



Quick Reference Guide for Legal Representatives:

Detention Facility Appointment Scheduler (DFAS)

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ERO eFile's DFAS is only available at select facilities. Starting January 16, 2025, ERO will conduct beta testing of DFAS. You can learn more about DFAS and the participating facilities at: <https://www.ice.gov/eroefile>. An ERO eFile account is required in order to access DFAS.

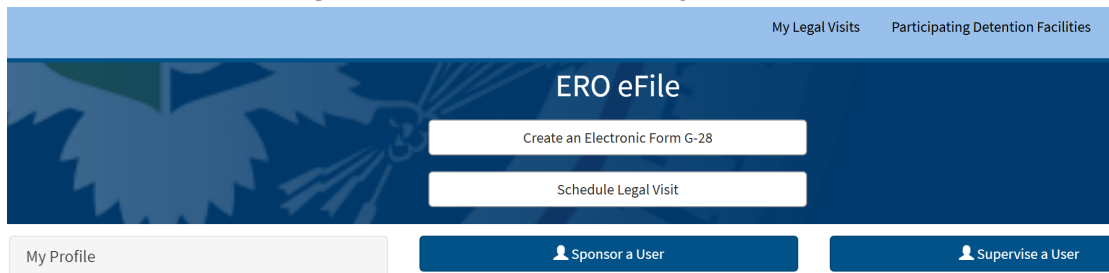
If you do not already have an ERO eFile account, go to <https://www.ice.gov/eroefile> and follow the registration instructions in the [Quick Reference Guide](#) and refer to the FAQs. Please note only licensed attorneys in the United States and EOIR Accredited Representatives may **register** for accounts. Law graduates, law students, and legal assistants will be granted access after a supervising legal representative **sponsors** their account access.

Please make sure your contact information is up to date in your **My Profile**! All appointments will auto-populate the legal representative's contact information so that facility staff can communicate back about any appointment issues.

Steps for Scheduling a Legal Visit in DFAS

1. **Schedule Legal Visit:** You can schedule a legal visit one of two ways.

You can click the button **Schedule Legal Visit** at the top of the page:



Or, you can click the button **Schedule Visit** next to the client's name on the Submitted G-28 dashboard:

Search Client Last Name or First Name			
Electronic Form G-28's - Submitted			
G-28 ID	Client First Name	Client Last Name	Date Submitted
G280009605	PHIL	PHILSON	2024-12-04 16:05:42

Below the table, there are three buttons: 'View PDF', 'Withdraw', and 'Schedule Visit'.

This will auto-populate your client's information on the client look-up page.

2. **Client Look-up:** You will be able to verify your client information through ERO eFile. *If your client is not in ICE custody or your client's detention facility is not yet participating in DFAS, you will not be able to schedule a legal visit via DFAS.*
3. **Person Visiting the Client:** In the drop-down menu, the person scheduling can choose who will be conducting the legal visit. The list will include the legal representative as well as law graduates, law students, and legal assistants (if any) or a visit for a medical/mental health provider may be selected.
4. **Type of Visit:** After a successful client look-up, you will be required to provide information on whether the visit is **Pre-Representational** or **Representational**. If it is representational, please be sure to upload your **ERO eFile G-28**.
5. **Type of Appointment:** Select the appointment type for your legal visit.
 - **Standard In-Person:** This is the facility's standard appointment period (usually 30 to 60 minutes).



- **Standard Remote:** This is the facility’s standard length of time for video-conferencing or phone visits. If you are required to provide the web-platform meeting information, please provide the meeting ID and password, along with the platform link.

Note: Visits may be subject to cancellation by the facility if visits are scheduled in manner inconsistent with the facility’s legal visitation policy.

- **Extended Time In-Person:** This is for special requests by legal representatives for a longer in-person appointment (visits for periods of 2 or more hours). This will be a pre-set period by the facility.
- **Extended Time Remote:** This is for special requests by legal representatives for a longer remote appointment (visits for periods of 2 or more hours). This will be a pre-set period by the facility.

Note: All extended time visit requests require approval by the facility (and potentially the ERO Field Office). These requests may be on behalf of the attorney or legal assistant, or appointments made on behalf of forensic/medical providers for the immigration case.

