

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

2. Read our Reminders and Announcements

- ["Overview" Tab](#)
- ["Announcement" Tab](#)
- ["Reminder" Tab](#)

3. Features in Your Account

- [Signed Contract/Approval Notice Icons](#)
- [Case Status](#)
- ["Our Team" Tab](#)

4. Edit Your Information

- [Profile Section](#)
- [Change Your Email Address & Password](#)
- ["Client Record" Tab](#)

5. How to Make a Payment

6. Know the Case Preparation Process

7. Read the Client Packet and Visa FAQ

- ["Client Packet" Tab](#)
- ["Visa FAQ" Tab](#)

8. Read/Send Messages

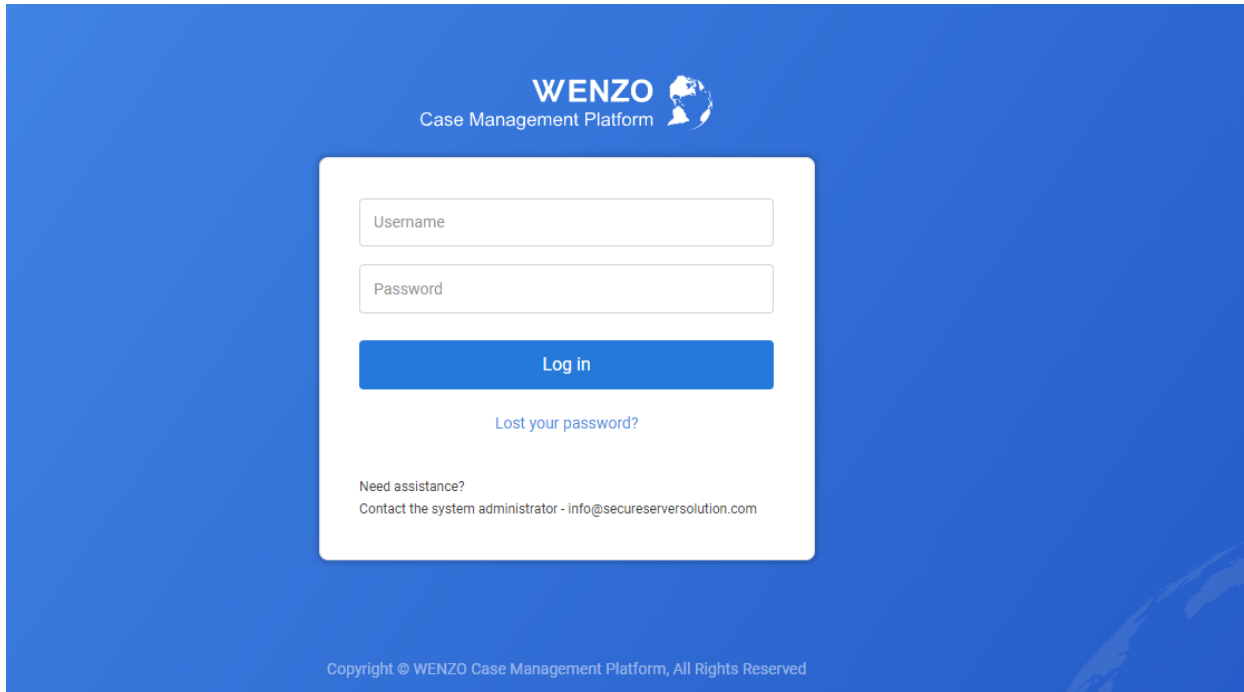
- [Send Us a Message](#)
- [Read Previous Messages](#)

9. Upload/Download Documents

10. Provide Your Feedback

- [Rate Our Messages](#)
- ["Feedback" Tab](#)

1. Log in to Your Account



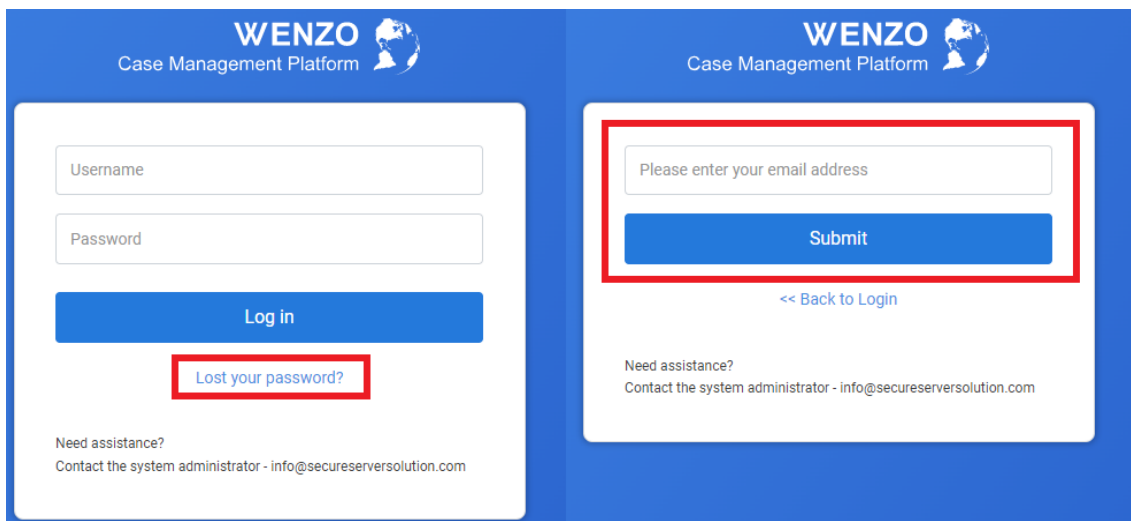
The image shows the login page for the WENZO Case Management Platform. The page has a blue background with a white login form in the center. The form contains two input fields for 'Username' and 'Password', a blue 'Log in' button, and a link for 'Lost your password?'. Below the form, there is a link for 'Need assistance?' and the contact information 'Contact the system administrator - info@secureserversolution.com'. The WENZO logo and 'Case Management Platform' text are at the top of the form. The copyright notice 'Copyright © WENZO Case Management Platform, All Rights Reserved' is at the bottom of the page.

(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.

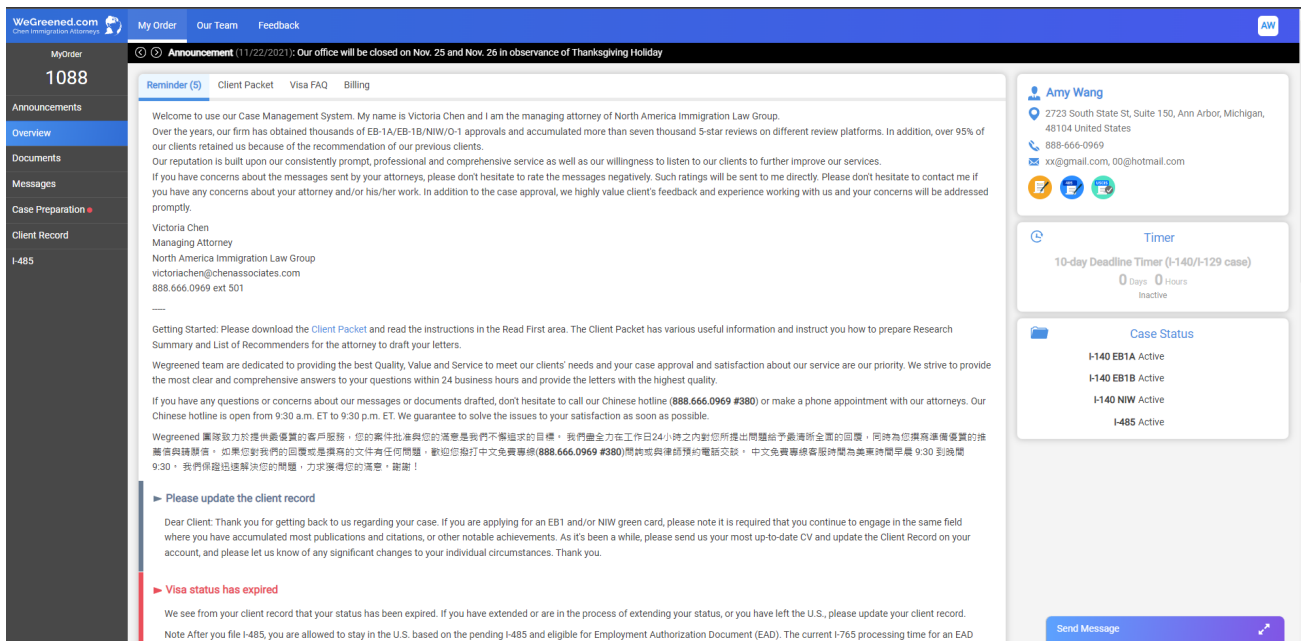


The image shows the password reset page for the WENZO Case Management Platform. The page has a blue background with a white form in the center. The form contains a text input field for 'Please enter your email address', a blue 'Submit' button, and a link for '<< Back to Login'. Below the form, there is a link for 'Need assistance?' and the contact information 'Contact the system administrator - info@secureserversolution.com'. The WENZO logo and 'Case Management Platform' text are at the top of the form. The 'Lost your password?' link from the previous page is highlighted with a red box, indicating it is the link to be clicked to reach this page.

