U.S. Citizenship and Immigration Services

WEB-3 User Guide
System Instructions

For Super Users, Supervisors and General Users

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1. INTRODUCTION

1.1 Background

This document is a reference guide for the Web-3 Access Method within the Verification Information System (VIS). VIS is provided by the U.S. Citizenship and Immigration Services (USCIS) to agencies registered with the Systematic Alien Verification for Entitlements (SAVE) Program. WEB-3 access allows SAVE Program participants to verify the immigration status of non-citizens and certain citizens applying for various benefits.

1.2 Purpose of the Guide

This document outlines the structure and layout of the Web-3 access method and the functions available to the various user roles within this access method. The intent of this document is to introduce the user to the Web-3 access method. It is not intended to serve as a guide for performing immigration status verifications; the decision whether to grant or deny a benefit or license remains with the user agency.

1.3 Privacy

It is essential to protect the privacy of individuals submitting information for processing through VIS. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals. In addition, if you do not comply with the Privacy Act or other applicable laws and regulations, you may be subject to criminal penalties. As a result, you should take the following steps to protect personal information and comply with the appropriate regulations:

- Allow only authorized employees to use VIS. Ensure that only the appropriate employees handle information and perform verification queries.
- Secure access to VIS. Protect the password you use to access VIS and ensure that unauthorized users do not gain access to the system.
- Protect and store individuals' information properly. Ensure that applicants' information is stored in a safe and secure location and that only authorized individuals have access to this information.

1.4 Resources

Contact Us for Help

SAVE Program Assistance:	*(888) 464-4218* *Mon – Fri 9am-7pm EST* *(except Federal holidays)*
Technical Assistance:	*(800) 741-5023*
SAVE E-Mail Address:	*SAVE.help@dhs.gov*

1.5 Hierarchy and User Roles

1.5.1 Hierarchy

The Web-3 user architecture has several levels of hierarchy, including Agency, Department, Group, and User. The application also has several user roles, including Super User, Supervisor, and four types of General User. Each role has specific privileges and responsibilities, and operates primarily at one particular level of hierarchy. Some roles have other privileges and responsibilities at other hierarchy levels. The following figure (see *Exhibit 1-1*) gives an example of an organization's hierarchy.

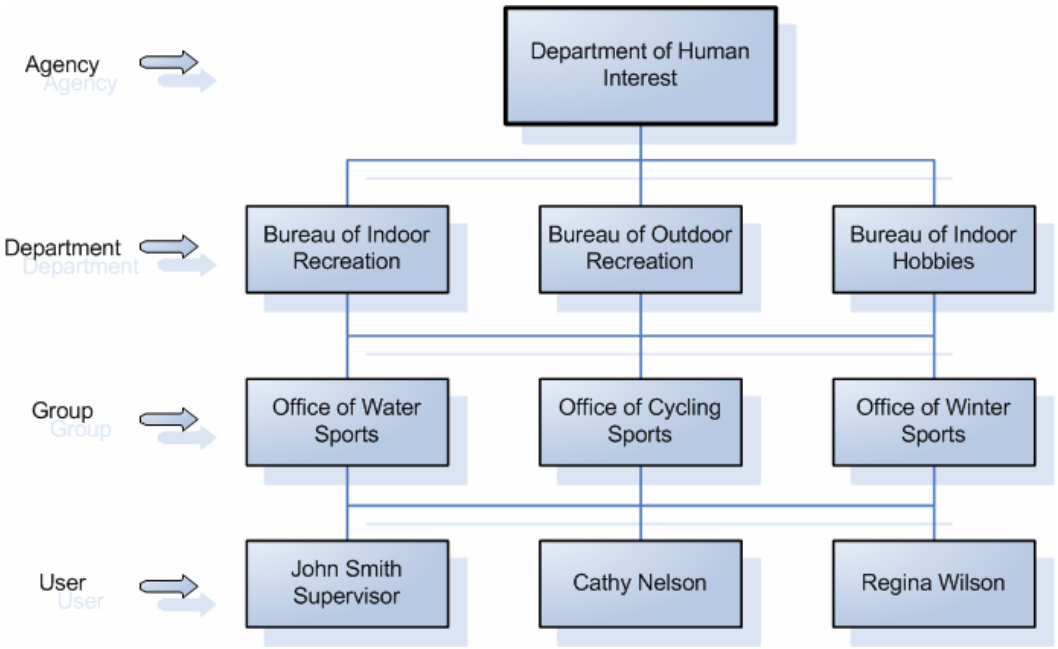


Exhibit 1-1: Organization Hierarchy Example

The Agency is at the top level of the hierarchy and is in the Super User role's domain. Super Users have the ability to manage the entire agency hierarchy structure, including all users within the agency. Super Users have the ability to view all verification queries performed within their agency, but do not have the privilege to initiate verification queries of their own.

The next level in the hierarchy is the Department, followed by a Group, and then a User. The Super User for the agency is responsible for setting up the Agency's Departments and Groups. Non-Super User roles must be assigned to a Group within a Department, and therefore a Super User must create at least one Department within the Agency, and at least one Group within the Department before user IDs can be created for Supervisors and General Users.

1.5.2 User Privileges

Super User - Has the ability to manage the entire Agency hierarchy structure, including all users within the Agency. Can view all verification queries performed within the Agency. This role cannot initiate verification queries.

Supervisor - Has the ability to manage a Department, and everything under the Department. Can perform and view initial and additional verifications queries. This role can view and continue to work cases assigned to general users within the Department.

General User 1 - Can perform and view initial and additional verification queries. This role can view initial and additional verification responses for all general users in the Department. This role can view and continue to work cases assigned to all general users within the Department.

General User 2 - Can perform and view initial and additional verification queries. This role can view additional verification responses for all general users within the Group. This role can view and continue to work cases assigned to other general users within the Group.

General User 3 - Can perform and view initial and additional verification queries. This role does not have the privilege to view or continue to work cases assigned to other users in its Department or Group.

General User 4 - Can perform and view initial verification queries, and initiate additional verification queries but cannot view additional verification responses. This role does not have the privilege to view or continue to work cases assigned to other users in its Department or Group.

User privileges are divided into two distinct categories: verification privileges and administration privileges. The following two tables (see *Exhibits 1-2* and *1-3*) list the privileges within each category and show which of those privileges are granted to each user role.

	User Role					
Verification Privileges	**Super User**	**Supervisor**	**General User 1**	**General User 2**	**General User 3**	**General User 4**
Request initial verifications		✔	✔	✔	✔	✔
View initial verifications initiated by self		✔	✔	✔	✔	✔
View initial verifications initiated by users within their group	✔	✔	✔	✔		
View initial verifications initiated by users within their department	✔	✔	✔			
View initial verifications initiated by all users within their agency	✔					
Request additional verifications		✔	✔	✔	✔	✔
View additional verifications initiated by self		✔	✔	✔	✔	
View additional verifications initiated by users within their group	✔	✔	✔	✔		
View additional verifications initiated by users within their department	✔	✔	✔			
View additional verifications initiated by all users within their agency	✔		✔			

Exhibit 1-2: Breakdown of Verification Privileges for Each User Role

	User Role					
Administration Privileges	**Super User**	**Supervisor**	**General User 1**	**General User 2**	**General User 3**	**General User 4**
Modify their own user data	✔	✔	✔	✔	✔	✔
Change their own password	✔	✔	✔	✔	✔	✔
Assign user roles	✔	✔				
Create users	✔	✔				
Modify users	✔	✔				
Delete users	✔	✔				
Reset passwords	✔	✔				
Create groups	✔	✔				
Modify groups	✔	✔				
Delete groups	✔	✔				
Create departments	✔					
Modify departments	✔					
Delete departments						

Exhibit 1-3: Breakdown of Administration Privileges for Each User Role

2. GETTING STARTED

2.1 User IDs and Passwords

Following the steps outlined in *Section 2.3, Logging In*, the Agency's Point of Contact (POC) can use the assigned ID and password provided by USCIS to start creating user accounts. Instructions for adding users are outlined in *Section 5, Site Administration*. Only Super Users or Supervisors can create users.

2.2 Password Requirements

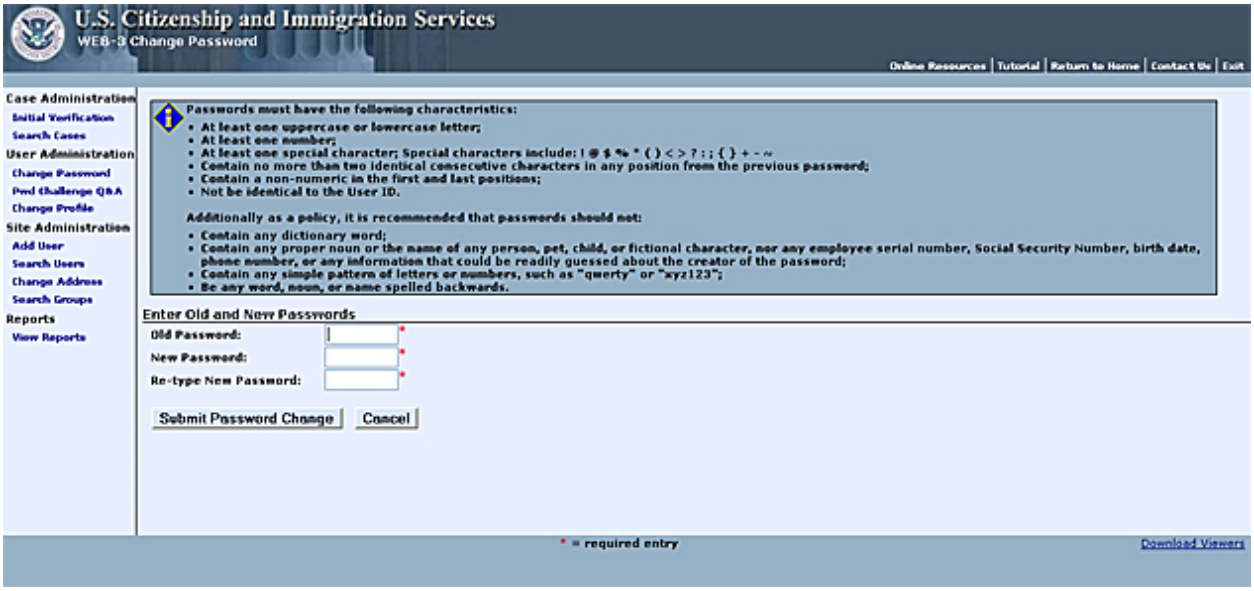


Exhibit 2-1: Password Change Page

The password must contain between eight (8) and fourteen (14) characters in length and include the following characteristics:

- At least one uppercase or lowercase letter
- At least one number
- At least one special character: ! @ $ % * ( ) < > ? : ; { } + - ~
- Contain no more than two identical consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions
- Not be appended with a single digit or with a two digit "year" string, such as "98xyz123"
- Not be identical to the user ID.

2.2.1 Protecting Passwords

Every 90 days you will be prompted to change your password for security purposes. The system prevents the re-use of your previous six passwords. Passwords shall not:

- Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, as "qwerty" or "xyz123."
- Be any word, noun, or name spelled backwards
- Be written down or shared with anyone
- Contain any dictionary word
- Password should be longer rather than shorter.

2.2.2 How to Retrieve a Forgotten Password or Locked Password

The password challenge option enables you to reset your password if you forget your password, or if your account is locked after three consecutive, unsuccessful login attempts.

You must select the “Forgot Your Password” link on the login page and correctly answer three questions that you have chosen beforehand. Once you have selected “Password Challenge Q&A”, select the question you want to use for each of the three challenge questions and enter the answer in the **Answer** field, and select “Submit.”

All new users are required to set up their password challenge questions and answers when they first log in to VIS. However, if you have not set up your questions and answers or if you feel your answers have been compromised, select “Change Password” from the *User Administration* menu. The *Change Password* page will appear. If the system processed the password change, then use the new password for the next VIS session.

2.3 Logging In

2.3.1 Logging in for the First Time

a) Enter the web address for the Web-3 access method in the address line of your web browser. The web address is https://www.vis-dhs.com/WebThree.

b) You will see a warning message. Click "I agree" and "Continue" to use the system.

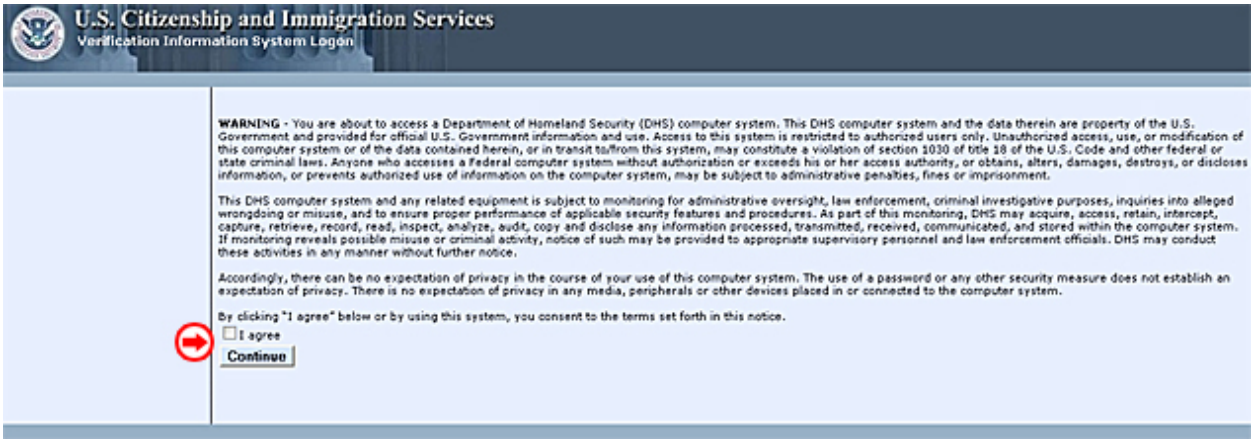


Exhibit 2-2: System Warning Page

c) Enter your Web-3 log-in information.

1. Enter your user ID. (See #1 in *Exhibit 2-3.*)
2. Enter your password. The password is case-sensitive, so enter it exactly as it is provided to you. (See #2 in *Exhibit 2-3.*)

Exhibit 2-3: Login Page

d) Click “Login” to continue. (See #3 in *Exhibit 2-3.*)

e) Change your password. You are required to do this when you log onto the system for the first time so that only you will know your current password.

1. Enter the password you just used to log-on in the **Old Password** field. (See #1 in *Exhibit 2-4.*)
2. Enter a new password in the **New Password** field. (See #2 in *Exhibit 2-4.*)
3. To ensure that you have entered the correct password, re-enter the password in the **Re-type New Password** field. (See #3 in *Exhibit 2-4.*)

f) Set your password challenge questions and answers. These will be used to verify your user information in case you forget your password.

