



U.S. Immigration
and Customs
Enforcement

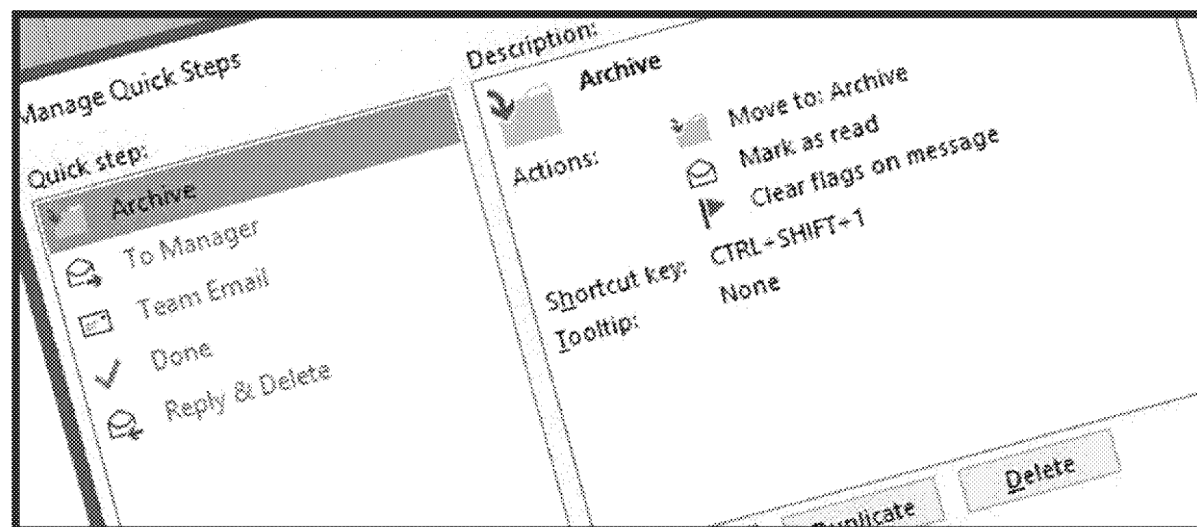
Office of Information Governance and Privacy (IGP)
Freedom of Information Act Division

Using Microsoft Outlook Quick Steps in the ICE FOIA Inbox



What is Quick Steps?

- Quick steps is an automation tool available in Microsoft Outlook that allows you to perform multiple actions to an email at the same time with just one click.



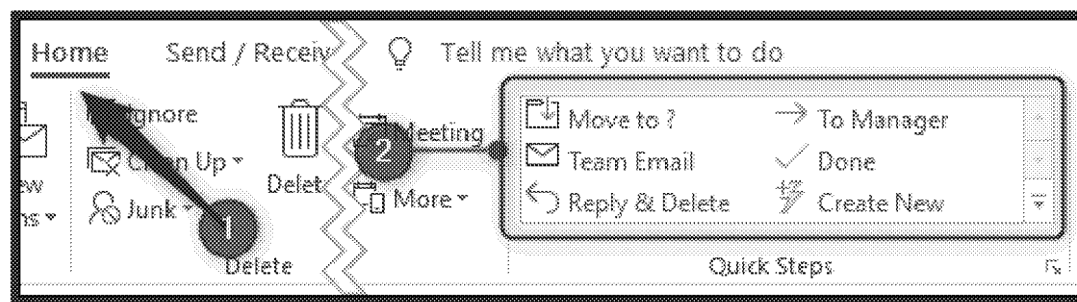
- In the FOIA Inbox, Quick Steps is used to quickly reply to emails, forward emails to another agency, and move emails to the archive folder.



Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

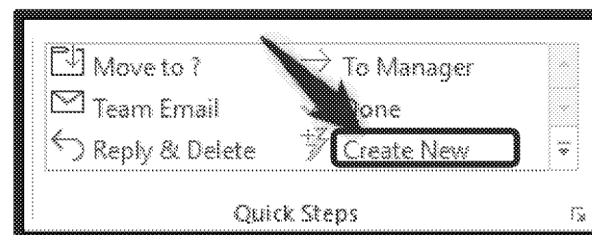
Step 1

- Make sure the FOIA Inbox is open in Microsoft Outlook.
- On the Home tab in Outlook, locate the Quick Steps area.



Step 2

- Click the **Create New** option in the Quick Steps box.
- A new window will open where you will configure the Quick Step.





Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 3

- Copy and paste the name of the name Quick Step from the Quick Step Language Guide.

Step 4

- In the **Choose an Action** dropdown menu, select **Reply**, and click on **Show Options**.

Step 5

- In the input box labeled **text**, copy and paste the reply section from the Quick Step Language Guide

Edit Quick Step

Name: USCIS Forward & Reply to Requester

Add actions below that will be performed when this quick step is clicked on.

Actions: Choose an Action

Actions: Reply

Show Options

To...

Hide Options

Add Cc Add Bcc

Subject: RE: <subject>

Flag: No Flag

Importance: No Change

Text: Phone: (800) 375-5283
Fax: (816) 350-5785
Email: USCIS.FOIA@uscis.dhs.gov

☐ Automatically send after 1 minute delay.



Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 6

- Click on **Add Action**

Text: Phone: (800) 375-5283
Fax: (816) 350-5785
Email: USCIS.FOIA@uscis.dhs.gov

☐ Automatically send after 1 minute delay.

Add Action

Step 7

- In the “Choose an Action” dropdown menu, select **Forward**, and copy and paste the email address from the Quick Steps Language Guide.
- Click on **Show Options**.

Choose an Action

→ Forward

To... USCIS.FOIA@uscis.dhs.gov

Show Options



Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 8

- If the Quick Steps Language Guide includes a Cc email address, click **Add Cc**, then copy and paste the email address into the Cc section of the Quick Step.

→ Forward

To... USCIS.FOIA@uscis.dhs.gov

Cc...

