Department of Homeland Security (DHS)
U.S. Citizenship and Immigration Services (USCIS)
Immigration Records and Identity Services (IRIS)
Verification Division (VER)

Program Tutorial

Introduction to SAVE and the Verification Process

February 2021

U.S. Citizenship and Immigration Services

Welcome

Welcome to the SAVE Tutorial!

This tutorial has three parts:

- Program Background
- Verification Process
- Web Browser Step-By-Step

SAVE has many guides and other resources that may answer any questions you have. You may access these through the Resources Page in the SAVE system or by requesting a copy from your agency's point of contact.

You can also request a copy of any resource and ask any questions by sending an email to SAVE.help@uscis.dhs.gov

Program Background

Systematic Alien Verification for Entitlements

About SAVE

SAVE is an information service for authorized federal, state and local benefit-issuing agencies to verify benefit applicant immigration status information.

SAVE verifies the immigration status information of non-citizens and the citizenship of certain naturalized and derived U.S. citizens.

SAVE does not determine an applicant's eligibility for specific benefits or licenses.

SAVE

SAVE History

Established 1987 – From a previously existing pilot program to comply with the Immigration Reform and Control Act of 1986 (IRCA) provisions:

- Prohibiting granting specified federal public benefits to certain non-U.S. citizens
- Requiring agencies granting these benefits to determine the citizenship and/or immigration status of applicants as part of their benefit eligibility process

Personal Responsibility and Work Opportunity Act (PRWOA) of 1996

- Establishes stricter immigration status eligibility requirements for certain benefit programs funded by federal, state, and local governments
- Non-citizen must be a "qualified alien" to be eligible for many benefits

REAL ID Act of 2005

- Establishes minimum eligibility standards for state-issued driver's licenses and identification cards to be acceptable for federal purposes such as boarding federally regulated commercial aircraft
- States must use SAVE to verify the immigration status of non-citizens and may use SAVE to verify certain naturalized and derived U.S. citizens

Patient And Affordable Care Act (ACA) of 2010

- Establishes a federal and state health care exchanges that provide health insurance benefits for eligible U.S. citizens and "aliens lawfully present in the United States"
- Exchanges and state health care agencies use SAVE to verify the immigration status and naturalized or derived citizenship of certain applicants

SAVE

SAVE Access Methods

SAVE System

- Via web browser

Web Services

- System-to-system network connection

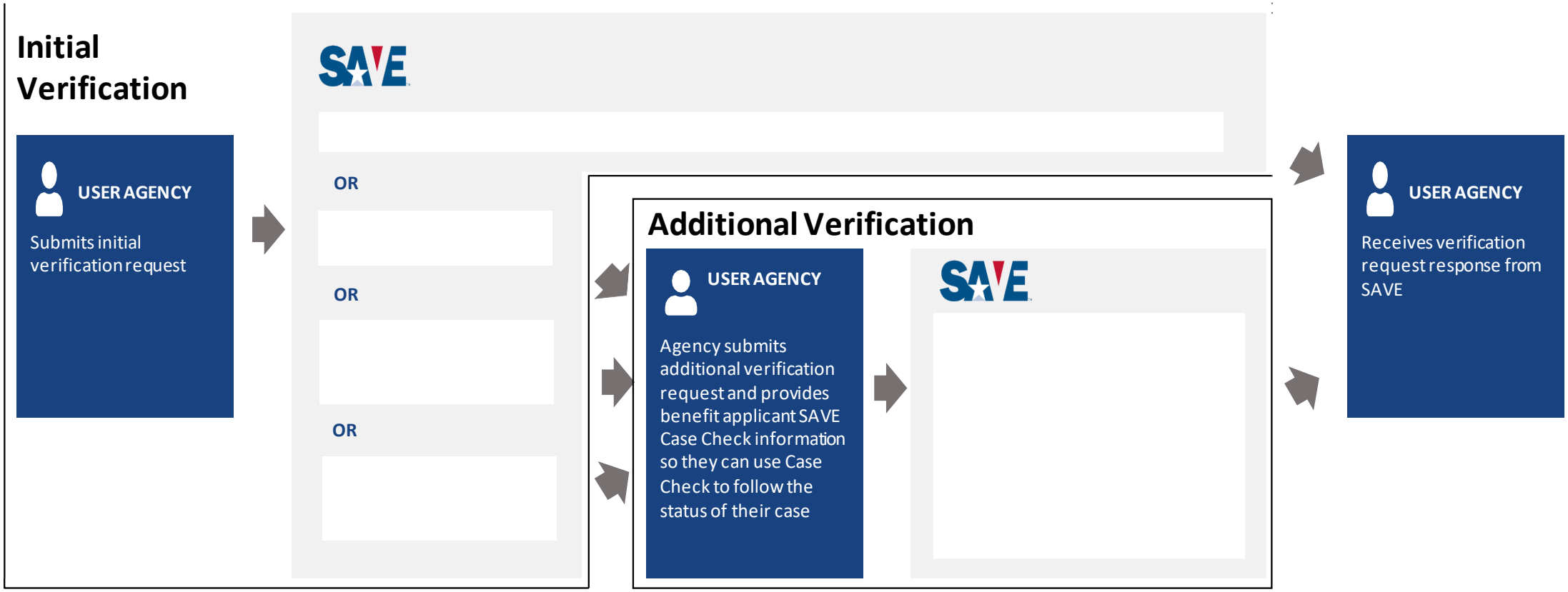
- Some state DMVs connect to SAVE using the AAMVAnet Verification of Lawful Status application
- HHS Center for Medicare and Medicaid Services (CMS) and state health care exchanges and agencies sometimes connect to SAVE via the CMS hub Verify Lawful Presence service

Some user agencies use a combination of these access methods

SAVE Process

SAVE Process Overview

The SAVE process starts with an Initial Verification request and response
When needed, it also includes an Additional Verification request and response

