

DHS Registration Instructions and Frequently Asked Questions

Registering as a DHS Representative in eRegistry

Online Registration:

ICE Authorized Users

The Executive Office for Immigration Review (EOIR) has federated with the Department of Homeland Security's (DHS) Immigration and Customs Enforcement (ICE) component, so ICE authorized users no longer need to register with EOIR to obtain a username and password to use EOIR's DHS Portal.

Before attempting to login to the DHS Portal for the first time, authorized ICE users must contact their IT Service Desk to be added to the active group of users. Once added, ICE authorized users can access the DHS Portal using single sign-on (i.e., users will not be prompted for credentials) via the ICE Single Sign-On button.

All Other DHS Authorized Users:

To access EOIR's DHS Portal, all non-ICE DHS authorized users must [register through the EOIR's eRegistry application](https://ereg.eoir.justice.gov/#maincontent) (<https://ereg.eoir.justice.gov/#maincontent>).

After entering the required information online, the non-ICE applicant is sent an email letting them know they have successfully submitted their application, and that an email has been sent to their supervisor, which informs the supervisor of the account request and to obtain approval for it.

The applicant's supervisor has three (3) business days to provide EOIR with account approval, or denial, via email at eRegistration.info@usdoj.gov. If EOIR does not hear from the applicant's supervisor within three (3) business days, EOIR will deny the account request and the applicant will need to reapply online from the beginning of the process. In this instance an account rejection email will be sent to the applicant.

If EOIR is unable to reach the applicant's supervisor due to an email delivery failure message, EOIR will deny their request for an account, and the applicant will need to reregister from the beginning of the registration process. In this instance an account rejection email will be sent to the applicant.

After EOIR moves forward with approval of the applicant's account, then the applicant is sent an email confirming that their account has been activated and that they are able to login to the DHS Portal.

Please note, EOIR is working with DHS to reach a federation agreement with all non-ICE DHS components, so all DHS authorized users can access the DHS Portal using single sign-on.

To register, navigate to the [Account Registration](https://ereg.eoir.justice.gov/#maincontent) (<https://ereg.eoir.justice.gov/#maincontent>) site and follow the steps below:

1. Select **DHS User** and click **Next**. Provide User ID screen opens.

The screenshot shows the 'Welcome to EOIR - User Registration' page. On the left is a sidebar with a list of steps: '> Account Type', 'User ID', 'Password', 'Account Information', and 'Review Application'. The main content area is titled 'STEP 1 - SPECIFY YOUR ACCOUNT TYPE'. It includes instructions: 'Please specify the account type for which you are applying and verification text or numbers:'. There are three radio button options: 'Attorney', 'Fully Accredited Representative', and 'DHS User'. The 'DHS User' option is selected and highlighted with a red box. Below the options is a note: 'Partially Accredited Representatives are not permitted to register.' and a tip: 'If you're experiencing reCAPTCHA issues using Internet Explorer, please use Chrome.' At the bottom, there are 'Next' and 'Cancel' buttons, with the 'Next' button highlighted by a red box.

2. Enter a **User ID** and click **Next**. Provide a Password Screen opens.

The screenshot shows the 'Welcome to EOIR - User Registration' page at Step 2. The sidebar now highlights '> User ID'. The main content area is titled 'STEP 2 - PROVIDE A USER ID'. It includes instructions: 'Please provide your desired User ID using the following criteria. Fields labeled with an asterisk (*) are required.' There are three bullet points: 'Your User ID must contain 8 to 20 characters', 'Your User ID must contain letters and/or numbers (e.g., a, b, C, D, 1, 2)', and 'Your User ID may contain the following special characters: ! \$ - _'. Below the instructions is a label '* User ID:' followed by a text input field, which is highlighted with a red box. There is a link 'Need help registering?' below the input field. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons, with the 'Next' button highlighted by a red box.

