

CHAPTER 10: SYSTEM MAINTENANCE

| | |
|----------------------------|--|
| <p>Introduction</p> | <p>The System Maintenance module is used to update the CLAIMS 4 database, set up new locations, and set up all user functions. Specifically, the System Maintenance module is used to define location profiles, add new branch locations, define the services offered at a location, and assign user rights. The System Maintenance module is also used to assign Naturalization Certificates numbers, display CLAIMS 4 look-up tables, view the workflow status of a case, determine the completed elements of the process, and view a workflow diagram of a case.</p> |
| <p>Objectives</p> | <p>After completing this chapter, you will be able to:</p> <ul style="list-style-type: none"> • Select a Location • Review a Location Profile • Change a Location Address • Define Service Types Offered at a Location • Assign & Reassign Zip Codes to a Site • Define Workflow Participant Roles • Set Up & Edit Report Access Groups • Add a User Profile • Edit a User Profile • Discontinue a User's Access to CLAIMS 4 • Browse and Assign Naturalization Certificate Numbers • Open and View Database Tables • View Activity History and Workflow Status |

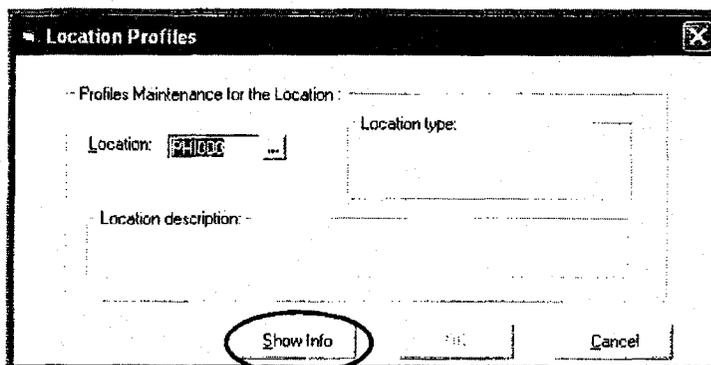
| | |
|-------------------------|--|
| <p>Key Terms</p> | <p>The following key terms are introduced in this chapter:</p> <p>A-Number (Alien Number) Number assigned by USCIS to aliens applying for benefits or status.</p> <p>Application ID Unique number assigned by CLAIMS 4 to each new N-400 application.</p> <p>CCO (Case Control Office) Office at which the applicant initially filed the N-400 form.</p> <p>Certificate Number Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4 when a print request is made.</p> <p>FCO (File Control Office) Office having jurisdictional control over the A-file.</p> <p>Naturalization Certificate Official document that is presented to an applicant during an oath ceremony and that serves as proof of citizenship.</p> <p>Payment ID Unique identification number assigned by CLAIMS 4 to each payment received with the N-400 application.</p> <p>Profile A set of information about a location, user, or group of users.</p> <p>Report Access Group Group assigned to users that determines which reports they can access in CLAIMS 4.</p> <p>Workflow Participant Role Role assigned to users that determines which modules and functions within the modules that they have access to in CLAIMS 4.</p> |
|-------------------------|--|

SELECTING A LOCATION

Selecting a Location is the 1st step you always perform in the *System Maintenance* module since all subsequent commands will act on the location that you select prior to executing the subsequent command. For example, if you wanted to view or update an address for the Location Code PHI000, you would begin by performing the **Profiles, Select a Location** menu command and making sure that PHI000 was filled in the **Location** field before clicking the **Show Info** button. If you wanted to view or update an address for the Interview Location Code PHI001, you would begin by performing the **Profiles, Select a Location** menu command and making sure that PHI001 was filled in the **Location** field before clicking the **Show Info** button.

To Select the Parent Site Code:

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



The Location field defaults to the *Parent Location* (Location Code ending in triple zero "000"). If you want to set the location code to a Location Code that falls under the Parent Location (ie; *Interview Location Code, Oath Ceremony Location Code*), see the next page.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. Click **Show Info** to view the location type and description.
4. Click the **OK** button.

To Select a Location Code that falls under the Parent:

In order to view or modify information for a *Location Code* that is not the *Parent Location Code* (does not end in triple zero), you will either need to type in the Location Code (example: PH1001) before clicking the **Show Info** button, or you can access Location Codes under the Parent Location Code by first selecting the Parent Location Code ("000"), and then clicking the **Branch Locations** tab on the *Location Profile* for the *Parent Location* (see below).

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. Click **Show Info** to view the location type and description.
4. Click the **OK** button.
5. Select **Profiles, Location Profile** from the menu.

The Location Profile screen appears for the Parent Location (ending in "000"):

6. Click the **Branch Locations** tab.
7. Click the Location Code.
8. Click the **Browse** button.

| Location Code | Location Type | Location Description |
|--|---------------|---|
| <input type="checkbox"/> RAL001 | DG | U.S. CITIZENSHIP & IMMIGRATION SERVICES |
| <input type="checkbox"/> RAL002 | DT | US CITIZENSHIP AND IMMIGRATION SERVICES |
| <input type="checkbox"/> RALA01 | DT | US CITIZENSHIP AND IMMIGRATION SERVICES |
| <input type="checkbox"/> RALA02 | DT | FT JOHNSTON GARRISON HOUSE, SOUTHPORT |
| <input type="checkbox"/> RALA03 | DT | FT BRAGG |
| <input type="checkbox"/> RALA04 | DT | BATTLESHIP NORTH CAROLINA |
| <input type="checkbox"/> RALA05 | DT | NORTH CAROLINA EASTERN DISTRICT COURT |
| <input type="checkbox"/> RALA06 | DT | CAMP LEJEUNE |
| <input checked="" type="checkbox"/> RALJ01 | DT | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ02 | DT | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ03 | DT | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ34 | DT | US DIST. COURT EASTERN DISTRICT OF NC |

The *Location Profile* screen displays for the Location Code (Example: RALJ01) that you selected on the *Branch Locations* tab:

System Maintenance - [Location Profile For Location Code: RALJ01]

File Profiles Tables Status Window Help

General Information | Nature of Services | Location Address | Other Information | **Branch Locations** | Function Buttons

Selected Location:

Location Code: RALJ01 Location Type Code:

Location Type Description: Other Facility

Location Description: US DIST. COURT EASTERN DISTRICT OF NC

Active Location Region Code: SER Service Center Code: SSC

District Nbr: 8 Endorsement Account Nbr: Sector Nbr:

Days Of Operation: Hours Of Operation: FP Exp Days: 1 Estimated Interview-Notice Days:

Officer Information:

Officer Title: FIELD OFFICE DIRECTOR Contact Phone Number: () -

Last Name: SAPKO First Name: JEFFREY Middle Name: M Suffix Name: ---

NOTE: If you click the *Branch Locations* tab when you are "on" a Branch Location (not the Parent Location), you will see the screen (on the right) indicating that there are not any Locations that fall under a Branch Location.

The *Branch Locations* tab will only display branches if you are viewing the *Parent Location Profile* screen.

General Information | Nature of Services | Location Address | Other Information | **Branch Locations** | Function Buttons

| Location Code | Location Type | Location Description |
|--------------------------|---------------|----------------------|
| NO SUBORDINATE LOCATIONS | | |

< >

CLAIMS 4 REFERENCE GUIDE

Location Codes Indicate Service Type

LOCATION CODES UNDER THE PARENT INDICATE THE SERVICE TYPE

A single USCIS Field Office uses many different *Location Codes* within the CLAIMS 4 system. For example, *Fingerprint Appointments* are scheduled to codes beginning with "X" (Example: XPA, XPD, XPC). The address for the I-485 Notices is found under the Location Code ending in "485" (Example: PHI485). *Administrative Oath Ceremonies* are often represented by a Location Code that has an "A" in the 4th position (Example: PHIA01, PHIA02, PHIA03), whereas *Judicial Oath Ceremonies* are typically Location Codes that have a "J" in the 4th position (Example: PHIJ01, PHIJ02, PHIJ03).

The following example is from the USCIS Philadelphia Field Office:

| Location Code: | What it is used for: | Location Description: | Location Address: (This will appear on Notices) |
|----------------|---|---|---|
| PHI485 | I-485 Interviews – Notice Address (only) | Philadelphia Field Office | 1600 Callowhill St. Philadelphia, PA 19130 |
| PHI000 | I-485 Interviews – Scheduling (only) | Philadelphia Field Office | 1600 Callowhill St. Philadelphia, PA 19130 |
| PHI001 | N-400 Interviews – Scheduling and Notice Address | Philadelphia Field Office | 1600 Callowhill St., 2 nd Floor Philadelphia, PA 19130 |
| PHI002 | N-400 Interviews – Scheduling and Notice Address | Philadelphia Field Office | 1600 Callowhill St. Philadelphia, PA 19130 |
| PHI005 | N-400 Interviews – Scheduling and Notice Address | Dover, Delaware FSO | 1600 Callowhill St., 2 nd Floor Philadelphia, PA 19130 |
| DVD001 | N-400 Interviews – Scheduling and Notice Address | Dover, Delaware Air Force Base | 1600 Callowhill St. Philadelphia, PA 19130 |
| PHIA01 | Administrative Oath Ceremonies - Scheduling and Notice Address | Philadelphia Field Office | 1600 Callowhill St., 4th Floor Philadelphia, PA 19130 |
| PHIA02 | Administrative Oath Ceremonies - Scheduling and Notice Address | Arch Street, Philadelphia | National Constitution Center Kirby Auditorium 525 Arch Street Philadelphia, PA 19106 |
| PHIA03 | Administrative Oath Ceremonies - Scheduling and Notice Address | Penn's Landing, Philadelphia | Philadelphia Waterfront Main Stage Penn's Landing Philadelphia, PA 19130 |
| PHIJ01 | Judicial Oath Ceremonies – Scheduling and Notice Address | Market Street, Philadelphia | Ceremonial Courtroom 601 Market Street Philadelphia, PA 19106 |
| PHIJ02 | Judicial Oath Ceremonies – Scheduling and Notice Address | Court of Common Pleas of York County | York County Courthouse 28 East Market Street York, PA 17401 |
| XPA | Fingerprinting – Scheduling and Notice Address | Fingerprinting Site Philadelphia, PA | 10300 Drummond Rd Suite 100 Philadelphia, PA 19154 |
| XPC | Fingerprinting – Scheduling and Notice Address | Fingerprinting Site Charleston, WV | 210 Kanwha Blvd. West Charleston, WV 25302 |
| XPD | Fingerprinting – Scheduling and Notice Address | Fingerprinting Site Dover, Delaware | 655 South Bay Road ASC Blue Hen Corp Ctr, Ste 4E Dover, DE 19901 |

NOTE: The above list is *most* (not all) of the *Location Codes* that the USCIS Philadelphia Field Office uses.

WHAT LOCATION CODES DOES MY OFFICE USE?

It is very helpful for a System Administrator to know what *Location Codes* his or her office uses in CLAIMS 4. For example, what is the Location Code(s) that my office schedules *N-400 interviews* to? What is the Location Code(s) that my office schedules *Administrative Oath Ceremonies* to? What is the Location Code(s) that my office schedules *Judicial Oath Ceremonies* to? What is the Location Code(s) that headquarters schedules applicants for *fingerprinting*? What is the Location Code that stores the address that prints on the I-485 Interview Notices?

| Location Code: | What it is used for: | Location Description: | Location Address: (This will appear on Notices) |
|-----------------------|---|---|--|
| ___485 | I-485 Interviews – Notice Address (only) | | |
| ___000 | I-485 Interviews – Scheduling (only) | | |
| | N-400 Interviews – Scheduling and Notice Address | | |
| | N-400 Interviews – Scheduling and Notice Address | | |
| | N-400 Interviews – Scheduling and Notice Address | | |
| | N-400 Interviews – Scheduling and Notice Address | | |
| | Administrative Oath Ceremonies - Scheduling and Notice Address | | |
| | Administrative Oath Ceremonies - Scheduling and Notice Address | | |
| | Administrative Oath Ceremonies - Scheduling and Notice Address | | |
| | Judicial Oath Ceremonies – Scheduling and Notice Address | | |
| | Judicial Oath Ceremonies – Scheduling and Notice Address | | |
| | Judicial Oath Ceremonies – Scheduling and Notice Address | | |
| DO NOT NEED | Fingerprinting – Scheduling and Notice Address | The Field Office does not change anything for the Fingerprinting Location Codes | |

WHAT LOCATION CODE CONTAINS INFORMATION ABOUT OUR USERS?

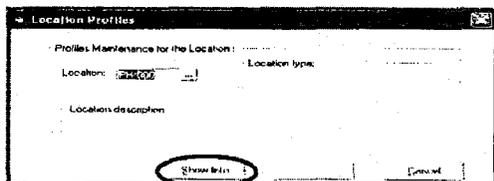
Many USCIS Field Offices store their CLAIMS 4 Workflow Participant Roles, Report Access Groups and User Access Rights under the *Location Code* ending in 001 ("000" for the Sys. Admin.). There are a few USCIS Field Offices however, that store them under a code other than the *Location Code* ending in 001.

| |
|---|
| Workflow Participant Codes: _____ Report Access Groups: _____ Users: _____ |
|---|

LOCATION PROFILE

The *Location Profile* window is used to set up or modify a location's general information, type of location, location address, jurisdiction information, and branch locations. You can access the *Location Profile* by clicking the **Profiles** menu then selecting **Location Profile**.

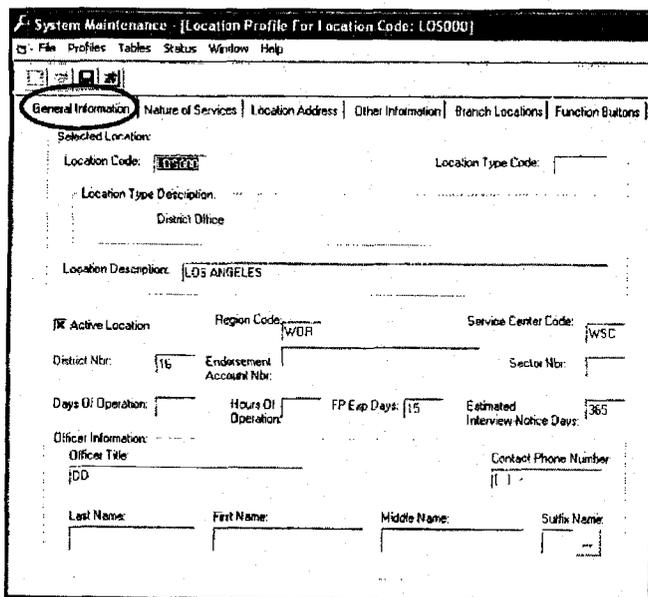
1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: RAL001).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
4. Select **Profiles, Location Profile** from the menu. The *Location Profile for...* screen displays.

General Information tab



Location Code – Code entered in the *Select a Location* window

Location Type Code – Code identifying the type of location as recorded in the CLAIMS 4 table structure. You cannot modify this code from this screen.

Location Type Description – Description of this location based on the Location Type Code. This field comes from the CLAIMS 4 look-up tables and therefore, cannot be modified.

Location Description – Identifying description of this location. Users can modify this field.

Active Location – Checkbox determines whether or not this location is in use in the CLAIMS 4 system

System Maintenance - [Location Profile for Location Code: 105000]

File Profiles Tables Status Window Help

General Information | Nature of Services | Location Address | Other Information | Branch Locations | Function Buttons

Selected Location:

Location Code: 105000 Location Type Code:

Location Type Description:
District Office

Location Description: LOS ANGELES

Active Location Region Code: WDR Service Center Code: WSC

District Nbr: 16 Endorsement Account Nbr: Sector Nbr:

Days Of Operation: Hours Of Operation: FP Exp Days: 15 Estimated Interview-Notice Days: 365

Officer Information:
Officer Title: Contact Phone Number:

Last Name: First Name: Middle Name: Suffix Name:

Region Code – Identifies the USCIS Region that has jurisdiction over his location

Service Center Code – Identifies the USCIS Service Center that services this location

District Number – USCIS district number in which this location is found

Endorsement Account Number – Financial account code that prints on the back of any payments received by this location

Sector Number – USCIS sector number in which this location is found

Days of Operation – Number of operating days per year at this location

Hours of Operation – Number of hours per day this location is open

FP Expire Days – (Also known as the *Fingerprint Lead Time*.) The fingerprint lead time is the number of days an applicant can be batch-scheduled for an interview prior to the applicant's fingerprint expiration date. The days are calculated from the date the batch scheduler is run, not from the date of the interview. NOTE: This number should never be 0 because it would prevent scheduling.

