

ICE eService Pilot User Manual

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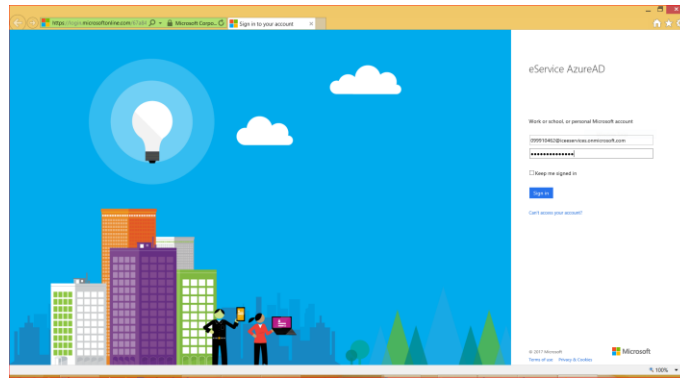
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System Overview

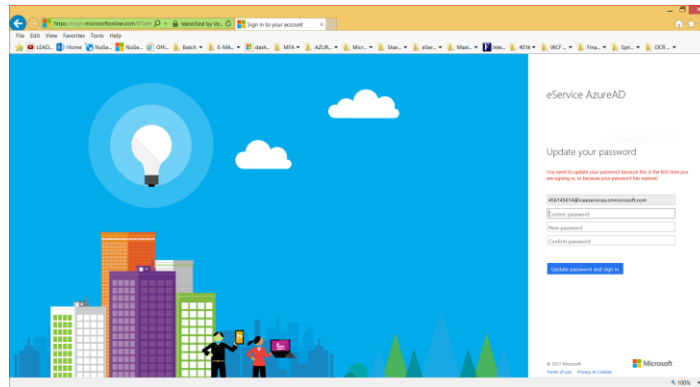
System Description: ICE eService will support the real-time service of documents on the 26 Offices of Chief Counsel while utilizing the most current technology to ensure the integrity, availability and confidentiality of the data being shared. ICE eService reduces the duplication of paper and electronic records, reduces costs associated with labor and postage and ensures that trial attorneys have all necessary information needed to zealously litigate removal cases. ICE eService allows secure, authenticated, authorized, encrypted communication of files and inquiries related to ICE Alien File Legal Cases. Legal Representatives and Pro Se Individuals may securely serve documents to ICE OPLA Attorneys as well as submit inquiries. ICE OPLA Attorneys may serve documents to Legal Representatives and Pro Se Individuals as well as answer submitted inquiries.

Role – Site User – Legal Representative or Pro Se Individual

1. Navigate your Internet Explorer browser to <https://eservice.ice.gov>.



2. Enter your Provided Azure Account Username & Password.



3. Read and accept the Terms and Conditions of Use:

Terms and Conditions of Use

The following 'Terms and Conditions of Use' apply to all users of ICE eService:

System Access

- I will use ICE eService only for authorized purposes.

Passwords and Other Access Control Measures

- I will protect passwords from disclosure.
- I will promptly change a password whenever the compromise of that password is known or suspected.
- I will not attempt to bypass access control measures.

Data Protection

- I will not access, process, or store non-public information that has not been authorized for such processing.
- I will abide by the privacy and use restrictions of ICE eService protecting confidential, sensitive, or personal information from disclosure.

Incident Reporting

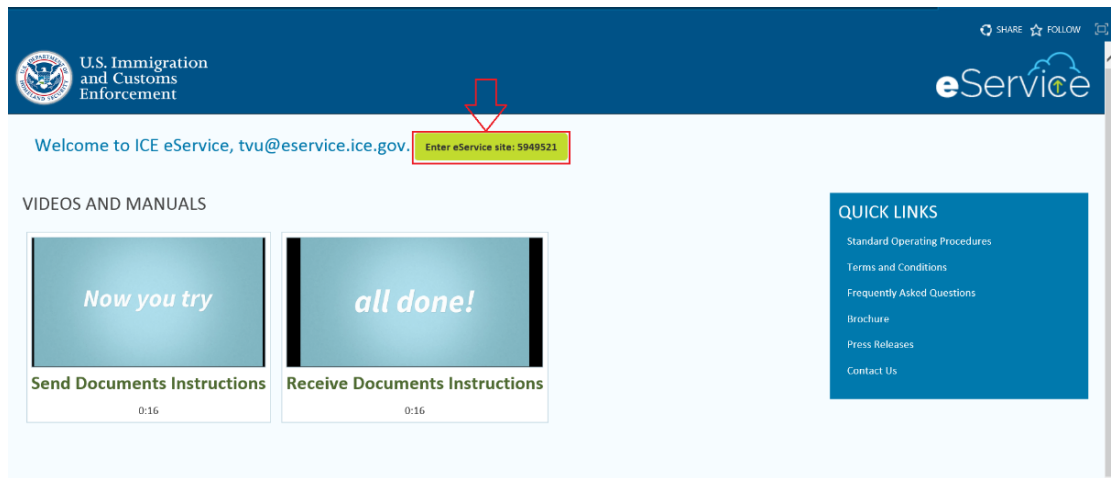
- I will promptly report any suspected information security compromise or problem to the ICE eService Help Desk XXX-XXX-XXXX.