6. **Additional Equipment/Special Requests & Notes:** Legal representatives can add information about Additional Equipment Requests and/or other Special Requests and Notes so the facility is aware. Please note all requests are subject to the facility’s guidelines and approval. **Additional equipment and/or special requests require separate approval and confirmation.**
7. **Number of Visitors at Appointment:** Please provide the number of legal representatives who will attend the appointment. **Note if there is no visitation space that can accommodate the size of the group, the visit may need to be rescheduled. Please contact the facility first for groups larger than 4 visitors.**
8. **Noncitizen Language & Interpreter:** Although not required, legal representatives may notate the noncitizen’s language and interpreter information. **This information is for legal visitation scheduling purposes only.**
9. **Attachments:** Attachments will be required for visits (see below chart for details). Failing to provide the required documentation per the facility’s legal visitation procedures may result in the rescheduling or cancellation of a legal visit. **Make sure after you choose the file(s) you are uploading, you click the button “Upload.”** You can upload multiple attachments in each category if there is more than one visitor.

<p>Government Issued Identification ⓘ</p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/></p>	<p>ALL visitors must upload a copy of their government issued identification.</p>
<p>Attorney Authorization Letter</p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/></p>	<p>Attorney Authorization Letters are required for:</p> <ul style="list-style-type: none"> • Legal Assistants • Law students (for pre-representational visit) <p>Attorney’s Written Request consistent with PBNDS 2011 Section 5.7 (V.N.1) for a Medical / Mental Health Evaluator must also be uploaded here.</p>
<p>Attorney Licensing Document(s)</p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/></p>	<p>Attorneys must upload their Licensing Document(s).</p>
<p>Form G-28</p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/></p>	<p>Upload the legal representative’s G-28 from eFile (for all representational visits):</p> <ul style="list-style-type: none"> • Attorneys • EOIR Accredited Representatives • Law students (for representational visit)
<p>Professional Licensure or Curriculum Vitae (Medical/Mental Evaluators)</p> <p><input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/></p>	<p>If a Medical/Mental Evaluator will be conducting the visit, the Professional Licensure and/or CV documents should be uploaded.</p>



10. **Scheduling the Date & Time:** Only after filling out all required fields, will you be able to click the button **Find Available Appointments**. This will take you to a calendar view and you can view the available appointments from 24 hours to 2 weeks in advance. Select the requested appointment time.

Standard In-Person Appointments						
Calendar						
First Available Time: Tuesday, December 3, 2024 12:00AM						
Dec 2024						
Previous	Today	Next				
Sunday 1 Dec	Monday 2 Dec	Tuesday 3 Dec	Wednesday 4 Dec	Thursday 5 Dec	Friday 6 Dec	Saturday 7 Dec
	12:00 AM	5:00 AM	5:00 AM	5:00 AM	5:00 AM	

Legal representatives will receive a confirmation page with the appointment details. For legal assistants, or law graduates and law students without a G-28, the confirmation page will indicate the appointment is pending the supervising attorney's approval. The selected supervisor for the appointment will receive an email and can approve appointment requests on their home page. **Appointments that are not approved within 24 hours of the scheduled appointment will be cancelled.**

My Legal Visits

All legal representatives can view their legal visitation information by clicking My Legal Visits in the navigation toolbar. My Legal Visits includes dashboard views of: **Appointments Pending Facility Confirmation** (e.g., extended time visits), **Appointments Today**, **Appointments This Week**, and **All Appointments**.

Click the Confirmation No. to cancel, reschedule or update interpreter information. Further, you can see a list of any **Appointments Pending Attorney Approval**, where visits will appear when a law student (or another account that requires supervisory approval) schedules a legal visit. **DFAS Appointments – Pending Approval** will also appear on the Home page.

1. **Reschedule an Appointment:** Click the DFAS confirmation number hyperlink for the appointment. At the top click

the button. It will auto-populate the prior appointment details along with attachments and you will then be able to select a new appointment time from the calendar. *If any of the details of your appointment have changed, you will need to cancel it and then schedule a new appointment.*

After successfully rescheduling our appointment, you will receive an email confirmation with a new DFAS confirmation number.

2. **Cancel an Appointment:** Click the DFAS confirmation number hyperlink for the appointment. At the top click the

button.

Please note facility staff may cancel or reschedule appointments that do not comply with the legal visitation procedures, or when exigent circumstances exist. Please review the facility procedures on the [Detention Facility](#) page under Hours of Visitation. Visits may also be cancelled for safety & security reasons. You will receive email notifications of any cancelled or rescheduled appointment by facility staff.

Need Assistance?

Please review the DFAS FAQs available through <https://www.ice.gov/eroefile>. For technical issues you can email the HelpDesk at: EROeFile.HelpDesk@ice.dhs.gov.