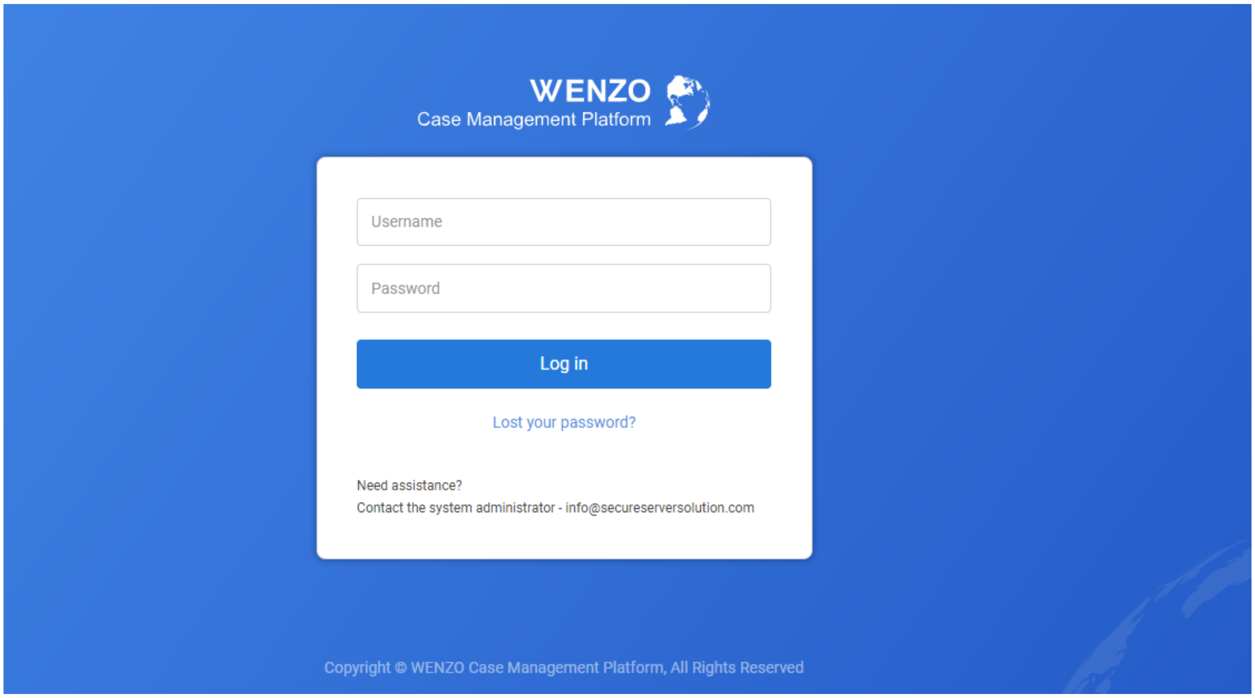
Welcome to the WENZO Case Management Platform! To ensure a smooth and efficient case preparation, we will closely work with you on this platform.

You can check the introduction below to get familiar with the WENZO Case Management Platform.

1. Log in to Your Account

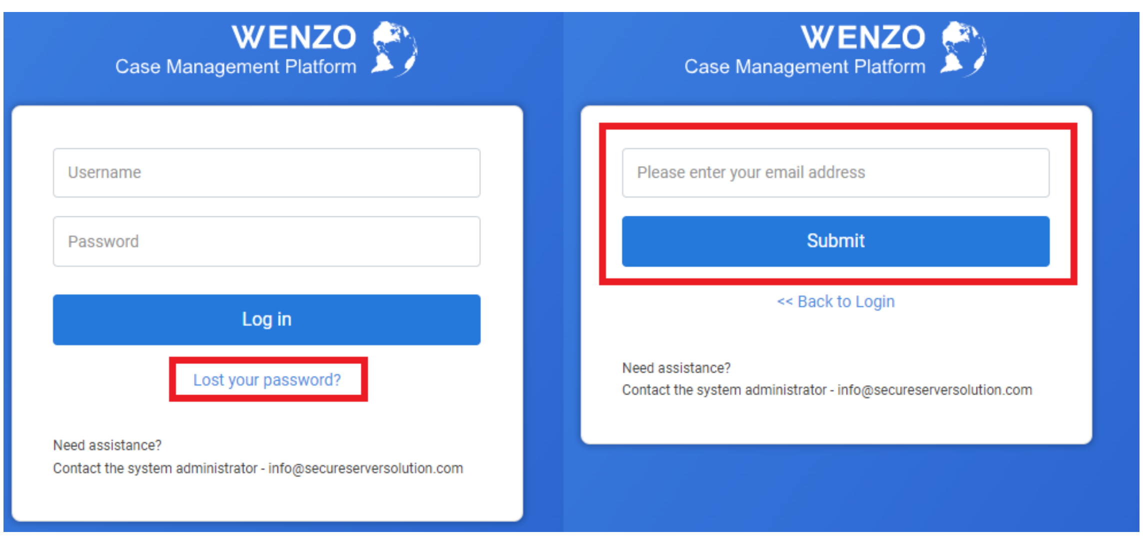


(image 1.1)

Please log in to your account with the login information we provide to you.

We recommend you copy and paste your username and password directly from our email, and paste them on the log-in page. Please make sure to exclude any spaces in the front or back of the username and password.

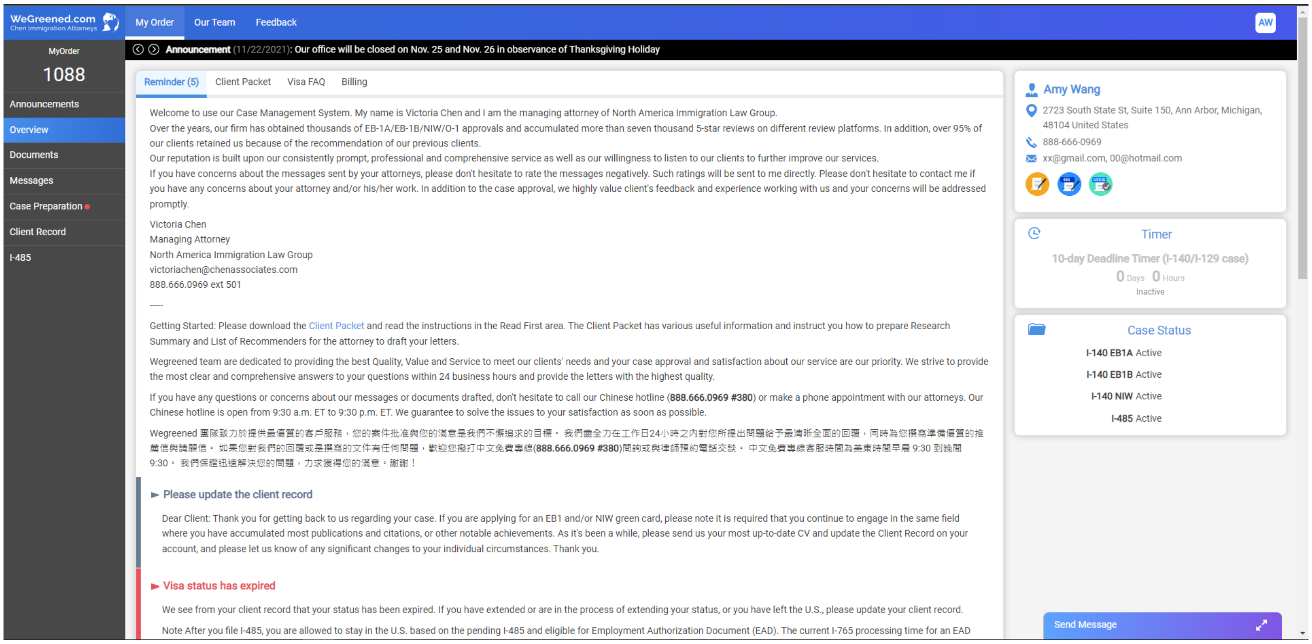
If you lost your password, please click the “Lost Your Password?” and enter your email address. (image 1.2) Our system will email you a link to help you reset your password.



(image 1.2)

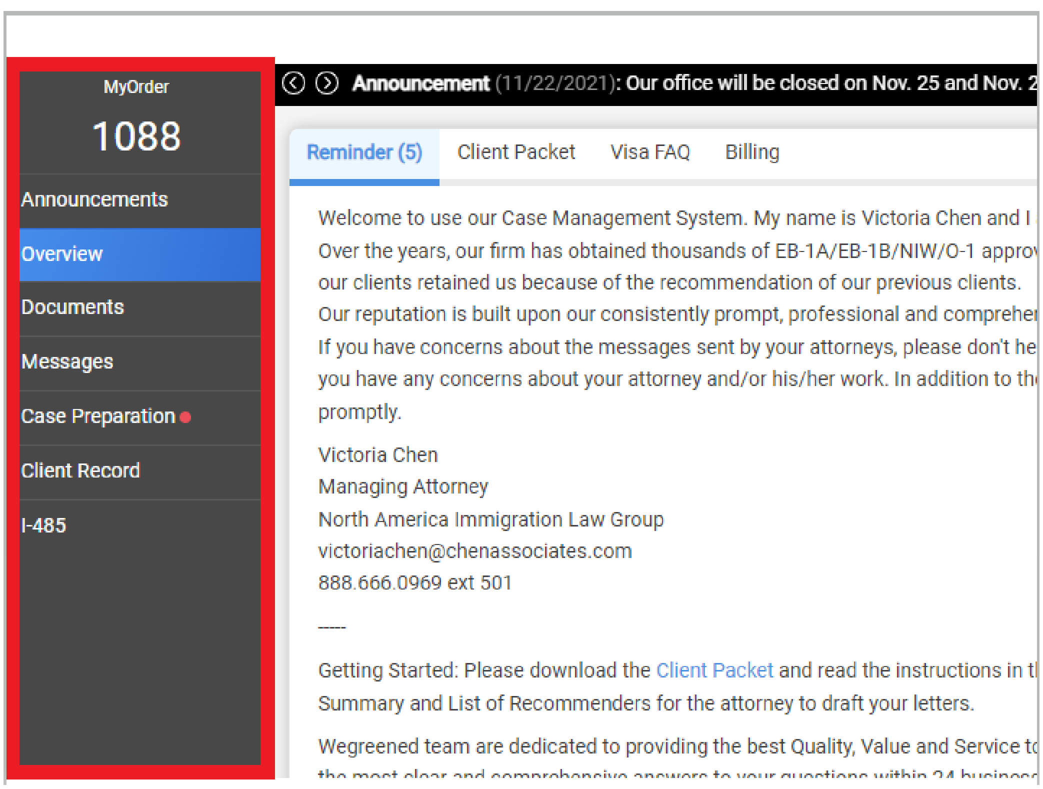
2. Read our Reminders and Announcements

- "Overview" Tab



(image 2.1)

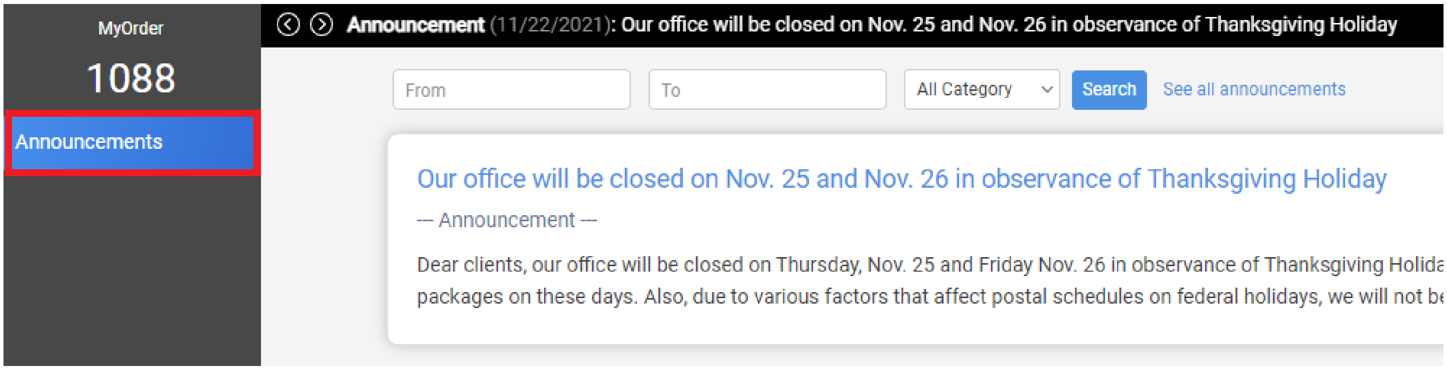
After you successfully log in to your account, the first thing you will see is the "Overview" tab under the "My Order" tab (image 2.1).