3. Enter **Password**, **Confirm Password**, and then click **Next**. Provide Your Account Information Screen opens.

The screenshot shows the 'STEP 3 - PROVIDE A PASSWORD' screen. The header includes the EOIR logo and the text 'EXECUTIVE OFFICE FOR IMMIGRATION REVIEW' and 'THROUGH Teamwork AND TRIBUNALS, GUARANTEEING'. The left sidebar lists navigation options: Account Type, User ID, Password (highlighted), Account Information, DHS Component, Rules of Behavior, and Review Application. The main content area has the title 'Welcome to EOIR - User Registration' and 'STEP 3 - PROVIDE A PASSWORD'. It includes instructions: 'Please provide your desired password using the following criteria. Fields labeled with an asterisk (*) are required.' The criteria are: Password must contain 8 to 16 characters; Password must not contain more than two consecutive letters of your first name, middle name, last name, or User ID; Password must not contain spaces; Password must contain at least 1 upper case character (e.g., A, B, C, D); Password must contain at least 1 lower case character (e.g., a, b, c, d); Password must contain at least 1 number (e.g., 1, 2, 3, 4); Password must contain at least one of the following special characters: @ # \$ % ^ * + = !; Password will expire every 90 calendar days. Below the instructions are two input fields: '* Password:' and '* Confirm Password:'. A link 'Need help registering?' is present. At the bottom are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Cancel'.

4. Enter your **First Name**, **Last Name**, and **Government Email**, and then click **Next**. Provide Your DHS Component screen opens.

The screenshot shows the 'STEP 4 - PROVIDE YOUR ACCOUNT INFORMATION' screen. The header is the same as the previous screen. The left sidebar lists navigation options: Account Type, User ID, Password, Account Information (highlighted), DHS Component, Rules of Behavior, and Review Application. The main content area has the title 'Welcome to EOIR - User Registration' and 'STEP 4 - PROVIDE YOUR ACCOUNT INFORMATION'. It includes instructions: 'Please provide the email to which you would like EOIR registry account-related emails to be sent. Fields labeled with an asterisk (*) are required.' The criteria are: Name fields (i.e., First, Middle, and Last) must not contain the following special characters: ? @ \ +. Below the instructions are five input fields: '* First Name:', 'Middle Name:', '* Last Name:', '* U.S. Government Email:', and 'Mobile Number:'. The 'U.S. Government Email' and 'Mobile Number' fields have information icons. A link 'Need help registering?' is present. At the bottom are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Cancel'.

5. Provide your **DHS Component** (i.e., CBP, USCIS, or Other), **Address**, **Telephone** number, **Last Training Date**, **Background Investigation (BI) Level**, **BI Date**, **DHS Supervisor Name**, **DHS Supervisor Phone** number, **DHS Supervisor Email**, check **Completed Computer Security Awareness Training** box, and then click **Next**. The Rules of Behavior screen opens.

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THROUGH *Teamwork* AND *Innovation*, BE THE WORLD'S BEST ADMINISTRATIVE TRIBUNALS, GUARANTEEING *Fairness* AND *Due Process*

Welcome to EOIR - User Registration

Account Type
User ID
Password
Account Information
> **DHS Component**
Rules of Behavior
Review Application

STEP 5 - PROVIDE YOUR DHS COMPONENT

Instructions: Please select your DHS Component and enter the requested information. Verify that your supervisor's contact information is correct.
If EOIR is unable to reach your supervisor, EOIR will deny your request for an account, and you will need to reregister.
Fields labeled with an asterisk (*) are required.

* DHS Component: **Select a DHS Component** ▼

Address Line 1:

Address Line 2:

City:

State: **Select a State** ▼

Zip Code:

Telephone 1:

Telephone 2:

Fax:

* ☐ Completed Computer Security Awareness Training

* Last Training Date: (MM/DD/YYYY)

* Background Investigation (BI) Level:

* BI Date: (MM/DD/YYYY)

* DHS Supervisor Name:

* DHS Supervisor Phone:

* DHS Supervisor Email:

[Need help registering?](#)

6. Read the Rules of Behavior (ROB), check the **I agree to abide by these Rules of Behavior** box, and click **Next**. The Review Your Application Before Submitting screen opens.

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Welcome to EOIR - User Registration

Account Type
User ID
Password
Account Information
DHS Component
> **Rules of Behavior**
Review Application

STEP 6 - RULES OF BEHAVIOR

Instructions: Read and accept the Rules of Behavior, then click Next.

