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SAVE VERIFICATION INFORMATION SYSTEM

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EIS 1108 - SAVE VERIFICATION INFORMATION SYSTEM  
REVISED 10/01/09 - CHANGE NO. 01-10

I. GENERAL INFORMATION

The U.S Department of Homeland Security Systematic Alienage Verification for Entitlements (SAVE) Verification Information System is used for verifying the status of an alien in order to determine eligibility for Medicaid, Work First, Special Assistance, Food Stamps, and Energy Programs. This section describes how to access and use the web-based verification system.

II. ACCESSING THE SYSTEM

In order to access the SAVE Verification Information System, your computer must have Internet access and Internet Explorer 5.5 or newer, or Netscape 4.79 or newer.

A. Key <https://save.uscis.gov/Web/vislogin.aspx?JS=YES> in the Address or NetSite field of the browser window. Press ENTER.

B. Click OK at the Security Alert.

C. If another Security Alert displays, click Yes.

The U.S. Department of Homeland Security Verification Information System Logon screen displays.

D. Key your User ID.

E. Key your Password.

**NOTE:** A change in password is required the first time you login (Refer to [IV.A.](#) below).

F. Click Login.

The U.S. Department of Homeland Security Web-1 Home page displays.

III. CASE ADMINISTRATION

This section allows you to perform the following functions:

A. Initial Verification

1. Click the Initial Verification link on the left side of the screen. The Web-1 Initial Verification screen displays.

2. Key the Alien Number and select the program for which the individual is applying (Medicaid, Work First, Food Stamps, etc.).

**NOTE:** More than one program may be selected by holding down the shift key and clicking all programs that apply.

3. Click Submit Initial Verification. The Case Details screen displays.

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III.A.3. (CONT'D)

- a. If the initial verification provides all necessary information, do the following:
  - (1) Click Print Case Details.
  - (2) Click the Print Screen button on the toolbar.
  - (3) Click the back button on your Internet browser toolbar.
  - (4) Click Complete and Close.
- b. If the response indicates to institute additional verification, do the following:
  - (1) Click the "Request Additional Verification" button.
  - (2) Enter as much additional information as you have.
  - (3) Click "Submit Additional Verification".
  - (4) Follow a.(1) - a.(3) above.
  - (5) Click Close.

The additional verification response should be returned to the website in approximately 3-5 days ([Refer to C.](#) below).

**NOTE:** All previous requests can be reviewed through the View Cases option.

B. Additional Verification

When the alien number is not available, Additional Verification may be requested initially by clicking the "Additional Verification" link on the left side of the screen under Case Administration.

The following information is required to complete the additional verification through the website:

1. Last Name
2. First Name
3. I-94 Number
4. Date of Birth
5. Document Type

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III.B. (CONT'D)

6. Document Expiration Date
7. Benefits (Medicaid, Work First, Food Stamps, etc.)

**NOTE:** Refer to the policy manual for situations when secondary verification (Form G-845) must be sent.

C. View Cases

Use this screen to search for cases pending additional verification.

1. Click the View Cases link on the left side of the screen. The Case Search screen displays.
2. Select the case status.
3. Key any additional information.
4. Click the Display Case Summary List button.

The Case Summary List screen displays showing all cases that meet the criteria entered on the previous screen. To view specific information about a particular case, click on the verification number. The Case Details screen displays.

If all necessary information displays, follow the instructions in [III.A.3.a](#) above. Otherwise, follow instructions on the screen because there may still be the need to send paper verification (form G-845 is available on the SAVE Website).

IV. USER ADMINISTRATION

A. Change Password

On the left side of the screen under User Administration, click the Change Password link. When assigning a new password, it must be between eight (8) and 14 characters in length and must include three of the following characteristics:

1. Capital Letters
2. Lower Case Letters
3. Numbers
4. Special Characters

! @ \$ % \* ( ) < > ? : ; { } + - ~

B. Change Profile

On the left side of the screen under User Administration, click the Change Profile link. The Change Profile screen displays. This screen allows the user to update their name, phone numbers, and email address.

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V. SITE ADMINISTRATION

Only individuals with the user role of "Supervisor" have the Site Administration option. This allows the Supervisor to do the following:

A. Add Users

1. Click Add User on the left side of the screen.
2. Designate a User Role. The user roles are listed in a. - e. below. Click Next.

Use the following definitions to determine which role to designate for your users:

Department - This is the County Department of Social Services.

Group - This can be the County Department of Social Services or a group you have created based on [V.D.4](#) below.

Example: The Division of Medical Assistance (DMA) is the Department and EIS, Medicaid Eligibility, and Program Integrity are groups within DMA.

**NOTE:** It is recommended that case managers be given a user role of "General User - View ISV responses verifications initiated by any user within the general user's department" ([See b. below](#)).

a. Supervisor

County Security Officers are 'supervisors' and you may want to use this role for each of the program supervisors (MA, WF, SA, FS, etc.).

