



## **U.S. Citizenship and Immigration Services (USCIS)**

### **SAVE Agency Search Tool**

#### **User Guide**

**2012**

## **EXECUTIVE SUMMARY**

The Systematic Alien Verification for Entitlements (SAVE) Agency Search Tool provides web based users with an interface to view profiles of agencies that are currently registered with the SAVE Program. This tool also provides users with additional features such as the ability to filter the results that are displayed on the page, to sort the ascending or descending order of the records that are displayed on the page, and to export the dataset to a comma-separated value file (CSV).

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## 1.0 INTRODUCTION

This User Guide contains essential information that enables the user to make full use of the Systematic Alien Verification for Entitlements (SAVE) User Agency Search Tool. It includes an overview of the system, instructions on how to use this User Guide, and detailed instructions on how to use the search tool.

## 2.0 OVERVIEW OF SAVE PROGRAM USER AGENCY SEARCH TOOL

### 2.1 General Description

The SAVE Agency Search Tool provides a filter to sort agency results that are displayed on the pages, and to export partial and complete datasets to comma-separated values (CSV) files.

### 2.2 Privacy Act Considerations

This system is protected by the Privacy Act “Civil and Criminal Penalties” found in 5 United States Code (USC) 552a, *Records Maintained on Individuals*, concerning the unauthorized use and disclosure of system data.

#### Exhibit 1: Criminal Penalties

(i)(1) **Criminal Penalties.**-Any officer or employee of an agency, who by virtue of employment or official position, has possession of, or access to, agency records which contain individually identifiable information, the disclosure of which is prohibited by U.S. Code Section 552a or by rules or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(2) Any officer or employee of any agency who willfully maintains a system of records without meeting the requirement to publish a notice in the Federal Register regarding the existence and character of the system of records, shall be guilty of a misdemeanor and fined not more than \$5,000.

(3) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than \$5,000.

## 3.0 SPECIAL CONVENTIONS USED IN THIS GUIDE

This User Guide includes detailed instructions on using the SAVE Agency Search Tool. In the instructions, “**Bold**” text represents words or phrases that appear on the web interface. Exhibits display screen shots of the application. Red boxes are used to highlight features on those exhibits.

## 4.0 USING THE SAVE AGENCY SEARCH TOOL

When you open the application you will have the option to enter search term(s) into the filters displayed on the screen or you can export the entire dataset to a CSV file.

## Exhibit 1: SAVE Agency Search Tool

Home > SAVE > SAVE Agency Search Tool

### SAVE Agency Search Tool

This search tool allows users to view profiles on agencies currently registered with the SAVE program.

Filter by Agency Name:

Filter by Type of Agency:   
Federal  
Local  
State

Filter by State Code:   
Alabama  
Arkansas  
American Samoa  
Arizona  
California  
Colorado

Filter by ZIP Code:

Filter by Benefit Category:   
Background Investigation  
City  
Department of Motor Vehicles  
Education

Export:  
  
 I want to export all records.

### 4.1.1 Filtering Mechanism

The **SAVE Agency Search Tool** is a user friendly interface that enables searching and filtering on all or one of the parameters available. You can refine your search using the filters and to limit the number or results that are displayed.

The filter includes the following features:

- You must select at least one filter to display results.
- You can select as many filters as you like.
- You can click the **Filter** button (or hit **Enter**) at any time to view the results.
- Filter selections persist after results are presented so you can continue to refine the search.
- To clear all filters, click the **Reset** button at any time. Clicking **Reset** however will not remove the result set currently displayed.
- A yellow box with helper text displays when you hover over the filter fields. The helper text provides instructions on using each filter.

#### 4.1.1.1 Filter By Agency Name

Hover over the **Filter by Agency Name** text box to display the helper text.

**Exhibit 2: Agency Name Filter**

Filter by Agency Name:  Export:  
Filter by Type of Agency: DMV Enter three or more characters to filter by Agency Name

#### Exact Phrase Searches:

To search by **Agency Name**, enter at minimum the first three (3) characters of an agency name and click **Filter** or hit **Enter**.

