



U.S. Citizenship  
and Immigration  
Services

# USCIS Organizational Accounts



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Enhanced Online Experience  
for Legal Representatives

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Jan. 24, 2024

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# Today's Agenda



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- Account Enhancements
- Structure, Roles, & Permissions
- Demo of New User Experience
- Best Practices
- Q&A Period



# Account Enhancements



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## Online collaboration within groups

Shared access to H-1B registrations, I-129, I-907, and G-28



## Fully electronic H-1B/I-129 process

From registration (if applicable) through final decision & transmission to the Dept. of State



## Streamlined digital handshake & G-28

Simplified interface to reduce burden and improve UX



## Permissions-based roles

Encourages proper account creation and usage



## Scalable

Foundational for future groups and permission structures (i.e., family groups)

# Why Did We Make These Changes?



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- We listened to external feedback
- Legal & business communities wanted to be able to collaborate on filings
- Legal representatives were frustrated with “digital handshake” and redundant data entry
- Enhancements launch in February



# Who Benefits?



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- Prospective petitioning companies, including:
  - HR professionals
  - Signatories working on behalf of companies
- Legal representatives and paralegals working on behalf of companies

# Key Terms



- **Company**—Organization/business seeking to hire foreign workers
- **Organizational Account(s)**—Online platform where collaboration occurs
- **Administrator**—Usually initiates and oversees Company Group
  - Has authority to sign, pay for, and submit forms
- **Company Group**—Company employees that collaborate
  - Must include at least one Administrator, can include Members
- **Member**—Employee in Company Group who helps prepare filings
  - Does not have authority to sign, pay for, or submit forms
- **Legal Team**—Attorney or Accredited Representative and Paralegal(s)

# Company Groups and Legal Teams



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Companies have one or more  
**Company Groups**



Legal representatives  
have a **Legal Team**



AILA Doc. No. 24020105. (Posted 2/1/24)

# Company Group Structure



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Companies **must have** at least one Company Group & one Administrator

Companies **may** have:

- More than one Company Group
- More than one Administrator per group (recommended)
- One or more members

Company groups cannot collaborate with each other



Members can only be in one group at a time.

# Legal Team Structure



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Legal Team includes:

- One Attorney or Accredited Representative (only one)
- Paralegal (none, one, or more)

Legal Team can collaborate with more than one Company Group



# Working On Behalf of a Company



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If you represent a company client before USCIS, you must:

- Use your legal representative account
- Submit Form G-28 with every filing

You can only access draft forms you start.



# Organizational Account Roles & Permissions

This role can...				
	Legal Representative	Paralegal	Administrator	Member
Set up Company Group	✓	✗	✓	✗
Add/remove people in Company Group, modify roles	✗	✗	✓	✗
Set up Legal Team, add/remove paralegal(s)	✓	✗	✗	✗
Start, edit, & delete forms	✓	✓	✓	✓
View case status & notices	✓	✓	✓	✓
Sign, pay for & submit forms	✓	✗	✓	✗
Respond to RFE/NOID & upload unsolicited evidence	✓	✗	✓	✗
Submit Form G-28	✓	✗	✗	✗
	Legal Team		Company Group	

