

**From:** U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]  
**Sent:** Tuesday, January 10, 2017 12:17 PM  
**To:**  
**Subject:** USCIS Idea Community: Secure Messaging Campaign

Dear Stakeholder,

In September we launched a secure messaging tool for customers with a USCIS online account. It allows them to send messages to USCIS about their case and receive replies in their online account inbox. A text or email notification is sent to applicants when a new message is sent to their inbox.

More than 10,000 messages have been sent through this tool. We would like to get your feedback on how it is working and how we can improve it.

If you have an online account and have not sent a secure message, you can log in to your [secure inbox](#) to learn how it works. Then share your feedback with us in the [USCIS Idea Community](#).

We want to hear your thoughts on the look of the inbox, how easy it is to use, the quality of our responses, and the helpfulness of text or email notifications when new messages arrive. If there is something missing that you want us to add, let us know.

We are using the [USCIS Idea Community](#), an online crowd sourcing tool, as one method for you to submit your individual feedback on these topics. Participating in the [USCIS Idea Community](#) is easy. All you need is an active email address and you can create a profile and submit ideas.

See you in the USCIS Idea Community!

