



## Quick Reference Guide for Legal Representatives:

# ICE ERO eFile

### ERO eFile

Currently this system will only accept an eFile G-28 on behalf of detained noncitizens. G-28s will not be accepted in ERO eFile unless your client is currently detained by ICE.

**Note: Facility staff will not have access to ERO eFile at this time; legal representatives should download copies of their submitted G-28 for any in-person or remote legal visit.**

### Registering or Reactivating an Account

1. Attorneys licensed in the U.S. and EOIR Accredited Representatives can register (or reactivate) an account. Visit [ice.gov/eroefile](https://ice.gov/eroefile) to access the registration page.  
*If you are still waiting after 5 business days, feel free to email [EROeFile.HelpDesk@ice.dhs.gov](mailto:EROeFile.HelpDesk@ice.dhs.gov)\* to follow-up.*
2. If you have an [OPLA eService](#) account, account authorization will be faster! Please provide your EOIR ID and use the email address you used to register with eService.
3. An email from <MyAuth Admin [no-reply@ice.gov](mailto:no-reply@ice.gov)> will be sent to you instructing you to activate your account.
4. Follow the instructions in the email to complete the verification set-up for your account login. It is recommended to use the Okta verify app, but you may also choose email or text along with a password. **Complete within 7 days of approval!**
5. Download Okta verify app on your phone.



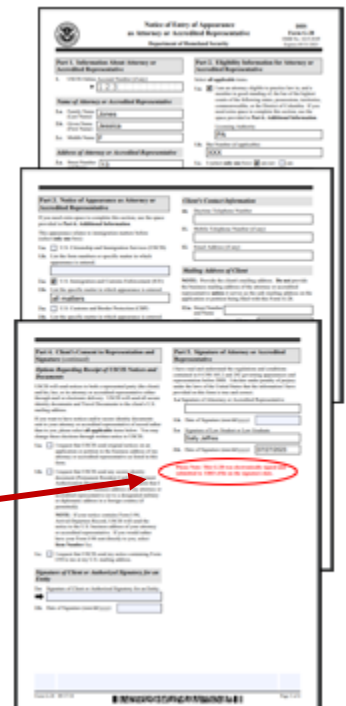
[Google Play](#)



[Apple App Store](#)

### Your ERO eFile Account

1. **Log into your account:** Click on the login button on the [ERO eFile](#) and enter your user ID (your email address). Follow the instructions for the secondary verification measure you set up. **Make sure to log into your account at least once every 45 days to keep your account active; you will get reminder emails 2 weeks, 1 week, and 1 day prior to deactivation.** If you need to reactivate your account, go to the registration page and re-register. (See above steps).
2. **My Profile:** You can update your profile (except for your name & email address), which will auto-fill the G-28 each time you create a new one. While in your account you can save drafts, electronically sign and submit G-28s, as well as print and search previously submitted G-28s.
3. **Create G-28s:** Click the button at the top to create a G-28. **Submitted G-28s will have a unique identifier on the signature page indicating it was electronically submitted to ICE ERO on the date stamped.**
4. **Client Look-up:** You will be able to verify your client information through ERO eFile. **If your client is not in ICE custody, you will receive an error message.**
5. **Save drafts and download submitted G-28s:** You can save drafts of G-28s for 30 days. You can also download PDFs of submitted G-28s at any time.
6. **Mobile Device:** ERO eFile is mobile friendly, so you can file G-28s from mobile devices.
7. **Updating Email Addresses or your Name:** If your email address changes, you will be required to register for a new account. If your legal name changes, contact ERO to update your name (please provide copies of identification for this purpose).





8. **Withdraw a G-28:** You can withdraw your representation and notify ICE by clicking the *Withdraw* button on your Submitted G-28 dashboard next to the client's name. You will get a monthly email reminding you of how many G-28s you filed with ERO and a reminder to update EROeFile if you no longer represent a client.

Search Client Last Name or First Name			
Electronic Form G-28's - Submitted			
G-28 ID	Client First Name	Client Last Name	Date Submitted
G280001166	PHIL	PHILSON	2024-02-07 10:15:22
			<a href="#">View PDF</a> <a href="#">Withdraw</a>

### Law Student/Graduate Accounts

Through ERO eFile, supervising attorneys or EOIR accredited representatives can sponsor accounts for law students and law graduates. Click the button "Sponsor Law Student/Graduate", fill out the short form and click submit.

1. An email will be sent to the law student or graduate to complete their registration process. *Law students/graduates will need to complete the registration process within 7 days.*
2. Supervisors will be asked to set an end date for sponsored accounts and update the end date as needed. *Monthly emails will be sent to remind supervisors of end dates for sponsored accounts.*
3. Other supervising attorneys in a law firm can add also add law students/graduates as supervisees. Click the button "Supervise Law Student/Graduate". *Note: use the same email address as the sponsored account.*
4. Law students/graduates can select which supervisor needs to sign the G-28 and then send the G-28 electronically through ERO eFile to the supervisor for electronic signature. This will appear on the supervisor's dashboard "Pending Supervisory Signature."

Signature of Law Student or Law Graduate

Date of Signature

Status

Draft

[SAVE AS DRAFT](#)
[SUBMIT FOR ATTORNEY SIGNATURE](#)

5. If there is an error on the G-28, supervisors can send it back to the law student with a rejection message.
6. If a law student or graduate account becomes deactivated, the sponsoring attorney will need to reactivate the account (if access is still required).

### Need Assistance?

If you are following up on an ERO eFile account request or reactivation request, email your local [ERO Field Office](#). For technical issues you can email the HelpDesk at: [EROeFile.HelpDesk@ice.dhs.gov](mailto:EROeFile.HelpDesk@ice.dhs.gov).