



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Refugee Resettlement

Sponsor Application for Family Unification App

User Manual



About the Office of Refugee Resettlement Training and Technical Assistance Center

The Office of Refugee Resettlement Training and Technical Assistance (ORR TTA) Center addresses essential training and curricular needs for professionals supporting Unaccompanied Children (UC) receiving care through ORR and in support of ORR's mission and values. The ORR TTA Center develops and delivers training based on proven teaching methodologies and standards.

For more information about the ORR TTA Center, visit [ORR TTA Center \(Isidc.net\)](https://www.isidc.net).

Submit training and technical assistance requests to [Training & Technical Assistance Request Form](#).

Contact us at ORRTTACenter@acf.hhs.gov.

Date of Publication, October 2023

Disclaimer: This manual is subject to change in accordance with version updates.

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Section 1: Purpose and Functions of the App

1.1: Purpose

The Sponsor Application for Family Reunification app provides Sponsors with a secure online method to complete the Authorization for Release of Information (ARI) and Family Reunification Application (FRA), as well as submit additional unification documents to their assigned Unification Specialist. The online application offers Sponsors an alternative to the existing paper application.

1.2: What's Included

- The app digitizes several documents from the Family Reunification Packet (FRP) including: the FRP-1, FRP-2, FRP-3, FRP-4, and FRP-11A.
 - FRP – 1 Cover Letter
 - Only visible on the Sponsor's first-time sign in.
 - FRP – 2 Authorization for Release of Information (ARI)
 - Action Required from Sponsors and Case Managers
 - Covered in Sections 1-2 in the app, see the ARI breakdown.
 - FRP – 3 Family Reunification Application (FRA)
 - Action required from Sponsors and Case Managers
 - Covered in Sections 3-6 in the app, see the FRA breakdown.
 - FRP – 4 Sponsor Care Agreement
 - Informative only
 - FRP – 11A Privacy Notice
 - Informative only



- The app allows Unification Specialists to create an online Sponsor Application for each Sponsor in their caseload.

- The app allows Sponsors to fill out each section in the online Sponsor Application and digitally sign the application.
- Additionally, Sponsors can upload documentation for identity, address, and relationship to the unaccompanied child they seek to sponsor.
- Once the application is completed by the Sponsor and accepted by the assigned Unification Specialist, both the Unification Specialist and Sponsor can download PDFs of the complete ARI and FRA through the app.
- Unification Specialists proceed to upload all documents (ARI, FRA, and additional unification documents) in the UC Portal under the UC Documents tab in accordance with UC MAP Section 2.2 and Field Guidance #24.

1.3: Included Functionality

Functions featured in the app include the following.

- The app is available in English, Spanish, Russian, and Ukrainian.
- Secure upload of files.
- Secure SMS/email/Multi-Factor Authentication (MFA) sign in for Sponsors.
- E-signature for ARI and FRA
- Ability for both the Unification Specialist and Sponsor to asynchronously fill out forms.
- Process for adding multiple children to one Sponsor Application.
- Creation of ARI and FRA PDFs in English, Spanish, and other supported languages.

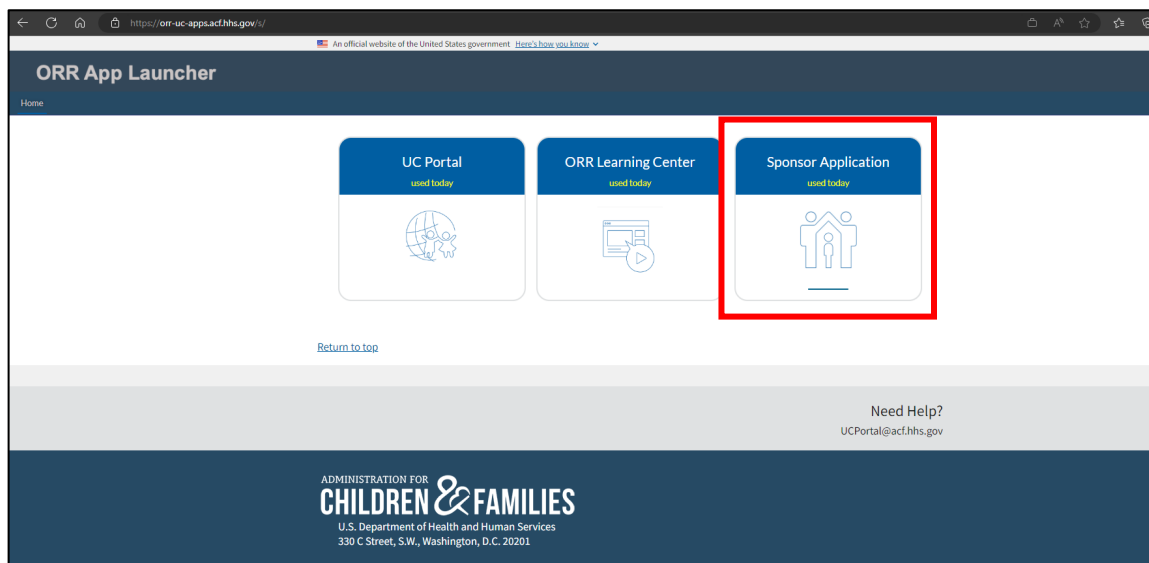
Section 2: Unification Specialist User Instructions

2.1: Responsibilities of the Unification Specialist with the Sponsor

- Unification Specialists are responsible for providing instruction and support to the Sponsor on how to gain access, navigate, and use the Sponsor Application app.
- Unification Specialists are responsible for sending all forms in the FRP to the Sponsor in accordance with [ORR UC Policy Guide 2.2.3 – The Family Reunification Application](#), ORR UC MAP Section 2.2.2 – Contacting Potential Sponsors, and [Field Guidance #24 – Sponsor Services Role Guidance for Selected Grantees](#).
 - NOTE:
 - Since some forms of the FRP are not digitized within the Sponsor Application app, it is the responsibility of the Unification Specialist to send the Sponsor all the FRP forms, except FRP-2 (ARI) and FRP-3 (FRA).
 - Unification Specialists must continue to adhere to ORR UC Policy Guide 2.2.3, ORR UC MAP Section 2, and Field Guidance #24, sending the Sponsor the FRP within 24 hours of identifying the potential Sponsor.

2.2: Account Creation and Access to the Sponsor Application for Family Unification App

- To access the app, Unification Specialists will need to sign into the ORR App Launcher.
- Everyone with the “Unification Specialist status” in the ORR App Launcher has access to the Sponsor Application app. Program Administrators can provide access to the app through the User Management tool.
- If a Unification Specialist needs to create an account and gain access to the ORR App Launcher, the instructions provided in the [ORR App Launcher Non-HHS Quick Reference Guide \(QRG\)](#) must be followed.
- Once a user accesses the ORR App Launcher, the Sponsor Application app icon will appear.



2.3: How to Use the Sponsor Application for Family Unification App

2.3.1: Overview of the App's Interface

- Unification Specialists select the Sponsor Application app icon in the ORR App Launcher to access the Sponsor Application for Family Unification app.



- The user is directed to the home page of the app:

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

Sponsor Application for Family Unification

English Home About

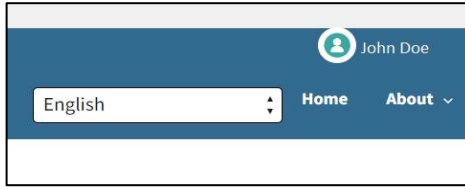
All Active Sponsor Applications

77 items • Sorted by Child • Filtered by All sponsor applications - Application Status • Updated a few seconds ago

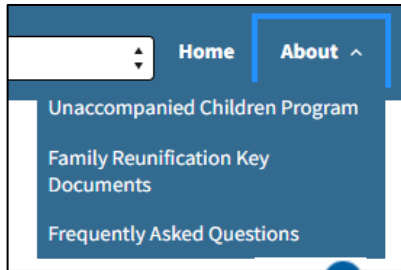
Search this list...

	Child ↑	Sponsor Appli...	Application S...	Da...	Created Date	Child's UC Po...	Child A Numb...
9	Annkid1 Roger	0909099000-Kni...	3-WAITING ON ...	87	3/10/2023, 10:5...	098888	88888888
10	Ari 100 Allen	2342342342-Tes...	3-WAITING ON ...	10	5/26/2023, 9:54 ...	0910009100	a091000910
11	Ari 4 Allen, Olivia...	0900222222-Tes...	3-WAITING ON ...	11	5/15/2023, 8:45 ...	040404041, 040...	a0404041, a040...
12	Baby Jane	2029133563-Tull...	1-NEW	104	2/21/2023, 9:32 ...	010120	01012020
13	Cain Ventra	0009998383-Mi...	1-NEW	144	1/12/2023, 10:0...	345345	3535345353
14	cdemofnm cdem...	8581627462-de...	1-NEW	32	5/5/2023, 12:30 ...	1231231	1312312312
15	CF1CL1	3456787665-SL...	1-NEW	20	5/16/2023, 4:13 ...	234234234	234234234
16	cfirst1 clast1	5346456464-sp...	1-NEW	119	2/6/2023, 4:43 PM	456546	D635646544
17	cfirst1 clast1	4575464564-sp...	1-NEW	87	3/10/2023, 11:5...	454574	J587475454
18	cfirst1 clast1	3545454354-sp...	2-IN-PROGRESS	82	3/15/2023, 2:43 ...	346456	U777777709

- On the home page, Unification Specialists see:
 - a language menu, “Home” button, and “About” menu



- the “About” menu contains quick links to:
 - Unaccompanied Children Program webpage ([About the Program | The Administration for Children and Families \(hhs.gov\)](#))
 - Family Reunification Documents webpage ([Key Documents | The Administration for Children and Families \(hhs.gov\)](#))
 - App’s Frequently Asked Questions



- the “Logout” icon



- and “All Active Sponsor Applications” list

Sponsor Application for Family Unification English Home About

All Active Sponsor Applications

77 Items • Sorted by Child • Filtered by All sponsor applications - Application Status • Updated a few seconds ago

Search this list...

Child	Sponsor Appl...	Application S...	Da...	Created Date	Child's UC Po...	Child A Num...	
9	Annkid1 Roger	0909099000-Knl...	3-WAITING ON ...	88	3/10/2023, 10:5...	098888	88888888
10	Arl 100 Allen	2342342342-Tes...	3-WAITING ON ...	11	5/26/2023, 9:54...	0910009100	a091000910
11	Arl 4 Allen, Olivia...	0900222222-Tes...	3-WAITING ON ...	12	5/15/2023, 8:45 ...	040404041, 040...	a0404041, a040...
12	Baby Jane	2029133563-Tul...	1-NEW	105	2/21/2023, 9:32 ...	010120	01012020
13	Cain Ventra	0009998383-Ml...	1-NEW	145	1/12/2023, 10:0...	345345	3535345353
14	cdemofam cdem...	8581627462-de...	1-NEW	33	5/5/2023, 12:30 ...	1231231	1312312312
15	CF1CL1	3456787665-SL...	1-NEW	21	5/16/2023, 4:13 ...	234234234	234234234
16	chrst1 clast1	5346456464-sp...	1-NEW	120	2/6/2023, 4:43 PM	456546	D635646544
17	chrst1 clast1	4575464564-sp...	1-NEW	88	3/10/2023, 11:5...	454574	J587475454
18	chrst1 clast1	3545454354-sp...	2-IN-PROGRESS	83	3/15/2023, 2:43 ...	346456	U777777709

- a “List View” menu that allows users to select a preferred view of the Sponsor Applications

Child ↑	Sponsor Appli...	Application S...	Da...	Created Date	Child's UC Po...	Child A Numb...
1	Smith 998866	2-IN-PROGRESS	230	10/18/2022, 1:3...		
2	Leonardo 135923	1-NEW	230	10/18/2022, 1:3...		
3	Brad 582943	1-NEW	230	10/18/2022, 1:3...		
4	Testing Denzel 9...	2-IN-PROGRESS	208	11/9/2022, 1:17 ...		

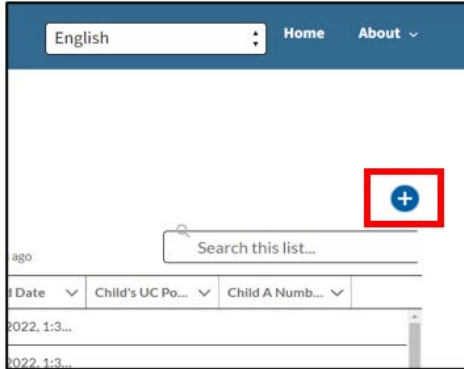
Child ↑	Sponsor Appli...	Application S...	Da...	Created Date	Child's UC Po...	Child A Numb...
4	Testing Denzel 9...	2-IN-PROGRESS	208	11/9/2022, 1:17 ...		

- a search bar to quickly search for active Sponsor Applications by typing in the child or Sponsor’s name, child’s A#, child’s UC Portal ID, or the Sponsor’s UC Portal ID

- an add button (+), which allows Unification Specialists to create a Sponsor Application for each individual Sponsor

2.3.2: Creating a New Sponsor Application

- A Unification Specialist creates a new Sponsor Application by selecting the “add” button (+) on the home page:



- Unification Specialists are directed to the “Create a new Sponsor Application” page:

A screenshot of the 'Sponsor Application for Family Unification' form. The form is titled 'Create a new Sponsor application' and is divided into two main sections: 'Sponsor information' and 'Child information'. The 'Sponsor information' section includes fields for 'Sponsor's first name', 'Last name', 'Sponsor's date of birth' (with a calendar icon), 'Sponsor's UC Portal ID', 'Sponsor's country of birth' (a dropdown menu), 'Sponsor's mobile phone number', and 'Sponsor's email address'. The 'Child information' section includes fields for 'Child's first name', 'Child's last name', 'Child's date of birth' (with a calendar icon), 'Child's UC Portal ID', 'Child's Age', and 'Child's country of origin' (a dropdown menu). At the bottom of the form, there are two buttons: 'Cancel' and 'Create application'. The form is set against a white background with a blue header and footer.

