

# Secretary Napolitano and USCIS Director Mayorkas Launch Redesigned USCIS Website



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Department of Homeland Security (DHS) Secretary Janet Napolitano, U.S. Citizenship and Immigration Services (USCIS) Director Alejandro Mayorkas and Federal Chief Performance Officer Jeff Zients today launched a redesigned USCIS website—available in English and Spanish—a major effort which fulfills President Obama’s pledge to offer enhanced navigation tools for the public to access immigration information and review case status.

“Transparency and openness are critical to effective immigration and citizenship policies,” said Secretary Napolitano. “USCIS’ new website provides the public with the latest tools—from text messages to emails—to improve responsiveness and access to immigration services.”

“The redesigned website we are launching today reflects our commitment to listening to the public and creating a better experience for the hundreds of thousands of USCIS customers we serve,” said USCIS Director Mayorkas. “This effort is the first step toward creating a more innovative, customer-centric experience that meets the nation’s citizenship and immigration needs.”

Secretary Napolitano and Director Mayorkas made the announcement at a press conference at USCIS Headquarters, highlighting the Obama administration’s commitment to achieving government accessibility and transparency using online and new media tools.

The new USCIS website provides a one-stop location for immigration services and information—including an innovative service called My Case Status, which allows immigration customers to receive alerts on the status of their applications via text message and e-mail.

Other new features include a Where to Start tool to guide users through the navigation process; a simplified way to track individual case status; local and national case processing times; an improved search engine; and a new Information Dashboard feature allowing users to access national immigration trends associated with immigration petitions and applications.

Visit the new sites at [www.uscis.gov](http://www.uscis.gov) and [www.uscis.gov/espanol](http://www.uscis.gov/espanol).

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