1. Select your challenge questions and answers. (See #4 in *Exhibit 2-4.*) You must select a different question in each question box.
2. Click the “Submit” button. (See #5 in *Exhibit 2-4.*)

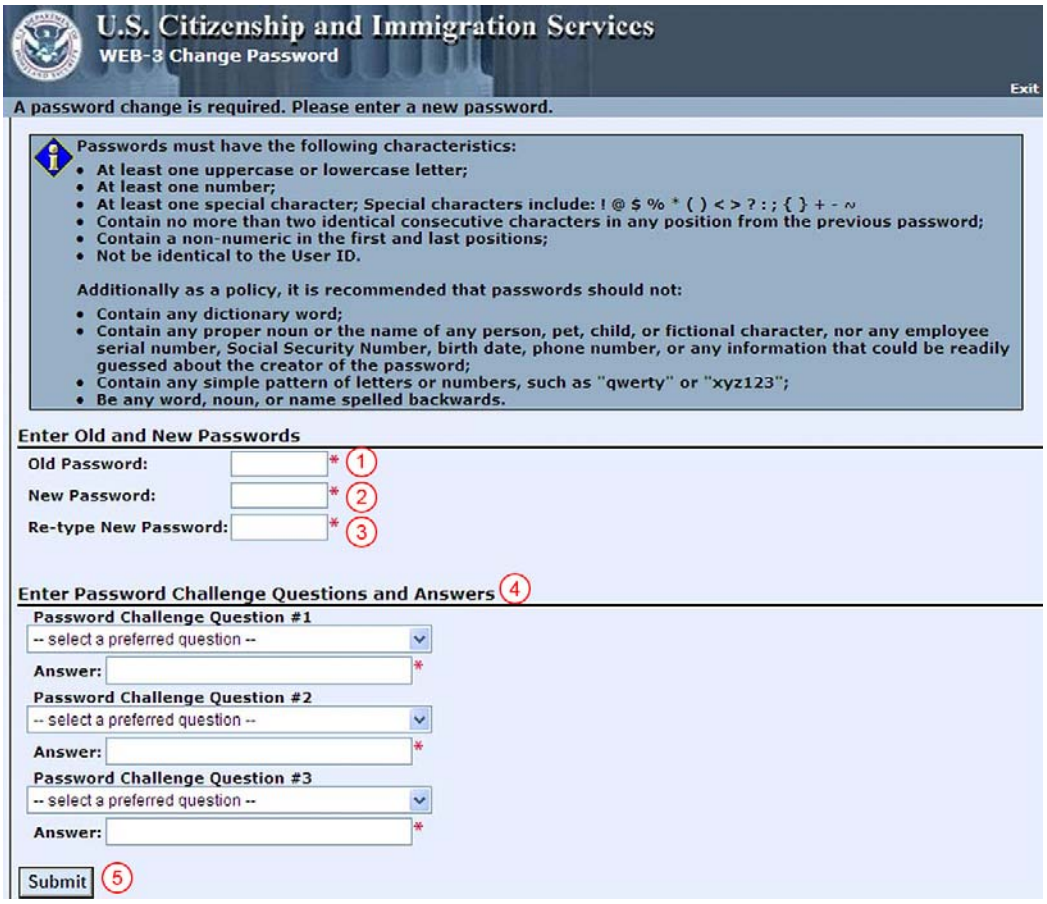


Exhibit 2-4: Password Change Page

g) Once you have completed the password change and set up your *Password Challenge Question and Answer,* you will be allowed into the system.

2.3.2 Logging into the System After the First Time

a) Enter the Web-3 URL in the browser's address line.

b) Click "I Agree" and click "Continue" on the warning banner page.

c) Enter your Web-3 log-in information.

   1. Enter your user ID.
   2. Enter your password. The password is case-sensitive, so enter it exactly as you have set it.

d) Click "Login" to continue.

3. WEB-3 NAVIGATION BASICS

The screens within WEB-3 are called pages. The pages are divided into four major sections, the Title Frame, Content Area, Application Notes Area and Navigation Menu.

Exhibit 3-1: Home Page

3.1 Title Frame

The title frame has two components: the title bar and the options area.

a) Title Bar

The title bar displays (see #1a in *Exhibit 3-1*) the application name and page name. In this example, the page name field for the Web-3 application says *Web-3 Home*.

b) Options Area

The options area (see #1b in *Exhibit 3-1*) provides links to useful resources.

- "Online Resources": Helpful documents for the SAVE Program, and non-citizen documentation.
- "Tutorial": A web-based, self-paced, role-sensitive tutorial. It is divided into lessons focused on each major section of the navigation menu. Each lesson is composed of topics that focus on each of the functions that can be performed in Web-3.
- "Return to Home": Return to the Home Page.

- "Contact Us": Contains contact information.
- "Exit": Log-out of Web-3.

3.2 Content Area

The content area (see #2 in *Exhibit 3-1*) is the primary display area for data forms, search screens, summary lists, and information details. On the home page, this area displays the welcome screen with the name of the agency assigned to the user, the news ticker, and it may include the announcement banner (which contains important information for VIS users.) Supervisors and General Users will also have their department name displayed.

3.3 Application Notes Area

The application notes area (see #3 in *Exhibit 3-1*) displays system-wide standards and messages. It currently says: "* = required entry."

3.4 Navigation Menu

The navigation menu (see #4 in *Exhibit 3-1*) shows all of the functions available to the user. The menu is role-sensitive so no options will be displayed that the user does not have privilege to use.

a) Super User Navigation Menu

Exhibit 3-2: Super User Navigation Menu

The Super User has four major categories available: *Case Administration, User Administration, Site Administration,* and *Reports*.

Case Administration is shorter than the one displayed to other users. The Super User only has the "Search Cases" privilege.

User Administration contains those functions that allow users to maintain their own account information. This includes: "Change Password," "Password Challenge Q&A," and "Change Profile."

The *Site Administration* menu for a Super User displays the functions for managing an agency: "Add User," "Search Users," "Search Departments", and "Search Groups." The "Search Users" function can also be used to modify a user's profile, such as resetting the user's password.

The *Reports* category contains the link to the report launcher. The link is labeled "View Reports."

b) Supervisor Navigation Menu

Exhibit 3-3: Supervisor Navigation Menu

The Supervisor has four major categories available: *Case Administration, User Administration, Site Administration*, and *Reports*.

Case Administration has two selections available for querying and viewing the results of those queries: "Initial Verification" and "Search Cases." Supervisors have the ability to view and continue to work cases assigned to other users in their department, as well as perform their own verifications.

User Administration contains those functions that allow users to maintain their own account information. This includes: "Change Password", "Password Challenge Q&A" and "Change Profile."

Site Administration for a Supervisor displays the functions for managing a department: "Add User," "Search Users," "Change Address," and "Search Groups." The Search Users function can also be used to modify a user's profile, such as resetting the user's password.

Reports contains the link to the report launcher. The link is labeled "View Reports."

c) General User Navigation Menu

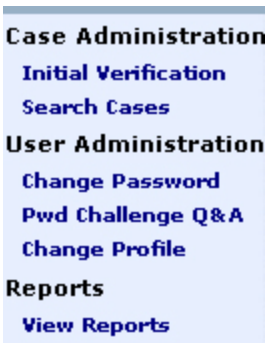


Exhibit 3-4: General User Navigation Menu

The General User has three major categories available: *Case Administration, User Administration,* and *Reports*.

Case Administration has two selections available for querying and viewing the results of those queries: "Initial Verification" and "Search Cases."

User Administration contains those functions that allow users to maintain their own account information. This includes "Change Password," "Password Challenge Q&A," and "Change Profile."

Reports contains the link to the report launcher. The link is labeled "View Reports."

4. USER ADMINISTRATION

The *User Administration* section of the navigation menu contains tools available to all users to help them maintain their account information. This includes changing their password, contact information and the password challenge questions and answers.

Exhibit 4-1: User Administration Section

4.1 Change Password

a) Click the "Change Password" link in the *User Administration* section of the navigation menu.

b) Enter the password you just used to log on in the **Old Password** field. (See #1 in *Exhibit 4-2.*)

   1. Enter a new password in the **New Password** field. (See #2 in *Exhibit 4-2.*) See *Section 2.2* for *Password Requirements*.

c) To ensure that you have entered the correct password, re-enter the password in the **Re-type New Password** field. (See #3 in *Exhibit 4-2.*)

d) Click the "Submit" button. (See #4 in *Exhibit 4-2.*)

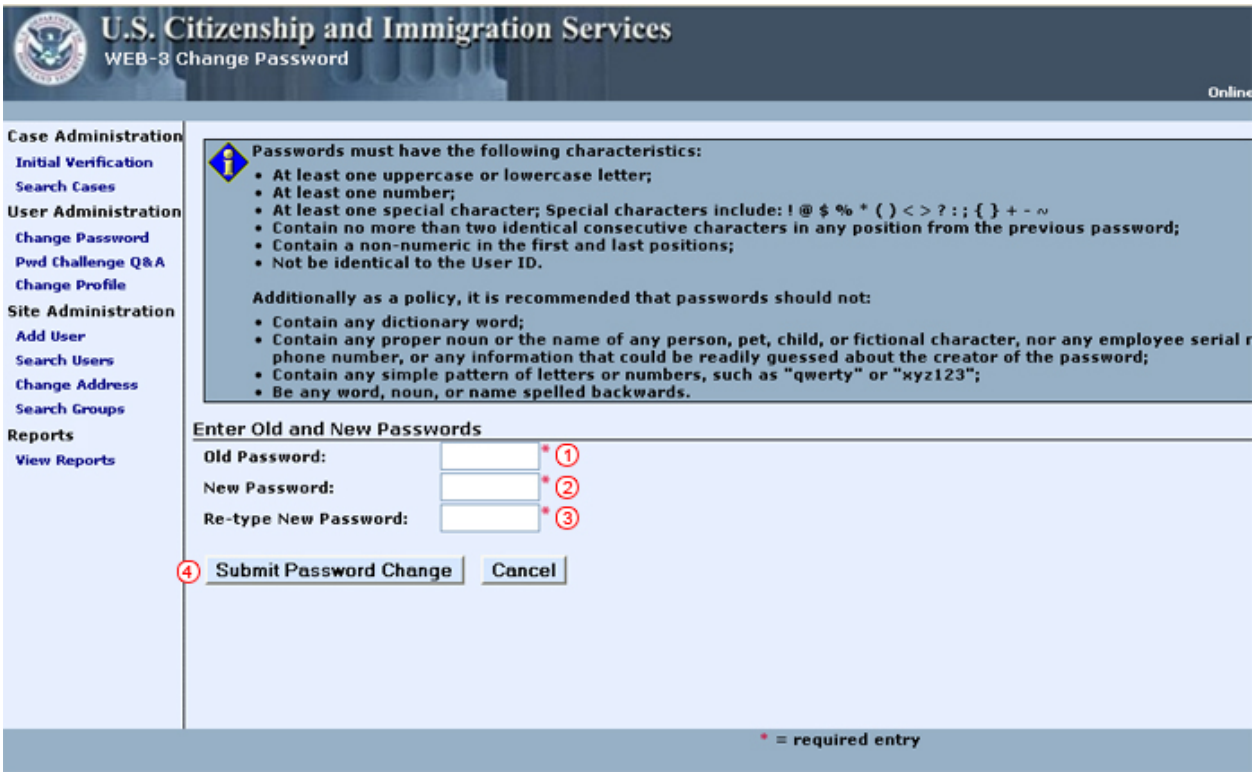


Exhibit 4-2: Change Password Page

4.2 Password Challenge Q&A

a) Click the "Pwd Challenge Q&A" link in the *User Administration* section of the navigation menu.

b) Select three different questions and provide answers. The answers cannot be identical.

c) Click the "Submit" button to save the changes.

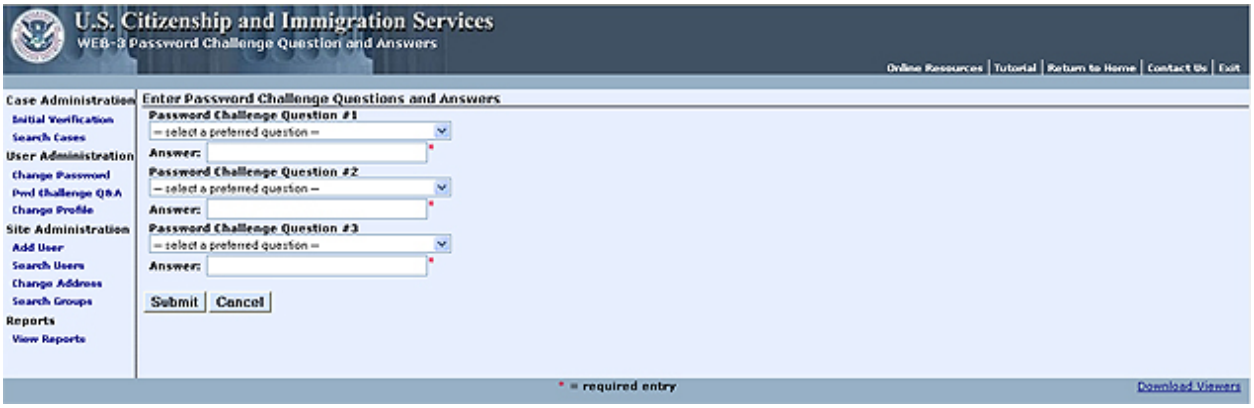


Exhibit 4-3: Password Challenge Q&A Page

4.3 Change Profile

a) Click the "Change Profile" link in the *User Administration* section of the navigation menu.

b) Make any changes to the data in the fields in the User Profile. (See #1 in *Exhibit 4-4.*)

c) Click the "Submit User Profile Changes" button to save the changes. (See #2 in *Exhibit 4-4.*)

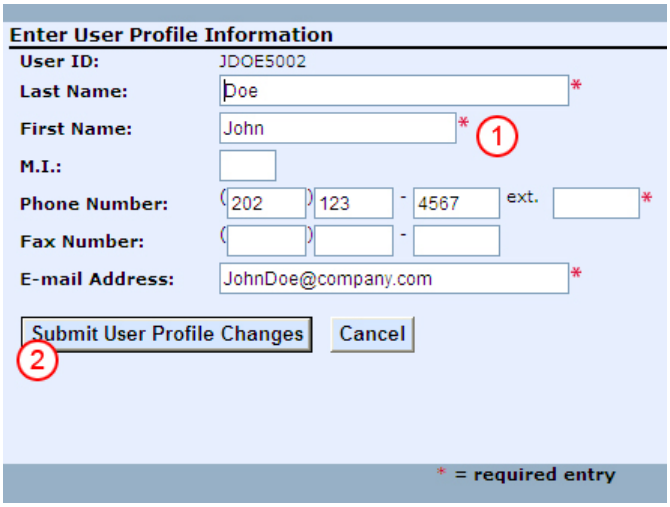


Exhibit 4-4: User Profile Page

Once you have saved the changes, the screen will refresh and display a message that indicates that the profile has been successfully updated. (See *Exhibit 4-5.*)

Exhibit 4-5: Successfully Updated Profile Page

5. SITE ADMINISTRATION

The *Site Administration* section of the navigation menu contains tools available to Super Users and Supervisors to help manage their users and site information. This includes adding users, other user management tools, and department and/or group management tools.

