

DHS-SAVE SYSTEM
INSTRUCTIONS FOR U.S.
DEPARTMENT OF EDUCATION
(SCHOOL) USERS VERSION 4.0



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Introduction

In conjunction with the U.S. Department of Homeland Security (DHS), the Office of Federal Student Aid (FSA) at the U.S. Department of Education (ED) uses an electronic process to verify students who were not confirmed to be eligible noncitizens through FSA's automated matching process with the DHS Systematic Alien Verification Entitlement (SAVE) Program.

Why is it called “third step only?”

The SAVE system is used by hundreds of entities nationwide to check individuals' immigration statuses for a variety of benefits. Most entities begin their eligibility verification at the first step of the three-step verification process. After a student completes the *Free Application for Federal Student Aid (FAFSA®)* and enters an Alien Registration Number (ARN), FSA completes the first and second steps and returns the matching results on each student's *Institutional Student Information Record (ISIR)* in the Match Flags section's “DHS Match” and “DHS Sec. Conf.” fields. Since post-secondary institutions must confirm that a student is in an immigration status that qualifies them for Title IV funds (when the first and second steps fail), institutions request verification for only the third step of the process. DHS created this third step only electronic process in their SAVE system especially for FSA. The instructions on the SAVE website explain how to use SAVE for all three steps, which is not the FSA process. Use the following instructions to access and navigate the third step only process designed for FSA. For institutions required to complete third step verification to confirm a student's status as an eligible noncitizen, the regulations at [34 CFR 668.135](#) provide that the submission request to DHS-USCIS must be made within 10 business days upon receipt of the student's immigration documentation. There are two SAVE user types:

- Supervisor Third Step Only User (PDPA Level)
 - Assigned to each institution's PDPA by FSA and SAVE
 - Creates & manages third step only user IDs
 - Can view cases and submit third step verification requests at his/her institution(s)
- Third Step Only User (Financial Aid Administrator Level)
 - PDPA assigns this subordinate user type to individuals authorized to view cases and submit third step verification requests at his/her institution(s)

Section I: Instructions for Primary Destination Point Administrators (PDPAs)

Your PDPA Supervisor Third Step Only User ID

Supervisor Third Step Only User Responsibilities and Information

- You must activate your Supervisor Third Step Only (STSO) User ID.
- You can create subordinate Third Step Only (TSO) users at your institution.
- Notify these users of the User IDs that you have assigned to them.
- You must responsibly manage all the User IDs you create at your assigned schools. Do not assign a User ID to an individual who is not associated with your institution(s) or allow unauthorized users to access the system.
- You must familiarize yourself with this instructional document, Volume I, Chapter 2: U.S. Citizenship & Eligible Noncitizens of the Federal Student Aid Handbook (FSA Handbook), and any

recent EAs posted on the DHS-SAVE Eligible Noncitizen page on FSAPartners.ed.gov. You must also share these resources with the other TSO users at your institution.

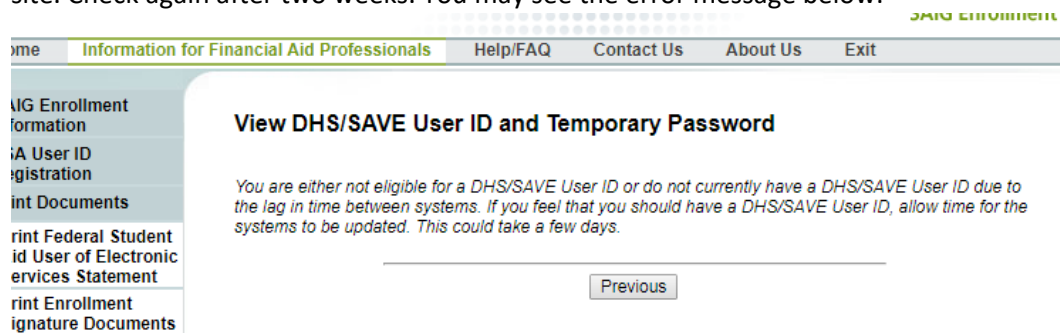
- Supervisor Third Step Only Users cannot create additional STSO users. They can only create subordinate Third Step Only users.

Retrieve Your PDPA User ID from your SAIG Enrollment Site

1. Navigate to your SAIG Enrollment site.
2. Select the “Primary Destination Point Administrator Access” link.
3. Enter your FSA user ID and password. Select “Log In.”
4. On the “Privacy Act & Warning” screen, read the information and click the “Accept” button.
5. On the “Primary Destination Point Administration Management” screen, click the “Manage your SAIG Mailboxes” link.
6. On the “Make your selection below” screen, click “View DHS/SAVE User ID and Temporary Password” link.
7. On the “View DHS/SAVE User ID and Temporary Password” screen, enter your Primary TG number with CPS Service and click the “Next” button.
8. Note: If you are a PDPA with access to CPS Services for more than one Federal School Code (FSC), a unique SAVE User ID will appear in the TG mailbox associated with each FSC. Rather than activate multiple Supervisor Third Step Only (STSO) User IDs, you may (but are not required to) activate one STSO User ID to access the SAVE system, and add all your subordinate Third Step Only (TSO) users under that one STSO User ID. See the “PDPAs Responsible for More Than One Federal School Code” section later in this document for more information.
9. On the “View DHS/SAVE User ID and Temporary Password – FSC Validation” screen, enter your Federal School Code and click “Next.”
10. Your SAVE User ID and temporary password are displayed on the “View DHS/SAVE User ID and Temporary Password” screen.
11. You will use these credentials to log into the SAVE system.

