



Welcome to the Systematic Alien Verification for Entitlements (SAVE) Program Training! The SAVE Program is administered by the U.S. Citizenship & Immigration Services (USCIS) to aid benefit-granting agencies in determining an applicant's immigration status. This training is divided into four modules:



MODULE #1

SAVE Program Overview

A general overview of the SAVE Program



MODULE #2

Setting Up an Agency

An overview of how to set up an agency within the SAVE system



MODULE #3

Running a SAVE Query

An overview of how to run a verification query in the SAVE system



MODULE #4

SAVE Privacy Protections

An overview of how to protect the privacy of individual's applying for benefits or licenses

MODULE #1

SAVE Program Overview

MODULE #2

Setting Up an Agency

MODULE #3

Running a SAVE Query

MODULE #4

SAVE Privacy Protections

SAVE Program Overview

Introduction

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Welcome to the SAVE Program Overview! This general overview of the SAVE Program will address the following questions:



What Is the SAVE Program?



What Legislation Governs the Use of SAVE?



What Are the Eligibility Criteria to Participate in SAVE?



What Are the Advantages of Using SAVE?

What Is the SAVE Program?



The SAVE Program is an intergovernmental initiative designed to aid benefit-granting agencies in determining a benefit applicant's immigration status, thereby ensuring that only entitled applicants receive Federal, state, or local public benefits and licenses. The program is an information service for eligible benefit-granting agencies, institutions, licensing bureaus, and other governmental entities.

The SAVE Program verifies:

- Nonimmigrant status
- Immigrant status
- Naturalized and derived U.S. citizenship



!
The SAVE Program does **not** make determinations on any applicant's eligibility for a specific benefit or license.

What Legislation Governs the Use of SAVE?



In 1986, Congress passed the **Immigration Reform and Control Act (IRCA)**, which required the creation and implementation of a system to verify the immigration status of applicants applying for certain types of federally-funded benefits. To successfully accommodate this Federal mandate, legacy Immigration and Naturalization Services (INS) created the SAVE Program in 1987. With the creation of the Department of Homeland Security (DHS) in 2003, the jurisdiction of the SAVE Program is now under the USCIS Verification Division.

In 1996, Congress passed the **Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA)** requiring

SAVE to respond to inquiries by Federal, state, and local benefit-granting agencies seeking to verify citizenship or immigration status of an individual for any lawful purpose. In the same year, Congress also passed the **Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA)** restricting immigration status eligibility for certain public benefits.

In 2005, Congress passed the **REAL ID Act** establishing certain minimum standards for issuing driver's licenses and state identification cards, and requiring states to verify the lawful status of applicants by using the SAVE Program.

What Are the Eligibility Criteria?



Only Federal, state, and local benefit-granting agencies and licensing bureaus may register for the SAVE Program. The agency or bureau must be authorized by law to engage in an activity or provide a benefit for which immigration status verification is required.

Today the SAVE Program provides verification services to hundreds of government agencies. On the right are a few examples of the types of agencies currently participating in the SAVE Program and the benefits they provide:

The program is not available to the general public.

Types of SAVE Participants and Benefits

- **Social Security Administration**
Disability, Retirement, and Medicare
- **Department of Education**
Student Financial Aid
- **State Departments of Motor Vehicles**
Driver's Licenses and State ID Cards
- **State Departments of Labor**
Unemployment Compensation
- **State Departments of Health & Human Services**
Medicaid and Food Stamps

What Are the Advantages of Using SAVE?



The SAVE Program offers customer agencies an efficient, secure, and cost effective method of verification. Key advantages of using SAVE include:

- Verifying immigration status information quickly and efficiently via the online SAVE system
- Retrieving information from more than 100 million records including official immigration status data contained in DHS databases
- Receiving training and customer service support tailored to the customer agency's needs
- Complying with legislative mandates to verify the applicants' immigration status and ensure that only entitled applicants receive Federal, state, or local public benefits and licenses

100+ Million Records

SAVE Program Overview

Conclusion



This completes the SAVE Program Overview module. We hope you have gained a better understanding of the SAVE Program.

Please find additional information about the SAVE Program by using the following resource:

Customer Support

Click the “Customer Support” link in the upper right corner of this page to view contact information for general inquiries.

**RETURN TO THE
MAIN SCREEN**



Setting Up an Agency

Introduction



Welcome to the step-by-step guide for setting up your agency within the SAVE system! In this module, you will learn how an agency's organizational structure corresponds to the hierarchy and roles available within the SAVE system. The module is divided into the following three sections:

1

Overview of SAVE Hierarchy and User Roles

This section will define SAVE terminology and the SAVE system's organizational hierarchy.

2

Structure of a Sample Organization

This section will explain how an organization is structured within SAVE.

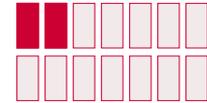
3

Example of an Agency Setup

This section provides a step-by-step explanation of how a new SAVE customer sets up their organization.

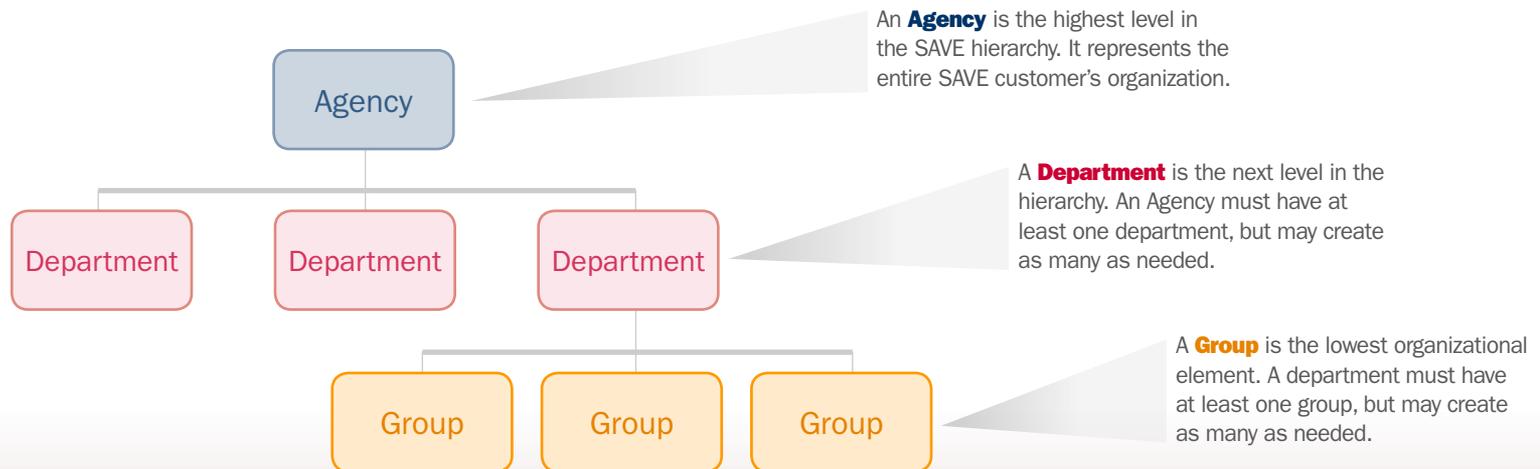
Overview of SAVE Hierarchy and User Roles

How Does SAVE View Organizations?


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The SAVE system has several levels of organizational hierarchy available to customer agencies. The hierarchy is designed to assist customers in organizing their employees into departments for easier management and reporting. The following graphic is a representation of the basic SAVE hierarchy:



Overview of SAVE Hierarchy and User Roles

What Types of Users Does SAVE Have?



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Each level in the SAVE organizational hierarchy has specific user roles associated with it. Each of the user roles has unique responsibilities and privileges in the system. The following graphic represents the user roles associated with each level of the SAVE organizational hierarchy.



Overview of SAVE Hierarchy and User Roles

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Super User Permissions

Can

- Manage the entire agency hierarchy structure
- View initial verifications initiated by users within their agency, department, and group
- View additional verifications initiated by users within their agency, department, and group

Cannot

- Submit initial verifications
- Submit additional verifications

CLOSE WINDOW

Group

General Users, who comprise the majority of SAVE users, work at the group level. There are four levels of general users designed to allow an agency flexibility in organizing its employees.

Supervisor Permissions

Can

- Manage all users and groups within their department
- Submit initial verifications
- View initial verifications initiated by self and users within their department or group
- Submit additional verifications
- View additional verifications initiated by self and users within their department or group

Cannot

- Manage the entire agency hierarchy structure, including all users within the agency
- View all verification queries performed within the agency

CLOSE WINDOW

Group

General Users, who comprise the majority of SAVE users, work at the group level. There are four levels of general users designed to allow an agency flexibility in organizing its employees.

General User Permissions

VERIFICATION PRIVILEGES	GENERAL USER 1	GENERAL USER 2	GENERAL USER 3	GENERAL USER 4
Submit initial verifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View initial verifications initiated by self	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View initial verifications initiated by users within their group	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
View initial verifications initiated by users within their department	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submit additional verifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View additional verifications initiated by self	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
View additional verifications initiated by users within their group	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
View additional verifications initiated by users within their department	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLOSE WINDOW

Group

General Users, who comprise the majority of SAVE users, work at the group level. There are four levels of general users designed to allow an agency flexibility in organizing its employees.

Sample Organization Structure

Introduction

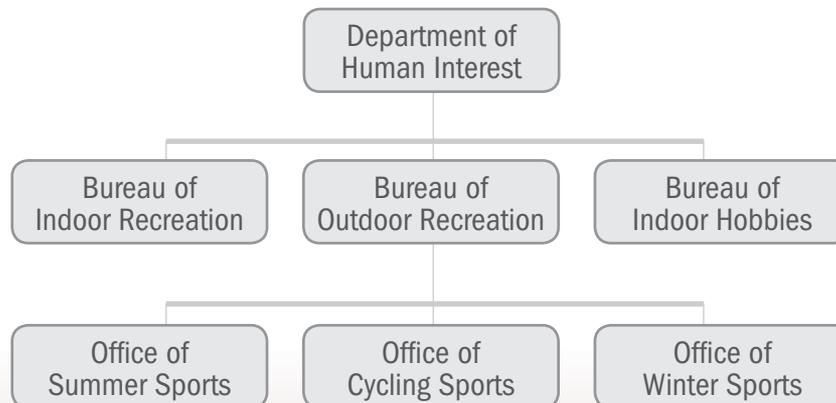


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The next section of this module demonstrates how an organization translates their organizational structure into the SAVE hierarchy we just reviewed.

The following pages will follow the Department of Human Interest (DHI) and detail how the organization aligns their structure and user roles with the SAVE system. Below is a portion of DHI's organizational chart.



