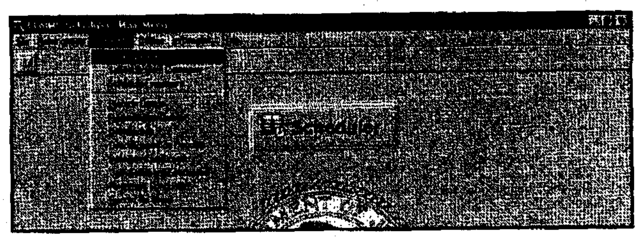
INTERACTIVELY SCHEDULING AN APPLICANT FOR AN INTERVIEW

Before an I-485 or N-400 applicant can be interactively scheduled for an interview, appointment slots must be available in the CLAIMS 4 Scheduler. For instructions on how to create interview appointment slots in the CLAIMS 4 Scheduler, please see pages 3-7 through 3-17 to create slots by dates or pages 3-22 through 3-34 to create slots by days of the week.

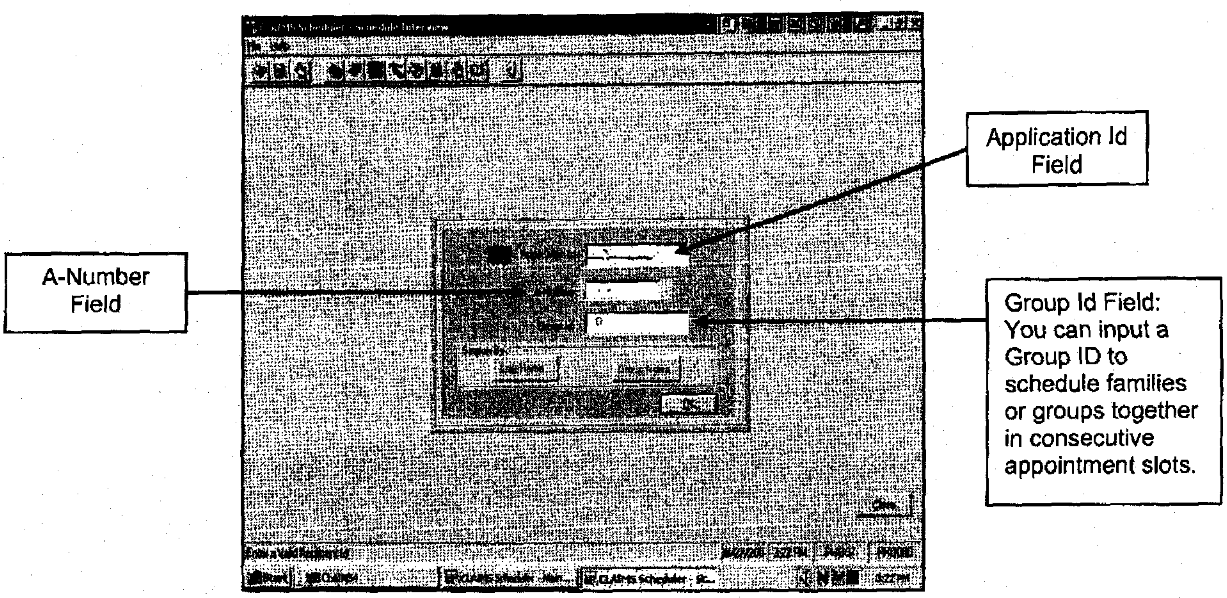
CLAIMS 4 does not allow you to *interactively schedule* appointments for a date that already has been *Batch Scheduled.* If you need to both *interactively* schedule and *batch* schedule for the same date, then do all the *interactive* scheduling prior to running the *Batch Scheduler.*

NOTE: Make sure that the *Application ID* is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click on **Scheduling** to access the *Scheduling* module.
2. Select ***Schedule, Schedule Interview*** from the menu.

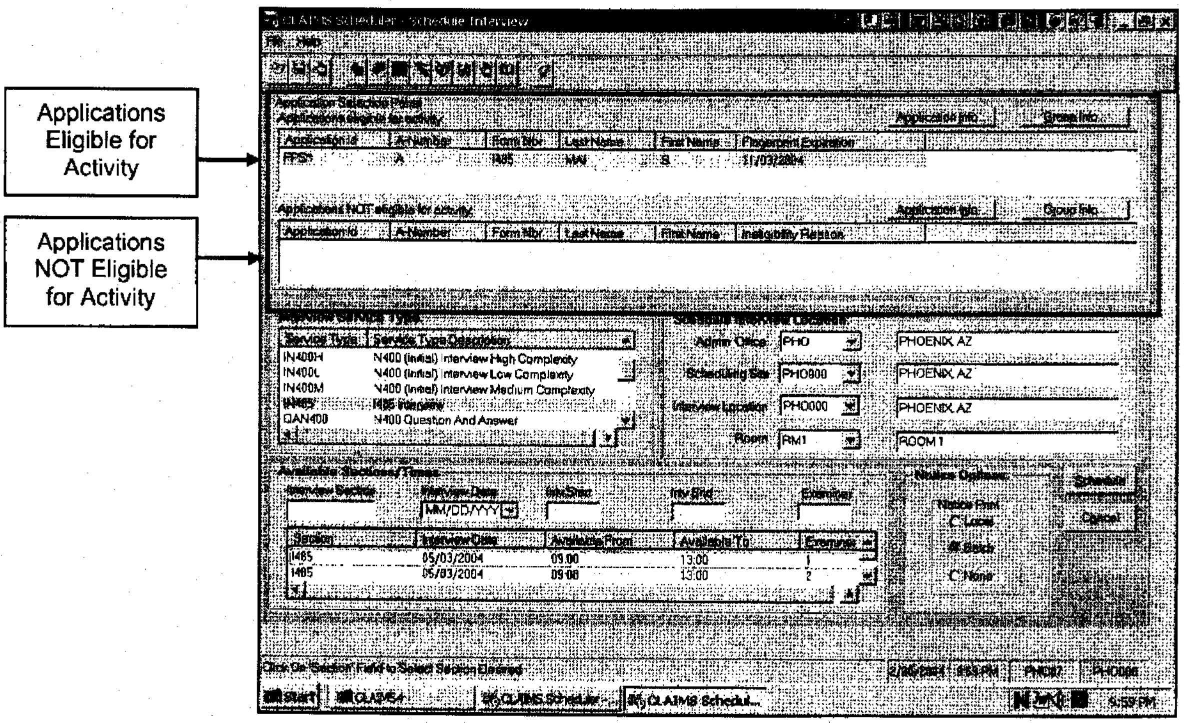


3. On the *Schedule Interview* screen, type or wand the *Application ID*.
4. Click the **OK** button.



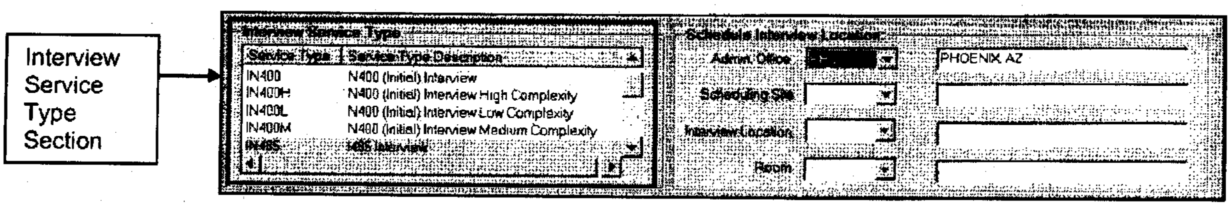
NOTE: The default is the **Application ID** field; however, you can also locate an applicant by clicking inside the **A-Number** field and typing the applicant's A-Number, or by clicking inside the **Group Id** field and typing the group number of which the applicant is a member. The (*Search By:*) **Last Name** and **Group Name** buttons are not currently activated.

The *Schedule Interview* screen displays. In order to interactively schedule the applicant for an interview, applicant information must display in the *Applications eligible for activity* section of the *Application Selection Panel* area at the top of the *Schedule Interview* screen.



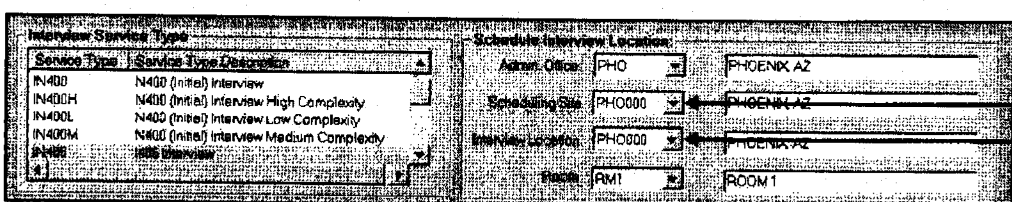
NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be scheduled for an interview at this time because the application is not in the appropriate workflow state.

5. Select *IN485* (for I-485) or *IN400*, *QAN400* or *REN400* (for N-400) from the **Service Type** column in the *Interview Service Type* section of the *Schedule Interview* screen.



NOTE: Do not select any Service Types ending in *H*, *L* or *M*. These are not currently supported in CLAIMS 4.

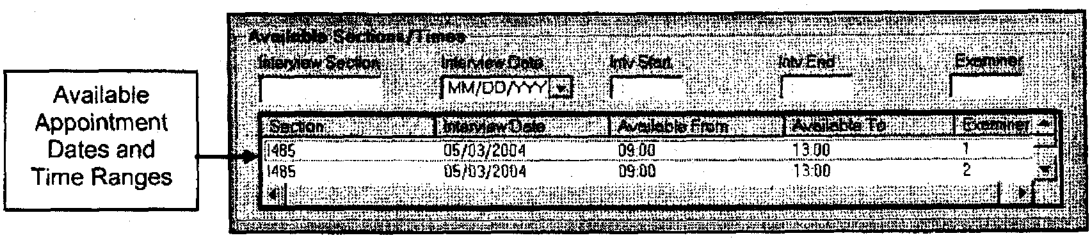
6. Select your **Admin. Office**, **Scheduling Site**, the **Interview Location**, and the **Room** from the drop-down arrows in the *Schedule Interview Location* section.



My Office Codes:
I-485s: ______
N-400s: ______
______
______

Available appointment dates and times appear in the *Available Sections/Times* section. To view all of the date and time ranges for all Examiners, use the scroll bar arrows on the right side of the window.

7. Select an appointment date and time range in the *Available Sections/Times* section.

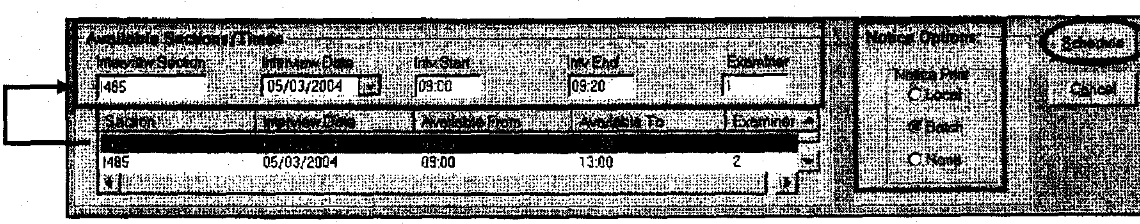


When an appointment date and time range is selected, the **Interview Section, Interview Date, Intv Start, Intv End**, and **Examiner** fields will automatically populate with the details of the next available appointment slot for the date and time range that you selected in the previous step.

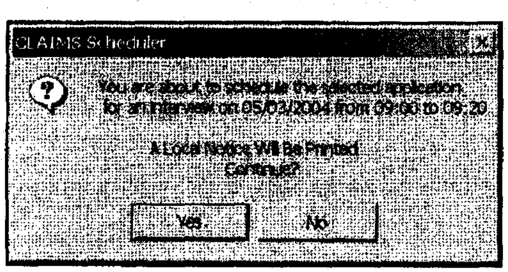
8. Indicate where the Interview Notice should print by selecting Local or Batch.

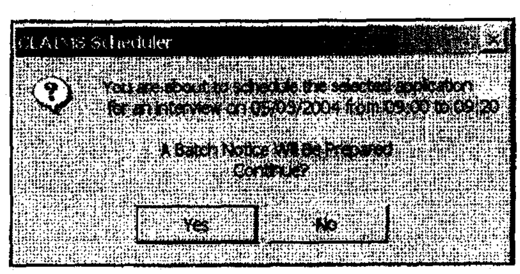
NOTE: Batch is the default. If Local is selected, the Interview Notice will print at your office. If Batch is selected, the Notice will print and be mailed by the NBC. Do not click the None radio button. A notice must be printed for every interactively scheduled applicant interview.

9. Click the **Schedule** button.



Notice dialog boxes will display depending on whether Local or Batch was selected in the *Notice Options, Notice Print* section.

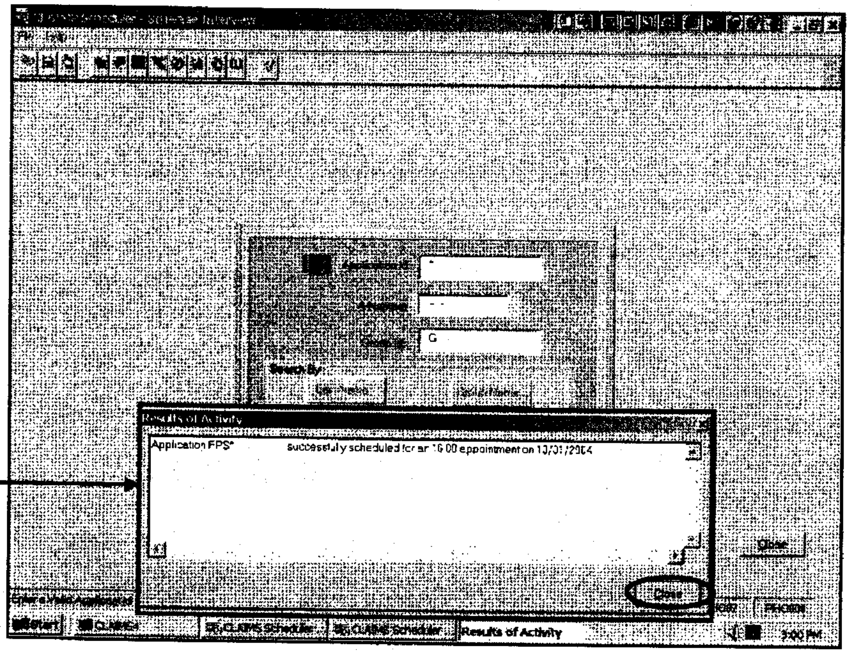




10. Click the **Yes** button on the *Notice* dialog box that appears.

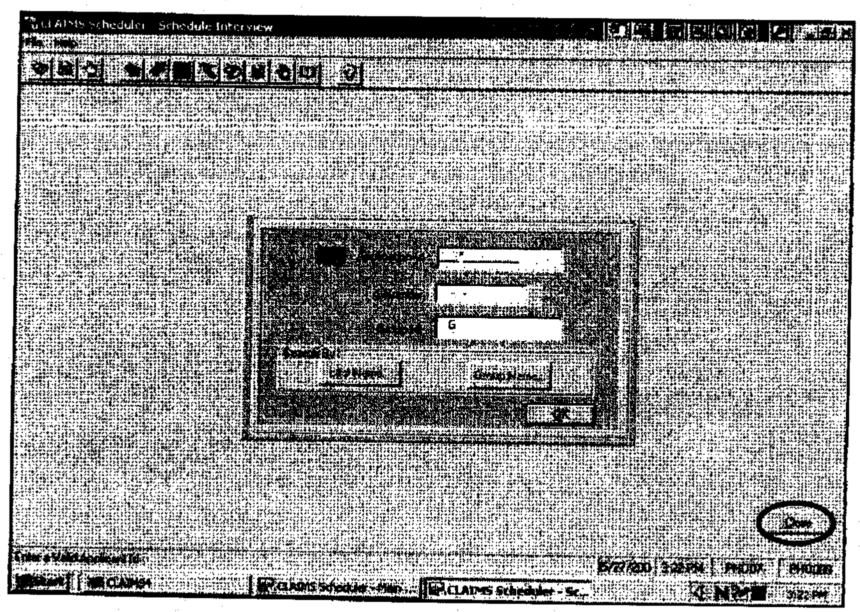
After selecting Yes on the Notice dialog box, the *Results of Activity* dialog box will appear. The Application ID, appointment time, and appointment date will display.

Results of Activity dialog box



11. Click the **Close** button on the *Results of Activity* dialog box.

12. Repeat steps 3 – 11 to interactively schedule another applicant or click the **Close** button on the *Schedule Interview* screen to return to the *Scheduler* screen.



PLACING A CASE IN THE READY TO SCHEDULE QUEUE

Normally, cases that are ready for an N-400 Interview are placed in your office's "Ready to Schedule Queue" automatically by a daily process run at headquarters. When this process, known as the "National Place in Queue" is run by headquarters, cases fall into the appropriate Field Office's "Ready to Schedule Queue" by zip code. All cases with zip codes associated with your office will fall into your "Ready to Schedule Queue". I-485 cases are also automatically placed in a Ready to Schedule Queue for I-485s by the National Benefits Center (NBC).

<u>For N-400s Cases:</u>

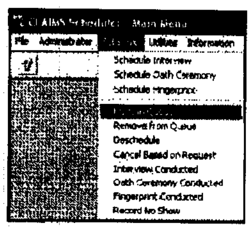
In situations where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module. Then, once the change of address is completed, the case *should* automatically be placed in the new office's "Ready to Schedule Queue". However, there are times when this does not happen automatically and it will be necessary to perform a CLAIMS 4 function called: *Place in Queue* to place the case in the appropriate Field Office's "Ready to Schedule Queue".

In addition, N-400 cases that were marked as a *No-Show* or cases whose interview appointment was *Cancelled* or *Descheduled* would need to be placed back in the *Ready to Schedule Queue* to receive another interview appointment.

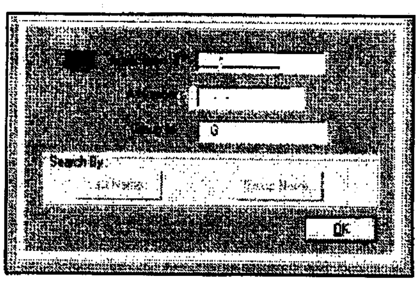
<u>For I-485 Cases:</u>

In situations where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module. Contact the National Benefits Center (NBC) to request that the case be removed from the Queue. Then, once the change of address is completed, contact the National Benefits Center (NBC) again to request that the case be placed in the new "Ready to Schedule Queue".

1. Select ***Schedule, Place in Queue*** from the *Scheduler* menu.

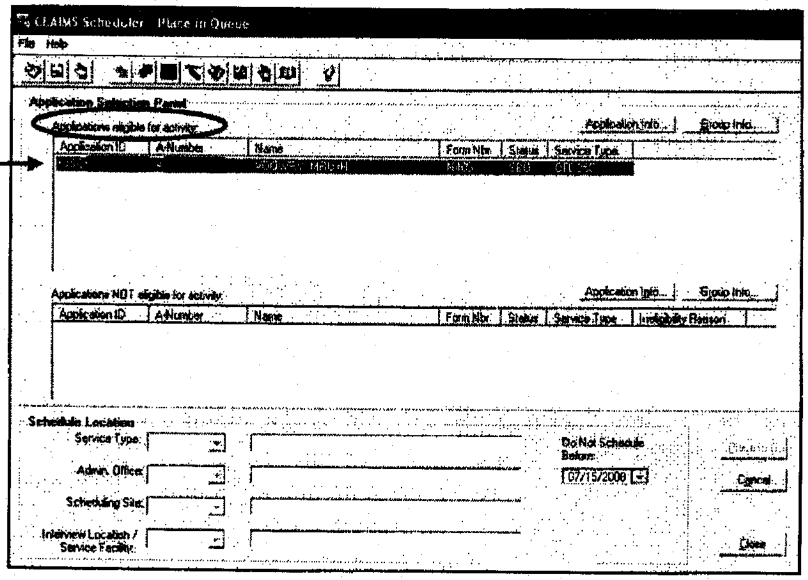


2. Type or wand the Application ID (or A-Number) of the applicant that you wish to place into the queue.



3. Click the **OK** button.

4. Make sure the <u>*Application ID*</u> you entered appears in the *Applications Eligible for Activity* section.

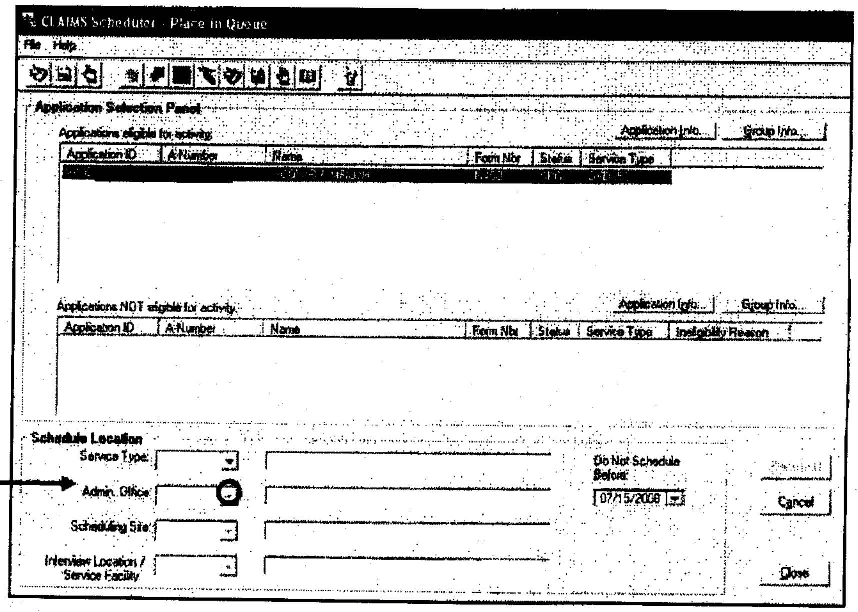


NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be placed in *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state. Click the **Application Info...** button above the Applications NOT eligible for activity area to see more information.

5. Click the drop-down arrow next to the **Service Type** and select the type of Interview that the applicant is awaiting:

NOTE: *Only* select <u>*IN400*</u>, <u>*QAN400*</u> or <u>*REN400*</u>. Do not select IN485 (NBC must place these in the Queue) or any type ending in <u>*H*</u>, <u>*L*</u> or <u>*M*</u> (not currently supported in CLAIMS 4).

IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam



6. Select the **Administrative Office**, **Scheduling Site**, and **Interview Location** for the office in which you want to place the case.

After you have selected the **Admin Office**, **Scheduling Site and Interview Location / Service Facility**, the **Place in Q** button becomes *active*.

My Office Codes:

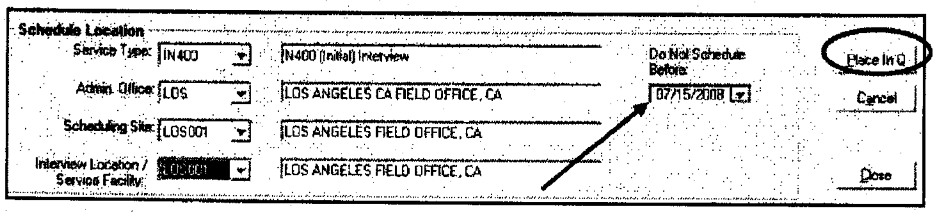
I-485s: ________

N-400s: ________

____

____

____



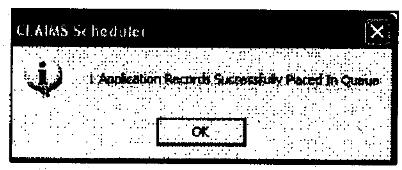
7. The **Do Not Schedule Before** field defaults to *today's date*. You may accept <u>today's date</u> or click the drop-down arrow to select <u>another date</u>.

NOTE: Sometimes you need to provide enough time for the person to be fingerprinted or submit additional evidence prior to being interviewed. If you want to make sure that the applicant is not scheduled prior to a particular date, you would select the date from the drop-down calendar.

8. Click the **Place in Q** button.

9. Click the **OK** button on the confirmation window.

10. Click the **Close** button to return to the *Scheduler* screen.

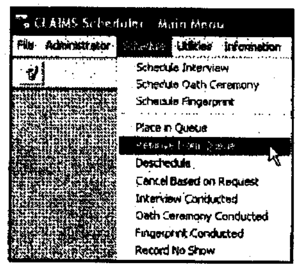


REMOVE A CASE FROM THE READY TO SCHEDULE QUEUE

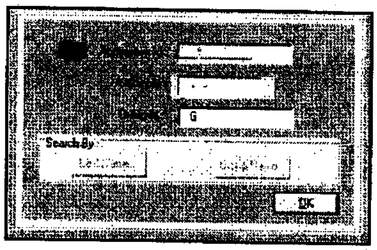
In cases where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module.

> **NOTE:** This function only applies to N-400 cases. To remove an I-485 case from the "Ready to Schedule Queue", contact your POC at the National Benefits Center (NBC).

