

BISON FILE & SERVE (BFS) USER GUIDE

eFiler Registration and Login



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U.S. Department of the Interior
Office of Hearings and Appeals

Introduction

The U.S. Department of the Interior, Office of Hearings and Appeals (OHA) has adopted a web-based application for electronically filing (eFiling) and serving documents with the participating units within OHA: the Office of the Director (DIR), the Departmental Cases Hearings Division (DCHD), the Interior Board of Indian Appeals (IBIA), the Interior Board of Land Appeals (IBLA), and the White Earth Land Settlement Act Hearings Division (WELSA). Named Bison File & Serve (BFS) in honor of the Department's insignia, it allows registered system users to start a new case, file documents with OHA, and receive automated email notifications when documents are added to the case — all by electronic transmission. There is not a fee to use this application.

Before you can electronically file or transmit a new case with OHA, or join an existing case using BFS, you must first register to use the system. This Guide provides system users with step-by-step instructions for registering a new user account.

Information and Resources

A computer is required to use BFS. Using a smart phone to access the system is not advised. A user must have internet access, a web browser, word processing software (e.g., Word), PDF conversion software, and an email account.

Links to user guides and answers to frequently asked questions are on the OHA website at <https://www.doi.gov/oha/bfs>.

General User Tips

- Please read this Guide. It contains step-by-step information to help you register and log in to the BFS system with ease.

- Red asterisks next to a word or phrase indicates a required field.
- Never click on your browser's back button.
- If your current page has a save button, then ensure you use it.
- The BFS system will automatically log you out after being inactive for 30 minutes.

Login.gov Authentication

ALL USERS MUST REGISTER. Before you can transmit or eFile a new case or join an existing case in BFS, you must register to use the system. For members of the public and all U.S. Department of the Interior (DOI) employees, BFS leverages two-factor authentication through Login.gov to secure access to the system.

There are three user registration categories. Please click the category to which you belong, which will navigate you to that section of this Guide.

- [DOI Employees](#)
- [Those who already have a Login.gov account](#)
- [Those who do not have a Login.gov account](#)

I Am a DOI Employee

If you are a DOI Employee, navigate to <https://www.doi.gov/oha/bfs/support> and select the **Registration and Login** card. You will then be redirected to Login.gov.

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

Bison File & Serve is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Sign in for existing users

First time here from Bison File & Serve? Your old Bison File & Serve username and password won't work. Create a Login.gov account with the same email used previously.

Email address

Password

☐ Show password

[Submit](#)

[Sign in with your government employee ID](#)

[Back to Bison File & Serve](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Under the blue *Submit* button, click *Sign in with your government employee ID*. You will be redirected to BFS User Registration. Follow the instructions [for BFS User Registration](#) below.

I Have a Login.gov Account

To create a new account with BFS, first go to <https://www.doi.gov/oha/bfs/support> and select the **Registration and Login** card. You will then be redirected to Login.gov.

Login.gov defaults to “Sign in for existing users.” If you are not a U.S. Department of the Interior (DOI) employee, and you already have a Login.gov account, you can use your existing email address and password.

IMPORTANT: Make sure that your Login.gov account is tied to the email address you want to use for eFiling in BFS. The email account registered to your Login.gov account is the email address of record that will be used for all BFS communications and for the electronic filing and service of case documents.

If you do not want the email address for your existing Login.gov account to be used for BFS, please follow the instructions for Creating a Login.gov account and create a new account using your email address of record.

If using an existing Login.gov account, once you submit your email address and password, you will be directed to a Rules of Use screen. Read the rules, check the box to accept those rules, and then click Continue.

Rules of Use

We've updated our [Rules of Use](#). Please review and check the box below to continue.

Rules of Use:

- Explain how the Login.gov service works and what you can expect from it,
- The terms under which we provide the Login.gov service to you,
- How we use your information and your rights to that information, and
- The conditions you agree to when you take certain actions on the Login.gov service.

☐ Check this box to accept the Login.gov [Rules of Use](#)

Continue

The next page will prompt you to enter a one-time code. If you do not have an authentication application, select the *Choose another authentication method*.

Select the authentication method that will work for you. If you cannot use any of the authentication methods above, you can reset your preferences by deleting your Login.gov account and creating a new one following the directions below for creating a new account.

