but USCIS is not

6.6.6.2.1 Mailing Preferences

As a represented applicant, you can update your mail preferences to indicate whether you would like USCIS notices or decisions and any secure documents sent directly to your representative or only to you. Follow the instructions below to edit mail preferences.

Step 1: Select the **View Case Details** button.

Figure 6.6.6.2.1.1: View Case Details

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins Log Out

Contact

Home Profile

Recent Notices

Recent Cases

<p>Receipt Number: N/A</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Draft Created Date: 03/15/2015</p> <p>Received As: EFile</p> <p>Status: Draft - Pending Payment</p> <p>Status Message: You have completed your benefit request and your benefit request is ready for payment.</p> <p>Pending Action: Awaiting Payment by Representative</p> <p>Draft Expiration Date: 04/15/2015</p> <p>Review PDF</p>	<p>Receipt Number: IOE0011847691</p> <p>Request Type: Application to Replace Permanent Resident Card</p> <p>Case Received Date: 03/15/2015</p> <p>Received As: EFile</p> <p>Status: In Process</p> <p>Status Message: Your benefit request has been accepted and is under review.</p> <p>Pending Action: None</p> <p>Step 1 View Case Details for IOE0011847691</p>
--	---

Actions

- Manage My Contact Preferences, Change my Addresses
- View All My Cases
- Review and E-sign the Request Drafted by Your Legal Representative

Links

- Avoid Scams | USCIS
- Change of Address
- E-Request
- Email us for Help
- Form I-90 General Information
- How Do I Customer Guides | USCIS

Step 2: Select **Edit** in the **Mailing Preferences** section.

Figure 6.6.6.2.1.2: Edit Mailing Preferences

The screenshot shows the 'Case Details' page in the USCIS ELIS system. At the top, there are navigation tabs for 'Home' and 'Profile'. The main content area is titled 'Case Details' and contains several sections:

- Case Information:**
 - Receipt Number:** IOE0497049335
 - Request Type:** Application to Replace Permanent Resident Card
 - Case Received Date:** 03/13/2015
 - Received As:** EFile
 - Status:** In Process
 - Status Message:** Your benefit request has been accepted and is under review.
 - Pending Action:** None
- Actions:** Three icons with labels: 'Upload Additional Documents', 'View G-28 Snapshot', and 'View Snapshot'.
- Mailing Preferences:**
 - Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative: Yes
 - Secure identity or travel documents will be mailed to attorney or accredited representative: Yes
 - Last updated date: 03/13/2015
 - An **Step 2** label with a red arrow points to the **Edit** button.
- Request for Evidence (RFE):**
 - You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2(b)(13).
 - If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" above, but USCIS is not

Step 3: Select or remove appropriate checks in the **Consent to Release of Information** screen and select **Save**.

Figure 6.6.6.2.1.3: Consent to Release of Information

Consent to Release of Information ×

When you (the applicant, petitioner, requestor, or respondent) are represented, DHS will send notices to both you and your attorney or accredited representative either through mail or electronic delivery.

DHS will also send the Form I-94, Arrival Departure Record, to you **unless** you select **Item Number 2.a.** below. All secure identity documents and Travel Documents will be sent to you (the applicant, petitioner, requestor, or respondent) unless you ask us to send those documents to your attorney of record or accredited representative.

If you do not want to receive original notices or secure identity documents directly, but would rather have such notices and documents sent to your attorney of record or accredited representative, please select **all applicable** boxes below:

2.a. I request DHS send any notice (including Form I-94) on an application, petition, or request to the business address of my attorney of record or accredited representative as listed in this form. I understand that I may change this election at any future date through written notice to DHS.

2.b. I request that DHS send any secure identity document, such as a Permanent Resident Card, Employment Authorization Document, or Travel Document, that I am approved to receive and authorized to possess, to the business address of my attorney of record or accredited representative as listed in this form. I consent to having my secure identity document sent to my attorney of record or accredited representative and understand that I may request, at any future date and through written notice to DHS, that DHS send any secure identity document to me directly.

Step 3 Save Cancel

6.6.6.2.2 Request for Evidence

As an applicant, you can respond to a Request for Evidence (see [Section 6.4](#) for more information).

6.6.6.2.3 Upload Additional Documents

As an applicant, you can upload additional documents. See [Section 6.4.4](#) for more information.

6.6.6.3 Snapshots

As an applicant, you can view snapshots of your Form I-90 and Form G-28 when you click on your cases receipt number. Follow the instructions below to view snapshots.

Step 1: Select **View G-28 Snapshot** to view your Form G-28.

Step 2: Select **View Snapshot** to view your Form I-90.