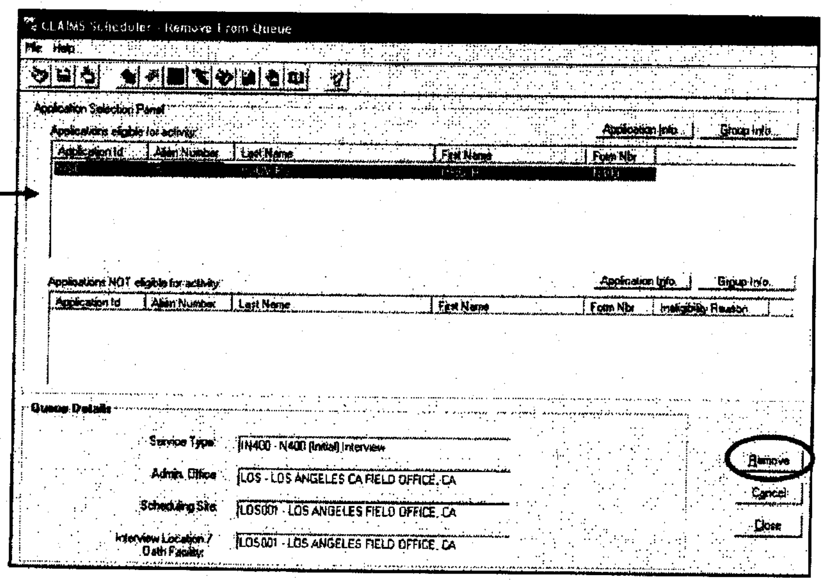
1. Select ***Schedule, Remove from Queue*** from the *Scheduler* menu.



2. Type or wand the Application ID (or A-Number) of the applicant that you wish to remove from the queue.



3. Click the **OK** button.
4. Make sure the <u>Application ID</u> you entered appears in the *Applications Eligible for Activity* section.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be removed from *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state. Click the **Application Info…** button above the Applications NOT eligible for activity area to see more information.

5. Click the **Remove** button.
6. Click the **Yes** button.
7. Click the **OK** button.
8. Click the **Close** button to return to the *Scheduler* screen.

CANCEL / DESCHEDULE AN INTERVIEW

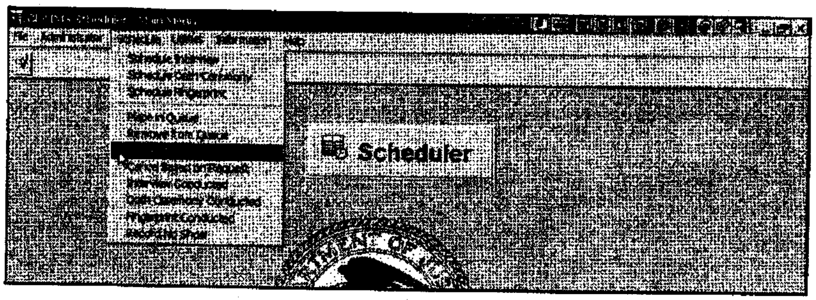
There are two ways to remove an I-485 or N-400 applicant interview in CLAIMS 4: *Deschedule* or *Cancel by Request*. The **Deschedule** option is used to remove applicants from an interview at USCIS' request. The **Cancel by Request** option is used to cancel an interview based on an applicant's request.

NOTE: Make sure that the *Application ID* is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click on **Scheduling** to access the *Scheduling* module.

<u>To Deschedule an appointment:</u>

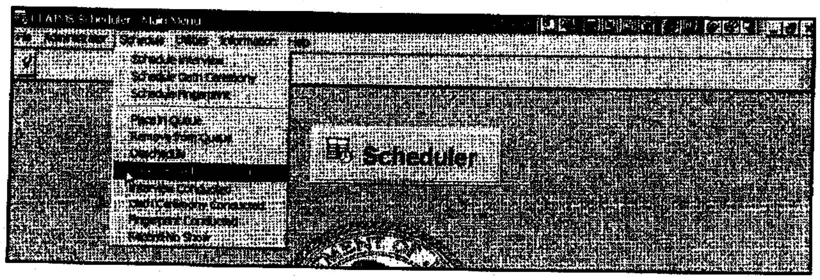
2. Select ***Schedule, Deschedule*** from the menu.



OR

<u>To Cancel an appointment:</u>

2. Select ***Schedule, Cancel Based on Request*** from the menu to cancel.

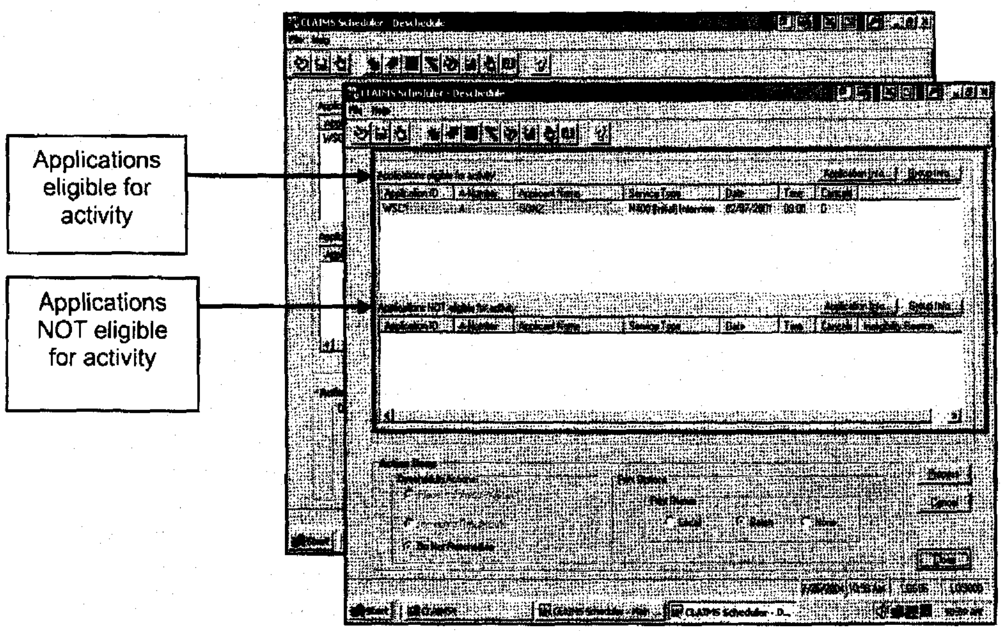


3. On the *Deschedule or Cancel Schedule* screen, type or wand the **Application ID**.

NOTE: The default is the **Application ID** field; however, you can also retrieve an applicant's case by clicking inside the **A-Number** field and typing their A-Number, or by clicking inside the **Group Id** field and typing the group number of which they are a member. The (*Search By:*) **Last Name** and **Group Name** buttons are not currently activated.

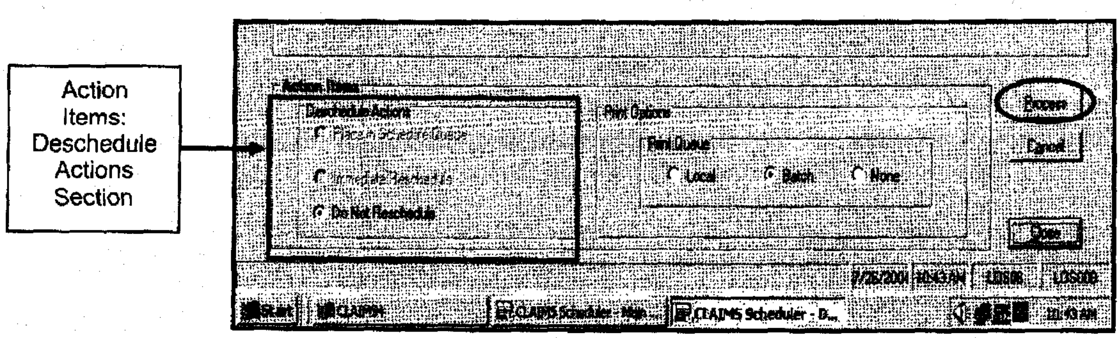
4. Click the **OK** button.

The *Deschedule* or *Cancel Schedule* screen displays. In order to deschedule or cancel the applicant's interview, applicant information must display in the *Applications eligible for activity* section at the top of the *Deschedule* or *Cancel Schedule* screen.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant's interview cannot be descheduled or cancelled at this time because the application is not in the appropriate workflow state.

NOTE: The **Do Not Reschedule** radio button will default in the *Action Items, Deschedule Actions* section. At this time, no other option is available.

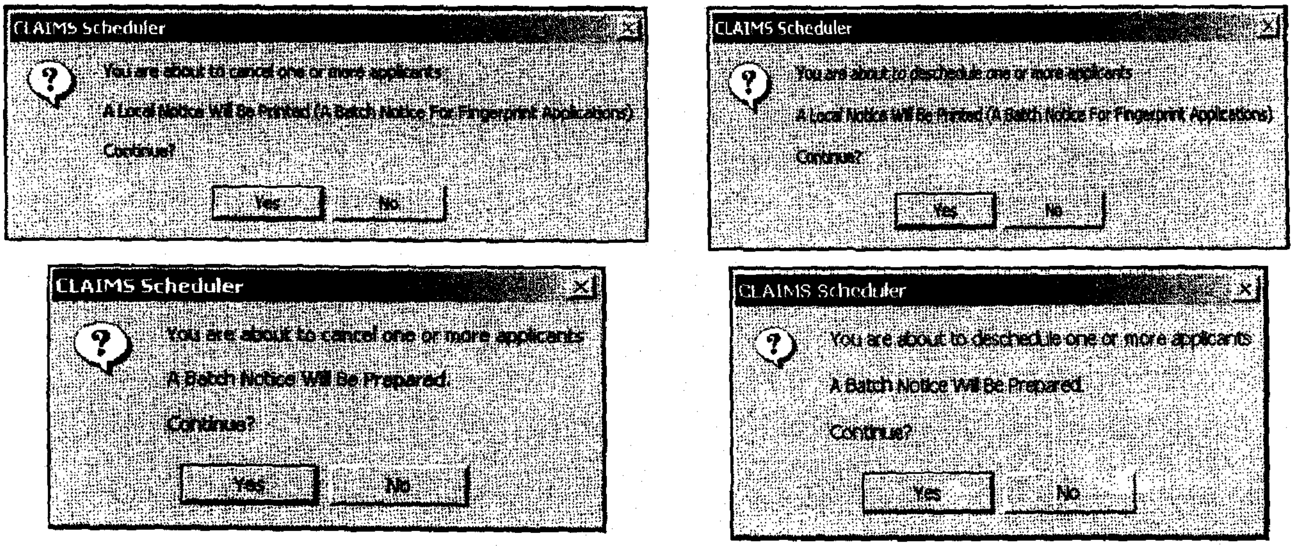


5. Click the appropriate notice print option from the *Print Options, Print Queue* section.

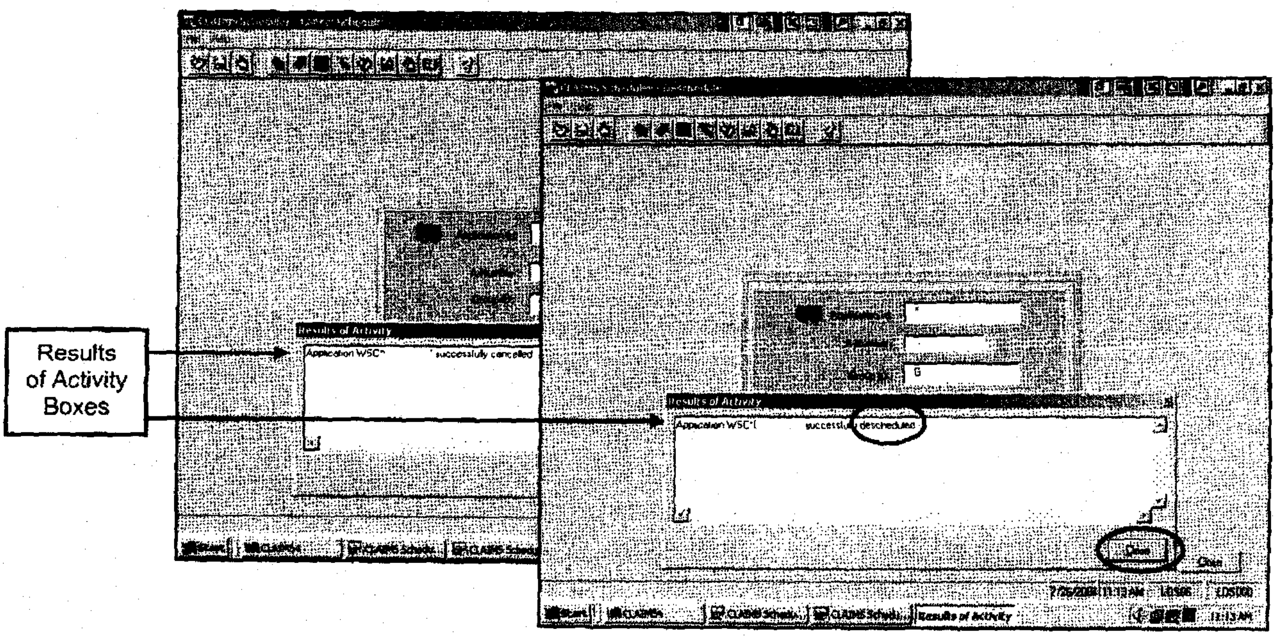
NOTE: *Batch* is the default. However, if *Local* is selected, the Interview Notice will print at your office. If *Batch* is selected, the Notice will print and be mailed by the NBC. It is not recommended to pick the *None* option.

6. Click the **Process** button.

The *Notice* dialog boxes will display depending on whether Local or Batch was selected in the *Print Options, Print Queue* section.

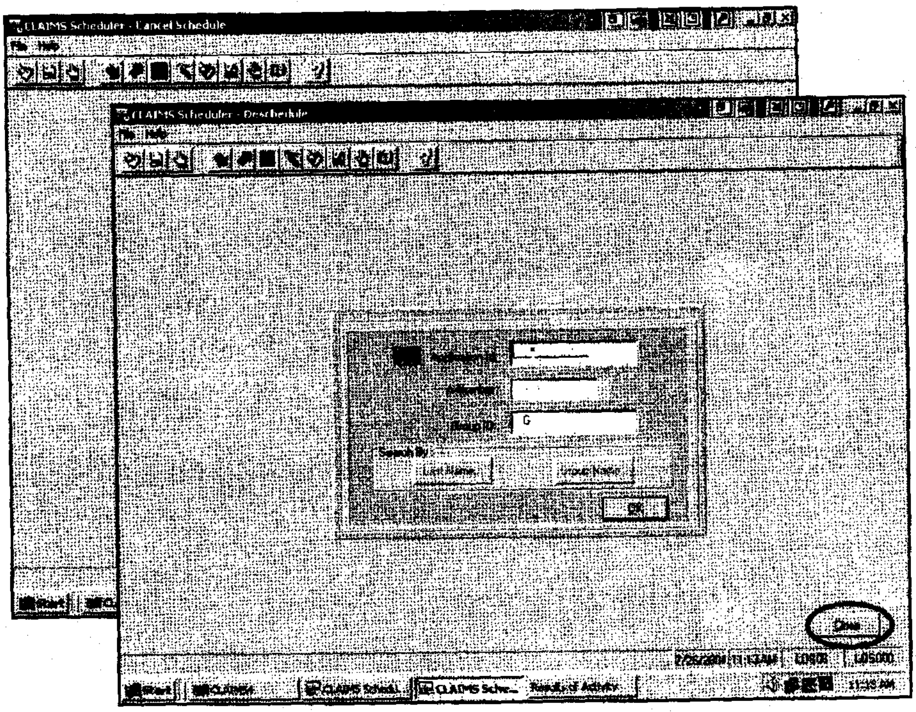


7. Click the **Yes** button on the *Notice* dialog box that appears.



8. Click the **Close** button on the *Results of Activity* dialog box.

9. Repeat steps 3 – 8 to deschedule or cancel another appointment or click the **Close** button on the *Deschedule* or *Cancel Schedule* screen to return to the *Scheduler* screen.



N-400 Interviews: After an N-400 interview is cancelled or descheduled, the case will need to be placed back in the *Ready to Schedule Queue* (see page 3-41) if you want the applicant to be scheduled for another interview appointment. Once placed back in the *Ready to Schedule Queue*, the case will automatically be assigned an appointment the next time the *Batch Scheduler* is run or the user can *interactively* schedule an appointment for the applicant.

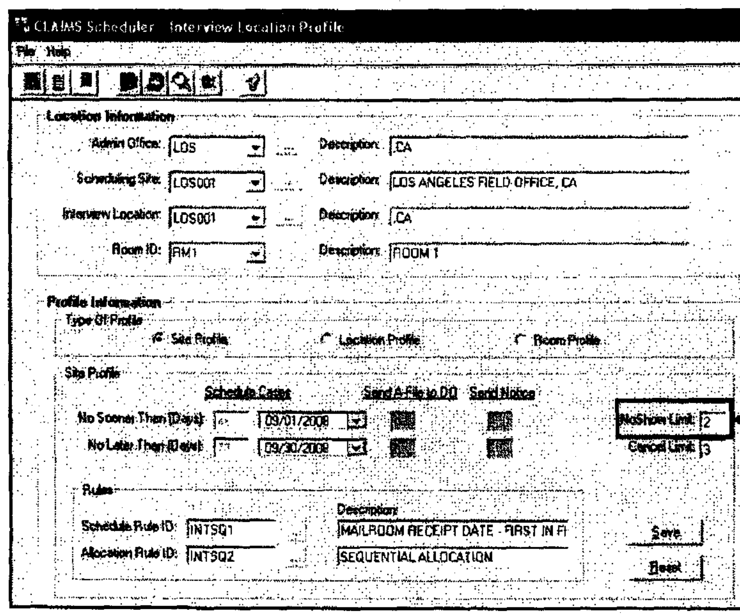
I-485 Interviews: After an I-485 interview is cancelled or descheduled, the case will need to be placed back in the *Ready to Schedule* queue if you want the applicant to be scheduled for another interview appointment.

I-485 cases are put into the (I-485) "Ready to Schedule Queue" by the National Benefits Center (NBC). For this reason, if you want to reschedule the applicant for another interview, you must contact your POC at the NBC to request that the application be placed back in the "Ready to Schedule Queue". Provide the NBC with the A-Number and Application ID of the applicant whom you want to have put back in the "Ready to Schedule Queue".

Because the I-485 cases go through the AOS Scheduler before getting to CLAIMS 4, there will be a slight delay seeing the case appear in your "Ready to Schedule Queue". The case will appear in the "Ready to Schedule Queue" approximately 72 hours after the NBC initiates the request.

Recording a No-Show

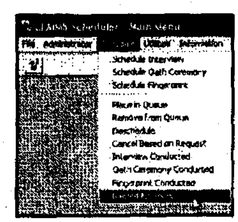
If an N-400 applicant fails to show up for a scheduled Interview appointment it should be recorded in CLAIMS 4 as a *No-Show*. CLAIMS 4 has a **No-Show Limit** that allows the office to set the (maximum) number of times an applicant can "not show up" for an Interview and still be able to be rescheduled for another interview in CLAIMS 4. This limit is defined on the *Interview Location Profile* screen in the *Scheduling* module.



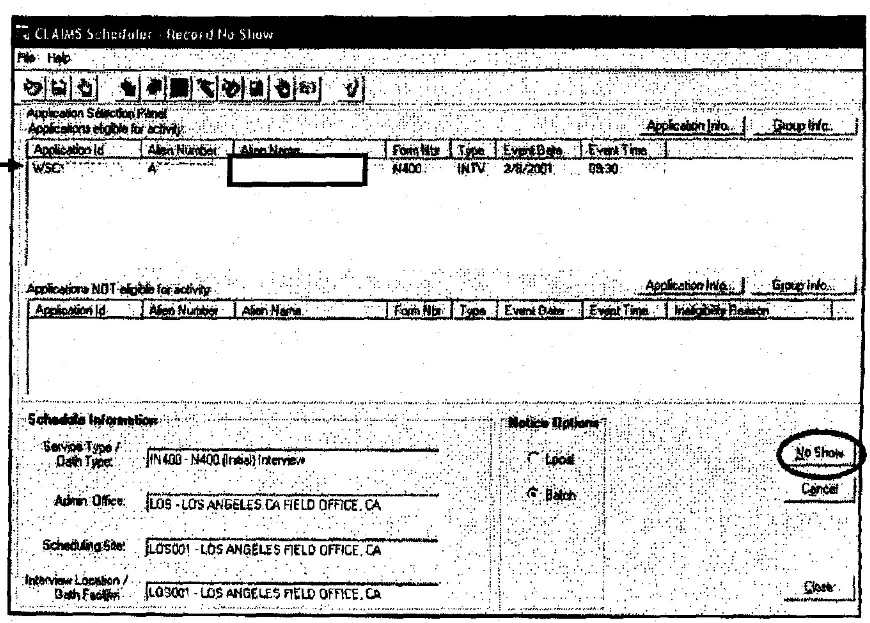
The No-Show limit was defined on the *Interview Location Profile* screen in the Scheduling module.

CLAIMS 4 only tracks the number of times the applicant does not show up or cancels their N-400 interview.

CLAIMS 4 does not track the number of *No-Shows* or *Cancels* for I-485 interviews.



1. Select ***Schedule, Record No-Show*** from the *Scheduler* menu.
2. Type or wand the *Application ID* (or A-Number) of the applicant who did not show up for the interview.
3. Click the **OK** button.



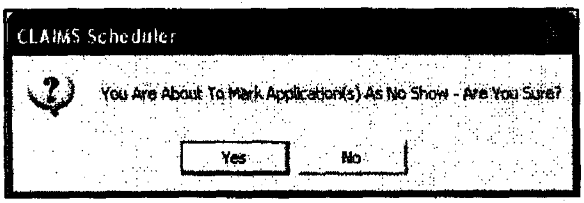
4. Make sure the *Application ID* you entered appears in the *Applications Eligible for Activity* section.

(b)(6)

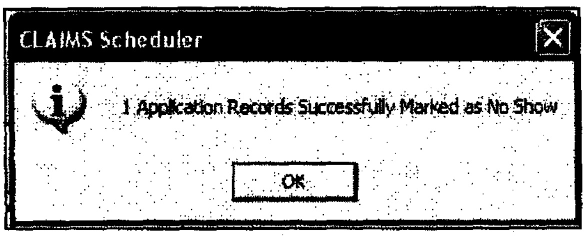
NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be recorded as a *No-Show* at this time because the application is not in the appropriate workflow state. *USCIS Service Desk* [redacted]

(b)(2)

5. Click the button.



6. Click the **Yes** button to confirm.



7. Click the **OK** button.

8. Click the **Close** button to return to the Scheduler screen.

NOTE: If you have many applicants to record as *No-Shows*, you may use the *Batch Status Update / No-Show* function in the *Case Management* module.

N-400 Interviews: After an N-400 interview is marked as a *No-Show*, the case will need to be placed back in the *Ready to Schedule Queue* (see page 3-41) if you want the applicant to be scheduled for another interview appointment. Once placed back in the *Ready to Schedule Queue*, the case will automatically be assigned an appointment the next time the *Batch Scheduler* is run or the user can *interactively* schedule an appointment for the applicant.

I-485 Interviews: After an I-485 interview is marked as a *No-Show*, the case will need to be placed back in the *Ready to Schedule* queue if you want the applicant to be scheduled for another interview appointment.

I-485 cases are put into the (I-485) "Ready to Schedule Queue" by the National Benefits Center (NBC). For this reason, if you want to reschedule the applicant for another interview, you must contact your POC at the NBC to request that the application be placed back in the "Ready to Schedule Queue". Provide the NBC with the A-Number and Application ID of the applicant whom you want to have put back in the "Ready to Schedule Queue".

Because the I-485 cases go through the AOS Scheduler before getting to CLAIMS 4, there will be a slight delay seeing the case appear in your "Ready to Schedule Queue". The case will appear in the "Ready to Schedule Queue" approximately 72 hours after the NBC initiates the request.

CHAPTER 4: ADJUDICATIONS

Introduction	The *Adjudications* module is used to assist Adjudications Officers during the N400 interview process. Application and biometric information can be reviewed and updated, naturalization test results can be recorded, adjudication decisions can be recorded, name change requests can be entered, and notices can be created and customized to inform the applicant of a decision or to request additional information. In addition, some personnel at the Field Office will have the need to access the *Adjudications* module to add evidence or add or modify fingerprint or FBI name check responses.
Objectives	After completing this chapter, you will be able to: ▪ Open and update applications (cases) ▪ Update address information ▪ Update attorney information ▪ Update Community Based Organization information ▪ Update eligibility questions ▪ Record Selective Service information ▪ Record arrest details ▪ Specify status of the A-File ▪ Add, delete and mark Evidence as received ▪ Add and modify FBI Fingerprint responses ▪ Add FBI Name Check responses ▪ Record results of the Naturalization Test ▪ Update marriage information ▪ Update relatives information ▪ Record absences outside the United States ▪ Record a Name Change Petition ▪ Approve an Application ▪ Reverify a Grant ▪ Perform a Supervisory Review ▪ Continue an Application / Print a Continuance Notice ▪ Deny / Withdrawl / Administratively close a case ▪ Undo a Decision ▪ Perform a Motion to Reopen and Reconsider ▪ Perform an Applicant Motion to Reopen and Reconsider ▪ Research a *Stuck Case*

Background Information

Applicant information in CLAIMS 4 was input during Data Entry from the information the applicant provided on the N-400 Application that he/she submitted. Prior to April 2003, USCIS accepted applications that were submitted on the Old N-400 form dated 1/15/99. Since that time, only new N-400 applications are being received. Upon opening an application, CLAIMS 4 will determine which form (old or new) to display.