Add Bcc

Hide Options

Step 9

- In the input box labeled **text**, copy and paste the forward section from the Quick Step Language Guide.

To... USCIS.FOIA@uscis.dhs.gov

Add Cc Add Bcc

Subject: FW: <subject>

Flag: No Flag

Importance: No Change

Text: purview. Please respond directly to the requester. The requester has been notified of this transfer. If you have any questions concerning this matter, please contact this office at ICE-FOIA@dhs.gov.

☒ Automatically send after 1 minute delay.

Hide Options

Step 10

- Check the box for **automatically send after one minute delay**



Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 11

- Click on **Add Action**.

Text: purview. Please respond directly to the requester. The requester has been notified of this transfer. If you have any questions concerning this matter, please contact this office at ICE-FOIA@dhs.gov.

☒ Automatically send after 1 minute delay.

Add Action

Step 12

- In the “Choose an Action” dropdown menu, select **Move to Folder**.
- In the secondary dropdown menu, select **Other Folder**.

this office at ICE-FOIA@dhs.gov.

☒ Automatically send after 1 minute delay.

Choose an Action

Move to folder

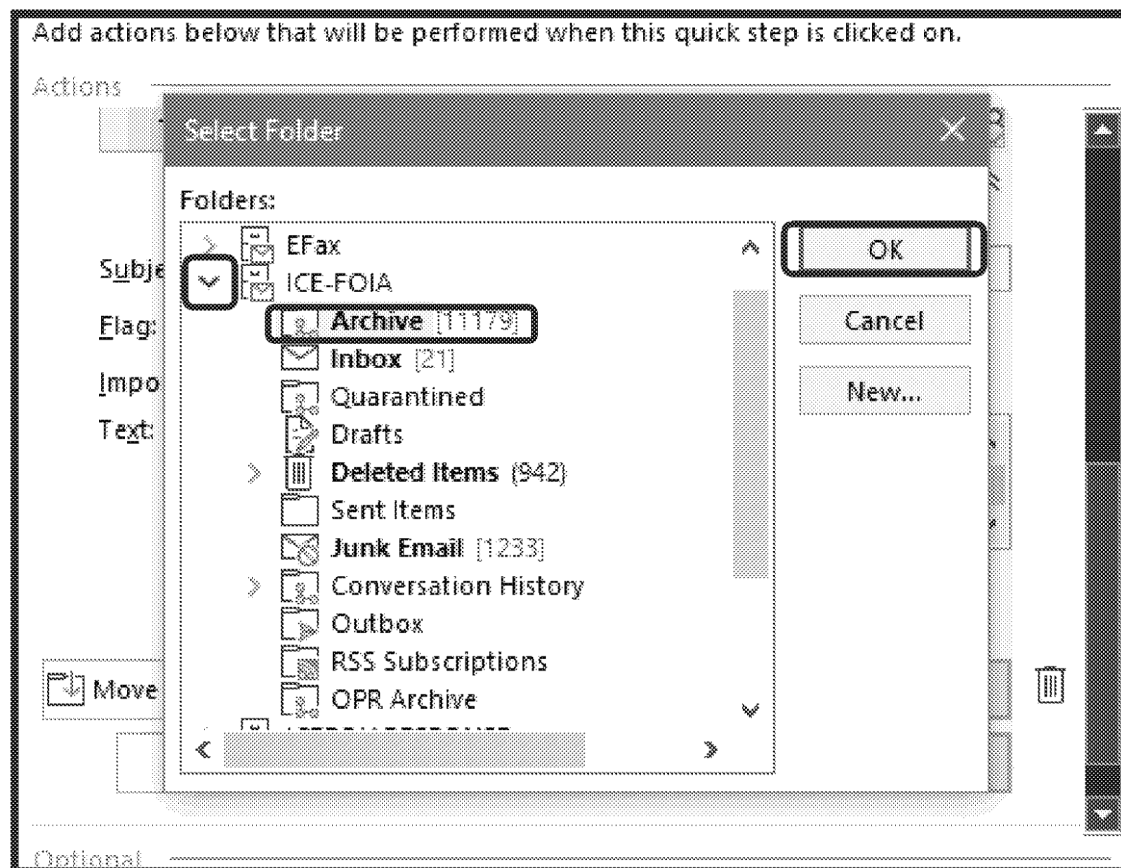
Choose folder



Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 13

- Scroll down and click on the arrow next to the ICE FOIA Inbox (ICE-FOIA)
- Click on **Archive** to highlight the word
- Click on **OK**





Create Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Step 14

- Click **Finish** and your new Quick Step will be located in the Quick Steps section of your toolbar in Outlook.

Move to folder

Archive - ICE-FOIA

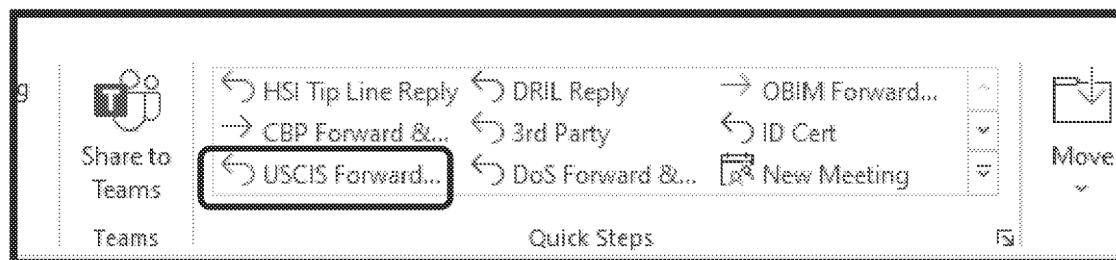
Add Action

Optional

Shortcut key: Choose a shortcut

Tooltip text: This text will show up when the mouse hovers over the quick step.