- The Unification Specialist must enter all the information requested on the form for the Sponsor and the child to create a Sponsor Application.
- The Unification Specialist is required to access the UC Portal to acquire the required data:
 - The Sponsor’s UC Portal ID:

Form field for Sponsor's UC Portal ID:

☐ Sponsor's UC Portal ID

☐

- The Child’s UC Portal ID and Child A#:

Form fields for Child's UC Portal ID and Child A#:

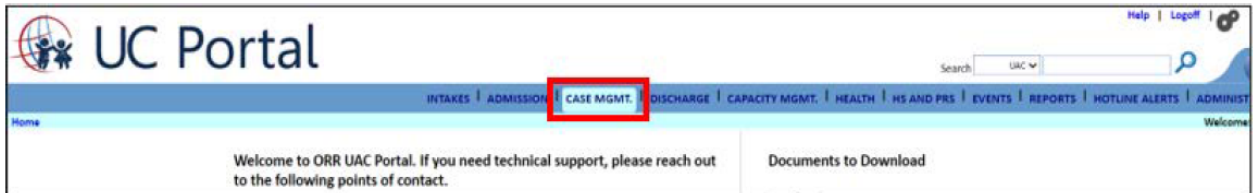
☐ Child's UC Portal ID

☐

☐ Child A#

☐

- To acquire the Sponsor’s UC Portal ID, the Child’s UC Portal ID, and A# the Unification Specialist must access the UC Portal through the ORR App Launcher. Then, select the “CASE MGMT.” tab:



- The UC Portal directs the Unification Specialist to the list of current children in their program.
- The Unification Specialist locates the child in the list and sees the child’s A# on the left and their Portal ID on the right.

The screenshot shows the UC Portal Case Management page. A table lists children with the following columns: S.#, A #, First Name, Last Name, DOB, COB, Admitted Date, UC Assess. Date, Assigned To, and Portal ID. The A# '700888999' and Portal ID '692273' are highlighted with red boxes.

S.#	A #	First Name	Last Name	DOB	COB	Admitted Date	UC Assess. Date	Assigned To	Portal ID
1	700888999	Carlos	Ramirez Reina	1/13/2010	Guatemala	6/6/2023		Jose Valle	692273

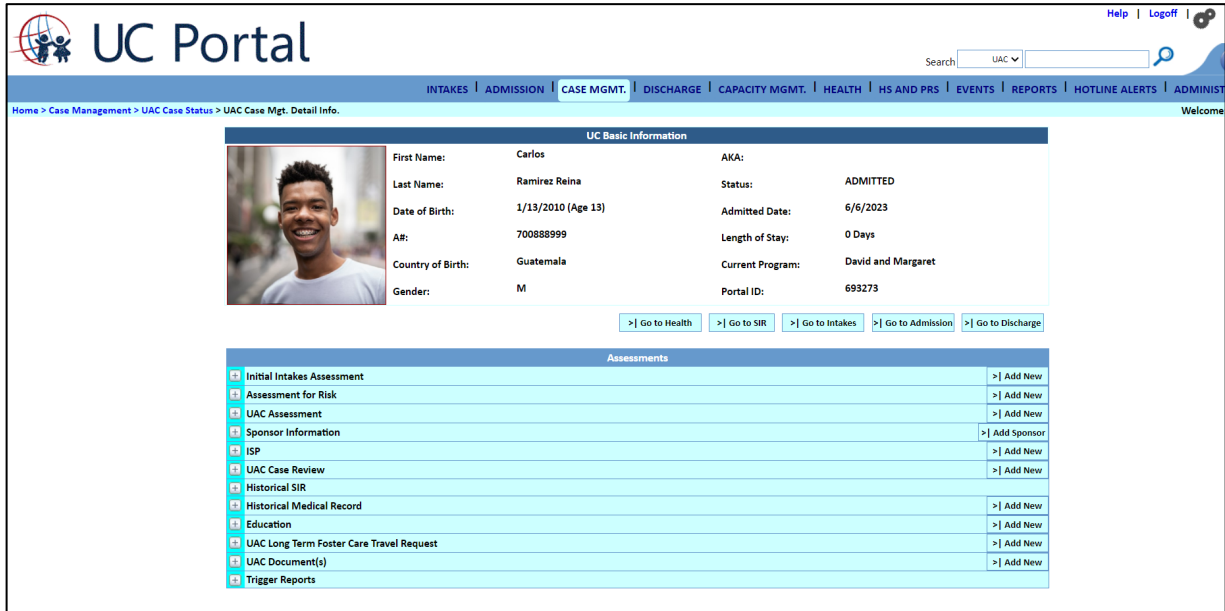
- To acquire the Sponsor’s UC Portal ID, the Unification Specialist selects the child’s A#.


S.#	A #	First Name	Last Name	D
1	700888999	Carlos	Ramirez Reina	

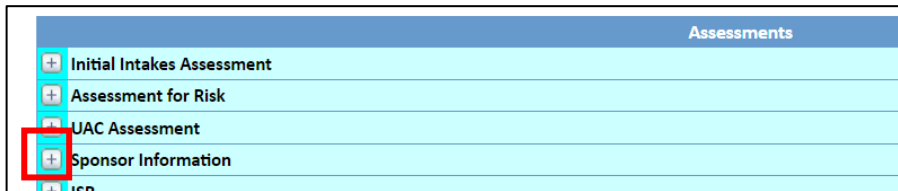
- The Unification Specialist is directed to the "UC Case Status" page.

- The Unification Specialist selects **Go to Assessments**.

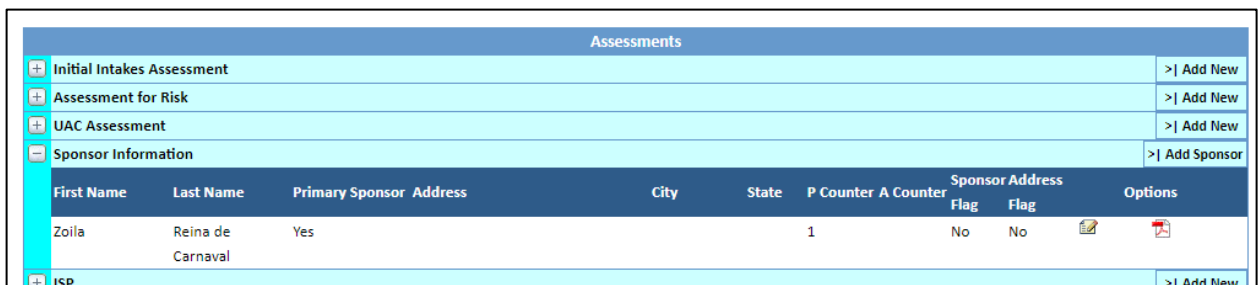
- The Unification Specialist is directed to the child’s “Assessments” page.



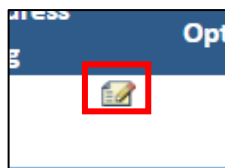
- The Unification Specialist expands the “Sponsor Information” row by selecting add button on the  button.



- Once the “Sponsor Information” row expands, the Unification Specialist sees the Sponsor’s information.



- The Unification Specialist selects the “edit” icon.



- The Unification Specialist is directed to the “Sponsor Assessment” page.



UC Portal

Search: UAC

Home > Case Management > UAC Case Status > UAC Case Mgt. Detail Info. > Sponsor List > UAC Sponsor Detail Info.

UC Basic Information

First Name:	Carlos	AKA:	
Last Name:	Ramirez Reina	Status:	ADMITTED
Date of Birth:	1/13/2010 (Age 13)	Admitted Date:	6/6/2023
A#:	70088999	Length of Stay:	0 Days
Country of Birth:	Guatemala	Current Program:	David and Margaret
Gender:	M	Portal ID:	693273

Sponsor Assessment

Standard Sponsor Assessment
 Expedited Sponsor Assessment

[Sponsor Assessment Interviewing Guidance](#)

SPONSORSHIP INFORMATION | **CONTACT INFORMATION** | **RELATIONSHIP TO CHILD** | **CRIMINAL HISTORY & BACKGROUND CHECKS**
SPONSORSHIPS | **FAMILY RELATIONSHIPS** | **HOUSEHOLD** | **EMPLOYMENT** | **CARE PLAN** | **TRAFFICKING & FRAUD** | **FLAGS** | **CASE MANAGER ASSESSMENT**
CERTIFICATION

Sponsor Demographic Information >| Add Sponsor

This is a unique sponsor profile. If you identify a different sponsor for the child, search for that sponsor and assign them. If they don't exist in Portal, add a new sponsor profile. Do not overwrite the fields below with information about another sponsor.

Form Started: 06-06-2023 at 03:42 AM ET
Sponsor Demographic Information tab last updated by Jose Valle on 6/6/2023 at 3:50:42 AM ET

Basic Information

Sponsor Identification Number: 667730

First Name*: Zoila

Last Name*: Reina de Carnaval

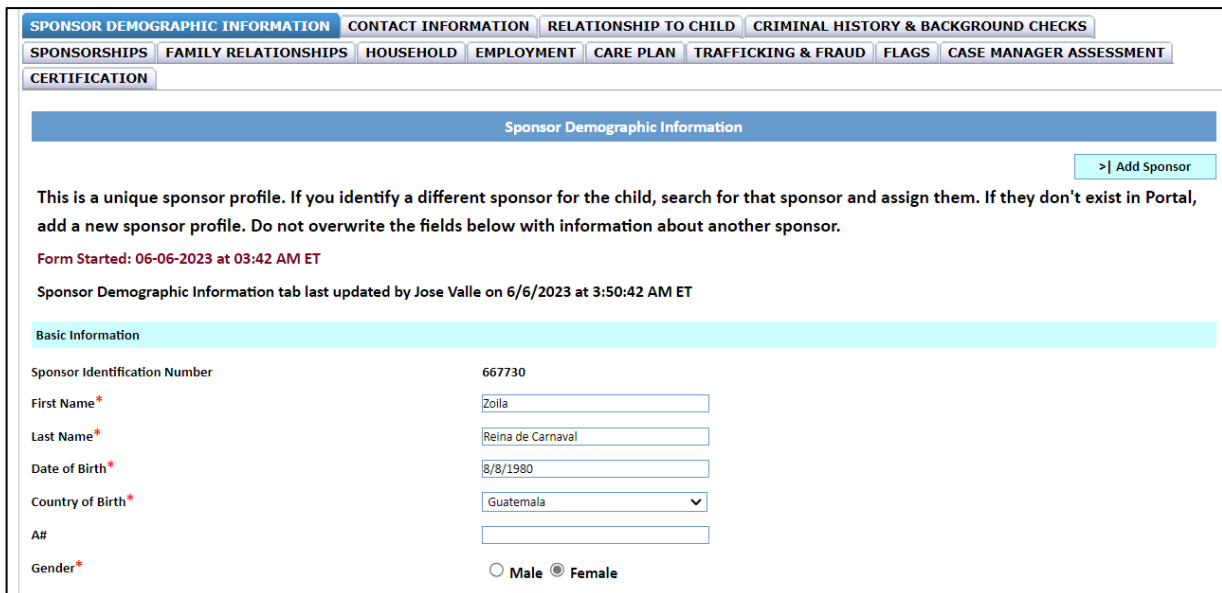
Date of Birth*: 8/8/1980

Country of Birth*: Guatemala

A#:

Gender*: Male Female

- Under “Sponsor Demographic Information,” the Unification Specialist locates the Sponsor Identification Number. This number is the Sponsor’s UC Portal ID.



SPONSORSHIP INFORMATION | **CONTACT INFORMATION** | **RELATIONSHIP TO CHILD** | **CRIMINAL HISTORY & BACKGROUND CHECKS**
SPONSORSHIPS | **FAMILY RELATIONSHIPS** | **HOUSEHOLD** | **EMPLOYMENT** | **CARE PLAN** | **TRAFFICKING & FRAUD** | **FLAGS** | **CASE MANAGER ASSESSMENT**
CERTIFICATION

Sponsor Demographic Information >| Add Sponsor

This is a unique sponsor profile. If you identify a different sponsor for the child, search for that sponsor and assign them. If they don't exist in Portal, add a new sponsor profile. Do not overwrite the fields below with information about another sponsor.

Form Started: 06-06-2023 at 03:42 AM ET
Sponsor Demographic Information tab last updated by Jose Valle on 6/6/2023 at 3:50:42 AM ET

Basic Information

Sponsor Identification Number: 667730

First Name*: Zoila

Last Name*: Reina de Carnaval

Date of Birth*: 8/8/1980

Country of Birth*: Guatemala

A#:

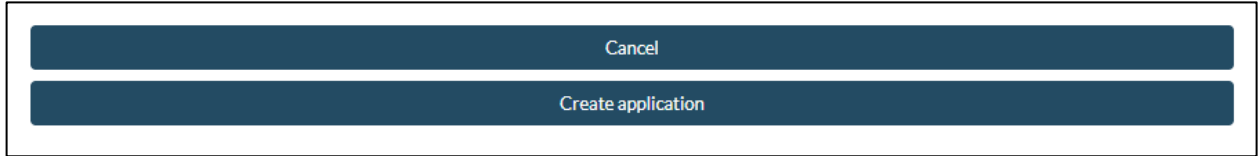
Gender*: Male Female

- The Unification Specialist returns to the Sponsor Application app and enters the child and Sponsor’s information in the fields under “Sponsor information” and “Child information.” This includes the information retrieved from the UC Portal (Sponsor’s UC Portal ID, Child’s UC Portal ID, and Child A#).

- If the Sponsor is sponsoring multiple children from the same care provider program, the Unification Specialist can select **Add** for additional children under the same Sponsor Application.

- Unification Specialists can add up to four children per application.
 - NOTE:
 - Unification Specialists should have the UC Portal open at the same time they fill in the information on the “Create a new Sponsor Application” page to ensure the child and Sponsor’s information matches the information in the UC Portal.
 - Unification Specialists must verify with the Sponsor their correct mobile phone number and/or email address as they cannot be changed once the application is created. *This is important since the Sponsor will be using the same mobile phone number and/or email address to access their Sponsor Application via the Sponsor Application app.*

- If a Sponsor’s email or mobile phone number changed or are no longer accessible during the application process, Unification Specialists will need to reach out to the UC Tech Support Help Desk (UCTechSupport@acf.hhs.gov) to hard-delete the application and start over with a new one.
- Once the Sponsor and child information are entered, the Unification Specialist selects the **Create Application** at the bottom of the page to create the Sponsor’s application.



