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ICE ERO EFILE

## ERO eFile's Detention Facility Appointment Scheduler (DFAS)

ERO eFile's Detention Facility Appointment Scheduler (DFAS) is an online scheduling system for managing legal visits. DFAS provides a secure process for both detention facility users and legal representatives to schedule and manage legal visitation at detention facilities. ERO created DFAS to fulfill a congressional mandate to create an online system for both the electronic filing of G-28s and the scheduling of legal visits.

**Currently, DFAS will only be available at select facilities during a beta testing period. As new facilities are enrolled in DFAS, the list of participating facilities will be updated.**

Legal representatives will be able to access DFAS through their ERO eFile account. Read the [Quick Reference Guide \(Sept. 2025\)](#) for instructions on how to use DFAS.

## List of Participating Facilities

- [Adams County Correctional Center](#)
- [Bluebonnet Detention Facility](#)
- [Buffalo \(Batavia\) Service Processing Center](#)
- [Delaney Hall Detention Facility](#)
- [El Valle Detention Facility](#)
- [Golden State Annex](#)
- [Northwest ICE Processing Center \(NWIPC\)](#)
- [Otero County Processing Center](#)
- [Port Isabel Service Processing Center](#)

- [Prairieland Detention Facility](#)
- [South Texas ICE Processing Center](#)
- [Winn Correctional Center](#)

## Frequently Asked Questions

### + Who can schedule legal visits online?

Current or prospective legal representatives and their legal assistants including: attorneys, EOIR accredited representatives, law graduates/students based in the United States. Legal assistants may also schedule legal visits with the approval of a supervising legal representative consistent with ICE's detention standards ([PBNDS 2011 Section 5.7](#) or [NDS 2019 Section 5.5](#)). Law graduates/students will require approval from a supervisor if there is no G-28 on file.

### + What detention facilities allow legal visits to be scheduled online?

See [participating list](#). You may see a "Schedule Legal Visit" button in your ERO eFile account, however the scheduling functionality will **only** be available if your client is currently in a detention facility that is participating in DFAS. You can review all participating facilities here or in your ERO eFile account (view list in the navigation toolbar).

### + I don't yet have a G-28 on file; can I schedule online?

Yes, to schedule a legal visit online at participating facilities, you are required to register and have an [ERO eFile](#) account. Registered users can schedule representational and pre-representational visits via ERO eFile. If you do not yet have a G-28 on file, you can select pre-representational visit in the appointment. For visits where there is no G-28 on file, registered users are still required to provide additional documentation consistent with ICE's detention standards ([PBNDS 2011 Section 5.7](#) or [NDS 2019 Section 5.5](#)).

## **+ What types of visits can be scheduled online?**

In-person or remote visits. Click the link to the [participating facility](#) to view the facility's visitation procedures to review what is currently available on eFile at the facility.

## **+ Are legal visits automatically booked with the facility upon online scheduling?**

Yes, for standard length visits (as set by the facility). Extended time visits (visits usually 2 or more hours) require facility approval.

In addition, law graduates or students that require approval (no G-28 on file), and all legal assistants must have their appointments approved by a supervising legal representative.

## **+ How far in advance must appointments be scheduled online?**

Standard appointments can be scheduled up to 14 days in advance, but no later than 24 hours before the appointment time. Extended time visits must be scheduled 72 hours in advance and up to 14 days in advance; they also require facility approval.

## **+ How do I address urgent requests or situations where I cannot find any available appointment times on the dates I am available?**

Please reference the [facility webpage](#) on [www.ICE.gov](http://www.ICE.gov) for information on how to contact the facility if an urgent situation arises or with special requests. In exigent circumstances, the facility *may* be able to accommodate a visit scheduled under 24 hours.

**+ How do I schedule appointments for multiple clients?**

You will not be able to provide a list of clients for whom you would like to schedule appointments. An appointment will need to be made for each client. If you have a G-28 on-file, click the button “Schedule a Visit” next to the G-28 listed on your dashboard. This will automatically pull in your client’s information.

**+ How do I request to bring special equipment or to have an accommodation?**


List your special equipment request or the accommodation requested in your appointment details. **Please contact the facility directly to seek approval for your request or arrange the accommodation in advance of your visit.**


**+ I’m a Qualified Representative (QR), can I attach my EOIR-28 indicating I am a QR?**

Yes. When you go to schedule a legal visit, in addition to attaching your G-28 you can also attach your EOIR-28.

Updated: 09/15/2025

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20536

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ERO EFILE

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