Finish Cancel



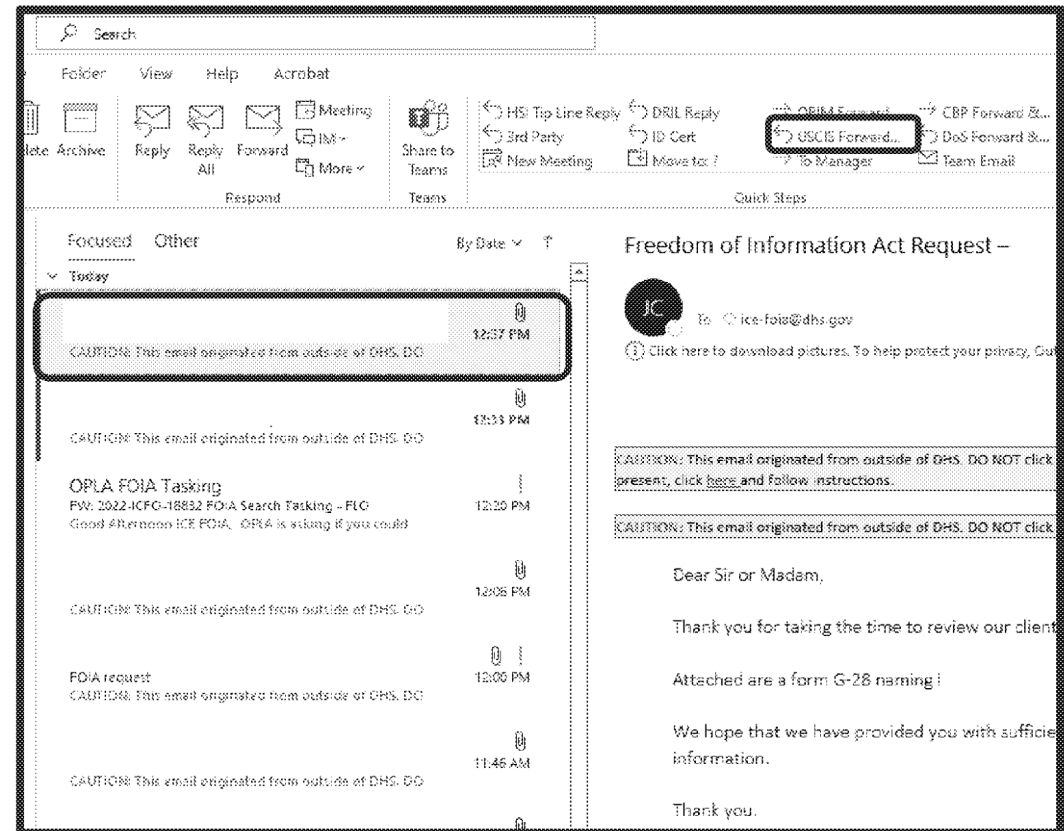
Repeat these steps to create additional Quick Steps for U.S. Customs and Border protection (CBP), and the U.S. Department of Homeland Security, Office of Biometric Identity Management (OBIM).

The language for each is included in the Quick Steps Language Guide.



Using the Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

Once you have identified an email that needs to be referred to USCIS, make sure it is selected and then click on the USCIS Quick Step.





Using the Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

- With one click, Microsoft Outlook will forward the email to USCIS, move the email to the archive folder, and open a new window to reply to the requester.
- The email will be preloaded with the required prompt.
- Ensure the requester's email address is in the "To" section. **The email address must be changed for requests submitted via webform submission and the DOJ FOIA Portal.**
- Click **Send**.

The screenshot shows the Microsoft Outlook Quick Step interface. The 'Send' button is highlighted with a red box. The 'To' field contains 'Requester's email address', also highlighted with a red box. The 'Subject' field contains 'RE: Freedom of Information Act Request --'. The main body of the email contains the following text:

You have directed a FOIA request to U.S. Immigration and Customs Enforcement (ICE) seeking either (1) copies of your entire immigration file documents or other information that is maintained in an individual's immigration file. Complete immigration files are maintained by U.S. Citizenship and Immigration Services (USCIS). Upon receipt of your FOIA request, USCIS will provide you with a tracking number and respond directly to your request.

If you have any questions regarding your request, please contact USCIS at the address below:

U.S. Citizenship and Immigration Services
National Records Center, FOIA/PA Office
P.O. Box 648010
Lee's Summit, MO 64064-8010
Phone: (800) 375-5283
Fax: (816) 350-5785
Email: USCIS.FOIA@uscis.dhs.gov

From: -
Sent: Friday, June 17, 2022 12:31 PM
To: ice-foia@dhs.gov
Subject: Freedom of Information Act Request --

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Please use the appropriate security measures.

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact your supervisor if you have any concerns.

