

## **CASE Help Desk Frequently Asked Questions (FAQs)**

IRM has compiled a list of Frequently Asked Questions (FAQs) to help Case Access for EOIR (CASE) users quickly find the answer to several recurring “How do I...” questions. This FAQ is designed to help users help themselves—and do it quickly.

### **How do I...**

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## CASE Help Desk Frequently Asked Questions (FAQs)

### **How do I add an entry to the Alien Attorney table?**

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Administration**.
2. Click on **Edit Tables** tab.
3. Select **Alien Attorney** from the *Select Table* drop-down list.
4. Click **Load**.
5. Click **Create New Record** button.
6. Enter the necessary information.
7. Click **Save Data**.

### **How do I add an IJ to the IJ Base City table?**

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Administration**.
2. Click on **Edit Tables** tab.
3. Select **Immigration Judge Base City** from the *Select Table* drop-down list.
4. Click **Load**.
5. Click **Create New Record** button.
6. Enter the necessary information.
7. Click **Save Data**.

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### **How do I change the case type?**

The case type cannot be changed once it is entered. If there is no DAR recording, the CA should set the case to be deleted. It will be deleted overnight. Entire case will need to be re-entered with correct information.

If a DAR recording exists for the case, contact the EOIR Help Desk.

### **How do I change the date of an IJ decision?**

1. Access **Case Manager**.
2. Enter desired A-Number.
3. Click **Search**.
4. CASE searches for A-Number and lists all matching cases.
5. Click **Open Case** for the desired case.
6. Navigate to the *Disposition* tab.
7. Under *IJ Decision* table, click **Removal** hyperlink.
8. The *Disposition – IJ Decisions* window appears.
9. Change completed date.
10. Click **Continue**.

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### How do I connect to a CASE printer?

1. Log in to CASE.
2. From the welcome screen, select desired printer profile from the *Current Printer Profile* drop-down menu.

**Note:** Selecting a printer profile in CASE only affects CASE-related printing. All other print jobs, i.e. e-mails and WordPerfect documents, will print to your default Windows printer.

### How do I correct a Charging Document Date?

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Change Case Data** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Continue**.
10. Correct the Charging Document Date.
11. Click **Save Data**.

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### **How do I correct a hearing recorded on a wrong A-Number?**

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Change Case Data** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Continue**.
10. Correct the A-Number.
11. Click **Save Data**.

### **How do I delete a case?**

This function must be performed by the CA or a supervisor with similar access rights within CASE. **NOTE:** If there is a DAR recording associated with the proceeding, it cannot be deleted at the court level. Call the EOIR Help Desk.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Delete Case** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Finish**.
10. A pop-up appears to verify the case deletion.
11. Click **OK**.

## CASE Help Desk Frequently Asked Questions (FAQs)

### How do I delete a motion?

1. Access **Case Manager**.
2. Enter desired A-Number.
3. Click **Search**.
4. CASE searches for A-Number and lists all matching cases.
5. Click **Open Case** for the desired case.
6. Navigate to the *Disposition* tab.
7. Under *IJ Motions* table, click **Delete** hyperlink.
8. A window appears to verify deletion of motion.
9. Click **OK**.

### How do I delete a proceeding?

This function must be performed by the CA or a supervisor with similar access rights within CASE. **NOTE:** If there is a DAR recording associated with the proceeding, it cannot be deleted at the court level. Call the EOIR Help Desk.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Delete Proceeding** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Continue**.

## CASE Help Desk Frequently Asked Questions (FAQs)

### How do I edit custody status?

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Change Custody Status** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Finish**.
10. Change custody status.

### How do I change information in the Alien Attorney table?

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Administration**.
2. Click on **Edit Tables** tab.
3. Select **Alien Attorney** from the *Select Table* drop-down list.
4. Click **Load**.
5. The screen populates to offer several options to modify the Alien Attorney table.
6. Perform necessary tasks.
7. Click **Save Data**.

## CASE Help Desk Frequently Asked Questions (FAQs)

### How do I enter a zero bond?

1. Access **Case Manager**.
2. Enter A-Number in *A-Number* field.
3. Enter **00/00/0000** in *Charging Document Date* field.
4. Click **Search**.
5. Select base city from *Base City* drop-down menu.
6. Click **Continue**.
7. CASE displays *No Match Found*.
8. Click **New Case**.
9. Create case with appropriate information.

### How do I make an IJ inactive in the IJ Base City table?

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Administration**.
2. Click on **Edit Tables** tab.
3. Select **Immigration Judge Base City** from the *Select Table* drop-down list.
4. Click **Load**.
5. Enter Judge Code and/or Judge Name.
6. Click **Search**.
7. Search results are populated below search table.
8. Click **Load** next to desired judge.
9. Record opens.
10. Place the radio button next to No in the *Active Record* field.
11. Click **Save Data**.

## CASE Help Desk Frequently Asked Questions (FAQs)

### How do I remove an IJ decision?

1. Access **Case Manager**.
2. Enter desired A-Number.
3. Click **Search**.
4. CASE searches for A-Number and lists all matching cases.
5. Click **Open Case** for the desired case.
6. Navigate to the *Disposition* tab.
7. Under *IJ Decision* table, click **Removal** hyperlink.
8. The *Disposition – IJ Decisions* window appears.
9. Click **Remove**.
10. A window appears to verify removal of decision.
11. Click **OK**.

### How do I undo a COV/Transfer?

This function must be performed by the CA or a supervisor with similar access rights within CASE.

1. Access **Utilities**.
2. Click on **Data Maintenance** tab.
3. Enter A-Number.
4. Enter Charging Doc Date.
5. Select **Undo COV/Transfer** from the *Maintenance Type* drop-down menu.
6. Click **Continue**.
7. A list of all matching cases populates below the selection area.
8. Place radio button next to the appropriate case in *Select Case Data* column.
9. Click **Finish**.
10. A pop-up appears to verify the Undo COV/Transfer.
11. Click **OK**.