



Department of Homeland Security (DHS)  
U.S. Citizenship and Immigration Services (USCIS)  
Immigration Records and Identity Services (IRIS)  
Verification Division (VER)



# Tutorial

Introduction to SAVE and the Verification Process for SAVE Users

Revised March 2024



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# What is SAVE?

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- Systematic Alien Verification for Entitlements (SAVE) is an information service for authorized federal, state, territorial, tribal, and local benefit-issuing agencies and licensing bureaus to verify their applicants' immigration status/category or naturalized/acquired U.S. citizenship.
- SAVE **does not** determine an applicant's eligibility for benefits.

# Requirements For Verification

For SAVE to verify a benefit applicant's status, the agency must provide the following:

- Applicant's first name, last name and date of birth
- Public benefit(s) requested by applicant

**AND**

- At least one unique numeric identifier / enumerator:
  - Alien / USCIS Number (A-Number)
  - [Form I-94, Arrival/Departure Record Number](#)
  - Student and Exchange Visitor Information System (SEVIS) ID number
  - Naturalization / Citizenship Certificate Number
  - Card / I-797 Receipt Number
  - Visa Number
  - Foreign Passport Number (if entered along with a U.S. immigration enumerator)

# Unique Numeric Identifiers (Enumerators)

These are the unique numeric identifiers / enumerators used by SAVE:

- **USCIS Number / Alien Number:** Also referred to as A-number; it is unique number ranging from six to nine digits assigned to a noncitizen by the Department of Homeland Security (DHS). If the A-number is less than nine digits, leading zeros must be included to make the A-number nine digits. Do not include the “A” when submitting the A-number for verification.
- **I-94 Number (I-94#):** An 11-character identifier found on Form I-94 Arrival/Departure Record. May contain only numbers, or both numbers and letters. Individuals may obtain a copy of their most recent I-94 by visiting the CBP website at <https://cbp.gov/i94>.
- **Student and Exchange Visitor Information System (SEVIS) ID Number:** Unique identifier printed on Form I-20 or Form DS-2019 in the top right corner, which consists of an alpha character (N) followed by 10 numbers. Do not include the letter “N” when submitting the number.
- **Naturalization / Citizenship Certificate Number:** The certificate number is typically located in the upper right-hand corner of the certificate.

# Unique Numeric Identifiers (Enumerators) cont.

These are the remaining unique numeric identifiers / enumerators used by SAVE:

- **Card / I-797 Receipt Number:** A unique 13-character identifier that USCIS provides for each application or petition it receives. USCIS uses this number to identify and track its cases. The number consists of three letters followed by 10 numbers.
  - Card Numbers: Printed on the back of the Permanent Resident Card (Form I-551) or on the back and front of the Employment Authorization Document (Form I-766). Also referred to as document numbers.
  - Receipt Numbers: Printed on the top left of the Form I-797, Notice of Action.
- **Visa Number:** Also known as the visa foil number, the visa number is the red number printed on the bottom right of the visa document. The number on a U.S. visa may contain seven or eight alpha-numeric characters.
- **Foreign Passport Number:** Although a foreign passport is not issued by the U.S., its information can sometimes be used to locate an applicant's records in our systems. To improve the quality and accuracy of response, provide another enumerator in addition to the foreign passport number.

# Commonly Used Immigration Documents

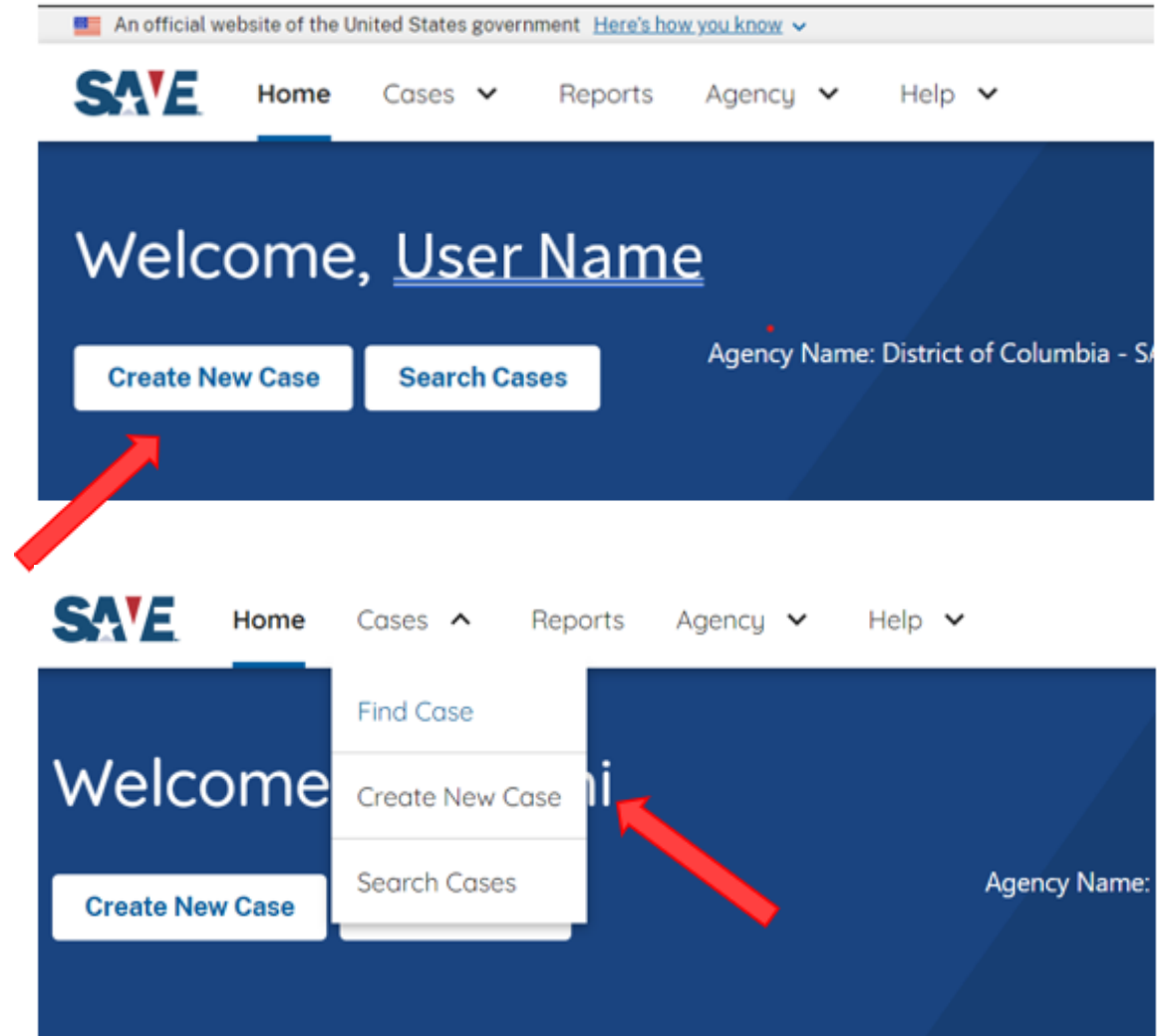
Below are immigration documents commonly used during the verification process:

- Forms N-550 & N-570, Certificates of Naturalization
- Forms N-560 & N-561, Certificates of Citizenship
- Form I-551, Permanent Resident Card (also known as “Green Card”)
- Temporary I-551 “ADIT” stamp or Permanent Resident Stamp
- Temporary I-551, Machine Readable Immigrant Visa
- Form I-766, Employment Authorization Document
- Forms I-94, Arrival / Departure Record
- Form I-797, Notice of Action
- Form I-20, Certificate of Eligibility for Nonimmigrant Student Status
- DS-2019, Certificate of Eligibility for Exchange Visitor Status
- Form I-862, Notice to Appear
- Form I-571, Refugee Travel Document
- Form I-327, Permit to Re-Enter
- Form I-385, Alien Booking Record
- Unexpired Foreign Passport with Admission Stamp

Refer to the “[Commonly Used Immigration Documents](#)” page located on the SAVE public website for additional documents that may be used during verification and exemplars.

# Creating a New Case (Web Browser Access)

- Navigate to [SAVE](#) in your web browser
- Review and accept the “Use Agreement”
- Log in using your User ID and Password
- Select “Create New Case” directly from the homepage or use the “Cases” drop down menu to select “Create New Case”



# Enter Applicant's Biographic Information

- Enter the applicant's information exactly as written from the documents presented
- Required fields are marked
- Begin by entering:
  - Last Name
  - First Name
  - Date of Birth

The screenshot shows the 'Create New Case' form in the SAVE system. The top navigation bar includes 'Home', 'Cases', 'Reports', 'Agency', and 'Help'. A progress bar at the top indicates five steps: 1. Case Creation (active), 2. Photo Match, 3. Additional Verification, 4. Case Result, and 5. Case Closure. The 'Applicant Information' section contains four input fields: 'Last Name / Surname / Family Name (required)' with an example 'Hernandez-Diaz', 'First Name / Given Name (required)' with an example 'Susan', 'Middle Name' with an example 'Rose', and 'Date of Birth (required)' with a placeholder 'MM/DD/YYYY'. Red arrows point to the 'Last Name', 'First Name', and 'Date of Birth' fields to highlight them as required. At the bottom, a note states: 'Please fill out as many enumerators as are available to you. At least one U.S.-Government issued enumerator is required. The more information provided, the higher the chance of returning a verification result on initial verification. For help finding where enumerators are located on immigration documents, please see the guide on: [Commonly Used Immigration Documents](#).'


# Enter Applicant's Enumerator

- Enter at least one U.S. Government issued immigration identifier / enumerator.
- Fill out as many enumerators as are available to you.
- Providing more than one immigration enumerator increases the likelihood that SAVE will provide an immigration status response at initial verification.
- Click the “?” button for more information about each enumerator.
- See also the guide on [Commonly Used Immigration Documents](#).



<b>Alien / USCIS Number ?</b> For example: 123456789
<input type="text"/>
<b>Student and Exchange Visitor Information System (SEVIS) Identification Number ?</b> For example: 1234567890
<input type="text"/>
<b>I-94 Number (I-94#) ?</b> For example: 12345678911
<input type="text"/>
<b>Passport Number ?</b> For example: 12EJ3456789
<input type="text"/>
<b>Naturalization / Citizenship Number ?</b> For example: S1234567
<input type="text"/>
<b>Card Number / I-797 Receipt Number ?</b> For example: LKJ1234567899
<input type="text"/>
<b>Visa Number</b> For example: 12345678
<input type="text"/>

# Select Benefit(s)

- Select the benefit(s) the applicant is seeking and additional information your agency may need to determine the applicant's eligibility.
- Additional information may be pre-selected based on your agency's needs as indicated by this icon .
- Select any additional information needed. Users may see different options depending upon their agency and prior selections.
- Click Continue.

Please select all of the benefits that the applicant is requesting from your agency. You must select at least one.

- ☐ Background Invest
- ☐ CASH ASSISTANCE
- ☐ Driver License
- ☐ Education Asst
- ☐ Food Stamps
- ☐ Housing Assistance
- ☒ Medicaid
- ☐ RENT ASSISTANCE
- ☐ State ID Card
- ☐ TANF
- ☐ TESTCHIP
- ☐ Training
- ☐ Unemployment Insuran

In addition to the applicant's immigration status, your agency has asked that we provide you with the following information (if available) in order to determine the applicant's eligibility.

 Employment Authorization Document (EAD)

Please select any of the following additional pieces of information if you need them to determine the applicant's eligibility (or press continue if you don't need anything else).

