

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/2023-15448/uscis-online-account-access-008-revision)

Publish Dates: August 14, 2023 – October 13, 2023

| Comment #/Topic | Commenter ID | Comment | USCIS Response |
|-----------------|----------------------|--|--|
| 1. | 0020 | <p>Commenter: Elissa Taub</p> <p>I am an immigration attorney and Partner with the law firm Siskind Susser PC based in Memphis, TN. I primarily file employment-based immigration petitions and applications, including H-1B petitions. I thank USCIS for opening this Notice and Comment period that contemplates electronic filing of H-1B petitions. In theory, filing electronically will make the process more efficient, allow for faster filing of petitions and will save reams of paper and shipping costs. I welcome those benefits.</p> <p>On the other hand, USCIS's online filing system is so unfriendly to attorneys and has so many technical bugs that I fear we will quickly lose control of these filings. My primary USCIS account has been wiped of all my case information since June. I cannot get technical assistance to fix it. The online tech help only allows me to pick from a dropdown menu of existing receipt numbers. Because the technical glitch has wiped all receipt numbers from my account, it looks like I have no pending cases. Without a pending case, I cannot get assistance with my account. I have used Twitter (X) without success to ask for help. Meanwhile, my pending cases are going unmonitored, because I cannot see any case updates.</p> <p>I urge USCIS to provide general technical assistance to attorneys with MyUSCIS accounts so that we can access our case information before</p> | <p>Response: USCIS understands the important role attorneys and accredited representatives play in their clients' immigration journeys. We continue to work on enhancements to the myUSCIS online account and online filing experience. The new Organizational Account experience will eliminate the passcode linking process for attorneys working with company clients. USCIS believes the new invitation-based process will facilitate a better H-1B Registration filing experience for our attorney and company customers. USCIS hopes to expand this process to representatives working with individual clients as well.</p> <p>Attorneys can file a standalone Form G-28 in their representative account to link to cases their clients have filed online themselves. Once the case is linked to the attorney's account, the attorney will also receive any notices, including RFEs, that are sent to the client.</p> |

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](#)

60-day FRN Citation (federalregister.gov): [88 FR 55065](#)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|---|--|
| | | <p>rolling out online filing of H-1Bs.</p> <p>In addition, my individual clients are all creating MyUSCIS accounts, which is great for them to get information about their cases. But I'm finding that their case information is not also showing up in my account, so they are obtaining information about cases before I do. In some cases, my client has responded to a Request for Evidence (RFE) without consulting me, which has left them at risk for denial of a pending application. I urge USCIS to better integrate attorneys into the online filing process so that we can fully represent our clients by having access to the same information at the same time they do.</p> <p>Finally, online filing by an attorney currently involves our sharing a code with our client to facilitate their acknowledgment and assent to the filing. The process is cumbersome and time-consuming. Often it requires a video meeting to share screens to ensure the client reviews the application and follows the filing instructions. On some days, we file multiple H-1B petitions for the same client, which would require multiple codes and collaboration. I urge USCIS to devise a different way of confirming a client's consent to filing than the code sharing when it comes to H-1B filings. The requirement will make the process of filing H-1Bs frustrating for employers and attorneys.</p> <p>I thank USCIS for moving toward electronic filings. Overall, this move</p> | |
|--|--|---|--|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/2023-15461/uscis-online-account-access-008-revision)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|-----------|--|--|--|
| | | <p>should be better for attorneys and our clients. Unfortunately, the process is not set up for attorney use. Because most H-1Bs are filed by counsel, it is important that USCIS acknowledge the vital role that attorneys play in the process and make the filing process simple and easy to use for us and our clients.</p> | |
| 2. | | Commenter: AILA | |
| | | <p>1. General Comment. This Federal Register notice only includes individuals/households and business or other for-profit entities. Are cap-exempt petitioners intentionally omitted? If USCIS intends to include cap-exempt petitioners in this Federal Register notice, we recommend changing the language to state: “business and other sponsoring organizations.”</p> <p>2. Slide 42. Merging Administrator Accounts. While we understand the slide states that merging of Administrator Accounts is not possible, AILA attorneys who have utilized the myUSCIS system believe the time required for businesses to reset an Administrator Account and resolve issues with duplicate Administrator Accounts will significantly exceed the 0.167 hours estimated in the Federal Register. For example, if an Administrator from a business filed a registration on myUSCIS, and then left the business without providing the account login to this business, it will likely take far more than 0.167 hours for a new Administrator to recover the account.¹ A solution previously proposed by USCIS Technical</p> | <p>Response: General comment response: Cap-exempt Form I-129 filers will be able to use myUSCIS online company accounts to file H-1B petitions.</p> <p>Slide 42 response: Merging and deleting company administrator accounts will not be available in the first release. USCIS encourages companies to take advantage of the ability to have more than one company administrator in a company group. This can help ensure that a company remains able to access previously filed registrations and cases, even if a single company administrator leaves the company group.</p> <p>USCIS plans to conduct usability testing and continue to iterate on the company account with the</p> |

