

Rocky Mountain District Information Services Modernization

In March 2018, USCIS launched the Information Services Modernization Pilot, which allows applicants to use USCIS' online information services to view how-to information and resolve case status inquiries. Self-scheduling of InfoPass appointments were discontinued and individuals were instead directed to USCIS online resources and the USCIS Contact Center. USCIS External Affairs and Field Operations Directorates explained this change is intended to reserve scarce USCIS resources for applicants whose business must, by its nature, be conducted in person.

Information Services Modernization will begin in the Rocky Mountain District (D19) on June 24, 2019.

“Expanding this program is a significant step in our efforts to move more USCIS services and information online,” said USCIS Director Francis Cissna. “It also frees up agency staff to spend more time adjudicating benefit requests which should help reduce case processing times. USCIS remains committed to pursuing the most effective and efficient ways to administer our nation’s lawful immigration system.”

Enhancements to online tools and increased access has been implemented in recent years, providing an opportunity for people to obtain immigration answers online or by phone, eliminating the need to travel to a local field office. People unable to find the information online are able to request assistance from the USCIS Contact Center by phone, email, or live chat.

Why did USCIS change the process for obtaining an in-person appointment at a field office?

USCIS officials stated under the old system they observed many people scheduling InfoPass appointments for information they could have received by calling the Contact Center or checking the USCIS website. Regulating in-person appointments gives USCIS field office adjudicators more time to help those who truly need assistance that can only be provided in person, such as issuing emergency documents, providing ADIT stamps, and interviewing individuals. USCIS encourages the public to visit [myUSCIS](#), the “one-stop-shop for immigration services,” to obtain information on general immigration services and benefits as well as specific case information.

What is myUSCIS and what does it do?

MyUSCIS is an online service that helps users and account holders navigate the immigration process. Individuals can file certain immigration applications online through myUSCIS. For example, they can renew green cards ([Form I-90](#)) or apply to become a naturalized U.S. citizen ([Form N-400](#)). It also provides up-to-date status information about pending immigration benefit requests, tools to help prepare for naturalization, and resources to find citizenship preparation classes and doctors.

When you register for myUSCIS, not only will you receive personalized case status information, such as application notices and requests for evidence (RFEs), you can also respond to those RFEs through the myUSCIS portal and receive answers through the secure inbox. Before filing [forms](#) online and managing personal case information, you must first create and [sign into a secure online account](#). Applicants with secure online accounts will receive automated case status updates via email and alerts to their accounts when USCIS has taken action on their cases. USCIS will also send a status notice every two weeks even if nothing has happened with their cases.

What if I really need to talk to a person about my immigration question?

While we encourage the public to access its online services for assistance, individuals always have the option of calling the Contact Center. Applicants may call the USCIS Contact Center at 1-800-375-5283, Monday through Friday from 8 a.m. to 8 p.m. Eastern Time (except on federal holidays) to speak to a USCIS representative.

A trained Contact Center representative at this first level, Tier 1, will determine whether a visit to a local field office is necessary based on information available in USCIS systems and provided by the caller. If the situation meets USCIS' criteria for obtaining an in-person appointment, then the representative will transfer the requestor to the next level of inquiry, Tier 2, where a second representative will call back the applicant in 24 to 48 hours to assist in scheduling a convenient appointment time.

USCIS now requires the applicant or legal representative, who has a signed [Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative](#) on file, be present during the call. This means an interpreter cannot receive information or request an in-person appointment without the applicant on the phone with them. It also means the legal representative who has signed a properly filed Form G-28 must be on the call themselves, rather than a law office staff member or paralegal.

Based on surveys and other data, USCIS determined that most people who made in-person information service appointments through InfoPass could have received the same information by calling the USCIS Contact Center or checking the USCIS website. Importantly, when it is determined an applicant does need in-person assistance under the Information Services Modernization Program, personnel at the USCIS Contact Center will help schedule an appointment without the individual having to search for available timeslots and making in-person appointments more readily available for emergency situations.

Where can I find the USCIS resources?

[Emma](#): Our online virtual assistant can quickly answers questions about immigration benefits and guide users through the website in English and Spanish.

Live chat: If Emma is unable to answer certain questions, a person has the option to connect to an agent by chat who can provide more detailed information.

IVR: The Interactive Voice Response system provides recorded information, case status, and connects callers to live assistance when needed. (USCIS Contact Center: 1-800-375-5283)

Secure messaging: Applicants can send case-specific messages to the USCIS Contact Center and receive answers through the myUSCIS online account

USCIS Contact Center: 1-800-375-5283

Create an account at: <https://my.uscis.gov/>

USCIS Online Resources: <https://www.uscis.gov/tools>

Multilingual Resource Center: <https://www.uscis.gov/tools/multilingual-resource-center>