You can enter a maximum of two hundred and fifty-five (255) alpha numeric or special characters. **Agency Name** searches are not case sensitive.

For example, if you enter “**Agriculture**” it will not return “**Department of Agriculture.**” To filter for “**Department of Agriculture**”, the characters must begin “**Dep...**”

**Exhibit 3: Search Results for Phrase “Dep”**

Agency Name ▲	Type of Agency ▼	State Code ▼	ZIP Code ▲▼	Benefit Category ▲▼
Department of Agriculture Rural Development	Federal	DC	20250	Housing Agencies
Department of Defense, Personnel Security Research Center	Federal	CA	93940	Background Investigation
Department of Employment Security	State	NH	03301	Labor Agencies
Department of Housing and Urban Development, Office of Multi-Family Housing - Landlord & Project Owners Nationwide	Federal	DC	20410	Housing Agencies
Department of Housing and Urban Development, Office of Public Indian Housing	Federal	CO	80202	Housing Agencies
Department of Justice, Civil Rights Division	Federal	DC	20005	Background Investigation
Department of Justice/Bureau of Gambling Control	State	CA	95815	Gaming Licenses
Department of Labor	State	GA	30303	Labor Agencies
Department of Motor Vehicles	DMV	NE	68509	Department of Motor Vehicles
Department of Transportation, Federal Aviation Administration	Federal	OK	73159	Background Investigation

#### Wildcard Searches:

Use the percent (%) sign as a wildcard character to substitute for any other character or characters in a search phrase. When used at the beginning of a search phrase, such as “**%admin**” the results will include all agency names that include an “**admin**”, such as “**Small Business Administration**”, “**National Aeronautics and Space Administration**” and “**Transportation Security Administration.**”

**Exhibit 4: Search Results for Phrase “%admin”**

Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
Department of Transportation, Federal Aviation Administration	Federal	OK	73159	Background Investigation
National Aeronautics and Space Administration	Federal	FL	32796	Badging Agencies
Small Business Administration	Federal	CO	80202	Small Business Administration
Social Security Administration (SSA)	Federal	MD	21235	Social Services
Transportation Security Administration: Crew Vetting; Alien Flight Student Program; Aviation Workers Program; Transportation Worker Identification Credential; Hazardous Material	Federal	VA	22202	Background Investigation

When used in the middle of a search phrase, as in “city%al”, the search results will include all agency names that begin “City” and have “al” somewhere in the end, such as “City of Albany”, “City of Baldwin”, and “City of Bloomingdale”.

**Exhibit 5: Search Results for Phrase “city%al”**

Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
City and County of Denver, Denver International Airport	Local	CO	80249	Badging Agencies
City of Albany	Local	GA	31702	City
City of Allentown	Local	GA	31003	City
City of Alma	Local	GA	31510	City
City of Alpharetta	Local	GA	30009	City
City of Avondale Estates	Local	GA	30002	City
City of Baldwin	Local	GA	30511	City
City of Ball Ground	Local	GA	30107	City
City of Bloomingdale	Local	GA	31302	City
City of Calhoun	Local	GA	30701	City

Note that any number of wildcards can be used in a search phrase. For example, the search phrase “%department%health%services” may return: “California Department of Health Care Services”, “California Department of Health Care Services” or “Utah Department of Health, Eligibility Services”.

