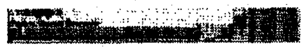
Exhibit 8–10: Possible Evidence List



a. Use one of the following methods to add an item to the evidence list:

- Click on an item in the list and then click , or double click on the item. The selected item appears in the Edit Evidence: Status, For Whom, and Notes section.
  - In the For Whom field, indicate whether the evidence is for the applicant or for a relative (for example, parent, spouse, or child).
  - Enter any comments in the Notes field.
  - Click . The Requst'd status appears in the Status column of the Add Evidence section.
- Click on an item in the list. Then click and hold down the right mouse button while dragging the selection to the evidence list. If needed, 'Other Documents' can be added more than once on the evidence screen.

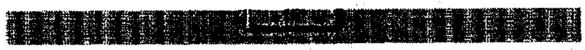
Note: This method bypasses the Edit section. A Requst'd status appears in the Status column, and "Applicant" appears in the For Whom column. Do not use this method if the requested evidence is for someone other than the applicant. To delete nonrequired evidence, perform the following steps:

a. Click on an item in the list.

b. Click . Required information can be waived, but cannot be deleted.

Note: If you attempt to mark the "Evidence of Exam Passed" in the Evidence List screen by selecting all evidences and then clicking on "Rec'd," an error message (Exhibit 8–11, Error Message) will appear informing you that the test results must first be added.

Exhibit 8–11: Error Message



5. To arrange the evidence list in its original order after updating or adding evidence, select Refresh Evidence List from the View menu.

6. To view or update A-File location information from RAFACS, click , or select check RAFACS A-File Location from the Options menu. (This option can be set to automatically occur each time the Evids/Bkgds tab is selected.)

7. To update the status of background information, perform the following steps:

   a. Click on the appropriate tab (Exhibit 8–12, Evids/Bkgds Screen Tabs) in the lower section of the Evids/Bkgds screen.

Exhibit 8–12: Evids/Bkgds Screen Tabs

   b. Click to display a status list. Click on the desired status.

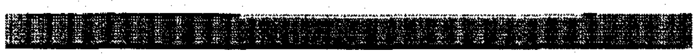
   c. To add comments, click in the box to the right of the status field. The current date and user ID appear.

Relatives

The Relatives tab contains a list with the names of relatives, together with the relationship to the applicant, date of birth (DOB), country of birth (COB), country of citizenship (COC), basis of citizenship, and address information of each relative. This section also contains command buttons for adding, modifying, and deleting information. To view or update information, perform the following steps:

1. Click on the Rels tab (Exhibit 8–13, Relative Information).

Exhibit 8–13: Relative Information



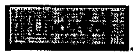
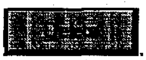
1. To modify information, perform the following steps:
   a. Click on a name in the list.
   b. Click . The Edit Relative Information section (Exhibit 8–14, Edit Relative Information) appears below the list box.

Exhibit 8–14: Edit Relative Information

   c. Tab to the appropriate field, and enter the correct information.
   d. Click .
2. To add another record, perform the following steps:
   a. Click . The Edit Relative Information section appears.
   b. Enter the appropriate information.
   c. Click .

3. To delete a record, perform the following steps:
   a. Click on the name in the list.
   b. Click .

Marriages

The Marriages tab contains a list with the names of spouses together with the DOB, COB, COC, basis of citizenship, and address information for each spouse. This information should be entered when eligibility is based on marriage to a U.S. citizen. The Marriage section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Marr tab (Exhibit 8–15, Marriage Information).

Exhibit 8–15: Marriage Information

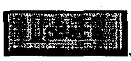
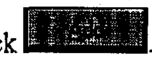
2. To modify marital information, perform the following steps:
   a. Click on a name in the list.
   b. Click . The Edit Marital Information section (Exhibit 8–16, Edit Marital Information) appears below the list box.

Exhibit 8–16: Edit Marital Information

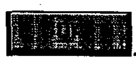
c. Tab to the appropriate field, and enter the correct information.

d. Click .

3. To add a spousal record, perform the following steps:

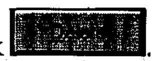
a. Click . The Edit Marital Information section appears below the list box.

b. Enter the appropriate information.

c. Click .

4. To delete a spousal record, perform the following steps:

a. Click on a name in the list.

b. Click .

Note: The number of marriages entered must be the same as the number of spouses entered into the record.

Employment

The Employment tab contains a list with the names and addresses of the applicant's employers together with the applicant's occupation, position, and dates of employment with each employer. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Emp tab (Exhibit 8–17, Employer Information).

Exhibit 8–17: Employer Information

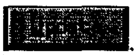
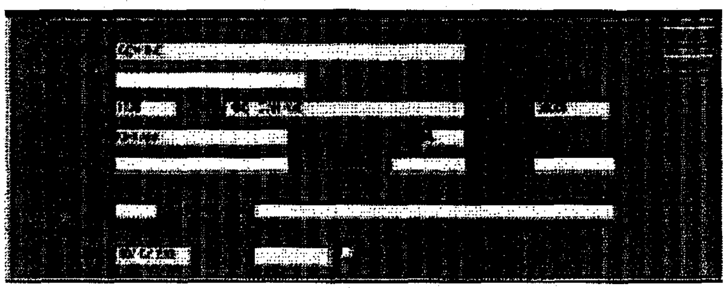
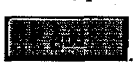
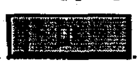
2. To modify employment information, perform the following steps:
   a. Click on a name in the list.
   b. Click . An Edit Employment Information section (Exhibit 8–18, Edit Employment Information) appears below the list box.

Exhibit 8–18: Edit Employment Information



   c. Tab to the appropriate field, and enter the correct information.
   d. Click .
3. To add a record, perform the following steps:
   a. Click . An Edit Employer Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click .

4. To delete a record, perform the following steps:
   a. Click on a name in the list.
   b. Click [redacted].

Other Names

The Other Names tab displays the applicant's name as it would appear on the naturalization certificate if the certificate were printed, the applicant's name as shown on the alien registration card, and a list of other names used by the applicant. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Other Names tab (Exhibit 8–19, Other Names Information).

Exhibit 8–19: Other Names Information

[redacted]

2. To add or modify information in the Name on Alien Registration Card fields, tab to the appropriate fields and enter the information.
3. To modify the information in the Name as it appears on the Naturalization Certificate section, do one of the following:
   - If the source of the information is indicated by "from Application," click on the N400 tab and make the appropriate changes.
   - If the source of the information is indicated by "from Name Change Petition," click [redacted] and make the appropriate changes.
4. To add an alias, perform the following steps:
   a. Click [redacted]. An Edit Alias Name Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click [redacted].
5. To modify an alias, perform the following steps:
   a. Click on a name in the list.
   b. Click [redacted]. An Edit Alias Name Information section (Exhibit 8–20, Edit Alias Name Information) appears below the list box.

Exhibit 8–20: Edit Alias Name Information

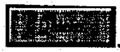
[redacted]

   c. Tab to the appropriate field, and enter the correct information.

   d. Click .

6. To delete an alias, perform the following steps:

   a. Click on a name in the list.

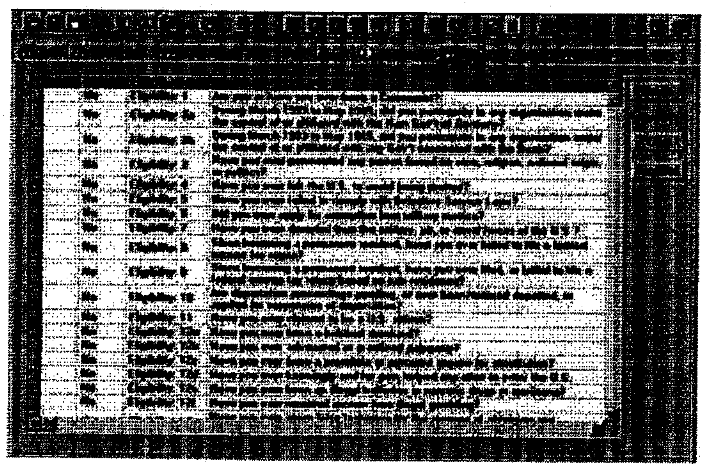
   b. Click .

Eligibility

The Eligibility tab displays the loyalty and political inclination questionnaire. This section is also used to enter details of arrests and selective service information. To view or update information, perform the following steps:

1. Click on the Elig tab (Exhibit 8–21, Eligibility Information).

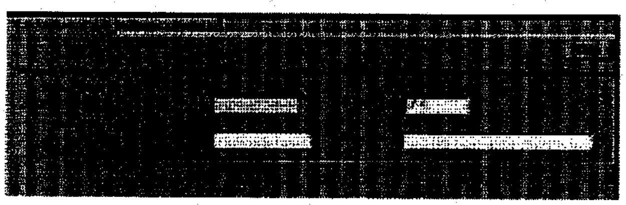
Exhibit 8–21: Eligibility Information



2. Click to record the expected answers to all questions (all items will appear in black).
3. To change an answer, perform the following steps:
   a. Click on the any item in the answer column.
   b. Press any key on the keyboard (including R or **Return**). A drop-down box will appear. If the "N" or "Y" was the key pressed, then the answer will change to "No" or "Yes" appropriately. Arrow keys on the keyboard will toggle between the "No," "Yes," and blank answers in the drop-down box.
   c. When done, press R or **Return** to save the changed answer.
   d. If desired, click to clear all answers.