Example: If an applicant's fingerprints are going to **expire on 07-01-09** and the **FP Exp Days = 90**, then the applicant cannot be scheduled for an interview after 04-01-09 (FP Expire Date minus FP Exp Days).

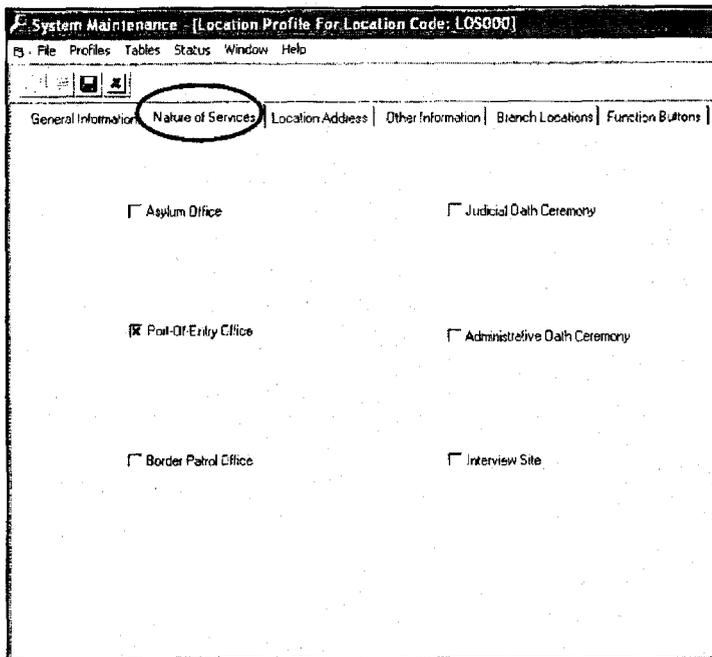
Estimated Interview-Notice Days – Number of days estimated to elapse between receipt of the N-400 at the Service Center and the date the applicant is scheduled for their initial interview

Officer Title – Title of the Officer of Record. This name prints on many of the notices that CLAIMS 4 prints. This is not a CLAIMS 4 look-up field. So, any title entered appears exactly as it is entered.

(Officer) Last Name, First, Middle – Name of the Officer of Record

Contact Phone Number -- Telephone number printed on CLAIMS 4 notices for applicant case inquiry

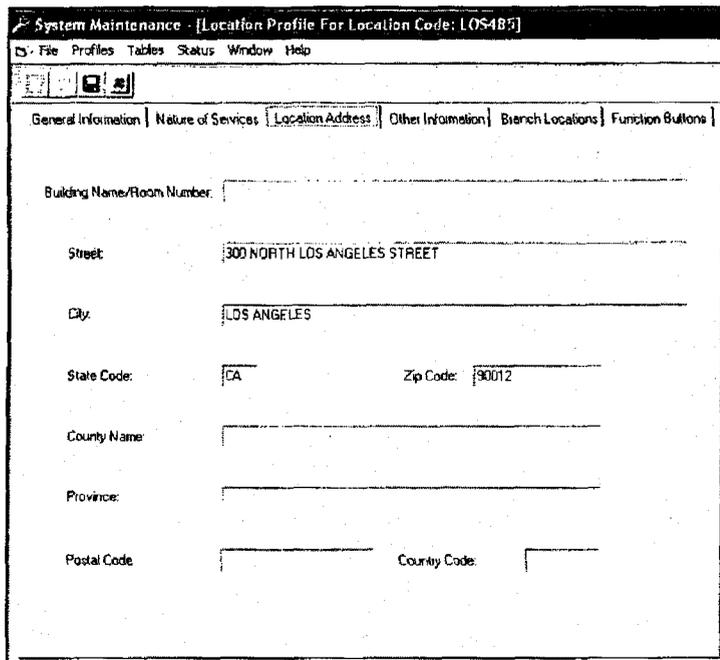
Nature of Services tab



The **Nature of Services** tab displays checkboxes that can be selected for the services located at that particular location. The services are:

- Asylum Office
- Port-Of-Entry Office
- Border Patrol Office
- Judicial Oath Ceremony
- Administrative Oath Ceremony
- Interview Site

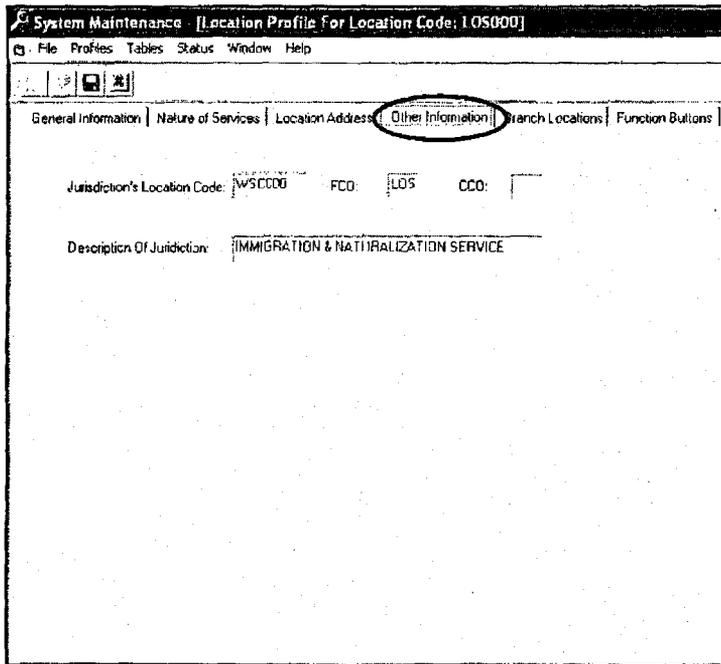
Location Address tab



The **Location Address** tab displays information pertaining to the site's address. Information from this tab prints on notices that are sent to applicants. For example, the address on the screen on the left is what would print on the I-485 Interview Notices. How do we know this is the I-485 Interview Notice address? Look at the Location Code (LOS485) that was selected prior to viewing the Location Profile.

IMPORTANT:
See page 10-14 for information on **Changing Addresses** for Location Codes.

Other Information tab



The **Other Information** tab contains the following data:

Jurisdiction's Location Code – Code identifying the Service Center that has jurisdiction over this location. The user cannot change this field as it comes from a CLAIMS 4 look-up table.

FCO – File Control Office

CCO – Case Control Office

Description of Jurisdiction – Description of the Jurisdiction. The user cannot change this field as it comes from a CLAIMS 4 look-up table.

Branch Locations tab

Location Code – This code identifies each branch location associated with the location currently selected. Typically it is three letters followed by three numbers. For oath sites it can be three letters plus "A" (for Administrative) or "J" (for Judicial), followed by two numbers. Location Codes that start with "X" typically are fingerprint sites.

Location Type – This is a two or three letter code that identifies the type of branch location. Typical codes are:

- SO- Sub Office
- SAT – Satellite Office
- OT – Oath Ceremony Location
- ASC – ASC Fingerprint Center
- DO – District Office (Field Office)

NOTE: The above descriptions of the Location Types were set up many years ago. Today, there are both District Offices and Field Offices. The DO abbreviation stands for *District Office* – which refers to a *Field Office* today.

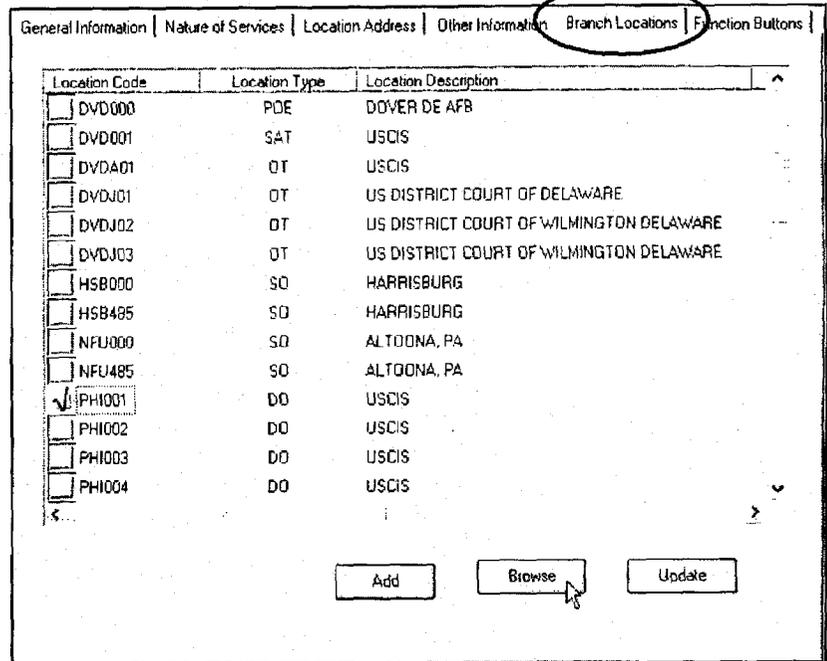
Location Description – Description of the location usually based on geographic location or on services offered.

Displaying More Information about the Branch Location

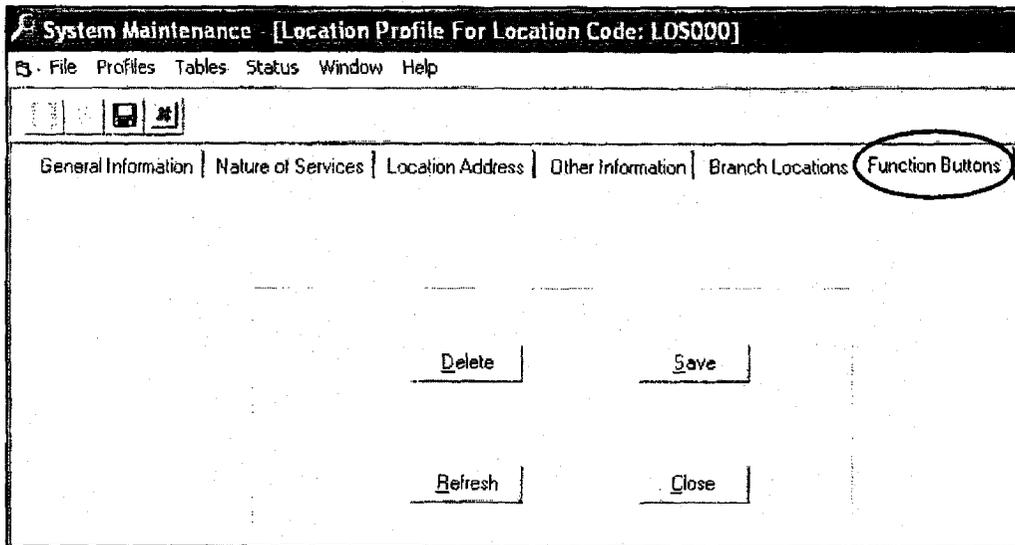
1. To see more detail about a branch location, click the checkbox for the location, then click **Browse**. CLAIMS 4 opens a new *Location Profile* window for the branch location. All of the tabs are now available and display the profile information for the branch location.

Close the *Branch Location Profile* window by...

2. Click the **Function Buttons** tab.
3. Click the **Close** button.



Function Buttons tab



The **Function Buttons** tab contains the following data:

Delete – Deletes the location profile from the CLAIMS 4 database.

Save – Stores the changes the user has just made to any/all of the tables in the location profile. (You can also use the **Save** button on the toolbar to save changes.)

Refresh – Restores the data in each tab to the values recorded in the CLAIMS 4 tables. If clicked before saving the data, the **Refresh** button erases any changes made in the **Location Profile** tabs and restores the previous data. Refresh doesn't restore data that has been saved already.

Close – Closes this location profile and returns the user to the main *System Maintenance* screen.

CHANGING LOCATION ADDRESSES

The **Location Profile, Location Address** tab displays the current address for the selected Location Code. In the event that an office moves to a different address, the **Location Address** tab will need to be updated for the **Parent Location Code** (the one ending in triple zero "000") as well as for all Location Codes that are associated with this new office address. For example, the Location Codes for both the **N-400** and the **I-485 Interviews**, as well as the Location Codes for the **Administrative Oath Ceremonies** (and sometimes a **Judicial Oath Ceremony**) will need to be updated. **The Location Address for the Location Codes determines what address prints on the Notices to the applicants.**

First, determine which Location Codes need to be updated:

| Type of Service: | Location Code: | Comment: |
|--------------------------------|-----------------------|--|
| Parent Location Code | ___000 | The Parent Location Code is always ___000 for ALL Field Offices. |
| N-400 Interviews | ___001 (example) | |
| N-400 Interviews | ___002 (example) | |
| N-400 Interviews | ___003 (example) | |
| I-485 Interviews | ___485 | Although I-485 Interviews are scheduled to the ___000 Location Code within the CLAIMS 4 Scheduling module, this is NOT the code that you change for the address that prints on the I-485 Interview Notices. Within CLAIMS 4, the address that prints on the I-485 Interview Notices is always stored to the ___485 Location Code. This is true for ALL Field Offices. |
| Oath Ceremony - Administrative | A01 (example) | |
| Oath Ceremony - Administrative | A02 (example) | |
| Oath Ceremony - Judicial | J01 (example) | |
| Oath Ceremony - Judicial | J02 (example) | |
| Oath Ceremony - Judicial | J03 (example) | |

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.
3. Type in your Parent Office Location Code (Examples: LOS000, PHI000, NYC000, RAL000).
4. Click to view the location type and description.
5. Click the **OK** button.
5. Select **Profiles, Location Profile** from the menu. The *Location Profile for...* screen displays.
6. Click the **Branch Locations** tab.

The **Branch Locations** tab displays all the Location Codes under the Parent Location except the ___485 Location Code.

| Location Code | Location Type | Location Description |
|--|---------------|---|
| <input type="checkbox"/> RAL001 | 00 | U.S. CITIZENSHIP & IMMIGRATION SERVICES |
| <input type="checkbox"/> RAL002 | 01 | US CITIZENSHIP AND IMMIGRATION SERVICES |
| <input type="checkbox"/> RALA01 | 01 | US CITIZENSHIP AND IMMIGRATION SERVICES |
| <input type="checkbox"/> RALA02 | 01 | FT JOHNSTON GARRISON HOUSE, SOUTHFORT |
| <input type="checkbox"/> RALA03 | 01 | FT BRAGG |
| <input type="checkbox"/> RALA04 | 01 | BATTLESHIP NORTH CAROLINA |
| <input type="checkbox"/> RALA05 | 01 | NCRTH CAROLINA EASTERN DISTRICT COURT |
| <input type="checkbox"/> RALA06 | 01 | CAMP LEJEUNE |
| <input checked="" type="checkbox"/> RALJ01 | 01 | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ02 | 01 | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ03 | 01 | US DIST. COURT EASTERN DISTRICT OF NC |
| <input type="checkbox"/> RALJ04 | 01 | US DIST. COURT EASTERN DISTRICT OF NC |

Buttons: Add, Browse, Update (circled)

7. Click the Location Code that you want to update the address for. Make sure you see a checkmark.

8. Click the **Update** button.

The **General Information** tab displays for the Location Code you selected:

System Maintenance - [Location Profile For Location Code: RALJ01]

File Profiles Tables Status Window Help

General Information | Nature of Services | Location Address | Other Information | Branch Locations | Function Buttons

Selected Location:

Location Code: **RALJ01** Location Type Code: []

Location Type Description: Other Facility

Location Description: US DIST. COURT EASTERN DISTRICT OF NC

Active Location Region Code: SER Service Center Code: SSC

District Nbr: 8 Endorsement Account Nbr: Sector Nbr: []

Days Of Operation: [] Hours Of Operation: [] FP Exp Days: [] Estimated Interview-Notice Days: []

Officer Information:

Officer Title: FIELD OFFICE DIRECTOR Contact Phone Number: []

Last Name: SAPKO First Name: JEFFREY Middle Name: M Suffix Name: []

- Click the **Location Address** tab.

The screenshot shows a software window titled "System Maintenance - Location Profile For Location Code: BAL001". The window has a menu bar with "File", "Profiles", "Tables", "Status", "Window", and "Help". Below the menu bar is a tabbed interface with five tabs: "General Information", "History of Services", "Location Address", "Service Information", and "Branch Locations". The "Location Address" tab is currently selected and circled in red. The form within this tab contains the following fields:

- Building Name/Room Number: ARMENY HALL
- Street: WAKEFIELD ST
- City: SPRINGFIELD
- State Code: NC
- Zip Code: 27501
- Location Name: LEAD
- Postal Code: 27501
- County Code: 055

- Type in the new address.
- Click the **Functions Buttons** tab.
- Click the **Save** button.
- Click the **Close** button.

