# Immigration Case Management (ICM)

Power User Series

This guide covers how to manage the Equifax ICM default Required Documents for Process types, including how to add and remove documents, create custom documents, and customize the document instructions.

Note: Modifying the default Required Documents for Process types requires permission to the Administrative Settings.

Reviewing Required Documents

Prior to making substantial changes to your Required Documents it is recommended to first perform a review of your current settings, and to create a backup in case you need to refer to the prior configuration.
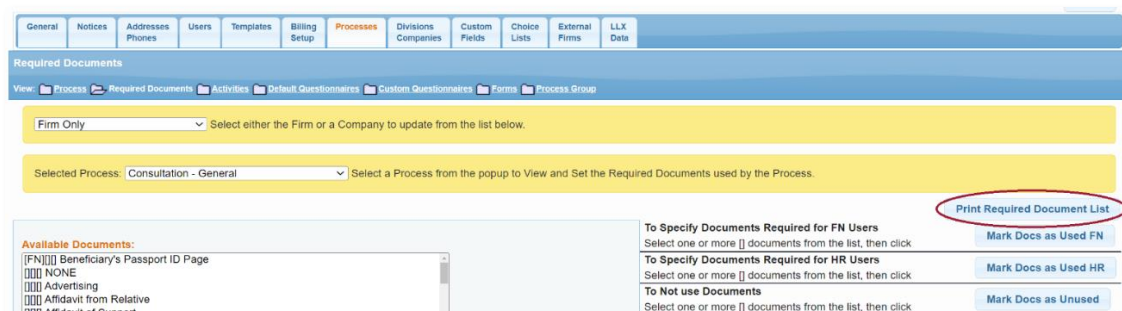
Click your name at the top-right and click **Administrative Settings**.
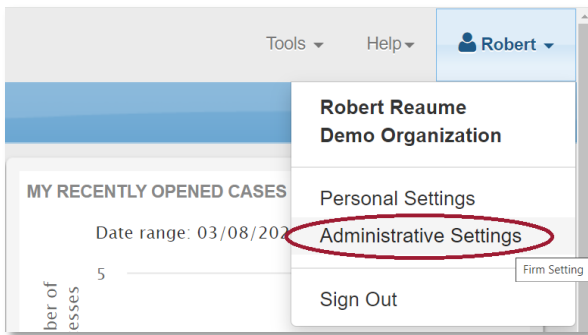
Click the **Processes** tab and the **Required Documents** sub-folder.
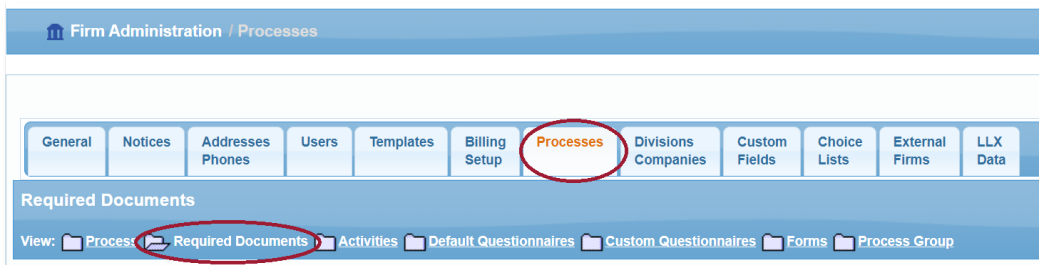
Click the **Print Required Document** List button.

This generates a report of all active Process types and their Required Document configuration. Save a copy of this report (by printing, printing/saving to PDF, etc).


You may also consider copying and pasting the contents of the report to a spreadsheet, to use for staff review and comments, which can then be referred to when implementing the changes in the Administrative Settings. To do this, select/highlight the entire Required Documents report (ctrl+a on Windows) and copy (ctrl+c on Windows), and then paste into a spreadsheet (ctrl+v on Windows).