(image 2.2)

At the left hand side, you will be able to see your Order ID# and different tabs related to your case preparation. (image 2.2)

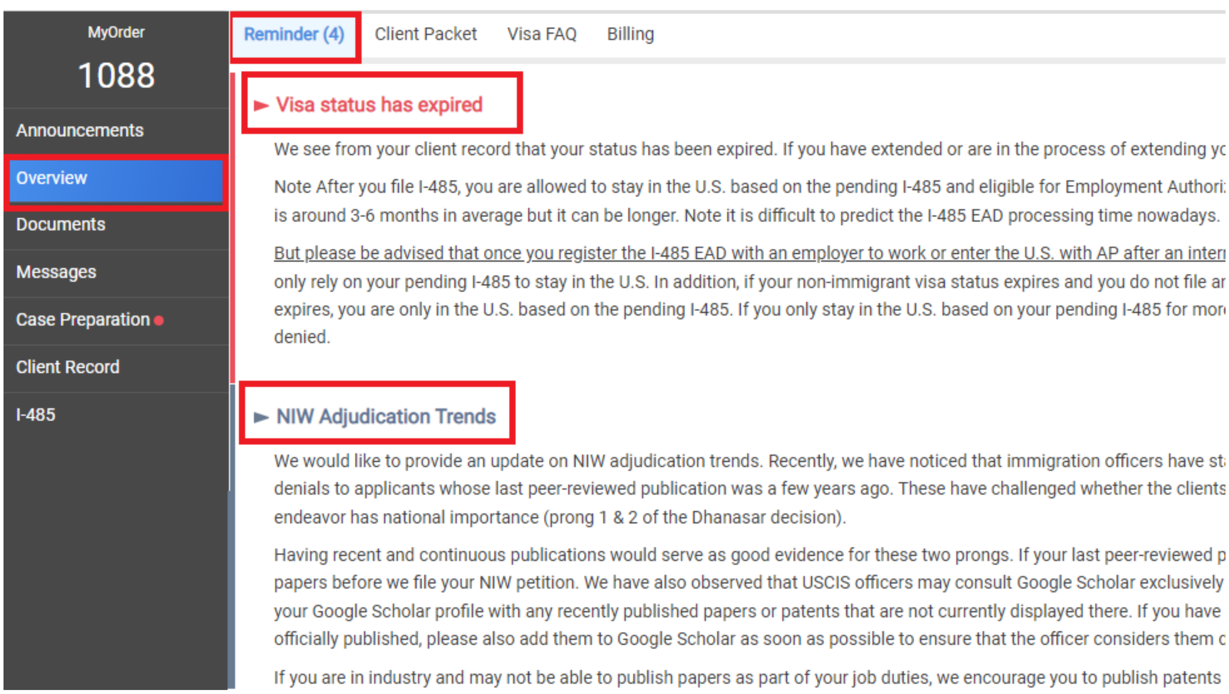
- "Announcement" Tab



(image 2.3)

In the “Announcement” tab, you can read our most up-to-date announcements. (image 2.3)

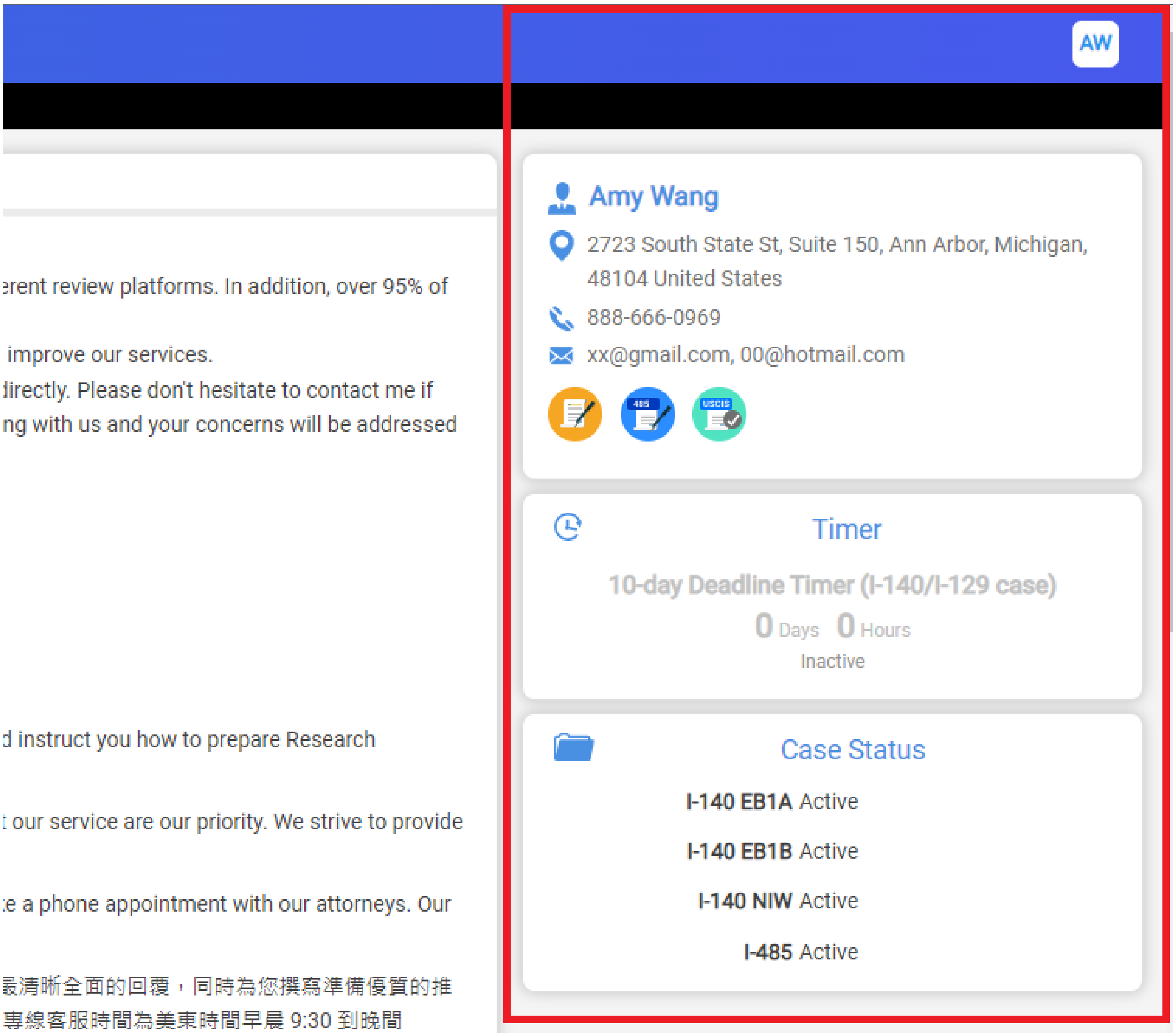
- "Reminder" Tab



(image 2.4)

Whenever you log into your account, please scroll down and read the reminders shown under the “Reminder” tab in the “Overview” page. (image 2.4)

3. Features in Your Account

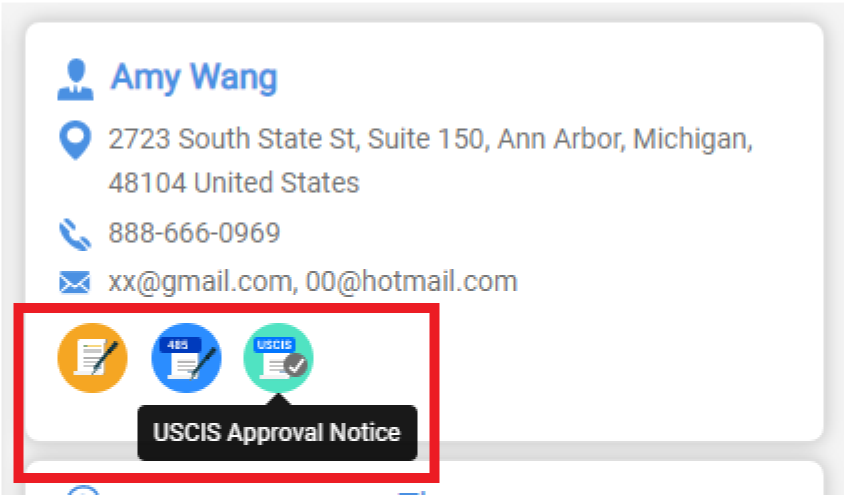


(image 3.1)

On the right side of your order page, you can find three sections (image 3.1):

- Your Profile
- The “10-day Deadline Timer”
- Case Status

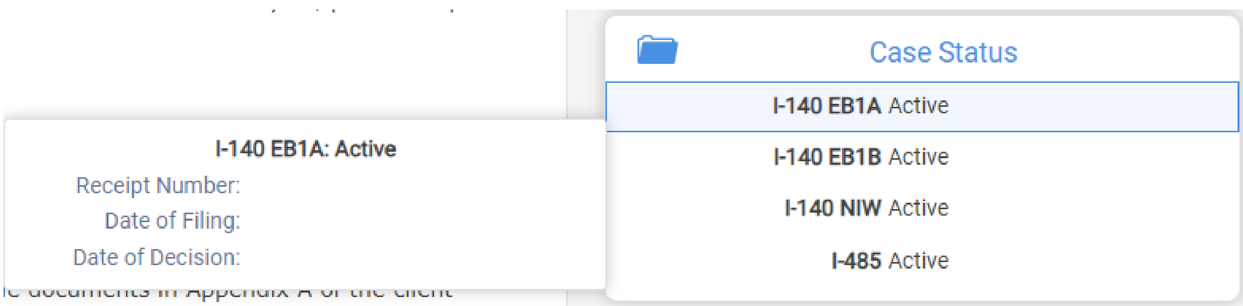
- Signed Contract/Approval Notice Icons



(image 3.2)

You can download your I-140 signed agreement (orange icon), your I-485 signed contract (blue icon) and your USCIS approval notice (green icon) in your profile section. You can hover over your mouse to the icon to see the caption of each icon. (image 3.2)

