

Client Training HQ

Troubleshooting Firm Name and Addresses Not Auto-Populating Forms

If you have Immigration Case Management (ICM) Administrative privileges and forms are not pulling in the Firm address (or an attorney address) when the form is initially added to the Forms list, you can fix the issue via Administrative Settings.

1. From the dashboard, click your **username** in the top right of the screen.
2. Select **Administrative Settings** from the drop-down menu.
3. Click the **Addresses Phones** tab and verify your Firm information is listed.

Note: If any information is missing, click **Add Phone Number** or **Add Address** to add the information.

4. Click the **Users** tab.
5. Click the **name of the attorney user**.
6. Verify all relevant information is present within the attorney user profile.

Note: If any information is missing, enter information and click **Update Info**.

7. In the **Process Forms Assignments** section, verify the correct case assignments from the Foreign National's case file.

Information from Administrative Settings is what will populate the form when it is opened.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.