c. Click on the appropriate reporting gate code from the list of available gates.

d. If the gate is unavailable for the date, tab to the Not Available field, and press s, or click in the Not Available box.

e. If the gate is available, enter the appropriate information in the following fields:

   Note: All time entries must be in military format (for example, 13:00).

   - **Adv. Start Time**—Time of day applicants should start reporting at the gate
   - **Stagger Time (mins)**—Number of minutes between reporting times
   - **High Threshold**—Maximum number of people that can be assigned to report to the gate at the same time

f. Click . When the Scheduler message box appears, click .

g. To clear the input fields, click .

h. To return to the Oath Ceremony Room Profile Exception screen without saving the exception, click .

i. To save the exception and return to the Oath Ceremony Room Profile Exception screen, click .

7. To return to the Oath Ceremony Room Profile screen, click .

Oath Ceremony Examiner Profile

The Oath Ceremony Examiner Profile option is used to indicate days and times examiners are available to attend OCs. Examiner profiles can be added to a site, updated, or deleted using this screen. To set up or modify an OC examiner profile, perform the following steps:

1. Use one of the following methods to access the Oath Ceremony Examiner Profile screen (Exhibit 7–26, Oath Ceremony Examiner Profile):
   - From any of the Administrator screens, click .
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–25, Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony Examiner).

Exhibit 7–25: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony Examiner

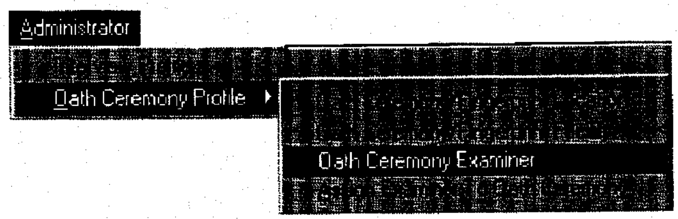


Exhibit 7–26: Oath Ceremony Examiner Profile

[redacted]

2. Enter the appropriate codes in the Site Information section. To select the code from a list of previously entered codes, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
3. Enter the appropriate information in the following fields:
   - **Examiner ID**—Code used to identify the examiner; to select the code from a list of previously entered codes, click .
   - **Start Date**—Date the examiner's profile starts; to select the date from a calendar, click ; to select an existing profile, click .
   - **End Date**—Date the examiner's profile ends to select the date from a calendar, click .
4. Schedules are set up on a biweekly basis. Click to set up the profile for Week 1, or click to set up the profile for Week 2.
5. For each day of the week the examiner is available, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Day of Week**—Day of the week the examiner is available to be scheduled, or click on the day of the week from the box below the field to select the date from a calendar, click .
      - **Start Time**—Time of day examiner becomes available to be scheduled (in military format, for example, 13:00)
      - **End Time**—Time of day examiner is no longer available to be scheduled (in military format, for example, 13:00)

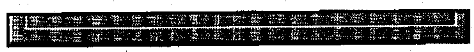
b. To add the day to the profile, click .

c. To remove a day from the profile, select the day from the list, and click .

6. To enter/edit an exception to an examiner's availability dates, perform the following steps:

a. Click to access the Examiner Exceptions window (Exhibit 7–27, Examiner Exceptions).

Exhibit 7–27: Examiner Exceptions



b. Enter the date of the exception in the Exception Scheduled Date field. To select the date from a calendar, click . To select an existing profile, click .

c. Enter the start and end times in the appropriate fields:

- To add a date/time, click .
- To remove a date/time, click .
- To add additional exception dates, repeat Steps b and c.

7. To return to the Scheduler main menu screen, click .

Assign Examiner to Oath Ceremony

The Assign Examiner to Oath Ceremony option is used to assign available examiners to a specific OC. Examiners can be either added to or removed from an OC assignment using this screen. To assign an examiner to an OC, perform the following steps:

1. Use one of the following methods to access the Assign Examiner to Oath Ceremony screen (Exhibit 7–29, Assign Examiner to Oath Ceremony):
   - From any of the Administrator screens, click .
   - From the Scheduler menu bar, select the following options in the Administrator menu (Exhibit 7–28, Administrator Menu Options—Oath Ceremony Profile, Assign Examiner to Oath Ceremony).

Exhibit 7–28: Administrator Menu Options—Oath Ceremony Profile, Assign Examiner to Oath Ceremony

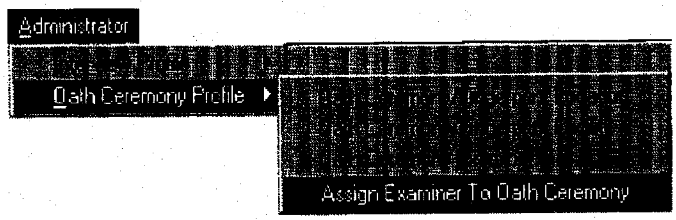
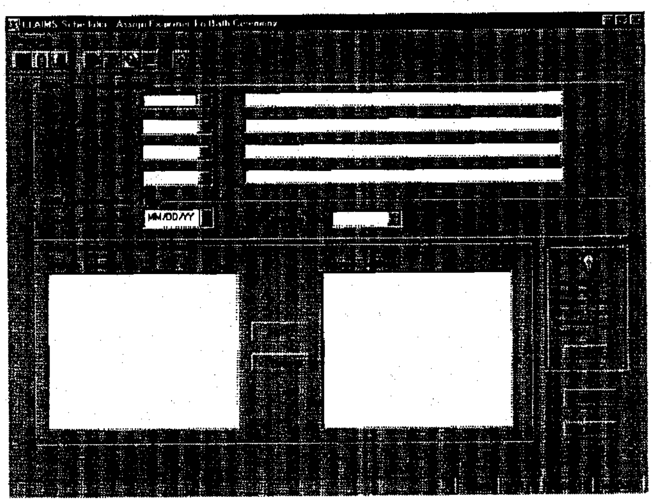


Exhibit 7–29: Assign Examiner to Oath Ceremony



2. Enter the appropriate codes in the Oath Ceremony Location section. To select the code from a list of previously entered codes, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Oath Facility**—Code used to identify a location where OCs take place
   - **Room ID**—Number used to identify an OC room
3. Click in the Oath Ceremony Date field to select an OC date from a calendar.
4. Click in the Oath Ceremony Time field to select an OC time.
5. To assign an examiner, perform the following steps:
   a. Select an examiner from the Available Examiners list.
   b. Click . The examiner selected is added to the Assigned Examiners list.
6. To remove an examiner, perform the following steps:

a. Select an examiner from the Assigned Examiners list.

b. Click . The examiner selected is returned to the Available Examiners list.

7. When all the examiners are assigned, click . When the Scheduler message box appears, click .

8. To return to the Scheduler main menu screen, click .

Schedule

The Schedule option is used to schedule individuals for interviews, OCs, and fingerprinting. Cases can be scheduled manually (interactive scheduling) or placed into a scheduling queue to allow the system to schedule them for the next available time slot (batch scheduling). Exhibit 7–30, Schedule Menu Icons, lists the options available from the Schedule menu.

Exhibit 7–30: Schedule Menu Icons

Title	Icon	Description
Schedule Interview		Used to schedule an applicant interactively for an interview
Schedule Oath Ceremony		Used to schedule an applicant interactively for an OC

Exhibit 7–30: Schedule Menu Icons (continued)

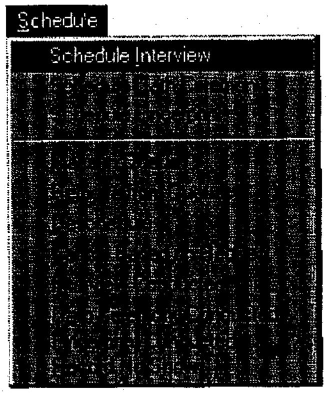
Title	Icon	Description
Schedule Fingerprint		Used to schedule an applicant interactively for fingerprinting
Place in Queue		Used to place applicants into a scheduling queue for automatic scheduling
Remove From Queue		Used to remove applicants from the scheduling queue
Reschedule		Used to remove applicants from an interview, OC, or fingerprint schedule at the request of the INS
Cancel Schedule		Used to cancel an interview at the request of the applicant
Interview Conducted		Used to record that an applicant attended the scheduled interview
Oath Ceremony Conducted		Used to record that an applicant attended a scheduled OC
Fingerprint Conducted		Used to record that an applicant attended a scheduled fingerprint appointment
Record No-Show		Used to record that an applicant did not attend a scheduled interview or OC and did not contact INS to cancel the appointment

Schedule Interview

The Schedule Interview option allows you to schedule applicants interactively for interviews. You can also view applicant information using this option. To schedule an applicant interactively for an interview, perform the following steps:

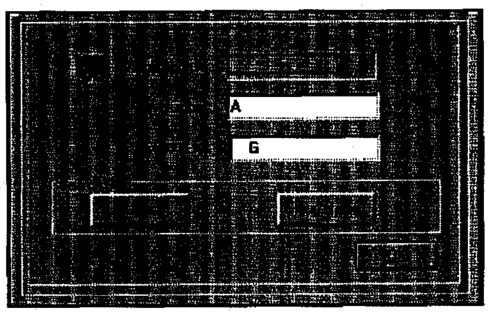
1. Use one of the following methods to access the Schedule Interview screen (Exhibit 7–33, Schedule Interview):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Schedule Interview option in the Schedule menu (Exhibit 7–31, Schedule Menu Options—Schedule Interview).

Exhibit 7–31: Schedule Menu Options—Schedule Interview



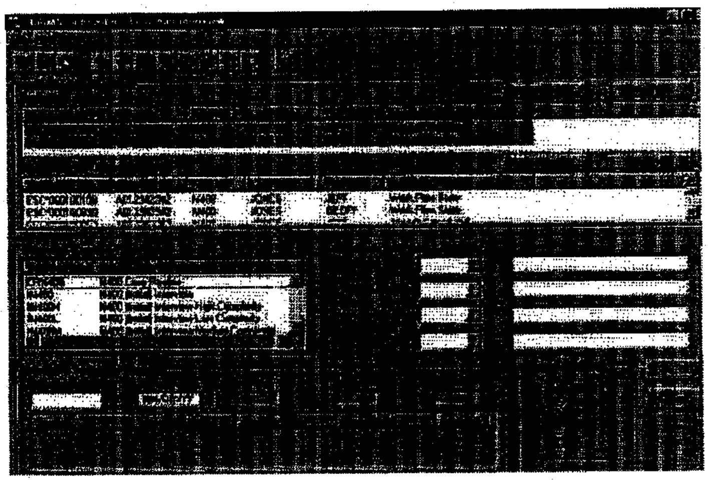
2. When the prompt appears (Exhibit 7–32, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–32: Prompt



3. Click . The Schedule Interview screen (Exhibit 7–33) appears.

Exhibit 7–33: Schedule Interview



4. Verify that the application ID appears in the Applications Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the Application Selection Panel section by clicking on the desired item.
   b. Click to access the Case Status screen (Exhibit 12–3, Case Status Inquiry), or click to display a list of group members for selection.
   c. To return to the Schedule Interview screen, click .
6. Click on a service type in the Interview Service Type section. To scroll through the list, click either or in the scroll bar.
7. Enter the appropriate codes in the Schedule Interview Location section. To select the codes from a list, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location**—Code used to identify a location where interviews will take place
   - **Room**—Code used to identify a room where interviews will take place (determined by the user)
8. Enter the appropriate information in the Available Sections/Times section, or select a slot by clicking on the item in the list below the fields.