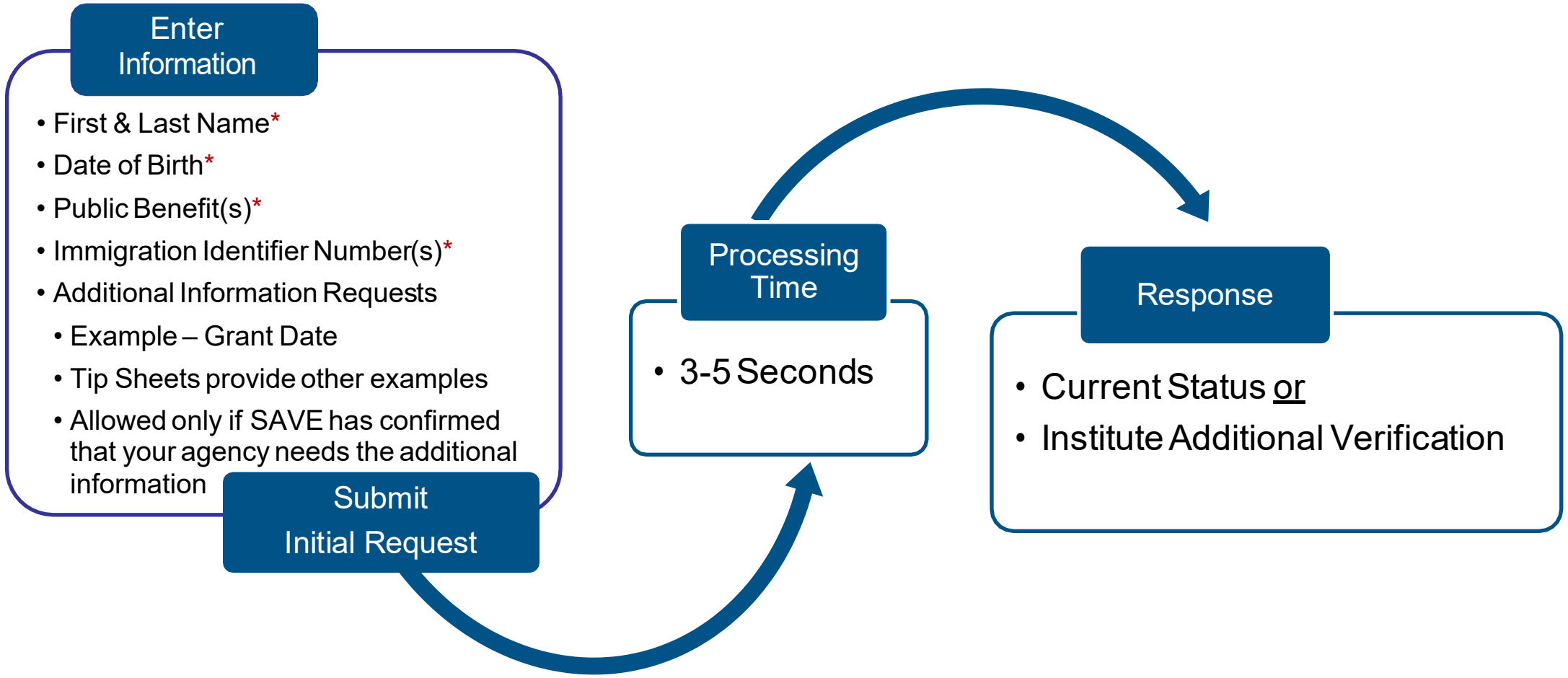


Benefit applicant can use SAVE Case Check to follow the status of their case online

Initial Verification and Additional Verification are discussed further in the slides following this one

Initial Verification

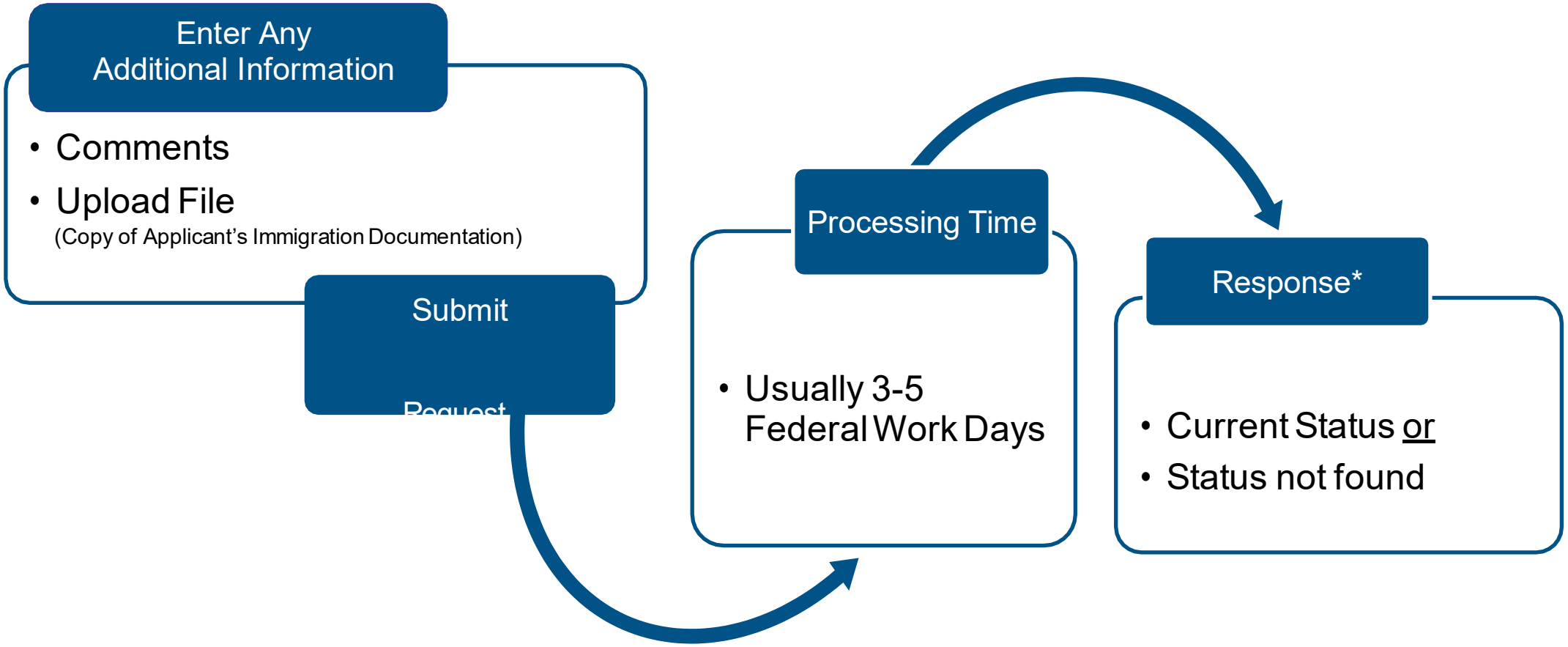
Agencies using the Web Services access method may automate some or all data entry and submission