- ☐ Violence Against Women Act (VAWA)
- ☐ Request Document Review

Continue

# Review Case Details Before Submission

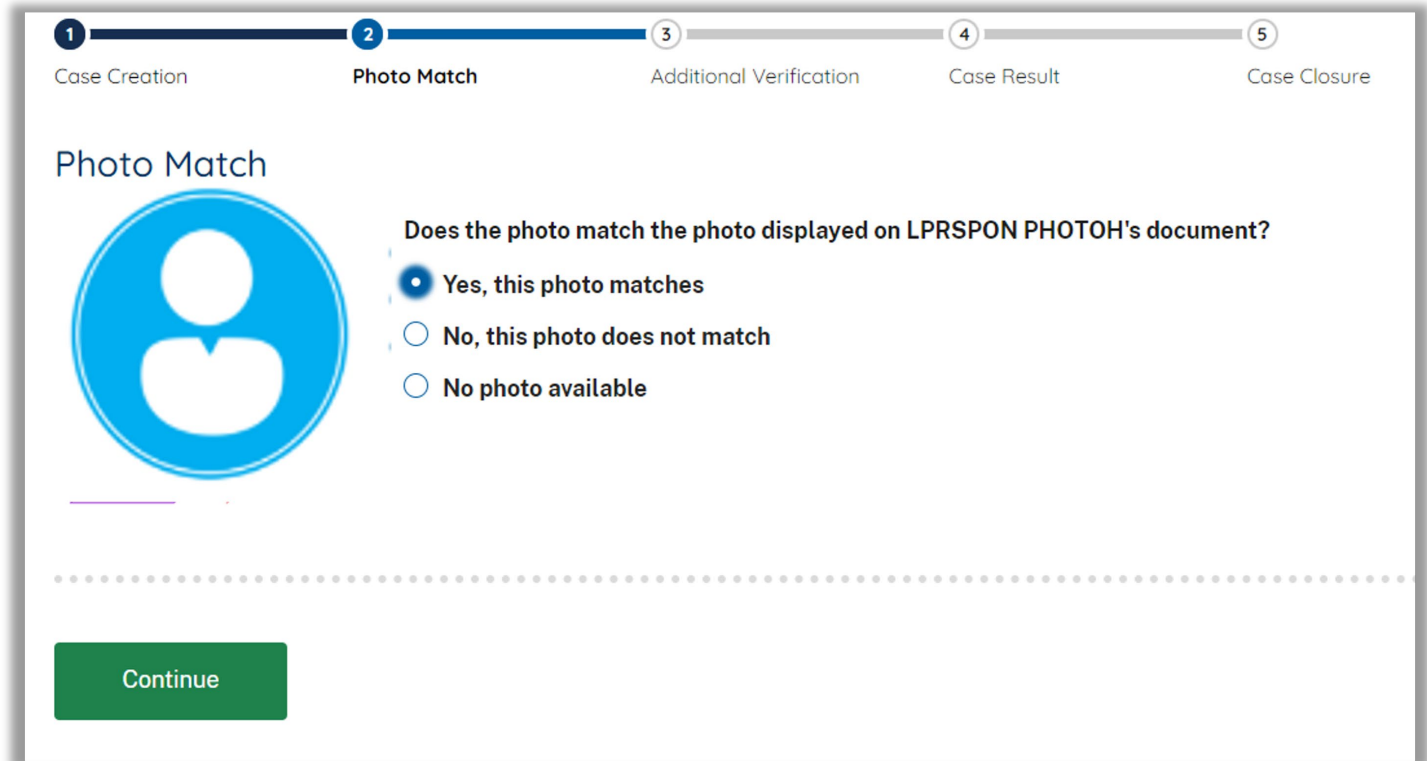
- Review the data to ensure the information was entered accurately.
- Eliminating data errors reduces the likelihood of a manual verification.
- Select “Initiate Verification” if the information is accurate.
- Select “Go Back” to make edits if changes are needed.

The screenshot shows a web interface for reviewing case details. At the top, a progress bar indicates five steps: 1. Case Creation (active), 2. Photo Match, 3. Additional Verification, 4. Case Result, and 5. Case Closure. The main heading is 'Review Case Details', followed by a note: 'Please review case information for accuracy. If there are any errors, it may prolong the verification process.' The form is divided into two columns. The left column contains: 'Last Name / Surname / Family Name' (Parker), 'First Name / Given Name' (Peter), 'Middle Name' (Alex), 'Date of Birth' (01/17/2001), and 'Alien Number' (665478681). The right column contains: 'Requested Benefits' (checked: Food Stamps), 'Agency Requests' (checked: Employment Authorization Document (EAD), Grant Date, Sponsors/Household Members), and 'Attached Document' (None). At the bottom, there are two buttons: 'Initiate Verification' (green) and 'Go Back' (blue).

Field	Value
Last Name / Surname / Family Name	Parker
First Name / Given Name	Peter
Middle Name	Alex
Date of Birth	01/17/2001
Alien Number	665478681
Requested Benefits	✓ Food Stamps
Agency Requests	✓ Employment Authorization Document (EAD) ✓ Grant Date ✓ Sponsors/Household Members
Attached Document	None
Agency Point of Contact Name	First Name Last Name
Agency Point of Contact Phone Number	402

# Photo Match

- SAVE may present the photo match screen if your agency is configured to use it.
- SAVE will display a copy of the photo it has on file.
- Users must indicate whether the photo displayed in SAVE matches the photo on the document the applicant is presenting.
- Select Continue.



The screenshot shows the 'Photo Match' screen in the SAVE system. At the top, a progress bar indicates five steps: 1. Case Creation, 2. Photo Match (current step), 3. Additional Verification, 4. Case Result, and 5. Case Closure. The main heading is 'Photo Match'. On the left is a blue circular icon representing a person's head and shoulders. To the right of the icon is the question: 'Does the photo match the photo displayed on LPRSPON PHOTOH's document?'. Below the question are three radio button options: 'Yes, this photo matches' (selected), 'No, this photo does not match', and 'No photo available'. At the bottom of the screen is a green 'Continue' button.

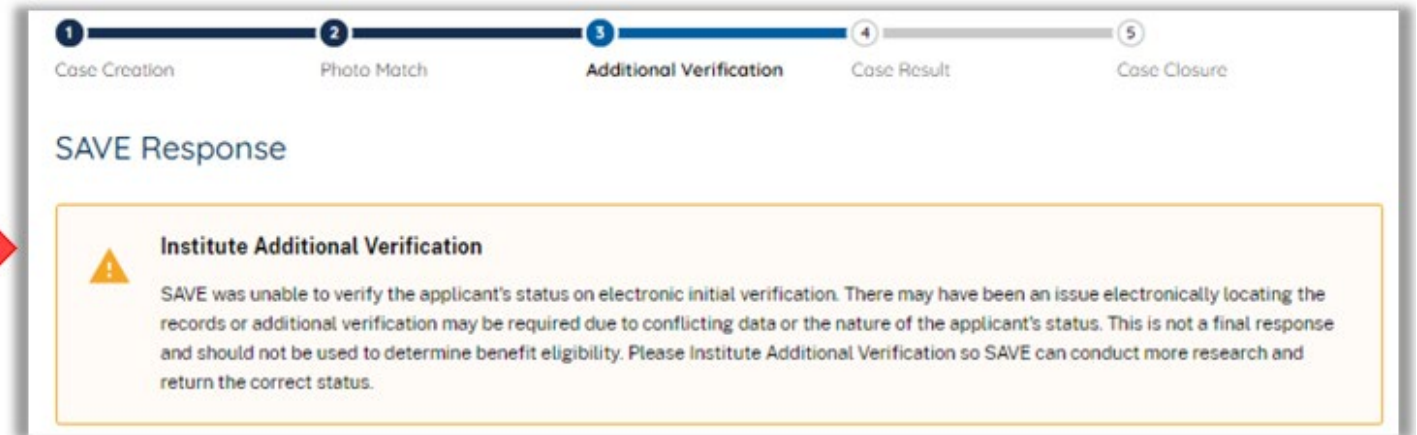
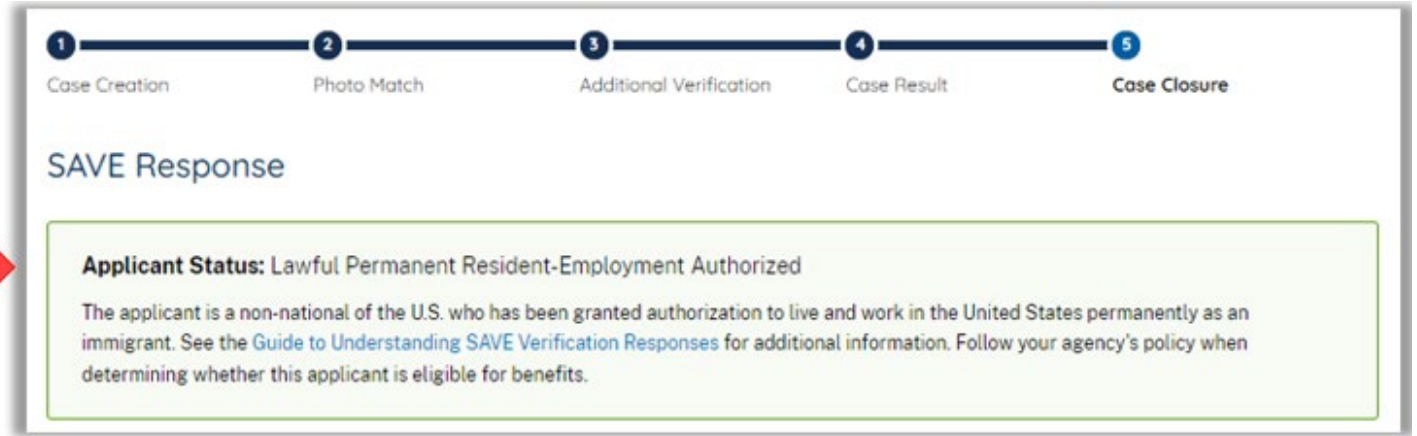
# Initial Verification Case Responses