Exhibit 5-1: Site Administration Section / Navigation Menu

5.1 Add User

The *Add User* link walks the user through a series of simple screens to create a new user.

a) Click the "Add User" link in the *Site Administration* section of the navigation menu.

b) Select the **User Role** for the user to be created from the drop-down menu and click the "Next" button.

Exhibit 5-2: Add User – User Role Page

c) **Super User**: Select the **Department** from the drop-down menu and click the "Next" button.

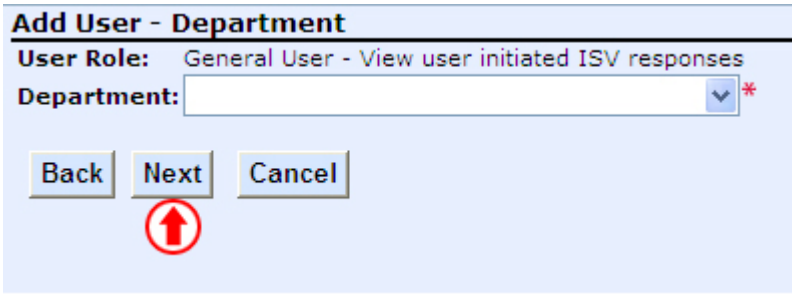


Exhibit 5-3: Add User – Department Page (Super User Role only)

Supervisor: The user is automatically created in the Supervisor's department. Remember, fields marked with an asterisk (*) are required.

d) Select the **Group** from the drop-down menu for the user and click the "Next" button.

Exhibit 5-4: Select Group - Department Page

e) Enter the information about the user and click the "Next" button. Remember, fields marked with an asterisk (*) are required. (See *Exhibit 5-5*.)

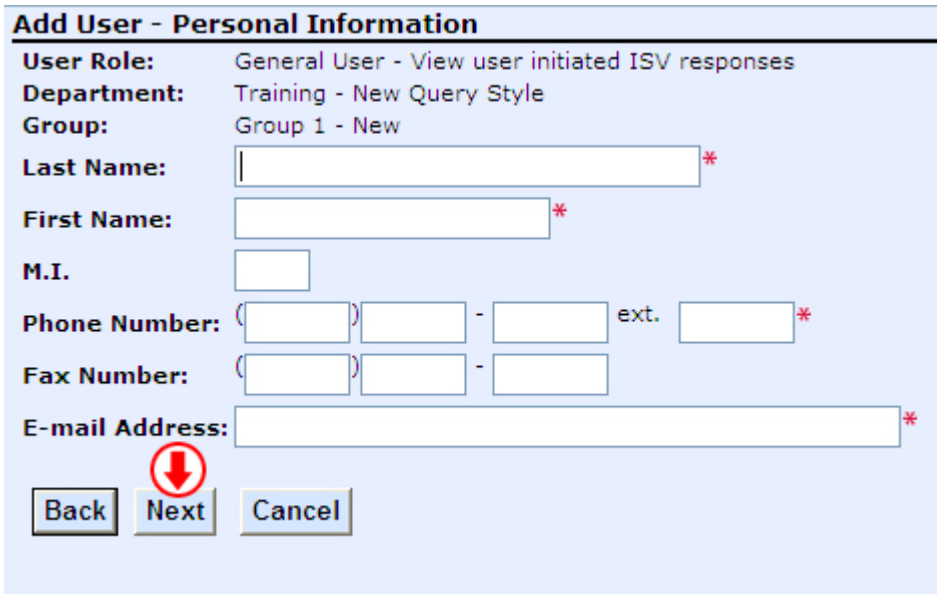


Exhibit 5-5: Add User – Personal Information Page

f) The system will generate a default user ID. Although the user ID may be altered at this time, the user ID cannot be altered after the account has been successfully created. (See *Exhibit 5-6*.)

g) Enter a password in the **Password** field. See *Section 2.2* for *Password Requirements*.

h) To ensure that you have entered the correct password, re-enter it in the **Re-type Password** field.

i) Click the "Submit New User" button to save the user ID and associated information.

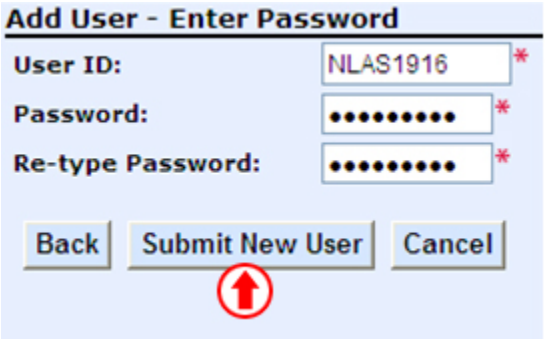


Exhibit 5-6: Add User - Enter Password Page

Once the user ID is submitted, the system will return a *"Success adding user…"* message under the title bar. A confirmation page with the user's information is also displayed.

Exhibit 5-7: Success Adding User

5.2 Search Users

a) Click the “Search Users” link in the *Site Administration* section of the navigation menu.

b) Enter the parameters in the *Search Criteria* page to produce the results you want to be returned.

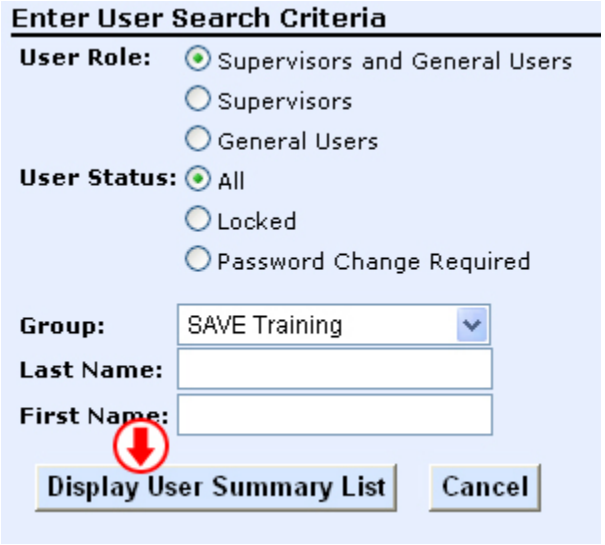
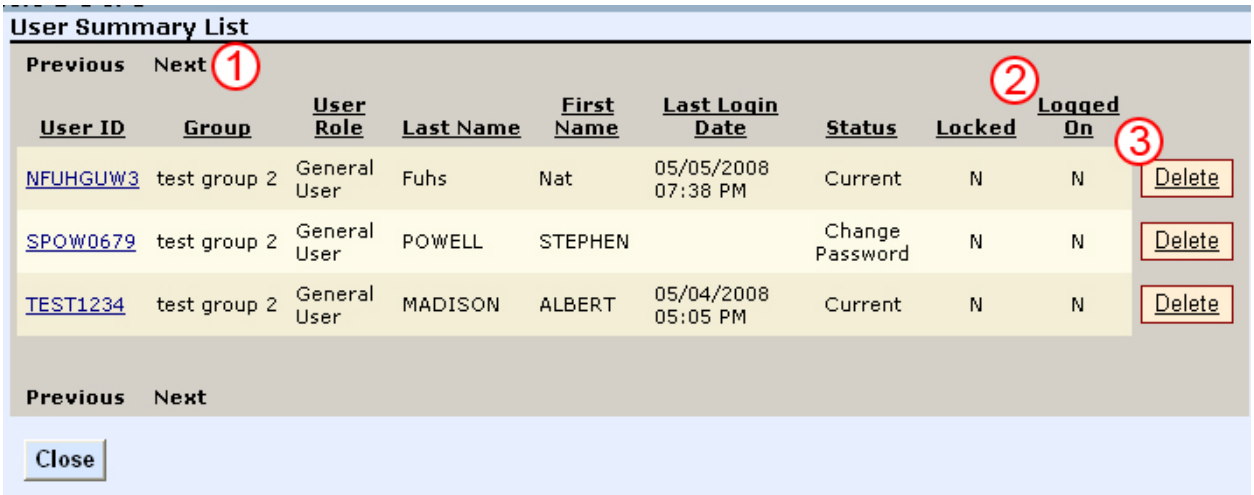


Exhibit 5-8: Search Criteria Page

c) Click the “Display User Summary List” button.

d) Locate the desired user in the *User Summary List*. (See *Exhibit 5-9*.) Use the “Next” and “Previous” buttons (see #1 in *Exhibit 5-9*) to page through the list, if necessary.

e) Once the user ID has been located, click on it in the user ID column to display the *User View/Modify Information* page.



User Summary List

Previous Next (1)

User ID	Group	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	
NFUHGUW3	test group 2	General User	Fuhs	Nat	05/05/2008 07:38 PM	Current	N	N	Delete
SPOW0679	test group 2	General User	POWELL	STEPHEN		Change Password	N	N	Delete
TEST1234	test group 2	General User	MADISON	ALBERT	05/04/2008 05:05 PM	Current	N	N	Delete

(2) (3)

Previous Next

Close

Exhibit 5-9: User Summary List

Some things to note on the User Summary List page:

1. ***Next*** **and** ***Previous*** *(*See #1 in *Exhibit 5-9.)* - Navigate from one screen to the next when more than ten records are present.
2. ***Column Header*** *(*See #2 in *Exhibit 5-9.)* - Click on the title to sort by that column.
3. ***Delete*** *(*See #3 in *Exhibit 5-9.)* - Terminates the user's access but does not delete the user from the system; however, a new user ID must be created for the person before access can be regained.

NOTE: *Users who no longer need to perform verification procedures must be deleted. If a Super User or Supervisor wants to reactivate a deleted user's account, the Super User or Supervisor should contact the CSC Help Desk.*

5.2.1 Modifying User Information

Before you can modify a user's information, you must locate the user ID in the "Search Users" link in the Site Administration section of the navigation menu. Super Users and Supervisors can modify any information about a user except the user ID.

a) Follow steps a through e in the *Search Users* section (see *Section 5.2*) to display the *Modify/Search User Information* page.

b) Change the data in the fields available.
Remember, fields marked with * must be filled.

c) Click the "Submit User Modifications" button.

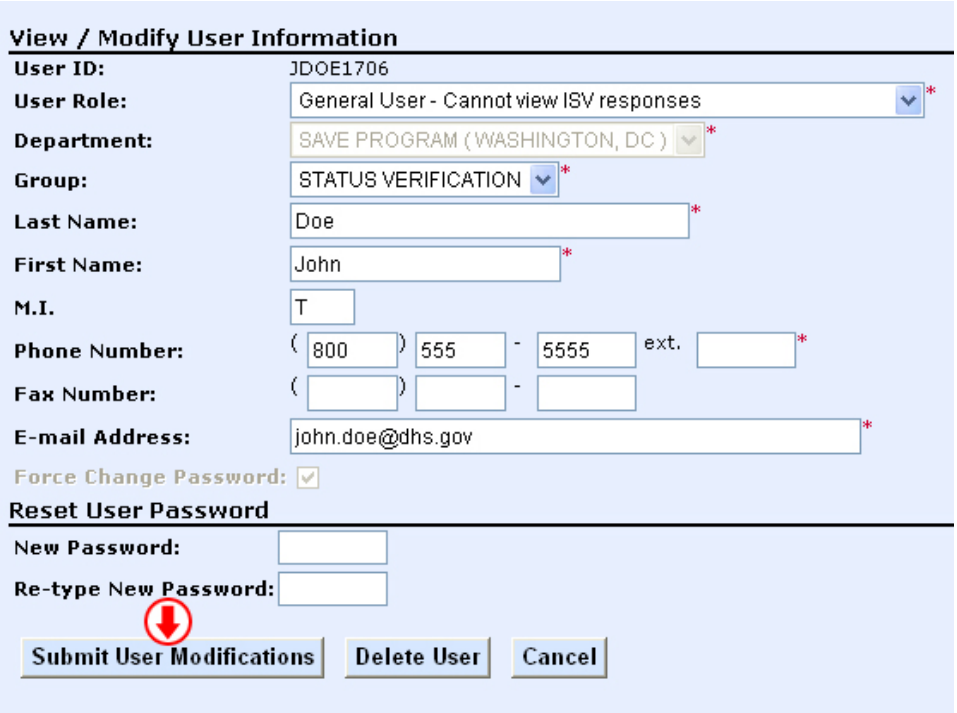


Exhibit 5-10: View/Modify User Information Page

5.2.2 Re-Setting Another User's Password

Before you can modify a user, you must locate the user ID by clicking the "Search Users" link of the navigation menu. (See *Section 5.2 - Search Users*.) Super Users and Supervisors can modify any information about a user except the user ID.

a) Follow steps a through e in the *Search Users* section (see *Section 5.2*) to display the *Modify/Search User Information* page.

b) Enter a new password in the **New Password** field. This is a temporary password because the user will be required to change it

upon logging on. Follow the password requirement criteria covered in *Password Requirements* (see *Section 2.2*.)

c) To ensure that you have entered the correct password, re-enter the password in the **Re-type New Password** field.

d) Click the "Submit User Modifications" button to save the new password. The screen will refresh and a message will appear notifying you that the user has been successfully updated.

e) Provide the temporary password to the user. The user will be prompted to change the password after logging on.

5.2.3 Unlocking Another User's Account

A locked user account is unlocked by changing the user's password. Before you can unlock a user's account, you must locate the user ID in the "Search Users" link. (See *Section 5.2 - Search Users*.) You can confirm the user's lockout by noting a 'Y' in the Locked column.

a) Follow steps a through e in the *Search Users* section (see *Section 5.2*) to display the *Modify/Search User Information* page.

b) Click the "Force Change Password" checkbox.

c) Enter a new password in the **New Password** field. This is a temporary password that the user will be required to change upon logging on. Follow the password requirement criteria covered in *Password Requirements.* (See *Section 2.2.*)

d) To ensure that you have entered the correct password, re-enter the password in the **Re-type Password** field.

e) Click the "Submit User Modifications" button to save the user information. The screen will refresh and a message will appear notifying you that the user has been successfully updated.

f) Provide the temporary password to the user. The user will be prompted to change the password after logging on.

5.3 Search Departments

The *Search Departments* function is only available to Super Users and will not appear for Supervisors. Click the "Search Departments" link in the *Site Administration* section of the navigation menu. This will open the *Department Summary List*.