SEE NEXT PAGE

Remove the formatting of the pasted contents, for example by using the Excel **Format Painter**: select an empty cell to the right of the pasted content > click **Format Painter** > apply to the entire sheet by click the triangle symbol to the top-left of cell A1.
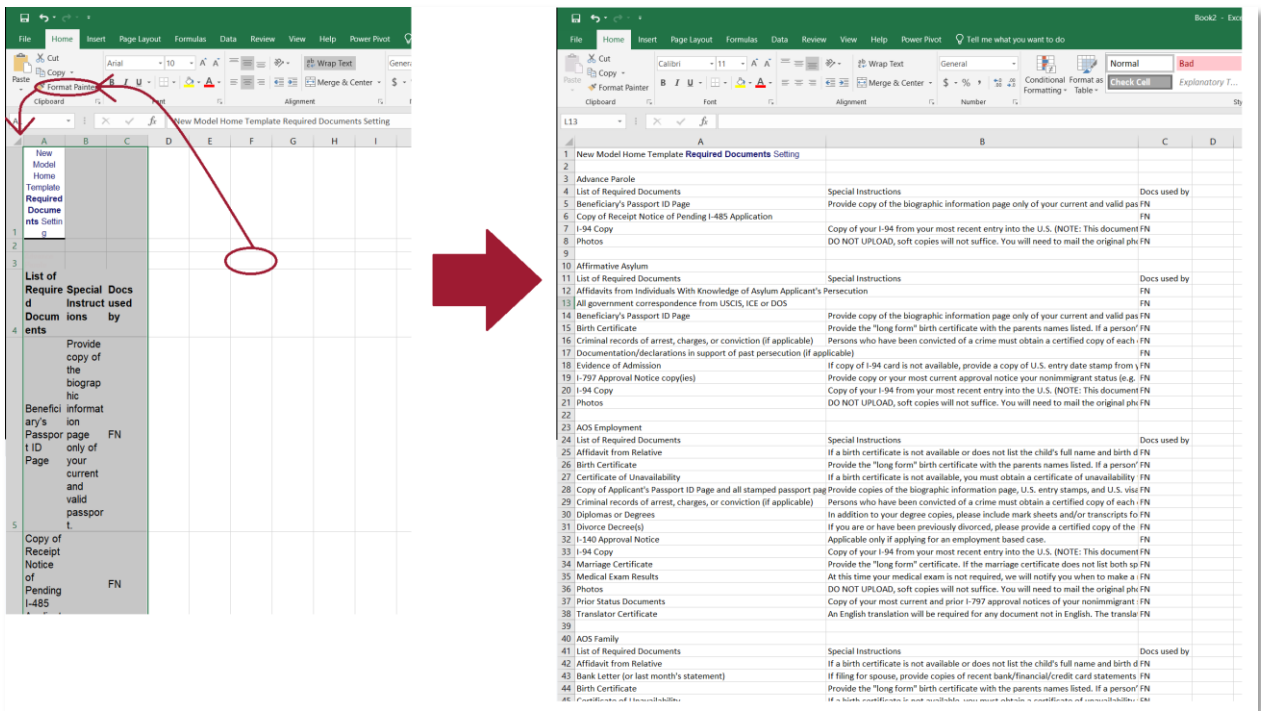
Back in the Administrative Settings, to review or modify the Required Documents for a Process type, select the desired Process from the dropdown.
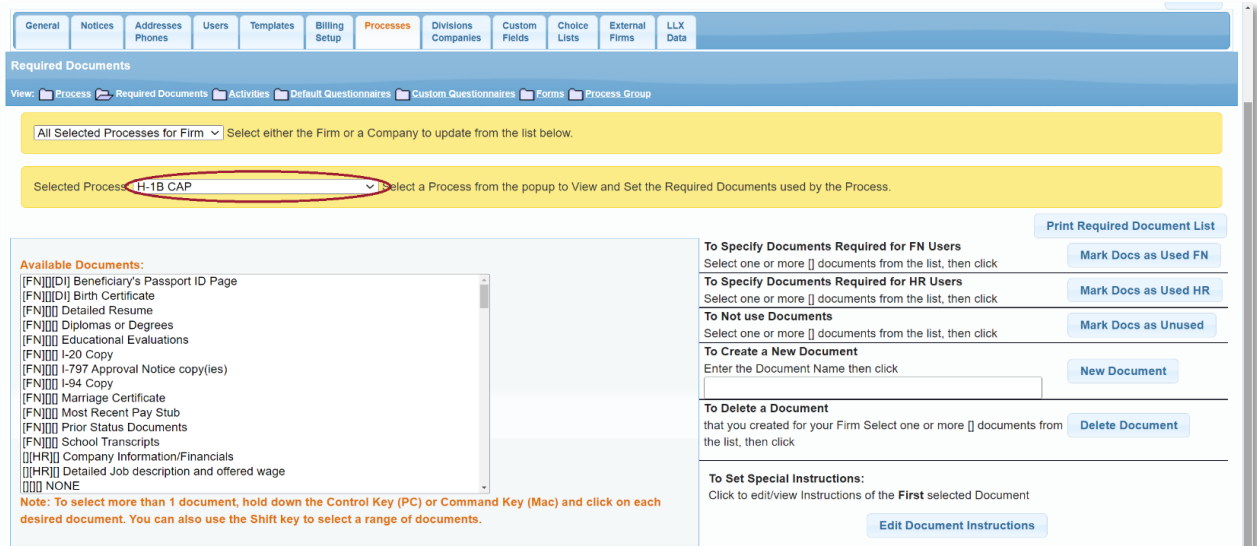
[FN] = A document to be provided by the Foreign National.