The vast majority of initial verification case responses provide applicant's current status

Additional Verification

When SAVE provides Institute Additional Verification as an initial response, agencies using the Web Services access method may automate submission of additional verification requests



*SAVE may provide a Resubmit with Docs response if the user does not submit a copy

of the applicant’s immigration documentation and SAVE needs it to resolve the case

SAVE User Responsibilities

Each user is responsible for ensuring that they follow the requirements set forth in the agreement their agency has with SAVE, this tutorial, the SAVE Program Guide, and other SAVE program guidance and resources.

These requirements include, but are not limited to:

- Completing this tutorial, reading and understanding the SAVE Program Guide, and maintaining a working knowledge of the verification process and procedures
- Submitting verification requests only for applicants for benefits listed in their agency's agreement with SAVE
- Complying with any federal and state laws prohibiting discrimination against applicants based upon national origin, ethnicity, race, gender, religion, disability, or other characteristics protected by law
- Complying with authorized user, password protection, and other security and privacy measures that protect the privacy of applicants whose personal information is processed through SAVE
- Performing any and all additional verification procedures SAVE requires and/or the benefit applicant requests
- Not relying upon a SAVE response to deny an application for benefits unless their agency has followed all SAVE verification procedures
- Providing timely adequate written notice and DHS records correction information to all applicants who are denied benefits based partly or completely upon a SAVE response (SAVE Records: Fast Facts for Benefit Applicants sheet is sufficient notice)

SAVE users should also provide all applicants who are denied a benefit based upon a SAVE response an opportunity to challenge the denial through their agency's existing appeals process

SAVE

SAVE Web Browser Step-by-Step

SAVE Web Browser Step-By-Step

This part of the tutorial provides step-by-step instructions for submitting and processing a case through the SAVE web browser access method.

Users of the SAVE Web Services (system-to-system) access method will not see these screens. Instead, they will see screens provided by their agency's information system.

System User Agreement

Access the SAVE website address

Click the "I agree" checkbox

Click "Next"

U.S. Citizenship and Immigration Services

SAVE

SIGN IN

SYSTEM USE AGREEMENT

On March 25, 2019, the SAVE technical helpdesk is implementing self-service upgrades. As a result, callers may experience longer than usual hold times. Users who have forgotten their Login ID or Password are encouraged to conduct self-service using the links on this page.

WARNING - You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not process classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Paperwork Reduction Act
An 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. The estimated public reporting burden is five minutes per response for OMB No. 1615-0101 and about three minutes per response for OMB No. 1615-0154. Each estimate includes the time for accessing the required information, reviewing the instructions, and completing and submitting the information collection instrument. Send comments regarding either of these burden estimates or any other aspect of either information collection, including suggestions for reducing burden, to U.S. Citizenship and Immigration Services, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Avenue NW, Washington, DC 20529-2020. OMB No. 1615-0101 or OMB No. 1615-0154. OMB No. 1615-0101 approval expires 05/31/2021 and OMB No. 1615-0154 approval expires 7/31/2021. Do not mail your verification requests to this address.

Privacy Act
The information provided by this system is subject to the Privacy Act of 1974 (5 U.S.C. Ã‚Â§ 552a) and must be protected from unauthorized disclosure or secondary uses. In accordance with the Privacy Act, the information collected and provided to authorized agencies pursuant to this system is covered by the System of Records Notice [DHS/USCIS Systematic Alien Verification for Entitlements Program System of Records, May 27, 2029, 85 FR 31798].