(image 1.2)

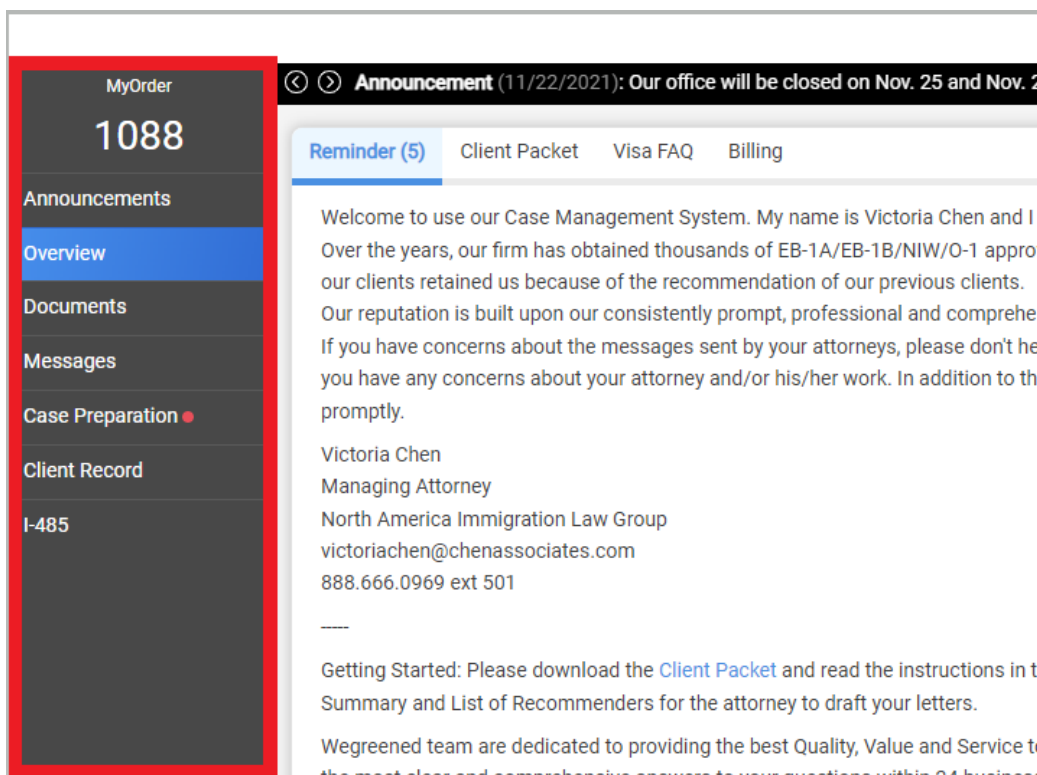
2. Read our Reminders and Announcements

- "Overview" Tab



(image 2.1)

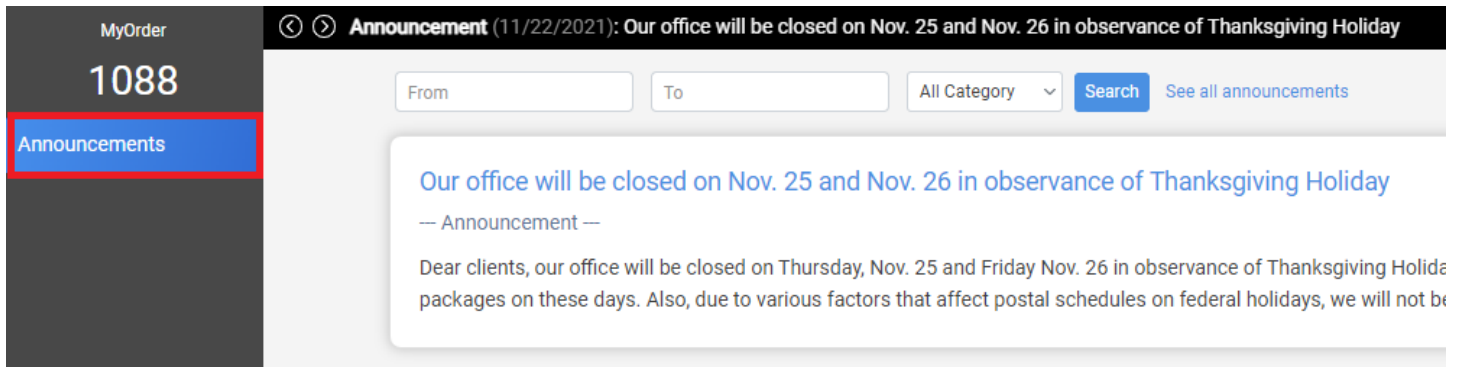
After you successfully log in to your account, the first thing you will see is the "Overview" tab under the "My Order" tab (image 2.1).



(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)

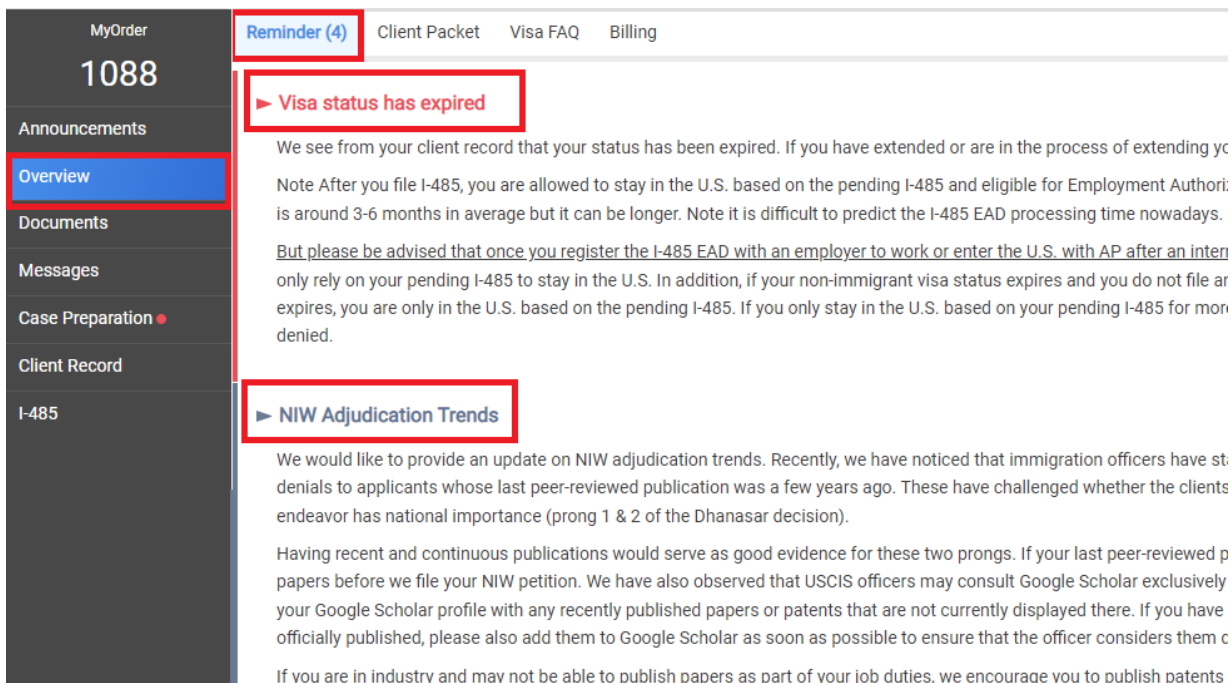
- "Announcement" Tab



(image 2.3)