Key Terms

The following key terms are introduced in this chapter:

Adjudications Officer
Adjudication Officers are USCIS personnel who conduct interviews with applicants who are applying for naturalization. After interviewing the applicant, administering and recording exam results and recording evidence, the Adjudications Officer (or Adjudicator) makes a decision on the case (whether to approve or deny naturalization or to place a "hold" on the case for further investigation).

A-File (Alien File)
Physical file that contains the applicant's history with USCIS, including supporting evidence, as well as any other notes or correspondence relating to the applicant.

Alien Registration Card (I551)
An ID card issued by USCIS to an individual when he or she becomes a lawful permanent resident of the United States. The card is now officially called a Permanent Resident Card (PRC).

Application ID
Unique ID number assigned by CLAIMS 4 to each Application for Naturalization. The 1st three characters of the Application ID represent the USCIS office that received the application. The 4th character is an asterisks (*). The final 9 characters are numeric. The Application ID numbers are issued sequentially.

(b)(6)

Begins with:	N-400 Application was received at:	Sample Application ID:
WSC	Western Service Center (California)	
ESC	Eastern Service Center (Vermont)	
SSC	Southern Service Center (Texas)	
LIN	Lincoln (Nebraska) Service Center	
NBC	National Benefits Center / Lockbox	

FD-258
Today, fingerprints are taken electronically rather than with ink and a fingerprint card. The FD-258 is the name of the fingerprint card that applicants used to be fingerprinted on. CLAIMS 4 still has references to the FD-258 which no longer just refers to the card but also to the electronic process of checking the applicant's fingerprints with the FBI.

G-28
Form submitted with a N-400 Application that indicates the applicant is represented by an attorney.

N-400
Application form submitted for naturalization.

NFTS (National File Tracking System)
An automated system for tracking the location of an A-File. This application replaced the RAFACS application in the Field Offices, and the NBC.

Administrative Close
Closing a case for a reason other than naturalization, denial or withdrawal.

G325
Term applied to the FBI Name Check process. The form is actually called the *G325A* or the *G325B*. The *G325A* is used by non-military applicants to submit the name check. The *G325B* is used by military applicants to submit the name check.

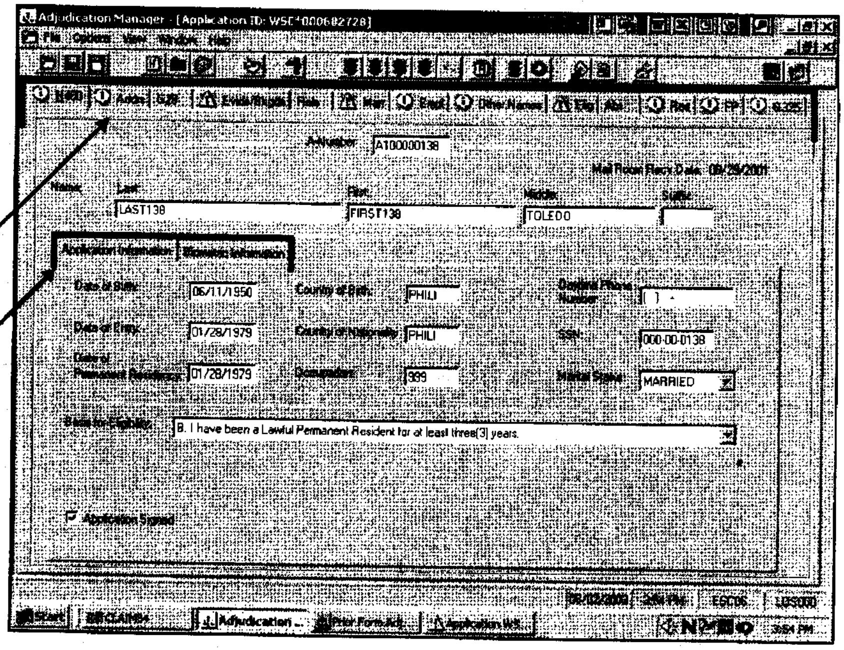
THE ADJUDICATIONS SCREEN:

The information that the applicant provided on his/her N-400 form has been data entered into CLAIMS 4.

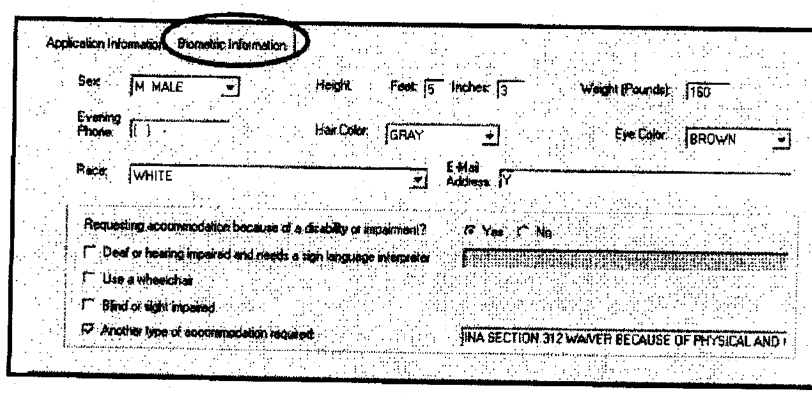
When an N-400 Application is opened in the CLAIMS 4 *Adjudications* module, the information is displayed on multiple pages (tabs).

Some tabs have sub-tabs within them:

N-400
G28
Evids/Bkgds
Marr



The N-400 tab has 2 sub-tabs: ***Application Information*** and ***Biometric information***.



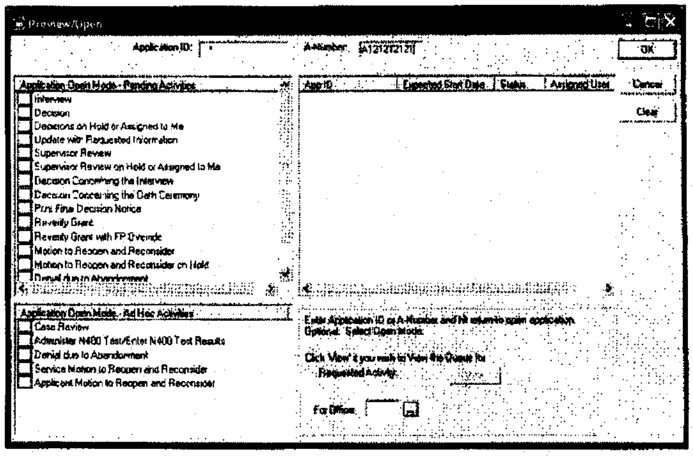
THE ADJUDICATIONS BUTTONS:

Toolbar Button		Description
Preview/Open		Used to open an application for case review or adjudication activities.
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application.
Save and Close		Used to save data changes and close the application.
Application History		Used to view the description, status, end result, date, time, and the user responsible for all activities performed on a case.
Check RAFACS for A-File Location		Used to access the National File Tracking System (NFTS) to determine the location of the A-File. This button is named for an older application (RAFACS).
Application List		Used to review a list of applications submitted under last/first names that are similar ("sound-ex") to the application being reviewed or decided.
Exam		Used to administer the naturalization test and to record the results of a naturalization test.
New Interview / Oath Ceremony Request		Used to reschedule or enter a decision concerning no-show and cancellation cases.
Approve		Used to grant an individual's application for naturalization.
Continue		Used to continue a case.
Continue With Intent to Deny		Used to continue a case the adjudicator intends to deny.
Deny / Withdrawal / Admin. Close		Used to deny the petition, or to record the withdrawal of the application or to close a case administratively.
Undo Prior (Last) Decision		Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (prior to supervisor review).
Ad-hoc – Denial Due to Abandonment		Used to deny an application due to abandonment.
Motion to Reopen and Reconsider		Used to reopen an application and reconsider a prior decision.
Applicant Motion to Reopen and Reconsider		Used to enter an applicant's motion to reopen and reconsider.
Name Change Petition		Used to enter information for a petition for a name change.
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath Declaration.

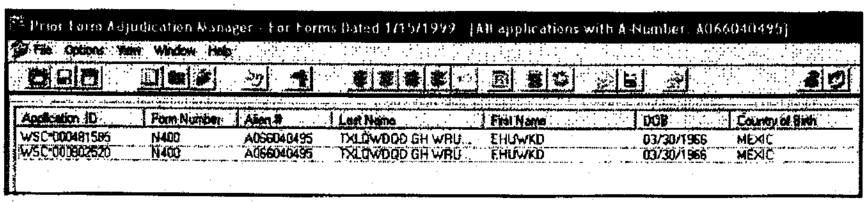
Toolbar Button		Description
Notice		Used to create, view, and print Decision Notices
Application Summary		Used to view the details of an applicant's case; address, history, status, payment information, attorney information, FBI results, etc.
Case Status / Find		Used to locate a case and display the current activities as well as the history of activities through which a case has progressed.

OPENING AN APPLICATION

1. Access the *Adjudications* module from the CLAIMS 4 switchboard.
2. Click the **Preview/Open** button.
3. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.
4. Click the **OK** button.

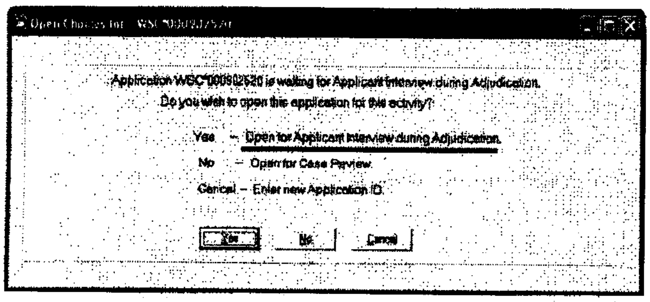


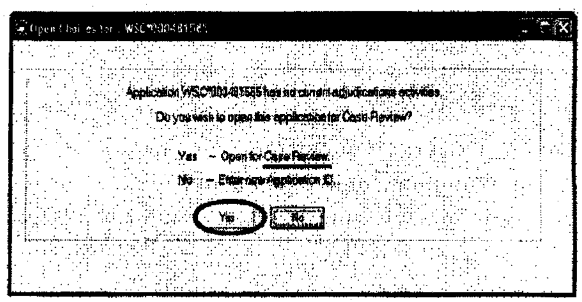
The applicant could have more than one N-400 application on file with USCIS. If you typed in an *A-Number*, and the applicant has more than one case on file, you will see the *All applications with A Number: "A000000000"* dialog box appear with a list of Application IDs:



5. Double-click the *Application ID* that you wish to open.

One of the below *Open Choices for "XXX*000000000"* dialog boxes will appear:





If Application is waiting for Applicant Interview during Adjudication:

ONLY click **Yes – Open for Applicant Interview during Adjudication** if you are the Adjudicator who is presently interviewing the applicant. By clicking the **Yes** button, CLAIMS 4 records that the applicant has been interviewed and moves the case along in the workflow. You may click the **No** button if you are opening the case to update information only and do not want to record that the applicant is present at their interview at this time.

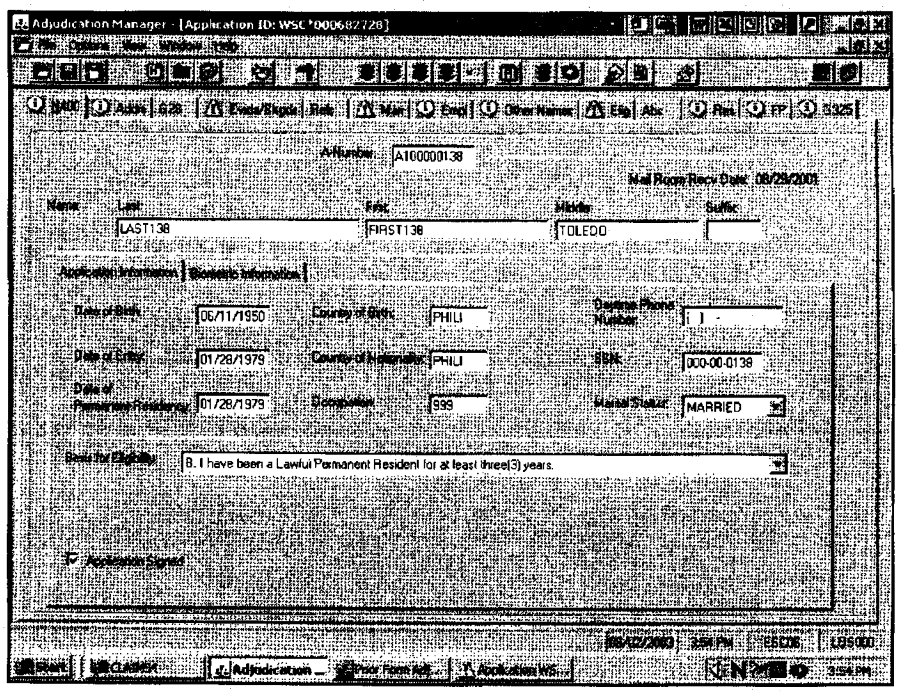
If Application has no current adjudication activities:

Click **Yes – Open for Case Review**. You are opening the case to review or modify information. If you choose the **No** button, you will cancel this dialog box and return back to the main *Adjudications* screen.

6. Click the **Yes** button to **Open for Applicant Interview during Adjudication.**

NOTE: Click the **No** button to *Open for Case Review* if you want to view or modify information but do not want to record in CLAIMS 4 that the applicant has shown up for his or her interview.

The Application opens in the *Adjudications* module. You will notice some icons on some of the tabs or sub-tabs.



 **Information Icon**

The **Information** icon indicates that the corresponding screen contains information and should be reviewed by the Adjudicator.

 **Alert Icon**

The **Alert** icon indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is typically replaced with the information icon. Sometimes, however, the **Alert** icon never goes away; for example, if the applicant's name or fingerprints have been classified as an "Ident" by the FBI background check.

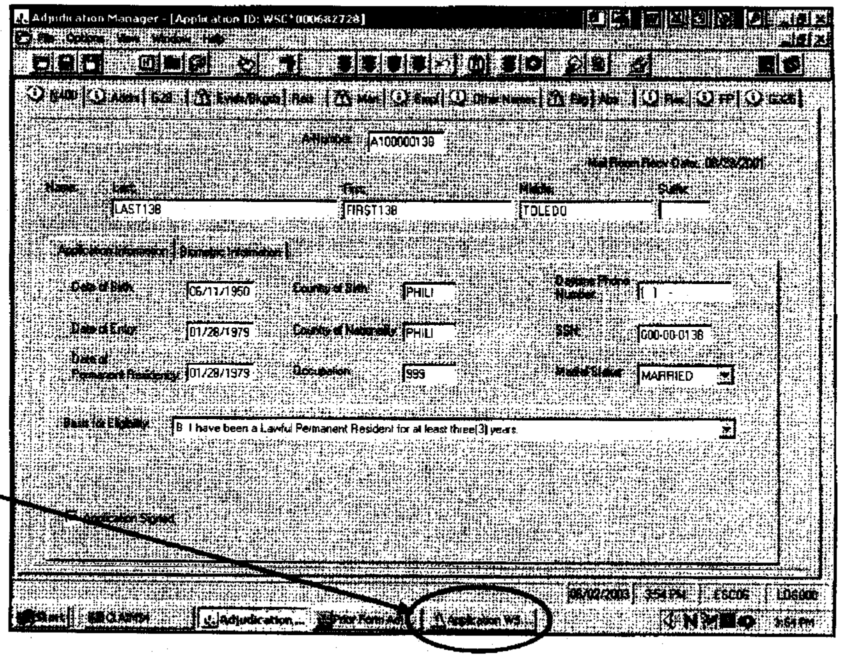
 **Question Mark Icon**

The **Question Mark** icon indicates that information is missing and should be reviewed. For example, if the only fingerprint response that has been received for an applicant was "unclassifiable", the **Question Mark** icon will appear on the *FP* tab.

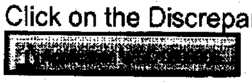
DISCREPANCY ALERT WINDOW

The *Discrepancy Alert* window displays information discrepancies that may require further attention by the Adjudicator.

If the open application contains any "alert icons" on any of the tabs, the information will be summarized in the *Discrepancy Alert* window. The *Discrepancy Alert* window is represented by a yellow alert icon followed by the word "Application:XXX". The *Discrepancy Alert* window will initially be minimized on the task bar.



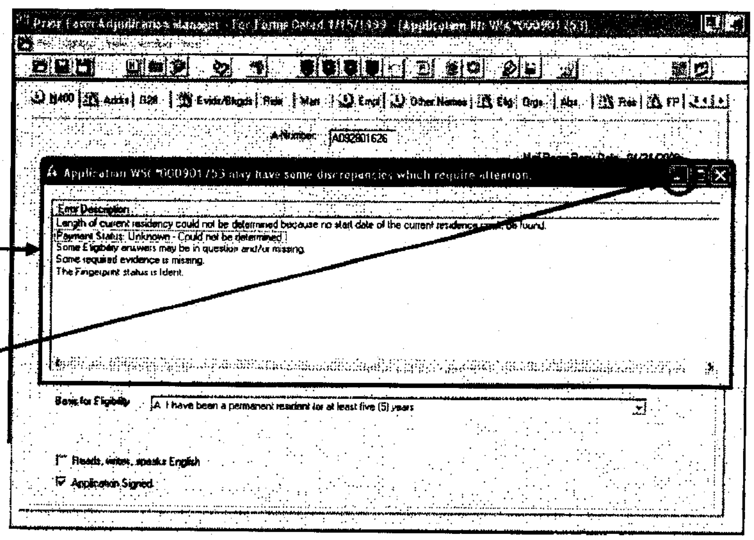
ACCESSING THE DISCREPANCY ALERT WINDOW

1. Click on the Discrepancy Alert  on the task bar.
2. The *Discrepancy Alert* window opens on top of the open Application.

Information that should be reviewed or resolved will appear listed in the *Discrepancy Alert* window.

3. Click the **Minimize** button to shrink the *Discrepancy Alert* window back to the task bar

NOTE: The *Discrepancy Alert* window can be refreshed by selecting ***View, Refresh Discrepancy Alerts*** from the menu.



UPDATE INFORMATION ON THE N400 TAB

1. Access the *Adjudications* module from the CLAIMS 4 switchboard.

NOTE: It takes a few moments for the *Adjudications* module to open because it has to open two versions of the module, one for N-400 forms dated 1/15/1999 or before and one for the current version of the N-400 form.

2. Click the **Preview/Open** button.

3. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.

4. Click the **OK** button.

5. Click the **Yes** button (if you are in the process of or finished interviewing the applicant).

or Click the **No** button (if you are updating information only and do not want to mark the application has having been interviewed.)

6. Click the ***N400*** tab. (This tab should be active by default.)

7. Verify with the applicant being interviewed that the name on the screen matches his/her full legal name. (The applicant could have gotten married or divorced since filing his/her N-400 Application.)

8. Update the information on the ***N400*** tab as necessary.

NOTE: All fields indicated in red are required fields.

For Applications that open in the *New* N-400:

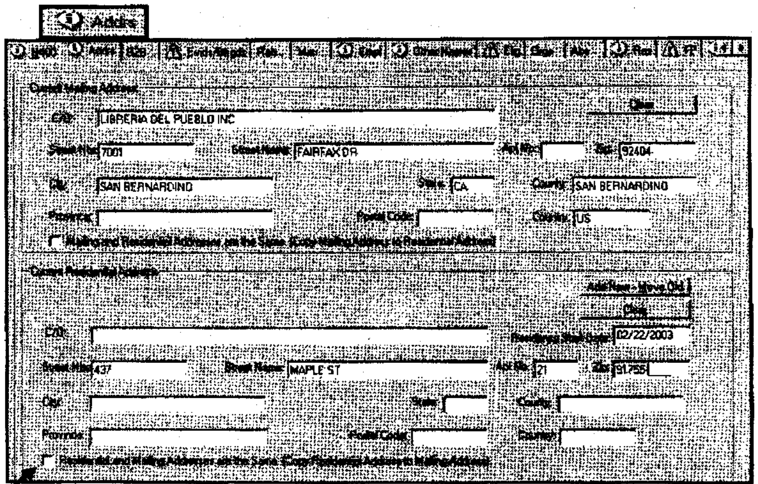
a. Click the ***Application Information*** tab (bottom half of screen).
b. Update the information on the ***Application Information*** tab as necessary.
c. Click the ***Biographic Information*** tab (bottom half of screen).
d. Update the information on the ***Biographic Information*** tab as necessary.

9. Continue to click on the other tabs and update the information as necessary. (See the procedures that follow.)

10. When finished, click the **Save & Close** button.

UPDATE ADDRESS

1. Click the ***Addrs*** tab.
2. Click the **Add New – Move Old** button.
3. In the **Residency Start Date** field, type the *date* that the new address became effective.
4. Type the new address in the *Current Residential Address* section of the screen.



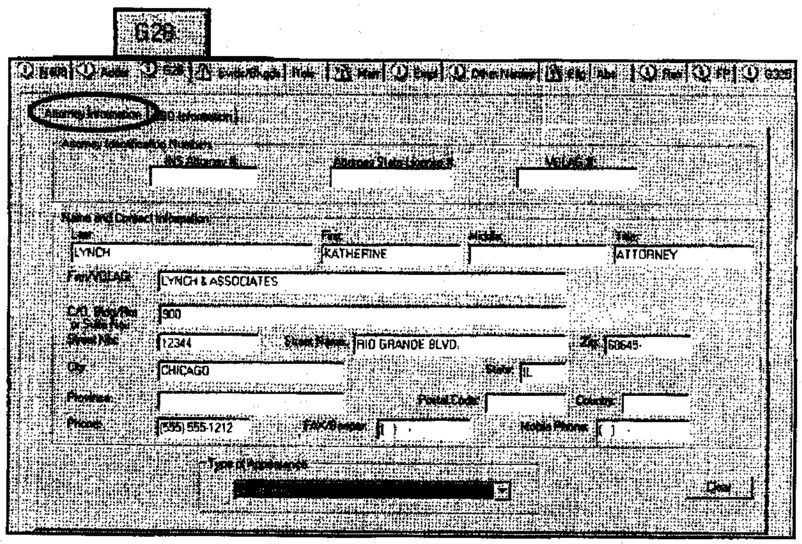
5. Click the **Residential and Mailing Addresses are the Same** checkbox if you also want to update the mailing address.
6. Click the ***Res*** tab and verify that both the new and previous addresses are listed.

NOTE: If the applicant's case is in the *Ready to Schedule Queue* or has been scheduled for an Interview, their Application ID will need to be removed from the *Ready to Schedule Queue* or Descheduled prior to making an address change. See the section on Interview Scheduling.

UPDATE ATTORNEY INFORMATION

In addition to filing the N-400, some applicants may have also filed a G-28 form indicating that an attorney will represent them during their interview with the Adjudicator. In these cases, the Adjudicator will update the ***Attorney Information*** sub-tab on the ***G28*** tab to indicate information about the attorney.

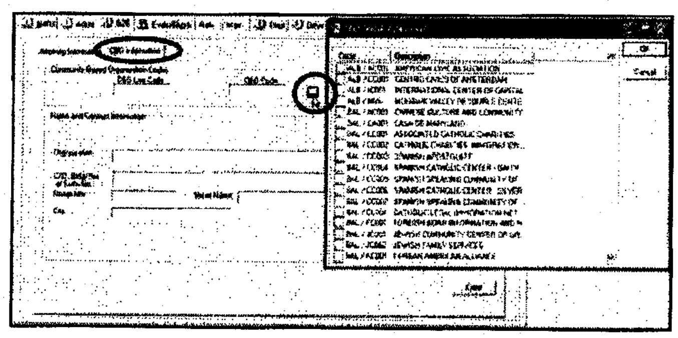
1. Click the ***G28*** tab.
2. Complete the fields on the ***Attorney Information*** sub-tab.
3. For the **Type of Appearance** field, click the drop-down button and select <u>*A.Attorney*</u>.



UPDATE COMMUNITY BASED ORGANIZATION INFORMATION

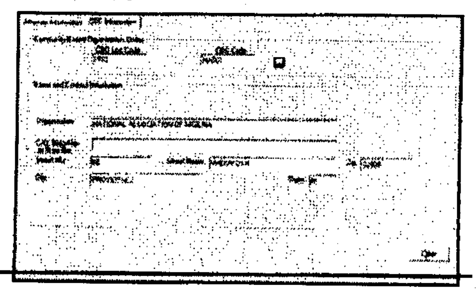
If the applicant is being represented by a *Community Based Organization (CBO)*, this information can be input on the ***CBO Information*** sub-tab on the ***G28*** tab. The user must select the *CBO* from a pre-defined list in CLAIMS 4. Once the user selects the *CBO*, the information such as the *CBO* name and address will fill in automatically.