Accountability

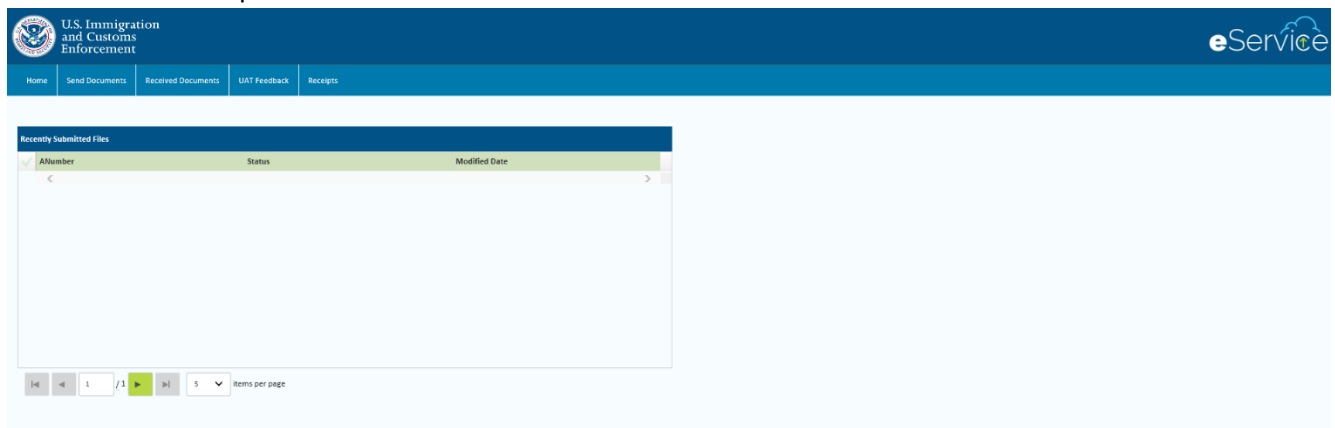
- I understand that I will be held accountable for my actions while accessing and using ICE eService.

OK

4. Click on the link "Enter ICE eService Site:xxxxxxx (unique site number) to enter to your personal ICE eService site:



5. You will be presented with a screen as shown:



Sending Documents

1. Click on the 'Send Documents' tab. The 'Send Documents' page displays

SharePoint | [tsu@eservice.ice.gov](#)

U.S. Immigration and Customs Enforcement | eService

Home | **Send Documents** | Received Documents | UAT Feedback

Send Documents

Step 1: Create Folder

ANumber *
Alien File Number - an identifying number with no less than 9 and no more than 10 digits

Subject

OCC Location
Office location to send documents

Message
Message Body

Create folder to add and submit files

[Next Step](#)

2. Fill out the appropriate information for the A-Number files. Select an OCC location that you would like to be notified of the documents you are serving.

SharePoint | [tsu@eservice.ice.gov](#)

U.S. Immigration and Customs Enforcement | eService

Home | **Send Documents** | Received Documents | UAT Feedback

Send Documents

Step 1: Create Folder

ANumber *
Alien File Number - an identifying number with no less than 9 and no more than 10 digits

Subject

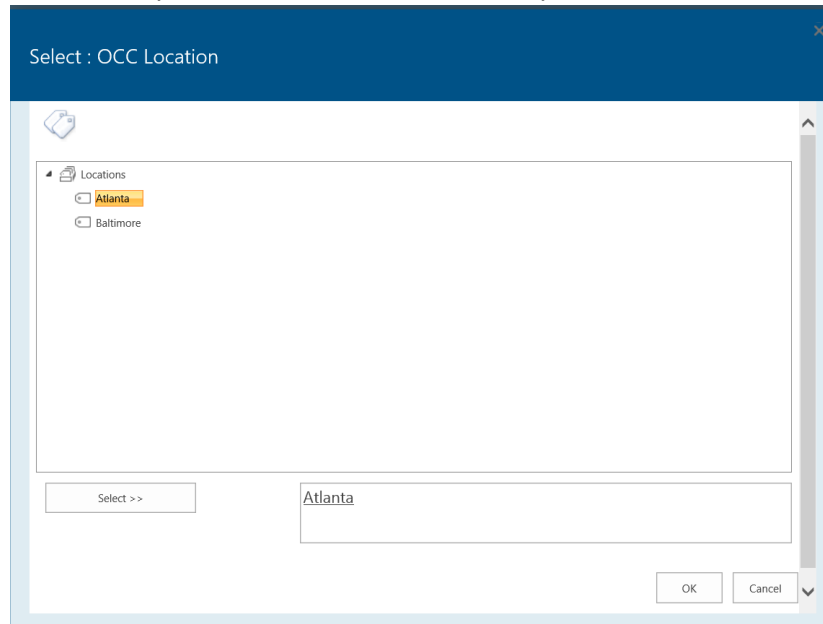
OCC Location
Office location to send documents