- Case Status

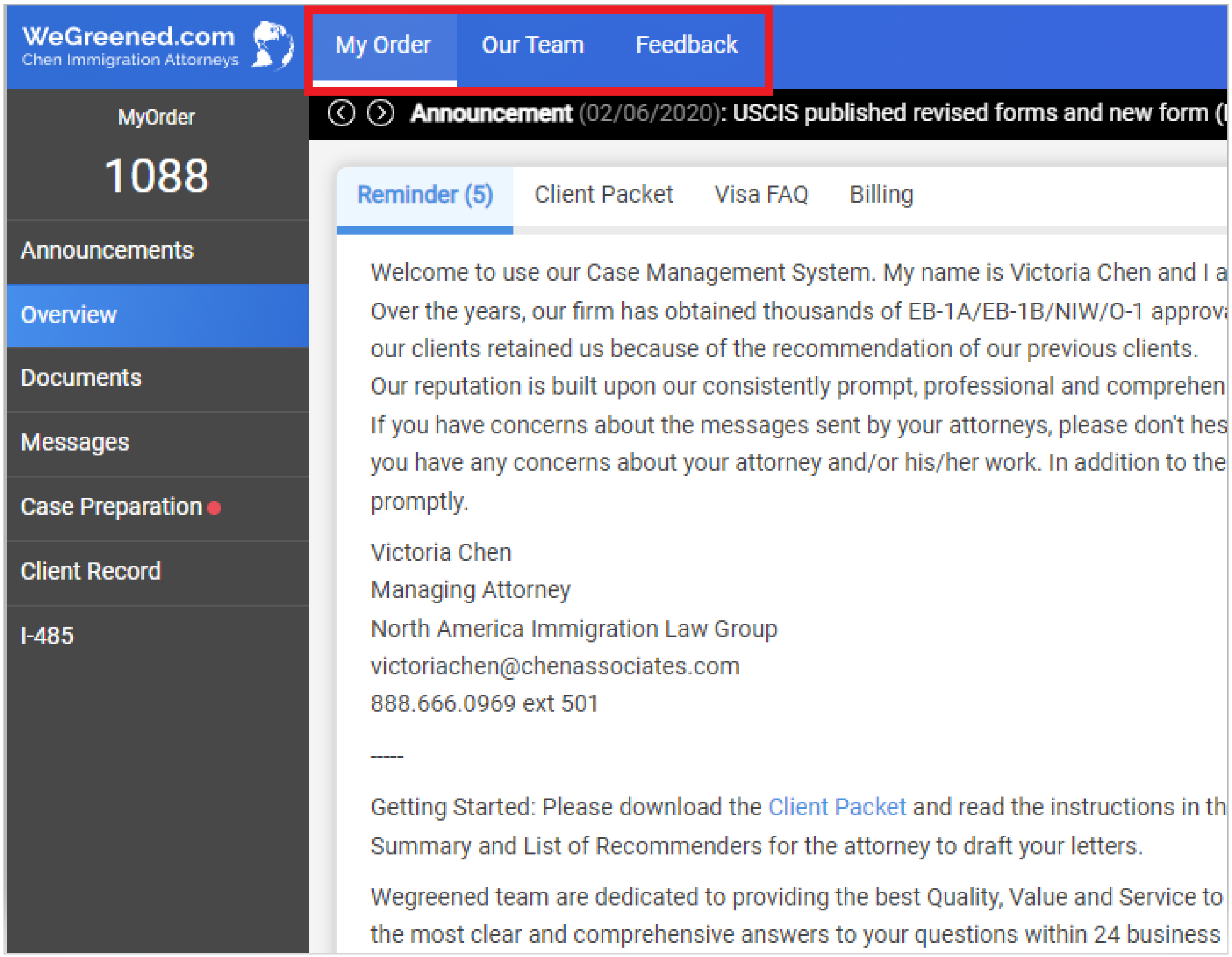


(image 3.3)

In the "Case Status" section, we will fill in your receipt number, the date of filing, and the date of decision <u>after</u> your case is filed to USCIS. (image 3.3)

You can hover over your mouse to the case type to see more information.

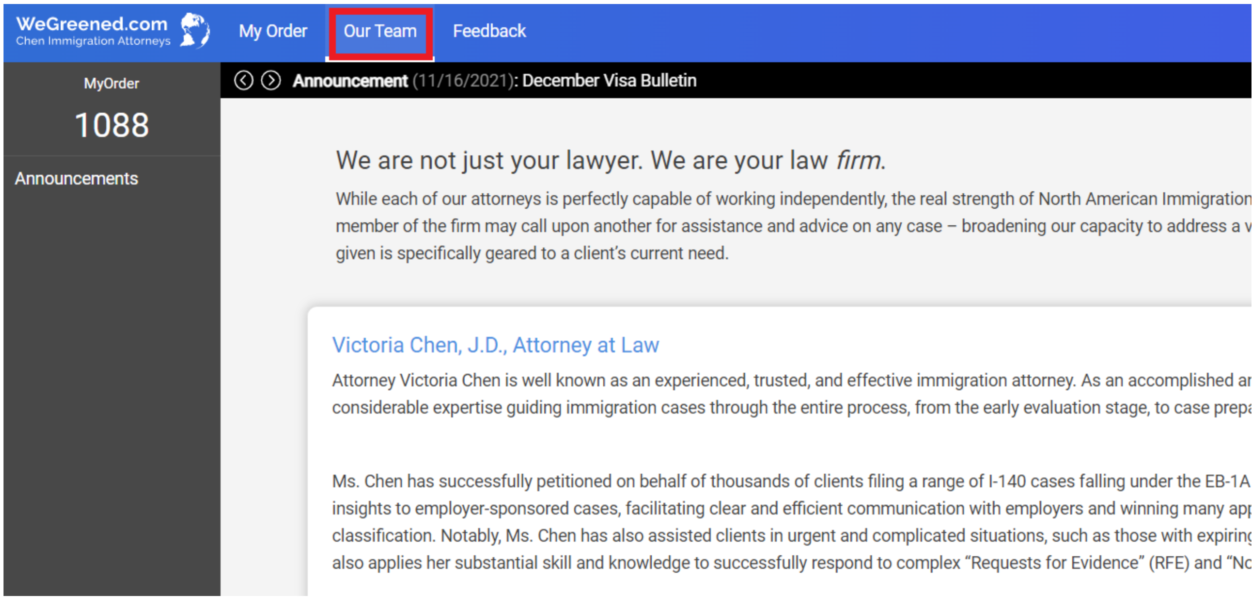
- "Our Team" Tab



(image 3.4)

At the top of your order page, you will find these three different blue tabs, “My Order”, “Our Team”, and “Feedback”. (image 3.4)

If you click the “My Order” tab, you will be directed back to the overview page of your order.

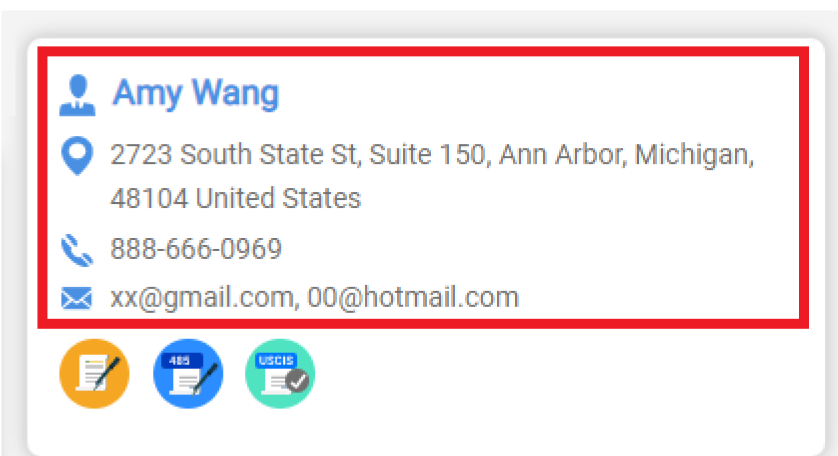


(image 3.5)

If you click the "Our Team" tab, you can find the background information of all of our firm's attorneys and staff. (image 3.5)

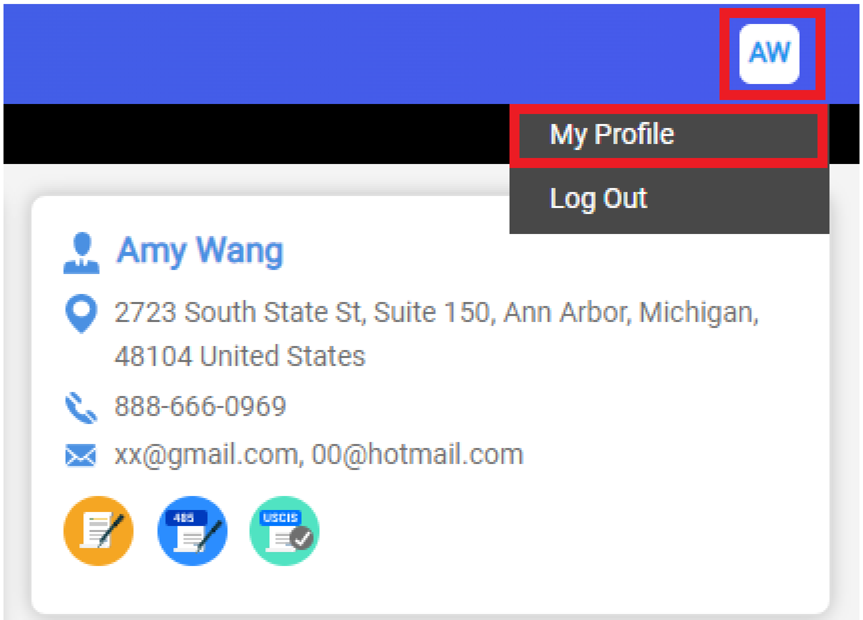
4. Edit Your Information

- Profile Section

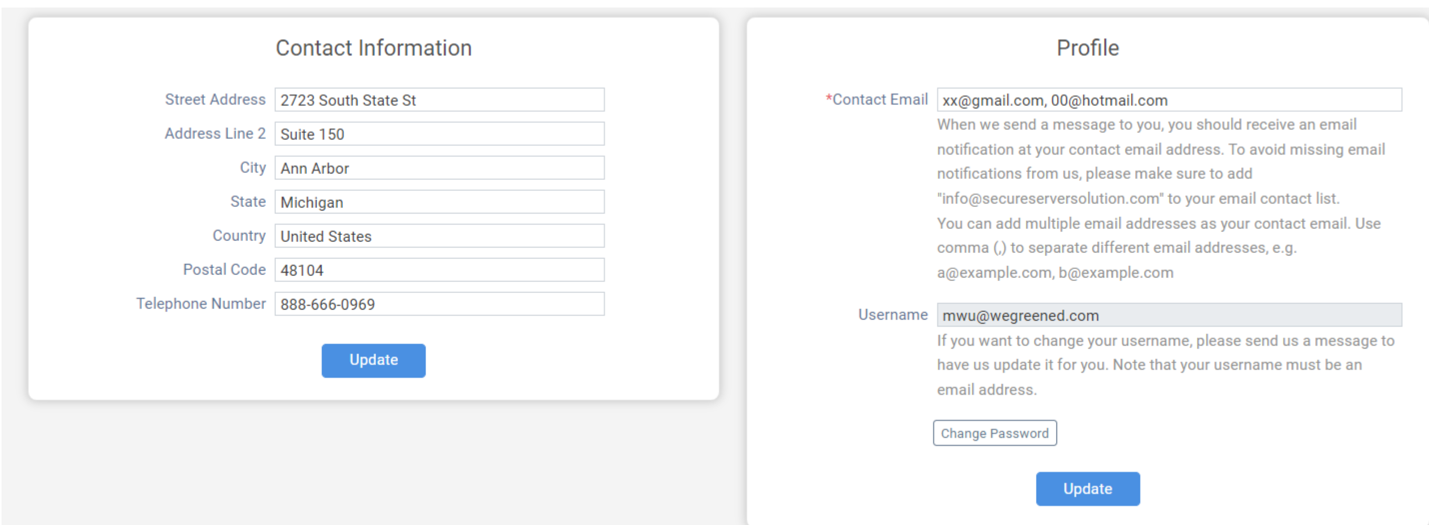


(image 4.1)

In the Profile section, you can see your name, residence address, phone number, and email address. If you want to update the information in your profile, please click on your name abbreviation icon in the upper right corner, and choose "My Profile". (image 4.2 & 4.3)



(image 4.2)

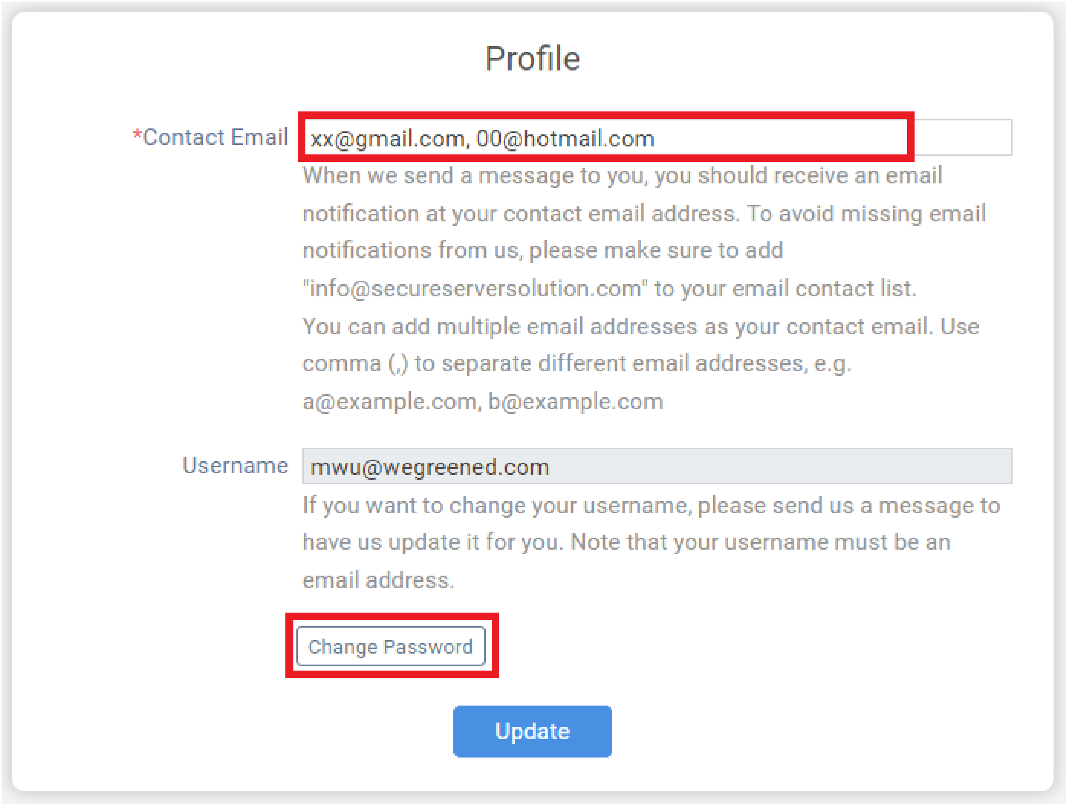


(image 4.3)