I-485 Interview Notices Address

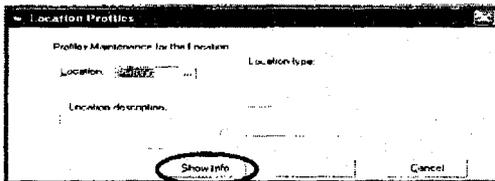
The *I-485 Notice* address is stored to the ___485 Location Code. If you do not see this Location Code on the **Branch Locations** tab:

- Select **Profiles, Select a Location** from the menu.
- Type in ___485 (your Office Code plus 485).
- Click the **Show Info** button.
- Click the **OK** button.
- Select **Profiles, Location Profile** from the menu.
- Click the **Location Address** tab.
- Type in the new address.
- Click the **Functions Buttons** tab.
- Click the **Save** button.
- Click the **Close** button.

DEFINE SERVICE TYPES

Service Types are defined for each zip code that an office services. For example, an office that offers Initial N-400 Interviews, the *IN400* Service Type is added to the List of Services Locations for every zip code that the office offers this service.

1. Access the System Maintenance module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
14. Select **Profiles, Services** from the menu. The List of Service Locations screen displays.

| System Maintenance - [List of Service Locations] | | | | | | | | | | | | |
|--|---------------|-------------|------------|-------------|------------------|----------|------------------|----------------------|---------------|--------------------|-----------------|--|
| Service Locations | | | | | | | | | | | | |
| Service Type | Zip Code From | Zip Code To | State Code | County Name | Start Date | End Date | Default Location | Default Sub Location | Location Rule | Temporary Location | Temp Sub Locati | |
| IN400 | 28647 | 28647 | NC | BURKE | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| IN400 | 28652 | 28652 | NC | AVERY | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| IN400 | 28654 | 28654 | NC | WILKES | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| IN400 | 28657 | 28657 | NC | AVERY | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| IN400 | 28659 | 28659 | NC | WILKES | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| IN400 | 28669 | 28669 | NC | WILKES | 1998 4:11:35 PM | 1/1/9999 | CLT | 001 | | | | |
| OTHJN400 | 27572 | 27572 | NC | DURHAM | 1998 9:09:55 AM | 1/1/9999 | CLT | 352 | | | | |
| OTHJN400 | 28746 | 28746 | NC | RUTHERFORD | 1998 9:09:57 AM | 1/1/9999 | CLT | 354 | | | | |
| OTHJN400 | 28744 | 28744 | NC | MACON | 1998 9:09:57 AM | 1/1/9999 | CLT | 354 | | | | |
| OTHJN400 | 28742 | 28742 | NC | HENDERSON | 1998 9:09:57 AM | 1/1/9999 | CLT | 354 | | | | |
| OFD258 | 27497 | 27497 | NC | GUILFORD | 5/23/2007 | | XAD | 000 | | | | |
| OFD258 | 27528 | 27528 | NC | JOHNSTON | 5/23/2007 | | XAD | 000 | | | | |
| IN485 | 28759 | 28759 | NC | HENDERSON | 2007 12:26:48 PM | 1/1/9999 | CLT | 000 | | | | |
| IN485 | 28263 | 28263 | NC | MECKLENBURG | 2007 12:26:48 PM | 1/1/9999 | CLT | 000 | | | | |
| OTHAN400 | 27205 | 27205 | NC | RANDOLPH | 1998 9:09:54 AM | 1/1/9999 | CLT | 355 | | | | |
| OTHJN400 | 27205 | 27205 | NC | RANDOLPH | 1998 9:09:54 AM | 1/1/9999 | CLT | 352 | | | | |
| OTHJN400 | 27859 | 27859 | NC | HALIFAX | 1998 9:09:52 AM | 1/1/9999 | CLT | 345 | | | | |

NOTE: The **Service Types** are defined for each zip code in your office's jurisdiction. In the above example, we can see five different **Service Types** defined: *IN400* (Initial N-400 Interview), *OTHJN400* (Oath Ceremony-Judicial), *OFD258* (Fingerprinting), *IN485* (Initial I-485 Interview) and *OTHAN400* (Oath Ceremony-Administrative).

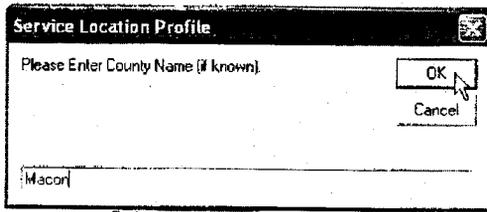
5. Click the  (Add New Record) button. Clicking this button opens the *Service Location Maintenance* screen.
6. Click the **Default Service Location**  and select the location desired.
7. Click the **OK** button.
8. Click in the **Service Type Code** field, and then click the **ellipsis** button (...).
9. Select the *Service Type* that you wish to assign a zip code to for this site.

| Code | Description |
|--|--|
| <input type="checkbox"/> CRN400 | N400 Case Review |
| <input checked="" type="checkbox"/> IN400 | N400 (Initial) Interview |
| <input type="checkbox"/> IN400H | N400 (Initial) Interview High Complexity |
| <input type="checkbox"/> IN400L | N400 (Initial) Interview Low Complexity |
| <input type="checkbox"/> IN400M | N400 (Initial) Interview Medium Complexity |
| <input checked="" type="checkbox"/> IN485 | I485 Interview |
| <input checked="" type="checkbox"/> OFD258 | Fingerprint Scheduling Service |
| <input type="checkbox"/> OTHAGEN | Oath Ceremony Administrative for Forms n... |
| <input checked="" type="checkbox"/> OTHAN400 | N400 Oath Ceremony Administrative |
| <input type="checkbox"/> OTHBGEN | Oath Admin Or Judicial for Forms not listed |
| <input type="checkbox"/> OTHBN400 | N400 Oath Ceremony Judicial Or Adminis... |
| <input type="checkbox"/> OTHJGEN | Oath Ceremony Judicial for Forms not list... |
| <input checked="" type="checkbox"/> OTHJN400 | N400 Oath Ceremony Judicial |
| <input checked="" type="checkbox"/> QAN400 | N400 Question And Answer |
| <input type="checkbox"/> QAN400H | N400 Question And Answer High Comple... |
| <input type="checkbox"/> QAN400L | N400 Question And Answer Low Complexity |
| <input type="checkbox"/> QAN400M | N400 Question And Answer Medium Com... |
| <input checked="" type="checkbox"/> REN400 | N400 Re-Examination |

- Select **ONLY** one of the following Service Types:
- Naturalization:
- IN400
 - QAN400
 - REN400
- Adjustment of Status:
- IN485
- Fingerprints:
- OFD258
- Oath Ceremony:
- OTHAN400
 - OTHJN400

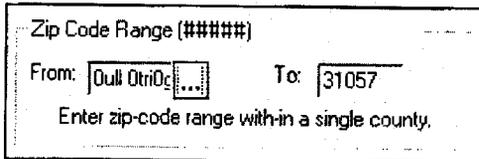
NOTE: Do not pick any item above that is not indicated by a black box. Only those items with a box are activated in CLAIMS 4.

10. Click the **OK** button.
11. Click in the **State Code** field and type the 2-character state code.
12. Click in the (Zip Code Range) **From:** field, and then click the **ellipsis** button (...).
13. Type in the county name that is associated with this new zip code.

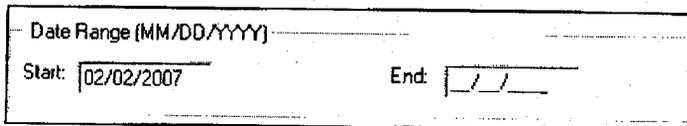


- 14. Click the **OK** button.
- 15. Select the zip code.
- 16. Click the **OK** button.

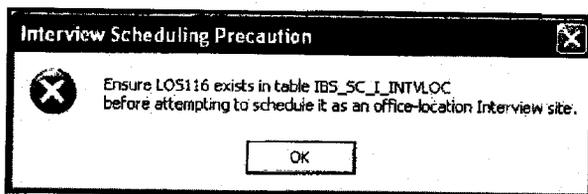
A text string will appear in the (Zip Code Range) **From:** field and the zip code you chose will appear in the **To:** field.



- 17. Click in the (Date Range) **Start:** field and type in today's date.
- 18. Leave the **End:** field empty.



- 19. Click the  (**Save**) button.
- 20. Click the **Yes** button.



- 21. Click the **OK** button to acknowledge the *Interview Scheduling Precaution*.

NOTE: Users must contact the *USCIS Service Desk (888-220-5228, uscisservicedesk@dhs.gov)* to have the site added to the Interview Scheduling Table. Modifying this table is not something a System Administrator in the field has permissions to do.

CLAIMS 4 REFERENCE GUIDE

Define Service Types

22. Click the button to acknowledge that the new Service Location has been added successfully. The screen returns to the *List of Service Locations*.

| Service Locations | | | | | | | | | | | |
|-------------------|---------------|-------------|------------|-------------|------------|----------|------------------|----------------------|---------------|--------------------|-----------------|
| Service Type | Zip Code From | Zip Code To | State Code | County Name | Start Date | End Date | Default Location | Default Sub Location | Location Rule | Temporary Location | Temp Sub Locati |
| IN485 | 31073 | 31073 | GA | WILCOX | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31084 | 31084 | GA | WILCOX | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30660 | 30660 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30668 | 30668 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30673 | 30673 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31003 | 31003 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31031 | 31031 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31042 | 31042 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31054 | 31054 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31090 | 31090 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31772 | 31772 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31781 | 31781 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31789 | 31789 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31791 | 31791 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31796 | 31796 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30169 | 30169 | GA | CHEROKEE | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30270 | 30270 | GA | FAYETTE | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN400 | 31068 | 31068 | GA | MACON | 2/1/2007 | 1/1/9999 | ATL | 001 | | | |
| IN400 | 31057 | 31057 | GA | MACON | 2/1/2007 | 1/1/9999 | ATL | 001 | | | |

23. Click the button to close the *List of Service Locations* screen and return to the main *System Maintenance* screen.

ASSIGN OR REASSIGN ZIP CODES TO A SITE

New zip codes can be assigned to a site or an existing zip code can be reassigned from one site to another. For example, a site (ATL002) now services a particular zip code that was serviced by another site (ATL001) in the past. This new zip code needs to be disassociated with the old site and associated with the new site for each service type (IN400, OFD258, OTHAN400, OTHJN400).

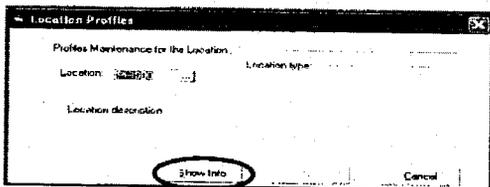
You will need to identify the following for each zip code before performing one of the processes below:

- Site Code, Site Sub Code, Parent Site Code, Service Type(s), County

NOTE: If you need to have *many* zip codes assigned or reassigned to a site contact the *USCIS Service Desk* (888-220-5228, uscisservicedesk@dhs.gov).

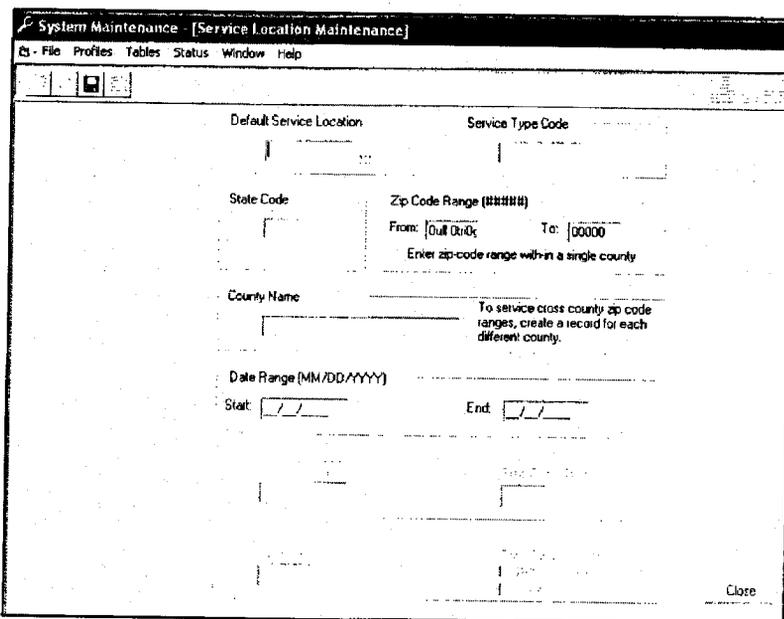
Assign a New Zip Code to a Site:

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

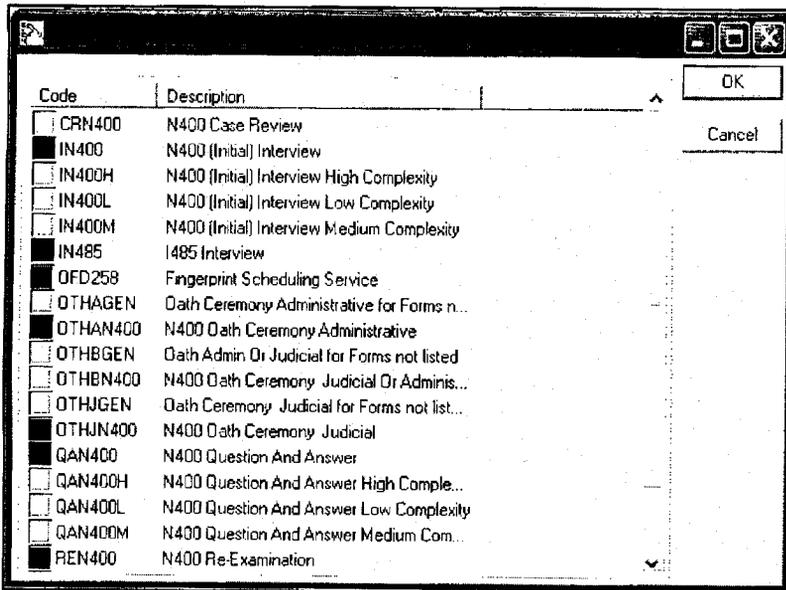
3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Services** from the menu.
7. Click the **(Add)** button.
8. Click the **ellipsis button (...)** next to the **Default Service Location** field.
9. Select the **Site Code** that you wish to assign the new zip code to.
10. Click the **OK** button.



CLAIMS 4 REFERENCE GUIDE

Assign or Reassign Zip Codes to a Site

11. Click in the **Service Type Code** field, and then click the **ellipsis** button (...).
12. Select the Service Type that you wish to assign this zip code to.



Select **ONLY** one of the following Service Types:

Naturalization:

- IN400
- QAN400
- REN400

Adjustment of Status:

- IN485

Fingerprints:

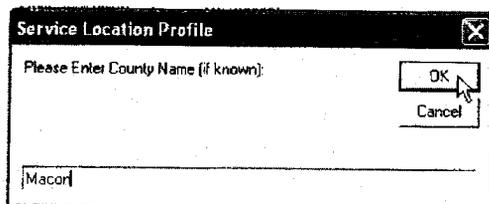
- OFD258

Oath Ceremony:

- OTHAN400
- OTHJN400

NOTE: Do not pick any item above that is not indicated by a black box. Only those items with a box are activated in CLAIMS 4.

13. Click the **OK** button.
14. Click in the **State Code** field and type the 2-character state code.
15. Click in the (Zip Code Range) **From:** field, and then click the **ellipsis** button (...).
16. Type in the county name that is associated with this new zip code.



17. Click the **OK** button.
18. Select the zip code.
19. Click the **OK** button.

CLAIMS 4 REFERENCE GUIDE

Assign or Reassign Zip Codes to a Site

A text string will appear in the (Zip Code Range) **From:** field and the zip code you chose will appear in the **To:** field.

Zip Code Range (#####)

From: To:

Enter zip-code range with-in a single county.