- **Interview Section**—Code used to identify the interview section
- **Interview Date**—Date the interview is to be scheduled; Click to select the date from a calendar.
- **Intv Start**—Time the interview is scheduled to start (military format, for example, 13:00)
- **Intv End**—Time the interview is scheduled to end (military format, for example, 13:00)
- **Examiner**—Identification number of the examiner assigned to the interview

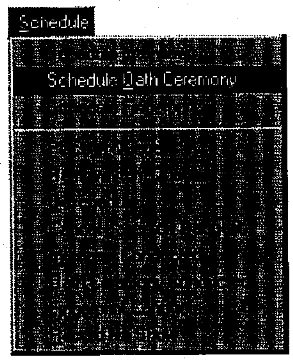
9. Click one of the following radio buttons in the Notice Options section to indicate the means through which the scheduling notice should be printed:
   - to print an individual notice from a local printer
   - to print a notice through the batch printing process
   - to print no notice
10. Click to process.
    a. When the Scheduler confirmation message box appears, click .
    b. When the Results of Activity window appears, click .
    c. To return to the Scheduler main menu screen, click .

Schedule Oath Ceremony

The Schedule Oath Ceremony option allows you to schedule applicants interactively for OCs. To schedule an applicant interactively for an OC, perform the following steps:

1. Use one of the following methods to access the Schedule Oath Ceremony screen (Exhibit 7–36, Schedule Oath Ceremony):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Schedule Oath Ceremony option in the Schedule menu (Exhibit 7–34, Schedule Menu Options—Schedule Oath Ceremony).

Exhibit 7–34: Schedule Menu Options—Schedule Oath Ceremony



2. When the prompt appears (Exhibit 7–35, Prompt), enter a valid application ID in the Value field.

Exhibit 7–35: Prompt

3. To schedule an OC by other than the application ID, enter the appropriate information in the following fields:
   - **Select Applications where...**—Click to specify the type of ID, as follows:
     - Application ID
     - A-Number
     - Group ID
   - **Is...**—Click to specify whether an ID number equal to or similar to a given number is to be selected.
   - **Value**—Identification number (for example, A-Number, Group ID)

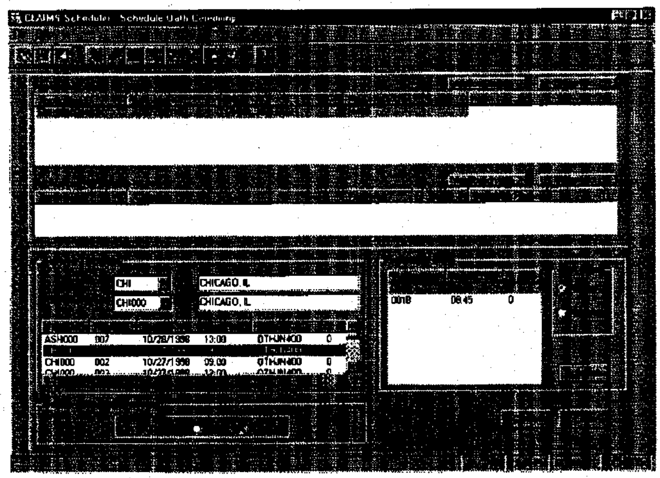
   a. Click .

   b. To add additional criteria to the query, click , and enter additional information.

   - To clear the input fields, click .
   - To delete the query, click .

4. Click . The Schedule Oath Ceremony screen (Exhibit 7–36, Schedule Oath Ceremony) appears.

Exhibit 7–36: Schedule Oath Ceremony



5. Verify that the application ID appears in the Applications Eligible for Activity section.
6. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the top section of the screen by clicking on the desired item.
   b. Click [Application Info] to access the Case Status screen (Exhibit 12–3), or click [Group Info] to display a list of group members for selection.
   c. Click [Return] to return to the Schedule Oath Ceremony screen.
7. Enter the appropriate codes in the Service Location section. To select the codes from a list, click .
   - **Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
8. Select the appropriate information from the Reporting Gate section.
   - **Report Gate**—Gate where the applicant should report for the OC
   - **Report Time**—Time when the applicant should report for the OC
   - **% Alloc**—Percentage of applicants attending the OC who are assigned to the reporting gate
9. Click the desired radio button in the Slot Type section to indicate the type of slot:
   -

-

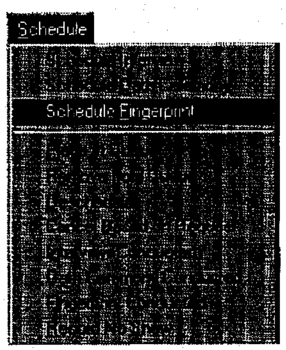
10. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
    - to print an individual notice from a local printer
    - to print a notice through the batch printing process
    - to print no notice
11. Click to process. When the Results of Activity window appears, click .
12. Click to return to the Scheduler main menu screen.

Schedule Fingerprint

The Schedule Fingerprint option allows you to schedule applicants interactively for fingerprints. To schedule applicants interactively for fingerprints, perform the following steps:

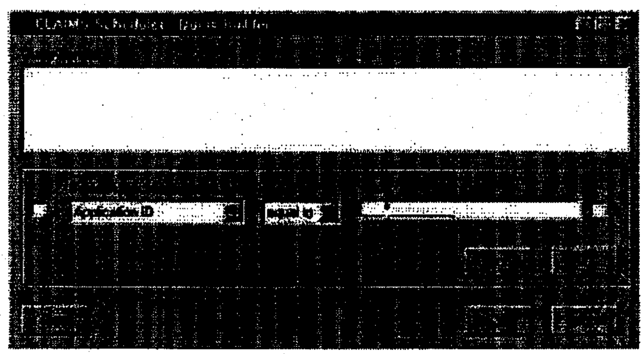
1. Use one of the following methods to access the Schedule Fingerprint screen (Exhibit 7–39, Schedule Fingerprint):
    - From any of the Schedule screens, click .
    - From the Scheduler menu bar, select the Schedule Fingerprint option in the Schedule menu (Exhibit 7–37, Schedule Menu Options—Schedule Fingerprint).

Exhibit 7–37: Schedule Menu Options—Schedule Fingerprint



2. When the prompt appears (Exhibit 7–38, Prompt), enter a valid application ID in the Value field.

Exhibit 7–38: Prompt



3. To schedule fingerprinting by other than the application ID, enter the appropriate information in the following fields:

   - **Select Applications where…**—Click to specify the type of ID:
     - Application ID
     - A-Number
     - Group ID
   - **Is…**—Click to specify whether an ID number equal to or similar to a given number is to be selected.
   - **Value**—Identification number (for example, A-Number, Group ID)

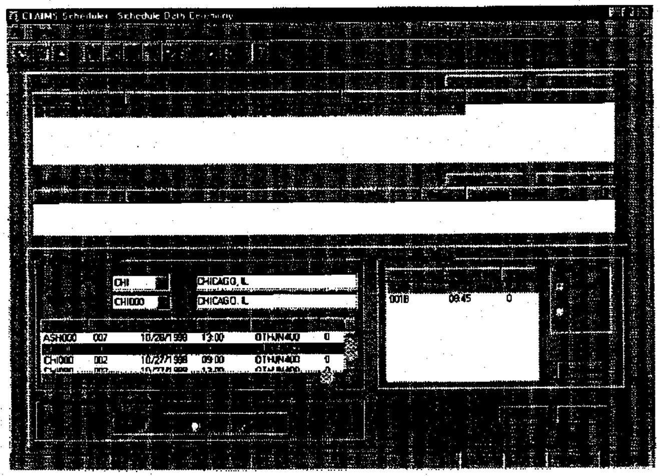
   a. Click .

   b. To add additional criteria to the query, click , and enter additional information.

      - To clear the input fields, click .
      - To delete the query, click .

4. Click . The Schedule Fingerprint screen (Exhibit 7–39) appears.

Exhibit 7–39: Schedule Fingerprint



5. Verify that the application ID appears in the Applications Eligible for Activity section.
6. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the top section of the screen by clicking on the desired item.
   b. Click to access the Case Status screen (Exhibit 12–3), or click to display a list of group members for selection.
   c. Click to return to the Schedule Fingerprint screen.
7. Enter the appropriate codes in the Service Location section. To select the codes from a list, click .
   - **Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
8. Select the appropriate information from the Reporting Gate section.
   - **Report Gate**—Gate where the applicant should report for the OC
   - **Report Time**—Time when the applicant should report for the OC
   - **% Alloc**—Percentage of applicants attending the OC who are assigned to the reporting gate
9. Click the desired radio button in the Slot Type section to indicate the type of slot:
   -

-

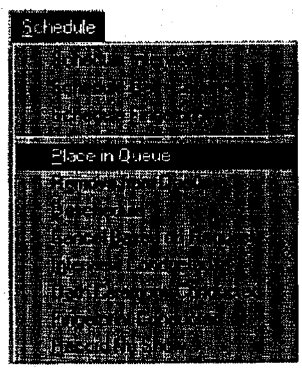
10. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
    - to print an individual notice from a local printer
    - to print a notice through the batch printing process
    - to print no notice
11. Click to process. When the Results of Activity window appears, click .
12. Click to return to the Scheduler main menu screen.

Place in Queue

The Place in Queue option is used to place cases in a scheduling queue for the next available interview, OC, or fingerprint time slot. Cases placed in the scheduling queue are scheduled by the batch scheduling process. To place an individual in the scheduling queue, perform the following steps:

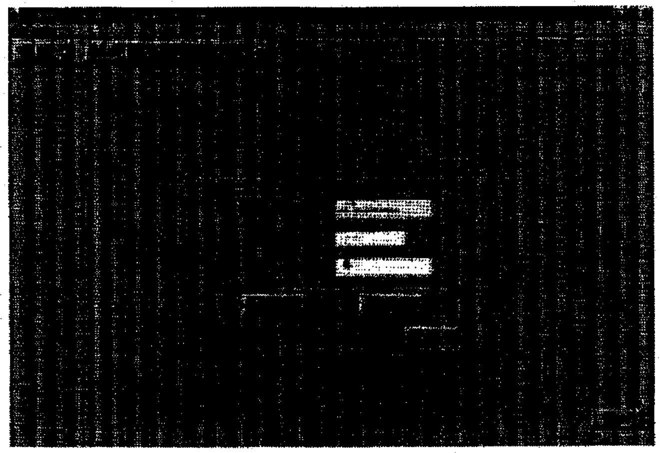
1. Use one of the following methods to access the Place in Queue screen (Exhibit 7–42, Place in Queue):
    - From any of the Schedule screens, click .
    - From the Scheduler menu bar, select the Place in Queue option in the Schedule menu (Exhibit 7–40, Schedule Menu Options—Place in Queue).

