

U.S. DEPARTMENT OF EDUCATION

# SAVE System Instructions for U.S. Department of Education (School) Users

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Version 3.0

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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) has created 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.

As of May 1, 2018, SAVE no longer processes paper Form G-845. Paper Forms G-845 received on or after May 1, 2018 will be returned to the institution that originated the form. Returned Forms G-845 must be submitted to SAVE via the electronic process.

Each Primary Destination Point Administrator (PDPA) with Central Processing System (CPS) access (as per their Student Aid Internet Gateway (SAIG) Enrollment form) has been assigned a SAVE user ID and temporary password.

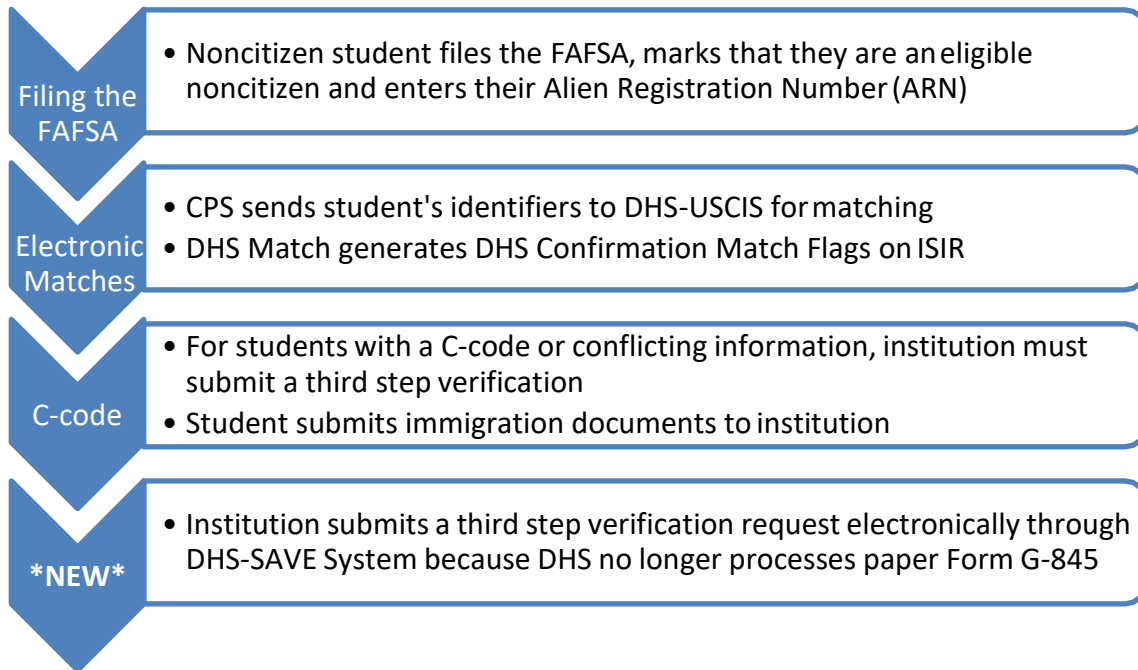
PDPAs must activate their SAVE user ID as soon as possible, assign subordinate users and begin submitting third step verifications electronically through the SAVE system.