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

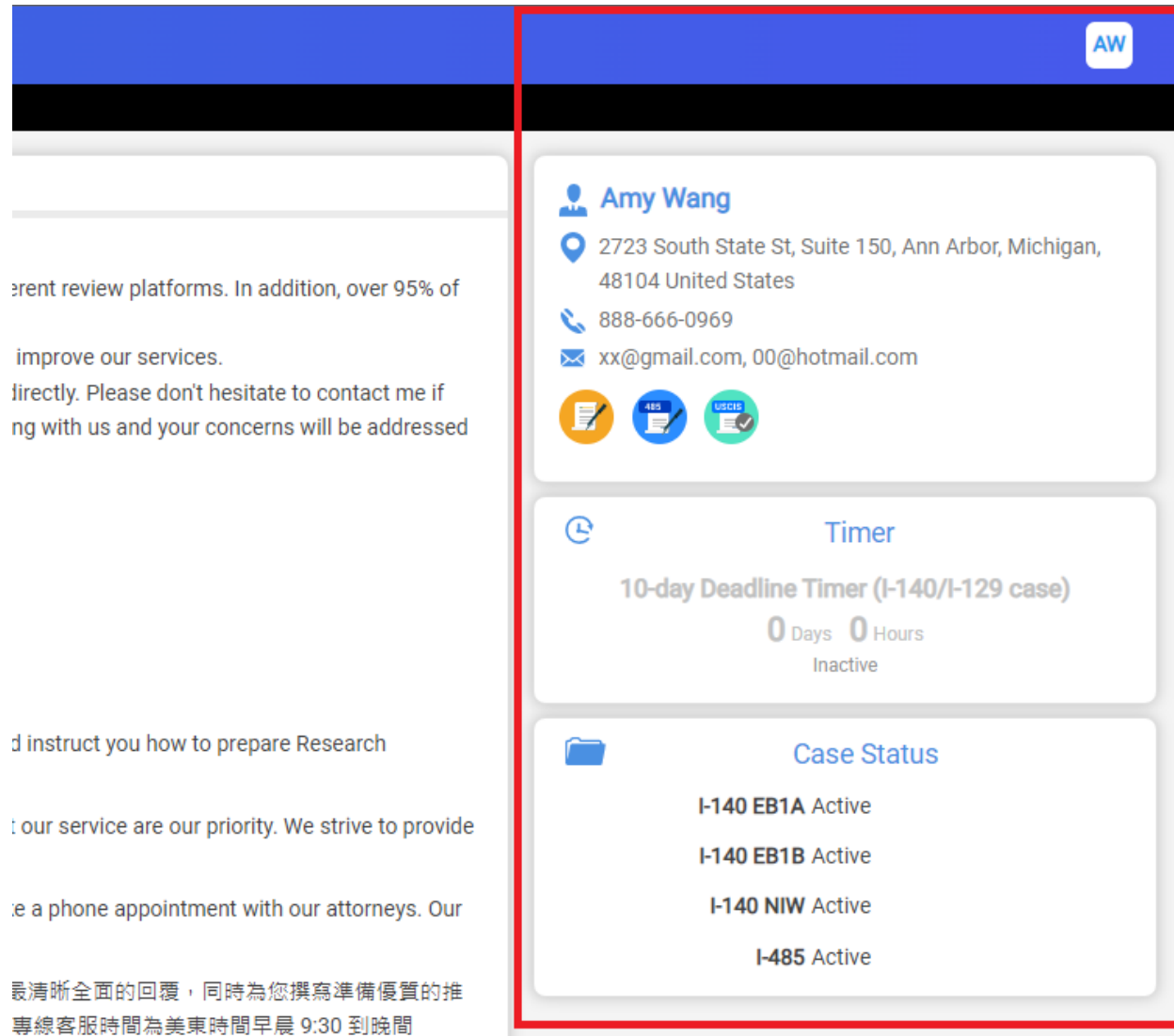
- "Reminder" Tab



(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

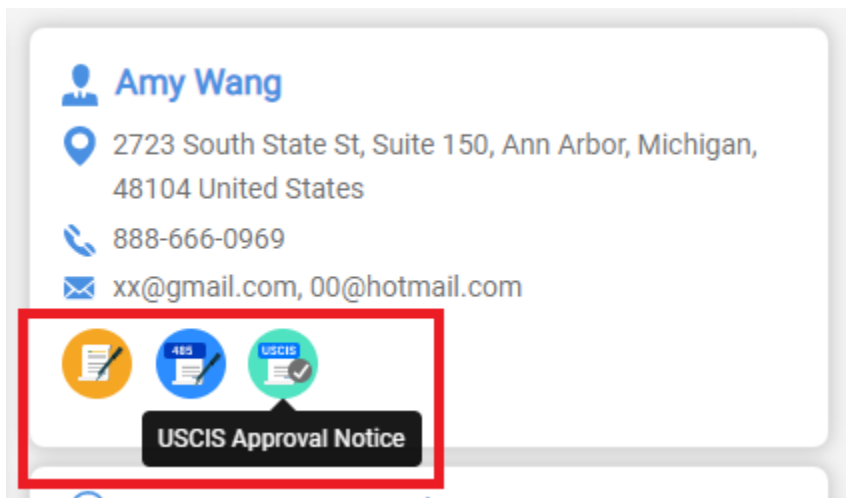


(image 3.1)

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

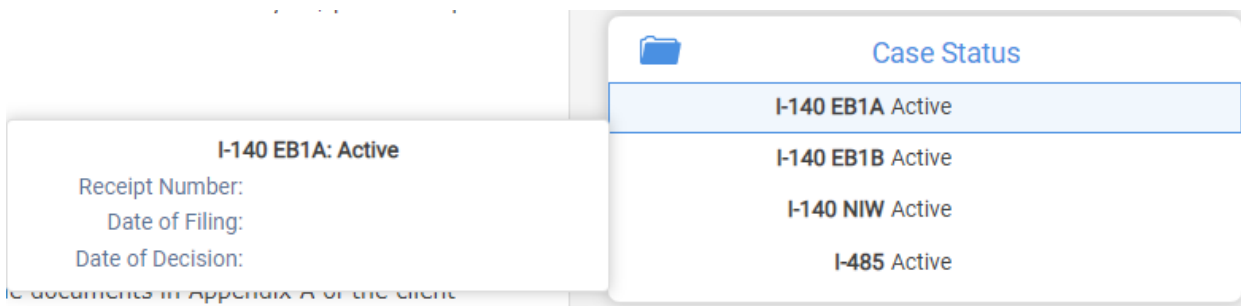
- Signed Contract/Approval Notice Icons



(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

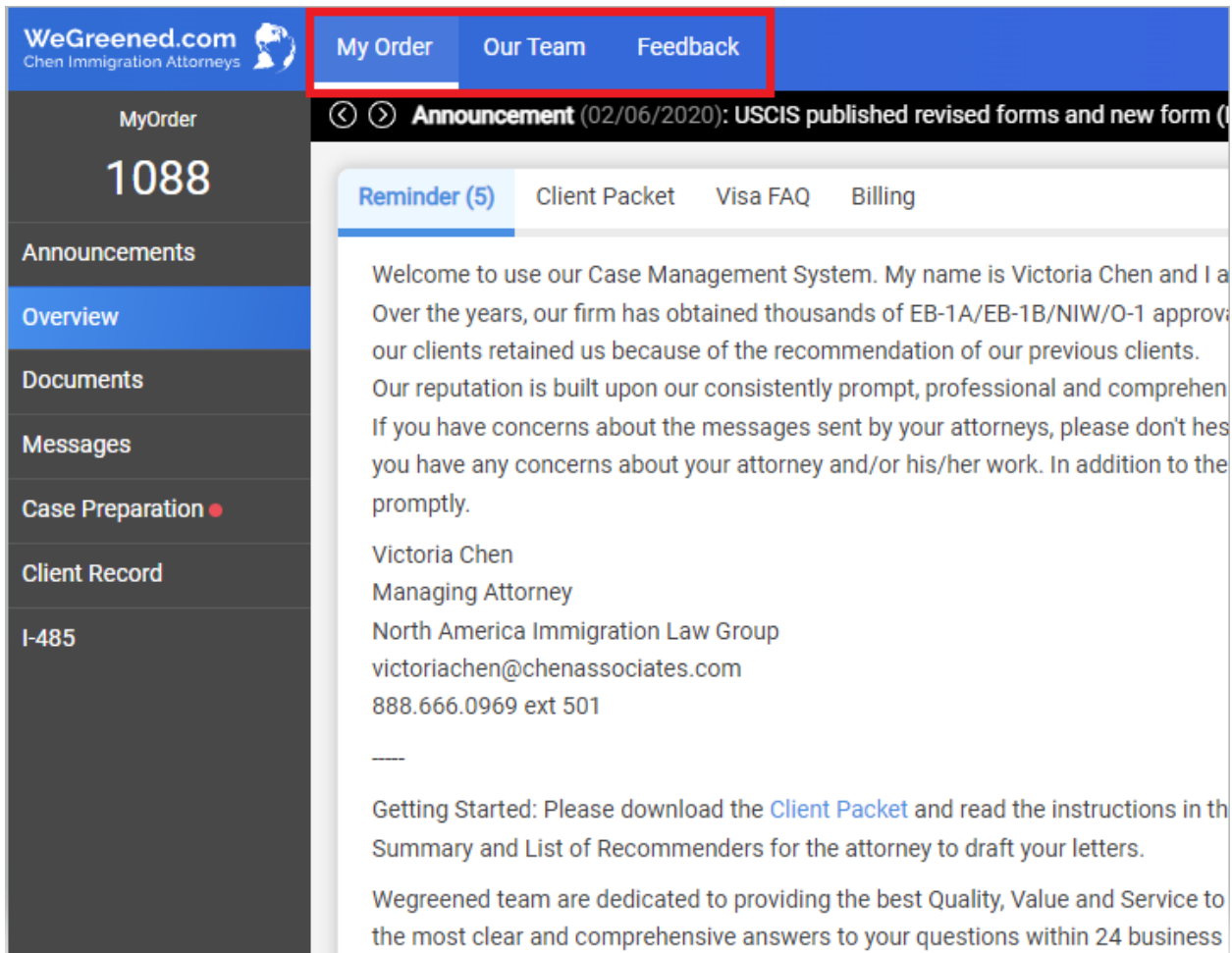


(image 3.3)

