



Systematic Alien Verification for Entitlements



# User Reference Guide

For Super Users, Supervisor Users and General Users

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## 1.0 INTRODUCTION

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### 1.1 PURPOSE OF THE GUIDE

The SAVE User Reference Guide provides an overview of the SAVE administrative and verification process that all users must follow when using the SAVE System. It also outlines the structure and layout of the SAVE System functions available to the various SAVE user roles. All users must follow the guidelines set forth in the SAVE Memorandum of Agreement (MOA) and the responsibilities outlined in this guide.

### 1.2 BACKGROUND

The SAVE Program provides a verification service to help authorized federal, state and local benefit-issuing and licensing agencies and other governmental entities determine the immigration status of applicants applying for public benefits and or licenses. The SAVE Program verifies the status of non-immigrants, immigrants, and naturalized and derived U.S. citizens. The SAVE Program will not make any determinations on an applicant's eligibility for a specific public benefit or license. For more information on the SAVE Program's policies and procedures please refer to the SAVE Program Guide located on the SAVE System Online Resources.

### 1.3 SAVE TRANSACTION CHARGES

The SAVE Program provides users with access to an internet-based system operated by the U.S. Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS). The SAVE System verifies status by electronically comparing the information taken from a benefit-applicant's immigrant, non-immigrant, or naturalized and derived citizenship documents against DHS records.

USCIS charges a fee for verification services. The transaction for an electronic initial verification request is \$0.50. The SAVE System provides users an opportunity to edit or correct the initial verification request information, known as a "retry initial verification request". The charge for a "retry initial verification request" is \$0.50. If an initial verification request or a "retry initial verification request" requires additional verification, the charge is \$0.50. Agencies without access to the SAVE System submitting paper-based Forms G-845, Document Verification Request, are charged \$2.00 per case.

A minimum monthly service transaction charge of \$25.00 is automatically billed to agencies with verification activity during the month. Current transaction charges are listed in the below table.

#### SAVE SYSTEM VERIFICATION TRANSACTION CHARGES

Initial Verification	Retry Initial Verification	Additional Verification	3 <sup>rd</sup> Level Verification	Maximum Charge**	Paper-based Form G-845, Document Verification Request
\$0.50	\$0.50	\$0.50	No charge	\$1.50	\$2.00

## 1.4 PRIVACY AND SECURITY STATEMENT

The use of the SAVE System requires the collection of personally identifiable information. It is essential to protect the privacy of applicants whose personal information is processed through the SAVE System. All users must comply with the Privacy Act, 5 U.S.C. Section 552a, and other applicable laws, policies and regulations. Failure to protect individuals' information properly can result in identity theft or fraud and can cause considerable inconvenience, harm or embarrassment to the individuals affected.

It is the user's responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the SAVE MOA between USCIS SAVE Program and the User Agency. At a minimum, SAVE Program policy recommends taking the steps outlined in the SAVE Self-Assessment Guide to protect personal information and comply with the appropriate regulations. The SAVE Self-Assessment Guide is located on the SAVE System in Online Resources.

## 1.5 PRIVACY AND SECURITY GUIDELINES

PRIVACY GUIDELINES OVERVIEW
<p>▶ <b>Allow ONLY authorized employees to use the SAVE System</b> Ensure that only the appropriate employees handle information and create verification cases.</p>
<p>▶ <b>SECURE access to the SAVE System</b> Protect passwords used to access the SAVE System and ensure that unauthorized users do not gain access to the system.</p>
<p>▶ <b>PROTECT and STORE benefit applicants' information properly</b> Ensure that benefit applicants' information is stored in a safe and secure location and that only authorized individuals have access to this information.</p>

## 2.0 SAVE HIERARCHY AND USER ROLES

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### 2.1 SAVE HIERARCHY AND USER ROLES

To easily locate users, verification cases and create reports, the SAVE System allows the agency to place users into Departments and Groups. The SAVE System user roles include Super User, Supervisor User and four types of General Users. The privileges and functions in the SAVE System granted to the users are based upon the user's role. Each user role operates primarily at one level of the hierarchy. The 'SAVE Hierarchy Overview' provides an explanation of the SAVE system levels and the user roles.

#### SAVE HIERARCHY OVERVIEW

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► **AGENCY**

The **Agency** is the top level of the hierarchy and the Super User role's domain. Super Users are responsible for creating Departments and Groups. Super Users oversee and manage the entire agency's Departments, Groups and users.

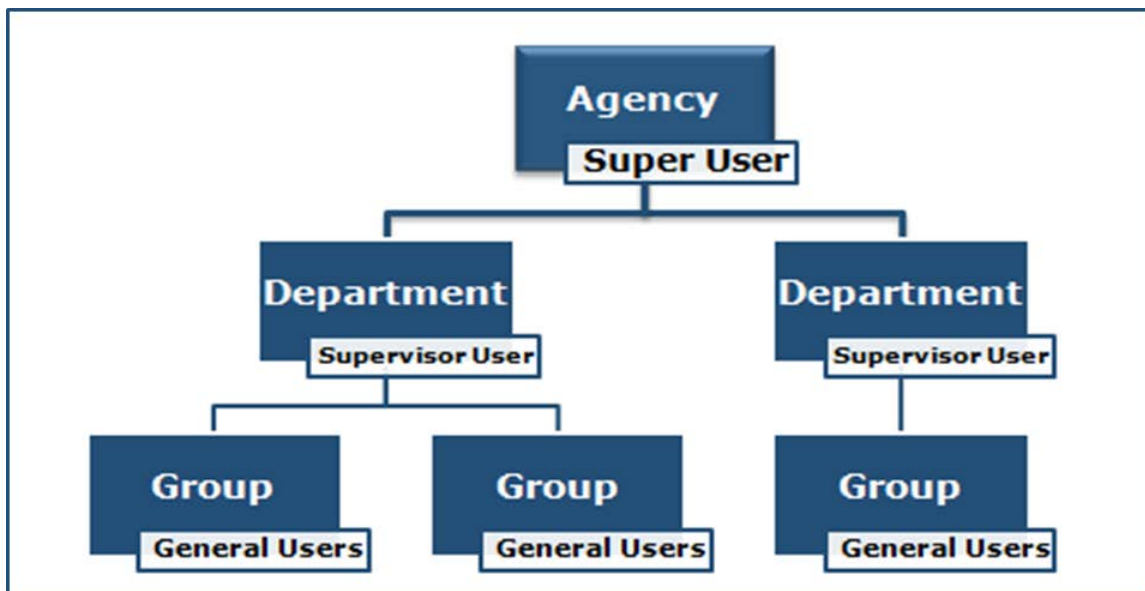
► **DEPARTMENT**

The **Department** is the next level in the hierarchy. The Agency must have at least one Department and one Group within the Department before creating user accounts. The maximum number of Departments an Agency may have is one thousand (1,000). Every Department must have at least one Supervisor User.

► **GROUP**

The last level in the hierarchy is the **Group**. Each Department must have at least one Group. The SAVE System does not place a limit on the number of Groups a Department may have. The maximum number of users in a Group is one thousand, two hundred ninety-six (1,296).

Below is an example of an Agency's hierarchy setting up users in multiple Departments and Groups.



## 2.2 SAVE USER ROLES AND RESPONSIBILITIES

### 2.2.1 Super User

The Super User is the administrator for the entire agency. This role is responsible for setting up and managing the agency's Departments, Groups and User accounts and verification processes as outlined in this guide and in the MOA.

When setting up the agency, the Super User must create at least one Department and Group in the SAVE System before he/she can add Super User, Supervisor User and General User accounts.

The Super User can add Departments, update the Departments' information but cannot delete Departments. The Super User can add and delete Groups within Departments. Deleting a Group within a Department will delete all user roles assigned to the Group.

The Super User can add and delete all user roles, update all users' profiles, and unlock and reset all users' passwords. If a user leaves the agency or no longer needs access to the SAVE System, a Super User or Supervisor User must delete the user's account. Only Super Users can delete a Super User account. If a Super User leaves or is locked out of the SAVE System the agency will not be able to add Super User account or Departments. SAVE Program policy recommends that an agency add and maintain more than one active Super User account in the SAVE System.

The Super User has administration privileges to update his/her profile, password and challenge questions.

The Super User is responsible for managing the verification cases created by Supervisor Users and General Users and ensuring that all verification cases are processed and closed in accordance with procedures outlined in the MOA. The Super User cannot create verification cases in the SAVE System, only manage verification cases.

### SUPER USER ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>Site Administration:</b></p> <ul style="list-style-type: none"><li>▶ Add Departments</li><li>▶ Add Groups</li><li>▶ Delete Groups</li><li>▶ Add and Delete:<ul style="list-style-type: none"><li>• Super Users</li><li>• Supervisor Users</li><li>• All General Users</li></ul></li></ul> <p><b>User Administration:</b></p> <ul style="list-style-type: none"><li>▶ Change his/her own:<ul style="list-style-type: none"><li>• Password</li><li>• Challenge Questions and Answers</li><li>• Profile</li></ul></li></ul> <p><b>Reports</b></p> <ul style="list-style-type: none"><li>▶ Run and view reports</li></ul>	<p><b>Case Administration</b></p> <ul style="list-style-type: none"><li>▶ Search and view verification cases created by all users within the agency's Departments and Groups</li></ul> <p><b>Note:</b> The Super User cannot initiate verification cases.</p>

## 2.2.2 Supervisor User

The Supervisor User is the administrator for a Department and all Groups and General Users within the Department. A Department may have more than one Supervisor User.

The Supervisor User can update the Department's information but cannot create a Department.

The Super User can add and delete Groups within the Department. Deleting a Group within the Department will delete all user accounts assigned to the Group.

The Supervisor User is responsible for managing a Department's Supervisor User and General User accounts. The Supervisor User can add and delete users, update users' profiles, and unlock and reset users' passwords. If a user leaves the Department or Group or no longer needs access to the SAVE System, a Super User or Supervisor User must delete the user's account. A Supervisor User cannot add or delete Super User accounts.

The Supervisor User has administration privileges to update his/her profile, password and challenge questions.

The Supervisor User can create, manage and complete his/her own verification cases and is responsible for managing all verification cases created by users assigned to Groups under the Department in accordance with the MOA.

### SUPERVISOR USER ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>Site Administration:</b></p> <ul style="list-style-type: none"><li>▶ Change Department Address</li><li>▶ Add Groups</li><li>▶ Delete Groups</li><li>▶ Add and Delete:<ul style="list-style-type: none"><li>• Super Users</li><li>• Supervisor Users</li><li>• All General Users</li></ul></li></ul> <p><b>User Administration:</b></p> <ul style="list-style-type: none"><li>▶ Change his/her own:<ul style="list-style-type: none"><li>• Password</li><li>• Challenge Questions and Answers</li><li>• Profile</li></ul></li></ul> <p><b>Reports:</b></p> <ul style="list-style-type: none"><li>▶ Run and view reports</li></ul>	<p><b>Case Administration:</b></p> <ul style="list-style-type: none"><li>▶ Create initial verification cases</li><li>▶ Initiate, view, and complete additional verification cases</li><li>▶ View, complete and close verification cases created by Supervisor Users and all General Users within the assigned Department</li></ul>



### 2.2.3 General Users

The SAVE System has four General User roles. The General User roles have both administration and case verification privileges based upon user's ability to submit and view additional verification cases sent to the Immigration Status Verifier (ISV).

**General User-View ISV responses for all users in Department** – This user has initial and additional verification privileges and can view and complete verification cases for all General Users assigned to Groups within his/her Department. This user has administration privileges to update his/her profile, password and challenge questions.

#### VIEW ISV RESPONSES FOR ALL USERS IN DEPARTMENT ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>User Administration:</b></p> <ul style="list-style-type: none"><li>▶ Change his/her own:<ul style="list-style-type: none"><li>• Password</li><li>• Challenge Questions and Answers</li><li>• Profile</li></ul></li></ul> <p><b>Reports</b></p> <ul style="list-style-type: none"><li>▶ Run and view reports</li></ul>	<p><b>Case Administration:</b></p> <ul style="list-style-type: none"><li>▶ Create initial verification cases</li><li>▶ Initiate, view and complete additional verification cases</li><li>▶ Close initial and additional verification cases</li><li>▶ View, complete and close verification cases created by all General Users assigned to Groups within the Department</li></ul>

**General User-View ISV responses for all users in Group** – This user has initial and additional verification privileges and can view and complete verification cases for all General Users within his/her Group. This user has administration privileges to update his/her profile, password and challenge questions.

#### VIEW ISV RESPONSES FOR ALL USERS IN GROUP ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>User Administration:</b></p> <ul style="list-style-type: none"><li>▶ Change his/her own:<ul style="list-style-type: none"><li>• Password</li><li>• Challenge questions and answers</li><li>• Profile</li></ul></li></ul> <p><b>Reports:</b></p> <ul style="list-style-type: none"><li>Run and view reports</li></ul>	<p><b>Case Administration:</b></p> <ul style="list-style-type: none"><li>▶ Create initial verification cases</li><li>▶ Initiate, view and complete additional verification cases</li><li>▶ Close initial and additional verification cases</li><li>▶ View, complete and close verification cases created by General Users within the assigned Group</li></ul>

**General User-View user initiated ISV responses** - This user has initial and additional verification privileges and can view and complete his/her own additional verification cases. This user has administration privileges to update his/her profile, password, and password challenge questions.

### VIEW USER INITIATED ISV RESPONSES ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>User Administration:</b></p> <ul style="list-style-type: none"> <li>▶ Change his/her own:               <ul style="list-style-type: none"> <li>• Password</li> <li>• Password Challenge Questions and Answers</li> <li>• Profile</li> </ul> </li> </ul> <p><b>Reports:</b></p> <ul style="list-style-type: none"> <li>▶ Run and view reports</li> </ul>	<p><b>Case Administration:</b></p> <ul style="list-style-type: none"> <li>▶ Create initial verification cases</li> <li>▶ Initiate, view and complete additional verification cases</li> <li>▶ Close initial and additional verification cases</li> </ul>

**General User-Cannot view ISV responses** - This user has initial verification privileges and can initiate additional verification requests but cannot view additional verification cases. This user has administration privileges to update his/her profile, password and challenge questions.

### CANNOT VIEW ISV REPONSES ROLE OVERVIEW

ADMINISTRATIVE PRIVILEGES	VERIFICATION PRIVILEGES
<p><b>User Administration:</b></p> <ul style="list-style-type: none"> <li>▶ Change his/her own:               <ul style="list-style-type: none"> <li>• Password</li> <li>• Password Challenge Questions and Answers</li> <li>• Profile</li> </ul> </li> </ul> <p><b>Reports:</b></p> <ul style="list-style-type: none"> <li>▶ Run and view reports</li> </ul>	<p><b>Case Administration:</b></p> <ul style="list-style-type: none"> <li>▶ Create initial verification cases</li> <li>▶ Create additional verification cases</li> <li>▶ View and close initial verification cases</li> </ul> <p><b>Note:</b> This user cannot view additional verification responses</p>

## 3.0 ACCESSING SAVE

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### 3.1 SAVE USERNAME

To access the SAVE System all Super Users, Supervisor Users and General Users must have a USERNAME and password. The USERNAME is used to record and track the all Users' transactions within the SAVE System.

Only Super Users and Supervisor Users can create USERNAMES. When a Super User or Supervisor User adds a new user, the SAVE System automatically generates a USERNAME for each new user created. Both the Super User and the Supervisor User can accept or change the USERNAME. The USERNAME must be eight (8) characters in length. The characters may be letters, numbers, or a combination of both letters and numbers. The USERNAME is not case sensitive. A Supervisor User cannot create a USERNAME for a Super User.

The Super User or Supervisor User must provide the new user with the USERNAME and a temporary password. The new user must sign in to the SAVE System using his/her USERNAME and the temporary password. The system will prompt the user to reset his/her password. Users are not allowed to share USERNAMES.

### 3.2 PASSWORD REQUIREMENTS

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" and cannot be identical to the User ID

Additionally as a policy, it is recommended that passwords should not contain any:

- ▶ Proper noun
- ▶ Name of any person, pet, child, or fictional character
- ▶ Employee serial number
- ▶ Social Security Number
- ▶ Birth date
- ▶ Phone number
- ▶ Information that could be readily guessed about the creator of the password
- ▶ 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

For security purposes, the system will prompt the user every ninety (90) days to change his/her password. The system prevents the re-use of the user's previous six passwords. Users must not share passwords.

### 3.3 ACCESSING THE SAVE SYSTEM FOR THE FIRST TIME

When signing in to the system for the first time, the new user will input the USERNAME and temporary password provided by the Super User or Supervisor User. The system will prompt the new user to reset his/her password and enter his/her challenge and answer questions.