**Exhibit 6: Search Results for Phrase “%department%health%services”**

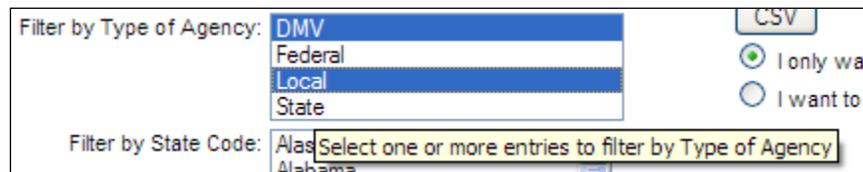
Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
California Department of Health Care Services	State	CA	95899	Health and Human Services
Delaware Department of Health and Social Services, Division of Social Services	State	DE	19720	Health and Human Services
Guam Department of Public Health and Social Services	State	GU	96913	Health and Human Services
Montana Department of Health and Human Services	State	MT	59620	Health and Human Services
Nevada Department of Health and Human Services, Division of Welfare and Supportive Services	State	NV	89706	Health and Human Services
North Carolina Department of Health and Human Services	State	NC	27699	Health and Human Services
South Carolina Department of Health and Human Services	State	SC	29201	Health and Human Services
Utah Department of Health, Eligibility Services	State	UT	84114	Health and Human Services
Wisconsin Department OF Health Services/Division of Health Care Access and Accountability	State	WI	53701	Health and Human Services

**Note:** Agency names are listed as they've been entered by the agency so inconsistencies and misspellings may exist.

#### 4.1.1.2 Filter by Type of Agency

- Hover over the **Filter by Type of Agency** combo box to display the helper text.
- Hold the **Control** key and click additional types to include them in the filtered results.
- Hold the **Shift** key to select a consecutive range of types.
- Hold the **Control** key and click multiple types to add or remove them from the filter.

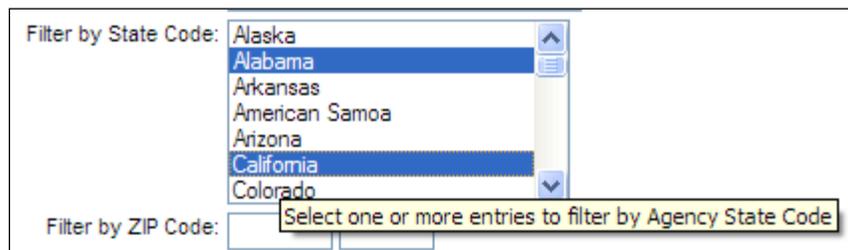
**Exhibit 7: Filter by Type of Agency Drop Down**



#### 4.1.1.3 Filter by State Code

- Hover over the **Filter by State Code** combo box to display the helper text.
- Hold the **Control** key and click additional states to include them in the filtered results.
- Hold the **Shift** key and click on the first and last states to select a consecutive range of states.
- Hold the **Control** key and click multiple states to add or remove them from the filter.

**Exhibit 8: Filter by State Code Combo Box**



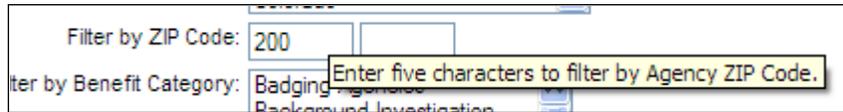
#### 4.1.1.4 Filter by ZIP Code

Hover over the **Filter by ZIP Code** text boxes to display the helper text.

To filter by **ZIP Code**, enter between one (1) and five (5) numbers in the first text box.

Optionally filter for the last four ZIP code numbers in the second text box but note that results may not include the last four numbers. The field will only accept numeric values.

### Exhibit 9: ZIP Code Helper Text



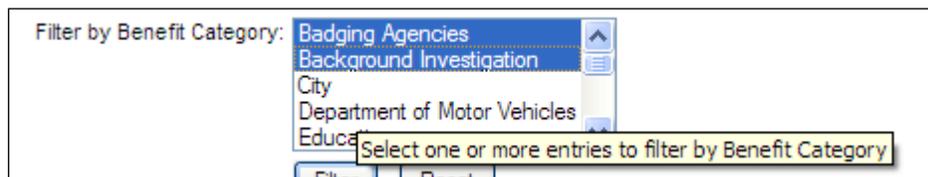
### Exhibit 10: ZIP Code Plus 4 Helper Text



#### 4.1.1.5 Filter by Benefit Category

- Hover over the **Filter by Benefit Category** combo box to display the helper text.
- Hold the **Control** key and click additional **Benefit Categories** to include them in the filtered results.
- Hold the **Shift** key to select a consecutive range of **Benefit Categories**.
- Hold the **Control** key and click multiple **Benefit Categories** to add or remove them from the filter.

