



**Homeland  
Security**

# Fact Sheet

August 1, 2011

## Ombudsman Case Assistance Online Pilot Program

The Office of the Citizenship and Immigration Services Ombudsman (Ombudsman's Office) launches its Ombudsman Case Assistance Online pilot program, a new initiative that provides direct, paperless submission of requests for assistance to the Ombudsman's Office. The pilot version is currently available to individuals who are located in Texas or the D.C. metropolitan area. The Ombudsman's Office plans to expand this initiative nationwide in fall 2011.

### **Questions and Answers:**

#### **What is Ombudsman Case Assistance Online?**

Ombudsman Case Assistance Online is an Internet-based system operated by the Ombudsman's Office. This system provides for the submission of requests for assistance from persons having difficulties with applications or petitions with U.S. Citizenship and Immigration Services (USCIS). Currently, a paper-based Form DHS-7001 is available in [PDF format](#). Ombudsman Case Assistance Online facilitates the same case assistance requests as the paper-based Form DHS-7001, but provides easier, more immediate access to the Ombudsman's Office.

Please note: The Ombudsman's Office is a separate and independent agency within the Department of Homeland Security and is not part of USCIS. The Ombudsman's Office encourages individuals, employers, and organizations to first utilize all USCIS customer service resources, such as the USCIS website, National Customer Service Center's toll-free phone line, and InfoPass appointments to resolve problems prior to submitting a request for assistance to the Ombudsman's Office.

#### **Who may use Ombudsman Case Assistance Online?**

Individuals or employers and their representatives encountering difficulties with USCIS who are located in Texas or the Washington, D.C. metropolitan area may submit requests for case assistance.

#### **How do I find Ombudsman Case Assistance Online?**

Ombudsman Case Assistance Online may be accessed at [www.dhs.gov/cisombudsman](http://www.dhs.gov/cisombudsman) by scrolling down to the section marked "Case Assistance."

#### **If I have a problem in completing a request using Ombudsman Case Assistance Online, what should I do?**

If you encounter difficulties in completing a request through Ombudsman Case Assistance Online, please contact the Ombudsman's Office through email at [cisombudsman@dhs.gov](mailto:cisombudsman@dhs.gov) or by calling (202) 357-8100.

#### **I'm not in Texas or the D.C. metro area. When will Ombudsman Case Assistance Online be available to me?**

Ombudsman Case Assistance Online is expected to be made available nationwide in fall 2011.

**What should I do if I'm not in Texas or the District of Colombia metropolitan area but need assistance?**

While online access will be made available nationwide in fall 2011, until then persons seeking assistance from the Ombudsman's Office may request assistance by using the following process.

- Step 1: Complete Form DHS-7001, found at [www.dhs.gov/cisombudsman](http://www.dhs.gov/cisombudsman)
- Step 2: Include copies of important information and documentation.
- Step 3: Submit a signed Form DHS-7001 and additional information to the Ombudsman by one of the following:

EMAIL: [cisombudsman@dhs.gov](mailto:cisombudsman@dhs.gov) (recommended)  
FAX (202) 357-0042  
MAIL: Department of Homeland Security  
Citizenship and Immigration Services Ombudsman  
Attention: Case Assistance  
Mail Stop 1225  
Washington, D.C. 20528

**When I start filling out the Ombudsman Case Assistance Online form, can I save my information and come back to it at a later time?**

Due to privacy concerns, the information you enter on the Ombudsman Case Assistance Online form cannot be saved. While there is no time limit to complete this form, your session will time out after 20 minutes of **inactivity**. Once you complete the form, you will receive a submission number verifying that the Ombudsman's Office received your case

**I previously submitted DHS Form 7001, should I complete a request using the Ombudsman Case Assistance Online?**

No. Only one form is necessary each request for assistance.

**Can an attorney or non-profit organization use Ombudsman Case Assistance Online?**

Yes. Please check the appropriate box in section 6.

**What should I do if I cannot include my attorney's information?**

Only an attorney or accredited representative who completes the form on behalf of an individual or a petitioning employer may enter his or her information in Section 13, Attorney/Accredited Representative Information. If you are an attorney or accredited representative, please check the appropriate box in Section 6, Person preparing this form. If you are the person encountering difficulties with USCIS but want your attorney to receive updates directly from our office, please request that your attorney complete this form on your behalf.

**I am an attorney working for a non-profit organization, what block in Section 6, Person preparing this form, should I use?**

If you have a Form G-28, Notice of Entry of Appearance as Attorney or Accredited Representative, on record with USCIS as the attorney of record, please list yourself as an attorney/accredited representative in Section 6.

**I am a petitioning employer. Do I include my information or that of the beneficiary in my request?**

If you have concerns that relate to a specific beneficiary, please include the beneficiary's name and identifying information in Sections 1, 3, 4, and 5. However, please use the address where you would like to receive information in Section 2, Contact Information. Also, please list your company as "an organization on behalf of an individual" in Section 6, Person preparing this form. Your consent as the petitioner is required for the submission of a case assistance request.