If You Recently Started at an Institution

The SAVE User ID associated with your new institution may not yet be available on the SAIG Enrollment site. Check again after two weeks. You may see the error message below:



The screenshot shows the SAIG Enrollment site interface. At the top, there is a navigation bar with links: Home, Information for Financial Aid Professionals, Help/FAQ, Contact Us, About Us, and Exit. Below the navigation bar is a sidebar menu with links: SAIG Enrollment Information, FSA User ID Registration, Print Documents, Print Federal Student Aid User of Electronic Services Statement, and Print Enrollment Signature Documents. The main content area is titled "View DHS/SAVE User ID and Temporary Password" and displays the following error message: "You are either not eligible for a DHS/SAVE User ID or do not currently have a DHS/SAVE User ID due to the lag in time between systems. If you feel that you should have a DHS/SAVE User ID, allow time for the systems to be updated. This could take a few days." Below the message is a "Previous" button.

If this message still displays after two weeks, it is because CPS Online Service is not indicated for the TG number you are viewing. It will take approximately two weeks for your new SAVE credentials to appear after updating the form. If they have not appeared after two weeks, send an email to applicationsystemsdivision@ed.gov for further assistance.

If Your Institution Has SAVE System Access for Another Purpose

The SAVE system is used for other purposes including but not limited to confirmation for in-state tuition, employment authorization, housing assistance, Food Stamps, or other institutional or public benefits. The URL and User ID SAVE provided for those purposes cannot be used to check students' Title IV aid eligibility. Likewise, the SAVE URL and access credentials used to check students' Title IV aid eligibility cannot be used for other purposes.

When You Leave Your Institution

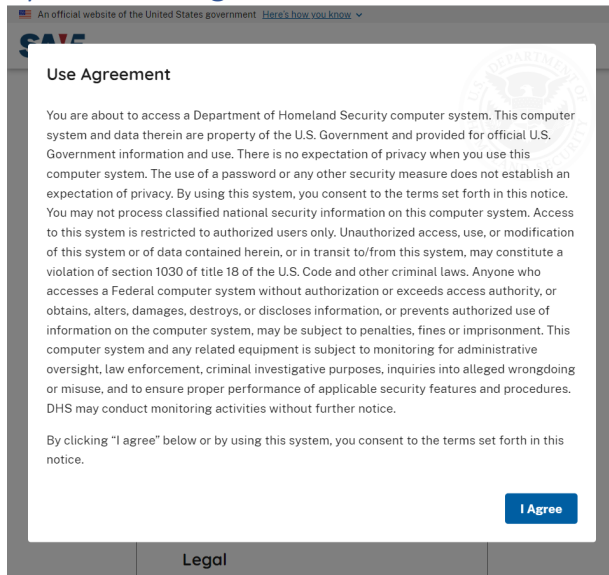
Your PDPA Supervisor Third Step Only User ID will be deleted when your name is deleted from your SAIG Enrollment form. Other Third Step Only Users at your institution will remain active and can continue submitting third step verification requests. FSA will create a new PDPA SAVE user ID for your replacement, which will be posted on your school's SAIG Enrollment site approximately two weeks after your school's updated SAIG Enrollment form is received. When an institution becomes eligible or ineligible for Title IV funds, FSA will create and send a PDPA Supervisor User ID to the institution's TG mailbox, or delete all users associated with the institution, respectively.

Activating Your Supervisor Third Step Only (STSO) User ID

Open your web browser (Chrome preferred) and enter the following in the address line of your web browser to access the SAVE system: <https://save.uscis.gov/web/vislogin.aspx?JS=YES>

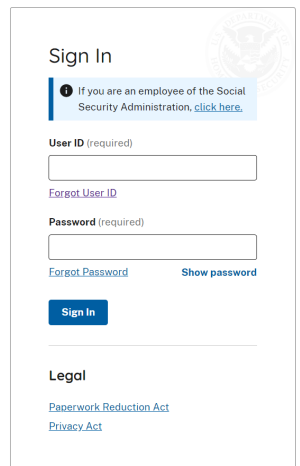
If you encounter an error message that looks like a stop sign, please try accessing SAVE with this link: <https://save.uscis.gov/save/app/client/ui/home/?JS=YES>

System Use Agreement screen



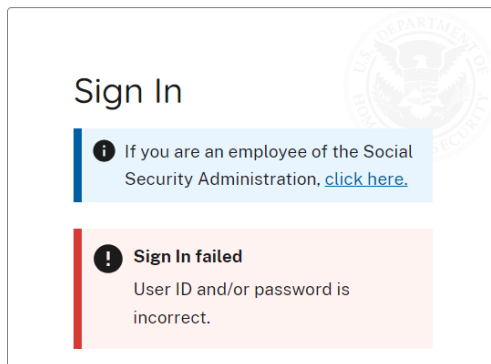
- Read the User Agreement.
- Select the "I Agree" button.