### Exhibit 12: Filter by Benefit Category



#### 4.1.2 Displaying Results

A table of results will display beneath the filters after a successful search. The date at the top right of the table reflects the last date that the data was input into the system.

## Exhibit 11: SAVE Agency Results Table

Home > SAVE > SAVE Agency Search Tool

### SAVE Agency Search Tool

This search tool allows users to view profiles on agencies currently registered with the SAVE program.

Filter by Agency Name:

Filter by Type of Agency:   
 Federal  
 Local  
 State

Filter by State Code:   
 Alaska  
 Alabama  
 Arkansas  
 American Samoa  
 Arizona  
 California  
 Colorado

Filter by ZIP Code:

Filter by Benefit Category:   
 Badging Agencies  
 Background Investigation  
 City  
 Department of Motor Vehicles  
 Education

**Export:**  
  
 I only want to export my search results.  
 I want to export all records.

Show  entries per page Information is current as of: 08-08-2012

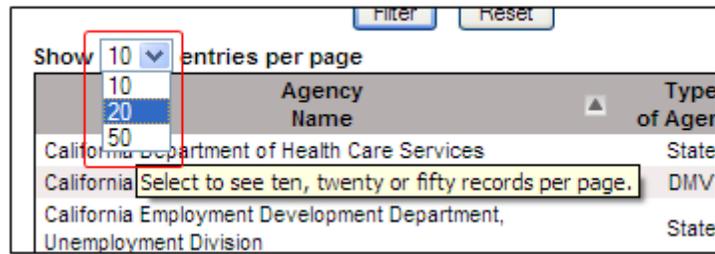
Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
California Department of Health Care Services	State	CA	95899	Health and Human Services
California Department of Motor Vehicles	DMV	CA	95818	Department of Motor Vehicles
California Employment Development Department, Unemployment Division	State	CA	95814	Labor Agencies
California NASA, Dryden Flight Research Center	Federal	CA	93523	Badging Agencies
City of Dublin	Local	CA	94568	Miscellaneous
Defense Manpower Data Center	Federal	CA	93955	Background Investigation
Department of Defense, Personnel Security Research Center	Federal	CA	93940	Background Investigation
Department of Justice/Bureau of Gambling Control	State	CA	95815	Gaming Licenses
Kern County Employer Training Resources	Local	CA	93301	Training Agencies
Middletown Rancheria Tribal Gaming Regulatory Agency	Local	CA	95461	Gaming Licenses

Showing 1 to 10 of 11 entries.

### 4.1.2.1 Page Size Controls

You can change the number of entries that display on the page to **10**, **20** or **50**, as long as that many records exist. Depending on the number of records displayed, a scroll bar will appear to the right, according to the browser size, so you can scroll through the list of records that appear on the page.

### Exhibit 12: Page Size Controls



#### 4.1.2.2 Sorting Results

Click the column heading or up/down buttons to display the results in alphabetical order.

### Exhibit 13: Sort Buttons

Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
California Department of Health Care Services	State	CA	95899	Health and Human Services
California Department of Motor Vehicles	DMV	CA	95818	Department of Motor Vehicles
California Employment Development Department, Unemployment Division	State	CA	95814	Labor Agencies
California NASA, Dryden Flight Research Center	Federal	CA	93523	Badging Agencies
City of Dublin	Local	CA	94568	Miscellaneous
Defense Manpower Data Center	Federal	CA	93955	Background Investigation
Department of Defense, Personnel Security Research Center	Federal	CA	93940	Background Investigation
Department of Justice/Bureau of Gambling Control	State	CA	95815	Gaming Licenses
Kern County Employer Training Resources	Local	CA	93301	Training Agencies
Middletown Rancheria Tribal Gaming Regulatory Agency	Local	CA	95461	Gaming Licenses

#### 4.1.2.3 Pagination Controls

Use the page numbers at the bottom right to display the next sequence of results. For example, if the current page is set to display 10 entries per page, click the 2 to view results 11-20 on the second page of results.