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

☐ I agree

Next

Enable Permanent Tooltips Accessibility Download Viewers

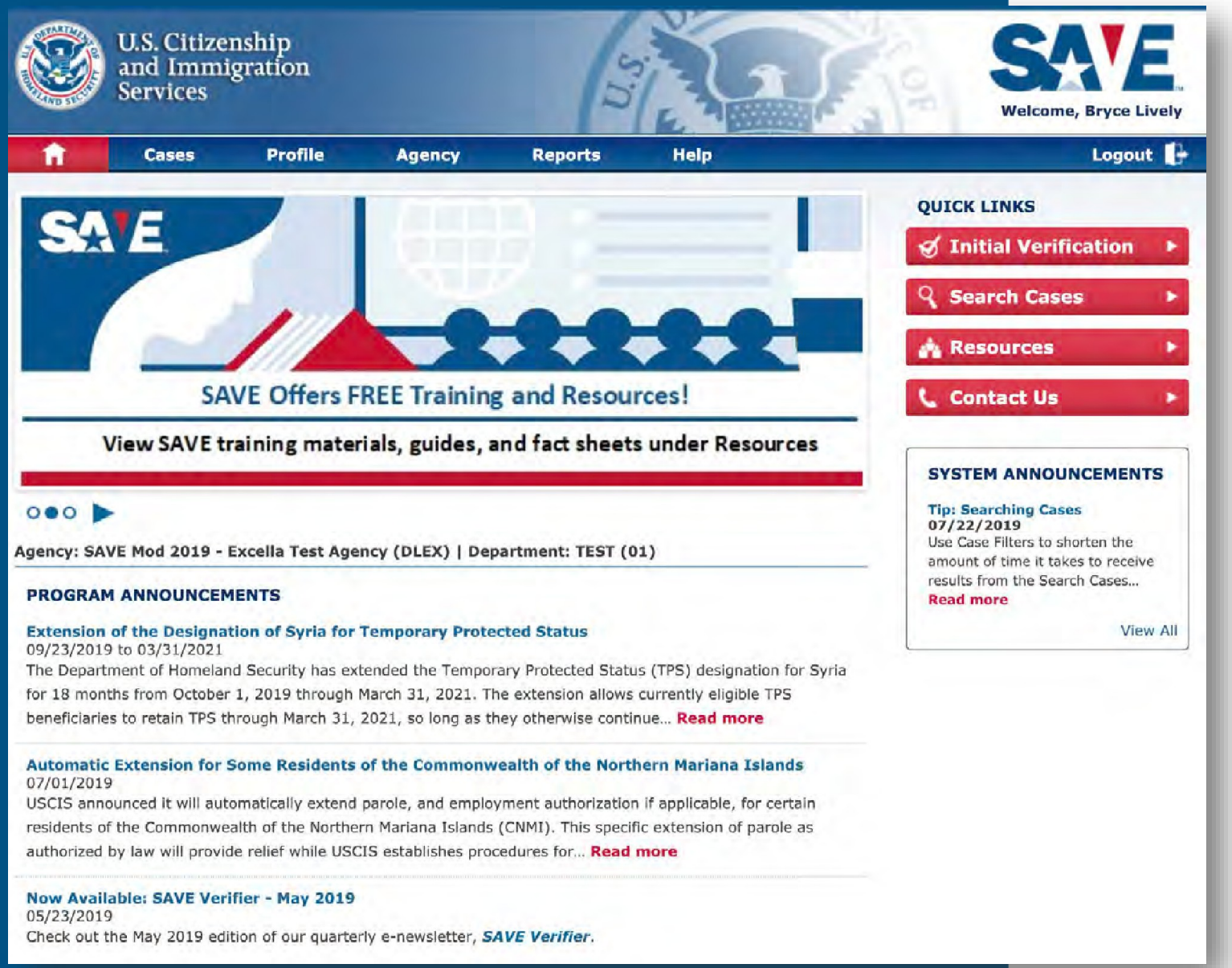
SAVE

Sign In

- Enter Username and Password
- Click “Submit”

If you are new to SAVE, the SAVE system will issue you a temporary password and then ask you to change your password. The system will also ask you to establish security questions for password recovery. You can change your password at any time and must change it at least every 90 days.

If you have forgotten your Username or Password, you may click on the self-service links to retrieve them.



Homepage

- Click Initial Verification on the right-hand side of the page
- The system will route you to the Create a Case screen

Case Creation

Case Creation

Create a Case

Applicant Information

*First Name — ex. Susan — Given Name

*Last Name — ex. Hernandez-Diaz — Family Name or Surname

Middle Name — ex. Rose

*Date of Birth — MM/DD/YYYY

Please fill out as many enumerators as are available to you. At least one enumerator is required. The more information provided, the higher the chance of returning a verification result on initial verification. For more information, please see the Guide on Immigration Documents Commonly Used by Benefit Applicants.

Alien Number — ex. 123456789

SEVIS Identifier — ex. 1234567890

Enter the following information:

- First and Last Name
- Date of Birth
- At least one immigration identifier (example – Alien Number)

Providing more than one immigration identifier increases the likelihood SAVE will immediately respond with the benefit applicant's immigration status.

If you enter an incorrect number format, the field may highlight with an error message.

Case Creation

Please select all of the benefits that the applicant is requesting from your agency. You must select at least one.

✓ Driver License | Education Asst | Food Stamps | Housing Assistance | Medicaid | Medicare | Unemployment Insuran

In addition to the applicant's immigration status, your agency has asked that we provide you with the following information (if available) in order to determine the applicant's eligibility.