#### FIRST TIME SIGNING IN TO THE SAVE SYSTEM OVERVIEW

Access to the SAVE System is through the agency's Web Browser (Internet Explorer or Netscape). The agency's browser must be Internet Explorer 5.5 or newer, or Netscape 6.0 or newer. Users cannot gain access to the system using Netscape 7.0.

**Open Web Browser** - Enter the SAVE web address <https://save.uscis.gov/web>

#### SIGN IN – SYSTEM USE AGREEMENT

The screenshot shows the top of the SAVE system interface. It features the U.S. Citizenship and Immigration Services logo on the left and the SAVE logo on the right. Below the logos, the heading "SIGN IN" is followed by "SYSTEM USE AGREEMENT". A "WARNING" section explains that the system and data are property of the U.S. Government and that users consent to terms by using the system. A "Paperwork Reduction Act" section states that the agency may not conduct or sponsor a collection of information, and a person is not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. A "Privacy Act" section states that the information provided is subject to the Privacy Act of 1974 (5 U.S.C. § 552a) and must be protected from unauthorized disclosure or secondary uses. At the bottom, there is a checkbox labeled "I agree" and a "Next" button.

Read the System Use Agreement, check the “I agree” box and click the “Next” button – The system will display the Sign In – Welcome Page

#### SIGN IN – WELCOME Page

The screenshot shows the "SIGN IN" section of the system. It includes a "WELCOME" heading and the instruction "Enter your username and password." followed by a red asterisk indicating a required field. There are two input fields: "Username" and "Password", both with red asterisks. Below the fields are links for "Forgot your Password?" and "Forgot your Username?". At the bottom, there is a "Submit" button.

- ▶ Enter USERNAME
- ▶ Enter “Temporary” password (provided by a Super User or a Supervisor) into the “Password” field
- ▶ Click “Submit” button – The system displays the Update User Profile page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

## UPDATE USER PROFILE – NEW PASSWORD & PASSWORD CHALLENGE QUESTIONS Page

**UPDATE USER PROFILE**

**NEW PASSWORD AND PASSWORD CHALLENGE QUESTIONS**

A password change is required. Enter your old (temporary) password and new password. Then, enter security questions and answers. \*Indicates a required field.

**Passwords may not be identical to your username and must contain:**

- At least one uppercase or lowercase letter
- At least one number
- At least one special character, which include: ! @ \$ % \* ( ) < > ? ; : { } + - ~
- A non-numeric in the first and last positions
- No more than two identical consecutive characters in any position from the previous password

**Secure passwords do not contain:**

- A dictionary word
- A proper noun, especially that of a pet, child, or fictional character
- An employee serial number, Social Security Number, birth date, phone number, or other information that could be readily guessed about the creator of the password
- A simple pattern of letters or numbers, such as "qwerty" or "xyz123"
- A word, noun, or name spelled backwards

For additional security, your password should be changed often. To secure your account, your password will expire every 90 days.

**Old Password** \*

**New Password** \*

**Re-type New Password** \*

---

**Password Challenge Question #1**

-- select a preferred question --

**Answer** \*

**Password Challenge Question #2**

-- select a preferred question --

**Answer** \*

**Password Challenge Question #3**

-- select a preferred question --

**Answer** \*

**Submit**

- ▶ Enter the temporary password in the “Old Password” field
- ▶ Enter a new password in the “New Password” field
- ▶ Re-type the new password in the “Re-type New Password” field
- ▶ Enter Password Challenge Questions and Answers:
  - Select the challenge question from the dropdown menu and type in the answer. The user must select a different question in each question box.
  - If the user forgets his/her password SAVE uses these questions and answers to verify the user’s information
- ▶ Click the “Submit” button

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## UPDATE USER PROFILE – USER INFORMATION Page

**UPDATE USER PROFILE**

**USER INFORMATION**

Your password has been successfully changed.

Validate your email address and phone number. \*Indicates a required field.

**Email Address** \*

Required.email address@test.one

**Phone Number** \*

( 222 ) 222 - 2222 ext. \*

**Submit**

- ▶ The system displays the following messages:
  - Your user password has been successfully changed.”
  - Validate your email address and phone number.
- ▶ If necessary update email address and/or phone
- ▶ Click the “Submit” button - The system returns to the Home page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

## 3.4 HOW TO RETRIEVE USERNAME and FORGOTTEN or LOCKED PASSWORD

### HOW TO RETRIEVE YOUR USERNAME

To reset a forgotten USERNAME:

- ▶ Select the “[Forgot Your Username?](#)” link on the SAVE Sign In page. The system displays the Find USERNAME – Email Address page.
- ▶ Enter E-mail address
- ▶ Click “Submit” button
- ▶ The USERNAME will be sent to the e-mail address entered

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

### HOW TO RETRIEVE YOUR FORGOTTEN OR LOCKED PASSWORD

Forgot Password or Locked Out After 3 Attempts:

- ▶ Select the “[Forgot Your Password?](#)” link on the Sign In page -The system displays the Reset Password page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

- ▶ Enter USERNAME
- ▶ Click “Next” button - The system displays the Reset Password-Security Questions page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

- ▶ Correctly answer the three challenge questions
- ▶ Click “Next” button - The system displays the Change Password page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

- ▶ Enter new password into “New Password” field
- ▶ Re-type new password into “Re-Type Password” field
- ▶ Click “Submit” button -The system displays a message: “Your user password has been successfully changed. Validate your email address and phone number.” If necessary update email address and/or phone
- ▶ Click the “Submit” button the system returns to the Home page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

### 3.5 SAVE HOME PAGE OVERVIEW

THE SAVE System tailors the SAVE Home Navigation Menu and Quick Links to the privileges available to the user's role. The SAVE Home Page contains the following elements:

1. **SAVE Header** - The header features the Department of Homeland Security, USCIS, and SAVE Program logos and a personal welcome greeting (user's name)
2. **Navigation Menu** - Top-level navigation menu displays all of the options available to the user. These menu options are accessible on all the screens within the SAVE System
3. **Quick Links** - Routine functions based upon the user's role. These functions are only available on the SAVE Home page
4. **SAVE Welcome Banner and Agency Identifier** - Under the welcome banner the system displays the agency name on the Super User's Home Page; the agency and department name on the Supervisor and General Users' Home Page
5. **Program Announcements** - Provides all users with any major SAVE program updates, events or information
6. **System Announcements** - Informs all users of any planned outages, system updates or other system-related announcements
7. **Accessibility** - Web accessibility to meet different user needs, preferences, and situations

Super User Home Page



Supervisor User Home Page



General Users Home Page



## 4.0 SUPER USER AGENCY ADMINISTRATION

### 4.1 ADD USER

Under the Agency Tab on the Navigation Menu, Super Users can add Super Users, Supervisor Users and General Users to all the agency's departments and groups. To add a user the Super User must select the user's role, Department, Group and enter the user's personal and sign in information.

#### ADD USERS FUNCTIONS OVERVIEW

##### NAVIGATION MENU - AGENCY TAB



- ▶ On Navigation Menu Click the “Agency Tab”
- ▶ Click the “Add User” link - The system displays the Add New User - Role Selection page.

##### ADD NEW USER – ROLE SELECTION Page

A screenshot of the 'ADD NEW USER' page, 'ROLE SELECTION' section. It features a navigation bar with 'Agency' selected. Below the header, it says 'ADD NEW USER' and 'ROLE SELECTION'. A note reads 'Select user role. \*Indicates a required field.' There is a dropdown menu for 'User Role' with a red asterisk. At the bottom are 'Cancel' and 'Next' buttons.

- ▶ Select a user role from the dropdown menu
- ▶ Click “Next” button - The system displays the Add New User - Department Selection page

Note: The user must complete all fields marked with a red (\*) asterisk to continue

##### ADD NEW USER – DEPARTMENT SELECTION Page

A screenshot of the 'ADD NEW USER' page, 'DEPARTMENT SELECTION' section. It features a navigation bar with 'Agency' selected. Below the header, it says 'ADD NEW USER' and 'DEPARTMENT SELECTION'. A note reads 'Select user department. \*Indicates a required field.' There is a dropdown menu for 'Department' with a red asterisk. Below it, the 'User Role' is set to 'General User - Cannot view ISV responses'. At the bottom are 'Cancel', 'Back', and 'Next' buttons.

- ▶ Select the “Department” from the dropdown menu
- ▶ Click the “Next” button - The system displays the Add New User - Group Selection page showing the User Role and Department Name

Note: The user must complete all fields marked with a red (\*) asterisk to continue

##### ADD NEW USER – GROUP SELECTION Page

A screenshot of the 'ADD NEW USER' page, 'GROUP SELECTION' section. It features a navigation bar with 'Agency' selected. Below the header, it says 'ADD NEW USER' and 'GROUP SELECTION'. A note reads 'Select user group. \*Indicates a required field.' There is a dropdown menu for 'Group' with a red asterisk. Below it, the 'User Role' is 'General User - Cannot view ISV responses' and the 'Department' is 'OM SAVE Training ( Laguna, CA )'. At the bottom are 'Cancel', 'Back', and 'Next' buttons.

- ▶ Select the “Group” from the dropdown menu
- ▶ Click the “Next” button - The system displays the Add New User-User Information page showing the User Role, Department and Group Name

Note: The user must complete all fields marked with a red (\*) asterisk to continue



## ADD NEW USER - USER INFORMATION Page

**ADD NEW USER**  
**USER INFORMATION**  
Enter user name and contact information. \*Indicates a required field.

**User Role**  
General User - Cannot view ISV responses

**Department**  
OM SAVE Training ( Laguna, CA )

**Group**  
PD SAVE Training Group

**Last Name**

**First Name**

**M.I.**

**Phone Number**  
( ) - ext. \*

**Fax Number**  
( ) -

**Email Address**

Cancel Back Next

- ▶ Enter the User's:
  - Last Name and First Name
  - Phone Number
  - E-mail Address
- ▶ Click the "Next" button - The system displays the Add New User - Password page with the User's USERNAME

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## ADD USER – PASSWORD Page

**ADD NEW USER**  
**PASSWORD**  
Enter username and password. \*Indicates a required field.

**Username**  
RTES5238 \*

**Password**  
\*\*\*\*\* \*

**Re-type Password**  
\*\*\*\*\* \*

Cancel Back Submit

- ▶ Create and enter a temporary password into the "Password" field
- ▶ Re-type temporary password into the "Re-type" field
- ▶ Click "Submit" button - The system displays the Add New User Successfully Created page

Note: The Super User may change the USERNAME. The USERNAME must be 8 characters (letters/numbers or both). The user must complete all fields marked with a red (\*) asterisk to continue.

## ADD NEW USER – SUCCESSFULLY CREATED Page

**ADD NEW USER**  
**SUCCESSFULLY CREATED**  
The user has been successfully created. User information is provided below.

**Username:** RTES5238

**User Role:** General User - Cannot view ISV responses

**Department:** OM SAVE Training ( Laguna, CA )

**Group:** PD SAVE Training Group

**Last Name:** Test

**First Name:** Ray

**M.I.:**

**Phone Number:** (222) 222 - 2222

**Fax Number:**

**Email Address:** D744(RITae+ 946+ ..... \*

Home

- ▶ Displays system message: "User has been successfully created. User Information provided below." (USERNAME, Role, Department Name, Group Name, First & Last Name, Phone Number and E-mail Address)
- ▶ Click the "Home" button - The system returns to the Home page

Note: Send USERNAME and temporary password to new user - The new user must sign in and re-set the password

## 4.2 SEARCH USERS

The Search User function allows the Super User to search, view and manage the Super User, Supervisor User and General User accounts assigned to the agency's departments.

Under Agency Tab on the Navigation Menu, the Search Users link allows the Super User to select and enter the search criteria to locate and update users' profiles, unlock and reset users' passwords and delete users' accounts for the entire agency. If a user leaves the agency or no longer needs access to the SAVE System, a Super User or Supervisor User must delete the user's account. Only Super Users can delete Super User roles.

To view, add and delete Super User, Supervisor User and General User accounts, follow the 'Search Users Function Overview.'

### SEARCH USERS FUNCTION OVERVIEW

#### NAVIGATION MENU - AGENCY TAB



On Navigation Menu Click the "Agency Tab" or Quick Links:

- ▶ Click the "Search Users" link -The system displays the Search Users – Criteria page.

#### SEARCH USERS – CRITERIA Page

Enter Search Criteria:

- ▶ Select User Role - The default option is All Roles the user may select any of the following:
  - All Roles(default)
  - Super-Users
  - Supervisors
  - General Users
- ▶ Select User Status - The default option is All the user may select any of the following:
  - All (default)
  - Locked
  - Password Change Required

Additionally, the user may narrow the search by:

- Selecting the Department from the Drop Down Menu
  - Selecting both the Department and Group from the Drop Down Menu
  - Entering the USERNAME
  - Entering the Last Name
  - Entering the First Name
- ▶ Click the "Submit" button - The system displays the Search Users - Summary List Page

## SEARCH USER – SUMMARY LIST Page

**SEARCH USERS**  
SUMMARY LIST

Click on a column title to sort this list.

Select:

- Username: To view or edit user information.
- Delete: To remove a user and revoke user permissions.

You are viewing users 1-6 of 6

Username	Department	Group	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	Actions
CWNI7074	OM SAVE Training	PD SAVE Training Group	General User	Winter	Christal		Change Password	N	N	Delete
LFAL1150	OM SAVE Training	PD SAVE Training Group	General User	Fall	Leaf		Change Password	N	N	Delete
MAPR108			Supervisor	April	May	03/31/2014 01:20 PM	Current	N	Y	Delete
RTES5238	OM SAVE Training	PD SAVE Training Group	General User	Test	Ray		Change Password	N	N	Delete
SMAY3001	OM SAVE Training	PD SAVE Training Group	Supervisor	Mayflower	Spring		Change Password	N	N	Delete

Previous Next

Back Home

The system displays the Search Users - Summary List Page results:

- **Column Headers** - USERNAME, Department, Group, User Role, Last Name, First Name, Last Login Date, Status, Locked, Logged On and Actions - **Click on the column title to sort this list**
- **USERNAME link** - Select to view and modify user information
- **Delete button** - Click to remove user
- **Next and Previous Links** - The Summary List displays up to 10 users per page - Use the “Next and “Previous” links at bottom of the Summary List page to navigate between pages
- **Home button** - The systems returns to the Home page

## SEARCH USERS – USER INFORMATION Page

**SEARCH USERS**  
USER INFORMATION

Update detailed user information or reset user password. \*Indicates a required field.

Username  
CWNI7074

User Role  
General User - View user initiated ISV responses

Department  
OM SAVE Training ( Laguna, CA )

Group  
PD SAVE Training Group

Last Name  
Winter

First Name  
Christal

M.I.

Phone Number  
( 123 ) 111 - 1111 ext. \*

Fax Number  
( ) - \*

Email Address  
Test.User@test.net

Force Change Password

**Reset User Password**

New Password

Re-type New Password

Cancel Delete User Submit

Clicking the USERNAME on the Summary List Page displays the Search Users – User Information Page with the user’s current information.

The user may update any of the following fields:

- **\*User Role:** To change select role from the dropdown menu
- **\*Department:** To change select a Department from the dropdown menu
- **\*Group:** To change select a Group from the dropdown menu
- **\*Last Name:** To change delete and enter updated name
- **\*First Name:** To change delete and enter updated name
- **MI (Middle Initial):** This field is optional
- **\*Phone Number:** To change delete and enter updated phone number
- **Fax Number:** This field is optional
- **\*E-mail Address:** To change delete and enter updated e-mail address
- **Force Change Password box:** Click this box to change the user’s password
  - **Reset the Users Password:** Type in new password and retype the new password
- ▶ Click the “ Submit” button – The system displays the Search Users – Successfully Updated page
- ▶ Click “Delete User” – The system displays the Delete User – Deletion Confirmation Page

## SEARCH USERS – SUCCESSFULLY UPDATED Page

**SEARCH USERS**  
**SUCCESSFULLY UPDATED**

You have successfully updated the user information and/or reset the user's password.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training (Laguna, CA)  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Password must change

After making any necessary changes and or re-setting the user's password on the User Information Page:

- ▶ Click the “Submit” button - The system displays Search Users – Successfully Updated Page with a message: “You have successfully updated the user information and/or rest the user's password.”
- ▶ Click the “Home” button – the systems displays the Home page

## DELETE USER – DELETION CONFIRMATION Page

**DELETE USER**  
**DELETION CONFIRMATION**

Remove a user and revoke all privileges.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Password must change

- ▶ Click the “Delete” button on Search User- Summary List Page or
- ▶ Click the “Delete” button on the Search User- User Information – The system will displays the Delete User-Deletion Confirmation Page
- ▶ Click “Cancel” - The system returns the Search User Information page
- ▶ Click the “Delete User” button – The system displays the Delete User-Successfully Deleted Page with a message: “You have successfully removed this user. If necessary print these details for your record.”