- Click the **Previous** and **Next** buttons to view the set before or after those currently displaying.
- To jump to the last page of records, click the number to the left of the **Next** button.
- Click the “...” button to display the next five page links.
- Click the **Return to Top** link to view the top of the scroll window.

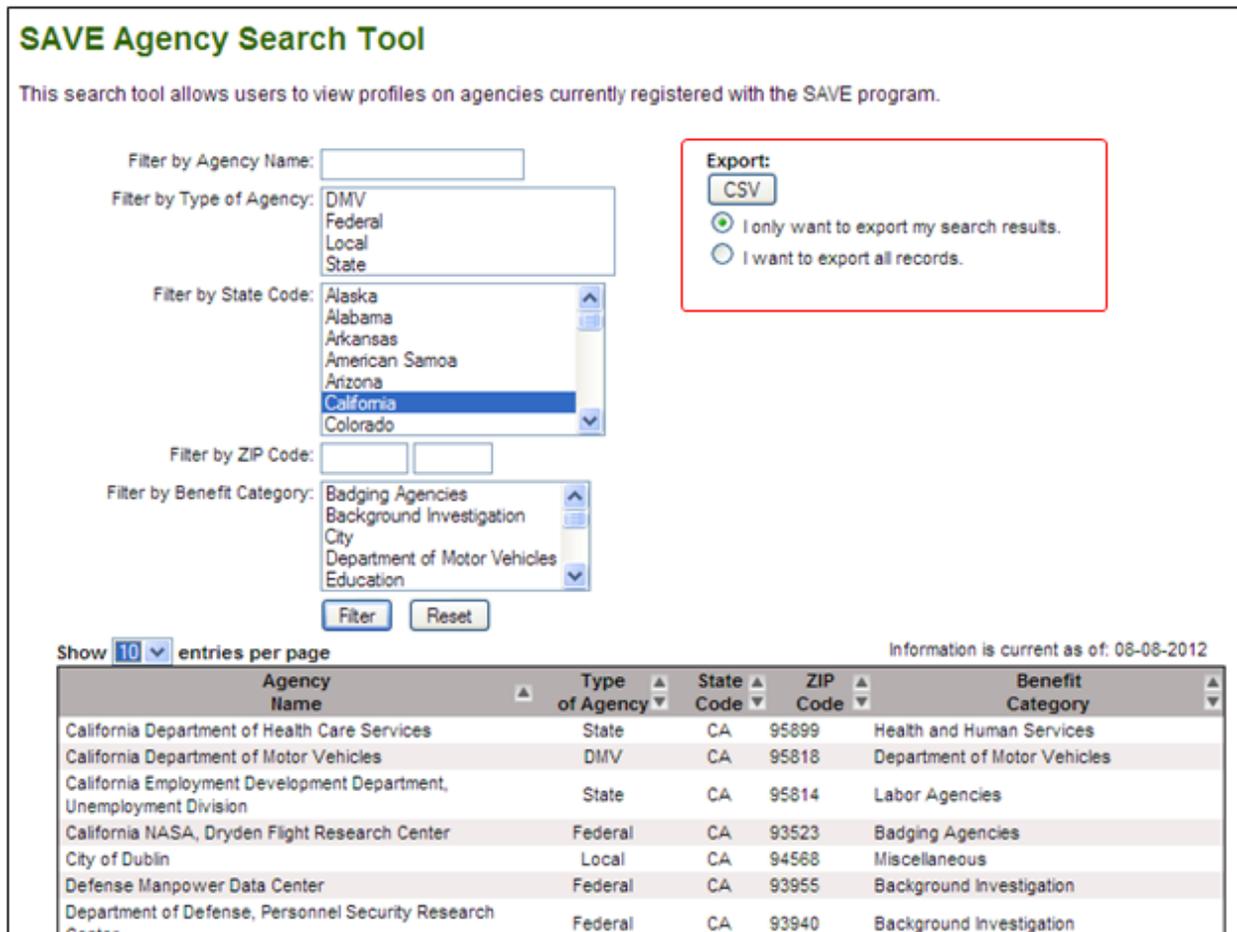
### Exhibit 14: Pagination Controls



### 4.1.3 Exporting Results

You can download a CSV file of your filtered dataset or the entire dataset.