EADS | Grant Date

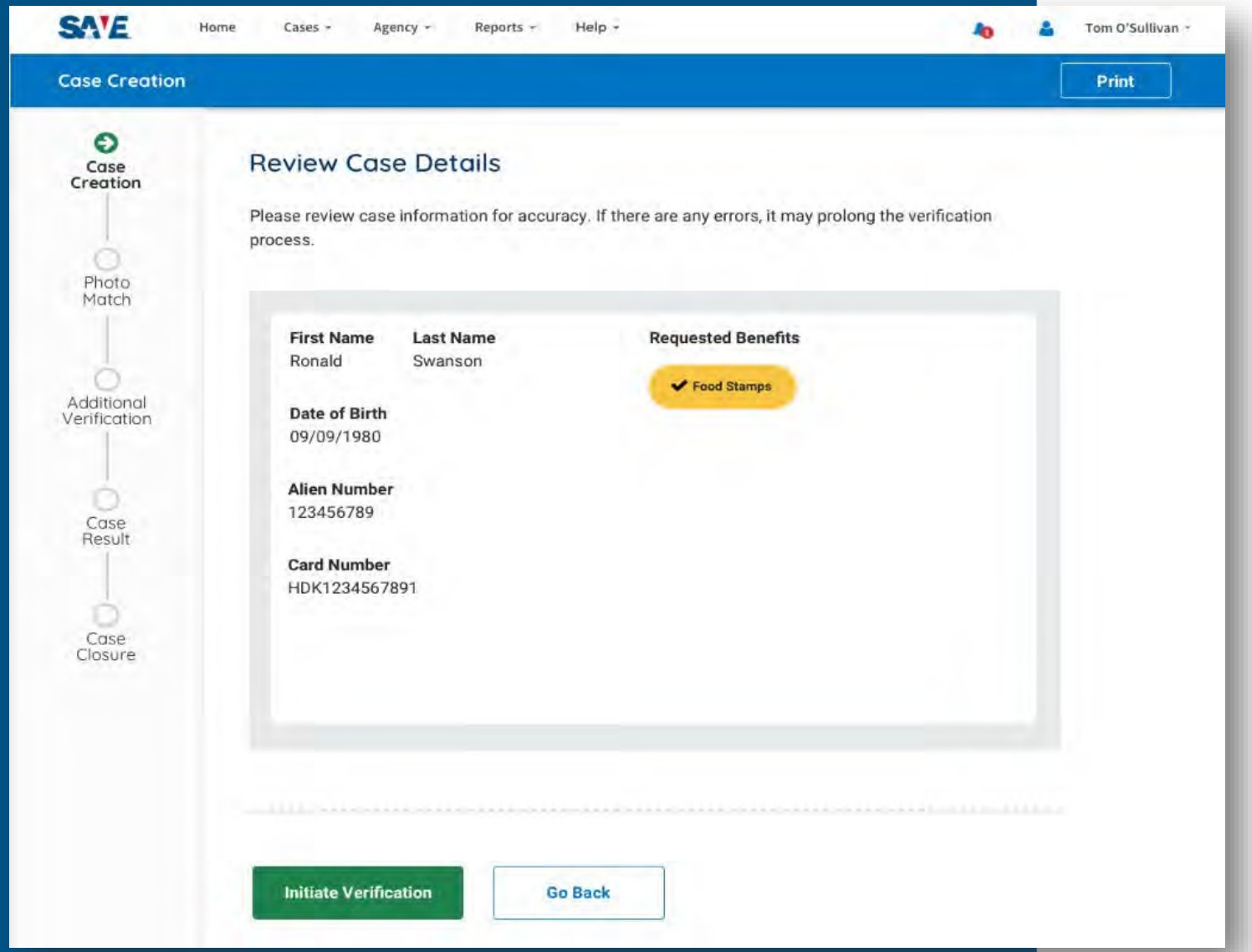
Please select any of the following additional pieces of information if you need them to determine the applicant's eligibility (or press continue if you don't need anything else).

Cuban/Haitian Entrant | Cuban/Haitian Immigration Details | Immigration Status Details | Immigration Status as of 8/22/1996 | VAWA | Fraud | Citizenship Status | Photo Tool Configured

Continue

- Select all the benefits and additional information the applicant is requesting from your agency
- Additional information may be auto-requested if needed to determine eligibility for a selected benefit
- Select any additional information
- Click Continue

The benefit and any additional information request options will depend upon your agency's SAVE configuration and authorization.



Review Case Details

Review the information entered from the previous page for accuracy

- If the information displayed is accurate, select Initiate Verification
- If you would like to change an entry, click Go Back on the bottom of the page