- The Unification Specialist is directed to the Sponsor’s application page:

The screenshot shows the "Sponsor Application for Family Unification" web interface. At the top, there is a language dropdown set to "English" and navigation links for "Home" and "About". The main content area displays the application title "Zoila Reina de Carnaval's Application" with a status message: "This application has not been started." Below this, a table lists the sponsor and child information:

Sponsor	Mobile phone number	Child
Zoila Reina de Carnaval	(123) 456-7778	Carlos Ramirez Reina

Underneath is a section titled "Application Sections" with instructions: "Please complete each section below to submit your Sponsor Application." A list of sections follows, each with a status icon and a message:









- Privacy Notice**: Read this notice to understand your privacy rights.
- 1: Authorization**: This section has not been started. You must complete this section before you can proceed with the application.
- 2: Background**: This section cannot be started until section 1 is complete. You must complete this section before you can proceed with the application.
- 3: Sponsor information**: This section cannot be started until section 2 is submitted.
- 4: Household information**: This section cannot be started until section 2 is submitted.
- 5: Alternative caregiver**: This section cannot be started until section 2 is submitted.
- 6: Application signature**: This section cannot be started until Sections 1-5 are complete.


At the bottom, there is a "Sponsor Care Agreement" section with a message: "Read this agreement to understand the provisions a Sponsor agrees to comply with while the child(ren) is in your care." Below this is a footer area containing the Paperwork Reduction Act of 1995 notice, a "Need Help?" link, and version information: "Family Reunification Packet | Version 13 Revised 12/28/2022". The bottom of the page features the "ADMINISTRATION FOR CHILDREN & FAMILIES OFFICE OF REFUGEE RESETTLEMENT" logo and the "ORR National Call Center 1 (800) 203-7001" contact information.


2.3.3: Sponsor Application Sections Overview


- The Sponsor's Application Sections include:
 - Privacy Notice
 - 1: Authorizations
 - 2: Background
 - 3: Sponsor Information
 - 4: Household Information
 - 5: Alternative Caregiver
 - 6: Application Signature
 - Sponsor Care Agreement

Application Sections
Please complete each section below to submit your Sponsor Application.


	Privacy Notice Read this notice to understand your privacy rights.
	1: Authorization This section has not been started. You must complete this section before you can proceed with the application.
	2: Background This section cannot be started until section 1 is complete. You must complete this section before you can proceed with the application.
	3: Sponsor information This section cannot be started until section 2 is submitted.
	4: Household information This section cannot be started until section 2 is submitted.
	5: Alternative caregiver This section cannot be started until section 2 is submitted.
	6: Application signature This section cannot be started until Sections 1-5 are complete.
	Sponsor Care Agreement Read this agreement to understand the provisions a Sponsor agrees to comply with while the child(ren) is in your care.

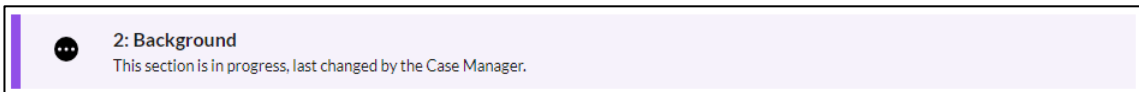
- Sections 1-6 are color-coded with different icons depicting the status of the section.
 - Grey and an exclamation icon () means the section is “New,” editable, and has not been started. This section may or may not be editable for the Sponsor and the Unification Specialist depending on the description on the card.


	1: Authorization This section has not been started. You must complete this section before you can proceed with the application.
---	---

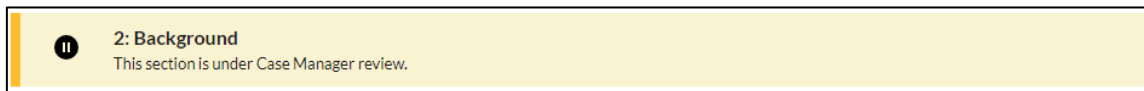
- **Blue** and a three-dot icon () means the section is “In Progress via Sponsor.” The Sponsor has started the section and selects ‘Save for Later.’ This section is editable by the Sponsor and Unification Specialist.




- **Purple** and a three-dot icon () means the section is “In Progress via the Case Manager.” The Case Manager has updated the section and selects ‘Save.’ This section is editable for the Sponsor and Case Manager.



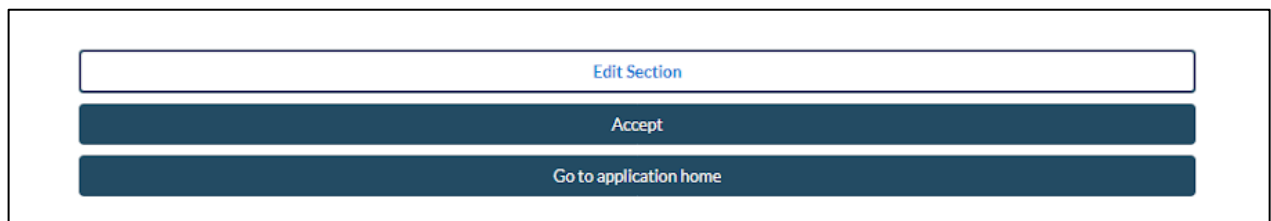
- **Yellow** and a pause icon () means the section was completed and submitted by the Sponsor and is now “Under Case Manager Review.” The Case Manager has selected “Edit Section” when it is under Case Manager review. This section is read-only for the Sponsor and is editable for the Case Manager.



- **Green** and a checkmark icon () means the section has been reviewed by the Case Manager and is now “Complete.” The Case Manager has selected ‘Accept’ when it is under Case Manager review. This section is read-only for Sponsor and Case Manager.



- As Sponsors submit individual sections of the application, the Unification Specialist reviews each section that is labeled, “This section is under Unification Specialist review.”
- At the end of each section, the Unification Specialist will have options to **Edit Section**, **Accept**, or **Go to application home**.

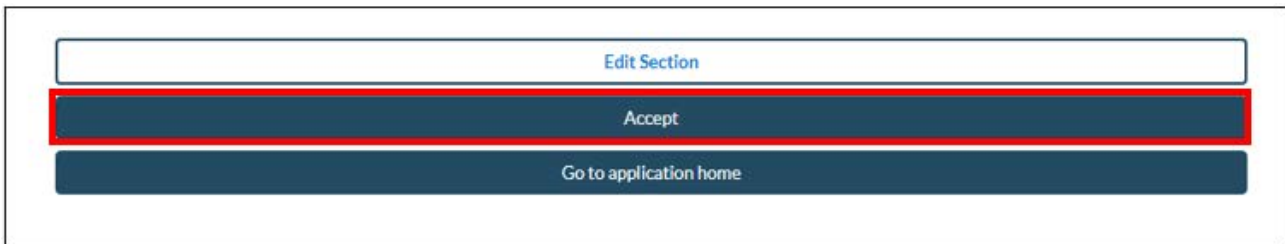


- If a section is missing information or documents, or filled out incorrectly, the Unification Specialist selects the **Edit Section** and updates the section or allows the Sponsor to update the section.

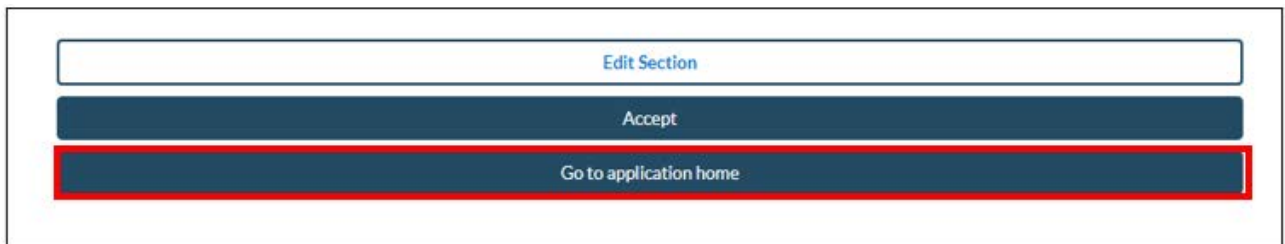


PLEASE NOTE: Unification Specialists can edit sections but cannot submit them for review on behalf of the Sponsor. It is the Sponsor's responsibility to submit sections for Unification Specialist review.

- If the section is considered complete and needs no further review, the Unification Specialist selects **Accept** at the end of the section page.



- If the Unification Specialist needs to go back to the application home page, select **Go to application home**.



2.3.4: Downloading Supporting Documents

- Some sections of the Sponsor's Application require Sponsors to upload supporting unification documents.
- These documents include identifications, proof of child's identity, proof of relationship, and proof of address.

- Figures A and B offer a depiction of visual representations of uploading documents:

Figure A:

▼ **Proof of identity**
 Upload a copy of a government issued ID. You may present one selection from List A or two or more selections from List B. If you present selections from List B, at least one selection must contain a photograph. Expired documents (for up to two years) are acceptable. Individuals under the age of 21 may use the ORR Verification of Release form with a photograph.

▼ **List A (upload one)**

List A document selection

List A Files

Name	Type	File scan		
Refresh Uploaded Files List				

Figure B:

▼ **Child**
 Carlos Ramirez Reina

▼ **Proof of child's identity**

Upload front of Child's birth certificate

📁 Upload Files Or drop files

Name	Type	File scan		

Upload back of Child's birth certificate

📁 Upload Files Or drop files

Name	Type	File scan		

- Once a Sponsor has uploaded a document in a section that requires supporting documentation, the Unification Specialist can retrieve the files by accessing that specific section.
- The supporting document can be found on the “Uploaded Files List” of that specific application section.

▼ **Child**
 Ari 4 Allen


▼ **Proof of child's identity**

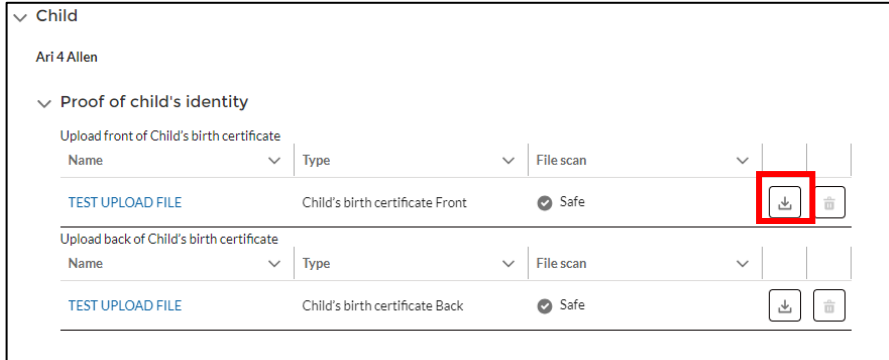
Upload front of Child's birth certificate





Name	Type	File scan		
TEST UPLOAD FILE	Child's birth certificate Front	☑ Safe	📄	🗑

Upload back of Child's birth certificate

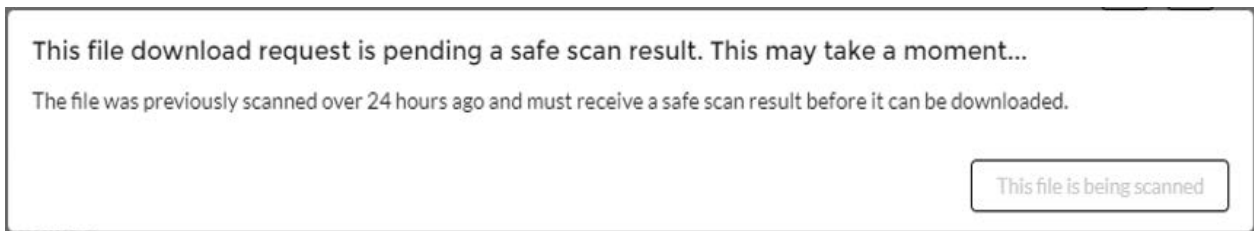
Name	Type	File scan		
TEST UPLOAD FILE	Child's birth certificate Back	☑ Safe	📄	🗑

- To download the document, the Unification Specialist selects the download icon ().



Child				
Ari 4 Allen				
Proof of child's identity				
Upload front of Child's birth certificate				
Name	Type	File scan		
TEST UPLOAD FILE	Child's birth certificate Front	Safe		
Upload back of Child's birth certificate				
Name	Type	File scan		
TEST UPLOAD FILE	Child's birth certificate Back	Safe		

- Once the download button is selected, a message box appears, indicating that the app will perform a safety scan of the document.

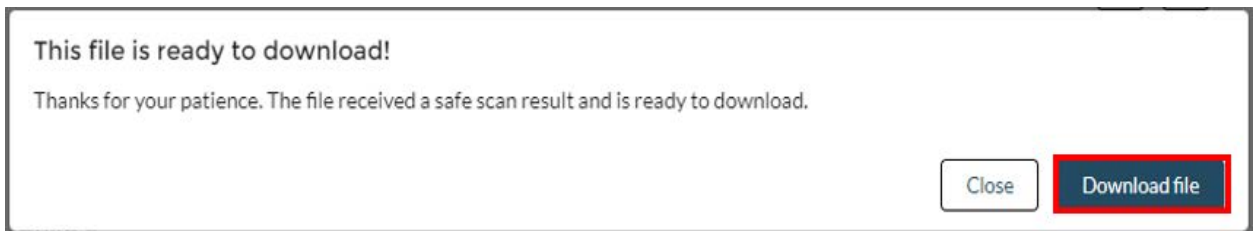


This file download request is pending a safe scan result. This may take a moment...

The file was previously scanned over 24 hours ago and must receive a safe scan result before it can be downloaded.

This file is being scanned

- Once the safety scan is complete, the Unification Specialist can proceed to download the document by selecting **Download File** on the message box.




This file is ready to download!

Thanks for your patience. The file received a safe scan result and is ready to download.

Close Download file

PLEASE NOTE: Unification Specialists must always ENSURE that all supporting documentation is uploaded to the UC Portal.