# Organizational Account—Scenario #1

## Administrator Sets Up Company Group, No Legal Representative



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Company One – Alpha Group



Administrator



Administrator



Member



Member

Collaboration occurs in this  
Company Group

Company One – Beta Group



Administrator



Administrator



Member



Member

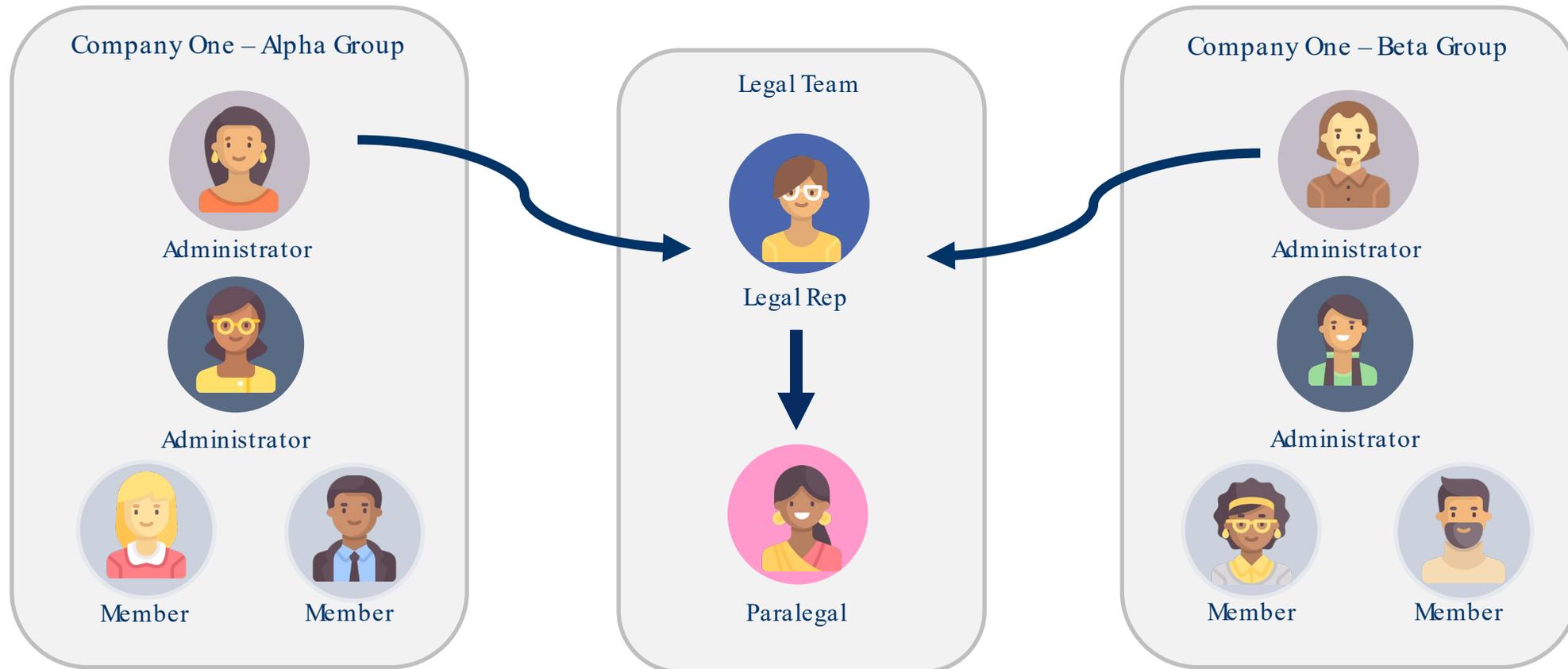
Beta Group cannot collaborate with  
Alpha Group, and vice versa

