

**From:** U.S. Citizenship and Immigration Services <uscis@messages.dhs.gov>  
**Sent:** Monday, January 6, 2025 11:46 AM  
**To:**  
**Subject:** Invitation: Help Shape the Representative Account Experience

We want to hear from representatives who manage a high volume of clients on their USCIS online account. Your feedback will help improve the user experience with the online account.

### **Who Can Participate**

To participate, you must:

- Be at least 18 years old;
- Be an attorney or accredited representative;
- Currently use the USCIS online representative account; and
- Have filed online on behalf multiple clients (including H-1B beneficiaries).

### **Participation Details**

Your participation will include the following:

- A virtual 30-minute session with our research team using Microsoft Teams from a laptop, tablet, or desktop computer; and
- Sharing webcam video during the session if you are comfortable doing so.

NOTE: Sharing webcam video is not required to participate.

Participation is voluntary and will not affect the outcome of any pending or future case you may have. We will not request any case-specific information as part of this study. We will request limited personally identifiable information from you, such as your name, phone, and email address, which we will remove before sharing your feedback with our internal development teams.

### **How to Participate**

Please send an email to [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov) with a subject line of "Representative Account Experience." We will select participants who meet the criteria listed above for a virtual 30-minute session where we will ask about your experience filing for adjustment of status. If you need an accommodation to participate, please let us know.

**We plan to hold sessions in January. We will accept responses during that time and will work with you to establish sessions.**

If you have any questions, please email: [myuscisfeedback@uscis.dhs.gov](mailto:myuscisfeedback@uscis.dhs.gov)

We look forward to hearing from you!

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**Please do not reply to this message. See our [Contact Us](#) page for phone numbers and e-mail addresses.**

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Need Help? [Ask Emma >](#)