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/2023-15441/uscis-online-account-access-008-revision)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|---|--|
| | | <p>Assistance was to use a new email address to set up another Administrator Account for this business. However, if a business utilizes this solution, all previously filed registrations or cases will not be accessible in the new account. Until a solution can be found for Administrator Account reset and merge, this issue will be a significant deterrent for businesses to utilize the system.</p> <p>3. Slide 44. The example on this slide lists one tax ID number, which in turn generated four businesses from the search. Because business entities may share the same name 3 (and D/B/A), we recommend that USCIS provides at least one more column of identifiable information such as city/state, etc. so that the user can easily verify the correct business entity to set up the Administrator Account.</p> <p>4. Slide 45. The fact that business Administrator Accounts cannot be merged or deleted after they are created and that forms and H-1B registrations prepared or submitted in one business Administrator Account cannot be transferred to a different company administrator account is concerning. For example, how does one business administrator or company member check to determine if another person at the company is filing the same registrations in another account, resulting in duplicate registrations? If there is a large company with the</p> | <p>goal of improving the customer experience. USCIS hopes to make it possible to merge and delete accounts in the future.</p> <p>The estimated time burden for this information collection accounts for the time needed to fill out the company profile and administrator profile information.</p> <p>Slide 44 response: USCIS will take this comment under advisement and determine if a third data point could be included in this table.</p> <p>Slide 45 response: USCIS understands the commenter’s concern about merging and deletion of company accounts not being available in the first release of the new company account functionality. As indicated in our response to the comment about slide 42, a company group may have more than one company administrator account associated with it. All company administrators and company members within a</p> |
|--|--|---|--|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2013/08/14/88-fr-55065)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|--|--|
| | | <p>same FEIN that has multiple administrators and administrator email addresses, would these administrators be able to file the same registration at the same time? We recommend that USCIS develop a safeguard for a single-FEIN company’s internal administrators to reconcile multiple account activity.</p> <p>5. Slide 46. While we recognize the cautionary language on this slide, there is still a possibility that a business administrator will go forward with setting up an account without checking internally. Also, business structures are not always clearly defined. One business can have several operating divisions/departments, using one FEIN, but having multiple administrators. We believe USCIS should provide a real-time check within the system to alert a user if there is another Administrator Account for a business with the same FEIN.</p> | <p>company group will be able to see H-1B Registrations and I-129 cases prepared within the company group.</p> <p>The functionality that allows administrators to check for duplicates for H-1B Registrations will continue to be available under the new company account structure.</p> <p>USCIS hopes to introduce additional merging and delete features for accounts in the future.</p> <p>Slide 46 response: USCIS believes the requested functionality of a real-time check to alert a user that another company administrator account has already been created is addressed by the “Search for your company” functionality (see slides 43-44). This functionality compares the taxpayer identification number entered in the search field to existing company administrator accounts. If an account with the same taxpayer ID number already exists, a list will be displayed, and the customer can either request to join the existing company group or proceed with setting up another company administrator account.</p> |
|--|--|--|--|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/2023-15441/uscis-online-account-access-008-revision)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|--|---|
| | | <p>6. Slide 48. When listing the business mailing address, the form prompts for a street name and number. Because of the increasing trend for virtual office businesses to have no formal brick and mortar address, AILA recommends USCIS add “or P.O. Box” to the mailing address section of the business profile.</p> <p>7. Slide 53. Although USCIS notes that, if the information is incorrect, the individual should not accept the invitation, is it possible to withdraw an invitation if it is incorrect and accidentally accepted? While it may be possible to remove the member, we recommend an added functionality or an option to withdraw an invitation instead of waiting for the invitation to be rejected or removed at a later time. In addition, the instructions note that, if the information is incorrect,</p> | <p>USCIS will conduct outreach and public engagement for companies and attorneys in advance of the release of this new functionality to ensure awareness in these communities of the process for setting up company administrator accounts. USCIS hopes to provide functionality for companies to merge or delete company administrator accounts in the future.</p> <p>Slide 48: USCIS declines to make this change. The address fields in the company profile are predicated on the mailing address fields in Form I-129, Petition for Nonimmigrant Worker. Form I-129 does not include any language about “P.O. Box” as part of the mailing address.</p> <p>Slide 53 response: The initial release of this new feature does not include functionality to withdraw an invitation. However, USCIS plans to release invitation withdrawal functionality in the future. Invitations will expire seven (7) days after they are sent, so they will not exist in perpetuity. If the sender of an invitation is notified of an error, they may send a corrected</p> |
|--|--|--|---|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/88-fr-55065)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|---|--|
| | | <p>the individual should sign out of the account and notify the company administrator to correct the information and send a new invitation. The slide does not describe how an administrator can correct the information without a withdrawal option.</p> <p>8. Slide 63. The language under Company Name [H3], “If you are an individual petitioner creating a company group, provide your legal name (not the company name) in this field,” is confusing. If the individual petitioner’s business has a separate company name, would that name then be listed as the “D/B/A Name?” We recommend that USCIS clarify the language for these two questions to minimize the possibility that petitioners will list incorrect information. 4</p> <p>9. Slide 67. There is a redline (“users”) that has apparently been left in the document accidentally. On a related issue, does the term “user” mean administrator, member, or representative (or all of the above)? There appears to be a switch in terminology, from role (e.g., member or representative) to user, with the terms apparently used interchangeably.</p> <p>10.Slide 75. This slide indicates that, “[i]f you believe this change was made in error, contact a company</p> | <p>invitation without the need to withdraw the first. The recipient will be able to review and accept the corrected invitation without having to take any action on the incorrect invitation.</p> <p>Slide 63 response: USCIS is removing this instructional language so as not to cause confusion that an individual petitioner can provide their business/company name here. The petitioner’s name will continue to be requested as part of their personal profile on the My Profile page.</p> <p>Slide 67 response: USCIS has corrected the accidental inclusion of this strikethrough.</p> <p>“User” is used generally to refer to those who have access within the company account. “Role” is used to be more specific to the type of access the individual(s) have within the account.</p> <p>Slide 75 response: USCIS declines to make this change.</p> |
|--|--|---|--|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](https://www.regulations.gov/document/USCIS-2011-0015)

