



Quick Reference Guide for Legal Representatives:

ICE ERO eFile

ERO eFile

Electronic G-28s can be accepted in eFile on behalf of detainees, juveniles, or those on the non-detained docket. ERO eFile only accepts G-28s for representation before ICE ERO; ERO cannot accept G-28s electronically for representation before other federal agencies.

Note: ICE 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 www.ice.gov/eroefile to access the registration page.
If you need technical assistance email: EROeFile.HelpDesk@ice.dhs.gov.
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> 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. **You will receive an error message if your client cannot be identified or is on a docket not currently accepting electronic G-28s.**
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 ERO eFile 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
			View PDF Withdraw

Filing G-28s for Non-Detained Docket

Electronic G-28s can now be accepted on behalf of all aliens encountered by ICE. All adults on the non-detained docket will be required to sign the G-28 electronically. This can be achieved either through the legal representative's ERO eFile account (if present, in-person at the legal representative's office), or remotely through the ICE Portal.

Legal representatives will follow the same steps above and provide the following:

1. Client's Contact Information: Fill out client's contact information in Part 3 of the form. *The client's email address will be used to send your client the ICE Portal login page, allowing your client to sign the G-28 electronically, along with an access code. The mailing address provided will not update your client's address with ICE ERO; instead, visit the ICE Portal for information about the Online Change of Address portal.*
2. Client's Language: In Part 5 of the form, you will be asked to provide your client's language. ERO eFile will either provide a pop-up signature selection box for the client (if in person) or send an email from ICE (in the language you selected) with information on how to electronically sign the G-28 along with an access code. *There are currently 11 languages supported on the ICE Portal.*

Please choose your client's language from the available language options. (An email will be sent to your client in that language with instructions, or if your client is in person they can view the choice in their language.)

* Client Language

Spanish

3. Client's Signature (in-person): For your client to electronically sign the G-28 through your ERO eFile account, you will need to attest to your client's presence and that they are given an opportunity to elect to sign. This will result in a pop-up box where your client can accept or decline representation.

Confirmación de Representación Legal

Hola **Client's Name**, por favor confirme su decisión sobre la representación legal.

☒ **Aceptar Representante Legal**
Sí, yo acepto la representación por [Attorney Test] y acepto firmar electrónicamente el Formulario G-28.

☐ **Declinar la Representación**
No, yo rechazo la representación por [Attorney Test] y no deseo firmar electrónicamente el Formulario G-28.

Si se niega a firmar el formulario G-28, su representante legal no podrá presentar el formulario a ICE.

[Aceptar](#)



4. **Client's Signature (remote):** Your client will have an opportunity to accept or reject signing the Form G-28 electronically. *Your client will have 30 days to sign the G-28 from the date you start the draft of the G-28. Please be sure to communicate with your client if they have any questions and ensure they complete the form timely. If needed, you can start a new draft G-28 and resend to your client for signature.*

Make a selection below by clicking either accept or reject representation.

☐ **✓ Accept Representation**
Yes, I accept the representation by Attorney Test and agree to electronically sign the Form G-28.

☐ **✗ Decline Representation**
No, I decline the representation by Attorney Test and do not wish to electronically sign the Form G-28.
If you decline to sign the form G-28, your legal representative cannot submit the form to ICE.

Submit Selection

5. **Completed G-28s:** Once your client signs the G-28, you will receive an email notification, and your G-28 will be available for download from ERO eFile. ICE will also receive a record of the filed G-28.

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.

Sponsor Law Student/Graduate

My Sponsored Law Student/Graduates

Law Student Name
Law Graduate Name

Sponsor Law Student Request

First Name *

Last Name *

Email Address *

Account End Date [Ⓢ]
mm/dd/yyyy

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.*

G-28s with Law Student/Graduate Signatures

1. G-28s filed with a law student/graduate signature must be initiated by the law student/graduate—**not** the supervising attorney. This gives the supervising attorney the opportunity to review the information drafted by the law student/graduate.
2. 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.”
3. If there is an error on the G-28, supervisors can send it back to the law student with a rejection message.
4. If a law student or graduate account becomes deactivated, the sponsoring attorney will need to reactivate the account (if access is still required). The time period for sponsored accounts can also be adjusted before the termination date.

Need Assistance?

If you are following up on an ERO eFile account request, reactivation request, or for technical issues you can email the Help Desk at: EROeFile.HelpDesk@ice.dhs.gov.