## 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.

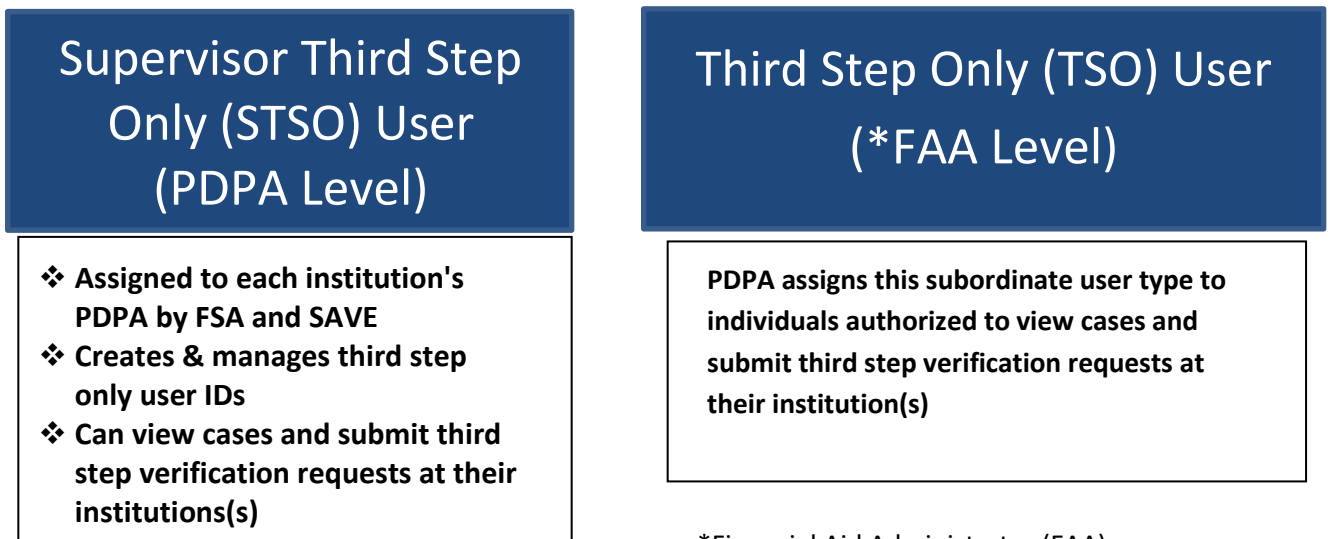
**Note:** As SAVE makes adjustments and enhancements to their system, the third step verification process will continue to change for U.S. Department of Education users. The Electronic Announcement (EA) announcing this process was posted to the [Information for Financial Aid Professionals \(IFAP\) website](#) on 2/26/18. The figure below describes the general process.



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.

The figure below describes the two SAVE user types.

### SAVE User Type Functionality/Hierarchy



\*Financial Aid Administrator (FAA)

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

## Your PDPA Supervisor Third Step Only User ID

Click the link to view the [SAVE Account Set-up and Management video](#). A PowerPoint presentation (same information as video) can be found on the EA for these Instructions. The video and PowerPoint cover the same information as pages 5 – 20 of these instructions.

### 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 [IFAP.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

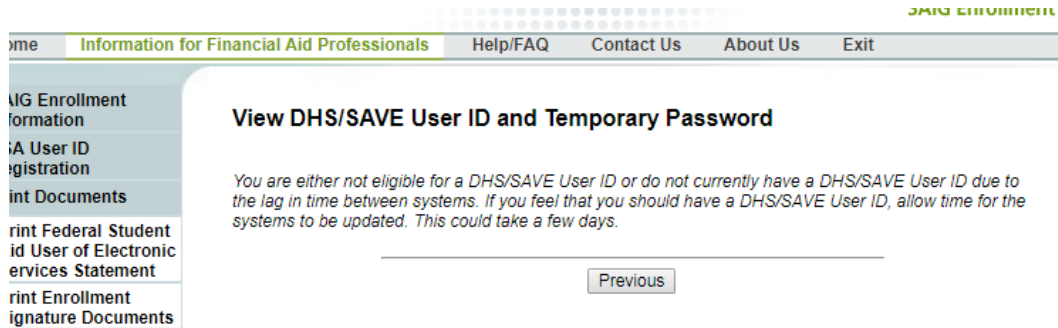
1. Navigate to your [SAIG Enrollment site](#).
2. Select the “Primary Destination Point Administrator Access” link.
3. Enter your FSA user ID and password. Select “Log In.”
4. On the “Privacy Act & Warning” screen, read the information and click the “Accept” button.
5. On the “Primary Destination Point 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.

**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.

8. On the “View DHS/SAVE User ID and Temporary Password – FSC Validation” screen, enter your Federal School Code and click “Next.”
9. Your SAVE User ID and temporary password are displayed on the “View DHS/SAVE User ID and Temporary Password” screen.
10. 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:



If this message still displays after two weeks, it is because CPS Online Service is not indicated for the TG number you are viewing. Check the “[How to add CPS Online Service to your SAIG Enrollment Form](#)” section of this document for instructions. It will take 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 [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with “PDPA Issue” in the Subject line. In the text of your email explain your issue. Include your Federal School Code, the name of your school, your name, and a phone number at which you can be reached. We will respond promptly to your email.