Message
Message Body

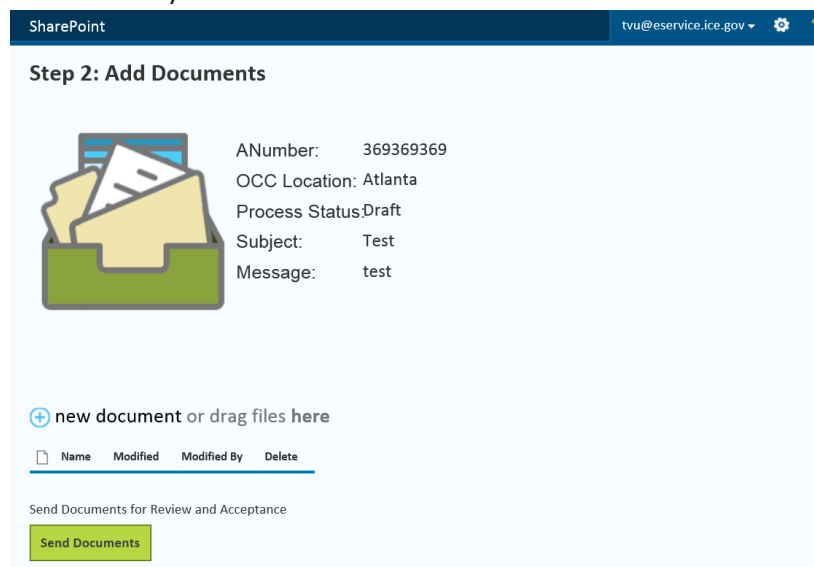
Create folder to add and submit files

[Next Step](#)

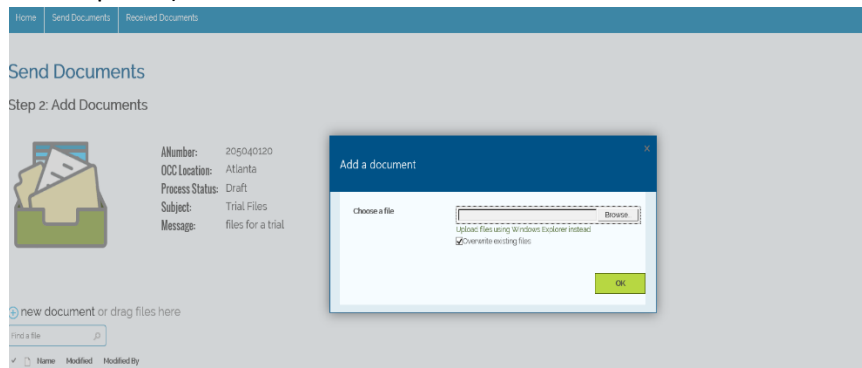
3. Chose the OCC Location and click the 'Select >>' button. OCC location displays on the selected box and click the 'OK' button. Note: When choosing the 'Atlanta' OCC location, the emails prompting the office to review documents may be reached via an account relayed later in this document.



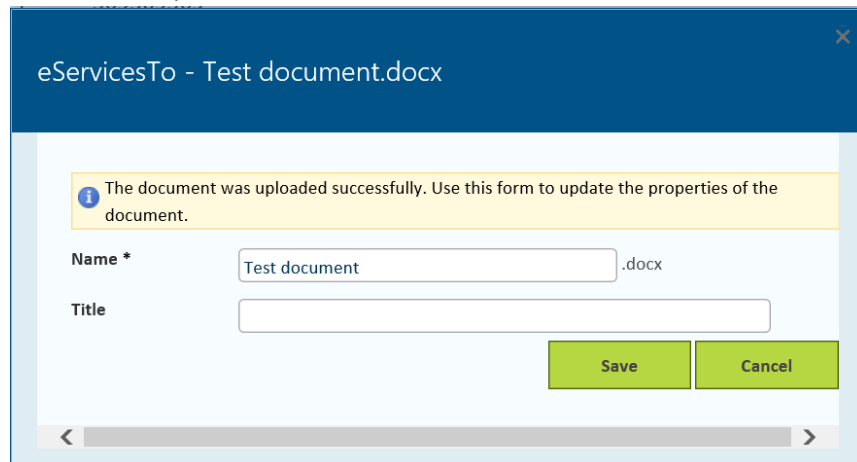
4. Click on the 'Next Step' button.
5. Click on the 'new document' link to add a document. (Note: you can drag documents to add them to the folder location as well.)