1. Click the ***G28*** tab.
2. Click the ***CBO Information*** sub-tab.
3. Click the **ellipsis (...)** button next to the **CBO Code** field.
4. Click the box next to the *CBO* that you want to select.
5. Click the **OK** button.



NOTE: If you do not see the CBO on the list, click the **Cancel** button and input the CBO information on the ***Attorney*** sub-tab but select <u>*B. Accredited Representative*</u> for the **Type of Appearance** field.

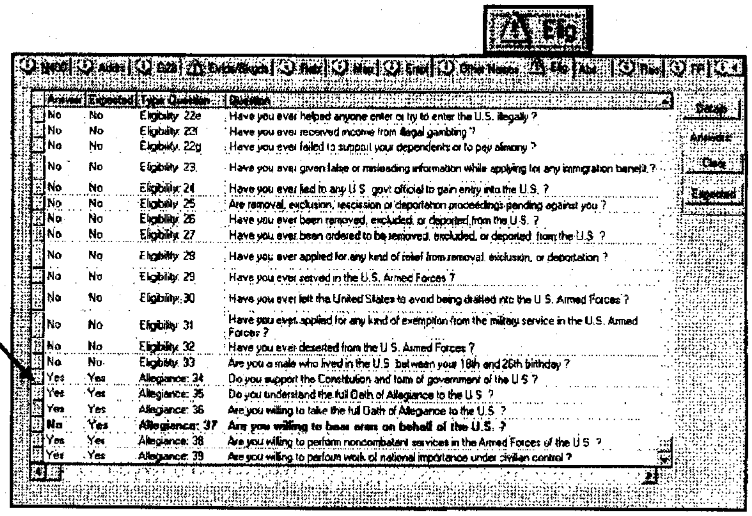
The information for the CBO you selected automatically fills in the fields on the CBO Information sub-tab:



UPDATE ELIGIBILITY QUESTIONS

1. Click the ***Elig*** tab.

2. Review the answers that the applicant gave when he/she completed the N-400 Application.



NOTE: Pay particular attention to any question(s) that display in the color "red". This indicates the applicant answered differently than what was the "expected" answer.

If the applicant wishes to change his/her answer to a different response:

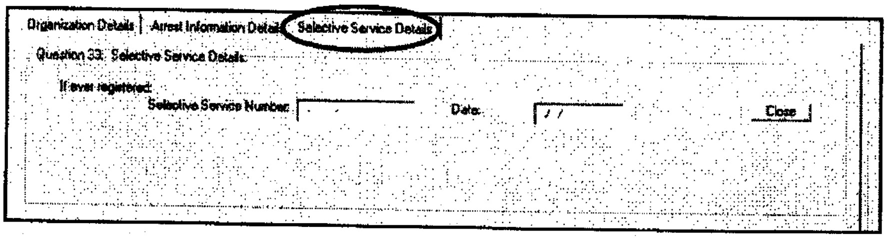
3. Click on the *No* or *Yes* in the **Answer** column.
4. Type a N for "No" or a Y for "Yes".
5. If the applicant has ever been arrested, click the **Details** button to type in more information regarding the arrest – the date, the nature of the arrest, and the outcome (whether he/she was incarcerated, Driver's License suspended, received a fine, ordered to complete community service etc..)
6. When finished reviewing and updating the *Eligibility Questions*, click the ***Evids/Bkgds*** tab to see if any additional pieces of evidence are needed. For example, if an applicant has been arrested, "*Police Records*" will automatically be added to the list of required evidence.

RECORD SELECTIVE SERVICE INFORMATION

The ***Elig*** tab not only contains the questions that the Adjudicator asks the applicant during the interview but also an area where *Selective Service* information can be entered. This area is accessed through the **Details** button on the ***Elig*** tab.

1. Click the ***Elig*** tab.
2. Click the Details button.

The bottom half of the screen displays 3 tabs: ***Organization Details***, ***Arrest Information Details*** and ***Selective Service Details***.



3. Complete the *Selective Service* information about the applicant.
4. Click the **Close** button.

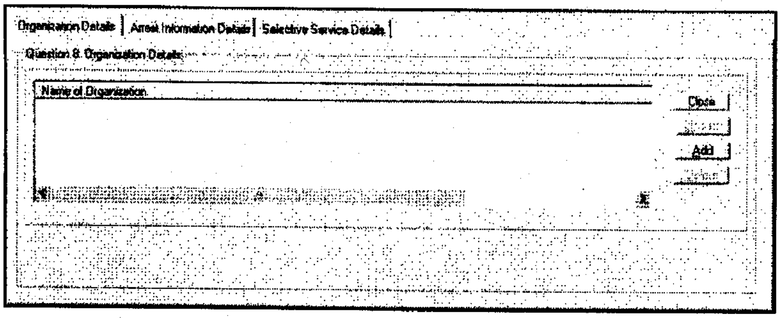
RECORD ARREST INFORMATION

If the applicant has ever been arrested, information about the arrest and outcome can be entered in the *Arrest Information Details* section on the ***Elig*** tab.

1. Click the ***Elig*** tab.

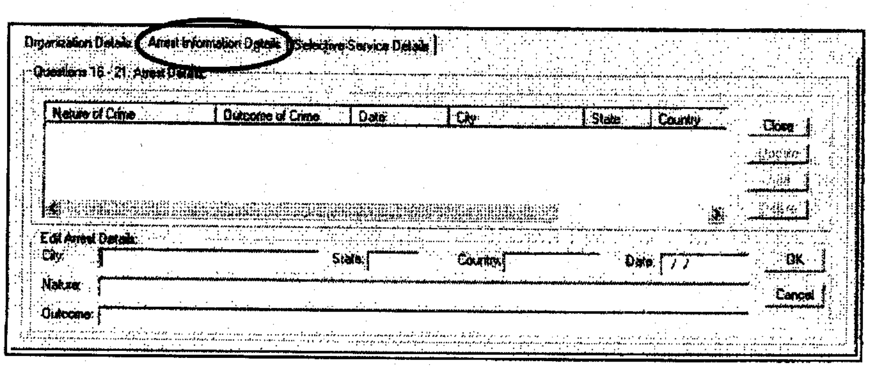
2. Click the Details button.

The bottom half of the screen displays 3 tabs: ***Organization Details***, ***Selective Service*** and ***Arrest Information Details***.



3. Click the ***Arrest Information Details*** tab.

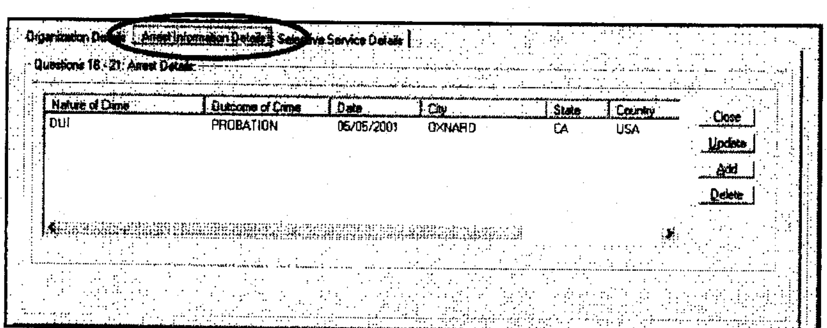
4. Click the **Add** button.



5. Complete the information about the arrest and the outcome in the lower part of the screen.

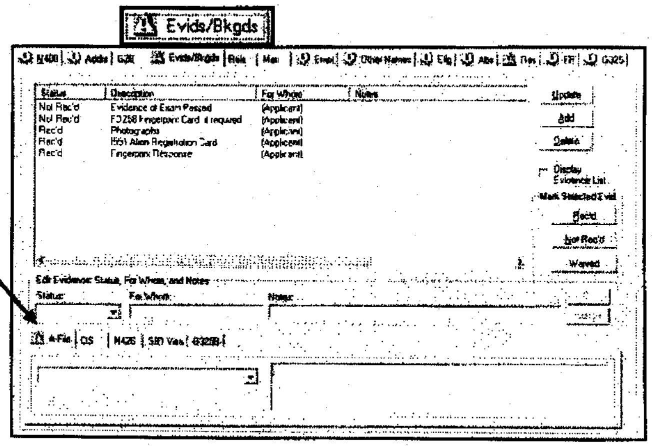
6. Click the **OK** button.

The information will now display in the *Nature of Crime* section on the ***Arrest Information Details*** tab.



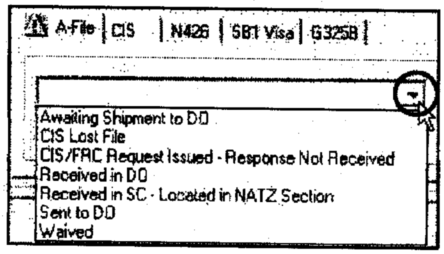
STATUS OF THE A-FILE

The status of the A-File must be selected before CLAIMS 4 will let the user make a decision on a case. The ***A-File*** sub-tab is found at the bottom of the ***Evids/Bkgds*** tab.



SPECIFY STATUS OF THE A-FILE

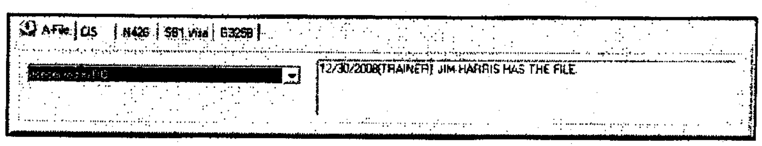
1. Click the drop-down arrow on the ***A-File*** sub-tab and select the status of the A-File.



Adding Notes:

Comments or notes can be typed in the Notes box on any of the 5 sub-tabs found at the bottom of the *Evids/Bkgds* screen.

1. Click the *sub-tab* that you wish to add related notes or comments to.
2. Click the drop-down arrow and select the status.
3. Press the **TAB** key to move to the notes area. CLAIMS 4 will automatically insert the current date and the User ID.
4. Type the text of the note.



NOTE: You must select the status (step 2) before typing in notes or the notes will not be saved.

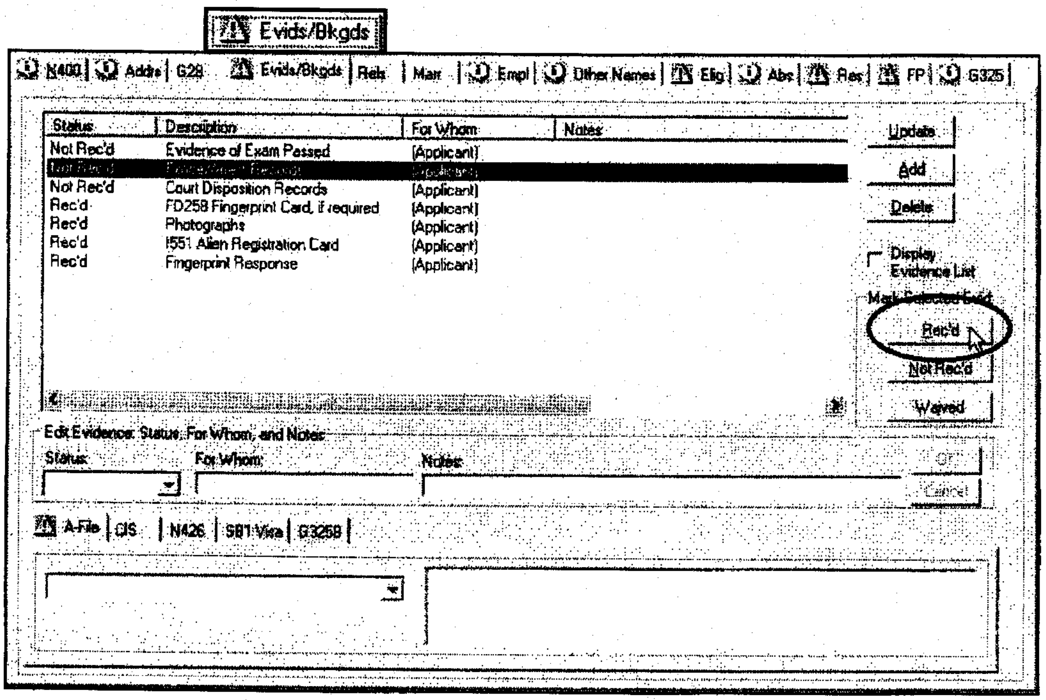
MARK EVIDENCE AS RECEIVED

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click on an Evidence item (Ex:Police/Arrest Records) to select it.

NOTE: Hold down the **CTRL** key while clicking if you want to select multiple items.

3. Click the **Rec'd** button.



NOTE: The Evidence of Exam Passed cannot be marked as "Received" until the Adjudicator at the Field Office has recorded the test results.

The Fingerprint Response cannot be marked as "Received" from this screen. You must click the ***FP*** tab and enter information about the response. After entering the information in the ***FP*** tab, the Fingerprint Response will be updated to "Received" automatically.

MARK EVIDENCE AS WAIVED

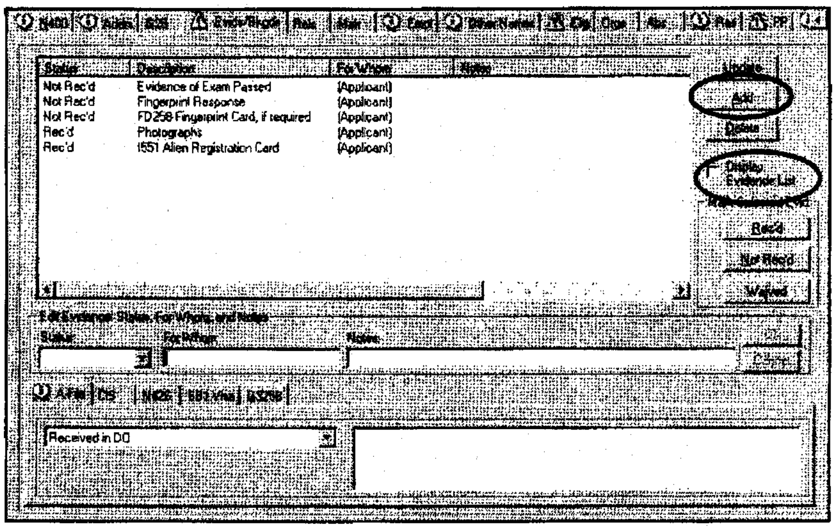
Sometimes, the user may not need to receive a piece of evidence in order to make a decision on a case. An example of this is when any of the questions regarding a citation or arrest under the ***Elig*** tab are answered "yes", CLAIMS 4 will automatically add two pieces to the list of evidence on the ***Evids/Bkgds*** tab: *Police/Arrest Records and Court Disposition Records*. For some minor offenses such as a citation for speeding, the Police/Arrest Records and Court Disposition Records may not be needed. In the event that a piece of evidence appears but is not needed, the user may select the piece of evidence and then click the **Waive** button

ADD EVIDENCE

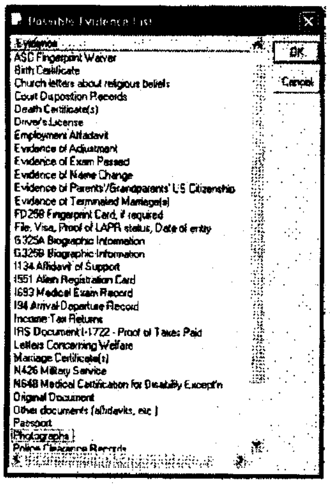
You can use the **Add** button or you can check the **Display Evidence List** to access a list of additional pieces of evidence that you may want to request of the applicant.

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click the **Add** button <u>or</u> click to check the box next to the **Display Evidence List** field.



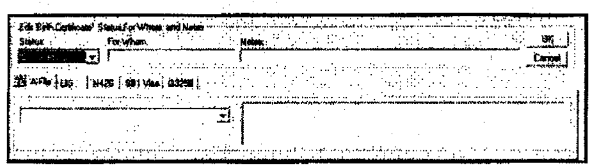
The *Possible Evidence List* dialog box appears.



3. Click on the <u>piece of evidence</u> that you wish to have added to the ***Evids/Bkgds*** tab for this applicant.

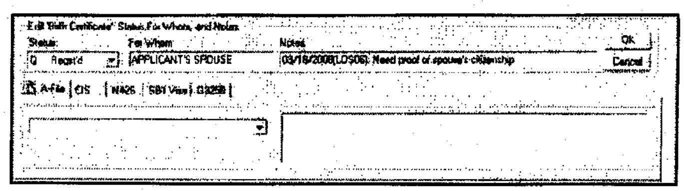
4. Click the **OK** button.

The **Status** field fills in with <u>Q Reqst'd</u>



5. Click in the **For Whom:** field and type for whom you are requesting this evidence.

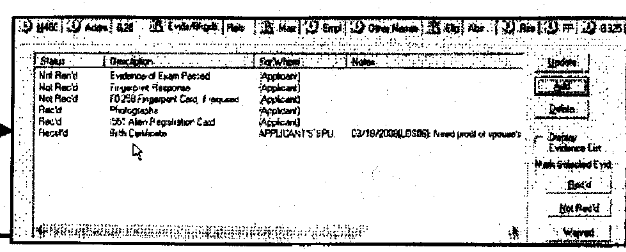
6. Click in the **Notes**: field – the <u>date</u> and your <u>User ID</u> will automatically fill in.



7. Type text if desired.

8. Click the **OK** button.

The information you typed will move to the top half of the screen with the other evidence listed.

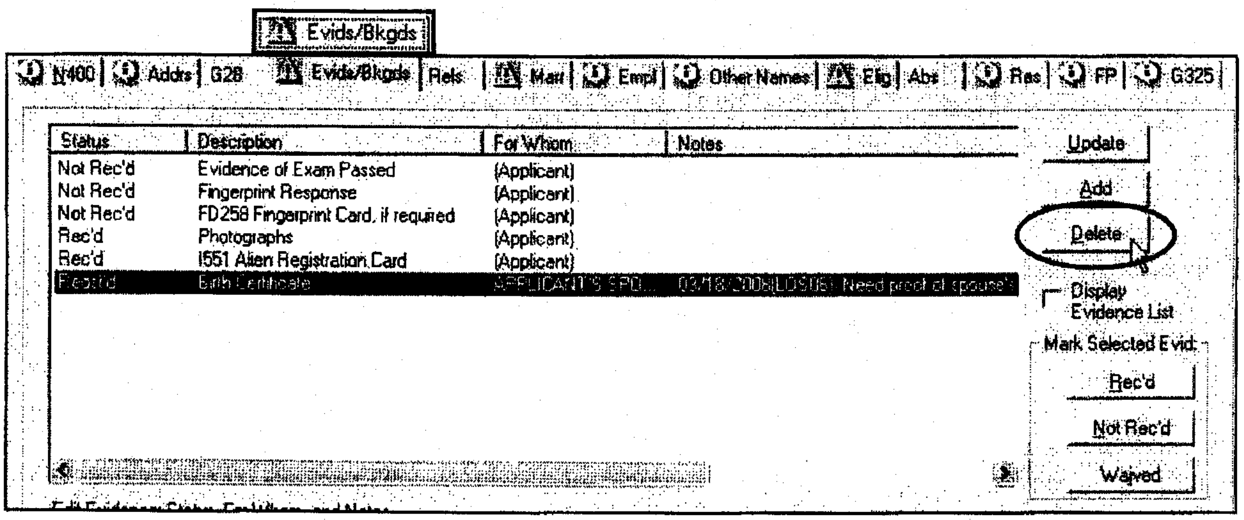


DELETE EVIDENCE

You can use the **Delete** button to remove a piece of evidence from the list.

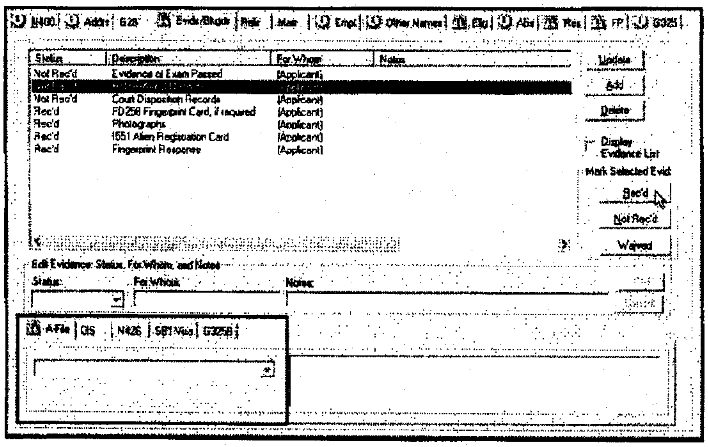
With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click on the <u>*piece of evidence*</u> that you want to remove.
3. Click the **Delete** button.

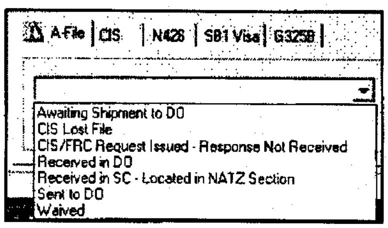


SUB-TABS ON *EVIDS/BKGDS* TAB

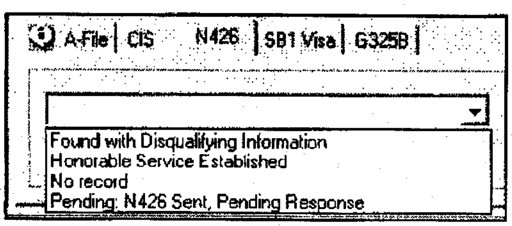
Before approving an application, it is necessary to select the status of the A-File. Additional tabs on the ***Evids/Bkgds*** tab for which you may make a selection are ***N426*** and ***G325B***.



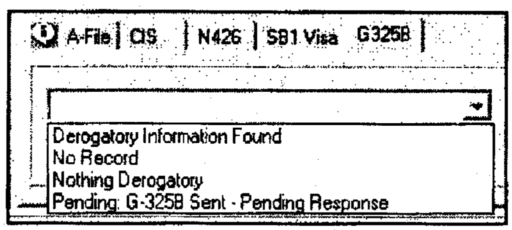
A-File Tab selections:



N426 Tab selections:

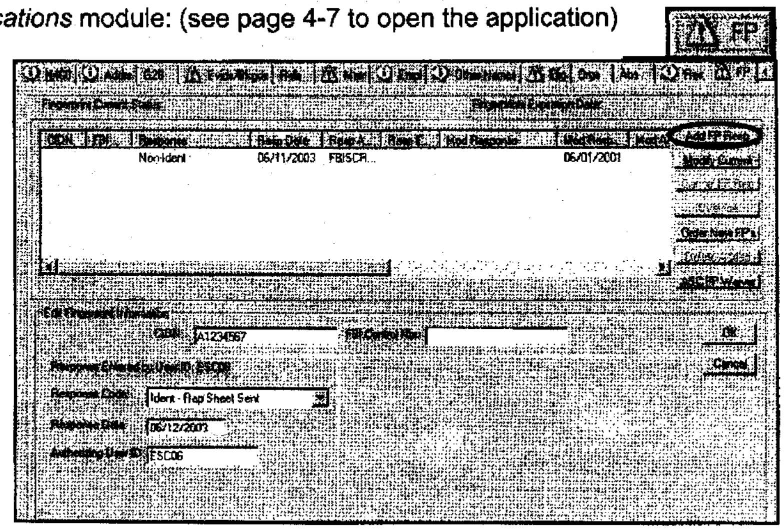


G325B Tab selections:



ADD FBI FINGERPRINT RESPONSE

With the application open in the *Adjudications* module: (see page 4-7 to open the application)



1. Click the ***FP*** tab.

   The ***FP*** tab contains information on the results of an applicant's FBI Fingerprint Checks, including the current status. This information is automatically transferred to CLAIMS 4 from the FBI Fingerprint Check Interface. If the office wishes to add a Fingerprint Response they have received in the mail, they may do so using the **Add FP Resp** button.

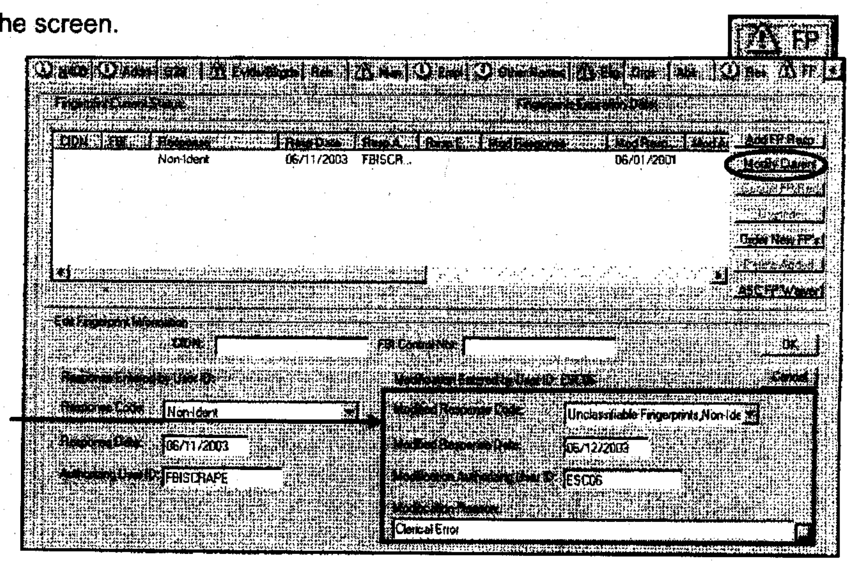
2. Click the **Add FP Resp** button.
3. Complete the fields on the bottom half of the screen.