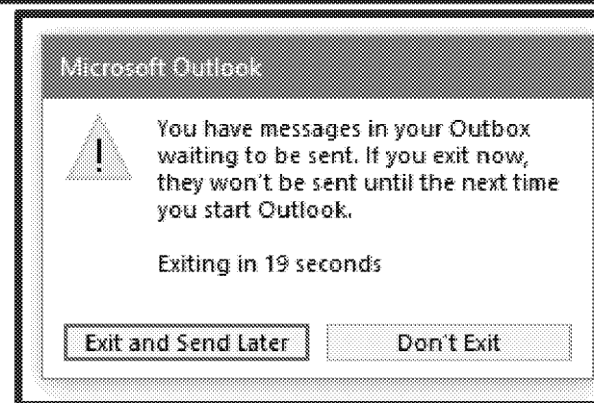
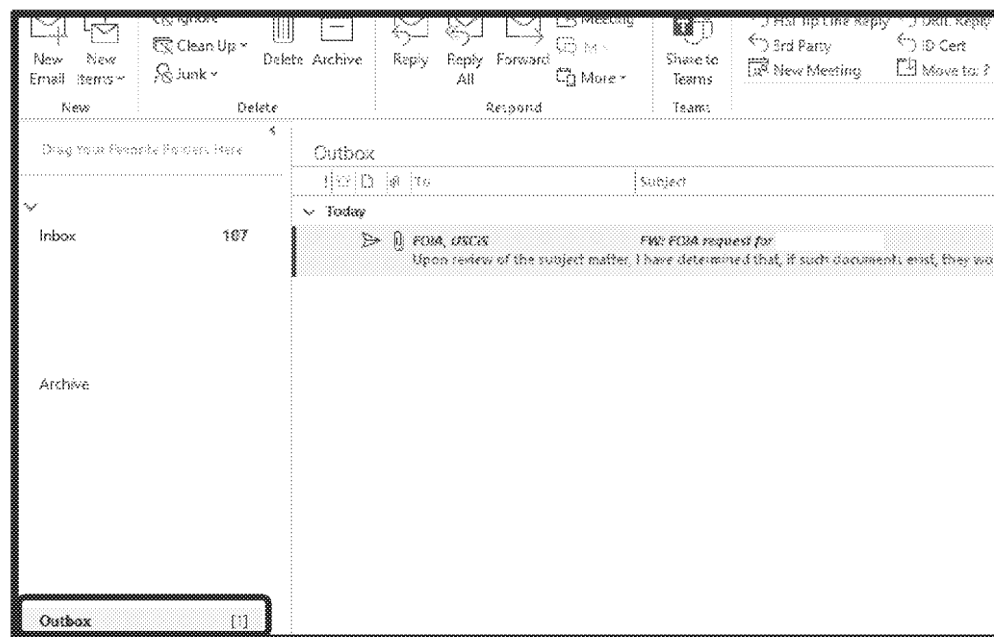
Dear Sir or Madam,



Using the Quick Step to Reply to Requester, Forward Email to USCIS, and Move Email to the Archive

WARNING!!!

- Forwarded emails will be held in your outbox until Microsoft Outlook is ready to send them.
- These emails will be sent automatically, but larger emails may take more time to send.
- Do not close Microsoft Outlook if there are emails in your outbox.**
- Microsoft Outlook will not send these emails if Microsoft Outlook is closed.
- If you try to close Microsoft Outlook while there are emails in the outbox a warning will appear. Always click on Don't Exit.

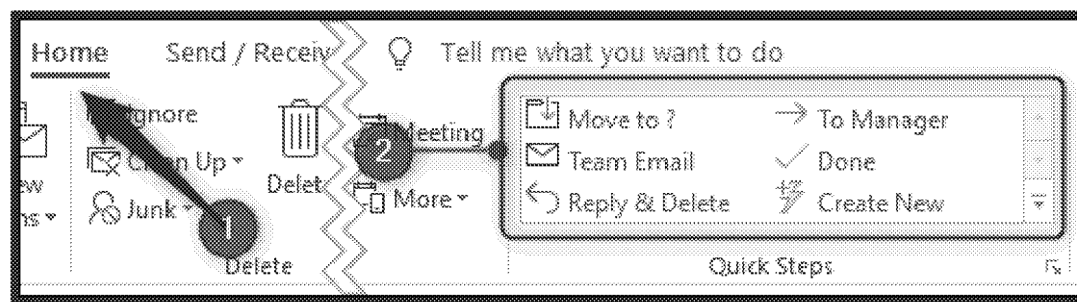




Create Quick Step to Reply to Requester with Third Party Email and Move Email to the Archive

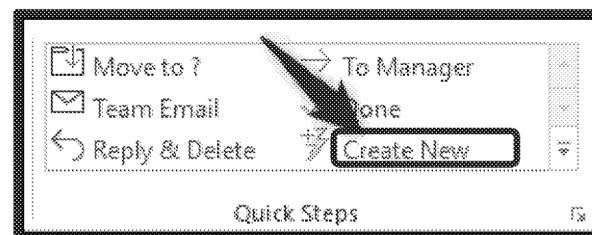
Step 1

- On the Home tab in Outlook, locate the Quick Steps area.



Step 2

- Click the **Create New** option in the Quick Steps box.
- A new window will open where you will configure the Quick Step.





Create Quick Step to Reply to Requester with Third Party Email and Move Email to the Archive

Step 3

- Copy and paste the name of the name Quick Step from the Quick Step Language Guide.

Step 4

- In the **Choose an Action** dropdown menu, select **Reply**, and click on **Show Options**.

Step 5

- In the input box labeled **text**, copy and paste the reply section from the Quick Step Language Guide

Edit Quick Step

Name: 3rd Party

Add actions below that will be performed when this quick step is clicked on.

Actions: Choose an Action

Actions: Reply

Show Options

Actions: Reply

To...

Subject: RE: <subject>

Flag: No Flag

Importance: No Change

Text: Freedom of Information Act Office
500 12th Street, S.W., Stop 5009
Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.



Create Quick Step to Reply to Requester with Third Party Email and Move Email to the Archive

Step 6

- Click on **Add Action**

Text: Freedom of Information Act Office
500 12th Street, S.W., Stop 5009
Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.

Add Action

Step 7

- In the “Choose an Action” dropdown menu, select **Move to Folder**.
- In the secondary dropdown menu, select **Other Folder**.

Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.