Within seconds, SAVE will provide one of the following:

- The applicant's status (Over 80% of SAVE cases receive a status response at initial verification)

OR

- A response requiring agency action like "Institute Additional Verification"



# Common Initial Verification Responses – Applicant Status

## Common Applicant Status Responses:

- Asylee
- Conditional Resident
- Deferred Action for Childhood Arrivals (DACA)
- Lawful Permanent Resident (LPR)
- Non-Immigrant
- Parolee
- Refugee
- Temporary Protected Status (TPS)
- US Citizen

## SAVE Also Provides:

- Employment authorization information, when available
- Other response details

For more information, see the *Guide to Understanding SAVE Verification Responses* found under Help -> Resources in the SAVE system.

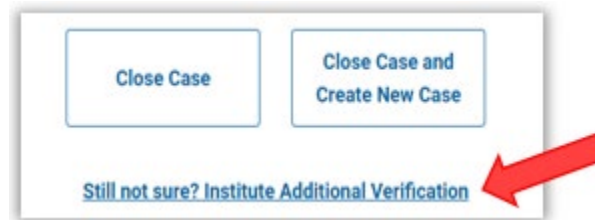
# SAVE Initial Verification Responses – Agency Action Needed

## Initial Verification Responses Requiring Agency Action:

- “Institute Additional Verification”
- “Institute Additional Verification with Documents”
- “Institute Third Level Verification”
- “Unable to Process”

## Agency Request for Additional Verification:

- Users may request additional verification if a SAVE response is unexpected or missing information
- To initiate additional verification, click “Still not sure? Institute Additional Verification”



You should not rely on a SAVE response to grant or deny a benefit if the SAVE response indicates additional verification is required.

# Initiating Additional Verification

## Best Practices for Initiating Additional Verification:

- Special Comments: Use this field to request specific information and/or explain why the initial response requires further review.
- Upload Documents: Agencies may receive a faster additional verification response by uploading a copy of the applicant's document(s). In some situations, uploading a document may be required.
  - Save a copy of all immigration documents presented to you by the applicant (front and back) to your computer.
  - Combine documents into one file.
    - *Supported file types are .jpeg, .png, and .pdf with a maximum size of 5MB.*
  - Check that the documents are legible.
  - Upload the file.
- Select "Initiate Additional Verification"



### Special Comments

Enter any additional comments here. Maximum 400 characters.

400 characters left

### Agency Requests



Employment Authorization Document (EAD)



Cuban/Haitian Entrant



Violence Against Women Act (VAWA)

SAVE needs a copy of the applicant's immigration documentation in order to perform additional verification. Please upload a copy below.

### Upload File (required)

Maximum upload size is 5MB. Supported file types are .jpeg, .png and .pdf.

Drag file to upload [or browse to upload file.](#)

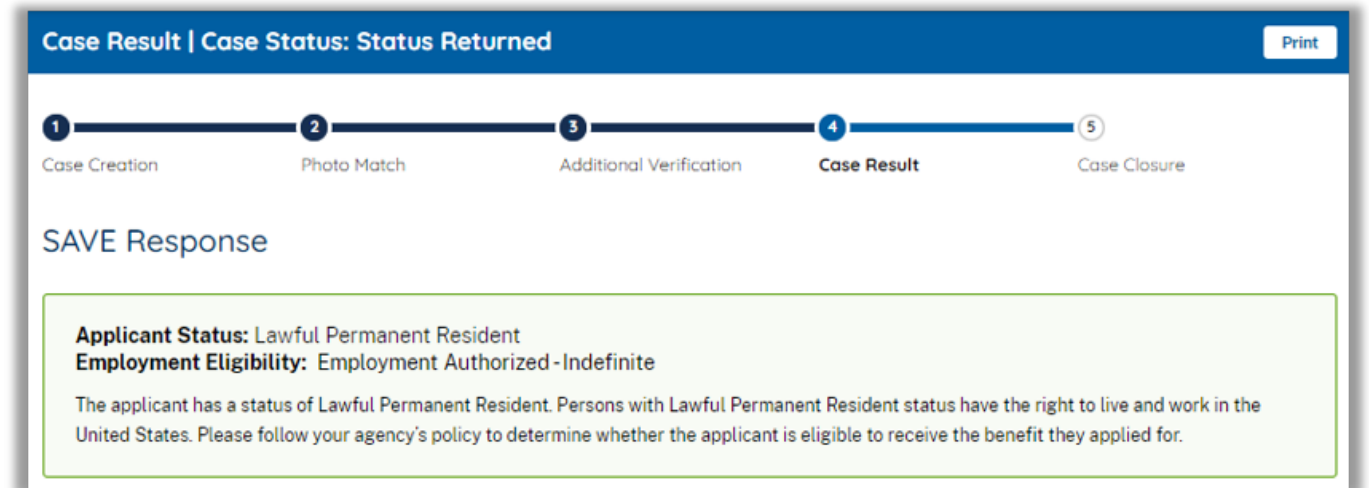
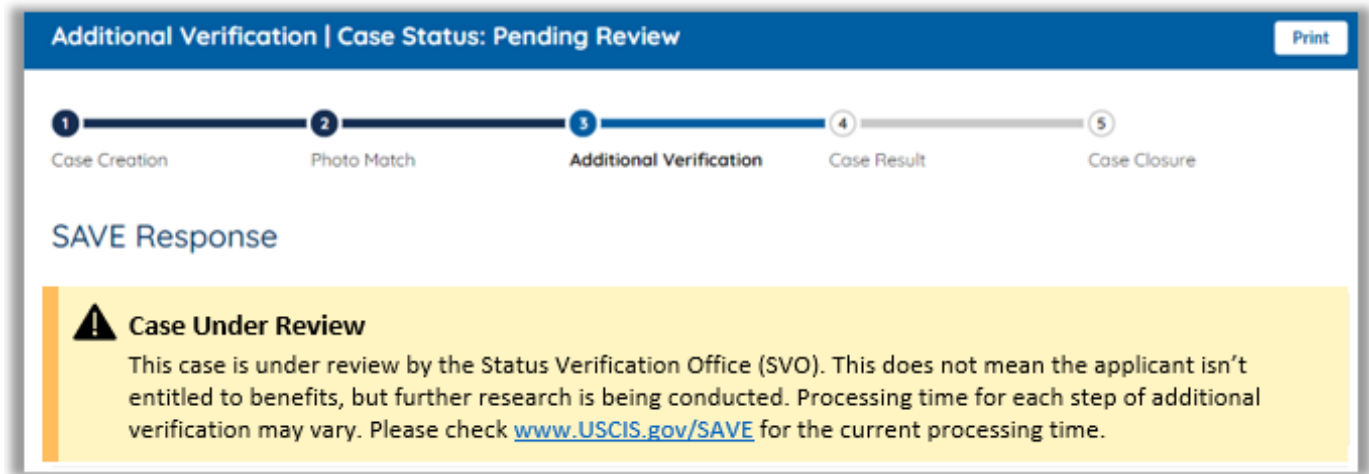
Initiate Additional Verification