- (1) Capability to perform benefit eligibility verifications (Initial Verification).
- (2) Review open and closed cases initiated by any user within the department.
- (3) Continue working open cases initiated by any user within the department.
- (4) Administer users in any group within their department.
  - (a) Add supervisors or general users.
  - (b) Modify user personal information and passwords.
  - (c) Terminate user access to the application.

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V.A.2.a. (CONT'D)

- (5) Administer own account.
  - (a) Change password.
  - (b) Update user personal information (name, phone number, email address).
- (6) Generate reports on cases initiated within their department (See [V.E.](#) below).
- b. General User - View Immigration Status Verifier (ISV) responses verifications initiated by any user within the general user's department. **(RECOMMENDED)**
  - (1) Capability to perform benefit eligibility verifications (Initial Verifications).
  - (2) Review open and closed cases initiated by any user within the department.
  - (3) Continue working open cases initiated by any user within the department.
  - (4) Administer own account.
    - (a) Change password.
    - (b) Update user personal information (name, phone number, email address.)
- c. General User - Cannot view Immigration Status Verifier (ISV) responses.
  - (1) Capability to perform benefit eligibility verifications (Initial Verifications).
  - (2) Capability to initiate additional verifications.
  - (3) Cannot review responses of any additional verification.
  - (4) Administer own account.
    - (a) Change password.
    - (b) Update user personal information (name, phone number, email address).

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V.A.2. (CONT'D)

- d. General User - View Immigration Status Verifier (ISV) responses for user initiated verifications.
  - (1) Capability to perform benefit eligibility verifications (Initial Verifications).
  - (2) Review open and closed cases initiated by general user.
  - (3) Continue working open cases initiated by general user.
  - (4) Administer own account.
    - (a) Change password.
    - (b) Update user personal information (name, phone number, email address).
  
- e. General User - View Immigration Status Verifier (ISV) responses verifications initiated by any user within the general user's group.
  - (1) Capability to perform benefit eligibility verifications (Initial Verifications).
  - (2) Review open and closed cases initiated by any user within the user's group.
  - (3) Continue working open cases initiated by any user within the user's group.
  - (4) Administer own account.
    - (a) Change password.
    - (b) Update user personal information (name, phone number, email address).

3. Designate the User Group. Click Next.

Refer to [V.D.4](#) below for instructions on how to add/create a User Group.

4. Enter User Information. Click Next.

5. Enter Password. Click Submit New User.

The user has now been added. Make sure you note the system assigned User ID and the temporary password.

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V. (CONT'D)

B. View Users

Use this link to modify a user's personal information, delete a user from the system, or force a user to change their password.

1. Click the View User link on the left side of the screen. The User Search screen displays.
2. Select the User Role, User Status, Group, and complete any other fields as necessary, then click Display User Summary List.
3. Click the User ID to view/modify the user's personal information (name, phone number, email address).
4. Click Submit User Modifications.
5. Click Close.

C. Change Address

Use this link to change the address of record, on the Homeland Security web site, for the county department of social services.

D. View Groups

Use this link to add, edit, or delete a group.

1. Click the View Groups link on the left side of the screen. The Group Search screen displays.
2. Select a group from the list.
3. Click Display Group Summary List.
4. Click Add to create a new group.

Use the Add group function to create groups for the different sections within your department/agency (i.e. Medicaid, Work First, Special Assistance, and Food Stamps).

- (a) Select the Department (This will be your county dss).
- (b) Enter the Group Name.
- (c) Click Update.
5. Click Edit to modify a group name.
6. Click Delete to remove the group.

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**V. (CONT'D)**

E. View Reports

On the left side of the screen under Reports, click the View Reports link. The Report Selection screen displays. The Reports menu contains the option View Reports, which provides a selection of reports that you can generate and view.

Click the report you wish to view and click next.

1. Ad Hoc - Standard

User selects from specific criteria (case number, alien number, etc.) to specify what will be included in a case history report.

2. Month End Agency Transactions by User Summary Report

This report displays the total number of transactions initiated by a user within an agency/program/state for a specified month and year. Countable transactions are the number of initial verification, and additional verification requests initiated by a user.

3. Web Agency Audit Report

This report displays summary level information for each case initiated by the user for the user-entered query criteria. The report includes the initial query date, alien number, I-94 number, last name, first name, initial query response, additional verification response, and the closure code, if applicable. The total number of cases matching the user-entered query criteria will be included on the report.

**VI. ADDITIONAL RESOURCES**

A. Online Resources

The following information is available by clicking the online resources link:

1. Save Users Manual
2. G-845 Form
3. G-845S Form
4. G845SUP Form
5. Travel and Identity Documents
6. Glossary of Terms

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**VI. (CONT'D)**

B. Tutorial

In addition to the information above, the Tutorial will teach you how to use the Systematic Alien Verification for Entitlements (SAVE) Program's Verification Information System (VIS).

Before using the SAVE Verification Information System, new users may want to review the tutorial in order to gain a better understanding of the system and how it works.

Click on Tutorial at the top of the screen. The Welcome to Tutorial screen displays. Use the navigation area on the left side of the screen to begin.

**VII. LOGOFF**

To exit the system, click Exit in the upper right corner of the screen.