60-day FRN Citation (federalregister.gov): [88 FR 55065](https://www.federalregister.gov/documents/2023/08/14/2023-15431/uscis-online-account-access-008-revision)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|--|---|
| | | <p>administrator.” After this sentence, would it be possible for USCIS add a field for an email address/other contact info so the user can contact the administrator?</p> <p>11.Slide 85. In the second paragraph of this slide, it is noted that [attorneys] can “share information and work with paralegals who are part of their team and who they have invited to work on forms for your company.” Could USCIS provide more information on how the attorney enterprise account will function? Will attorneys be able to create enterprise accounts with paralegals and other attorneys at one firm similar to the company Administrator Account or will the representative user interface be different?</p> <p>12.Slides 85-86. If attorneys/representatives cannot view H-1B registrations or petitions started by a company administrator, then a potential issue with duplicate H1B registrations will exist. As a practical matter, they will have to ask the company administrator to take screen shots to enable them to make sure no duplicates have been created. If the company has a large number of registrations, it will be extremely difficult/cumbersome to verify whether there is a duplicate</p> | <p>Slide 85 response: In the initial Organizational Account release, a representative can invite paralegals to collaborate, but cannot invite other attorney/accredited representatives to be part of their group. USCIS hopes to provide the ability for representatives to include other representatives in their group in a future release. USCIS will conduct outreach and public engagement to provide additional opportunities for representatives and companies to understand how the Organizational Account will work.</p> <p>Slides 85-86 response: Just like under the current registrant account, H-1B registrations must be created in the attorney account, with the company client reviewing and signing the drafts in their registrant (now company) account before returning the draft to the attorney account for payment and submission. Companies working with an attorney during the H-1B</p> |
|--|--|--|---|

USCIS Online Account Access-008 Revision - Responses 60-day FRN Public Comments

Public Comments (regulations.gov): [USCIS-2011-0015](#)

60-day FRN Citation (federalregister.gov): [88 FR 55065](#)

Publish Dates: August 14, 2023 – October 13, 2023

| | | | |
|--|--|--|--|
| | | registration paid for by the company administrator. Accordingly, we recommend that USCIS develop a technological safeguard to enable companies to check, prior to submission, for any/all duplicate registrations that may have been inadvertently created by company administrators and/or their attorneys. | registration period should not submit any registrations through their own accounts if they would like to share access to those registrations with their legal representatives. The functionality to check duplicates for submitted H-1B registrations that was available during past H-1B registration periods will continue to be available. |
|--|--|--|--|