Sign-in screen

A screenshot of the 'Sign In' screen. At the top right is the Department of Education logo. Below the title 'Sign In' is a blue information box with a lowercase 'i' icon: 'If you are an employee of the Social Security Administration, [click here.](#)'. Below this are two input fields: 'User ID (required)' and 'Password (required)'. Under the User ID field is a link 'Forgot User ID'. Under the Password field are links 'Forgot Password' and 'Show password'. A blue 'Sign In' button is positioned below the password field. At the bottom, under the heading 'Legal', are links for 'Paperwork Reduction Act' and 'Privacy Act'.

- Enter your Supervisor Third Step Only user ID and temporary password (retrieved from the SAIG site as noted above)
- Select the “Sign In” button

SAVE Error Messages

A screenshot of the 'Sign In' screen showing an error message. The top part is identical to the previous screenshot. Below the password field, a red error box with a white exclamation mark icon contains the text: 'Sign In failed' followed by 'User ID and/or password is incorrect.'.

This error message appears when you have entered your User ID or password incorrectly. Check that you have entered your information incorrectly. If your issues persist and you are the PDPA, contact applicationsystemsdivision@ed.gov to verify your account information. Include your Federal School Code in your communication. If you are not the PDPA, contact your PDPA for assistance.

Password Expired Screen

Password Expired

Choose new password

Your password has expired. Please enter your current password and choose a new one.

Current Password (required)

[Show Password](#)

Password Requirements

- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following !@ \$% * () ? ; : { } + - ~ < >
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters
- No more than two consecutive characters from the prior password

New Password (required)

[Show Password](#)

Confirm New Password (required)

[Show Password](#)

[Cancel](#) [Continue](#)

- Enter your current password (temporary password retrieved from the SAIG site)
- Enter your new password
- Confirm your new password
- Select the “Continue” button

Reset Password Confirmation Screen

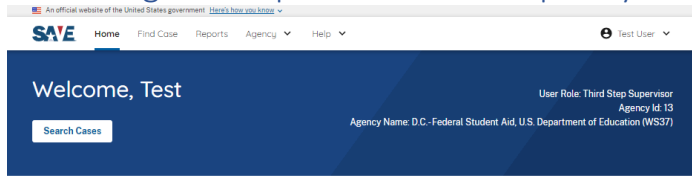
Reset Password

Your password has been successfully changed. Please continue.

[Continue](#)

- Select the “Continue” button

Home Page for Supervisor Third Step Only Users



Additional Verification Response Time

Processing time for each step of additional verification may vary. Please check www.USCIS.gov/SAVE for the current processing time.

Message Center

Password Reset Is Now Easier In SAVE!

Last Modified: October 27, 2023

SAVE has updated its password reset process to enhance the security of user accounts. You can now request that a password reset message be sent to the email address associated with your User ID.

Please review your User Profile regularly to confirm it has the correct email address, name, and telephone number associated with your User ID.

To reset a password, select the "Forgot Password" link from the SAVE login page and you will be directed to the "Reset Password" page.

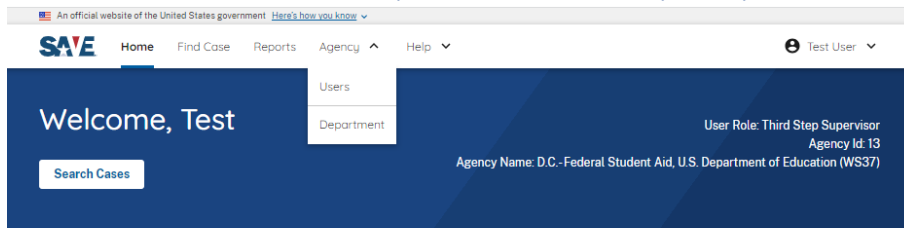
[Read More](#)

Creating Third Step Only User IDs

In order to create subordinate Third Step Only User IDs for other individuals at your institution to submit third step verification requests, follow the steps below.

Note: Third Step Only Users do not have user management functionality.

Home Screen for PDPA Supervisor Third Step Only User



Additional Verification Response Time

Processing time for each step of additional verification may vary. Please check www.USCIS.gov/SAVE for the current processing time.

Message Center

Password Reset Is Now Easier In SAVE!

Last Modified: October 27, 2023

SAVE has updated its password reset process to enhance the security of user accounts. You can now request that a password reset message be sent to the email address associated with your User ID.

Please review your User Profile regularly to confirm it has the correct email address, name, and telephone number associated with your User ID.

To reset a password, select the "Forgot Password" link from the SAVE login page and you will be directed to the "Reset Password" page.

[Read More](#)

- Select the "Agency" button from the top horizontal menu bar.
- Then select the "Users" option from the dropdown.

Users Page

Users

Search with User ID, User Last or First Name, or User Email

User Role: Any | User Status: Deleted

Showing 2 Users Add User

User ID	Last Name	First Name	Department	Group	Status	User Role	Actions
ATES5720	Test	Abc	FAFSA School Users	000001 FSA Users	Deleted	Third Step User	
ATES1188	Test	Abc	FAFSA School Users	000001 FSA Users	Deleted	Third Step User	

Rows Per Page: 10 | 1-2 of 2 items | Page 1 of 1

- Select the “Add User” button on the right.