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

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

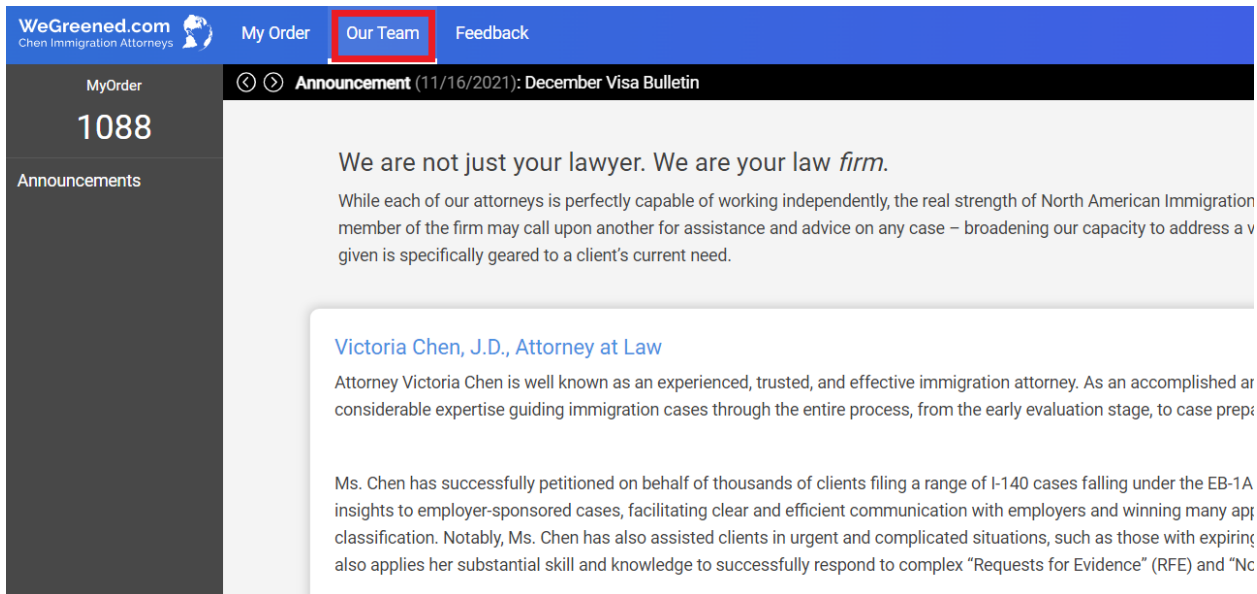
- "Our Team" Tab



(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.

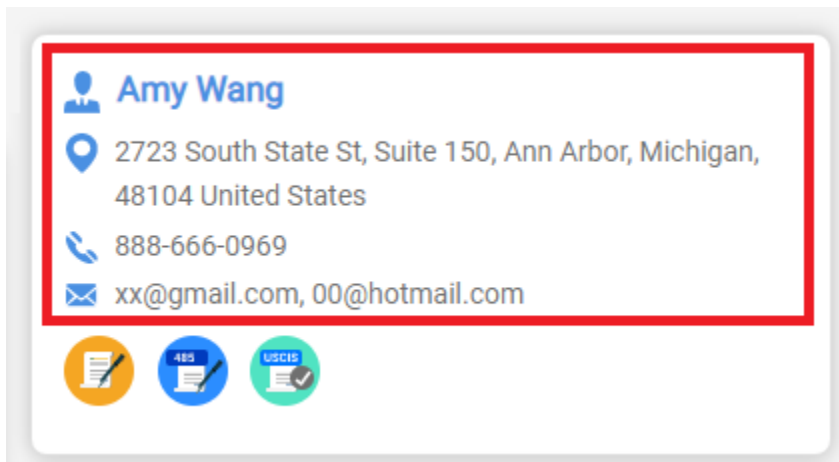


(image 3.5)

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)

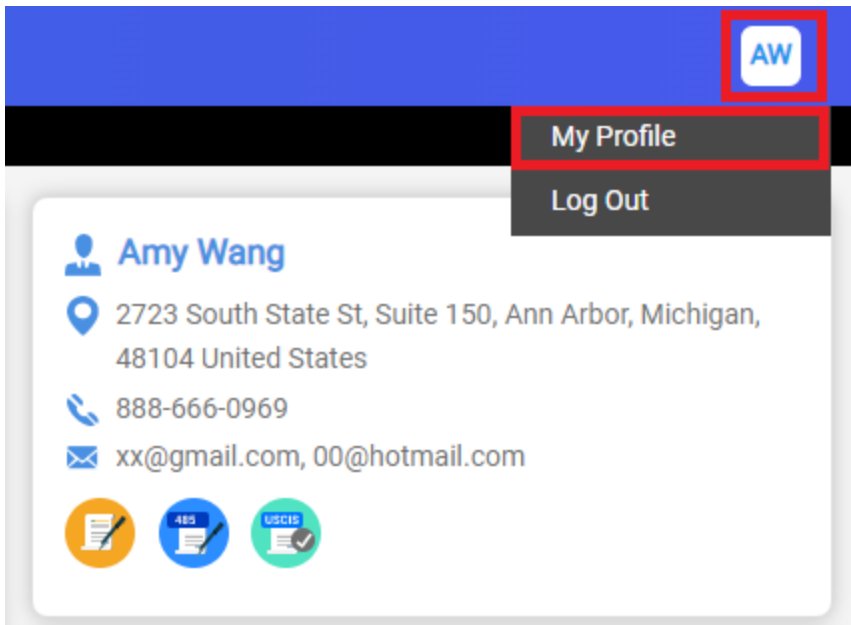
4. Edit Your Information

- 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)

A two-panel form for updating user information. The left panel, titled 'Contact Information', contains several input fields: 'Street Address' (2723 South State St), 'Address Line 2' (Suite 150), 'City' (Ann Arbor), 'State' (Michigan), 'Country' (United States), 'Postal Code' (48104), and 'Telephone Number' (888-666-0969). An 'Update' button is at the bottom. The right panel, titled 'Profile', contains a '*Contact Email' field with the value 'xx@gmail.com, 00@hotmail.com' and explanatory text about email notifications. Below this is a 'Username' field with the value 'mwu@wegreened.com' and explanatory text about changing usernames. At the bottom of the right panel are a 'Change Password' button and an 'Update' button.

(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)

The screenshot shows a 'Profile' page with two main sections. The first section is for 'Contact Email', with a text input field containing 'xx@gmail.com, 00@hotmail.com'. Below this field is a paragraph of instructions: 'When we send a message to you, you should receive an email notification at your contact email address. To avoid missing email notifications from us, please make sure to add "info@secureserversolution.com" to your email contact list. You can add multiple email addresses as your contact email. Use comma (,) to separate different email addresses, e.g. a@example.com, b@example.com'. The second section is for 'Username', with a text input field containing 'mwu@wegreened.com'. Below this field is a paragraph: 'If you want to change your username, please send us a message to have us update it for you. Note that your username must be an email address.' At the bottom of the form, there is a 'Change Password' button and an 'Update' button.

Profile

*Contact Email

When we send a message to you, you should receive an email notification at your contact email address. To avoid missing email notifications from us, please make sure to add "info@secureserversolution.com" to your email contact list. You can add multiple email addresses as your contact email. Use comma (,) to separate different email addresses, e.g. a@example.com, b@example.com

Username

If you want to change your username, please send us a message to have us update it for you. Note that your username must be an email address.

(image 4.4)

This screenshot shows the bottom portion of the 'Profile' page. It includes the 'Username' field with 'mwu@wegreened.com' and its instructions. Below that are two password fields: '*New Password' and '*Confirm Password', both of which are empty. A paragraph of password requirements follows: 'Password must be at least 8 characters. Password must contain at least 1 uppercase character, 1 lowercase character and 1 number. After you change the password, you will receive a system-generated email with your new login information.' At the bottom, there is a 'Cancel Change Password' button and an 'Update' button.