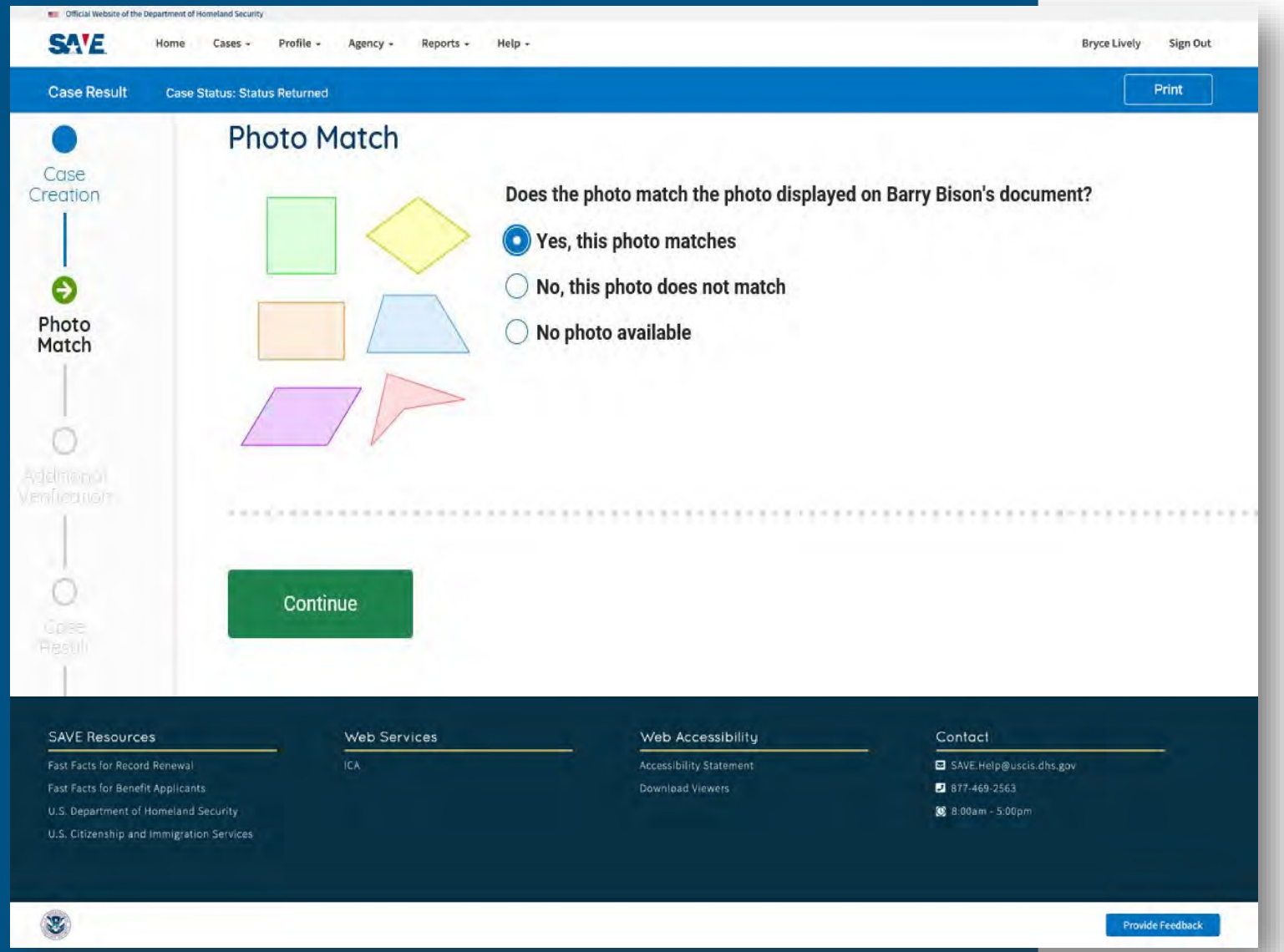


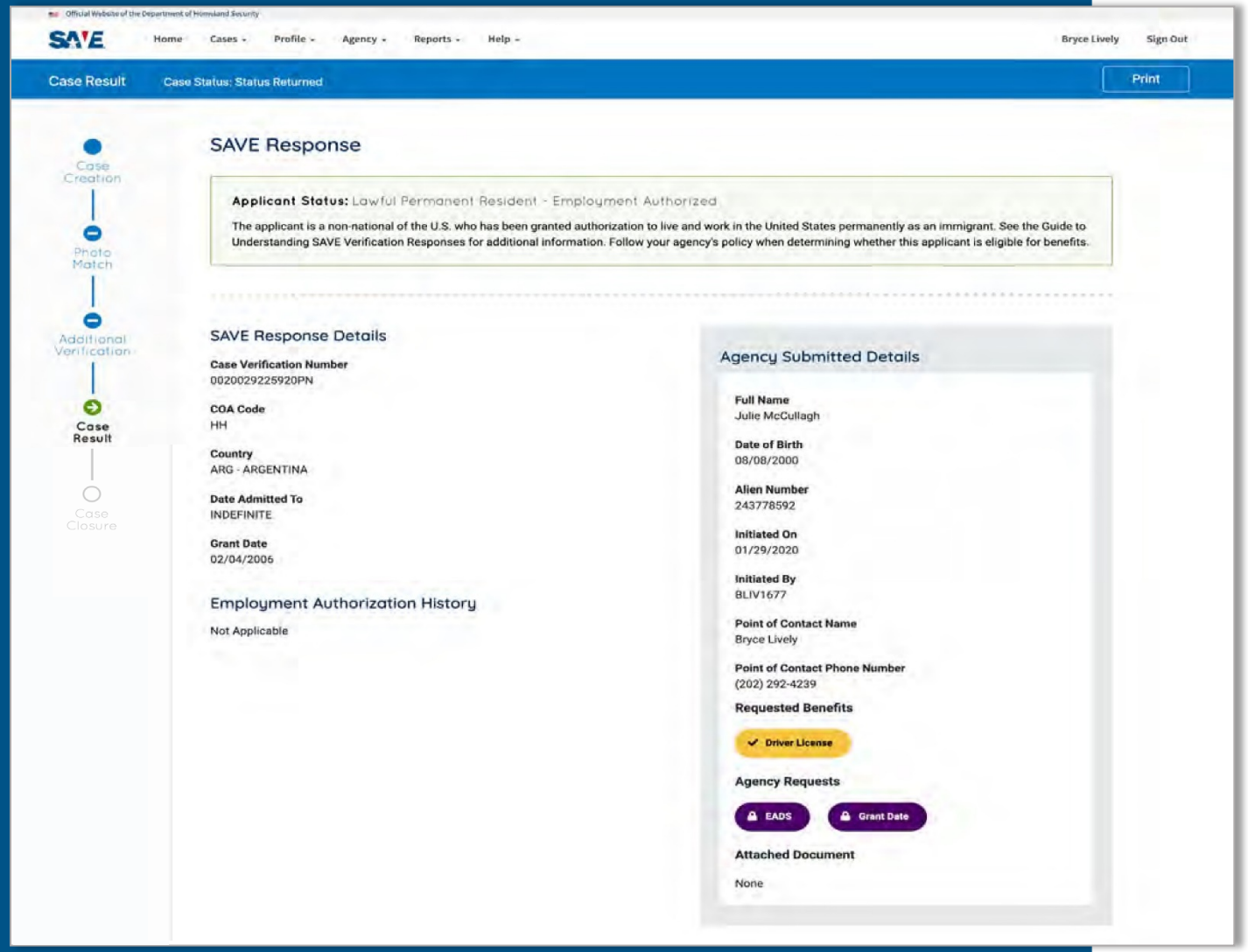
Photo Match

SAVE may present the photo match screen if your agency is configured to use it and USCIS has a photo on file that matches one in the applicant's immigration documentation.

SAVE will present a copy of the photo it has on file.

- Indicate whether the photo matches the photo in the immigration documentation presented by the benefit applicant
- Select Continue

Initial Verification Response - Status Returned



If SAVE has verified the applicant's status based on the information you submitted, SAVE will respond with the applicant's immigration or naturalized/derived citizenship status.

You should, however, select Initiate Additional Verification if you suspect fraud, or if you or the benefit applicant do not agree with the SAVE response.

Initial Verification Response - Institute Additional Verification

If SAVE is unable to immediately verify the applicant's status based upon the information you have provided, SAVE will provide an Institute Additional Verification response.