Close Case

Close Case and Create New Case

# Case Under Review / Additional Verification Results

- When a case is submitted for additional verification, users will see “Case Under Review” until SAVE returns a response.
- Additional verification is a manual search of immigration databases. Processing times vary. For current processing times check [uscis.gov/SAVE](https://uscis.gov/SAVE).
- When additional verification is complete SAVE will return a response. See the Guide to Understanding SAVE Verification Responses for more information.
- Once you receive a SAVE response, close the case by:
  - Selecting “Close Case” to return to the homepage; or
  - Selecting “Close and Start New Case” to create another case.

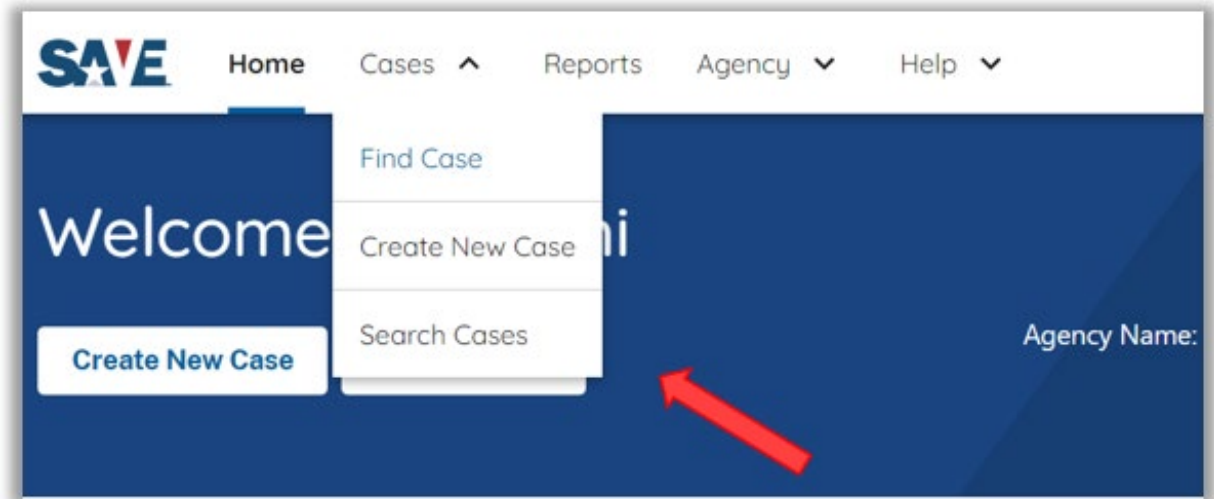
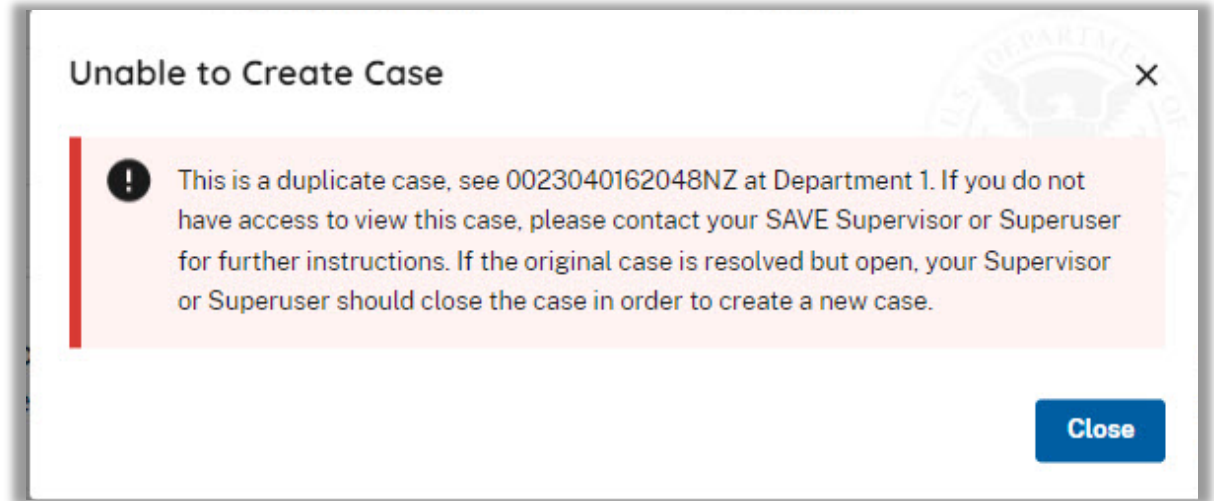


# Duplicate Case Rejection

- SAVE does not accept duplicate cases.
- A case is a duplicate when an original case is still open, and a new submission is attempted that includes the following identical data elements:
  - Applicant's name, date of birth, and immigration enumerator;
  - Benefit(s) the case is submitted for; **and**
  - Any additional information requests (for example, grant date).