Assign the Third Step Only User Role to the Subordinate User

Users

Add User

User Role (required)
Please select a User Role.

-Select-
-Select-
Third Step User
-Select-

- Select the drop-down arrow on the right of the “User Role” box.
- Choose “Third Step User” (the only choice).

Enter the Department

Department (required)

FAFSA School Users

-Select-
Department of Education, Student Financial Assistance - Education Department
ED Contact for Web Services Reporting
FAFSA School Users

- Select the drop-down arrow on the right of the “Department” box.
- Choose “FAFSA School Users”.

Select the Group (Your School)

Add User

User Role (required)

Third Step User

Department (required)

FAFSA School Users

Group (required)

000001 FSA Users

- DEL VALLEY ACADEMY OF MEDICAL
- EASTERN CTR FOR ARTS/TECHNOLOGY
- EASTERN COLLEGE
- ELIZABETHTOWN COLLEGE
- EPISCOPAL HOSP SCHOOL OF NURSING
- GORDON PHILLIPS SCHOOL
- HAVERFORD COLLEGE
- LEHIGH CARBON COMM COLLEGE
- PA COLLEGE OF TECHNOLOGY
- PA SCHOOL OF ART & DESIGN
- PHILADELPHIA COLLEGE OF BIBLE
- PJA SCHOOL
- ID STATE U
- COLLEGE OF SOUTHERN ID
- A00250 Best College School of Dentistry
- DENHAM SPRINGS BEAUTY COLLEGE
- CENTER FOR EMPLOYMENT TRAINING
- 000001 FSA Users
- E00250 THE BEST SCHOOL OF NURSING
- 000001 FSA Users

- Open the dropdown.
- Once the dropdown is open, begin typing your six-digit Federal School Code (FSC). Your selection should automatically filter to your school after you type the full, six-digit FSC.
- Note: It is important that you select the entry for your school that begins with its FSC. Otherwise, you will not see the user you have created from the user management page, and you will be unable to manage that user's account.

Enter the User's Demographic Information

First Name (required)

ex. Susan

Last Name (required)

ex. Hernandez-Diaz

Middle Initial

ex. Rose

Phone Number (required)

ex. 1234567890

Phone Extension

Email Address (required)

ex. abc@abc.com

Cancel

Next

- First and Last Name, Phone Number, and Email Address are required fields.

- Select the “Next” button after providing that information.

Set New User Password

Users

Set New User Password

User ID
ADEF2739

Password Requirements

- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following ! @ \$ % * () ? : ; } + \ - ~
- Not identical to the User ID
- Does not contain an invalid special character
- Password length between 8 and 14 characters

New Password (required)

[Show password](#)

Confirm New Password (required)

[Show password](#)

Note: SAVE automatically generates the new User ID. It is formatted as: first letter of the user’s first name, the first three letters of the user’s last name and a randomly generated four-digit number.

- Enter a password for the user following the guidelines provided.
- Select the “Add New User” button.

User Successfully Created

You will be directed to this screen after successfully creating the account:

Users

[← Back To Search](#)

User, Test's Profile

PASSWORD CHANGE REQUIRED

User Information

<p>User ID TUSE9654</p> <p>Department FAFSA School Users</p> <p>Last Name User</p> <p>Middle Initial</p> <p>Phone Number (123) 456-7890</p> <p>Email Abc@abc.com</p>	<p>User Role THIRD_STEP_USER</p> <p>Group 000001 FSA Users</p> <p>First Name Test</p>
--	--

You have created a Third Step Only User ID which enables the owner to view cases and submit third step verification requests. You will need to share the User ID and password with the person who will be using the account so that they are able to log in.

- After creating a TSO User ID, complete the responsibilities outlined in the “Supervisor Third Step Only User Responsibilities and Information” section of this document.

- Due to limited customer service capacity, FSA is relying on FAAs to self-assist as much as possible by studying and understanding these documents.

Managing the User IDs You Created

Home Screen for PDPA Supervisor Third Step Only User

The screenshot shows the SAVE Home Screen. At the top, there is a navigation bar with 'SAVE' logo, 'Home', 'Find Case', 'Reports', 'Agency', and 'Help' menus. A user profile dropdown shows 'Test User' and 'Users' options. The main content area features a 'Welcome, Test' message, a 'Search Cases' button, and a 'Message Center' section with a 'Password Reset Is Now Easier In SAVE!' announcement. The announcement text states: 'SAVE has updated its password reset process to enhance the security of user accounts. You can now request that a password reset message be sent to the email address associated with your User ID. Please review your User Profile regularly to confirm it has the correct email address, name, and telephone number associated with your User ID. To reset a password, select the "Forgot Password" link from the SAVE login page and you will be directed to the password reset page.' A 'Read More' button is visible at the bottom of the message.

- Select the “Agency” button.
- Select the “Users” option from the drop-down menu.

Users Screen

The screenshot shows the SAVE Users Screen. At the top, there is a navigation bar with 'SAVE' logo, 'Home', 'Find Case', 'Reports', 'Agency', and 'Help' menus. A user profile dropdown shows 'Test User' and 'Users' options. The main content area features a search bar for 'Search with User ID, User Last or First Name, or User Email'. Below the search bar are dropdown menus for 'User Role' (set to 'Any') and 'User Status' (set to 'Password Change Required'). A table shows 'Showing 1 User' with columns for User ID, Last Name, First Name, Department, Group, Status, User Role, and Actions. The table contains one user: TUSE8968, User, Test, FAFSA School Users, 000001 FSA Users, Password Change Required, Third Step User. An 'Add User' button is visible in the top right corner.