Sample Organization Structure

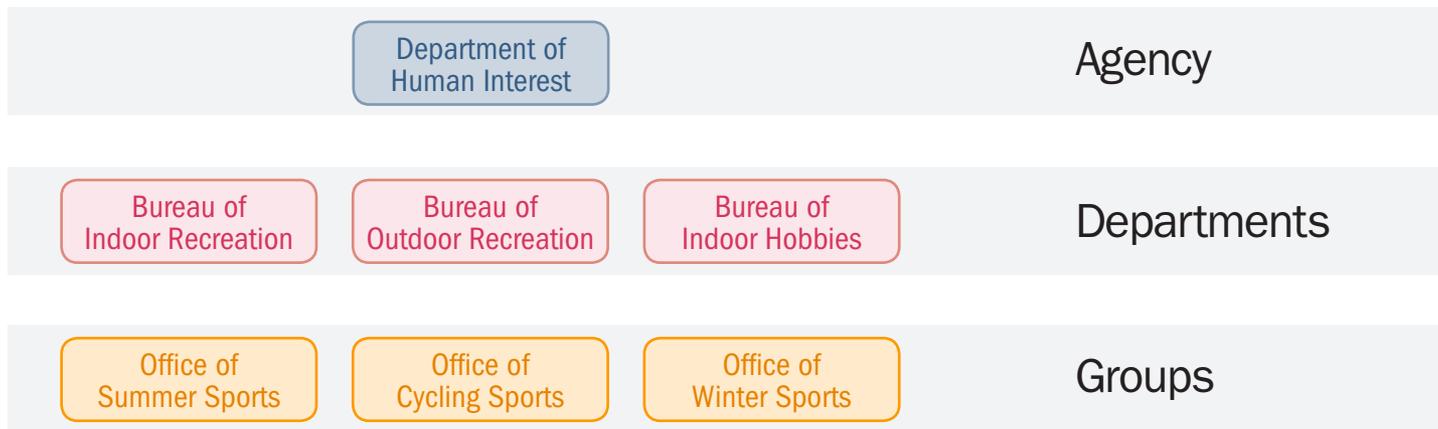
How Does SAVE View the Organization?



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The first step is to determine how DHI's organization aligns with the SAVE structure. The diagram below shows how DHI has decided to use SAVE's hierarchy to represent their organization.



Now that DHI has established how their organization will be structured in SAVE, the next step is to determine how user roles will be assigned to DHI employees. The following pages will describe DHI employees and which specific user roles will be assigned to them.

Sample Organization Structure

Who Is the Super User?



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Sandy has been tasked by DHI to register her organization and oversee its use of SAVE. She will be responsible for setting up her organization in the system before DHI employees begin to use it, as well as coordinating the reporting and financial responsibilities of using SAVE.

Therefore, Sandy is the Super User. This user role will allow her to perform all of the administrative functions in the SAVE system. Within the SAVE hierarchy, she will be able to manage the entire agency, including the creation of departments, groups, and other users.



!
An organization may have multiple Super Users.

Sample Organization Structure

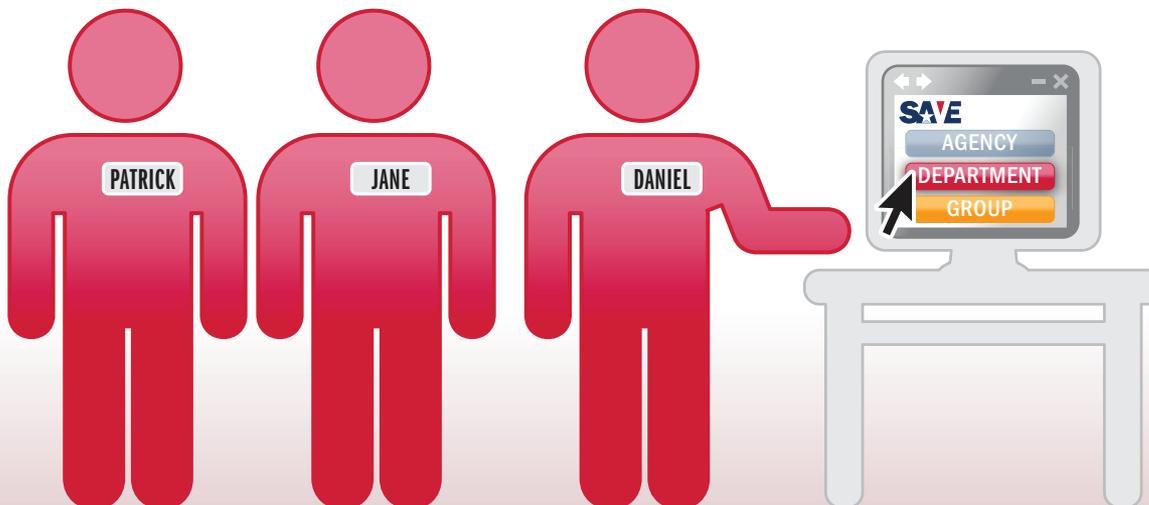
Who Are the Supervisors?


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DHI is divided into three bureaus and each has a Bureau Chief: Daniel, Jane, and Patrick. Each of them is tasked with the management of his or her bureau, including any offices within the bureau and all of the bureau's employees.

Therefore, they (or their designees) will be supervisors of departments within SAVE. As part of managing a department, each Supervisor will be able to create groups and users within his or her department, as well as view the SAVE cases generated by all of the users in his or her department.



Sample Organization Structure

Who Are the General Users?



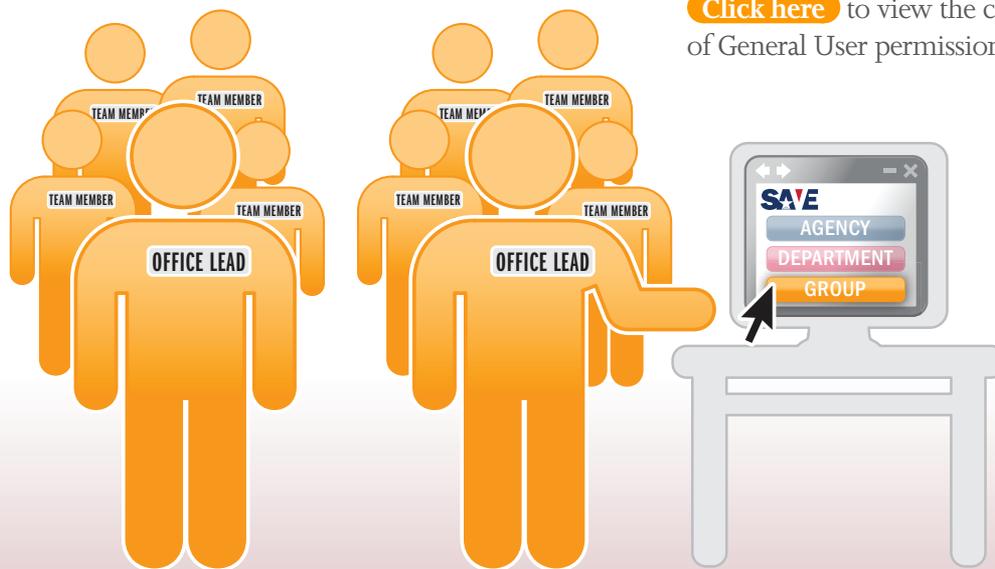
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There are several offices within each of DHI's bureaus. Each of the offices has an Office Lead and several Team Members. At DHI, a Team Member is accountable for his or her own SAVE queries, from beginning to end. DHI's Office Leads assist and monitor their Team Members' work in addition to performing SAVE queries of their own.

DHI has determined that each Office Lead will be designated as a General User 2. Likewise, each Team Member will be a General User 3 within SAVE. These assignments were made by matching DHI employees' responsibilities to the levels of access available in SAVE.

[Click here](#) to view the chart describing the various levels of General User permissions.



General User Permissions

VERIFICATION PRIVILEGES	GENERAL USER 1	GENERAL USER 2	GENERAL USER 3	GENERAL USER 4
Submit initial verifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View initial verifications initiated by self	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View initial verifications initiated by users within their group	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
View initial verifications initiated by users within their department	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submit additional verifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
View additional verifications initiated by self	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
View additional verifications initiated by users within their group	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
View additional verifications initiated by users within their department	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CLOSE WINDOW

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Example of an Agency Setup

Introduction

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The final section in this module will follow a Super User, Sandy, through the creation of her organization's hierarchy in SAVE. Sandy's organization has just registered to use SAVE and

she has been tasked to prepare the SAVE system for use by her organization. Sandy will need to create the organizational hierarchy and the new users.



Example of an Agency Setup

Login and Begin



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To begin, Sandy navigates to the SAVE system in her internet browser. She agrees to SAVE's access agreement and then logs into the system using her user ID and password.

When Sandy is on the SAVE Home Page, she finds the Site Administration options on the left side of the screen and chooses **Search Departments**.



To view more information about the screen Sandy is accessing, click on . This icon may also be clicked on many of the following pages to view additional information.

Main Menu

Read agreement, click **I agree**, and click **Continue**.

U.S. Citizenship and Immigration Services
Verification Information System Logon

WARNING - You are about to access a Department of Homeland Security (DHS) computer system. This DHS computer system and the data therein are property of the U.S. Government and provided for official U.S. Government information and use. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this computer system or of the data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other federal or state criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds his or her access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to administrative penalties, fines or imprisonment.

This DHS computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. As part of this monitoring, DHS may acquire, access, retain, intercept, capture, retrieve, record, read, inspect, analyze, audit, copy and disclose any information processed, transmitted, received, communicated, and stored within the computer system. If monitoring reveals possible misuse or criminal activity, notice of such may be provided to appropriate supervisory personnel and law enforcement officials. DHS may conduct these activities in any manner without further notice.

Accordingly, there can be no expectation of privacy in the course of your use of this computer system. The use of a password or any other security measure does not establish an expectation of privacy. There is no expectation of privacy in any media, peripherals or other devices placed in or connected to the computer system.

By clicking "I agree" below or by using this system, you consent to the terms set forth in this notice.

I agree

Enter the User ID and password provided to you via e-mail during the registration process and click **Login**.

U.S. Citizenship and Immigration Services
Verification Information System Logon

Please login:

User ID:

Password:

Select **Search Departments** from the Site Administration menu.

U.S. Citizenship and Immigration Services
WEB-3 Home

Online Resources | Tutorial | Returns to Home | Contact Us | Exit

Case Administration
Search Cases

User Administration
Change Password
Fed Challenge Q&A
Change Profile

Site Administration
Add User
Search Users
Search Departments
Search Groups

Reports
View Reports

Welcome
to the SAVE Program's
Verification Information System
(VIS)

Agency: HQ Web 3 Test Agency (DLHQ)

Important Information for SAVE Users
USCIS

05/18/2009 - New Mailing Addresses for Form G-845
Effective June 22, 2009: All agencies currently assigned to the USCIS Status Verification Operations field office in Arlington, Virginia should now mail Forms G-845 to one of the following designated field offices: San Francisco, Los Angeles, or Buffalo. Please visit the ?Where to mail your Forms G-845 and G-845S? link located in ?Related Links? for agency-specific mailing guidelines.