**Note:** After your PDPA account has been activated in SAVE, your temporary password will eventually be removed from your SAIG Enrollment site to ensure security.

## If Your Institution Has SAVE System Access for Another Purpose

Other purposes include, but are 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 and your subordinate 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 2 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.

## Activate Your Supervisor Third Step Only (STSO) User ID

Open Web Browser (in Internet Explorer, Chrome (preferred), Firefox, or Safari) 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>.

### System Use Agreement screen



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

**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.

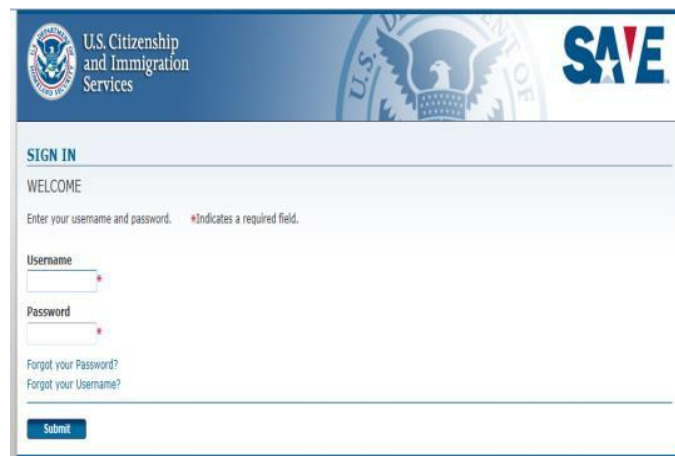
By clicking "I agree" below or by using this system, you consent to the terms set forth in this notice.

I agree

**Next**

- Read the agreement.
- Check the "I agree" box.
- Click "Next" to use the system.

### Welcome screen



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

**SIGN IN**

**WELCOME**

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

**Username**

**Password**

[Forgot your Password?](#)  
[Forgot your Username?](#)

**Submit**

- Enter your Supervisor Third Step Only user ID and temporary password.
- Click the "Submit" button



## Some Common SAVE Error Messages



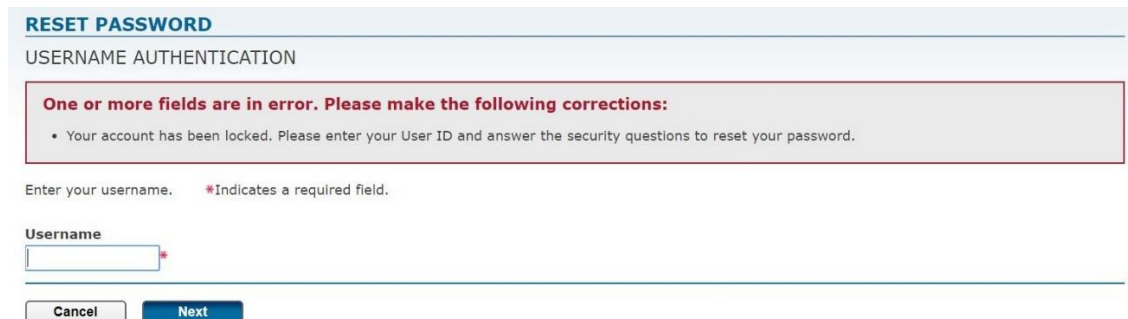
**UNLOCK USER ACCOUNT**

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

- The User ID entered does not match an existing user.

[Home](#)

This error message appears when you enter your User ID incorrectly. Check that you have typed it correctly. If unresolved, and you are the PDPA, contact [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@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.



**RESET PASSWORD**

USERNAME AUTHENTICATION

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


- Your account has been locked. Please enter your User ID and answer the security questions to reset your password.

Enter your username. \*Indicates a required field.

Username

[Cancel](#) [Next](#)

This error message appears when you enter your password incorrectly three times. Enter your User ID and successfully answer your security questions to be taken to the password reset screen. If unresolved, and you are the PDPA, contact [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov). Include your Federal School Code in your communication. If you are not the PDPA, contact your PDPA for assistance.



**RESET PASSWORD**

USERNAME AUTHENTICATION

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

- Password challenge questions have not been setup for your User ID. For password reset or other assistance, contact your Superuser.