Official Website of the Department of Homeland Security

SAVE Home Cases Profile Agency Reports Help Bryce Lively Sign Out

Additional Verification Case Status: Agency Action Required Print

Case Creation
Photo Match
Additional Verification
Case Result
Case Closure

SAVE Response

Institute Additional Verification

SAVE was unable to verify the applicant's status on electronic initial verification. There may have been an issue electronically locating the records or additional verification may be required due to conflicting data or the nature of the applicant's status. This is not a final response and should not be used to determine benefit eligibility. Please Institute Additional Verification so SAVE can conduct more research and return the correct status.

SAVE Response Details

Case Verification Number
0020072225838VW

Employment Authorization History

Not Applicable

Special Comments

Enter any additional comments here

Agency Requests

EADS | Grant Date | Cuban/Haitian Entrant | Cuban/Haitian Immigration Details | Immigration Status Details | Immigration Status as of 8/22/1996 | VAWA | Fraud | Citizenship Status

Upload a document

Drag file to upload

or

Agency Submitted Details

Full Name
Ronald Swanson

Date of Birth
09/09/1980

Alien Number
123456789

Card Number
HDK1234567891

Initiated On
03/12/2020

Initiated By
BLIV1677

Point of Contact Name
Bryce Lively

Point of Contact Phone Number
(202) 292-4239

Requested Benefits

Energy Assistance

Agency Requests

EADS | Grant Date

Attached Document

Initial Verification Response - Institute Additional Verification

Select Initiate Additional Verification to submit the case for additional verification.

SAVE Response Details

Case Verification Number
001932421050 5UY

Employment Authorization History

Not Applicable

Special Comments

Enter any additional comments here

Agency Requests

EADS | Grant Date

Cuban/Haitian Entrant | Cuban/Haitian Immigration Details | Immigration Status Details | Immigration Status as of 8/22/1996 | VAWA | Fraud | Citizenship Status | Photo Tool Configured

Upload a document

Drag file to upload

or

Upload File

Initiate Additional Verification

Close Case | Close Case and Create New Case

Agency Submitted Details

Full Name
John Doe

Date of Birth
01/01/1974

Alien Number
123456789

Initiated On
11/20/2019

Initiated By
JMIL2576

Point of Contact Name
Jonathan Mills

Point of Contact Phone Number
(202) 306-9874

Requested Benefits

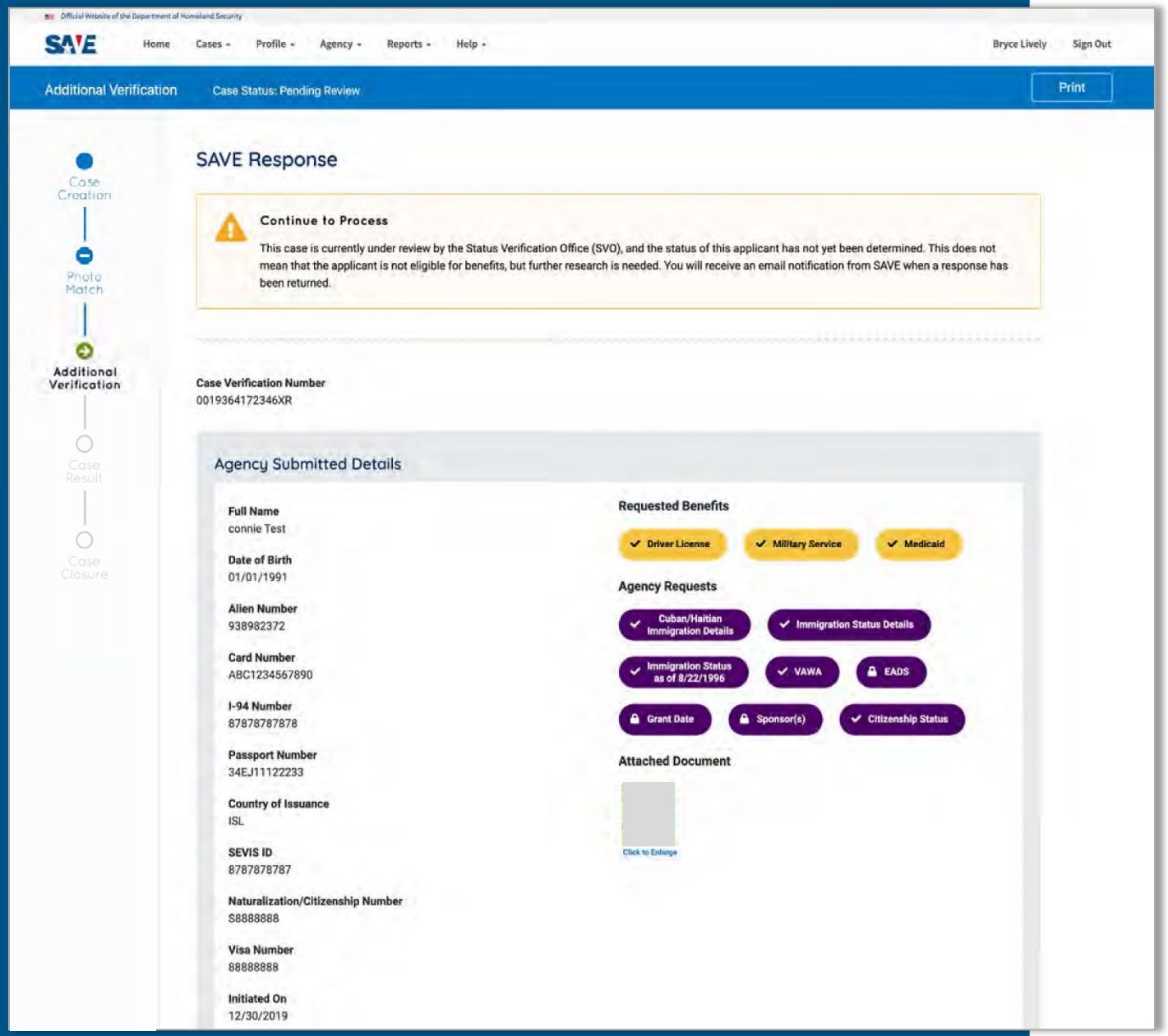
Housing Assistance

Agency Requests

EADS | Grant Date

Attached Document

None



Additional Verification Response - Continue to Process (Pending Review by DHS)

SAVE will provide a Continue to Process response if a SAVE case requires further research due to status verification personnel being unable to determine the applicant's status based upon currently available information.

