

Third Step Verification

The DHS paper “third step verification,” which required you to submit a paper form G-845, has been replaced with electronic “third step verification” through the SAVE system.

Complete a third step verification request if the student does not pass either the primary or secondary DHS matches, or if you have conflicting information about the student’s immigration status after receiving a match result.

Third Step Verification Preparation

When you receive an ISIR with a C code, and comment codes 046, 105, or 109, request the student's most current, unexpired immigration document and make a copy of it. Carefully review the student's immigration documentation against the status and document descriptions found in the FSA Handbook, Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens, on [IFAP.ed.gov](https://ifap.ed.gov).

Determine whether the student's immigration documentation supports an eligible noncitizen status for Title IV aid:


- If it does, or if you are not sure, proceed with third step verification by making a copy of the student's immigration document and saving it to your computer
- If it does not, third step verification is unnecessary. Tell the student they are not eligible for Title IV aid unless or until they provide an eligible immigration document
 - If the student insists on third step verification, proceed with the process

Using the SAVE System



To request third step verification, access the SAVE system at:
<https://save.uscis.gov/web/vislogin.apsx?JS=Yes>

Note: Use the Chrome browser for best results.

System Use Agreement Screen



U.S. Citizenship
and Immigration
Services



[SIGN IN](#)

SYSTEM USE AGREEMENT

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 public reporting burden for this collection of information is estimated at five minutes per response, including the time for reviewing instructions and completing and submitting the request. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this 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. This approval expires 01/31/15. 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. § 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" September 21, 2011, 76 FR 58525.

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


☒ I agree

Next

Welcome Screen

**U.S. Citizenship
and Immigration
Services**





SIGN IN

WELCOME

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

Username

Password

Enter your Username and Password.

[Forgot your Password?](#)

[Forgot your Username?](#)

Submit

Third Step Only User Home Screen

U.S. Citizenship and Immigration Services

SAVE
Welcome, Dolly Patron

Home Cases Profile Help Sign Out

Welcome to
SAVE
Systematic
Alien Verification
for Entitlements

Agency: HQ Test SSA Agency (UAHQ) | Department: Arizona (01)

PROGRAM ANNOUNCEMENTS

Refugee Verification: Automated I-94 and Other Immigration Documents
11/25/2015
Customs and Border Protection (CBP) has automated Form I-94 processing for refugees. The stamped paper form will no longer be provided to a refugee upon arrival, except in limited circumstances. A refugee can obtain a copy of their I-94 (record of admission) from [Get I-94 Information](#).

Refugees... [Read more](#)

SAVE Asks All Users for Contact Information Review
11/06/2014
Throughout the year, SAVE has important program information to share with you, our users. This includes program enhancements, system updates and other general announcements. Following a recent e-mail communication we received a high number of undeliverable emails due to invalid addresses. We... [Read more](#)

240-Day Extension of Benefit or License for Certain Aliens
10/14/2014

[Search Case](#)

[Resources](#)

[Contact Us](#)

Click on
"Search Case"

“Third Step Only User” Home Screen

The screenshot shows the U.S. Citizenship and Immigration Services (SAVE) home screen. At the top left is the U.S. Department of Homeland Security seal and the text "U.S. Citizenship and Immigration Services". At the top right is the SAVE logo and the text "Welcome, Matt Brown". Below the header is a navigation bar with a home icon, "Cases", "Profile", and "Help". A green arrow points to the "Cases" tab, which has a dropdown menu open showing "Search Case". To the right of the navigation bar is a "Sign Out" button with a plus icon. Below the navigation bar is a large banner with the text "Welcome to SAVE Systematic Alien Verification for Entitlements" and an image of hands typing on a keyboard. To the right of the banner is a "QUICK LINKS" section with three buttons: "Search Case", "Resources", and "Contact Us". A green box highlights the text "Click 'Cases' and select 'Search Case'". At the bottom left, there is a progress indicator with four dots and a vertical bar, and the text "Agency: D.C.- Federal Student Aid, U.S. Department of Education (WS) Part 1 (EAIA) | Department: FAFSA School Users (VE)".