User ID	Last Name	First Name	Department	Group	Status	User Role	Actions
TUSE8968	User	Test	FAFSA School Users	000001 FSA Users	Password Change Required	Third Step User	👁️ ✎️ 🗑️

- Upon arriving to the page, you will be able to view a list of all the Third Step Only (TSO) users assigned to your school (group).
- To view a user’s demographic information, select the “Eye” icon.
- To edit a user’s demographic information, or to reset or change a password, select the “Edit” icon (pencil).
- To delete a user from your group (e.g., if they no longer work at your school), select the “Trash” icon.

PDPAs Responsible for More than One Federal School Code (FSC)

PDPAs with CPS Services for multiple institutions are responsible for managing the SAVE users at each of their institutions. PDPAs will receive a Supervisor Third Step Only (STSO) User ID on their SAIG Enrollment site associated with each FSC. For each of those institutions, the PDPA may:

- Activate the STSO User ID assigned to each FSC.
- Set up subordinate Third Step Only (TSO) users under each FSC (follow the instructions in the “Creating TSO User IDs” section above).
- Submit third step verifications requests (be sure to log into SAVE with the STSO User ID that corresponds with the correct institution).

Notes:

- The TSO User ID appears on the SAVE system screen when a third step verification request is submitted; the FSC and school name are not shown.
- Subordinate TSO User IDs are tied to the group (your school) that they were created under. If a PDPA is replaced, the TSO User IDs will remain linked to the group (your school).
- The PDPA who manages the subordinate users is responsible for the activity of those subordinate users. The TSO users are responsible for filing or saving SAVE documents for each school as required by their school.

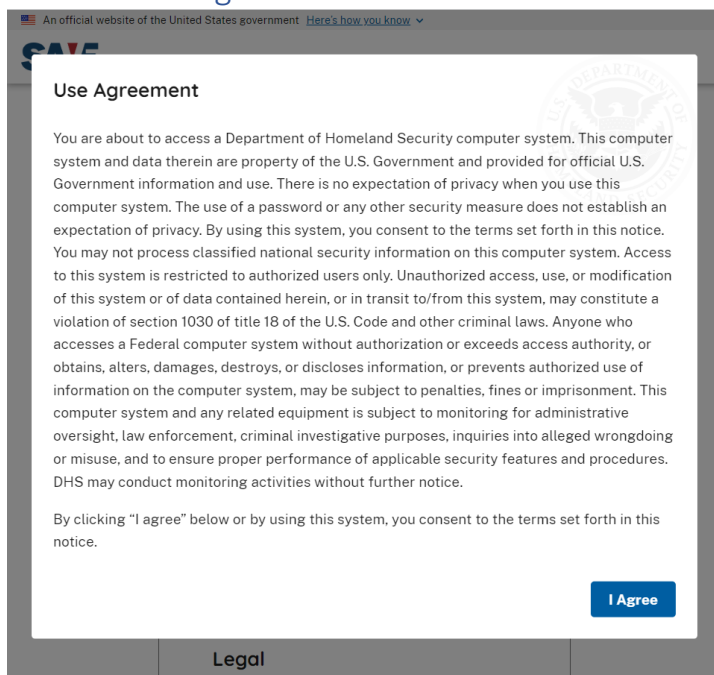
Section II: Activating Your Third Step Only User ID

Logging in to Your Account

Open your web browser, (Google Chrome preferred), and enter the following in the address line of your web browser: <https://save.uscis.gov/web/vislogin.aspx?JS=YES>

If you encounter an error message that looks like a stop sign, please try accessing SAVE with this link: <https://save.uscis.gov/save/app/client/ui/home/?JS=YES>

User Access Agreement Screen



An official website of the United States government. [Here's how you know](#)

Use Agreement

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.

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

[I Agree](#)

Legal

- Read the agreement.
- Select the “I Agree” box.

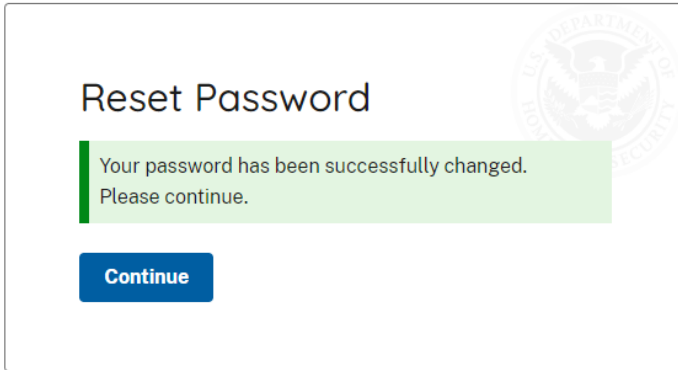
Sign-in Screen

- Enter the SAVE user ID and temporary password provided to you by your PDPA.
- Select the “Sign In” button.
- If you receive an error message, refer to the “SAVE Error Messages” section of this document.