## DELETE USER – SUCCESSFULLY DELETED

**DELETE USER**  
**SUCCESSFULLY DELETED**

You have successfully removed this user. If necessary, print these details for your records.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Deleted

- ▶ The Delete User-Successfully Deleted Page displays the message: “You have successfully removed this user. If necessary, print these details for your record.”
- ▶ Click the “Home” button – The system displays the Home page

## 4.3 EDIT DEPARTMENTS

The Super User is responsible for setting up and managing the agency's Departments and Groups. The Super User must create at least one Department and one Group before adding users.

Using Edit Departments function on the Navigation Menu, the Super User can add Departments for the agency. The Edit Departments function also allows the Super User to edit the Department's Name, Postal Address and Alternative Address fields. This function does not allow the Super User to delete Departments.

### EDIT DEPARTMENT OVERVIEW

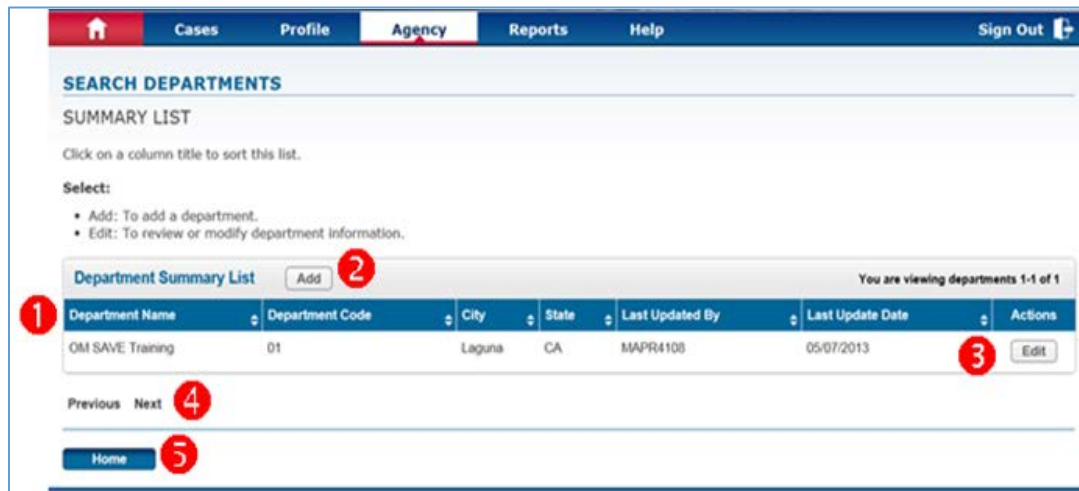
#### NAVIGATION MENU - AGENCY TAB



On Navigation Menu:

- ▶ Click the Agency Tab
- ▶ Click the “Edit Departments” link -. The system displays the Search Department Summary List Page

#### SEARCH DEPARTMENTS – SUMMARY LIST



The Search Department Summary List Page displaying the following:

1. **Column Headers-** Department Name, Department Code, City (where the department is located), State (where the department is located), Last Updated By (Super User's USERNAME) and Last Update Date - Click on the column title to sort list
2. **Add Button** - Select Add button to add a new Department to the Summary List
3. **Edit Button** - Select Edit button to update a Department's name and address
4. **Next and Previous Links** – The Summary List displays up to 10 Departments per page - Use the “Next and “Previous” links at the bottom of the Summary List page to navigate between pages
5. **Home Button** - The systems returns to the Home page

## Add a Department

### ADD DEPARTMENT – DEPARTMENT INFORMATION PAGE

**ADD DEPARTMENT**  
DEPARTMENT INFORMATION

Update department information. Use the alternate address if the Postal Address is a PO Box. \*Indicates a required field.

**Postal Address**

Department Name \*

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

Back Submit

Click “Add” on the Search Departments Summary List page to a Department - The system displays the Add Department- Department Information page.

- ▶ Enter the \*Department Name and \*Postal Address
  - If postal address is a post office box/drawer, enter Alternate Address fields
- ▶ Click the “Submit” button - The system displays the Add Department Successfully Added Page with a message: “The Department (*Department’s Name*) has been successfully created for the Agency (*Agency’s Name*).”

### ADD DEPARTMENT – SUCCESSFULLY ADDED

**ADD DEPARTMENT**

SUCCESSFULLY ADDED

The Department "New Design Department" has been successfully created for the Agency "SAVE OM Test Agency".

Home

The Add Department – Successfully Added page displays a message: “The Department (*name*) has been successfully created for the Agency (*name*).”

Click the “Home” button – The system displays the Home page

## Edit Department Information

### VIEW DEPARTMENT – DEPARTMENT INFORMATION

**VIEW DEPARTMENT**  
DEPARTMENT INFORMATION

View department information.

<b>Department Name:</b>	New Design Department	<b>Alt Address 1:</b>	
<b>Address 1:</b>	123 3rd Street	<b>Alt Address 2:</b>	
<b>Address 2:</b>		<b>Alt City:</b>	
<b>City:</b>	Newport	<b>Alt State:</b>	
<b>State:</b>	CA	<b>Alt Zip Code:</b>	
<b>Zip Code:</b>	92663		

**Additional Information**

<b>Department Code:</b>	02
<b>Access Method(s):</b>	WEB-3

Back Edit

On the Search Departments Summary List page to update the Department’s Name and or Postal Address fields:

- ▶ Select the Department and click the Edit button in the Action column – The system displays the View Department – Department Information Page
- ▶ Select the “Edit” button – The system displays the Edit Department – Department Information Page

## EDIT DEPARTMENT – DEPARTMENT INFORMATION Page

The screenshot shows the 'EDIT DEPARTMENT' page with the following fields and values:

- Department Name:** New Design Department
- Postal Address:**
  - Address 1:** 123 3rd Street
  - Address 2:** (empty)
  - City:** Newport Beach
  - State:** CALIFORNIA
  - Zip code:** 92663
- Alternate Address (Enter if postal address is a post office box/drawer.):**
  - Address 1:** (empty)
  - Address 2:** (empty)
  - City:** (empty)
  - State:** (empty)
  - Zip code:** (empty)

Buttons: Back, Submit

- ▶ Update the Department name and or address
- ▶ Click “Submit” button – The system displays the View Department – Department Information Page with the updated information fields
- ▶ Click “Back” button – The system displays the View Department – Department Information page

## VIEW DEPARTMENT – DEPARTMENT INFORMATION Page

The screenshot shows the 'VIEW DEPARTMENT' page with the following information:

- Department Name:** New Design Department
- Address 1:** 123 3rd Street
- Address 2:** (empty)
- City:** Newport Beach
- State:** CA
- Zip Code:** 92663
- Alt Address 1:** (empty)
- Alt Address 2:** (empty)
- Alt City:** (empty)
- Alt State:** (empty)
- Alt Zip Code:** (empty)
- Additional Information:**
  - Department Code:** 02
  - Access Method(s):** WEB-3

Buttons: Back, Edit

The View Department – Department Information page displays the updated information entered by the user.

Click the “Edit” button – The system displays the Edit Department – Department Information page

Click the “Back” button – The system displays the Search Department – Summary List page

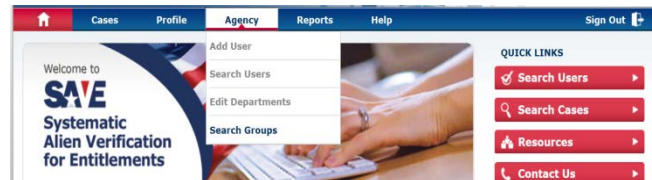
## 4.4 SEARCH GROUPS

Using the Search Groups function on the Navigation Menu, the Super User can manage the agency's Groups. This function allows the Super User to select the search criteria, add Groups to the Departments and delete Groups from the Departments. Deleting a Group from a Department will delete all users within the Group. The Search Groups function also allows the Super User to Edit the Group's Name, Postal Address and Alternative Address fields.

### SEARCH GROUPS FUNCTION OVERVIEW

#### NAVIGATION MENU - AGENCY TAB

- ▶ Click the "Search Group link - The system displays the Enter Search Criteria page



#### SEARCH GROUPS – CRITERIA Page

A screenshot of the SEARCH GROUPS CRITERIA page. The page has a navigation bar with Cases, Profile, and Agency tabs. The main content area is titled SEARCH GROUPS and contains a form with the following fields: Department (dropdown), Group (dropdown), Group Name (text input), State (dropdown), and City (text input). There are Cancel and Submit buttons at the bottom.

The Super User can search by:

- ▶ Selecting the Department and Group from the dropdown menu or
- ▶ Typing in the Group Name or
- ▶ Typing in the Group Name, City and selecting the State from the dropdown menu
- ▶ Clicking the "Submit" button – The system displays the Group Summary List page with the information based upon the search criteria

#### SEARCH GROUPS – SUMMARY LIST Page

A screenshot of the SEARCH GROUPS SUMMARY LIST page. The page has a navigation bar with Cases, Profile, Agency, Reports, and Help tabs. The main content area is titled SEARCH GROUPS and contains a SUMMARY LIST section. Below the title, there is a "Select:" section with a list of actions: Add: To add a group, Edit: To edit group information, Delete: To remove a group and its users, and Department: To view department information. Below this is a "Group Summary List" table with columns: Department, Group Name, City, State, Last Update Date, Last Updated By, and Actions. The table contains one row: OMSAVE Training, PO SAVE Training Group, 05/01/2013, MAPKRM108. There are Edit and Delete buttons for this row. At the bottom, there are Previous, Next, Back, and Home buttons.

**Column Headers-** Department Name, Group Name, City (where the department is located), State (where the department is located), Last Update, Last Updated By and Actions - Sort the columns by clicking on the column header

- ▶ Click the "Add" button to add a Group
- ▶ Click on the "Department Name" link to view department information
- ▶ Click the "Edit" button update the Group information
- ▶ Click the "Delete" button to delete a Group and all Users in the Group



## Add a Group

### ADD GROUP – GROUP INFORMATION Page

**ADD GROUP**

GROUP INFORMATION

Enter the group name and address. \*Indicates a required field.

**Department**

**Group**

**Address 1**

**Address 2**

**City**

**State**

**Zip Code**

On the **Search Groups Summary List page** click the “Add” button located on the left side of the page.-The system displays the Group Information page.

- ▶ Select the Department from the dropdown menu
- ▶ Enter the Group Name
- ▶ Enter Address 1 (Optional)
- ▶ Enter Address 2 (Optional)
- ▶ Enter City (Optional)
- ▶ Select State from the Drop Down Menu (Optional)
- ▶ Enter Zip code (Optional)
- ▶ Click “Submit” button – The system displays the **Group Summary List page** listing the new group information

Group Summary List  You are viewing groups 1-1 of 1

Department	Group Name	City	State	Last Update Date	Last Updated By	Actions
OM SAVE Training	PD SAVE Training Group			05/07/2013	MAPR4108	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Previous Next

## Edit Group Information

### EDIT GROUP – GROUP INFORMATION

**EDIT GROUP**

GROUP INFORMATION

Update the group name and address. \*Indicates a required field.

**Department**

OM SAVE Training

**Group**

SAVE Training One

**Address 1**

**Address 2**

**City**

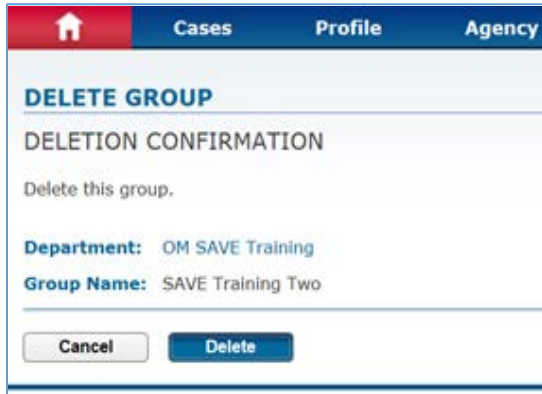
**State**

**Zip Code**

On the Search Groups Summary List page under the Actions column Click the “Edit” button - The system displays the Edit Group - Group Information page

- ▶ Change the Group Name
- ▶ Add the Group Address (Optional)
- ▶ Update the Address Fields (Optional)
- ▶ Click the “Submit” button – The system displays the Search Groups Summary List page with the Group’s updated information

## DELETE GROUP – DELETION CONFIRMATION Page



**DELETE GROUP**

**DELETION CONFIRMATION**

Delete this group.

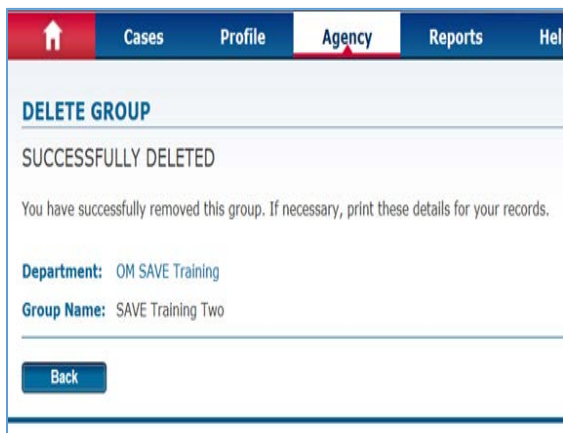
**Department:** OM SAVE Training

**Group Name:** SAVE Training Two

On the **Search Groups Summary List** page under the Actions column:

- ▶ Click the “Delete” button - The system displays the **Delete Group – Deletion Confirmation page** with a message: “Delete this group” and displays:
  - Department *Name*
  - Group *Name*
- ▶ Click the “Delete” button

## DELETE GROUP – SUCCESSFULLY DELETED Page



**DELETE GROUP**

**SUCCESSFULLY DELETED**

You have successfully removed this group. If necessary, print these details for your records.

**Department:** OM SAVE Training

**Group Name:** SAVE Training Two

The system displays the **Group Deletion Information page** with a message: “You have successful removed this group. If necessary, print these details for your records.” and displays:

- Department *Name*
- Group *Name*
- ▶ Click the “Back” button – The system returns to the **Search Groups Summary List page**

## 5.0 SUPER USER AGENCY ADMINISTRATION

### 5.1 ADD USER

Under the Agency Tab on the Navigation Menu, Supervisor Users can add Supervisor Users and General Users to a Department's Groups. To add a user the Supervisor User must select the user's role, Group and enter the user's personal and Sign in information.

#### ADD USERS FUNCTIONS OVERVIEW

##### NAVIGATION MENU - AGENCY TAB



- ▶ On Navigation Menu Click the “Agency Tab”
- ▶ Click the “Add User” link - The system displays the Add New User - Role Selection Page.

##### ADD USER – ROLE SELECTION Page

A screenshot of the 'ADD NEW USER' page, specifically the 'ROLE SELECTION' section. The page has a navigation bar with 'Cases', 'Profile', 'Agency', and 'Reports'. Below the navigation bar, the title 'ADD NEW USER' is displayed. The main heading is 'ROLE SELECTION'. A prompt says 'Select user role. \*Indicates a required field.' Below this is a dropdown menu labeled 'User Role' with a red asterisk next to it. At the bottom, there are 'Cancel' and 'Next' buttons.

- ▶ Select a user role from the dropdown menu
- ▶ Click “Next” button - The system displays the Add New User - Group Page

Note: The user must complete all fields marked with a red (\*) asterisk to continue

##### ADD NEW USER – GROUP SELECTION Page

A screenshot of the 'ADD NEW USER' page, specifically the 'GROUP SELECTION' section. The page has a navigation bar with 'Cases', 'Profile', 'Agency', and 'Reports'. Below the navigation bar, the title 'ADD NEW USER' is displayed. The main heading is 'GROUP SELECTION'. A prompt says 'Select user group. \*Indicates a required field.' Below this are three sections: 'User Role' with the text 'General User - Cannot view ISV responses', 'Department' with the text 'OM SAVE Training ( Laguna, CA )', and 'Group' with a dropdown menu and a red asterisk next to it. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons.

- ▶ Select the “Group” from the dropdown menu
- ▶ Click the “Next” button - The system displays the Add New User - User Information page showing the User Role, Department and Group Names

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## ADD NEW USER - USER INFORMATION Page

**ADD NEW USER**  
USER INFORMATION

Enter user name and contact information. \*Indicates a required field.