Username

If you want to change your username, please send us a message to have us update it for you. Note that your username must be an email address.

*New Password

*Confirm Password

Password must be at least 8 characters. Password must contain at least 1 uppercase character, 1 lowercase character and 1 number. After you change the password, you will receive a system-generated email with your new login information.

(image 4.5)

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

- "Client Record" Tab

MyOrder 1088

Announcements

Overview

Documents

Messages

Case Preparation

Client Record

I-485

Updated by: Amy Wang 11/09/2021

Announcement (11/22/2021): Our office will be closed on Nov. 25 and Nov. 26 in observance of Thanksgiving Holiday

Required Fields

* Please make sure you update your client record promptly to provide the most up to date information.
 * If you extend, renew, or change your nonimmigrant visa status, please update your Client Record and let us know.
 * If you intend to leave the US and return after signing this agreement, but before filing the I-140 or I-485, please let us know.

Petition Type

Plan for I-485

Name

General Information

Visa Status

Passport

I-94

J-visa

Additional Information

Address

Contact Information

Dependent(s)

Marital Status

1. * Which type of petition(s) are you retaining us to file for you at this time? Please check all that apply:

☐ I-140 filed under the category of EB-1A (Alien of Extraordinary Ability)
☒ I-140 filed under the category of EB-1B/OR (Outstanding Researchers and Professors)
☐ I-140 filed under the category of EB-2 NIW (National Interest Waiver)
☐ I-129 filed under the category of O-1A
☐ I-129 filed under the category of O-1B
☐ Others:

***Plan for filing the I-140 EB-1B:**

Besides the I-140(s) you are retaining us for, have you previously filed any immigrant visa petition (e.g. I-140, I-130, and I-485)? If yes, please provide the receipt number, filing date, current case status and priority date.

2. * Plan for filing the I-485 or immigrant visa processing, please check one:

Please let us know when you plan to file your I-485 (if applicable). Please note you must be in the U.S. when you file the I-485, and you should intend to remain in the U.S., although you may be able to travel for brief periods of time while the I-485 is pending. Otherwise you will have to undergo immigrant visa processing. You can find more information about the differences between the I-485 and immigrant visa processing in the "Adjustment of Status I-485 v. Immigrant Visa Processing.pdf" document under the Visa FAQ tab.

☐ I have not decided on my plan for filing I-485

(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. Keeping your client record updated will help us to ensure that we are advising you based on an understanding of your current situation.

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

Instructions

EB-1A (Alien of Extraordinary Ability)
 EB-1B/OR (Outstanding Researchers and Professors)
 EB-2 NIW (National Interest Waiver)
 O-1A
 O-1B
☐ Others:

File I-140 first and then file I-485 or start IVP

Besides the I-140(s) you are retaining us for, have you previously filed any immigrant visa petition (e.g. I-140, I-130, and I-485)? If yes, please provide the receipt number, filing date, current case status and priority date.

(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)

23. Marital Status

Marital Status

☒ Single ☐ Married

* If you intend to get married during the green card application process, please provide the below information about your fiancé(e):

Name:

Country of birth

Gender

☒ Male ☐ Female

Date of birth

Intended date of marriage

Country where marriage will take place

Is your fiancé(e) currently in the US?

☐ Yes ☐ No

Has your fiancé(e) ever been in J-visa status?

☐ Yes ☐ No

Save

(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.

Updated by: Amy Wang 11/09/2021

*Required Fields

* Please make sure you update your client record promptly to provide the most up to

* If you extend, renew, or change your nonimmigrant visa status, please update your

* If you intend to leave the US and return after signing this agreement, but before filin

Petition Type

Plan for I-485

Name

General Information

Visa Status

1. * Which type of petition(

☐ I-140 filed under the ca

☒ I-140 filed under the ca

☐ I-140 filed under the ca

☐ I-129 filed under the ca

☐ I-129 filed under the ca

☐ Others:

(image 4.9)

5. How to Make a Payment

Reminder (5) Client Packet Visa FAQ **Billing**

► Credit Card Payments

	Charged at	Paid at	Note
Invoice	\$2,500 2021-12-01 23:03:41		First Installment of I-140 Attorney Fee

Pay with Stripe Checkout

How to make payment to us?
Click [here](#) to see how to make payment to us.

Please note that Stripe charges a 2% service fee and PayPal charges a 2.5% service fee. We are not able to change or waive the charge. Please send us a check or do bank domestic transfer if you wish to avoid the fee. Thank you.

(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

MyOrder 1088

Announcements Overview Documents Messages **Case Preparation** Client Record I-485

🔔 **Announcement** (11/22/2021): Our office will be closed on Nov. 25 and Nov. 26 in observance of Thanksgiving Holiday

NIW EB1A EB1B

*Actions required on your end are marked in BLUE.
*Actions that our firm will take are marked in GREEN.

Step 1 Please provide: your CV, [Google Scholar profile](#), [Summary of Contributions](#) and [List of Recommenders](#). Please refer to Appendix A and Appendix B in the Client Packet. [Do it Now](#)

↓

Step 2 We draft your recommendation letters. (within 10 business days)
Check the countdown timer on your account page.
While you are waiting, you may start on the following things:

1. Draft your personal statement and gather job seeking evidence. You need a personal statement when one of the following applies:
 - a. You are still a PhD student,
 - b. Your current position is inherently temporary (like a postdoctoral position),
 - c. Your current position is ending in 6 months of the time we file,
 - d. You are unemployed in the U.S. and do not have a U.S. job offer,
 - e. You have an unpaid position in the U.S.,
 - f. You are outside the U.S.
2. Update your [Client Record](#) tab.

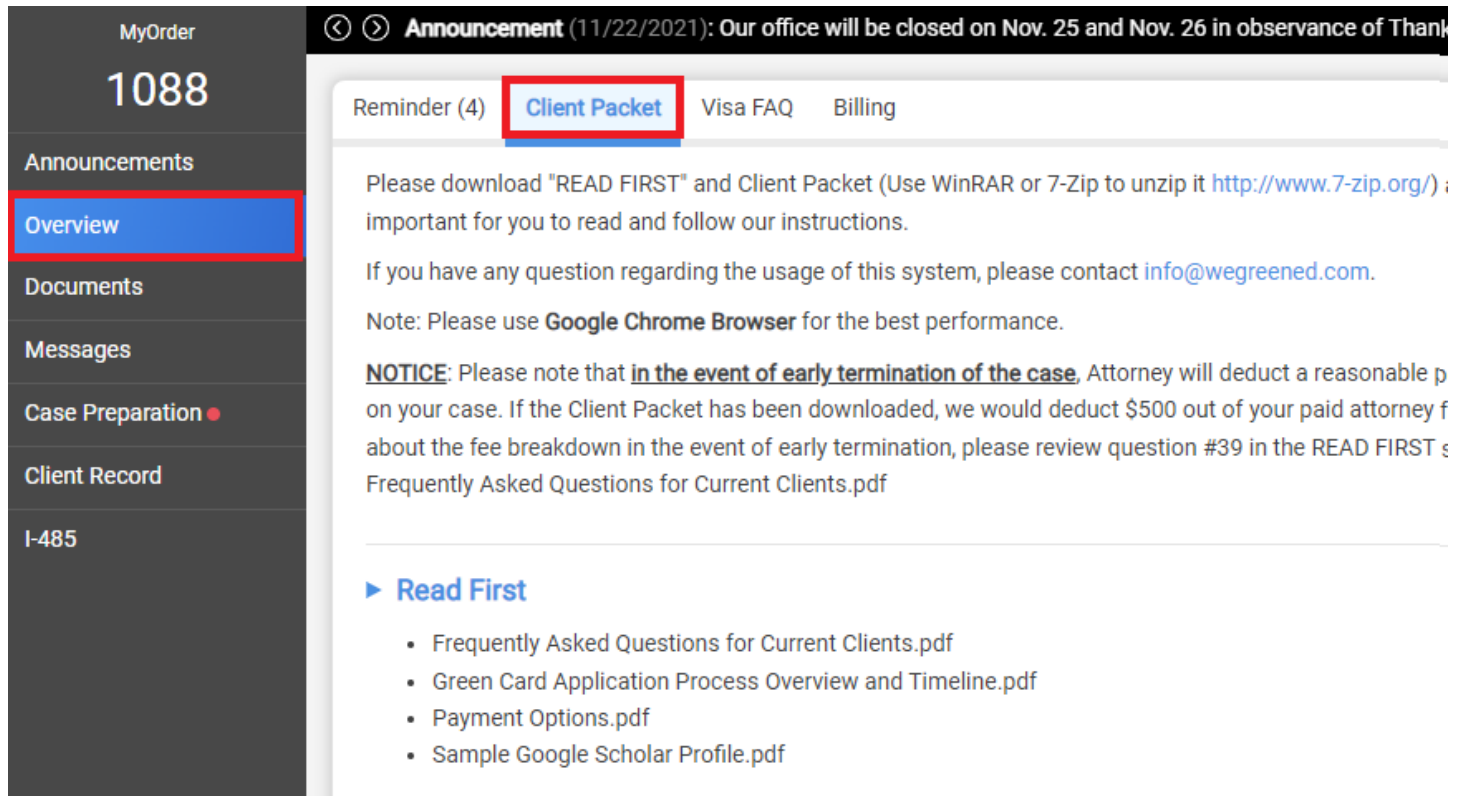
(image 6.1)