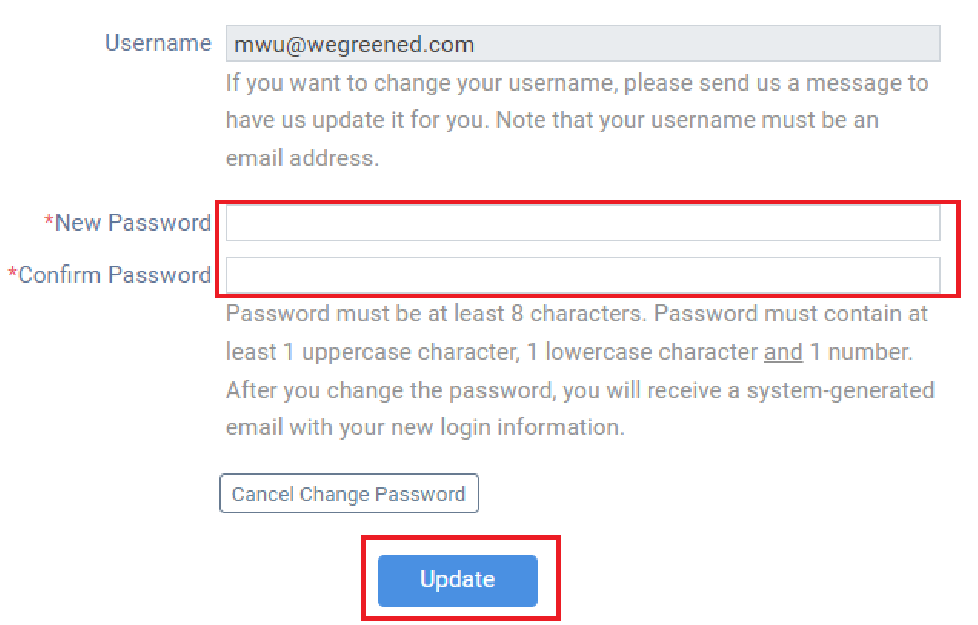
After you finish updating your contact information, please remember to click the "Update" button.

- Change Your Email Address & Password

In the Profile edit page, you can also change your email address and your password at the right hand side of the Profile page. (image 4.4 & 4.5)



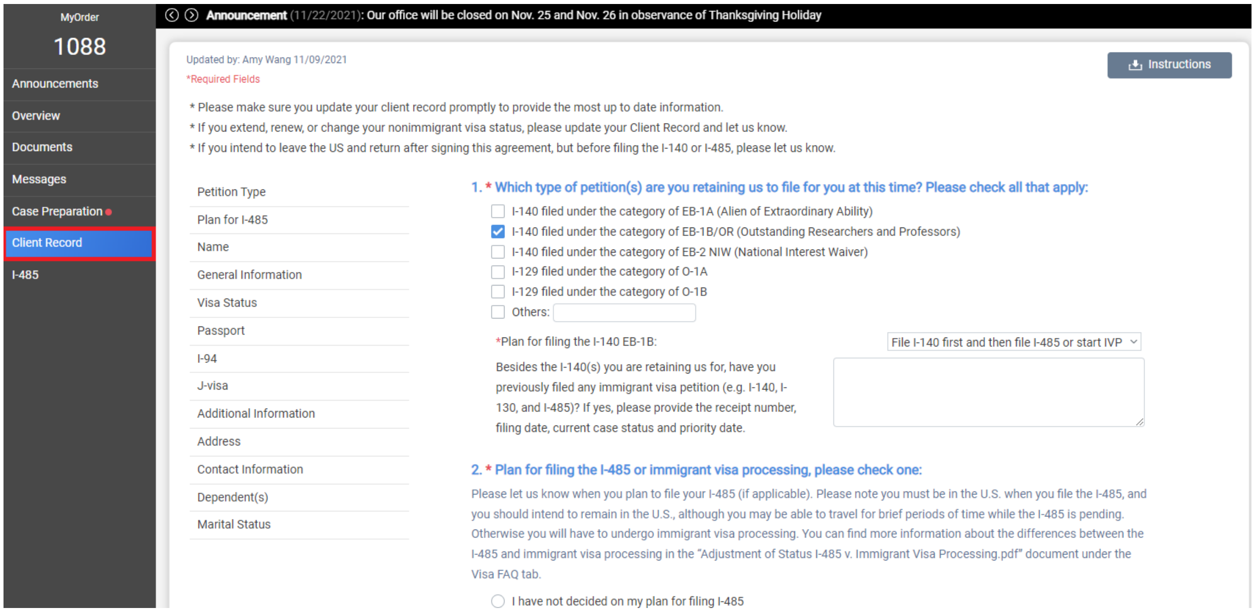
(image 4.4)



(image 4.5)

Please make sure to click the "Update" button after finishing your change.

- "Client Record" Tab

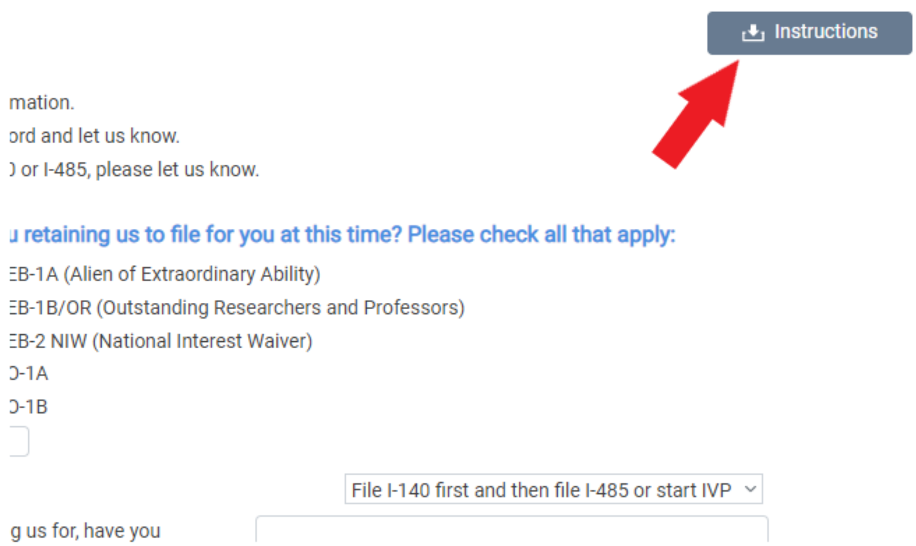


(image 4.6)

In the “Client Record” tab, you can fill out your personal information so that we can provide you with the most appropriate legal advice. (image 4.6)

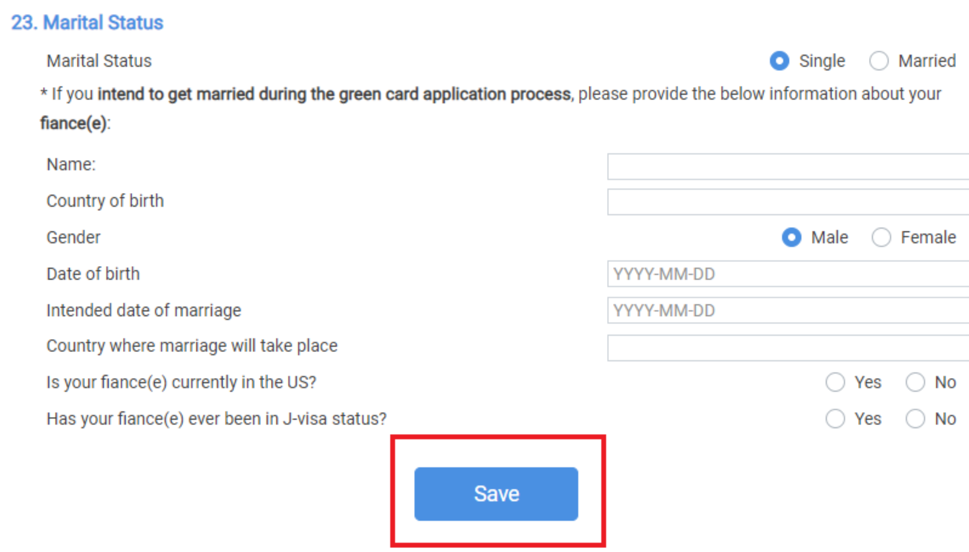
Please be sure to keep your client record up-to-date for the entire period while your petitions/applications are pending. If your circumstances change, please also edit the corresponding information in your client record. <u>Keeping your client record updated will help us to ensure that we are advising you based on an understanding of your current situation</u>.

Before you start filling out the client record, please download and read our client record instructions. (image 4.7)



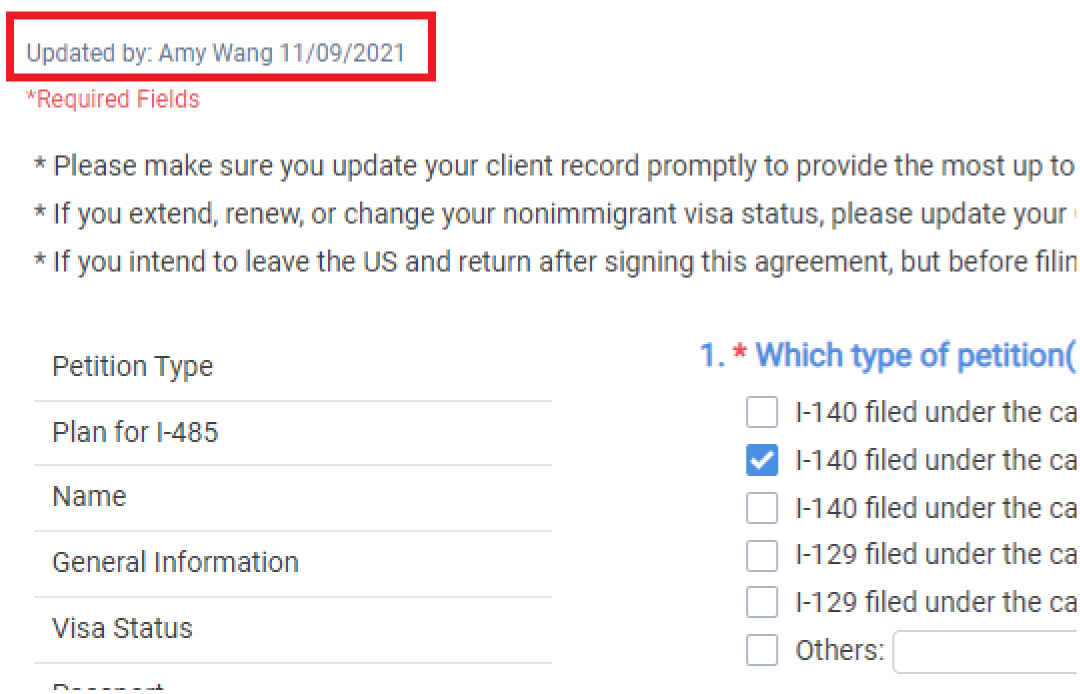
(image 4.7)

When you finish filling/editing the client record, please be sure to scroll down to the bottom of the client record page and click "Save". (image 4.8)



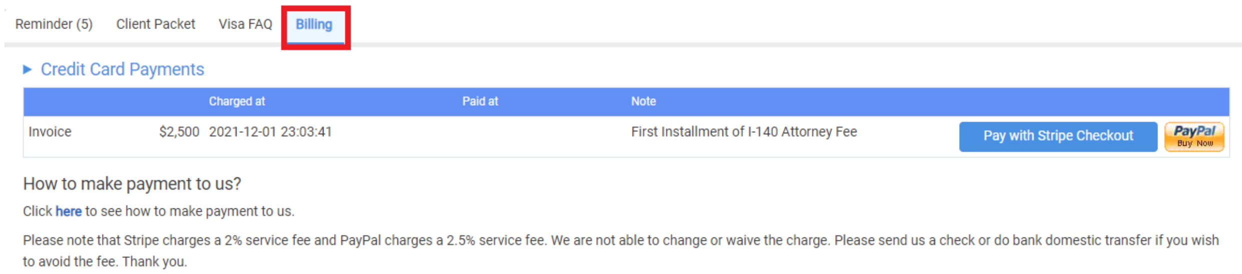
(image 4.8)

After saving your client record, please make sure to check the "updated by" (a small grey note) at the upper left of the client record page. If you save the client record successfully, the time when you edit the client record should appear in the "updated by" note. (image 4.9) If the “updated by” note is not updated after your edit, it means your client record is not saved successfully.