**User Role**  
General User - Cannot view ISV responses

**Department**  
OM SAVE Training ( Laguna, CA )

**Group**  
PD SAVE Training Group

**Last Name** \*

**First Name** \*

**M.I.**

**Phone Number** \*

( ) - ext. \*

**Fax Number**

( ) -

**Email Address** \*

Cancel Back Next

- ▶ Enter the User's:
  - Last Name and First Name
  - Phone Number
  - E-mail Address
- ▶ Click the “Next” button - The system displays the Add New User – Password page with the User's USERNAME

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## ADD USER – ENTER PASSWORD Page

**ADD NEW USER**  
PASSWORD

Enter username and password. \*Indicates a required field.

**Username** \*

RTES5238 \*

**Password** \*

\*\*\*\*\* \*

**Re-type Password** \*

\*\*\*\*\* \*

Cancel Back Submit

- ▶ Create and enter a temporary password into the “Password” field
- ▶ Re-type temporary password into the “Re-type” field
- ▶ Click “Submit” button -The system displays the Add New User Successfully Created page

Note: The Supervisor User may change the USERNAME. The USERNAME must be 8 characters (letters/numbers or both). The user must complete all fields marked with a red (\*) asterisk to continue.

## ADD NEW USER – SUCCESSFULLY CREATED Page

**ADD NEW USER**  
SUCCESSFULLY CREATED

The user has been successfully created. User information is provided below.

**Username:** RTES5238

**User Role:** General User - Cannot view ISV responses

**Department:** OM SAVE Training ( Laguna, CA )

**Group:** PD SAVE Training Group

**Last Name:** Test

**First Name:** Roy

**M.I.:**

**Phone Number:** (222) 222 - 2222

**Fax Number:**

**Email Address:** [redacted]

Home

- ▶ Displays system message: “User has been successfully created. User Information provided below.” (USERNAME, Role, Department Name, Group Name, Name, Phone Number and E-mail Address)
- ▶ Click the “Home” button -The system returns to the Home page
- ▶ Send USERNAME and temporary password to new user - The new user must sign in and re-set the password

## 5.2 SEARCH USERS

The Search User function allows the Supervisor User to search, view and manage the Supervisor User and General User accounts assigned to the Department's Groups.

Under Agency Tab on the Navigation Menu, using the Search Users link the Supervisor User can select and enter the search criteria to locate and update users' profiles, unlock and reset users' passwords and delete users' accounts for the entire Department. If a user leaves the Department or no longer needs access to the SAVE System, a Super User or Supervisor User must delete the user's account.

### SEARCH USERS FUNCTION OVERVIEW

#### NAVIGATION MENU - AGENCY TAB



On Navigation Menu Click the “Agency Tab” or Quick Links:

- ▶ Click the “Search Users” link - The system displays the Search Users - Criteria page.

#### SEARCH USERS – CRITERIA Page

A screenshot of the 'SEARCH USERS' criteria page. The page has a blue header with 'Cases', 'Profile', and 'Agency' tabs. The 'Agency' tab is active. Below the header, the title 'SEARCH USERS' is displayed. Underneath, the word 'CRITERIA' is shown, followed by the instruction 'Enter search criteria to display a user list.' There are three sections: 'User Role' with radio buttons for 'Supervisors and General Users' (selected), 'Supervisors', and 'General Users'; 'User Status' with radio buttons for 'All' (selected), 'Locked', and 'Password Change Required'; and 'Group' with a dropdown menu. Below these are text input fields for 'Last Name' and 'First Name'. At the bottom, there are 'Cancel' and 'Submit' buttons.

Enter Search Criteria:

- ▶ Select User Role - The user may select any of the following:
  - Supervisors and General Users (default)
  - Supervisors
  - General Users
- ▶ Select User Status - The user may select any of the following:
  - All (default)
  - Locked
  - Password Change Required

Additionally, the user may narrow the search by:

- Selecting the Group from the dropdown menu
  - Entering the USERNAME
  - Entering the Last Name
  - Entering the First Name
- ▶ Click the “Display User Summary List” button - The system displays the Search Users - Summary List Page

## SEARCH USER – SUMMARY LIST Page

**SEARCH USERS**  
SUMMARY LIST

Click on a column title to sort this list.

Select:

- Username: To view or edit user information.
- Delete: To remove a user and revoke user permissions.

User Summary List You are viewing users 1 of 3

Username	Group	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	Actions
LFAL1150	PD SAVE Training Group	General User	Fall	Leaf		Change Password	N	N	Delete
RRES5238	PD SAVE Training Group	General User	Test	Ray		Change Password	N	N	Delete
SMAY2091	PD SAVE Training Group	Supervisor	Mayflower	Spring	03/31/2014 03:15 PM	Current	N	Y	Delete

Previous Next

Back Home

The system displays the Search Users - Summary List Page results:

- **Column Headers** - USERNAME, Group, User Role, Last Name, First Name, Last Login Date, Status, Locked, Logged On and Actions - **Click on the column title to sort this list**
- **USERNAME link**-select to view and modify user information
- **Delete button** – Click to remove user
- **Next and Previous Links** – The Summary List displays up to 10 users per page - Use the “Next” and “Previous” links at bottom of the Summary List page to navigate between pages
- **Home button**- The systems returns to the Home page

## SEARCH USERS – USER INFORMATION Page

**SEARCH USERS**  
USER INFORMATION

Update detailed user information or reset user password. \*Indicates a required field.

**Username**  
VSAN1166

**User Role**  
Supervisor

**Department**  
SAVE PROGRAM ( WASHINGTON, DC)

**Group**  
SAVE Training

**Last Name**  
Sandoval

**First Name**  
Vicky

**M.I.**

**Phone Number**  
(202 ) 333 - 3333 ext.

**Fax Number**  
( ) -

**Email Address**  
Name.Last.@Agency.gov

Force Change Password

Cancel Delete User Submit

Clicking the USERNAME on the Summary List Page displays the Search Users – User Information Page.

The user may update any of the following fields:

- **User Role:** To change select role from the dropdown menu
- **Department:** Cannot be changed
- **Group:** To change select a Group from the dropdown menu
- **Last Name:** To change delete and enter updated name
- **First Name:** To change delete and enter updated name
- **MI (Middle Initial):** This field is optional
- **\*Phone Number:** To change enter updated phone number
- **Fax Number:** This field is optional
- **E-mail Address:** To change enter updated e-mail address
- **Force Change Password box** – Click this box to change the user’s password
- **Reset the Users Password** – Fill in the below fields:
  - New Password field– Type in new password
  - Re-Type New Password field– Retype the new password
- ▶ Click “Submit” button - The system displays the Search Users - Successfully Updated page
- ▶ Click “Delete User” button – The system displays the Delete – Deletion Confirmation page

## SEARCH USERS – SUCCESSFULLY UPDATED Page

**SEARCH USERS**  
SUCCESSFULLY UPDATED

You have successfully updated the user information and/or reset the user's password.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training ( Laguna, CA )  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Password must change

The system displays Search Users – Successfully Updated Page with a message: “You have successfully updated the user information and/or reset the user’s password.”

## DELETE USER – DELETION CONFIRMATION Page

**DELETE USER**  
DELETION CONFIRMATION

Remove a user and revoke all privileges.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Password must change

Clicking the “Delete” button on **Search User- Summary List Page** or

Clicking the “Delete” button on **the Search User - User Information** - The system will display the Delete User-Deletion Confirmation Page

- ▶ Click “Cancel” - The system returns to the Search Users Information page
- ▶ Click the “Delete User” button - The system displays the Delete User-Successfully Deleted Page with a message: “You have successfully removed this user. If necessary print these details for your records.”

## DELETE USER – SUCCESSFULLY DELETED

**DELETE USER**  
SUCCESSFULLY DELETED

You have successfully removed this user. If necessary, print these details for your records.

**Username:** CWIN7974  
**User Role:** General User - View user initiated ISV responses  
**Department:** OM SAVE Training  
**Group:** PD SAVE Training Group  
**Last Name:** Winter  
**First Name:** Christals  
**M.I.:**  
**Phone Number:** (123) 111 - 1111  
**Fax Number:**  
**Email Address:** C.Winter@Test.com  
**User Status:** Deleted

The Delete User-Successfully Deleted Page displays the message: “You have successfully removed this user. If necessary, print these details for your records.”

- ▶ Click the “Home” button – The system displays the Home page

## 5.3 UPDATE ADDRESSES

Using the Update Addresses on the Agency Tab of the Navigation Menu, the Supervisor User can update the Department's address.

### UPDATE ADDRESSES FUNCTION

#### NAVIGATION MENU - AGENCY TAB



On Navigation Menu Click the “Agency Tab”

- ▶ Click the “Update Address” link -The system displays the Search Users – Criteria page.

#### UPDATE ADDRESSES – DEPARTMENT INFORMATION PAGE

A screenshot of the 'UPDATE ADDRESSES' page. The page title is 'UPDATE ADDRESSES' and the sub-header is 'DEPARTMENT INFORMATION'. Below this, there is a note: 'Edit department information. Use the alternate address if the Postal Address is a PO Box. \*Indicates a required field.' The form contains two sections: 'Postal Address' and 'Alternate Address'. The 'Postal Address' section has fields for 'Address 1' (131 M Street NE), 'Address 2', 'City' (WASHINGTON), 'State' (DIST OF COL), and 'Zip code' (20529). The 'Alternate Address' section has fields for 'Address 1', 'Address 2', 'City', 'State', and 'Zip code'. At the bottom, there are 'Cancel' and 'Submit' buttons.

The Supervisor User can update the Postal Address and update or add an Alternative Address for the Department.

- ▶ Clicking the “Submit” button - The system displays the Update Addresses – Successfully Updated page
- ▶ Clicking the “Cancel” button – The system returns to the HOME page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

#### UPDATE ADDRESSES – SUCCESSFULLY UPDATED PAGE

A screenshot of the 'UPDATE ADDRESSES' page showing a success message. The page title is 'UPDATE ADDRESSES' and the sub-header is 'SUCCESSFULLY UPDATED'. Below this, there is a message: 'You have successfully updated the address of this department: SAVE PROGRAM'. The page displays two columns: 'Postal Address' and 'Alternate Address'. The 'Postal Address' column shows: 'Address 1: 131 M Street NE', 'Address 2:', 'City: DC', 'State: DIST OF COL', and 'Zip Code: 20529'. The 'Alternate Address' column shows: 'Address 1:', 'Address 2:', 'City:', 'State:', and 'Zip Code:'. At the bottom, there is a 'Home' button.

The Update Addresses – Successfully Updated page displays a message: “You have successfully updated the address of this department: *Department Name.*”

- ▶ Clicking the “Home” button – The system returns to the HOME page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.



## 5.4 SEARCH GROUPS

Using the Search Groups function on the Navigation Menu, the Supervisor User can manage the Department's Groups. This function allows the Supervisor User to select the search criteria, add Groups to the Department and delete Groups from the Department. Deleting a Group from a Department will delete all users within the Group. The Search Groups function also allows the Supervisor User to edit a Group's name, postal address and alternative address fields.

### SEARCH GROUPS FUNCTION OVERVIEW

#### NAVIGATION MENU - AGENCY TAB

- ▶ Click the "Search Group link - The system displays the Enter Search Criteria page



#### SEARCH GROUPS – CRITERIA Page

A screenshot of the Search Groups Criteria page. The page has a navigation bar with Cases, Profile, and Agency tabs. The main heading is SEARCH GROUPS. Below it is the CRITERIA section with the instruction "Enter search criteria to display a group list." There are four input fields: Group (a dropdown menu with "SAVE Training" selected), Group Name (a text input field), State (a dropdown menu), and City (a text input field). At the bottom, there are "Cancel" and "Submit" buttons.

The Supervisor User can search by:

- ▶ Selecting the Group from the dropdown menu or
- ▶ Typing in the Group Name or
- ▶ Typing in the Group Name, City and selecting the State from the dropdown menu
- ▶ Clicking the "Submit" button – The system displays the Group Summary List page with the information based upon the search criteria

#### SEARCH GROUPS – SUMMARY LIST Page

A screenshot of the Search Groups Summary List page. The page has a navigation bar with Cases, Profile, Agency, Reports, and Help tabs. The main heading is SEARCH GROUPS. Below it is the SUMMARY LIST section with the instruction "Click on a column title to sort this list." There is a "Select:" section with three bullet points: "Add: To add a group.", "Edit: To edit group information.", and "Delete: To remove a group and its users." Below this is a "Group Summary List" table with an "Add" button. The table has columns for Group Name, City, State, Last Update Date, Last Updated By, and Actions. The first row shows "SAVE Training" in Washington, DC, last updated on 01/07/2008 by DBOUNDS3. There are "Edit" and "Delete" buttons for this row. At the bottom, there are "Previous" and "Next" buttons, and a "Back" and "Home" button. The page also includes "Accessibility" and "Download Viewers" links.

**Column Headers-** Name, Group Name, City (where the Group is located), State (where the Group is located), Last Update, Last Updated By and Actions - Sort the columns by clicking on the column header

- ▶ Click the "Add" button to add a Group
- ▶ Click on the "Group Name" link to view Group information
- ▶ Click the "Edit" button update the Group information
- ▶ Click the "Delete" button to delete a Group and all Users in the Group

## Add a Group

### ADD GROUP – GROUP INFORMATION Page

ADD GROUP

GROUP INFORMATION

Enter the group name and address. \*Indicates a required field.

Department  
SAVE PROGRAM

Group \*

Address 1

Address 2

City

State

Zip Code

Cancel Submit

On the **Search Groups Summary List page** click the “Add” button located on the left side of the page.- The system displays the Group Information page

- ▶ Enter the Group Name
- ▶ Enter Address 1 (Optional)
- ▶ Enter Address 2 (Optional)
- ▶ Enter City (Optional)
- ▶ Select State from the Drop Down Menu (Optional)
- ▶ Enter Zip code (Optional)
- ▶ Click “Submit” button - The system displays the **Group Summary List page** listing the new group information

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## Edit Group Information

### EDIT GROUP – GROUP INFORMATION

EDIT GROUP

GROUP INFORMATION

Update the group name and address. \*Indicates a required field.

Department  
OM SAVE Training

Group \*

Address 1

Address 2

City

State

Zip Code

Cancel Submit

On the Search Groups Summary List page under the Actions column Click the “Edit” button - The system displays the Group Information page

Group Information page:

- ▶ Change the Group Name
- ▶ Add the Group Address (Optional)
- ▶ Update the Address Fields (Optional)
- ▶ Click the “Submit” button - The system displays the Search Groups Summary List page with the Group’s updated information

Note: The user must complete all fields marked with a red (\*) asterisk to continue

## DELETE GROUP – DELETION CONFIRMATION Page



**DELETE GROUP**

**DELETION CONFIRMATION**

Delete this group.

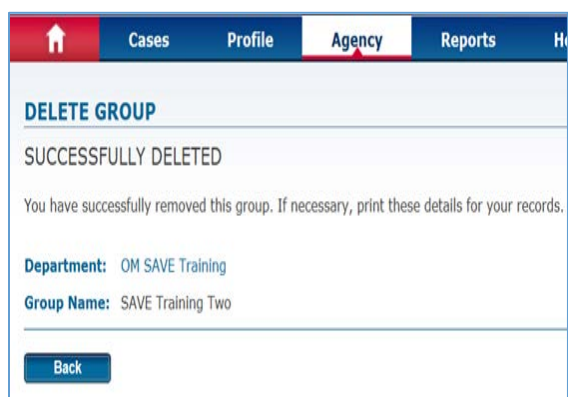
**Department:** OM SAVE Training

**Group Name:** SAVE Training Two

On the **Search Groups Summary List** page under the Actions column:

- ▶ Click the “Delete” button.- The system displays the **Delete Group – Deletion Confirmation page** with a message: “Delete this group” and displays:
  - Department *Name*
  - Group *Name*
- ▶ Click the “Delete” button – The system displays the **Delete Group – Successfully Deleted Page**

## DELETE GROUP – SUCCESSFULLY DELETED Page



**DELETE GROUP**

**SUCCESSFULLY DELETED**

You have successfully removed this group. If necessary, print these details for your records.

**Department:** OM SAVE Training

**Group Name:** SAVE Training Two

The system displays the **Group Deletion Information page** with a message: “You have successful removed this group. If necessary, print these details for your records.” and displays:

- Department *Name*
- Group *Name*
- ▶ Click the “Back” button – The system returns to the **Search Groups Summary List page**

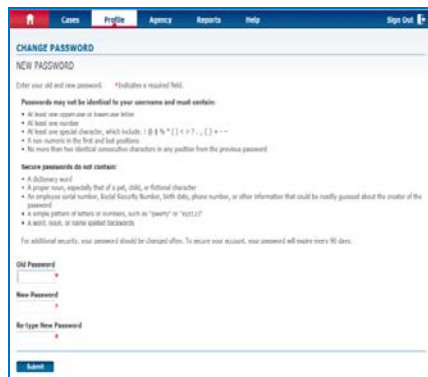
## 6.0 USER SITE ADMINISTRATION FOR ALL USERS

The Profile Tab on the Navigation Menu allows all users to maintain their account information. This includes changing their password, contact information and the password challenge questions and answers.