   Note: The eligibility list indicates discrepancies in the answer given by the applicant and the expected eligibility and allegiance questions by highlighting them in red.
4. To view or enter selective service and arrest information details, perform the following steps:
   a. Click . A Details section appears on the screen.
   b. To update or add selective service details, click on the Selective Service Details tab (Exhibit 8–22, Selective Service Details). Click in or tab to the appropriate fields, and enter the information.

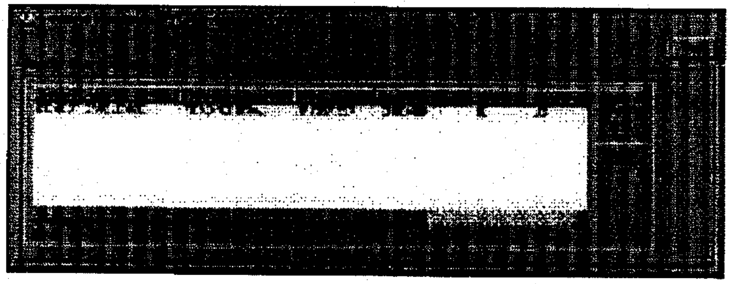
Exhibit 8–22: Selective Service Details



Note: When the date of the Selective Service is after 1978, the Local Board Number and Classification fields are locked and no entry may be made. Only dates prior to 1978 are allowed.

   c. To update or add arrest details, click on the Arrest Information Details tab (Exhibit 8–23, Arrest Information Details).

Exhibit 8–23: Arrest Information Details



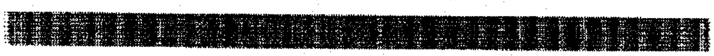
- To update information, click on an arrest item in the list. Click . An Edit Arrest Details section appears below the list box. Enter the information in the appropriate fields.
- To add information, click . An Edit Arrest Details section appears. Enter the information in the appropriate fields.
- To delete information, click on the arrest item in the list. Click .
- To confirm the changes, click .
- To close the Details section, click .

Organization Memberships

The Organization tab contains a list with the names of organizations, their nature and location, and the period of the applicant's membership. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Orgs tab (Exhibit 8–24, Organization Information).

Exhibit 8–24: Organization Information



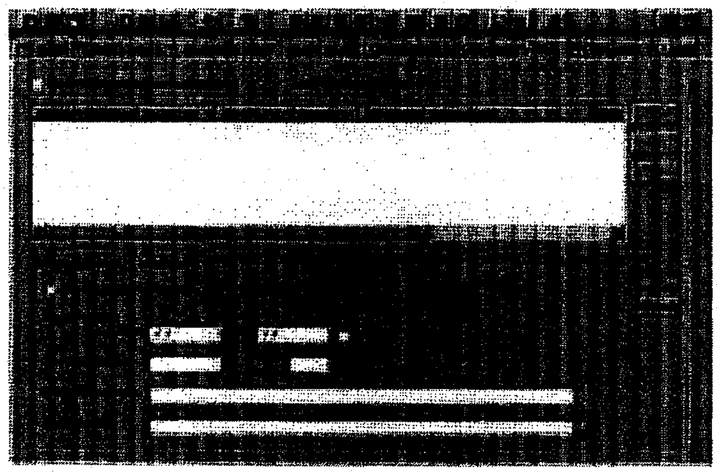
2. To modify a record, perform the following steps:
   a. Click on a name in the list.
   b. Click . An Edit Organization Information section appears below the list box.
   c. Tab to the appropriate field, and enter the correct information.
   d. Click .
3. To add a record, perform the following steps:
   a. Click . An Edit Organization Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click .
4. To delete a record, perform the following steps:
   a. Click on a name in the list.
   b. Click .

Absences From the United States

The Absences tab contains a list of dates the applicant was absent from the United States, together with the reason, destination, and port of entry for each absence. This section also contains command buttons for adding, updating, and deleting records. To view or update information, perform the following steps:

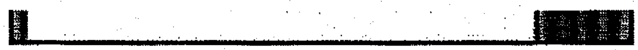
1. Click on the Abs tab (Exhibit 8–25, Absences From the United States Information).

Exhibit 8–25: Absences From the United States Information



2. To modify a record, perform the following steps:
   a. Click on a date in the list.
   b. Click . An Edit Absences From United States Information section appears below the list box (above) and under Reason for Trip, the following Absence Reason screen appears (Exhibit 8–26, Absence Reasons).

Exhibit 8–26: Absence Reasons



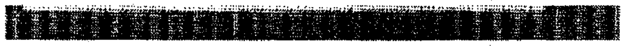
   c. Tab to the appropriate field, and enter the correct information.
   d. Click .
3. To add a record, perform the following steps:
   a. Click . An Edit Absences From United States Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click .
4. To delete a record, perform the following steps:
   a. Click on a date in the list.
   b. Click .

Residential History

The Residential History tab contains a history of the applicant's addresses and the periods of residency. This section is used to enter an address change and modify or delete address information. To view or update information, perform the following steps:

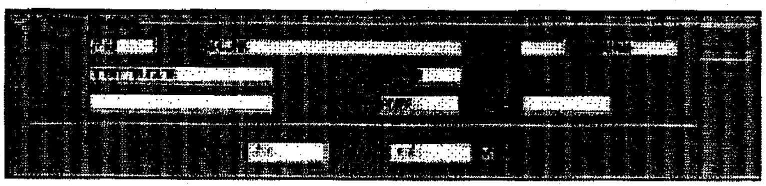
1. Click on the Res Hist tab (Exhibit 8–27, Residential History Information).

Exhibit 8–27: Residential History Information



2. To add a record, perform the following steps:
   a. Click . An Edit Residential Address section (Exhibit 8–28, Edit Residential Address) appears below the list box.
   b. Tab to the appropriate fields, and enter the information.
   c. Click .

Exhibit 8–28: Edit Residential Address



3. To update a record, perform the following steps:
   a. Click on the item in the list.
   b. Click . An Edit Residential Address section appears below the list box.
   c. Tab to the appropriate fields, and enter the correct information.
   d. Click .
4. To delete a record, perform the following steps:
   a. Click on the item in the list.
   b. Click .

   Note: If an address is indicated as "Present," any updates are reflected in the Addrs tab, Current Residential Address section.

Fingerprints

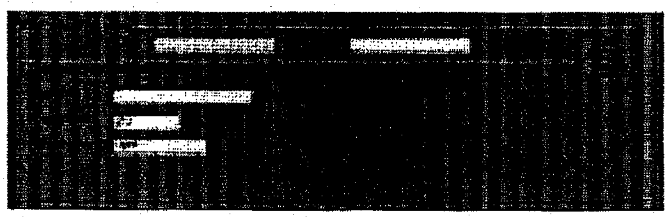
The FP tab contains a history of the applicant's fingerprint information, including the current status. This information is displayed in a list with the current record at the top of the list. The Fingerprints section also contains command buttons for adding a new record, modifying or overriding the current record, ordering new fingerprints or canceling new fingerprint requests, and deleting newly added records. To view or update information, perform the following steps:

1. Click on the FP tab (Exhibit 8–29, Fingerprint Information).

Exhibit 8–29: Fingerprint Information

2. To add a record, perform the following steps:
   a. Click . An Edit Fingerprint Information section (Exhibit 8–30, Edit Fingerprint Information) appears below the list box.

Exhibit 8–30: Edit Fingerprint Information

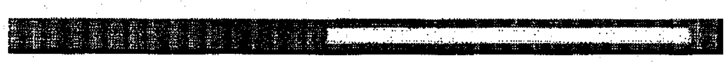


   b. In the CIDN field, enter the 10-digit contributor-assigned identification number (CIDN).
   c. In the FBI Control Nbr field, enter the seven-digit FBI control number.
   d. In the Response Code field, enter the response received from the FBI or click to select the code from a list.
   e. In the Response Date field, enter the date of the response (MM/DD/YYYY).
   f. Click .

   Note: After a record has been added and saved, it can be modified but not deleted.

3. To modify the current record, perform the following steps:
   a. Click on the item in the list to be modified.
   b. Click . A modify fingerprint section (Exhibit 8–31, Modify Fingerprint) appears below the list box.

Exhibit 8–31: Modify Fingerprint



c. In the Modified Response Code field, enter the modified response or click to select from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. Tab to the Modification Reason field and enter a reason for modifying the fingerprint information, or click to select from a list of suggested reasons.

f. Click .

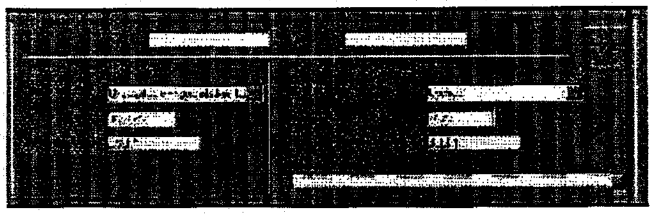
4. To delete a newly added record before saving, perform the following steps:

a. Click on the item in the list to be deleted.

b. Click .

5. To override a fingerprint response, click . The Edit Fingerprint Information section (Exhibit 8–32, Edit Fingerprint Information) appears below the list box.