[Home](#)

This error message appears when your account has never been activated and your temporary password has expired. If you are the PDPA, contact [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) for a password reset. If you are not the PDPA, contact your PDPA for assistance.

**Note:** If no error message is encountered, you will be taken to the “New Password and Password Challenge Questions” screen below.

## New Password and Password Challenge Questions screen

U.S. Citizenship and Immigration Services  
SAVE  
Welcome, Freddie Demain  
Sign Out

### UPDATE USER PROFILE

#### NEW PASSWORD AND PASSWORD CHALLENGE QUESTIONS

A password change is required. Enter your old (temporary) password and new password. Then, enter security questions and answers. \* Indicates a required field.

Passwords may not be identical to your username and must contain:

- At least one uppercase or lowercase letter
- At least one number
- At least one special character, which include: ! @ # % ^ \* ( ) < > ? ! : { } ~ = -
- A non-numeric in the first and last positions
- No more than two identical consecutive characters in any position from the previous password

Secure passwords do not contain:

- A dictionary word
- A proper noun, especially that of a pet, child, or fictional character
- An employee serial number, Social Security Number, birth date, phone number, or other information that could be readily guessed about the creator of the password
- A simple pattern of letters or numbers, such as "qwerty" or "1qaz!@WSX"
- A word, noun, or name spelled backwards

For additional security, your password should be changed often. To secure your account, your password will expire every 90 days.

Old Password

New Password

Re-type New Password

Password Challenge Question #1  
-- select a preferred question --  
Answer

Password Challenge Question #2  
-- select a preferred question --  
Answer

Password Challenge Question #3  
-- select a preferred question --  
Answer

- Enter your temporary password.
- Enter a new password (See “[Password Creation and Maintenance](#)”).
- Re-type your new password.
- Select three Password Challenge Questions and enter the Answers. Ensure that the answers to your Password Challenge Questions are in a secure place.
- Click the “Submit” button.

**Note:** For important information on Password Maintenance, see the notes in the “[Password Creation and Maintenance](#)” section of this document.

## User Information screen

U.S. Citizenship and Immigration Services

SAVE

Welcome, Darlene FAAdministrator

Cases Profile Agency Reports Help Sign Out

### UPDATE USER PROFILE

#### USER INFORMATION

Your password has been successfully changed.  
Validate your email address and phone number. \*Indicates a required field.

Email Address  
Darlene.FAadministrator@Bestschoolever X\*

Phone Number  
(202) 555 - 1212 ext. [ ]\*

Submit

Enable Permanent Tooltips Accessibility Download Viewers

- Validate that your email address and phone number are correct. Update them if necessary.
- Click the “Submit” button to activate your Supervisor Third Step Only User ID and return to the Home page.

## Home Page for Supervisor Third Step Only Users

U.S. Citizenship and Immigration Services

SAVE

Welcome, Darlene FAAdministrator

Cases Profile Agency Reports Help Sign Out

### Welcome to SAVE Systematic Alien Verification for Entitlements

QUICK LINKS

- Search Case
- Resources
- Contact Us

Agency: D.C. - Federal Student Aid, US Department of Education (IAEA) | Department: Department of Education, Student Financial Assistance - Education Department (01)

#### PROGRAM ANNOUNCEMENTS

**New SAVE Verifier Newsletter**  
12/18/2017  
The SAVE Program published the first issue of our new quarterly newsletter, the **SAVE Verifier!** The e-newsletter gives benefit-granting agencies and benefit applicants easy access to SAVE's policy and resources. The first issue, which published Nov. 30, also includes articles about:  
• The SAVE... [Read more](#)

**Only Six Months Until SAVE Goes Paperless! Are You Ready?**  
11/01/2017  
The countdown continues: **on May 1, 2018 SAVE will become a fully electronic process!** At that time, we will no longer process paper G-845 verification requests, either as an initial request or to complete a 3rd step verification. From May 1 on, **all** documents must be submitted to SAVE using our Scan... [Read more](#)