Select your authentication method

You set these up when you created your account.

☒ **Text message**
Get one-time code via text message to (***). ***-3021.

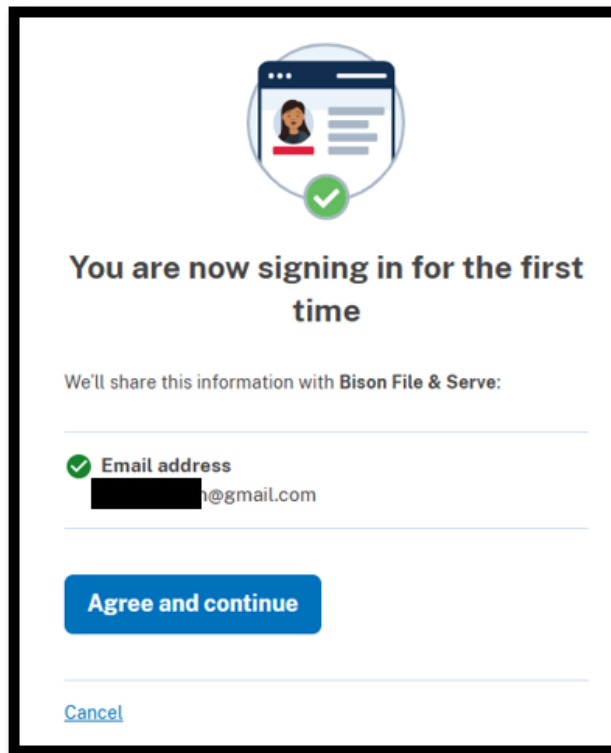
☐ **Automated phone call**
Get one-time code via phone call to (***). ***-3021 (North America phone numbers only).

☐ **Authentication app**
Use your authentication application to get a security code.

Continue

If you can't use any of the authentication methods above, you can reset your preferences by [deleting your account](#).

Once you authenticate your account, select the *Agree and continue* option.



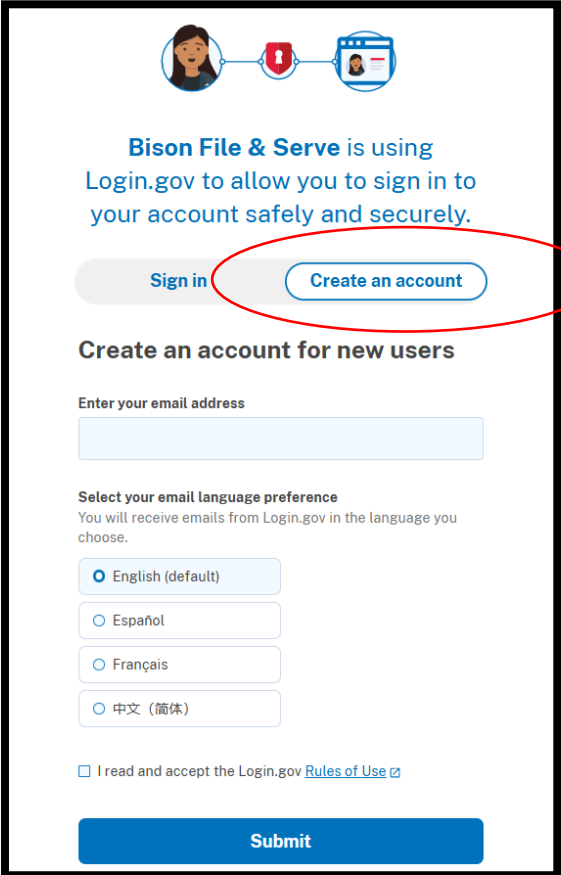
You will then be redirected to the BFS User Registration site.

Follow the instructions for [BFS User Registration](#) below.

I Do Not Have a Login.gov Account

To create a new account with BFS, first go to <https://www.doi.gov/oha/bfs/support> and select the **Registration and Login** card. You will then be redirected to Login.gov.

Click on *Create an account* button.