08/04/2008 - Newly Revised SAVE Website

News
11/06/2008 - Verification Information System Release 1.4 Fact Sheet
10/29/2008 - SAVE Reminder: G-845 Case Verification Number Requirement
08/04/2008 - Newly Revised SAVE Website
08/01/2008 - How to Handle Form I-94 Printed with Only 10 Digits
11/03/2008 - More

CLOSE WINDOW

Example of an Agency Setup

Add Departments



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Because Sandy's agency has just registered, no departments appear in the Department Summary List. Sandy selects **Add** to begin creating her first department. On the subsequent screens, Sandy enters information about the new department she is adding.

After entering the information and selecting **Next**, Sandy will have successfully added her first department. She can follow the same steps to add as many additional departments as needed for her agency. Next, Sandy will add a group to her new department.



Department Setup

Enter new department's information and click **Next**.

U.S. Citizenship and Immigration Services
WEB-3 Department Address

Online Resources | Tutorial | Return to Home | Contact Us | Exit

Case Administration Enter Department Name

Search Cases Department Name:

User Administration

Change Password

Pwd Challenge Q&A

Change Profile

Site Administration

Add User

Search Users

Search Departments

Search Groups

Reports

View Reports

Postal Address

Address 1:

Address 2:

City:

State:

Zip code:

Alternate Address(Enter if postal address is a post office box/drawer.)

Address 1:

Address 2:

City:

State:

Zip code:

Next Cancel

View screen that verifies the new department has been added and click **Close**.

U.S. Citizenship and Immigration Services
WEB-3 Department Confirmation

Online Resources | Tutorial | Return to Home | Contact Us | Exit

Case Administration

Search Cases

User Administration

Change Password

Pwd Challenge Q&A

Change Profile

Site Administration

Add User

Search Users

Search Departments

Search Groups

Reports

View Reports

The Department Bureau of Outdoor Recreation has been successfully created for the Agency "Department of Human Interest".

Close

The new department is now listed in the Department Summary List and is ready for groups to be added.

U.S. Citizenship and Immigration Services
WEB-3 Department Summary List

Online Resources | Tutorial | Return to Home | Contact Us | Exit

You are viewing departments 1-1 of 1.

Case Administration Department Summary List

Search Cases Previous Next

User Administration

Change Password Add

Pwd Challenge Q&A Edit

Change Profile

Site Administration

Add User

Search Users

Search Departments

Search Groups

Reports

View Reports

Department Name	Department Code	City	State	Last Updated By	Last Update Date
Bureau of Outdoor Recreation	01	Alexandria	VA	VSAN0166	07/28/2009

Previous Next

Close

CLOSE WINDOW

Example of an Agency Setup

Add Groups



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From the **Search Groups** link in the Site Administration menu, Sandy can search for groups within any department. Viewing the list of groups in her new department reveals that none have been created. Sandy selects the **Add** option on the screen and enters information about the new group.

After Sandy submits the information, she will have successfully added the first new group. She can continue to add groups to each department as needed for her agency. Sandy will now need to add users to the departments and groups she just created.



Group Setup

Click **Search Groups** from the Site Administration menu to display all groups.

U.S. Citizenship and Immigration Services
WEB-3 Home

Online Resources | Tutorial | Return to Home | Contact Us | Exit

Case Administration
Search Cases
User Administration
Change Password
Pwd Challenge Q&A
Change Profile
Site Administration
Add User
Search Users
Search Departments
Search Groups
Reports
View Reports

Welcome to the SAVE Program's Verification Information System (VIS)
Agency: Department of Human Interest (BIV1)

Important Information for SAVE Users
USIS
09/02/2008 - Deleting Inactive Users
Please note: To heighten the security and integrity of our verification system, users who no longer have a need to perform verification procedures must be deleted. See the System Instructions Guide for more information on how to delete a user.
08/11/2008 - If you are attempting a verification for a Student or Exchange Visitor
More

News
11/09/2008 - Verification Information System Release 1.4 Fact Sheet
10/29/2008 - SAVE Reminder: G-845 Case Verification Number Requirement
08/04/2008 - Newly Revised SAVE Website
08/01/2008 - How to Handle Form I-94 Mispriinted with Only 10 Digits
03/03/2008 - More

View Group Summary List and click **Add** to enter a new group.

U.S. Citizenship and Immigration Services
WEB-3 Group Summary List

Online Resources | Tutorial | Return to Home | Contact Us | Exit

No groups found that match the search criteria.

Case Administration
Search Cases
User Administration
Change Password
Pwd Challenge Q&A
Change Profile
Site Administration
Add User
Search Users
Search Departments
Search Groups
Reports
View Reports

Group Summary List
Previous Next

Department	Group Name	City	State	Last Update Date	Last Updated By
------------	------------	------	-------	------------------	-----------------

Previous Next

Close

Enter new group information and click **Display Group Summary List**.

U.S. Citizenship and Immigration Services
WEB-3 Group Search

Online Resources | Tutorial | Return to Home | Contact Us | Exit

Case Administration
Search Cases
User Administration
Change Password
Pwd Challenge Q&A
Change Profile
Site Administration
Add User
Search Users
Search Departments
Search Groups
Reports
View Reports

Enter Group Search Criteria

Department: [Dropdown]
Group: [Dropdown]
Group Name: [Text Field]
State: [Dropdown]
City: [Text Field]

Display Group Summary List | Cancel

CLOSE WINDOW

Example of an Agency Setup

Add Users

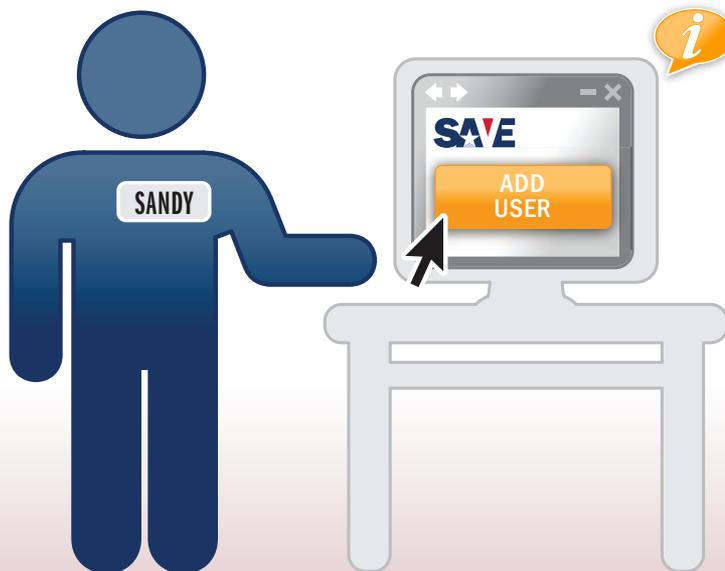


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Now that Sandy has added a department and group, she can begin adding users. The **Add User** option in the Site Administration menu allows Sandy to enter information about a new user. In the subsequent screens, she is asked for the user's role, department, group, and other information.

Sandy finishes adding her first new user by submitting the information. Sandy has now performed the basic tasks to set up her organization and may continue adding departments, groups, and users to complete her organization's structure, as needed.



!

While Sandy is her organization's Super User and is able to add new groups and users, she is not the only one who can do so. The Supervisors that Sandy creates are able to manage their respective departments by using screens and options similar to those available to Sandy.

User Setup

Select the role of the new user from the Add User window and click **Next**.

Select department of the new user and click **Next**.

Select group of the new user and click **Next**.

Enter the new user's personal information and click **Next** to complete the addition of a new user.

CLOSE WINDOW

Setting Up an Agency

Conclusion



This completes the module on setting up your agency within the SAVE system. We hope you have gained a better understanding of how the SAVE hierarchy allows you to tailor the system to meet your organization's needs.

Please find additional information about the SAVE Program by using the following resources:

Customer Support

Click the "Customer Support" link in the upper right corner of this page to view contact information for general inquiries.

Online Resources and Tutorial

Upon logging in to the system, SAVE users have access to Online Resources, including a User's Guide, Glossary of Terms, and the Form G-845.

In addition, SAVE users may access the tutorial that describes the verification process in more detail. The tutorial also explains other components of the online system, such as user administration and viewing reports.

**RETURN TO THE
MAIN SCREEN**



Running a SAVE Query

Introduction



Welcome to the step-by-step guide on running verification queries in SAVE! This module describes the steps necessary to begin and complete immigration status verification queries. The module is divided into the following sections:

1

Overview of the Verification Process

This section will explain the SAVE verification process.

2

SAVE Query Scenario

This section provides a step-by-step explanation of how to run a SAVE query.

MODULE #1

SAVE Program Overview

MODULE #2

Setting Up an Agency

MODULE #3

Running a SAVE Query

MODULE #4

SAVE Privacy ProtectionsB
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Overview of the Verification Process

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The SAVE Program uses an online system to check a benefit applicant's immigration status information against records contained in the Department of Homeland Security (DHS) databases.

SAVE begins verifying the legal status of nonimmigrants, immigrants, and naturalized or derived citizens with an initial verification (results in 3–5 seconds).

However, in some instances, status cannot be verified immediately through the initial verification and further processing is needed to verify the applicant's lawful status. This does not necessarily mean that the applicant is not authorized to be in the United States or is ineligible to receive the benefit.

In that case, the agency should institute an additional verification, which could be automated (3–5 Federal work days) or paper-based (10–20 Federal work days).

MODULE #1
SAVE Program Overview

MODULE #2
Setting Up an Agency

MODULE #3
Running a SAVE Query

MODULE #4
SAVE Privacy Protections

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Verification Process Chart



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STEP	ACTION	SYSTEM RESPONSE	GENERAL RESPONSE TIME
Initial Verification	<p>Agency submits a query electronically based upon information provided by the applicant.</p> <p>System response provides an applicant's immigration status or prompts agency to "Institute Additional Verification."</p>	Electronic	3–5 Seconds
Additional Verification	<p>Agency provides additional information on the applicant and submits electronically.</p> <p>System response provides an applicant's immigration status or prompts agency to "Resubmit with Docs."</p>	Electronic	3–5 Federal Working Days
3rd Step Verification	<p>Agency submits an electronic request which generates a prepopulated Form G-845, Document Verification Request.</p> <p>Agency prints Form G-845 and mails it with photocopies of the applicant's immigration documents to the appropriate Status Verification Office.</p>	Electronic	10–20 Federal Working Days

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SAVE Query Scenario

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For the rest of the module, we will follow an employee named John through the process of running a SAVE query.

While most SAVE queries are successfully resolved on initial verification, we will follow John as he performs the entire verification process.



Login and Begin New Query



To begin, John navigates to the SAVE online system in his Internet browser. He must agree to the SAVE Program's access agreement and then log into the system using his User ID and password. Once at the SAVE Home Page, John has several

options available, depending on his role. To begin a new query, John will select **Initial Verification** from the options on the left side of the home page.