**Exhibit 15: Exporting Results**



**SAVE Agency Search Tool**

This search tool allows users to view profiles on agencies currently registered with the SAVE program.

Filter by Agency Name:

Filter by Type of Agency: 

- DMV
- Federal
- Local
- State

Filter by State Code: 

- Alaska
- Alabama
- Arkansas
- American Samoa
- Arizona
- California
- Colorado

Filter by ZIP Code:

Filter by Benefit Category: 

- Badging Agencies
- Background Investigation
- City
- Department of Motor Vehicles
- Education

**Export:**

- CSV
- I only want to export my search results.
- I want to export all records.

Show **10** entries per page Information is current as of: 08-08-2012

Agency Name	Type of Agency	State Code	ZIP Code	Benefit Category
California Department of Health Care Services	State	CA	95899	Health and Human Services
California Department of Motor Vehicles	DMV	CA	95818	Department of Motor Vehicles
California Employment Development Department, Unemployment Division	State	CA	95814	Labor Agencies
California NASA, Dryden Flight Research Center	Federal	CA	93523	Badging Agencies
City of Dublin	Local	CA	94568	Miscellaneous
Defense Manpower Data Center	Federal	CA	93955	Background Investigation
Department of Defense, Personnel Security Research Center	Federal	CA	93940	Background Investigation

#### 4.1.3.1 Exporting All Results

When you export the dataset the CSV file will include the raw data and column headers and no other formatting.

## Exhibit 16: Exporting All Results

**SAVE Agency Search Tool**

This search tool allows users to view profiles on agencies currently registered with the SAVE program.

Filter by Agency Name:

Filter by Type of Agency:   
Federal  
Local  
State

Filter by State Code:   
Alabama  
Arkansas  
American Samoa  
Arizona  
California  
Colorado

Filter by ZIP Code:

Filter by Benefit Category:   
Background Investigation  
City  
Department of Motor Vehicles  
Education

**Export:**  
  
 I want to export all records.

### 4.1.3.2 Exporting Only Search Results

Once a dataset is displayed, you can choose to download a CSV file by selecting the radio button next to “I only want to export my search results.”

## Exhibit 17: Exporting Only Search Results

**Export:**  
  
 I only want to export my search results.  
 I want to export all records.

### 4.1.3.3 Downloading the CSV File

After selecting the type of dataset to download, click the **CSV** button. You may be prompted to open or save the file, depending on your type of browser and security settings.

Select **Save** to store the file on your hard drive and open later:

- The complete dataset is downloaded as a CSV file within a compressed ZIP file. You will need to extract the CSV file before opening it.
- A partial dataset is downloaded as a CSV file.

Select **Open** to display the dataset on your computer. When you open the CSV file, your computer will open the file with the program that is set to open .csv files by default.

**Note:** Microsoft Excel 2003 and earlier versions are limited to 60,556 rows. If the data set you've chosen includes more rows than that, they will not display. To avoid this problem, you may refine your search, upgrade to a later version of Excel or open the .csv file in another program, including a word processor.

## 5.0 ERROR AND EXCEPTION HANDLING

### 5.1 Select a Filter Message

If you click the **Filter** button without selecting any filters, a message will display instructing you to select a filter.