NOTE: The **CIDN** (Contributor-Assigned Identification Number) is usually the Alien # for the applicant. The **FBI Control Nbr** is usually seven characters that begin with the first two characters of applicant's last name, followed by four numbers, and ending in "I" for "Identified", "N" for "Non-Identified, or "R" for Rejected fingerprints. However, the FBI Control Number may also be six characters. Offices may transcribe a FBI Control Number with a blank space, when the missing letter accounts for an apostrophe in the applicant's name.

4. Click the **OK** button.

The information moves to the top of the screen.

MODIFY FBI FINGERPRINT RESPONSE



1. Click the ***FP*** tab.
2. Click on the *FP Response* that you wish to modify.
3. Click the **Modify Current** button.
4. Complete the fields on the bottom right side of the screen. These are the 4 fields that begin with "Modified".
5. Click the **OK** button.
   (The information moves to the top half of the screen in the white box.)

ORDER NEW FP'S BUTTON

Some workflow states will allow the Adjudicator to order a new fingerprint appointment for the applicant from the *Adjudications* module. This is done by using the **Order New FP's** button on the *FP* tab. This action will cause the case to be routed through the process to be scheduled for a new fingerprint appointment.

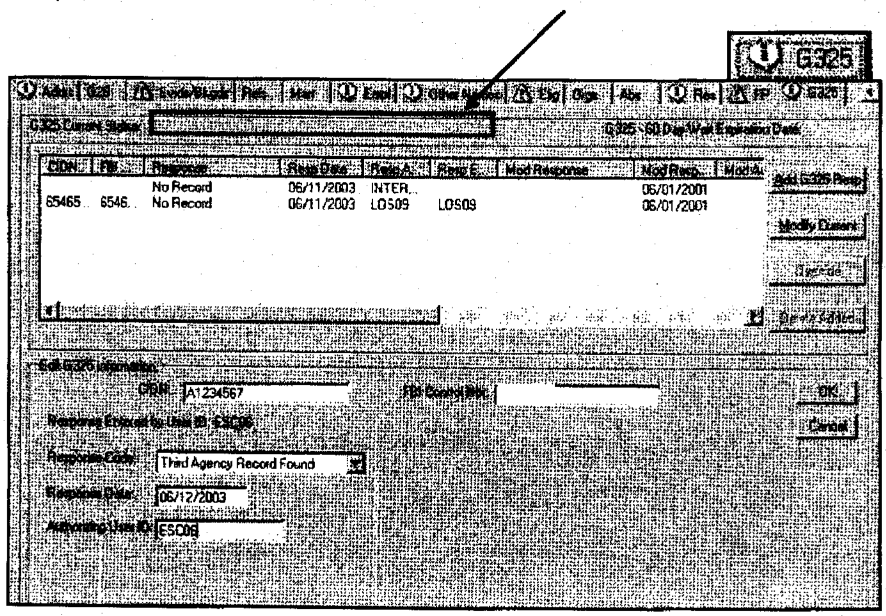
CANCEL FP REQ BUTTON

If CLAIMS 4 has scheduled a case for a fingerprint appointment and the case is currently pending that appointment, a user may cancel the pending fingerprint request in the system by using the **Cancel FP Req** button on the *FP* tab. Doing this action acts as an 'override' of the fingerprint requirement for the case and CLAIMS 4 will <u>not</u> automatically reschedule a new fingerprint for the applicant; CLAIMS 4 will move the case forward towards interview without requiring a fingerprint to be completed. Therefore, this action may be used to assist in moving a case forward, but, if a fingerprint response is required of the applicant, then the user must ensure that appropriate actions are taken to have the applicant scheduled for a new fingerprint appointment.

DETERMINE STATUS OF CURRENT FBI NAME CHECK RESPONSE

The ***G325*** tab contains information on the results of an applicant's FBI Name Check, including the current status. This information is automatically transferred to CLAIMS 4 from the *FBI Name Check Interface*. If the person's name is checked again, and the user wants to manually add the results, he or she can use the **Add FP Resp** button. The *G325* section also contains command buttons for modifying or overriding the current record, and deleting newly added records.

Look at the top of the screen for the text next to the "blue" **G325 Current Status** field:



Ordered—A Name Check has been ordered but the request has not yet been sent to the FBI.

Pending—A Name Check Request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the **G325 – 60-Day Wait Expiration Date** field.

No Record—The FBI has responded and reported that no records have been found matching the applicant's name.

Third Agency Record Found—The FBI has responded and reported that a record has been found matching the applicant's name.

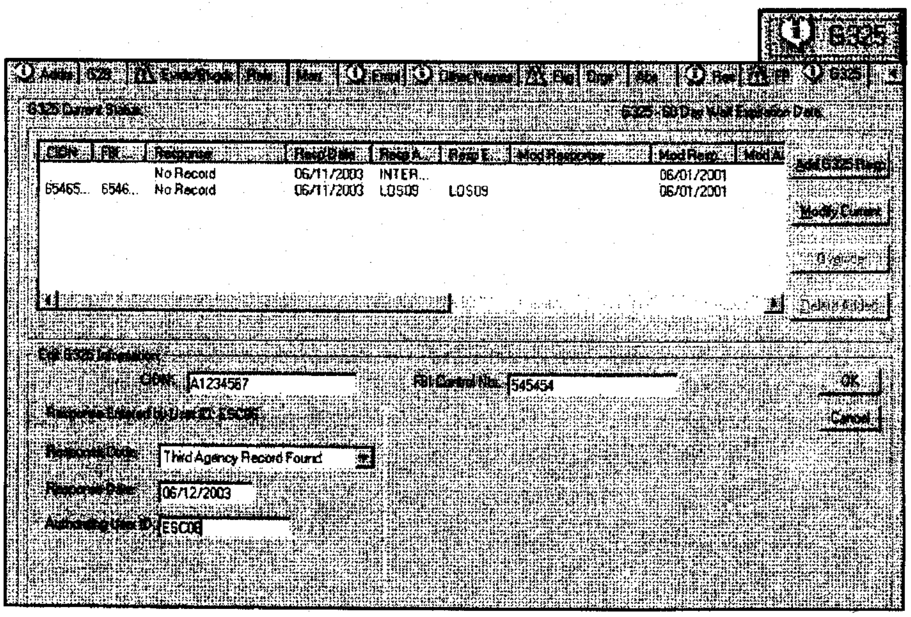
No Response Received – Time Expired—The 60-day wait period has expired with no response from the FBI having been received.

NOTE: The FBI no longer provides the response **Indices Popular** as of September 11, 2001.

ADD FBI NAME CHECK RESPONSE

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***G325*** tab.



The ***G325*** tab contains information on the results of an applicant's FBI Name Check, including the current status. This information is automatically transferred to CLAIMS 4 from the *FBI Name Check Interface*. If the person's name is checked again, and the user wants to manually add the results, he or she can use the **Add FP Resp** button. The *G325* section also contains command buttons for modifying or overriding the current record, and deleting newly added records.

2. Click the **Add G325 Resp** button.

3. Complete the fields on the bottom half of the screen.

NOTE: The **CIDN** (Contributor-Assigned Identification Number) is usually the Alien # for the applicant. There is no **FBI Control Nbr** for FBI Name Checks.

4. Click the **OK** button.

5. The information moves to the top half of the screen.

RECORD RESULTS OF NATURALIZATION TEST

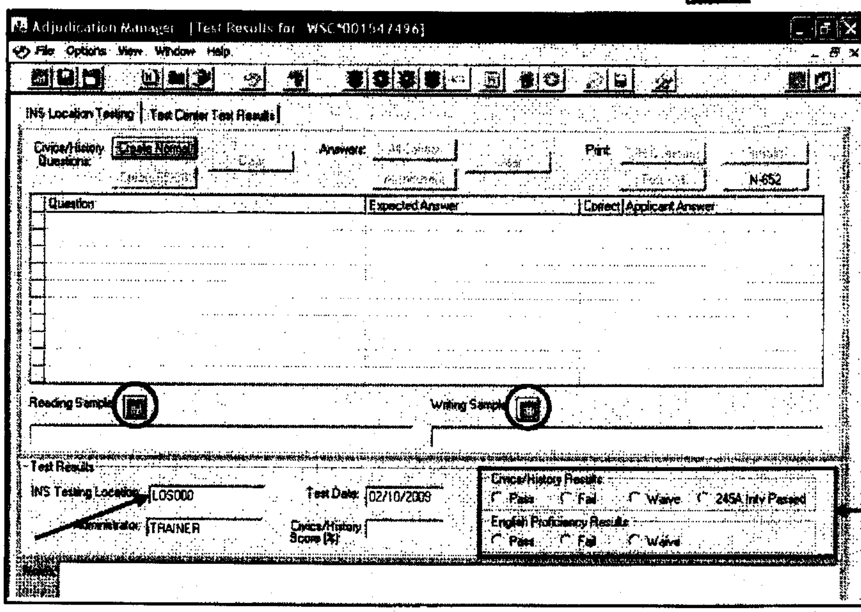
Every applicant who applies for naturalization must take a *Naturalization Test*. The Naturalization Test consists of two parts: *U.S. Civics & History* and *Basic English Proficiency*. The Adjudicator usually administers this test during the interview. In the past, the Adjudicators would use a CLAIMS 4 function to automatically generate the U.S. Civics / History questions as well as a Reading and Writing Sample to test the applicant's basic proficiency in English.

Currently, the Field Offices are providing a written *U.S. Naturalization Test, U.S. History and Government Questions, Standard Form # (1-12).* After the applicant has taken the test, the Adjudicator must record whether they passed or failed in CLAIMS 4. The Adjudicator must also give the applicant a Reading and Writing Sample to test their basic proficiency in English and record the results.

The below process describes how to record the test results in the CLAIMS 4 *Adjudications* module.

With the application open in the *Adjudication* module: (see page 4-7 to open the application)

1. Switch to the **Exam** window by clicking the **Exam** button. 



Use this area to indicate the results of the Civics / History and English Proficiency tests.

<u>If you would like CLAIMS 4 to generate the Basic English Proficiency part of the exam:</u>

2. Click on the **Create Reading Sample** button to generate a sample sentence.
3. Click on the **Create Writing Sample** button to generate a sample sentence.

<u>Indicate the Testing Location and Test Results:</u>

4. Complete the **INS Testing Location** field. (This is normally the Field Office where the interview is taking place.)
5. Confirm that the Test Date fills in automatically with today's date.
6. Complete the **Civics / History Results** field with "*<u>Pass</u>*", "*<u>Fail</u>*", "*<u>Waive</u>*", or "*<u>245A Intv Passed</u>*".

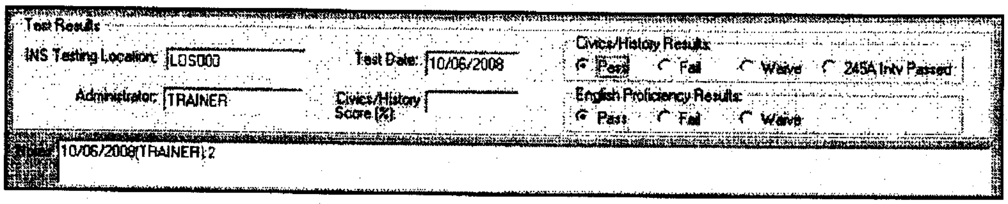
   NOTE: "*245A Intv Passed*" is used to indicate that the applicant already took and passed the test when he/she applied for Permanent Residency.

7. Complete the **English Proficiency Results** field with "*Pass*", "*Fail*", or "*Waive*".

8. Click in the **Notes** field. CLAIMS 4 will insert today's date and your User ID.

9. Type either a *1* or a *2* to indicate which test the applicant took:

1 = Test used prior to Redesigned Test **2** = Redesigned Test (Standard Form 1-10)



Do not type anything other than the number 1 or the number 2. Do not type "1." (one, period) or "Test 1".

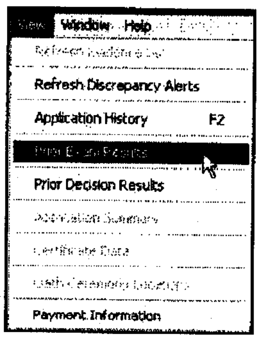
NOTE: As of October 9, 2008, CLAIMS 4 users were instructed to administer the new *Redesigned Test* (per the policy memo titled "Tracking Requirements for the Naturalization Test in CLAIMS 4" dated September 29, 2008).

10. Switch back to the **Application ID** window by selecting ***Window, Application ID*** from the menu.

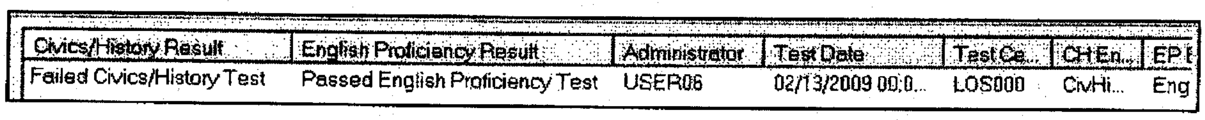
To View the Test Results after the case has been saved and closed:

1. Open the application.

2. Select ***View, Prior Exam Results*** from the menu.



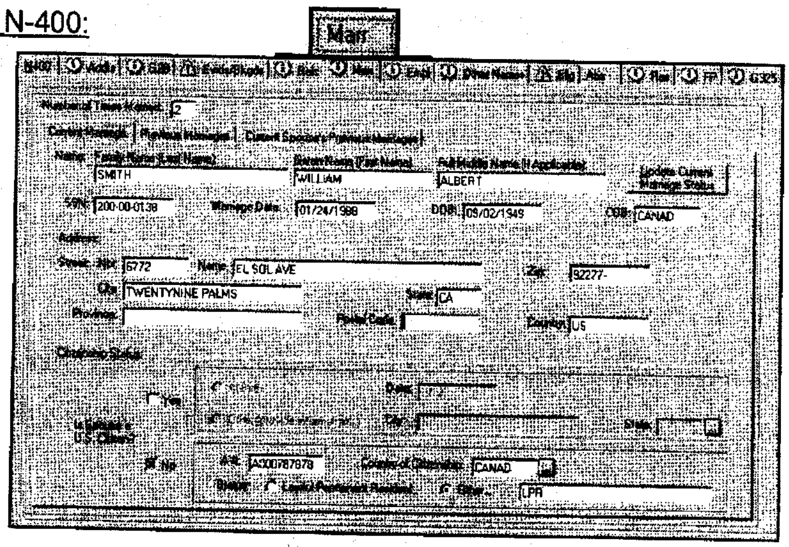
3. The results of the test displays:



UPDATE MARRIAGE INFORMATION

The fields on the ***Marr*** tab vary on applications that open up in the *New* N-400 vs. the *Old* N-400. Examine the area at the top of screen (directly below the **Number of Times Married** field). The *New* N-400 Applications will display 3 sub-tabs: ***Current Marriage***, ***Previous Marriage***, and ***Current Spouse's Previous Marriages***. There are no sub-tabs within the ***Marr*** tab for *Old* N-400 applications. Determine which screen has displayed and then follow <u>one</u> of the two procedures below.

<u>For Applications that open in the *New* N-400:</u>



1. Click the ***Marr*** tab.
2. Update the **Number of Times Married** if necessary.
3. Click the ***Current Marriage*** tab.
4. Review the information to verify that the name and other data reflects the name of the *current* spouse.
5. If the applicant is no longer married to the individual, click the **Update Current Marriage Status** button.
6. Click the **OK** button to confirm that you want to move this information to the ***Previous Marriages*** tab.
7. Complete the information about the current spouse (if the applicant has remarried).
8. Click the ***Current Spouse's Previous Marriage*** tab.

If there are any people's names listed on the bottom of the screen, it represents the applicant's <u>previous spouse's</u> marriages. These need to be deleted.

9. Click on the name and then click the **Delete** button.
10. Repeat step #9 for additional people listed.

Now you will fill in the information about the <u>current spouse's</u> previous marriage(s) if applicable.

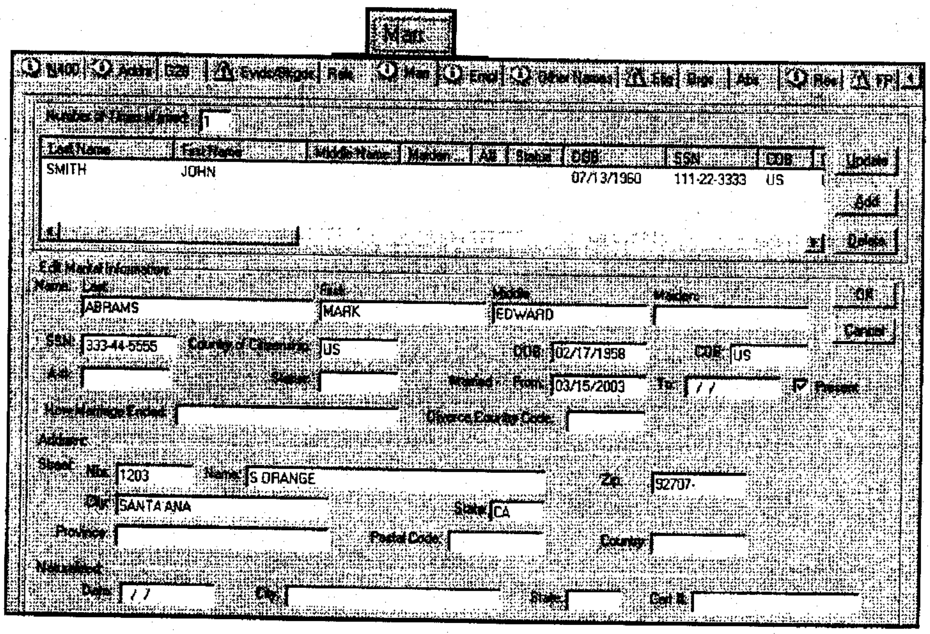
11. Complete the information (top of screen) about the current spouse's previous spouse.
12. Click the **Add** button.
13. Update the **Number of Times Married** if necessary.

* See next page for updating marriage information for applications that open in the *old* N-400.

UPDATE MARRIAGE INFORMATION

For Applications that open in the *Old* N-400:

1. Click the ***Marr*** tab.



2. Update the **Number of Times Married** if necessary.

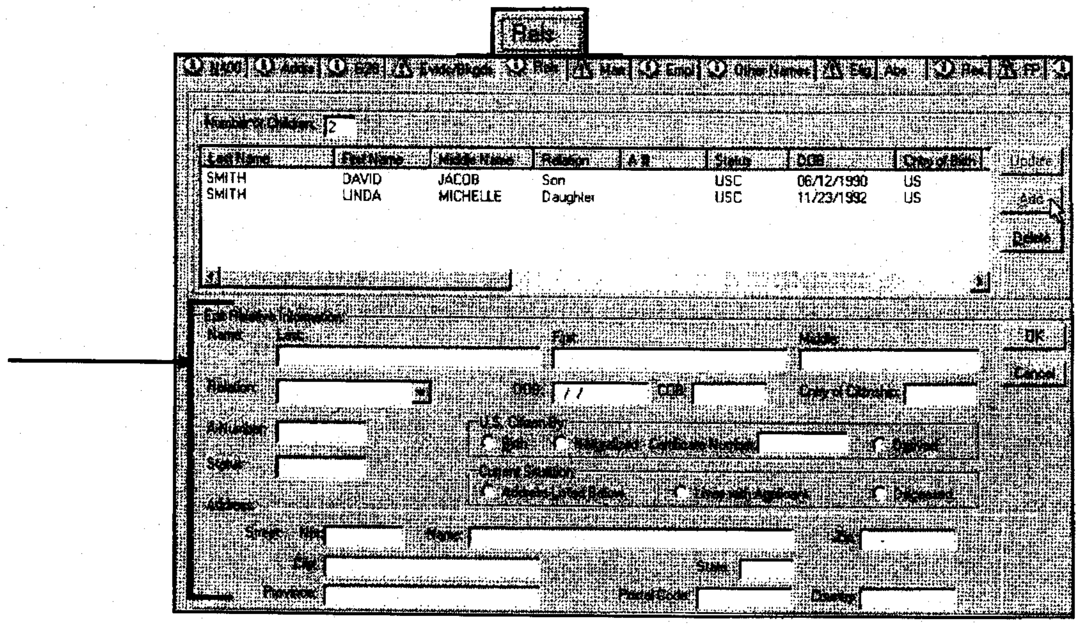
NOTE: The **Number of Times Married** displays the number of times the applicant had been married at the time that the applicant completed his/her N-400 Application. If the applicant has married since submitting his/her N-400 Application, this field will need to be updated to reflect the total times married.

3. If the applicant is no longer married to the spouse he/she listed on the N-400 application (divorce, death), click on the name of the spouse (top of the screen) and then click the **Delete** button.
4. If the applicant has remarried, click the **Add** button and complete the fields on the bottom half of the screen.
5. Click the **OK** button.

The information moves to the top half of the screen.

UPDATE RELATIVES

1. Click the ***Rels*** tab.



2. Click the **Add** button.
3. Complete the information about the dependent (minors under 18) on the bottom half of the screen.
4. Click the **OK** button.

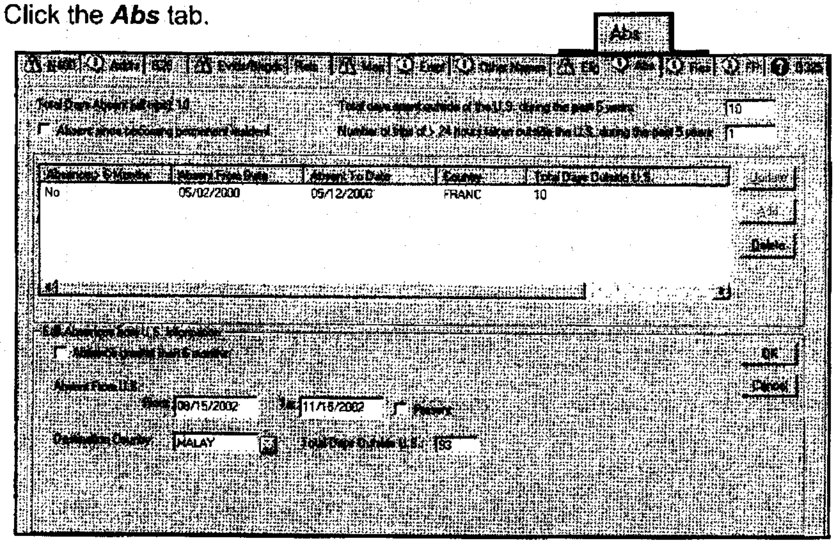
NOTE: The information moves to the upper half of the screen. Repeat steps 2-4 to input additional children / dependents (under age 18).

UPDATE ABSENCES OUTSIDE THE U.S.

The fields on the ***Abs*** tab vary slightly on applications that open up in the *New* N-400 vs. the *Old* N-400. Examine the top portion of the screen. The *New* N-400 Applications will display 2 additional fields: *1) Total days spent outside of the U.S. during the past 5 years* and *2) Number of trips of >24 hours taken outside the U.S. during the past 5 years*. Determine which screen has displayed and then follow one of the two procedures below.

For Applications that open in the *New* N-400:

1. Click the ***Abs*** tab.



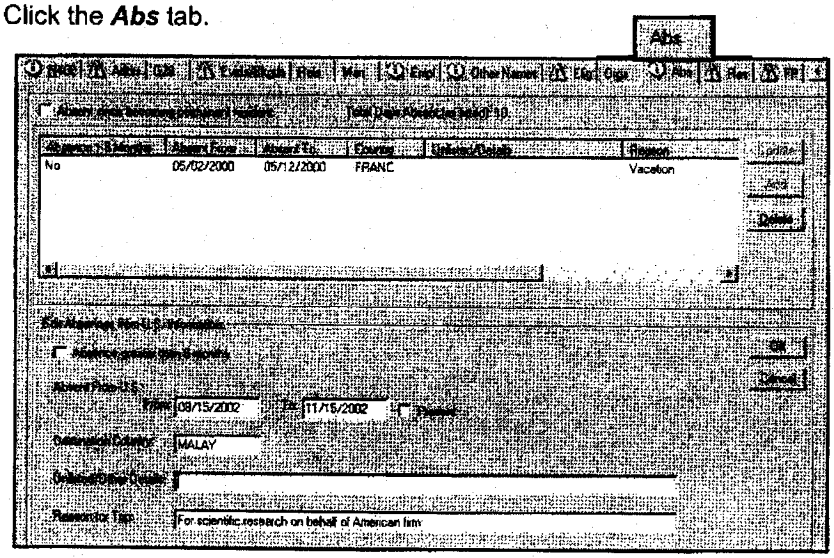
2. Click the **Add** button.
3. In the **From:** field, type the date the applicant departed the United States.
4. In the **To:** field, type the date the applicant arrived back in the United States.
5. Click in the **Destination Country** field.
6. Next to the **Destination Country** field, click the **ellipsis** button and select *the country*.
7. In the **Total Days Outside U.S.** field, type the *total number of days for this trip*.
8. Update the **Total days spent outside of the U.S. during the past 5 years** field to include this newly added trip.
9. Update the **Number of trips of >24 hours taken outside the U.S. during the past 5 years** field to include this newly added trip.
10. Click the **OK** button.