 To view more information about the screen John is accessing, click on . This icon may also be clicked on many of the following pages to view additional information.

Access Agreement

You must read and agree to the access agreement prior to being granted access.



U.S. Citizenship and Immigration Services

Verification Information System Logon

WARNING - You are about to access a Department of Homeland Security (DHS) computer system. This DHS computer system and the data therein are property of the U.S. Government and provided for official U.S. Government information and use. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this computer system or of the data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other federal or state criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds his or her access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to administrative penalties, fines or imprisonment.

This DHS computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. As part of this monitoring, DHS may acquire, access, retain, intercept, capture, retrieve, record, read, inspect, analyze, audit, copy and disclose any information processed, transmitted, received, communicated, and stored within the computer system. If monitoring reveals possible misuse or criminal activity, notice of such may be provided to appropriate supervisory personnel and law enforcement officials. DHS may conduct these activities in any manner without further notice.

Accordingly, there can be no expectation of privacy in the course of your use of this computer system. The use of a password or any other security measure does not establish an expectation of privacy. There is no expectation of privacy in any media, peripherals or other devices placed in or connected to the computer system.

By clicking "I agree" below or by using this system, you consent to the terms set forth in this notice.

I agree

[Continue](#)

Click **Continue** to enter the system.

CLOSE WINDOW

N E X T 

Login

Enter your unique
User ID and password.

U.S. Citizenship and Immigration Services
Verification Information System Logon

Please login:

User ID: *

Password: *

Login **Reset**

[Forgot your password?](#)
[Forgot your User ID?](#)

Click **Login** to enter
the system.

← B A C K

CLOSE WINDOW

N E X T →

Main Menu

Click **Online Resources** or **Tutorial** for additional customer support and training.

Depending on your user role, this navigation menu will allow you to run an initial query, change your password, add users, and view reports.

U.S. Citizenship and Immigration Services
WEB-3 Home

Online Resources | Tutorial | Return to Home | Contact Us | Exit

Case Administration
[Search Cases](#)

User Administration
[Change Password](#)
[Pwd Challenge Q&A](#)
[Change Profile](#)

Site Administration
[Add User](#)
[Search Users](#)
[Search Departments](#)
[Search Groups](#)

Reports
[View Reports](#)

Welcome to the SAVE Program's Verification Information System (VIS)
 Agency: HQ Web 3 Test Agency (DLHQ)

Important Information for SAVE Users

- 05/18/2009 - New Mailing Addresses for Form G-845**
 Effective June 22, 2009: All agencies currently assigned to the USCIS Status Verification Operations field office in Arlington, Virginia should now mail Forms G-845 to one of the following designated field offices: San Francisco, Los Angeles, or Buffalo. Please visit the "Where to mail your Forms G-845 and G-845S?" link located in "Related Links" for agency-specific mailing guidelines.
- 08/04/2008 - Newly Revised SAVE Website**

News

- 11/06/2008 - Verification Information System Release 1.4 Fact Sheet
- 10/29/2008 - SAVE Reminder: G-845 Case Verification Number Requirement
- 08/04/2008 - Newly Revised SAVE Website
- 08/01/2008 - How to Handle Form I-94 Misprinted with Only 10 Digits
- 03/03/2008 - A More

System-wide notifications for users will be posted here.

[← BACK](#)

[CLOSE WINDOW](#)

Enter Applicant Information



After choosing to begin a new query, John selects the type of immigration document provided by the applicant. Based on the document selected, the system will return the required data fields for John to complete. John enters the information from the applicant's document in the required data fields. Prior to completing the query, the system provides

a confirmation screen where John reviews the information he has entered to ensure it is correct.

After John confirms and submits the query, the online system searches the official DHS immigration systems and databases that may contain records matching the applicant's information.



 The results are generally returned within 3 to 5 seconds.

Document Type

Select the document presented by the applicant.

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Enter Applicant Information:

What document(s) did the applicant present (select one):

- I-327 (Reentry Permit)
- I-551 (Permanent Resident Card)
- I-571 (Refugee Travel Document)
- I-688 (Temporary Resident Card)
- I-688A (Employment Authorization Card)
- I-688B (Employment Authorization Document)
- I-766 (Employment Authorization Card)
- Certificate of Citizenship
- Naturalization Certificate
- Machine Readable Immigrant Visa (with Temporary I-551 Language)
- Temporary I-551 Stamp (on passport or I-94)
- I-94 (Arrival/Departure Record)
- Unexpired Foreign Passport
- I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)
- DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
- Other (Use Document Description)

Next

Click **Next** to proceed with the query.

CLOSE WINDOW

N E X T →

Applicant Information

Enter the applicant's information as it appears on the document.

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Enter Applicant Information:

Alien Number: * ?

Card Number: * ?

Last Name: * ?

First Name: * ?

Middle Initial:

Date of Birth: *
(mm/dd/yyyy)

Doc. Expiration Date:
(mm/dd/yyyy)

Benefits: *
(use the Ctrl button to select multiple benefits)

Commercial License
Driver License
State ID Card
TWIC

Back **Next**

Each question mark contains further guidance on the required information.

Select the specific benefit for which the applicant is applying.

Click **Back** to select a different document.

Click **Next** to proceed with the query.

← B A C K

CLOSE WINDOW

N E X T →

Confirmation

This page allows you to confirm all data entered.



U.S. Citizenship and Immigration Services

WEB-3

<p>Case Administration</p> <ul style="list-style-type: none"> Initial Verification Search Cases <p>User Administration</p> <ul style="list-style-type: none"> Change Password Pwd Challenge Q&A Change Profile <p>Site Administration</p> <ul style="list-style-type: none"> Add User Search Users Change Address Search Groups <p>Reports</p> <ul style="list-style-type: none"> View Reports 	<p>Confirm Applicant Information:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">  Please confirm your entries before continuing. </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Alien Number:</td> <td>888888881</td> </tr> <tr> <td>Card Number:</td> <td>MSC1234567891</td> </tr> <tr> <td>Last Name:</td> <td>Lin</td> </tr> <tr> <td>First Name:</td> <td>Su</td> </tr> <tr> <td>Middle Initial:</td> <td></td> </tr> <tr> <td>Date of Birth:</td> <td>03/05/1987</td> </tr> <tr> <td>Document Type:</td> <td>I-551 (Permanent Resident Card)</td> </tr> <tr> <td>Doc. Expiration Date:</td> <td></td> </tr> <tr> <td>Selected Benefit(s):</td> <td>Driver License</td> </tr> </table> <p style="text-align: center;"> <input type="button" value="Back"/> <input type="button" value="Next"/> </p>	Alien Number:	888888881	Card Number:	MSC1234567891	Last Name:	Lin	First Name:	Su	Middle Initial:		Date of Birth:	03/05/1987	Document Type:	I-551 (Permanent Resident Card)	Doc. Expiration Date:		Selected Benefit(s):	Driver License
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Document Type:	I-551 (Permanent Resident Card)																		
Doc. Expiration Date:																			
Selected Benefit(s):	Driver License																		

Use the **Back** button to return to the previous page to correct the data entered.

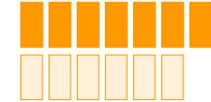
Click **Next** to submit the query.

← B A C K

CLOSE WINDOW

B
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Correct Data and Retry



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If the initial verification request results in a data mismatch, the system will display any mismatched data fields in a Retry Initial Verification screen.

If John decides to retry the query with updated information, the system will search DHS records using the new data and will again provide results in approximately 3 to 5 seconds.

John has the option to correct the data and retry the query, or he can proceed with a request for additional verification if the information has been entered correctly.

If he chooses to request additional verification, he is taken directly to the Additional Verification request screen.



Retry Initial Verification



U.S. Citizenship and Immigration Services

WEB-3 Case Details

Case Verification Number: 2009232143023QZ

Case Administration

[Initial Verification](#)

[Search Cases](#)

User Administration

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Check that the applicant's document number(s) is correct.

If the document number(s) is incorrect, make the necessary changes and select the 'Request Additional Verification' button. If you would like to request Additional Verification, select the 'Request Additional Verification' button. If you would like to request Additional Verification, select the 'Request Additional Verification' button.

Enter Applicant Information:

I-94 Number:	<input type="text" value="999999999999"/>	*	?
SEVIS ID:	<input type="text" value="1234567899"/>	*	?
Last Name:	Lin		
First Name:	Su		
Middle Name:			
Date of Birth:	01/01/1960		
Document Exp. Date:			
Selected Benefit(s):	Driver License		

[Retry Initial Verification](#)
[Request Additional Verification](#)
[Complete and Close Case](#)

Correct mismatched data field(s).

Click on the question mark for an explanation of what should be entered in the data field.

Click **Retry Initial Verification** after correcting data field(s).

Click **Request Additional Verification** to proceed with the verification process.

CLOSE WINDOW

B
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Receive Initial Verification Results


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After the system generates results for either an initial query or a retry, John is taken to the Initial Verification Results screen. He can view both the information he provided and the results generated.

If a matching record was found in the DHS databases, the screen will display the current immigration status of the applicant.

If no matching record was found, the response will prompt John to **Institute Additional Verification**.

Most queries will resolve on initial verification. For John's query, the system was unable to find a matching immigration record. He will need to proceed to Additional Verification.

Click the  to display additional information about immigration status and Initial Verification responses



If the results of the query do not match the information on the applicant's document, you may continue the query by selecting **Request Additional Verification**.

Initial Verification Results

Displays Initial Verification case details and system response

Click **Print Case Details** to print a copy of the case.

