

Volume IV - User ID and Password

Purpose

This volume highlights key aspects of the User Registration process on obtaining a User ID and password to access the USCIS E-Filing system. In this document the following topics will be addressed:

- [Registration Process](#)
- [Establishing a User Account](#)
- [Establishing and Maintaining a Password](#)

Registration Process

Registration Requisites

User account registration is free. To begin submitting applications through E-Filing, you must first register for an E-Filing User Account. Do not register for an E-Filing User Account until you have verified E-Filing is right for you and your needs.

- Read all general and form-specific E-Filing instructions thoroughly!
- Ensure that your individual case and immigration form requirements can be E-Filed before registering!

User Account Registration Guidelines

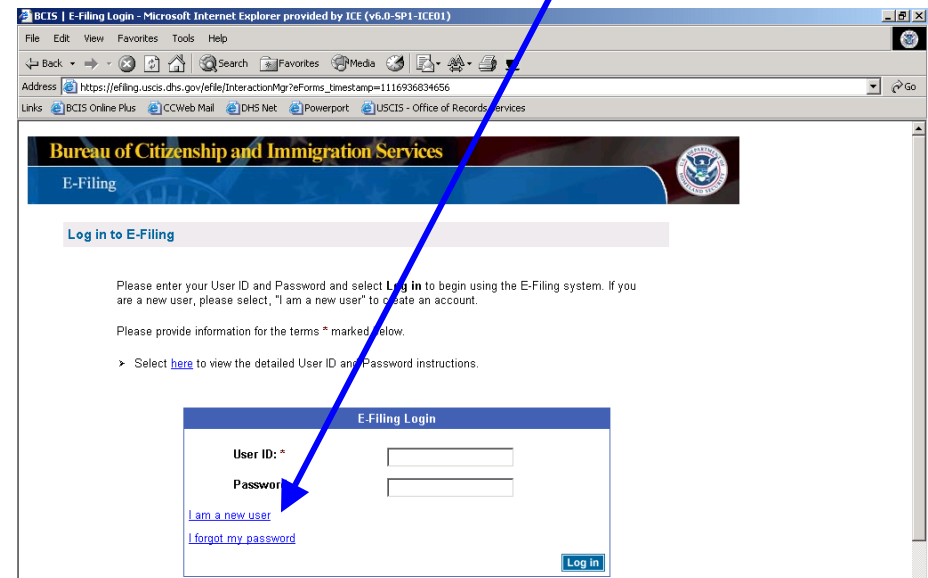
The following guidelines apply to registering in the E-Filing system:

- You are required to complete a personal information page to create your User Account.
 - Fill out all fields that are applicable to you.
 - You must fill out all required fields. Required Fields are marked with an asterisk (*).
- You are required to self-register with a User ID, Password, Hint Type Question and Hint Response.
 - Make sure <Caps Lock> key is turned off when typing in your User ID and password.
 - You will not be allowed to create a User ID that has been previously established by another user.

- An email notice will be sent to the email address identified in your User Account profile to notify you of your registration and any updates to your User Account.
 - Your E-mail address must be provided and it must have the following parameters:
 - Less than or equal to 30 alphanumeric characters.
 - There can only be one “.” after the “@” symbol.
 - Confirmation of your E-Filing User Account registration will be e-mailed to your e-mail account within 24 hours of your registration.
 - Your e-mail address will ONLY be used for e-mailing your account registration information. You will NOT receive information on the status of your application or account.

Establishing a User Account

To establish a new User ID, select the [I am a New User](#) web link from the Log in to E-Filing web page.



Establishing a User ID

You will use the **Create Account** registration web page to create a User Account.

From the Create Account web page, you should follow the below E-Filing User ID guidelines to avoid system errors:

- User ID must contain between **6 to 16 alpha-numeric** characters;
- User ID must contain **no spaces**; and
- User ID is **case sensitive** (e.g., upper and lowercase alphanumeric values).
 - *Examples of User IDs:*
Pollyanna14,
632bicycle4pedal,
ha7ppy,

Establishing and Maintaining a Password

Creating a Password

Follow the below E-Filing password guidelines to avoid system errors:

- Password must contain **8 to 16 alpha-numeric** characters;
- Password is **case sensitive**;
- Password must contain **at least 2 of the following 3 types of characters**:
 - Uppercase alphabetic,
 - Lowercase alphabetic, or
 - Numeric;
- Password must contain **at least 1 special character**:
 - @ # \$ % ^ & * = +
- Password must **begin with an alphabetic character**:
 - a, k, m, r, etc.
- Password **cannot contain or use**:
 - Spaces;
 - All or part of your User ID; or
 - 2 identical characters consecutively (e.g., “gg” or “66”).
- *Examples of Passwords:*
Twink<1959k
StarWars=4ever

Forgotten or Reset of Password

If you forgot your password, select the [I Forgot my Password](#) web link from the [Log in to E-Filing](#) web page.

- You will be asked to select a Password Hint Question and Response during your initial User Account registration.
- In the event you forget your password or need to reset it a later time but do remember your User ID, the system will require you to provide the correct response to your identified Password Hint Question.

Changing and Protecting Password

E-Filing system passwords expire after 60 days. You must change your password **prior to** every 60 days to ensure your User Account remains active.

- Your password must be a new password that fits within the password parameters (as identified in *Creating a Password* section of this guide).
- There will NOT be a notification to change your password prior to its expiration.

E-Filing User Accounts will be deactivated, without any warning or notification, if:

- It has not been used for 90 consecutive days,
– or –
- 30 days have passed since the expiration of a User Account password.

Never share your E-Filing User Account information with anyone.

- Doing so gives them access to personal and possibly sensitive information that you have saved.
- If you receive an e-mail or phone request claiming to be from the USCIS and asking you to provide your personal E-Filing User ID, Password, Hint Question and Response, or other sensitive application and payment information you have submitted, please **DO NOT** respond to the e-mail or caller. Call 1-800-375-5283 to report the incident. Official USCIS correspondence will be through the regular USCIS communication channels.