6. Click the 'Browse...' button to locate to add file. Click 'OK' (Note: you may also drag and drop files to the indicated area to upload.)



7. You can provide a new, optional Title to the document or click the 'Save' button:



8. The document is then added to the document list. Note that you may now delete documents that you've added. You can add more than one document by click on the 'New document' link again or drag documents to add them to the document list.

9. Once you've confirmed that the documents you want to serve are uploaded, click the 'Send Documents' button:

Send Documents

Step 2: Add Documents



A Number: 369369369

OCC Location: Atlanta

Process Status: Draft

Subject: Test

Message: test

+ new document or drag files here

Name	Modified	Modified By	Delete
Script_Rough_Agile_Revised1	A few seconds ago	tvu@eservice.ice.gov	X
Test document	5 minutes ago	tvu@eservice.ice.gov	X

Send Documents for Review and Acceptance

Send Documents

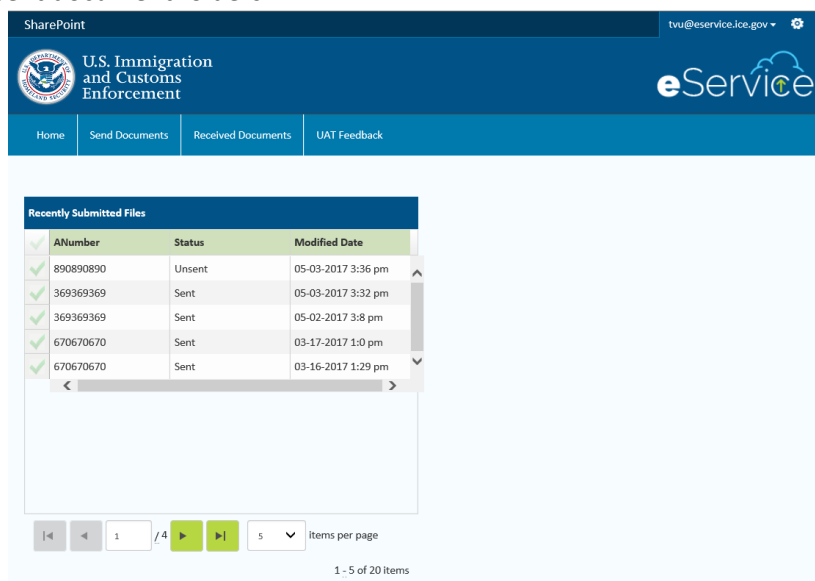
10. Confirm that you are ready to send all of the documents associated with this A-Number to OPLA for review so they may be sent to PLANet cases. If you click the 'Cancel' button, you will remain in the document folder and can upload more documents. Click the 'OK' button to confirm:

Please Confirm Documents Ready to Send

OK

Cancel

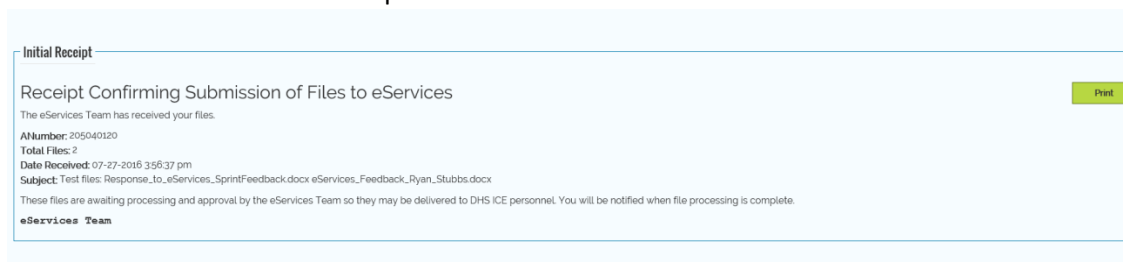
11. Once you have confirmed you are redirected to the home page and may send more documents if necessary. You may also click on the grey button next to any row in the grid to be redirected to and send any unsent document folders:



The screenshot shows the SharePoint interface for the U.S. Immigration and Customs Enforcement eService. The top navigation bar includes 'Home', 'Send Documents', 'Received Documents', and 'UAT Feedback'. Below this is a table titled 'Recently Submitted Files' with columns for 'ANumber', 'Status', and 'Modified Date'. The table contains five rows of data. Below the table is a pagination control showing '1' of '4' items per page, with a total of '1 - 5 of 20 Items'.