20. Click in the (Date Range) **Start:** field and type in today's date.

21. Leave the **End:** field empty.

Date Range (MM/DD/YYYY)

Start: End:

22. Click the  (**Save**) button.

23. Click the **Yes** button.

24. Click the **OK** button to the confirmation message.

| Service Locations | | | | | | | | | | | |
|-------------------|---------------|-------------|------------|-------------|------------|----------|------------------|----------------------|---------------|--------------------|-----------------|
| Service Type | Zip Code From | Zip Code To | State Code | County Name | Start Date | End Date | Default Location | Default Sub Location | Location Rule | Temporary Location | Temp Sub Locati |
| IN485 | 31079 | 31079 | GA | WILCOX | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31084 | 31084 | GA | WILCOX | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30660 | 30660 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30668 | 30668 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30673 | 30673 | GA | WILKES | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31003 | 31003 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31031 | 31031 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31042 | 31042 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31054 | 31054 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31090 | 31090 | GA | WILKINSON | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31772 | 31772 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31781 | 31781 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31789 | 31789 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31791 | 31791 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 31796 | 31796 | GA | WORTH | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30169 | 30169 | GA | CHEROKEE | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN485 | 30270 | 30270 | GA | FAYETTE | 9/1/2003 | 1/1/2099 | ATL | 000 | | | |
| IN400 | 31068 | 31068 | GA | MACON | 2/1/2007 | 1/1/9999 | ATL | 001 | | | |
| IN400 | 31057 | 31057 | GA | MACON | 2/1/2007 | 1/1/9999 | ATL | 001 | | | |

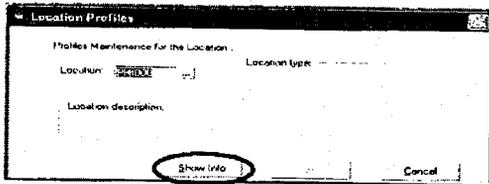
25. Scroll all the way to the bottom of the list to view the newly added zip code.

26. Repeat the above steps for each *Service Type* associated with this zip code.

Reassign a Zip Code from one Site to another Site:

If you wish to reassign a zip code from one Site Code Code to another, you may do this by following the below procedure.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Services** from the menu.
7. Click in the box to the left of the *Service Type* you want to edit.

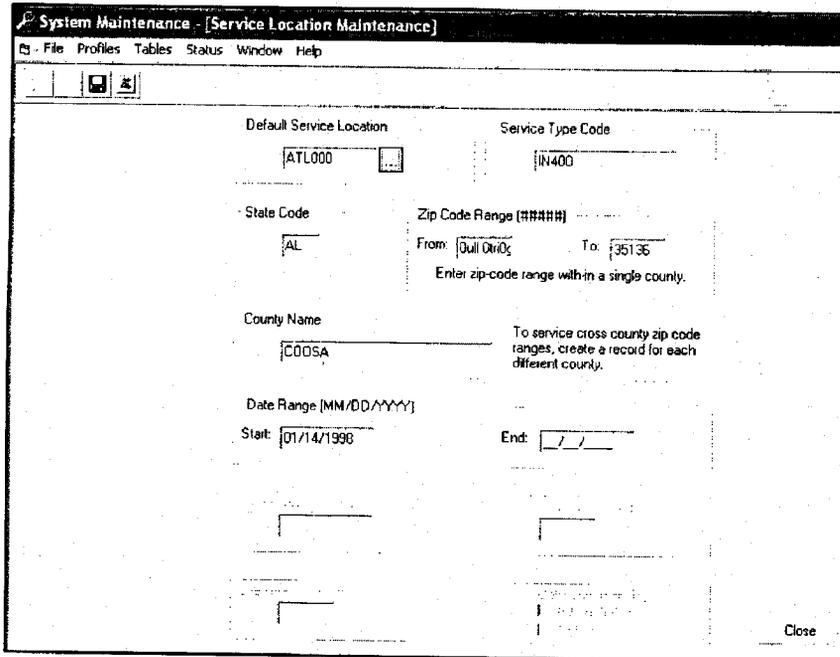
| Service Type | Zip Code From | Zip Code To | State Code | County Name | Start Date | End Date | Default Location | Default Sub Location | Location Rule | Temporary Location | Temp Sub Locat |
|--------------|---------------|-------------|------------|-------------|------------|----------|------------------|----------------------|---------------|--------------------|----------------|
| IN400 | 35054 | 35054 | AL | SAINI CLAIR | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35079 | 35079 | AL | BLOUNT | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35090 | 35090 | AL | SHELBY | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35082 | 35082 | AL | CLAY | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35095 | 35095 | AL | CHILTON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35087 | 35087 | AL | CULLMAN | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35133 | 35133 | AL | BLOUNT | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35135 | 35135 | AL | SAINT CLAIR | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35136 | 35136 | AL | COOSA | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35139 | 35139 | AL | JEFFERSON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35142 | 35142 | AL | JEFFERSON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35147 | 35147 | AL | SHELBY | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35171 | 35171 | AL | CHILTON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35176 | 35176 | AL | SHELBY | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35182 | 35182 | AL | SAINT CLAIR | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35183 | 35183 | AL | COOSA | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35184 | 35184 | AL | BIBB | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35240 | 35240 | AL | JEFFERSON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |
| IN400 | 35275 | 35275 | AL | JEFFERSON | 1/14/1998 | 1/1/9999 | ATL | 000 | | | |

8. Click the (**Edit**) button.

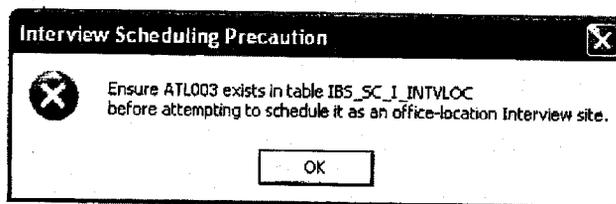
9. Click the **ellipsis** button (...) next to the **Default Service Location** field.

10. Select the new Site Code that you want to assign this zip code to.

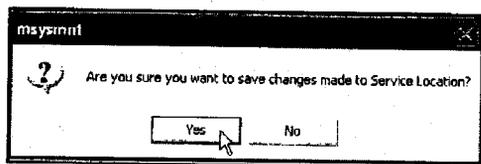
You will be returned to this screen with the new Site Code displayed.



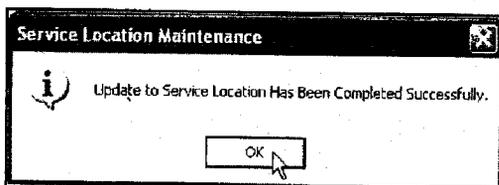
11. Click the  (**Save**) button.



12. Click the  button to acknowledge the *Interview Scheduling Precaution* message.



13. Click the  button to confirm that you want to save changes to the Service Location.

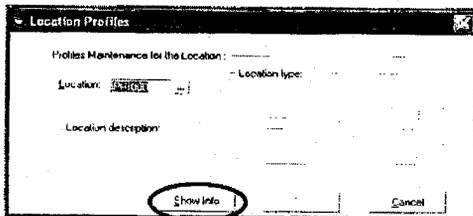


14. Click the button to acknowledge that the new Service Location has been updated successfully.
15. Click the button to close the *Service Location Maintenance* screen.
16. Click the button to close the *List of Service Locations* screen.

DEFINE WORKFLOW PARTICIPANT ROLES

Users' "access" is determined by the *Participant Type Code* that a user is assigned in CLAIMS 4. This is assigned by the System Administrator using the **Profiles, Users** menu option in the *System Maintenance* module. The System Administrator at each location defines which activities each *Participant Type Code* can perform. The Participant Type Codes are found under **Profiles, Workflow Participant Roles** menu option. Once a user is assigned to a particular *Participant Type Code*, he or she will have access to those activities within CLAIMS 4 that are permitted by that group. The System Administrator can modify which activities a *Participant Type Code* has access to thus affecting the access rights of all users who are assigned that particular *Participant Type Code*.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



Many sites have the Participant Type Codes set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

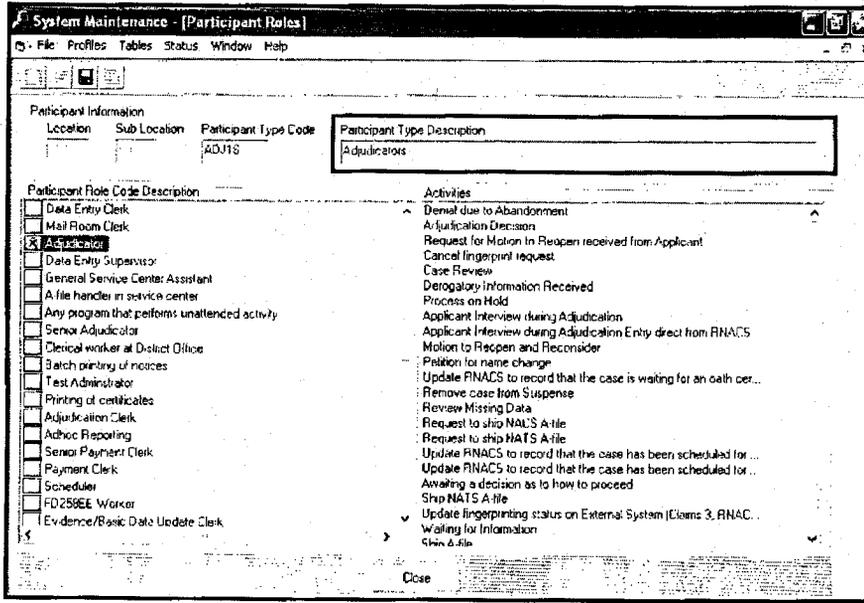
NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Workflow Participant Roles** from the menu. The *Participant Type Codes List* displays.

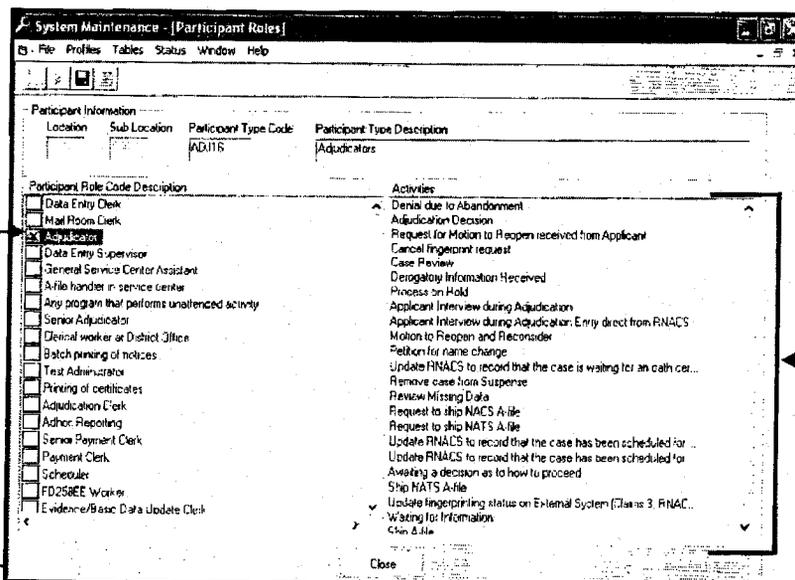
| System Maintenance - [Participant Type Codes List] | | |
|--|-------------------------|--|
| File Profiles Tables Status Window Help | | |
| | | |
| List of Participant Type Codes | | |
| Code | Description | |
| AC | Adjudication Clerk | |
| AJIO | ADJ INFORMATION OFFICER | |
| CLE | Clerical Staff | |
| EX | EXAMINER | |
| EXREV | EXAMINER/REVERIFIER | |
| EXSUP | EXAMINATION SUPERVISOR | |
| IIO | INFORMATION OFFICER | |

To Add a Participant Role:

- Click the  (Add New Record) button. The *Participant Roles* screen displays. **NOTE:** The Location and Sub Location automatically display, but are "grayed out." You cannot change the Location or Sub Location from this screen.



- To enter a new participant role, click in the **Participant Type Code** field and enter the code to identify the user role. **NOTE:** The Participant Type Code cannot exceed 5 characters.
- Click in the **Participant Type Description** field and type a description that matches the role (i.e., "Adjudicators").
- Choose the participant role codes to be associated with the new role by clicking **X** in the box to the left of each applicable description in the *Participant Role Code Description* section.



After clicking a Participant Role Code, a list of activities associated with the role appear in the *Activities* section.

11. Click the  (**Save Changes**) button.
12. Click  to confirm that you want to add the new Participant record.
13. Click  to acknowledge the role has been added successfully to this location.
14. Click the  button to close the *Participant Roles* screen.
15. Click  to close the *Participant Type Codes List*.

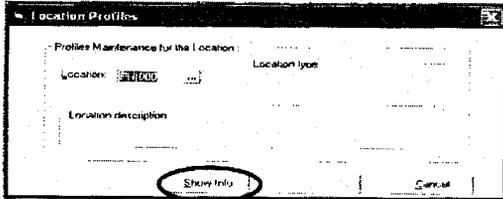
To Edit a Participant Role:

1. Select **Profiles, Workflow Participant Roles** from the menu to open the *Participant Roles* screen.
2. Click the code that you want to edit.
3. Click the  (**Edit**) button.
4. In the *Participant Role Code Description* section, select another description(s).
NOTE: This adds the activity(s) to the activities already assigned to the role you defined earlier.
5. Click the  (**Save Changes**) button.
6. Click the  button to confirm that you want to save the changes to this participant record.
7. Click the  button to acknowledge the role has been updated successfully.
8. Click the  button to close the *Participant Roles* screen.
9. Click the  button to close the *Participant Type Codes List*.

SET UP REPORT ACCESS GROUPS

Report Access groups define which reports the users of the Report Access Group have access to in the CLAIMS 4 Reporting module.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



Many sites have the Report Access Groups set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

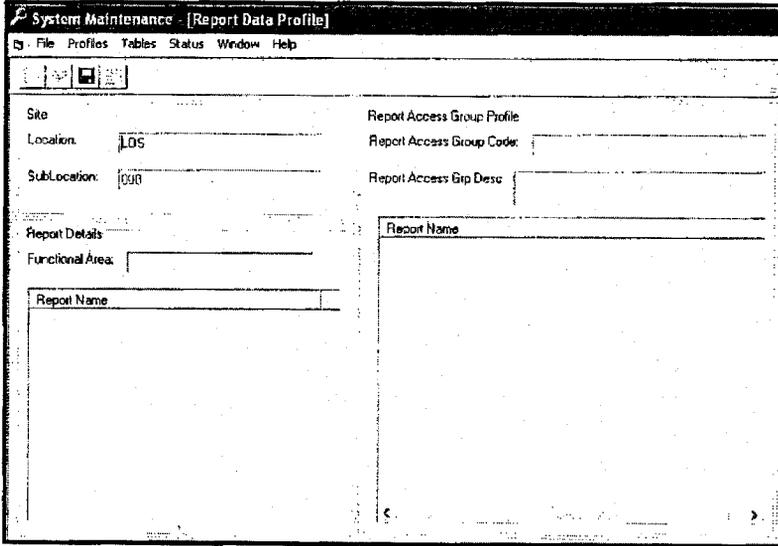
3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Report Access Groups** from the menu. If any Report Access Groups have been defined for this location, they will display in the list.

| System Maintenance - [Report access group code for a site] | | | | |
|--|--------------|-------------|--------------------------|--|
| File Profiles Tables Status Window Help | | | | |
| Location Code | Sub Location | Report Code | Description | |
| PHI | 001 | ADJ | Adjudicators | |
| PHI | 001 | ADJ_SUP | Adjudications supervisor | |
| PHI | 001 | ALL_RPT | All Reports | |
| PHI | 001 | CLERK | Clerical Staff | |
| PHI | 001 | CL_SUP | Clerical Supervisor | |

To Add a Report Access Group:

7. Click the  (Add New Record) button.

The *Report Data Profile* screen displays.



NOTE: The **Location** and **Sub Location** automatically display. You can change the **Location** or **Sub Location** from this screen.

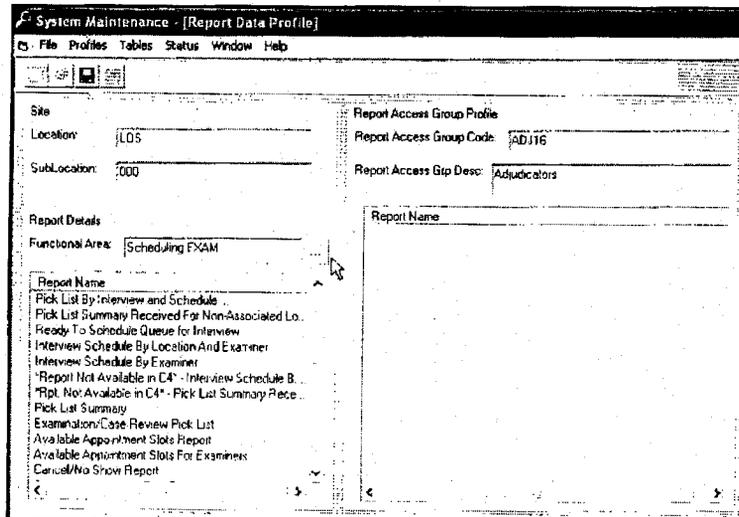
8. To enter a new Report Access Group Code click the **Report Access Group Code** field and enter the code representing the group that you want to add.