(image 4.9)

5. How to Make a Payment

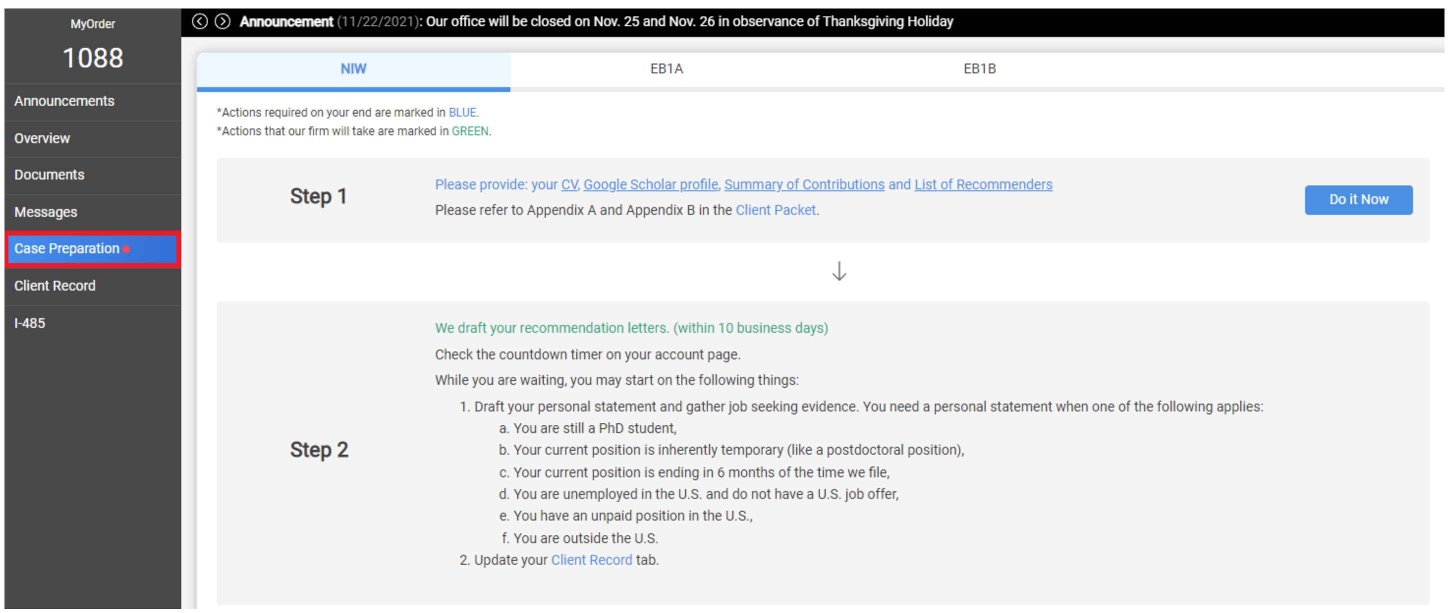


(image 5.1)

In the "Billing" tab, you can find the record of invoices we have sent you. (image 5.1)

You can make your payment by directly clicking the "Pay with Stripe Checkout" button or the "Paypal" button. If you wish to make your payment via other methods, please refer to the "How to make payment to us?" section

6. Know the Case Preparation Process



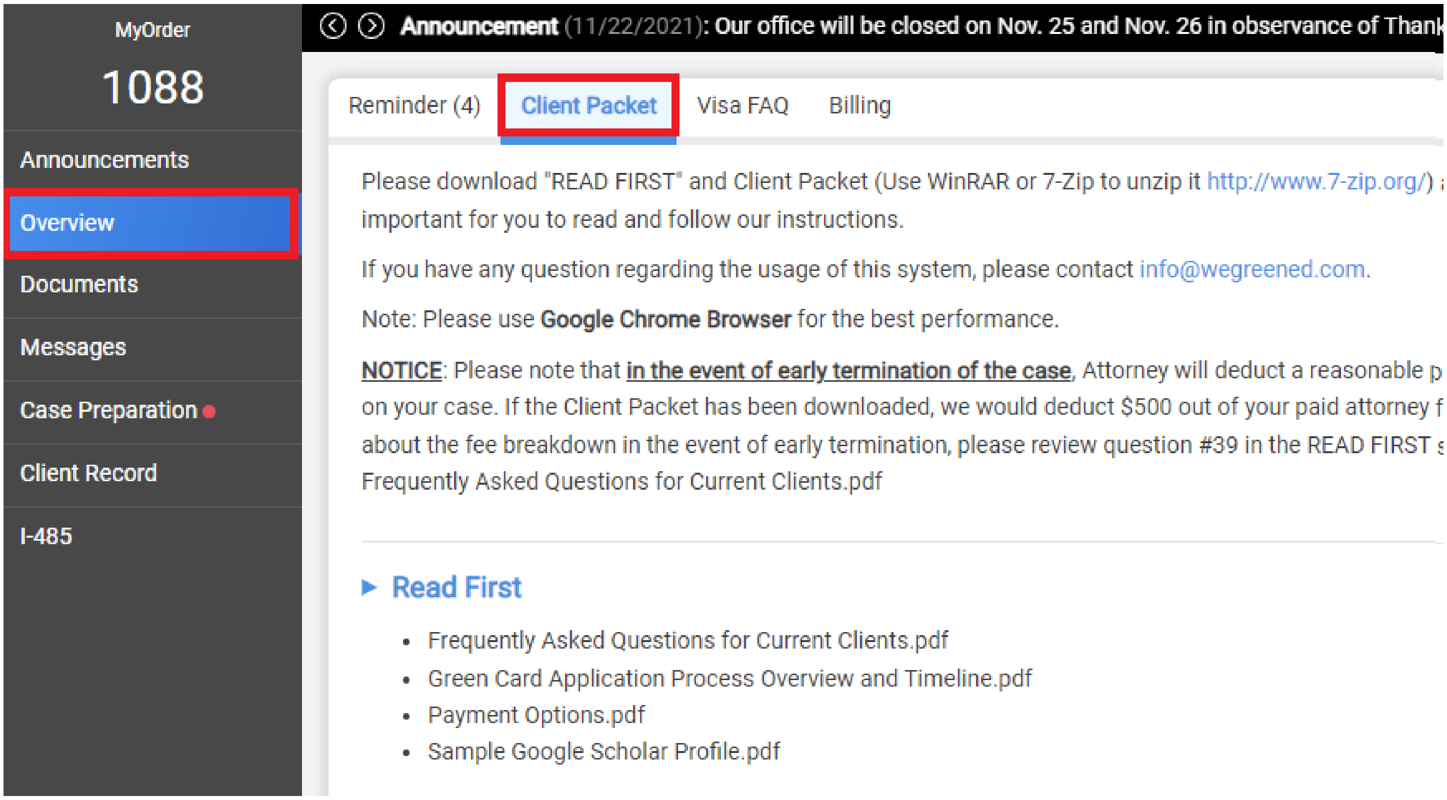
(image 6.1)

In the "Case Preparation" tab, you can read our simplified and illustrated flowchart to have an overall understanding regarding our case preparation process. (image 6.1)

For your information, the red dot is merely a kind reminder for you to pay attention to the content under the specific tab. You do not have to be concerned about it.

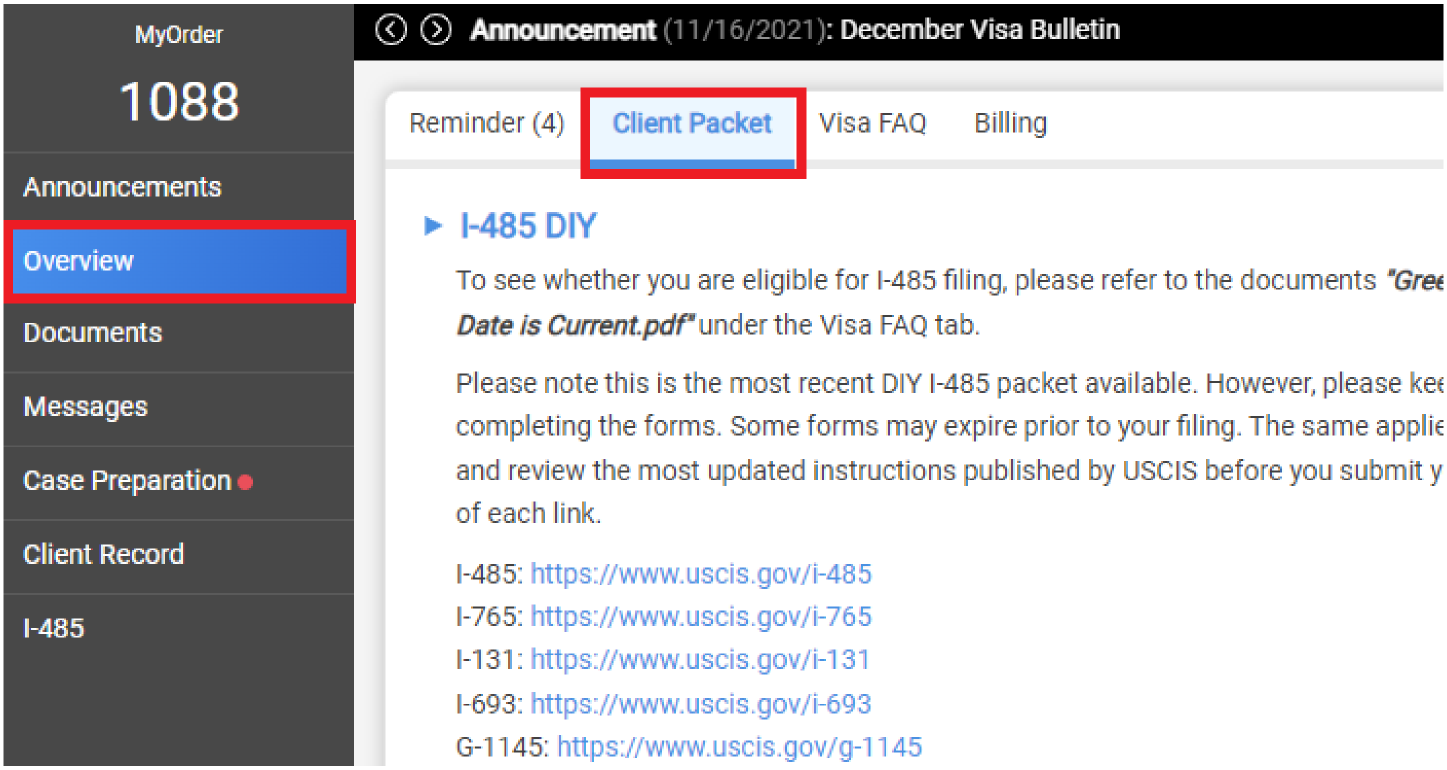
7. Read the Client Packet and Visa FAQ

- "Client Packet" Tab



(image 7.1)