Figure 6.6.6.3.1: View Snapshots

The screenshot displays the 'Case Details' page in the USCIS ELIS system. The page includes a navigation bar with 'Home' and 'Profile' tabs. The main content area is divided into several sections:

- Case Details:** A summary of the case including:
 - Receipt Number: IOE0497049335
 - Request Type: Application to Replace Permanent Resident Card
 - Case Received Date: 03/13/2015
 - Received As: EFile
 - Status: In Process
 - Status Message: Your benefit request has been accepted and is under review.
 - Pending Action: None
- Actions:** Three buttons are visible: 'Upload Additional Documents', 'View G-28 Snapshot', and 'View Snapshot'. The 'View G-28 Snapshot' and 'View Snapshot' buttons are circled in red and labeled 'Step 1' and 'Step 2' respectively.
- Mailing Preferences:** A section with two rows of preferences, both set to 'Yes':
 - Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative: Yes
 - Secure identity or travel documents will be mailed to attorney or accredited representative: Yes
 Below these is the text 'Last updated date: 03/13/2015' and an 'Edit' button.
- Request for Evidence (RFE):** A section with a warning: 'You must submit all documents requested in this RFE. If you fail to submit all of the requested evidence, USCIS may deny your application for failure to submit requested evidence in accordance with 8 CFR 103.2(b)(13). If you choose, you may submit other documents after responding to the RFE by selecting "Upload Additional Documents" above, but USCIS is not'.

6.6.7 Representative Making a Payment

It is the representative's responsibility to pay for the application if there is a fee associated with the application. Follow the instructions below to pay the fee for a client's application.

Step 1: When logged in to USCIS ELIS as a representative, review the notice in the **Recent Notices** section.

Step 2: Select the **Make Payment** link. You will be directed to a **Pay.gov** page where you can pay for the client's associated application fee.

Figure 6.6.7.1: Payment status

The screenshot shows the USCIS ELIS interface. At the top, there is a navigation bar with 'Home', 'Draft Cases', and 'Profile' tabs. Below this, the 'Recent Notices' section contains a table with the following data:

Client Name	Request Type	Last Updated Date	Expiration Date
[Redacted]	Application to Replace Permanent Resident Card	03/15/2015	04/15/2015

A red circle labeled 'Step 1' highlights this table. To the right, the 'Recent Draft Cases' section contains a table with the following data:

Status	Actions
Pending Payment	Make Payment

A red circle labeled 'Step 2' highlights the 'Make Payment' link. Below these sections is the 'Recent Submitted Cases' section with a table:

Receipt Number	Client Name	Submit Date	Request Type	Status
IOE0011847691	[Redacted]	03/15/2015	Application to Replace Permanent Resident Card	In Process

Step 3: Once a payment is successful, you will receive a **Receipt Notice** in the **Recent Notices** section of your Home tab.

Figure 6.6.7.2: Payment notice



Step 4: After you successfully pay for Form I-90, the case moves to the **Recent Submitted Cases** section and has a **Status** of "In Process".

Figure 6.6.7.3: Representative Recent Submitted Cases



6.6.8 Search for a Client

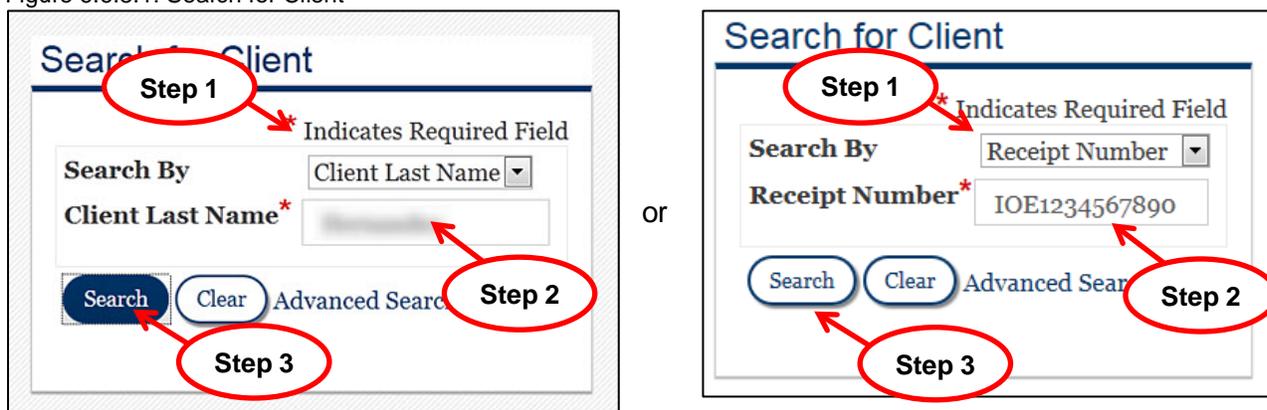
You can search for a client from the home page in USCIS ELIS. Follow the instructions below to search for a client's application.