### 6.1 CHANGE PASSWORD

To create the new password, all users may select the Profile Tab on the Navigation Menu and click the “Change Password” link and the system displays:

#### CHANGE PASSWORD – NEW PASSWORD Page



To change your password:

- ▶ Enter old password into “Old Password” field
- ▶ Enter new password into “New Password” field
- ▶ Re-type new password into “Re-Type Password” field
- ▶ Click the “Submit” button - The system displays Change Password page - Successfully Updated

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

#### CHANGE PASSWORD – SUCCESSFULLY UPDATED Page

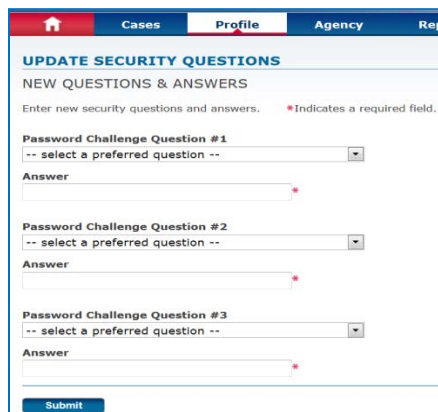


- ▶ The system displays a message: “Your user password has been successfully changed.”
- ▶ Click the “Submit” button - The system returns to the Home page

### 6.2 MANAGE SECURITY QUESTIONS

To update the security questions, all users may select the Profile Tab on the Navigation Menu and click the “Manage Security Questions” link and the system displays:

#### UPDATE SECURITY QUESTIONS – NEW QUESTIONS AND ANSWERS Page



- ▶ Select new security questions
- ▶ Enter answers
- ▶ Click the “Submit” button – The system displays Security Questions Successfully Updated Page

Note: The user must complete all fields marked with a red (\*) asterisk to continue.

## UPDATE SECURITY QUESTIONS – SUCCESSFULLY UPDATED Page

The screenshot shows a navigation menu with 'Home', 'Cases', 'Profile', 'Agency', and 'Repo'. The 'Profile' tab is active. Below the menu, the page title is 'UPDATE SECURITY QUESTIONS'. The main content area displays 'SUCCESSFULLY UPDATED' and a message: 'Your password security questions & answers have been successfully updated.' At the bottom, there is a 'Home' button.

- ▶ The system displays a message: “Your password security questions & answers have been successfully updated.”
- ▶ Click the “Submit” button - The system returns to the Home page

## 6.3 MANAGE PROFILE

To update user profile, all users may select the Profile Tab on the Navigation Menu and click the “Manage Profile” link and the system displays:

### UPDATE USER PROFILE – USER INFORMATION Page

The screenshot shows the 'UPDATE USER PROFILE' page with the 'Profile' tab selected. The page title is 'UPDATE USER PROFILE' and the section is 'USER INFORMATION'. A note says 'Enter user name and contact information. \*Indicates a required field.' The fields are: Username (VSAN1166), Last Name (Sandoval), First Name (Vicky), M.I. (empty), Phone Number ((202) 222 - 1111 ext. 2), Fax Number (empty), and Email Address (victoria@TEST.ONE). A 'Submit' button is at the bottom.

The user can update:

- Username
  - Last Name
  - First Name
  - M.I. (Middle Initial)
  - Phone Number
  - Fax Number
  - Email Address
- ▶ Click the “Submit” button - The system returns the Update User Profile – Successfully Updated Page
- Note: The user must complete all fields marked with a red (\*) asterisk to continue.

### UPDATE USER PROFILE - SUCCESSFULLY UPDATED Page

The screenshot shows the 'UPDATE USER PROFILE' page with the 'Profile' tab selected. The page title is 'UPDATE USER PROFILE'. The main content area displays 'SUCCESSFULLY UPDATED' and a message: 'Your user profile has been successfully updated.' Below the message, the updated profile information is listed: Username: VSAN1166, Last Name: Sandoval, First Name: Vicky, M.I.:, Phone Number: (202) 222 - 1111 ext. 2, Fax Number:, and Email Address: victoria@TEST.ONE. At the bottom, there is a 'Home' button.

- ▶ The system displays a message: “Your profile has been successfully updated.”
- ▶ Click the “Home” button - The system returns to the Home page

## 7.0 CASE ADMINISTRATION

The Navigation Menu and the Quick Links on the SAVE Home page display the functions available to SAVE users to initiate and view verification cases. The Navigation Menu is available on every page. The Quick Links is only available on the Home page.

### Super User



To View Verification Cases:

- ▶ On the Navigation Menu select “Case” Tab
  - Click “Search Cases” **OR**
- ▶ On Quick Links click “Search Cases”

The Super User cannot initiate verification cases

### Supervisor User



To Initiate and View Verification Cases:

- ▶ On the Navigation Menu select “Case” Tab
  - Click “Initiate Case”
  - Click “Search Cases” **OR**
- ▶ On Quick Links:
  - Click Initial Verification
  - Click “Search Cases”

### General Users



To Initiate and View Verification Cases:

- ▶ On the Navigation Menu:
  - Click “Initiate Case”
  - Click “Search Cases” **OR**
- ▶ On Quick Links:
  - Click Initial Verification
  - Click “Search Cases”

## 7.1 VERIFICATION REQUIREMENTS

The SAVE Program provides current immigration status based upon the information provided to the agency by the benefit applicant. Using the SAVE System, Supervisor Users and General Users can enter the information taken from the applicant’s document and verify non-immigrant, immigrant, and naturalized or derived citizenship status. The minimum requirements for requesting an applicant’s status on initial verification are:

- First and Last Name
- Date of Birth
- Numeric identifier such as: an Alien Number, I-94 Number, Unexpired Foreign Passport number with I-94 number or SEVIS ID Number
- Benefit or benefits the applicant is seeking

The SAVE System cannot verify the applicant’s status if the user enters only the applicant’s first and last name and date of birth.

## 7.2 INITIAL VERIFICATION

To begin the initial verification process, Supervisor Users and all General Users must:

**Select a Document** – On the **Initiate Case – Document Type** page, the SAVE System displays a list of documents. The user must select the document provided by the applicant from the list of documents to proceed. If the document that the applicant provided is not on the list, the user must select “Other” and provide the applicant’s “Alien Number” or “I-94 Number”, First and Last Name, Date of Birth, and Benefit/s the applicant is seeking.

**Enter Applicant’s Information** – On the **Initiate Case – Applicant Information** page, enter the applicant’s first name, middle initial (optional), last name and date of birth. Enter the information specific to the document selected. Enter the benefit or benefits the applicant is seeking. The page displays the required information fields marked with a red asterisk (\*). For content specifications for a required field, the user can click the associated blue circle with a question mark in the middle, which will open a pop-up help window.

**Errors** – If users do not properly enter information or leave a required field blank, an error message displays at the top of the page. The error message provides the input requirements of each incorrectly entered field.

**Confirm Information** - After submitting the request, the system returns the **Initiate Case– Information Confirmation** page displaying the information entered by the user. This page prompts the user to review and confirm the information entered before submitting the initial verification request. If the information is not correct, the user may update the information and submit the initial request for verification. After the user confirms and submits the request, within in seconds the system returns the initial verification case results.

**Retry Initial Verification** – If the data entered does not match the applicant’s information found in the SAVE System, the system returns the mismatched data fields and gives the user an opportunity to correct the information and retry the verification request, as an initial request.

### 7.2.1 INITIAL VERIFICATION FEATURES

**Photo Tool** – Photo Tool is an initial verification feature in the SAVE System available to all agencies. The Photo Tool feature helps ensure that the document provided to the agency for verification by the benefit applicant matches records available in DHS.

- ▶ The photo matching step happens automatically when the user creates an initial verification case using the information from either a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) presented by the applicant.
- ▶ The user compares the photo displayed by the SAVE System to the photo on the applicant’s document to determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail between the two photographs, based upon the age and wear of the benefit applicant’s document and the quality of the agency’s computer monitor.
- ▶ A watermark has been added to the photo displayed in the SAVE System to prevent unauthorized use. The photo on the document presented by the benefit applicant will not have a watermark. Do not compare the photo displayed by SAVE System to the actual benefit applicant.
- ▶ If the user does not have the applicant’s document, simply select “No document available” to continue the verification.
- ▶ If the SAVE System does not return a photo, this means that there is no photo currently available in the system. This feature is available to all agencies.

**Employment Authorization Document History** - This feature is only available to agencies that are required by law to verify the applicant's employment authorization history. Agencies that require employment history verification can request and receive up to 18 months of an applicant's employment authorization history using information from the I-551(Permanent Resident Card) or I-766(Employment Authorization Card) on initial verification. The View Case Details page returns the Initial Verification Results with Employment Authorization Document History Data Section displaying the following data elements:

- ▶ Employment Authorization Document History exists for this alien: "Start Date (mm/did/ivy)" and "Expiration Date(mm/did/ivy)" or
- ▶ If no data is found, the Employment Authorization Document History Data Section will display: "No Employment Authorization Document History exists for this alien."

**Grant Date** -This feature is only available to agencies that are required by law to verify the applicant's grant date. Agencies that require the grant date can request and receive the applicant's grant date on initial verification. When requested on initial verification, the system will return, when available, the grant date for Lawful Permanent Residents, Asylees, Refugees, and Parolees only. If the SAVE System cannot find the grant date, the response in the Grant Date field section of the View Case Details' page will display "No Grant Date data was found for this person." The "Request Grant Date" feature applies to the following documents:

- ▶ I-327, Reentry Permit
- ▶ I-94, Arrival Departure Record
- ▶ I-94 in Unexpired Foreign Passport
- ▶ Unexpired Foreign Passport
- ▶ I-766, Employment Authorization Card
- ▶ I-571, Refugee Travel Document
- ▶ I-551, Permanent Resident Alien Card
- ▶ Temporary I-551
- ▶ Machine Readable Immigrant Visa with Temporary I-551 Language

**Sponsorship Information** – This feature is only available to agencies that are required by law to verify the applicant's sponsorship information. Agencies that require sponsorship information can request and receive "Affidavit of Support" information on initial verification for select benefits that require sponsorship verification to determine eligibility. The SAVE System will return the following data elements in the "Affidavit of Support Section:

- ▶ Sponsor First and Last Name
- ▶ Sponsor Middle Initial;
- ▶ Sponsor Social Security Number; and
- ▶ Sponsor Address
- ▶ More than one sponsor in the event of joint sponsorship - a maximum of five (5)

The SAVE System will return the response "Affidavit of Support data is not applicable for this person" when the applicant status is not:

- ▶ A LPR who must have sponsorship data in every instance;
- ▶ A LPR who may have sponsorship data but not in every instance; and
- ▶ A LPR with an unknown COA code

If SAVE System cannot find the sponsorship data, the system will return the response "No Affidavit of Support data was found for this person."



## INITIAL VERIFICATION REQUEST OVERVIEW

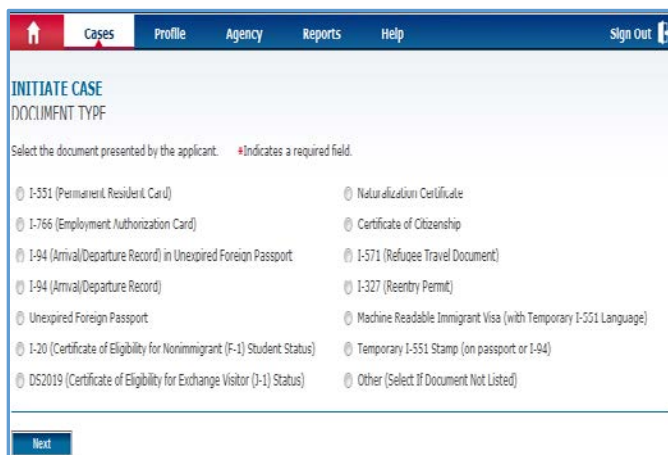
The SAVE System provides several options for initiating a verification case to Supervisor Users and Generals. Super Users cannot request and submit verification cases. The following overview provides an example of the basic steps for submitting an initial verification request.

### Navigation Menu Options

**Supervisor Users** - On the Navigation Menu, select Cases Tab, click [Initiate Case](#) link or from the Home page use the Quick Links “Initial Verification” option. Selecting either option, the system will display the Initiate Case – Document Type Page.

**General Users** –On the Navigation Menu, select Initiate Case Tab, or from the Home page use the Quick Links “Initial Verification” option. Selecting either option, the system will display the Initiate Case – Document Type Page.

### INITIATE CASE – DOCUMENT TYPE

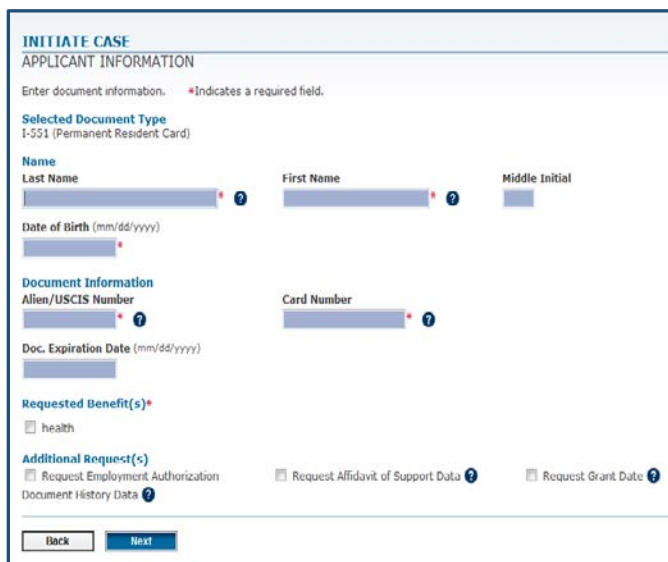


- ▶ Select the document presented by the applicant
- ▶ Click the “Next” button – The system displays the Initiate Case - Applicant Information page

**Note:** Select “Other” if the document is not listed and provide:

- Alien Number or I-94 Number
- First and Last Name
- Date of Birth
- Document Description

### INITIATE CASE – APPLICANT INFORMATION Page



- ▶ Enter the applicant’s information
- ▶ Click the question mark next to the field for more information
- ▶ Select the Benefit/s – The user may select multiple benefits by holding down the CTRL key on the keyboard and selecting the appropriate benefits
- ▶ Click the “Next” button – The system displays the Initiate Case – Information Confirmation – If there are data entry errors the system navigates to and displays the Applicant Information Error page
- ▶ Click the “Back” button – The system returns to the previous page.

## APPLICANT INFORMATION ERROR PAGE

- ▶ If the user does not correctly enter data into the required fields, the system returns the Applicant Information page displaying an Error Message: “One or more fields are in error. Please make the following corrections.”
- ▶ The user must make the required correction/s
- ▶ Click “Next” button – The system displays the Initiate Case – Information Confirmation page

**INITIATE CASE**  
APPLICANT INFORMATION

**One or more fields are in error. Please make the following corrections:**

- Required Last Name must be between 1 and 40 alphabetic characters. Numbers and special characters are not allowed. Hyphens are allowed. Spaces and single quotes are allowed.
- Required First Name must be between 1 and 25 alphabetic characters. Numbers and special characters are not allowed. Hyphens are allowed. Spaces and single quotes are allowed.
- Required Date of Birth must be a valid date in the format of MM/DD/YYYY.
- Required Alien/USCIS Number must be exactly 9 digits. Commas are not allowed.
- Required Card Number must be exactly 3 alphabetic characters [A-Z] followed by 10 digits [0-9].
- Required Requested Benefits must be selected.

Enter document information. \*Indicates a required field.

**Selected Document Type**  
I-551 (Permanent Resident Card)

**Name**

<b>Last Name</b> *	<b>First Name</b> *	<b>Middle Initial</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

**Document Information**

<b>Alien/USCIS Number</b> *	<b>Card Number</b> *
<input type="text"/>	<input type="text"/>

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

**Requested Benefit(s)\***

health

**Additional Request(s)**

Request Employment Authorization Document History Data  Request Affidavit of Support Data  Request Grant Date

## INITIATE CASE – INFORMATION CONFIRMATION Page

**INITIATE CASE**  
INFORMATION CONFIRMATION

Review this information to ensure it matches that presented by the applicant.