Exhibit 7–40: Schedule Menu Options—Place in Queue



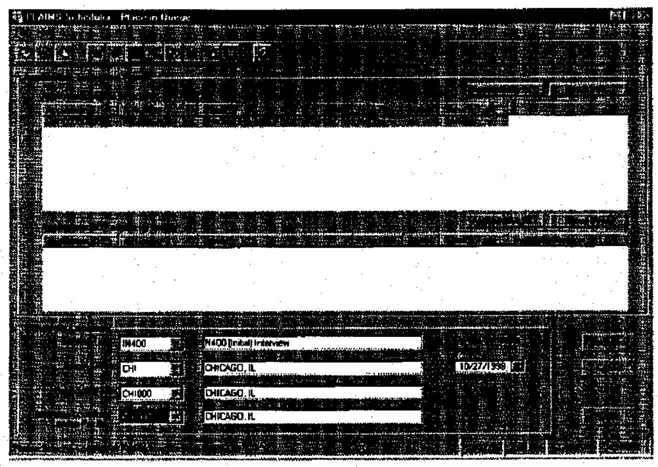
2. When the prompt (Exhibit 7–41, Prompt) appears, enter a valid application ID, A-Number, or group ID.

Exhibit 7–41: Prompt



3. Click . The Place in Queue screen (Exhibit 7–42) appears.

Exhibit 7–42: Place in Queue



4. Verify that the application ID appears in the Applications Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel.
   b. Click to access the Case Status screen (Exhibit 12–3), or click to display a list of group members for selection.

   c. Click to return to the Place in Queue screen.

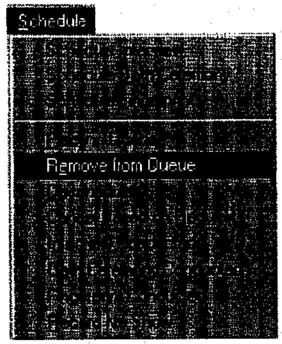
6. Enter the appropriate codes in the Schedule Location section. To select the code from a list of previously entered codes, click .
   - **Service Type**—Code used to describe the type of interview, OC, or fingerprinting for which the applicant is being scheduled
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location/Service Facility**—Code used to identify the interview location, OC facility, or fingerprint facility
7. In the Do Not Schedule Before field, enter the earliest date the application can be scheduled for an interview, fingerprint appointment, or OC. To select the date from a calendar, click .
8. Click to process. When the confirmation window appears, click .
9. Click to return to the Scheduler main menu screen.

Remove From Queue

The Remove From Scheduling Queue option is used to remove cases from the scheduling queue. This can be done only before the batch scheduler has been run and the applicant scheduled. To remove an individual from the scheduling queue, perform the following steps:

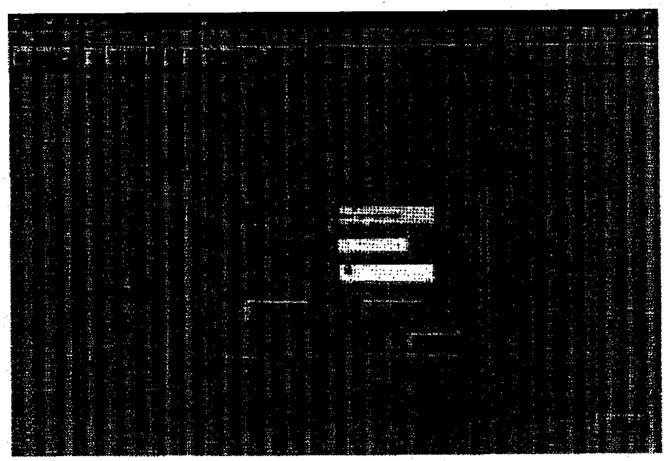
1. Use one of the following methods to access the Remove From Queue screen (Exhibit 7–45, Remove From Queue):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Remove From Queue option in the Schedule menu (Exhibit 7–43, Schedule Menu Options—Remove From Queue).

Exhibit 7–43: Schedule Menu Options—Remove From Queue


Schedule
Remove from Queue

2. When the prompt appears (Exhibit 7–44, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–44: Prompt



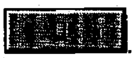
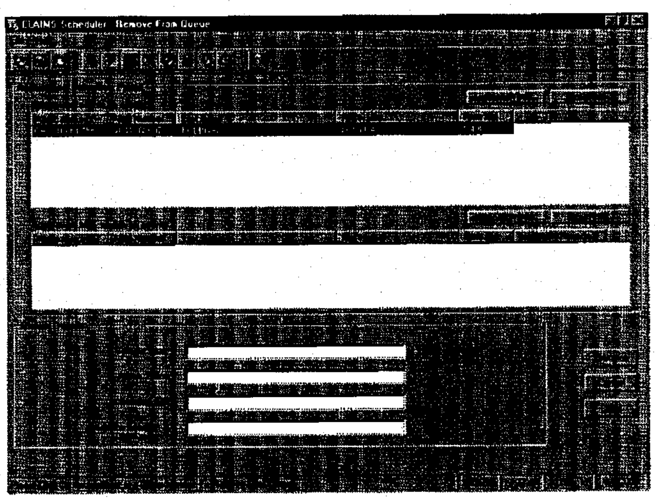
3. Click . The Remove From Queue screen (Exhibit 7–45) appears.

Exhibit 7–45: Remove From Queue



4. Verify that the application ID to be removed appears in the Application Selection Panel section.

5. To view application or group information, perform the following steps:

a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.

b. Click to access the Case Status screen (Exhibit 12–3), or click to display a list of group members for selection.

c. Click to return to the Remove From Queue screen.

6. Enter the appropriate codes in the Queue Details section. To select the code from a list of previously entered codes, click .

   - **Service Type**—Code used to describe the type of interview, OC, or fingerprinting for which the applicant is being scheduled
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location/Oath Facility**—Code used to identify the interview location, OC facility, or fingerprint facility

7. Click to process.

   a. When the Scheduler message box appears, click .

   b. When the confirmation window appears, click .

8. Click to return to the Scheduler main menu screen.

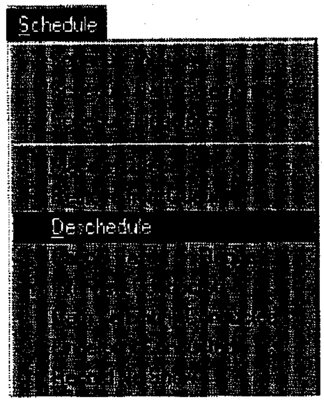
Reschedule

The Reschedule option is used to remove applicants from an interview, fingerprinting, or OC schedule at the INS' request. Rescheduled appointments are not tallied against an applicant's cancellation limit. To cancel an interview at the INS' request, perform the following steps:

1. Use one of the following methods to access the Reschedule screen (Exhibit 7–48, Reschedule):

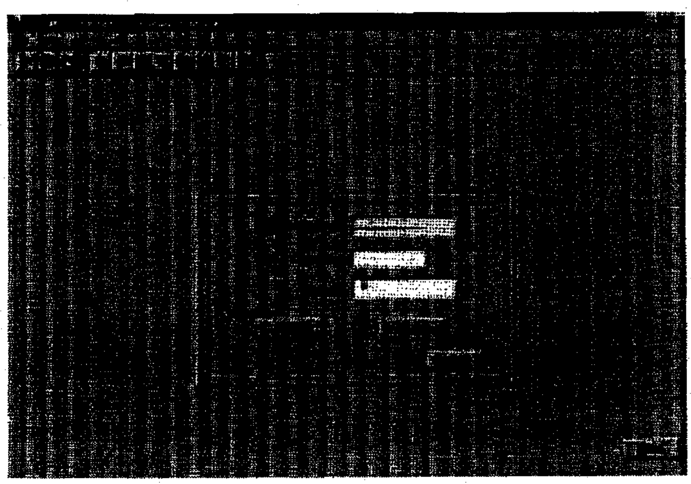
   - From any of the Scheduler screens, click .
   - From the Scheduler menu bar, select the Reschedule option in the Schedule menu (Exhibit 7–46, Schedule Menu Options—Reschedule).

Exhibit 7–46: Schedule Menu Options—Reschedule



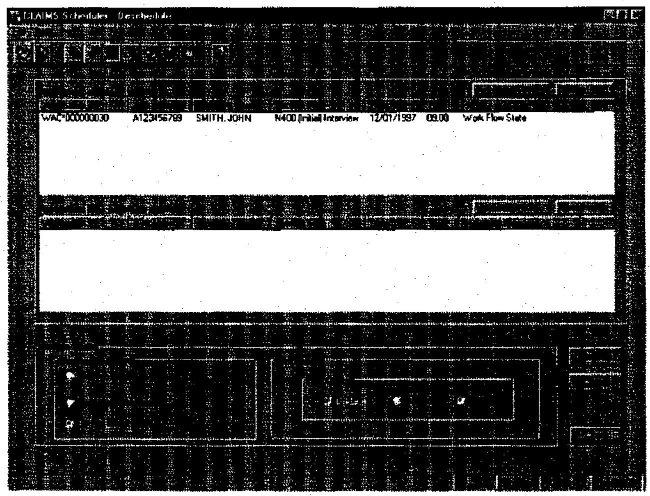
2. When the prompt appears (Exhibit 7–47, Prompt), enter a valid application ID, A-Number, or group ID.

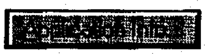
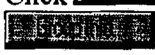
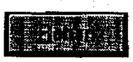
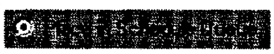
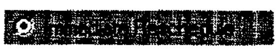
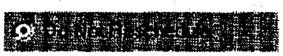
Exhibit 7–47: Prompt



3. Click . The Reschedule screen (Exhibit 7–48) appears.

Exhibit 7–48: Reschedule



4. Verify that the application ID to be rescheduled appears in the Applications Eligible for Activity list.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click  to access the Case Status screen (Exhibit 12–3), or click  to display a list of group members for selection.
   c. Click  to return to the Reschedule screen.
6. Click the desired radio button in the Reschedule Actions section:
   -  to place the applicant in the queue for batch scheduling
   -  to reschedule the applicant interactively
   -  to not reschedule the applicant

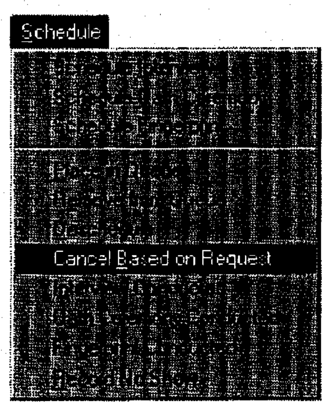
7. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
   - to print an individual notice from a local printer
   - to print a notice through the batch printing process
   - to print no notice
8. Click to process.
   a. When the Scheduler message box appears, click .
   b. When the Results of Activity window appears, click .
9. Click to return to the Scheduler main menu screen.