Exhibit 8–32: Edit Fingerprint Information



a. In the Modified Response Code field, click to select the Override option from a list.

b. In the Modified Response Date field, enter the date the modification is entered.

c. Tab to the Modification Reason to enter a reason for the modification, or click to select from a list.

Note: An override is allowed only in the following cases:

- The response is Ident or Non-Ident and the response has expired.
- The response is Unclassifiable or Immediate Reject and the response is current.

6. To order new fingerprints, click .

   a. Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Ordering New Fingerprints window (Exhibit 8–33, Save Options for Ordering New Fingerprints) is displayed.

Exhibit 8–33: Save Options for Ordering New Fingerprints

   b. Click to process the order.

7. To cancel an outstanding fingerprint request, click .

   a. Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Adjudications window appears.

   b. Select the Save Data Changes and Cancel Fingerprint Request radio button.

   c. Click to process the order.

325

The 325 tab contains information on the results of an applicant's FBI name check, including the current status. This information is displayed in a list with the current record at the top of the list. The 325 section also contains command buttons for adding a new record, modifying or overriding the current record, and deleting newly added records. To view or update 325 information, perform the following steps:

1. Click the 325 tab (Exhibit 8–34, 325 Information).

Exhibit 8–34: 325 Information

[redacted]

2. To determine the status of the current FBI name check, review the information in the 325 Current Status field.
   - **Ordered**—Appears when a name check has been ordered but the request has not yet been sent to the FBI
   - **Pending**—Appears when a name check request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the 325- 60 Day Wait Expiration Date field.
   - **No Record**—Appears when the FBI has responded and reported that no records have been found matching the applicant's name
   - **Third Agency Record Found**—Appears when the FBI has responded and reported that a record has been found matching the applicant's name
   - **Indices Popular**—Appears when the FBI has responded and reported that too many occurrences of the same name have been found for the intended person to be identified
   - **No Response Received - Time Expired**—Appears when the 60-day wait period has expired with no response from the FBI having been received
3. To add a new record, perform the following steps:
   a. Click [redacted]. The Edit 325 Information section (Exhibit 8–35, Edit 325 Information) appears below the list box.

Exhibit 8–35: Edit 325 Information

[redacted]

   b. In the CIDN field, enter the 10-digit CIDN.
   c. In the FBI Control Nbr field, enter the seven-digit FBI control number.

d. In the Response Code field, enter the response received from the FBI or click to select the code from a list.

e. In the Response Date field, enter the date of the response (MM/DD/YYYY).

f. Click .

Note: After a record has been added and saved, it can be modified, but not deleted.

4. To delete a newly added record, perform the following steps:

a. Click on the new record in the list to be deleted.

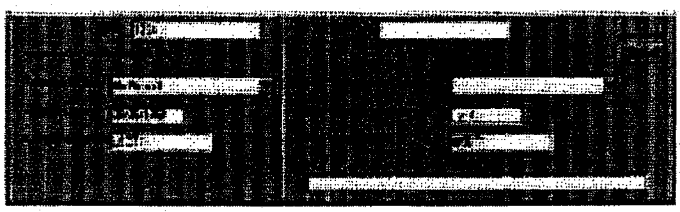
b. Click .

5. To modify a current record, perform the following steps:

a. Click on the current record in the list. (In cases where more than one record exists, the current record is always displayed at the top of the list.)

b. Click . A modification section (Exhibit 8–36, Modify 325) appears below the list box.

Exhibit 8–36: Modify 325



c. In the Modified Response Code field, enter the modified response or click to select from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

f. Click . The modified response appears to the right of the original response.

g. To perform further modifications, repeat Steps b through f.

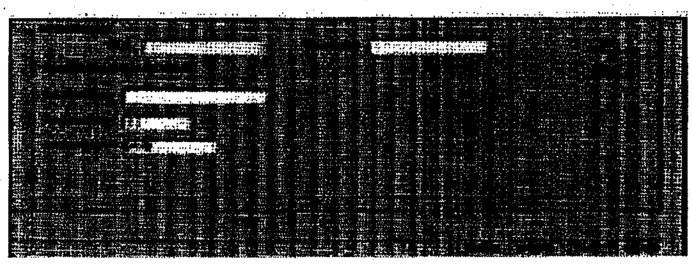
Note: If CLAIMS 4.0 finds a workflow history record indicating that an FBI name check has been completed with a status of Indices Popular, Third Agency Record, or No Record, but finds no corresponding record in the FBI Response table, a record is added to the 325 screen. An "A" in the far right column of the list box indicates that the record has been added by CLAIMS 4.0. In this case, the adjudicator can modify any field in the modification section, including CIDN, FBI Control Number, Response Code, and Response Date.

6. To override an Indices Popular or Third Agency Record Found status, perform the following steps:

a. Click on the record in the list.

b. Click . The Edit 325 Information section with Modification Fields (Exhibit 8–37, Edit 325 Information With Modification Fields) appears below the list box.

Exhibit 8–37: Edit 325 Information With Modification Fields



c. In the Modified Response Code field, click to select the Override option from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

f. Click OK.

Save Options

Data changes in the Adjudications module can be saved in one of two ways. The Save and reload in Case Review option allows you to save the data while keeping the application open. The Save and Close option allows you to save the data and close the application. To save data changes, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window (Exhibit 8–38, Save Options for Adjudications).
   - Click the  (Save and Reload in Case Review) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

   Note: Different options are shown in the Save Options box, depending upon the selections you made.

Exhibit 8–38: Save Options for Adjudications

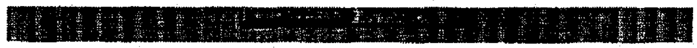
[redacted]

2. Click on the applicable radio button to select a save option:
   - **Save Data Changes Only**—If saving data changes before a decision is made on a case, this is the only option available and is selected by default
   - **Save Decision - Place on Hold for Later Processing**—Saves a decision but allows the case to be opened later by the same adjudicator to complete the adjudication process. This option should be used only when the case will be completed the same day.
   - **Save Decision - Send Back to Referring Adjudicator**—Allows a supervisor to save a supervisor review decision and send the case back to the adjudicator to complete the adjudication process
   - **Save Decision - Sent to Supervisor Review**—Saves a decision and forwards the case to a supervisor for review
   - **Save Decision - Adjudication Complete**—Saves a decision and indicates that the adjudication process is complete
   - **Save Data Changes and Order Fingerprints**—If fingerprints are ordered, this option is the only option available and is selected by default.

   Different options are shown depending upon what selections you made.

Note: If you happen to have changed the A-Number during a session, upon saving a warning will appear (Exhibit 8–39, Warning Message) and you will be asked if you wish to proceed. If the answer is no, you are returned to whichever screen you were previously viewing.

Exhibit 8–39: Warning Message



3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

4. Click .

Exam

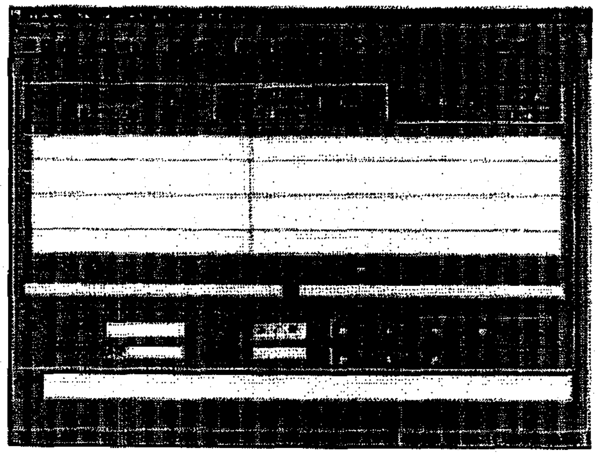
The Exam option allows you to administer the naturalization test to an applicant during the interview process and record the results, or to enter results of tests administered by outside testing organizations. **Note:** When the applicant passes the naturalization test, the status for "Evidence of Exam Passed" is automatically changed to "Received" (Application Information screen, Evid/Bkgd tab). However, if you try to mark the "Evidence of Exam Passed" by selecting all evidences and clicking on "Rec'd," and error message will appear informing you that the test results must first be added.

INS Location Testing

The INS Location Testing option is used to create a Civics/History test and to record whether the applicant's response to each question was correct or incorrect. A reading and writing sample for the English portion of the test can also be created. When CLAIMS 4.0 is used to create and administer the Civics/History test, test results are automatically generated and displayed. Test results can also be entered by you. Copies of tests and test results can be printed. To create and administer a naturalization test, perform the following steps:

1. To open an application, click the (Open Application) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1, Preview/Open.)
2. Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen (Exhibit 8–40, Test Results).

Exhibit 8–40: Test Results



3. Click on the INS Location Testing tab.

   Note: Only when the test is created does the Test Results tab become unavailable. If the INS Location Testing tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

4. To create a Civics/History test and record responses, perform the following steps:

   a. Click or . Randomly selected questions and corresponding answers appear in the box directly below the buttons. To clear all questions from the screen, click .

      Note: The Create 65/20 option is available only when CLAIMS 4.0 determines that the applicant is at least 65 years old and has been a legal resident for at least 20 years.

   b. To print Civics/History questions, click .

   c. To record the applicant's responses to the Civics/History test, perform the following steps:

      - To record all answers correct, click .
      - To record all answers incorrect, click .
      - To record an individual answer correct or incorrect, type "y" in the Correct column to indicate a correct response or "n" to indicate an incorrect response.
      - To record an applicant's response to a question, enter the response to the right of the question in the Applicant Answer column.
      - To clear all responses, click .

