



U.S. Citizenship  
and Immigration  
Services

# USCIS Tech Talks



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Supporting Our Valued  
Stakeholders

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Sept. 10, 2024

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# Alert



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On August 26, 2024, the United States District Court for the Eastern District of Texas, in *Texas v. Department of Homeland Security*, Case Number 24-cv-306 administratively stayed DHS from granting parole in place under Keeping Families Together for 14 days. Subsequently, the court issued another order and the administrative stay remains in effect through Sept. 23, 2024.

# Alert (continued)



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To comply with the district court's administrative stay, USCIS will:

- Not grant any pending parole in place requests under Keeping Families Together.
- Continue to accept filings of Form I-131F, Application for Parole in Place for Certain Noncitizen Spouses and Stepchildren of U.S. Citizens.
- Continue to schedule biometrics appointments and capture biometrics at Application Support Centers (ASCs).

The District Court's administrative stay order does not affect any applications that were approved before the administrative stay order was issued at 6:46 p.m. Eastern Time on Aug. 26, 2024.

# Biometrics Appointments



USCIS continues to schedule biometric appointments consistent with the administrative stay order issued by the district court on Aug. 26, 2024. All individuals with biometric appointments should plan to appear at their appointment at the scheduled date, time, and ASC indicated on their notice. Individuals **should not** arrive on a different date, unless they have rescheduled their appointments. Individuals who were turned away at an ASC will have their appointment rescheduled by USCIS.

# Biometrics Appointments (continued)



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As a reminder, individuals must print their biometric appointment notice and bring it with them to their appointment. In addition, if individuals are unable to attend the appointment, they can reschedule using the online rescheduling request process, as long as rescheduling takes place before the initial appointment expires. For more information, see the [Preparing for Your Biometric Services Appointment](#) page.

# Today's Agenda



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- Review common questions about Form I-131F
- How to get Technical Support for Form I-131F
- Q&A period (time permitting)

Questions for future Tech Talks:  
[myUSCISoutreach@uscis.dhs.gov](mailto:myUSCISoutreach@uscis.dhs.gov)



# I-131F Processing Times



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**Question:** How long will it take to process Form I-131F?



**Answer:** We cannot comment on processing times.

- We are accepting applications and scheduling biometric appointments.
- Approvals made before administrative stay order was issued are not impacted.



# Fee Waivers



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**Question:** Can I request a fee waiver when I submit Form I-131F online?



**Answer:** No. Form I-131F is not eligible for a fee waiver.

The required filing fee is \$580, payable by credit card, debit card, or U.S. bank account.

# Technical Support

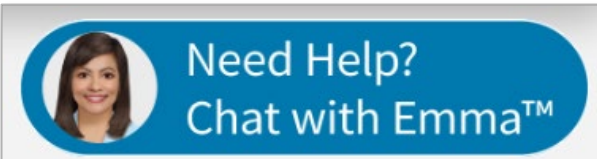


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**Question:** How can I get technical support for Form I-131F?

- Answer:**
1. For problems accessing your account, go to:  
[my.uscis.gov/account/needhelp](https://my.uscis.gov/account/needhelp)
    - Provide the email address used to create your account
  2. Chat with Emma, choose “Connect with Live Agent”
  3. Call USCIS Contact Center at 800-375-5283
    - Say “I need technical support with Form I-131F” in English or Spanish.





# Legal Rep—Client Online Connection



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**Question:** As a legal representative, how do I connect my account to my client's account so they can review forms I prepared?



**Answer:**

- Complete Form I-131F and then Form G-28.
- When you finish G-28, system automatically generates representative passcode.
- Give code to your client (we recommend email or text)
- When client enters passcode, your accounts are linked, and client can review the forms you prepared.

# Applicant Enters Representative Passcode



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The screenshot shows the USCIS My Account page. At the top, there is a navigation bar with the USCIS logo, the text "U.S. Citizenship and Immigration Services", and "My Account". Below this is a breadcrumb trail: "applicant > jaimejavierrios@test.com > a3af3ab5-8942-4dad-937b-fd6d1f9b8c26 > Last login: 2024-08-29 09:03:36 -04". The main content area starts with "Welcome To Your USCIS Account". Below that is a blue information banner titled "Keeping Families Together Process" with text about Form I-131F. A dropdown menu is open under "My Account", listing options: Home, Settings, Account actions, Add a case to your account, File a form online, Pay a fee online, Enter a representative passcode (highlighted with a green box), Verify your identity, Reschedule Biometrics, Change your address, and Sign out. Below the main content area are three service cards: "Verify your identity" (Answer questions about your immigration history to verify your personal identity), "Change your address" (Update your address with USCIS), and "Reschedule biometrics" (Search for your existing biometrics appointment to reschedule online).

