# DHS Registration Instructions and Frequently Asked Questions

## **Registering as a DHS Representative in eRegistry**

**Online Registration:**

**ICE and CBP Authorized Users**
The Executive Office for Immigration Review (EOIR) has federated with the Department of Homeland Security's (DHS) Immigration and Customs Enforcement (ICE) and U.S. Customs and Border Protection (CBP), so ICE and CBP 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 and CBP users must contact their IT Service Desk to be added to the active group of users. Once added, ICE and CBP authorized users can access the DHS Portal using single sign-on (i.e., users will not be prompted for credentials) via the DHS Single Sign-On link.

**USCIS Authorized Users**
To access EOIR's DHS Portal, all U.S. Citizenship and Immigration Services (USCIS) authorized users must register through the EOIR's eRegistry application (https://ereg.eoir.justice.gov/#maincontent).

After entering the required information online, the USCIS applicant is sent a confirmation email, and their request is sent to their supervisor for approval.

The applicant's supervisor has three (3) business days to provide EOIR with account approval or denial, via email at eRegistration.info@usdoj.gov.

Once the supervisor contacts EOIR approving the account request, EOIR will email the applicant, confirming their account has been activated and that they are able to login to the DHS Portal.

If EOIR does not hear from the applicant's supervisor within three (3) business days, or if there is an email delivery failure, an account rejection email will be sent to the applicant and the applicant will need to reapply online.

Please note, EOIR is working with DHS to reach a federation agreement 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) site and follow the steps below:
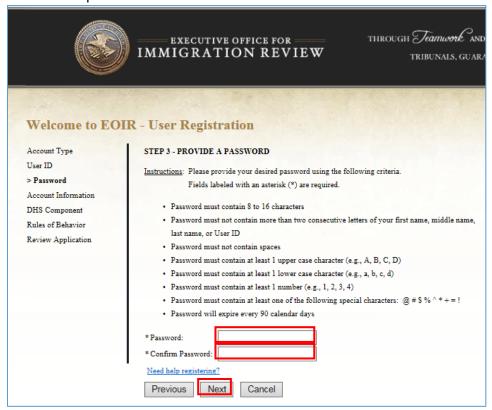
1. Select **DHS User** and click **Next**. Provide User ID screen opens.



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

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



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

5. Provide your **DHS Component** (i.e., 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.



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.

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.



**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.