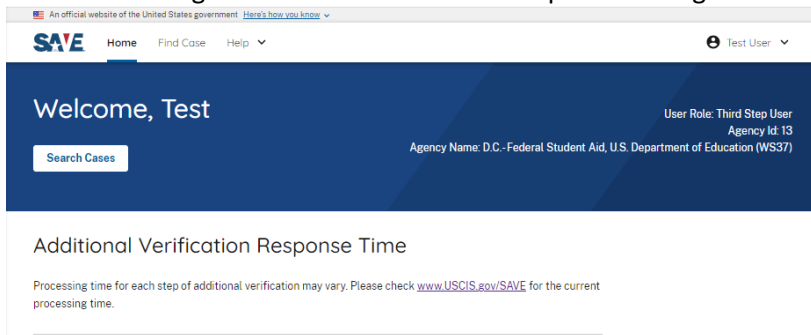
Password Screen

- Enter the temporary (current) password.

- Enter New Password.
- Confirm New Password.
- Select continue.
- Selecting the “Submit” button takes you to the Reset Password Successfully Changed Confirmation page.



You will be navigated to the “Home” screen upon selecting continue.



Section III: Password Maintenance

- For security purposes, **all users** must change their password every 90 days. The system prevents the reuse of the previous six passwords. To change your password, navigate to the SAVE Home Page” and click on the “Profile” tab at the top of the screen. Select “Manage Password” from the drop-down menu.
- Between 90 and 270 days, **all users** can access the system and change their own Third Step Only password and/or their own Supervisor Third Step Only password using their challenge questions.
- If 270 consecutive days have elapsed since your last log in, **all users** will require a password reset:
 - Supervisor Third Step Only Users must send an email to applicationsystemsdivision@ed.gov, with “Reset Supervisor Password” in the Subject line. Include your Username and your Federal School Code.
 - Supervisor Third Step Only Users must reset their subordinate Third Step Only users’ passwords.

Note: SAVE does not provide automated password expiration notices.

Section IV: Third Step Verification

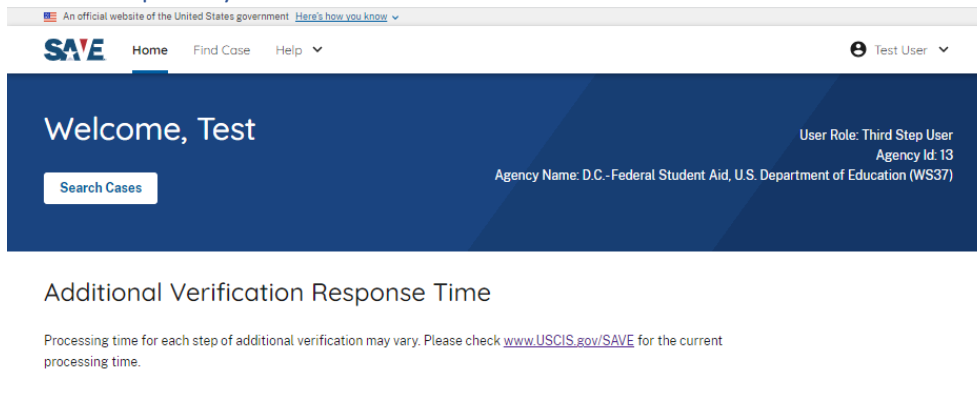
Requesting a Third Step Verification

When is Third Step Verification Request Necessary?

For guidance on when to initiate a third step verification request, please review and familiarize yourself with Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens of the FSA Handbook on FSAPartners.ed.gov.

Access the Student’s Case in SAVE

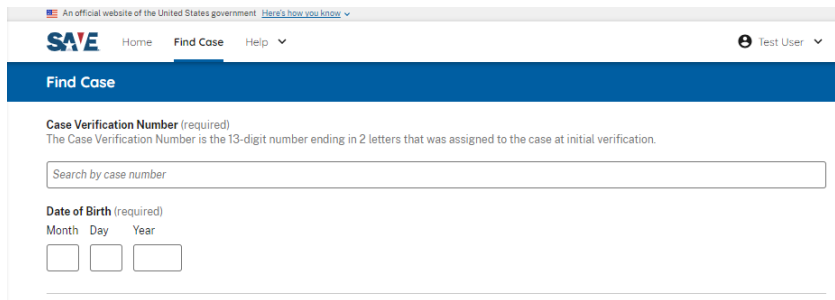
Third Step Only User Home Screen



The screenshot shows the SAVE Home screen for a Third Step User. The header includes the SAVE logo, navigation links for Home, Find Case, and Help, and a user profile dropdown for 'Test User'. The main content area features a 'Welcome, Test' message, a 'Search Cases' button, and user information: 'User Role: Third Step User', 'Agency Id: 13', and 'Agency Name: D.C.-Federal Student Aid, U.S. Department of Education (WS37)'. Below this is a section titled 'Additional Verification Response Time' with a note: 'Processing time for each step of additional verification may vary. Please check www.USCIS.gov/SAVE for the current processing time.'