[HR] = A document to be provided by the Hiring Representative (Employer).

[DI] = Custom document instructions are present for this document.

[][][] = This document is not enabled for this Process type.

Enabling Required Documents

To enable a document for the selected Process type, search the list of Available Documents. You may consider doing a Find on your web browser (ctrl+f) and enter a keyword to quickly determine whether the desired document is already defined in the Available Documents.

If the desired document is found, select it and click **Mark Docs as Used FN** to add it to the list of documents to be provided by the Foreign National, or **Mark Docs as Used HR** to add it to the list of documents to be provided by the employer.

Disabling Required Documents

To disable a document for the selected Process type, select the document from the Available Documents list and click **Mark Docs as Unused**.

Creating New Required Documents

Prior to creating a new document, it is recommended to first search through the list of Available Documents to avoid creating duplicate or overly similar documents. You may consider doing a Find on your web browser (ctrl+f) and enter a keyword to quickly determine whether the desired document is already defined in the Available Documents.

To create a new document, type the desired name in the **To Create a New Document** field and click **New Document**.

Required Documents are limited to **75 characters** (including spaces). Required Documents cannot be renamed, so take care when entering the name. If you need to change a Required Document name you will need to Delete it and recreate it with the desired name.

After creating a new document it will automatically be enabled for use by the FN.

If you intend for this to be an employer-provided document instead, click **Mark Docs as Unused** and then re-enable the document with the **Mark Docs as Used HR button**.

Editing the Document Instructions

Optional **Document Instructions** may be added to a document, which will be visible to the FN and/or HR user from their respective portals when reviewing and uploading documents.

If performing an overall audit of your Required Documents it is recommended to first finish making any changes to the enabled documents for *all* your process types, and then edit the document instructions as the final step. This ensures the desired effect when applying document instructions to all process types, as the document instructions will only apply if the corresponding document is enabled for that process type. Document instructions do not apply retroactively if you enable a document for a process type at a later time.

To edit the document instructions, select the desired document from the **Available Documents** list and click **Edit Document Instructions**.

Enter the desired instructions and click either **Update** or **Apply to All Processes**.

Update will apply the instructions for only the currently select process type.

Apply to All Processes will apply the instructions to all process types that *currently* have the selected document enabled.

Sample Required Documents for H-1B CAP Process Type

H-1B CAP	
List of Required Documents	**Special Instructions**
Beneficiary's Passport ID Page	If you ever previously held any other status in the U.S. (e.g. H, L, O, TN, J) please include a complete copy of your passport.
Dependent's Passport ID Page	
Detailed Resume	
Diplomas or Degrees	In addition to your degree copies, please include mark sheets and/or transcripts for of all your university degrees. Please also provide translations, if available.
Educational Evaluations	If you have a prior education evaluation of your university degree(s) from a U.S. evaluation agency, please provide a copy.
I-94 Copy	Copy of your I-94 from your most recent entry into the U.S. (NOTE: This document should not be confused with the I-94 from your I-797 approval notice). Please go to the following link to retrieve your most current I-94: https://www.uscis.gov/I-94information
Marriage Certificate	Provide the "long form" certificate. If the marriage certificate does not list both spouse's full names, a notarized affidavit signed by 2 persons who attended the wedding, confirming full names, date of marriage, and place of marriage, will be required. You can provide 1 affidavit signed by both persons, or each individual can submit their own affidavit.
Most Recent Pay Stub	Include copies of your last 3 pay stubs.
Prior Status Documents	Copy of your most current and prior I-797 approval notices of your nonimmigrant status (e.g. H, L, O, TN, etc.), including Form DS-2019 or IAP-66 for J-1s, Form I-20 for F-1s, and EAD/work authorization cards. For visa-exempt Canadians, please send copies of passport stamps and/or I-94s. If you have an approved I-140 approval notice from a previous employer, please provide a copy.