Step 1: Select the appropriate option (**Client Last Name** or **Receipt Number**) in the **Search By** drop-down list.

Step 2: Enter the client's last name in the **Client Last Name** field or the receipt number in the **Receipt Number** field (if you selected to search by Receipt Number).

Step 3: Select **Search**.

Figure 6.6.8.1: Search for Client



Step 4: Select the link under **Status** to open the client's case.

Figure 6.6.8.2: Search for client results

Search Results					
Show 10 entries					
Receipt Number	Client Name	Request Type	S	Step 4	Status
Not Available		Application to Replace Permanent Resident Card	03/11/2015		Pending Customer Access
First Previous 1 Next Last					

6.6.8.1 Advanced Search for a Client

If necessary, you can search for a client using the **Advanced Search** option. Follow the instructions below to do an advanced search for a client’s application.

Step 1: Select the Advanced Search link on the home page.

Figure 6.6.8.1.1: Advanced Search for Client

Search for Client

* Indicates Required Field

Search By: Client Last Name

Client Last Name*

Buttons: Search, Clear, **Advanced Search** (Step 1)

Step 2: Enter appropriate information in the fields under **Search**.

Step 3: Select the **Search** button.

Step 4: In **Search Results**, select the link under **Status** to open the case.

Figure 6.6.8.1.2: Advanced Search for a client

Advanced Search

Search

Step 2 (circled)

Fields: First Name, Last Name, Case Status (Draft), Receipt Number, Receipt Date From, Receipt Date To

Buttons: Search (Step 3), Clear, Cancel

Search Results

Show 10 entries

Receipt Number	Client Name	Request Type	Status Date	Status
Not Available	[Redacted]	Application to Replace Permanent Resident Card	03/11/2015	Pending Customer Access

Navigation: Previous 1 Next Last

Step 4 (circled) points to the 'Pending Customer Access' status link.

6.6.9 Ending a Relationship with a Client

As a representative, you can end (terminate) your relationship with a client in USCIS ELIS.

Step 1: Select the case receipt number.

Figure 6.6.9.1: Select a case

Receipt Number	Client Name	Submit Date	Request Type	Status
IOE0245636079	BECKIN, JAMES TERRY	04/16/2015	Application to Replace Permanent Resident Card	Denied
IOE0063323959	BEVERLY, JEREMY TERRY	04/02/2015	Application to Replace Permanent Resident Card	In Process
IOE0453872763	JACKSON, JAMES TERRY	03/18/2015	Application to Replace Permanent Resident Card	In Process
IOE0712726332	COOPER, JEREMY TERRY	03/17/2015	Application to Replace Permanent Resident Card	In Process
IOE0011847691	CHRISTEN, JERRY A TERRY	03/15/2015	Application to Replace Permanent Resident Card	Denied

Step 2: Select Terminate G-28.

Figure 6.6.9.2: Select Terminate G-28

Official website of the Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility Plug-ins Log Out

Contact

Home Draft Cases G-28 Terminated Cases Profile

Case Details

Receipt Number: IOE0063323959
Request Type: Application to Replace Permanent Resident Card
Case Received Date: 04/02/2015
Received As: EFile
Status: In Process
Status Message: Your benefit request has an outstanding payment issue that is being addressed by USCIS.
Pending Action: None

Mailing Preferences

Original notices (including I-94 if applicable) will be mailed to attorney or accredited representative: No
 Secure identity or travel documents will be mailed to attorney or accredited representative: Yes

Step 3: Select OK.

Figure 6.6.9.3: Confirm termination of G-28 relationship with client



Step 4: Verify that the relationship was successfully terminated.

Figure 6.6.9.4: G-28 Relationship termination message



6.6.10 Creating a Relationship with a Client who has an Existing Case

As a representative, you can create a relationship with a client who previously started a case in USCIS ELIS.

Step 1: From your Home tab, select **Create G-28 for Existing Case**.