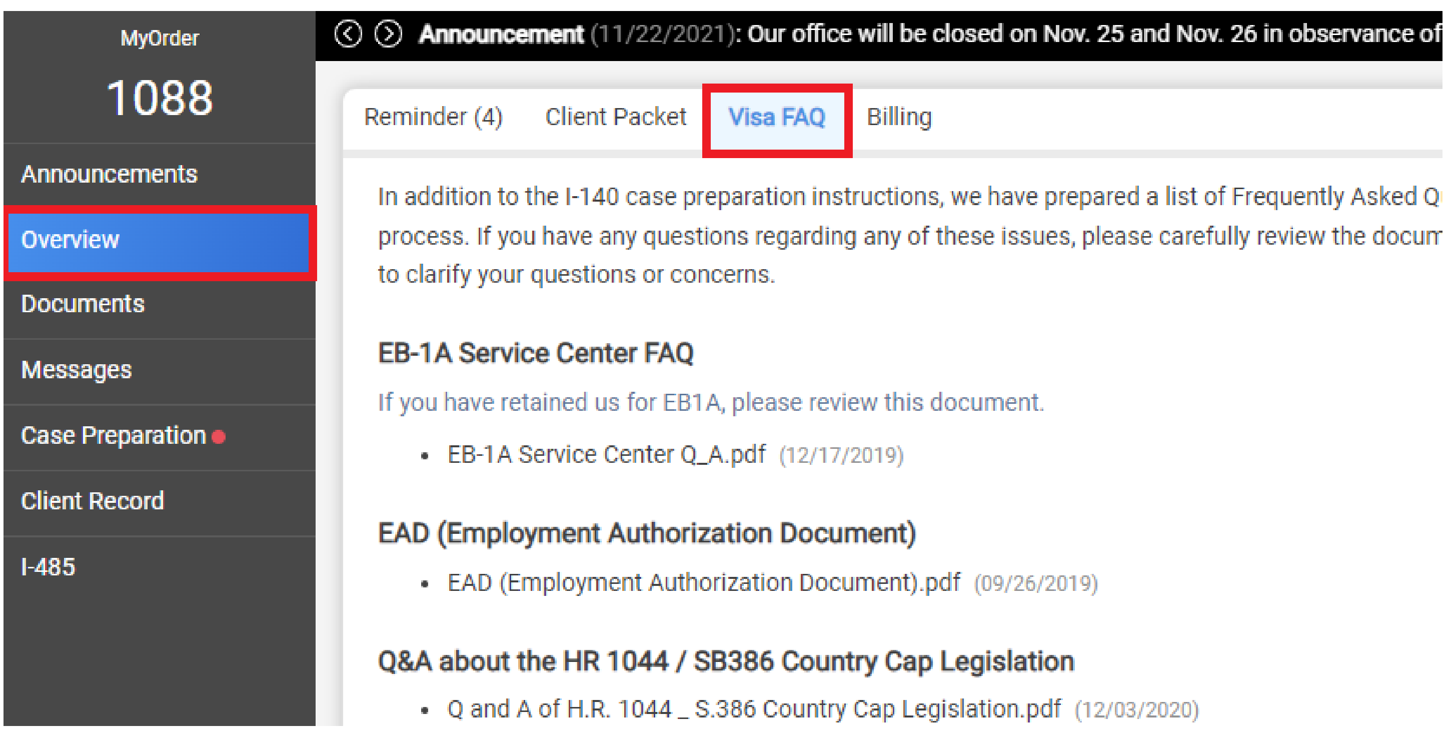
You will have access to the "Client Packet" tab after you have initiated the payment for the attorney fee. To start your case preparation, it is important that you download and read the documents under the "Client Packet" tab first. (image 7.1)



(image 7.2)

Our firm provides free I-485 DIY for our customers. If you do not retain our firm for I-485, you can still find general instructions about the documents needed for the I-485 application in the I-485 DIY packet. You can access the I-485 DIY packet at the bottom of the "Client Packet" tab in your account. (image 7.2)

- "Visa FAQ" Tab

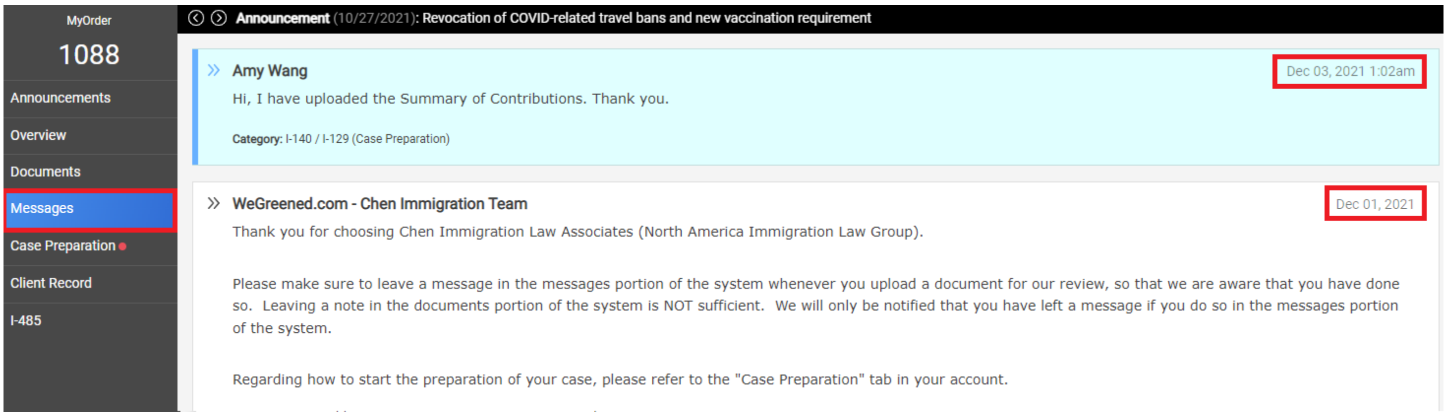


(image 7.3)

In addition to the I-140 case preparation instructions, we have prepared a list of Frequently Asked Questions (FAQs) documents for commonly encountered issues during your green card application process. (image 7.3).

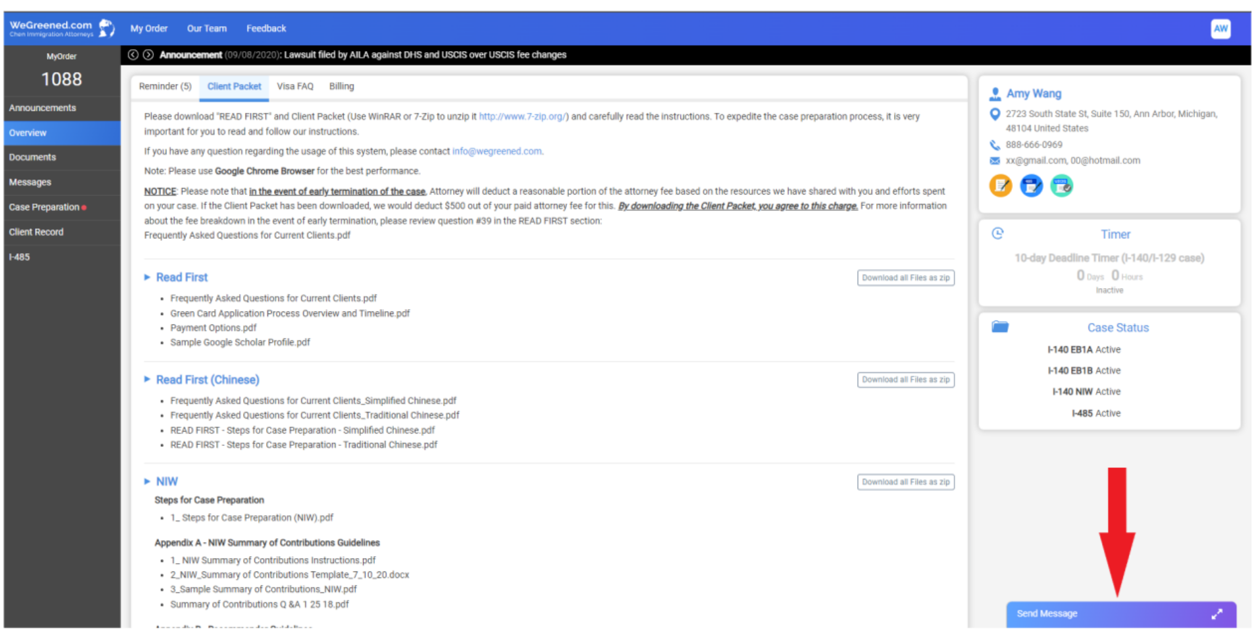
8. Read/Send Messages

- Send Us a Message



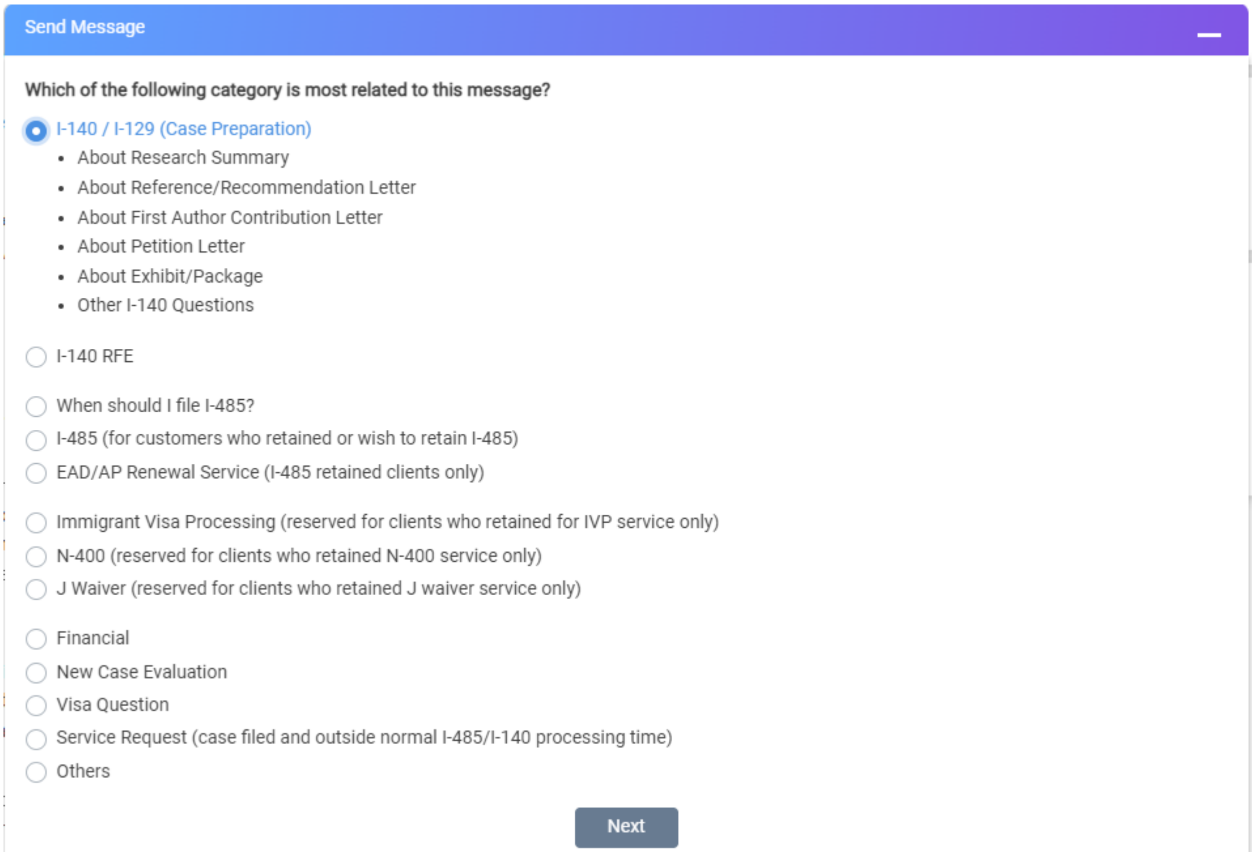
(image 8.1)

In the "Message" tab, you can read the message correspondence between you and our firm. The message you sent will be in the turquoise-colored background, and our firm's response message will be in the white-colored background. You can also see the timestamp of your and our messages at the upper right corner of each message box. (image 8.1)