5. create the English proficiency test, perform the following steps:
   a. In the Reading Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the reading sample only, click . To clear the sample, click .
   b. In the Writing Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the writing sample only, click . To clear the sample, click .

   Note: You must first click inside the box to have the selection icon appear.
6. To print a copy of the Civics/History test questions, reading sample and writing sample with space for the applicant's answers, click .
7. To record test results, perform the following steps:
   a. In the Test Results section, verify the INS Testing Location field. If necessary, enter the location code, or click to select the code from a list.
   b. In the Civic/History Results section, click , , or to indicate the results of the test. If applicable, click .
   c. To enter a Civics/History test score, type the score in the Civics/History Score (%) field. (This field will populate automatically if the applicant's responses are recorded.)
   d. In the English Proficiency Results section, click , , or to indicate the results of the test.
   e. To print Civics/History test questions, reading and writing samples, responses, and overall results, click .
8. If desired, enter comments in the Adjudicator Notes field.

To save changes/test results, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the Save Data Changes and Test Results radio button.
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

4. Click . The exam screen is saved with all questions, samples, responses, and results. After a test has been saved, it can be accessed at any time. Notes can be added to the Notes field and results can be reprinted, however, the saved test cannot be edited.

Test Center Test Results

The Test Center Test Results option is used to enter test center information and results of tests administered by outside agencies. To enter test results, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen.
3. Click on the Test Center Test Results tab (Exhibit 8–41, Test Center Test Results).

   Note: Only when the Test Results section is modified does the INS Location Testing tab become unavailable. If the Test Center Test Results tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

Exhibit 8–41: Test Center Test Results

4. Enter the test center code in the Test Center Affiliation field, or click to select the code from a list. The number associated with the test center automatically appears in the Test Center Number field.
5. Enter the name or ID of the test administrator in the Administrator field (optional).
6. In the Test Results section, click or to indicate results of the naturalization test.

7. Enter the appropriate information in the following fields:
   - **Score %**—Percentage scored on the naturalization test (optional)
   - **Test Date**—Date the test was administered
   - **Test Center Rating**—Adjudicator's assessment of the Test Center on a scale of 1 to 5 (optional)
8. In the English Proficiency Results From Interview section, click , , or to indicate the results of the test.
9. Enter any applicable comments in the Adjudicator Notes field.

   Note: If incorrect test results are detected after a decision has been saved as "Adjudication Complete," a new, corrected set of results can be entered with a note explaining the reason for the second set of results. This can occur even if the application is not waiting for any adjudication activities as long as it is not past the Verify Grant process.

To save changes/test results, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window:
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the Save Data Changes and Test Results radio button.
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

Decisions

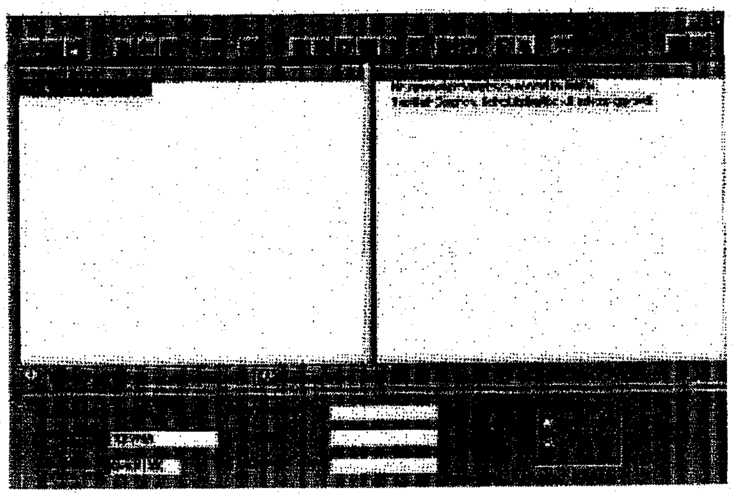
After the applicant's case has been reviewed and updated, an application can be approved, continued, continued with intent to deny, denied, ad hoc denial due to abandonment, withdrawn, or closed administratively. (Test results do not have to be entered into CLAIMS 4.0 before a decision is made; however, passing results must be recorded before a case can be approved.) Decisions can be saved as final, or the application can be placed on hold for later processing or sent to the supervisor for review. You can create a notice at the time of the decision or at a later time. A notice must be created prior to saving a continuation or denial as final. (Refer to Section 8.10, Notices, to create and view customized notices.)

Approve

The Approve option is used to grant citizenship status to the applicant. Adjudicators can also annotate decisions, create and print name change petitions and other forms, request OC locations, and review a history of decision results using this option. A notice is not necessary when an application has been approved. The applicant's notice to appear for the OC indicates an approval. Name change and OC location requests can be entered at any time during the approval process. (Refer to Section 8.6, Name Change Petition, to enter a name change.) To approve an application, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Approve) toolbar button, or select Decide Application, Approve from the Options menu to access the Approval Choices screen (Exhibit 8–42, Approval Choices).

Exhibit 8–42: Approval Choices



3. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted

- **Gov't Agency Review**—Government agency that audits decisions (for example, Administrative Appeals Office [AAO], Courts, Department of Justice [DOJ])

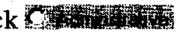
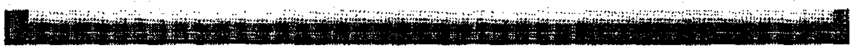
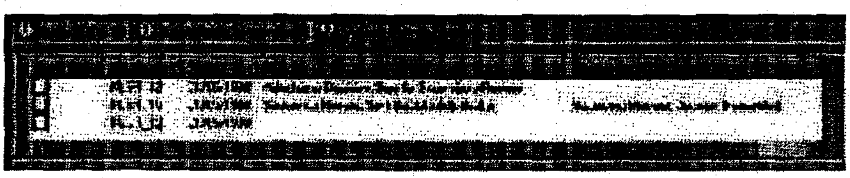
4. In the Oath Ceremony section, click  or  to indicate the type of OC.
5. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–43, Adjudicator's Decision Notes).

Exhibit 8–43: Adjudicator's Decision Notes



6. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–44, Decision Review Results). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

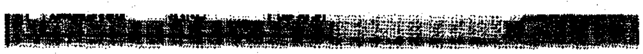
Exhibit 8–44: Decision Review Results



To enter an OC location request, perform the following steps:

1. Select the Oath Ceremony Location option from the View menu. A list of OC locations that are within the same ZIP code area as the applicant's current address is shown in the Oath Ceremony window (Exhibit 8–45, Oath Ceremonies).

Exhibit 8–45: Oath Ceremonies



2. To scroll through the list of locations, click or in the scroll bar on the right.
3. Click in the box to the left of the requested location.
4. Click .

To create and print the Certificate Preparation and Oath Declaration form, select the Print/Certificate Prep and Oath Declaration options from the Option menu. Two copies of the document are printed to a local printer.

To create and print a name change petition, see Section 8.3, Name Change Petition. To save the decision, perform the following steps:

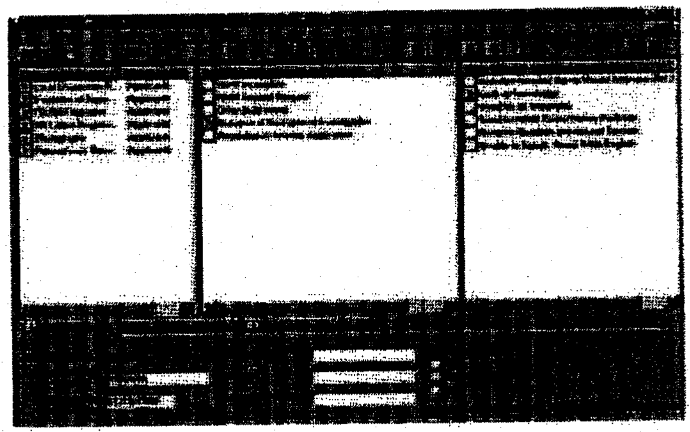
1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

Continue

The Continue option is used to continue a case when further information, evidence, or action is needed before a decision can be made. Missing evidence and other reasons for continuing the case can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. You have the option to create a customized notice or generate a standard notice based on the reasons selected. (Refer to Section 8.10 to create or view customized notices.) To continue an application, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Continue) toolbar button, or select Decide Application, Continue from the Options menu to access the Continue Reasons screen (Exhibit 8–46, Continue Reasons).

Exhibit 8–46: Continue Reasons

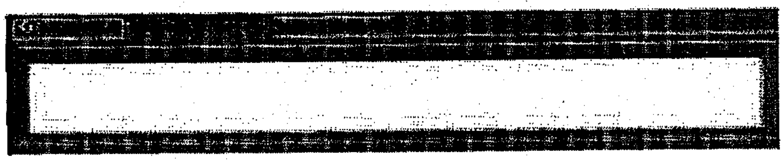


A list of evidence types appears in the Currently Missing Evidence section. If the evidence is missing, the box to the left of the evidence is marked with an "X". If the evidence has been entered as Received, then the box is marked with an "R". If the evidence has been entered as Waived, then the box is marked with a "W".