Cancel Based on Request

The Cancel Based on Request option is used to cancel an interview at an applicant's request. Appointments canceled at an applicant's request are tallied against the applicant's cancellation limit. To cancel an interview at an applicant's request, perform the following steps:

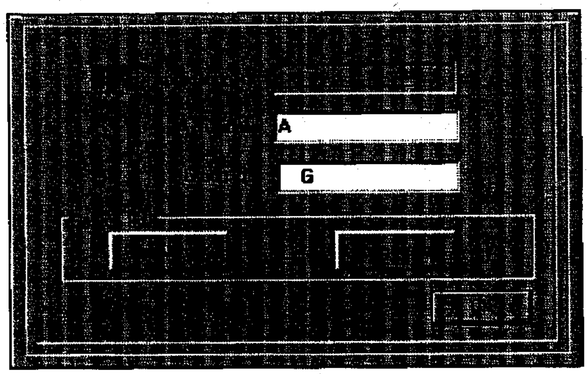
1. Use one of the following methods to access the Cancel Schedule screen (Exhibit 7–51, Cancel Schedule):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Cancel Based on Request option in the Schedule menu (Exhibit 7–49, Schedule Menu Options—Cancel Based on Request).

Exhibit 7–49: Schedule Menu Options—Cancel Based on Request



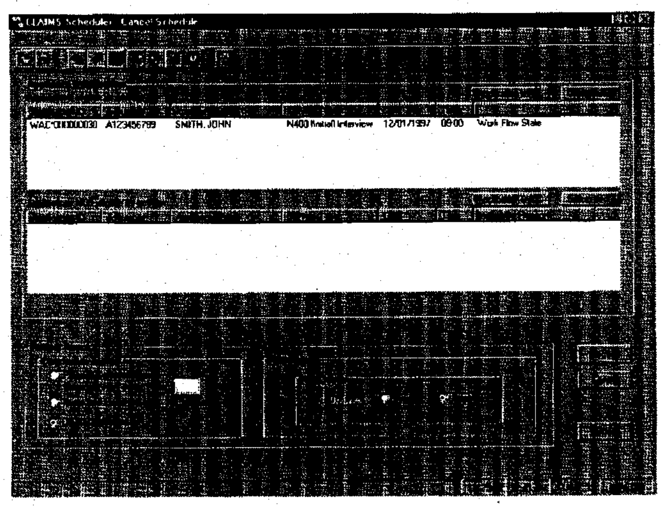
2. When the prompt appears (Exhibit 7–50, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–50: Prompt



3. Click . The Cancel Schedule screen (Exhibit 7–51) appears.

Exhibit 7–51: Cancel Schedule



4. Verify that the application ID to be canceled for interview appears in the Applications eligible for activity list.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Information section.
   b. Click to access the Case Status screen (Exhibit 12–3), or click to display a list of group members for selection.

c. Click to return to the Cancel Schedule screen.

6. Verify that the application ID to be canceled for interview appears in the Applications Eligible for Activity list.
7. Click the desired radio button in the Reschedule Actions section:
   - to place the applicant in the queue for batch scheduling. When selecting this option, enter the minimum number of days that must pass before the applicant is rescheduled in the Schedule No Sooner Than field.
   - to reschedule the applicant interactively
   - to not reschedule the applicant
8. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
   - to print an individual notice from a local printer
   - to print a notice through the batch printing process
   - to print no notice
9. Click to process.
   a. When the Scheduler message box appears, click .
   b. When the Results of Activity window appears, click .
10. Click to return to the Scheduler main menu screen.

Interview/Oath Ceremony/Fingerprint Conducted

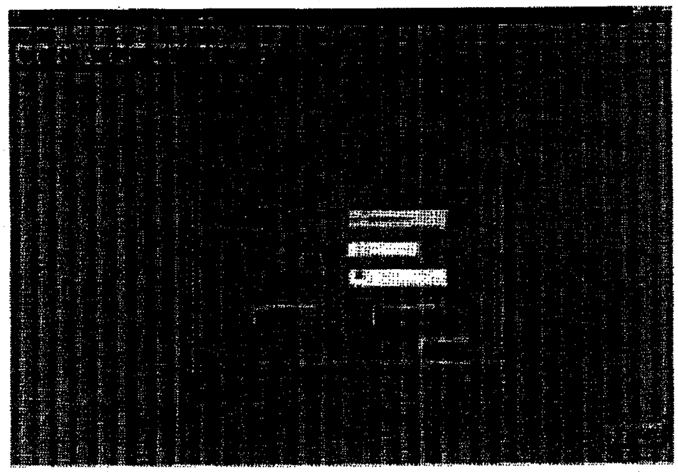
The Interview/Oath Ceremony/Fingerprint Conducted options are used to record that an interview, OC, or fingerprint appointment was actually conducted. To indicate that an interview/OC/fingerprint was conducted, perform the following steps:

1. Use one of the following methods to access the Interview, Oath Ceremony, or Fingerprint Conducted screens (Exhibit 7–54, Interview/Oath Ceremony/Fingerprint Conducted):
   - From any of the Scheduler screens, click (Interview Conducted), (Oath Ceremony Conducted), or (Fingerprint Conducted).
   - From the Scheduler menu bar, select the Interview, Oath Ceremony, or Fingerprint Conducted option in the Schedule menu (Exhibit 7–52, Schedule Menu Options—Interview, Oath Ceremony, or Fingerprint Conducted).

Exhibit 7–52: Schedule Menu Options—Interview, Oath Ceremony, or Fingerprint Conducted

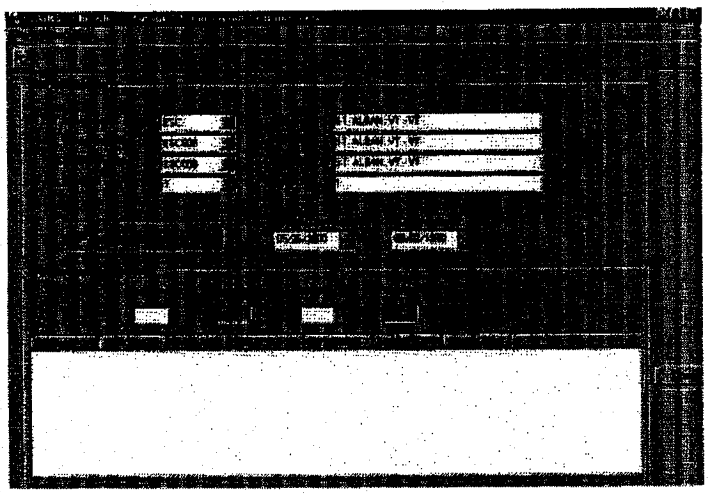
2. When the prompt appears (Exhibit 7–53, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–53: Prompt



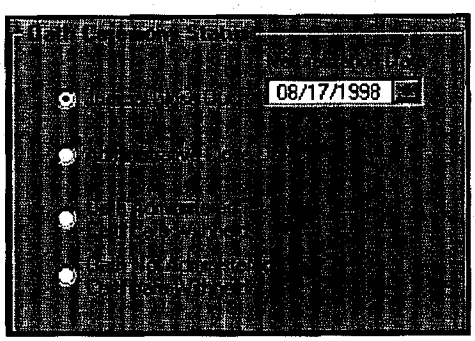
3. Click . The Interview, Oath Ceremony, or Fingerprint Conducted screen (Exhibit 7–54) appears.

Exhibit 7–54: Interview/Oath Ceremony/Fingerprint Conducted



4. Verify that the application ID appears in the Application Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click to access the Case Status screen (Exhibit 12–3), or click to display a list of group members for selection.
6. To return to the Interview/Oath Ceremony Conducted screen, click . If the Oath Ceremony Conducted function is used, an Oath Ceremony Status section appears to the right of the Schedule Information. Select one of the four displayed options (Exhibit 7–55, Oath Ceremony Status Options).

Exhibit 7–55: Oath Ceremony Status Options



- **Judicial Close Out**—Closes out the case when the applicant was naturalized at a judicial OC
- **Administrative Close Out**—Closes out the case when the applicant was naturalized at an administrative OC
- **Oath Administered - Certificate Withheld**—Indicates that the applicant attended the OC and took the oath of allegiance, but did not receive a naturalization certificate
- **Oath Not Administered - Certificate Withheld**—Indicates that the applicant attended the OC, but did not take the oath of allegiance and did not receive a naturalization certificate

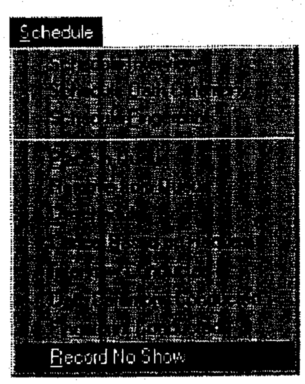
7. Click .
   a. When the Scheduler message box appears, click .
   b. When the Results of Activity window appears, click .
8. To return to the Scheduler main menu screen, click .

Record No-Show

The Record No-Show option is used to record that an applicant did not attend a scheduled interview or OC and did not contact the INS to cancel the appointment. To record an applicant as a no-show, perform the following steps:

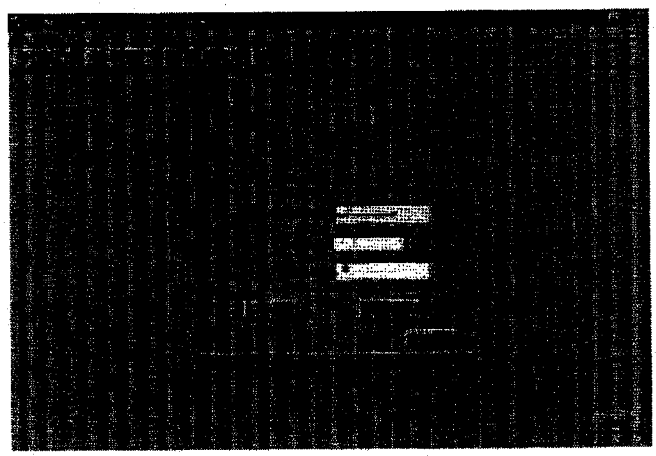
1. Use one of the following methods to access the Record No Show screen (Exhibit 7–58, Record No Show):
   - From any of the Scheduler screens, click .
   - From the Scheduler menu bar, select the Oath Ceremony Conducted option in the Schedule menu (Exhibit 7–56, Schedule Menu Options—Oath Ceremony Conducted).

Exhibit 7–56: Schedule Menu Options—Oath Ceremony Conducted



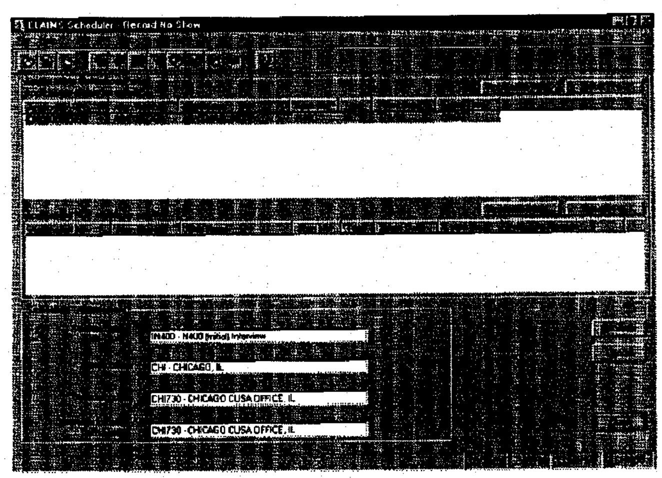
2. When the prompt appears (Exhibit 7–57, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–57: Prompt

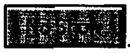


3. Click [button]. The Record No Show screen (Exhibit 7–58) appears.

Exhibit 7–58: Record No Show



4. Verify that the application ID appears in the Application Eligible for Activity list.

5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click  to access the Case Status screen (Exhibit 12–3), or click  to display a list of group members for selection.
   c. To return to the Record No Show screen, click .
6. Click .
   a. When the Scheduler message box appears, click .
   b. When the confirmation window appears, click .
7. To return to the Scheduler main menu screen, click .