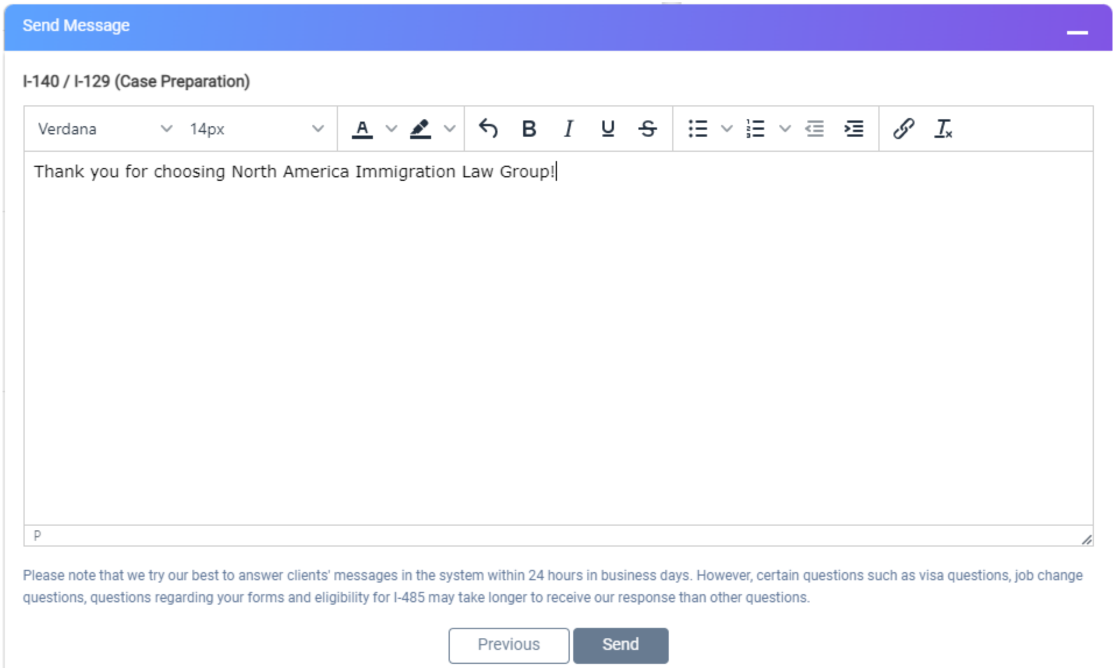
(image 8.2)

If you want to send a message to us, please click on the “Send Message” tab located at the lower right corner of your account page (image 8.2).



(image 8.3)

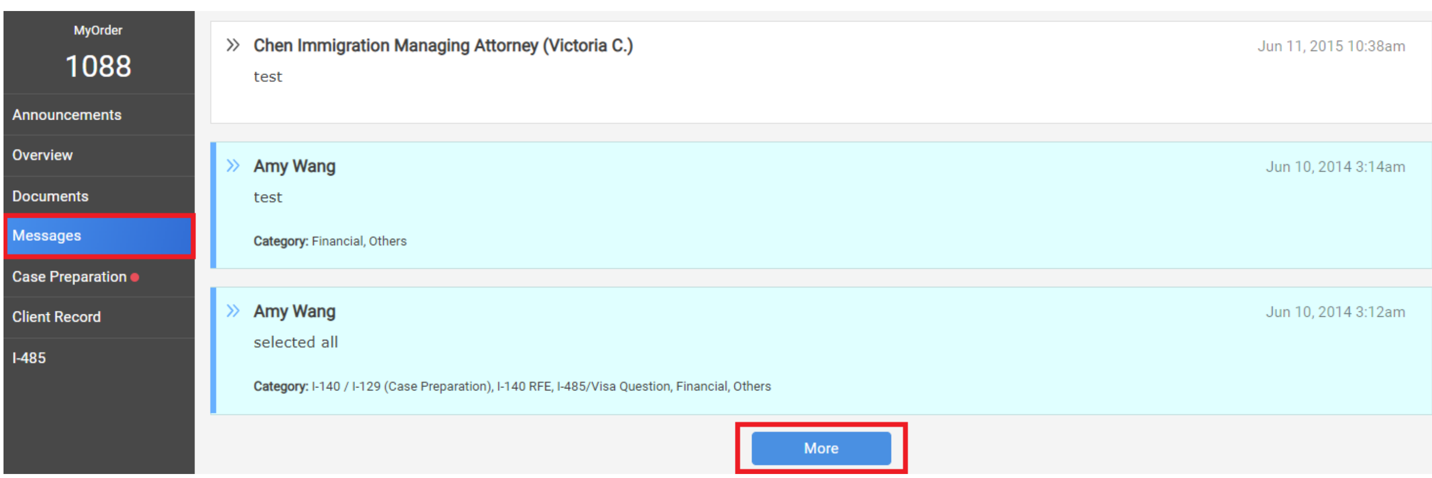
Before sending a message, based on the topic of the message you are sending, please select an appropriate category for your message. Doing so will help us to sort the message and direct the message to the appropriate department for an answer. It also helps you receive our response in a timely manner. (image 8.3)



(image 8.4)

In the message box, you can type the message you want to send us. You can utilize the different functions on top of the message box, such as changing font type, font size, font color, highlight your texts, bold/italicize/underline/strikethrough texts, etc. (image 8.4)

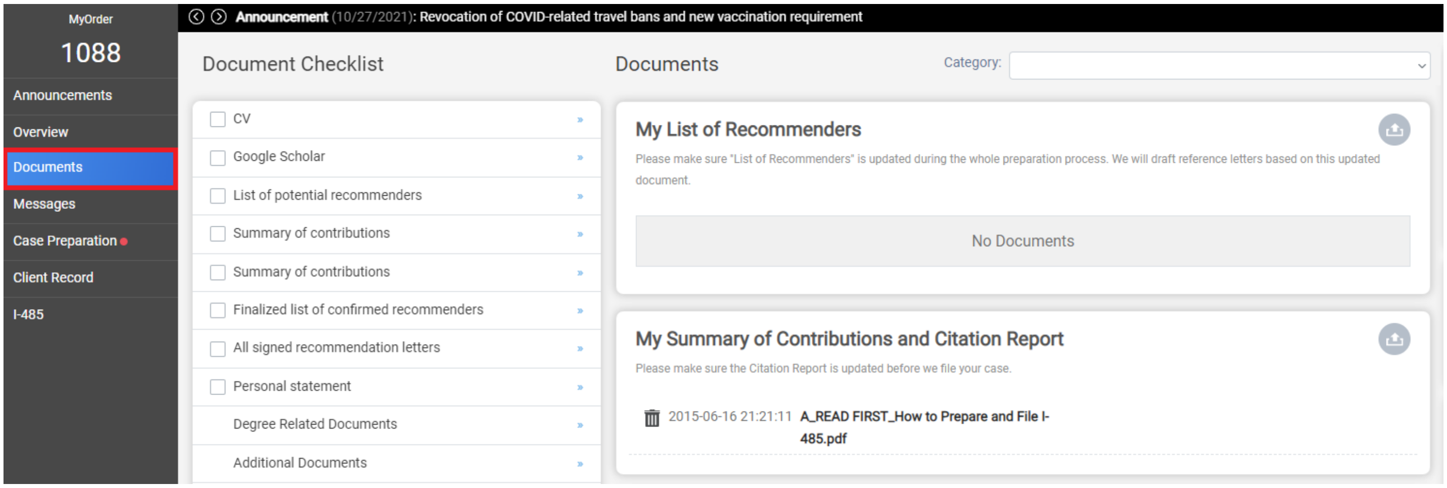
- Read Previous Messages



(image 8.5)

If you would like to read our earlier message records, please scroll down to the bottom of your message page and click the "More" button. (image 8.5)

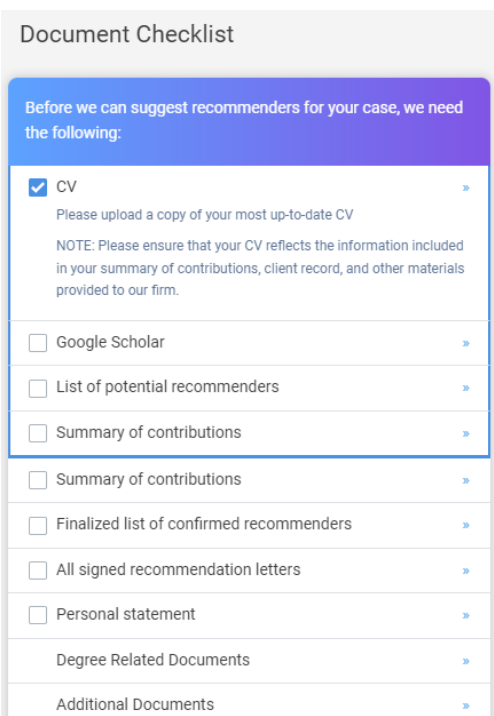
9. Upload/Download Documents



(image 9.1)

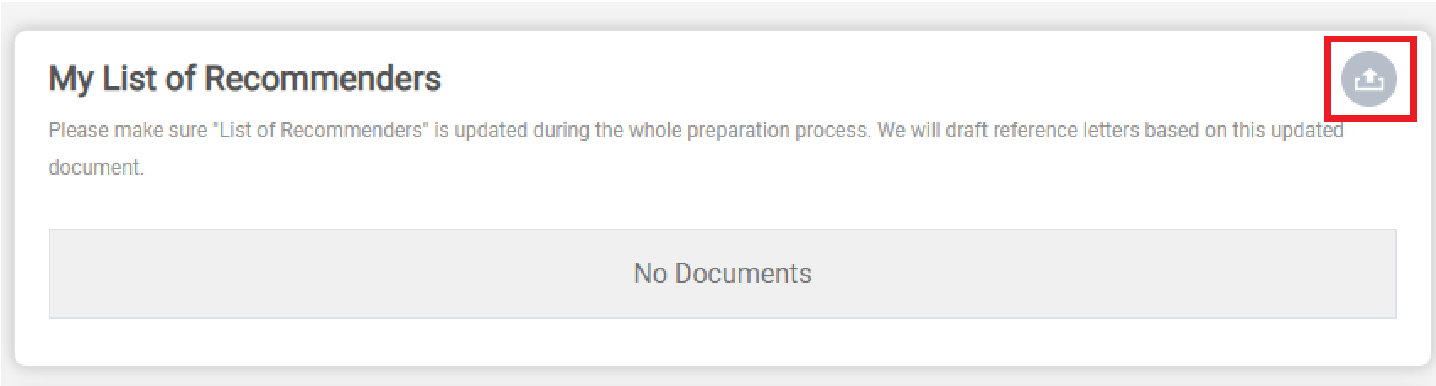
If you want to upload/download documents, please go to the “Documents” tab. (image 9.1)

At the left hand side of the Document tab, you can find a “Document Checklist”. This checklist is only a reminder tool for you to check which documents you have and have not prepared and uploaded. For example, after you upload your CV, you can check the “CV” box for your own record. (image 9.2)



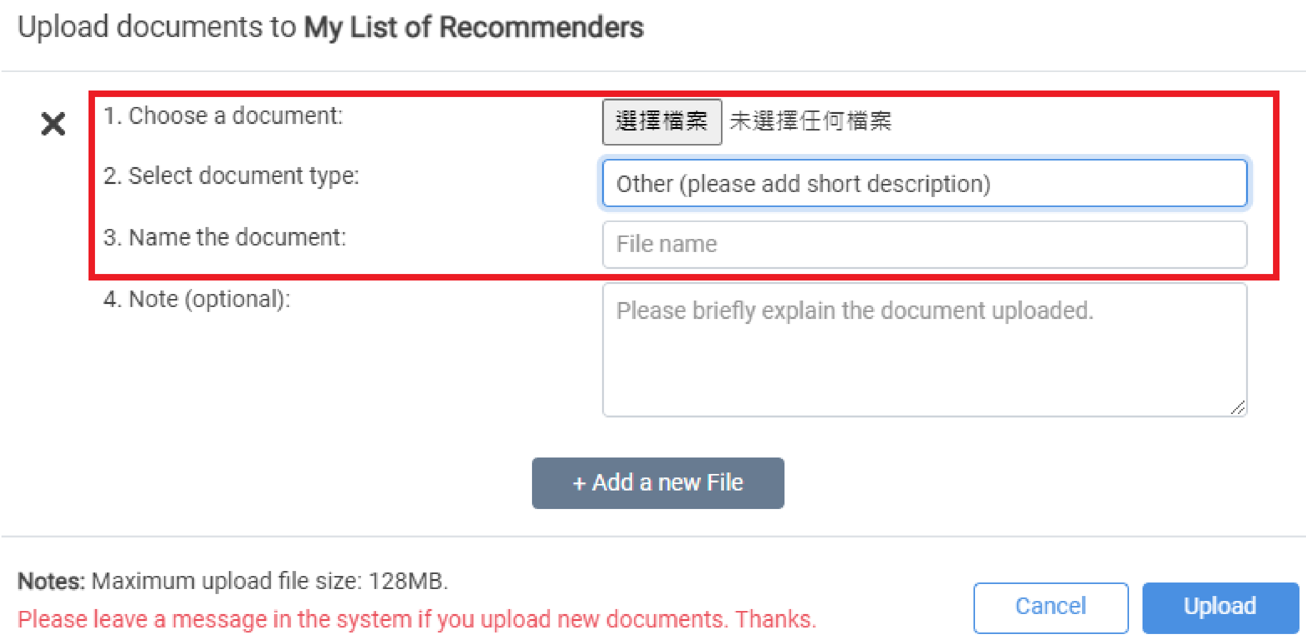
(image 9.2)