Figure 6.6.10.1: Select Create G-28 button

The screenshot shows the USCIS ELIS interface. On the left, there are two tables: 'Recent Draft Cases' (empty) and 'Recent Submitted Cases'. The 'Recent Submitted Cases' table contains the following data:

Receipt Number	Client Name	Submit Date	Request Type	Status
IOE0245636079	MARTIN, JAMES PAUL	04/16/2015	Application to Replace Permanent Resident Card	Denied
IOE0063323959	KEITHLEY, THOMAS PAUL	04/02/2015	Application to Replace Permanent Resident Card	In Process
IOE0453872763	MARTIN, JACOB PAUL	03/18/2015	Application to Replace Permanent Resident Card	In Process
IOE0712726332	SMITH, JESSICA PAUL	03/17/2015	Application to Replace Permanent Resident Card	In Process

On the right, the 'Search for Client' sidebar includes a search form with a dropdown for 'Search By' set to 'Client Last Name' and a text input for 'Client Last Name'. Below the input are 'Search' and 'Clear' buttons, and a link for 'Advanced Search'. A red box highlights the 'Create G-28 for Existing Case' button in the sidebar, with a 'Step 1' callout pointing to it.

Step 2: Fill in the required fields to search for a case.

Step 3: Select the **Search** button.

Figure 6.6.10.2: Case Search for G-28

The screenshot shows the 'Search Case to Submit G-28' form. The form includes the following fields:

- Receipt Number***: IOE0543421938
- Email***: app117@example.com
- Last Name***: Smith

Below the form are 'Search' and 'Clear' buttons. A red box highlights the 'Receipt Number', 'Email', and 'Last Name' fields, with a 'Step 2' callout pointing to it. Another red box highlights the 'Search' button, with a 'Step 3' callout pointing to it.

Step 4: Complete the **Form G-28** (see [6.6.5.1: Form G-28 Data Entry](#) for more information).

Figure 6.6.10.3: Form G-28

6.6.11 Applicant Ending the Relationship with a Representative

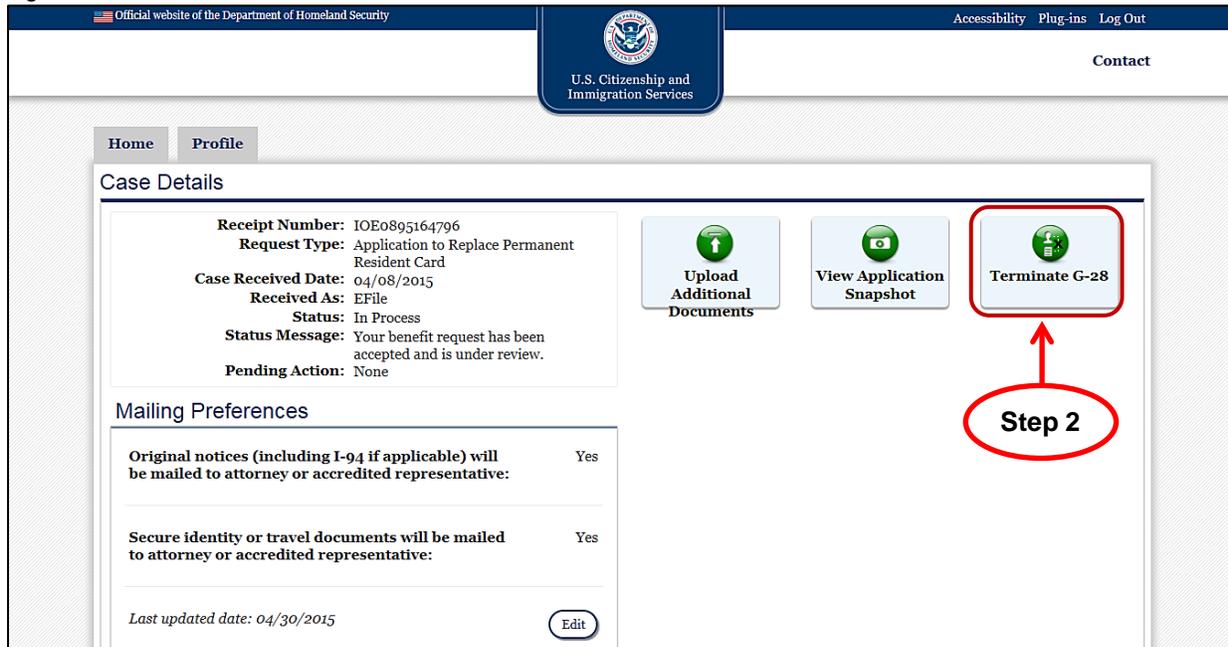
As an applicant, you can end (terminate) your relationship with a representative in USCIS ELIS. Follow the instructions below to complete this process.

Step 1: Select **View Case Details**.

Figure 6.6.11.1: Select View Case Details

Step 2: Select Terminate G-28.