NOTE: The **Report Access Group Code** cannot exceed 7 characters.

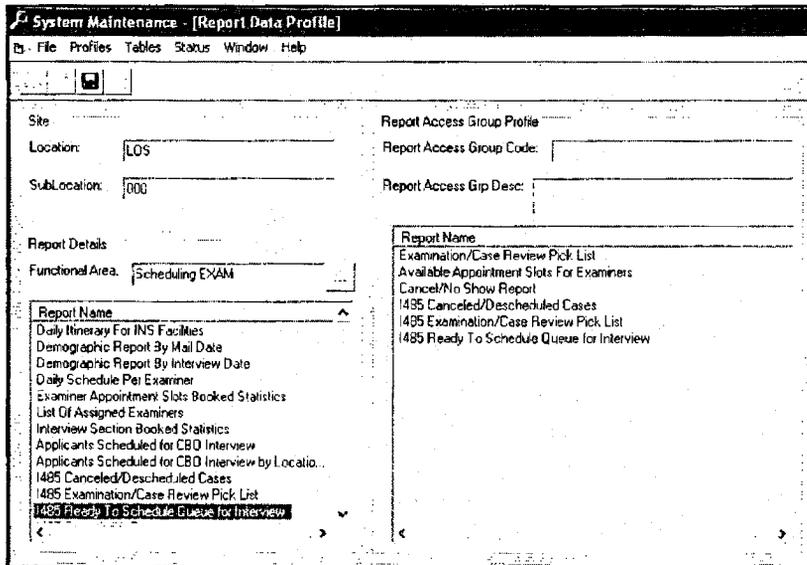
9. Click the **Report Access Grp Desc** field and type the name of the group.

10. Click the **Functional Area** field. The  displays beside the field. Click it to display a list of all functional areas available in the *Reporting* module. From the list select one functional area (i.e., *Scheduling EXAM.*)

11. Click the **OK** button to display a list of all of the reports available in the functional area you selected.



12. In the *Report Name* section, click reports that you want to add to the group.



Clicking on a report will add it to the group. If you want to add all of the reports from a functional area, you must click every individual report to add it to the Access Group.

13. If you want to select reports from another Functional Area, click the **Functional Area** field. The  displays beside the field. Click it to display a list of all functional areas available in the *Reporting* module. From the list select a different functional area (i.e., Adjudication.)

NOTE: The System Administrator may allow users to access any or all functional areas. Similarly, within a given functional area, users may be granted rights to access as many reports as needed.

14. Click the  (**Save Changes**) button.

15. Click the button to confirm that you want to add the new report group record.

16. Click the button to close the *Report Access Group Code* list.

To Edit a Report Access Group:

1. Select **Profiles, Report Access Groups** from the menu.
2. Click the **Report Access Group** code that you want to edit.
3. Click the  (**Edit**) button.

To Delete Reports:

4. Click the report that you want to delete.
5. Press the **Delete** key.

To Add Reports:

6. Click in the **Functional Area** field. The **ellipsis** button displays beside the field. Click it to  display the functional areas list.
7. Select the area of reports that you would like to edit.
8. Click the  button.
9. Click any reports that you want to add.
10. Click the  (**Save Changes**) button.
11. Click the  button to confirm that you want to update the report group record.
12. Click the  button to close the *Report Access Group Code* list.

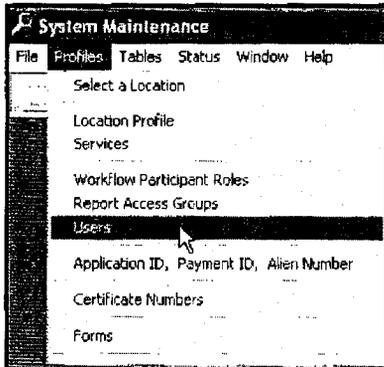
To Delete a Report Access Group:

1. Select **Profiles, Report Access Groups** from the menu.
2. Click the *Report Access Group* that you want to delete.
3. Click the  (**Edit**) button.
4. Click the  (**Delete**) button.
5. Click the  button to confirm the deletion of this *Report Access Group*.
6. Click the  button to confirm that the *Report Access Group* deleted successfully.
13. Click the  button to close the *Report Access Group Code* list.

ADD A NEW USER PROFILE

After a user has been granted access to CLAIMS 4, the System Administrator needs to define the new user's Workflow Participant Role and Report Access group within CLAIMS 4. The *User Profile Record* option defines a user's access level at the selected location.

1. Select **Profiles, Users** from the menu. The list displays all users at that location level.



| User ID | Type | Report Access | Last Name | First Name | Middle Name | Suffix | Location Sub Code | Start Date | End Date |
|---------|------|---------------|-----------|------------|-------------|--------|-------------------|--------------|----------|
| TRNR01 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR02 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR04 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR03 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR05 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR07 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/19/2003 21 | 1/1/2009 |
| TRNR09 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR10 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR08 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| TRNR06 | SS | ALL_RPT | Baker | Linda | | | 000 | 5/18/2003 21 | 1/1/2009 |
| LOS25 | SS | ALL_RPT | LOS | | | | 000 | 1/1/1999 | 1/1/2009 |
| LOS26 | SS | ALL_RPT | LOS | | | | 000 | 1/1/1999 | 1/1/2009 |

2. Click the (Add New Record) button. The *User Profile Record* screen displays.

NOTE: The User section should display the appropriate location based on your security setting. You cannot modify this field from this screen. The **Sub Location** field should display the location code. If you need to change the sub location, you can change it from this screen.

3. Click in the **ID** field and type the *User ID* you wish to add.

NOTE: This is a PICS ID that consists of the 3-letter location code plus the last 4 digits of the user's Social Security Number plus a single letter.)

4. Enter a *date* in the **Start** field (format mm/dd/yyyy).
5. Enter a *date* in the **End** field (this should be a date 2 years from the *Start* date)

6. Enter the name of the user -- LAST, FIRST, and MIDDLE, in the *User Information* section.

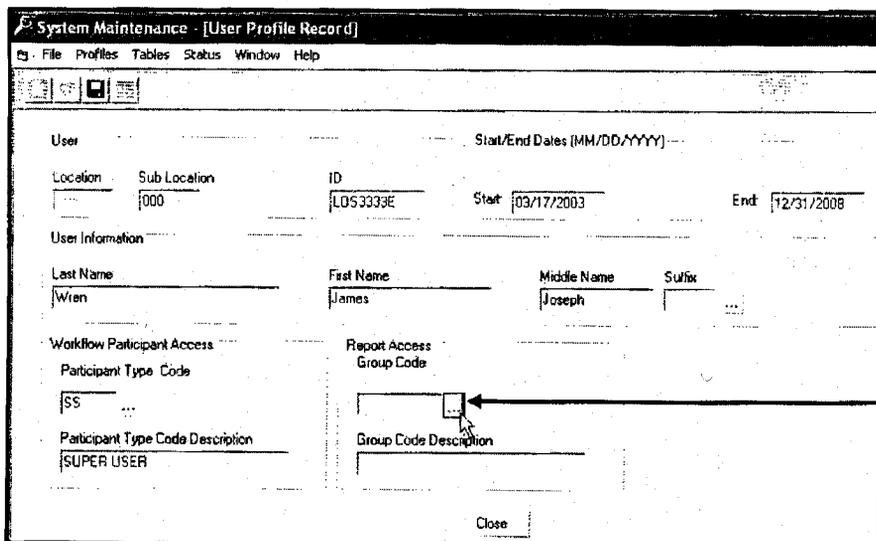
NOTE: Type the user's last, first and middle names in ALL CAPS.

7. In the *Workflow Participant Access* section, click the **Participant Type Code** field. The **ellipsis** button (...) displays beside the field. Click it and select the Participant Type Code you wish to add the user to (i.e., Adjudicator Participant Type).

NOTE: The **Participant Type Code Description** field fills automatically based on the **Participant Type Code**.

8. Click the **OK** button.

9. In the *Report Access* section, click the **Report Access Group Code** field. The **ellipsis** displays beside the field. Click it and select the Report Access Group code that you desire.



Click the Group Code field to display the ellipsis (...). Click (...) to display a list of Report Groups that have been defined for your location.

10. Click the **OK** button.

11. Click the **Save Changes** button.

12. Click the **Yes** button to confirm that you want to add the user.

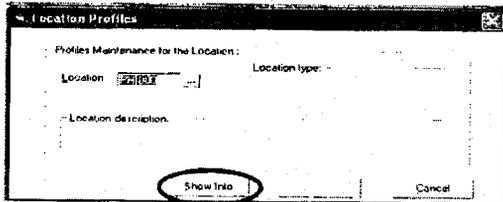
13. Click the **OK** button to confirm that the User ID has been added successfully to the selected location.

14. Click the **Close** button to close the *User Profile Record* screen.

15. Click the **Close** button to close the *Users for Location...* screen.

EDIT A USER PROFILE

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



Many sites have the Users set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

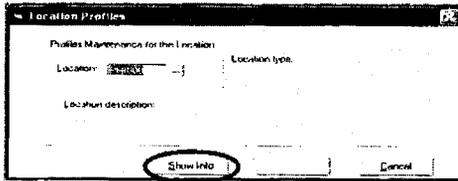
NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Users** from the menu to reopen the *Users for Location* screen.
7. Click the desired profile you wish to update.
8. Click the **Edit** button.
9. In the *Workflow Participant Access* section, click the **Participant Type Code** field. The **ellipsis** button (**...**) displays beside the field. Click it and select a new Participant Type Code for this user if needed.
10. In the *Report Access* section, click the **Group Code** field. The **ellipsis** button (**...**) displays beside the field. Click it and select a new Report Access Group for this user if needed.
11. Click the **OK** button.
12. Click the **Save Changes** button.
13. Click the **Yes** button to confirm the changes to this user profile.
14. Click the **OK** button to confirm that the changes have updated successfully.
15. Click the **Close** button to close the *User Profile Record* screen and return to the *Users for Location* screen.
16. Click the **Close** button to close the *Users for Location* screen and return to the main *System Maintenance* window.

NOTE: When adding new users (or editing the name of existing users), type the user's name in ALL CAPS.

DISCONTINUE A USER'S ACCESS TO CLAIMS 4

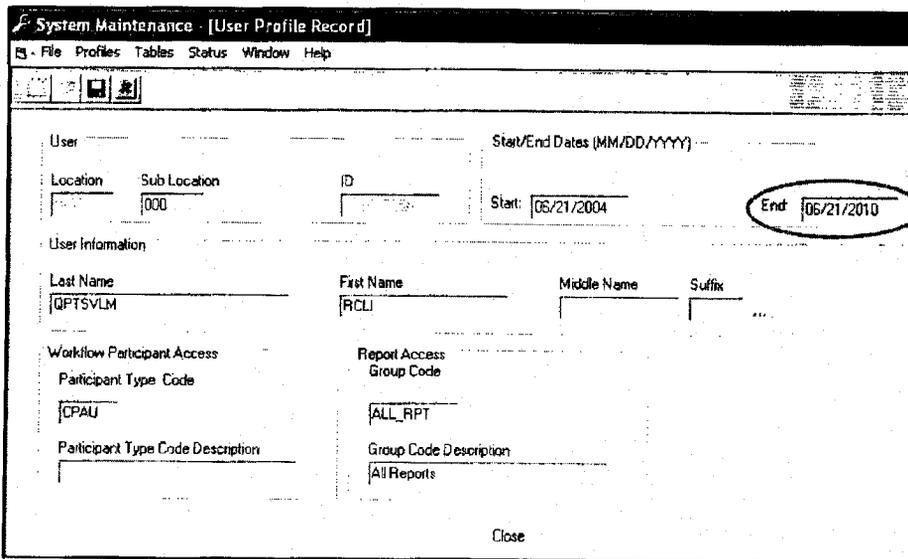
1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select **Profiles, Select a Location** from the menu.



Many sites have the Users set up under their Location Code ending in "000". Check the bottom of page 10-7 in this document to see which codes your office stores this information to.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click **Show Info** to view the location type and description.
5. Click the **OK** button.
6. Select **Profiles, Users** from the menu to reopen the *Users for Location* screen.
7. Click the desired user profile you wish to update.
8. Click the  (**Edit**) button.



The **End:** date field was automatically filled with a date in the future when the user was first set up in CLAIMS 4. When you wish to end a user's access to CLAIMS 4, enter the effective date here.

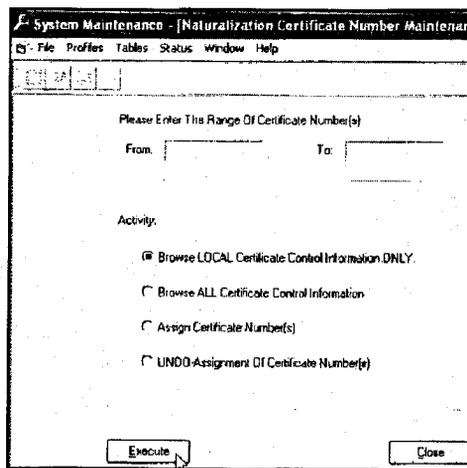
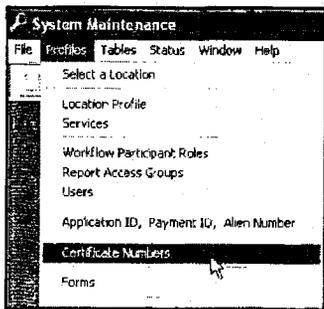
IMPORTANT NOTE: DO NOT click the  button! Even though the *User Profile Record* screen has a delete button (large red X), User Profile Records should not be deleted. When a user no longer requires access to CLAIMS 4, the User Profile Record should be edited by adding an end date that indicates when the user's access to CLAIMS 4 ended. **If a user profile is deleted, no one will be able to modify any case that has that User ID attached to it.**

9. Click the **End** field and enter a termination date. **NOTE:** By entering the effective termination date in the **End** field, the user will no longer be able to access cases as of that date in CLAIMS 4.
10. Click the  (**Save Changes**) button.
11. Click the  button to confirm the changes to this user profile.
12. Click the  button to confirm that the changes have updated successfully.
13. Click the  button to close the *User Profile Record* screen and return to the *Users for Location* screen.
14. Click the  button to close the *Users for Location* screen and return to the main *System Maintenance* window.

BROWSE CERTIFICATE NUMBERS

You may view details and history of assigned and printed naturalization certificates.

1. From the *System Maintenance* module menu, select **Profiles, Select a Location**. Type in the location to which you want to view Naturalization Certificate information.
2. Click **Show Info** to view the location type and description, then click **OK**.
3. Select **Profiles, Certificate Numbers** from the menu. The *Naturalization Certificate Number Maintenance* screen appears.