Choose an Action

Move to folder

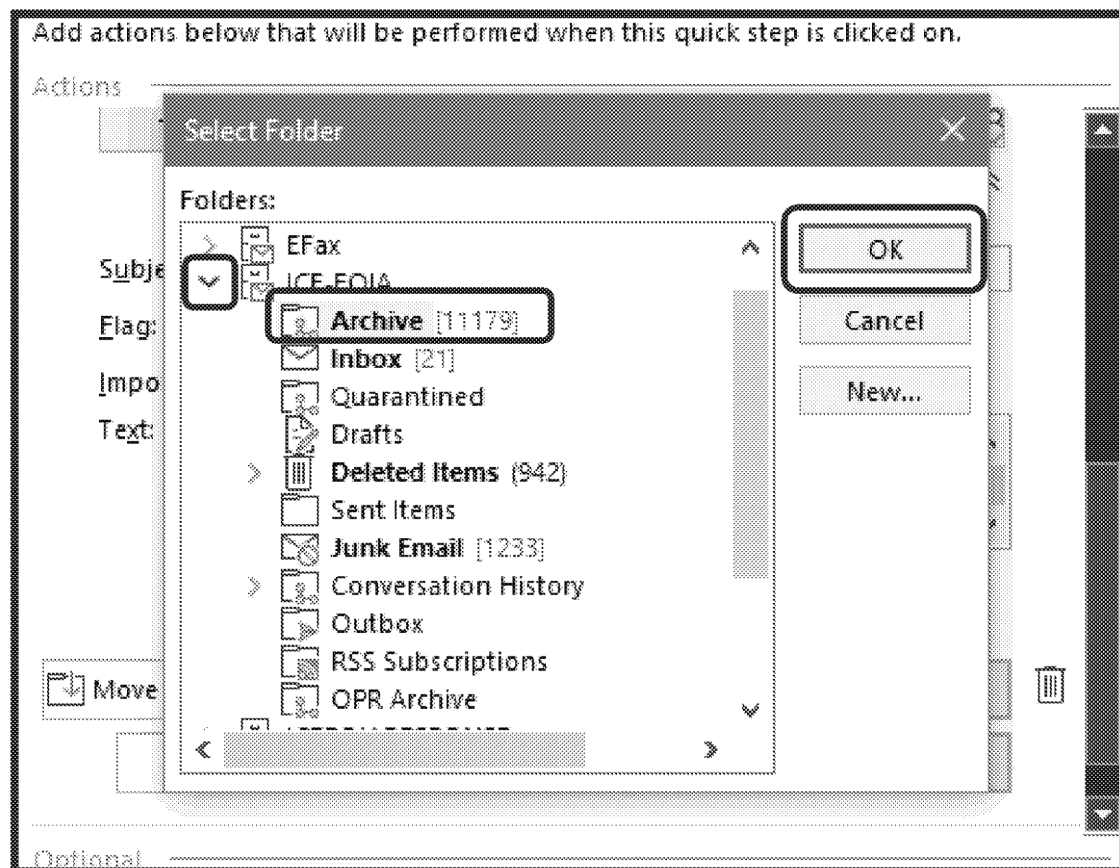
Choose folder



Create Quick Step to Reply to Requester with Third Party Email and Move Email to the Archive

Step 8

- Scroll down and click on the arrow next to the ICE FOIA Inbox (ICE-FOIA)
- Click on **Archive** to highlight the word
- Click on **OK**

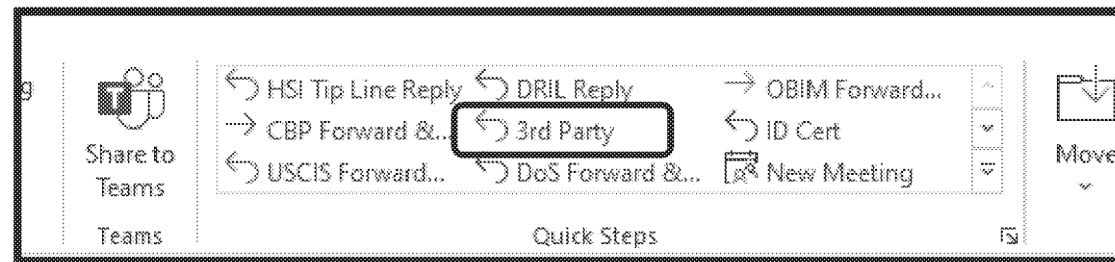
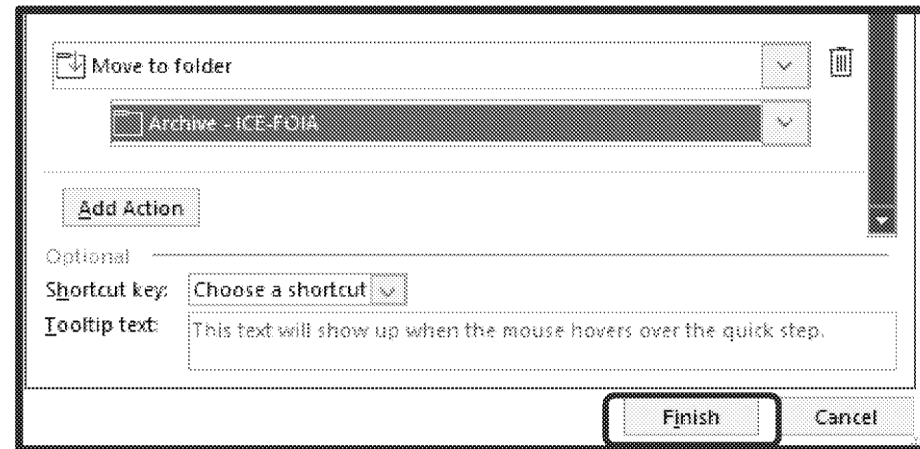




Create Quick Step to Reply to Requester with Third Party Email and Move Email to the Archive

Step 9

- Click **Finish** and your new Quick Step will be located in the Quick Steps section of your toolbar in Outlook.