Utilities

The Utilities menu includes the following options:

- **Rule Setup - Group Rules**—Used to view, add, remove, and/or edit rules that apply to groups
- **Rule Setup - Schedule Rules**—Used to view, add, remove, and/or edit rules that apply to scheduling
- **Color Code**—Used to view, add, remove, and/or edit color codes for identifying reporting gates
- **Manage Oath Ceremony/Fingerprint Slots**—Used to view OC and fingerprint slots; also used to manage OC slots and to close OCs nearing capacity to further scheduling
- **Batch Scheduler**—Used to automatically create scheduling slots, place ready to schedule cases into a scheduling queue, and assign appointments to queued cases

Group Rules

Group Rules are used to define how an office processes groups. The Group Rules option is used to view, add, edit, and remove rules. To view, add, edit and/or remove group rules, perform the following steps:

1. From the Scheduler menu bar, select Utilities, Rule Setup, Group Rules (Exhibit 7–59, Utilities Menu Options—Rule Setup, Group Rules) to access the Group Rules screen (Exhibit 7–60, Group Rules).

Exhibit 7–59: Utilities Menu Options—Rule Setup, Group Rules

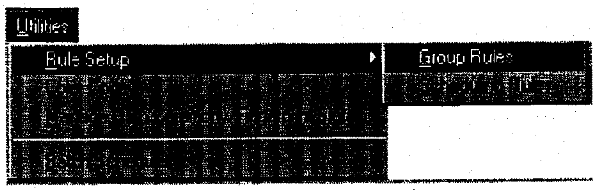
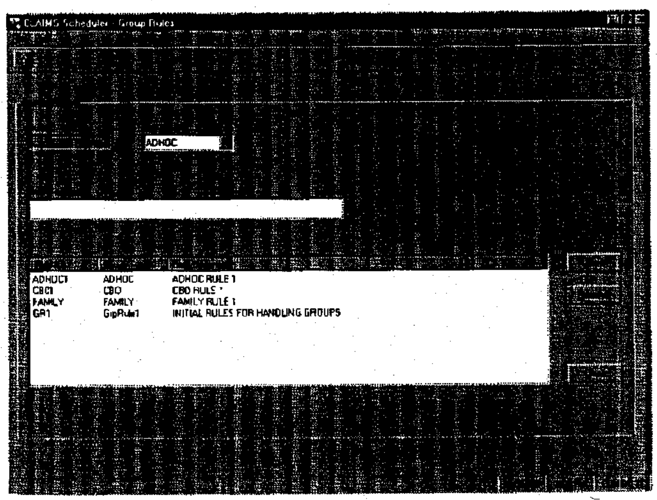


Exhibit 7–60: Group Rules



2. To add a group rule, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Rule ID**—Code used to identify a group rule
      - **Group Type**—Code used to identify the type of group to which the rule applies; to select the type from a list, click .
      - **Rule Description**—Description of the rule
   b. Click to process.
   c. When the Scheduler message box appears, click to acknowledge that the rule has been saved.
3. To edit a group rule, perform the following steps:
   a. Click the desired rule in the list box. The information for that rule appears in the fields above the list.

b. Edit the appropriate fields.

c. Click to process.

d. When the Scheduler message box appears, click to acknowledge that the rule has been saved.

4. To remove a group rule, perform the following steps:

a. Click on the desired rule in the list box.

b. Click to process.

c. When the Scheduler message box appears, click to remove the rule.

5. To return to the Scheduler main menu screen, click .

Schedule Rules

Scheduling rules are used to define the ways that an office schedules cases. Scheduling rules determine how cases are prioritized for scheduling purposes (for example, by mailroom date). Allocation rules determine how locations and slots are to be filled. For example, the sequential option completely fills all the time slots at one location before filling slots at other locations, while the round-robin option evenly distributes cases evenly among all locations. To view, add, edit, and/or remove scheduling rules for a specific scheduling site, perform the following steps:

1. From the Scheduler menu bar, select Utilities, Rule Setup, Schedule Rules (Exhibit 7–61, Utilities Menu Options—Rule Setup, Schedule Rules) to access the Scheduling Rules screen (Exhibit 7–62, Scheduling Rules).

Exhibit 7–61: Utilities Menu Options—Rule Setup, Schedule Rules

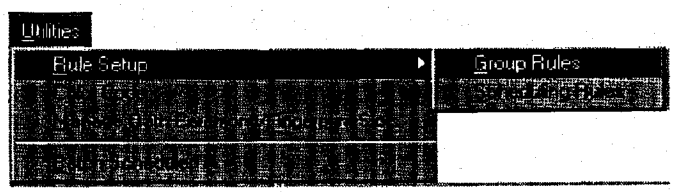
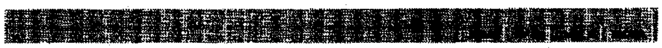
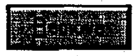


Exhibit 7–62: Scheduling Rules



2. To add a scheduling rule, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Schedule Rule ID**—Code used to identify the rule
      - **Service Type**—Code used to identify the type of service (for example, interview or OC); to select a code from a list, click .
      - **Rule Type**—Code used to identify the type of rule; to select the type from a list, click .
      - **Rule Description**—Brief description of the rule
   b. Click to process.
   c. When the Scheduler message box appears, click to acknowledge that the rule has been saved.
3. To edit a scheduling rule, perform the following steps:
   a. Click on the desired rule in the list box. The information for that rule appears in the fields above the list.
   b. Edit the appropriate fields.
   c. Click to process.
   d. When the Scheduler message box appears, click to acknowledge that the rule has been saved.

4. To remove a scheduling rule, perform the following steps:
   a. Click on the desired rule in the list box.
   b. Click  to process.
   c. When the Scheduler message box appears, click  to remove the rule.
5. To return to the Scheduler main menu screen, click .

Color Code

Color codes are used to identify reporting gates at OCs. The Color Codes option is used to view, edit, and/or remove a color code. **Note:** Not all locations use this feature.

To view, add, edit, and/or remove gate color codes, perform the following steps:

1. Use the following method to access the Color Codes screen (Exhibit 7–64, Color Codes):
   - From the Scheduler main menu, select Color Code in the Utilities menu (Exhibit 7–63, Utilities Menu Options—Color Code).

Exhibit 7–63: Utilities Menu Options—Color Code

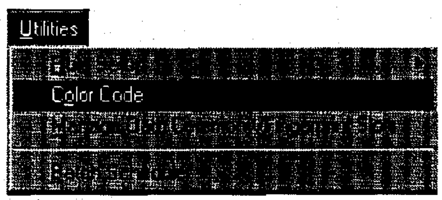
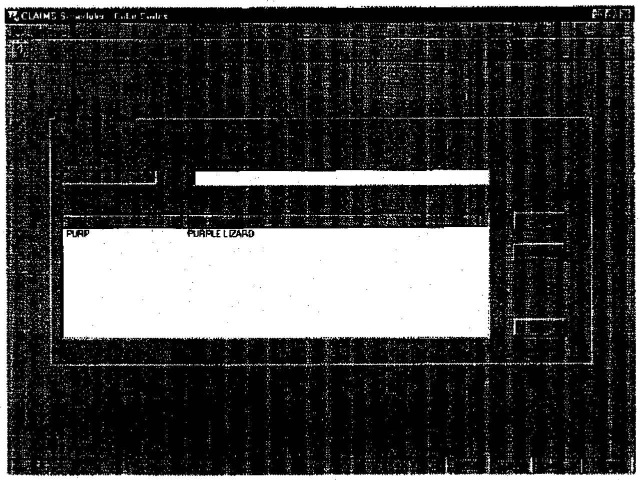
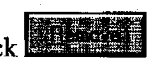
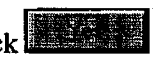


Exhibit 7–64: Color Codes


PURP
PURPLE LIZARD

2. To add a color code, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Color Code**—Code used to identify a color
      - **Color Description**—Description of the code or the color assigned to the code
   b. Click  to process.
   c. When the Scheduler message box appears, click  to acknowledge that the rule has been saved.
3. To edit a color code, perform the following steps:
   a. Click on the desired code in the list box. The information for that code appears in the fields above the list.
   b. Edit the appropriate fields.
   c. Click  to process.
   d. When the Scheduler message box appears, click  to acknowledge that the rule has been saved.
4. To remove a color code, perform the following steps:
   a. Click the color code that needs to be removed.
   b. Click  to process.
   c. When the Scheduler message box appears, click  to remove the rule.
5. To return to the Scheduler main menu screen, click .

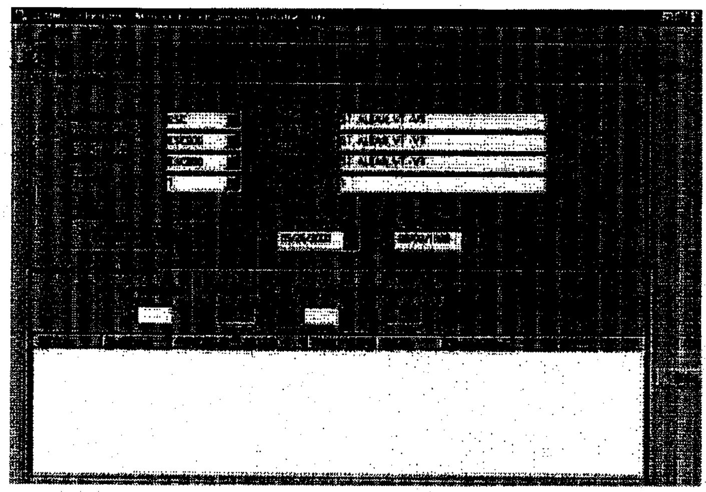
Manage Oath Ceremony/Fingerprint Slots

The Manage Oath Ceremony/Fingerprint Slots option is used to view OC and fingerprint slots. The number of available and reserved slots at an OC can be updated, or, if an OC scheduled for near future is nearing capacity, the ceremony can be closed to further applicants. To view available slots, perform the following steps:

1. From the Scheduler main menu, select the Utilities, Manage Oath Ceremony/Fingerprint Slots options (Exhibit 7–65, Utilities Menu Options—Manage Oath Ceremony/Fingerprint Slots) to access the Manage Oath Ceremony/Fingerprint Slots screen (Exhibit 7–66, Manage Oath Ceremony/Fingerprint Slots).

Exhibit 7–65: Utilities Menu Options—Manage Oath Ceremony/Fingerprint Slots

Exhibit 7–66: Manage Oath Ceremony/Fingerprint Slots



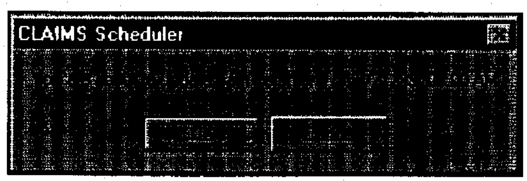
2. Enter the appropriate codes in the Site Information section. To select the code from a list of previously entered codes, click .
   - **Administrative Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Service Facility**—Code used to identify the OC or fingerprint facility
   - **Room ID**—Code used to identify the room where the OC or fingerprinting will take place
3. In the Query Date From field, enter the beginning date of the date range to be searched. To select the date from a calendar, click .
4. In the Query Date To field, enter the ending date of the date range to be searched. To select the date from a calendar, click .
5. Click . A list of OC and/or fingerprint dates and times for the specified location and date range appears in the Information section.