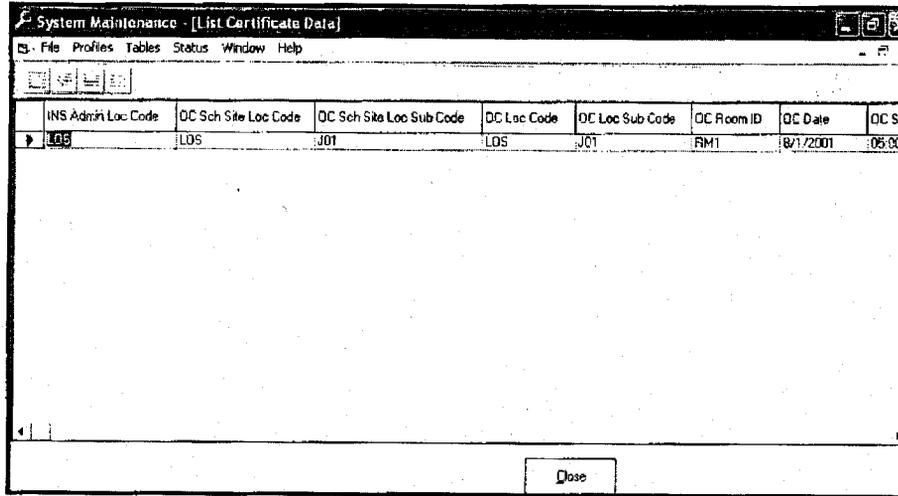
2. Verify that **Browse LOCAL Certificate Control Information ONLY** is selected.
3. Click **Execute**. The *List of Naturalization Certificate(s) Created For Location: AAAXXX* screen appears.

| Certificate Number | Status Of Document | Document Location | Document Sub-location | Latest Status Date | User ID | Last Administrative Change Location | Last Administrative Change Sub-location |
|--------------------|--------------------|-------------------|-----------------------|---------------------|---------|-------------------------------------|---|
| 00000001 | PRINTED | LOS | 000 | 9/8/2003 1:04:40 PM | WSC06 | LOS | 000 |
| 00000002 | PRINTED | LOS | 000 | 9/8/2003 1:04:51 PM | WSC06 | LOS | 000 |
| 00000003 | PRINTED | LOS | 000 | 9/8/2003 1:04:52 PM | WSC06 | LOS | 000 |
| 00000004 | PRINTED | LOS | 000 | 9/8/2003 1:04:52 PM | WSC06 | LOS | 000 |
| 00000005 | PRINTED | LOS | 000 | 9/8/2003 1:05:56 PM | WSC06 | LOS | 000 |
| 00000006 | PRINTED | LOS | 000 | 9/8/2003 1:05:56 PM | WSC06 | LOS | 000 |
| 00000007 | PRINTED | LOS | 000 | 9/8/2003 1:05:57 PM | WSC06 | LOS | 000 |
| 00000008 | PRINTED | LOS | 000 | 9/8/2003 1:05:57 PM | WSC06 | LOS | 000 |
| 00000009 | PRINTED | LOS | 000 | 9/8/2003 1:07:10 PM | WSC06 | LOS | 000 |
| 00000010 | PRINTED | LOS | 000 | 9/8/2003 1:07:10 PM | WSC06 | LOS | 000 |
| 00000011 | PRINTED | LOS | 000 | 9/8/2003 1:07:10 PM | WSC06 | LOS | 000 |
| 00000012 | PRINTED | LOS | 000 | 9/8/2003 1:07:11 PM | WSC06 | LOS | 000 |
| 00000013 | PRINTED | LOS | 000 | 9/8/2003 1:08:16 PM | WSC06 | LOS | 000 |
| 00000014 | PRINTED | LOS | 000 | 9/8/2003 1:08:16 PM | WSC06 | LOS | 000 |
| 00000015 | PRINTED | LOS | 000 | 9/8/2003 1:08:16 PM | WSC06 | LOS | 000 |
| 00000016 | PRINTED | LOS | 000 | 9/8/2003 1:08:16 PM | WSC06 | LOS | 000 |
| 00000017 | PRINTED | LOS | 000 | 9/8/2003 1:08:15 PM | WSC06 | LOS | 000 |
| 00000018 | PRINTED | LOS | 000 | 9/8/2003 1:09:16 PM | WSC06 | LOS | 000 |
| 00000019 | PRINTED | LOS | 000 | 9/8/2003 1:09:16 PM | WSC06 | LOS | 000 |
| 00000020 | PRINTED | LOS | 000 | 9/8/2003 1:09:16 PM | WSC06 | LOS | 000 |
| 00000021 | PRINTED | LOS | 000 | 9/8/2003 1:10:18 PM | WSC06 | LOS | 000 |
| 00000022 | PRINTED | LOS | 000 | 9/8/2003 1:10:18 PM | WSC06 | LOS | 000 |
| 00000023 | PRINTED | LOS | 000 | 9/8/2003 1:10:18 PM | WSC06 | LOS | 000 |

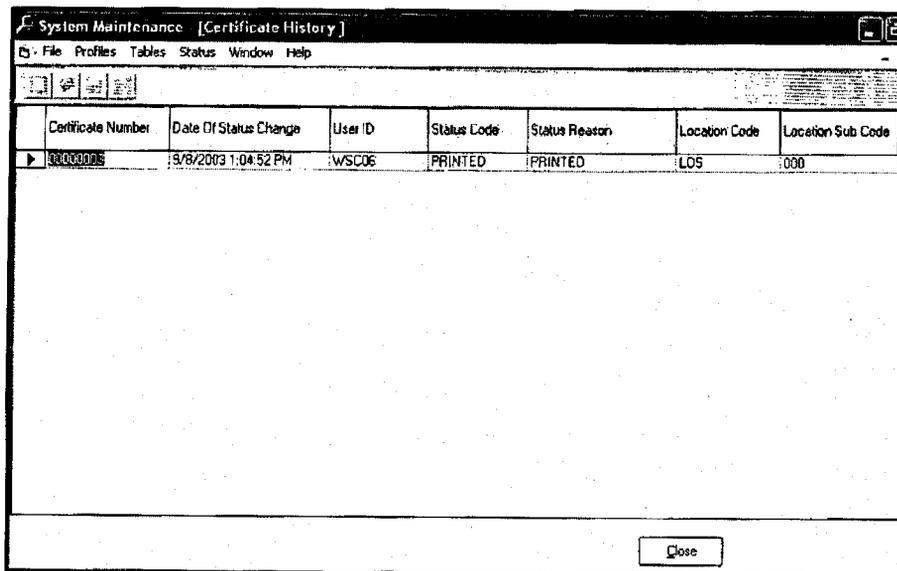
The *Status of Document* column shows both ASSIGNED and PRINTED certificates. You may view the details and history for Certificates that have been printed. Certificates that have an ASSIGNED status do not have any details or history.

4. Scroll through the list to view all currently assigned certificates for your location.
5. Click in the box to the left of a Certificate Number that shows a status of PRINTED.
6. Click the **Show Details** button.

NOTE: The *List Certificate Data* screen appears. You may scroll to the right to view biometric, naturalization, and oath ceremony details.



7. Click the **Close** button to close the *List Certificate Data* screen and return to the list of assigned certificates.
8. Click the box to the left of another certificate number.
9. Click the **Show History** button to see the certificate history. The *Certificate History* screen appears.



Clicking the **Show History** button shows the following information for the chosen certificate number:

- Certificate Number
- Date of Status Change
- User ID
- Status Code
- Status Reason
- Location Code
- Location Sub Code

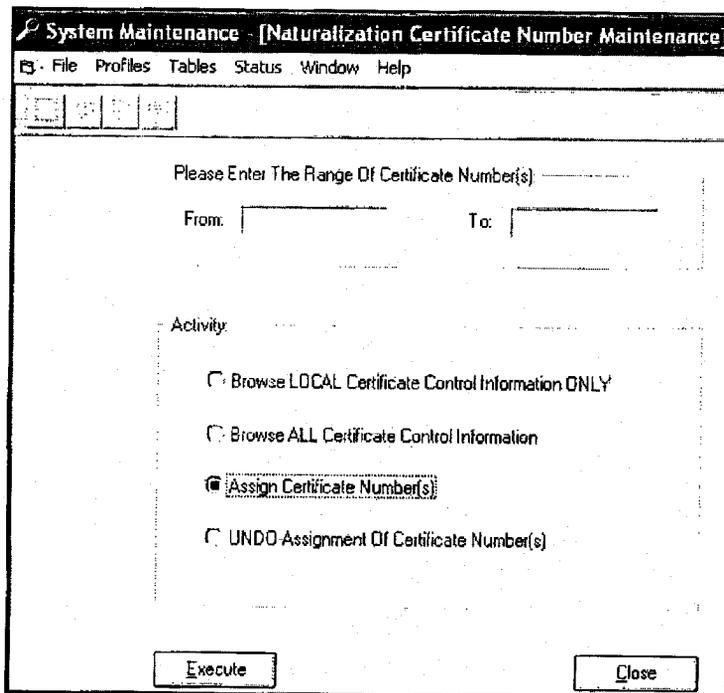
10. Click the button to close the *List Certificate Data* screen and return to the list of assigned certificates.
11. Click the button to return to the *Naturalization Certificate Number Maintenance* Window.
12. Click the button to close the *Naturalization Certificate Number Maintenance* window and return to the *System Maintenance* screen.

ASSIGN CERTIFICATE NUMBERS

In order to print certificates, you need to assign a range of Oath Certificate Numbers for your location.

1. From the *System Maintenance* module menu, select **Profiles, Select a Location**. Type in the location to which you want to assign Naturalization Certificate numbers to.
2. Click Show Info to view the location type and description, then click OK.
4. Select **Profiles, Certificate Numbers** from the menu.

The *Naturalization Certificate Number Maintenance* screen appears.



NOTE: Certificate numbers must consist of 8 digits. You must include leading zeros.

5. Enter a new certificate number range in the **From:** and **To:** fields.
6. Click the **Assign Certificate Number(s)** button.
7. Click the Execute button to assign the certificate numbers.
8. Click the Yes button to confirm the assignment of these certificate numbers.
9. Click the OK button to acknowledge that the certificate numbers were assigned successfully.

To View Your New Certificates Number Assignments

1. Click Browse LOCAL Certificate Control Information ONLY.

2. Click .

| Certificate Number | Status Of Document | Document Location | Document Sub-location | Lease Start Date | User ID | Law Administrative Charge Location | Last Administrative Charge Sub-location |
|--------------------|--------------------|-------------------|-----------------------|-----------------------|---------|------------------------------------|---|
| 00000023 | PRINTED | LOS | 000 | 8/9/2003 10:18 PM | W5C06 | LOS | 000 |
| 00000024 | PRINTED | LOS | 000 | 8/8/2003 10:18 PM | W5C06 | LOS | 000 |
| 00000025 | PRINTED | LOS | 000 | 8/8/2003 12:37 PM | W5C06 | LOS | 000 |
| 00000026 | PRINTED | LOS | 000 | 8/9/2003 12:39 PM | W5C06 | LOS | 000 |
| 00000027 | VOIDED | LOS | 000 | 8/4/2009 10:24:11 AM | TRAINER | LOS | 000 |
| 00000028 | VOIDED | LOS | 000 | 8/4/2009 0:24:11 AM | TRAINER | LOS | 000 |
| 00000029 | ASSIGNED | LOS | 000 | 8/25/2000 10:26:01 AM | LOS05 | LOS | 000 |
| 00000030 | ASSIGNED | LOS | 000 | 8/25/2000 10:26:01 AM | LOS05 | LOS | 000 |
| 00000031 | ASSIGNED | LOS | 000 | 8/25/2000 10:26:01 AM | LOS05 | LOS | 000 |
| 00000032 | ASSIGNED | LOS | 000 | 8/25/2000 10:26:01 AM | LOS05 | LOS | 000 |

3. Click to return to the Naturalization Certificate Number Maintenance Window.

To Undo the Assignment of Naturalization Certificate Numbers for a Location:

1. Select **Profiles, Certificate Numbers** from the menu.

2. Enter the certificate number range desired.

2. Click UNDO Assignment Of Certificate Number(s).

3. Click to undo the assignment of the certificate numbers.

4. Click to confirm the undo request.

5. Click to acknowledge that the certificates assignment was successfully undone.

6. Click to close the Naturalization Certificate Number Maintenance window and return to the System Maintenance screen.

To Confirm that Certificates Numbers Have Been Released:

1. Select **Profiles, Certificate Numbers** from the menu. The Naturalization Certificate Number Maintenance screen appears.

2. Click Browse LOCAL Certificate Control Information ONLY.

3. Click .

4. Confirm that the certificate numbers that you entered previously are listed with the word **RELEASED** in the Status of Document column.

5. Click to return to the Naturalization Certificate Number Maintenance window.

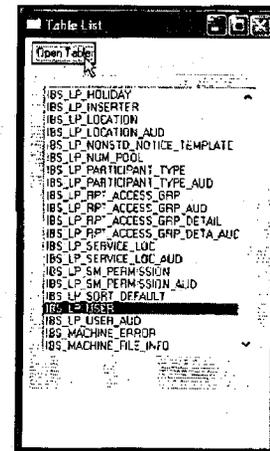
6. Click to return to the System Maintenance screen.

OPEN AND VIEW TABLES

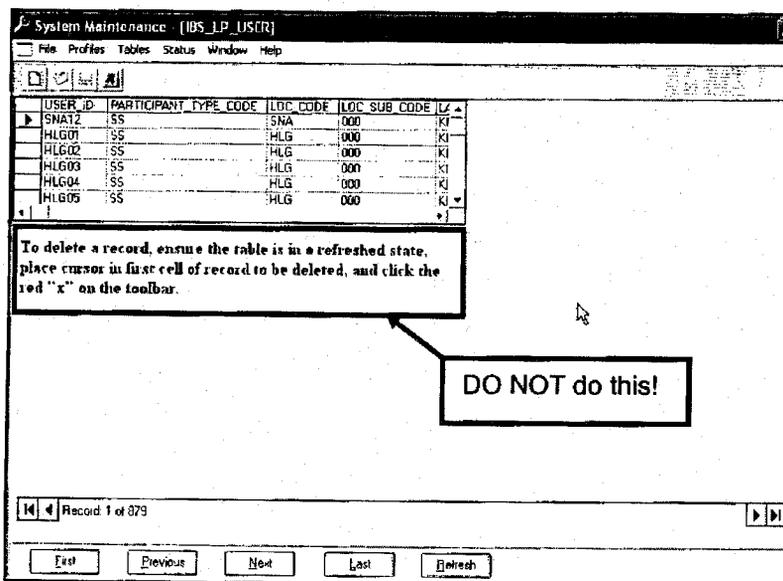
You can research information in the User ID table.

NOTE: Most data in the CLAIMS 4 database tables can and should be updated through various system maintenance features described in previous sections of this reference manual. This section explains how to open the database tables and review data in them. Any changes that you make to the table can affect system operation. Do not make changes to the tables unless you are certain of the effects of these changes.

1. Select **Tables, Open Table List** from the *System Maintenance* menu. The *Table List* window appears.
2. Select the table you wish to view.
3. Click **Open Table** to display the selected table.



4. The selected table displays. Click the **Maximize** button in the top right of the opened table to enable full view of it.



Navigating the table

Next Record: **Next** or

Previous Record: or **Previous**

1st Record: **First** or

Last Record: or **Last**

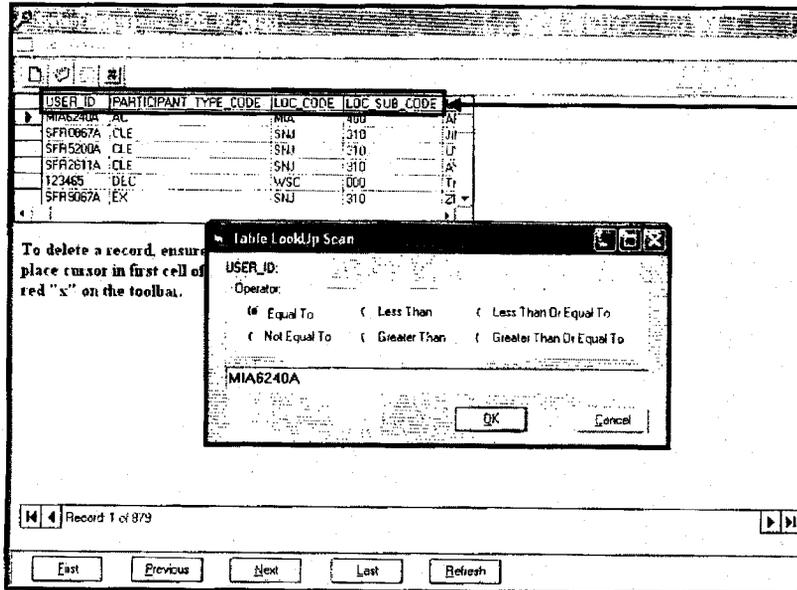
Sorting the table

Click any column heading to sort the table according to the values in that column.

Click the column heading again to sort the table in reverse order.

Using the Table LookUp Scan

1. Double-click on any column heading to launch the *Table LookUp Scan*.



Single-click on any column to sort by that column.
 Double-click on any column heading to launch the *Table LookUp Scan*.
 The Table Lookup Scan allows you to search for value in the 1st column: User ID

2. Click any of the following radio buttons to set search parameters:

- a. Click **Equal To** to display all rows in the table containing a value equal to the value in the USER_ID column of the table. Equal To is the default value in the *Table LookUp Scan*.
- b. Click **Not Equal To** to display all rows in the table containing a value different than the value in the USER_ID column.
- c. Click **Less Than** to display all rows in the table containing a value lower than the value in the USER_ID column.
- d. Click **Greater Than** to display all rows in the table containing a value greater than the value in the USER_ID column.
- e. Click **Less Than Or Equal To** to display all rows in the table containing a value equal to or lower than the value in the USER_ID column.
- f. Click **Greater Than Or Equal To** to display all rows in the table containing a value equal to or greater than the value in the USER_ID column.

3. In the white box below the operators, enter a value to be matched in the USER_ID column.

4. Click the **OK** button to begin the search.

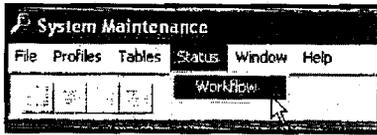
5. To refresh the table, click the **Refresh** button.