U.S. Citizenship and Immigration Services
 WEB-3 Case Details

Case Verification Number: 2009232141845QS

Case Administration Initial Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Site Administration Add User Search Users Change Address Search Groups Reports View Reports	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4" style="text-align: center;">Initial Verification</td> </tr> <tr> <td>Alien Number:</td> <td>888888881</td> <td>Benefits:</td> <td>Driver License</td> </tr> <tr> <td>I-94 Number:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Card Number:</td> <td>MSC1234567891</td> <td></td> <td></td> </tr> <tr> <td>Naturalization Number:</td> <td></td> <td>Citizenship Cert. Number:</td> <td></td> </tr> <tr> <td>Visa Number:</td> <td></td> <td>SEVIS ID:</td> <td></td> </tr> <tr> <td>Passport Number:</td> <td></td> <td>Document Exp. Date:</td> <td></td> </tr> <tr> <td>Document Type:</td> <td>I-551</td> <td>Other Document Desc:</td> <td></td> </tr> <tr> <td>Last Name:</td> <td>Lin</td> <td>First Name:</td> <td>Su</td> </tr> <tr> <td>Middle Name:</td> <td></td> <td>Date of Birth:</td> <td>03/05/1987</td> </tr> <tr> <td>Initiated By:</td> <td>RMAG5071</td> <td>Initiated On:</td> <td>08/20/2009</td> </tr> <tr> <td colspan="4" style="text-align: center;">Initial Verification Results</td> </tr> <tr> <td>Last Name:</td> <td>LIN</td> <td>First Name:</td> <td>SU</td> </tr> <tr> <td>Middle Name:</td> <td></td> <td>COA Code:</td> <td>LPR</td> </tr> <tr> <td>Country:</td> <td>THAIL - THAILAND</td> <td>Date of Birth:</td> <td>03/05/1987</td> </tr> <tr> <td>Date of Entry:</td> <td></td> <td>Date Admitted To:</td> <td>INDEFINITE</td> </tr> <tr> <td>EAD Expiration Date:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>System Response:</td> <td colspan="3">LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED</td> </tr> </table>	Initial Verification				Alien Number:	888888881	Benefits:	Driver License	I-94 Number:				Card Number:	MSC1234567891			Naturalization Number:		Citizenship Cert. Number:		Visa Number:		SEVIS ID:		Passport Number:		Document Exp. Date:		Document Type:	I-551	Other Document Desc:		Last Name:	Lin	First Name:	Su	Middle Name:		Date of Birth:	03/05/1987	Initiated By:	RMAG5071	Initiated On:	08/20/2009	Initial Verification Results				Last Name:	LIN	First Name:	SU	Middle Name:		COA Code:	LPR	Country:	THAIL - THAILAND	Date of Birth:	03/05/1987	Date of Entry:		Date Admitted To:	INDEFINITE	EAD Expiration Date:				System Response:	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED		
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[Print Case Details](#) | [Request Additional Verification](#) | [Complete and Close Case](#)

Click **Request Additional Information** to input additional information for verification.

Click the **Complete and Close Case** button to close the case.

Immigration status is the legal status conferred upon a non-citizen by an immigration officer in accordance with immigration law. Specifically, the applicant's immigration status is identified by a Class of Admission (COA) code which reflects the immigration law provision.

The SAVE Program determines which system response is appropriate for each agency depending on the applicant's COA code. The full list of COA codes and definitions is available in Online Resources.

SELECT ANY OF THE SYSTEM RESPONSES BELOW FOR MORE INFORMATION.

Immigration Status Responses

UNITED STATES CITIZEN

LAWFUL PERMANENT RESIDENT

NON-IMMIGRANT

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

General Responses

INSTITUTE ADDITIONAL VERIFICATION

CLOSE WINDOW

Initial Verification Results

United States Citizen**DEFINITION**

A U.S. citizen is an individual who was born in the United States or one of its outlying possessions, or who has acquired citizenship through naturalization or derivation.

ADDITIONAL INFORMATION

- SAVE only verifies naturalized and derived U.S. citizens.
- Lawful permanent residents may apply for naturalized citizenship after they have been in lawful permanent resident status for at least 5 years and are over 18 years of age or have been married to a U.S. citizen for 3 years.
- Children under 18 years of age born outside of the U.S. may derive citizenship through one or both of their U.S. citizen parents.

CLOSE WINDOWNEXT 

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

CLOSE WINDOW

Initial Verification Results

Lawful Permanent Resident**DEFINITION**

A lawful permanent resident is an immigrant who is authorized to reside and work for the duration of such status in the U.S.

ADDITIONAL INFORMATION

- Lawful permanent residents may have obtained their status through their relationship with an employer or a family member.
- Lawful permanent residents may remain in this status indefinitely unless subject to deportation for a violation of law.
- Lawful permanent residents carry an Alien Registration Card, also referred to as a Green Card.
- Lawful permanent residents are authorized to work.

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CLOSE WINDOW

N E X T →

UNITED STATES

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

CLOSE WINDOW

Initial Verification Results

Non-immigrant**DEFINITION**

A non-immigrant is a non-citizen admitted temporarily to the U.S. for a specific purpose and for a determined period of time.

ADDITIONAL INFORMATION

- Non-immigrants are temporarily in the U.S. for tourism, business, temporary work, or study.
- Some non-immigrants have specialized employment privileges, such as professional workers, temporary seasonal workers, athletes, and entertainers.
- Student and exchange visitors may have special privileges under certain circumstances that require work authorization.

← B A C K

CLOSE WINDOW

N E X T →

UNITED STATES

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

VERIFICATION

CLOSE WINDOW

Initial Verification Results

Refugee**DEFINITION**

A refugee is a non-citizen seeking entry from outside the U.S. because they are unable to return to their country of citizenship due to a well-founded fear of persecution.

ADDITIONAL INFORMATION

- Refugees fear persecution in their country of citizenship on account of race, religion, nationality, membership in a particular social group, or political opinion.
- Unlike asylees, refugees apply for and receive this status prior to entering the U.S.
- Refugees may work immediately upon arrival to the U.S.
- Refugees may apply for lawful permanent residence one year after coming to the U.S.

← B A C K

CLOSE WINDOW

N E X T →

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

CLOSE WINDOW

Initial Verification Results

Asylee

DEFINITION

An asylee is a non-citizen already in the U.S. or at a port of entry who is granted permission to remain in the U.S. because they are unable to return to their country of citizenship due to a well-founded fear of persecution.

ADDITIONAL INFORMATION

- Similar to refugees, asylees must show that they have a fear of persecution in their country of citizenship on account of race, religion, nationality, membership in a particular social group, or political opinion.
- Unlike refugees, asylees may be eligible to apply for and receive this status after they are already in the U.S.
- Asylees are able to work immediately after being granted asylum status or during the application process if they have work authorization.
- An asylee may apply for lawful permanent residence one year after being granted asylum status.

← B A C K

CLOSE WINDOW

N E X T →

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

CLOSE WINDOW

Initial Verification Results

Cuban/Haitian Entrant**DEFINITION**

Cuban/Haitian Entrant is a type of parole status related to benefit eligibility, rather than immigration status.

ADDITIONAL INFORMATION

- Cuban/Haitian Entrant status is granted to:
 - Cubans who entered illegally or were paroled into the U.S. between April 15, 1980 and October 10, 1980.
 - Haitians who entered illegally or were paroled into the U.S. before January 1, 1982 and who were known to Immigration (e.g. they may have an immigration record) before that date.
- Individuals in this category do not lose Cuban/Haitian Entrant status if they later change immigration status.

← B A C K

CLOSE WINDOW

N E X T →

UNITED STATES

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

CLOSE WINDOW

Initial Verification Results

Institute Additional Verification

DEFINITION

The initial verification could not conclusively determine the applicant's status. You will need to proceed to Additional Verification for further processing.

← B A C K

CLOSE WINDOW

UNITED STATES

REFUGEE

ASYLEE

CUBAN/HAITIAN ENTRANT

ADDITIONAL VERIFICATION

CLOSE WINDOW

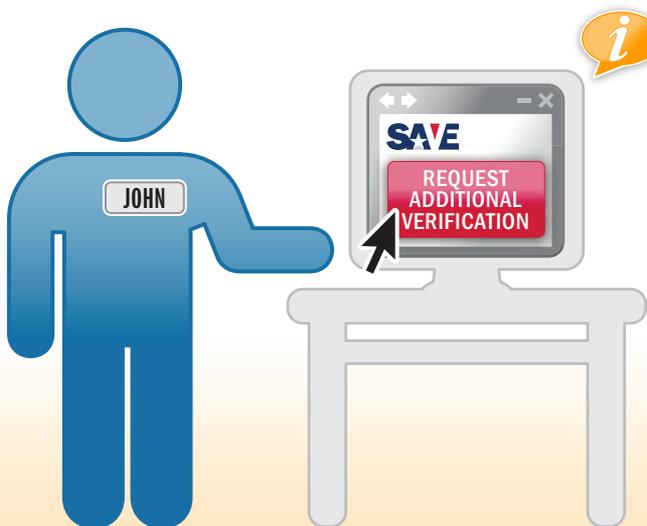
Request Additional Verification



The SAVE system prompted John to **Institute Additional Verification**. He chooses the **Request Additional Verification** option and provides any supplementary information that may assist in determining the applicant's status.

After John submits the request, a status of **DHS Verification in Process** is shown on the case details screen. His

verification request has been sent to SAVE, where a status verifier manually searches DHS databases for the applicant's immigration records. The results of this search are returned electronically in 3 to 5 Federal working days. During this time, John will use the **Search Cases** menu option to find and view the status of his verification request.



 The results of this search are returned electronically in 3 to 5 Federal working days.

Additional Verification Request

U.S. Citizenship and Immigration Services
 WEB-3 Case Details

[Online Resources](#) | [Tutorial](#) | [Return to Home](#) | [Contact Us](#) | [Exit](#)

Case Verification Number: 2009233130030FJ

Case Administration Initial Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Site Administration Add User Search Users Change Address Search Groups Reports View Reports	Initial Verification <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Alien Number:</td> <td style="width: 33%;"></td> <td style="width: 33%;">Benefits:</td> <td>Driver License</td> </tr> <tr> <td>I-94 Number:</td> <td>99999999999</td> <td></td> <td></td> </tr> <tr> <td>Card Number:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Naturalization Number:</td> <td></td> <td>Citizenship Cert. Number:</td> <td></td> </tr> <tr> <td>Visa Number:</td> <td></td> <td>SEVIS ID:</td> <td>1234567899</td> </tr> <tr> <td>Passport Number:</td> <td></td> <td>Document Exp. Date:</td> <td></td> </tr> <tr> <td>Document Type:</td> <td>I-20</td> <td>Other Document Desc:</td> <td></td> </tr> <tr> <td>Last Name:</td> <td>Lin</td> <td>First Name:</td> <td>Su</td> </tr> <tr> <td>Middle Name:</td> <td></td> <td>Date of Birth:</td> <td>01/01/1960</td> </tr> <tr> <td>Initiated By:</td> <td>KKER2061</td> <td>Initiated On:</td> <td>08/21/2009</td> </tr> </table>	Alien Number:		Benefits:	Driver License	I-94 Number:	99999999999			Card Number:				Naturalization Number:		Citizenship Cert. Number:		Visa Number:		SEVIS ID:	1234567899	Passport Number:		Document Exp. Date:		Document Type:	I-20	Other Document Desc:		Last Name:	Lin	First Name:	Su	Middle Name:		Date of Birth:	01/01/1960	Initiated By:	KKER2061	Initiated On:	08/21/2009
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Displays Initial Verification Results

Enter additional information.

Click **Submit Additional Verification.**

CLOSE WINDOW

NEXT

Additional Verification In Progress

U.S. Citizenship and Immigration Services WEB-3 Case Details																																																																																																	
Additional Verification has been sent Case Verification Number: 2009232143023QZ																																																																																																	
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Print Case Details Return to Previous Page																																																																																																	

Displays case history

Displays a printer-friendly version of the Case Details

When the system response is returned, the DHS response message will change, and the response date field will be populated.