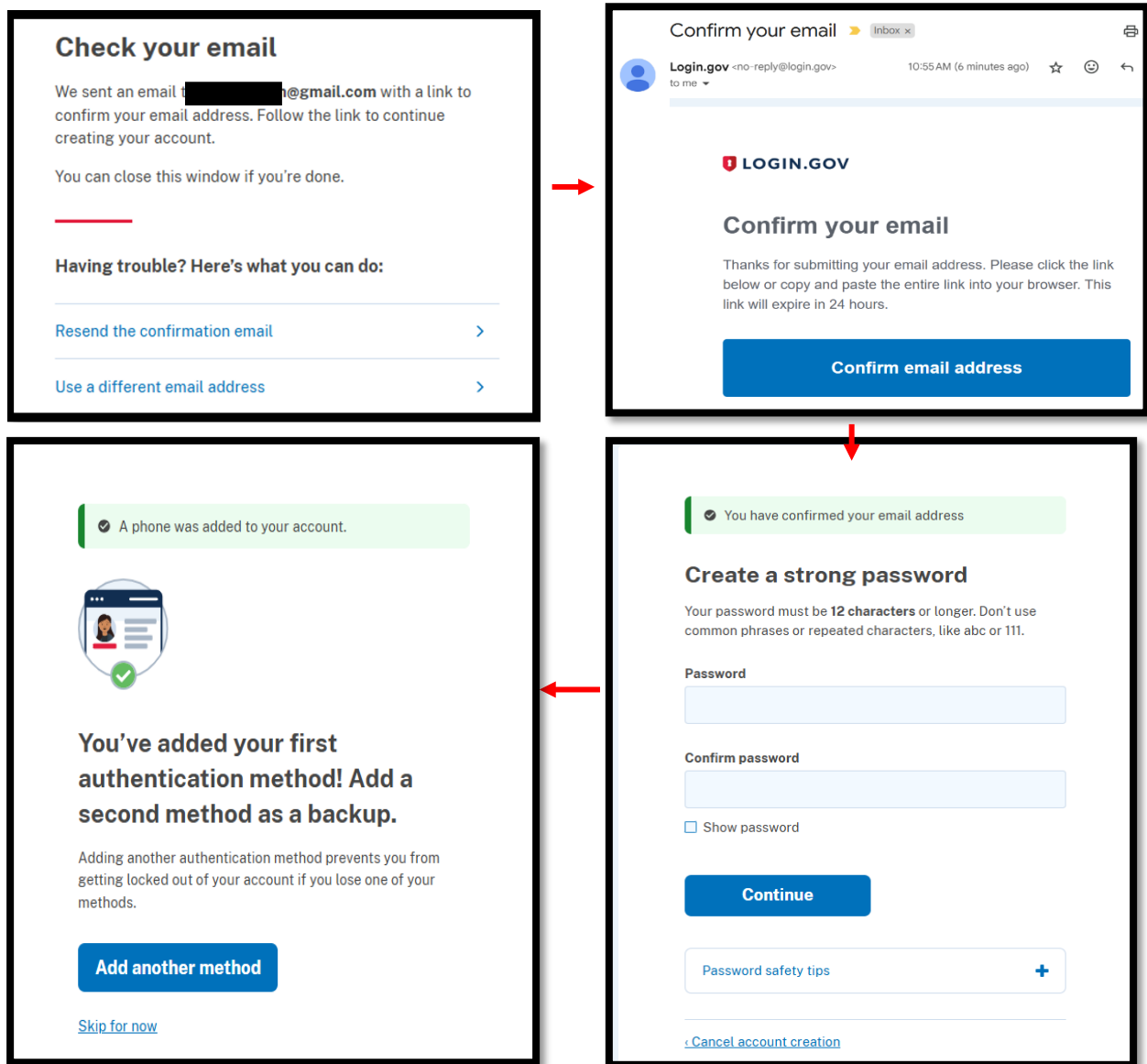


The screenshot shows the Login.gov interface for Bison File & Serve. At the top, there is a header with icons for a person, a shield, and a document. Below this, the text reads: "Bison File & Serve is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" and "Create an account". The "Create an account" button is circled in red. Below the buttons, the section is titled "Create an account for new users". It includes a text input field for "Enter your email address". Below that, it says "Select your email language preference" and "You will receive emails from Login.gov in the language you choose." There are four radio button options: "English (default)", "Español", "Français", and "中文 (简体)". Below these is a checkbox for "I read and accept the Login.gov Rules of Use" with a link to the rules. At the bottom is a blue "Submit" button.