ANumber	Status	Modified Date
890890890	Unsent	05-03-2017 3:36 pm
369369369	Sent	05-03-2017 3:32 pm
369369369	Sent	05-02-2017 3:8 pm
670670670	Sent	03-17-2017 1:0 pm
670670670	Sent	03-16-2017 1:29 pm

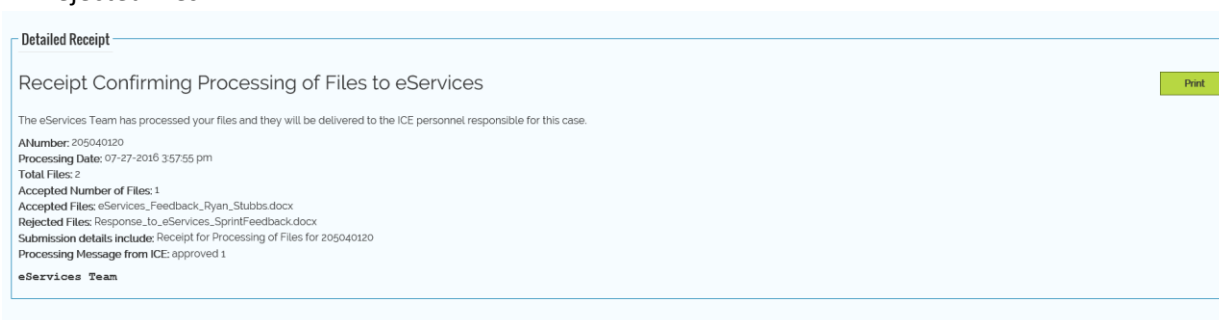
12. Provided that you sent documents, you will get an email confirming that the documents were received. All receipts have date and time stamps and a listing of file names. Click on the link provided in the email to the see the receipt item which resides in the ICE eService site.



The screenshot shows an 'Initial Receipt' from the eServices Team. The receipt confirms the submission of files to eServices. It includes the following information:

- Receipt Confirming Submission of Files to eServices**
- The eServices Team has received your files.**
- ANumber:** 205040120
- Total Files:** 2
- Date Received:** 07-27-2016 3:56:37 pm
- Subject:** Test files: Response_to_eServices_SprintFeedback.docx eServices_Feedback_Ryan_Stubbs.docx
- These files are awaiting processing and approval by the eServices Team so they may be delivered to DHS ICE personnel. You will be notified when file processing is complete.**
- eServices Team**

13. Later when your files have been approved, processed, and sent to ICE, you will receive an email to a receipt that details all pf the information of the transaction and processing, including any accepted or rejected files:

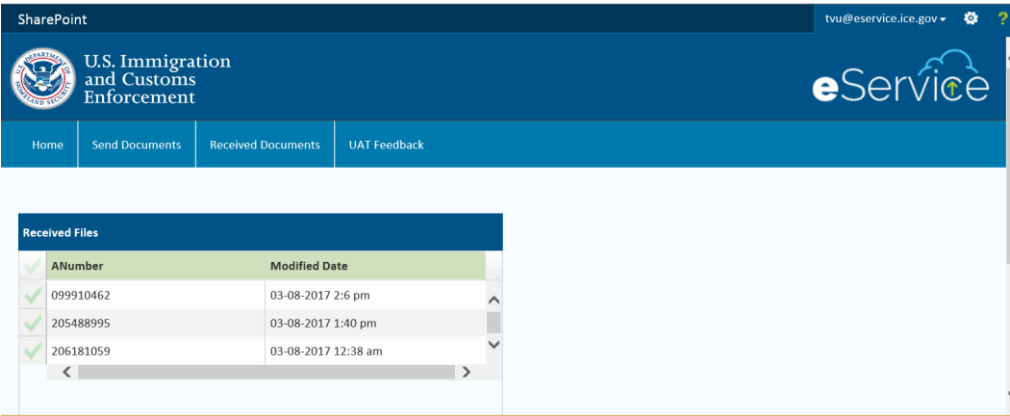


The screenshot shows a 'Detailed Receipt' from the eServices Team. The receipt confirms the processing of files to eServices. It includes the following information:

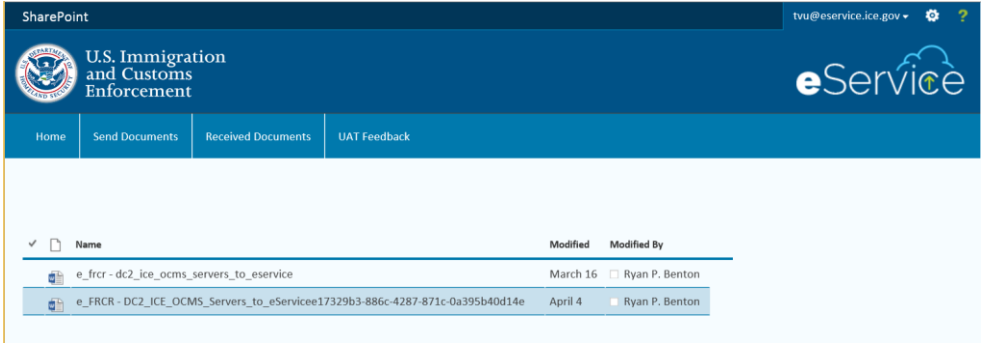
- Receipt Confirming Processing of Files to eServices**
- The eServices Team has processed your files and they will be delivered to the ICE personnel responsible for this case.**
- ANumber:** 205040120
- Processing Date:** 07-27-2016 3:57:55 pm
- Total Files:** 2
- Accepted Number of Files:** 1
- Accepted Files:** eServices_Feedback_Ryan_Stubbs.docx
- Rejected Files:** Response_to_eServices_SprintFeedback.docx
- Submission details include:** Receipt for Processing of Files for 205040120
- Processing Message from ICE:** approved 1
- eServices Team**

Receiving Documents

- 1. If you have received an email with a link **'ICE eService Documents Received,'** you may click on the link within the email to be taken to the folder in the ICE eService site where documents have been sent from ICE.
- 2. Additionally, you may login to ICE eService and click on the 'Receive Document' button on the top left hand of the site screen to view A-Number folders for which documents have been received from ICE.



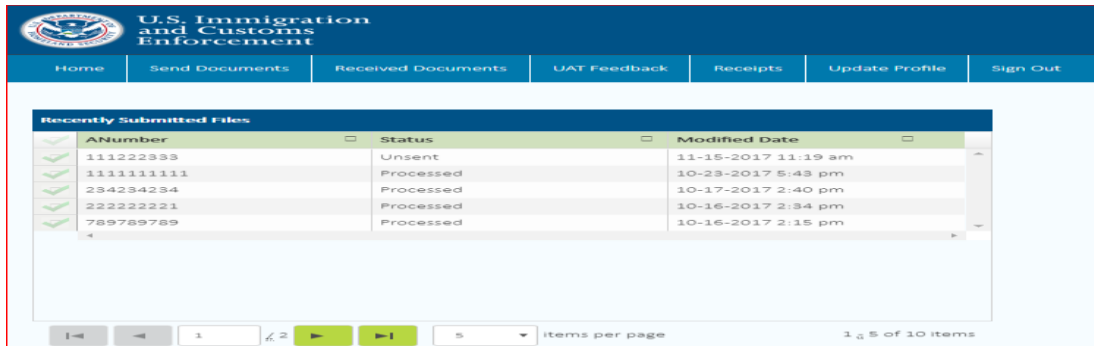
- 3. Click the green check mark next to the A-number to display a list of received documents.



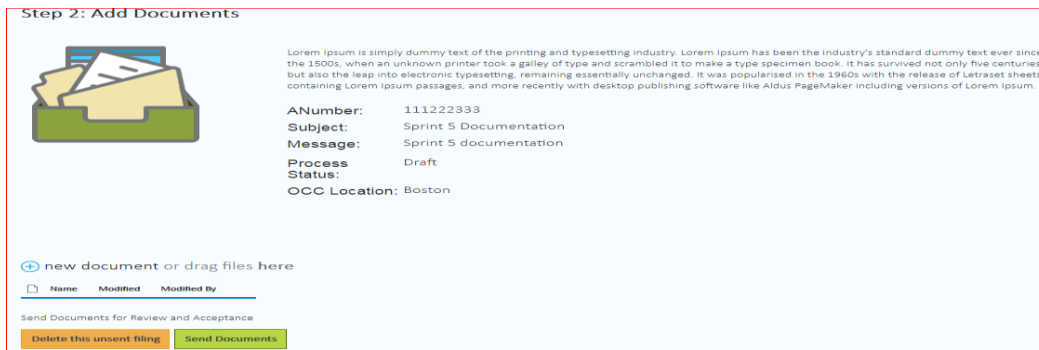
- 4. Click on the document to review. You may download the document and/or print.