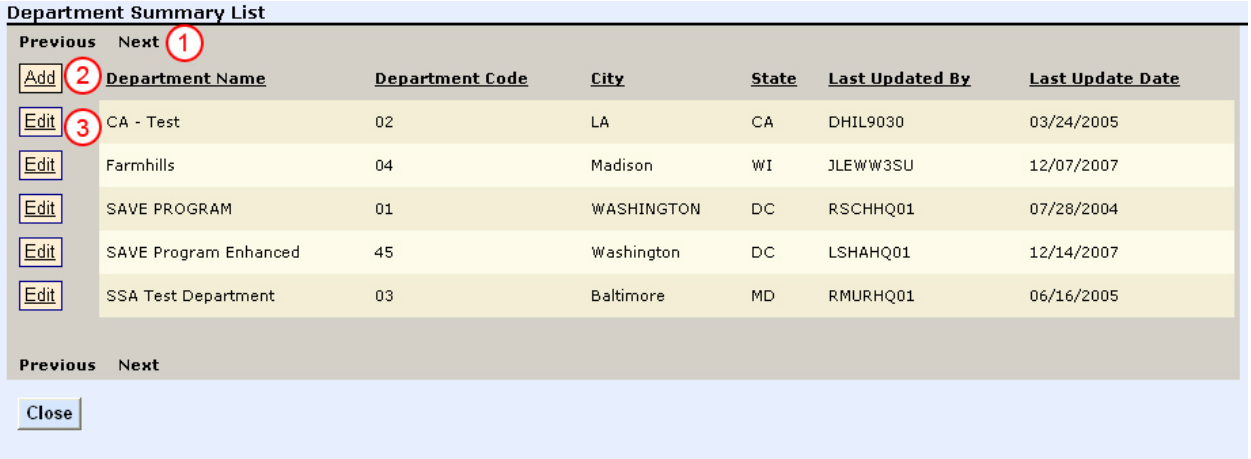


Exhibit 5-11: Department Summary List Page

Some things to note on the Department Summary List:

(Each enumerated element listed below refers to the numbered parts of the screen shot above.)

1. ***Next and Previous*** (See #1 in *Exhibit 5-11.*) - Allow navigation between case pages. Only ten records are displayed at once.
2. ***Add*** (See #2 in *Exhibit 5-11.*) - Used to add a new department. See *Add Department. (Section 5.3.1)*
3. ***Edit*** (See #3 in *Exhibit 5-11.*) - Used to alter an existing department. See *Edit Department. (Section 5.3.2)*

5.3.1 Add Department

a) Click the "Search Departments" link in the *Site Administration* section of the navigation menu. This will open the *Department Summary List*.

b) Click the "Add" button on the upper left of the *Department Summary List*.

c) Enter the new **Department Name**. (See *Exhibit 5-12*.)

d) Enter the **Postal Address** of the department.

e) Enter an **Alternate Address** for the department. This is mandatory if the postal address is a P.O. Box or some other post office delivery.

If you complete the **Alternate Address** field, then it must be the physical address (street or shipping address) of the department. This is because most major shipping companies do not deliver to P.O. boxes.

f) Click the "Next" button.

Remember: an asterisk (*) equals required data.

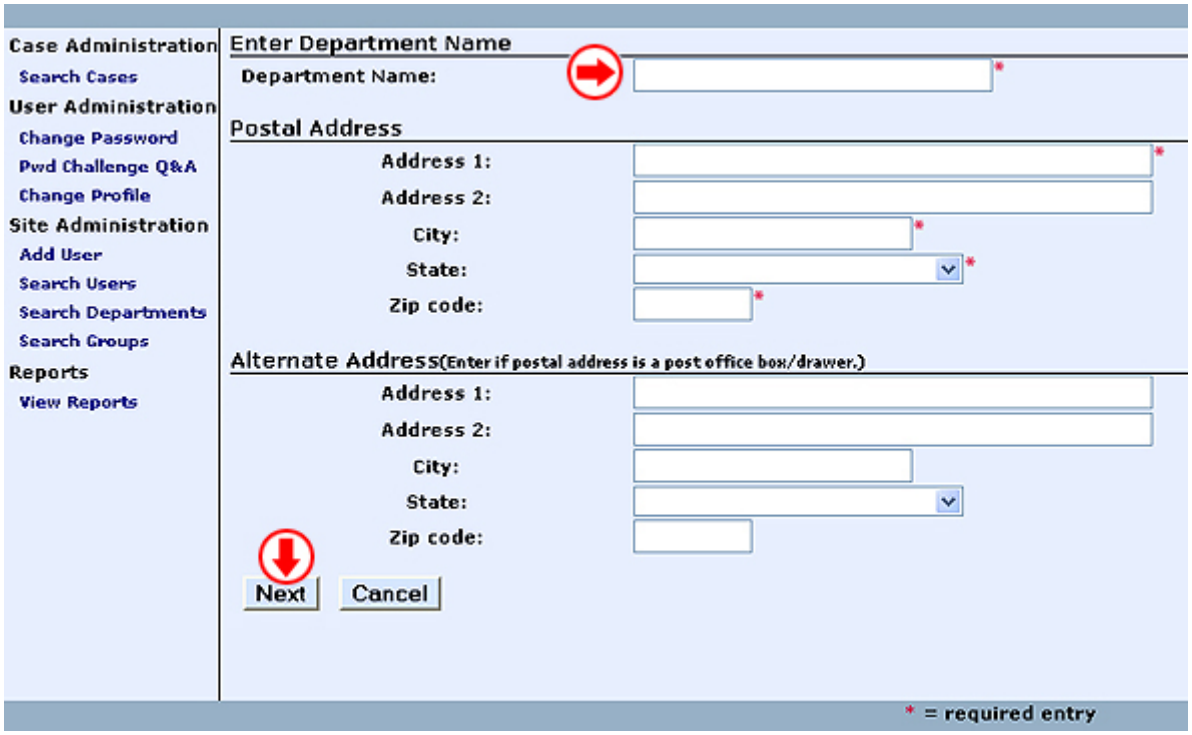


Exhibit 5-12: Add Department Page

5.3.2 Edit Department

a) Click the "Search Departments" link in the *Site Administration* section of the navigation menu. This will open the *Department Summary List*. (You will see *Department Summary List* in the title bar.)

b) Click the "Edit" button next to the desired department in the *Department Summary List*. This will display the *Department Summary* page.

c) Click the "View/Edit" button in the upper right of the main display area. This will display the *Department Address* page.

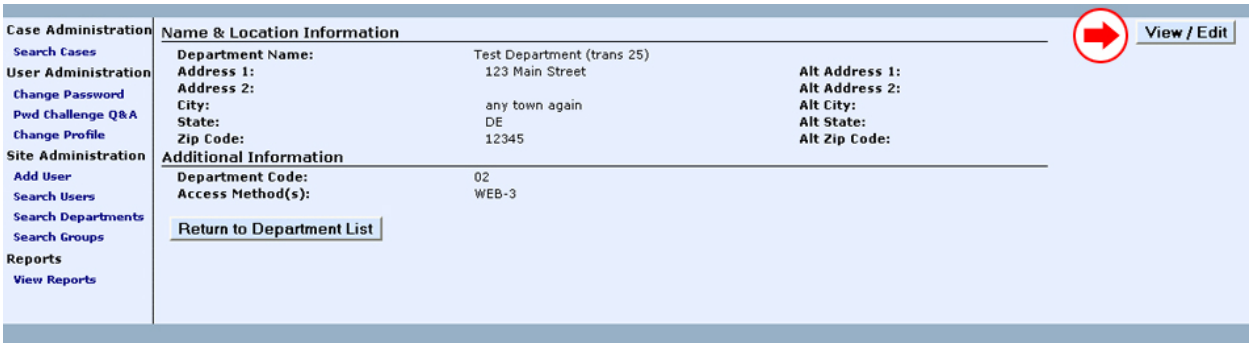


Exhibit 5-13: Department Address Page

d) Alter the information as desired. Remember: an asterisk (*) equals a required field.

e) Click the "Submit Department Information" button when done.

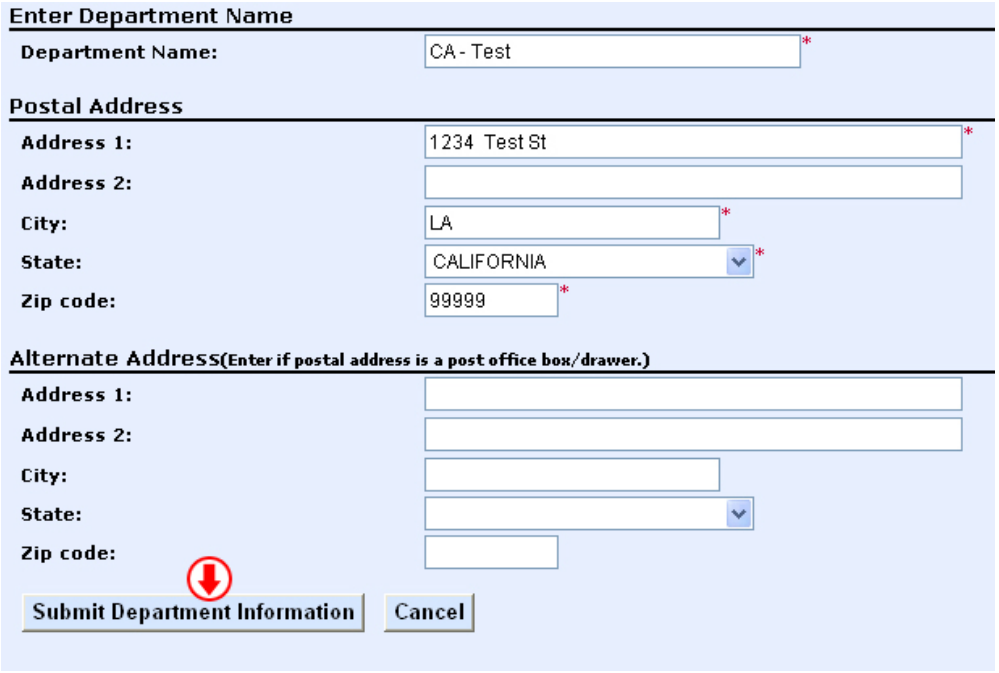


Exhibit 5-14: Enter Department Information Page

5.4 Search Groups

a) Supervisor: Click the "Search Groups" link in the *Site Administration* section of the navigation menu. This will open the *Group Search Criteria* page.

b) Select the search parameters.

c) Super Users: Select a department and, optionally, a group from the drop-down menu. Leave the **Group** field blank to retrieve all groups for the selected department.

Exhibit 5-15: Enter Group Search Criteria

d) Supervisors: Select a group from the drop-down menu. Leave the **Group** field blank to retrieve all groups.

Exhibit 5-16: Retrieve All Groups

e) Click the "Display Group Summary List" button. This will open the *Group Summary List*. (See *Exhibit 5-17*.)

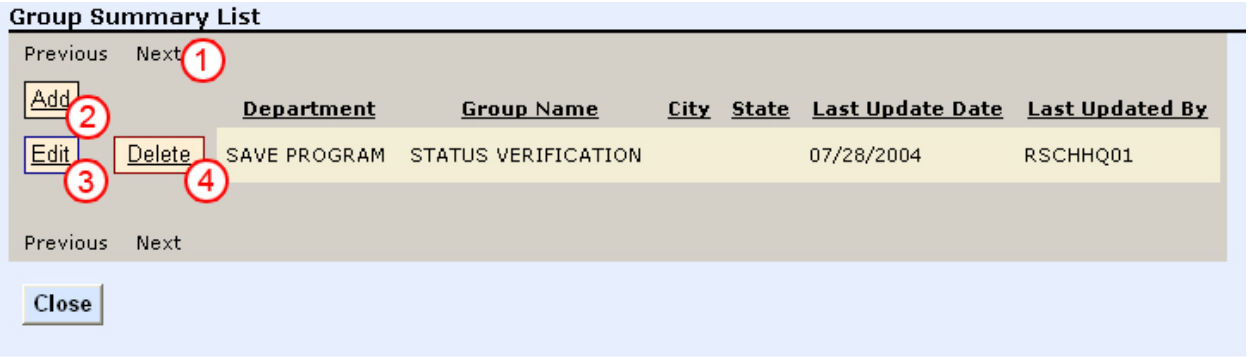


Exhibit 5-17: Group Summary List Page

Some things to note in the Case Summary List:

(Each enumerated element listed below refers to the numbered parts of the screen shot.)

1. ***Next and Previous*** (See #1 in *Exhibit 5-17.*) - Allow navigation between case pages. Only ten records are displayed at once.
2. ***Add*** (See #2 in *Exhibit 5-17.*) - Adds a new group.
3. ***Edit*** (See #3 in *Exhibit 5-17.*) - Allows modifying an existing group.
4. ***Delete*** (See #4 in *Exhibit 5-17.*) - Allows deleting an existing group.

5.4.1 Add Group

a) Follow the steps for displaying the list of groups. (See *Section 5.9 - Search Groups.*)

b) Click the "Add" button on the upper left of the *Group Summary List*. The *Group Information* page will appear showing blank fields for the group being added.

c) Enter the name of the group in the **Group Name** field. You can also enter an address for the new group.

d) Click the "Submit" button.

5.4.2 Edit Group

a) Follow the steps for displaying the list of groups. (See *Section 5.9 - Search Groups.*)

b) Click the "Edit" button next to the group in the *Group Summary List*.

c) Alter the group name as desired.

d) Click the "Submit" button when done.

5.4.3 Delete Group

a) Follow the steps for displaying the list of groups. (See *Section 5.9 - Search Groups.*)

b) Click the “Delete” button next to the group in the *Group Summary List*.

c) Review the information about the group to ensure that you definitely want to delete it. Click the “Delete Group” button.

d) Click the “Close” button.

6. CASE ADMINISTRATION

The *Case Administration* section on the navigation menu contains tools available to initiate and review verifications. The functions that are displayed are dependent on the user's verification privileges. **Super Users will not be able to perform Initial Verifications**.

6.1 Initial Verification

a) Select the "Initial Verification" link in the *Case Administration* section of the navigation menu.

b) A screen will appear requesting the type of document(s) the applicant presented. Select only one button and then click "Next."