Figure 6.6.11.2: Select Terminate G-28



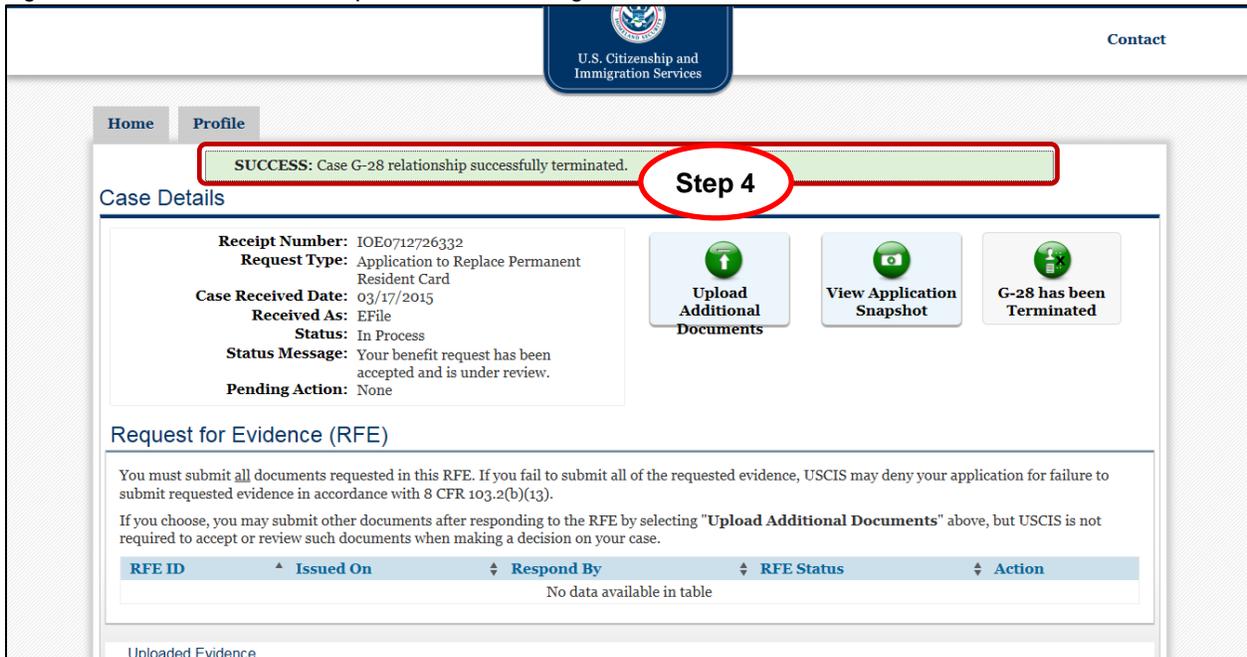
Step 3: Select OK.

Figure 6.6.11.3: Confirm G-28 termination



Step 4: Verify that the relationship was successfully terminated.

Figure 6.6.11.4: G-28 Relationship termination message



7.0 PAYING THE USCIS IMMIGRANT FEE

The following sections in this manual explain how you can successfully pay the USCIS Immigrant Fee. You must pay the fee online in USCIS ELIS.

7.1 Paying the USCIS Immigrant Fee

The USCIS Immigrant Fee can be paid by either the applicant or an authorized third party. Follow the steps below to pay the USCIS Immigrant Fee.

Step 1: From the USCIS ELIS Log in page, select **Click to pay the USCIS Immigrant Fee in USCIS ELIS**.

Figure 7.1.1: Pay Immigrant Visa fee link

The screenshot shows the USCIS ELIS login page. At the top, there is a navigation bar with links for 'Español', 'Blog', 'About USCIS', 'Archive', and 'Site Map'. Below this is a search bar and a menu with categories like 'FORMS', 'NEWS', 'CITIZENSHIP', 'GREEN CARD', 'TOOLS', and 'LAWS'. The main heading is 'Log in to USCIS ELIS'. A sidebar on the left lists 'E-File the Form I-90' and 'Pay the USCIS Immigrant Fee'. The central content area features the ELIS logo and a grid of service options. A red circle and box highlight the 'Click to Pay the USCIS Immigrant Fee in USCIS ELIS' button, which is labeled as 'Step 1'.

