

Search Cases



This tip sheet is for registered SAVE user agencies that utilize the SAVE search cases tool. Through this feature, your agency can identify and access cases by using a SAVE case verification number, immigration identifier (for example, Alien/USCIS number or I-94 Number), date initiated, case status, and other criteria. The following step-by-step instructions reflect feature enhancements that SAVE is rolling out in phases to user agencies in early 2021. We will notify user agencies in advance of the date we plan to enable the enhanced functionality. For training or questions, please send an email to save.help@uscis.dhs.gov with a subject line “SAVE Case Search Enhancements.”

Step 1: Navigate to the Search Cases Screen

On the SAVE Homepage, select the red Search Cases button on the right side of the screen or select Search Cases in the Cases drop-down menu:



Either option will bring you to the Search Cases screen.

Step 2: Search Cases Using Alphanumeric Identifiers

Use this function if you are looking for a particular case or cases using the SAVE case verification number, benefit applicant name, and/or an immigration identifier (for example, Alien/USCIS Number or I-94 Number) that your agency submitted as part of its initial SAVE verification request. You can use this function to search using one or more alphanumeric identifier.

Search Using Single Alphanumeric Identifier

In the search bar, enter the name or alphanumeric identifier that you are using to search and then select the type of data field that it is from the drop-down options. The enumerators listed in the search drop-down will narrow if the criteria entered matches the enumerator format (see example the two images below).

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

WR

SAVE Case Number: WR

Passport Number: WR

Alien/USCIS Number: WR

Naturalization/Citizenship Certificate Number: WR

User Case Number: WR

Applicant Last Name: WR

name

Case Number

Verification Action Needed [Institute Additional Verification](#) [View Case](#)

SAVE Case Number	Applicant Name	Created By	Last Modified
------------------	----------------	------------	---------------

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

WR00201131

SAVE Case Number: WR00201131

Passport Number: WR00201131

Alien/USCIS Number: WR00201131

name

Sort By

Verification Action Needed [Institute Additional Verification](#) [View Case](#)

SAVE Case Number	Applicant Name	Created By	Last Modified
0019364172648XS	Erwin Schroedinger, Elizabeth	User: BLV200 (Christopher John)	Date: 01/20/2020

Search Using More than One Alphanumeric Identifier

If you want to search using more than one data element, then repeat the above process for each data element. Please note: entering two or more data elements will lead to the search results only including the case or cases, if any, in which the data elements in the SAVE case match each and every data element that you enter into the search bar. For example, if you are searching by name and I-94 number, the search results will only display cases which include both the name **and** I-94 number provided.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile - | Agency - | Reports - | Help - Bryce Lively | Sign Out

✕ Passport Number: WR00201131
✕ SAVE Case Number: 0029364172648ML
Q
Create New Case

Case Status

Select a status

Creation Date

Select a time frame

Created By

Select a group

Select a name

Open (1340)

Closed (250)

Sort By SAVE Case Number v ↑↓

Verification Action Needed		Institute Additional Verification View Case	
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
DHS Verification In Process		View Case	
SAVE Case Number 0019364172648XT	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Response Returned		View Case	
Lawful Permanent Resident - Employment Authorized			
SAVE Case Number 0019364172649AL	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Action Needed		Complete Photo Match View Case	
SAVE Case Number 0019364172648AN	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson

Step 3: Filtering Cases

Use this function if you want to obtain a list of cases based upon Case Status, Creation Date, and/or Created By filters. You can use this feature in addition to or instead of the Search Cases Using Alphanumeric Identifiers function noted above. Use the drop-down menu to select the parameter that you want to apply.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile - | Agency - | Reports - | Help - Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator
Q
Create New Case

Case Status

Select a status

- Verification Response Returned
- Verification Action Needed
- DHS Verification In Process