**Selected Document Type**  
I-551 (Permanent Resident Card)

**Name**

<b>Last Name</b> Dow	<b>First Name</b> Jane	<b>Middle Initial</b>
-------------------------	---------------------------	-----------------------

**Date of Birth**  
12/31/1999

**Document Information**

<b>Alien/USCIS Number</b> 123456789	<b>Card Number</b> ABC1234567891
--	-------------------------------------

**Doc. Expiration Date**

**Requested Benefit(s)**  
health

**Additional Request(s)**

<input type="checkbox"/> Request Employment Authorization Document History Data	<input type="checkbox"/> Request Affidavit of Support Data	<input type="checkbox"/> Request Grant Date
---	--	---

- ▶ before submitting the request for initial verification, review information entered to ensure it matches the information presented by the applicant
- ▶ Click the “Submit” button to submit the initial verification request – Within seconds the system displays the View Case Details page with the Initial Verification Results
- ▶ Click the “Back” button – The system displays the previous page and the user can modify/correct the data entered

## 7.3 INITIAL VERIFICATION RESULTS

The SAVE System checks the applicant's document information entered by the user against DHS records and within seconds the system returns the **View Case Details page** containing the Case Verification Number, initial verification data entered, and the initial verification results. There are four possible initial verification case responses:

- ▶ The applicant's current status
- ▶ Retry Initial Verification (optional)
- ▶ Institute Additional Verification
- ▶ Institute Third Level Verification (Photo Tool)

The View Case Details page displays:

**Printer Icon - View/Print Entire Case Details** is located on the top right side of the page below the navigation menu. Click the Printer Icon to print a record copy of the verification case

**Initial Verification Results Section** – This section displays the Case Verification Number followed by the applicant's name and in the highlighted blue call-out box the initial verification results.

- **Case Verification Number** - A system generated Case Verification Number used to identify and search for verification cases. The first 13 digits contain the year (4 digits), day (Julian Date 3 digits) and time (Minutes 2 digits, Seconds 2 digits) the case was submitted for verification and the last two digits are part of an alphanumeric sequence number that identifies the case. Example: "2013115124515YC"
- **Applicant's Name**-The system displays the applicant's name in the upper right corner of the page after the Case Verification Number.

**Action Buttons** – The system displays the action button appropriate to the system response. The "Close Case" button closes the verification. The "Initiate New Case" button re-submits the initial verification request. The "Request Additional Verification" button allows the user to submit additional information for verification of the case. The action buttons are also available at the bottom of the page and perform the same function as the action buttons at the top of the page.

**Initial Response Details Sections** – This section contains the system response, record details and status details. This section is expandable. Click on the red arrow next to the section's title to open or close the section.

**Data Submitted Section** – This section contains the information the user submitted in the initial verification request and two system-generated fields: Initiated By (the user's USERNAME) and Initiated On (the date the user submitted the case). This section is expandable. Click on the red arrow next to the section's title to open or close the section.

The Case Details page accumulates an historic record of data submitted by the user for verification including the initial and additional verification results.

## INITIAL VERIFICATION RESULTS – CURRENT STATUS

### VIEW CASE DETAILS – INITIAL VERIFICATION RESULTS Page “Status”

The screenshot shows the 'VIEW CASE DETAILS' page for 'INITIAL VERIFICATION RESULTS'. The system response is 'LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED'. The page includes a printer icon and a 'View/Print Entire Case Details' link. Below the status, there are buttons for 'Close Case' and 'Request Additional Verification'. The 'INITIAL RESPONSE DETAILS' section is expanded, showing record details and status information. The 'DATA SUBMITTED' section is also expanded, showing applicant information, document information, and requested benefits.

Record Details	Status Information
First Name: ITEONE	COA Code: LPR
Last Name: SATONE	Date of Entry: 01/01/1974
Middle Name:	Date Admitted To: INDEFINITE
Date of Birth: 05/05/1995	EAD Expiration Date:
Country: RUSSIA - Russia	Grant Date:

Applicant Information	Document Information	Requested Benefit(s)
First Name: ITEONE	Document Type: I-327	Unemployment, Insuranc
Last Name: STONE	Other Doc Description:	
Middle Initial:	Doc Expiration Date:	
Date of Birth: 05/05/1995	Alien/USCIS Number: 021445678	
Initiated by	Card Number:	
Name: PFS17527	I-94 Number:	
Date: 04/10/2014	Passport Number:	
	Country of Issuance:	
	Passport Expiration Date:	
	SEVIS ID:	
	Visa Number:	
	Citizenship Cert. Number:	
	Naturalization Number:	

When the system returns the applicant's status, the View Case Details – Initial Verification Results page displays the:

- Printer Icon – View/Print Entire Case Details
- Case Verification Number
- Applicant's name
- Current Status
- Action buttons (Top & bottom of page)
- Initial Response Details Section
- Data Submitted Section

The user has the following **options**:

- ▶ Click “Request Additional Verification” button to submit additional information for verification or
- ▶ Click “Close Case” button to close the case

## INITIAL VERIFICATION RESULTS – INSTITUTE ADDITIONAL VERIFICATION

### VIEW CASE DETAILS – INITIAL VERIFICATION RESULTS Page “Institute Additional Verification”

When the system returns the a response, “Institute Additional Verification” the View Case Details – Initial Verification page displays:

- Printer Icon – View/Print Entire Case Details
- Case Verification Number
- Applicant's name
- Current Status
- Action buttons (Top and bottom of page)
- Initial Response Details Section
- Data Submitted Section

The user has the following options:

- ▶ Click “Request Additional Verification” button to submit additional information for verification or
- ▶ Click “Initiate a New Case” button to request initial verification
- ▶ Click “Close Case” button to close the case

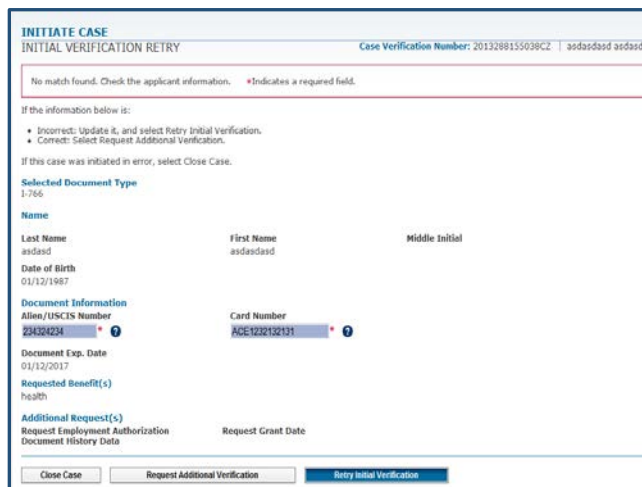
The screenshot shows the 'VIEW CASE DETAILS' page for 'INITIAL VERIFICATION RESULTS'. The system response is 'INSTITUTE ADDITIONAL VERIFICATION'. The page includes a printer icon and a 'View/Print Entire Case Details' link. Below the status, there are buttons for 'Close Case', 'Initiate a New Case', and 'Request Additional Verification'. The 'INITIAL RESPONSE DETAILS' section is expanded, showing record details and status information. The 'DATA SUBMITTED' section is also expanded, showing applicant information, document information, and requested benefits.

Record Details	Status Information
First Name: Timon	COA Code:
Last Name: Patel	Date of Entry:
Middle Name: Patel	Date Admitted To:
Date of Birth: 12/26/1990	EAD Expiration Date:
Country:	Grant Date:

Applicant Information	Document Information	Requested Benefit(s)
First Name: Timon	Document Type: I-327	Health
Last Name: Patel	Other Doc Description:	
Middle Initial:	Doc Expiration Date:	
Date of Birth: 12/26/1990	Alien/USCIS Number: 942794194	
Initiated by	Card Number:	
Name: AKE07832	I-94 Number:	
Date: 04/02/2014	Passport Number:	
	Country of Issuance:	
	Passport Expiration Date:	
	SEVIS ID:	
	Visa Number:	
	Citizenship Cert. Number:	
	Naturalization Number:	

## INITIAL VERIFICATION RESULTS – RETRY INITIAL VERIFICATION

### INITIATE CASE – INITIAL VERIFICATION RETRY Page



If the system returns the Initiate Case-Initial Verification Retry page with a message: “No match found. Check the applicant’s information” the user has the following options:

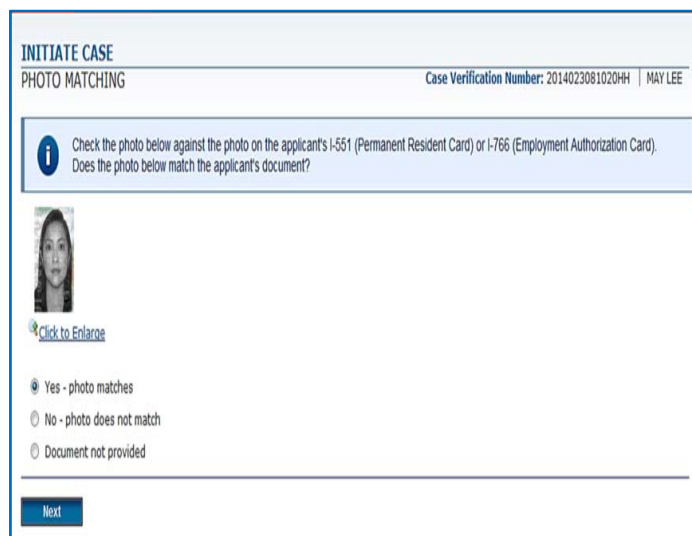
- ▶ Correct the data in the returned fields and click “Retry Initial Verification” button to submit an initial verification request or
- ▶ Click “Request Additional Verification” button to submit additional information for verification or
- ▶ Click “Close Case” button to close the case

## INITIAL VERIFICATION OVERVIEW USING PHOTO TOOL

Photo Tool is available for use with either a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) only. To create an Initial Verification Case:

- ▶ Select Initial Verification Link on the Navigation Menu
- ▶ Select I-551 or I-766 on the Enter Applicant Information Page (Documents List)
- ▶ Enter applicant information into the required fields and select the benefit the applicant is seeking
- ▶ Confirm the information entered on the Confirm Applicant Information page and click “Next” button – The system returns the **Initiate Case - Photo Matching** page below:

### INITIATE CASE - PHOTO MATCHING PAGE



In this example : User selected – Yes photo matches

The Photo Matching page displays:

The applicant’s photo and a message: “Check the photo below against the photo on the I-551 (Permanent Resident Card) or I-766 (Employment Authorization Card). Does the photo match the applicant’s document?”

- ▶ To enlarge the photo image on the page Click to Enlarge link under the photo – the system displays the enlarged photo with water mark “SAVE Use Only”
- ▶ Match the image on the document presented by the applicant with the photo image on the screen
- ▶ Select the radio button: Yes-photo matches OR No-no photo does not match OR Document not provided
- ▶ Click “Next” button - The system returns the Initiate Case – Photo Confirmation page

## INITIATE CASE – PHOTO CONFIRMATION

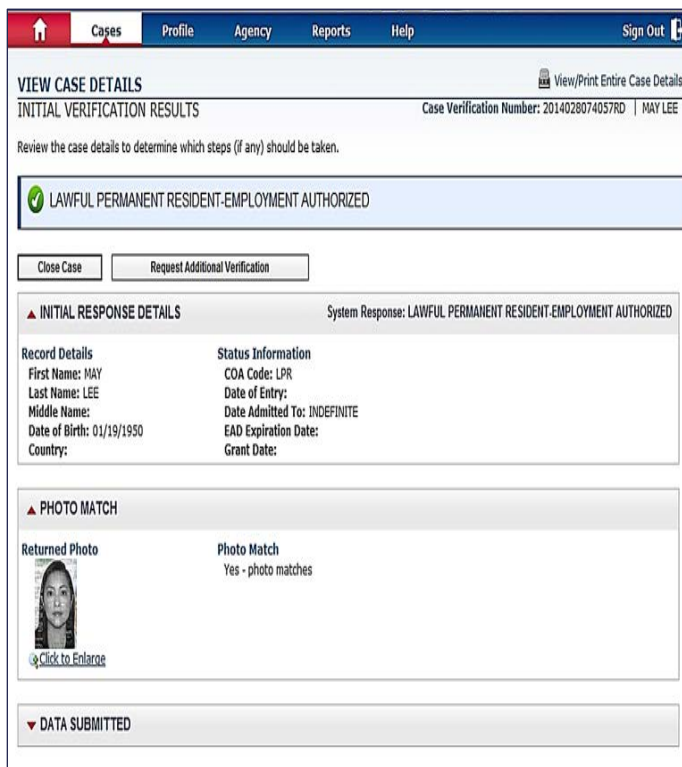


Confirm the photo in the system matches the photo on the applicant's document.

- ▶ Click the "Next" button – The system returns the View Case Details – Initial Verification Results page
- ▶ Click "Back" button – The system returns to the Initiate case - Photo Matching page

## INITIAL VERIFICATION RESULTS - YES – PHOTO MATCHES

### VIEW CASE DETAILS – INITIAL VERIFICATION RESULTS "Yes Photo Matches"



The system returns the applicant's status, View Case Details page displays the:

- Printer Icon – View/Print Entire Case Details
- Case Verification Number
- Applicant's name
- Current Status
- Action buttons (Top and bottom of page)
- Initial Response Details Section
- Photo Match Section
- Data Submitted Section

The user has the following options:

- ▶ Click "Request Additional Verification" button to submit additional information for verification or
- ▶ Click "Close Case" button to close the case

Note: Click on the red arrows to open and close the sections. Click the "Printer Icon" - to print the entire Case Details Page for the agency's records

## 7.4 ADDITIONAL VERIFICATION

When requesting additional verification, the system will return the **Enter Additional Information – Additional Verification** page displaying fields and options to allow the user to submit additional information for verification on the case.

### 7.4.1 Second Level Verification

**Second Level Request:** On the Enter Additional Information – Additional Verification page, the user can submit additional information for second level verification such as:

- ▶ User Case Number (This is the number the Agency uses to track verification cases)
- ▶ AKA (The applicant may have an alias)
- ▶ I-94 Number or Unexpired Foreign Passport Number and Country of Issuance
- ▶ Special Comments (The user may send the Status Verifier comment regarding the case)
- ▶ POC Name – Displays the current user’s name – The user can update this field
- ▶ POC Phone Number – Displays the current user’s phone number – The user can update this field

**Second Level Verification Response:** The system immediately returns the Case Details page with the initial verification information data, the initial results, the additional verification information, and a system response “DHS Verification in Process.” Within 3 to 5 federal working days, the system will return the applicant’s current status or a request to “Resubmit with Doc.” To view the response, the user must select the “Search Cases” link on the Navigation menu to view the verification status results.

## SECOND LEVEL VERIFICATION REQUEST OVERVIEW

### ENTER ADDITIONAL INFORMATION – ADDITIONAL VERIFICATION Page

The user may enter any additional information regarding the applicant into the below fields:

- User Case Number (This is the number the agency uses to track verification cases)
  - AKA (The applicant may have an alias)
  - I-94 Number
  - Unexpired Foreign Passport Number
  - Country of Issuance –Dropdown menu
  - Special Comments (The user may send the Status Verifier comments regarding the case)
- ▶ Click on the “Question Mark” next to the field for help
- ▶ Click the “Submit” button – The system displays View Case Details page

Note: If configured: the page will display Request or for Employment History Data box, Grant Date box, or Request for Affidavit of Support box. The user may check the box to request additional information.

## VIEW CASE DETAILS – ADDITIONAL VERIFICATION RESULTS Page

**VIEW CASE DETAILS** View/Print Entire Case Details

**ADDITIONAL VERIFICATION RESULTS** Case Verification Number: 2014100153950HH | William Blast

Additional Verification has been sent

Review the case details to determine which steps (if any) should be taken.

**DHS VERIFICATION IN PROCESS**

[Return to Search Results](#) [Enter Additional Information](#)

**ADDITIONAL RESPONSE DETAILS** DHS Response: DHS Verification In Process

Status Details	Status Dates	DHS Comments
COA Code: USCIS Benefits:	Response Date: Date Admitted To: Grant Date: Expires On: Parole Expiration Date:	

**DATA SUBMITTED**

Applicant Information	Document Information	Requested Benefit(s)
First Name: William Last Name: Blast Middle Initial: Date of Birth: 12/31/1988 Also Known As (AKA): Jones	Document Type: 1-327 Other Doc Description: Doc Expiration Date: Alien/USCIS Number: 228877665 Card Number: I-94 Number: Passport Number: Country of Issuance: Passport Expiration Date:	Driver License Special Comments
<b>Point of Contact</b> Name: Vicky Sandoval Phone: (202) 222 - 1111 ext. 2	SEVIS ID: Visa Number: Citizenship Cert. Number: Naturalization Number:	
<b>Initiated by</b> Name: VSAN1166 Date: 04/10/2014		
<b>User Case Number</b>		

[Return to Search Results](#) [Enter Additional Information](#)

The View Case Details page displays:

- Printer Icon – View/Print Entire Case Details
  - Case Verification Number
  - Applicant's name
  - System Message: Additional Verification has been sent – Outlined in red box
  - Results “DHS Verification in Process.”
  - Action buttons (Top and bottom of page)
  - Additional Response Details Section
  - Data Submitted Section
- ▶ Click “Return to Search Results” button – The system returns to the Search Case – Summary List page
- ▶ Click “Enter Additional Verification” button – The system displays the Enter Additional Information page

Note: The User will receive a response back from the status verifier within 3-5 federal working days on the Search Cases – Summary List page

### 7.4.2 Third Level Verification

Third Level Verification provides three options for submitting additional information and or documents.