3. Select a reason for continuing an application in the Initial Processing Incomplete Reasons section and/or the Other Reasons section. To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. Click on the Decision Results tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted
   - **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

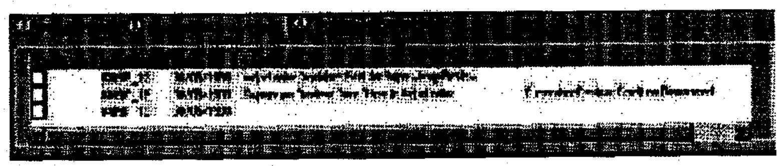
5. To indicate the anticipated level of complexity of a reinterview, click , , or in the Case Complexity section.
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–47, Adjudicator's Decision Notes Tab).

Exhibit 8–47: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–48, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send an application back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 8–48: Decision Review Results Tab



8. To create and print a notice, refer to Section 8.10. If a reason is selected in the Other Reasons section, the applicant is rescheduled for an interview or exam and a separate continuance notice is not required.

To save the decision, perform the following steps:

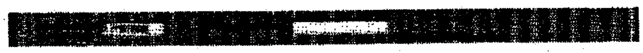
1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

Continue With Intent to Deny

The Continue with Intent to Deny option is used to continue a case that the adjudicator intends to deny. The reasons for continuation can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To continue an application with intent to deny, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Continue With Intent to Deny) toolbar button, or select Decide Application, Continue With Intent to Deny from the Options menu to access the Continue With Intent to Deny Choices screen (Exhibit 8–49, Continue With Intent to Deny Choices).

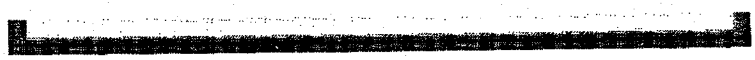
Exhibit 8–49: Continue With Intent to Deny Choices



3. Select a reason for continuing an application in the Continue With Intent to Deny Reason section. To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. To select a paragraph for the notice, click in the box to the left of the desired paragraph listed in the Continue With Intent to Deny Paragraph Choices section.

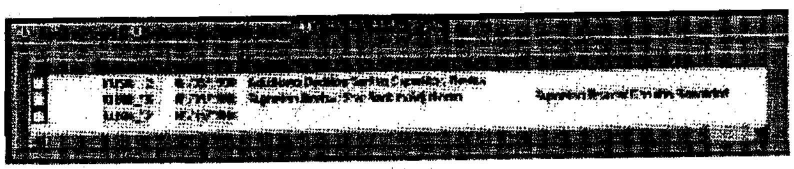
5. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted
   - **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–50, Adjudicator's Decision Notes Tab).

Exhibit 8–50: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–51, Decision Review Results Tab. If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 8–51: Decision Review Results Tab



8. To create and print a customized notice, refer to Section 8.10.

To save changes/decision, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

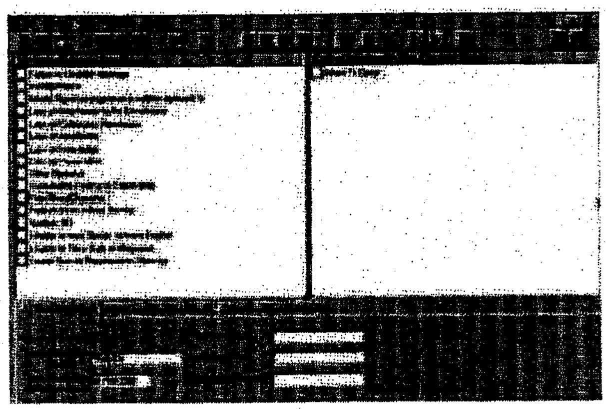
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

Deny/Withdrawal/Admin. Close

The Deny/Withdrawal/Admin. Close option is used to deny an individual's application for citizenship or to record that an application has been withdrawn or closed administratively. The reasons for denial or administrative close can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. If the application is denied, a customized notice is required. If the applicant consents to withdraw or the application during the interview or if the case is closed administratively, a withdrawal or administrative close record can be printed. To deny or administratively close an application, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Deny/Withdrawal/Admin. Close) toolbar button, or select Decide Application, Deny/Withdrawal/Admin. Close from the Options menu to access the Deny/Withdrawal/Admin. Close Choices screen (Exhibit 8–52, Deny/Withdrawal/Admin. Close Choices).

Exhibit 8–52: Deny/Withdrawal/Admin. Close Choices

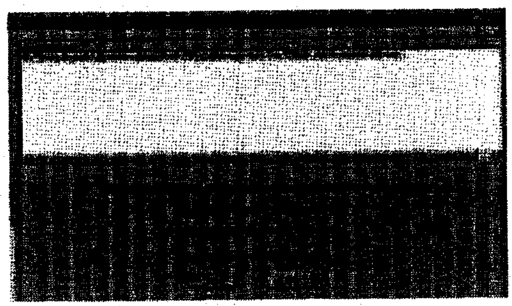


3. Click in the applicable box in the Deny/Withdrawal/Admin. Close Choices section.
4. Click in the applicable box in the Deny/Withdrawal/Admin. Close Reasons section.

- If the application is denied, select a paragraph for the denial notice in the Deny/Withdrawal/Admin. Close Paragraph Choices section. Refer to Section 8.10, to create or print a customized notice.

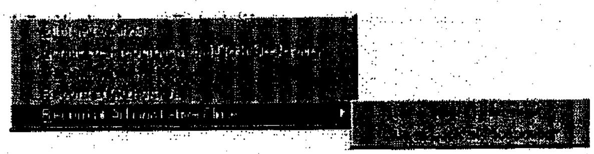
Note: When one of the choices in the Deny/Withdrawal/Admin. Close Paragraph Choices section is selected and the system does not agree that this is a valid choice, a warning screen is displayed (Exhibit 8–53, Sample Denial Due to Abandonment Warning). The warning displayed depends upon the item selected and the status of the application. You may override any objections by clicking on "Yes."

Exhibit 8–53: Sample Denial Due to Abandonment Warning Screen



- If the application is closed administratively, print a record of administrative close. Select Print from the Options menu, and select Record of Administrative Close (Exhibit 8–54, Record of Administrative Close Options). Then, select the reason for the administrative close.

Exhibit 8–54: Record of Administrative Close Options



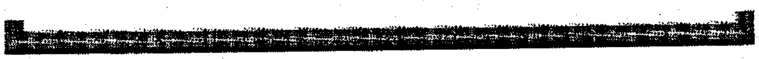
- If the application is withdrawn, print a withdrawal record. Select Print from the Options menu, and select Record of Withdrawal.

5. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated

- **Interpreter Name**—Complete name of the interpreter
- **Language**—Language interpreted
- **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

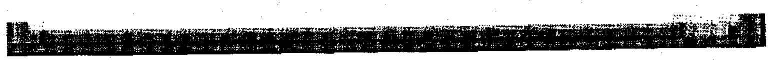
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–55, Adjudicator's Decision Notes Tab).

Exhibit 8–55: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–56, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear.

Exhibit 8–56: Decision Review Results Tab



To save changes/decision, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

Denial Due to Abandonment

In the event an applicant fails to fulfill specific requirements, the adjudicator may enter an ad hoc decision and deny an application, putting it into suspense. To open an application and enter an Ad Hoc Abandonment decision, perform the following steps:

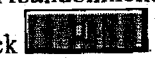
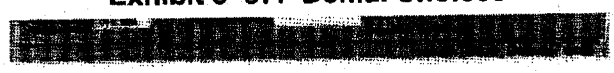
1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the Denial Due to Abandonment option box in the Application Open Mode - Ad Hoc Activities menu, and click 
3. Select a reason for denying the application in the Denial Due to Abandonment Reasons section (Exhibit 8–57, Denial Choices). To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.

Exhibit 8–57: Denial Choices



4. Select a paragraph in the Abandon Paragraph Choices section.
5. To enter comments, click on the Adjudicator's Decision Notes tab.
6. **Optional:** Click on  to issue a Denial Due to Abandonment notice.

1.6.13.1 Denial Due to Abandonment Warnings

The adjudicator will not be stopped from selecting denial due to abandonment; however, if the system feels it is an inappropriate choice, a warning will appear. At this point, the adjudicator has the option of overriding the system warnings if desired.

A warning may appear in any of the following three circumstances:

1. When denial due to abandonment is selected from the open App id form.
2. When denial due to abandonment is selected from the enabled toolbar button.
3. When the adjudicator clicks on the individual reasons on the decision screen.

Warnings for #3 above will be specific in nature, #1 and #2 will be more general because the system does not know at that time which reason will be chosen (Exhibit 8–58, Denial Due to Abandonment General Warning). To override this general system warning, the adjudicator may simply select "Yes."

Exhibit 8–58: Denial Due to Abandonment General Warning

[redacted]

The following warnings may appear if the conditions listed below occur:

1. Failure to appear for fingerprinting
   Warned if:
   - Good fingerprints found
   - Fingerprints not needed
   - Not found that FBI Evidence is missing
   - Missing FBI Evidence is found, however, 120 days has not elapsed since expected start date
2. Failure by an applicant residing abroad to submit fingerprints
   Warned if:
   - Wait4FPCard not found Pending
   - Wait4fpcard found pending but 87 days has not elapsed
3. Failure to submit the correct fee for fingerprinting
   Warned if:
   - Applicant is part of a group
   - No AppUnderPay found pending
   - AppUnderPay found pending but 87 days has not elapsed since NtInitial completed with NtSent
   - AppUnderPay found pending but discrepant amount is not $25

In the course of reviewing an applicants history, the adjudicator may view the applicant's payment history at any time simply by choosing the View drop-down menu and selecting the Payment option (Exhibit 8–59, Payment Menu Options).