## Creating Third Step Only User IDs

To create a 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

U.S. Citizenship and Immigration Services

SAVE  
Welcome, Allison Dennis

Home Cases Profile **Agency** Reports Help Sign Out

Add User  
Search Users  
Update Addresses  
Search Groups

QUICK LINKS

- Search Case
- Resources
- Contact Us

Agency: D.C.- Federal Student Aid, US Department of Education (EAIA) | Department: Federal Student Aid User Department (03)

**PROGRAM ANNOUNCEMENTS**

**Revised - Extension of the Designation of Honduras for Temporary Protected Status**  
03/06/2018  
The designation of Honduras for Temporary Protected Status (TPS) was set to expire on January 5, 2018. At least 60 days before the expiration of a country's TPS designation or extension, the Secretary of Homeland Security (Secretary) must review the conditions in a foreign state designated for TPS... [Read more](#)

**Reminder: SAVE Goes Paperless on May 1st**  
03/05/2018  
This is a reminder that we are two months away from ending paper processing. As of May 1, 2018, SAVE will no longer process mailed paper submissions of the form G-845, Documentation Verification Request, or the paper G-845, 3rd Step Document Verification Request. All verification requests must be... [Read more](#)

**Revised: Termination of the Designation of Nicaragua for Temporary Protected Status**  
02/28/2018  
The designation of Nicaragua for Temporary Protected Status (TPS) expired on January 6, 2018. The Department of Homeland Security (DHS) has determined that conditions in Nicaragua no longer support its designation for TPS and has therefore terminated the TPS designation of Nicaragua.  
To... [Read more](#)

View All

- Click the “Agency” button from the top horizontal menu bar.
- Select “Add User” from the drop-down list.

### 1. Assign the Third Step Only User Role to the Subordinate User

#### Role Selection screen

U.S. Citizenship and Immigration Services

SAVE  
Welcome, Matt Brown

Home Cases Profile **Agency** Reports Help Logout

**ADD NEW USER**

**ROLE SELECTION**

Select user role. \*Indicates a required field.

User Role

Third Step Only User \*

Third Step Only User  
Cancel Next

Enable Permanent Tooltips Accessibility Download Viewers

- Click the Drop-Down arrow on the right of the “User Role” box.
- Choose “Third Step Only User” (the only choice).
- Click “Next.”

## 2. Enter the New User's Demographic Information:

### User Information screen

The screenshot shows the 'ADD NEW USER' screen in the SAVE system. The header includes the U.S. Citizenship and Immigration Services logo and the SAVE logo with the text 'Welcome, Matt Brown'. The navigation bar has tabs for 'Cases', 'Profile', 'Agency', 'Reports', and 'Help', with 'Agency' selected. The main content area is titled 'ADD NEW USER' and 'USER INFORMATION'. It contains the following fields and values:

- User Role: Third Step Only User
- Department: FAFSA School Users
- Group: 000001 FSA Users
- Last Name: Mouse
- First Name: Minnie
- M.I.: (empty)
- Phone Number: (202) 123 - 0000 ext. (empty)
- Fax Number: (empty) - (empty)
- Email Address: minnie.mouse@ed.gov

Buttons at the bottom include 'Cancel', 'Back', and 'Next'.

Due to the SAVE system structure, “FAFSA School Users (Washington, DC)” is the “Department” assigned to all schools. The “Group” field is pre-populated with your school’s FSC and name.

- Enter the user’s demographic information. The fax number is not required.
- Click “Next.”

## 3. New User ID is Created, Assign Temporary Password

### Password screen

The screenshot shows the 'ADD NEW USER' screen in the SAVE system, specifically the 'PASSWORD' section. The header includes the U.S. Citizenship and Immigration Services logo and the SAVE logo with the text 'Welcome, Marya Dennis'. The navigation bar has tabs for 'Cases', 'Profile', 'Agency', 'Reports', and 'Help', with 'Agency' selected. The main content area is titled 'ADD NEW USER' and 'PASSWORD'. It contains the following fields and values:

- Username: MMOU4483
- Password: (empty)
- Re-type Password: (empty)

Buttons at the bottom include 'Cancel', 'Back', and 'Submit'.

**Note:** SAVE generates the new Username (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 (in this example, Minnie Mouse’s user ID is MMOU4483). On this screen, you can change the user ID to any combination of four letters followed by any combination of four numbers (e.g.: MMOU4483, MINN0001).

- Enter a temporary password for the user ID.