6. Click the  control button located in the upper right corner of the *Table* window (the window on the right) to close the table.
7. Click the  control button located in the upper right corner of the *Table List* window to close the Table List and return to the main *System Maintenance* screen.

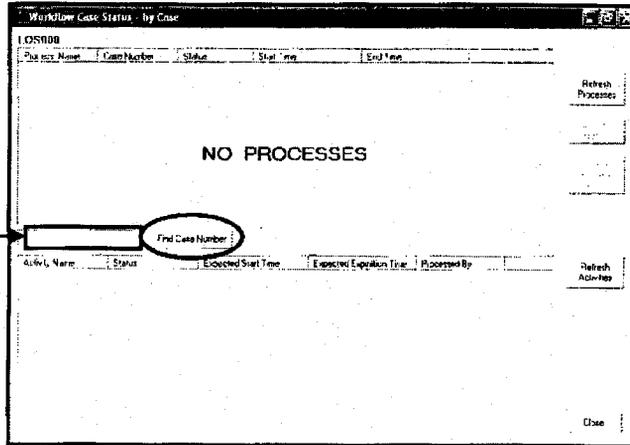
ACTIVITY HISTORY AND WORKFLOW STATUS

You can use the Workflow Case Status screens in *System Maintenance* to view a case's workflow history, as well as its present status.

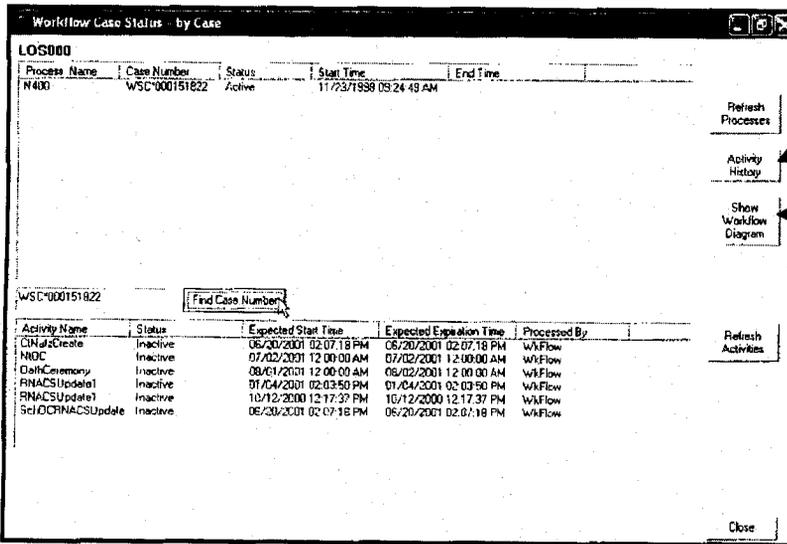
1. Select **Status, Workflow** from the menu.



Enter an Application or Payment ID. When finished, click Find Case Number.



2. In the **Find Case Number** field, enter the *Application ID* number or the *Payment ID* number you wish to research.
3. Click the **Find Case Number** button.



To view the history of activities for this case, click the **Activity History** button.

To view the workflow for the selected case, click the **Show Workflow Diagram** button.

4. Click the **Activity History** button to view the list of activities for the case.

The *Activity History* screen appears.

| Activity Id | Activity Name | Status | State Time | Processed By |
|-------------|-------------------|-----------|------------------------|--------------|
| 83394012 | ADecision | Active | 02/03/2001 12:00:00 AM | LDS06638 |
| 83394012 | ADecision | Completed | 02/03/2001 12:00:00 AM | LDS06638 |
| 83394012 | ADecision | Inactive | 02/03/2001 12:00:00 AM | LDS06638 |
| 83394012 | ADecision | Inactive | 07/31/2000 12:00:00 AM | WkFlow |
| 83686239 | ADecision | Active | 07/27/2000 12:00:00 AM | SFR6313A |
| 83686239 | ADecision | Completed | 07/27/2000 12:00:00 AM | SFR6313A |
| 83686239 | ADecision | Inactive | 07/27/2000 12:00:00 AM | WkFlow |
| 54437761 | ADecision | Active | 08/31/1999 12:00:00 AM | SFR9557A |
| 54437761 | ADecision | Completed | 08/31/1999 12:00:00 AM | SFR9557A |
| 54437761 | ADecision | Inactive | 08/31/1999 12:00:00 AM | WkFlow |
| 83686197 | AiTest | Active | 07/27/2000 12:00:00 AM | SFR6313A |
| 83686197 | AiTest | Completed | 07/27/2000 12:00:00 AM | SFR6313A |
| 54437703 | AiTest | Active | 08/31/1999 12:00:00 AM | SFR9557A |
| 54437703 | AiTest | Completed | 08/31/1999 12:00:00 AM | SFR9557A |
| 44915404 | BlgCompRNACSU... | Completed | 05/28/1999 12:00:00 AM | CLMS_DMN |
| 44915404 | RkncCompRNACSU... | Inactive | 05/27/1999 12:00:00 AM | WkFlow |

The *Activity History* screen displays the following information:

Activity ID – Unique identifier for each activity.

Activity Name – Activity Code as it reads in the CLAIMS 4 workflow.

Status – Status code indicating whether the activity is active, inactive, completed, canceled or suspended.

Active: Indicates that the workflow activity is currently in progress

Inactive: Indicates that the workflow activity is pending

Completed: Indicates that the workflow activity is finished

Canceled: Indicates that the workflow activity was begun, but not completed

Suspended: Indicates that the workflow activity was halted prematurely.

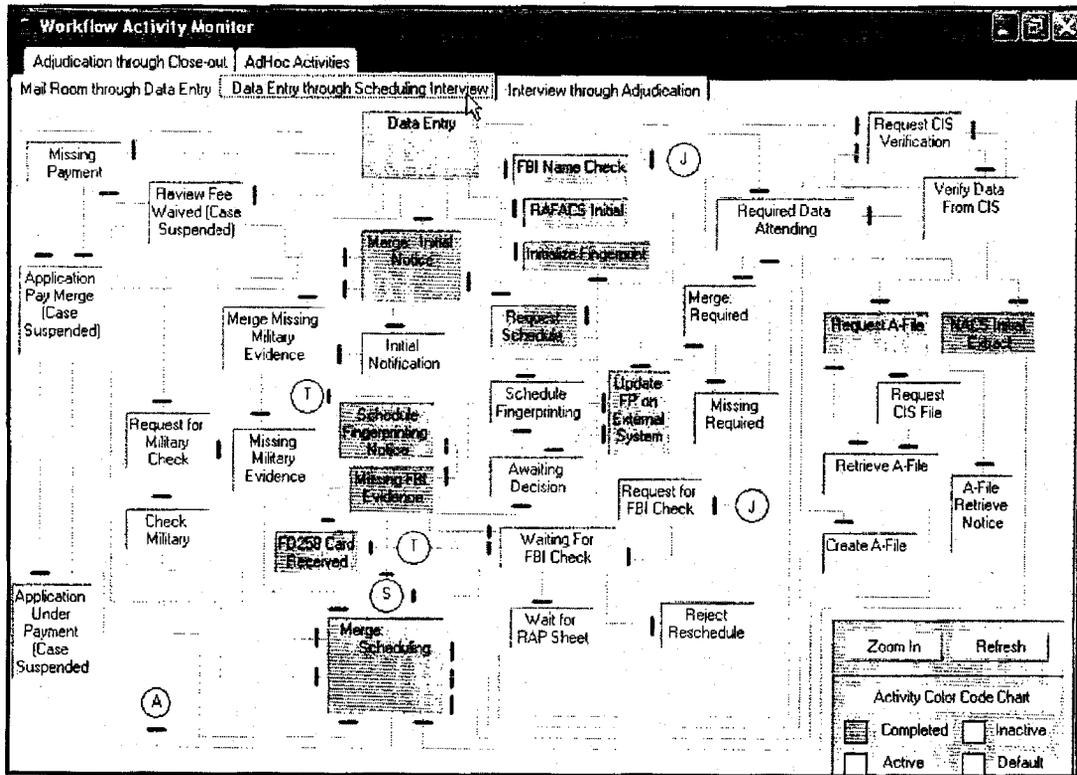
State Time – Date and time at which the listed status took effect.

Processed By – User ID of the user who executed the activity.

5. Click the **Back** button to close the *Activity History* window and return to the *Workflow Case Status – by Case* screen.

6. Click the **Show Workflow Diagram** button to view the workflow diagrams for the selected case.

The *Workflow Activity Monitor* screen appears.



The color of the activity indicates the status of that activity.

7. Click the various tabs located at the top of the screen to view the workflow progress of the application.
8. Click the **X** button in the upper right corner of the window to close the *Workflow Activity Monitor* screen and return to *Workflow Case Status – by Case* screen.
9. Click the **Close** button to close the *Workflow Case Status – by Case* screen and return to the main *System Maintenance* screen.
10. Select **File, Exit** from the menu to close the *System Maintenance* module and return to the CLAIMS 4 Switchboard.

CHAPTER G: KEY TERMS

| Key Term | Definition |
|---|---|
| Active | Indicates that the workflow activity is currently in progress |
| Address Change Petition | This option in Case Management allows the user to update an applicant's mailing and/or residential address. |
| Administrative Close | Closing a case for a reason other than naturalization, denial or withdrawal. |
| 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. |
| A-Number | Number assigned by USCIS to aliens applying for benefits or status. |
| Adjudications Officer | 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, deny or continue the case). |
| 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 | A unique number that is assigned to each N-400 Application that is entered into CLAIMS 4. Some samples of what this number is used for include: <ul style="list-style-type: none"> - enter and update information about the applicant - search for a particular person's N-400 case information - access the status of an applicant's N-400 application - schedule an applicant for a Fingerprint appointment, Interview or Oath Ceremony - record the disposition of an application |
| Appointment Slots | Blocks of time within the day that will be assigned interviews or oath ceremonies. |
| Available Slots (aka Normal Slots) | Slots from the Total Capacity of slots that are unreserved and available to be filled by the Batch Scheduler. |
| Batch (certificates) | Two or more certificates printed at the same time |
| Batch Scheduling | Scheduling function that allows users to create scheduling slots and assign appointments to groups of applicants in the Ready to Schedule Queue (Interview). |

(b)(2)

| Key Term | Definition |
|--|---|
| Batch Status Update | This option in Case Management allows the user to update case information on an individual case or a group of cases. Within Batch Status Update, the user can update case status, close out cases, record no-shows, and withhold certificates. |
| Cancel Limit (for interviews and oath ceremonies) | Maximum number of times an applicant can cancel an appointment (either interview or oath ceremony). Once the applicant has exceeded the <i>Cancel Limit</i> , the applicant will not be eligible to have another appointment scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her <i>Cancel Limit</i> . The user should consult his or her local management for guidance on whether this applicant should be given another appointment. If the user wishes to schedule the applicant for another interview, contact the USCIS Service Desk [redacted] |
| CCO (Case Control Office) | Office at which the applicant initially filed the N400 form. |
| Certificate Number | Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4 when a print request is made. |
| CLAIMS Resolution | This option in Case Management allows authorized users to resolve data discrepancies between the Central Index System (CIS) and CLAIMS 4 and/or to enter missing required data. This function is performed at the National Benefits Center (NBC). |
| Current Address | A reprint of an original notice that reflects any address changes that have been made after the original notice was printed. |
| Current Data | A reprint of an original notice that reflects any changes that have been made since the printing of the original notice - applicant's name, address, or scheduled appointment. |
| Date Range (From: To:) | The Date Range area asks the user to input a From: and a To: date. The From: and To: dates dictate the period of time that the report's data is displaying for. |
| Destroy (certificate) | Make a naturalization certificate unusable by taking an action such as shredding it |
| Duplicate Original | A reprint of a Notice as it appeared when it was originally printed. |
| Error | Indicates that the workflow activity began, but did not complete due to an error |
| FBI Fingerprint Result | This option in Case Management allows the user to add or modify existing FBI fingerprint response(s) for the applicant. |
| FCO (File Control Office) | Office having jurisdictional control over the A-file. |

| Key Term | Definition |
|--|---|
| 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. |
| G-325 | 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. |
| Gate Profile | A screen that defines the station and time that applicants may start appearing for their Oath Ceremony. |
| History | The History section lists all workflow activities that have been completed. Activities are sorted with most recently completed activities at the top of the list and the older activities towards the bottom of the list. |
| Ident | A FBI Fingerprint Interface result that indicates the applicant's fingerprints are on record (in FBI's database). |
| Inactive | Indicates that the workflow activity is pending |
| Interactive Scheduling | Scheduling function that allows a user to schedule an individual applicant into a specific time slot. |
| Interfaces (CLAIMS 4) | Software application systems that CLAIMS 4 interfaces with. Some examples are: FBI Name Check Interface, FBI Fingerprint Interface and the Central Index System (CIS) Verification Interface. |
| Interview Section Exception Profile | A screen that allows the user to input <i>exception dates</i> to the normal schedule defined on the Interview Section Profile screen. Some offices use this screen to input their entire schedule date by date and they leave the Interview Section Profile screen empty. |
| Interview Location Profile | A screen that defines the location at which the Interview takes place and the date range for which you want to build your schedule. |
| Interview Section Profile | A screen that defines the days of the week, times of day, and the number of adjudicators conducting interviews. |
| Interview Service Type Profile | A screen that defines the date range that you want to build your schedule for, the length of each interview, and the amount of time to add if interviewing a "group" or if represented by an attorney. |
| N-400 | Application form submitted for naturalization. |

CLAIMS 4 REFERENCE GUIDE

Key Terms

(b)(2)

| Key Term | Definition |
|---|---|
| Naturalization Certificate | Official document that is presented to an applicant during an Oath Ceremony and that serves as proof of citizenship |
| 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. |
| Non-Ident | A FBI Fingerprint Interface result that indicates the applicant's fingerprints are <u>not</u> on record (not in FBI's database). |
| No Show Limit (for interviews and oath ceremonies) | Maximum number of times an applicant can not show up for either an Oath Ceremony or interview. Once the applicant has exceeded the No-Show Limit, the applicant will not be eligible to have another appointment 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 appointment. If another one is desired, contact the USCIS Service Desk [redacted] and ask them to resolve the workflow issue. |
| 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. |
| 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. |
| Participant Type Code | The code that a user is assigned within the CLAIMS 4 software application. This code dictates which CLAIMS 4 functions a user can perform within the application. The Participant Type Code is defined by the System Administrator. |
| Payment ID | Unique identification number assigned by CLAIMS 4 to each payment received in the Service Center. |
| Profile | A set of information about a location, user, or group of users. |
| Queue Ceremony | Place a request to print certificates for an Oath Ceremony onto a print server |
| 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 or an applicant is interactively scheduled into a slot. |
| Report Access Group | The group that your System Administrator has assigned you to that dictates which reports will be available for you to run. |
| 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. |

| Key Term | Definition |
|----------------------------------|---|
| 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. |
| Sort By | The Sort By area of the report screen allows the user to specify which field or fields the report should order the records by. |
| Suspended | <p>Indicates that the workflow activity was halted prematurely. This happens when a user saves the case in the Adjudications module and chooses the option: <u>Save Decision – Place on Hold for Me for Later Processing</u>.</p> <p>If another user attempts to open the case, he or she will receive a message such as: <i>“This Key Already is Associated with an Element in this Case”</i> or <i>“Adjudications Suspended”</i>. If this occurs, and the user who suspended the activity needs to work with the case, call the Benefits Service Desk (800-892-4831) and have the activity reset.</p> <p>If a user <u>other</u> than the user who suspended the case needs to work with the case, he or she can open the case in the <i>Adjudications</i> module, proceed to the <i>Decision</i> screen, and type in their <u>CLAIMS 4 User ID</u> in the Adjudicated By: (User ID) field. The user should now be able to make a decision on the case.</p> |
| Total Capacity (Slots) | Total number of appointment slots needed for the Oath Ceremony for which you are building a schedule. |
| Void | Record that a certificate number and its corresponding certificate are invalid. |
| Workflow | Ordered sequence of activities through which an application must progress during the naturalization process. When “WkFlow” or “CLMS_DMN” appear in the User column on the <i>Case Status</i> screen, it indicates that an activity was initiated automatically by the CLAIMS 4 system rather than by a particular user. |
| Workflow Participant Role | Role assigned to users that determines which modules they can access in CLAIMS 4. |
| Status | <p>The <i>Status</i> section lists any pending or active workflow activities. CLAIMS 4 tracks the User ID of everyone who executes an activity. Some activities are performed by the CLAIMS 4 system without direct user intervention. You will see these identified in the User column:</p> <p>CLMS_DMN “CLAIMS Domain” or WkFlow</p> <p>Within the <i>Status</i> section, there is a Status column. The following status codes are used to indicate workflow status:</p> |