U.S. Citizenship and Immigration Services

SAVE

Welcome, Matt Brown

Home Cases Profile Help Sign Out

Search Case

Welcome to
SAVE
Systematic
Alien Verification
for Entitlements

QUICK LINKS

Search Case

Resources

Contact Us

Click “Cases”
and select
“Search Case”

Agency: D.C.- Federal Student Aid, U.S. Department of Education (WS) Part 1 (EAIA) | Department: FAFSA School Users (VE)

Case Search Screen

U.S. Citizenship and Immigration Services

SAVE
Welcome, Dolly Patron

Home Cases Profile Help Sign Out

SEARCH CASE

CASE SEARCH

Enter search criteria to display a relevant case.

Verification Number *

Date Of Birth (mm/dd/yyyy) *

Cancel Submit

Enter the student's DHS Verification number and Date of Birth from their ISIR

SAVE System – No Cases Found Error Message

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

- No cases found that match the search criteria.

1. Access the SAVE system with this fresh URL: <https://save.uscis.gov/web/vislogin.aspx?JS=YES>
2. Re-enter the DHS Verification Number with capitalized alpha characters and the DOB with leading zeros (ex. 01/01/19).
3. Check DHS Match Flags on 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. If you are using Google Chrome (recommended), clear your browsing history, delete cookies, and clear your cache: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>.
 - If you are using Internet Explorer (not recommended), add SAVE as a trusted site: <https://kb.uc.edu/KBArticles/InternetExplorer-Trustedsites.aspx>
5. Check if the DOB in FAA Access matches the DOB on the immigration document. If they do not match, try accessing the SAVE case with the DOB from the immigration document. If successful, proceed with Third Step Verification. You can correct the DOB in FAA Access after receiving the SAVE Response (do not submit Third Step Verification again).
 - If unsuccessful, request copy of the student's birth certificate to verify their DOB. If the DOB is different, use this DOB to access student's case in SAVE. If the DOB in SAVE does not match the birth certificate, note the discrepancy in the SAVE Special Comments Box and attach the birth certificate with the immigration document. You may also note discrepancies with the student's name or Alien Registration Number (ARN) in the Special Comments box.
6. Use the "Resend Record to Matches to Generate a new ISIR with a new DHS Verification Number" process as described in that section of the SAVE Instructions for U.S. Department of Education (School) Users document on [IFAP.ed.gov](https://ifap.ed.gov).
7. If all above options fail, email applicationprocessingdivision@ed.gov with "No Cases Found" in the subject line and the DHS Verification Number in body. APD will research the issue and respond promptly.

The 5 SAVE System Response Screens

One of 5 SAVE response screens will appear. Identify which one you have and follow the instructions for each Response:

1. “Resubmit Doc” - Case Status: “Case Closed”
2. “Resubmit Doc” - Case Status: “Status Returned”
3. “Applicant Status:” “Application-Pending,” “Parolee- Expires,” “Parolee Indefinite,” “Non-Immigrant,” “DACA,” “TPS,” or “Other,” with “Still not sure?...” link –Case Status: “Status Returned”
4. “Case Under Review”
5. “Applicant Status: [status]” or “Applicant is a [status]” final response (no “Still not sure?...” link)

SAVE System – Response Screen #1

1. “Resubmit Doc” – Case Status is “Case Closed”

Scroll to top of screen, if the Case Status is “Case Closed,” use the "Resend Record to Matches" functionality. See "Resend Record to Matches" section of the SAVE Instructions for U.S. Department of Education (School) Users document. This process will generate a new ISIR transaction on which the student’s noncitizen eligibility will be:

- Confirmed (use this ISIR to continue processing the student’s Title IV aid), or
- Not confirmed (use the new DHS Verification Number to submit a third step verification request in SAVE).