# Organizational Account—Scenario #2

## Administrator Sets Up Company Group, Invites Legal Representative



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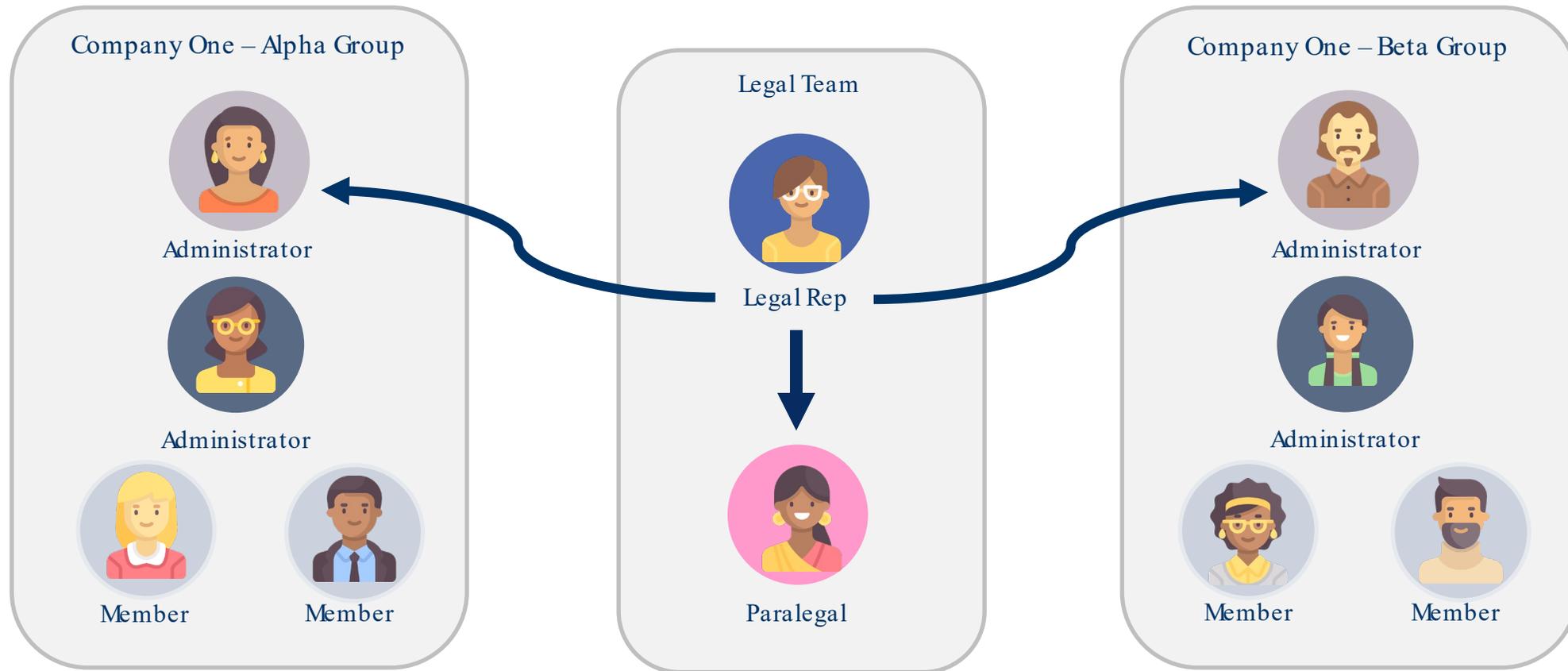


# Organizational Account—Scenario #3

Legal Representative Initiates Company Group, Invites Administrator



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# Representative Account Log In



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When these new features are launched, legal representatives will see this alert in their account

A screenshot of a U.S. Citizenship and Immigration Services (USCIS) account page. The page header includes the USCIS logo and the text "U.S. Citizenship and Immigration Services" on the left, and "Account" on the right. The main content area features a heading "Verify Your Profile Information" followed by a paragraph: "We are upgrading your account and you must review and certify that your profile information is accurate to complete the account upgrade process." Below this is another paragraph: "This information will be used in your upgraded account, and you will have the option to use it to auto-populate Form G-28, Notice of Entry of Appearance as Attorney or accredited Representative." A third paragraph states: "The changes you make to your profile will be applied to new drafts of Forms G-28, but will not update any existing drafts. You will need to update the information in existing drafts separately." At the bottom of the content area is a button labeled "Edit Profile".

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Account

## Verify Your Profile Information

We are upgrading your account and you must review and certify that your profile information is accurate to complete the account upgrade process.

This information will be used in your upgraded account, and you will have the option to use it to auto-populate Form G-28, Notice of Entry of Appearance as Attorney or accredited Representative.

The changes you make to your profile will be applied to new drafts of Forms G-28, but will not update any existing drafts. You will need to update the information in existing drafts separately.

