Experiencing Technical Difficulty with Electronic Immigration System (ELIS)

OVERVIEW

USCIS ELIS will allow us to move immigration services from a paper-based model to a secure electronic environment. USCIS ELIS is a user-friendly system created to streamline the application process for immigration benefits. It will also provide more accurate and secure customer service and will allow USCIS to process cases with greater consistency and security.

Are you experiencing technical difficulty with the Electronic Immigration System (ELIS)?

USCIS has established a technical helpdesk to address issues that are specific to the USCIS ELIS system. Neither the technical helpdesk nor customer service representatives can assist with technical issues that are caused by your computer, your browser or your internet provider. You must contact the appropriate party for any assistance you may need.

If you are experiencing technical difficulties with the ELIS system, please see the FAQ's below. If the FAQ's do not address the issue you are experiencing, please call our toll free number at 1-800-375-5283 for assistance with paying the USCIS Immigrant Fee or filing your Form I-539 or Form I-526 via ELIS.

WHAT INFORMATION ARE YOU SEEKING? (PLEASE CHOOSE ONE BELOW)

How do I get started using ELIS/How do I create an account in ELIS?

My User ID and/or Password are not working. Can you reset my ELIS User account?

Does ELIS have accessibility for applicants with disabilities who use readers or other assistive devices?

What browser can I use?

Do I need an email address to use ELIS? Can I change my email later?

Tips for use of ELIS System

> **Note:** If you have questions about using ELIS, please see the USCIS ELIS Questions section in the **Getting Ready to File** guide.

Read Disclaimer

How do I get started using ELIS/How do I create an account in ELIS?

You can start by going to www.uscis.gov/uscis-elis. You can also access USCIS ELIS through our Forms page at www.uscis.gov/forms.

Once you access USCIS ELIS, you will see instructions on how to create an account and file an online benefit request.

My User ID and/or Password are not working. Can you reset my ELIS User account?

There is an option in ELIS that you can select if you can not remember your ELIS password. It will prompt you with a security question to answer. If answered correctly it will allow you to reset your password. For security reasons, USCIS cannot reset your ELIS User Account. If you were unable to correctly answer any of your security questions, we will transfer you to a representative who can assist you with the reset of your security questions.

Note: If you are unable to access your ELIS account, please call our toll free number at 1-800-375-5283 for assistance.

Does ELIS have accessibility for applicants with disabilities who use readers or other assistive devices?

Some key features of USCIS ELIS will not be available for applicants with disabilities who are using readers or other assistive devices.   Until this issue is resolved, we recommend that applicants with disabilities who use readers or other assistive devices continue to file their I-539 application using current processes including our original E-file process or by submitting a paper application.

What browser can I use?

You can use Internet Explorer version 8 or higher, Mozilla Firefox version 30 or higher, or Google Chrome version 35 or higher.

Do I need an email address to use ELIS? Can I change my email later?

USCIS ELIS will require an email address to establish an account. The entry of this email address is case sensitive.   The email address that is established in the set up process cannot be changed until a benefit has been submitted. Please be sure to use an email address that you will not lose access to.

Tips for use of ELIS System

Save Document - Save your entries often; Click the save button between pages.
Time Out Alert - USCIS ELIS will display a "Time Out Alert" after 5 minutes of inactivity. If USCIS ELIS times out, you may lose any unsaved entries.
Special Characters - Do not use a dot or period when entering data it will cause the display of an improper data format error for the entry field.
PDF Display - On occasion, the PDF displayed may be a gray screen; press the F5 key to display the PDF when a gray screen is encountered.
System Delay or Lag-time - The processing of some large files may cause a delay in the availability of the next screen.
Use of Spaces in the Address Fields - Do not enter spaces in the Postal Code Field or in the Apt./Suite # Field.

Back to: ELIS Technical Difficulties

Disclaimer

The information contained here is a basic guide to help you become generally familiar with many of our rules and procedures. Immigration law can be complex, and it is impossible to describe every aspect of every process. After using this guide, the conclusion reached, based on your information, may not take certain factors such as arrests, convictions, deportations, removals or inadmissibility into consideration. If you have any such issue, this guide may not fully address your situation, as the full and correct answer may be significantly different.

This guide is not intended to provide legal advice. If you believe you may have an issue such as any described above, it may be beneficial to consider seeking legal advice from a reputable immigration practitioner such as a licensed attorney or nonprofit agency accredited by the Board of Immigration Appeals before seeking this or any immigration benefit.

For more information about immigration law and regulations, please see our website at www.uscis.gov.

Back to: ELIS Technical Difficulties