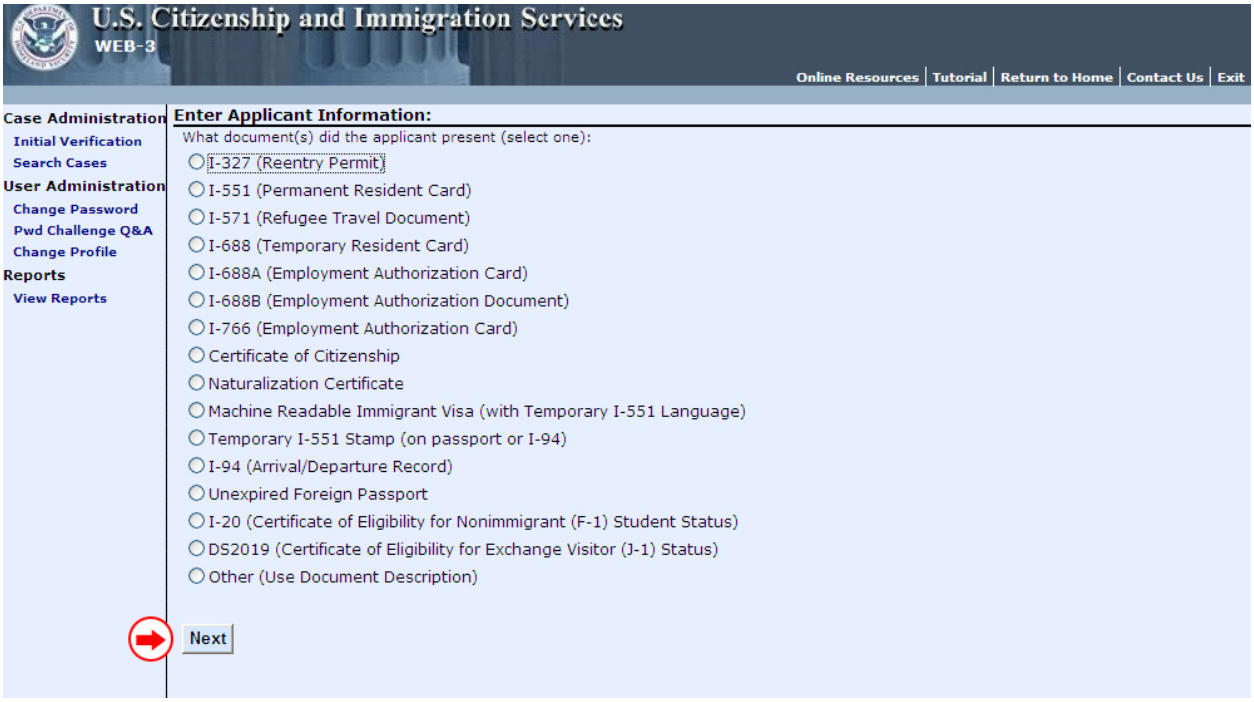


Exhibit 6-1: Case Administration Section on Navigation Menu (General User View)

NOTE: *This document list is tailored to each agency; thus, the screen in Exhibit 6-1 may look different.*

c) Depending on the document selected, a screen will appear requesting certain additional information. For example, if "I-551" is selected, the applicant's alien number, card number, last name, first name, date of birth and benefit will be requested.

The fields marked with an asterisk (*) are required. Note also that by clicking on the question marks, a screen showing helpful hints will appear.

d) Select the benefit, and then click "Next." Or, if you need to go back to the previous screen, click the "Back" button. If you need to select multiple benefits, hold down the CTRL key on your keyboard and select the appropriate benefits.

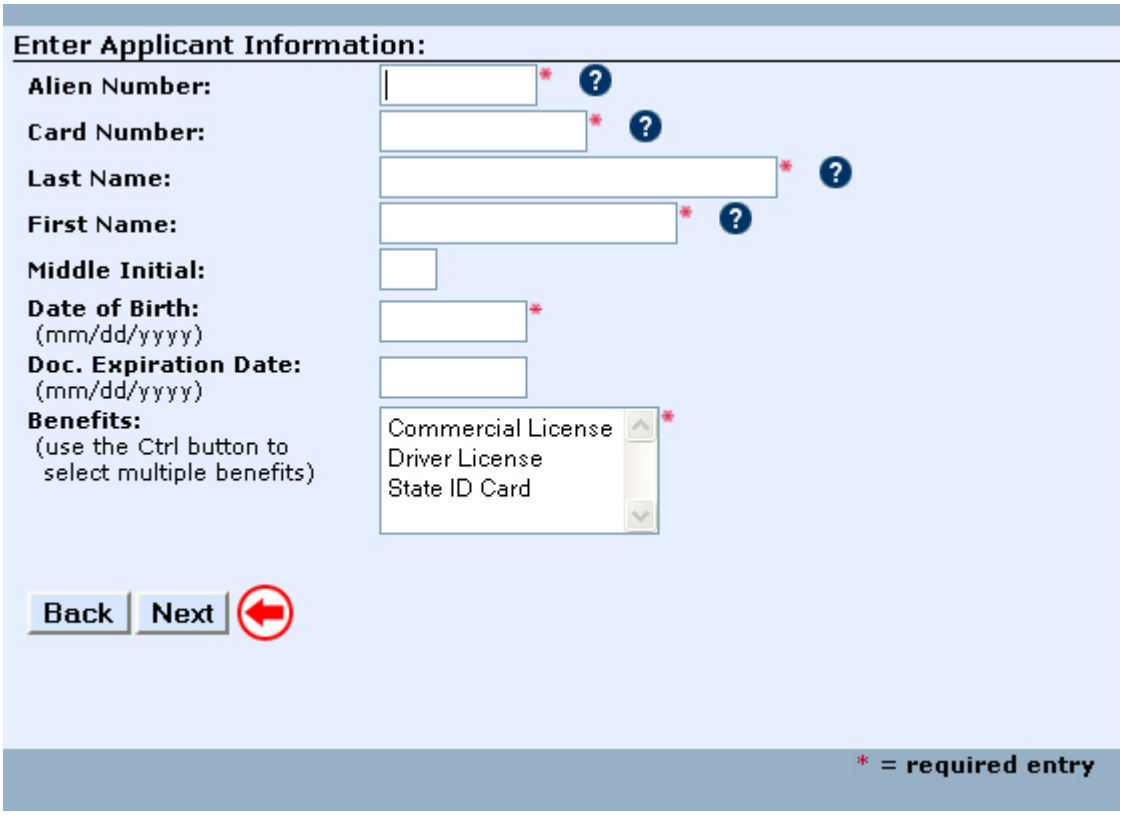


Exhibit 6-2: Enter Applicant Information Page

e) After entering all required information, the following screen will appear, prompting a review and confirmation of the information entered. (See *Exhibit 6-3.*)

IMPORTANT: *By clicking "Next", the user will be initiating a query for which the agency will be billed.*

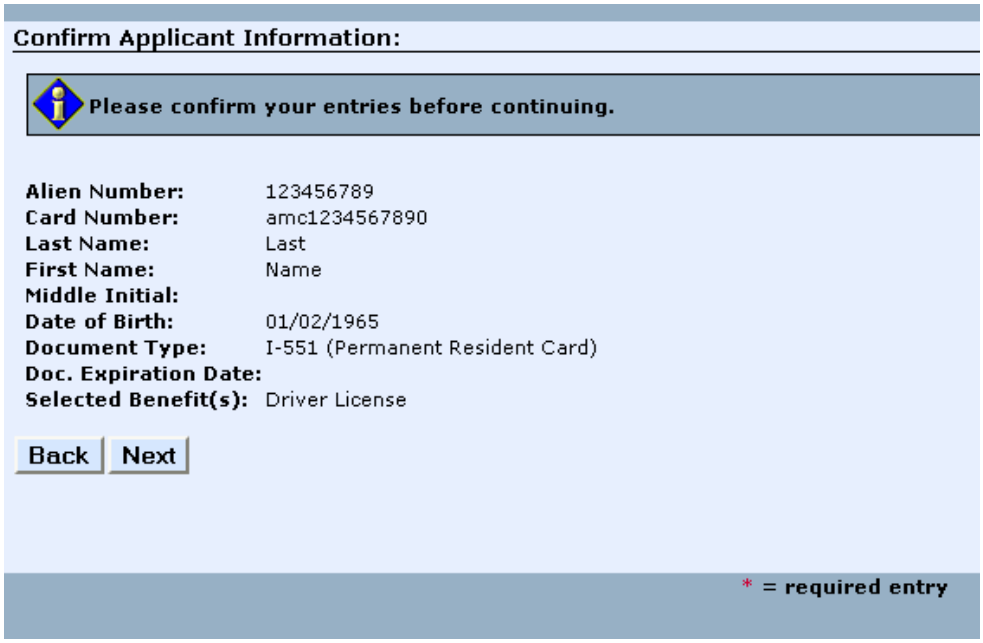


Exhibit 6-3: Confirm Applicant Information Page

f) Upon confirming the accuracy of the information entered, select the “Next” button, or click on “Back” to correct any information.

If the system detects potential errors in the previously entered required information fields, it will generate a screen that will let you update your data. You may choose to change your entry or continue with the previously entered information by selecting “Request Additional Verification.”

In the below example if the system detects a potential error in the **Alien Number** and **Card Number** field, those fields are returned for update. You change the information and select “Retry Initial Verification” to resubmit the query.

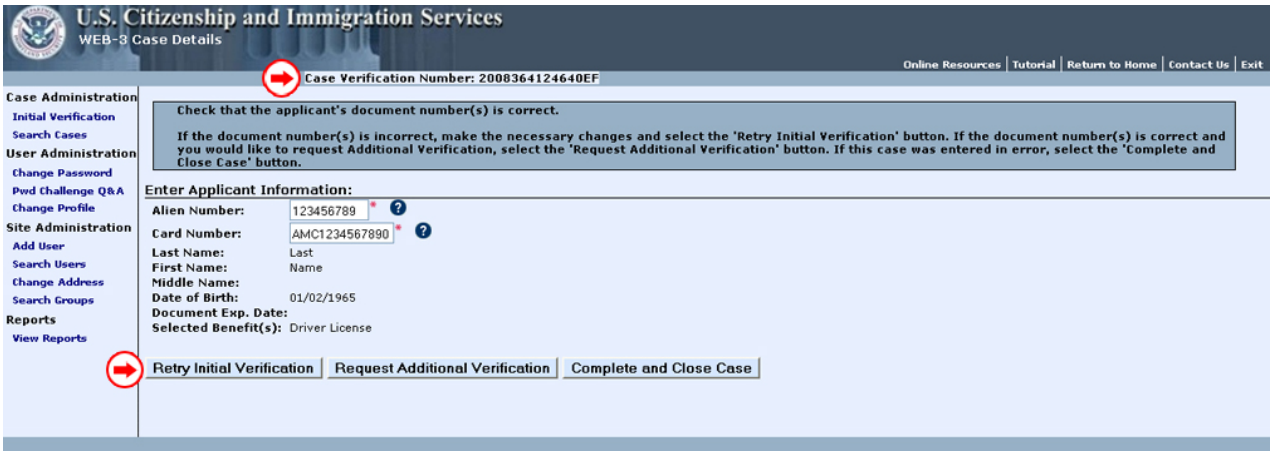


Exhibit 6-4: Retry/Request Verification Page

NOTE: *There is a query charge for Retry Initial Verification.*

g) If all the information has been entered correctly, the results will appear within seconds on the *Case Details* page (see *Exhibit 6-5*) in the *Initial Verification Results* section.

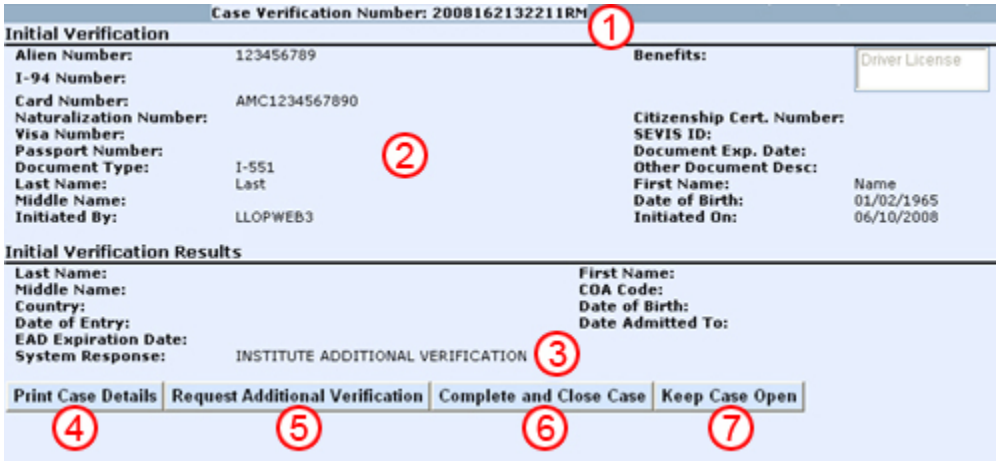


Exhibit 6-5: Case Details Page

Some things to note on the Case Details screen:

(The below numbers correspond to the numbers enumerated on the above image.)

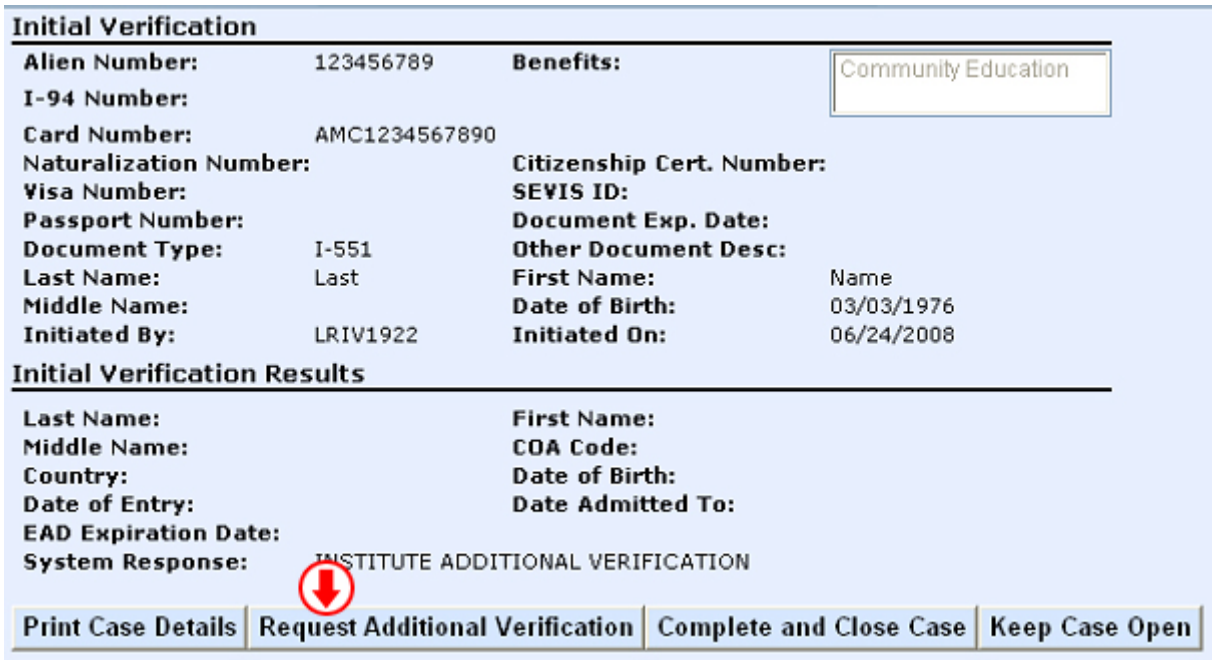
1. ***Case Verification Number*** (See #1 in *Exhibit 6-5.*) - Represents a unique number that the system automatically generates when an initial verification is submitted.
2. ***Initial Verification*** (See #2 in *Exhibit 6-5.*) - Displays the information that was entered in the preceding Initial Verification Information screen and initiated by (user ID) and initiated on (date of query.)
3. ***System Response*** (See #3 in *Exhibit 6-5.*) - Displays the results of the query.
4. ***Print Case Details*** (See #4 in *Exhibit 6-5.*) - Displays a printer-friendly version of the Case Details.
5. ***Request Additional Verification*** (See #5 in *Exhibit 6-5.*) - Allows the user to start an additional verification query. See **Additional Verification** in Section 6.1.1.
6. ***Complete and Close Case*** (See #6 in *Exhibit 6-5.*) - Allows the user to remove the case from the case load.
7. ***Keep Case Open*** (See #7 in *Exhibit 6-5.*) – Allows the user to close the page but keep the case open.