Creation Date

Select a time frame

Created By

Select a group

Select a name

Sort By SAVE Case Number v ⌵

<p style="color: #0070C0; font-weight: bold; margin: 0;">Verification Action Needed</p> <p style="font-size: small; margin: 0;">SAVE Case Number 0019364172648XS</p>	<p style="font-size: small; margin: 0;">Applicant Name Erwin Schroedinger, Elizabeth</p>	<p style="font-size: small; margin: 0;">Created By User: BLV200 (Christopher John) Group: 93020088</p>	<p style="font-size: small; margin: 0;">Last Modified Date: 01/20/2020 User: Samantha Johnson</p> <p style="text-align: right; font-size: small; margin: 0;">Institute Additional Verification View Case</p>
<p style="color: #0070C0; font-weight: bold; margin: 0;">DHS Verification In Process</p> <p style="font-size: small; margin: 0;">SAVE Case Number 0019364172648XT</p>	<p style="font-size: small; margin: 0;">Applicant Name Erwin Schroedinger, Elizabeth</p>	<p style="font-size: small; margin: 0;">Created By User: BLV200 (Christopher John) Group: 93020088</p>	<p style="font-size: small; margin: 0;">Last Modified Date: 01/20/2020 User: Samantha Johnson</p> <p style="text-align: right; font-size: small; margin: 0;">View Case</p>
<p style="color: #0070C0; font-weight: bold; margin: 0;">Verification Response Returned</p> <p style="font-size: small; margin: 0;">Lawful Permanent Resident - Employment Authorized</p> <p style="font-size: small; margin: 0;">SAVE Case Number 0019364172649AL</p>	<p style="font-size: small; margin: 0;">Applicant Name Erwin Schroedinger, Elizabeth</p>	<p style="font-size: small; margin: 0;">Created By User: BLV200 (Christopher John) Group: 93020088</p>	<p style="font-size: small; margin: 0;">Last Modified Date: 01/20/2020 User: Samantha Johnson</p> <p style="text-align: right; font-size: small; margin: 0;">View Case</p>
<p style="color: #0070C0; font-weight: bold; margin: 0;">Verification Action Needed</p> <p style="font-size: small; margin: 0;">SAVE Case Number 0019364172648AN</p>	<p style="font-size: small; margin: 0;">Applicant Name Erwin Schroedinger, Elizabeth</p>	<p style="font-size: small; margin: 0;">Created By User: BLV200 (Christopher John) Group: 93020088</p>	<p style="font-size: small; margin: 0;">Last Modified Date: 01/20/2020 User: Samantha Johnson</p> <p style="text-align: right; font-size: small; margin: 0;">Complete Photo Match View Case</p>
<p style="color: #0070C0; font-weight: bold; margin: 0;">DHS Verification In Process</p> <p style="font-size: small; margin: 0;">Extended Research Required</p> <p style="font-size: small; margin: 0;">SAVE Case Number 0019364172648XS</p>	<p style="font-size: small; margin: 0;">Applicant Name Erwin Schroedinger, Elizabeth</p>	<p style="font-size: small; margin: 0;">Created By User: BLV200 (Christopher John) Group: 93020088</p>	<p style="font-size: small; margin: 0;">Last Modified Date: 01/20/2020 User: Samantha Johnson</p> <p style="text-align: right; font-size: small; margin: 0;">View Case</p>

Use the fields shown below to filter cases within a time frame or custom date range:

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

Case Status: | Creation Date: | Created By: |

Open (1340) | Closed (250) | Past week | Past 30 days | Past 90 days | Past year | Custom date range... | Sort By: SAVE Case Number |

Verification Action Needed			Institute Additional Verification	View Case
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson	
DHS Verification In Process			View Case	
SAVE Case Number 0019364172648XT	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson	
Verification Response Returned			View Case	
Lawful Permanent Resident - Employment Authorized				
SAVE Case Number 0019364172649AL	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson	
Verification Action Needed			Complete Photo Match	View Case
SAVE Case Number 0019364172648AN	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson	
DHS Verification In Process			View Case	
Extended Research Required				
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson	

Search Cases



The Created By filter can be used to find cases created within departments, groups, or by specific users. The filter (and the values in the filter) will appear depending upon your SAVE user role.

