



I-589 Online Filing Process and Tips

I. Deciding Whether or Not to File Online

Important considerations in deciding whether or not to file an affirmative I-589 online

* Both you and your client will need to set up an account on myUSCIS.gov. Your client will need to review everything before you hit “send” on the final submission. This can make it more challenging if your client does not read English and doesn’t have an interpreter readily available and/or is not comfortable with technology.

It is easiest if you and your client are in the same place or in close touch at the time you initiate the filing so that your client can quickly review everything.

* Your client will very likely be interviewed more quickly if you file online. You should get a receipt notice within 24-48 hours, and an interview notice within a few weeks. Both the receipt notice and the interview date will come more slowly if you file on paper.

* Online filing of the I-589 is very new. There may be glitches!

II. Online Filing Process

1. Create your own myUSCIS.gov account and type in your client’s name and A number to be linked to your account
2. Have your client set up her own myUSCIS.gov account. NOTE that the form will ask for her/his “USCIS account number” – your client won’t have that and it’s not a problem to just leave it blank

VERY IMPORTANT!! Your client will need to use an email address to set up her/his USCIS online account. It is imperative that s/he shares this email address with you because you will need to enter this email address in your online G-28. **It is vital that you enter the same client email address in the online G-28 that your client used to set up her/his account. If you enter a different email for your client, the system will REJECT your filing and you will have to re-enter the entire application from the beginning.**



3. When you are ready to file, [click to start a new I-589 for your client](#). You will need to re-type the entire I-589 - you can't upload the one you filled out already.

A few things to be aware of as you do this:

- * There are a few details that are required online that are not in the paper form: the address of each school the applicant attended, and each place of employment. But it does allow you to leave those fields blank if your client doesn't have all that information.
 - * Questions in Parts B and C (long form questions): you will need to cut and paste these responses from a separate document. If you try to type the answers directly into the form, it will move so slowly as to be useless – and then may not even save at the end.
5. Upload evidence – each piece of evidence as a separate document
 - * File size is limited to 12MB per document
 - This means you will need to upload each piece of evidence separately
 - Some files may be too large (country conditions reports, possibly) and you'll then need to divide them and upload them in sections
 - * Docs must be in .doc, .pdf, or .jpeg format
 - * When uploading exhibits and other attachments, **you cannot use any characters in document names other than letters. So no punctuation, no dashes, no slashes, no parentheses.** If you use these, USCIS will reject your attachment because it requires “only English characters.” This does not refer to the contents of the document – only the title of the document.
 - * The site will ask you to designate what type of evidence each document is – you will choose from pull-down menus with options like “photos,” “identity documents,” “witness statements,” etc.
 - * If you are filing online for a primary and dependents/derivatives, pay careful attention that you are IN the derivative's individual section before adding in all your docs for that person.



6. Upload a “cover letter.” The site will accept more than one file. I uploaded my memo of law and also a “cover letter” that was essentially my list of exhibits.
7. Print, sign, and then scan and upload a form called the “Preparer” form after uploading all the above documents.
8. Click to send a copy of the entire application to your client for her/his review. Your client will need to log in to her/his myUSCIS.gov account. He or she must then look at the submission, especially the I-589, to make sure it is correct. S/he can then choose to send it back to you for submission, or to reject it for you to make corrections. If s/he chooses the latter, you can then make the requested corrections and send it back to your client, who can now approve it and send it back to you. You can then hit “submit” to send the application to USCIS.
9. Within 24-48 hours after submission: you will need to log in to your myUSCIS account to find the receipt notice, which should appear within 24-48 hours. You should soon thereafter find a notice instructing your client whether or not s/he needs to attend a biometrics appointment.
10. Check myUSCIS.gov regularly (we recommend daily) for the interview notice – you will find it there long before you or your client receives a paper copy of the notice. **Please note that USCIS will NOT reach out to contact you with the interview notice. You must continue to log in to the website to view the interview notice and any other case updates.**

III. At the Interview

We strongly recommend printing out and bringing a paper copy of the entire filing to the interview. It is not required, but it can be helpful to be able to show the asylum officer particular pieces of evidence.