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)

The screenshot shows a web interface for 'MyOrder 1088'. On the left is a dark sidebar with a menu: 'Announcements', 'Overview' (highlighted with a red box), 'Documents', 'Messages', 'Case Preparation' (with a red dot), 'Client Record', and 'I-485'. The main content area has a top header 'Announcement (11/16/2021): December Visa Bulletin'. Below this is a tab bar with 'Reminder (4)', 'Client Packet' (highlighted with a red box), 'Visa FAQ', and 'Billing'. The 'Client Packet' content includes a section 'I-485 DIY' with a paragraph about eligibility, a note about the most recent packet, and a list of links for I-485, I-765, I-131, I-693, and G-1145.

MyOrder
1088

Announcements

Overview

Documents

Messages

Case Preparation ●

Client Record

I-485

Announcement (11/16/2021): December Visa Bulletin

Reminder (4) Client Packet Visa FAQ Billing

► I-485 DIY

To see whether you are eligible for I-485 filing, please refer to the documents **"Green Date is Current.pdf"** under the Visa FAQ tab.

Please note this is the most recent DIY I-485 packet available. However, please keep completing the forms. Some forms may expire prior to your filing. The same applies and review the most updated instructions published by USCIS before you submit any of each link.

I-485: <https://www.uscis.gov/i-485>
I-765: <https://www.uscis.gov/i-765>
I-131: <https://www.uscis.gov/i-131>
I-693: <https://www.uscis.gov/i-693>
G-1145: <https://www.uscis.gov/g-1145>

(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

The screenshot shows the same 'MyOrder 1088' interface, but with the 'Visa FAQ' tab selected in the main content area. The sidebar menu remains the same. The top header now reads 'Announcement (11/22/2021): Our office will be closed on Nov. 25 and Nov. 26 in observance of...'. The 'Visa FAQ' content includes a paragraph about frequently asked questions, followed by sections for 'EB-1A Service Center FAQ', 'EAD (Employment Authorization Document)', and 'Q&A about the HR 1044 / SB386 Country Cap Legislation', each with a list of document links.

MyOrder
1088

Announcements

Overview

Documents

Messages

Case Preparation ●

Client Record

I-485

Announcement (11/22/2021): Our office will be closed on Nov. 25 and Nov. 26 in observance of...

Reminder (4) Client Packet Visa FAQ Billing

In addition to the I-140 case preparation instructions, we have prepared a list of Frequently Asked Questions to clarify your questions or concerns.

EB-1A Service Center FAQ

If you have retained us for EB1A, please review this document.

- EB-1A Service Center Q_A.pdf (12/17/2019)

EAD (Employment Authorization Document)

- EAD (Employment Authorization Document).pdf (09/26/2019)

Q&A about the HR 1044 / SB386 Country Cap Legislation

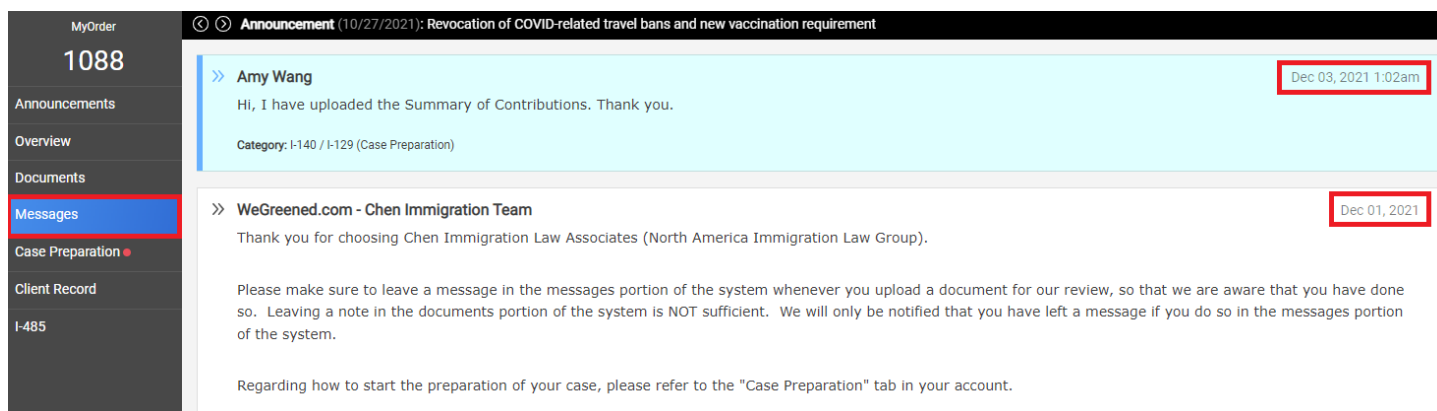
- Q and A of H.R. 1044 _ S.386 Country Cap Legislation.pdf (12/03/2020)

(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).