- From the Home screen, select the “Search Cases” button
- Alternatively, you can select the “Find Case” option at the top of the screen

Find Case Screen



The screenshot shows the SAVE Find Case screen. The header includes the SAVE logo, navigation links for Home, Find Case, and Help, and a user profile dropdown for 'Test User'. The main content area is titled 'Find Case' and contains the following fields:

- Case Verification Number (required)**: A text input field with the placeholder 'Search by case number'. Below it is a note: 'The Case Verification Number is the 13-digit number ending in 2 letters that was assigned to the case at initial verification.'
- Date of Birth (required)**: Three separate input fields for Month, Day, and Year.

- Enter the DHS case number located in the Match Flags section of the student’s most recent ISIR. It is 15 digits long and ends in two upper case alpha characters. **The alpha characters must be entered as capital letters.**
- Enter the student’s date of birth (DOB)
- Hit “Enter” on your keyboard. There is no “Submit” button.

No Cases Found – Error Message

The screenshot shows the SAVE 'Find Case' form. At the top, there is a header with the SAVE logo and navigation links for 'Home', 'Find Case', and 'Help'. A user profile icon labeled 'Test User' is visible in the top right. The main heading is 'Find Case'. Below this, there are two required fields: 'Case Verification Number' and 'Date of Birth'. The 'Case Verification Number' field contains the text '0023023452823TW'. The 'Date of Birth' field is split into three boxes for 'Month', 'Day', and 'Year', with values '02', '02', and '2001' respectively. Below the form, a grey box displays the error message: 'No matching cases found. Double-check your case number and try again.'

If you receive this error message, resolve it by:

1. Confirming the DHS case number you entered is correct.
2. Confirming the Date of Birth that you entered is correct.
3. Checking the DHS Match Flags in the Match Flag section of the student's latest ISIR for eligible noncitizen confirmation. If you see, "Eligible Noncitizen Status Confirmed," in the DHS Match Flag field, or "Citizenship confirmed" in the DHS Secondary Confirmation Flag field, use this ISIR to process the student's Title IV aid. Third Step Verification is not needed.
4. Comparing the student's FAFSA DOB with the student's immigration document DOB. If they don't match, enter the DOB from the immigration document into SAVE.
 - If successful, proceed with third step verification. After receiving a response from SAVE, correct the DOB on the student's ISIR. Do not submit third step verification again.
 - If entering the Date of Birth on the immigration document is unsuccessful, request the student's birth certificate to verify the correct date. If this date is different than the others, try entering it to access the student's case. If this works, and if the DOB is incorrect in SAVE, note the discrepancy in the Special Comments box before submitting the third step verification request. Submit a copy of the birth certificate with the immigration documentation. You may note discrepancies with the student's name or Alien Registration Number (ARN) in the Special Comments box. SAVE may or may not make these corrections. This will not affect the process because SAVE verifies the student's eligibility from the submitted documents.
5. If all above options fail, email applicationsystemsdivision@ed.gov with "No Cases Found" in the Subject line. Include the student's DHS case number in the body of the email.

Review the SAVE Response to Determine How to Proceed

"Resubmit Doc (need Copy Original)" – "Case Status: Case Closed"

- For this response screen, you will see "Case Status: Case Closed," at the very top of the screen.

- A new DHS case number is required. Use the “Resend Record to Matches” process explained later in this document. This will generate a new ISIR transaction on which the student’s eligible noncitizen status will be confirmed or not confirmed.
- If confirmed, use this ISIR to continue processing the student’s Title IV aid
- If not confirmed, use the new DHS case number to access the case in SAVE and submit a third-step verification request.

“Resubmit Doc (need Copy Original)” – “Case Status: Status Returned”

- For this response screen, the Case Status is, “Status Returned.”
- The “Agency Submitted Details” box is prepopulated by SAVE. If any of the data in this box does not match the information on the student’s immigration document, enter a note in the “Special Comments” box. This information will help the status verifier at SAVE but will not cause delays.
- “Agency Requests” buttons:
 - “Cuban/Haitian Entrant” button: select this button if the student has presented documentation supporting this status.
 - “VAWA” button: Students claiming status under VAWA do not require SAVE verification. If the student’s documentation matches the eligible documentation described in the FSA Handbook, the student is eligible for Title IV aid. If you are not sure, you may request verification through SAVE, at which point you will need to select this button.
- “Upload File” by dragging the student’s immigration document file from your computer into the “Drag file to upload” box or by selecting the “or browse to upload file” link. If you are uploading multiple sources of documentation, they must all appear on one document; only one Word or PDF file can be attached to each student’s third step verification request.
- To submit the document for third step verification, click the “Initiate Additional Verification” button (this acts as the submit button). It will turn become active once you attach documentation.
- Do not click on the “Close Case” or “Close Case and Create New Case” buttons; this will stop the verification request and close the case. If you click on either of these buttons, the “Resend Record to Matches” process must be used to generate a new DHS case number.

“Applicant Status:” – With [“Still Not Sure...”](#) Link

- For this response, the Case Status is “Status Returned”
- Selecting the “Still not sure? Institute Additional Verification” link allows you to submit a third-step verification request. If you are uploading multiple sources of documentation, they must all appear on one document; only one Word or PDF file can be attached to each student’s third step verification request.
- “Agency Requests” buttons:
 - “Cuban/Haitian Entrant” button: select this button if the student has presented documentation supporting this status.
 - “VAWA” button: Students claiming status under VAWA do not require SAVE verification. If the student’s documentation matches the eligible documentation described in the FSA Handbook, the student is eligible for Title IV aid. If you are not sure, you may request verification through SAVE, at which point you will need to select this button.