- See “[Password Creation and Maintenance](#)” section for acceptable password combinations.
- Re-type the temporary password
- Write down the new user ID and temporary password because the temporary password will not appear again.
- Click “Submit.”

#### 4. User Successfully Created

##### Successfully Created screen



You have created a Third Step Only User ID which enables the owner to view cases and submit third step verification requests.

- 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.
- Click “Home” to return to the SAVE Home page or use the home icon on the top left corner of your screen.



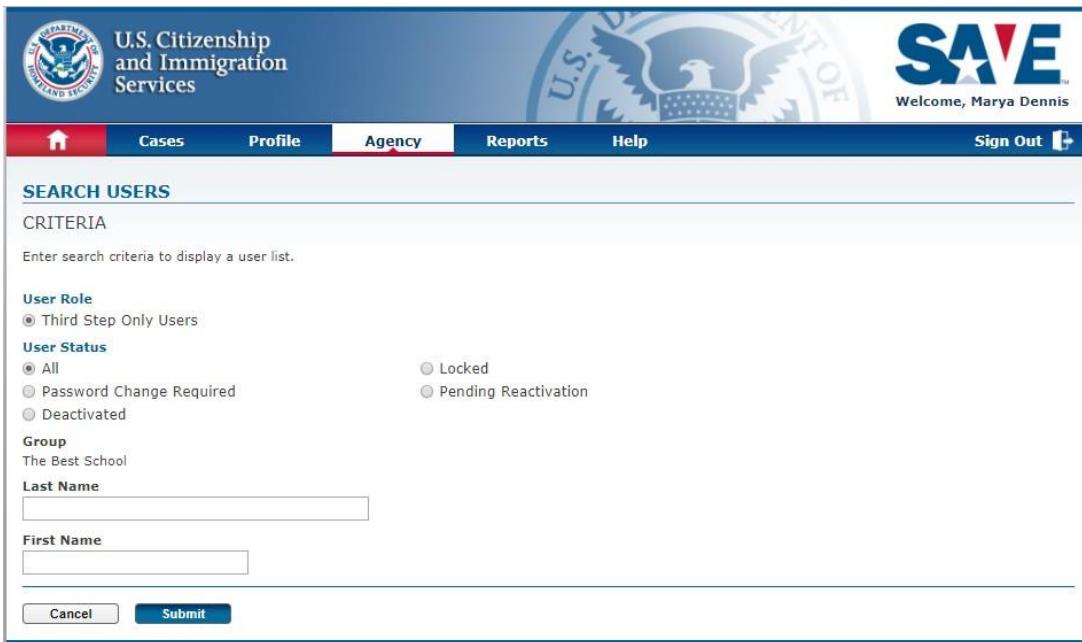
## Managing the User IDs You Created

### Home Screen for PDPA Supervisor Third Step Only User



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

### Criteria screen



- To view a list of all the Third Step Only (TSO) users you have created, click on “submit.” They will appear on the Summary List screen.
- To find a specific user, or to reset a TSO user’s password, enter the user’s information into the “Last Name” or “First Name” fields and click “Submit.”

## Summary List screen

U.S. Citizenship and Immigration Services

SAVE  
Welcome, Marya Dennis

Home Cases Profile **Agency** Reports Help Sign Out

**SEARCH USERS**

SUMMARY LIST

Click on a column title to sort this list.

Select:

- Username: To view or edit user information.
- Delete: To remove a user and revoke user permissions.

**User Summary List** You are viewing users 1-1 of 1

Username	Department	Group	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	Actions
MMOU4493	FAFSA School Users	The Best School	Third Step Only User	Mouse	Minnie		Change Password	N	N	Delete

Previous Next

Back Home

This is an example of a list of one subordinate Third Step Only user a PDPA (Supervisor Third Step Only) created for their institution. On this screen you can:

- **Reset users' passwords** and **edit data** by clicking on the "Username" link (see "[User Information](#)" screen below).
- **Delete** users by clicking "Delete" in the Actions column (see "[Delete Confirmation](#)" screen below).
- **Sort** users by column heading.
- **Check the status** of a user's password in the "Status" column.
  - The most common statuses are:
    - Current – user's account is active
    - Deactivated – user's account is deactivated and a password reset is necessary
    - Change Password – user must change their password (required every 90 days)



## User Information screen

U.S. Citizenship and Immigration Services  
Welcome, Marya Dennis

Cases Profile **Agency** Reports Help Sign Out

### SEARCH USERS

USER INFORMATION

Update detailed user information or reset user password. \*Indicates a required field.