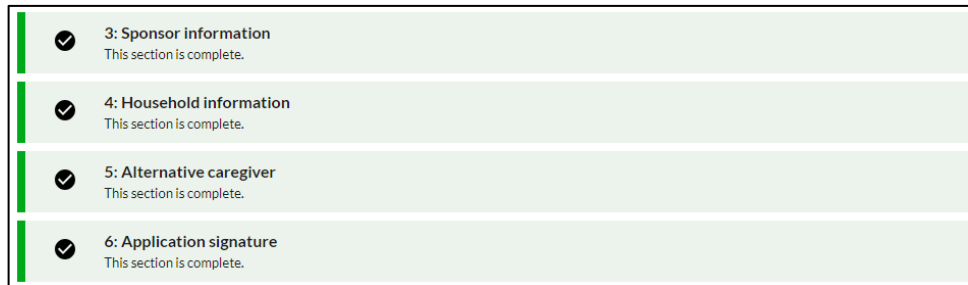
2.3.5: Downloading ARI and FRA


- To download the ARI and FRA, application sections must be completed by the Sponsor, and reviewed and accepted by the Unification Specialist.
- Reviewed and accepted sections of the application will appear **green**, with a checkmark icon (), and a message indicating the section is complete.

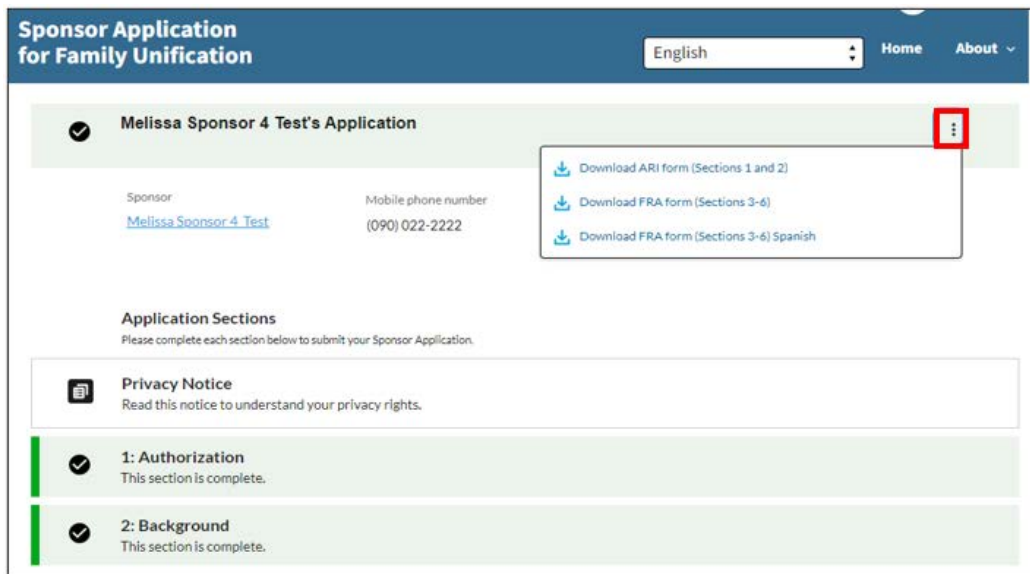
- Completion of sections 1-2 will allow the Unification Specialist to download the **ARI**.



- Completion of sections 3-6 will allow the Unification Specialist to download the **FRA**.



- The ARI and FRA can be downloaded by selecting the vertical three-dot icon () of the message box on top of the Application Sections.




- PDF versions in English and other available languages of the ARI and FRA can be downloaded by selecting the desired document from the drop-down menu.

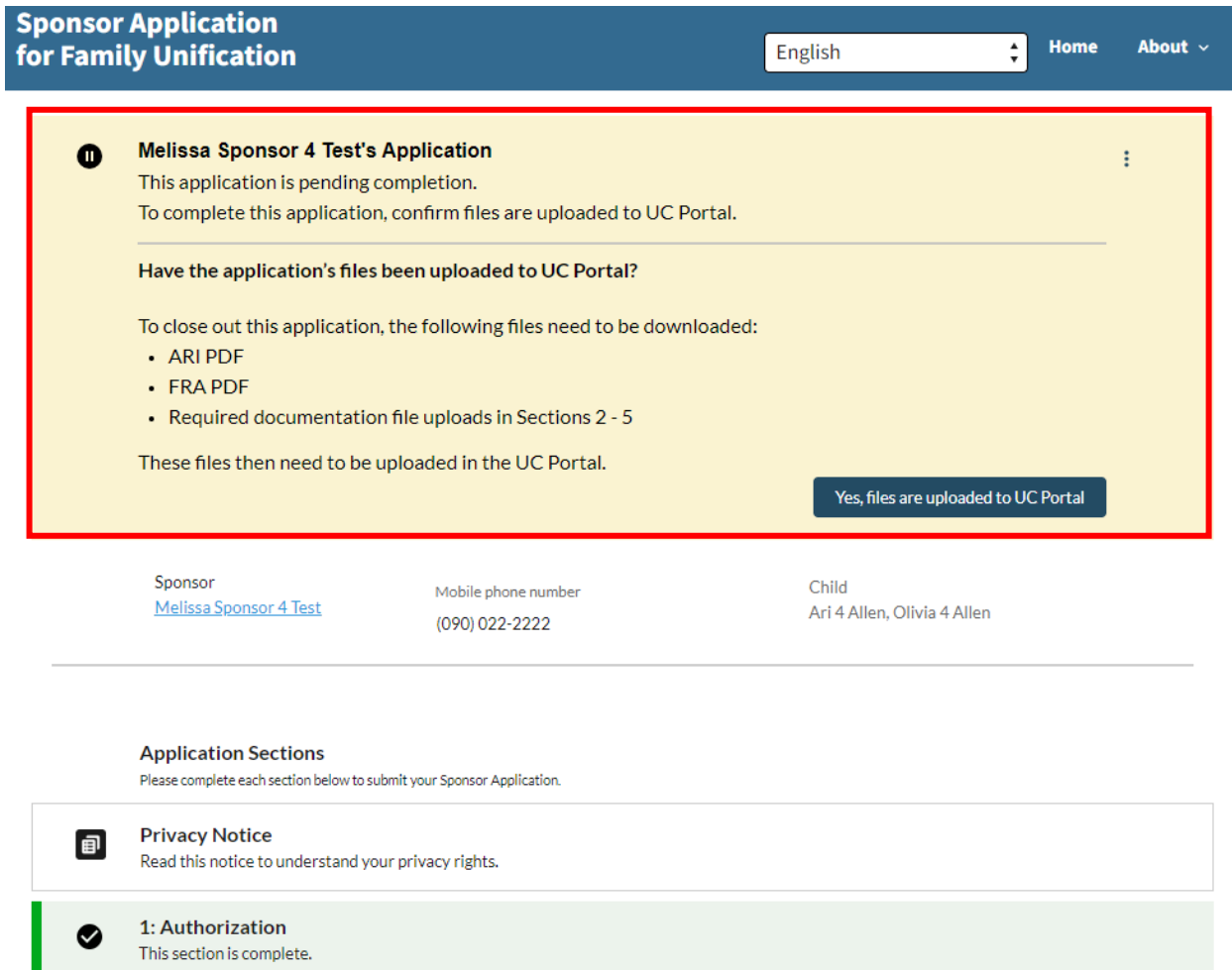


PLEASE NOTE: It is the Unification Specialist's responsibility to upload the ARI and FRA to the UC Portal.

2.3.6: Completing and Closing Out the Sponsor Application

- Once all sections of the Sponsor Application have been reviewed and accepted by the Unification Specialist, the application is pending completion.

A yellow message box with a pause icon () appears on top of the Application Sections reminding the Unification Specialist to confirm that all files (ARI, FRA, and supporting documentation) in the Sponsor's Application are uploaded to the UC Portal.



The screenshot shows the top navigation bar with the title "Sponsor Application for Family Unification", a language dropdown set to "English", and links for "Home" and "About". Below this is a yellow message box with a pause icon and the following text:

Melissa Sponsor 4 Test's Application
This application is pending completion.
To complete this application, confirm files are uploaded to UC Portal.

Have the application's files been uploaded to UC Portal?

To close out this application, the following files need to be downloaded:

- ARI PDF
- FRA PDF
- Required documentation file uploads in Sections 2 - 5

These files then need to be uploaded in the UC Portal.



A button at the bottom right of the message box says "Yes, files are uploaded to UC Portal".

Below the message box, there is a table with the following information:


Sponsor Melissa Sponsor 4 Test	Mobile phone number (090) 022-2222	Child Ari 4 Allen, Olivia 4 Allen
---	---------------------------------------	--------------------------------------

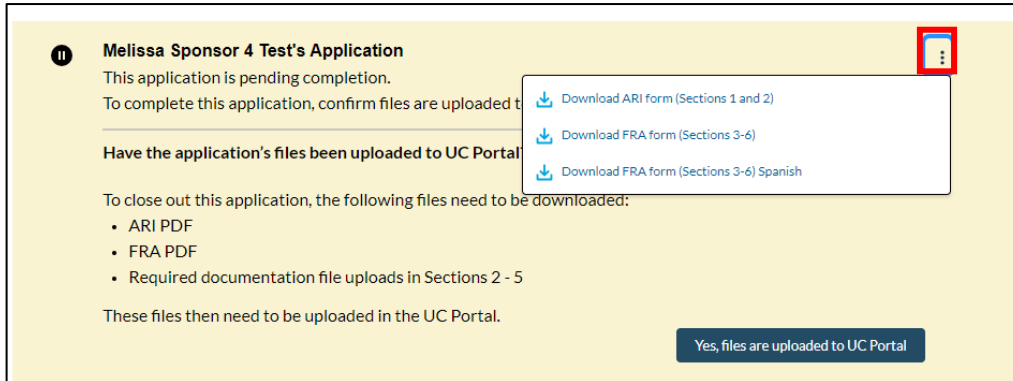
Below the table is the "Application Sections" section with the instruction: "Please complete each section below to submit your Sponsor Application."

The sections listed are:

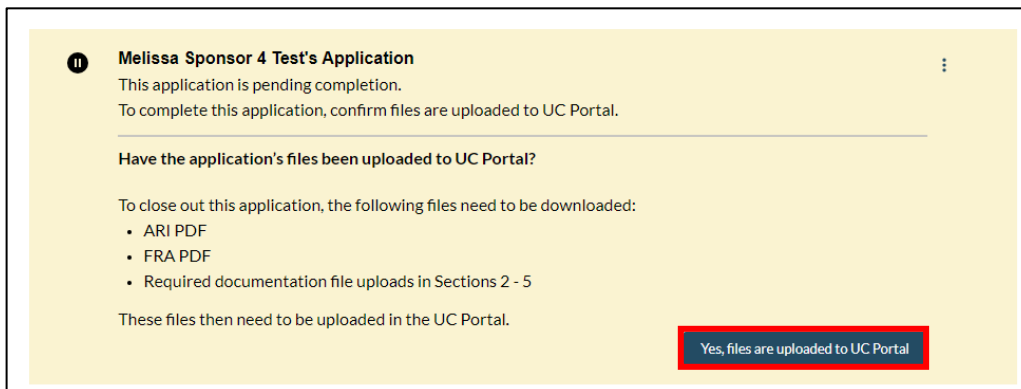
-  **Privacy Notice**
Read this notice to understand your privacy rights.
-  **1: Authorization**
This section is complete.

- At this point, the Unification Specialist can download the ARI, FRA, and supporting documentation in the application.

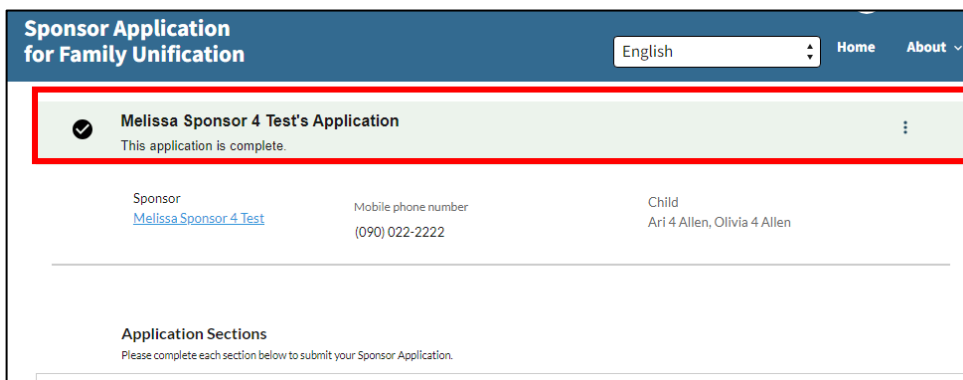
- The ARI and FRA can be downloaded by selecting the vertical three-dot icon () of the message box.




- Unification Specialists must visit Sections 2-5 to download any required documents uploaded by the Sponsor.
- Once the Unification Specialist has uploaded all documents to the UC Portal, the Unification Specialist selects **Yes, files are uploaded to UC Portal** to complete and close out the Sponsor's Application.

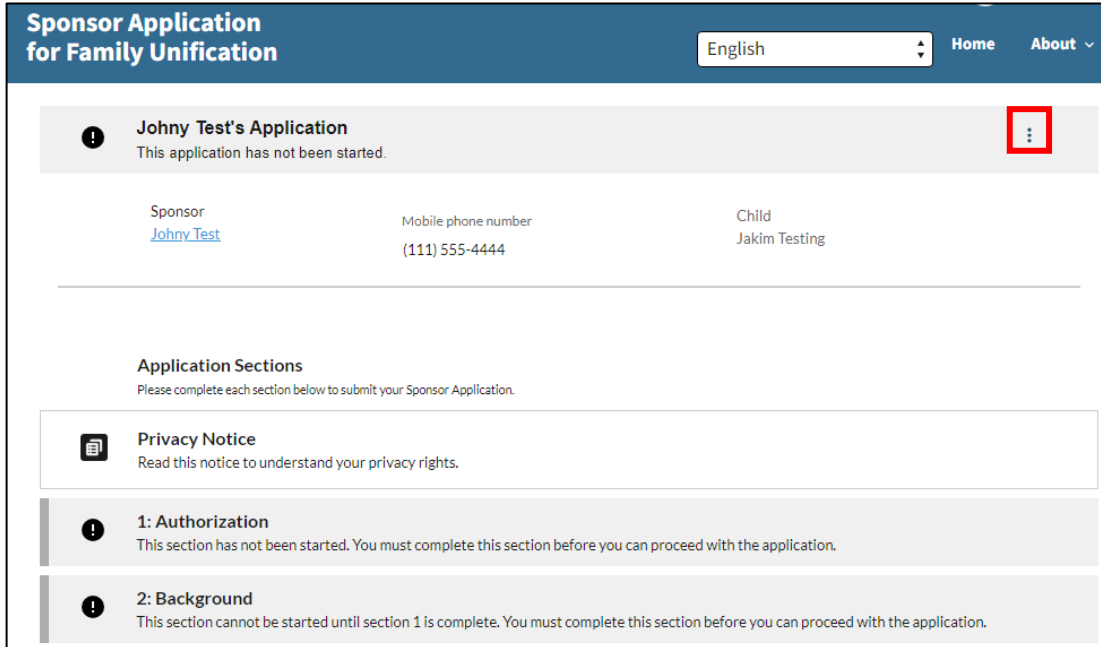


- The message box contains a check mark icon, notifying the Unification Specialist that the application is complete.