<p>Step 1</p>  <p>Click to Pay the USCIS Immigrant Fee in USCIS ELIS</p>	<p>USCIS Immigrant Fee</p>	 <p>Click to E-File a Form I-90 in USCIS ELIS</p>	<p>Form I-90, Application to Replace Permanent Resident Card</p>
 <p>Click to Access your Form I-539 in USCIS ELIS</p>	<p>Form I-539, Application to Extend/Change Nonimmigrant Status</p> <p>Note: Only customers who submitted a Form I-539 application before July 15, 2015, may still access their application in USCIS ELIS. For all other customers who need to file a Form I-539 application, you will need to file a paper application. Please visit our Form I-539 page for additional filing information.</p>	 <p>Click to Access your Form I-526 in USCIS ELIS</p>	<p>Form I-526, Immigrant Petition by Alien Entrepreneur</p> <p>Note: Only customers who submitted a Form I-526 before July 15, 2015, may still access their form in USCIS ELIS. For all other customers who need to file a Form I-526 petition, you will need to file a paper application. Please visit our Form I-526 page for additional filing information.</p>

Step 2: Read the **Burden Disclosure Notice** and the **USCIS Privacy Act Statement** on the next page and select continue.

Figure 7.1.2: Burden Disclosure Notice and the USCIS Privacy Act Statement

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U.S. Citizenship and Immigration Services

Accessibility Plug-ins

Contact Us

Burden Disclosure Notice

An agency may not conduct or sponsor an information collection, and a person is not required to respond to a collection of information, unless it displays a currently valid OMB control number. The public reporting burden for this collection of information is estimated at .167 hour or 5 minutes per response, including the time for reviewing instructions and completing and submitting the authorization. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Ave, NW, Washington, DC 20529-2140; OMB No. 1615-NEW. Do not mail your completed form to this address.

USCIS Privacy Act Statement

USCIS IMMIGRANT FEE

AUTHORITIES:
8 CFR §103.7(b) 1(i) and (D) authorize the collection of this information.

PURPOSE:
The primary purpose for providing the requested information is to authorize an electronic credit card or Automated Clearing House (ACH) payment in Pay.gov, which is owned and operated by the Department of Treasury, for the filing fees associated with a benefit request form.

DISCLOSURE:
The information you provide is voluntary. However, failure to make a payment towards the associated benefit request fee may delay or prevent USCIS from accepting your benefit request form.

ROUTINE USES:
This information may be used by and disclosed to USCIS personnel and contractors or other agents who need the information to assist in activities related to processing your filing fees. Additionally, USCIS may disclose the information to other federal, state, and local authorized organizations in accordance with approved routine uses, as described in the associated published system of records notice [TREASURY/FMS.017 - Collections Records - Treasury/Financial Management Service, which can be found at <http://www.treasury.gov/privacy>, and DHS-USCIS-007 - Benefits Information System, available at www.dhs.gov/privacy]. The information may also be made available as appropriate for law enforcement purposes or in the interest of national security.

Step 2

Continue

Step 3: Enter the **A-Number** and the **DoS Case ID**.

Step 4: Select **Add**.

Figure 7.1.2: Enter A-Number and DOS Case ID

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* Indicates Required Field

Exit

USCIS Immigrant Fee

Alien Registration Number (A-Number)* A-

Department of State (DOS) Case ID*

Step 3

Step 4 → Add

Immigrant Payee Table

A-Number	DOS Case ID	USCIS Immigrant Fee Amount	Remove Immigrant
No data available in table			

Immigrant Data Summary

(This is not a visa.)
Date/Time Prepared: 14-MAR-2013 10:22

A-Number: A012345678
Case ID: ABC1234567890 or 1234XY1234567

Family Name:

First Name:

Gender: FEMALE

Marital Status: MARRIED

ALIAS:

Step 5: Review the success message and verify the account under **Immigrant Payee Table**, then select **Continue**.

Figure 7.1.3: Verify correct account and continue

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U.S. Citizenship and Immigration Services

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* Indicates Required Field

SUCCESS: You have added an immigrant to your Immigrant Payee Table.

USCIS Immigrant Fee

Alien Registration Number (A-Number)*

Department of State (DOS) Case ID*

Immigrant Payee Table

A-Number	DOS Case ID	USCIS Immigrant Fee Amount	Remove Immigrant
A040910222	EUT1040910222	\$165	<input type="button" value="Remove"/>

Immigrant Data Summary
(This is not a visa.)
Date/Time Prepared: 14-MAR-2013 10:22

A-Number: A012345678
Case ID: ABC1234567890 or 1234XY1234567

Family Name: _____
First Name: _____ ALIAS: _____
Gender: FEMALE
Marital Status: MARRIED

Step 6: Verify the information under **Review USCIS Immigrant Fee Payment Information.**

Step 7: Select the **Proceed to Pay.gov** button and complete that process.

Figure 7.1.4: Proceed to Pay.gov button



Step 8: View confirmation message.

