

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 \(https://ereg.eoir.justice.gov/#maincontent\)](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) (<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. The header includes the EOIR logo and the text 'EXECUTIVE OFFICE FOR IMMIGRATION REVIEW' and 'THROUGH Teamwork AND Innovation TRIBUNALS, GUARANTEE'. The main heading is 'Welcome to EOIR - User Registration'. On the left, a navigation menu lists: '> 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, Step 2: Provide a User ID. The header is the same as in the previous screenshot. The main heading is 'Welcome to EOIR - User Registration'. The left navigation menu now has '> User ID' selected. 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 an empty text input field highlighted with a red box. There is a link for 'Need help registering?'. 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 'Welcome to EOIR - User Registration' page. On the left is a navigation menu with 'Password' selected. The main content area is titled 'STEP 3 - PROVIDE A PASSWORD'. It includes instructions and a list of password requirements. At the bottom, there are two input fields for password and confirm password, a 'Need help registering?' link, and 'Previous', 'Next', and 'Cancel' buttons. The 'Next' button is highlighted with a red box.

EXECUTIVE OFFICE FOR IMMIGRATION REVIEW

THROUGH *Teamwork* AND TRIBUNALS, GUARANTEEING

Welcome to EOIR - User Registration

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

STEP 3 - PROVIDE A PASSWORD

Instructions: Please provide your desired password using the following criteria.
Fields labeled with an asterisk (*) are required.

- 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

*Password:

*Confirm Password:

[Need help registering?](#)

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

The screenshot shows the 'Welcome to EOIR - User Registration' page. On the left, 'Account Information' is selected in the navigation menu. The main content area is titled 'STEP 4 - PROVIDE YOUR ACCOUNT INFORMATION'. It includes instructions and a list of name field restrictions. At the bottom, there are input fields for first name, middle name, last name, U.S. government email, and mobile number, a 'Need help registering?' link, and 'Previous', 'Next', and 'Cancel' buttons. The 'Next' button is highlighted with a red box.

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STEP 4 - PROVIDE YOUR ACCOUNT INFORMATION

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.

- Name fields (i.e., First, Middle, and Last) must not contain the following special characters: ? @ \ +

*First Name:

Middle Name:

*Last Name:

*U.S. Government Email: ⓘ

Mobile Number: ⓘ

[Need help registering?](#)

- 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.

- 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.

EXECUTIVE OFFICE FOR IMMIGRATION REVIEW

THROUGH *Teamwork* AND *Innovation*, BE THE WORLDS BEST ADMINISTRATION. TRIBUNALS, GUARANTEEING *Fairness* AND *Due Process*.

Welcome to EOIR - User Registration

Account Type
User ID
Password
Account Information
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> Review Application

STEP 7 - REVIEW YOUR APPLICATION BEFORE SUBMITTING

Account Type: DHS User
User ID: dhsnoicuser
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

Perjury Statement:
 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.

I'm not a robot 
reCAPTCHA
Privacy - Terms

[Need help registering?](#)

Previous **Submit** Cancel

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.