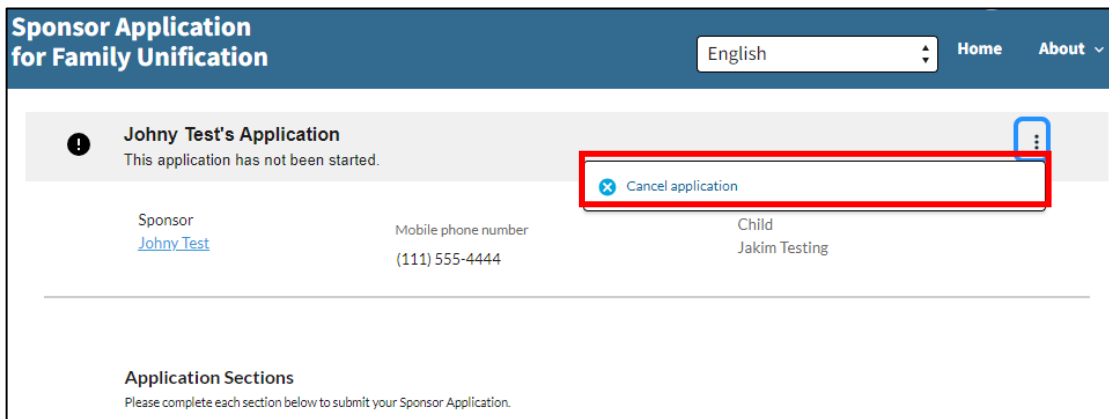


2.3.7: Canceling a Sponsor Application

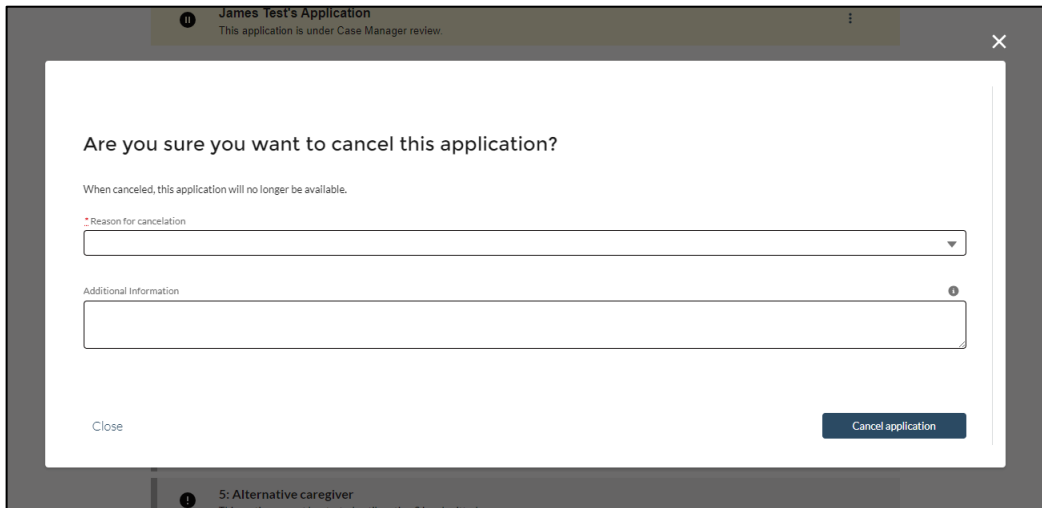
- To cancel a Sponsor Application, the Unification Specialist must select the vertical three-dot icon  at the top of the Sponsor's Application.



- A menu will appear with a “Cancel application” option.

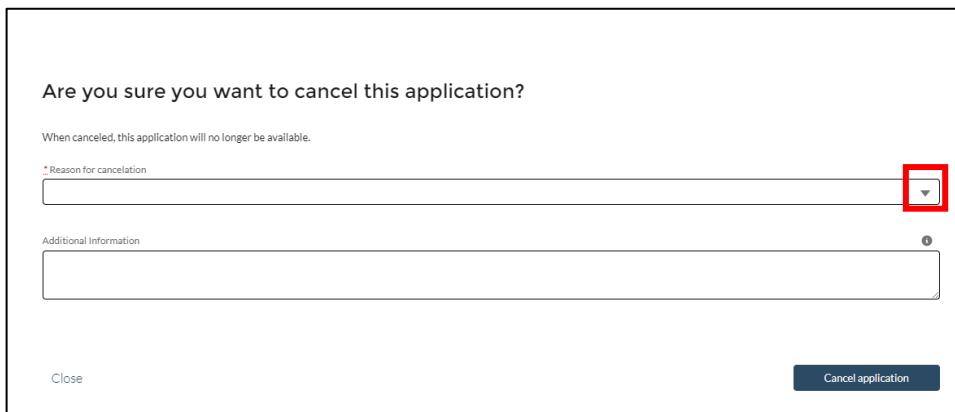


- The Unification Specialist selects **Cancel application**, and a message box appears.



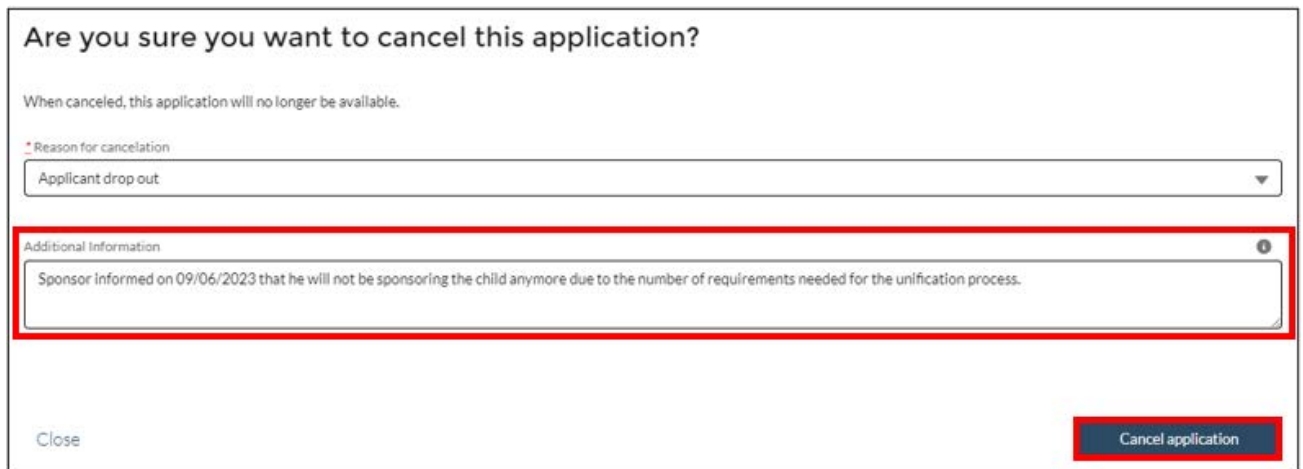
The screenshot shows a modal dialog box titled "James Test's Application" with a subtitle "This application is under Case Manager review". The main heading is "Are you sure you want to cancel this application?". Below this, a note states "When canceled, this application will no longer be available." There is a required field for "Reason for cancellation" with a dropdown arrow. Below that is an "Additional Information" text area. At the bottom left is a "Close" link, and at the bottom right is a "Cancel application" button.

- The Unification Specialist must confirm they want to cancel the application by selecting a reason for cancelation on the drop-down menu.



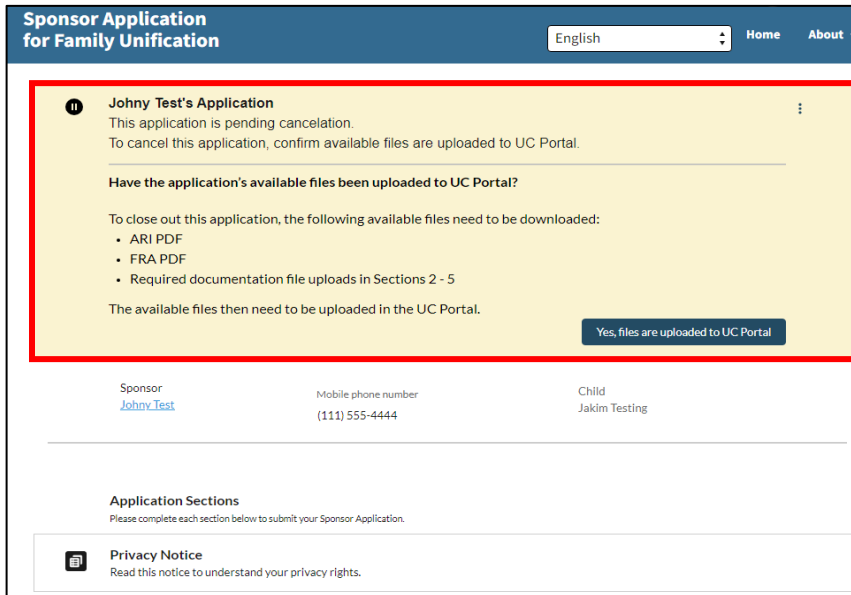
This is a close-up of the "Reason for cancellation" dropdown menu. The text "Reason for cancellation" is followed by a text input field and a dropdown arrow. A red square highlights the dropdown arrow. Below it is the "Additional Information" text area, a "Close" link, and a "Cancel application" button.

- The Unification Specialist enters additional information in the **Additional Information** box. Then, selects **Cancel application**.



This screenshot shows the same confirmation dialog box as before, but with the "Reason for cancellation" dropdown menu set to "Applicant drop out". The "Additional Information" text area is highlighted with a red border and contains the text: "Sponsor informed on 09/06/2023 that he will not be sponsoring the child anymore due to the number of requirements needed for the unification process." The "Close" link and "Cancel application" button are still visible at the bottom.

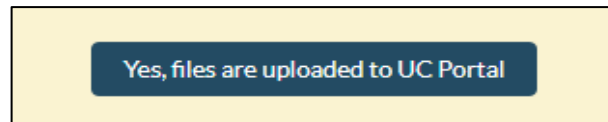
- A message box appears on top of the Application Sections, informing the Unification Specialist the application is pending cancelation.



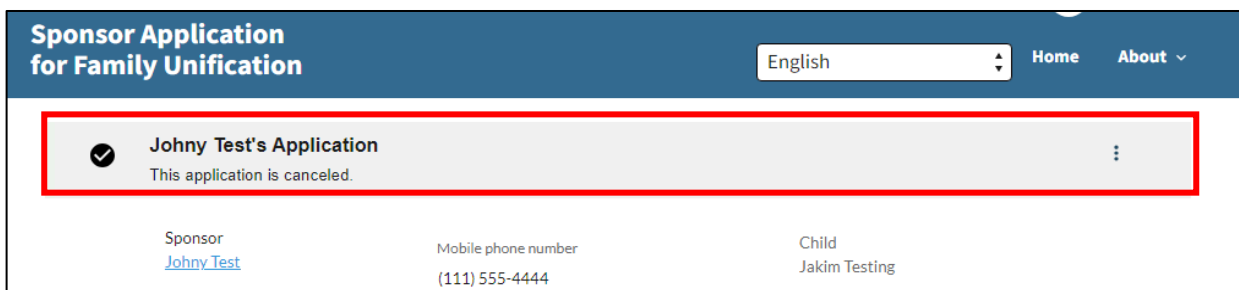
- The message box reminds the Unification Specialist to ensure that the following files have been uploaded to the UC Portal:
 - ARI PDF
 - FRA PDF
 - Required documentation file upload in Sections 2-5

PLEASE NOTE: Even though the Sponsor's application is being cancelled, Unification Specialists are responsible for uploading any documents that were received by that Sponsor to the UC Portal.

- Once the Unification Specialist has ensured all documents have been uploaded to the UC Portal, they select **Yes, files are uploaded to UC Portal**.



- The Unification Specialist receives confirmation that the Sponsor's Application has been canceled.



2.3.8: Reactivating a Sponsor Application

- To reactivate a Sponsor Application, the Unification Specialist navigates to the Sponsor Application app homepage.