**Username:** MMOU4483  
**User Role:** Third Step Only User  
**Department:** FAFSA School Users ( washington, DC ) \*  
**Group:** The Best School  
**Last Name:** Mouse \*  
**First Name:** Minnie \*  
**M.I.:**   
**Phone Number:** (202) 123 - 0000 ext.  \*  
**Fax Number:**  -   
**Email Address:** Minnie.Mouse@ed.gov \*  
 Force Change Password  
**Reset User Password:**  
**New Password:**   
**Re-type New Password:**

If you clicked the “Username” field on the “Summary List” screen, the “User Information” screen appears.

- Edit user data on this screen
- Reset the Third Step Only user’s password by typing in a new password into the “New Password” field and then re-typing the password into the field below. Then click “Submit.”

## Delete Confirmation screen

U.S. Citizenship and Immigration Services  
Welcome, Marya Dennis

Cases Profile **Agency** Reports Help Sign Out

### DELETE USER

DELETION CONFIRMATION

Remove a user and revoke all privileges.

**Username:** MMOU4483  
**User Role:** Third Step Only User  
**Department:** FAFSA School Users  
**Group:** The Best School  
**Last Name:** Mouse  
**First Name:** Minnie  
**M.I.:**  
**Phone Number:** (202) 123 - 0000  
**Fax Number:**  
**Email Address:** Minnie.Mouse@ed.gov  
**User Status:** Password must change

If you clicked the “Delete” button on the “Summary List” screen, the “Delete Confirmation” screen appears.

- Click on “Delete User” to delete the User ID.
- Click on “Cancel” to discontinue the action.

## **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).

Alternatively, a PDPA may:

- Choose one STSO User ID and create all subordinate TSO User IDs for all FSCs under it.

### **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 STSO User ID (PDPA position) that created them. If a PDPA is replaced, the TSO User IDs are automatically linked to the new PDPA’s User ID.
- 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

Open Web Browser, Google Chrome (most preferred), Internet Explorer, or Mozilla Firefox, etc. and enter the following in the address line of your web browser:

<https://save.uscis.gov/web/vislogin.aspx?JS=YES>.

## User Access Agreement screen

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

**SAVE**

**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**

- Read the agreement.
- Check the "I agree" box.
- Click "Next" button.

## Welcome screen

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

**SAVE**

**SIGN IN**

**WELCOME**

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

**Username**

**Password**

Forgot your Password?  
Forgot your Username?

**Submit**

- Enter the SAVE user ID and temporary password assigned by your PDPA.
- Click the "Submit" button.

If you receive an error message, check the "[Some Common SAVE Error Messages](#)" section of this document.

## New Password And Password Challenge Questions screen

U.S. Citizenship and Immigration Services | SAVE | Welcome, Freddie Dennis | Sign Out

**UPDATE USER PROFILE**

**NEW PASSWORD AND PASSWORD CHALLENGE QUESTIONS**

A password change is required. Enter your old (temporary) password and new password. Then, enter security questions and answers. \*Indicates a required field.

**Passwords may not be identical to your username and must contain:**

- At least one uppercase or lowercase letter
- At least one number
- At least one special character, which include: ! @ \$ % ^ ( ) < > ? : ; ( ) + - ~
- A non-numeric in the first and last positions
- No more than two identical consecutive characters in any position from the previous password

**Secure passwords do not contain:**

- A dictionary word
- A proper noun, especially that of a pet, child, or fictional character
- An employee serial number, Social Security Number, birth date, phone number, or other information that could be readily guessed about the creator of the password
- A simple pattern of letters or numbers, such as "qwerty" or "xyz123"
- A word, noun, or name spelled backwards

For additional security, your password should be changed often. To secure your account, your password will expire every 90 days.