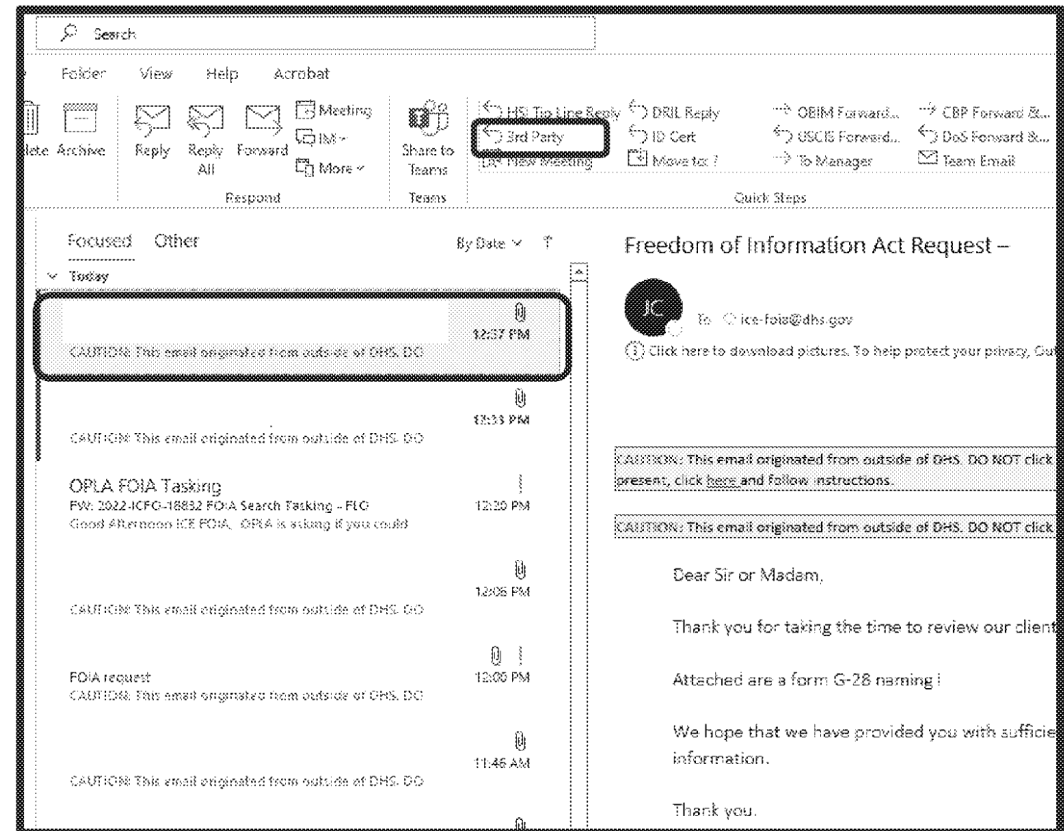
Repeat these steps to create an additional Quick Step for Certification of Identity (ID Cert).

The language for each is included in the Quick Steps Language Guide.



Using the 3rd Party Quick Step to Reply to Requester and Move Email to the Archive

Once you have identified an email that needs to be replied to with the 3rd party prompt and forms, make sure it is selected and then click on the 3rd Party Quick Step.





Using the 3rd Party Quick Step to Reply to Requester and Move Email to the Archive

- With one click, Microsoft Outlook will move the email to the archive folder and open a new window to reply to the requester.
- The new window will be preloaded with the required prompt.
- Include the 3rd Party Consent Form as an attachment.
- Ensure the requester's email address is in the "To" section. **The email address must be changed for requests submitted via webform submission and the DOJ FOIA Portal.**
- Click **Send**.

RE: Webform submission from: FOIA Request Form

File Message Insert Options Format Text Review Help Acrobat Tell me what you want

Send

From: ICE-FOIA

To: Requester's email address

Cc:

Subject: RE: Webform submission from: FOIA Request Form

ICE 3rd Party Consent Form.pdf
199 KB

Section 1 - Easy-to-Read Format

Contact Information

Name (First, MI, Last): Requester's name

Address: Requester's address

City: Requester's city

State: Requester's state

Zipcode: Requester's zip code

Daytime Phone Number: Requester's phone number

Fax Number: Requester's fax number



Creating Quick Steps to Reply to the Requester with ICE Hotline Information

ICE ERO Detention Reporting and Information Line (DRIL)

- Incidents of sexual or physical assault or abuse;
- Serious or unresolved problems in detention;
- Reports of victims of human trafficking and other crimes;
- Reports on individuals with serious mental disorders or conditions;
- Separation of minor child or other dependent and other parental related issues;
- Inquiries from the general public, law enforcement officials, and others;
- Assistance with legal access issues when your local ERO field office is unable to assist;
- Requests for basic case information; and
- Reports that someone in detention has a serious mental disorder or condition.

ICE Tip Line (HSI)

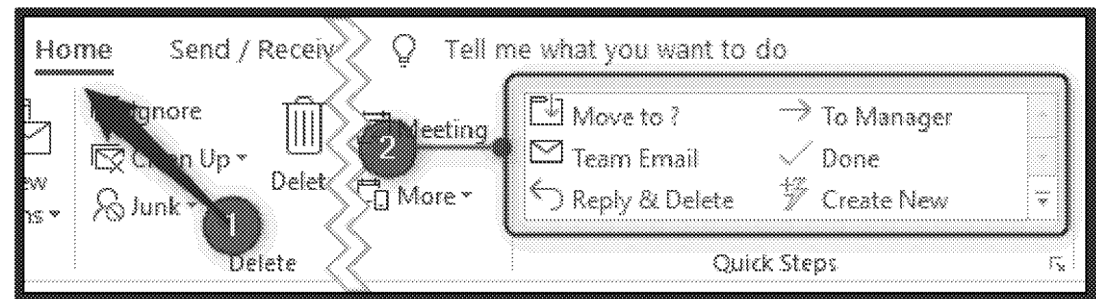
- Child Pornography/Exploitation
- COVID-19 Fraud
- Cyber Crimes
- Document and Benefit Fraud
- Drug Smuggling
- Gang-Related Crimes
- Human Trafficking/Smuggling
- Human Rights Violators
- Illegal Immigration
- Import/Export Violations
- Intellectual Property Rights Violations
- Money Laundering
- Terrorism
- Worksite Enforcement



Creating Quick Steps to Reply to the Requester with DRIL Hotline Information

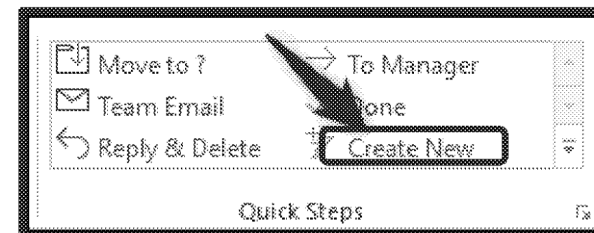
Step 1

- On the Home tab in Outlook, locate the Quick Steps area.