NOTE: The **Total Days Absent (all trips)** field automatically calculates. When CLAIMS 4 calculates the Total Days Absent it includes both the departure date and the arrival date. Neither the departure date nor the arrival date should count as days outside the U.S. so this number is over by "2" days. If you have an applicant whose travel exceeds the allowable, please remember to recalculate the trips manually.

UPDATE ABSENCES OUTSIDE THE U.S.

<u>For Applications that open in the *Old* N-400:</u>

1. Click the ***Abs*** tab.



2. Click the **Add** button.
3. In the **From:** field, type the date the applicant departed the United States.
4. In the **To:** field, type the date the applicant arrived in the United States.
5. Click in the **Destination Country** field.
6. Next to the **Destination** Country field, click the **ellipsis** button and select *<u>the country</u>*.
7. Click in the **Reason for Trip** field.
8. Next to the **Reason for Trip** field, click the **ellipsis** button and select *<u>the reason for trip</u>*.
9. Click the **OK** button.

NOTE: The **Total Days Absent (all trips)** field automatically calculates. When CLAIMS 4 calculates the Total Days Absent it includes both the departure date and the arrival date. Neither the departure date nor the arrival date should count as days outside the U.S. so this number is over by "2" days. If you have an applicant whose travel exceeds the allowable, please remember to recalculate the trips manually.

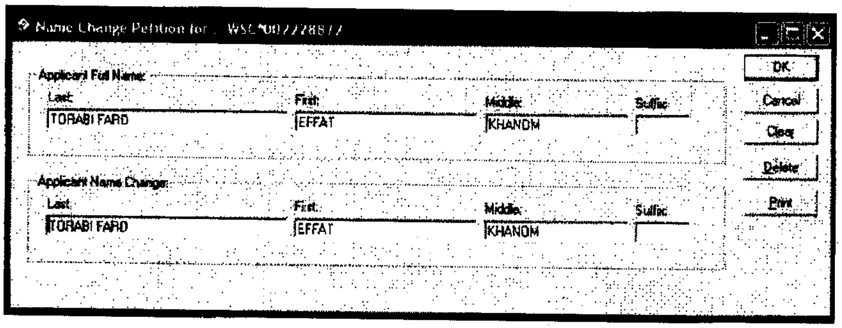
NAME CHANGE PETITION

The *Name Change Petition* function in CLAIMS 4 is used to record that an applicant is requesting a name change upon receiving their U.S. Naturalization. It is important for users to complete this function before the applicant is scheduled for their Oath Ceremony so the applicant's new name will appear on the Naturalization Certificate.

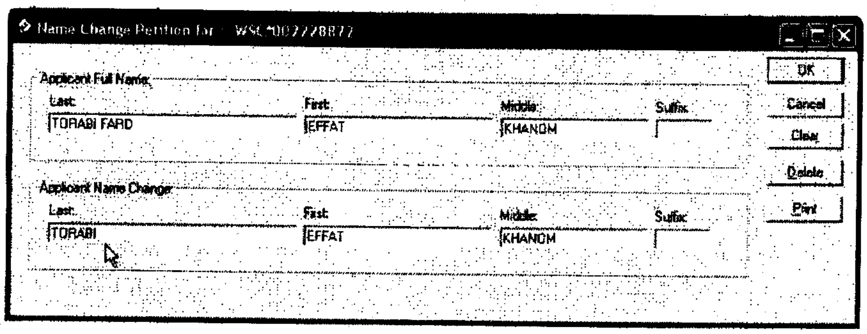
With the application open in the *Adjudication* module: (see page 4-7 to open the application)

1. Click the **Name Change Petition** button. 

The Name Change Petition window appears:



2. Edit the applicant's **Last**, **First**, **Middle**, **Suffix** fields as necessary.



3. Click the **Print** button to print a copy of the *Name Change Petition*.

4. Click the **OK** button to save the change and close the window.

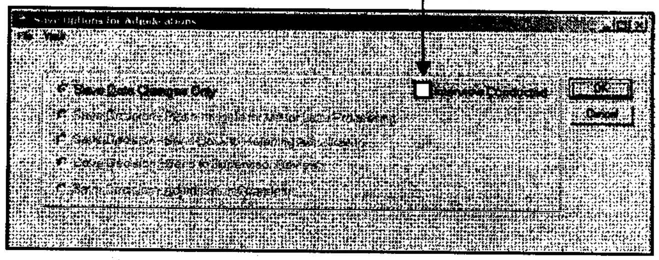
SAVING CHANGES

It is a good practice to save your updates to data often. You will recall from the overview of the buttons (page 4-5, 4-6), that the CLAIMS 4 *Adjudications* module contains 2 buttons that can be used to save. The **Save and Reload in Case Review** button saves the changes you have made to the data and keeps the application open to continue working with it. The **Save and Close** button saves the changes you have made to the data and closes the application on the screen.

To Save and Keep the Application Open:

1. Click the **Save and Reload in Case Review** button.
2. Confirm that the **Save Data Changes Only** radio button is selected.
3. Make sure there is no check mark on the **Interview Conducted** check box.
4. Click the **OK** button.

If you see *Interview Conducted* on this screen, make sure this is not checked.



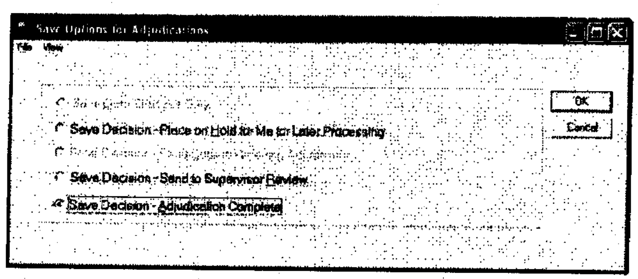
To Save and Close the Application:

1. Click the **Save and Close** button.
2. Confirm that the **Save Data Changes Only** radio button is selected.
3. Make sure there is no check mark on the **Interview Conducted** check box.
4. Click the **OK** button.

To Save and Close the Application after Making a Decision:

1. Click the **Save and Close** button.
2. Click the **Save Decision – Adjudication Complete** or **Save Decision – Send to Supervisory Review**

   NOTE: Cases adjudicated using a *T-File* or having a Finger Print result of *Ident* must go to a Supervisor for review.
3. Click the **OK** button.



NOTE: The **Save Decision – Place on Hold for Me for Later Processing Option** should never be used. This option locks the case so that most users cannot open the case (except the person who placed it on hold or a user with supervisory rights). If someone does place a case on hold and another user is not able to access the case, the user will need to contact the Benefits Service Des[redacted]for (b)(2) assistance.

MAKING A DECISION ON A CASE

When the Adjudicator is ready to make a decision on a case, CLAIMS 4 offers the following options:

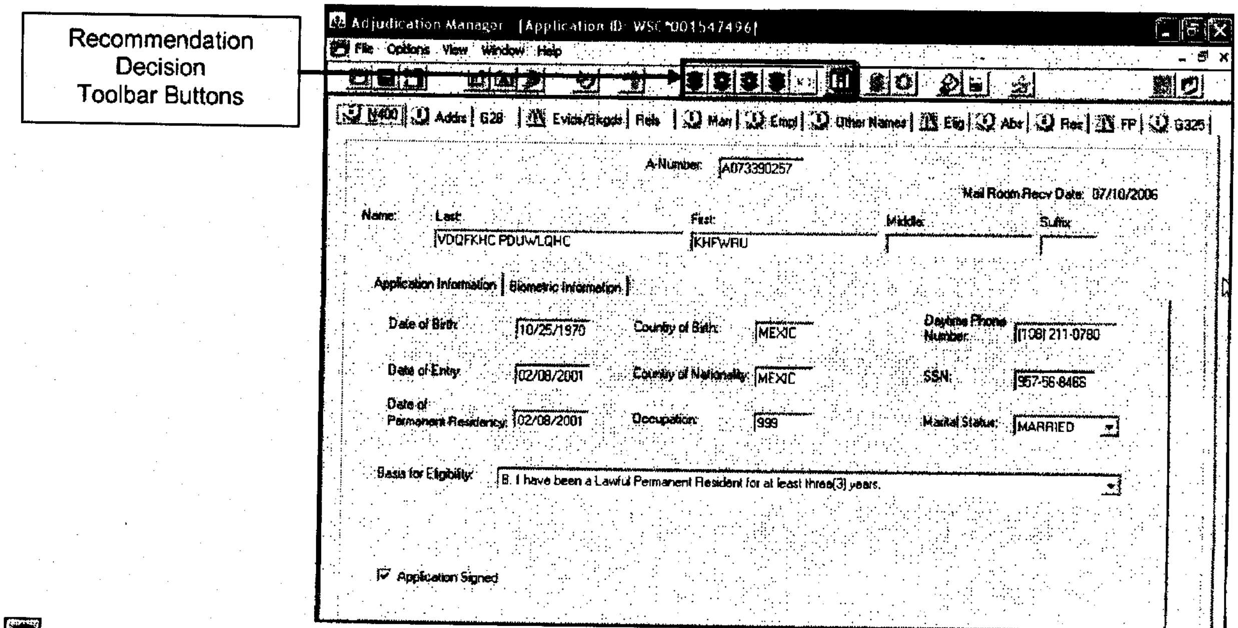
- Approve
- Continue
- Continue with Intent to Deny
- Deny / Withdrawal / Administrative Close
- Denial Due to Abandonment

The following CLAIMS 4 commands allow a decision to be reversed:

- Undo
- Motion to Reopen and Reconsider
- Applicant Motion to Reopen and Reconsider

ENTERING A DECISION INTO CLAIMS 4

1. With the case open, select the decision toolbar button that relates to the recommendation being made:



Approve

Continue

Continue With Intent to Deny

Deny/Withdrawal/Admin Close

Denial Due to Abandonment

ADDING ADJUDICATOR'S DECISION NOTES

Once an adjudication recommendation is made for a case, notes about the recommended decision may be entered in the ***Adjudicator Decision Notes*** sub-tab on the decision screen.

1. After selecting one of the *Decision* buttons, the *Decision* window will appear:

   Approve

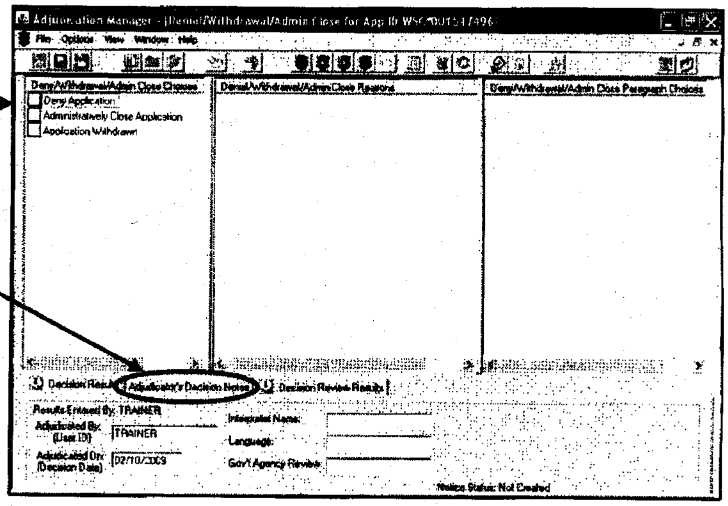
   Continue

   Continue With Intent to Deny

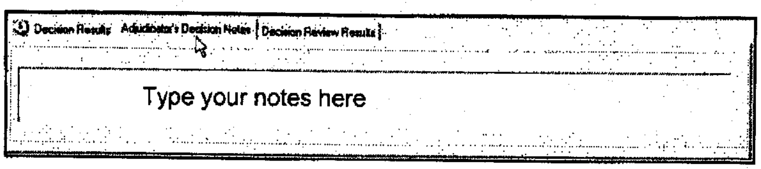
   Deny/Withdrawal/Admin Close

2. Select the appropriate decision choice.

3. To add notes regarding the recommended decision, click on the ***Adjudicator's Decision Notes*** sub-tab at the bottom of the screen.



4. Click in the notes textbox to enter notes.



5. When finished, click the **Save and Close** toolbar button ( ).

NOTE: Once a case has been approved and verified, Adjudicator's Decision Notes are no longer available for viewing and are inaccessible. Similarly, the Adjudicator's Decision Notes are not available after the case has been denied. Comments made in the ***Evids/Bkgrds*** sub-tabs are always accessible.

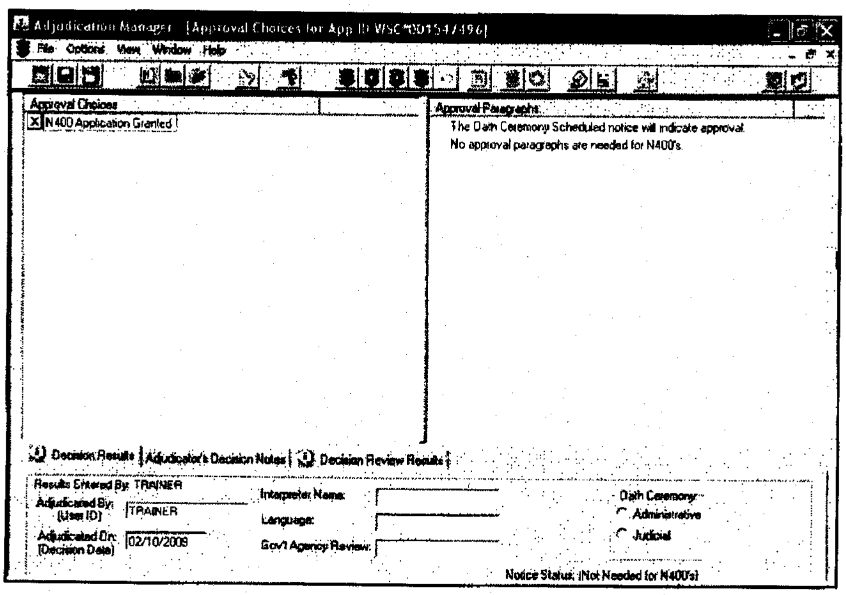
APPROVE

Before an Adjudicator can approve a case, the adjudicator must have completed the following in the CLAIMS 4 *Adjudications* module:

- Indicated the Basis for Eligibility (***N400*** tab)
- Marked all Evidence as Received (***Evids/Bkgds*** tab)
- Entered the location of the A-File (***Evids/Bkgds*** tab)
- Input all answers to the eligibility questions (***Elig*** tab)
- Recorded the results of the Naturalization test (**Exam** window)
- Entered the office that the applicant took the test at in *"INS Testing Location"* (**Exam** window)
- Clicked the **Name Change Petition** button if the applicant has requested a name change.

When a case is approved, an Approval notice will not be generated by the CLAIMS 4 system. Approval will be indicated on the applicant's notice to appear for the Oath Ceremony.

1. Click the **Approve** button on the toolbar.
2. The *Approval Choices for App ID #####* window appears:



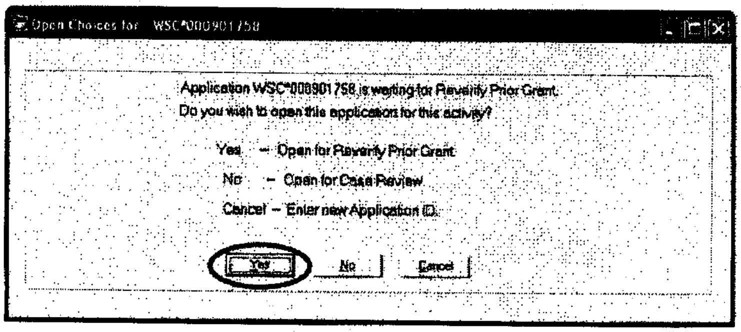
3. Indicate the Type of Oath Ceremony as Administrative or Judicial (applicants requesting a Name Change must have a Judicial ceremony.)
4. Click the **Save and Close** button.
5. Select Save Decision – Adjudication Complete or Save Decision – Send to Supervisory Review ("Ident" applicants or applicants adjudicated with a "T" file need supervisory approval).
6. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

Notes about the recommended decision may be entered in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-32).

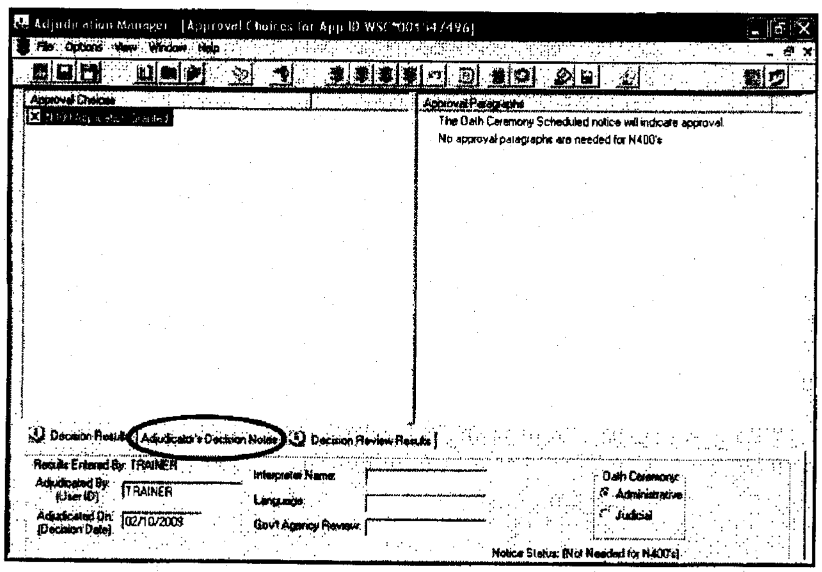
REVERIFY A GRANT

Every N-400 application that is approved for naturalization by an Adjudicator, must be reverified by another Adjudicator. CLAIMS 4 will not allow a user to reverify a case that they have approved. Another user with reverification authority must reverify the case.

1. In the *Adjudications* module, click the **Preview/Open** button.
2. Type or wand in the _A-Number_ (or _Application ID_) for the case you want to open.
3. Click the **OK** button.



4. Click **Yes** for *Open for Reverify Prior Grant.*



5. Click the ***Adjudicator's Decision Notes*** tab at the bottom of the screen and read any notes the other Adjudicator may have typed here.
6. Select **Window, Appl ID #####** from the menu to move to the application window.
7. Click the ***Evids/Bkgds*** tab to review the evidence list.
8. Click the ***Elig*** tab to review the answers that the applicant gave to the eligibility questions.

NOTE: You have completed reviewing the N-400 application. If you agree with the previous adjudicator's decision to approve the case, you are now ready to reverify the granting of naturalization.

9. Select ***Window, Approval Choices*** from the menu to move to the decision window.
10. Click the **Save and Close** button.
11. Click **Grant Verified**.
12. Click the **OK** button.
13. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

SUPERVISORY REVIEW A GRANTED APPLICATION

Cases that have been adjudicated using a "T-File", or where the applicant is classified as an "Ident" must be reviewed by a Supervisor who will make the final decision whether to approve the application or not.

1. Open the Application ID that another adjudicator approved.
2. Click **Yes** *Open for Supervisory Review.*
3. Click the ***Adjudicator's Decision Notes*** tab at the bottom of the screen and read any notes the other Adjudicator may have typed here.
4. Select **Window, Appl ID #####** from the menu to move to the application window.
5. Click the ***Evids/Bkgds*** tab to review the evidence list.
6. Click the ***Elig*** tab to review the answers that the applicant gave to the eligibility questions.
7. On the ***Elig*** tab, click the **Details** button.
8. Click the ***Arrest Information Details*** tab at the bottom of the screen.
9. Review the notes the previous adjudicator entered about the applicant's arrest.

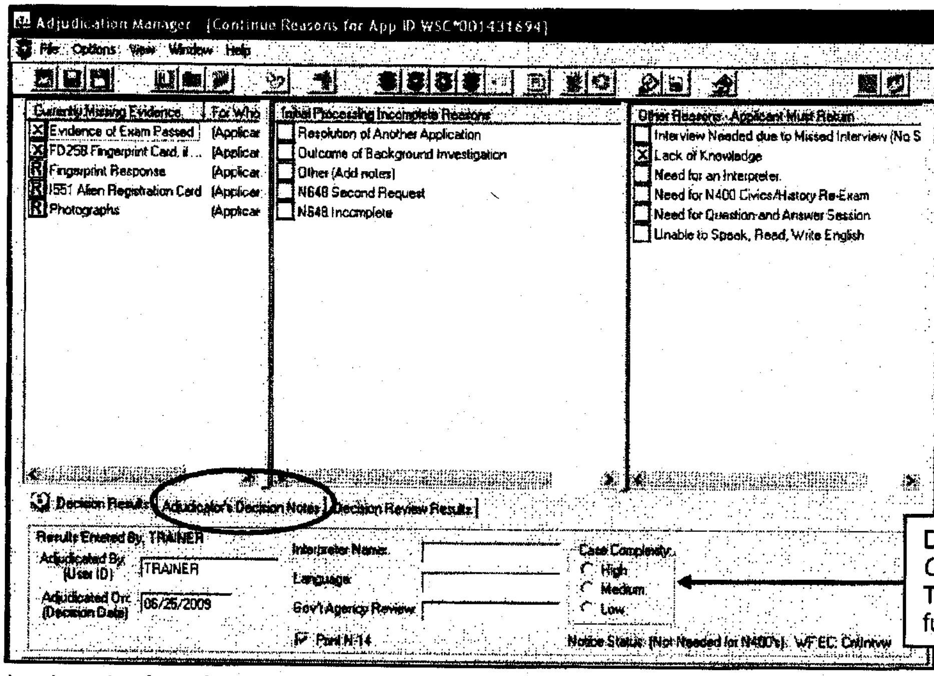
NOTE: After you have completed reviewing the N-400 application, you are ready to make your decision on the case.

10. Select ***Window, Approval Choices*** from the menu to move to the decision window.
11. If you wish to approve the case, click the **Confirm** radio button under *Supv Review* (bottom right of screen).
12. Click the **Save and Close** button.
13. Click **Save Review – Adjudication Complete**.
14. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

CONTINUE

The *Continue* command is used when the Adjudicator is not ready to approve or deny the case. The applicant may have failed the naturalization exam and needs to return for a re-exam, the applicant file may be missing some required evidence, or the applicant may need to be fingerprinted again and return for another interview. The *Continue* command is the only type of decision that places the applicant's case in the correct workflow state (*Request Interview*), so that they will fall into the Ready to Schedule Queue and may be scheduled for another interview.

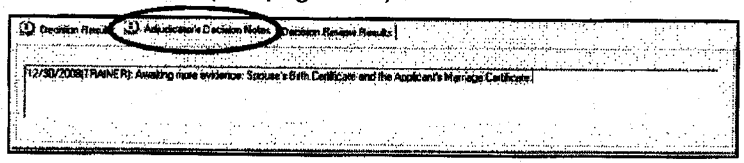
1. Click the **Continue** button at the top toolbar.



Do not mark any of the *Case Complexity* options. This is not currently functional in CLAIMS 4.

2. Look at the far left column "Currently Missing Evidence" and note the pieces of evidence that have not been received (marked with "X").

3. If desired, enter notes about the recommended decision in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-34).



4. Click the **Notice** button on the toolbar.

5. Click the **Custom** radio button.

6. Click the **OK** button.

NOTE: The notice will open in MS Word. You can add, delete or modify text if needed.

7. Select ***File, Exit*** from the menu to exit MS Word.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

You will return to the *Continue Reasons* window in CLAIMS 4.

8. Click the **Save and Close** button.
9. Select *Save Decision – Adjudication Complete*.

NOTE: Even though the case is being continued, the adjudication activities for the day have been completed.

10. Click the **OK** button.
11. Click the **Print** button to print the notice locally.
12. Click the **OK** button to confirm that the notice printed.