Once you have entered the individual email you would like to use to receive BFS communications, including the service of case documents, read and accept the rules of use and click the *Submit* button.

IMPORTANT: Shared email addresses, such as general office emails, are not permitted. BFS user accounts can only be registered to an individual user and not an organization or entity.

Login.gov will send a confirmation link to your registered email address. If you don't receive a confirmation email, please check your spam or junk folder. Open the email and click on the Confirm email address link. You will be directed to a page and asked to create a password. After creating and confirming your Login.gov password, select "Continue." You will then be directed to a page where you will be asked to setup a multi-factor authentication method. Select the authentication method that will work best for you and select Continue. You will then be given the option of adding a second authentication method as a backup—this is optional.



Once you have authenticated your Login.gov account, the system will take you to Your Account page. You can close this browser page and return to <https://www.doi.gov/oha/bfs/support> and click on the Registration and Login card. You will then be directed to the BFS User Registration. Alternatively, you can

BFS User Registration

Navigate to <https://www.doi.gov/oha/bfs/support> and click on the Registration and Login card. You will then be directed to the BFS User Registration, and prompted with the following steps:

Step 1 – Select **Accept** to acknowledge and accept the User Consent Form. The red asterisks indicate a required field. If you decline to register, then you cannot use the system. If you accept, select **Next** to move to Step 2.

User Registration
Step 1 of 5
Next Step: Privacy Act Statement

User Consent Form and Terms of Service

By registering for a user account, you must understand and consent to registration as a user of OHA's electronic filing and service system (Bison File & Serve). Registration as a user enables you to initiate a new case or appeal by electronic transmission; file documents with OHA by electronic transmission; serve documents on other registered users by electronic transmission and receive service of documents from OHA and other registered users by electronic transmission. By registering to use Bison File & Serve, you are agreeing to: (1) abide by all the rules, orders, policies, and procedures governing the use of Bison File & Serve; (2) use Bison File & Serve to file any documents with OHA; and (3) receive service from OHA and other registered users of documents, orders, and decisions by a notice of electronic filing generated by Bison File & Serve. A user is not entitled to notice in connection with OHA proceedings if the user fails to keep certain contact information updated with OHA.

Do you wish to register as a user? *

☐ Accept ☐ Decline

* Indicates required field.

Cancel

Next

Step 2 – Read the Privacy Act Statement. Select **Next** to move to Step 3. You cannot successfully register without clicking the *Next* button on this registration.

User Registration

Step 2 of 5

Next Step: Uploading Privileged or Confidential Information

Privacy Act Statement

This is a Privacy Act System of Records

Access to this information is limited to only those who have a need for the information in the performance of their official duties. Disclosure without the consent of the subject of the information is restricted unless required by the Freedom of Information Act, or as permitted under the Privacy Act and outlined in 43 C.F.R. § 2.231 or as a routine use in the Hearing & Appeals Records - Interior, OS-09 system of records notice.

These records may not be altered or destroyed except as authorized by 43 C.F.R. § 2.227.

The Privacy Act contains provisions for criminal penalties for knowingly and/or willfully disclosing information from this system unless properly authorized.

Cancel Back Next

Step 3 – Read the statement on Uploading Privileged or Confidential Information. Details on how to eFile privileged or confidential information can be found in the BFS User Guide for eFiling Confidential or Privileged Documents, which can be found at <https://www.doi.gov/oha/bfs/support>. Select **Next** to move to Step 4.

User Registration

Step 3 of 5

Next Step: Regulations and Standing Orders

Uploading Privileged or Confidential Information

Parties are responsible for the contents of their filings. All parties to the proceeding can see all filings unless ordered otherwise. DO NOT UPLOAD any information that you assert to be privileged or confidential, unless you follow the instructions provided for separately uploading (1) privileged information under seal or (2) confidential information with limited disclosure pursuant to 43 C.F.R. § 4.31. Any claim of privilege will be deemed to be waived only as to the parties to the proceeding if privileged information is uploaded using this system without filing the privileged information under seal. For more information, see <https://www.doi.gov/oha/bfs>.

Cancel

Back

Next

Step 4 – Read the statement regarding Regulations and Standing Orders. Select **Next** to move to Step 5.