Step 2

- Click the **Create New** option in the Quick Steps box.
- A new window will open where you will configure the Quick Step.





Creating Quick Steps to Reply to the Requester with DRIL Hotline Information

Step 3

- Copy and paste the name of the name Quick Step from the Quick Step Language Guide.

Edit Quick Step

Name: DRIL Reply

Add actions below that will be performed when this quick step is clicked on.

Actions: Choose an Action

Step 4

- In the **Choose an Action** dropdown menu, select **Reply**, and click on **Show Options**.

Actions: Reply

Show Options

Step 5

- In the input box labeled **text**, copy and paste the reply section from the Quick Step Language Guide

Actions: Reply

To...

Add Cc Add Bcc

Subject: RE: <subject>

Flag: No Flag

Importance: No Change

Text: Freedom of Information Act Office
500 12th Street, S.W., Stop 5009
Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.



Creating Quick Steps to Reply to the Requester with DRIL Hotline Information

Step 6

- Click on **Add Action**

Text: Freedom of Information Act Office
500 12th Street, S.W., Stop 5009
Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.

Add Action

Step 7

- In the “Choose an Action” dropdown menu, select **Move to Folder**.
- In the secondary dropdown menu, select **Other Folder**.

Washington, D.C. 20536-5009

☐ Automatically send after 1 minute delay.

Choose an Action

Move to folder

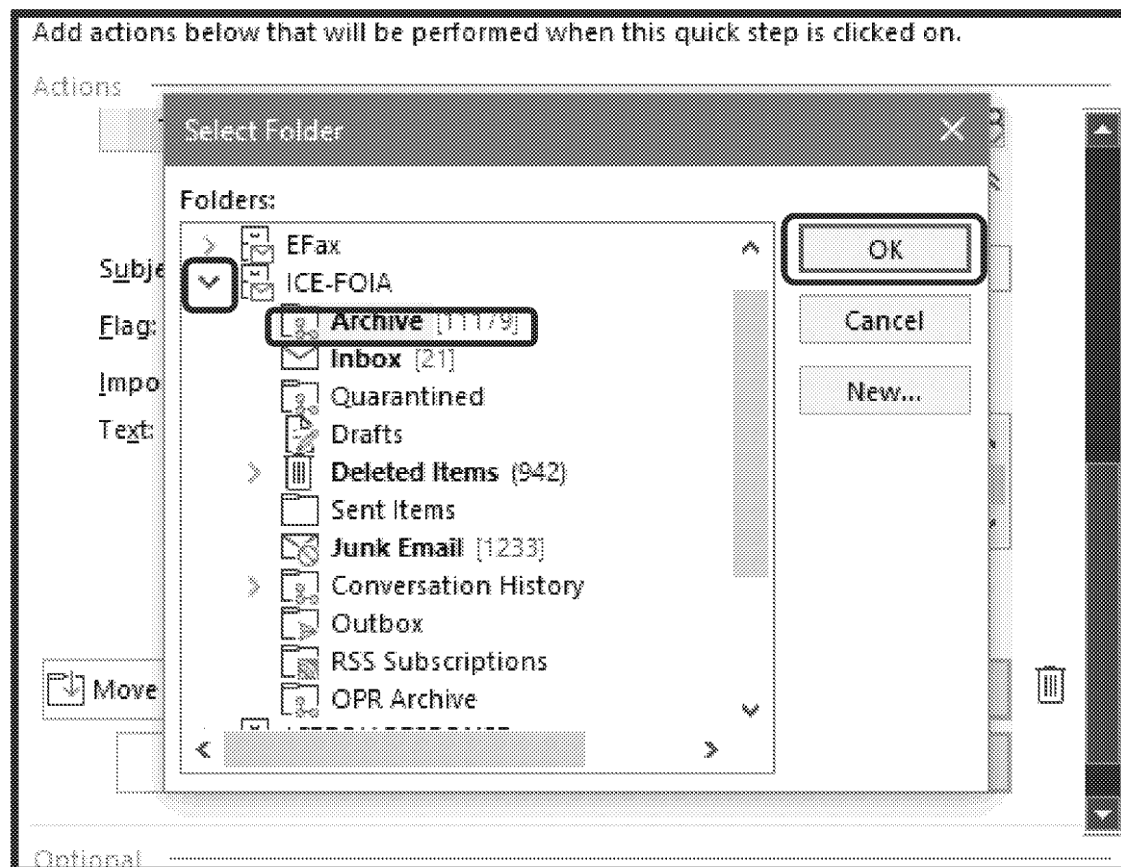
Choose folder



Creating Quick Steps to Reply to the Requester with DRIL Hotline Information

Step 8

- Scroll down and click on the arrow next to the ICE FOIA Inbox (ICE-FOIA)
- Click on **Archive** to highlight the word
- Click on **OK**

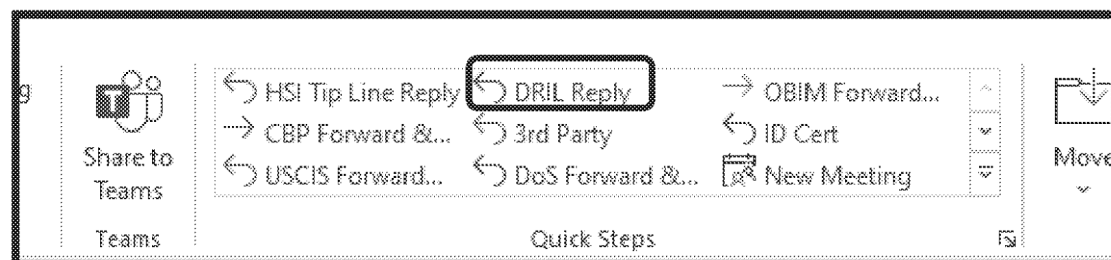




Creating Quick Steps to Reply to the Requester with DRIL Hotline Information

Step 9

- Click **Finish** and your new Quick Step will be located in the Quick Steps section of your toolbar in Outlook.