INDEX

A

A-File, Place FBI Rap Sheet in 2-12

Absences Outside of U.S., Update 4-30

Access CLAIMS 4 1-5

Access Discrepancy Alert Window 4-9

Activity Codes and End Conditions 8-12

Add Adjudicator's Decision Notes 4-34

Add Evidence 4-18

Add Exception Dates 3-31

Add FBI Fingerprint Response 4-21

Add FBI Name Check Response 4-24

Add New User Profile (Sys Maint) 10-34

Address Change Petition 2-4

Address, Update 4-11

Adjudication Buttons 4-5

Adjudicator's Decision Notes, Add 4-35

Adjudication, Entering a Decision 4-33

Adjudication, Save Changes 4-32

Adjudications Screen 4-4

Administrative Close Case 4-42

Agency Checks Received, Fingerprints 2-9

Agency Checks Requested, Fingerprints 2-8

Alerts, Discrepancy 4-9

Applicant Certificate, View History of 6-15

Applicant Information, Reset 6-11

Applicant Motion to Reopen and Reconsider 4-48

Application, Approve 4-35

Application, Open 4-7

Application, Continue 4-39

Application Info Button 5-32

Appointment Notice, Reprint 2-5

APPOINTMENTS - Interview

 Appointment Slots, Check 3-17, 3-34

 Appointment Slots, Create 3-16, 3-33

Appointment Slots, Fill 3-18, 3-35

 Appointments, Check 3-19, 3-36

APPOINTMENTS - Oath Ceremony

 Appointment Slots, Check 5-15

 Appointment Slots, Fill 5-18

 Appointments, Check 5-19

Approve Application 4-36

Arrest Information, Record 4-15

Attorney Information, Update 4-12

B

Batch Sched. Process, Interview (Exception) ... 3-5

Batch Sched. Process, Interview (Profile) 3-20

Batch Scheduling Process, Oath Ceremony 5-4

BATCH STATUS UPDATE (Case Management)

 Evidence Received 2-11

 Fingerprint/Agency Checks Received 2-9

 Fingerprint/Agency Checks Requested 2-8

 Information Received 2-17

 Naturalization Certificate Issued 2-21

 Place FBI Rap Sheet in A-File 2-12

 Record No-Shows 2-18

 Record Certificate Withheld 2-19

 Reverfy Grant 2-15

 Undeliverable Notice 2-16

 Update w/ Request Motion to Reopen 2-13

C

CANCEL

 Applicant from Oath Ceremony 5-28

 Fingerprint Request 4-22

 Interview Appointment 3-47

Cancel/No-Show Report 9-22

Case Management Screen..... 2-3

C

Case Status Information, Review 8-9

Case Status, Search for Case 8-7

Case Status, Search using Wildcards 8-8

Case Status, Status Section Activities..... 8-10

Case Status Screen 8-3

CERTIFICATE

Certificate (Naturalization) Issued 2-21

Certificate/Applicant History tab 6-3

Certificate Log Report 9-30

Certificate Numbers, Reassign/Applicant... 6-13

Certificate Numbers, Browse..... 10-33

Certificate Numbers, Assign..... 10-36

Certificate Production tab 6-2

Certificate, Reset Applicant Information 6-11

Certificate, View History 6-15

Certificate, Void Printed..... 6-16

Certificate Withheld, Record..... 2-19

Change of Address Petition..... 2-4

Change Your Password..... 1-7

CHECK

Appointment Slots, Interview..... 3-17, 3-34

Interview Appointments 3-19, 3-36

Oath Ceremony Appointments 5-19

Oath Ceremony Slots 5-15

Ready to Schedule Queue, Interview.. 3-6, 3-21

Ready to Schedule Queue, Oath Ceremony. 5-5

Close a Case, Administrative (Adjudications) ... 4-40

Close Out a Case / Ceremony..... 2-22, 6-17

Community Based Organization 4-12

Completed Oath Ceremony Report..... 9-40

Continue an Application (Adjudications)..... 4-40

Counting Records on a Report..... 9-14

Create Appointment Slots..... 3-16, 3-33

D

Date Range, Specify Report..... 9-13

Decision, Enter a 4-34

Decision Notes, Adding Adjudicator's 4-34

Delete Evidence 4-19

Delete Oath Ceremony Facility Profile..... 5-17

Deny a Case..... 4-42

Deschedule from Interview..... 3-47

Deschedule from Oath Ceremony 5-28

Determine Status, FBI Name Check

Response 4-23

Discrepancy Alert Window..... 4-9

E

Eligibility Questions, Update 4-13

End Conditions 8-9

Enter a Decision 4-34

EVIDENCE

Evidence, Add 4-18

Evidence, Delete 4-19

Evidence, Mark as Received 4-17

Evidence, Mark as Waived 4-17

Evidence, Received (Case Mgmt) 2-11

Examination/Case Review Pick List Report... 9-19

Exam Results, View Prior 4-26

Exception Dates, Add 3-31

Export Report to EXCEL..... 9-16

E

Facility Profile 5-11

FBI

FBI Fingerprint Response, Add 4-21

FBI Fingerprint Response, Modify 4-21

FBI Name Check Response, Add..... 4-24

FBI Name Check Response,

Determine Status..... 4-23

FBI Rap Sheet, Place in A-File..... 2-12

F

Fields, Select Fields to Sort By (Reports)..... 9-12
 Fill Slots with Appointments, Interview .. 3-18, 3-35
 Fill Slots with Appointments, Oath Ceremony 5-18

FINGERPRINT

Fingerprint Request, Cancel..... 4-22
 Fingerprint Response, Add..... 4-21
 Fingerprint Results, Record..... 2-6
 Fingerprints, Agency Checks Received..... 2-9
 Fingerprints, Agency Checks Requested 2-8
 Fingerprints, Order New 4-22

G

Gate Profile Section (Oath Ceremony)..... 5-9
 Get Access to CLAIMS 4..... 1-5
 Grant, Reverify 4-37
 Granted Application, Supervisory Review of... 4-38

H

History of Applicant Certificate, View..... 6-15

I

I-485 Ready to Schedule Queue for
 Interview Report 9-26
 Information Received, Batch Status
 Update (Case Mgmt) 2-17
 Interactively Schedule Applicant for
 Interview 3-39
 Interactively Schedule Applicant for
 Oath Ceremony 5-21

INTERVIEW

Interview, Interactively Schedule
 an Applicant..... 3-37
 Interview Appointment, Cancel..... 3-45
 Interview Appointment Notice, Reprint 7-3
 Interview Appointment Slots, Check.. 3-17, 3-34

Interview Appointment Slots, Create . 3-16, 3-33
 Interview Appointment Slots, Fill 3-18, 3-35
 Interview Location Profile, Update 3-7, 3-22
 Interview Section Profile, Update 3-13, 3-28
 Interview Service Type Profile, Update3-11, 3-26

L

Location Profile (Sys Maint)..... 10-8
 Location Address, Change (Sys Maint) 10-14
 Logon to CLAIMS 4 1-6
 Logoff of CLAIMS 4 1-7

M

Mark Evidence as Received 4-17
 Mark Evidence as Waived 4-17
 Marriage Information, Update..... 4-27
 Modify FBI Fingerprint Response 4-21
 Motion, Update with Request to
 Reopen Information 6-15
 Motion to Reopen and Reconsider 4-45
 Motion to Reopen and Reconsider, Applicant . 4-48

N

N-400 Process in CLAIMS 4..... 1-4
 N-400 Tab, Update information on 4-10
 Name Change Petition 4-32
 Naturalization Certificates Issued 2-21
 Naturalization Certificates, Print 6-4
 Naturalization Certificates, Reprint 6-9
 Naturalization Test, Record Results of..... 4-25
 New Fingerprints, Order 4-22
 No-Show, Record Interview 3-51
 No-Show, Record Interview or (Oath Ceremony) 3-49

NOTICES

Notices, Reprint..... 2-5, 7-3
 Notices, Reprint – Current Address 7-5
 Notices, Reprint – Current Data 7-7

Notices Screen 7-2
 Notice, Undeliverable 2-16

Q

OATH CEREMONY

Application Info Button 5-32
 Appointment Notice, Reprint 7-3
 Appointment Slots, Check 5-15
 Appointment Slots, Fill with
 Appointments 5-18
 Batch Scheduling Process 5-4
 Cancel Applicant from 5-28
 Check Ready to Schedule Queue 5-5
 Check Oath Ceremony Appointments 5-19
 Completed Oath Ceremony Report 9-40
 Delete Oath Ceremony Facility Profile 5-17
 Facility Profile, Update 5-11
 Interactively Schedule Applicant for
 Oath Ceremony 5-21
 Location Profile, Update 5-6
 Oath Ceremony (N646/647) Report 9-43
 Oath Ceremony Data Validation Report 9-33
 Oath Ceremony Management Screen 6-2
 Place Case in Ready to Schedule Queue .. 5-25
 Remove Case from Ready to Schedule
 Queue 5-27
 Update the Oath Ceremony/Fingerprint
 Location Profile 5-6
 Update the Oath Ceremony/Fingerprint
 Facility Profile 5-11

Open an Application 4-7
 Order New Fingerprints 4-22
 Original Notice, Reprint 7-3

P

Participant Type Codes 1-9
 Password, Change 1-7

Perform Quality Check Prior to Printing
 Official Certificates 6-7
 Petition, Change of Address 2-4
 Place Case in Queue (Oath Ceremony) 5-25
 Place Case in Ready to Schedule
 Queue, Interview 3-43
 Place FBI Rap Sheet in A-File 2-12
 Previous Decision, Undo 4-42
 Print Naturalization Certificates 6-4
 Prior Exam Results, View 4-26

PROFILE SCREENS - INTERVIEW

Location Profile 3-7, 3-22
 Location Profile Section 3-8, 3-23
 Room Profile Section 3-9, 3-24
 Site Profile Section 3-8, 3-23

Section Profile 3-13, 3-28
 Service Type Profile 3-11, 3-26

PROFILE SCREENS – OATH CEREMONY

Facility Profile 5-11
 Location Profile 5-6

Q

Quality Check Prior to Printing Official
 Certificates, Perform 6-7
 Query Builder Screen 9-11

R

READY TO SCHEDULE QUEUE – Interview

Check Queue 3-6, 3-21
 Place Case in Queue 3-41
 Remove Case from Interview Queue 3-46

READY TO SCHEDULE QUEUE – Oath Ceremony

Check Queue 5-5
 Place Case in Queue 5-25
 Remove Case from Queue 5-27

| | |
|-----------------------------------|------|
| Reassign Certificate Numbers..... | 6-13 |
|-----------------------------------|------|

RECORD

| | |
|-------------------------------------|------------|
| Arrest Information Details..... | 4-15 |
| Certificates Withheld..... | 2-19 |
| Fingerprint Results..... | 2-6 |
| No-Shows..... | 2-18, 3-51 |
| Results of Naturalization Test..... | 4-25 |
| Selective Service Information..... | 4-14 |

| | |
|------------------------------------|------|
| Relatives Information, Update..... | 4-29 |
|------------------------------------|------|

REMOVE

| | |
|---|------|
| Case from Oath Ceremony Ready to Schedule Queue..... | 5-27 |
| Case from Interview Ready to Schedule Queue..... | 3-44 |

| | |
|---------------------------------------|------|
| Reopen and Reconsider, Motion to..... | 4-43 |
|---------------------------------------|------|

REPORTS

| | |
|--|-------|
| Access Groups..... | 9-10 |
| Access Groups (Setting Up)..... | 10-26 |
| Cancel/No-Show Report..... | 9-22 |
| Certificate Log Report..... | 9-30 |
| Completed Oath Ceremony Report..... | 9-40 |
| Counting Records..... | 9-14 |
| Examination/Case Review Pick List..... | 9-19 |
| Export Report to EXCEL..... | 9-16 |
| I-485 Ready to Schedule Queue for Interview Report..... | 9-26 |
| Oath Ceremony Data Validation Report..... | 9-33 |
| Oath Ceremony (N646/647) Report..... | 9-43 |
| Print Report..... | 9-18 |
| Report Query Builder Screen..... | 9-11 |
| Select Fields to Sort By..... | 9-12 |
| Select Location..... | 9-11 |

| | |
|--|------|
| Separate Combined Data into Separate Columns (EXCEL)..... | 9-17 |
| Specify the Date Range..... | 9-13 |
| Types of CLAIMS 4 Reports..... | 9-3 |
| View Report..... | 9-15 |
| Voided Certificates Report..... | 9-36 |
| Workflow Current Activity Report..... | 9-46 |

REPRINT

| | |
|--|-----|
| Appointment Notices: Fingerprint, Interview, and Oath Ceremony..... | 2-5 |
| Naturalization Certificates..... | 6-9 |
| Original Notice..... | 7-3 |
| Notice with Current Address..... | 7-5 |
| Notice with Current Data..... | 7-7 |

| | |
|---|------------|
| Requested Motion to Reopen..... | 2-13 |
| Relatives, Update..... | 4-29 |
| Reset Applicant Information..... | 6-11 |
| Reverify Approved Application..... | 4-36 |
| Reverify Grant (Case Mgmt)..... | 2-15 |
| Reverify Grant (Adjudications)..... | 4-37 |
| Review Case Status Information..... | 8-6 |
| Room Profile Section Interview..... | 3-9, 3-24 |
| Room Profile Section (Oath Ceremony)..... | 5-8 |
| Room, Turn On..... | 3-10, 3-25 |
| Room Turn Off..... | 3-10, 3-25 |

S

| | |
|---|------|
| Save Changes (Adjudications)..... | 4-33 |
| Section Profile, Interview..... | 3-28 |
| Section ID, Create New..... | 3-37 |
| Schedule an Applicant for an Interview, Interactively..... | 3-37 |
| Schedule Applicant for Oath Ceremony, Interactively..... | 5-21 |
| Search for a Case..... | 8-4 |
| Selective Service Information, Record..... | 4-14 |

Site Profile Section (Interview) 3-8, 3-23
 Site Profile Section (Oath Ceremony) 5-7

SLOTS

Slots, Create Interview 3-16, 3-33
 Slots, Create Oath Ceremony 5-14
 Slots, Check Interview 3-17, 3-34
 Slots, Check Oath Ceremony 5-15
 Slots, Fill with Interview Appointments 3-18, 3-35
 Slots, Fill with Oath Ceremony Appointments 5-18

 Status of the A-File 4-16
 Status, Determine FBI Name Check Response 4-23
 Stuck Cases 8-11
 Sub-Tabs on Evids/Bkgds Tab 4-20
 Supervisory Review of Granted Application ... 4-39
 Switchboard, CLAIMS 4 1-8

SYSTEM MAINTENANCE

Selecting a Location 10-3
 Location Codes Under the Parent 10-6
 Location Profile 10-8
 Location Address, Change 10-14
 Define Service Types 10-17
 Assign or Reassign Site Zip Codes 10-21
 Define Workflow Participant Roles 10-27
 Set Up Report Access Reports 10-30
 Add a New User Profile 10-34
 Edit a User Profile 10-36
 Discontinue User Access 10-37
 Browse Certificate Numbers 10-39
 Assign Certificate Numbers 10-42
 Open and View Tables 10-44
 Activity History and Workflow Status 10-47

U

Undeliverable Notice 2-16
 Undo Previous Decision 4-44

UPDATE

Absences Outside of U.S. 4-30
 Address 4-11
 Attorney Information 4-12
 Community Based Organization 4-12
 Eligibility Questions 4-13
 Information on the N400 Tab 4-10
 Interview Location Profile 3-7, 3-22
 Interview Section Profile 3-13, 3-28
 Interview Service Type Profile 3-11, 3-26
 Marriage Information 4-27
 Oath Ceremony/Fingerprint Location Profile 5-6
 Oath Ceremony/Fingerprint Facility Profile 5-11
 Relatives Information 4-29

 User Access, within CLAIMS 4 1-9
 User Profile, Add New (Sys Maint) 10-34

V

View History of Applicant's Certificate 6-15
 View Prior Exam Results 4-26
 View a Report 9-15
 Void Printed Certificate 6-16
 Voided Certificates, Report of 9-36

W

Wildcards, Use to Search for a Case 8-8
 Withdraw an Application 4-42
 Workflow Current Activity Report 9-46