MODULE #1

[SAVE Program Overview](#)

MODULE #2

[Setting Up an Agency](#)

MODULE #3

[Running a SAVE Query](#)

MODULE #4

[SAVE Privacy Protections](#)

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Search for Case Status


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To check on the status of his verification request, John selects the **Search Cases** option from the Case Administration menu. He provides search criteria to narrow the results and submits his search. From the Case Summary List of results, he selects his case and checks for a status update from SAVE.

If the status of John's case no longer shows as DHS Verification in Process, then a status verifier has completed the manual search of DHS databases. The case status now displays the results of Additional Verification.



Case Search



U.S. Citizenship and Immigration Services
WEB-3 Case Search

[Online Resources](#) | [Tutorial](#) | [Return to Home](#) | [Contact Us](#) | [Exit](#)

Case Administration

Initial Verification

Search Cases

User Administration

Change Password

Pwd Challenge Q&A

Change Profile

Site Administration

Add User

Search Users

Change Address

Search Groups

Reports

View Reports

Enter Case Search Criteria

Case Status:

All Open Cases

Cases Requiring Action

Cases with Additional Verification Responses

Cases with Third-Step Verification Responses

Cases In Process

Closed Cases

Verification Number:

Alien Number:

I-94 Number:

User Case Number:

Date Initiated From:
(mm/dd/yyyy)

Date Initiated To:
(mm/dd/yyyy)

Group:

Initiated By:

Enter the criteria to conduct a search of your cases.

Click **Display Case Summary List** to view the results of your search.

CLOSE WINDOW

N E X T

Case Search Results

U.S. Citizenship and Immigration Services
WEB-3 Case Summary List

[Online Resources](#) | [Tutorial](#) | [Return to Home](#) | [Contact Us](#) | [Exit](#)

You are viewing cases 1-10 of 100

Case Administration Case Summary List

Initial Verification More than 100 cases were found. Please refine your search criteria.

Search Cases [Previous](#) [Next](#)

Case Status ¹	Verification Number	Alien Number	I-94 Number	System Response	COA	Date of Entry	Date Adm. To	Last Name	First Name	M.I.	Group	Initial Ver. By	Initial Ver. Date	Additional Ver. By	Additional Ver. Date	Closed By
	2009232143023QZ		9999999999	DHS Verification in Process							Test Group 1	RMAG5071	08/20/2009	RMAG5071	08/20/2009	
	2009231151831YZ	87676125597		INSTITUTE ADDITIONAL VERIFICATION							Test Group 1	TDONW302	08/19/2009			
	2009231151804YY	87676125597		INSTITUTE ADDITIONAL VERIFICATION							Test Group 1	TDONW302	08/19/2009			
	2009231151731YX	96229189568		REQUIRES SEVIS ID	F2	01/01/2009		WALLS BO			Test Group 1	TDONW302	08/19/2009			
	2009231151651YW	32165498723		INSTITUTE ADDITIONAL VERIFICATION							Test Group 1	TDONW302	08/19/2009			
	2009230144509KN	99999999901		REFUGEE - EMPLOYMENT AUTHORIZED	RE	09/18/2003		DOE JOHN			Test Group 1	BENADW3T	08/18/2009			
	2009230124450FZ	832848723		DHS Verification in Process							Test Group 1	EANDERW3	08/18/2009	EANDERW3	08/18/2009	
	2009229160150ZR	468818311		TEMPORARY EMPLOYMENT AUTHORIZED	C9			CRANE CHRISTOPHER			Test Group 1	TDONW302	08/17/2009			
	2009229155923ZP	582944869		UNITED STATES CITIZEN	USC			BURKE BRIANNA			Test Group 1	TDONW302	08/17/2009			
	2009229155833ZN	145282372		UNITED STATES CITIZEN	USC			BAIRD LOUIS			Test Group 1	TDONW302	08/17/2009			

Page 1 of 10. Go to

[Previous](#) [Next](#)

¹ Legend: - Case Requiring Action - Case with Additional Verification Response - Cases with Third-Step Verification Responses - Case In Process - Closed Case <Ctrl-Shift-P>

Click on the verification number to view the case.

The icons next to each verification number display the case status. Refer to the legend for an explanation of the icons.

[← B A C K](#)

[CLOSE WINDOW](#)

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Receive Additional Verification Results


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John electronically receives a response from SAVE after Additional Verification, just like after Initial Verification. If the status verifier was able to verify the applicant's immigration status, the system will display that immigration status. If the immigration status could not be verified, a general response will be shown.

For John's case, the verifier was unable to confirm the status with the information provided. John's last step is to request 3rd Step Verification.



Click the  to display information about the Additional Verification responses. If the response you received is not listed, please refer to the contact information found on the Customer Support page for assistance

Additional Verification Results

Displays case history

If there is a need for more information, the system returns the message "Resubmit Doc."

U.S. Citizenship and Immigration Services
WEB-3 Case Details

Case Verification Number: 2009232143023QZ

Case Administration Initial Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Site Administration Add User Search Users Change Address Search Groups Reports View Reports	<table border="0" style="width: 100%;"> <tr> <td colspan="2">Initial Verification</td> </tr> <tr> <td>Alien Number:</td> <td>99999999999</td> </tr> <tr> <td>I-94 Number:</td> <td>99999999999</td> </tr> <tr> <td>Card Number:</td> <td></td> </tr> <tr> <td>Naturalization Number:</td> <td></td> </tr> <tr> <td>Visa Number:</td> <td></td> </tr> <tr> <td>Passport Number:</td> <td></td> </tr> <tr> <td>Document Type:</td> <td>I-20</td> </tr> <tr> <td>Last Name:</td> <td>Lin</td> </tr> <tr> <td>Middle Name:</td> <td></td> </tr> <tr> <td>Initiated By:</td> <td>RMAG5071</td> </tr> <tr> <td colspan="2">Initial Verification Results</td> </tr> <tr> <td>Last Name:</td> <td></td> </tr> <tr> <td>Middle Name:</td> <td></td> </tr> <tr> <td>Country:</td> <td></td> </tr> <tr> <td>Date of Entry:</td> <td></td> </tr> <tr> <td>EAD Expiration Date:</td> <td></td> </tr> <tr> <td>System Response:</td> <td>INSTITUTE ADDITIONAL VERIFICATION</td> </tr> <tr> <td colspan="2">Additional Verification</td> </tr> <tr> <td>User Case Number:</td> <td></td> </tr> <tr> <td>Special Comments:</td> <td></td> </tr> <tr> <td>Initiated By:</td> <td>RMAG5071</td> </tr> <tr> <td colspan="2">Additional Verification Results</td> </tr> <tr> <td>DHS Response:</td> <td>Resubmit Doc (2 Sided Needed)</td> </tr> <tr> <td>CDA Code:</td> <td></td> </tr> <tr> <td>USCIS Benefits:</td> <td></td> </tr> <tr> <td>Revocation Date:</td> <td></td> </tr> <tr> <td>DHS Comments:</td> <td></td> </tr> </table>	Initial Verification		Alien Number:	99999999999	I-94 Number:	99999999999	Card Number:		Naturalization Number:		Visa Number:		Passport Number:		Document Type:	I-20	Last Name:	Lin	Middle Name:		Initiated By:	RMAG5071	Initial Verification Results		Last Name:		Middle Name:		Country:		Date of Entry:		EAD Expiration Date:		System Response:	INSTITUTE ADDITIONAL VERIFICATION	Additional Verification		User Case Number:		Special Comments:		Initiated By:	RMAG5071	Additional Verification Results		DHS Response:	Resubmit Doc (2 Sided Needed)	CDA Code:		USCIS Benefits:		Revocation Date:		DHS Comments:	
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[Print Case Details](#) | [Resubmit Verification](#) | [Complete and Close Case](#) | [Keep Case Open](#)

To initiate 3rd Step verification, select **Resubmit Verification.**

All of the immigration status responses returned after an Initial Verification may also be returned after an Additional Verification, except Institute Additional Verification.

Please refer back to the Receive Initial Verification Results page for information about these responses. In addition, you may also receive any of the responses listed below.

SELECT ANY OF THE SYSTEM RESPONSES BELOW FOR MORE INFORMATION.

Immigration Status Responses

CONDITIONAL RESIDENT

PAROLEE

General Responses

DHS VERIFICATION IN PROCESS

APPLICATION PENDING

COUNTERFEIT DOCUMENT

RESUBMIT DOC

EXPIRED DOCUMENT

OTHER

CONTINUE TO PROCESS

ALTERED DOCUMENT

CLOSE WINDOW

Additional Verification Results

Conditional Resident

DEFINITION

A conditional resident is a non-citizen who has been admitted to the U.S. for a two-year period.

ADDITIONAL INFORMATION

- Conditional resident status may be granted to an immigrant investor or an individual recently married to a U.S. citizen.
- Prior to the end of the 2nd year, conditional residents must apply to remove the conditional status to be granted permanent resident status.
- Conditional residents possess all of the rights and privileges of a permanent resident, such as employment, during the two-year period.

CLOSE WINDOW

N E X T

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Parolee

DEFINITION

A parolee is a non-citizen temporarily allowed into the U.S. for urgent humanitarian or public interest reasons.

ADDITIONAL INFORMATION

- When the conditions supporting their parole status cease to exist, parolees must leave the U.S. or change immigration status.
- Parolees are only allowed to be in the U.S. on a temporary basis for humanitarian reasons, public interest reasons, or with a pending application for asylum.

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CLOSE WINDOW

N E X T →

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

DHS Verification in Process

DEFINITION

Status verifiers are in the process of conducting a manual search of the databases. When the search is complete, a response will be provided.

← B A C K

CLOSE WINDOW

N E X T →

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Resubmit Doc

DEFINITION

The status verifiers were unable to find a record match based on the information you provided. You will need to copy both sides of the applicant's immigration documents and mail them to your designated Status Verification Office, along with a completed Form G-845.

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COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Continue to Process

DEFINITION

Status verifiers are in the process of reviewing the documents you submitted, but will need additional time before providing a response.

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CLOSE WINDOW

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COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Application Pending

DEFINITION

The applicant has submitted an application to change or adjust his/her immigration status but no decision has been made at the time of query. The applicant is allowed to remain in the U.S. until a decision has been made.

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N E X T →

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Expired Document

DEFINITION

The applicant's document appears to be expired. You will need to follow your organization's standard operating procedures for handling expired documents.

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N E X T →

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Altered Document

DEFINITION

The applicant has presented an authentic document which appears to have been changed. You will need to follow your organization's standard operating procedures for handling altered documents.

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N E X T →

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Counterfeit Document

DEFINITION

The applicant appears to have presented a fraudulent document resembling an authentic document issued by the U.S. Government or a genuine document issued fraudulently. You will need to follow your organization's standard operating procedures for handling counterfeit documents.

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COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

Additional Verification Results

Other

DEFINITION

There is no standard system response that appropriately relates to the applicant's case. In this instance, comments will accompany the system response. Please refer to the "Comments" section for additional details.