Delete unsent filing

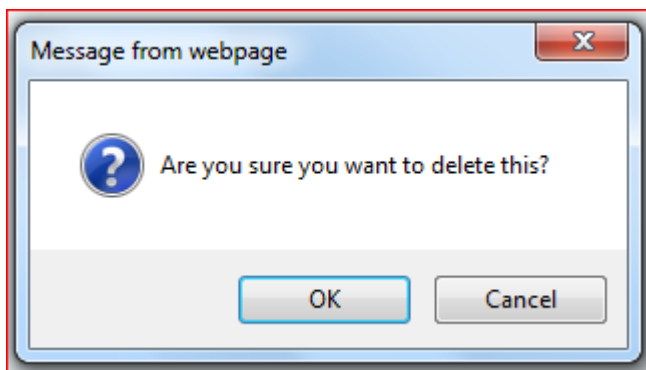
1. Click on Home tab.



2. Navigate to the unsent filing you want to delete.
3. **Delete the unsent filing** button will appear for filing that are in **draft** status.

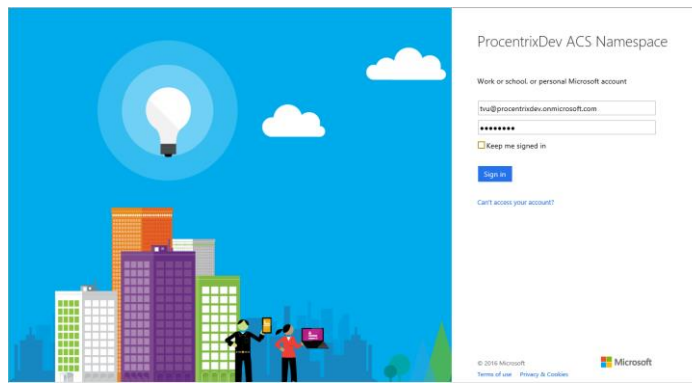


4. Click **Delete unsent filing**.
5. If you're sure you want to delete the library, click **OK**.

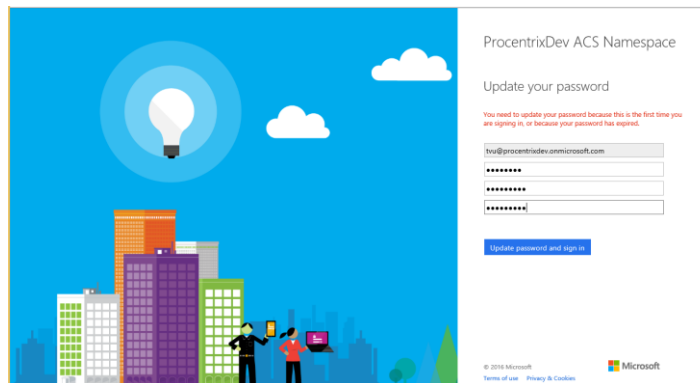
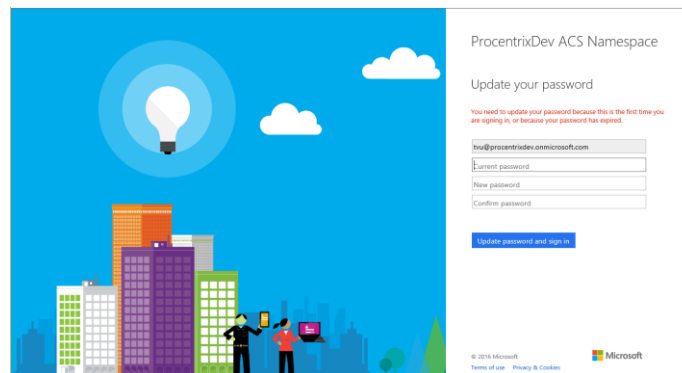


Addendum – ICE eService Multi-factor Authentication Details

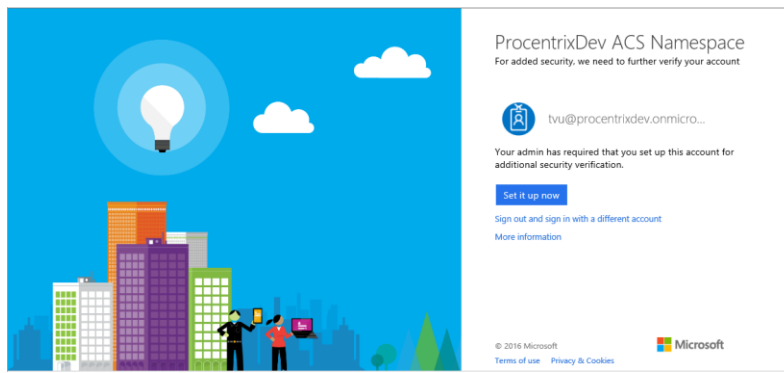
1. Once you have received the email described in the previous section, navigate your Internet Explorer browser to <https://eservice.ice.gov>.
2. Enter your account login information and select **“Sign in”**.