DENY / WITHDRAWL / ADMINISTRATIVE CLOSE

Before an Adjudicator can deny a case, the adjudicator must have completed the following in the CLAIMS 4 *Adjudications* module:

N400 tab	Indicated the Basis for Eligibility
Evids/Bkgds tab	Marked all Evidence as Received Entered the location of the A-File
Elig tab	Answered all eligibility questions
Exam window	Recorded the results of the Naturalization test Entered the *INS Testing Location* (office applicant took the test at)

1. Click the **Deny / Withdrawl / Administrative Close** button at the top toolbar.

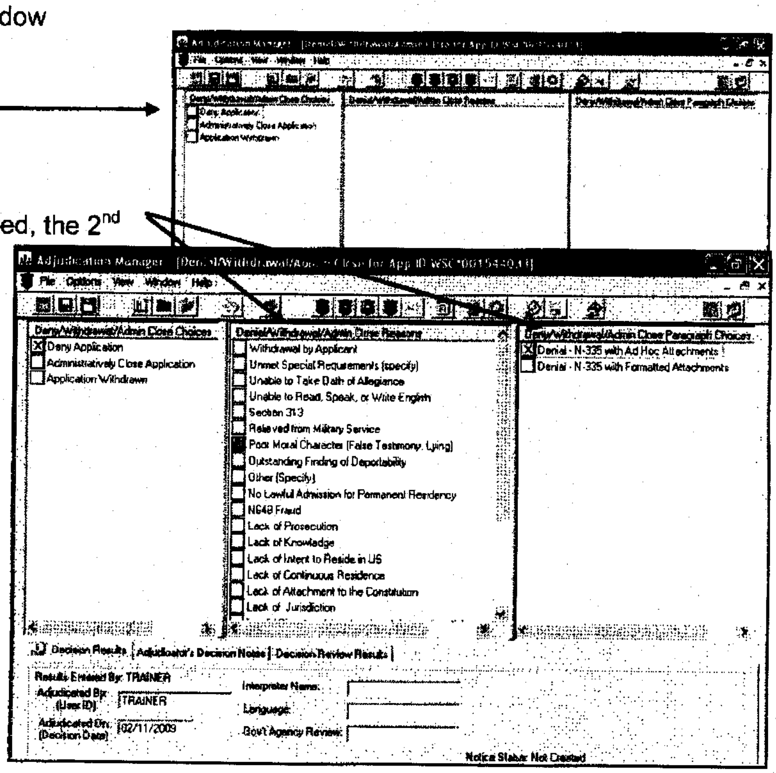
The *Denial / Withdrawl / Admin Close* window appears.

2. Select the decision choice.

Once the decision choice has been selected, the 2nd and 3rd columns fill with the *reasons* and *notice types*.

3. Select the *Reason* for the decision.
4. Select the *Notice* type.
5. Click the **Notice** button on the toolbar.
6. Click the **Custom** radio button.
7. Click the **OK** button.

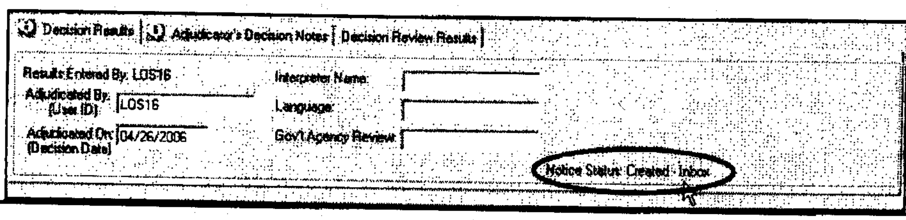
   NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.



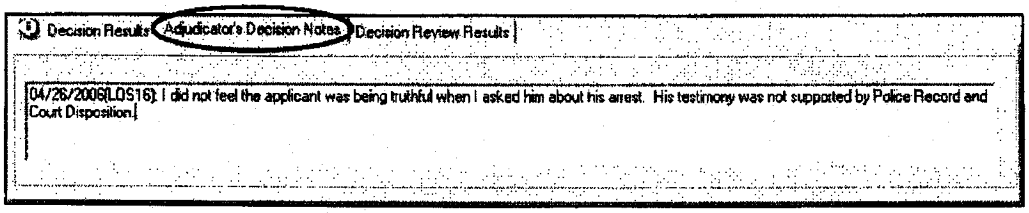
8. Select ***File, Exit*** from the MS Word menu.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

9. Check the bottom of the decision screen for confirmation that the notice was created.



10. If desired, enter notes about the recommended decision in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-32).



11. Click the **Save and Close** button.
12. Select <u>*Save Decision – Adjudication Complete*</u> or <u>*Save Decision – Send to Supervisor Review*</u>.
13. Click the **OK** button.
14. Click the **Print** button to print the notice locally.
15. Click the **OK** button to confirm that the notice printed.

UNDO PREVIOUS DECISION

Undo can only be used for short-term changes in a decision. Once an approval decision has been reverified or a denial notice has been processed, the *Undo* function will not be available. To change a decision after that point, a *Motion to Reopen and Reconsider* must be initiated.

1. Click the **Preview / Open** button in the *Adjudications* module.
2. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.
3. Select **Yes – Open for Case Review.**

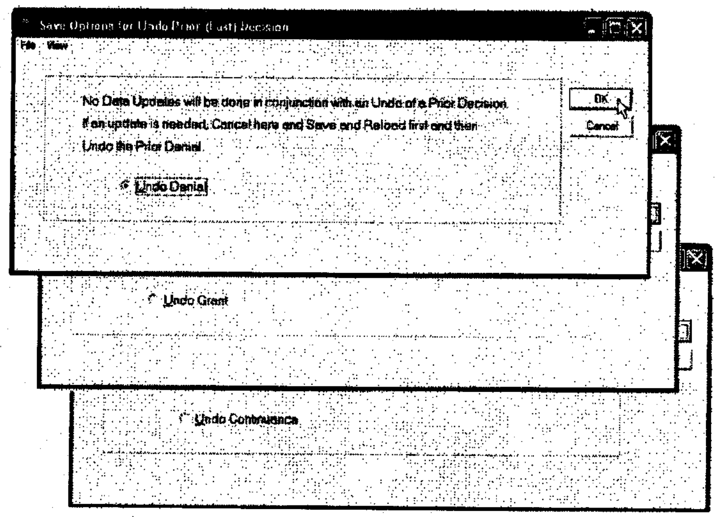
NOTE: Since the case has already been decided (denial), there are no adjudications activities pending for this case. The only way to open the case is to select *Open for Case Review.*

4. Click the **Undo Prior (Last) Decision** button on the toolbar.

A message appears warning you that if you need to update any data for this application, cancel out of this message, make the changes, and click the **Save & Reload** button before attempting the *Undo* command.

Depending on the type of decision that you are undoing (denial, grant, continue):

5. Select **Undo Denial**, or **Undo Grant**, or **Undo Continuance.**
6. Click the **OK** button.
7. The Decision buttons become enabled to allow the Adjudicator to decide the case again.



MOTION TO REOPEN AND RECONSIDER

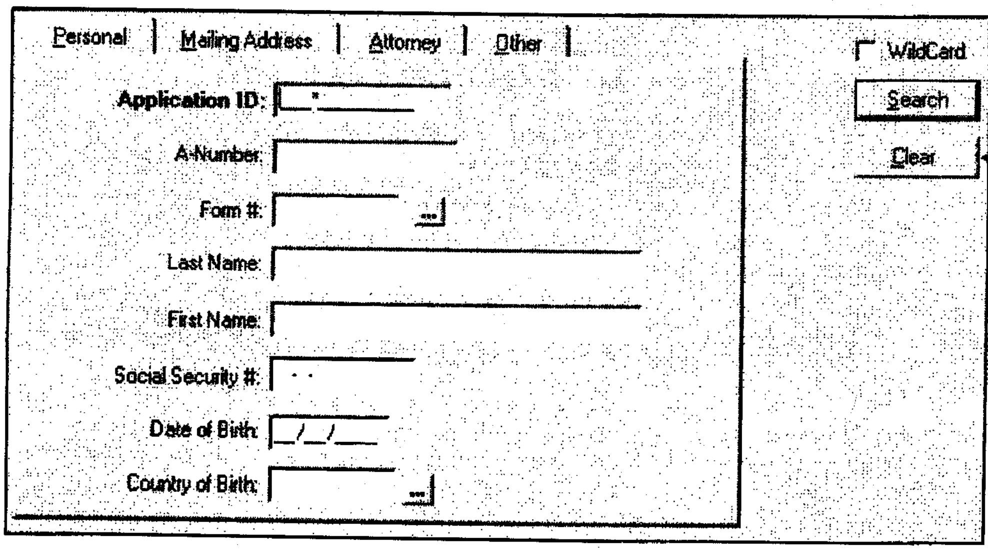
If the case has already been reviewed by a supervisor, and the USCIS wants to reverse their decision, a "*Motion to Reopen and Reconsider*" must be initiated. In order to request a *Motion to Reopen and Reconsider*, the case must be considered "closed" in CLAIMS 4.

Some Examples of when a Motion to Reopen and Reconsider would be used include:

- Applicant failed to appear for fingerprinting. A notice was sent to the applicant indicating he/she failed to appear for fingerprinting and the case was being denied (abandonment). The applicant then came into the office and indicated that he/she never received the original Notice to appear for fingerprinting. In some cases, USCIS may decide to initiate a "Motion to Reopen and Reconsider".
- Adjudicator made a decision on the case of "Denied". When the supervisor reviewed the adjudicator's decision, the supervisor did not agree that the case should have been denied. The supervisor instructed the adjudicator to reopen the case by doing a "Motion to Reopen and Reconsider".
- Adjudicator made a decision on the case of "Denied". The Adjudicator did not put the correct language in the Denial Notice that was sent to the applicant. The Supervisor instructed the Adjudicator to reopen the case by doing a "Motion to Reopen and Reconsider".
- The case was "Denied" based on the fact that the applicant had not submitted requested documents. It was later found that the applicant did indeed submit the required documents, however the receipt of the documents was never recording in CLAIMS 4. USCIS may decide to reopen the case by doing a "Motion to Reopen and Reconsider".

NOTE: The *Motion to Reopen and Reconsider* should <u>never</u> be used for an Appeal (applicant submitted a N336 "Request Hearing on a Decision in Naturalization Proceedings"). N336s should be handled outside of the CLAIMS 4 system.

1. Click the **Case Status** button to access the *Case Status* module.



NOTE: It is important to click the **Clear** button prior to performing a new search. The **Clear** button removes all search criteria that was previously entered on ALL tabs.

2. Type or wand in the <u>*Application ID*</u> for the case you want to open or enter other information about the case (A-Number, Name, etc.)

3. Click the **Search** button.

4. The *Case Status* screen displays information about the activities that have occurred or are waiting to occur for this applicant.

5. Look at the *History* window at the bottom of the *Case Status* screen.

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6. Check to make sure there is a statement by User: WkFlow Description: Complete the workflow process. If you do not see this, contact the *USCIS Service Desk* [redacted] for assistance.

4. Close the Application and exit the *Case Status* module.

5. Click the **Preview / Open** button in the *Adjudications* module.

6. Enter the *Application ID*.

7. Select **Yes – Open for Case Review**.

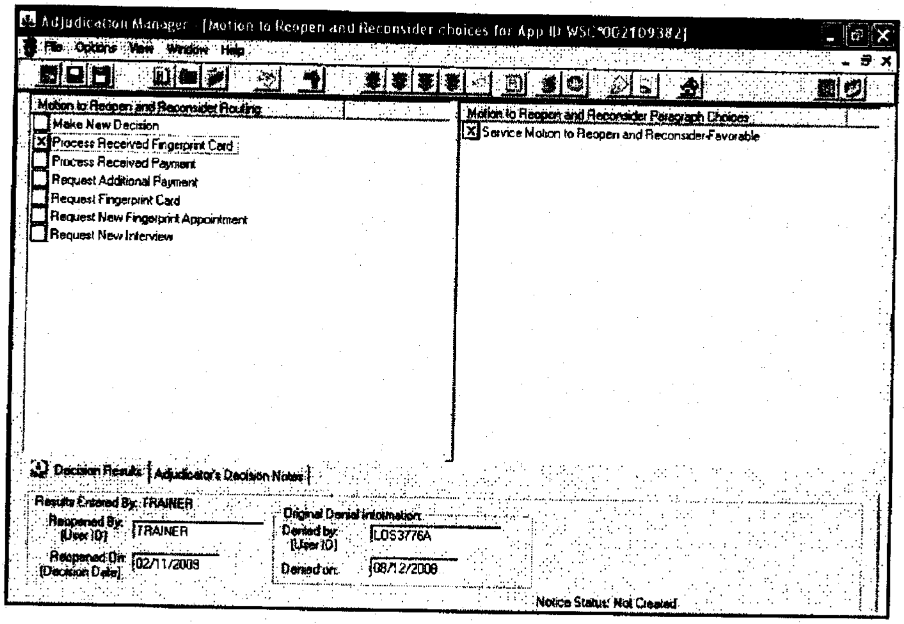
NOTE: Since the case has already been decided (denial), there are no adjudications activities pending for this case. The only way to open the case is to select *Open for Case Review*.

8. Click the **Motion to Reopen and Reconsider** button on the toolbar.

The *Motion to Reopen and Reconsider Choices* screen appears.

9. Select the *reason* for initiating the Motion to Reopen and Reconsider.

10. Select the notice type.



11. Click the **Notice** button on the toolbar.

12. Click the **Custom** radio button.

13. Click the **OK** button.

NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.

14. Select ***File, Exit*** from the MS Word menu.

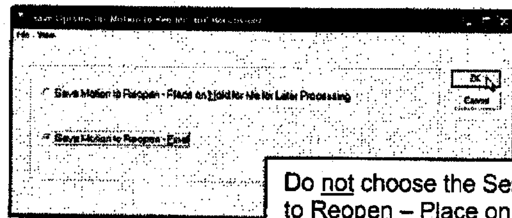
NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

15. Check the bottom of the decision screen for confirmation that the notice was created.

16. Click the **Save and Close** button.

17. Select **Save Motion to Reopen – Final.**

18. Click the **OK** button.



Do not choose the Send Motion to Reopen – Place on Hold for Me for Later Processing.

APPLICANT MOTION TO REOPEN AND RECONSIDER

An applicant has been denied naturalization and the applicant wants to reopen the case for reconsideration.

NOTE: The *Applicant Motion to Reopen and Reconsider* should never be used for an Appeal (applicant submitted a N336 "Request Hearing on a Decision in Naturalization Proceedings"). N336s should be handled outside of the CLAIMS 4 system.

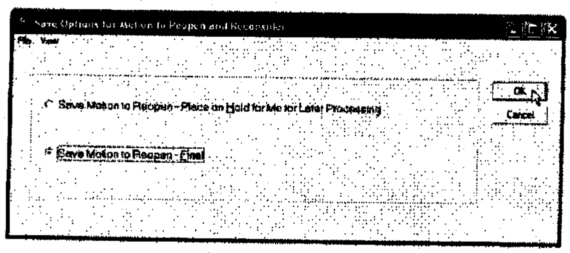
1. Click the **Preview / Open** button in the *Adjudications* module
2. Enter the *Application ID*.
3. Select **Yes – Open for Case Review.**
4. Click the **Applicant Motion to Reopen and Reconsider** button.
5. Select *Grant Application Motion to Reopen*.
6. Select the *reason* from the *Motion to Reopen and Reconsider Routing* column.
7. Click the **Notice** button on the toolbar.
8. Click the **Custom** radio button.
9. Click the **OK** button.

NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.

10. Select ***File, Exit*** from the MS Word menu.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

11. Check the bottom of the decision screen for confirmation that the notice was created.
12. Click the **Save and Close** button.
13. Select **Save Motion to Reopen – Final.**
14. Click the **OK** button.



Do not choose the Send Motion to Reopen – Place on Hold for Me for Later Processing.

CHAPTER 5: SCHEDULING OATH CEREMONIES

Introduction	Prior to scheduling applicants for Oath Ceremonies, the location and the facility profiles must be set up and appointment slots must be created. Applicants can be scheduled for Oath Ceremony *Interactively* (one applicant at a time) or by *Batch.* This training guide discusses scheduling applicants for Oath Ceremonies both *interactively* and by *batch.* You *must* schedule applicants interactively and print the notice locally if you are scheduling an Oath Ceremony with less than 30 days lead time. Batch scheduling prints and mails the Notices from the NBC (National Benefits Center) but only for Oath Ceremonies that are to occur 30 days or more in the future.
Objectives	After completing this chapter, you will be able to: ▪ Check the Ready to Schedule Queue for applicants awaiting O.C. ▪ Set up the Oath Ceremony / FingerPrint Location Profile ▪ Set up the Oath Ceremony / FingerPrint Facility Profile ▪ Create and View Oath Ceremony Appointment Slots ▪ Interactively Schedule an Applicant for an Oath Ceremony (fill a slot) ▪ Batch Schedule Applicants for an Oath Ceremony (fill the slots)
Key Terms	The following new terms are introduced in this chapter: **Batch Scheduling** Scheduling function that allows users to create scheduling slots and assign appointments to groups of applicants in the Ready to Schedule Queue (Oath Ceremony/Fingerprints). **Interactive Scheduling** Scheduling function that allows a user to schedule an individual applicant into a specific time slot. **Administrative Ceremony** There are 2 types of Oath Ceremonies: Administrative and Judicial. Administrative Oath Ceremonies are ceremonies not presided over by a judge. Applicants who are not requesting a legal name change may be scheduled for an administrative oath ceremony. **Judicial Ceremony** Judicial Ceremonies are Oath Ceremonies that are presided over by a judge. Applicants who request a legal name change upon becoming naturalized, must attend a judicial oath ceremony. Other applicants not requesting a name change may also be scheduled for a judicial oath ceremony.

Key Terms (continued)	
	Ready to Schedule Queue Waiting list of ready to be scheduled applications. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run. **Oath Ceremony / Fingerprint Location Profile** A screen that defines the location at which the Oath Ceremony takes place and the date range for which you want to build your schedule. **Oath Ceremony / Fingerprint Facility Profile** A screen that defines the date range that you want to build your schedule for, the length and time of each Oath Ceremony, and the number of slots. **Gate Profile** A screen that defines the station and time that applicants may start appearing for their Oath Ceremony. **Appointment Slots** Blocks of time within the day that will be assigned oath ceremonies. **Cancel Limit** Maximum number of times an applicant can cancel an Oath Ceremony. Once the applicant has exceeded the *Cancel Limit*, the applicant will not be eligible to have another Oath Ceremony scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *Cancel Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another Oath Ceremony appointment. If another Oath Ceremony is desired, contact the *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue.
(b)(2)	
	No-Show Limit Maximum number of times an applicant can not show up an Oath Ceremony. Once the applicant has exceeded the *No-Show Limit*, the applicant will not be eligible to have another Oath Ceremony scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *No-Show Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another Oath Ceremony appointment. If another appointment is desired, contact the Benefits *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue.
(b)(2)	
	Total Capacity (Slots) Total number of appointment slots needed for the Oath Ceremony for which you are building a schedule. **Available Slots (also known as "Normal" Slots)** Slots from the Total Capacity of slots that are unreserved and available

	to be filled by the Batch Scheduler. **Reserved Slots** Slots from the Total Capacity of slots that are reserved and unavailable to be filled by the Batch Scheduler. Reserved Slots may only be assigned (filled) by Interactively scheduling an applicant(s) for an Oath Ceremony. **Reporting Gate** Station at which applicants are scheduled to report for an Oath Ceremony. At least one reporting gate must be set up for each Oath Ceremony location.

OATH CEREMONY BATCH SCHEDULING PROCESS

Process #:	Name of Process:	Menu Option:	Description:
1	Check the **Ready to Schedule Queue**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Ready to Schedule Queue* tab will display all applicants awaiting an Oath Ceremony.
2	Update the **Oath Ceremony/Fingerprint Location Profile**	Administrator Oath Ceremony/Fingerprint Profile Oath Ceremony/Fingerprint Location	The Oath Ceremony/Fingerprint *Location Profile* contains 4 sections: Site Profile, Facility Profile, Room Profile and Gate Profile. The Date Range for the scheduling period is updated on the *Site Profile* section.
3	Update the **Oath Ceremony/Fingerprint Facility Profile** and **<u>Create</u>** the **Appointment Slots**	Administrator Oath Ceremony/Fingerprint Profile Oath Ceremony/Fingerprint Facility	Specifics about the Oath Ceremony are defined on this screen: Start and End Time and the number of Oath Ceremony slots that will be available for this Oath Ceremony.
4	**<u>Check</u>** the **Appointment Slots** If they are not correct, contact the *<u>USCIS Service</u> Desk* [redacted]	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Section Available Slots* tab will display dates that have slots highlighted in blue or green on the calendar. Click on a date to see the ranges of time that slots have been created.
5	**<u>Fill</u>** the **Slots with Appointments**	Utilities Batch Scheduler Assign Appointments for…	CLAIMS 4 fills each Oath Ceremony Slot with an appointment for the applicants in the Ready to Schedule Queue.
6	**<u>Check</u>** the **Appointments**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Appointments* tab will display dates that have appointments highlighted in blue or green on the calendar. Click on a date to see the actual appointments.

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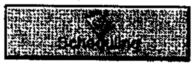
CHECK THE OATH CEREMONY READY TO SCHEDULE QUEUE

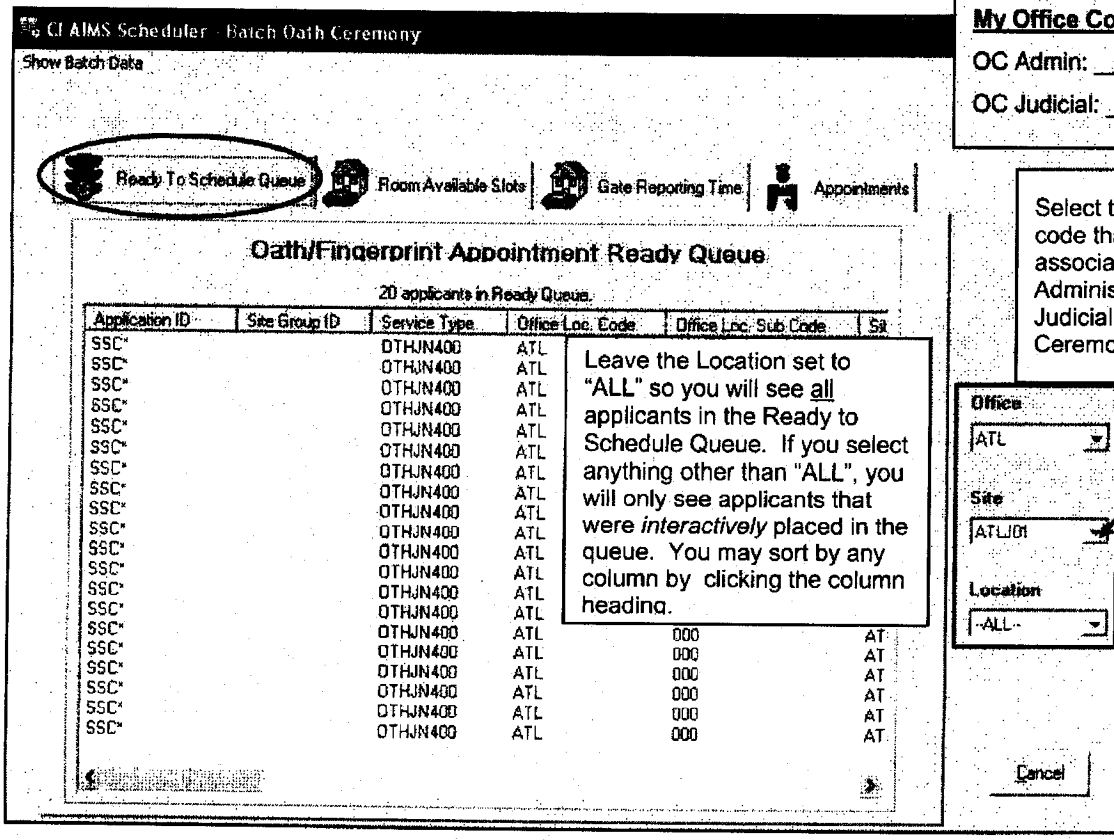
Always check your *Ready to Schedule Queue* before building a new Oath Ceremony schedule. This area will display a list of all applicants who are awaiting an Oath Ceremony. The total number of applicants in the queue is displayed at the top of the *Ready to Schedule Queue* screen. Knowing the total number of applicants in the queue is helpful when building the *Oath Ceremony Profile* screens and indicating how many slots you want created.

1. Click  to open the ***Scheduling*** module.
2. Select ***Utilities, Batch Scheduler*** from the *Scheduler* screen menu.
3. Select ***Show Batch Schedule Data, Schedule Oath Ceremony/Fingerprints*** from the *Batch Scheduler* menu.
4. Select your Office and Site codes (leave the **Location** field set to ALL).

My Office Codes:

OC Admin: __________

OC Judicial: __________



Select the Site code that is associated with Administrative or Judicial Oath Ceremonies.

Leave the Location set to "ALL" so you will see all applicants in the Ready to Schedule Queue. If you select anything other than "ALL", you will only see applicants that were *interactively* placed in the queue. You may sort by any column by clicking the column heading.

5. Click the ***Ready to Schedule Queue*** tab.
6. Click the **Cancel** button to return to the *Batch Schedule* screen.
7. Exit the *Batch Scheduler* screen.