6. To view available and reserved OC or fingerprint slots for a particular date and time, double click on the applicable list item. The total number of available slots, the number of filled available slots, the total number of reserved slots, and the number of filled reserved slots appear in the fields above the window.

To change the number of available or reserved slots, perform the following steps:

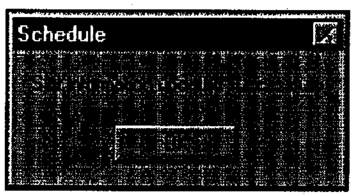
1. Select the desired OC.
2. Enter the new number of slots in the applicable field.
3. Click . A confirmation box appears (Exhibit 7–67, Confirmation Message).

Exhibit 7–67: Confirmation Message



4. Click . A second confirmation box appears (Exhibit 7–68, Confirmation Message).

Exhibit 7–68: Confirmation Message

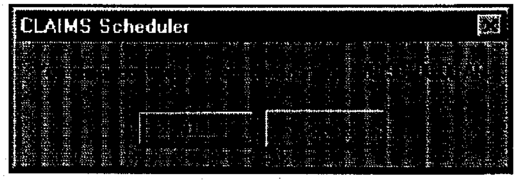


5. Click .

To close an OC to further scheduling, perform the following steps:

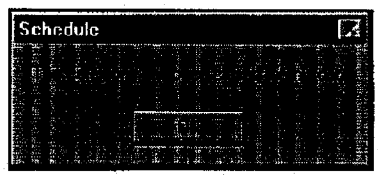
1. Select the desired OC.
2. Enter the new number of slots in the applicable field.
3. Click . A confirmation box appears (Exhibit 7–69, Confirmation Message).

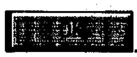
Exhibit 7–69: Confirmation Message



4. Click . A second confirmation box appears (Exhibit 7–70, Confirmation Message).

Exhibit 7–70: Confirmation Message



5. Click .

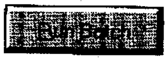
Batch Scheduler

The Batch Schedule option is used to retrieve ready-to-schedule cases from the CLAIMS 4.0 database; create interview, OC, and/or fingerprint slots at a given location; and fill available slots with cases that are ready to schedule. The Place Applications Into Ready to Schedule Queue option on the Batch Scheduler is run by Headquarters for all offices. When this is done, CLAIMS 4.0 finds cases ready to be scheduled and places them into the scheduling queue. Each office must run the Create Available Slots for Application and Assign Appointment for Application options on the Batch Scheduler to create available appointment slots and to place queued cases into those slots. Available section and room slots, appointments, and cases in the ready-to-schedule queue can be viewed using the Show Batch Data menu option on the Batch Schedule screen. To run the Batch Scheduler, perform the following steps:

1. From the Scheduler main menu, select the Utilities, Batch Scheduler options to access the Batch Schedule screen (Exhibit 7–71, Batch Schedule).

Exhibit 7–71: Batch Schedule

2. To select a run profile, click one of the following radio buttons:
   - to run a batch from a specified location
   - to run a batch from a file
   - to run a batch from a table
3. To select the type of schedule, click one of the following radio buttons:
   - to run an interview schedule
   - to run an OC schedule
   - to run a fingerprint schedule
4. To select the type of batch scheduling action to be performed, click in one of the following check boxes in the Schedule Interview/Oath Ceremony/Fingerprint section:
   - creates interview or OC slots at a given location
   - fills interview or OC slots at a given location with cases ready to be scheduled
5. To select a location from a list of available codes, perform the following steps:
   a. Click . A list of location codes appears in the Locations for Interview/Oath Ceremony Available Slots section.
   b. Click in the box to the left of the desired location code to select.
6. To set a maximum number of cases to process in a batch, click and enter the desired number.
7. Click one of the following command buttons to save the data for later processing or run the Batch Scheduler immediately:
   - saves the data in a file so that the Batch Scheduler can pick it up when running unattended
   - saves the data to a database table

-  runs the specified batch process immediately. When the process is complete, the Batch Interview screen appears (Exhibit 7–73, Batch Interview).

To view batch data, perform the following steps:

1. Select the appropriate option in the Show Batch Schedule Data menu (Exhibit 7–72, Show Batch Schedule Data) to access the desired schedule information. Depending upon the option selected, the Batch Interview screen (Exhibit 7–73) or the Batch Oath Ceremony screen (Exhibit 7–74, Batch Oath Ceremony) appears.

Exhibit 7–72: Show Batch Schedule Data

Exhibit 7–73: Batch Interview

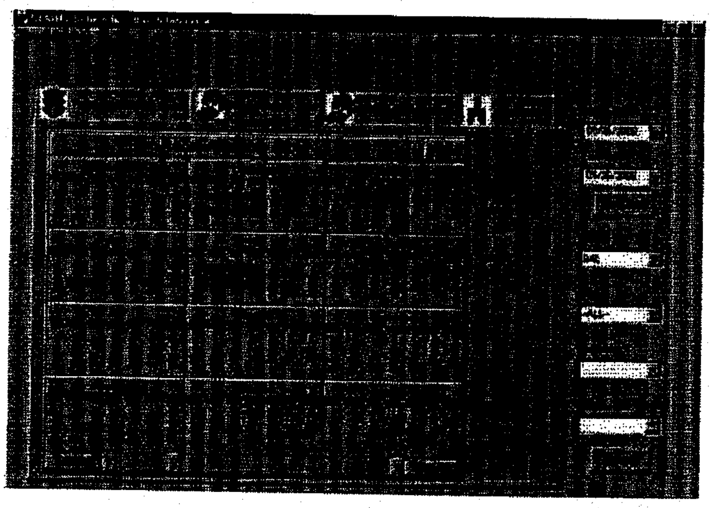
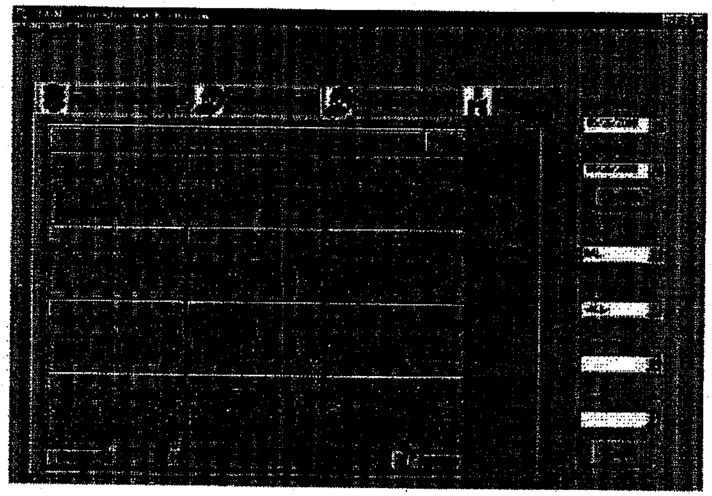


Exhibit 7–74: Batch Oath Ceremony



2. To select a different office, site, location, or room, clicks ▣ in each of the appropriate fields.
3. To view the desired information, click on any of the following tabs:
   - **Ready To Schedule Queue**—Displays a list of all cases in the ready-to-schedule queue
   - **Room Available Slots**—Displays the scheduling calendar for the location selected. To view a list of available appointment times, click on a date in the calendar.
   - **Section Available Slots**—(Schedule Interview only) Displays an interview section scheduling calendar. To view a list of available appointment times, click on a date in the calendar.
   - **Gate Reporting Time**—(Schedule Oath Ceremony only) Displays an OC gate scheduling calendar. To view a list of available gate numbers, OC start times, and reporting times, click on a date in the calendar.
   - **Appointments**—Displays a list of cases scheduled for appointments.
4. To return to the Batch Schedule screen, click .
5. To return to the Scheduler main menu screen, click .

Information

The Information menu is used to perform status inquiries on individual cases and to view scheduling information for individual interview and OC locations. Using this menu, you can also view a list of batch scheduling errors for a selected date. The Utilities menu includes the following options:

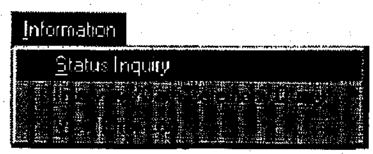
- **Status Inquiry**—Used to perform status inquiries on individual cases
- **Interview/Oath Ceremony Query**—Used to view scheduling information for interviews and OCs for a site
- **View Error Log**—Used to view the errors contained in the log

Status Inquiry

The Status Inquiry option is used to view applicant information, including residential and mailing address, type of form submitted, group information (if applicable); interview/OC location, date, time, and status; a complete scheduling history; and a link to case status. To view applicant information, perform the following steps:

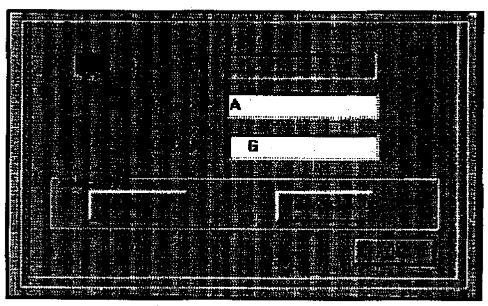
1. From the Scheduler menu bar, select Status Inquiry from the Information menu (Exhibit 7–75, Information Menu Options—Status Inquiry).

