

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).

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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
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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.

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Home
Cases
Profile
Agency
Reports
Help
Bryce Lively
Sign Out

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

Case Status
Creation Date
Created By

Select a status
Select a time frame
Select a group
Select a name

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
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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
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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
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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
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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.




[Home](#)
[Cases](#)
[Profile](#)
[Agency](#)
[Reports](#)
[Help](#)

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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

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

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

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[Home](#)
[Cases](#)
[Profile](#)
[Agency](#)
[Reports](#)
[Help](#)

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Case Status

Creation Date

Past week

Past 30 days

Past 90 days

Past year

Custom date range...

Created By

Open (1340)

Closed (250)

Sort By

Verification Action Needed 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	Institute Additional Verification View Case
DHS Verification In Process 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	View Case
Verification Response Returned 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	View Case
Verification Action Needed 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	Complete Photo Match View Case
DHS Verification In Process 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	View Case

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.

This screenshot shows the top section of the SAVE system interface for a Super User. At the top, there is a header bar with the SAVE logo, navigation links (Home, Cases, Profile, Agency, Reports, Help), and user information (Bryce Lively, Sign Out). Below the header is a search bar with the placeholder text "Search by case number, applicant last name, or applicant enumerator" and a magnifying glass icon. Under the search bar are three filter sections: "Case Status" with a dropdown menu showing "Select a status", "Creation Date" with a dropdown menu showing "Select a time frame", and "Created By" with a dropdown menu showing "Select a department". Below these filters are two buttons: "Open (1340)" and "Closed (250)". To the right of these buttons is a "Sort By" section with a dropdown menu showing "SAVE Case Number" and a sort icon.

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

This screenshot shows the top section of the SAVE system interface for Supervisors and General User 4. The layout is similar to the Super User interface, but with a few differences. The "Created By" filter section has a dropdown menu showing "Select a group" instead of "Select a department". Additionally, there is a "Create New Case" button located to the right of the search bar. The "Open (1340)" and "Closed (250)" buttons, as well as the "Sort By" section, are also present.

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

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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 ▾

Sort By ▾

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

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



Case Status ▾ Creation Date ▾

Sort By ▾

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)



[Home](#)
[Cases](#)
[Profile](#)
[Agency](#)
[Reports](#)
[Help](#)
Bryce Lively
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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

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			

Closed Cases View

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 | [Home](#) | [Cases](#) | [Profile](#) | [Agency](#) | [Reports](#) | [Help](#) | Bryce Lively | [Sign Out](#)

Case Status

Creation Date

Created By

Select a status

Select a time frame

Select a group

Select a name

Open (1340)

Closed (250)

Sort By

SAVE Case Number

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](#)

Search Cases



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

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

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

Open (0) Closed (0) 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.

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

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

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

Ascending Sort Order (Default)

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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

How to Change Sort Order

Hover cursor over sort order button

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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 Sort in descending order

Select Sort Order You Want (Ascending or Descending)

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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