Executive Office for Immigration Review
INFORMATION TECHNOLOGY SYSTEMS SECURITY
RULES OF BEHAVIOR for DHS employees who access the CASE Application

TO: All Department of Homeland Security (DHS) employees that have been granted access to the Executive Office for Immigration Review (EOIR) CASE application.

PURPOSE: This memorandum describes the requirements for establishing and abiding by rules of behavior for DHS employees who has been granted access to the CASE application.

SCOPE: This order applies to all system owners, managers and employees within the DHS who have been granted access to EOIR CASE application.

REFERENCES

- a. OMB Circular A-130, Appendix III, Security of Federal Automated Information Resources.
- b. OMB Circular A-123, Management Accountability and Control.
- c. NIST Special Publication 800-18, Guide for Developing Security Plans for Information Technology Systems.
- d. DOJ Order 0904, DOJ Order 0904, Cybersecurity, issued September 15, 2016.

BACKGROUND: OMB Circular A-130 requires agencies to establish rules of behavior for all systems as part of the security plan for that system. The rules of behavior delineate responsibilities and expected behavior for all individuals with access to the system, set appropriate limits on interconnections with other systems, define service provisions and

☒ I agree to abide by these Rules of Behavior

[Need help registering?](#)

7. Review the details you entered, read the Perjury Statement and click the checkbox, verify you are not a robot, and then click **Submit**. Confirmation of EOIR Account Request Successfully Submitted appears.

The screenshot shows the 'Welcome to EOIR - User Registration' page. On the left is a navigation menu with links: Account Type, User ID, Password, Account Information, DHS Component, Rules of Behavior, and '> Review Application' (which is highlighted). The main content area is titled 'STEP 7 - REVIEW YOUR APPLICATION BEFORE SUBMITTING'. It displays the user's registration details in a table-like format:

Account Type:	DHS User
User ID:	dhsnoniceuser
Full Name:	Test, User
E-mail:	test.user@dhs.gov
Mobile Number:	(703) 000-0000
DHS Component:	DHS-CBP
5109 Skyline Dr., Falls Church, VA 22042	
7030000000	
DHS Supervisor: Bob Barker	
Supervisor Phone: 703-522-2222	
Supervisor Email: bob.barker@dhs.gov	

Below the details is the 'Perjury Statement' section, which includes a checkbox and the text: 'By submitting this information, I declare under penalty of perjury under the laws of the United States that the information I have provided is true and correct.' Below this is a reCAPTCHA box with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom of the form are three buttons: 'Previous', 'Submit' (which is highlighted with a red box), and 'Cancel'. A link 'Need help registering?' is also present above the buttons.

First Time Log In

Approved users may now log into their accounts. The user must append the User ID with @gtw.eoir.justice.gov when logging in.

First time account users will need to complete the Password Maintenance process. This involves selecting questions and providing answers that may be used as identity verification for password resets at a later date.

Terms and Conditions of Use

Registrants are responsible for all activity conducted under their user account. Registrants must contact EOIR immediately at ECAS.TechSupport@usdoj.gov, if they suspect that their account has been compromised.

eRegistry Frequently Asked Questions

Q: Can any authorized DHS representative who issues a Notice to Appear (NTA) register to use the DHS Portal?

A: Yes.

Q: I entered my User ID and password and the application did not recognize me. How do I log in?

A: You must append your User ID with @gtw.eoir.justice.gov to log into the application.

Q: I forgot my User ID. How do I log in?

A: Your User ID will appear in the emails that EOIR sends you regarding the status of your registration. If you do not have those emails on file, there is a Forgot User ID option on the portal that you can use to retrieve your User ID. It will be sent to the email address associated with your account.

Q: I forgot my password. How do I log in?

A: There is an option in the DHS portal, Forgot Password, which will allow you to reset the password.

Q: I registered for an account a long time ago, but the application does not recognize me. How do I log in?

A: Your account will be locked after 365 calendar days of inactivity, and you will need to contact EOIR at ECAS.TechSupport@usdoj.gov to unlock the account. Your User ID and password will remain the same.

Q: Is any of the information I provided during the registration process ever made public?

A: No, it is for internal purposes only.

For Further Assistance

For further assistance with EOIR's account registration process or to provide comments and/ or suggestions, please contact us at eRegistration.info@usdoj.gov.