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

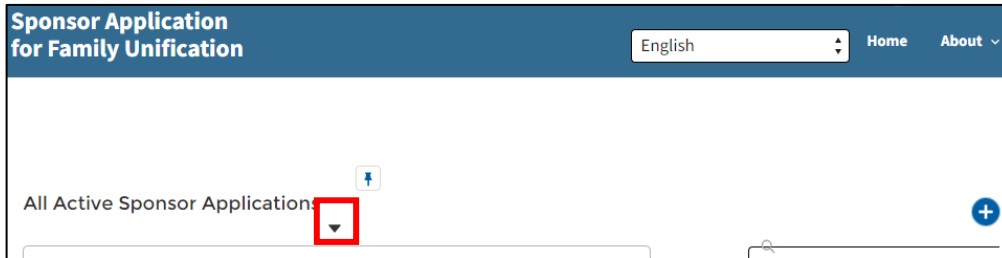
Sponsor Application for Family Unification English Home About

All Active Sponsor Applications +

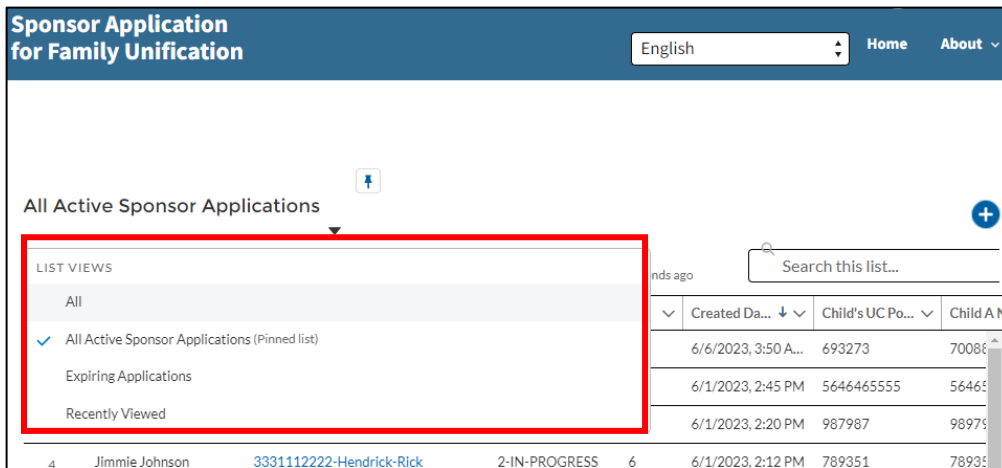
77 items • Sorted by Child • Filtered by All sponsor applications - Application Status • Updated a few seconds ago Search this list...

Child	Sponsor Appl...	Application S...	Da...	Created Date	Child's UC Po...	Child A Num...
9	Annkid1 Roger	0909099000-Kni...	3-WAITING ON ...	87	3/10/2023, 10:5...	098888
10	Arl 100 Allen	2342342342-Tes...	3-WAITING ON ...	10	5/26/2023, 9:54 ...	0910009100
11	Arl 4 Allen, Olivia...	0900222222-Tes...	3-WAITING ON ...	11	5/15/2023, 8:45 ...	040404041, 040...
12	Baby Jane	2029133563-Tull...	1-NEW	104	2/21/2023, 9:32 ...	010120
13	Cain Ventra	0009998383-ML...	1-NEW	144	1/12/2023, 10:0...	345345
14	cdemofnm cdem...	8581627462-de...	1-NEW	32	5/5/2023, 12:30 ...	1231231
15	CF1 CL1	3456787665-SL...	1-NEW	20	5/16/2023, 4:13 ...	234234234
16	cfrst1.clast1	5346456464-sp...	1-NEW	119	2/6/2023, 4:43 PM	456546
17	cfrst1.clast1	4575464564-sp...	1-NEW	87	3/10/2023, 11:5...	454574
18	cfrst1.clast1	3545454354-sp...	2-IN-PROGRESS	82	3/15/2023, 2:43 ...	346456

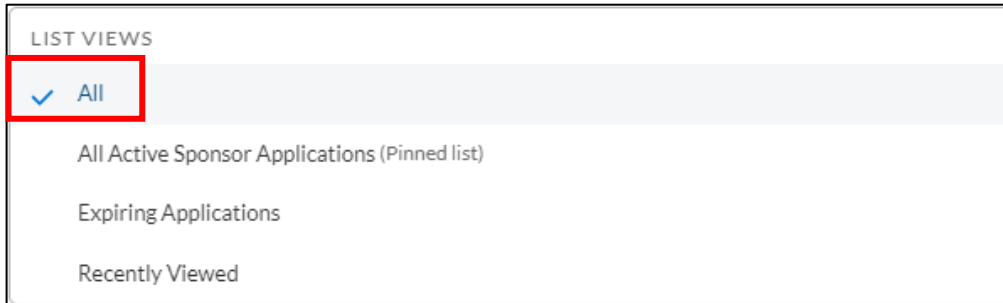
- The Unification Specialist selects the “List View” menu icon (▼).



- A drop-down menu appears with different selections to view lists.



- The Unification Specialist selects **All** in the “List Views” menu.



- All Sponsor Applications that are in-progress, complete, or cancelled now appear on the Sponsor Application app homepage.

A screenshot of the 'Sponsor Application for Family Unification' app homepage. The 'All' list view is selected. A table displays 50+ items, sorted by Created Date. The table has columns for Child, Sponsor Application Name, Application Status, D..., Created Date, Child's UC Po..., and Child A Num... The following table represents the data shown in the screenshot:

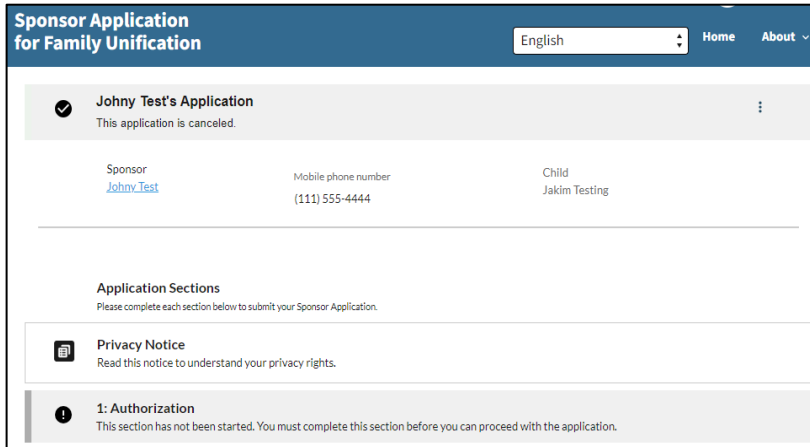
Child	Sponsor Application Name	Application S...	D...	Created Da...	Child's UC Po...	Child A Num...
1	Jakim Testing 111554444-Test-Johny	4-CANCELLED	0	6/7/2023, 12:26 ...	99885566	664554777
2	Ronny Test Jr. 1597884522-Test-Ron	4-CANCELLED	0	6/7/2023, 11:11 ...	15487966	999555444
3	Carlos Ramirez R... 1234567778-Reina de Carnaval...	1-NEW	1	6/6/2023, 3:50 A...	693273	700888999
4	Carlos Ramirez R... 1237894567-Reina de Carnaval...	4-CANCELLED	1	6/6/2023, 2:38 A...	223344	700888999
5	cfrst1 clast1 4568797898-sponsor145-spons...	2-IN-PROGRESS	2	6/1/2023, 2:45 PM	5646465555	5646546464

- The Unification Specialist selects the specific Sponsor Application Name of the canceled application.

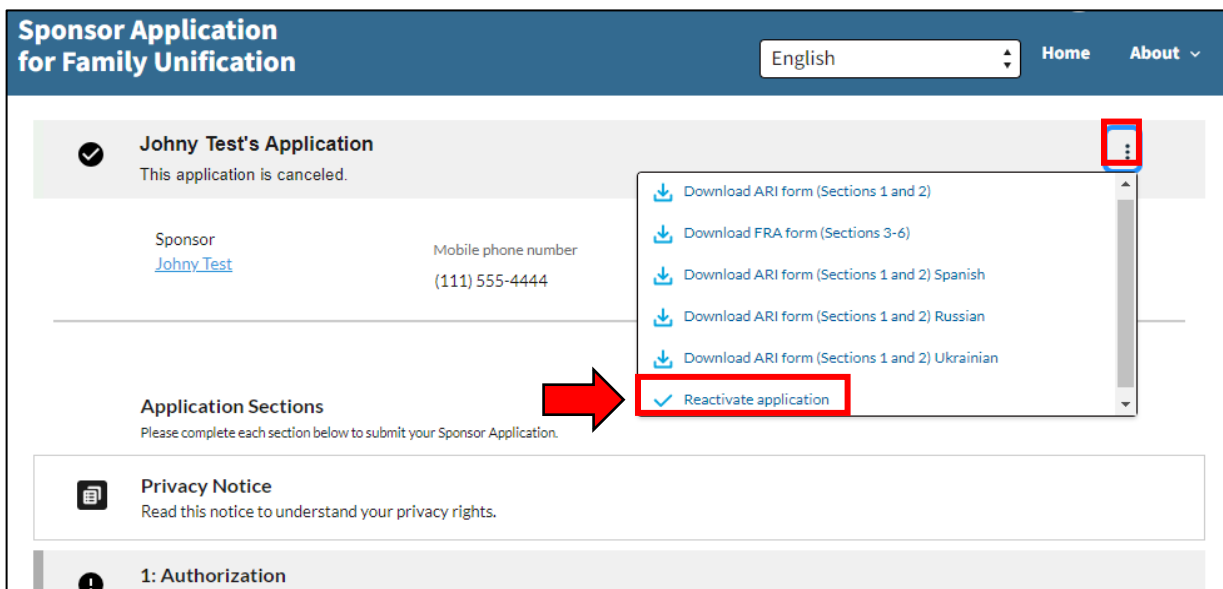
A screenshot of the 'Sponsor Application for Family Unification' app homepage, similar to the previous one. In this view, the 'Sponsor Application Name' column for the first row (Jakim Testing) is highlighted with a red box.

Child	Sponsor Application Name	Application S...	D...	Created Da...	Child's UC Po...	Child A Num...
1	Jakim Testing 111554444-Test-Johny	4-CANCELLED	0	6/7/2023, 12:26 ...	99885566	664554777
2	Ronny Test Jr. 1597884522-Test-Ron	4-CANCELLED	0	6/7/2023, 11:11 ...	15487966	999555444
3	Carlos Ramirez R... 1234567778-Reina de Carnaval...	1-NEW	1	6/6/2023, 3:50 A...	693273	700888999
4	Carlos Ramirez R... 1237894567-Reina de Carnaval...	4-CANCELLED	1	6/6/2023, 2:38 A...	223344	700888999
5	cfrst1 clast1 4568797898-sponsor145-spons...	2-IN-PROGRESS	2	6/1/2023, 2:45 PM	5646465555	5646546464

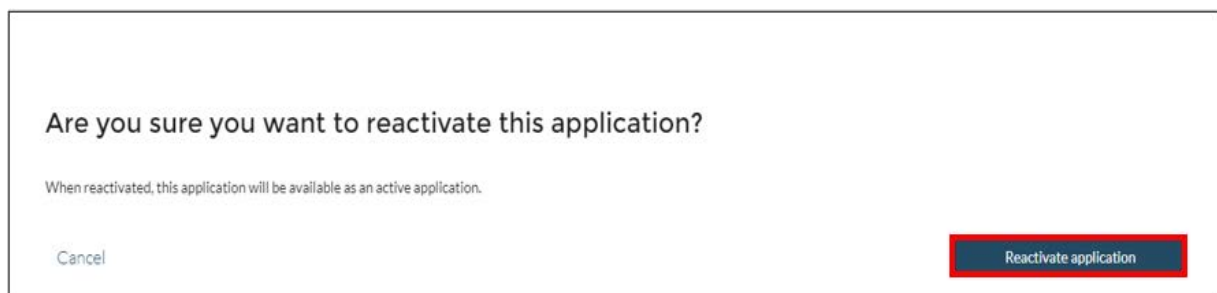
- The Unification Specialist is directed to the Sponsor’s canceled application.



- To reactivate the Sponsor Application, the Unification Specialist selects the vertical three-dot icon (⋮), then Reactivate **application**.



- A message box appears asking the Unification Specialist if they’re sure they want to reactivate the application. The Unification Specialist selects **Reactivate application**.



- Once the Unification Specialist selects **Reactivate application**, the application becomes available as an active application on the Sponsor Application app homepage.

Sponsor Application for Family Unification English Home About

All Active Sponsor Applications

50+ items • Sorted by Created Date • Filtered by All sponsor applications - Application Status • Updated a few seconds ago

Search this list...

Child	Sponsor Application Name	Application S...	D...	Created Da...	Child's UC Po...	Child A...
1	Jakim Testing	1115554444-Test-Johny	1-NEW	0	6/7/2023, 12:26 ...	99885566
2	Carlos Ramirez Reina	1234567778-Reina de Carnaval-Zoila	1-NEW	1	6/6/2023, 3:50 A...	693273

Section 3: Sponsor User Instructions

3.1: Access to the Sponsor Application for Family Unification App

- For a Sponsor to access their application through the app, Unification Specialists must first create a Sponsor Application. Unification Specialists can refer to section “[2.3.2: Creating a New Sponsor Application](#)” in this user manual for more information about application creation.
- Unification Specialists must instruct Sponsors to access the app using their preferred language by following one of these links:

- English:

<https://sponsor.acf.hhs.gov>

- Spanish:

<https://orr-uc-apps.acf.hhs.gov/sponsor/s/loginsmsespanol?language=es&LanguageCode=es>

NOTE: Unification Specialists are responsible for sharing the app’s link via text message, email, or the Sponsor’s preferred method of communication to acquire the link.

https://sponsor.acf.hhs.gov/

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

Sponsor Application for Family Unification Home

Sponsor Sign in

Access your application by signing in with one of the options below.

[Sign in with mobile phone number](#)

[Sign in with email address](#)

- OR -

Optionally create a multi-factor authentication (MFA) account to sign in. This is a more secure way to access your application.

[Sign in with MFA](#)

3.2: Signing into the Sponsor Application App Using 1 of 3 Options

- Sponsors will have the opportunity to access their Sponsor Application by signing in with one of the following three options:
 - Sign in with mobile phone number
 - Sign in with email address
 - Sign in with MFA (multi-factor authentication)

Sponsor Sign in

Access your application by signing in with one of the options below.

Sign in with mobile phone number

Sign in with email address

- OR -

Optionally create a multi-factor authentication (MFA) account to sign in. This is a more secure way to access your application.

Sign in with MFA

Need help? Contact your Case Manager

- Once a sign-in option is selected, this becomes the Sponsor's only method of signing in, and they cannot switch how they sign in next time.

NOTE: Regardless of what method the Sponsor uses for signing in, the Sponsor must enter the same, exact information the Unification Specialist used to create the Sponsor's application. If the Sponsor does not answer the security questions with the exact information, access will be denied to their application.