User Registration

Step 4 of 5

Next Step: User Information

Regulations and Standing Orders

Reminder of Place of Filing: Initiating an appeal in this system does not supersede a user's obligation to file an appeal with the office of the official that made the decision being appealed, if required by regulation to do so.

Cancel

Back

Next

NOTE: If you select Back, then you will be taken to the previous step and you will not lose the information you have entered. However, if you select Cancel, you will lose all progress in creating a new account.

Step 5 – To use BFS, you must supply certain personal information so that OHA can communicate with you regarding your case all while adhering to privacy laws that dictate how personal information can be collected and used.

First Name: This name will be used on the distribution list that certain OHA units attach to an order or decision.

Last Name: This name will be used on the distribution list that certain OHA units attach to an order or decision.

US Mailing Address: This mailing address will be used on the distribution list that certain OHA units attach to an order or decision. If you have an international address, click the No radio button and a new form will open on your screen.

Phone Number: Please provide a number where we can reach you.

Email address: This is the email address that will be associated with your BFS account; the system will use this email address to send important notifications. It should already be filled in with the email affiliated with your Login.gov account.

Are you an attorney: Click the “Yes” radio button if you are an attorney representing yourself, yourself and others, or others. Click “No” if you are not an attorney Complete the User Information, including all required fields (*), and check the box to certify that the information you have entered is true and accurate. Then click Finish.

US Mailing Address?

☒ Yes ☐ No

Address Line 1 *

Address Line 2

Address Line 3

City *

State *

Zip/Postal Code *

Primary Phone Type *

Primary Phone *

Secondary Phone Type

Secondary Phone

Email *

Confirm Email *

Are you an attorney? *

☐ By checking this box, you certify that the information listed above is true and accurate to the best of your knowledge. *

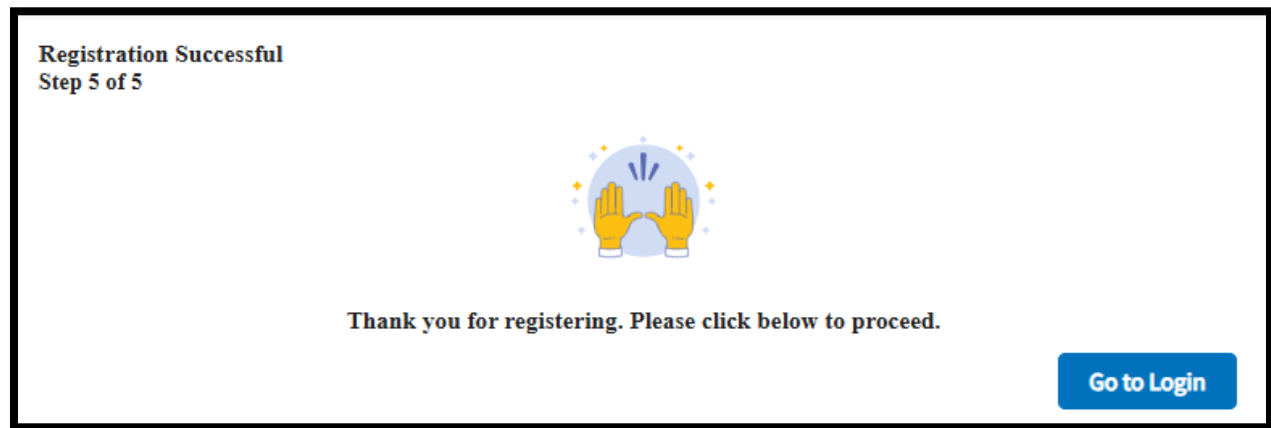
* Indicates required field.

Cancel

Back

Finish

After receiving a Registration Successful message, click on the *Go to Login* button to use BFS.



IMPORTANT: Only one email address can be associated with a user account at a time, and a BFS user account can only be registered to an individual user and not an organization or entity. BFS cannot send courtesy copies of documents, orders, or decisions to co-counsel, or other designate. Instead, if a party has multiple representatives, the representatives who did not initiate the case must use the “Join a Case” function to eFile a notice of appearance to obtain access to the electronic case record and receive service of documents eFiled and copies of orders and decisions issued in the case.

NOTE: Any problems with - or questions about - Login.gov must be directed to the [Login.gov help center](#).