Figure 7.1.5: Successful fee payment message



8.0 WHERE TO FIND HELP

For application questions, issues or suggestions, contact the Customer Contact Center at <https://egov.uscis.gov/cris/contactus>.

APPENDIX A – GLOSSARY

The following terms and definitions are helpful when navigating U.S. Citizenship and Immigration Services Electronic Immigration System (USCIS ELIS).

Term	Definition/Description
A-Number	The alien registration number, which the Department of Homeland Security assigns to each foreign national. It is an "A" followed by eight numbers (for example: A12 345 678). Some recently issued A-Numbers consist of an "A" followed by nine digits (for example: A 200 345 678).
Accepted	USCIS will accept a case when all the required application information is submitted, including all required signatures and either a cleared payment or an approved fee waiver request.
Account	USCIS ELIS creates internal accounts for applicants and representatives when their cases are accepted in USCIS ELIS, even if they did not use e-filing to submit their case. Accounts contain information about the individual, including contact information.
Adjustment of status	When individuals who are already in the United States apply for a Green Card, they are seeking to change their status to a lawful permanent resident. The common term for this change to lawful permanent resident status is "adjustment of status."
Alien	Any person who is not a citizen or national of the United States.
Application	A form filed by anyone seeking an immigration benefit, such as a Green Card.
Application Support Center (ASC)	The office responsible for verifying identity and obtaining biometrics (photograph, signature, right index fingerprint, set of 10 print fingerprints).
Beneficiary	A foreign national who will receive the immigration benefit. This foreign national can be sponsored by a family member or a business, or can also petition for himself. For example, if a husband files a petition for his wife to get an immigrant visa to come to the United States, the wife is the beneficiary of that petition.
Benefit request	When you apply for an immigration benefit (such as an extension of stay for a nonimmigrant), you submit a petition or application. These petitions and applications are known as benefit requests.
Biographic information	Information about an individual's history such as birthplace, birth date, citizenship, and marital status. It can also refer to an individual's physical characteristics such as ethnicity and race, hair and eye color, and height and weight.
Biometrics	An applicant's biometrics may consist of a passport-style photograph, a right index fingerprint, a signature and a 10-print set of fingerprints.

Term	Definition/Description
Case	USCIS treats each application as a case and tracks each case through the adjudication process until USCIS makes a decision on the application.
Case passcode	When a representative e-files an application, USCIS emails a passcode to the representative to provide to the applicant so that the applicant can access the draft forms prepared by the representative. Applicants cannot access the draft forms until they have created an online account, logged in to USCIS ELIS, and input the correct case passcode. Once the correct case passcode is entered, applicants can electronically accept or decline the application or petition prepared by their representative. The e-signed snapshot establishes a legal record of the applicant's Form I-90 and any supporting documentation filed with USCIS.
Code of Federal Regulations (CFR)	The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Title 8 of the CFR lists all the rules and regulations describing how USCIS will implement the laws passed by Congress.
Class of admission (COA)	The classification code given to foreign nationals when they are admitted to the United States as an immigrant or nonimmigrant or granted adjustment of status to lawful permanent residence.
Country of birth (COB)	The country in which a person is born.
Country of citizenship (COC)	The country of which a person is a citizen, whether through birth or naturalization (if he or she has not renounced or lost citizenship). This is the country to which a person owes allegiance and which may provide certain protections to the person because he or she is a citizen.
Communication preferences	Your preference of the method for receiving notices and decisions on your application and secure documents. You can choose to receive paper notices through the U.S. Postal Service, or electronic notices by email or SMS text messaging. You can indicate your preference after you submit an application by changing your communication preferences in your USCIS online account profile.
Commuter	A foreign national admitted to the United States for lawful permanent residence but permitted to reside in Canada or Mexico while commuting daily or seasonally to work in the United States.
Conditional permanent resident (CR)	A conditional permanent resident receives a Green Card that is valid for 2 years, based on either a qualifying marriage of less than two years or an investment in a U.S. commercial enterprise. A conditional permanent resident must file a petition to remove the conditions on his or her status 90 days prior to the second anniversary of his or her admission as or adjustment of status to a lawful permanent resident.