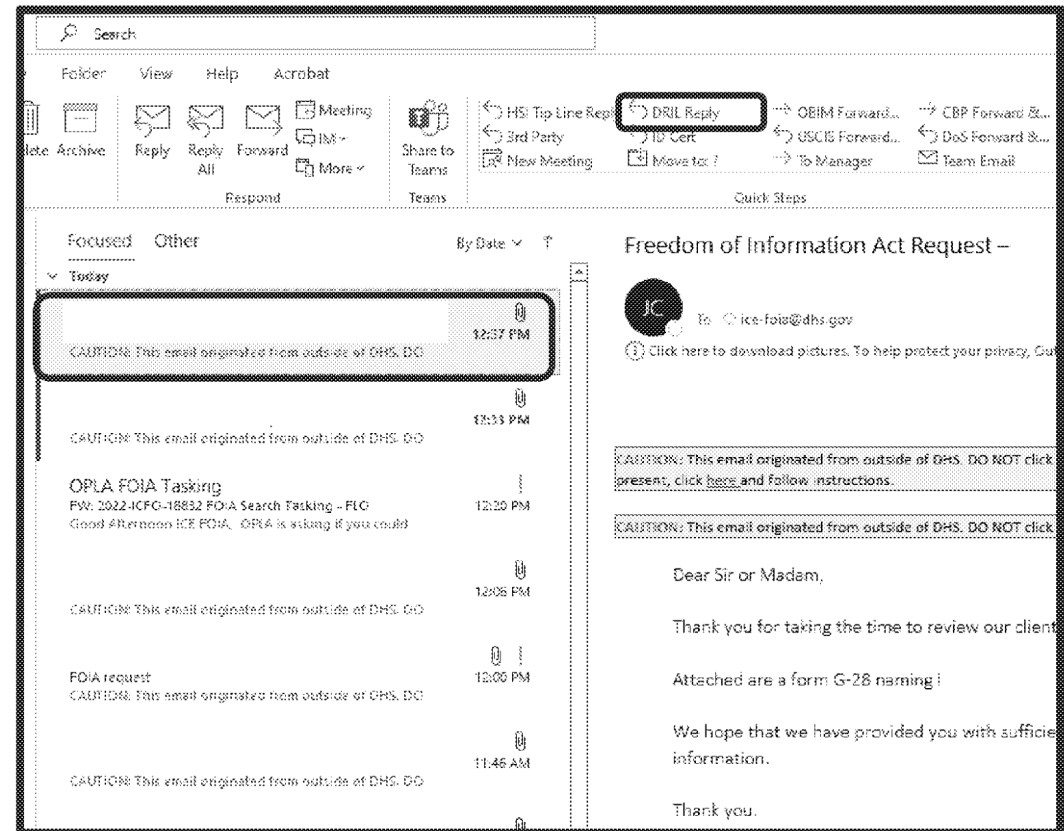
Repeat these steps to create an additional Quick Steps for ICE Tip Line (HSI), State Dept., Not Reasonably Described, G-884, and LESC.

The language for each is included in the Quick Steps Language Guide.



Using the DRIL Reply Quick Step to Reply to Requester and Move Email to the Archive

Once you have identified an email that needs to be replied to with the DRIL hotline prompt, make sure it is selected and then click on the DRIL Reply Quick Step.





Using the DRIL Reply Quick Step to Reply to Requester and Move Email to the Archive

- With one click, Microsoft Outlook will move the email to the archive folder and open a new window to reply to the requester.
- The new window will be preloaded with the required prompt.
- Ensure the requester's email address is in the "To" section. **The email address must be changed for requests submitted via webform submission and the DOJ FOIA Portal.**
- Click **Send**.

Clipboard | Basic Text | Names | Include

Send

From: ICE-FOIA

To: Requester email address

Cc:

Subject: RE:

Good day,

You have reached the ICE Freedom of Information Act office. For concerns pertaining to ICE detainees, please contact the ICE Freedom of Information Act office at ICE-FOIA@ice.dhs.gov.

To locate a detainee in an ICE facility, please visit the Online Detainee Locator System at <https://locator.ice.dhs.gov/>

Sincerely,

ICE FOIA Office
Immigration and Customs Enforcement
Freedom of Information Act Office
500 12th Street, S.W., Stop 5009
Washington, D.C. 20536-5009

From:
Sent: Tuesday, June 21, 2022 2:31 PM
To: ICE-FOIA <ICE-FOIA@ice.dhs.gov>
Subject: RE:



**When you are finished setting up the Quick Steps,
there should be a total of 8 Quick Steps in your
toolbar.**

- USCIS Forward & Reply to Requester
 - CBP Forward & Reply to Requester
 - OBIM Forward & Reply to Requester
 - State Dept. Reply to Requester
 - 3rd Party Reply to Requester
 - ID Cert Reply to Requester
 - DRIL Hotline Reply to Requester
- ICE Tip Line (HSI) Reply to Requester
 - LESC Reply to Requester
- Not Reasonably Described Reply to Requester