

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](#)

Customer Service Reference Guide

Donna Knapp



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Customer Service In An Instant Keith Bailey, Karen Leland, 2008-06-01 The In An Instant series is a brand of user friendly engaging and practical reference guides on core business topics which capitalizes on the authors extensive experience and knowledge as well as interviews they have conducted with leading business experts Written in an upbeat and engaging style the series presents 60 tips and techniques with anecdotes examples and exercises that the reader can immediately apply to make their work life more efficient effective and satisfying Customer Service in an Instant offers techniques and tips for maintaining customer loyalty finding new customers understanding customer concerns using technology to develop relationships and developing essential skills for customer service success **The Complete Idiot's Guide to Great Customer Service** Donald W. Blohowiak, 1997 Describes how to create a service oriented organization including training customer service representatives soothing angry customers and understanding employee and customer motivation **The Certified Customer Service Specialist Examination Study Guide**, 2003-12 Study guide for Customer Service Specialist Certification Examination **Complete Idiot's Guide to Great Customer Service** Macmillan General Reference Staff, Macmillan Publishing, MacMillan General Reference, 1998-07-01 The Guide to the Universal Service Management Body of Knowledge Ian M. Clayton, 2008-01-24 Presented as a body of knowledge the Guide to the USMBOK provides a singular coherent and comprehensive blueprint and vital reference to help the service management professional in successfully achieving this responsibility The USMBOK defines service management as a systematic method for managing the provision of services to customers at a known quality and cost focusing on the customer s desired results and satisfaction and in doing so details the elements of a service management system Customer Service Elaine K. Harris, 2007 Customer Service A Practical Approach was created to meet the growing need for qualified customer service professionals This practical text workbook focuses on the skills and strategies needed to build and maintain customer service excellence **The Complete Customer Service Letter Book** Edward W. Werz, 1993 *Seven Recipes for Success in Business* Frank D. Briggs, 2010-03-12 Improving profits and improving your commissions can be easier than you think Success in business rests with customer service In *Seven Recipes for Success in Business* author Frank D Briggs provides seven steps to help build

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FBCI, EIoSCM,2016-06-01 This volume came about as a result of the authors own practical experience in Help Desk operation and management and of hundreds of workshops the authors have conducted world wide over the last fifteen years It is intended to be a practical reference guide but the suggestions checklists and templates all need to be interpreted and amended in the light of the culture technology service maturity and constraints of each individual organization Delegates frequently ask us What is the best Help Desk software package or What is the best way to set up a Help Desk Our only response has to be Best for whom It all depends A key objective of this book is to show how and why It all depends and to provide readers with the best possible information on which to understand and evaluate options and to select the best for them If there is one thing we have learned over the last years it is this Good service has no history Bad service has infinite history Based on extensive feedback from delegates from most of the Fortune 1 000 companies who have attended courses presented through Frost Sullivan Europe AIC South Africa Monadnock UK The Infomatics Resource Centre UK IIR UK Digital Equipment UK Logtel South America CEL Asia Pacific UPMOCL Middle East Finborough Seminars as well as delegates of in company training for organizations like Dow Europe Switzerland The Intervention Board BP Shell International Petroleum Logica UK Arthur Andersen UK Rolls Royce UK Global One Germany and USA Caterpillar Switzerland GAK Netherlands European Commission Belgium Transnet South Africa Sun Valley UK Nikon Precision UK **Reference Guide on**

Understanding Common Use at Airports Rick Belliotti,2010 The aviation industry has seen dramatic changes in the past two decades with significant growth during the 1990s a significant industry disruptive event on September 11 2001 and an economic decline resulting in a sharp rise in fuel prices that has substantially changed the economics of airline operations and a decline in growth During this period airlines have adapted to the changes in various ways many of which have resulted in adaptability issues for airport operators thus raising the question of is there a better way to be more flexible and responsive to airline service changes in good and bad times From an airline perspective cost reduction since September 11 has been a prominent focus From an airport operator perspective adapting to and accommodating changing flight services by incumbent carriers as well as new entrant services has been a key focus In recent years offering more cost effective solutions to retain or encourage new services in the face of service reductions has become a key focus Airport operator interests in common use have been heightened by the potential for achieving a reasonable balance between airline and airport operator interests The implications of transitioning from a traditional model of airline facility use and leasing focused on dedicated facilities to common use has elicited varying and often conflicting perceptions of benefit and cost *A Guide to Customer Service Skills for the Service Desk Professional* Donna Knapp,2012-07-19 The Third Edition of A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL explores the changing role of the service desk professional Each chapter expands upon a particular skill required to provide effective customer support and provides proven techniques for implementing the concepts Research references and resources have been updated in each chapter and ITIL vocabulary

and concepts are reflected throughout the text New information is also incorporated such as a discussion of general trends currently affecting the information technology industry and technology trends affecting the service desk The text focuses on providing individuals with practical instruction on the unique skill set needed to execute the expanding mission of the service desk Important Notice Media content referenced within the product description or the product text may not be available in the ebook version

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