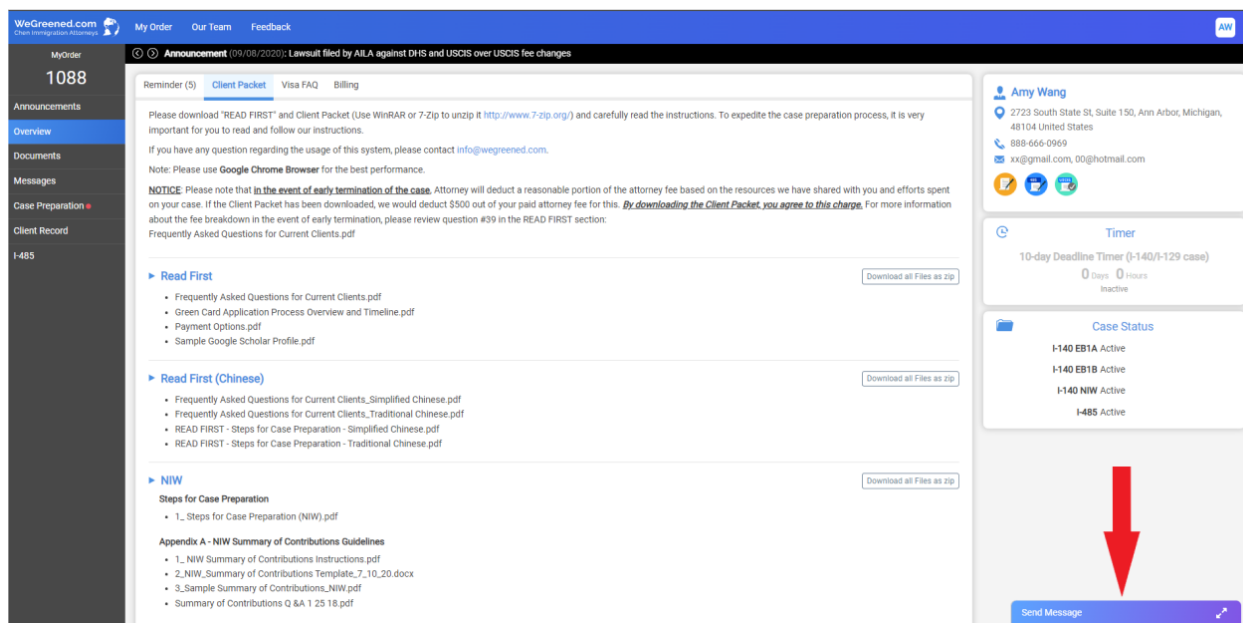
8. Read/Send Messages

- Send Us a Message



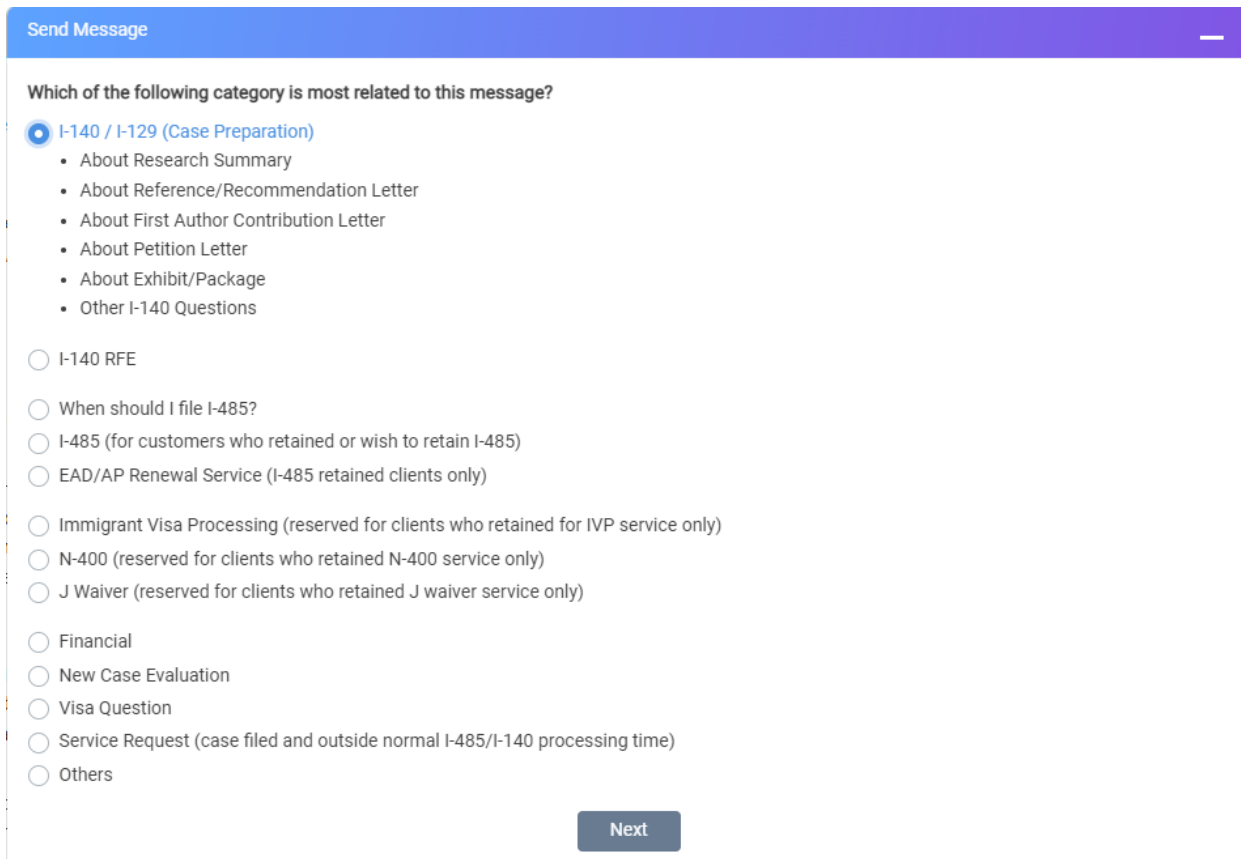
(image 8.1)

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).



The screenshot shows a web form titled "Send Message" with a purple header. Below the header, the question "Which of the following category is most related to this message?" is displayed. A list of radio button options follows, with the first option, "I-140 / I-129 (Case Preparation)", selected. This option has a sub-list of topics: "About Research Summary", "About Reference/Recommendation Letter", "About First Author Contribution Letter", "About Petition Letter", "About Exhibit/Package", and "Other I-140 Questions". Other categories include "I-140 RFE", "When should I file I-485?", "I-485 (for customers who retained or wish to retain I-485)", "EAD/AP Renewal Service (I-485 retained clients only)", "Immigrant Visa Processing (reserved for clients who retained for IVP service only)", "N-400 (reserved for clients who retained N-400 service only)", "J Waiver (reserved for clients who retained J waiver service only)", "Financial", "New Case Evaluation", "Visa Question", "Service Request (case filed and outside normal I-485/I-140 processing time)", and "Others". A "Next" button is located at the bottom right of the form.

Send Message

Which of the following category is most related to this message?

☒ I-140 / I-129 (Case Preparation)

- About Research Summary
- About Reference/Recommendation Letter
- About First Author Contribution Letter
- About Petition Letter
- About Exhibit/Package
- Other I-140 Questions

☐ I-140 RFE

☐ When should I file I-485?

☐ I-485 (for customers who retained or wish to retain I-485)

☐ EAD/AP Renewal Service (I-485 retained clients only)

☐ Immigrant Visa Processing (reserved for clients who retained for IVP service only)

☐ N-400 (reserved for clients who retained N-400 service only)

☐ J Waiver (reserved for clients who retained J waiver service only)

☐ Financial

☐ New Case Evaluation

☐ Visa Question

☐ Service Request (case filed and outside normal I-485/I-140 processing time)

☐ Others

Next

(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)

Send Message

I-140 / I-129 (Case Preparation)

Verdana 14px

A **B** *I* U ~~S~~

- ☰
- ☰
- ☰
- ☰

[Link](#) [Unlink](#)

Thank you for choosing North America Immigration Law Group!

p

Please note that we try our best to answer clients' messages in the system within 24 hours in business days. However, certain questions such as visa questions, job change questions, questions regarding your forms and eligibility for I-485 may take longer to receive our response than other questions.

Previous Send

(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

MyOrder
1088

Announcements

Overview

Documents

Messages

Case Preparation

Client Record

I-485

» Chen Immigration Managing Attorney (Victoria C.) Jun 11, 2015 10:38am
test

» Amy Wang Jun 10, 2014 3:14am
test
Category: Financial, Others

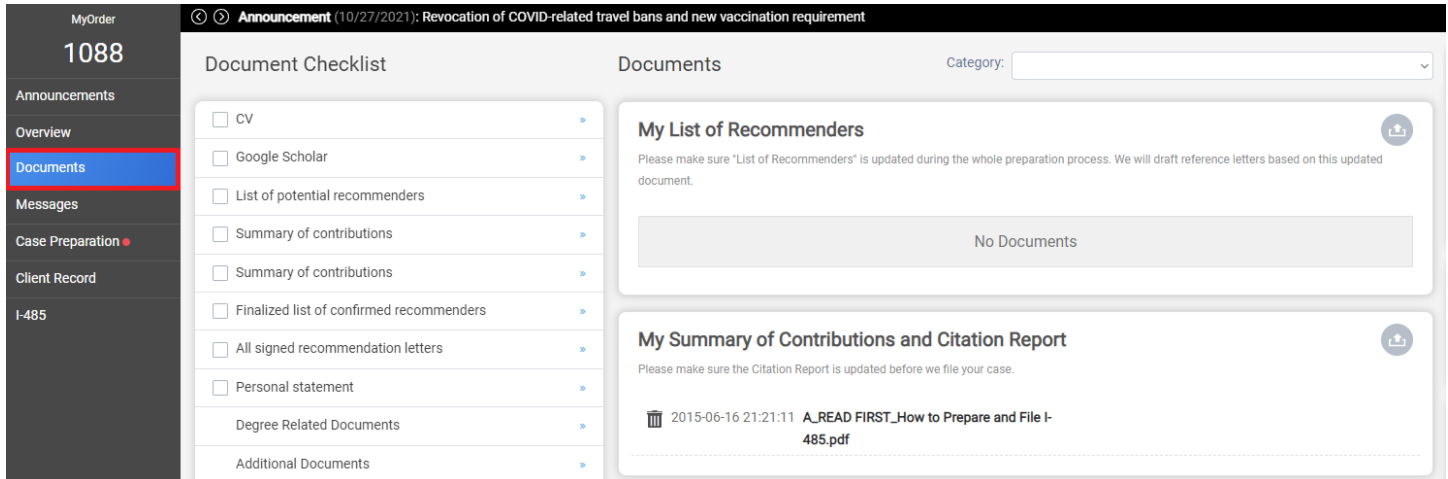
» Amy Wang Jun 10, 2014 3:12am
selected all
Category: I-140 / I-129 (Case Preparation), I-140 RFE, I-485/Visa Question, Financial, Others

More

(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)

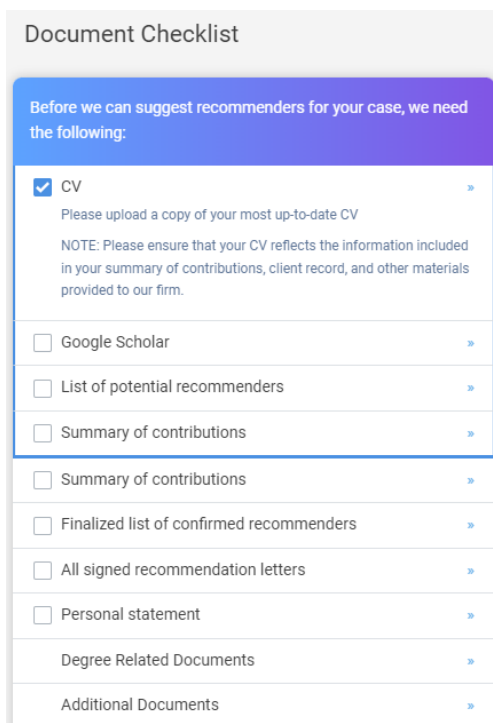
9. Upload/Download Documents



(image 9.1)

