USCIS Tools and Resources
For Libraries and Museums

March 23, 2017
PRESENTERS

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CUSTOMER SERVICE TOOLS
myUSCIS

myUSCIS makes immigration simpler

myUSCIS is a new service that helps you navigate the immigration process. If youUSCIS, you'll find up-to-date information about the application process, immigration benefits, and apply to help you prepare for naturalization, and resources to find citizenship preparation classes and doctors in your community.

Try us on mobile

You can use myUSCIS anytime and on any device — it's that simple.

my.uscis.gov
myUSCIS

Practice the civics test
Start studying
Study the basics of U.S. government and history for your civics test as part of your naturalization interview.

Explore your options
See options
Learn more about your immigration options and possible next steps based on your situation.

Locate a class
Search classes
Find resources in your community that will help you get ready for your English and civics tests.

Find a doctor
Search doctors
See a list of all USCIS-authorized doctors in your area that you can use for your medical examination.

Get answers to questions
Learn more
Have questions? Our help center has answers. Ask your question to get the information you need.

Coming soon
We are always working to improve your experience. Check back often for new online tools, electronic forms, and more.
TOOLS TO USE BEFORE YOU FILE

- Ask Emma
- Explore My Options
- Find a Doctor
- Find a Class
- Practice civics test
- Make an appointment

www.uscis.gov/tools
English: www.uscis.gov/Emma

Send your feedback to: askemma@uscis.dhs.gov

Spanish: www.uscis.gov/es/Emma
EXPLORE MY OPTIONS

my.uscis.gov/exploremyoptions
FIND A DOCTOR

my.uscis.gov/findadoctor
FIND A CLASS

my.uscis.gov/findaclass
APPOINTMENT SCHEDULER

INFOPASS
SCHEDULE AN APPOINTMENT

- Overhauled in 2016—better interface on mobile device
- 12 languages
- Uses ZIP codes to find the office for your appointment

my.uscis.gov/appointment
TOOLS TO USE WHEN YOU FILE

• Check filing fees
• File your form online

• Check processing times
• Pay most fees with personal check or money order
• Some fees can be paid with credit card, debit card, or bank transfer

• We never call asking for payment over the phone. If that happens, it’s a scam.
FILE FORMS ONLINE

- USCIS Immigrant Fee
- Form I-90, Application to Replace Permanent Resident Card
- Form I-131A, Application for Travel Document (Carrier Documentation)
- More coming soon!

www.uscis.gov/file-online
## CHECK CASE PROCESSING TIMES

- [https://egov.uscis.gov/cris/processTimesDisplay.do](https://egov.uscis.gov/cris/processTimesDisplay.do) lists processing times for most forms.
- Using the drop down menus, find the office that is processing your case. Then look for your form type.

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When To Expect Your Green Card
TOOLS TO USE AFTER YOU FILE

- Check your case status
- Sign up for case updates
- Change your address
- Inquire about your pending case
CHECK YOUR CASE STATUS

- Enter 13 digit receipt number
- Fast and easy
- Mobile ready 24/7
- Sign up for automatic case updates at the same site

egov.uscis.gov/casestatus
CHANGE YOUR ADDRESS ONLINE

www.uscis.gov/addresschange
INQUIRE ABOUT YOUR CASE

You can send us a case inquiry at www.uscis.gov/e-request if:

• Your case is outside normal processing times
• You didn’t receive a notice/document
• You found an error in a document
• You need an accommodation
AWARDS AND RECOGNITION

“myUSCIS is a major paradigm shift in how the government designs and builds digital services for its customers.”

“Here’s What the Government Gets Right When It Comes to Customer Service”
– Nextgov, February 2016

“THIS TECH TEAM IS SAVING GOVERNMENT MILLIONS OF DOLLARS A YEAR”
– TedTalk, February 2016
WHAT’S COMING?

• Naturalization eligibility tool
• Online filing for additional applications
• Schedule a customer service call
• Live chat
• Secure messaging
• More features for existing online tools
CITIZENSHIP EDUCATION RESOURCES
# ABOUT THE OFFICE OF CITIZENSHIP

## What We Do

- Established by the Homeland Security Act of 2002
- Engages and supports partners to welcome immigrants, promote English language learning and education on the rights and responsibilities of citizenship, and encourage U.S. citizenship by:
  - Providing immigrants with opportunities and tools to become vested citizens
  - Building community capacity to prepare immigrants for citizenship
  - Promoting dialogue and collaboration on civic integration and citizenship and raising awareness of its importance to society
CITIZENSHIP EDUCATION RESOURCES

• Promote awareness of the naturalization process, test, and rights and responsibilities of citizenship
• Support learners, teachers, and organizations
• Some available in hard copy
• All are available online
• Citizenship preparation materials and resources

• Organized by the following categories:
  - Learners
  - Teachers
  - Organizations

www.uscis.gov/citizenship
RESOURCES FOR LEARNERS

Learn about Naturalization

Learn more about the naturalization process and eligibility requirements. Under Learners, go to:

- Learn About Naturalization
- Apply for Citizenship
- A Guide to Naturalization
RESOURCES FOR LEARNERS

Learn about Naturalization – Hard Copy

- Naturalization Test Overview Brochure
- 10 Steps to Naturalization Brochure
RESOURCES FOR LEARNERS

Study for the Test - Online

- 100 Civics Questions and Answers for the Naturalization Test – printable and MP3
- Naturalization Interview and Test Video
- Civics Practice Test
- Interview Practice Exercises
- Preparing for the Oath: U.S. History and Civics for Citizenship
RESOURCES FOR LEARNERS

Study for the Test – Hard Copy

- Civics Flash Cards for the Naturalization Test (English and Spanish)
- Vocabulary Flash Cards for the Naturalization Test
- Learn About the United States: Quick Civics Lessons for the Naturalization Test
- Preparing for the Naturalization Test: A Pocket Study Guide
RESOURCES FOR LEARNERS

Other Languages, Older Learners

- Naturalization Resources in Spanish page
- Civics flash cards in Spanish
- 100 Questions in Arabic, Chinese, Korean, Spanish, Tagalog, Vietnamese
- 100 Questions audio in Spanish
- 100 Questions in large print and 65/20 questions
RESOURCES FOR LEARNERS

Find Help

- Find Help in Your Community page
- Contact information for community organizations that offer English and citizenship classes and legal services
- USCIS grant recipients
RESOURCES FOR LEARNERS

Settlement

Welcome to the United States: A Guide for New Immigrants

• A variety of settlement information on living in the U.S.
• Target audience is new immigrants – ideal for refugees
• Available in print and online in 14 languages
RESOURCES FOR LEARNERS

Settling in the U.S. Webpage

- Links to federal government information to help new immigrants get settled
- Includes topics such as education, health care, finance, and employment
RESOURCES FOR TEACHERS

Classroom Resources

- Sample Curriculum
- Lesson Plans
- Understanding Key Concepts Found in Form N-400, Application for Naturalization
- Famous Americans on the Civics Test
RESOURCES FOR TEACHERS

Program Development

• Adult Citizenship Education Content Standards and Foundational Skills

• The Professional Development Guide for Adult Citizenship Educators

• Tip Sheets and Idea Boards

• Podcasts
RESOURCES FOR TEACHERS

Training

- Free teacher training seminars
- Designed to enhance the skills needed to teach U.S. history, civics, and the naturalization process to immigrant students
- Check the Training Seminar page for upcoming dates and locations
RESOURCES FOR ORGANIZATIONS

Program Development

- Expanding ESL, Civics, and Citizenship Education in Your Community: A Start-Up Guide
- Elements of Program Quality for Adult Citizenship Education
- Citizenship and Integration Grant Program
- Promising Practices
RESOURCES FOR ORGANIZATIONS

Civics and Citizenship Toolkit

• One free copy per organization
• Includes:
  ✓ Welcome Guide (English and Spanish)
  ✓ Civics Flash Cards
  ✓ Quick Civics Lessons
  ✓ A Start-Up Guide
  ✓ Citizens’ Almanac
  ✓ Pocket Constitution and Declaration of Independence

www.uscis.gov/citizenshiptoolkit
RESOURCES FOR ORGANIZATIONS

Public Awareness Campaign

- Flyers on the citizenship resource center and naturalization eligibility requirements
- Citizenship awareness posters
- Widgets to add to your website
- Available in multiple languages
RESOURCES FOR ORGANIZATIONS

Targeted Audiences

- Libraries page, including how to set up a citizenship corner and training opportunities for libraries
- Local Governments page
- Museums page
- Receiving Communities page
HOW TO ENGAGE WITH USCIS

- 42 Community Relations Officers in USCIS offices around the country
- Build collaborative relationships with stakeholders through regular meetings and educational presentations
- Contact your local Community Relations Officer at:
  USCIS-IGAOOutreach@uscis.dhs.gov

Photo courtesy of USCIS
USCIS Community Relations Officers provide a naturalization information session
RESOURCES

**USCIS Key Links**
Customer Service Tools: [www.uscis.gov/tools](http://www.uscis.gov/tools)
myUSCIS Online Portal: [https://my.uscis.gov](https://my.uscis.gov)
Citizenship Resource Center: [www.uscis.gov/citizenship](http://www.uscis.gov/citizenship)

**USCIS Contact Information**
USCIS-IGAOutreach@uscis.dhs.gov
Office.of.Citizenship@uscis.dhs.gov
USCIS Customer Service Center: 1-800-375-5283

**IMLS Key Links**
Website: [www.imls.gov](http://www.imls.gov)
Subscribe to news and events: [https://www.imls.gov/news-events/e-mail-subscriptions](https://www.imls.gov/news-events/e-mail-subscriptions)

**IMLS Contact Information**
imlsinfo@imls.gov
Office of Communications and Government Affairs: 202-653-4757
About this Presentation

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- This presentation is valid as of the date of the last revision.
- This presentation contains no sensitive Personally Identifiable Information (PII).
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