3.2.1: Option 1 – “Sign in with mobile phone number”

- To sign in with a mobile phone number, the Sponsor must complete two important steps:
 1. Answer all security questions correctly.
 2. Confirm Sponsor identity by providing a code that the Sponsor Application app texted to the Sponsor’s phone number.
- To begin the process, the Sponsor selects **Sign in with mobile phone number** on the home page.

Sponsor Sign in

Access your application by signing in with one of the options below.

Sign in with mobile phone number

Sign in with email address

- OR -

Optionally create a multi-factor authentication (MFA) account to sign in. This is a more secure way to access your application.

Sign in with MFA

Need help? Contact your Case Manager

- This leads to a page containing a series of security questions that must be answered correctly to access the application.

Sponsor Sign in
Sign in with mobile phone number

Access your application by answering these required security questions. Then, confirm your identity by providing the code texted to you.

* What is your first name?

* What is your last name?

This number will receive a text verification code. Message and data rates may apply.

* What is your mobile phone number?

Provide child information about one child on this application

* What is the child's last name?

* What is the child's country of origin?
Select an Option

Back

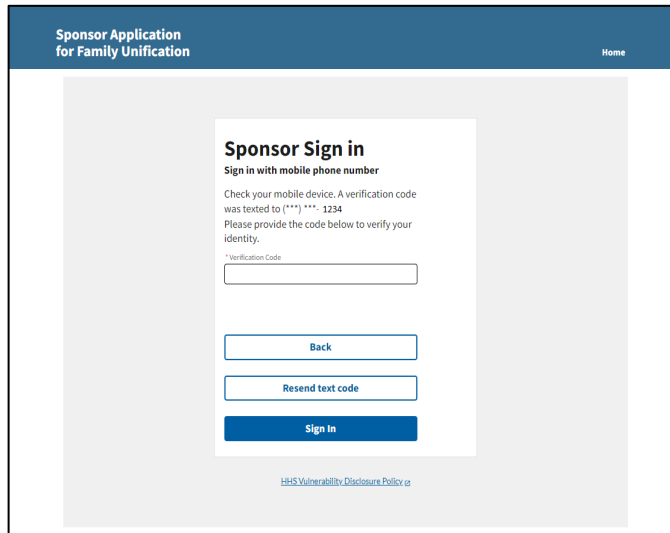
Submit to receive text code

[HHS Vulnerability Disclosure Policy](#)

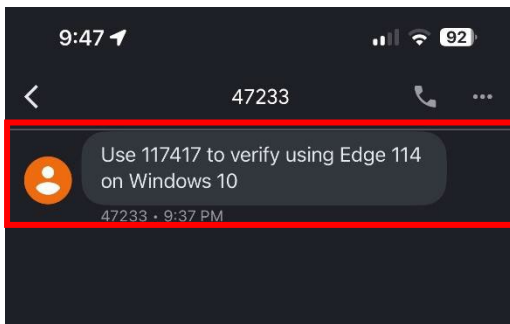
- Once all questions have been answered, **Submit to receive text code** can be selected.



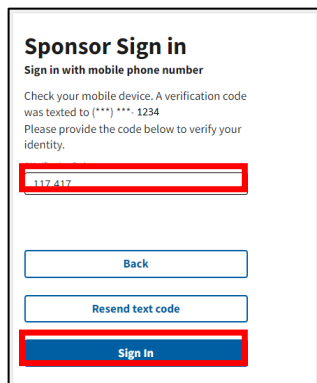
- If the questions were answered correctly, they are prompted to verify their identity by providing a security code sent to their phone number.



- A text message with the verification code is sent to their mobile device.



- The code is entered into the "Verification Code" field and **Sign In** is selected.



3.2.2: Option 2 – “Sign in with email address”

- To sign in with an email address, the Sponsor must complete two important steps:
 1. Answer all security questions correctly.
 2. Confirm Sponsor identity by providing a code that the Sponsor Application app emailed to the Sponsor’s email address.
- To begin the process, the Sponsor selects **Sign in with email address** on the home page.

Sponsor Sign in

Access your application by signing in with one of the options below.

Sign in with mobile phone number

Sign in with email address

- OR -

Optionally create a multi-factor authentication (MFA) account to sign in. This is a more secure way to access your application.

Sign in with MFA

Need help? Contact your Case Manager

- This leads to a page containing a series of security questions that must be answered correctly to access the application.

Sponsor Application for Family Unification Home

Sponsor Sign in
Sign in with email address

Access your application by answering these required security questions. Then, confirm your identity by providing the code emailed to you.

* What is your first name?

* What is your last name?

This email will receive a verification code.

* What is your email address?

Provide child information about one child on this application

* What is the child's last name?

* What is the child's country of origin
Select an Option

Back

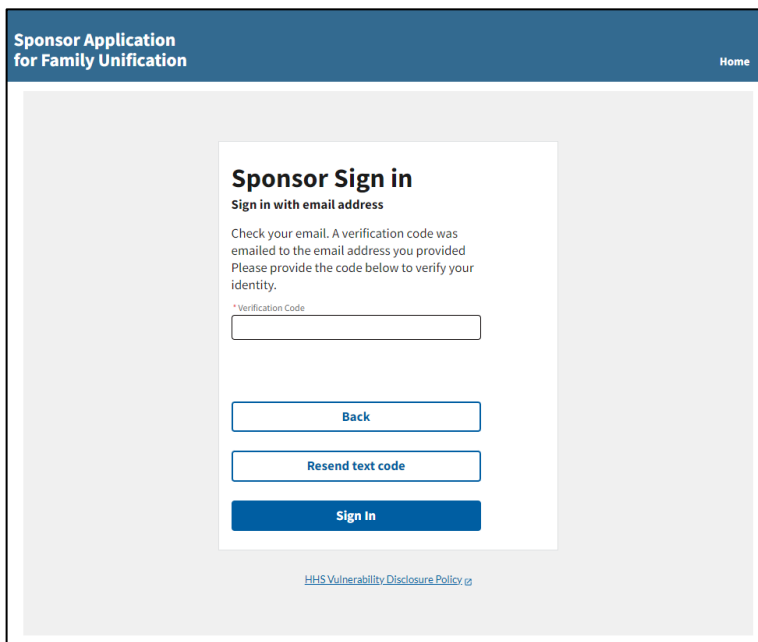
Submit to receive email code

[HHS Vulnerability Disclosure Policy](#)

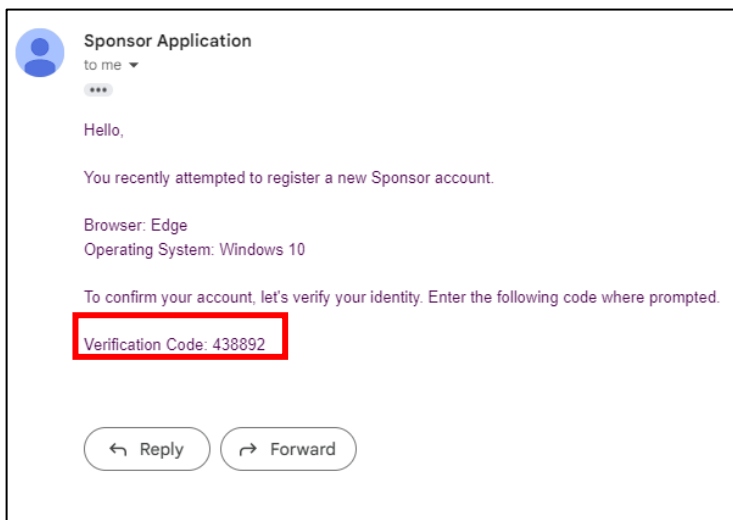
- Once all questions have been answered, **Submit to receive text code** can be selected.



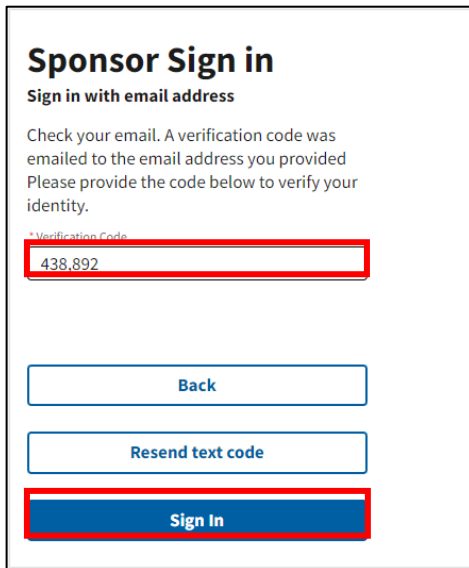
- If the questions were answered correctly, the Sponsor is prompted to verify their identity by providing a security code sent to their email address.



- An email with the verification code is sent to the Sponsor's address.



- The code is entered into the “Verification Code” field and **Sign In** is selected.



Sponsor Sign in
Sign in with email address

Check your email. A verification code was emailed to the email address you provided. Please provide the code below to verify your identity.

*Verification Code
438.892

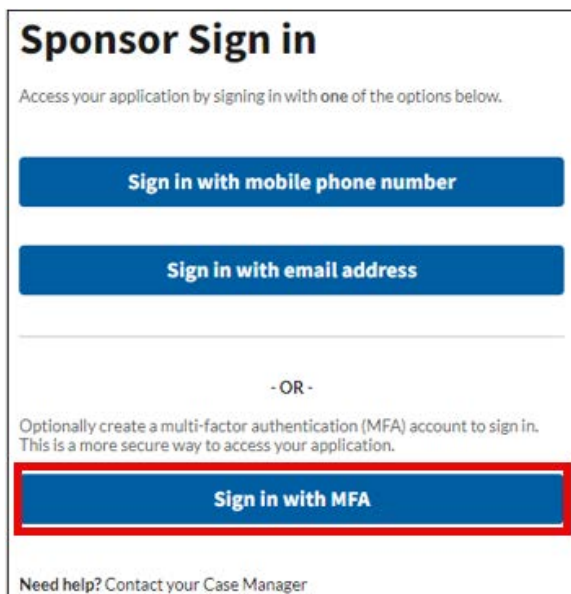
Back

Resend text code

Sign In

3.2.3: Option 3 – “Sign in with MFA” (Multi-Factor Authentication)

- To sign in with MFA, the Sponsor must complete three important steps:
 1. Answer all security questions correctly.
 2. Confirm Sponsor identity by providing a code that the Sponsor Application app emailed to the Sponsor’s email address.
 3. Validate the Sponsor’s identity via an authenticator application.
- To begin the process, the Sponsor selects the “Sign in with MFA” button on the home page.



Sponsor Sign in

Access your application by signing in with one of the options below.

Sign in with mobile phone number

Sign in with email address

- OR -

Optionally create a multi-factor authentication (MFA) account to sign in. This is a more secure way to access your application.

Sign in with MFA

Need help? Contact your Case Manager

- This leads to a page containing a series of security questions that must be answered correctly to access the application.

Sponsor Application for Family Unification Home

Sponsor Sign in

Sign in with MFA
Step 1 of 3

Access your application with multi-factor authentication (MFA):
1. Answer these required security questions.
2. Confirm your identity by providing the code emailed to you.
3. Further validate your identity via an authenticator application.

* What is your first name?

* What is your last name?

This email will receive a verification code.

* What is your email address?

Provide child information about one child on this application

* What is the child's last name?

* What is the child's country of origin
Select an Option

[Back](#)

[Submit to receive email code](#)

[HHS Vulnerability Disclosure Policy](#)

- Once all questions have been answered, **Submit to receive text code** can be selected.

[Submit to receive email code](#)

- If the questions were answered correctly, the Sponsor is prompted to verify their identity by providing a security code sent to their email address.

Sponsor Application for Family Unification Home

Sponsor Sign in

Sign in with MFA
Step 3 of 3

Check your email. A verification code was emailed to the email address you provided. Please provide the code below to verify your identity.

* Verification Code

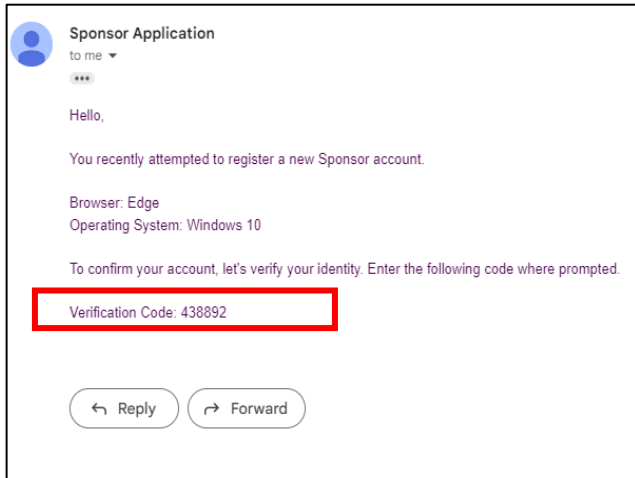
[Back](#)

[Resend text code](#)

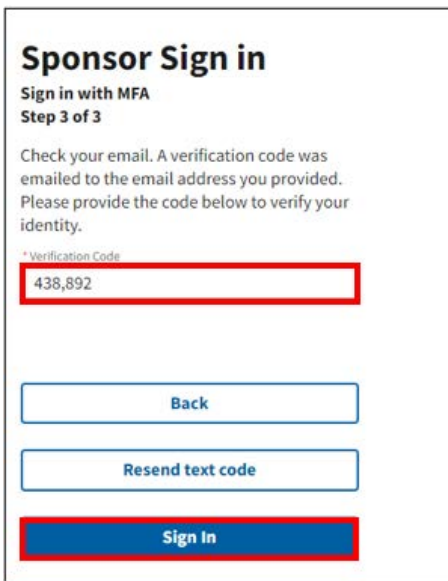
[Sign in](#)

[HHS Vulnerability Disclosure Policy](#)

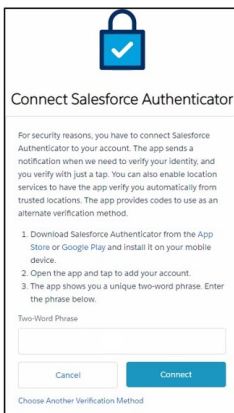
- An email with the verification code is sent to the Sponsor’s address.