# Duplicate Case Response

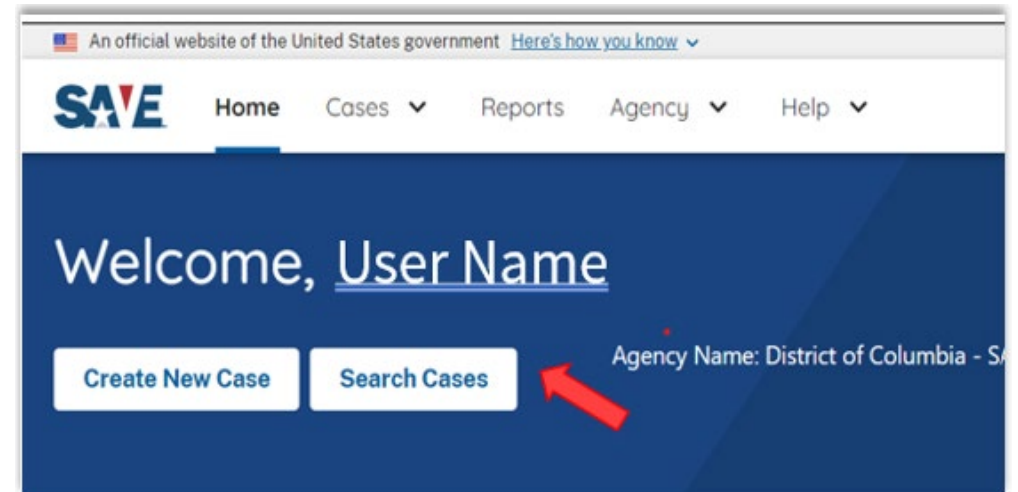
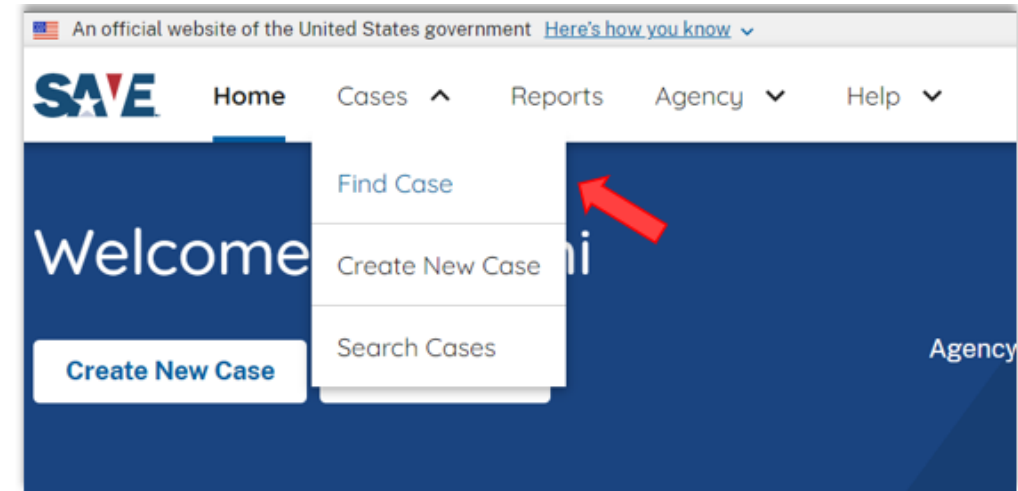
- When a user attempts to submit a duplicate case, they will receive an “Unable to Create Case” response with the verification number for the original case.
- Users can locate and track the original case by using the “Find Case” or “Search Cases” functions.



# Locating a Case

Log into [SAVE](#) to locate your case and continue required actions.

- Click “Find Case” if you know the case verification number.
- Click “Search Cases” to locate the case using the applicant’s enumerator or last name.



# Searching and Filtering Cases

- Users can search for cases.
- Depending upon user roles, users can view open and closed cases.
- Available Filters:
  - Case Status
  - Creation Date  
This field is automatically populated with a 30-day lookback
  - Created By

**Search Cases**

Search (Case Number, Applicant Last Name, or Applicant Enumerator)

