

DHS Registration Instructions and Frequently Asked Questions

Registering as a DHS Representative in eRegistry

Online Registration (Step 1):

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 other DHS authorized users must register through the EOIR's eRegistry application.

After submitting the required information online, DHS representatives must appear in person at an immigration court location or the Board of Immigration Appeals to present a U.S. Government-issued PIV (personal identity verification) card to complete the identity validation process.

EOIR recently established a second option that allows authorized DHS users to perform the two-factor authentication process via DHS physical security office to EOIR's physical security office.

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

To register, navigate to the [Account Registration \(https://portal.eoir.justice.gov/\)](https://portal.eoir.justice.gov/) site and follow the steps below:

1. Select **Account Registration**. Specify Your Account Type screen opens.

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

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

The screenshot shows the 'EXECUTIVE OFFICE FOR IMMIGRATION REVIEW' logo and the slogan 'THROUGH TEAMWORK AND INNOVATION, BE THE TRIBUNALS, GUARANTEEING FAIRNESS'. The main heading is 'Welcome to the EOIR Department of Justice - User Registration'. On the left, a navigation menu lists: Account Type, > User ID, Password, Account Information, Firms Affiliations, Bar Affiliations, and Review Application. 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.' The criteria are: 'Your User ID must contain 8 to 20 characters', 'Your User ID must contain letters and/or numbers (e.g., A, B, 1, 2, etc.)', and 'Your User ID may contain the following special characters: ! \$ - _'. Below the instructions is a text input field labeled '* User ID:' with a red box around it. At the bottom are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Cancel'. A footer contains the text 'UNCLASSIFIED / FOR OFFICIAL USE ONLY' and contact information for the Department of Justice.

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

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5. 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 includes the EOIR logo and the text 'EXECUTIVE OFFICE FOR IMMIGRATION REVIEW' and 'THROUGH Teamwork AND Innovation, BE THE WORLD'S TRIBUNALS, GUARANTEEING Fairness AND Justice'. The main heading is 'Welcome to the EOIR Department of Justice - User Registration'. On the left, a navigation menu lists 'Account Type', 'User ID', 'Password', '> Account Information', 'DHS Component', and 'Review Application'. The main content area contains instructions: 'Please provide the e-mail to which you would like EOIR registry account-related e-mails to be sent. Fields labeled with an asterisk (*) are required.' and a note: '* Name fields (First, Middle, and Last) must not contain the following special characters: ? @ \ +'. There are four input fields: '* First Name', '* Middle Name', '* Last Name', and '* Government E-mail'. Below the fields are 'Previous', 'Next', and 'Cancel' buttons. The footer contains 'UNCLASSIFIED / FOR OFFICIAL USE ONLY' and contact information.

6. Provide your **DHS Component (i.e., CBP, ICE, USCIS, or Other), Address, Telephone number, and Email for EOIR Correspondence**, and then click **Next**. The Review Your Application Before Submitting screen opens.

The screenshot shows the 'STEP 5 - PROVIDE YOUR DHS COMPONENT' screen. The header is identical to Step 4. The main heading is 'Welcome to the EOIR Department of Justice - User Registration'. The navigation menu on the left highlights '> DHS Component'. The main content area contains instructions: 'Please provide the e-mail to which you would like your case-specific correspondence to be sent. Fields labeled with an asterisk (*) are required.' There are several input fields: '* DHS Component' (a dropdown menu showing 'Select a DHS Component'), 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu showing 'Select a State'), 'Zip Code' (with a note '(#### or ####-####)'), 'Telephone 1', 'Telephone 2', 'Fax', and '* Email for EOIR Correspondence'. Below the fields are 'Previous', 'Next', and 'Cancel' buttons. The footer contains 'UNCLASSIFIED / FOR OFFICIAL USE ONLY' and contact information.

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 'STEP 6 - REVIEW YOUR APPLICATION BEFORE SUBMITTING' page. At the top, it features the EOIR logo and the text 'EXECUTIVE OFFICE FOR IMMIGRATION REVIEW' and 'THROUGH Teamwork AND Innovation, BE THE WORLDS BEST ADMIRAL. TRIBUNALS, GUARANTEEING Fairness AND Due Process'. Below this is a navigation menu with options: Account Type, User ID, Password, Account Information, DHS Component, and '> Review Application'. The main content area displays the following information:

- Account Type: DHS User
- User ID: atty_dhs-2018
- Full Name: Mill, Roger
- E-mail: test87899@usdoj.gov
- Mobile Number: (blank)
- DHS Component: DHS-ICE
- Email: [redacted]@usdoj.gov

Below the application details is a 'Perjury Statement' section with a checked 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.' Underneath is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'. At the bottom, there are three buttons: 'Previous', 'Submit' (highlighted with a red box), and 'Cancel'.

In person Identity Validation (Step 2):

Once the account registration information is submitted, registrants will receive an email confirmation that their request for an account has been received.

To complete the registration process, authorized DHS representatives have two options to complete the in person identity validation. These options are as follows: Option 1 - appear in person at an EOIR immigration court location or the Board of Immigration Appeals or Option 2 - contact your DHS Security Office to coordinate with EOIR's Security Office. EOIR established option 2 to address feedback from DHS, regarding the in-person two-factor authentication process required to use EOIR's DHS Portal for electronic filing.

To complete option 1, DHS representatives must appear in person at an [immigration court location](https://www.iustice.gov/eoir/eoir-immigration-court-listing) (<https://www.iustice.gov/eoir/eoir-immigration-court-listing>) or the Board of Immigration Appeals, within 90 calendar days of registering online, to present a U.S. Government issued personal identity verification (PIV) card.

To complete option 2, DHS physical security offices must contact EOIR's physical security office to complete the identity verification confirmation process for DHS user accounts.

If your physical security office does not currently have a process setup with EOIR for this type of confirmation, then they must contact EOIR's Office of Security at OSPPersonnelSecurityOperationsStaff@EOIR.USDOJ.GOV to discuss specifics.

Please note, DHS users have the ability to walk into an EOIR hearing location with a PIV card to complete the two-factor authentication process, pursuant to option 1 above.

Upon verification of a DHS representatives' identity, EOIR staff will activate the account and an email will be sent to the email address provided during the first step of the registration process.

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.