- Do not click on the “Close Case” or “Close Case and Create New Case” buttons; this will stop the verification request and close the case. If you click on either of these buttons, the “Resend Record to Matches” process must be used to generate a new DHS case number.

“Case Under Review”

- The “Case Under Review” Response appears immediately after a third-step verification request is submitted and remains until a response is received. Note: If you try to access a student’s case before it has finished with second-step verification, you will receive the “No Cases Found” message.
- Click on the “Print” button to create a copy for tracking. On the copy, write:
 - The date and time that you submitted the case to SAVE. A program reviewer or auditor may request this and other related documentation.
 - Any comments you entered in the “Special Comments” box.
- SAVE will notify you by email when the response has been updated. See the “Checking SAVE for a Response After Submitting a Third Step Verification Request” section of this document for instructions on viewing the third step response.
- Note: If you have not received a SAVE Response within 15 Business days of submitting a Third Step Verification request, see the “Checking SAVE for a Response After Submitting a Third Step Verification Request” section of this document.

Can this SAVE Response be used to continue processing the student’s Title IV aid?

Compare the student’s immigration document with the SAVE Response:

- If they match, and support an eligible noncitizen status, use this SAVE Response to continue processing the student’s Title IV aid. Do not repeat third step verification.
- If they match, but do not support an eligible noncitizen status, notify the student that they are not eligible for Title IV aid. Do not repeat third step verification.
- If the document supports an eligible noncitizen status (e.g.: LPR), but the SAVE Response shows an ineligible status (e.g.: “Application Pending”), or vice versa, use the “Resend Record to Matches” functionality to generate a new ISIR with a new DHS case number to confirm the student’s eligible noncitizen status.

Note: If you requested a specific SAVE review (e.g.: “VAWA” or “Cuban Haitian Entrant”) when you submitted the record, but the SAVE Response does not indicate that status, send an email to applicationsystemsdivision@ed.gov with the DHS case number in the subject line.

Checking SAVE for a Response After Submitting a Third Step Verification Request

You will receive an email from SAVE once a response is available.

If a SAVE Response is not received within 15 Business days of submitting a third step verification request:

As per federal regulation [668.136\(b\)\(3\)](#), if you have sufficient documentation to make a decision, and if you have no information that conflicts with the student’s documents or claimed status, you must review

their file and determine whether they meet the eligible noncitizen requirements. If they do meet the requirements, make any disbursement for which they are eligible and note in their file that SAVE exceeded the time allotment and that noncitizen eligibility was determined without their verification. You are not required to follow up with SAVE for a final response.

Note: You are not required to act on a SAVE Response or notification of a SAVE Response received after the 15-day determination date explained above.

Section V: Resend Record to Matches to Generate a new ISIR with a new DHS case number When to Use the “Resend Record to Matches” Process

When to use the “Resend to Matches” Process

Use the “Resend Record to Matches” process to generate a new ISIR with a new DHS case number when SAVE displays one of the two response screens below **and** the student has provided immigration documentation that supports an eligible noncitizen status.

- “Resubmit doc,” - “Case Status: Case Closed,” or
- “Applicant Status: [status]” or “Applicant is a [status]” final response (no “Still not sure? Institute Additional Verification” link) and the student’s immigration document does not support the status provided.

Check Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens of the FSA Handbook on FSAPartners.ed.gov if you are unsure if the response reflects an eligible status. Descriptions of eligible and ineligible immigration statuses and documentation are provided there.

If the student’s documentation supports an eligible status, continue with the “Resend Record to Matches” process. If the student’s documentation does not support an eligible status, the student is not eligible. Do not continue with the “Resend Record to Matches” process because DHS will confirm the student’s status based on the immigration document provided.

Third step verification is not required if the student’s documentation supports a U.S. citizenship status. If the student has a Certificate of Naturalization, a Certificate of Citizenship, or evidence of citizenship of the Freely Associated States, do not continue with the “Resend Record to Matches” process. Instead, make a copy of the documentation for your records and use the ISIR to continue processing the student’s Title IV aid. Advise the student to take their U.S. citizenship documentation to their nearest Social Security Administration (SSA) office. SSA will update their records, resulting in a successful SSA Matches in future award years.

Use the “Resend Record to Matches” Field

The “Resend Record to Matches” field is in FAA Access to CPS Online at the bottom of the student’s Corrections screen, in the section titled, “Step Seven: Signatures and Preparer’s Information.” To resend the record to matches:

- Click on the drop-down box in the “Resend Record to Matches” field
- Select “Yes,” from the drop-down menu
- Click on the orange “Submit” button

You do not need to change anything else on the student's record.

Section VI: Determining If the Student Is an Eligible Noncitizen

Compare the SAVE response to the eligible statuses listed in Volume I, Chapter 2: U.S. Citizenship & Eligible Noncitizens of the Federal Student Aid Handbook (FSA Handbook) on [FSAPartners.ed.gov](https://fsapartners.ed.gov). If you have a policy question about whether a student's status is eligible or ineligible for Title IV aid after reviewing the FSA Handbook, email your question to: applicationsystemsdivision@ed.gov.