Super Users can view cases created by all users within their agency and filter by Department, Group, and Name.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile - | Agency - | Reports - | Help - | Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

Case Status: Select a status
Creation Date: Select a time frame
Created By: Select a department, Select a group, Select a name

Open (1340) Closed (250) Sort By: SAVE Case Number

Supervisors and **General User 4** users can view cases for all groups and users in their department and filter by Group and Name.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile - | Agency - | Reports - | Help - | Bryce Lively | Sign Out

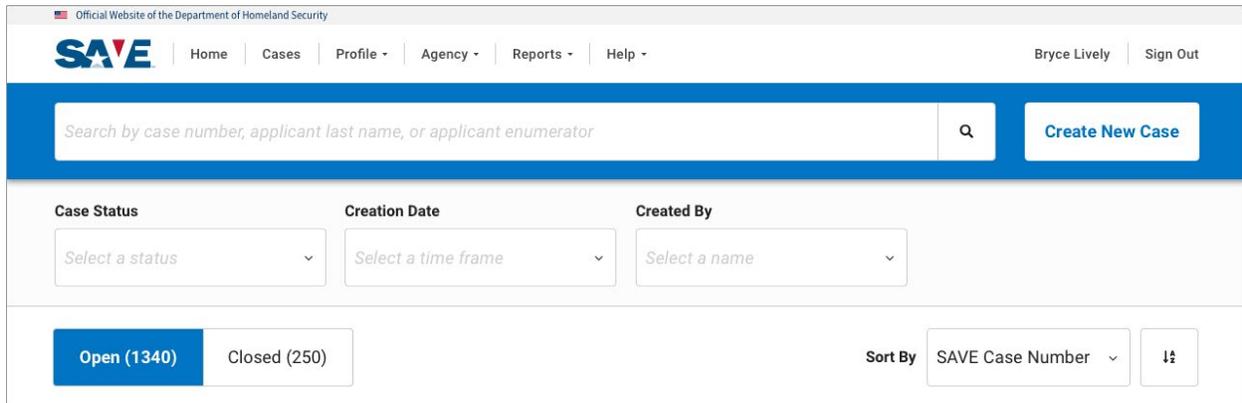
Search by case number, applicant last name, or applicant enumerator

Create New Case

Case Status: Select a status
Creation Date: Select a time frame
Created By: Select a group, Select a name

Open (1340) Closed (250) Sort By: SAVE Case Number

General User 3 users can view cases for all users in their group and filter by name.



Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile ▾ | Agency ▾ | Reports ▾ | Help ▾ | Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

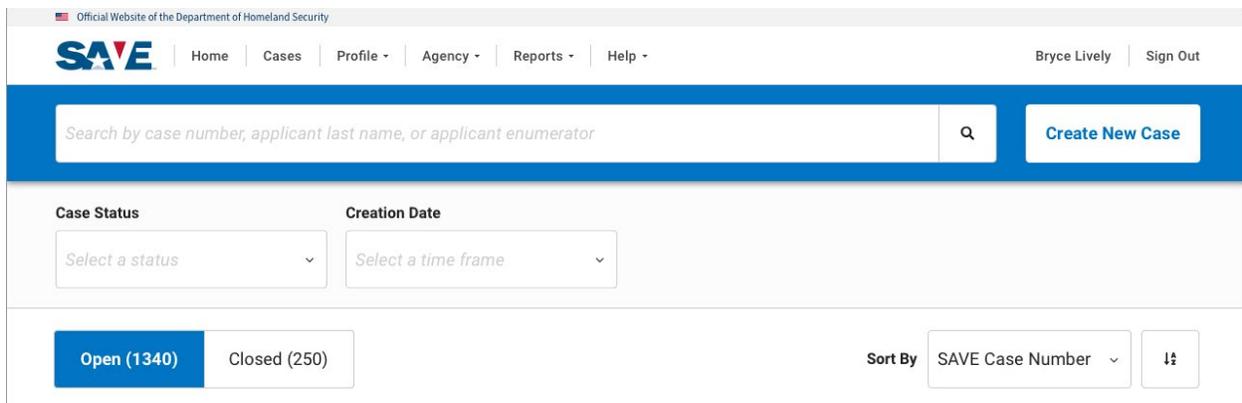
Case Status: ▾

Creation Date: ▾

Created By: ▾

Open (1340) Closed (250) Sort By: SAVE Case Number ▾

General User 1 and **General User 2** users can only view their own cases and therefore do not have the Created By filter.



Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile ▾ | Agency ▾ | Reports ▾ | Help ▾ | Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

Case Status: ▾

Creation Date: ▾

Open (1340) Closed (250) Sort By: SAVE Case Number ▾

Step 4: Review and Sort Search Results

SAVE will display a list of open cases that match the search bar and filter criteria. Select the Closed option if you want to view closed cases that match the search criteria. If you do not provide any search criteria, SAVE will show all open cases by default, and if you select the Closed icon, a list of all Closed Cases.

Open Cases View (Default)

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

Case Status: Creation Date: Created By:

Open (1340) Closed (250) Sort By: SAVE Case Number

Verification Action Needed		Institute Additional Verification View Case	
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
DHS Verification In Process		View Case	
SAVE Case Number 0019364172649XT	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Response Returned		View Case	
Lawful Permanent Resident - Employment Authorized			
SAVE Case Number 0019364172649AL	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Action Needed		Complete Photo Match View Case	
SAVE Case Number 0019364172648AN	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
DHS Verification In Process		View Case	

Closed Cases View

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile - | Agency - | Reports - | Help - Bryce Lively | Sign Out

Search by case number, applicant last name, or applicant enumerator

Case Status: Creation Date: Created By:

Open (1340) **Closed (250)** Sort By:

Verification Action Needed View Case			
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
DHS Verification In Process View Case			
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Response Returned View Case			
Lawful Permanent Resident - Employment Authorized			
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Action Needed View Case			
SAVE Case Number 0019364172648XS	Applicant Name Erwin Schroedinger, Elizabeth	Created By User: BLV200 (Christopher John) Group: 93020088	Last Modified Date: 01/20/2020 User: Samantha Johnson
Verification Action Needed View Case			

If no open cases match the default or selected search criteria, SAVE will indicate No Cases Found.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

Case Status: Verification Action Needed
Creation Date: Select a time frame
Created By: Select a group Select a name

Sort By: SAVE Case Number

No cases found

By default, SAVE sorts case search results in ascending order by SAVE Case Number (previously called the Verification Number). You can choose to sort based upon SAVE Case Number, Applicant Last Name or Last Modified.

Official Website of the Department of Homeland Security

SAVE | Home | Cases | Profile | Agency | Reports | Help | Bryce Lively | Sign Out

Case Status: Select a status
Creation Date: Select a time frame
Created By: Select a group Select a name

Sort By: SAVE Case Number

Verification Action Needed	Applicant Name	Created By	Last Modified
SAVE Case Number 0019364172648XS	Erwin Schroedinger, Elizabeth	User: BLV200 (Christopher John) Group: 930200RR	Date: 01/20/2020 User: Samantha Johnson

[Institute /](#) [Case](#)

To change the sort order from ascending to descending, click the icon to the right of the dropdown.

Ascending Sort Order (Default)

This screenshot shows the top navigation bar with the SAVE logo and menu items: Home, Cases, Profile, Agency, Reports, and Help. The user is logged in as Bryce Lively. Below the navigation is a search bar with the placeholder text "Search by case number, applicant last name, or applicant enumerator" and a "Create New Case" button. The main content area features three filter dropdowns: "Case Status" (set to "Select a status"), "Creation Date" (set to "Select a time frame"), and "Created By" (set to "Select a group"). Below these filters are two buttons: "Open (1340)" and "Closed (250)". On the right, the "Sort By" dropdown is set to "SAVE Case Number", and a sort order icon (two vertical bars) is visible.

How to Change Sort Order

Hover cursor over sort order button

This screenshot is identical to the previous one, but a mouse cursor is hovering over the sort order icon. A tooltip appears above the icon with the text "Sort in descending order".

Select Sort Order You Want (Ascending or Descending)

This screenshot is identical to the previous one, but the sort order icon is now highlighted in blue, indicating that the sort order has been changed to descending.