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

Hide Filters

Case Status: -Select-

Creation Date: Past 30 days

Created By - Group: -Select-

Created By - User: -Select-

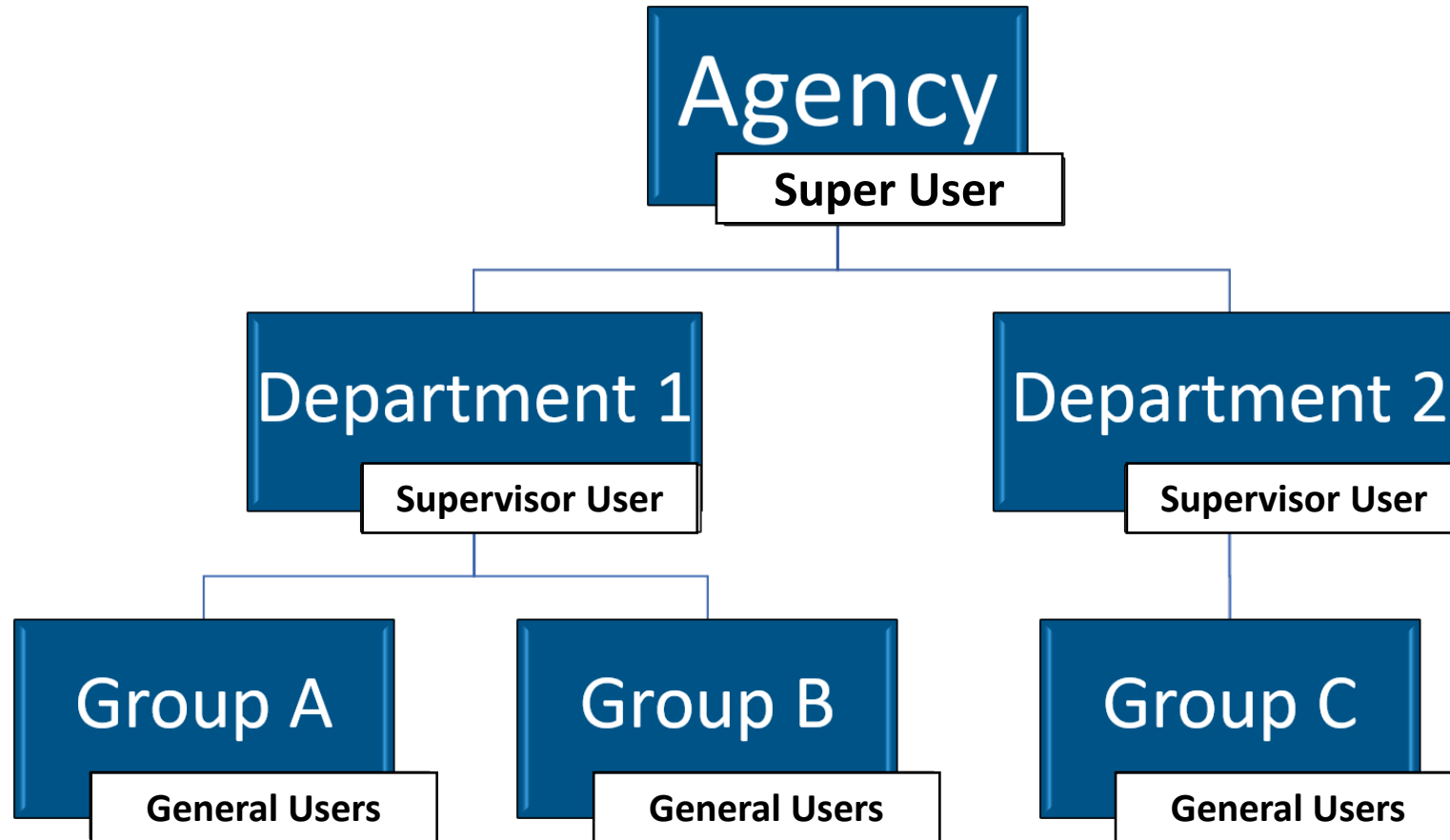
Sort By: Last Modified

Open (3) Closed (14)

Create New Case

If you are unable to locate or view a case submitted by a user in your agency, this may be due to limitations of your user role. Contact your supervisor or administrator for support.

# Sample SAVE User Roles Hierarchy



# SAVE User Roles

## **Super User** – Administrator for the Agency

- Add Departments
- Add / Delete Groups and all user levels
- Cannot initiate / work cases

## **Supervisor User** – Administrator for Departments and Groups

- Initiate Cases
- Add / Delete Groups, Supervisors and general users under the same group as them

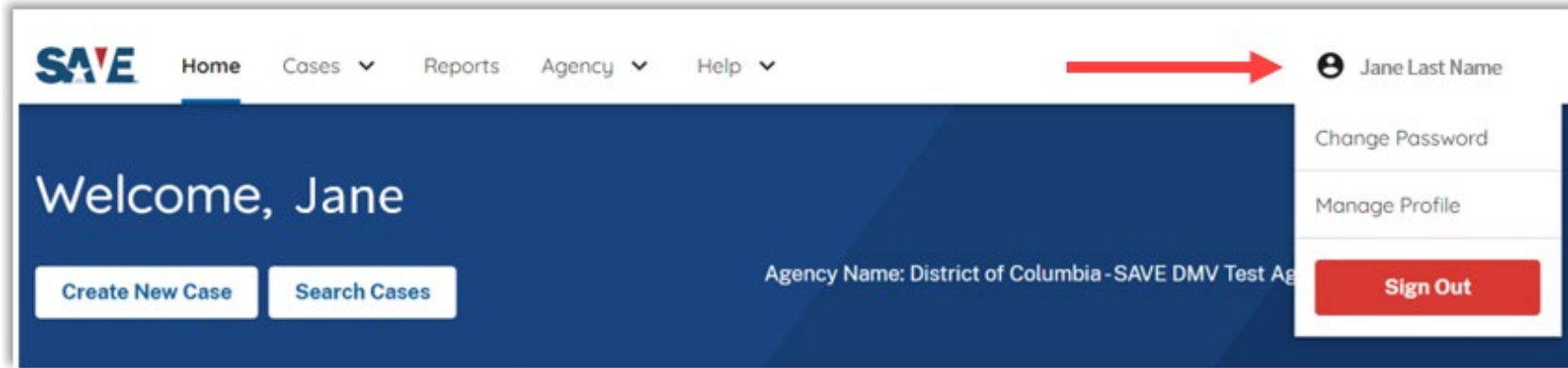
## **General User - View ISV responses for all users in a Department**

- Initiate Cases
- View, complete and close verification cases created by all General Users assigned to Groups within the Department

## **General User - View ISV responses for all users in a Group**

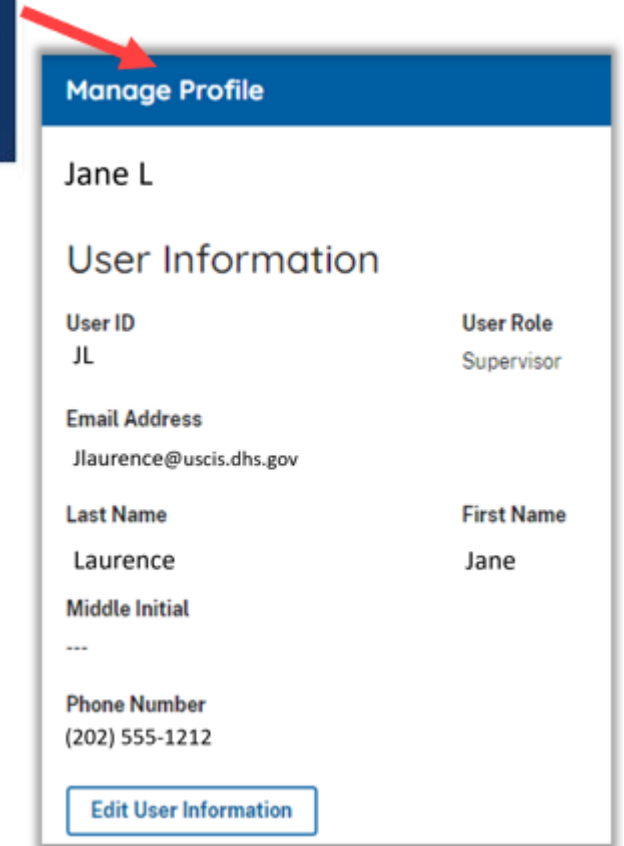
- Initiate Cases
- View, complete and close verification cases created by all General Users assigned within assigned Groups

# Manage Profile



Select your name at the top right of the screen to show a drop-down menu with the following options:

- Change Password
- Manage Profile
  - View your user role
  - Edit user information including your name, email address, and phone number
- Sign Out



# SAVE CaseCheck for Applicants

**Find Your Case**

**i Find Your Case**  
This service allows you to follow the status of your SAVE verification case as part of your application for a public benefit. Please fill out the information below and click Submit.

You must select an identification type to proceed. Based on the identification type you select, you will be required to input the specified documentation to help find your case.