Term	Definition/Description
E-file	Electronically file an application online with USCIS for an immigration benefit.
ELIS	See USCIS ELIS
E-sign	An individual electronically signs an application, petition, or request in USCIS ELIS before it can be filed electronically with USCIS. An e-signed snapshot (pdf of the signed application) is a legal record of the individual's completed form and supporting documentation that was scanned and uploaded into USCIS ELIS.
Evidence	Documentation to support statements made on an application or petition. For example, a birth certificate may be evidence of place and date of birth.
Entry without inspection (EWI)	The term used to refer to foreign nationals who entered the United States without being inspected and admitted or paroled by an immigration officer.
Identity evidence	Any government-issued document used to verify biographic data about a person. Examples include passports and driver's licenses.
Immigrant	The U.S. government assumes that all foreign nationals are immigrants except for those who are nonimmigrants.
Immigration and Nationality Act (INA)	The INA, along with other immigration laws, treaties, and conventions, is the law that governs temporary admission to and permanent residence in the United States, naturalization, and removal of aliens in the United States.
Integrated Operating Environment (IOE)	The previous name of the system now known as USCIS ELIS. Each new case created in USCIS ELIS is assigned a unique system-generated 10-digit receipt number that begins with the prefix IOE.
IOE Receipt Number	The receipt number is the case number with the IOE prefix, identifying it as a USCIS ELIS case. A receipt number and case number are generated for each accepted case. A case can be located in USCIS ELIS by searching with the receipt number.
Lawful permanent resident	Any person who is not a citizen of the United States who the U.S. government has legally granted the privilege of residing and working permanently in the United States as an immigrant. Also known as a "Green Card" holder.
myUSCIS	The online system, accessible through the USCIS website, which allows a person to obtain information on immigration benefits, case status, and processing times. It also will interface with USCIS ELIS to allow applicants, petitioners, and requesters to file online.

Term	Definition/Description
Notice	USCIS will send a notice to you or your representative if USCIS is taking an action in your case that may require you to respond. The notice is a legal document that lets you know what you have a right to know and what USCIS is legally required to communicate. It contains personally identifiable information. The notice may be on paper or stored in USCIS ELIS as digital content where you or your representative can retrieve it.
Notification	An electronic update about your case or account sent to you using email or SMS text. A notification may tell you to expect a written notice or document, or instruct you to log in to your account to retrieve a notice. A notification does not contain personally identifiable information.
Online access code	A code used by applicants and representatives to access information stored in their USCIS online accounts and in USCIS ELIS.
Permanent Resident Card	Also known as a Green Card, a Permanent Resident Card (Form I-551) issued by USCIS is proof of a person's lawful permanent resident status. Alien Registration Receipt Cards may not necessarily be proof of permanent resident status.
Portable document format (PDF)	One of the electronic document formats accepted by USCIS ELIS. Adobe Reader is Adobe's free software that can be downloaded for displaying and printing PDF files.
Port of entry (POE)	A designated location for entering the U.S., such as an airport, ship port or land border crossing.
Preference relative	Relatives of U.S. citizens who do not qualify as immediate relatives and relatives of lawful permanent residents. Preference relatives are subject to the annual numerical limitations imposed on immigration to the United States.
Properly filed application	Refers to a completed Form I-90 that is filed with the correct filing and biometric services fee (if required) and properly signed by the applicant. If the applicant is less than 14 years of age, the parent or guardian may sign the application on his or her behalf.
Receipt date	The date that USCIS enters the application information into its case database systems. This date is NOT the filing date and is NOT used in determining the application's processing order.

Term	Definition/Description
Received date	The date that the application is physically received by USCIS. In the case of the Form I-90, this refers to the date the application was received at a USCIS Lockbox or e-filed by the applicant. For properly filed applications, this date determines the processing order and times. For all legal purposes and statistics, this is the USCIS' date of record. The received date may also be referred to as the filing date.
Reject	USCIS will reject an application if it includes an incorrect fee amount, an unsigned or missing fee payment, or an unsigned application. USCIS also will reject an application if it is missing required information such as a name and address. There are various reasons for rejection of an application by the USCIS Lockbox but applicants are always given notice of the deficiencies in their filing so that they can fix them and refile the application with USCIS.
Status	An immigration classification assigned to a foreign national who has entered the United States.
USCIS ELIS	The name of the USCIS Electronic Immigration Service online system for creating and managing online immigration applications, petitions, and requests.
USCIS Online Account	An account set up in USCIS ELIS by applicants and representatives that enables them to e-file applications, petitions, or requests; view notices and decisions; and respond to requests for evidence.

APPENDIX B – ACRONYMS

The following acronyms and definitions are used in the processing of Form I-90, but may not be used in this document.

Term	Definition/Description
ASC	Application Support Center
DHS	United States Department of Homeland Security
OTC	Office of Transformation Coordination
OTP	One-Time Password
PDF	Portable document format
PII	Personally Identifiable Information
RFE	Request for Evidence
USCIS	U.S. Citizenship and Immigration Services
USCIS ELIS	U.S. Citizenship and Immigration Services Electronic Immigration System
USPS	United States Postal Service