



## Quick Reference Guide for ERO eFile Account Access

**Before logging into EROeFile, to e-File a G28 or schedule a legal visit, you must first fully activate your account:**

1. Once your account has been added to the system, you will receive an initial email from **<MyAuth Admin [no-reply@ice.gov](mailto:no-reply@ice.gov)>**.

**Note:** review your **junk, spam or “other” folder** for this email, if needed.

2. Click “Activate Account” button link in the email  
(*this link expires in 30 days*):

An account has been created for you to access ICE Services.  
Click the following link to activate your account:

Activate Account

This link expires in 30 days.

3. You will then be required to establish a password **AND** a security question (secondary verification method).

Security methods help protect your MyAuth Account account by ensuring only you have access.

### Required now



#### Password

Choose a password for your account

Set up



#### Security Question

Choose a security question and answer that will be used for signing in

Set up

If you prefer a different verification method, **after** completing the security question process, you can configure the Okta app or a phone number for future logins.

**Note:** Do **not** stop the activation process after entering a password. You **must also** set up a security question. Please remember your password and secondary security information for future reference.

4. After completing the password and secondary verification process, bookmark and browse to <https://eroefile.ice.gov/> to log in to DFAS. You will log in using your email address and the password/security method chosen above.

### Need to change your email address?

Do **NOT** attempt to change or update your email address anywhere in the system. Register for a new account with the new email address, and your old account will be deactivated in 45 days.

For assistance with e-filing G28s, refer to the ERO eFile [Quick Reference Guide](#) along with the FAQs at <https://www.ice.gov/eroefile>.

For assistance with scheduling legal visits, refer to the DFAS [Quick Reference Guide](#) along with the FAQs and list of participating facilities at <https://www.ice.gov/eroefile/dfas>.

ERO E-File Help Desk Mailbox: [EROeFile.HelpDesk@ice.dhs.gov](mailto:EROeFile.HelpDesk@ice.dhs.gov)



## Reactivating Account?

If you have not logged into your account in 45 days, you will need to reactivate by signing in from the registration screen at <https://www.ice.gov/eroefile>: “[Register here!](#)”

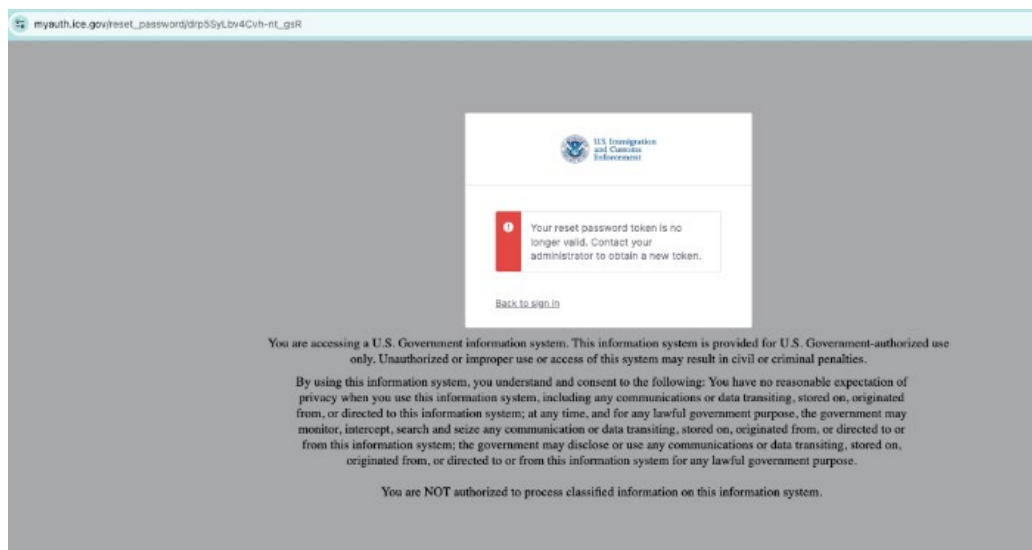
**Note: do not forget to check your junk, spam or other folder for emails from the system.**

## Locked Account?

If you need to unlock your account, visit the ERO eFile page above and choose “Login to Account.” Prior to entering your email address, click the “Unlock account?” option below the “Next” button. Enter your email address, then click “Send me an email.”

## Forgot Your Password?

Type in your email address and click Next. On the following screen, click “Forgot password?”



Password reset links expire after one (1) hour. Too many invalid entries of your password and/or secondary security method may lead to account suspension. Email [EROeFile.HelpDesk@ice.dhs.gov](mailto:EROeFile.HelpDesk@ice.dhs.gov) if you believe your account has been suspended or the account reset options above are unsuccessful. Reset emails cannot be sent to alternate email addresses.

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