Exhibit 8–59: Payment Menu Option

[redacted]

The following is an example of a Payment History screen (Exhibit 8–60, Payment Menu Option).

Exhibit 8–60: Payment Menu Option

[redacted]

Note: If the fee was receipted elsewhere, instead of the Payment History screen appearing, a message appears (Exhibit 8–61, Confirmation Message).

Exhibit 8–61: Confirmation Message

[redacted]

4. Nonpayment of the fee for fingerprinting
   Warned if:
   - Applicant is part of a group
   - No AppUnderPay found pending
   - AppUnderPay found pending but no record was found that an NtBouncedCheck completed with NtSent
   - AppUnderPay found pending and the NtBouncedCheck was sent, but 17 days has not elapsed since NtBouncedCheck completed with NtSent
5. Undeliverable request for appearance to be fingerprinted
   Warned if:
   - No MissEvFBI found pending

The Failure to Appear for Fingerprinting Warning screen (Exhibit 8–62, Failure to Appear for Fingerprinting Warning) is an example of just one of the specific warning screens covered here that may appear. Please note that the adjudicator may override the given warning, simply by selecting "Yes."

Exhibit 8–62: Failure to Appear for Fingerprinting Warning

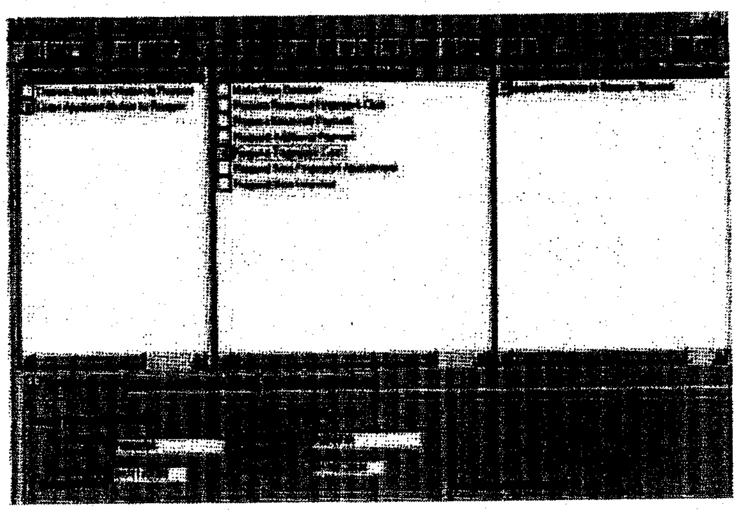
[redacted]

1.6.14 Service and Applicant Motions to Reopen and Reconsider

If the receipt of new information provides cause for denial or granting of an application, the adjudicator may reopen the case and consider the prior decision. The reasons for reopening and considering can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To reopen an application and change a prior decision, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Motion to Reopen) toolbar button, or select Motion to Reopen and Reconsider from the Application Open Mode – Ad Hoc Activities menu to access the Motion to Reopen and Reconsider screen (Exhibit 8–63, Service Motion to Reopen and Reconsider).

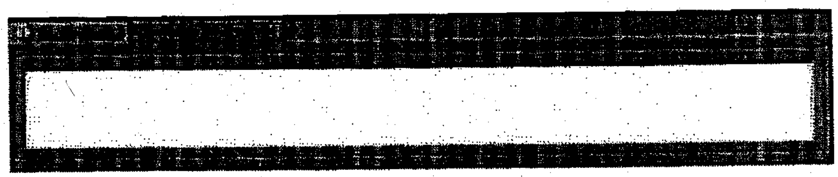
Exhibit 8–63: Service Motion to Reopen and Reconsider



3. Select one of the following reasons for reopening an application in the Motion to Reopen and Reconsider Reasons section: 1) Dismiss Application Motion to Reopen or 2) Grant Applicant Motion to Reopen.
   - If the box to the right of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. Select a paragraph in the Motion to Reopen and Reconsider Paragraph Choices section.

5. To view original approval information, click on the Prior Decision Results folder tab under the View menu.
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–64, Adjudicator's Decision Notes Tab).

Exhibit 8–64: Adjudicator's Decision Notes Tab



7. To create and print a customized notice, refer to Section 8.10.

To save the decision, perform the following steps:

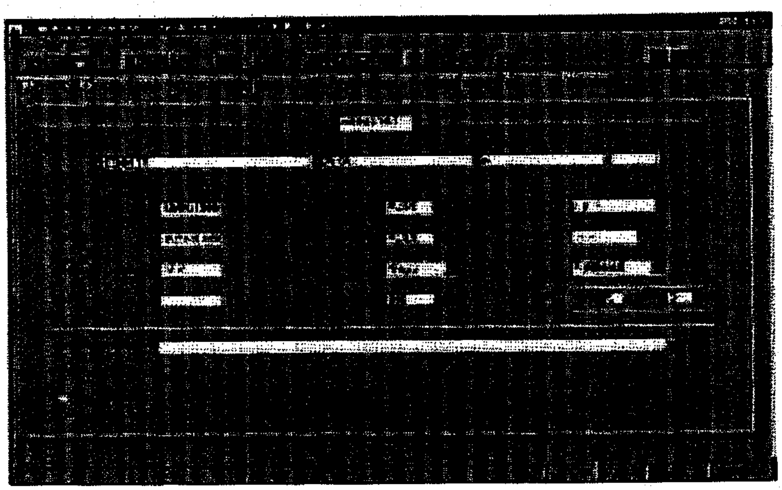
1. Select one of the following save options to access the Save Options for Adjudication's window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

1.6.15 Decision Concerning Interview/Oath Ceremony

When an applicant has reached the threshold for no-show or cancellation of a scheduled appointment, the adjudicator has the option to reschedule the applicant or enter a decision. These options are available when an application is opened in the Decision Concerning Interview/Oath Ceremony modes. To reschedule or enter a decision concerning an interview or OC, perform the following steps:

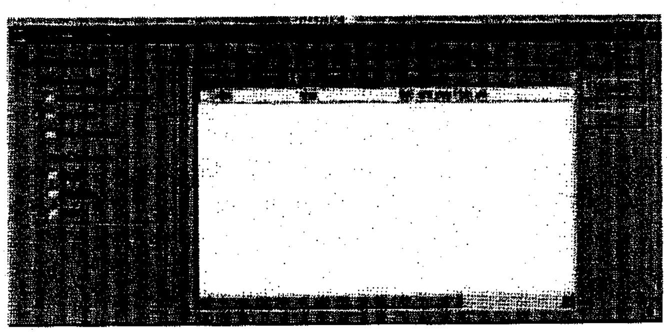
1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Application ID screen (Exhibit 8–65, Application ID) appears.

Exhibit 8–65: Application ID



2. To view no-show/cancellation information, click . The Application History screen (Exhibit 8–75) appears. (Refer to Section 8.7, Application History.)
3. To close the case administratively, refer to Section 8.3.4, Deny/Withdrawal/Admin. Close.
4. To request that the applicant be rescheduled for an interview, click the (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Interview Decision window (Exhibit 8–66, Interview Decision) appears.

Exhibit 8–66: Interview Decision



   a. In the Interview Type box, click or to indicate the type of interview.

b. In the Case Complexity box, click , , or to indicate the level of complexity.

c. To request an interview site, click a location in the list of possible sites.

d. Click .

e. To save and close, click . When the Save Options for Adjudication's window appears, perform the following steps:

- Verify that the option is selected.
- Click .

5. To request that the applicant be rescheduled for an OC, click the (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Oath Decision window (Exhibit 8–67, Oath Decision) appears.

Exhibit 8–67: Oath Decision

a. In the Oath Decision Type box, click or to indicate the type of OC.

b. To request a specific OC, click on the desired ceremony in the list of possible OCs.

c. Click .

d. To save and close, click . When the Save Options of Adjudication's window appears, perform the following steps:

- Verify that the option is selected.
- Click .

1.6.16 Supervisor Review

The Supervisor Review option allows a supervisor to review decisions sent to supervisor review by adjudicators. After reviewing the decision, the supervisor can choose to (1) confirm the adjudicator's decision and either save the decision as final or, send it back to the referring adjudicator for final disposition, (2) remand the decision and send back to the referring adjudicator for reconsideration, or (3) change the decision and either save the decision as final or send it back to the referring adjudicator for final disposition. To review a decision, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) An Adjudication Decision screen based on the adjudicator's decision appears.
2. To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices (this depends upon the decision entered by the adjudicator) from the Window menu.
3. To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 8–76) appears.
4. From the Adjudication Decision screen, click one of the following radio buttons in the Supv Review box (optional):
   - To confirm the adjudicator's decision, click .
   - To remand the adjudicator's decision, click .
5. To change the adjudicator's decision, refer to Sections 8.4.1 through 8.4.4 to approve, continue, continue with intent to deny, or deny/terminate.

