

U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services
Customer Service and Public
Engagement Directorate (MS 2260)
Washington, DC 20529



U.S. Citizenship
and Immigration
Services

Teleconference Invitation



USCIS Online Customer Service Tools
Friday, Dec. 19, 2014
1-2 p.m. (Eastern)

U.S. Citizenship and Immigration Services (USCIS) invites you to participate in a teleconference on **Friday, Dec. 19 from 1-2 p.m. (Eastern)** to discuss updates to USCIS online customer service tools.

During this engagement, we will provide an overview of the updates. We recently enhanced our [Case Status Online](#) service to provide a better experience for customers. As of Nov. 7, account holders can view their case history, status of service requests and estimated timelines for receiving documents or notices from USCIS.

Customer Service and Public Engagement Directorate staff will be available to demonstrate the new features and answer your questions.

To register for this session, please follow the steps below:

- Visit our [registration page](#) to confirm your participation
- Enter your email address and select "Submit"
- Select "Subscriber Preferences"
- Select the "Event Registration" tab
- Provide your full name and organization
- Complete the questions and select "Submit"

Once we process your registration, you will receive a confirmation email with additional details.

If you have any questions regarding the registration process, or if you have not received a confirmation email within two business days, please email us at Public.Engagement@uscis.dhs.gov.

If you are interested in learning about other online customer service resources, USCIS will host additional engagements for stakeholders in the coming months. Check www.uscis.gov/outreach for updates.

We look forward to engaging with you!