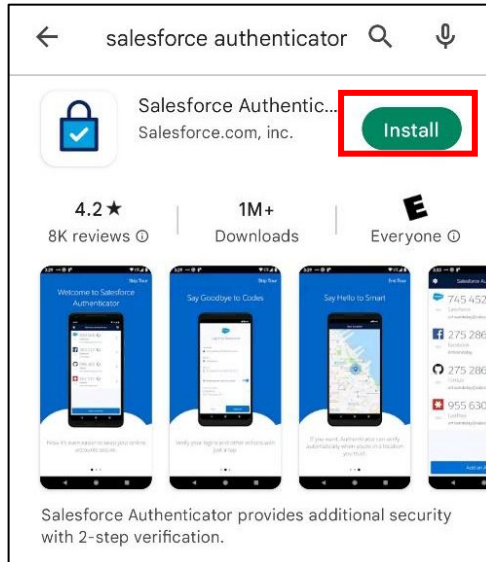
- The code is entered into the “Verification Code” field and **Sign In** is selected.



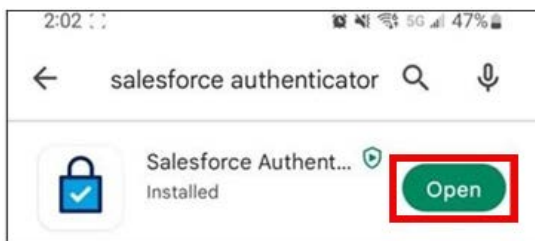
- A “Connect Salesforce Authenticator” page displays.



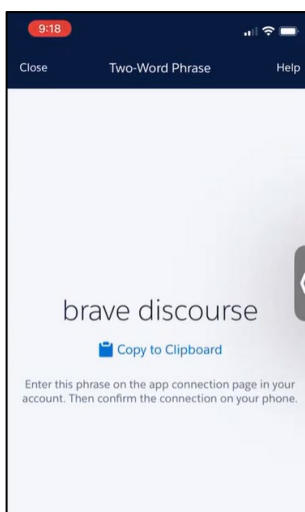
- The Salesforce Authenticator app must be downloaded to their mobile device by
 - navigating to their device's app store
 - locating the Salesforce Authenticator app
 - selecting **Install**



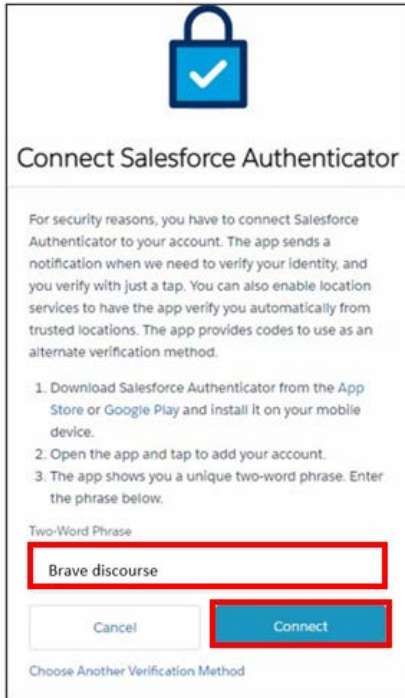
- Once the Salesforce Authenticator shows as installed, and **Open** can be selected.



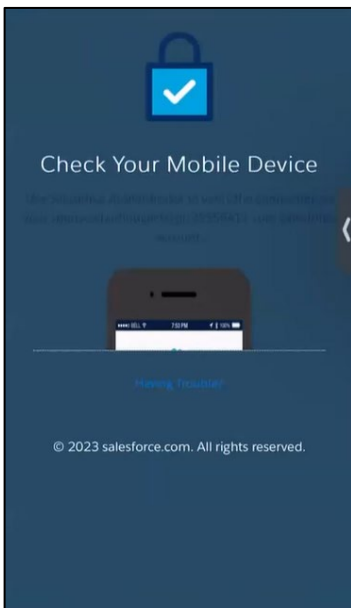
- The Salesforce Authenticator app tour must be completed to select **End tour** and continue.
- A two-word phrase is displayed on their mobile screen.



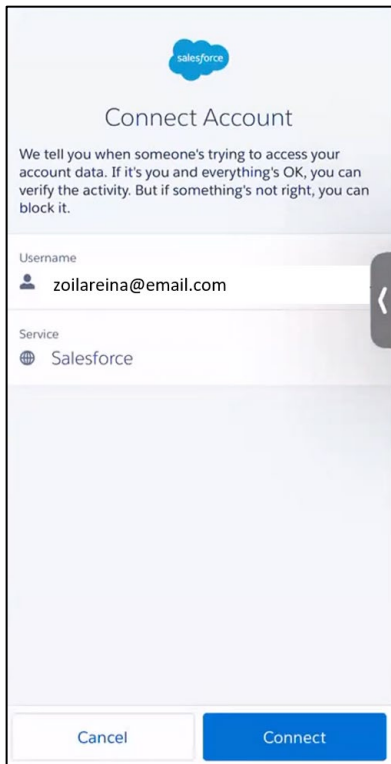
- The two-word phrase should be copied from the Salesforce Authenticator app, and the Sponsor navigates back to the “Connect Salesforce Authenticator” page in the Sponsor Application app page.
- They enter the two-word phrase provided by the Salesforce Authenticator app and select **Connect**.



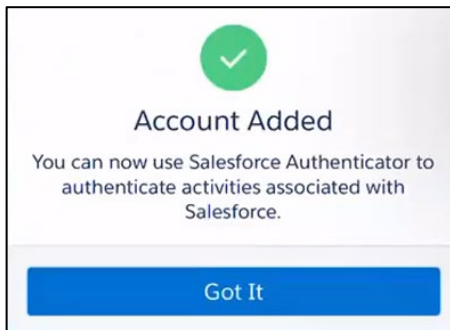
- After **Connect** is selected, a page appears that directs them to check the Salesforce Authenticator app.



- When the Salesforce Authenticator app is opened, a “Connect Account” page appears.
- They select **Connect**.



- Confirmation is received that the account has been added to the Salesforce Authenticator app.



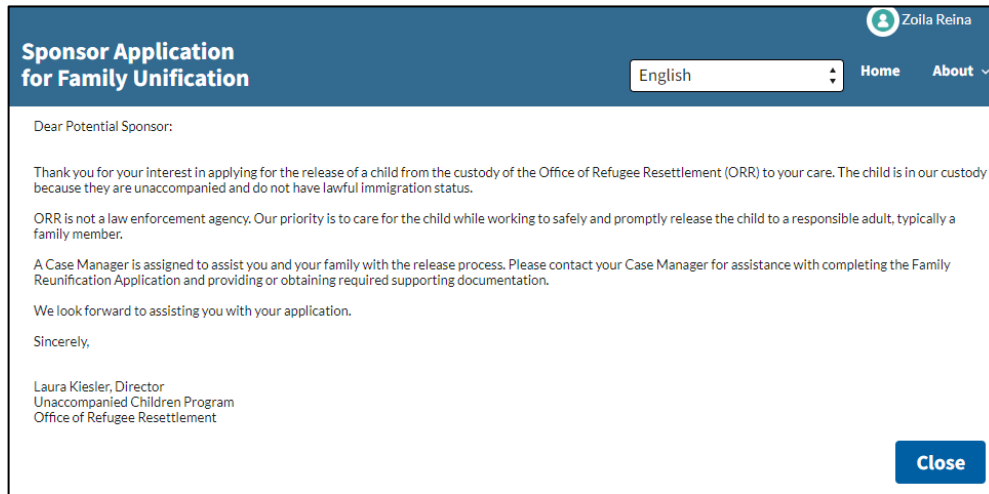
- On Sponsor Application app page, where a green check mark should appear.



3.2.4: After the Sponsor Signs into the App

- After a Sponsor has signed into the app, they are directed to read the Sponsor Welcome message from the ORR UC Program Director.

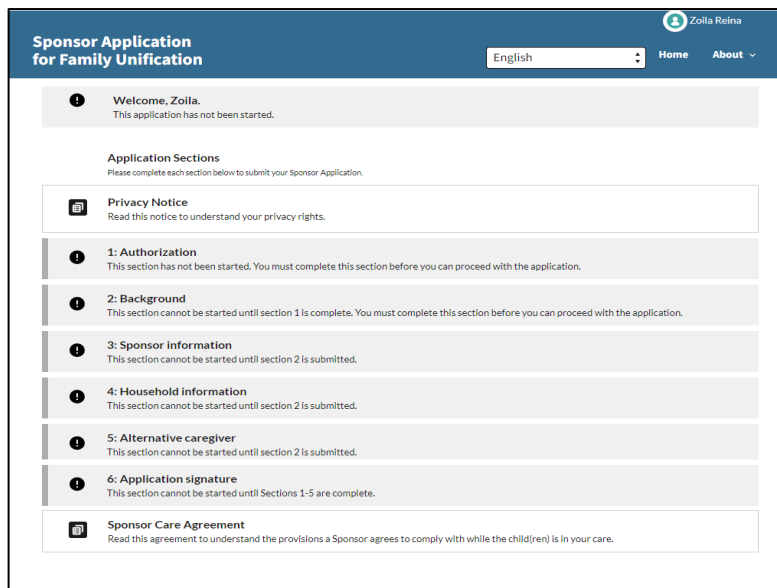
NOTE: The Sponsor Welcome message is a one-time feature that appears only on the Sponsor's first login.



- After reading the Welcome Message, **Close** can be selected.



- The Sponsor is directed to the Sponsor Application home page, where each Application Section can begin to be completed.



- The Sponsor must complete each section of the application.
- The Sponsor uploads any additional documents for sections requiring supporting documentation.
- **IMPORTANT REMINDER:** Unification Specialists are responsible for providing instruction and support to the Sponsor on how to navigate and use the Sponsor Application app.

3.3: Sponsor Application App Safeguards

3.3.1: Purpose of Safeguards

- The Unification Specialist must explain to the Sponsor that safeguards are in place within the Sponsor Application app to ensure that:
 - Sponsors enter all required information in each application section.
 - Sponsors upload all required documents.
 - Sponsors know the status of their application.

3.3.2: How Safeguards Work in the Application Sections

- Instructional messages appear under each application section to ensure the following:
 - Each section is completed in the correct order.

- Examples

Figure A:

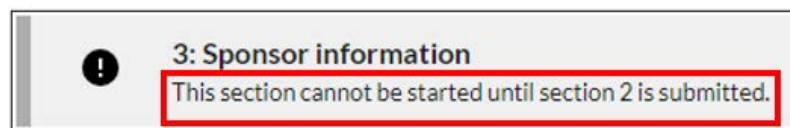


Figure B:



- The Sponsor knows the status of each section.

- Examples

Figure C:



Figure D:

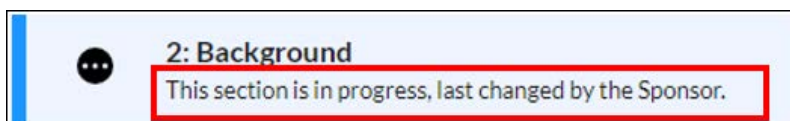
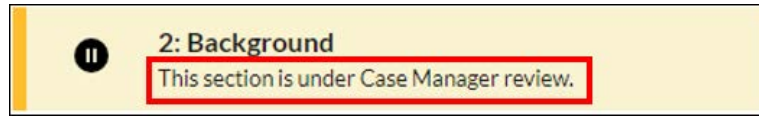


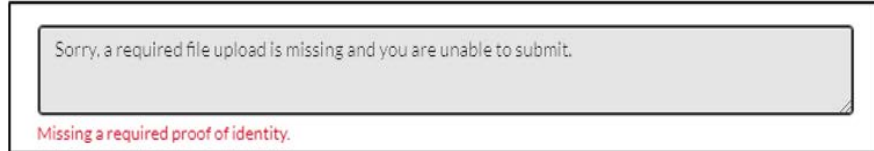
Figure E:



- Error messages or circle-backslash icons (⊘) appear in a section to:

- Alert the Sponsor a required upload is missing

- Example:



- Alert the Sponsor there is missing information

- Example:

2.3 Your addresses

✓ Your current address

Country
 United States

Street address

⊘ Your current address street is required.

City

State

⊘ Your current U.S. address city is required. ⊘ Your State is required.

Zip code

⊘ Your current address zip code is required.

Address start date

Month

Year

⊘ Your current address start date month is required. ⊘ Your current address start date year is required.

Section 4: Important Reminders

4.1: General Reminders

- The Sponsor Application app digitizes the FRP-1, FRP-2, FRP-3, FRP-4, and FRP-11A documents from the FRP. Unification Specialists are responsible for sending the Sponsor **all** forms in the FRP in accordance with [ORR UC Policy Guide 2.2.3](#), ORR UC MAP Section 2, and [Field Guidance #24](#). Since some forms of the FRP are not digitized within the Sponsor Application app, it is the Unification Specialist's responsibility to send the Sponsor all the FRP forms, except FRP-2 (ARI) and FRP-3 (FRA), digitally or via mail.
- The online Sponsor Application is an alternative method, not a replacement to the existing method of completing the Authorization for Release of Information (ARI)/Family Reunification Application (FRA) and submitting unification documents.
 - Sponsors still have the option to submit the ARI and FRA via paper application.
 - Sponsors can still submit supporting documentation to their Unification Specialist using existing methods.
- Regardless of the Sponsor's chosen method for submitting the ARI/FRA and supporting documentation, Unification Specialists must continue to adhere to ORR UC Policy Guide 2.2.3, ORR UC MAP Section 2, and Field Guidance #24, sending the Sponsor the FRP within 24 hours of identifying the potential Sponsor.
- Unification Specialists must remember that they are responsible for providing instruction and support to the Sponsor on how to gain access, navigate, and use the Sponsor Application app.
- Unification Specialists must ensure that the child and Sponsor's information in the Sponsor Application app matches the information in the UC Portal.
- Unification Specialists ensure that the ARI, FRA, and additional supporting documents in the Sponsor Application app are uploaded to the UC Portal.

4.2: Determining the Correct Sources for Assistance

- Unification Specialist Support
 - Direct questions regarding technical support with the Sponsor Application app can be sent to the UC Tech Support Help Desk at UCTechSupport@acf.hhs.gov.
- Sponsor Support
 - Sponsors must reach out to their assigned Unification Specialist for assistance on how to access, navigate, and use the Sponsor Application app.