To save changes/decision, perform the following steps:

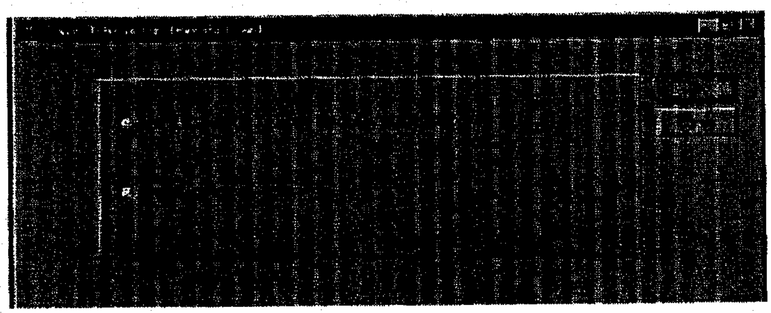
1. Select one of the following save options to access the Save Options for Adjudication's window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Review radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click .

1.6.17 Reverify Grant

The review process for all approved applications includes reverification of the decision. After an application is opened, the application information can be reviewed, and the approval can either be reverified or not verified and sent back to the adjudicator. To reverify grant, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Approval Choices screen (Exhibit 8–42) appears.
2. To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices from the Window menu.
3. To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 8–76) appears.
4. To indicate verification/non verification, click the (Save and Close) toolbar button, or select Save and Close from the File menu. The Save Options for Reverify Grant window appears (Exhibit 8–68, Save Options for Reverify Grant).

Exhibit 8–68: Save Options for Reverify Grant



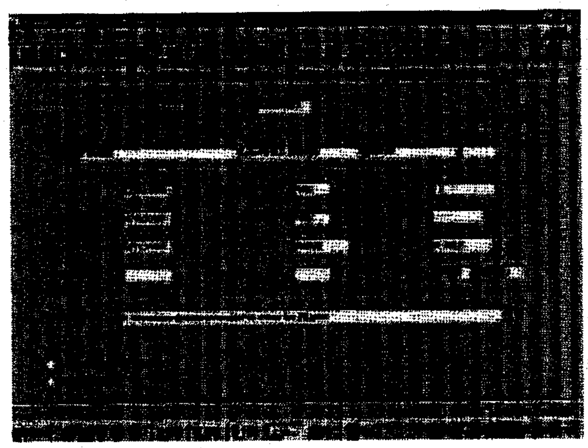
   a. Click the appropriate radio button.
   b. Click .

1.6.18 Undo Decision

The Undo icon is used to undo the last completed decision by the adjudicator, in the event of a change in the status of the case (as long as it has not progressed in the workflow). You may undo a previously completed decision by bringing up the decided application in Case Review and clicking on the undo decision icon on the main toolbar. To undo a decision, perform the following steps:

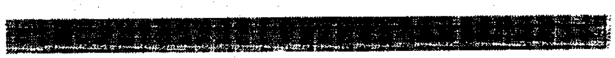
1. Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Approval Choices screen (Exhibit 8–42) appears.
2. To view application information, select Application ID from the Window menu and press R. An application that has had a decision made will display the enabled undo button (Exhibit 8–69, Case Review Screen with Undo Decision Icon).

Exhibit 8–69: Case Review Screen With Undo Decision Icon



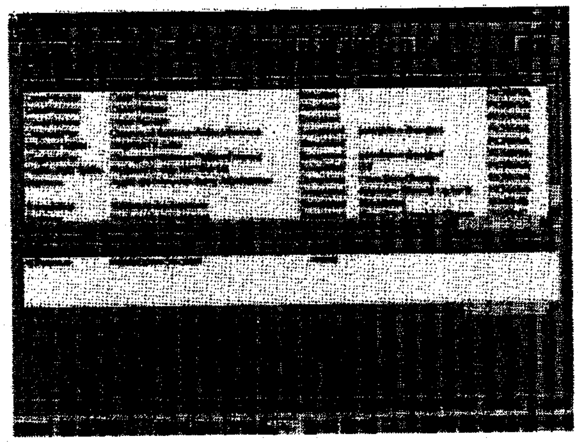
3. To undo a previously completed decision, click on the undo decision icon on the main toolbar.
4. The Save Options for Undo Prior (Last) Decision screen (Exhibit 8–70, Save Options for Undo Prior [Last] Decision) appears.

Exhibit 8–70: Save Options for Undo Prior (Last) Decision



5. You may continue by choosing OK or back out by choosing Cancel.
6. To verify that the decision has been changed, select History from the drop-down menu to view that the activity description correctly reflects the activity. (Exhibit 8–71, Application History). The application should be in an Active mode.

Exhibit 8–71: Application History

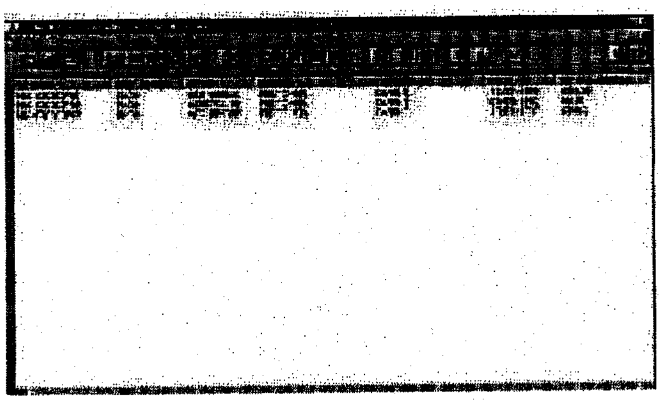


1.7 Application List

The Application List option allows you to view a list of all applications submitted under a first and last name that is similar to the open application. Applications can be opened from the Applicant List in either Case Review or Case Status mode. To view a list of applications, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Application List) toolbar button, or select Application List from the Options menu to access the Application List screen (Exhibit 8–72, Application List).

Exhibit 8–72: Application List

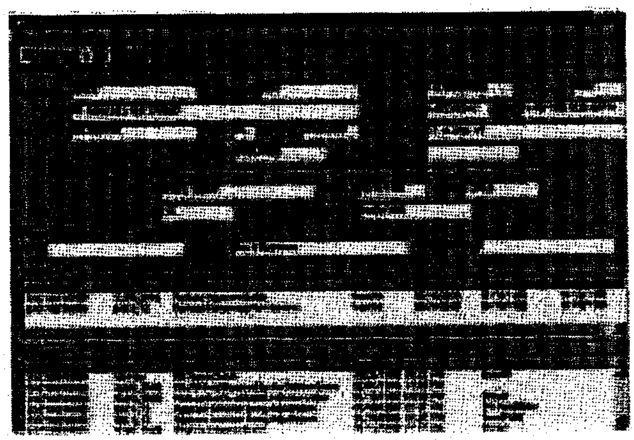


3. To scroll through the Application list, click or in the scroll bar.
4. To change the list sort order (ascending/descending) by column, click on the desired column heading.
5. To open an application for case review, double click on the item in the list, or click once to select and then click the (Preview/Open) toolbar button. The application is opened in case review mode.

To view the case status information for a specific application, perform the following steps:

1. Click on the desired application in the list.
2. Click the (Application Summary) toolbar button, or select Application Summary from the View menu to access the Case Status screen (Exhibit 8–73, Case Status).

Exhibit 8–73: Case Status



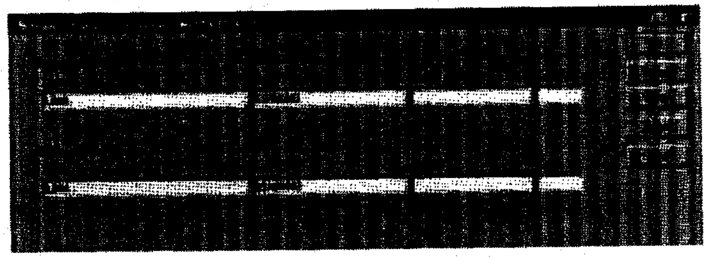
3. To use the Case Status screen, refer to Section 12.

1.8 Name Change Petition

If an applicant petitions for a name change during the interview process, a record of the name change petition can be created and printed using the Name Change Petition option. To enter a name change petition, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Name Change Petition) toolbar button, or select Name Change Petition from the Options menu to access the Name Change Petition window (Exhibit 8–74, Name Change Petition).

Exhibit 8–74: Name Change Petition



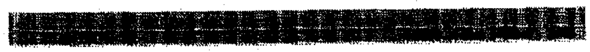
3. In the Applicant Name Change section, enter the applicant's last, first, and middle name change. If applicable, enter a suffix, or click to select from a list.
4. To clear the fields in the Applicant Name Change section, click .
5. To print the Name Change Petition, click .
6. To save and close, click .

1.9 Application History

The Application History option allows you to review all activities that have been performed on a case, the activities for which the case is waiting, the RAFACS location of the case file, and the number of no-shows or cancellations for interviews or OCs. You can view a description of each activity and the status, the condition of the case at the end of the activity, the ID of the user who performed the activity, and the date and time the activity occurred. If the Include RAFACS in History Retrieval Request option is selected in the Options/Preferences menu, the responsible party and section information is included. (For more information, refer to Section 8.12, Preferences.) To view application history, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Application History) toolbar button, or select Application History from the View menu to access the Application History screen (Exhibit 8–75, Application History).

Exhibit 8–75: Application History



3. To scroll through the History Activity or Current Activity list, click or in the scroll bar.
4. To close, select Close from the File menu.