Exhibit 7–75: Information Menu Options—Status Inquiry



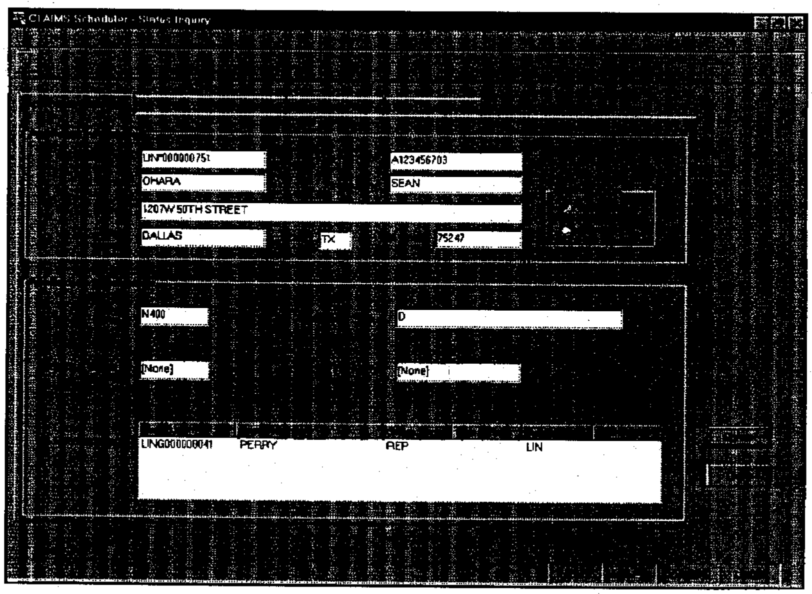
2. When the prompt appears (Exhibit 7–76, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–76: Prompt



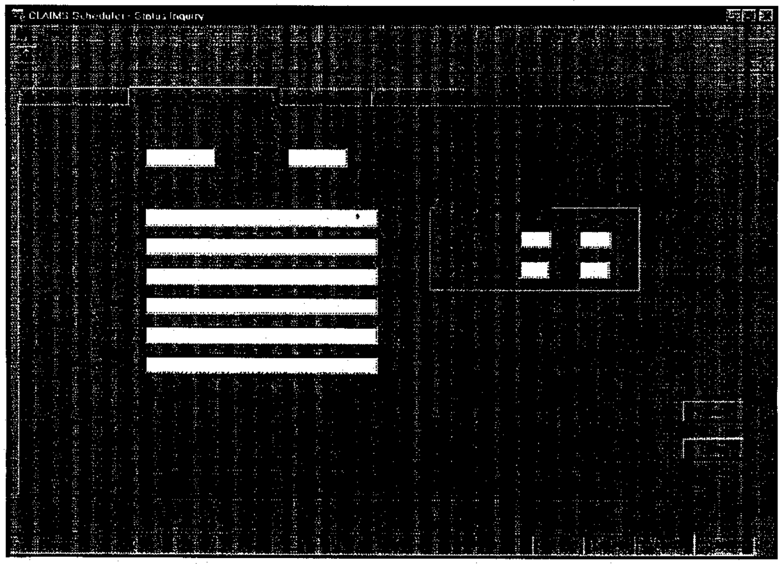
3. Click OK. The Status Inquiry screen (Exhibit 7–77, Status Inquiry) appears.

Exhibit 7–77: Status Inquiry



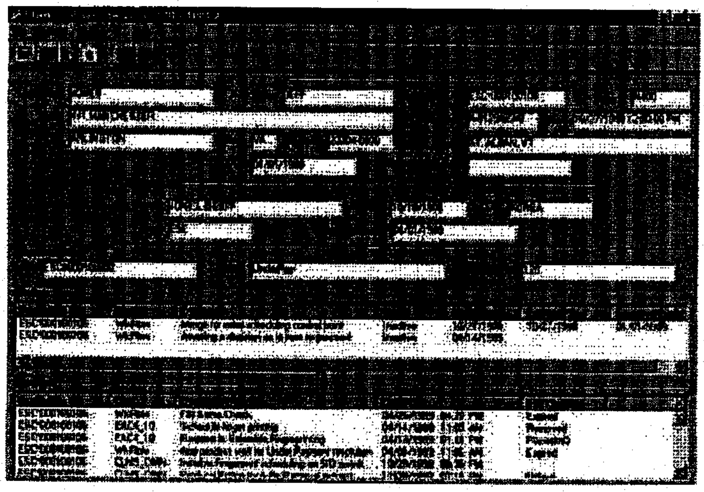
4. In the Address Type field, click the Mailing or Residential radio button to display the applicant's mailing or residential address.
5. Click on the Scheduled Service Information tab to view the location, date, time, and status of any currently scheduled appointment (Exhibit 7–78, Scheduled Service Information).

Exhibit 7–78: Scheduled Service Information

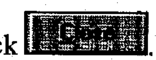

CLAIMS Scheduler - Status Inquiry

6. Click on the Scheduling History tab to view a history of scheduled appointments (Exhibit 7–79, Scheduling History).

Exhibit 7–79: Scheduling History



7. Click on the Link to Case Status tab to view the current case status information for the application. Refer to Section 12 for additional information. (**Note:** The Case Status application may take a minute to load). Select Exit from the File menu to exit from the Case Status application and return to the Scheduler.

8. To return to the Scheduler main menu screen, click .

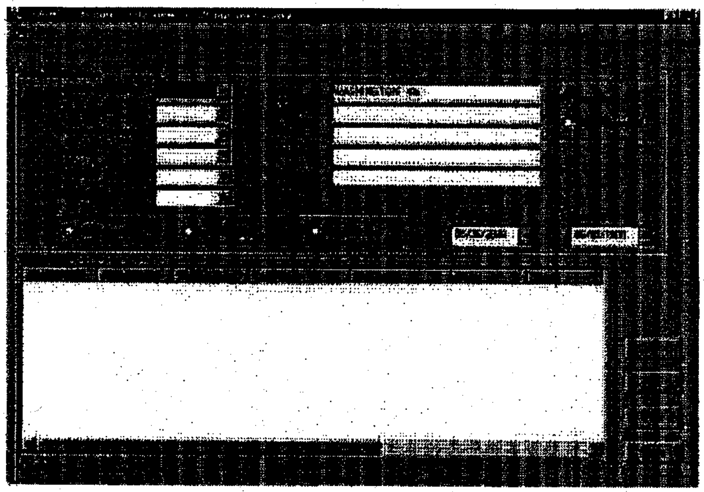
Interview/Oath Ceremony Query

The Interview/Oath Ceremony Query option is used to view scheduling information for interviews and OCs for a site. A query of scheduled cases, available slots, and cases in the ready queue can be performed. To initiate an interview/OC query, perform the following steps:

1. From the Scheduler menu bar, select Interview/Oath Ceremony Query from the Information menu (Exhibit 7–81, Information Menu Options—Interview/Oath Ceremony Query) to access the Interview/Oath Ceremony Query screen (Exhibit 7–81, Interview/Oath Ceremony Query):

Exhibit 7–80: Information Menu Options—Interview/Oath Ceremony Query

Exhibit 7–81: Interview/Oath Ceremony Query



2. To view Interview information, click , or to view OC information, click .
3. To select the desired office, site, location, room, section, and examiner from a list, click in each of the appropriate fields.
4. To select a date range from a calendar, click in the appropriate fields.
5. Click one of the following radio buttons to select the type of query:
   - to view a list of cases currently scheduled for an appointment in a selected location
   - to view a list of available appointment times in a selected location
   - to view a list of cases currently in the scheduling queue for a selected location
6. To return to the Scheduler main menu screen, click .

View Error Log

Errors that occur during the batch scheduling process are systematically recorded in an error log. The Error Log option is used to view the errors contained in the log. To view error records, perform the following steps:

1. From the Scheduler menu bar, select View Error Log from the Information menu (Exhibit 7–82, Information Menu Options—View Error Log) to access the View Error Log screen (Exhibit 7–83, View Error Log).

Exhibit 7–82: Information Menu Options—View Error Log

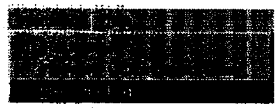
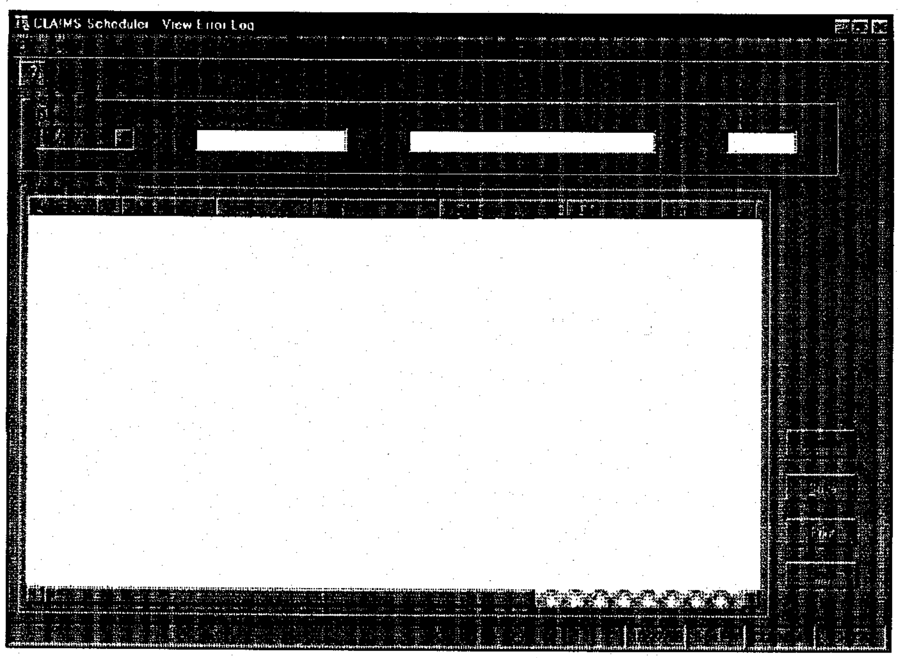
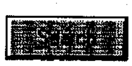


Exhibit 7–83: View Error Log



2. Enter search criteria in any of the following fields:
   - **Date**—Date of the error log
   - **Application ID**—Application ID of the case
   - **Error Source**—Table in which the error was found
   - **Error Number**—Number of the error
3. Click  to process. Any data matching the search criteria appear in the Detail Information section.
4. To return to the Scheduler main menu screen, click .

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ADJUDICATIONS

The Adjudications module is used to assist district adjudication officers in the interview process. Application information can be reviewed and updated using this module. Adjudication decisions can also be recorded. To enter the Adjudications module, click the Adjudications button (Exhibit 8–1, Adjudications Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 8–1: Adjudications Button

Exhibit 8–2, Adjudications Module Options, lists the options available in the Adjudications module.

Exhibit 8–2: Adjudications Module Options

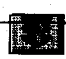
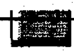
Menu Option	Icon	Description
Preview/Open		Used to open an application for case review or adjudication activities and separated into Ad Hoc workflow activities and Pending workflow activities
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application
Save and Close		Used to save data changes and close the application
Application History		Used to view the description, status, end result, date, time, and the user responsible for all activities and pending activities performed on a case
Check RAFCAS for A-File Location		Used to access the Receipt Alien-File Accountability and Control System (RAFCAS) to determine the location of the A-File
Application List		Used to review a list of applications submitted under last/first names similar to the application being reviewed or decided
Exam		Used to administer the naturalization test or to enter results of a naturalization test administered by an outside testing organization
Decisions		Approve—Used to grant an individual's application for naturalization
		Continue—Used to continue a case

Exhibit 8–2: Adjudications Module Options (continued)

Menu Option	Icon	Description
		Continue With Intent to Deny—Used to continue a case the adjudicator intends to deny
		Deny/Withdrawal/Admin. Close—Used to deny the petition for which an individual has applied, or to record the withdrawal of the application or an administrative close
		Motion to Reopen and Reconsider—Used to reopen an application and reconsider a prior decision
New Interview/ Oath Ceremony		Decision Concerning Interview/Oath Ceremony—Used to reschedule or enter a decision concerning no-show and cancellation cases
Undo Prior (Last) Decision		Undo Prior (Last) Decision—Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (as long as it has not progressed in the workflow)
Ad-hoc - Denial Due to Abandonment		Denial Due to Abandonment—Used to deny an application due to abandonment
Motion to Reopen and Reconsider		Motion to Reopen and Reconsider—Used to enter a motion to reopen and reconsider
Name Change Petition		Used to enter information for a petition for name change
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath declaration
Notice		Used to view decision notice templates and previously created decision notices, print decision notices, and create customized decision notices
Application Summary		Used to view the details of an applicants case; address, history, status, payment information, attorney information, FBI results, etc. from a list provided in Case Status/Find

Preview/Open

The Preview/Open option is used to access application information. An application can be accessed by entering the application ID, entering an A-Number, or selecting from a list of cases that are awaiting any of the adjudication activities. After accessing an application, you can proceed with any adjudication activity for which the application is waiting or review/update information. To access an applicant's record using an application ID in Application Open Mode - Pending Activities, perform the following steps:

1. Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3, Preview/Open).