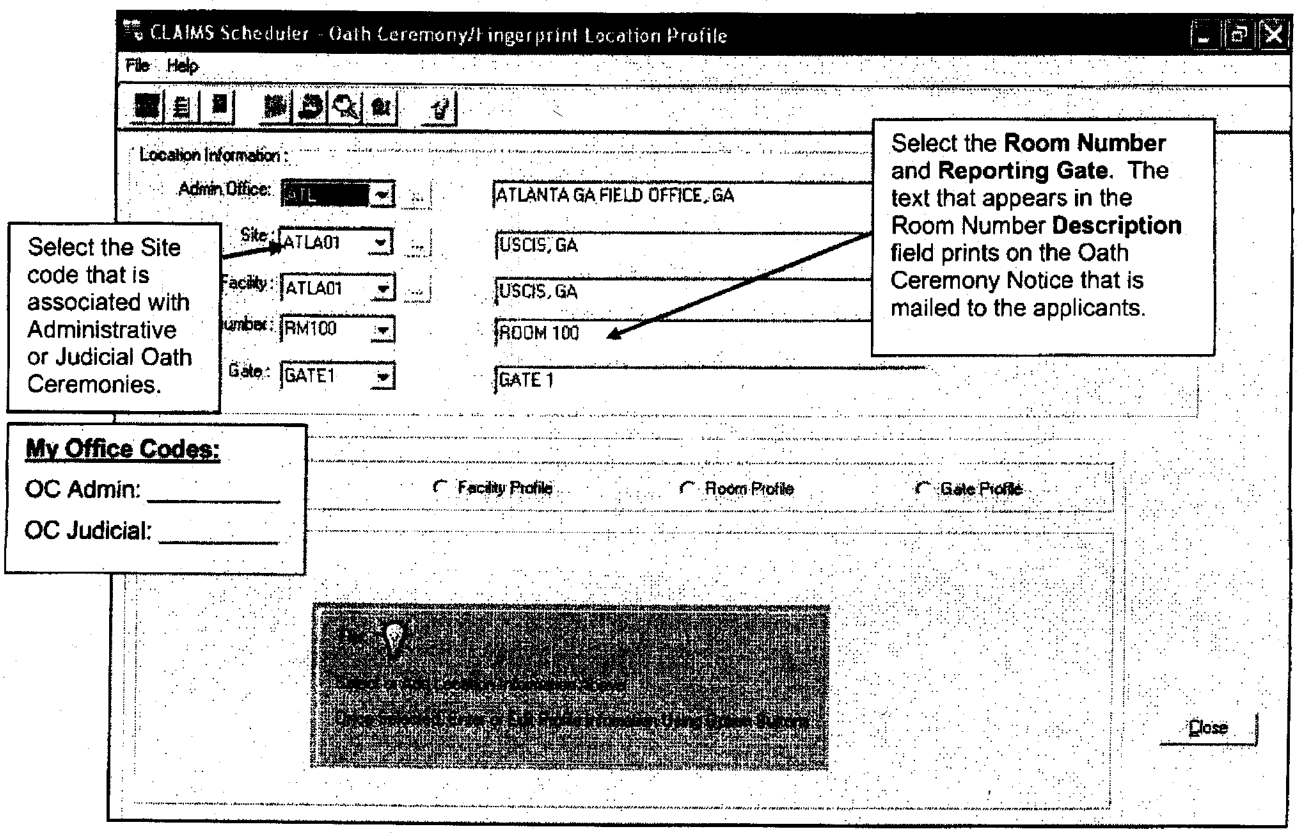
UPDATE THE OATH CEREMONY / FINGERPRINT LOCATION PROFILE

The *Oath Ceremony/Fingerprint Location Profile* is used to set Oath Ceremony Location information for the Scheduling Sites, Facilities, Rooms, and Reporting Gates within an Office's servicing area. The *Oath Ceremony/Fingerprint Location Profile* is also used to establish the beginning and end of the period in which oath ceremonies will be scheduled.

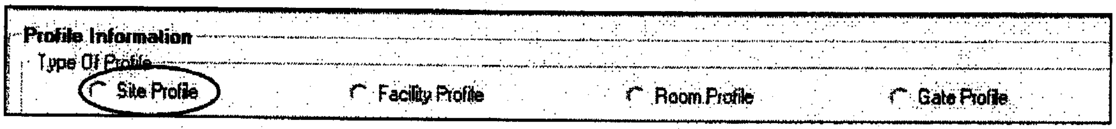
1. Select ***Administrator, Oath Ceremony/Fingerprint Profile, Oath Ceremony/Fingerprint Location*** from the *Scheduler* screen menu.

When you first enter this screen, your office defaults in the **Admin Office** field. The **Site** code defaults to the 1st codes in the list alphabetically.

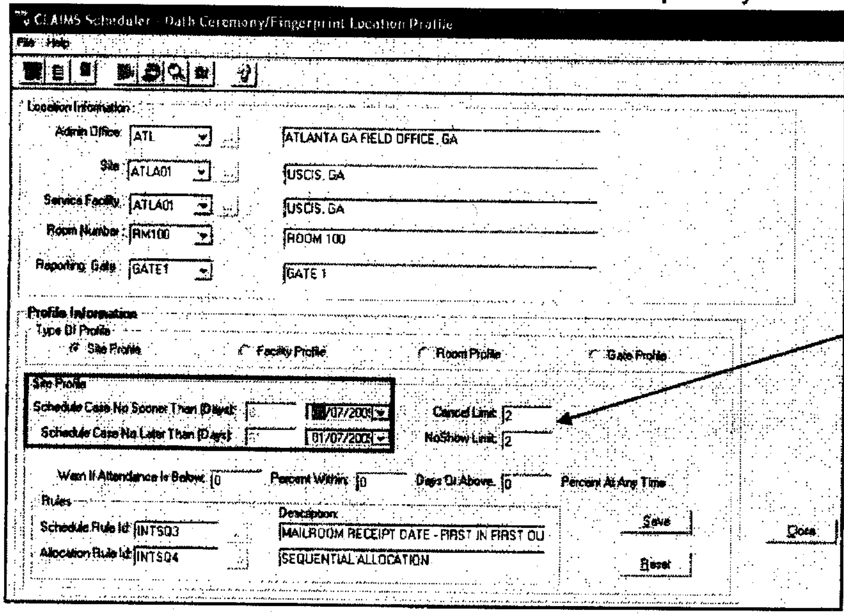
> **NOTE:** In some offices, the Oath Ceremony Site codes have been set up with either an "A" or a "J" in the 4th position (after the 3-letter office code). The "A" stands for "Administrative as in an Administrative Ceremony. The codes that have a "J" in the 4th position (after the 3-letter office code) are for Judicial Ceremonies.
>
> The codes that begin with an "X" in the 1st position are not for Oath Ceremony scheduling. They are for fingerprint scheduling which is done by headquarters.



SITE PROFILE SECTION



The *Site Profile* section of the *Oath Ceremony / Fingerprint Location Profile* screen contains two fields that allow the user to specify the date range that they want to build their schedule for. These two fields: **No Sooner Than** and **No Later Than** define the 1st date and last date for the period you wish to have Oath Ceremonies.



The **Cancel Limit** and **No-Show Limit** fields allow you to define how many times an applicant can *cancel* or *not show* for an Oath Ceremony.

After an applicant has exceeded the *Cancel* or *No-Show* limit, the applicant will not be able to have another Oath Ceremony scheduled in CLAIMS 4 without assistance from the USCIS Service Desk.

2. Click the **Schedule Cases No Sooner Than** drop-down arrow and select the *first date* in your scheduling range.

3. Click the **Schedule Cases No Later Than** drop-down arrow and select the *last date* in your scheduling range. Many times, this is the same date that you chose for the **Schedule Cases No Sooner Than** date if you are scheduling only one (1) Oath Ceremony.

NOTE: The numbers that appear to the left of the dates are the number of days from today that you are building your schedule. If you will be *Batch* scheduling applicants for this Oath Ceremony, you must select a date at least 30 days in the future so the National Benefits Center (NBC) will have enough time to mail the notices to the applicants.

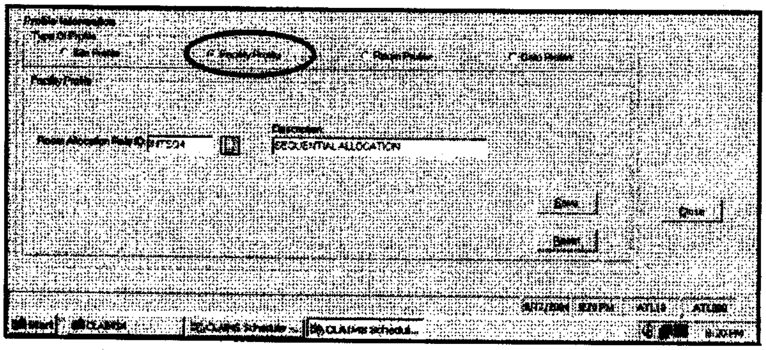
NOTE: It is not necessary to enter anything in the fields: **Warn if Attendance is Below: ____ Percent Within: ____ Days or Above: ____ Percent At Any Time**. As of the date of this document, these fields are not currently functional.

4. Click the **Save** button to save the *Site Profile* information.

5. Click the **OK** button to acknowledge that the *Site Profile* data was saved successfully.

FACILITY PROFILE SECTION

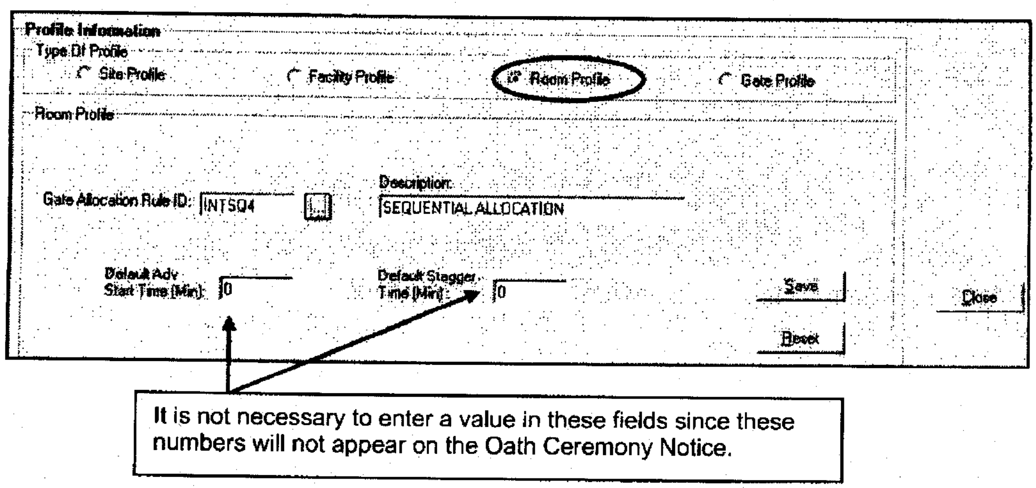
1. To set the *Facility Profile*, click the **Facility Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Facility Profile* section instead of a *Site Profile* section. There is only one choice available for the **Room Allocation Rule ID** so it is not necessary to check or change this.



ROOM PROFILE SECTION

1. To set the *Room Profile*, select the **Room Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Room Profile* section instead of a *Facility Profile* section.

2. If needed, select the **Gate Allocation Rule ID** by clicking the ellipsis button ( ), selecting <u>*INTSQ4*</u>, and then clicking the **OK** button. There is currently only one choice available.

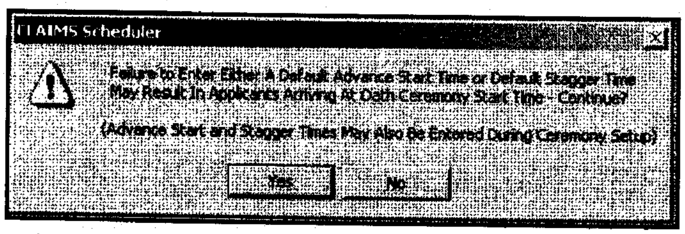


3. Do not enter anything in the **Default Advance Start Time** and the **Default Stagger Time** fields.

NOTE: Since the **(Default) Advance Start Time** and the **(Default) Stagger Time** will not appear on the Oath Ceremony notice it is not necessary to enter a value in these fields. If no value is entered, the system will place a "0" (zero) in these fields.

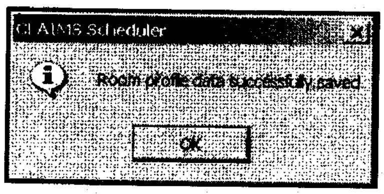
4. Click the **Save** button to save the Room Profile information.

A warning dialog box will appear stating that failing to enter the **(Default) Advance Start Time** and the **(Default) Stagger Time** will result in the applicants arriving at the *Oath Ceremony Start Time*. This is true since the **(Default) Advance Start Time** and the **(Default) Stagger Time** fields do not appear on the notice to the applicant. Only the time entered into the *(Oath Ceremony)* **Start Time** appears on the notice. For this reason, you will enter the time you want the applicants to *arrive* in the *(Oath Ceremony)* **Start Time** field when you set up the Facility Profile (page 5-11, step 5).



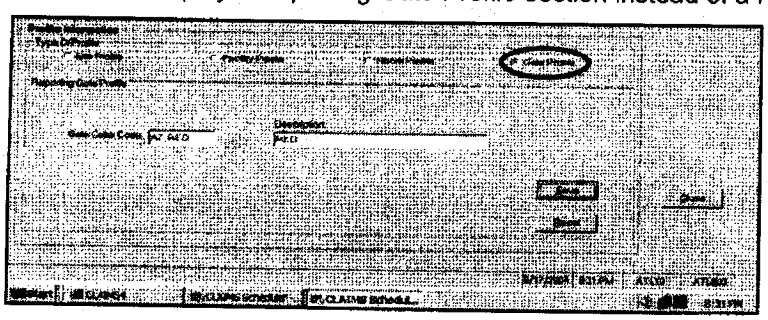
5. Click the **Yes** button to continue.

6. Click the **OK** button to acknowledge that the *Room Profile* data was saved successfully.



GATE PROFILE SECTION

1. To set the *Gate Profile*, select the **Gate Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Reporting Gate Profile* section instead of a *Room Profile* section.

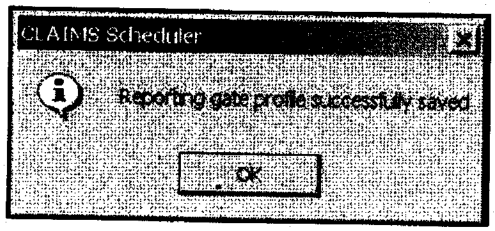


2. Select the **Gate Color Code** by clicking the ellipsis button ( ), selecting a <u>*Gate Color*</u>, and then clicking the **OK** button.

NOTE: If a Gate Color Code is not necessary for your location, select <u>*A1_None*</u> as an option.

3. Click the **Save** button to save the *Gate Profile* information.

4. Click the **OK** button to acknowledge that the *Reporting Gate Profile* data was saved successfully.

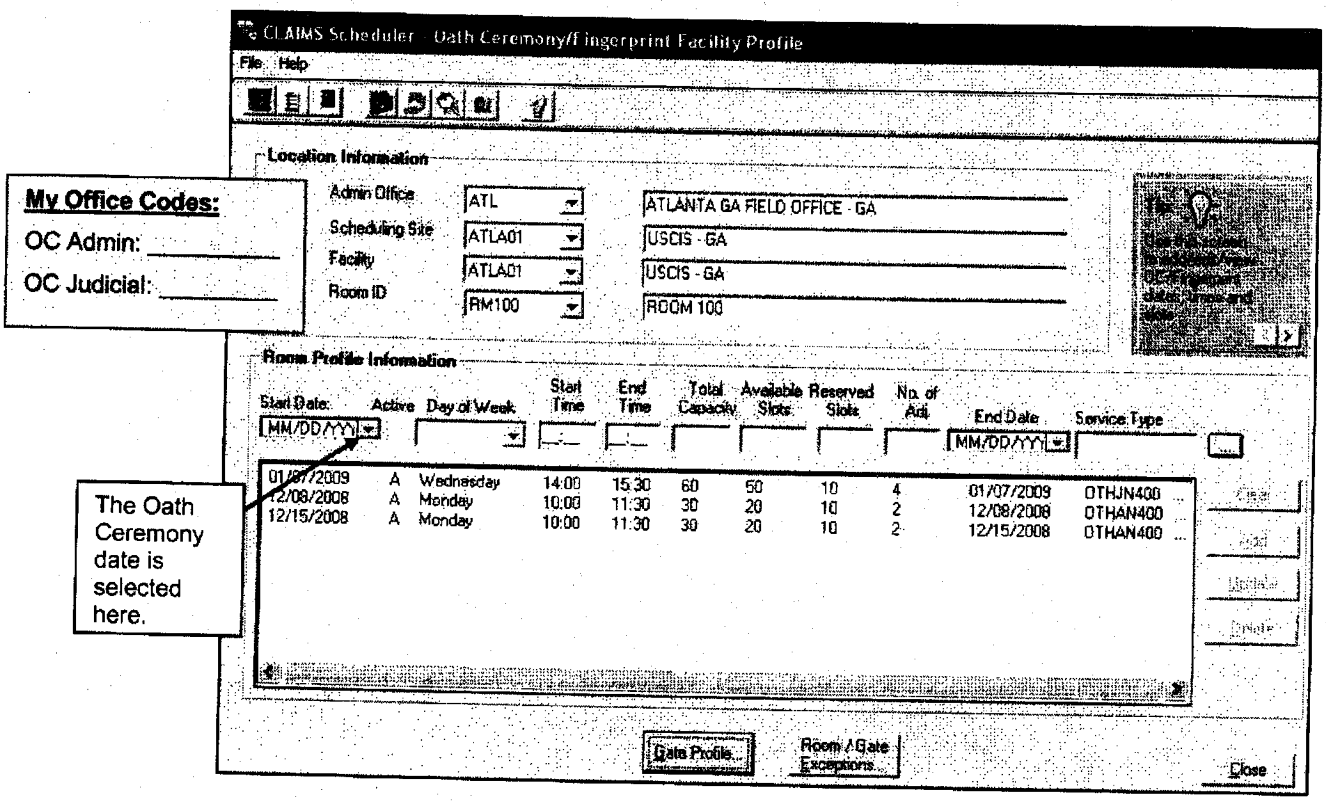


5. Click the **Close** button to return to the main *Scheduler* screen.

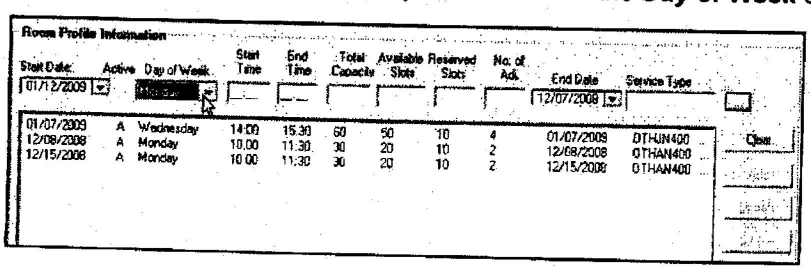
UPDATE THE OATH CEREMONY / FINGERPRINT FACILITY PROFILE

The *Oath Ceremony/Fingerprint Facility Profile* is used to define the Oath Ceremony details. Oath Ceremony dates, start and end times, capacity and exceptions to the schedule may be established here.

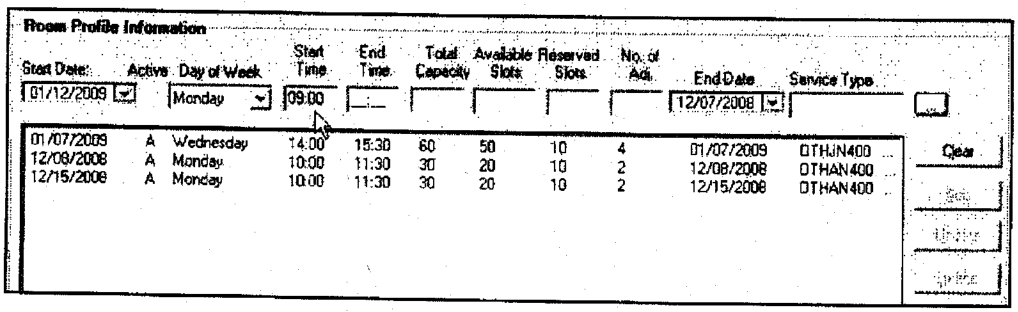
1. Select ***Administrator, Oath Ceremony/Fingerprint Profile, Oath Ceremony/Fingerprint Facility*** from the menu.



2. Select your **Admin Office, Scheduling Site, Facility** and **Room ID** from the drop-down arrows in the *Location Information* section at the top of the *Oath Ceremony/Fingerprint Facility Profile* screen.
3. Select a <u>Start Date</u> from the **Start Date** drop-down calendar in the *Room Profile Information* section.
4. Select the <u>day of the week</u> in which the ceremony will occur from the **Day of Week** drop-down arrow



5. Enter the <u>*time*</u> that you want applicants to *arrive* for the Oath Ceremony in the **Start Time** field.



NOTE: If the Oath Ceremony begins at 10:00 am and you need the applicants to arrive one hour before the ceremony, you would type in 09:00. All times must be entered in the military time format, (i.e., 1:00 pm = 13:00). The **Start Time** will print on the notice in a regular (non-military) time format as the applicant's appointment <u>arrival</u> time.

6. Enter the ceremony <u>*End Time*</u> in the **End Time** field.

7. Enter the <u>*total number of Oath Ceremony appointment slots*</u> needed in the **Total Capacity** field.

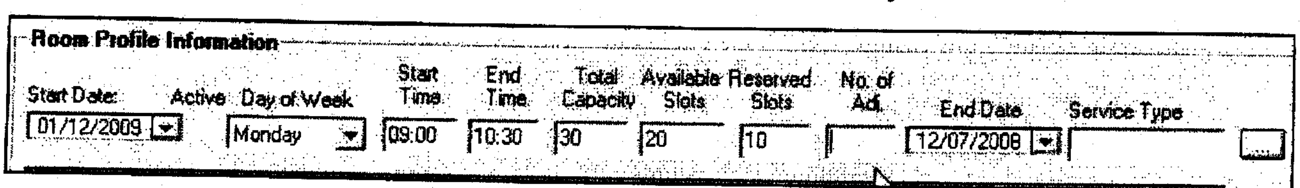
8. Enter the number of <u>*available Oath Ceremony appointment slots*</u> needed in the **Available Slots** field.

NOTE: **Available Slots** are the slots from **Total Capacity** that are <u>unreserved and available</u> to be assigned by the Batch Scheduler.

9. Enter the <u>*number of reserved Oath Ceremony appointment slots*</u> needed in the **Reserved Slots** field.

NOTE: **Reserved Slots** are the slots from **Total Capacity** that are *reserved and unavailable* to be assigned by the Batch Scheduler. <u>**Reserved Slots** may only be assigned by interactively scheduling the Oath Ceremony appointment.</u>

10. Enter the <u>*number of Adjudicators*</u> attending the ceremony in the **No. of Adj.** field.

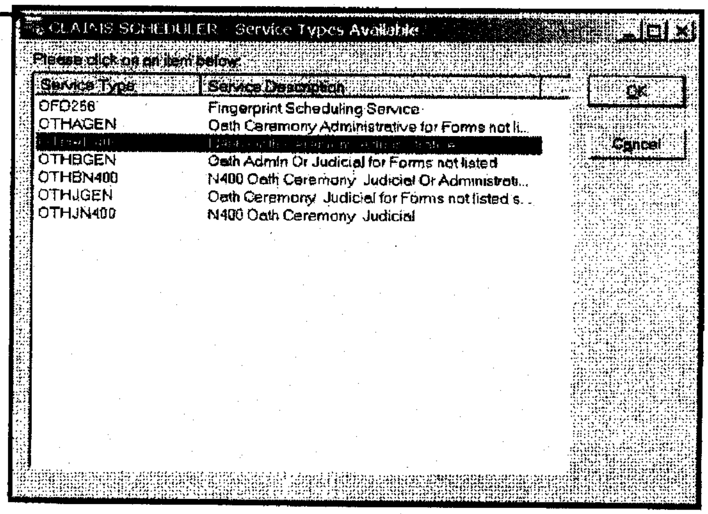


11. Select an <u>*End Date*</u> from the **End Date** drop-down calendar.

NOTE: Offices most often select the same date for the End Date as they did for the Start Date since they are creating one Oath Ceremony at a time.

12. Select an *Oath Ceremony Service Type* by clicking the **Service Type** ellipsis button ( ), selecting a Service Type from the **Service Types Available** window.

Only select *OTHAN400* or *OTHJN400* for the Service Type. Do not select any other type – they are not currently supported in CLAIMS 4.

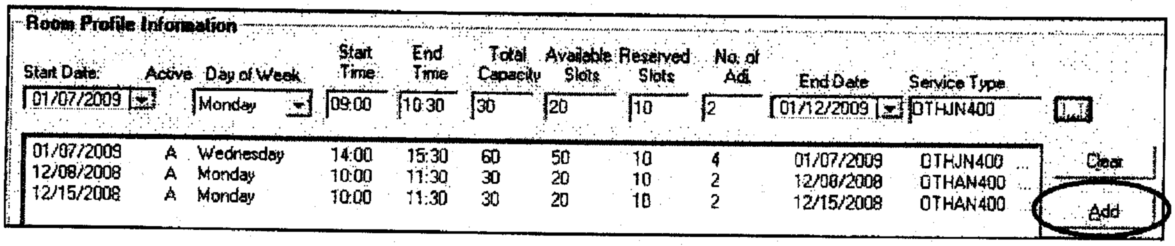


NOTE: The OTHAN400 Service Type supports Administrative Oath Ceremonies, and the OTHJN400 Service Type supports Judicial Oath Ceremonies.

13. Click the **OK** button.

You are returned to the *Oath Ceremony / Fingerprint Facility Profile* screen.

14. Click the **Add** button in the *Room Profile Information* section.



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