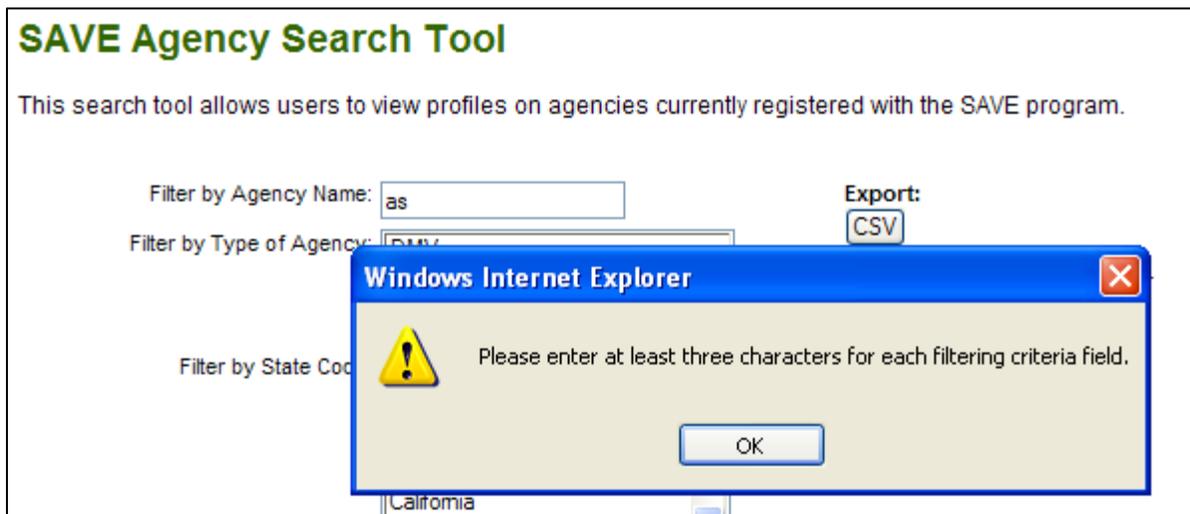
**Exhibit 18: Select a Filter Message**



### 5.2 Filter by Agency Name Error Message

If you type fewer than three characters into the **Filter by Agency Name** text box and the **Filter** button or the **Enter** key is pressed, a message will display instructing you to enter at least three characters for each filtering criteria field.

**Exhibit 19: Filter by Agency Name Error Message**



## **APPENDIX A—ACRONYMS AND ABBREVIATIONS**

## ACRONYMS AND ABBREVIATIONS

<b>Acronyms</b>	<b>Definition</b>
CSV	Comma-Separated Values
CSWP	Customer Service Web Portal
DHS	Department of Homeland Security
ITDL	Information Technology Document Library
OIT	Office of Information Technology
SAVE	Systematic Alien Verification for Entitlements
SELC	Systems Engineering Life Cycle
SRD	System Requirements Document
USCIS	United States Citizenship and Immigration Services

## **APPENDIX B—BENEFIT CATEGORY DEFINITIONS**

## **“Benefit Category” Filter Definitions**

### **1. Badging Agencies / Background Investigation**

This category includes agencies that check immigration status as part of their eligibility determination for access to facilities or as part of a comprehensive background investigation.

### **2. Multiple Benefits**

This category includes agencies that check immigration status as part of their eligibility determination for more than one benefit.

### **3. Health and Social Service**

This category includes agencies that check immigration status as part of their eligibility determination for benefits such as Medicaid, Temporary Assistance for Needy Families, nutrition assistance and others.

### **4. Driver’s Licenses / Identification Cards**

This category includes agencies that check immigration status as part of their eligibility determination for driver’s licenses and identification cards.

### **5. Education**

This category includes agencies that check immigration status as part of their eligibility determination for government education loans and other education-related benefits.

### **6. Labor**

This category includes agencies that check immigration status as part of their eligibility determination for unemployment compensation and other employment-related benefits.

### **7. Tax Exemptions**

This category includes agencies that check immigration status as part of their eligibility determination for tax exemptions such as homestead exemptions.

### **8. Housing**

This category includes agencies that check immigration status as part of their eligibility determination for housing assistance.

### **9. Loan Programs**

This category includes agencies that check immigration status as part of their eligibility determination for small business or other government loans.

### **10. Professional / Commercial Licenses**

This category includes agencies that check immigration status as part of their eligibility determination for licenses to engage in certain professional or commercial activities.

### **11. Voters Registration**

This category includes agencies that check citizenship status for voter registration.

**12. Miscellaneous**

This category includes agencies that check immigration status as part of their eligibility determination for granting various benefits, not specifically listed under other benefit categories, such as energy assistance and contracting.