The screenshot displays the SAVE Response interface. At the top, a blue header bar contains the text 'Case Closed' on the left, 'Case Status: Case Closed' in the center (highlighted with a red box), and a 'Print' button on the right. On the left side, a vertical navigation bar shows two steps: 'Case Creation' with a blue dot and 'Photo Match' with a blue circle containing a minus sign. The main content area is titled 'SAVE Response' and features a yellow warning box. Inside this box, a red box highlights the 'Resubmit Doc' button. Below the button, a message states: '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 System – Response Screen #2

2. “Resubmit Doc” – Case Status is “Status Returned”

Use this screen to submit a third step verification request.

Case Result

Case Status: Status Returned

Print

SAVE Response

Resubmit Doc

Additional Information

Case Verification Number

DHS Response Comments

Special Comments

Agency Submitted Details

Full Name

Date of Birth

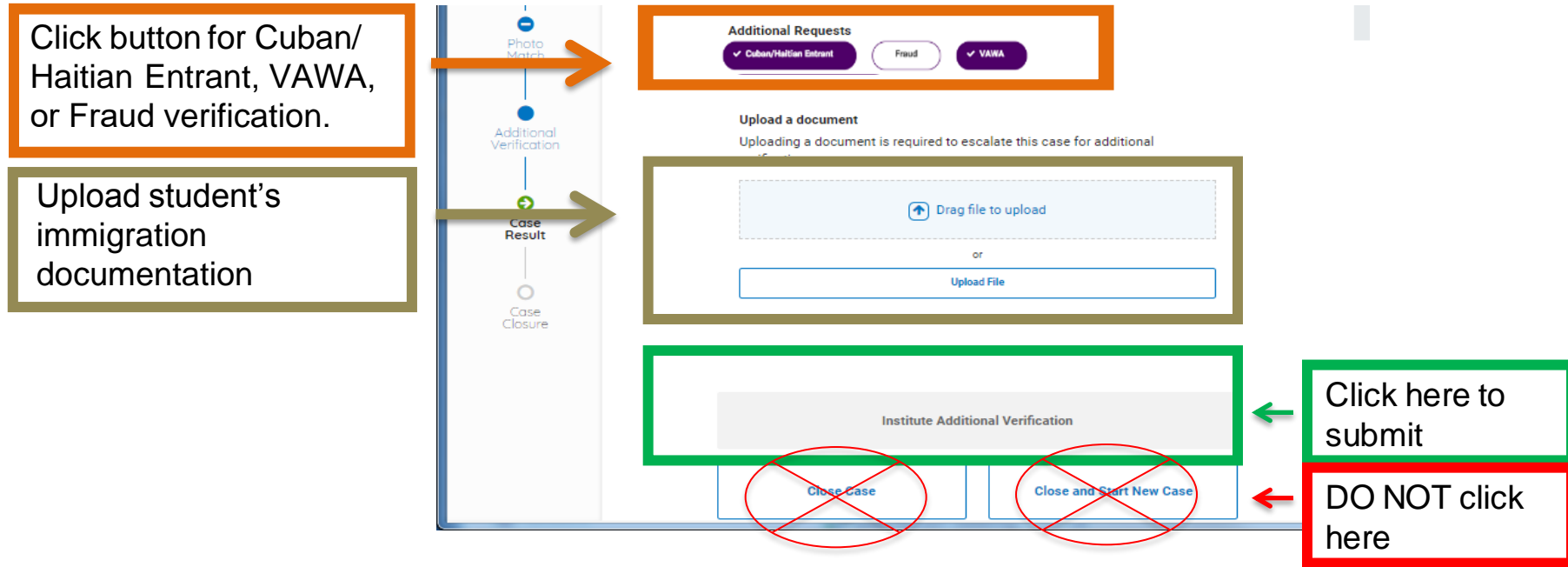
Alien Number

Document Description

Request special verification review in Special Comments box

SAVE System – Response Screen #2 (cont.)