Exhibit 8–3: Preview/Open

2. Enter the application ID in the Application ID field.

Optional: If the activity state is known, click in a box in the Application Open Mode – Pending Activities section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.) Click View if you wish to view the queue for the requested activity, or, to view a list of application IDs for a specific location, click on to select an office.

To access an applicant's record using an application ID in Application Open Mode – Ad Hoc Activities, perform the following steps:

1. In the Application Open Mode – Ad Hoc Activities box, click in the box next to your selection.

   Note: The View option is not available with Ad Hoc Activities, however; if a selection is clicked first in the Pending Activities box, you may then click on a box in the Ad Hoc Activities menu, having chosen an applicant ID that will appear in the Applicant ID box.

2. Depending upon your selection, you will be taken to another screen with different selections available based upon the activity chosen.

3. Click .

   - If an open mode is selected and the case is ready for that activity, the Application ID screen appears (Exhibit 8–4, Application ID).
   - If an open mode is not selected, and the case is ready for an adjudication activity, an Open Choices prompt appears. The status of the case is shown with the option to open for that activity, open for case review, or enter a new application ID.

- If the case is not ready for an adjudication activity, a prompt providing the options to open for case review or to enter another application ID appears.

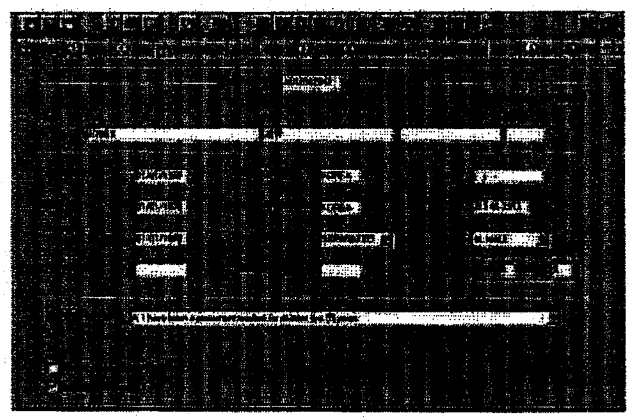
To access an applicant's record using an A-Number, perform the following steps:

1. Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3).
2. Enter the A-Number in the A-Number field.
3. **Optional:** If the activity state is known, click in a box in the Application Open Mode section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.)
4. Click .
   - If the application ID for that A-Number is found, the Application ID screen (Exhibit 8–4) appears.
   - If no match is found, an error message appears.
   - If more than one application is found, a list of applications appears. Double click on the item in the list to access the application.

To select an applicant's record from a list of cases, perform the following steps:

1. Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3).
2. To view a list of cases located in an office other than the one displayed in the For Office field, click to select from a list of office codes. To view a list for all offices, delete the office code in the For Office field.
3. Select an activity in the Application Open Mode section.
4. Click to display a list of cases that are ready for the activity in the box on the right side of the screen.
5. To select a case, click on an application ID in the list.
6. Click . The Application ID screen (Exhibit 8–4) appears.

Exhibit 8–4: Application ID



Note: If you change the A-Number during a session, upon saving you are warned and asked if you wish to proceed (Exhibit 8–5, Warning Message).

Exhibit 8–5: Warning Message

Answering "Yes" will cause the save to continue. Answering "No" will stop the save and return you to whichever screen you were viewing before the save.

The Application ID window comprises 14 tabbed sections. To access a section, click on the corresponding tab. Click the arrows on the right of the tabs if access tabs are not visible on the screen.

Adjudication's options are accessible by either clicking on the applicable toolbar button or selecting from the Options menu. Grayed out toolbar buttons and menu items indicate that the option does not currently apply to that application or that you do not have permission to perform the activity.

This icon on a tab indicates that the corresponding screen contains information and should be reviewed by the adjudicator. Required fields are displayed in red text. If required information is missing when a case is being approved, a window containing a list of missing items appears. The case can be approved only after all the missing information is entered.

This icon on a tab indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is replaced with the icon.

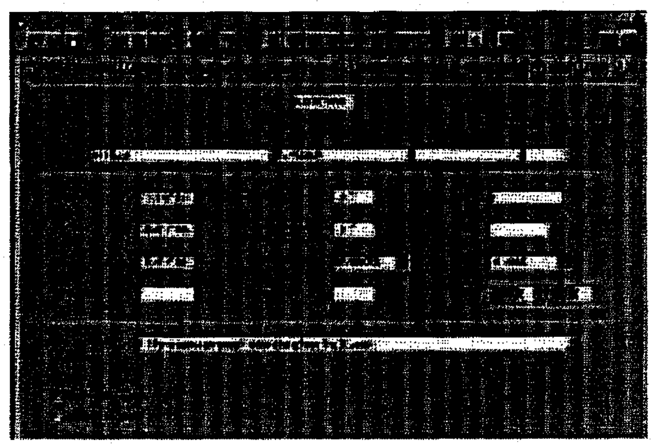
This icon on a tab indicates that the INS is awaiting evidence/background information. When the information is recorded as having been received, the icon is replaced with the icon.

N400

The N400 tab contains the applicant's name, biographical information, and basis for eligibility. Information in this section can be added to, modified, or deleted. To view or update information, perform the following steps:

1. Click on the N400 tab (Exhibit 8–6, N400 Information).

Exhibit 8–6: N400 Information



2. To update or add information, tab to the appropriate field, and enter the correct information. Required fields are displayed in red labels.

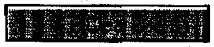
   Note: When the cursor is in the Occupation field, an ellipsis button appears. To select an occupation code from a list, click .

Address

The Address tab contains the applicant's current mailing and residential addresses. This section is used to enter a change of address or modify existing information. To view or update information, perform the following steps:

1. Click on the Addrs tab (Exhibit 8–7, Address Information).

Exhibit 8–7: Address Information

2. To replace an existing mailing or residential address with a new address, perform the following steps:
   a. In the Current Mailing Address or Current Residential Address tab of the screen, click  to remove the existing address information.
   b. Enter the appropriate information in the following fields:
   - **C/O**—Full name of the person or organization in care of whom correspondence should be sent
   - **Street #**—Street number of applicant's address
   - **Street Name**—Street name of applicant's address
   - **Apt. #**—Apartment number of applicant's address
   - **City**—See Zip.
   - **State**—See Zip.
   - **Province**—See Zip.
   - **Zip**—ZIP code of applicant's address (U.S. addresses only). Press `tab` and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.

   c. If adding a non-U.S. address, enter the appropriate information in the following additional fields:
   - **Province**—Province of applicant's non-U.S. address
   - **Postal Code**—Postal code of applicant's non-U.S. address
   - **Country**—Country code of applicant's non-U.S. address (click ▦ to select code)
   - **Admin. Office of Foreign Address**—Code of the Administrative Office that will handle the application (click ▦ to select code)

     Note: This field appears when a code is entered in the Country field.

   d. To copy the current mailing address to the Current Residential Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.
3. To add a new residential address, perform the following steps:

a. In the Current Residential Address section of the screen, click . This removes the existing address information from the Address Information screen and saves it in the Residential History screen.

b. Follow Steps 3c and 3d to add the new address information.

c. In the Residency Start date field, enter the date the applicant began living at the new address.

d. To copy the current residential address to the Current Mailing Address section, click in the check box at the bottom of the Current Residential Address section to indicate the addresses are the same.

4. To modify a current mailing or residential address, perform the following steps:

   a. Tab to the fields that need to be changed.

   b. Enter the corrected information.

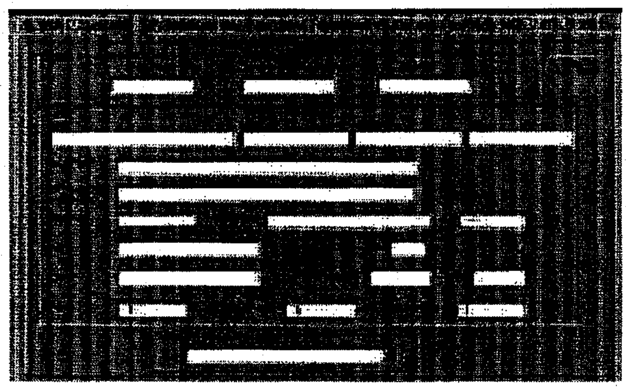
   c. To copy the current residential address to the Current Mailing Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

Attorney (Att'y)

The Attorney tab contains the attorney identification numbers, name, and address information for the applicant's attorney. If a G28 is included in the A-File, this section must be completed. If the attorney is not present during the interview and the applicant is waiving the right to have an attorney present, the applicant must sign an attorney waiver before the adjudicator conducts the interview. To view or update information, perform the following steps:

1. Click on the Att'y tab (Exhibit 8–8, Attorney Information).

Exhibit 8–8: Attorney Information



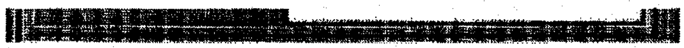
2. Enter the INS Attorney #, Attorney State License #, or Volunteer Agency (VOLAG) # to initiate a database search. If a match is found, the information is retrieved and displayed.
3. To add attorney information, tab to the appropriate field, and enter the information.
4. To remove attorney information from an application, click .
5. To print an attorney waiver do the following:
   a. Save and reload the application.
   b. Select the Print/Attorney Waiver options from the Options menu.

Evidence/Background

The Evidence/Background tab is used to indicate whether or not required supporting evidence has been received. Additional evidence can also be requested. This section is also used to enter or update the location of the A-File and status of certain background information. To view or update information, perform the following steps:

1. Click on the Evids/Bkgds tab (Exhibit 8–9, Evidence/Background Information). All evidence types that have been assigned a status appear in a list.

Exhibit 8–9: Evidence/Background Information



2. To record items of evidence as received, perform the following steps:
   a. Click on an item in the list. To update all evidence in the list at once, highlight the first line then hold down the mouse key to highlight all selections, and then go to the status option and click on the down arrow.
   b. Click .
3. To edit evidence status, indicate for whom, and enter notes, perform the following steps:
   a. Click on an item in the list.
   b. Click . Current information for the selected evidence appears in the Edit Evidence section.
   c. In the Status field, click on the appropriate status from the drop-down list.
   d. Tab to the For Whom field and indicate whether the evidence is for the applicant, spouse, parent, or child. (If this field is left blank, "Applicant" is selected by default.)
   e. Tab to the Notes field. The current date and user ID appear. If applicable, enter comments.
   f. Click .
4. To request additional evidence, click . A list of available evidence types appears in the Possible Evidence List window (Exhibit 8–10, Possible Evidence List). To sort the list from A to Z or Z to A, click on the column heading.

   Note: If the applicants information contains an arrest record, then the Evidence screen would reflect that record by listing a requirement for Court Disposition Records and Police/Arrest records as well.