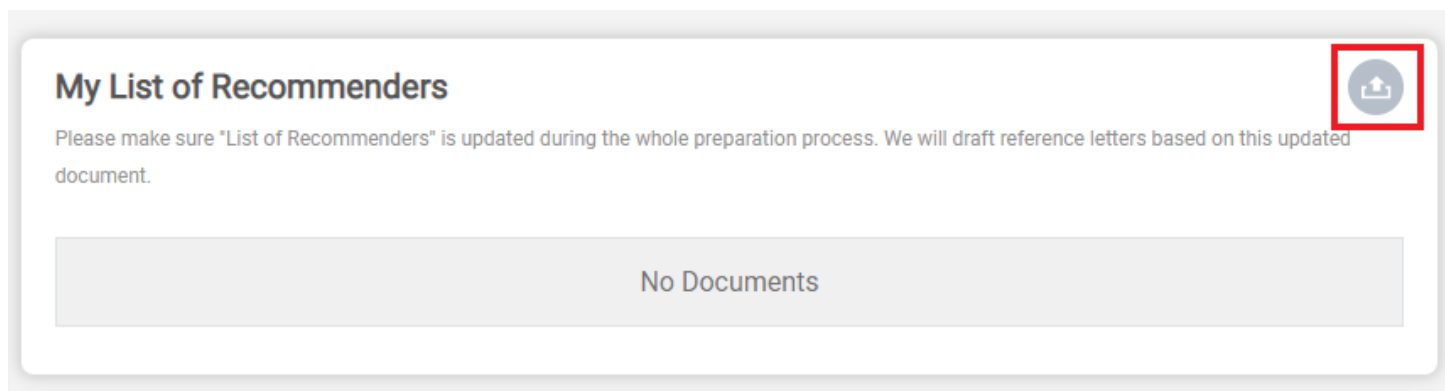
If you want to upload/download documents, please go to the “Documents” tab. (image 9.1)

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)

Upload documents to **My List of Recommenders**

×

1. Choose a document:

選擇檔案

未選擇任何檔案

2. Select document type:

Other (please add short description)

3. Name the document:

File name

4. Note (optional):

Please briefly explain the document uploaded.

+ Add a new File

Notes: Maximum upload file size: 128MB.

Please leave a message in the system if you upload new documents. Thanks.

Cancel

Upload

(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)

Upload documents to **My List of Recommenders**

✕

1. Choose a document:

選擇檔案 未選擇任何檔案

2. Select document type:

Other (please add short description) ▾

3. Name the document:

File name

4. Note (optional):

Please briefly explain the document uploaded.

✕

1. Choose a document:

選擇檔案 未選擇任何檔案

2. Select document type:

Other (please add short description) ▾

3. Name the document:

File name

4. Note (optional):

Please briefly explain the document uploaded.

+ Add a new File

Notes: Maximum upload file size: 128MB.

Please leave a message in the system if you upload new documents. Thanks.

Cancel

Upload

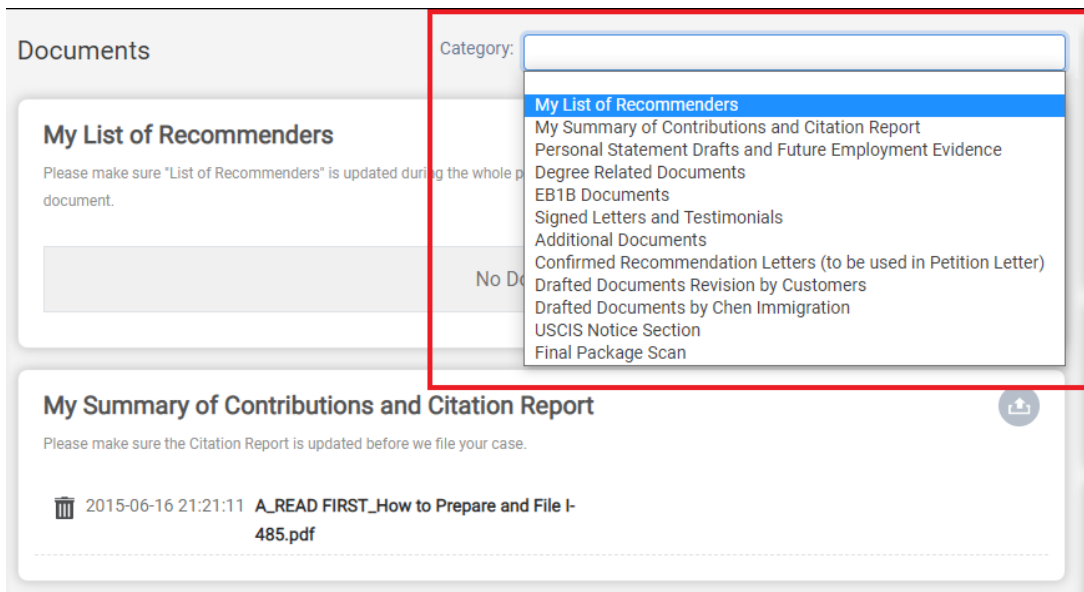
(image 9.5)

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.

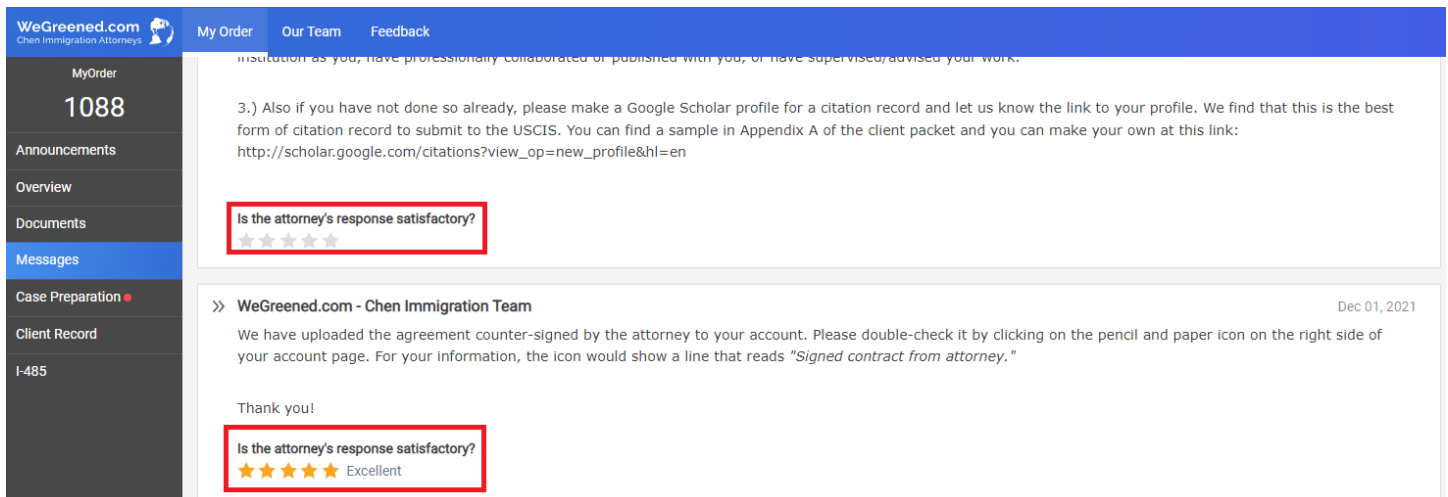
You can have quick access to each document section by selecting the category submenu at the upper right corner of the document page. (image 9.6)



(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

My Order Our Team **Feedback**

🕒 📢 **Announcement** (11/22/2021): Our office will be closed on Nov. 25 and Nov. 26 in observance of Thanksgiving Holiday

Please submit your valuable feedback to help us improve our services

Please rate the overall quality of our services (on a scale of 1-5 with 5 being the highest):

I-140/I-129 Preparation

1. I-140/I-129 Reference Letters ★★★★★ ☐ N/A

2. I-140/I-129 Petition Letter ★★★★★ ☐ N/A

3. Answers to your questions ★★★★★ ☐ N/A

4. Attorney performance during case preparation:

 4.1 Promptness in response ★★★★★ ☐ N/A

 4.2 Quality of response ★★★★★ ☐ N/A

Comments:

(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)