3. At the Update your password screen:
 - a.) Re-enter your current login password.
 - b.) In the New Password, type your new password.
 - c.) In the Confirm password, re-enter your new password.
 - d.) Click the **“Update password and sign in”** button.



4. Your new password has been successfully created. Click **“Set it up now”** button to begin



5. Add information on the Additional security verification screen:
 - a.) In the Authentication phone, type your phone number.
 - b.) In the Select your country or region, click the drop down menu and select your country or region.
 - c.) Under Method, select one of the methods that you want to be used for account security verification. Below is the description of each method:
 - **Call me** (Mobile Phone call): Places an automated voice call to the Authentication phone. The user answers the call and presses # in the phone keypad to authenticate.
 - **Send me a code by text message:** Sends a text message containing a verification code to the user. The user enters the verification code into the sign-in interface.
 - d.) Click **Contact me** button.

Microsoft Azure

Additional security verification

Secure your account by adding phone verification to your password. [View video](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

☐ Send me a code by text message

☒ Call me

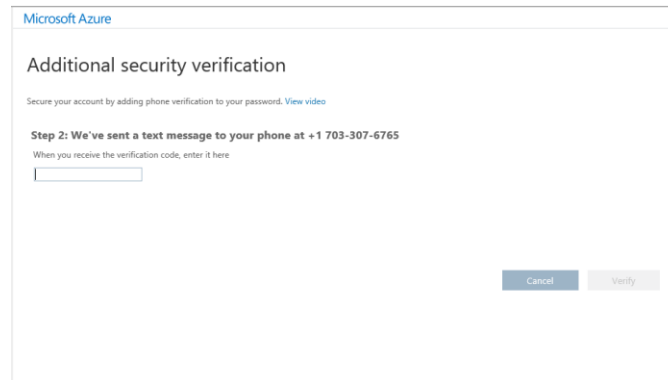
Contact me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

e.) You will either receive a text message or a phone call to the phone number you provided.

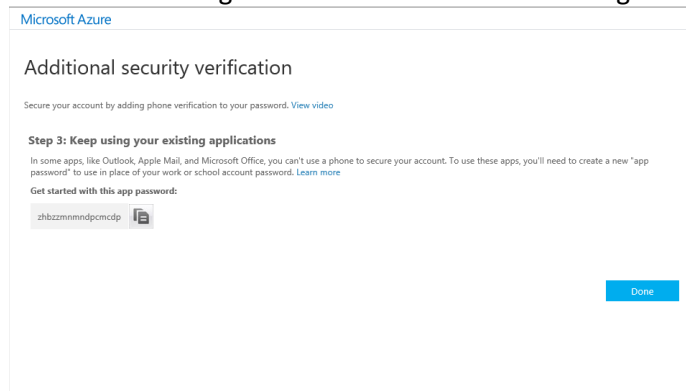
- If you selected **“Call me,”** an automated voice call to the Authentication phone will be made. The user answers the call and presses # in the phone keypad to authenticate.
- If you selected **“Send me a code my text message,”** you will receive a text message containing a verification code. The user will enter the verification code into the sign-in interface.

f.) Click the **“Verify”** button.



The screenshot shows the Microsoft Azure 'Additional security verification' page. At the top, it says 'Microsoft Azure' in blue. Below that is the title 'Additional security verification' and a subtitle 'Secure your account by adding phone verification to your password. [View video](#)'. The main heading is 'Step 2: We've sent a text message to your phone at +1 703-307-6765'. Below this, it says 'When you receive the verification code, enter it here' followed by a text input field. At the bottom right, there are two buttons: 'Cancel' and 'Verify'.

6. Click **“Done”**. You should now be signed in to the ICE eService landing site.



The screenshot shows the Microsoft Azure 'Additional security verification' page. At the top, it says 'Microsoft Azure' in blue. Below that is the title 'Additional security verification' and a subtitle 'Secure your account by adding phone verification to your password. [View video](#)'. The main heading is 'Step 3: Keep using your existing applications'. Below this, it says 'In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)'. The next line is 'Get started with this app password:' followed by a text input field containing 'zhbzmmnmndpcmdp' and a copy icon. At the bottom right, there is a blue 'Done' button.