6.1.1 Additional Verification

There are several reasons for submitting an additional verification request, including:

- The system prompts the user to input additional information.
- The information in the Initial Results section did not match the information on the immigration documentation provided by the applicant.

The following are the steps for submitting an additional verification request:



Initial Verification

Alien Number:	123456789	**Benefits:**	Community Education
I-94 Number:			
Card Number:	AMC1234567890		
Naturalization Number:		**Citizenship Cert. Number:**	
Visa Number:		**SEVIS ID:**	
Passport Number:		**Document Exp. Date:**	
Document Type:	I-551	**Other Document Desc:**	
Last Name:	Last	**First Name:**	Name
Middle Name:		**Date of Birth:**	03/03/1976
Initiated By:	LRIV1922	**Initiated On:**	06/24/2008

Initial Verification Results

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		

Print Case Details | Request Additional Verification | Complete and Close Case | Keep Case Open

Exhibit 6-6: Case Details Page

a) While the *Case Details* page is on the screen, click the "Request Additional Verification" button.

b) An additional section will appear prompting the user to enter more information. (See *Exhibit 6-7*.)

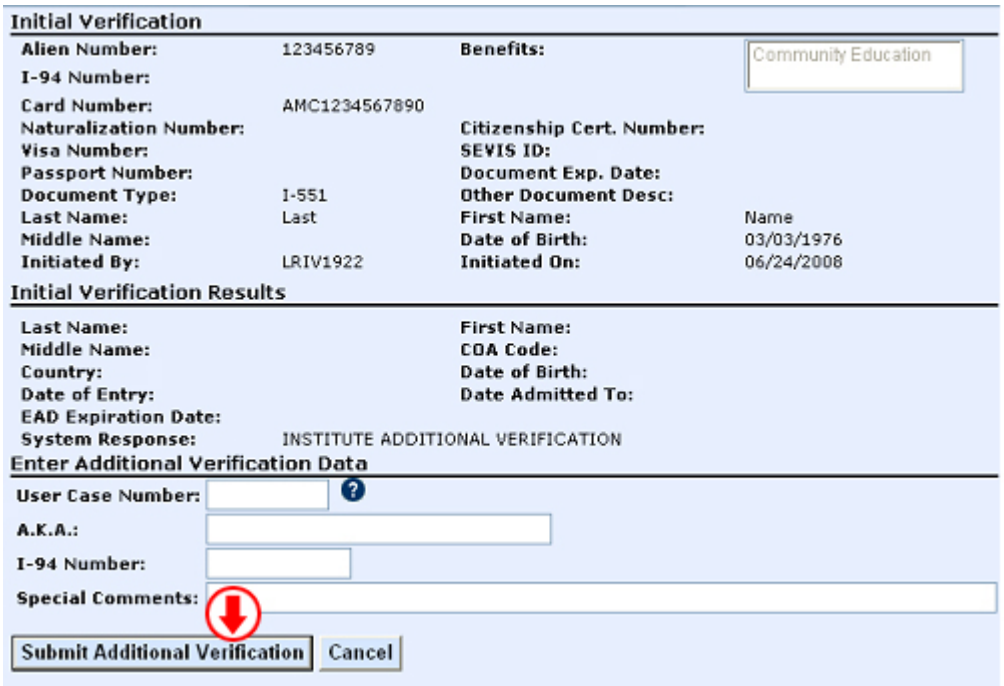


Exhibit 6-7: Additional Verification Page

c) Enter additional information.

d) Click the "Submit Additional Verification" button.

e) The system will return the Case Details page with the initial verification parameters, the initial results, the additional verification parameters, and the status of the additional verification. The system will immediately return the status of "*DHS Verification in Process*" (see *Exhibit 6-8*) - The request has been sent to a Management Program Analyst (MPA) for processing. **The system returns a response within 3-5 federal work days.** (To check case status, see *Section 6.2 - Search Cases*.)

Initial Verification

Alien Number:	123456789	**Benefits:**	Community Education
I-94 Number:			
Card Number:	AMC1234567890		
Naturalization Number:		**Citizenship Cert. Number:**	
Visa Number:		**SEVIS ID:**	
Passport Number:		**Document Exp. Date:**	
Document Type:		**Other Document Desc:**	
Last Name:	Last	**First Name:**	Name
Middle Name:		**Date of Birth:**	03/03/1976
Initiated By:	LRIV1922	**Initiated On:**	06/24/2008

Initial Verification Results

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		

Additional Verification

User Case Number:		**A.K.A.:**	Name
I-94 Number:			
Special Comments:			
Initiated By:	LRIV1922	**Initiated On:**	06/24/2008

Additional Verification Results

DHS Response:	DHS Verification in Process	**Expires On:**	
COA Code:		**Date Admitted To:**	
USCIS Benefits:		**Response Date:**	
Revocation Date:			
DHS Comments:			

Print Case Details | Return to Previous Page

Exhibit 6-8: Additional Verification Results Page

f) When the system response is returned, the **DHS Response** message will change and the **Response Date** field will be populated. If the non-citizen's immigration status expires, the **Expires On** field will be populated with the expiration date. Any comments from the MPA will be displayed in **DHS Comments**. In addition to the "Print Case Details" button, the "Complete and Close Case" button will also be available when a final determination has been made.

Additional Verification Results

DHS Response:	Lawful Permanent Resident	**Expires On:**	
COA Code:		**Date Admitted To:**	
USCIS Benefits:		**Response Date:**	06/26/2008
Revocation Date:			
DHS Comments:			

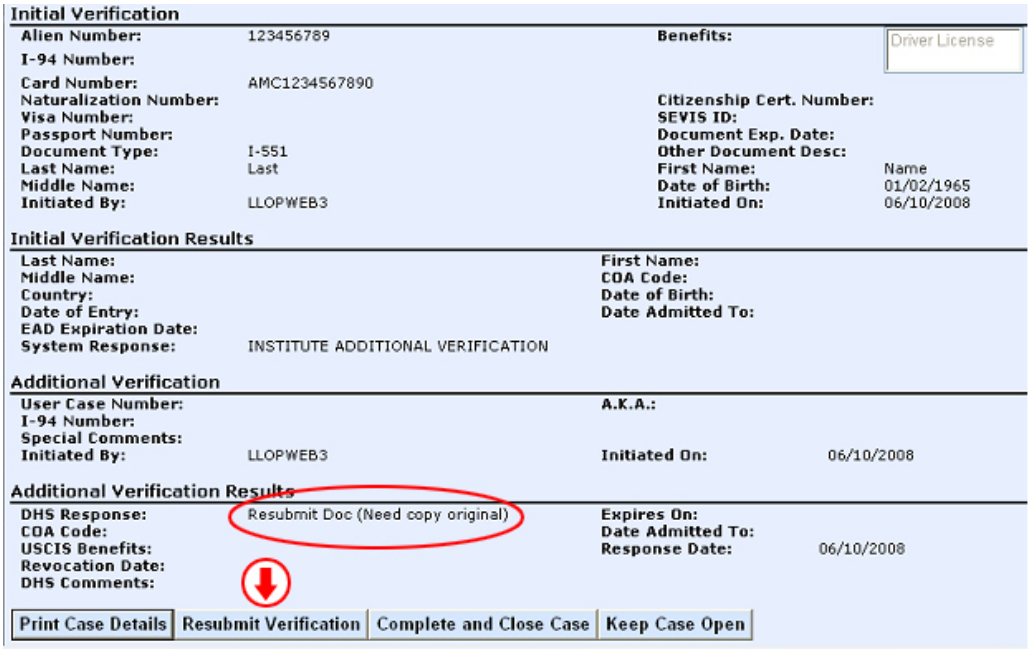
Print Case Details | Complete and Close Case

Exhibit 6-9: Additional Verification Results Page

6.1.2 Third-Step Verification

If there is a need for more information (i.e., copy of documents) the system returns a message "*Resubmit Doc (Need copy original).*"

a) To initiate third-step verification, select "Resubmit Verification."



Initial Verification

Alien Number:	123456789	Benefits:	Driver License
I-94 Number:			
Card Number:	AMC1234567890		
Naturalization Number:		Citizenship Cert. Number:	
Visa Number:		SEVIS ID:	
Passport Number:		Document Exp. Date:	
Document Type:	I-551	Other Document Desc:	
Last Name:	Last	First Name:	Name
Middle Name:		Date of Birth:	01/02/1965
Initiated By:	LLOPWEB3	Initiated On:	06/10/2008

Initial Verification Results

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		

Additional Verification

User Case Number:		A.K.A.:	
I-94 Number:			
Special Comments:			
Initiated By:	LLOPWEB3	Initiated On:	06/10/2008

Additional Verification Results

DHS Response:	Resubmit Doc (Need copy original)	Expires On:	
COA Code:		Date Admitted To:	
USCIS Benefits:		Response Date:	06/10/2008
Revocation Date:			
DHS Comments:			

Print Case Details | Resubmit Verification | Complete and Close Case | Keep Case Open

Exhibit 6-10: Resubmit Verification Page

b) After you submit a third-step verification request query, a browser will open with a pre-populated G-845 PDF, which includes your Verification Case Number. **It is important that you print out and attach this version to your documents and send them to your designated File Control Office (FCO).**

NOTE: *Please use* ***ONLY*** *the pre-populated G-845. Do not use a blank form to fill out information by hand.*

Department of Homeland Security
U.S. Citizenship and Immigration Services

Third-Step Verification

OMB #1653-0032
Document Verification Request

Section A - *to be completed by the submitting agency*

To: U.S. Citizenship and Immigration Services (USCIS)

6. Verification Number 2008162132211RM

7. ☐ Photocopy of Document Attached.
(If printed on both sides, attach a copy of the front and of the back.)
☐ Other information attached *(specify documents)*

From: Typed or Stamped Name and Address of Submitting Agency:

SAVE PROGRAM
490 LEnfant Plaza East, S.W
Suite 7112
WASHINGTON, DC 20024

Attn: Status Verifier

(USCIS may use above address with a No. 20 window envelope)

1. Alien Registration Number or I-94 Number
123456789

2. Applicant's Name *(Last, First Middle)*
Last, Name

3. Nationality

4. Date of Birth *(Month/Day/Year)*
January 2, 1965

5. U.S. Social Security Number

8. (Benefit)	(Your Case Number)
☐ TANF	
☐ Education/Grant/Loans/Workstudy	
☐ Food Stamp	
☐ Housing Assistance	
☐ Medicaid/Medical/Assistance	
☐ Unemployment Insurance	
☐ Employment Authorization	
☒ Other *(specify)*	

9. Name of Submitting Official
Lara Rivera Lopez

10. Title of Submitting Official

11. Date
June 10, 2008

12. Telephone Number
2028247903

Section B - *to be completed by USCIS*

Exhibit 6-11: Pre-populated Third-Step Verification Request Form

c) To print the pre-populated form, select "Print" from your "File" web browser menu options or right click within the form and select "Print."

d) You can select *Reprint G-845* to print-out the G-845, if you have closed the original browser window.

ion has been sent | Case Verification Number: 2008162132211RM

Initial Verification

Alien Number:	123456789	**Benefits:**	Driver License
I-94 Number:			
Card Number:	AMC1234567890		
Naturalization Number:		**Citizenship Cert. Number:**	
Visa Number:		**SEVIS ID:**	
Passport Number:		**Document Exp. Date:**	
Document Type:		**Other Document Desc:**	
Last Name:	Last	**First Name:**	Name
Middle Name:		**Date of Birth:**	01/02/1965
Initiated By:	LLOPWEB3	**Initiated On:**	06/10/2008

Initial Verification Results

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		

Additional Verification

User Case Number:		**A.K.A.:**	
I-94 Number:			
Special Comments:			
Initiated By:	LLOPWEB3	**Initiated On:**	06/10/2008

Third Level Verification Results

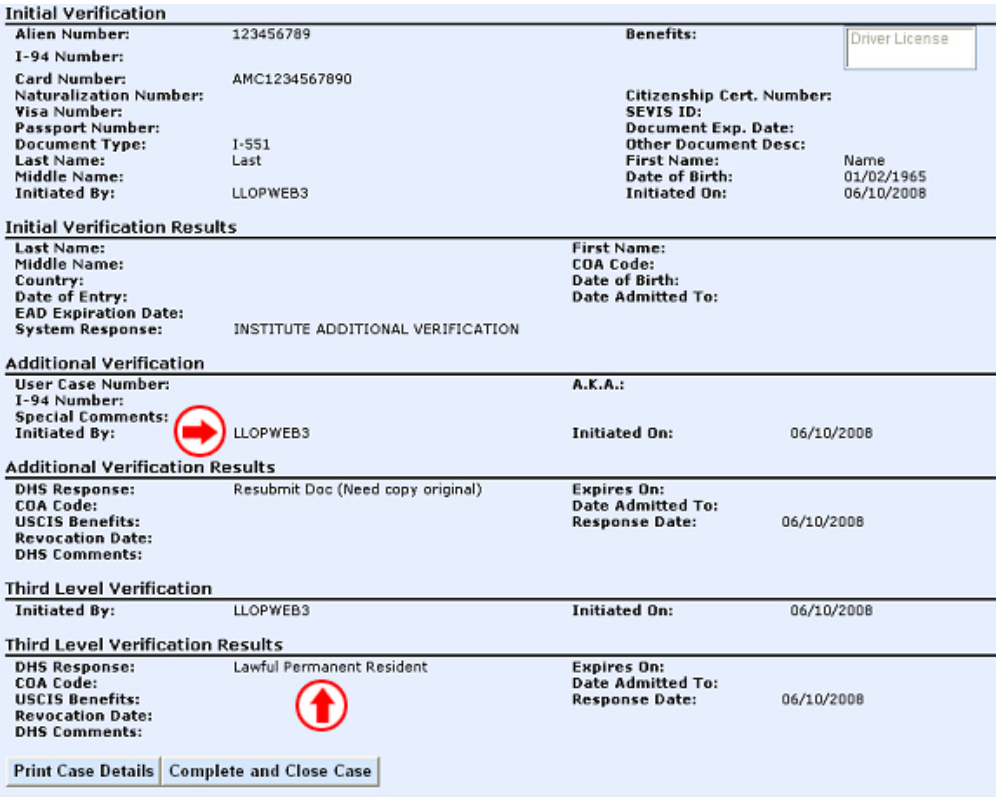
DHS Response:	DHS Verification in Process	**Expires On:**	
COA Code:		**Date Admitted To:**	
USCIS Benefits:		**Response Date:**	
Revocation Date:			
DHS Comments:			

Print Case Details | Reprint G845 Form | Close

Exhibit 6-12: Reprint G-845 Form Button

e) Responses to the third-step verifications will be returned within 10 - 20 federal working days and can be found in the Case Summary list under "*Cases with Third-Step Verification Responses.*" (See *Section 6.2 - Search Cases.*)

Exhibit 6-13 depicts the final determination after the MPA has provided a response.