SAVE will provide another response after the research is complete. This may be the applicant's immigration status or Resubmit Doc (see next slide).

Additional Verification Response - Resubmit with Documents

SAVE Response

Resubmit Doc (need Copy Original)

SAVE is unable to determine the person's status without seeing a copy of the person's most recent immigration document. Please submit via scan and upload a copy of the applicant's document (front and back) for third step verification. See the Guide to Understanding SAVE Verification Responses for additional information.

SAVE Response Details

Case Verification Number
0019316123043XZ

DHS Comments
Please provide the most recently issued document that reflects current immigration status.

Response Date
11/12/2019

Employment Authorization History

Not Applicable

Special Comments

Enter any additional comments here

Agency Requests

EADS | Grant Date

Cuban/Haitian Entrant | Cuban/Haitian Immigration Details

Immigration Status Details | Immigration Status as of 8/22/1996 | VAWA

Fraud | Citizenship Status | Photo Tool Configured

Agency Submitted Details

Full Name
Trish Trish

Date of Birth
01/31/1931

Alien Number
123456789

Initiated On
11/12/2019

Initiated By
PPRO1963

Point of Contact Name
Polly Pronghorn

Point of Contact Phone Number
(222) 222-2222

Requested Benefits

Background Invest

Agency Requests

EADS | Grant Date

Attached Document

None

*Upload a document

Uploading a document is required to escalate this case for additional verification.

Drag file to upload

or

Upload File

Initiate Additional Verification

Close Case | Close Case and Create New Case

SAVE may provide a Resubmit with Docs response if you did not upload a copy of the applicant's immigration documentation when submitting the case for additional verification and SAVE needs that to resolve the case.

In this situation, upload a copy of the front and back of the applicant's immigration documentation and select Initiate Additional Verification.

Additional Resources

SAVE CaseCheck

Official Website of the Department of Homeland Security

Español | Blog | About USCIS | Archive | Get Email Updates

A-Z Index | Contact Us

U.S. Citizenship and Immigration Services

What are you searching for?

FORMS NEWS CITIZENSHIP GREEN CARD TOOLS LAWS

Home > SAVE > SAVE Case Check

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SAVE

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- SAVE Toolkit
- Getting Started
- For Benefit Applicants
- Contact SAVE
- Publications
- SAVE Case Check
- SAVE Agency Search Tool

SAVE CaseCheck

Welcome to SAVE CaseCheck

Applying for a benefit or license with a federal, state, or local government agency?

Agencies may need to verify your immigration status to process your application. To verify your status, they use the SAVE Program. CaseCheck, a free and fast service, lets you follow the progress of your SAVE verification case online as often as you like.

Checking your case is easy! Simply click on the red CHECK YOUR CASE button below and enter your date of birth (DOB) along with the number from one of the following immigration documents:

- Certificate of Citizenship
- Certificate of Naturalization
- I-20 Certificate of Eligibility for Nonimmigrant Student Status
- I-94 Arrival/Departure Record
- I-94 stamp in Unexpired Foreign Passport
- I-551 Permanent Resident Card
- I-766 Employment Authorization Card

CHECK YOUR CASE

Note: Your agency may provide you with a 15 digit verification case number, which you can also use to check the status of your case.

More Information

- SAVE CaseCheck Factsheet (pdf)
- SAVE CaseCheck Brochure (pdf)

Last Reviewed/Updated: 09/09/2015

SAVE CaseCheck

The Systematic Alien Verification for Entitlements Program

Applying for a federal, state, or local government benefit?

CaseCheck is a fast and free service that lets you follow the progress of your SAVE verification case online as often as you like!

Why use CaseCheck:

- Easy to track the progress of your immigration status verification case.
- Fewer visits to your benefit-granting agency while your case is ongoing.
- Updates about when you should return to your benefit-granting agency.

It's easy to check your case

SAVE CaseCheck allows you to track the status of your case online by using your date of birth (DOB) in combination with the number from many immigration documents, such as:

- Certificate of Citizenship
- Certificate of Naturalization
- I-20 Certificate of Eligibility for Nonimmigrant Student Status
- I-94 Arrival/Departure Record
- I-94 stamp in an Unexpired Foreign Passport
- I-551 Permanent Resident Card
- I-766 Employment Authorization Card

Be sure to use the same document information you provide to your benefit-granting agency!

CaseCheck also lets you use your verification case number to track the status of your case. You can get this number from your benefit-granting agency.

Start using CaseCheck today

Visit www.uscis.gov/SAVE/SAVE-CASE-CHECK
It's fast and free!

For more information on the SAVE Program, please visit www.uscis.gov/SAVE.

Benefit applicants can use SAVE CaseCheck to check the status of their SAVE case

Additional Resources and Contact Options

Additional Resources	Contact Options
Program Guide Guide to Understanding SAVE Verification Responses Guide on Immigration Documents Commonly Used by Benefit Applicants Other Guides and Tip Sheets SAVE Program Announcements All of these resources are available through the SAVE system and by request to SAVE.help@uscis.dhs.gov	SAVE Website www.uscis.gov/save USCIS Website www.uscis.gov SAVE Email SAVE.help@uscis.dhs.gov SAVE Program Assistance (877) 469-2563 Technical Assistance (800) 741-5023

SAVE

Thank You