#### 1. Submit Attached Document

The user may attach and send a copy (front and back) of the applicant's documents without adding additional information. If the user attaches and sends the document, there is no need to mail the Form G-845. The user has the opportunity to update the G-845 mailing address and print a copy of the Form G-845 for the agency's records. To attach a document:

- ▶ On the “Attach Document” section of the Enter Additional Verification Results page, the user can Browse files and attach the desired front and back copy of the applicant's immigration document. Users must click the “Browse” button to navigate to the location where the copy of the immigration document was saved and select the file. Users must click “Attach” to successfully upload the file to the case. Files must adhere to the following constraints:
  - File type must be one of the following: .JPG, .JPEG, .PNG, .GIF, or .PDF
  - File size must be no larger than 1.5MB; and
  - Only one file may be attached to a case
- ▶ The users can preview the document to ensure the correct file was uploaded. To preview an uploaded attachment, click the “Click to Enlarge” button to view the attachment



- ▶ Until the user submits the attached file, the user may remove the file and attach a new file. After a case is submitted with an attached document, the user will no longer be able to remove the file.
- ▶ The Form G-845 Mailing Address fields will prepopulate with the address of user's Group or Department on file with SAVE. If desired, the user may edit these fields. If the user does not attach the document for third level verification, the user may print the G-845 and mail the G-845 and a copy of the applicant's documents to the Status Verification Office.
- ▶ The system immediately returns the View Case Details page with the verification information and a system response "DHS Verification in Process." Within 10 to 20 federal working days, the system will return the applicant's status or a response "Case in Continuance." To view the response, the user must select "Search Cases" on the Navigation menu to view the verification status results on the Search Cases Summary List page.

## Third Level Verification – Attached Document Overview

### ENTER ADDITIONAL INFORMATION - ADDITIONAL VERIFICATION

The screenshot displays the 'ENTER ADDITIONAL INFORMATION' page for 'ADDITIONAL VERIFICATION'. The page includes a navigation bar with 'Cases', 'Profile', 'Agency', 'Reports', 'Help', and 'Sign Out'. The main form area contains several input fields: 'User Case Number', 'A.K.A.', 'I-94 Number', 'Passport Number', 'Country of Issuance', and 'Special Comments'. There are also checkboxes for 'Request Employment Authorization Document History Data', 'Request Affidavit of Support Data', and 'Request Grant Date'. The 'Attach Document' section at the bottom has a 'Browse' button and an 'Attach' button. A red arrow points from the 'Attach' button to a larger, expanded view of the 'Attach Document' dialog box. This dialog box contains instructions: 'Electronically attach a copy of the applicant's document (front and back) to immediately submit a Third Level Verification and save time. If you do not electronically attach a copy, this case will go to Additional Verification and you may also need to submit the case to Third Level Verification at a later time.' Below the instructions is a 'Form G-845 Return Mailing Address' section with fields for 'Address 1', 'Address 2', 'City', 'State', and 'Zip Code'. The 'Submit' button is highlighted in the expanded dialog.

To attach a Document:

- ▶ Click "Browse" button and locate the select the document file
- ▶ Click the "Attach" button – the page expands displaying the attached document and the FormG-845 Return Mailing Address section with agency's address.
- ▶ The user may update the address
- ▶ Click the "Submit" button – The system displays the View Case Details page
- ▶ Click the "Cancel" button - The system returns to the "Search Cases – Summary List page

## VIEW CASE DETAIL – THIRD LEVEL VERIFICATION

**VIEW CASE DETAILS**  
THIRD LEVEL VERIFICATION RESULTS  
Case Verification Number: 2014027121706PG | Carolyn Smith

Third Level Verification has been sent

Review the case details to determine which steps (if any) should be taken.

**DHS VERIFICATION IN PROCESS**

Return to Search Results | Print G-845 Form

**THIRD LEVEL RESPONSE DETAILS**  
DHS Response: DHS Verification in Process

Status Details	Status Dates	DHS Comments
COA Code: USCIS Benefits:	Response Date: Date Admitted To: Grant Date: Expires On: Parole Expiration Date: Status Recognized Date:	

**DATA SUBMITTED**

Applicant Information	Document Information	Requested Benefit(s)
First Name: Carolyn Last Name: Smith Middle Initial: Date of Birth: 01/01/1956 Also Known As (AKA): Point of Contact Name: Brandon Hairston Phone: (202) 443 - 0324 ext. 123 Initiated by Name: BHAI5069 Date: 01/28/2014 User Case Number	Document Type: I-551 Other Doc Description: Doc Expiration Date: 01/01/2018 Alien/USCIS Number: 998877474 Card Number: MSC4657482938 I-94 Number: Passport Number: Country of Issuance: Passport Expiration Date: SEVIS ID: Visa Number: Citizenship Cert. Number: Naturalization Number:	Background Invest Special Comments Attached Document

Return to Search Results | Print G-845 Form

The View Case Details page displays:

- Printer Icon – View/Print Entire Case Details
- Case Verification Number
- Applicant's name
- System Message: "Third Level Verification has been sent." – Outlined in red box
- Results: "DHS Verification in Process."
- Action buttons (Top and bottom of page)
- Third Level Response Details Section
- Data Submitted Section

Click "Return to Search Results" button – The system returns to the Search Cases – Summary List page

Click "Print G-845 Form" button – The system generates a pre-populated G-845 Form

Note: The User will receive a response back from the status verifier within 10-20 federal working days on the Search Cases – Summary List page

## 2. Submit Additional Information and Documents

The user may submit additional information such as:

- ▶ User Case Number (This is the number the Agency uses to track verification cases)
- ▶ AKA: (The applicant may have an alias)
- ▶ I-94 Number or Passport Number and Country of Issuance
- ▶ Comments (The user may send the Status Verify Comment regarding the case)

Plus attach and send a copy (front and back) of the applicant's documents. If the user attaches and sends the document, there is no need to mail the Form G-845.

The user will receive a response back from the status verifier within 10-20 federal working days on the Search Cases – Summary List page.

### 3. User Receives a System Response “Resubmit with Doc”

If the user receives a response to “Resubmit with Doc.”, the user must click the “Resubmit Verification” button, which generates a pre-populated Form G-845 with the Caser Verification Number and case information. If the user cannot upload the file and attach the document, the user must print the prepopulated Third Step Form G-845 and attach a copy of the applicant’s document (front and back) and mail to the assigned Status Verification Office. Within 10-20 federal working days after receipt of the Form G-845 and document, the Status Verifier will return an electronic response. The user must select” Search Cases” link on the navigation menu view the responses to the third-step verifications.

## THIRD LEVEL – SYSTEM RESPONSE “RESUBMIT WITH DOC” OVERVIEW

### VIEW CASE DETAILS – ADDITIONAL VERIFICATION RESULTS “Resubmit with Doc”

The screenshot shows a web application interface for viewing case details. At the top, there is a navigation bar with 'Cases', 'Profile', 'Agency', 'Reports', 'Help', and 'Sign Out'. Below the navigation bar, the page title is 'VIEW CASE DETAILS'. The main content area is titled 'ADDITIONAL VERIFICATION RESULTS' and shows a 'Case Verification Number: 20130501448450A' and the user 'author pendragon'. A red banner indicates 'RESUBMIT DOC (NEED COPY ORIGINAL)'. Below this, there are buttons for 'Close Case', 'Return to Search Results', and 'Resubmit Verification'. The 'ADDITIONAL RESPONSE DETAILS' section shows 'DHS Response: Resubmit Doc (Need Copy Original)' and 'DHS Comments'. The 'DATA SUBMITTED' section is divided into three columns: 'Applicant Information', 'Document Information', and 'Requested Benefit(s)'. The 'Applicant Information' column includes fields for First Name, Last Name, Middle Initial, Date of Birth, Also Known As (AKA), Point of Contact, and Initiated by. The 'Document Information' column includes fields for Document Type, Other Doc Description, Doc Expiration Date, Alien/USCIS Number, Card Number, I-94 Number, Passport Number, Country of Issuance, Passport Expiration Date, SEVIS ID, Visa Number, Citizenship Cert. Number, and Naturalization Number. The 'Requested Benefit(s)' column includes 'Driver License' and 'Special Comments'. At the bottom, there are buttons for 'Close Case', 'Return to Search Results', and 'Resubmit Verification'.

The View Case Details page displays:

- Printer Icon – View/Print Entire Case Details
- Case Verification Number
- Applicant’s name
- Results “Resubmit with Doc (Need Copy Original).”
- Action buttons (Top and bottom of page)
- Additional Response Details Section
- Data Submitted Section

Click “Enter Additional Verification” button – The system displays the Enter Additional Information page

Click “Return to Search Results” button – The system returns to the Search Case – Summary List page

Click the “Close” button will close the case

## ENTER ADDITIONAL INFORMATION – THIRD LEVEL VERIFICATION

The user may enter additional information and attach the copy of the applicant's document or just attach the document.

If the user does not attach a copy of the document, the user must mail the Form G-845 to the designated Status Verification Office.

- ▶ Click the “Submit ” button and automatically generates a pre-populated Form G-845 displays, which includes the Verification Case Number and applicant information – The system displays the

## VIEW CASE DETAILS – THIRD LEVEL VERIFICATION RESULTS

The View Case Details page displays:

- Printer Icon – View/Print Entire Case Details
  - Case Verification Number
  - Applicant's name
  - System Message “Print G-845 Form and send t DHS.”
  - Results “DHS Verification in Process.”
  - Action buttons (Top and bottom of page)
  - Additional Response Details Section
  - Data Submitted Section
- ▶ Click “Print G-845 Form” button
  - ▶ Mail the prepopulated Third Step Form G-845 and attach a copy of the applicant's document (front and back) to the assigned Status Verification Office

NOTE: Do not download and fill out a Form G-845 from the SAVE/USCIS Website. Submit only the pre-populated Third Step Form G-845. The user will receive a response back from the status verifier within 10-20 federal working days on the Search Cases – Summary List page

## 7.5 SEARCH CASES

The Search Cases function on the Navigation Menu and the Quick Links allows the Super Users, Supervisor Users, and General Users to search for and view verification case status. The case search criteria available are based upon the user's role.

### SUPER USER - CASE SEARCH OVERVIEW

The Default Case Status option is All Open Cases and the Super User may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Cases Requiring Action Responses** – These are cases with an initial verification status and cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Additional Verification Responses** – These are cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Third Step Verification Responses** – These received a Third Level verification response – These cases have not been closed
- ▶ **Cases In Process** – These cases have not yet received a response
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)
- ▶ **Department:** Select Department from dropdown menu to view a case list for a specific Department
- ▶ **Group:** Select Group from dropdown menu to view a list of cases for a specific Group

### SEARCH CASES – CASE FILTERS Page for SUPER USER

The screenshot shows the 'SEARCH CASES' interface. At the top, there's a navigation bar with 'Cases', 'Profile', 'Agency', 'Reports', and 'Help'. Below that, the 'SEARCH CASES' section is titled 'CASE FILTERS'. It prompts the user to 'Enter search criteria to display a list of relevant cases.' The filters are organized into sections: 'Case Status' with radio buttons for 'All Open Cases', 'Cases with Additional Verification Responses', 'Cases In Process', 'Cases Requiring Action', 'Cases with Third-Step Verification Responses', and 'Closed Cases'; 'Verification Number' with a text input; 'Alien/USCIS Number' and 'I-94 Number' with text inputs; 'Passport Number' with a text input; 'User Case Number' with a text input; 'Date Initiated From (mm/dd/yyyy)' and 'Date Initiated To (mm/dd/yyyy)' with text inputs; 'Department' with a dropdown menu; 'Group' with a dropdown menu; and 'Initiated By' with a dropdown menu. At the bottom, there are 'Cancel' and 'Submit' buttons.

The Super User can view all cases initiated by all users in all Departments within the agency.

- ▶ Select the "Search Cases" Tab on the Navigation Menu - The system displays the Enter Search Case Criteria page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button – The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button – The system returns to the Home Page

## SUPERVISOR USER -CASE SEARCH PAGE OVERVIEW

The Default Case Status option is All Open Cases and the Supervisor User may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Cases Requiring Action Responses** – These are cases with an initial verification status and cases with additional verification responses – These cases have not be closed
- ▶ **Cases with Additional Verification Responses** – These are cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Third Step Verification Responses** – These received a Third Level verification response – These cases have not been closed
- ▶ **Cases In Process** –These cases have not yet received a response
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)
- ▶ **Group:** Select Group from dropdown menu to view a list of cases for a specific Group

### SEARCH CASES – CASE FILTERS Page for SUPERVISOR

SEARCH CASES

CASE FILTERS

Enter search criteria to display a list of relevant cases.

**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/USCIS Number**

**Passport Number**

**Date Initiated From** (mm/dd/yyyy)

**Date Initiated To** (mm/dd/yyyy)

**Group**

**Initiated By**

The Supervisor User can view and work on all cases initiated by all users in all Groups within the Department.

- ▶ Select Cases Tab on the Navigation Menu. Click Search Case Link - The system displays the Enter Search Cases - Case Filters page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button - The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button - The system returns to the Home Page

## GENERAL USER – VIEW ISV RESPONSES FOR ALL USERS IN DEPARTMENT - CASE SEARCH PAGE OVERVIEW

The Default Case Status option is [All Open Cases](#) and the GENERAL USER – VIEW ISV RESPONSES FOR ALL USER IN DEPARTMENT may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Cases Requiring Action Responses** – These are cases with an initial verification status and cases with additional verification responses – These cases have not be closed
- ▶ **Cases with Additional Verification Responses** – These are cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Third Step Verification Responses** – These received a Third Level verification response – These cases have not been closed
- ▶ **Cases In Process** – These cases have not yet received a response
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)
- ▶ **Group:** Select Group from dropdown menu to view a list of cases for a specific Group

### SEARCH CASES – CASE FILTERS Page for GENERAL USER VIEW ISV RESPONSES FOR ALL USERS IN DEPARTMENT

SEARCH CASES

CASE FILTERS

Enter search criteria to display a list of relevant cases.

**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/USCIS Number

Passport Number

Date Initiated From (mm/dd/yyyy)

Group

Initiated By

I-94 Number

User Case Number

Date Initiated To (mm/dd/yyyy)

Cancel Submit

The General User – View ISV response for all users in Department can view and work on all cases initiated by all users in all Groups within the Department.

- ▶ Select Cases Tab on the Navigation Menu. Click Search Case Link - The system displays the Enter Search Cases – Case Filters page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button – The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button – The system returns to the Home Page

## GENERAL USER – VIEW ISV RESPONSES FOR ALL USERS IN GROUP - CASE SEARCH PAGE OVERVIEW

The Default Case Status option is All Open Cases and the GENERAL USER – VIEW ISV RESPONSES FOR ALL USER IN GROUP may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Cases Requiring Action Responses** – These are cases with an initial verification status and cases with additional verification responses – These cases have not be closed
- ▶ **Cases with Additional Verification Responses** – These are cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Third Step Verification Responses** – These received a Third Level verification response – These cases have not been closed
- ▶ **Cases In Process** – These cases have not yet received a response
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)
- ▶ **Initiated By:** (Select user from dropdown menu)

## SEARCH CASES – CASE FILTERS Page for GENERAL USER VIEW ISV RESPONSES FOR ALL USERS IN GROUP

The screenshot shows the 'SEARCH CASES' page with a navigation menu at the top containing 'Initiate Case', 'Search Cases', 'Profile', 'Reports', and 'Help'. The 'Search Cases' tab is active. Below the navigation is a 'SEARCH CASES' header and a 'CASE FILTERS' section. A text box prompts the user to 'Enter search criteria to display a list of relevant cases.' Under 'Case Status', there are radio buttons for 'All Open Cases' (selected), 'Cases Requiring Action', 'Cases with Additional Verification Responses', 'Cases with Third-Step Verification Responses', 'Cases In Process', and 'Closed Cases'. Below this are input fields for 'Verification Number', 'Alien/USCIS Number', 'Passport Number', 'Date Initiated From (mm/dd/yyyy)', 'I-94 Number', 'User Case Number', and 'Date Initiated To (mm/dd/yyyy)'. An 'Initiated By' dropdown menu is also present. At the bottom are 'Cancel' and 'Submit' buttons.