2. “Resubmit Doc” – Case Status is “Status Returned”



SAVE System – Response Screen #3

3. “Applicant Status”: “Application-Pending”, “Parolee- Expires”, “Parolee-Indefinite”, “Non-Immigrant”, “DACA”, “TPS” or “Other” – Case Status is “Status Returned”
- This Response has a “Still not sure? Institute Additional Verification” link that can be used to submit a third step verification request (see next slide)

SAVE

Home Cases Profile Agency Reports Help

Matt Brown Sign Out

Case Result Case Status: Status Returned Print

SAVE Response

Applicant Status: Application Pending

SAVE Response Details

Case Verification Number
2018288031850ZU

Pending Applications
I-485

DHS Comments
Employment Authorized Until 02/06/2019

Response Date
10/20/2018

Agency Submitted Details

Full Name

Date of Birth

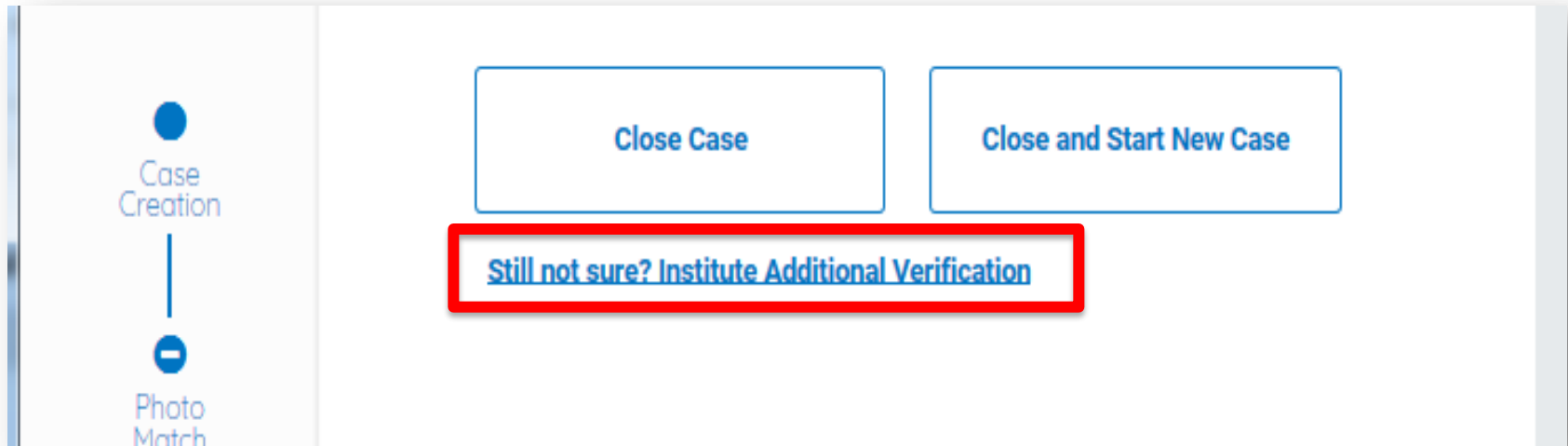
Alien Number

Document Description
FAFSA

Green
“thumbs up”
does not
indicate
eligibility

SAVE System – Response Screen #3 (cont.)

Click on “Still not sure? Institute Additional Verification” link to go to page 2



SAVE System – Response Screen #3 (cont.)

On page 2, follow the “Resubmit Doc” – Case Status is “Status Returned” (Response #2) instructions to submit a third step verification request.

Top of Page

Case Result Case Status: Status Returned Print

SAVE Response

Resubmit Doc
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.

Additional Information

Case Verification Number

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

Special Comments
Enter any additional comments here

Agency Submitted Details

Full Name

Date of Birth

Alien Number

Document Description
FAPSA

Bottom of Page

Additional Requests
Cuban/Haitian Entrant

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

Drag file to upload

or

Upload File

.....

Institute Additional Verification

Close Case Close and Start New Case

SAVE System – Response Screen #4

4. “Case Under Review”

After a case is submitted, this screen appears for 3 to 5 business days (usual time frame). After this time has passed, log back into SAVE to see the updated response and determine eligibility.