Initial Verification

Alien Number:	123456789	**Benefits:**	Driver License
I-94 Number:			
Card Number:	AMC1234567890		
Naturalization Number:		**Citizenship Cert. Number:**	
Visa Number:		**SEVIS ID:**	
Passport Number:		**Document Exp. Date:**	
Document Type:	I-551	**Other Document Desc:**	
Last Name:	Last	**First Name:**	Name
Middle Name:		**Date of Birth:**	01/02/1965
Initiated By:	LLOPWEB3	**Initiated On:**	06/10/2008

Initial Verification Results

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		

Additional Verification

User Case Number:		**A.K.A.:**	
I-94 Number:			
Special Comments:			
Initiated By:	LLOPWEB3	**Initiated On:**	06/10/2008

Additional Verification Results

DHS Response:	Resubmit Doc (Need copy original)	**Expires On:**	
COA Code:		**Date Admitted To:**	
USCIS Benefits:		**Response Date:**	06/10/2008
Revocation Date:			
DHS Comments:			

Third Level Verification

Initiated By:	LLOPWEB3	**Initiated On:**	06/10/2008

Third Level Verification Results

DHS Response:	Lawful Permanent Resident	**Expires On:**	
COA Code:		**Date Admitted To:**	
USCIS Benefits:		**Response Date:**	06/10/2008
Revocation Date:			
DHS Comments:			

Print Case Details | Complete and Close Case

Exhibit 6-13: Final Case Determination Page

6.2 Search Cases

Exhibit 6-14: Case Administration Section / Navigation Menu

> ***NOTE:*** *Depending on the user role, search criteria options in the Case Status section will vary.*

a) Click the "Search Cases" link in the *Case Administration* section of the navigation menu.

   1. Enter the parameters in the *Search Criteria* page to produce the results you want to be returned.
   2. Click the "Display Case Summary List" button.

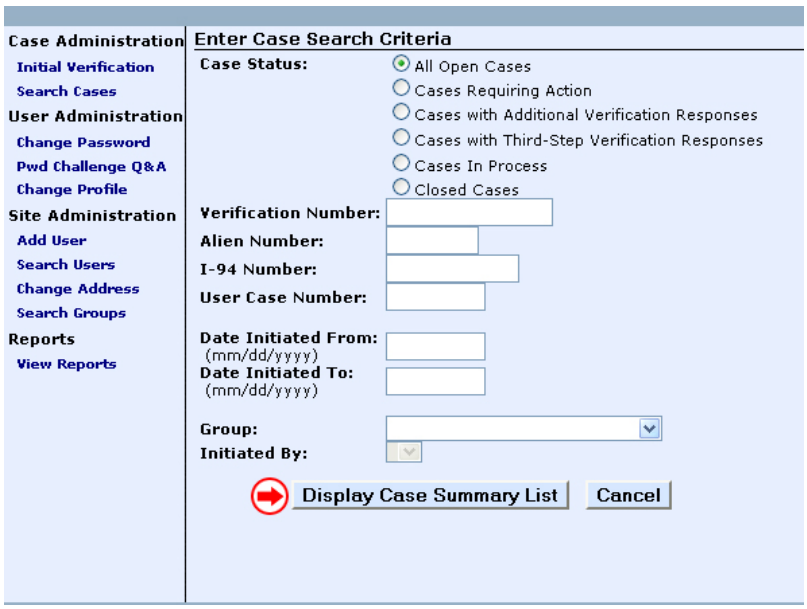
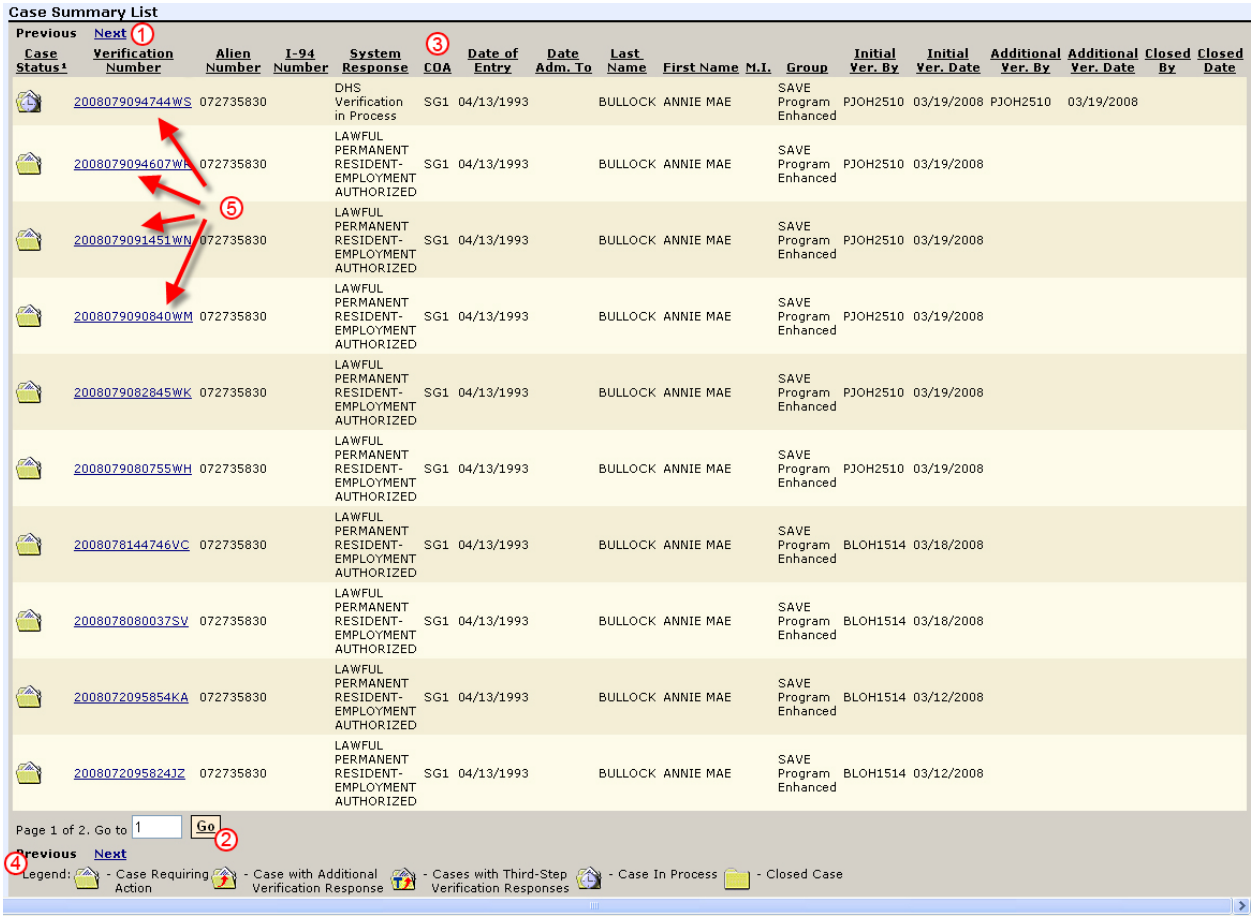


Exhibit 6-15: Enter Case Search Criteria Page

b) Locate the desired case in the *Case Summary List*. Use the "Next" and "Previous" buttons to navigate between pages. Once the case has been located, click the Verification Number to display the *Case Detail* page.



Case Summary List

Previous Next ①

Case Status[1]	Verification Number	Alien Number	I-94 Number	System Response	③ 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	Closed Date
	2008079094744WS	072735830		DHS Verification in Process	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008	PJOH2510	03/19/2008		
	2008079094607WR	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008				
	2008079091451WN	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008				
	2008079090840WM	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008				
	2008079082845WK	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008				
	2008079080755WH	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	PJOH2510	03/19/2008				
	2008078144746VC	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	BLOH1514	03/18/2008				
	2008078080037SV	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	BLOH1514	03/18/2008				
	2008072095854KA	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	BLOH1514	03/12/2008				
	20080720958 24JZ	072735830		LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	SG1	04/13/1993		BULLOCK	ANNIE	MAE	SAVE Program Enhanced	BLOH1514	03/12/2008				

Page 1 of 2. Go to 1 Go ②

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④ Legend: - Case Requiring Action - Case with Additional Verification Response - Cases with Third-Step Verification Responses - Case In Process - Closed Case

⑤

Exhibit 6-16: Case Summary List

Some things to note in the Case Summary List:

(Each enumerated element listed below refers to the numbered parts of the screen shot.)

1. ***Next and Previous*** (See #1 in *Exhibit 6-16.*) - Allow navigation between case pages. Only ten records are displayed at once.
2. ***Go*** (See #2 in *Exhibit 6-16.*) - Enter the page number and click on it to jump to a specific page.
3. ***Column Headers*** (See #3 in *Exhibit 6-16.*) - Describe the information below them and can be used to sort the list. Simply click on the column header to sort.
4. ***Status Icons and Legend*** (See #4 in *Exhibit 6-16.*) - Provide visual cues to quickly identify case status.
5. **Verification Number** (See #5 in *Exhibit 6-16.*) - Click to view the *Case Details* page for that case.

7. REPORTS

The *View Reports* link of the navigation menu allows a user to run several different reports against the verifications performed. The reports are role-sensitive. The user can only see information in the reports applicable to his/her role. Adobe Acrobat Reader or Microsoft Excel is required to view reports, depending on the report that you select.

7.1 Run Report

a) Click the "View Reports" button in the *Reports* section of the navigation menu to display the list of reports available.

Exhibit 7-1: Reports Navigation Section

b) Select the report by clicking on the report name in the list. A brief description of the report will appear at the bottom of the selection box.

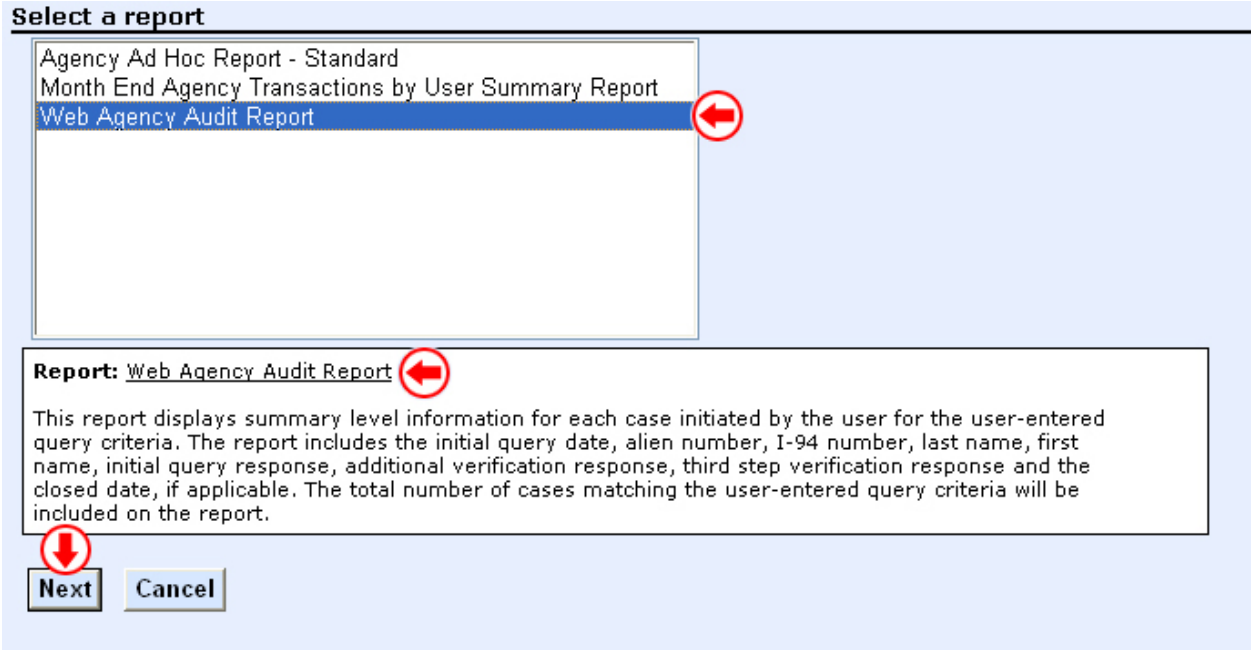


Exhibit 7-2: Report Description

c) Click the "Next" button. This will display the *Report Parameters* form.

d) Enter the appropriate parameters for the report. Remember that the * indicates the required fields.

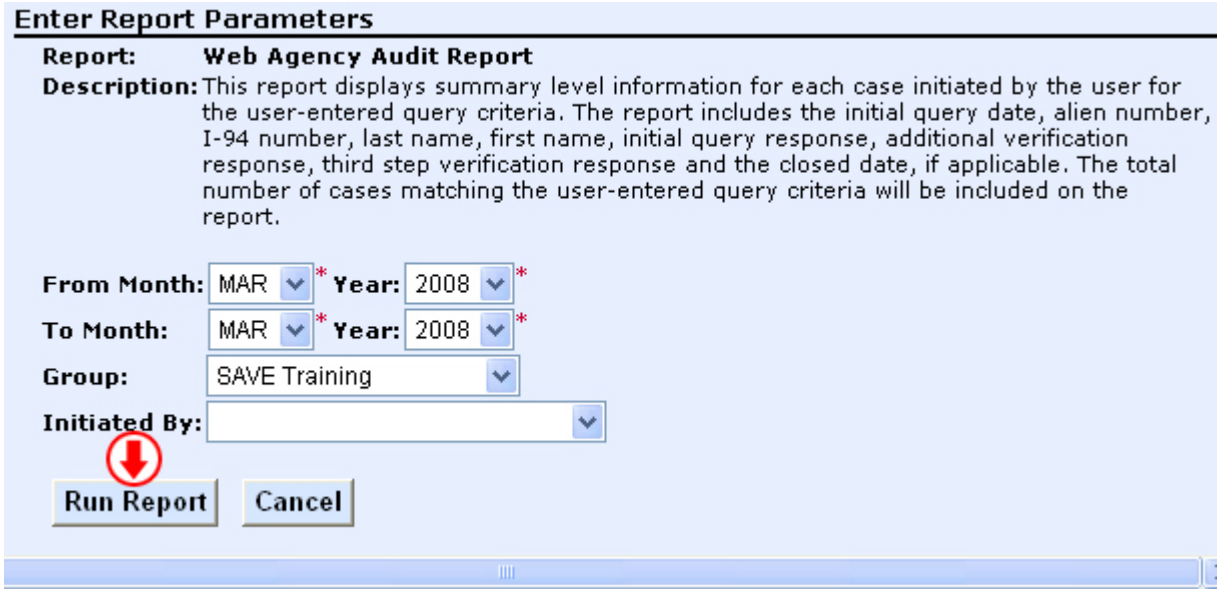
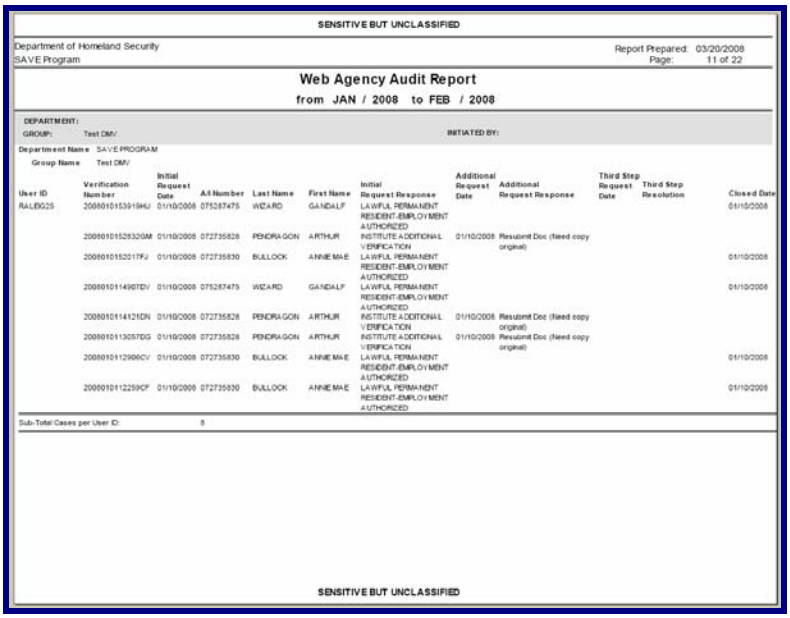


Exhibit 7-3: Report Parameters Form

e) Click the “Run Report” button to execute the report. The application will open a new browser window with an Adobe Acrobat or Microsoft Excel file. The next page has an example of a report output.