# Case Notifications



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**Question:** Do legal representatives get case alerts? For example, how will I know when my client is scheduled for biometrics processing?



**Answer:** Legal representatives do not get case alerts.

To find the cases that need your attention, go to your submitted cases and filter by Status and “Cases that need your attention.”

We recommend you do this every day.

# Case Notifications



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**Cases** | H-1B Registrations

Drafts (6) | **Submitted (4)**

Search for clients and cases Search

Filter by

Status  Form  Clear filters

Client	Forms	Receipt number	Beneficiary	Status <span>?</span>	Action
BIAFRA, JELLO	I-90	IOE9865258386	None	Submitted 01/31/2024	<a href="#">View case</a>
LOPEZ, ANNE	I-90	IOE9492105589	None	Submitted 02/05/2024	<a href="#">View case</a>
FAST BIKES	I-129	IOE9283886553	JONES, ROB	Submitted 04/23/2024	<a href="#">View case</a>
RIOS, DELTA	I-131F	IOE9516664633	None	Submitted 08/06/2024	<a href="#">View case</a>

# Error Messages



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**Question:** What kinds of error messages might I see when filling out my form online?



**Answer:** Our online forms have built-in alerts that are color coded.



# System Alerts



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A screenshot of the USCIS I-131F application review page. The page title is "I-131F, Application for Parole in Place for Certain Noncitizen Spouses an...". The left sidebar shows a navigation menu with "Review and Submit" selected. The main content area has the heading "Check your application before you submit" and a message: "Please review your application and check it for accuracy and completeness before you submit it." Below this, there are three paragraphs of text. The "Alerts and warnings" section shows a green checkmark icon and the text "We found no alerts or warnings in your application." At the bottom, there are "Back" and "Next" buttons. At the very bottom, there are radio buttons for "Yes" and "No", with "No" selected.

System has different alerts

- **Red Alert**—Something is missing or incorrect, hard stop
- **Yellow Alert**—Something may be missing, soft stop
- **Blue Alert**—Informational
- **Green Alert**—Looking good, no errors detected

# Corrections



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**Question:** What if I find a mistake after I submitted the form? How do I make a correction?



**Answer:** You can write a statement describing the error and what the correct information should be.

Upload the statement using the “Unsolicited Evidence” tool.

Be sure to give the document a short descriptive name like “DOB correction” or “Passport correction.”

# Approved I-601A Cases



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**Question:** My Form I-601A was approved, but I have not left the United States to attend a consular interview yet. Can I request parole in place under this process?



**Answer:** Yes. If you are present in the United States without admission or parole, are otherwise eligible for this process, and merit a favorable exercise of discretion, you may request parole in place even though we already approved your Form I-601A.

Please see our FAQs for additional detail.



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# Questions?

# USCIS Online Account Helpful Links



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## Account sign up/login page:

[my.uscis.gov](https://my.uscis.gov) or [uscis.gov](https://uscis.gov)

## Help with account creation:

[uscis.gov/file-online](https://uscis.gov/file-online)

## Technical support:

- Password resets
- Account lockouts
- New Online Access Code
- Update your PIN delivery method

[my.uscis.gov/account/needhelp](https://my.uscis.gov/account/needhelp)

## Feedback:

[uscisfeedback@uscis.gov](mailto:uscisfeedback@uscis.gov)

[Public.engagement@uscis.dhs.gov](mailto:Public.engagement@uscis.dhs.gov)



# Don't Get Scammed – Evite Estafas!



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- Read USCIS materials about this process at [uscis.gov/keepingfamilies-together](https://uscis.gov/keepingfamilies-together).
- Do not trust anyone who says they have special connections with the government.
- DO NOT give personal information or send money to a stranger.
- USCIS will **never** call, email, or text you to ask for money.
- USCIS will **never** threaten you with deportation.
- Always use **.gov** websites.
- Low-cost community agencies may be able to help you apply.



[uscis.gov/avoidscams](https://uscis.gov/avoidscams)

[uscis.gov/eviteestafas](https://uscis.gov/eviteestafas)

# Dissemination



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# About this Presentation



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**Author: USCIS**

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