The screenshot displays the 'SAVE Response' screen. A red rectangular box highlights the 'Case Under Review' section, which contains a yellow warning icon and text explaining that the case is under review by the Status Verification Office (SVO) and that responses typically take 3-5 days. Below this, the 'Case Verification Number' is shown as 2017298324934RM. The 'Agency Submitted Details' section lists personal information (Full Name: John Doe, Date of Birth: 02/12/1993, Alien Number: 734837283, Document/Card Expiration Date: 08/12/2019, Card Number: LKJ8765432123) and requested benefits (Food Stamps). It also shows agency requests for Grant Date and Affidavit of Support, both marked with blue checkmarks. At the bottom, there is a green button labeled 'Exit and Return Home'. To the left of the main content area is a vertical progress bar with five steps: Case Creation (blue dot), Photo Match (blue dot), Additional Verification (green dot), Case Result (grey dot), and Case Closure (grey dot).

SAVE Response

Case Under Review
This case is under review by the Status Verification Office (SVO). This does not mean the applicant isn't entitled to benefits, but further research being conducted. Responses from SVO typically take 3-5 days to be returned.

Case Verification Number 2017298324934RM

Agency Submitted Details

Full Name John Doe	Requested Benefits ✓ Food Stamps
Date of Birth 02/12/1993	
Alien Number 734837283	Agency Requests
Document/Card Expiration Date 08/12/2019	Grant Date ✓
Card Number LKJ8765432123	Affidavit of Support ✓

Exit and Return Home

SAVE System – Response #5

5. “Applicant Status: [status]” or “Applicant is a [status]” final response (no “Still not sure?...” link)
- This response is received when you view a case for the first time, or as a result of a third step verification request performed by your school or by another school
 - Case Status can be “Status Returned” or “Case Closed”
 - SAVE Response can be any eligible or ineligible immigration status

The screenshot displays the 'Case Result' page in the SAVE System. The top blue header bar contains the text 'Case Result' and 'Case Status: Status Returned', along with a 'Print' button. On the left, a vertical sidebar shows a progress indicator with 'Case Creation' (active) and 'Photo Match'. The main content area is titled 'SAVE Response' and features a green thumbs-up icon next to the text 'Applicant is a Conditional Resident', which is highlighted by a red rectangular box. Below this, there is a horizontal dotted line and a thin grey line at the bottom of the content area.

SAVE System – Determining Eligibility

For response screen #5, compare student's immigration document with SAVE Response.

- **If they match, and support an eligible noncitizen status**, use this SAVE Response to continue processing the student's Title IV aid.
- **If they match, but do not support an eligible noncitizen status**, the student is not eligible for Title IV aid. Do not repeat third step verification; the SAVE Response will not change
- **If the document supports an eligible noncitizen status, but the SAVE Response shows an ineligible status, or vice versa**, use the "Resend Record to Matches" functionality (described in that section of the SAVE Instructions for U.S. Department of Education (School) Users document) to generate a new ISIR transaction on which the student's noncitizen eligibility will be:
 - Confirmed (use the ISIR to continue processing the student's Title IV aid), or
 - Not confirmed (use the new DHS Verification Number to submit a third step verification request in SAVE).

Descriptions of eligible and ineligible immigration statuses and documentation can be found in the FSA Handbook, Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens, on [IFAP.ed.gov](https://ifap.ed.gov).

No Response From SAVE After 15 Business Days

Note the date that you submitted a third step verification request in the student's file. If 15 business days have passed and you have not received a response from SAVE, follow the instructions in federal regulation [668.136\(b\)\(3\)](#) which explains that, 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 the student's file and determine whether the eligible noncitizen requirements have been met. If so, make any disbursement for which the student is 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.

SAVE System – Troubleshooting and Resources

If you have questions about a student's eligibility, email applicationprocessingdivision@ed.gov. Provide the student's DHS Verification Number in the subject line. Or, call the Application Processing Division at (202) 377-4600. Leave a message with your name, your contact information, and the student's DHS Verification Number.

Resources for navigating the SAVE system, including the SAVE Instructions for U.S. Department of Education (School) Users document, the most recent Electronic Announcements (EAs), and the FSA Handbook, can be found on [IFAP.ed.gov](https://ifap.ed.gov).