SENSITIVE BUT UNCLASSIFIED

Department of Homeland Security
SAVE Program

Report Prepared: 03/20/2008
Page: 11 of 22

Web Agency Audit Report

from JAN / 2008 to FEB / 2008

DEPARTMENT:
GROUP: Test DMV
INITIATED BY:

Department Name SAVE PROGRAM
Group Name Test DMV

User ID	Verification Number	Initial Request Date	A# Number	Last Name	First Name	Initial Request Response	Additional Request Date	Additional Request Response	Third Step Request Date	Third Step Resolution	Closed Date
RALEIG25	20080101539199HJ	01/10/2008	075287475	WIZARD	GANDALF	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED					01/10/2008
	20080101528320GM	01/10/2008	072735828	PENDRAGON	ARTHUR	INSTITUTE ADDITIONAL VERIFICATION	01/10/2008	Resubmit Doc (Need copy original)			
	20080101520017FJ	01/10/2008	072735830	BULLOCK	ANNIE MAE	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED					01/10/2008
	20080101149070DV	01/10/2008	075287475	WIZARD	GANDALF	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED					01/10/2008
	20080101141210DN	01/10/2008	072735828	PENDRAGON	ARTHUR	INSTITUTE ADDITIONAL VERIFICATION	01/10/2008	Resubmit Doc (Need copy original)			
	20080101130570DG	01/10/2008	072735828	PENDRAGON	ARTHUR	INSTITUTE ADDITIONAL VERIFICATION	01/10/2008	Resubmit Doc (Need copy original)			
	20080101129060CV	01/10/2008	072735830	BULLOCK	ANNIE MAE	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED					01/10/2008
	20080101122590CF	01/10/2008	072735830	BULLOCK	ANNIE MAE	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED					01/10/2008

Sub-Total Cases per User ID: 8

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Exhibit 7-5: Sample Report Output Page

APPENDIX: GLOSSARY

A

Additional Verification	A query based on additional information submitted when the applicant's immigration status could not be verified during the initial verification process.
Adjustment of Status	Describes the process by which a non-immigrant already in the United States becomes a Lawful Permanent Resident. Not to be confused with a "Change of Status" this refers only to non-immigrants changing to another non-immigrant classification.
Admission Number or I-94 Number	An 11-digit number that is found on the Arrival-Departure Record (Form I-94.)
Alien (Non-citizen)	Any person who is not a citizen or national of the United States.
Alien File (A-File)	The history file that contains data and documentation pertaining to an individual non-citizen. An A-File is created when any one of several Department of Homeland Security actions occur, for example, application for permanent resident status.
Alien Registration Number (A Number)/Alien ID Number/or Alien Number)	A unique 7-, 8- or 9-digit number assigned to a non-citizen at the time his or her A-File is created.
Alien Registration Receipt Card, Form I-151	This card was introduced in 1946 and issued to lawful permanent residents. Through 18 years of various revisions, it remained primarily green in color causing it to become known as a "green card." As of March 20, 1996, the Form I-151 is no longer acceptable as evidence of lawful permanent resident status. If a non-citizen is in possession of a Form I-151, it does not revoke his or her lawful permanent resident status; however, the document itself is expired and the applicant should be referred to the

	Department of Homeland Security for a replacement card.
Arrival/Departure Record (Form I-94)	A document issued to non-citizens when admitted into the United States. Some of these forms are stamped to indicate work authorized status. The Form I-94 contains an 11-digit Admission Number, which may be used as part of the initial verification process if the non-citizen employee does not have an Alien Registration Number.
Asylee	A non-citizen already in the United States or at a port of entry, who is granted asylum in the United States, based on race, religion, nationality, or membership in a particular social group or political opinion. This status is covered by Section 208 of the Immigration and Nationality Act (INA.)
Asylum	Asylum may be granted to a person who is unable or unwilling to return to his or her country of nationality, because they fear persecution.

C

Case in Continuance	The Department of Homeland Security needs more than 10 Federal Government workdays to resolve a case.
Case Verification Number	The Case Verification Number is a unique number returned by VIS.
Certificate of Naturalization (N-550)	Document issued by the Department of Homeland Security to naturalized United States citizens who were naturalized after October 1, 1991.
Certificate of United States	A document issued by the Department of

Citizenship (N-560 or N-561)	Homeland Security to individuals 1) derived citizenship through parental naturalization; 2) acquired citizenship at birth abroad through United States citizen parent(s); or 3) acquired citizenship through application of United States citizen adoptive parent(s) and who pursuant to Section 341 of the Immigration and Nationality Act have applied for a certificate of citizenship.
Change of Status	The action of changing a non-immigrant's classification, to another non-immigrant classification, e.g., from B-2 - visitor to F-1 - student.
Citizen	A person born in a country or who has become a naturalized citizen of that country.
Conditional Entrant	Term used for a refugee prior to 1981. (Refer to the definition for refugee for more information.)
Conditional Status	The status temporarily placed on a non-citizen whose permanent resident status is based on marriage of less than 2 years to a United States Citizen or Lawful Permanent Resident. Also status given to an immigrant entrepreneur.
Customer Processing System	The Department of Homeland Security's database accessed by benefit-issuing agencies, licensing agencies, other entities.

D

Department of Homeland Security	The agency responsible for enforcing the laws regulating the admission of non-citizens to the United States and for administrating various immigration benefits, including the naturalization of resident aliens. (Formerly the Immigration and Naturalization Service.)
Document Type	Type of immigration documentation presented by the applicant.
Document Verification Request	A form used by benefit-issuing agencies, institutions, and licensing issuing bureaus

(Form G- 845)	to request additional verification of a non-citizen's immigration status.
Documented Non-citizen (Alien)	A non-citizen in the United States who is in possession of valid immigration documentation.
Dual Nationality or Citizenship	What a person may have as a result of being born in one country to parents who are citizens of another country.

E

Employment Authorized	A non-citizen may be authorized to work as incident to immigration status.
Employment Authorization Card I-688A	Card issued by the Department of Homeland Security to applicants for temporary resident status after their interview for legalization or special Agricultural Worker status. It is valid until the expiration date stated on the face of the card or on the sticker(s) placed on the back of the card.
Employment Authorization Document (EAD) I-766	Document issued to non-citizens who are authorized to work temporarily in the United States.
Employment Authorization Card I-688B	Card issued by the Department of Homeland Security to non-immigrants who are not permanent residents but have been granted permission to be employed in the United States for a specific period of time. The expiration date is noted on the face of the card.
EWI	Entry without inspection.

F

File Control Office (FCO)	An immigration office where alien files are maintained.

G

General Users	This user type performs verification queries, views reports, and has the capability to update their personal user profile.
Green Card	A commonly used term describing the Permanent Resident Card / Resident Alien Card (Form I-551.) Many versions of the I-551 are not green in color.

I

Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA)	Passed by Congress in 1996, the Illegal Reform and Immigrant Responsibility Act (IIRIRA), Pub. L. No. 104-208, requires that DHS-USCIS respond to inquiries from any federal, state, and local benefit-issuing agencies and licensing bureaus seeking to verify or determine the citizenship or immigration status of any individuals within the jurisdiction of the agency for any lawful purpose.
Immigrant	A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.
Immigration and Nationality Act of 1952 (INA)	The Act, which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of

	non-citizens.
Immigration Reform and Control Act of 1986 (IRCA)	Public Law 99-603 (Act of 11/6/86), which was passed in order to control and deter illegal immigration to the United States. Its major provisions stipulate legalization of undocumented non-citizens who had been continuously unlawfully present since 1982, legalization of certain agricultural workers, and sanctions for employers who knowingly hire undocumented workers, and increased enforcement of U.S. borders.
Immigration Status	The legal status conferred on a non-citizen by immigration law.
Immigrant Visa	A document, issued by a United States Department of State consulate or embassy abroad, which authorizes a non-citizen to apply for admission as an immigrant to the United States. This document does not grant work authorization.
Initial Query	The first step of the automated immigration status verification process.
Initial Verification	An automated query that searches the Verification Information System databases to confirm immigration status.

L

Lawful Permanent Resident	A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

N

Nationality	The state or country to which a person owes legal allegiance. Note that the country of birth does not necessarily correspond to the nationality.
Naturalization	The administrative process whereby a person becomes a United States Citizen after birth and becomes entitled to the certain privileges.
Non–Immigrant	A non-citizen who enters the United States temporarily for a specific period of time and purpose. This category includes foreign government officials, visitors for business and pleasure, students and temporary workers.

P

Parolee	A non-citizen applying for admission to the United States may be paroled into the United States under emergency conditions or when the non-citizen's entry is determined to be in the public interest. Parolee status is covered by Section 212 of the INA.
Passport	Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country. If this document is used for Form I-9 purposes, it must be unexpired with either an I-551 stamp or an attached Form I-94 indicating unexpired employment authorization.
Password	Each person performing verification queries should have his or her own password. The password provided to a new user is temporary and should be changed. A password must be between 8

	and 14 characters and include 3 of the following 4 characteristics: an upper case letter, a lower case letter, a number and a special character (i.e: ! @ $ % * ( ) < > ? : ; { } + - ~). A user will be required to change his or her password every 90 days and will be prompted by the system to do so.
Permanent Resident or Legal Permanent Resident	A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.
Permanent Resident Card, Form I-551, DEC 1997	Issued by the former INS after December 1997, this card is the current version given to Permanent Resident Aliens. The document is valid for 10 years. In this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.
PRUCOL	A person Permanently Residing in the United States under the Color of Law. This is not a status defined by the IMMIGRATION AND NATIONALITY ACT.

R

Real ID Act	The Real ID Act of 2005, Pub. L. No. 109-13 Stat. 231, passed by Congress in 2005 established certain minimum standards for the issuance of state-issued drivers' licenses and state-issued identification cards in order for those documents to be acceptable for official federal purposes as scheduled by the Act. Under the Act states must use the SAVE Program to verify the lawful status of every drivers' licenses and identification card applicant. Section 202(a) of the Act prohibits federal agencies from accepting for any official purpose drivers' licenses and identification cards issued by states not in compliance with the Act. The deadline for states to be REAL ID compliant is December 31, 2009.

Record of Disclosure	Record maintained by the Department of Homeland Security as part of the electronic "audit trail" of all queries made through the automated system. The Record of Disclosure includes the following data: Alien Number (A-Number, Admission Number), date and time of query, verification number, benefit issuing agency or institution requesting immigration status information, and the non-citizen's immigration status at the time of inquiry.
Reentry Permit, Form I-327	Issued to Lawful Permanent Residents in lieu of a passport. The re-enty permit guarantees his/her permission to reenter the United States and is valid for a period of 2 years. It is not renewable.
Refugee	Any person who is outside their country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the Immigration and Nationality Act.
Resident Alien Card, Form I-551	A card issued to Lawful Permanent Residents before the Permanent Resident Card was created. This card is no longer issued and the first version issued doesn't contain an expiration date.
Refugee Travel Document, Form I-571	Issued to Refugees and Asylees in lieu of a passport. The refugee travel document guarantees his/her permission to reenter the United States and is valid for a period of 2 years. It is not renewable.
Request Additional Verification	If the information returned from the Department of Homeland Security database is different from the information provided, this feature provides the user an option to provide additional information on the applicant's case to the Department of Homeland Security requiring a further search of the case.
Resident Alien Card, Form I-551,	This card was introduced in August 1989 and was the first Resident Alien Card to

AUG 1989	contain an expiration date. The card was issued to both conditional and lawful permanent residents. Valid only for a limited period of time – 2 years from the date of admission/adjustment for conditional permanent residents and 10 years from issuance for lawful permanent residents. The expiration date indicates when the card expires and must be renewed. It does not indicate that the non-citizen's status expires. The expiration date is stated on the front of the card. This version is rose-colored with a blue logo. It was modified in January 1992 when a white box was added behind the fingerprint.
Resident Alien Card, Form I-551, JAN 1977	This card was introduced in January 1977 and phased in over a period of time. Although this card is no longer issued, it is valid indefinitely. In addition to the photograph, the I-551 will contain the bearer's signature and photograph. This card was issued to lawful permanent residents.
Resolve Case	This feature allows the user to select the appropriate option to resolve (close) all cases queried through the SAVE Program.
Resolved Authorized	A resolution option for the cases where an Employment Authorization response is received.

S

Sponsor	An entity (an individual or group or organization) who assures the financial support of an immigrant, non-immigrant or refugee.
Status Verification System (SVS)	The Department of Homeland Security, Systematic Alien Verification for Entitlements (SAVE) Program's reengineered system of electronically delivering immigration status information

	to federal, state, and local benefit-issuing agencies.
Systematic Alien Verification for Entitlements (SAVE) Program	The SAVE Program is an inter-governmental information sharing initiative designed to aid benefit-granting agencies in determining an applicant's immigration status, and thereby ensure that only entitled applicants receive federal, state, or local public benefits and licenses. The Program is an information service for benefit-issuing agencies, institutions, licensing bureaus, and other governmental entities.

U

Undocumented Alien	A foreign national who (1) entered the United States without inspection or with fraudulent documentation or (2) who, after entering legally as a non–immigrant, violated status and remained in the United States without authorization.
U.S. Passport	Document issued by the Department of State to United States Citizens and Nationals.
User ID	Each person performing verification queries should have his or her own user ID.

V

Verification Number	Each case processed through the Automated Status Verification System is given a unique 15-digit verification number. This number can be used to retrieve the case at a later time.