Edit Profile

# Representative Account Home Page



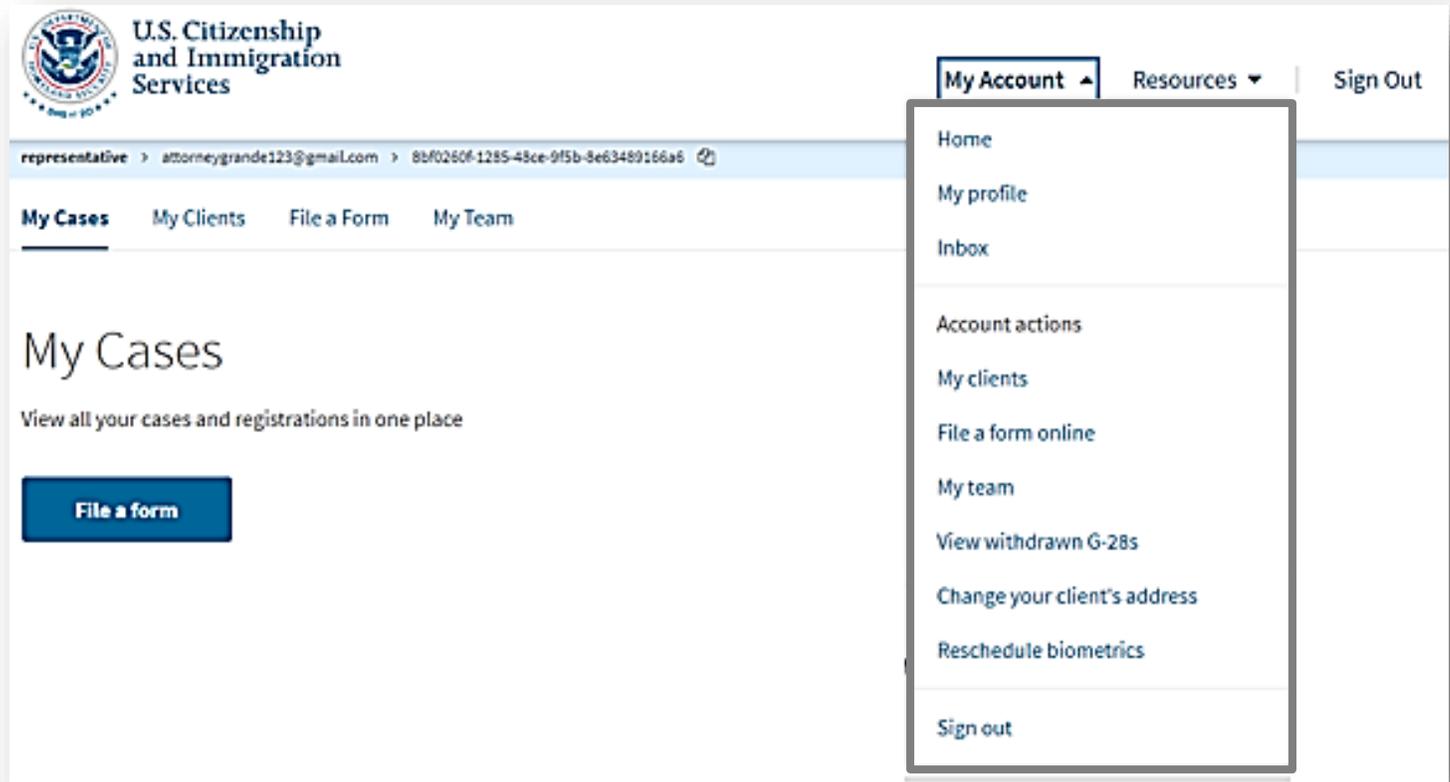
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Home page has 4 tabs

- My Cases
- My Clients
- File a Form
- My Team

My Account Drop Down

- My profile
- Inbox
- View withdrawn G-28s
- Change your client's address
- Reschedule biometrics



# Recap

- Legal representative can accept invitations from Administrator or invite an Administrator to collaborate
- Legal representative creates Legal Team by inviting paralegal(s)
- Legal representative cannot work on forms started by Company
- Legal representative can collaborate with more than one Company Group



# Links & Resources



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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
- Update your verification code delivery method

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

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<https://www.uscis.gov/outreach/upcoming-national-engagements>

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# Questions?

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