**Identification Type**

Alien/USCIS Numbers

Alien/USCIS Numbers

Enter the Alien/USCIS Numbers and Date of Birth in the fields below. All fields are required.

**Alien/USCIS Numbers** ?

**Date of birth**  
For example: 04 28 1986

Month Day Year

## ## ####

**Submit**

- CaseCheck ([www.uscis.gov/save/save-casecheck](https://www.uscis.gov/save/save-casecheck)) allows applicants to follow the progress of their SAVE case online and confirms when a SAVE case is pending.
- CaseCheck indicates when a SAVE response is returned to the agency and that the applicant should contact the agency about the status of their benefit application.
- To check their SAVE case, applicants can use:
  - The verification case number provided by the agency; or
  - The identification type they used for verification and their date of birth.

**SAVE** Find Your Case

**Case Details**

**Case Verification Number: 0022**

**Case Status as of:** 11/28/2022 12:25PM EST

**Case Status**  
Case Returned to Agency

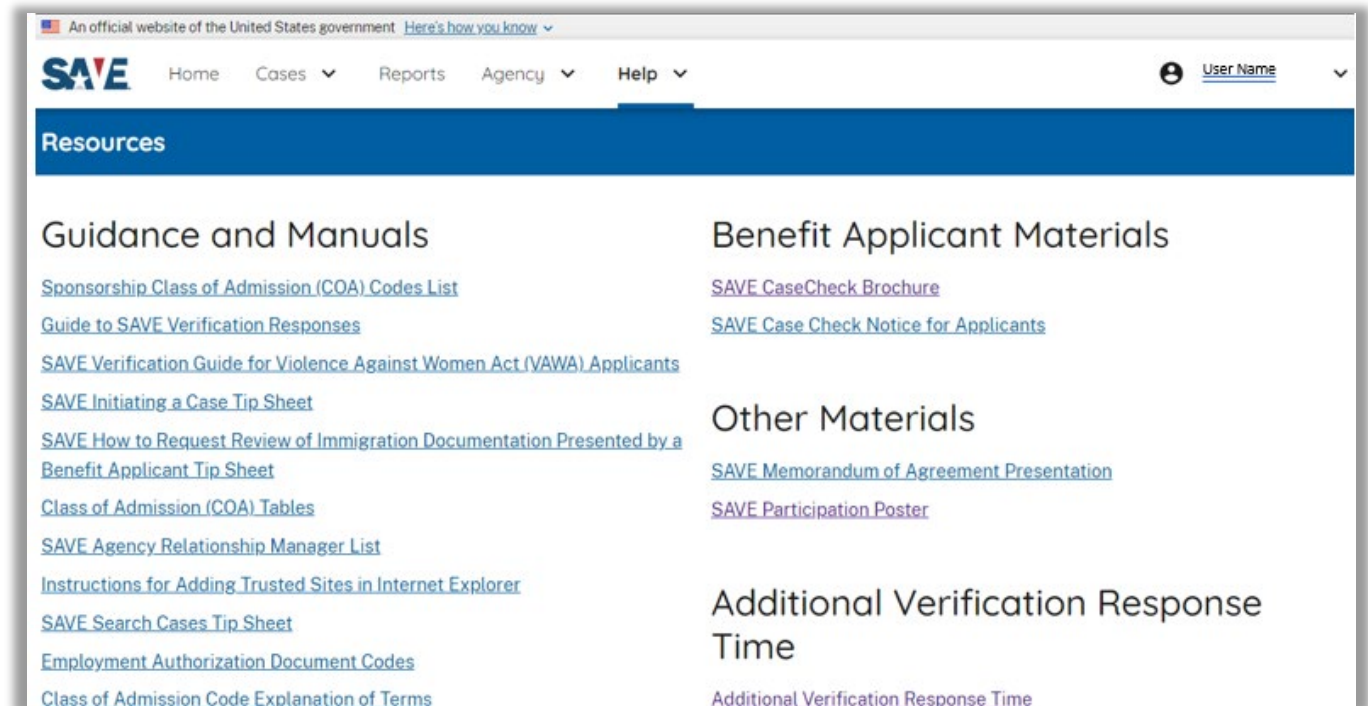
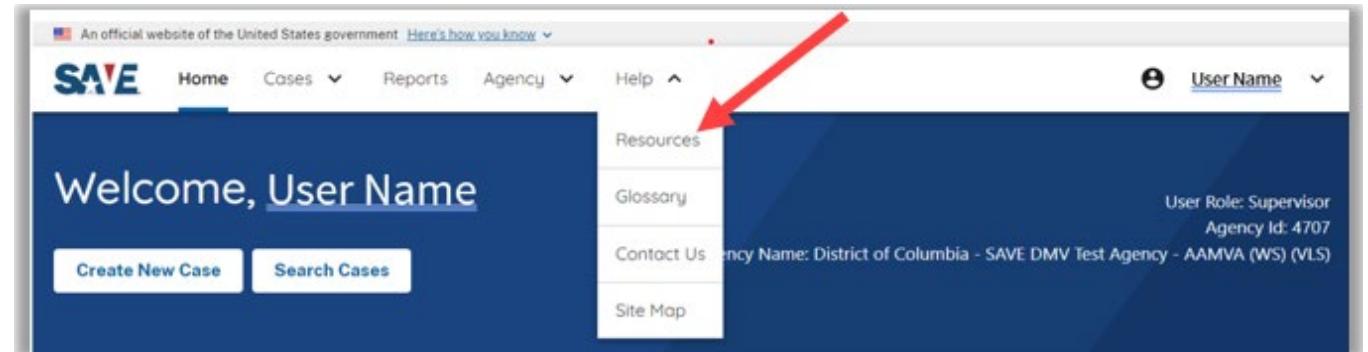
**Description**  
SAVE has returned your case to North Carolina - Division of Motor Vehicles (VLS SSO) (WS37).

**What Do I Do Next?**  
Please Contact North Carolina - Division of Motor Vehicles (VLS SSO) (WS37) to get more information about your case status.

# SAVE Resources

Helpful resources for user agencies can be found in the SAVE system under → Help → Resources, including:

- Guidance and Manuals
- Fact Sheets
- Frequently Asked Questions
- Training Sessions
- Benefit Applicant Materials
- And More



# SAVE Customer Support for User Agencies



**SAVE User Agencies can contact SAVE by phone or email or visit our website for online help:**

- **SAVE Agency Customer Support:  
877-469-2563**
- **SAVE E-Mail: [SAVE.Help@uscis.dhs.gov](mailto:SAVE.Help@uscis.dhs.gov)**
- **SAVE Website: [uscis.gov/SAVE](https://uscis.gov/SAVE)**
  - Free Webinars
  - Additional Resources