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CLOSE WINDOW

COUNTERFEIT DOCUMENT

OTHER

CLOSE WINDOW

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Request 3rd Step Verification



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Having been unable to verify the applicant's status during additional verification, SAVE prompted John to **Resubmit Doc.** To proceed to the 3rd Step in the verification process, John prints a prepopulated Form G-845 and mails it with photocopies of the applicant's documents to his assigned Status Verification Office.

Once the Status Verification Office has received the documents via mail, a status verifier will review them, examine DHS databases as needed, and provide a final response to John within 10 to 20 Federal working days. SAVE will provide the response electronically to John, who will review and make a final determination on the applicant's benefit eligibility.



!
The system responses that may be returned after a 3rd Step Verification are the same as the Additional Verification responses. Please refer back to the Receive Additional Verification Results page for more information about these responses.

3rd Step Verification Results

Displays case history of the initial and additional verification queries

Click **Print Case Details** to view a printer-friendly version of the case results.

Once you have received the system response, click **Complete and Close Case** to close the case.

U.S. Citizenship and Immigration Services
 WEB-3 Case Details

Case Verification Number: 2009232143023QZ

Case Administration Initial Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Site Administration Add User Search Users Change Address Search Groups Reports View Reports	Initial Verification <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Alien Number:</td> <td style="width: 33%;">9999999999</td> <td style="width: 33%;">Benefits:</td> <td>Driver License</td> </tr> <tr> <td>I-94 Number:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Card Number:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Naturalization Number:</td> <td></td> <td>Citizenship Cert. Number:</td> <td></td> </tr> <tr> <td>Visa Number:</td> <td></td> <td>SEVIS ID:</td> <td>1234567899</td> </tr> <tr> <td>Passport Number:</td> <td></td> <td>Document Exp. Date:</td> <td></td> </tr> <tr> <td>Document Type:</td> <td>I-20</td> <td>Other Document Desc:</td> <td></td> </tr> <tr> <td>Last Name:</td> <td>Lin</td> <td>First Name:</td> <td>Su</td> </tr> <tr> <td>Middle Name:</td> <td></td> <td>Date of Birth:</td> <td>01/01/1960</td> </tr> <tr> <td>Initiated By:</td> <td>RMAGS071</td> <td>Initiated On:</td> <td>06/20/2009</td> </tr> </table> <hr/> Initial Verification Results <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Last Name:</td> <td style="width: 50%;">First Name:</td> </tr> <tr> <td>Middle Name:</td> <td>COA Code:</td> </tr> <tr> <td>Country:</td> <td>Date of Birth:</td> </tr> <tr> <td>Date of Entry:</td> <td>Date Admitted To:</td> </tr> <tr> <td>EAD Expiration Date:</td> <td></td> </tr> <tr> <td>System Response:</td> <td>INSTITUTE ADDITIONAL VERIFICATION</td> </tr> </table> <hr/> Additional Verification <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">User Case Number:</td> <td style="width: 50%;">A.K.A.:</td> </tr> <tr> <td>Special Comments:</td> <td></td> </tr> <tr> <td>Initiated By:</td> <td>RMAGS071</td> </tr> <tr> <td></td> <td>Initiated On:</td> </tr> <tr> <td></td> <td>06/20/2009</td> </tr> </table> <hr/> Additional Verification Results <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">DHS Response:</td> <td style="width: 50%;">Resubmit Doc (2 Sided Needed)</td> </tr> <tr> <td>COA Code:</td> <td>Expires On:</td> </tr> <tr> <td>USCIS Benefits:</td> <td>Date Admitted To:</td> </tr> <tr> <td>Revocation Date:</td> <td>Response Date:</td> </tr> <tr> <td>DHS Comments:</td> <td>06/20/2009</td> </tr> </table> <hr/> Third Level Verification <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Initiated By:</td> <td style="width: 50%;">RMAGS071</td> </tr> <tr> <td></td> <td>Initiated On:</td> </tr> <tr> <td></td> <td>06/20/2009</td> </tr> </table> <hr/> Third Level Verification Results <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">DHS Response:</td> <td style="width: 50%;">Non-Immigrant</td> </tr> <tr> <td>COA Code:</td> <td>F1</td> </tr> <tr> <td>USCIS Benefits:</td> <td>Expires On:</td> </tr> <tr> <td>Revocation Date:</td> <td>Date Admitted To:</td> </tr> <tr> <td>DHS Comments:</td> <td>Response Date:</td> </tr> <tr> <td></td> <td>10/18/2009</td> </tr> <tr> <td></td> <td>06/20/2009</td> </tr> </table>	Alien Number:	9999999999	Benefits:	Driver License	I-94 Number:				Card Number:				Naturalization Number:		Citizenship Cert. Number:		Visa Number:		SEVIS ID:	1234567899	Passport Number:		Document Exp. Date:		Document Type:	I-20	Other Document Desc:		Last Name:	Lin	First Name:	Su	Middle Name:		Date of Birth:	01/01/1960	Initiated By:	RMAGS071	Initiated On:	06/20/2009	Last Name:	First Name:	Middle Name:	COA Code:	Country:	Date of Birth:	Date of Entry:	Date Admitted To:	EAD Expiration Date:		System Response:	INSTITUTE ADDITIONAL VERIFICATION	User Case Number:	A.K.A.:	Special Comments:		Initiated By:	RMAGS071		Initiated On:		06/20/2009	DHS Response:	Resubmit Doc (2 Sided Needed)	COA Code:	Expires On:	USCIS Benefits:	Date Admitted To:	Revocation Date:	Response Date:	DHS Comments:	06/20/2009	Initiated By:	RMAGS071		Initiated On:		06/20/2009	DHS Response:	Non-Immigrant	COA Code:	F1	USCIS Benefits:	Expires On:	Revocation Date:	Date Admitted To:	DHS Comments:	Response Date:		10/18/2009		06/20/2009
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This concludes the explanation of how to perform SAVE queries.

Please find additional information about the SAVE Program by using the following resources:

Customer Support

Click the “Customer Support” link in the upper right corner of this page to view contact information for general inquiries.

Online Resources and Tutorial

Upon logging in to the system, SAVE users have access to Online Resources, including a User’s Guide, Glossary of Terms, and the Form G-845.

In addition, SAVE users may access the tutorial that describes the verification process in more detail. The tutorial also explains other components of the online system, such as user administration and viewing reports.

Form G-845 Mailing Address

The Status Verification Office where you should send your Form G-845 is based on your state or county. A chart listing each USCIS Immigration Status Verification Office and the States/Countries that they serve is available on the SAVE web site at www.uscis.gov/SAVE.

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SAVE Privacy Protections


SAVE Privacy Protections



Welcome to the overview of the SAVE Program's privacy protections. In this module, you will learn how to protect the privacy of individuals applying for your agency's benefits or licenses. This module covers the following two topics:

1

Personally Identifiable Information

This section defines Personally Identifiable Information and provides basic ways to protect it.

2

Privacy Protections

This section describes the many ways that SAVE and agencies are able to protect personal information.

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Personally Identifiable Information

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Every piece of information you enter into, or receive from, the SAVE system is considered Personally Identifiable Information (PII). PII is defined as any information about an individual which can be used to distinguish or trace the individual's identity. PII includes, but is not limited to:

- Name
- Date and place of birth
- Social security number
- Alien number or I-94 number
- Passport number
- Phone number, email address, and physical address
- Biometric records (i.e. fingerprints and photographs)
- Signature
- Education information
- Financial transactions
- Employment history
- Mother's maiden name

Personally Identifiable Information Safeguarding PII

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All PII in the SAVE system is considered sensitive, unclassified information and must be protected to prevent unauthorized use. Potential consequences of not adequately protecting PII include identity theft, fraud, embarrassment, inconvenience, and unfairness to the victim. To properly handle and safeguard PII, you must:

- Use and distribute PII only for official purposes on a need-to-know basis
- Copy or print PII only when necessary and mark all documents with privacy language, such as “For Official Use Only” or “Sensitive But Unclassified”
- Use a cover sheet when faxing PII and notify the recipient before transmitting
- Report suspicious or inappropriate requests for PII immediately by following your agency’s internal processes and by calling Customer Support at (877)469-2563

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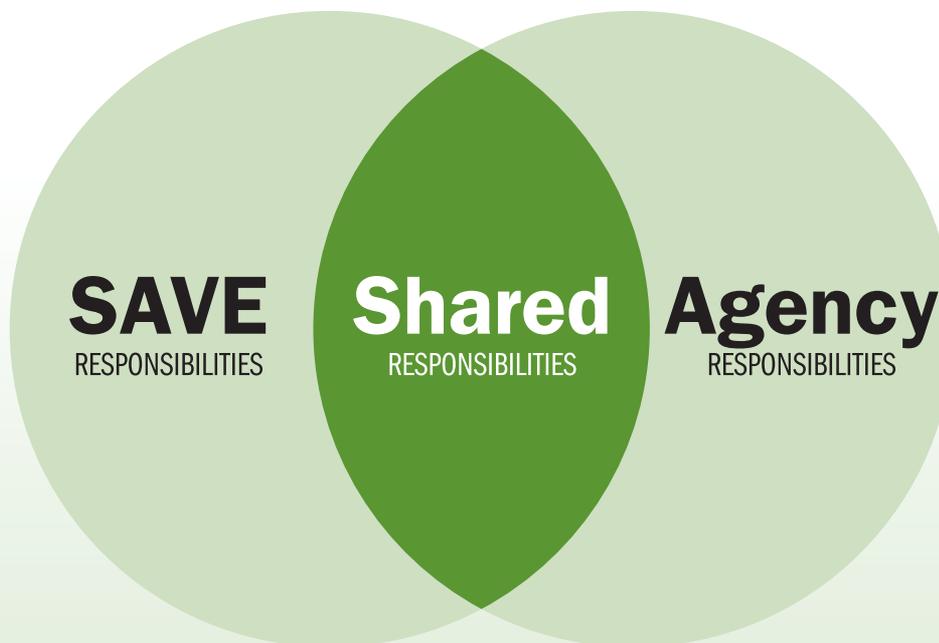
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The SAVE Program is committed to protecting the PII of individuals who are processed in the online system. To achieve that goal, your agency and SAVE both have a responsibility to implement privacy protections on behalf of benefit applicants.



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SAVE RESPONSIBILITIES

- Transparency
- Privacy Impact Assessment
- System of Records Notice
- Data Integrity
- Security
- Awareness & Training

Shared RESPONSIBILITIES

- Limit Collection & Retention
- Provide Individual Access
- Provide Individual Redress
- Comply with the Privacy Act
- Limit Disclosure & Use

Agency RESPONSIBILITIES

- Comply with Memorandum of Agreement
- Terminate Accounts
- Report Privacy Incidents
- Protect Passwords
- Provide Notice

Transparency

SAVE RESPONSIBILITIES

The SAVE Program's privacy policies and practices are available to the general public on our website. We strive to promote understanding of our Program by remaining completely transparent and providing easy access to accurate descriptions of our activities.