The General User –View ISV responses for all users in Group can view and work on cases initiated by all users in his/her Group within the Department.

- ▶ Select Cases Tab on the Navigation Menu. Click Search Case Link - The system displays the Enter Search Cases - Case Filters page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button - The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button - The system returns to the Home Page



## GENERAL USER - VIEW INITIATED ISV RESPONSES - CASE SEARCH OVERVIEW

The Default Case Status option is All Open Cases and the GENERAL USER – VIEW INITIATED ISV RESOPONSES may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Cases Requiring Action Responses** – These are cases with an initial verification status and cases with additional verification responses – These cases have not be closed
- ▶ **Cases with Additional Verification Responses** – These are cases with additional verification responses – These cases have not been closed
- ▶ **Cases with Third Step Verification Responses** – These received a Third Level verification response – These cases have not been closed
- ▶ **Cases In Process** –These cases have not yet received a response
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)

### SEARCH CASES – CASE FILTERS Page for GENERAL USER VIEW INITIATED ISV RESPONSES

The screenshot shows the 'SEARCH CASES' page with the following elements:

- Navigation menu: Home, Initiate Case, Search Cases, Profile, Reports, Help.
- Section: SEARCH CASES
- Section: CASE FILTERS
- Text: Enter search criteria to display a list of relevant cases.
- Case Status section:
  - All Open Cases
  - Cases with Additional Verification Responses
  - Cases In Process
  - Cases Requiring Action
  - Cases with Third-Step Verification Responses
  - Closed Cases
- Input fields:
  - Verification Number
  - Alien/USCIS Number
  - I-94 Number
  - Passport Number
  - User Case Number
  - Date Initiated From (mm/dd/yyyy)
  - Date Initiated To (mm/dd/yyyy)
- Buttons: Cancel, Submit

The General User View initiated ISV Responses can view and work all his/her own cases.

- ▶ Select Cases Tab on the Navigation Menu. Click Search Case Link - The system displays the Enter Search Cases - Case Filters page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button - The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button - The system returns to the Home Page

## GENERAL USER - CANNOT VIEW ISV RESPONSES - CASE SEARCH OVERVIEW

The Default Case Status option is All Open Cases and the GENERAL USER – CANNOT VIEW ISV RESPONSES may select any of the following search options:

- ▶ **All Open Cases** – All cases requiring action, plus all cases in process
- ▶ **Closed Cases** – These cases have been closed

In addition to the Case Status option the search may include any of the below options:

- ▶ **Verification Number:** This a SAVE System generated number assigned to the case
- ▶ **Alien Number/USCIS Number**
- ▶ **I-94 Number**
- ▶ **Passport Number**
- ▶ **User Case Number:** Agency assigned case number for internal tracking purposes
- ▶ **Date Initiated From:** (mm/dd/yyyy)
- ▶ **Date Initiated To:** (mm/dd/yyyy)

**SEARCH CASES** – CASE FILTERS Page for GENERAL USER CANNOT VIEW INITIATED ISV RESPONSES

The screenshot shows the 'SEARCH CASES' page with the following elements:

- Navigation menu: Home, Initiate Case, Search Cases (selected), Profile, Reports
- Section: SEARCH CASES
- Section: CASE FILTERS
- Text: Enter search criteria to display a list of relevant cases.
- Case Status:  All Open Cases,  Closed Cases
- Verification Number:
- Alien/USCIS Number:
- I-94 Number:
- Passport Number:
- User Case Number:
- Date Initiated From (mm/dd/yyyy):
- Date Initiated To (mm/dd/yyyy):
- Buttons: Cancel, Submit

The General User - Cannot View initiated ISV Responses can view all his/her own cases.

- ▶ Select Cases Tab on the Navigation Menu. Click Search Case Link - The system displays the Enter Search Cases - Case Filters page.
- ▶ Enter search criteria.
- ▶ Click the "Submit" button - The system displays the Search Case Summary List page
- ▶ Click the "Cancel" button - The system returns to the Home Page

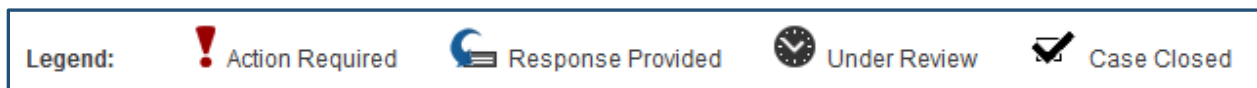
## THE CASE SUMMARY LIST PAGE

The Case Summary List page displays when the user clicks on the “Submit” button on the Search Case – Case Filter page. Based upon the user’s role and selected search criteria this page will display verification case information for up to ten cases per page. If there are more than ten cases, use the “Next” links and “Previous” buttons to navigate between pages.

The column Headers or titles displayed on the Search Case Summary List page are based on the user’s role and identify the type of information that appears for each case.

The user may sort the columns by clicking on the column header. To open and view a case, the user must click on the Case Verification Number.

The Case Status column contains icons that represent the status for each case displayed as:



Below is an example of the Search Cases Summary List for a Super User.

### SUPER USER SEARCH CASE – SUMMARY LIST Page

**SEARCH CASES**

SUMMARY LIST

Click on a column title to sort this list.

Case Type	Response	Verification Number	ID Number	Name Provided	Department	Group	Initiated By
	DHS Verification in Process	2014091123502AC	PP # AE1234		OM SAVE Training	PD SAVE Training Group	SMAY3091

Legend: Action Required Response Provided Under Review Case Closed

[Back](#) [Home](#)

- ▶ Click on the Column Header to sort the column
- ▶ Click on the Verification Number to view the case

## 7.6 VERIFICATION CASE RESOLUTION

The Case Summary List displays the status for all cases submitted for verification. Users are responsible for checking the Case Summary List to obtain the responses for second and third level verification requests. The below table provides an overview of response times to requests for additional verification.

### VERIFICATION RESPONSE TIME OVERVIEW

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Verification Case Type	Timeframe
Initial Verification Response	Seconds
Second Level Verification Response	3-5 working days
Third Level Verification Response	10-20 working days
Third Step Form G-845 Verification Response	10-20 working days
Continuance Case Processing	30 working days

#### 7.6.1 OVERDUE RESPONSES AND CASE ISSUES

Users must contact Customer Support to resolve and close all Second Level verification cases pending an ISV response for over 10 federal working days and Third Level verification cases pending an ISV response for over 20 federal workings days.

Additionally, if SAVE returns a response that is missing information or there is a question regarding the response the user should contact Customer Support to resolve any issues or questions.

For each case, the user must provide the case verification number.

#### 7.6.2 CLOSING CASES

Verification cases remain open on the Search Case Summary List Page for 180 days and are automatically closed by SAVE after 180 days.

- ▶ Users are required to complete the SAVE verification process in accordance with the MOA.

After all required actions on the case have been completed, the user is required to close the case. All closed cases are displayed on the Search Case Summary List page.

## 8.0 REPORTS

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The Reports Tab on 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 selected.

### 8.1. MONTH END AGENCY TRANSACTIONS BY BENEFIT REPORT

This report displays the total number of billable-type transactions initiated by an agency by benefit name for a specified month and year. Billable transactions are initial verification and additional verification requests initiated by a user.

### 8.2 MONTH END TRANSACTIONS BY USER SUMMARY REPORT

This report displays the total number of transactions initiated by a user within an agency/program/state for a specified month and fiscal year. The additional verification query counts in this report may differ from the SAVE Billing Transaction report which counts cases completed. In this report, third step verifications include Manual Form G-845s with a valid initial verification number. However, manual Form G-845 transactions without a case verification number are not included in this report since they are not associated with an electronic verification.

### 8.3 SAVE BILLING TRANSACTION REPORT

This report displays the total number of billable transactions completed by automated or by manual methods for a specified month and fiscal year beginning October 2009. Billable transactions are initial verifications, initial verification resubmittals, additional verifications, third step verifications, and manual G-845 cases without case verification numbers, which are recognized for billing purposes as cases are resolved. In this report, third step verifications include Manual G-845s with a valid initial verification number.

- ▶ This report will not necessarily match the Month End Agency Transactions by User Summary Report because billing is based on completed verifications, not initiated verifications.

### 8.4 WEB AGENCY AUDIT REPORT

This report displays summary level information for each case initiated by the user for the user-entered query criteria. The report includes the initial query date, alien number, I-94 number, last name, first name, initial query response, additional verification response, third step verification response and the closed date, if applicable. The total number of cases matching the user-entered query criteria will be included on the report.

## 9.0 CUSTOMER SUPPORT AND RESOURCES

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The SAVE Program offers a variety of customer support options, training and resources that are available to all users on the Navigation Menu's Help Tab. The Help drop-down menu contain the following links: "View Resource", "Take the SAVE tutorial (which is currently unavailable)" and Contact Us. Additionally, on the SAVE Home page, users have access to resources and contact information using Quick Links "Resources" and "Contact Us."

### NAVIGATION MENU HELP TAB OVERVIEW

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Selecting "View Resources" from the Help dropdown menu or "Resources" from the Quick Links users have access to a variety of materials and guides such as:

- ▶ SAVE Self-Assessment Guide
- ▶ SAVE Program Guide
- ▶ SAVE System User Guide
- ▶ Where to Mail the Form-G-845
- ▶ Fact Sheets

Selecting "Contact Us" from the Help dropdown menu or "Contact Us" from the Quick Links user have access to a variety of SAVE customer assistance information:

- ▶ **SAVE CUSTOMER ASSISTANCE**  
(877) 469-2563  
7:00 am to 5:00 pm Central Time, except federal holidays  
SAVE users may check on the status of a pending FormG-845 or SAVE Verification Case. Please provide the SAVE Case Verification Number
- ▶ **TECHNICAL ASSISTANCE**  
(800) 741-5023  
24 hours a day -7 days a week
- ▶ [SAVE.Help@uscis.dhs.gov](mailto:SAVE.Help@uscis.dhs.gov) - Send an e-mail with your questions or suggestions
- ▶ **SAVE WEBSITE**  
[www.uscis.gov/SAVE](http://www.uscis.gov/SAVE) -The SAVE website offers SAVE Program information, publications and training opportunities

## APPENDIX A: GLOSSARY OF TERMS

<b>Additional Verification</b>	A request submitted when the applicant's immigration status could not be verified on the initial verification.
<b>Adjustment of Status</b>	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.
<b>Admission Number or I-94 Number</b>	An 11-digit number that is found on the Arrival-Departure Record (Form I-94.)
<b>Alien</b>	Any person who is not a citizen or national of the United States.
<b>Alien File (A-File)</b>	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.
<b>Alien Number</b>	The alien registration number, which the Department of Homeland Security assigns to certain aliens, consists of 8 or 9 digits.
<b>Alien Registration Receipt Card, Form I-151</b>	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.
<b>Arrival/Departure Record (Form I-94)</b>	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.
<b>Asylee</b>	An alien in the United States or at a port of entry who is found to be unable or unwilling to return to his or her country of nationality, or to seek the protection of that country, because of persecution or a well-founded fear of persecution.
<b>Asylum</b>	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.
<b>Automatic Second Step Processing</b>	Automatically pushes "Institute Additional Verification" queries to Second Step.

<b>Case in Continuance</b>	The Department of Homeland Security needs more than 10 Federal Government workdays to resolve a case.
<b>Case Verification Number</b>	The Case Verification Number is a unique number returned by SAVE for each case submitted for initial verification. This number is used by SAVE to track the case history.
<b>Certificate of Naturalization (N-550)</b>	Document issued by the Department of Homeland Security to naturalized United States citizens who were naturalized after October 1, 1991.
<b>Certificate of United States Citizenship (N-560 or N-561)</b>	A document issued by the Department of Homeland Security to individuals who: 1) derived citizenship through parental naturalization; 2) acquired citizenship at birth abroad through United States citizen parent(s); 3) acquired citizenship through operation of law; or 4) 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.
<b>Change of Status</b>	The action of changing a non-immigrant's classification, to another non-immigrant classification, e.g., from B-2 - visitor to F-1 - student.
<b>Citizen</b>	A person born in a country or who has become a naturalized citizen of that country and owes that country allegiance.
<b>Conditional Resident</b>	Any alien granted permanent resident status on a conditional basis (for example, a spouse of a U.S. citizen or an immigrant investor), who must petition for the removal of the set conditions before the second anniversary of the approval of his or her conditional status.
<b>Department of Homeland Security (DHS)</b>	The agency responsible for enforcing the laws regulating the admission of non-citizens to the United States and for administering various immigration benefits, including the naturalization of resident aliens. (Formerly the Immigration and Naturalization Service.)
<b>Document Type</b>	Type of immigration documentation presented by the applicant.
<b>Documented Non-citizen (Alien)</b>	A non-citizen in the United States who is in possession of valid immigration documentation.
<b>Employment Authorization Document (EAD) I-766</b>	Document issued to non-citizens who are authorized to work temporarily in the United States.
<b>Employment Authorization Card I-688B</b>	Card that was 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. I-688B cards are no longer issued and have now expired



<b>Form G-845 Document Verification Request</b>	A form * used by benefit-granting agencies, institutions, and licensing issuing bureaus to request benefit applicants' immigration status.
<b>Grant Dates</b>	The date on which a person was granted a particular immigration status.
<b>Green Card</b>	A commonly used term describing the Permanent Resident Card / Resident Alien Card (Form I-551.) However, many versions of the I-551 are not green in color.
<b>Immigrant</b>	Any person not a citizen of the United States who is residing in the U.S. under legally recognized and lawfully recorded permanent residence. Also known as "Permanent Resident Alien", "Lawful Permanent Resident," "Resident Alien Permit Holder," and "Green Card Holder."
<b>Immigration Status</b>	The legal status conferred on a non-citizen by immigration law. Also referred to as a Class of Admission or Code of Admission (COA)
<b>Immigrant Visa</b>	A document, issued by a United States Department of State which authorizes a non-citizen to apply for admission as an immigrant to the United States.
<b>Initial Query</b>	The first step of the automated immigration status verification process.
<b>Initial Verification</b>	See "Initial Verification".
<b>Lawful Permanent Resident</b>	See "Immigrant".
<b>Naturalization</b>	The administrative process whereby a person becomes a United States Citizen after birth
<b>Non-Immigrant</b>	A non-citizen who enters the United States temporarily for a purpose. This category includes, for example foreign government officials, visitors for business and pleasure, students and temporary workers.
<b>Parolee</b>	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.
<b>Passport</b>	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.
<b>Password</b>	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: ! @ \$ % * ( ) < > ? : ; { } + - ~).  The system will prompt the user to change his or her password every 90 days.

<b>Permanent Resident or Legal Permanent Resident</b>	See immigrant
<b>Photo Matching</b>	A Photo tool matching functionality for I-551 and I-766 documents to return photos for these documents when available.
<b>Reentry Permit, Form I-327</b>	A travel document issued by DHS to permanent residents and conditional permanent residents. It allows Permanent Residents and Conditional Residents to apply for admission to the United States upon returning from abroad during the permit's validity without the need to obtain a returning resident visa from a U.S. Embassy or consulate. Form I-327 is valid for one or two years from the date of issuance and may not be extended
<b>Refugee</b>	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.
<b>Resident Alien Card, Form I-551</b>	A card issued to Lawful Permanent Residents before the Permanent Resident Card was created.
<b>Refugee Travel Document, Form I-571</b>	A travel document issued by DHS to a person in a valid refugee or asylee status, or a permanent resident who obtained such status as a refugee or asylee. The refugee travel document allows these individuals to return to United States after their travel abroad. Form I-571 is valid for a period of 1 year from the date of issuance and may not be extended.
<b>Request Additional Verification</b>	A Department of Homeland Security (DHS) system response where a case submitted cannot be resolved on the initial query; requiring further search of the case.
<b>Resolve Case</b>	This feature allows the user to select the appropriate option to resolve (close) all cases queried through the SAVE Program.
<b>Resolved Authorized</b>	A resolution option for the cases where an Employment Authorization response is received.
<b>Scan and Upload</b>	A function within the SAVE System that enables agencies to electronically attach scanned copies of immigration documents for verification. Verification request with an attached copy of the immigration document do not need to send in a paper Form G-845.
<b>Sponsor</b>	An entity (an individual or group or organization) which accepts financial responsibility for another person who is coming to the United States to live permanently. The period of sponsorship usually lasts until the individual sponsored has worked for 40 quarters or has become a United States citizen.

<b>Systematic Alien Verification for Entitlements (SAVE) Program</b>	<p>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.</p>
<b>U.S. Passport</b>	<p>Document issued by the Department of State to United States Citizens and Nationals.</p>
<b>User ID</b>	<p>Each person performing verification queries should have his or her own user ID.</p>