1.10 Prior Exam Results

The Prior Exam Results option allows you to review a list of exam results for the Civics/History and English Proficiency Tests. The user ID of the test administrator, the test date, and the test center code are provided with each testing result. To view prior exam results, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Prior Exam Results from the View menu to access the Prior Test Results List window (Exhibit 8–76, Prior Test Results List).

Exhibit 8–76: Prior Test Results List

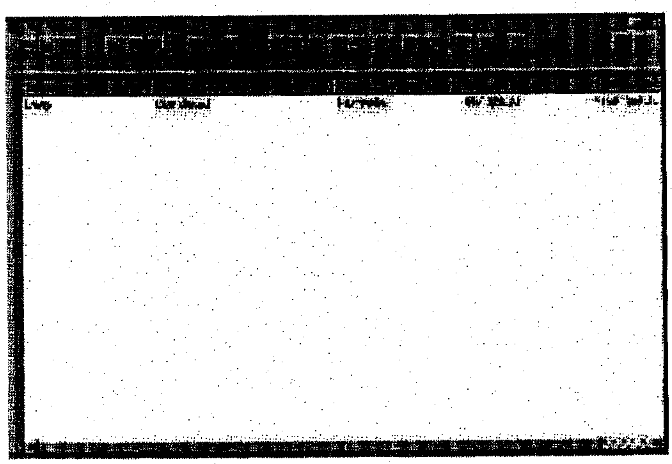
3. To view the details of any test, double click on the desired item in the list. The Test Results screen appears. (For more information, refer to Section 8.3, Exam.)
4. To close, select Close from the File menu.

1.11 Prior Decision Results

The Prior Decision Results option allows you to review a list of all decisions that have been made on an application. In addition to each decision result, you can view its status, its date, the user ID of the adjudicator who made the decision, and the status of the final notice. To view prior decisions, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Prior Decision Results from the View menu to access the Prior Adjudication Results List screen (Exhibit 8–77, Prior Adjudication Results List).

Exhibit 8–77: Prior Adjudication Results List



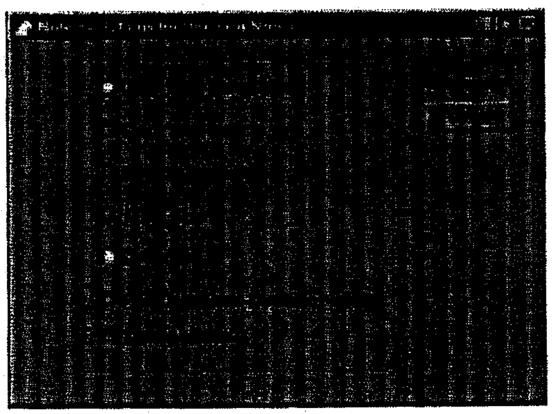
3. To view the details of any decision, click on the desired item in the list. The applicable decision screen appears. (For more information, refer to Section 8.4, Decisions.)
4. To close, select Close from the File menu, or click the control button.

1.12 Notices

When the adjudicator enters a decision either to deny, continue with intent to deny, or else continue an application, and select the reasons for the decision. The Notices option is enabled. If a decision to deny, decision to continue with intent to deny, or denial due to abandonment decision is entered, a customized notice is required. The Notices option also allows you to view notices and notice templates, print a single notice locally, print final decision notices, and delete a notice. To access notice options, perform the following steps:

1. Click the (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears (Exhibit 8–78, Notices Options for Decision Notice).

Exhibit 8–78: Notices Options for Decision Notice



2. Click on the applicable radio button to select a notice option:
   - **Quick View Template**—A template of the notice appears on the screen. Information specific to the current case is not included in the template.
   - **Quick View Notice**—The notice appears on the screen. Information specific to the current case is included in the displayed notice.
   - **Send to Batch Print**—The notice is included in the batch print process.
   - **Print Local**—The notice prints to a local printer.
   - **Customize**—The notice is created and opened in MS Word
   - **Print Completed Decision Notice**—The completed notice prints to a local printer.
   - **Delete Notice**—A previously created notice is deleted.

To create a customized notice, perform the following steps:

1. From the Notices Options for Decision Notice window, click the Customize radio button.
2. Click OK. A notice document is created. When the process is complete, the notice is opened in MS Word.
   - To review the document, click or in the scroll bar. If necessary, edits can be made using standard Microsoft editing operations.
   - To enter additional comments, scroll to the "Explanations" headings, and type the appropriate text.
   - To print the notice from MS Word select Print from the File menu, or click the (Print) toolbar button. **Note:** The notice should be mailed to the applicant on the day it is printed.

   Note: Once a customized notice is created, the status will be updated at the bottom of the screen just as with other decision notices.
3. To exit MS Word select Exit from the File menu. The Notice is saved automatically.

To print the final notice at a later time, perform the following steps:

1. Click the (Open Application) toolbar button, or select Open from the File menu.
2. Enter the application ID, and click the Print Completed Decision Notice activity in the Application Open Mode section.
3. Click the (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears.
4. Click the Print Completed Decision Notice radio button.
5. Click OK. The final notice is printed, and the application is placed into Case Review mode. If the notice being printed is a Dismissal of an Applicant Motion to Reopen, then after printing, the application is closed.

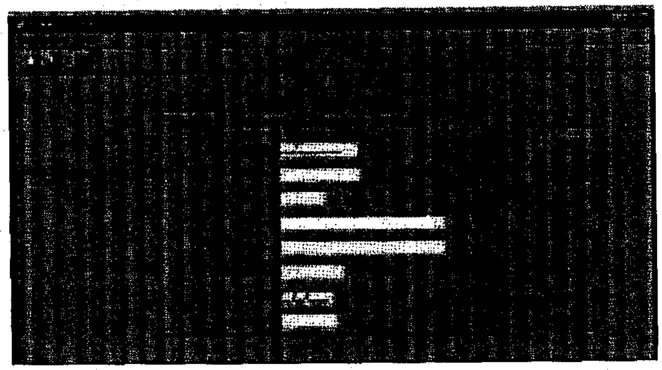
   Note: The notice should be mailed to the applicant the day it is printed.

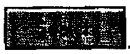
1.13 Find/Case Status

The Find option is used to search for an application. This option is available from any of the adjudication's screens. To search for an application, perform the following steps:

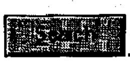
1. Click the (Case Status/Find) toolbar button, or select Find from the Options menu to access the Case Status Inquiry screen (Exhibit 8–79, Case Status Inquiry).

Exhibit 8–79: Case Status Inquiry



2. Click the applicable folder tab: Personal, Mailing Address, Attorney, or Other.
3. Enter all available information.
4. Click . One of the following search results occurs:
   - **No Match**—The following message appears in a pop-up window: "No history for the application ID."
   - **Multiple Matches**—A list of applications appears in the Application List screen. (Refer to Section 8.4, Application List, for further instructions.)
   - **Exact Match**—The Case Status screen (Exhibit 8–73) appears. (To use the Case Status screen, refer to Section 12.)

To initiate a new search, perform the following steps:

1. Click  in the Case Status Inquiry screen to clear all fields.
2. Click on the appropriate folder tab: Personal, Mailing Address, Attorney, or Other.
3. Enter all available information.
4. Click .

1.14 Preferences

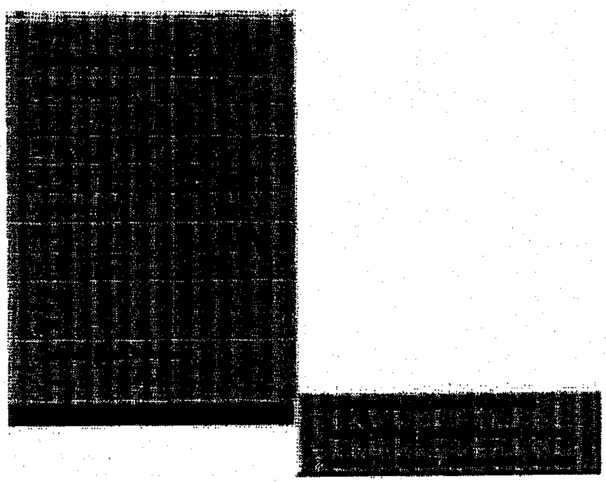
The Preferences option is used to set system defaults for a session. You can elect to have the system automatically check for A-File locations in RAFACS, include RAFACS information in history retrieval, and/or generate final notices when final decisions are recorded. Selecting these defaults delays system response time for the associated function.

Note: If the default is set to automatically include final notices with a final decision, the notice must be mailed the same day the final decision is made. Applicant response time starts from the notice generation date, not the decision date.

To set a default, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Preferences from the Options menu (Exhibit 8–80, Options Menu Options—Preferences).

Exhibit 8–80: Options Menu Options—Preferences



3. Click on the desired preference. A check mark indicates the preference is selected. To deselect, click to remove the check mark from the following preferences:
   - **Auto Check A-File Location in RAFACS**—If selected, the system automatically checks RAFACS to retrieve and update A-File location information each time the Evidence/Background tab in the Application ID screen is selected.
   - **Include RAFACS in History Retrieval Request**—If selected, the system automatically includes RAFACS information each time the Application History option is selected.
   - **Include Final Notices with Completed Decision**—If selected, the system automatically generates a final notice each time the Save Decision-Adjudication Complete option is selected.

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