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Privacy Impact Assessment

SAVE RESPONSIBILITIES

The SAVE Program has developed a Privacy Impact Assessment (PIA) for the online system. The PIA describes how PII is collected and handled with the use of information technology. The PIA is publicly available on the SAVE Program website.

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System of Records Notice

SAVE RESPONSIBILITIES

The SAVE Program has published a System of Records Notice (SORN) in accordance with the Privacy Act. The SORN describes the Program's systems of records, or any group of records under the control of an agency from which information is retrieved about an individual. The SORN is publicly available on the SAVE Program website.

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Data Integrity

SAVE RESPONSIBILITIES

The SAVE Program maintains the accuracy, completeness, and currency of personal information for our mission needs.

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Security

SAVE RESPONSIBILITIES

We protect personal information using administrative, technical, and physical safeguards appropriate to the sensitivity level of the information. These safeguards include encryption, passwords, audit logs, and formal data sharing agreements with authorized entities.

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Awareness and Training

SAVE RESPONSIBILITIES

All employees of the SAVE Program are educated and trained annually regarding the proper treatment of personal information.

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Limit Collection and Retention

SHARED RESPONSIBILITIES

The collection and retention of PII should be limited to what is necessary for immigration status verification. The SAVE Program will only collect and retain the minimum information necessary to verify the applicant's status. Likewise, you should only collect the minimum information necessary to submit a query.

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Provide Individual Access

SHARED RESPONSIBILITIES

The SAVE Program and your agency are both responsible for ensuring that individuals have access to their personal information on record. The SAVE Program developed a fact sheet for benefit applicants who are denied benefits based solely or in part on the SAVE response. The fact sheet provides information on the existing process to appeal the denial and correct their records. As a benefit granting agency, it is your responsibility to provide this fact sheet to all individuals who are denied benefits. This fact sheet is included in your agency's MOA and is also available in the Online Resources.

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Provide Individual Redress

SHARED RESPONSIBILITIES

The SAVE Program developed the three-step verification process as a form of redress for individuals. If their status cannot be verified during the initial query, it is your responsibility to submit an additional or 3rd step query to allow SAVE personnel to conduct further research. This will ensure that SAVE is able to conduct a thorough review prior to returning a final response.

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Comply with the Privacy Act

SHARED RESPONSIBILITIES

As a condition to participation in the SAVE Program, the MOA your agency signed requires that you comply with the Privacy Act (5 U.S.C. Section 552a) in conducting verification procedures and in safeguarding, maintaining, and disclosing any data provided to, or received from, SAVE. Likewise, the SAVE Program will comply with the Privacy Act when handling the benefit applicant's information, as well as your agency's information.

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Limit Disclosure and Use

SHARED RESPONSIBILITIES

PII should only be disclosed to authorized individuals with a need-to-know and only for uses that are consistent with the purposes outlined in your MOA. The SAVE Program will only share information with authorized users. Similarly, it is your responsibility to ensure that personal information and SAVE results are only discussed with authorized users in a private setting.

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Comply with Memorandum of Agreement

AGENCY RESPONSIBILITIES

Prior to gaining access to the SAVE system, your agency signed a Memorandum of Agreement (MOA) in which the SAVE Program outlined your responsibilities with regard to the proper use of the online system. It is your responsibility to review your agency's MOA and ensure that you are upholding the requirements set forth.

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Terminate Accounts

AGENCY RESPONSIBILITIES

Access to the SAVE system should only be granted to employees that have a specific need. As soon as an employee no longer requires access to SAVE, your agency's Super User must immediately terminate the account.

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Report Privacy Incidents

AGENCY RESPONSIBILITIES

Your agency is responsible for immediately reporting potential or confirmed privacy or security breaches. These incidents may include the illegal, unauthorized or unethical disclosure, modification, misuse or disposal of PII or sensitive information. Incidents must be reported immediately to Customer Support.

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Protect Passwords

AGENCY RESPONSIBILITIES

All SAVE users are responsible for protecting their passwords. To ensure that access to the SAVE system remains secure, passwords should not be shared with other users. If you are concerned that your password may have been compromised, you must immediately change it.

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Provide Notice

AGENCY RESPONSIBILITIES

As a SAVE user, you are responsible for providing benefit applicants notice specifying the purpose, use, and disclosure for which their PII is being collected. It is your responsibility to inform the individual that his/her personal information will be submitted to SAVE for the purpose of verifying immigration status.

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This concludes the explanation of SAVE's privacy protections. We hope that you have gained a better understanding of how to protect privacy while using the SAVE system.

Please find additional information about the SAVE Program by using the following resources:

Customer Support

Click the "Customer Support" link in the upper right corner of this page to view contact information for general inquiries.

Privacy Resources

The PIA and SORN, as well as additional privacy resources, are available on the SAVE Program website at

www.uscis.gov/SAVE.

Online Resources

Upon logging in to the system, SAVE users have access to Online Resources, including a User's Guide, Glossary of Terms, and the Benefit Applicant Fact Sheet.

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Customer Support

The SAVE Program provides the following customer service options:

SAVE Program Assistance

General questions call (877) 469-2563
or e-mail SAVE.help@dhs.gov

SAVE Web Site

SAVE Program information and registration information can
be found online at www.uscis.gov/SAVE

USCIS Web Site

USCIS policy, application/petition information, and USCIS
Immigration forms and general information can be found
online at www.uscis.gov

Training

The SAVE Program provides several training options tailored
to meet customers' needs such as: Online Tutorials, User
Guides, Webinars, and onsite training. Customers seeking
training may contact the USCIS Verification Division,
Outreach Branch to request and schedule training by calling
(877) 469-2563 or e-mailing SAVE.help@dhs.gov

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Glossary of Terms

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3rd Step Verification — A third request to verify an applicant’s immigration status after an initial and additional verification query could not be resolved. The system generates a pre-populated Form G-845 for the user to print and mail to the appropriate Status Verification Office.

Additional Verification — A second request to verify an applicant’s immigration status after an initial verification query could not be resolved. Additional Verification is performed by a status verifier using various databases. The system response is provided electronically and displays the applicant’s immigration status or instructions to “Resubmit Doc.”

Agency — The highest level in the SAVE hierarchy representing the entire SAVE customer’s organization.

Altered Document — The applicant’s document appears to be altered. You will need to follow your organization’s standard operating procedures for handling altered documents.

Application Pending — The applicant has submitted an application to change or adjust his/her immigration status but no decision has been made at the time of query. You will need to resubmit your query at a later time.

Asylee — An asylee is a noncitizen already in the U.S. or at a port of entry who is granted permission to remain in the U.S. because they are unable to return to their country of citizenship due to a well-founded fear of persecution.

Glossary of Terms

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Class of Admission (COA) Code — A code which reflects the immigration law provision to which the applicant is eligible for admission to the United States.

Conditional Resident — A conditional resident is a noncitizen who has been admitted to the U.S. for a two-year period based on marriage to a U.S. citizen.

Continue to Process — Status verifiers are in the process of reviewing the documents you submitted, but will need additional time before providing a response.

Counterfeit Document — The applicant's document appears to be counterfeit. You will need to follow your organization's standard operating procedures for handling counterfeit documents.

Cuban/ Haitian Entrant — A Cuban/Haitian entrant is a noncitizen from Cuba or Haiti who is paroled into the U.S.

Department — The middle level in the SAVE hierarchy. An agency must have at least one department, but may create as many as needed.

DHS Verification in Process — Status verifiers are in the process of conducting a manual search of the databases. When the search is complete, this response will change to the result.

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Expired Document — The applicant’s document appears to be expired. You will need to follow your organization’s standard operating procedures for handling expired documents.

Form G-845, Document Verification Request — A form used by agencies to request 3rd step verification of an applicant’s immigration status.

General User — The primary users of the SAVE system responsible for submitting verification queries. There are four levels of General Users with unique permissions: General User 1, General User 2, General User 3, and General User 4.

Group — The lowest organizational element in the SAVE hierarchy. A department must have at least one group, but may create as many as needed.

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Illegal Immigration Reform and Immigrant

Responsibility Act (IIRIRA) — Required SAVE to respond to inquiries by Federal, state, and local benefit-granting agencies seeking to verify citizenship or immigration status of an individual for any lawful purpose.

Immigration Reform and Control Act — Required the creation and implementation of a system to verify the immigration status of applicants applying for certain types of federally-funded benefits.

Immigration Status — The legal status conferred upon a noncitizen by an immigration officer in accordance with immigration law.

Initial Verification — An automated query of the SAVE system used to validate the immigration status of a benefit applicant. Results of

the query will either provide the applicant's immigration status or instructions to institute an additional verification.

Institute Additional Verification — The initial verification could not conclusively determine the applicant's status. You will need to proceed to Additional Verification for further processing.

Lawful Permanent Resident — A lawful permanent resident is an immigrant who is authorized to reside and work permanently in the U.S.

Memorandum of Agreement — An agreement between the SAVE Program and an agency in regards to the responsibility and use of the system.

Non-immigrant — A non-immigrant is a noncitizen admitted temporarily to the U.S. for a specific purpose.

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Parolee — A parolee is a non-citizen temporarily allowed into the U.S. for urgent humanitarian or public interest reasons.

Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) — Restricted immigration status eligibility for certain public benefits.

Personally Identifiable Information — Any information about an individual which can be used to distinguish or trace the individual's identity, including name, date of birth, and social security number.

Privacy Impact Assessment — Describes how personally identifiable information is collected and handled with the use of information technology.

REAL ID — Established certain minimum standards for issuing driver's licenses and state identification cards, and requiring states to verify the lawful status of applicants by using the SAVE Program.

Refugee — A refugee is a noncitizen seeking entry from outside the U.S. because they are unable to return to their country of citizenship due to a well-founded fear of persecution.

Resubmit Doc — The status verifiers were unable to find a record match based on the information you provided. You will need to copy the applicant's immigration documents and mail them to your designated Status Verification Office, along with a completed Form G-845.

Glossary of Terms

A B C D E F G H I J K L M N O P Q R **S T U V W X Y Z**

SAVE Program — An inter-governmental initiative designed to aid benefit-granting agencies in determining an applicant's immigration status, thereby ensuring that only entitled applicants receive Federal, state, or local public benefits and licenses.

Status Verification Office — An office within USCIS that performs 2nd and 3rd step verification queries.

Super User — The agency's administrator overseeing all of the departments, groups, and users.

Supervisor — The administrator of a specific department who is able to manage all of the groups and users within that department.

System of Records— A group of records under the control of an agency from which information is retrieved by the name of an individual or by some identifying number, symbol, or other designation assigned to an individual.

System of Records Notice — Describes the information in each system of records and how the information is shared.

U.S. Citizen — A U.S. citizen is an individual who acquired citizenship through naturalization or derivation. SAVE does not verify natural-born citizens.

Verification Process — A three-step process by which a benefit applicant's immigration status is verified against records contained in DHS databases.