To upload documents, please click the “Upload" button located at the upper right corner of each section. (image 9.3)



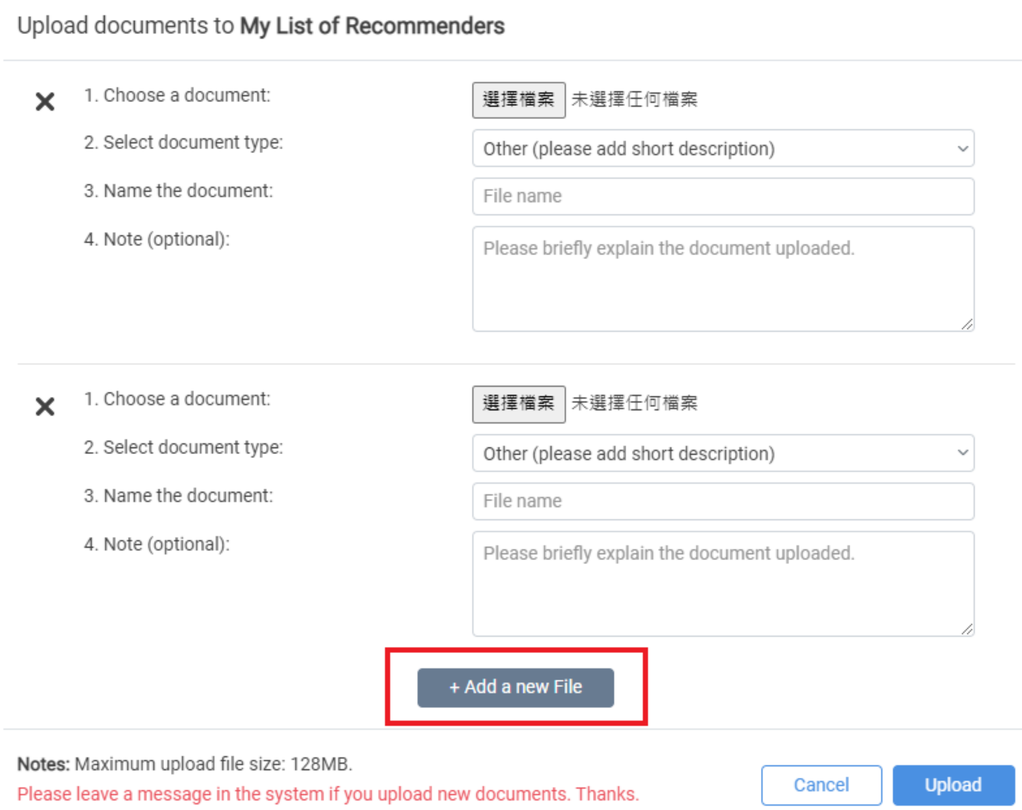
(image 9.3)

When you are uploading documents, please make sure you fill in section 1,2, and 3 before you click the upload button. If you want to add notes to the document you upload, you can fill in section 4. (image 9.4)



(image 9.4)

If you want to upload multiple documents at a time, please click the "+ Add a new File" button to add another document in your upload list. (image 9.5)



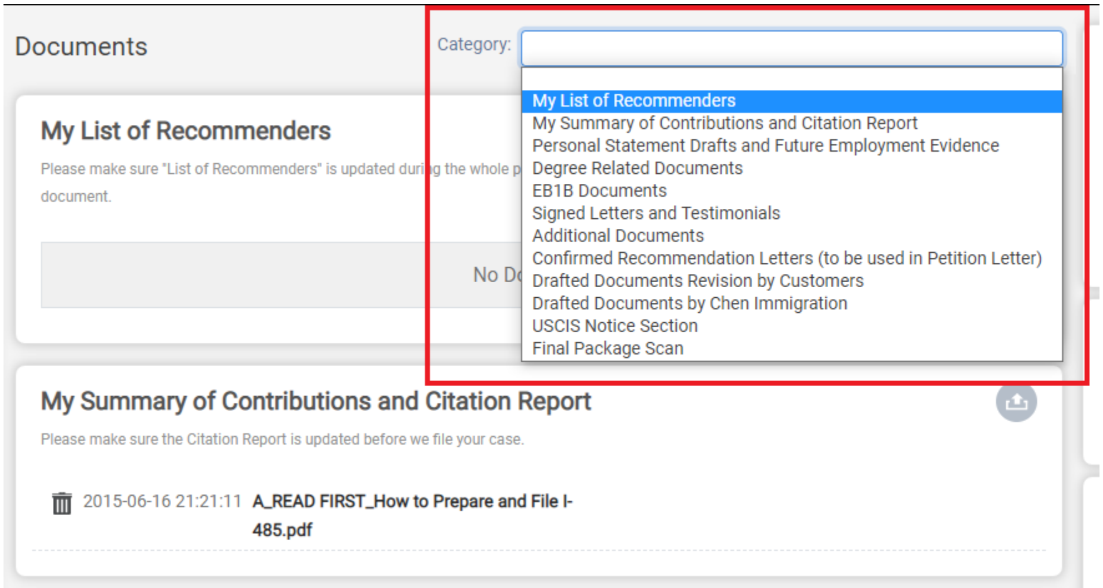
(image 9.5)

For uploading files, please be sure to have a unique English file name for each document you upload. And please note that the maximum size of a file you can upload to our system is 128MB. If possible, please use Google Chrome browser to view our website and make sure that Javascript is enabled.

Please make sure you leave us a message in the system if you upload new documents.

Also, please be sure to upload your documents to the appropriate sections under the "Documents" tab in your account so that we can properly locate the information you provide.

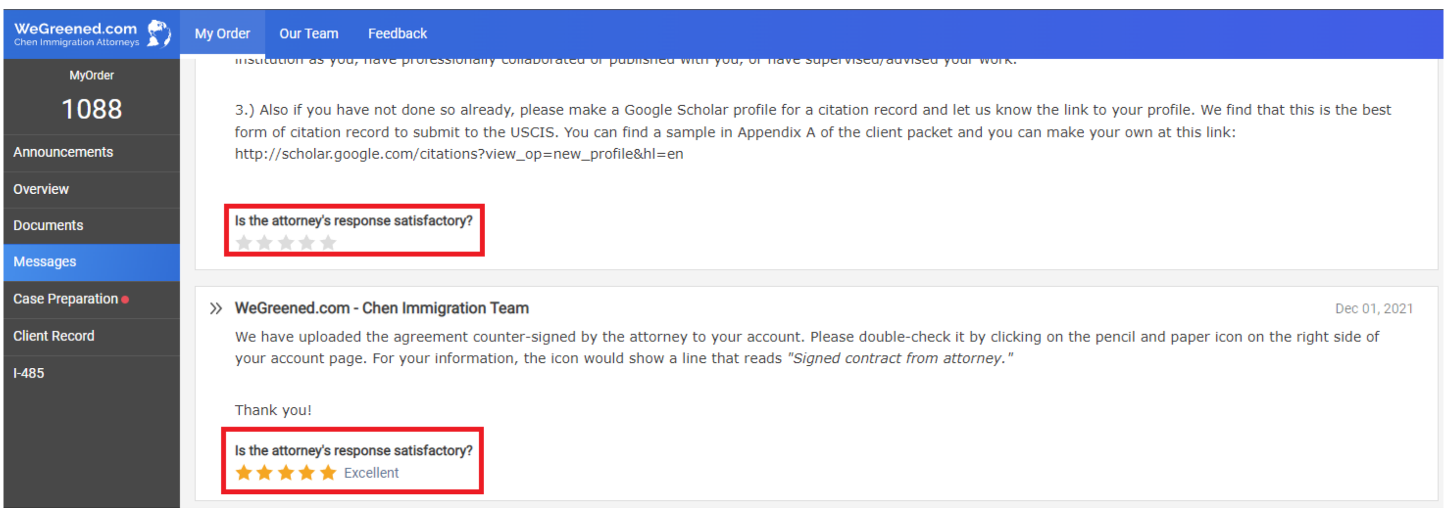
You can have quick access to each document section by selecting the category submenu at the upper right corner of the document page. (image 9.6)



(image 9.6)

10. Provide Your Feedback

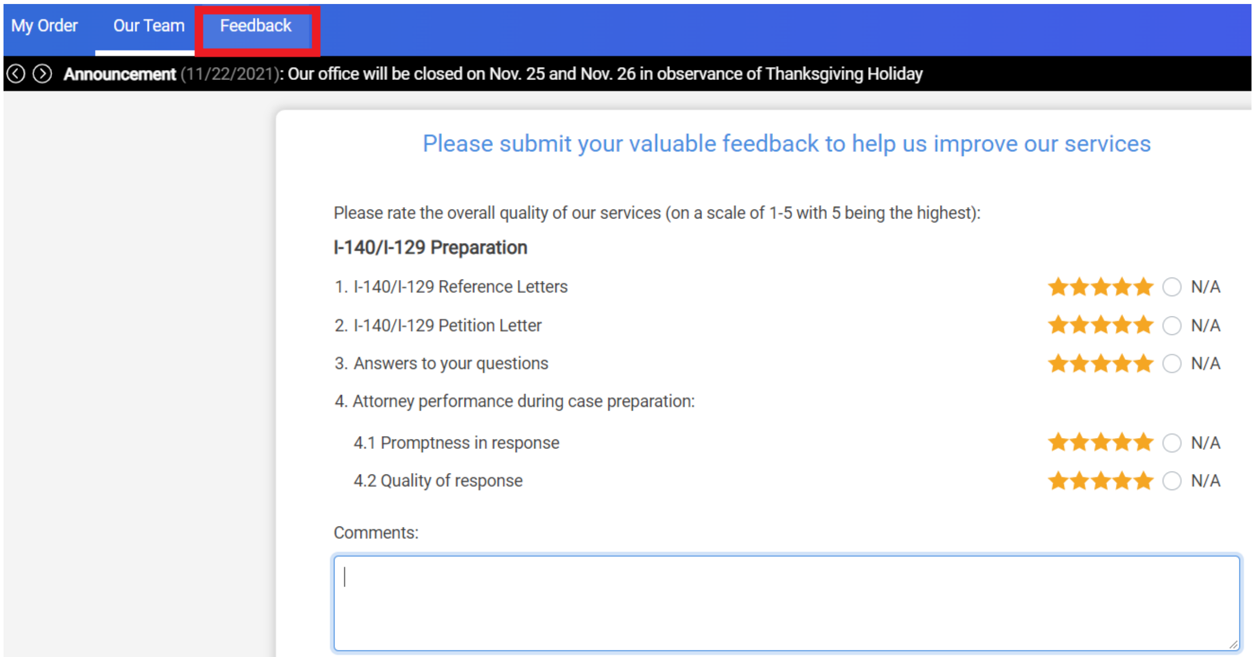
- Rate Our Messages



(image 10.1)

At the bottom of each message we send to you, you are able to rate our message from 1 star to 5 stars. (image 10.1) Please do not hesitate to rate our messages with 5 stars if you find our messages very helpful and satisfactory. If you rate our message fewer than 3 stars, please kindly provide us with the reason why you think the message is not satisfactory to you, so that we can improve the quality of our services.

- "Feedback" Tab



(image 10.2)

If you click the “Feedback” tab on the top of your account page, you can submit your overall feedback for the case preparation process. (image 10.2)