Old Password

New Password

Re-type New Password

Password Challenge Question #1  
-- select a preferred question --

Answer

Password Challenge Question #2  
-- select a preferred question --

Answer

Password Challenge Question #3  
-- select a preferred question --

Answer

**Submit**

- Enter the temporary password.
- Enter New Password (See [“Password Creation and Maintenance”](#) section below).
- Re-Type new password.
- Enter password challenge questions and answers.
- Clicking the “Submit” button takes you to the Password Successfully Changed Confirmation page.

## Confirmation/Password Was Successfully Changed screen

U.S. Citizenship and Immigration Services | SAVE | Welcome, Jenny Smith | Sign Out

**UPDATE USER PROFILE**

**USER INFORMATION**

Your password has been successfully changed.

Validate your email address and phone number. \*Indicates a required field.

Email Address

Phone Number  
(202) 555 - 1212 ext.

**Submit**

- Verify your email address and phone number; make updates if necessary. Then click “Submit” to return to the SAVE Home screen.

## Password Creation and Maintenance

When creating a new password, it must be between eight and 14 characters in length and include the following characteristics:

1. At least one uppercase or lowercase letter
2. At least one number
3. At least one special character: ! @ \$ % \* ( ) < > ? : ; { } + - ~
4. Contain no more than two identical consecutive characters in any position from the previous password
5. Contain a non-numeric symbol or letter in the first and last positions: Example: ILikeH2O!
  - A Password cannot be identical to the user ID
  - A Password cannot start with a single digit or with a two digit "year" string, such as **98**xyz123

### Notes:

- **For security purposes, ALL USERS must change their password every 90 days.** The system prevents the re-use 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 last log on, ALL USERS will require a password reset:**
  - Supervisor Third Step Only Users must contact the Application Processing Division (APD) to have their STSO User ID reset,
    - Call (202) 377-4600 and leave a message, or
    - Send an email to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov), with "Reset Supervisor Password" in the Subject line. Include your Username and your Federal School Code in the body of the email.
  - Supervisor Third Step Only Users must reset their subordinate Third Step Only users' passwords.

**Note:** SAVE does not provide automated password expiration notices.

# Section III: Third Step Verification

## Requesting a Third Step Verification

Click the link to view the [SAVE Navigation and Response Screens video](#). A PowerPoint presentation (same information as video) can be found on the EA for these Instructions. The video and PowerPoint cover the same information as pages 21 – 31 of these instructions.

### When is Third Step Verification Request Necessary?

You must request a third step verification request when you receive an ISIR with a SAR C Code, a DHS Match Flag of N, and a DHS Secondary Match Flag (“DHS Sec. Conf. Flag”) of:

“N” code **046**, The student’s immigration status was not confirmed, or  
“X” code **109**, DHS did not have enough information to determine the student’s immigration status.

If the DHS Secondary Match Flag is “C” “In continuance,” code **105**, the student’s eligible noncitizen immigration status has not yet been confirmed. You must wait up to 10 business days for another ISIR with an updated match result. If there is no update, begin the third step verification process.

### Some students do not require SAVE Third Step Verification every year

See Documenting Immigration Status in Later Award Years in Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens of the FSA Handbook on [IFAP.ed.gov](http://IFAP.ed.gov).

### Gather Documentation for the Third Step Verification Request

Contact the student and request their current, unexpired immigration document(s). Your institution must give the student at least thirty (30) days to furnish documentation.

- Examine the document(s) to determine whether it supports an eligible noncitizen status for Title IV aid by reviewing the “Eligible Noncitizens and Documentation” and the “Ineligible Statuses and Documents” sections of Volume I, Chapter 2 – U.S. Citizenship and Eligible Noncitizens of the FSA Handbook on [IFAP.ed.gov](http://IFAP.ed.gov). If after reviewing the FSA Handbook, you are not sure if the document supports an eligible immigration status, call (202) 377-4600 to leave a message, or send an email to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov), with “Eligible Noncitizen Policy Question” in the subject line. A response will be sent promptly.
- ***If the immigration document does not support an eligible noncitizen status*** (e.g.: the student provides only documentation of Deferred Action for Childhood Arrivals (DACA) status) the student is not eligible. Do not continue with third step verification. SAVE only verifies the status of the immigration document submitted, therefore, a document with an ineligible status will not result in an eligible status. SAVE charges FSA a fee for each third step verification that is submitted. Inform the student that they are not eligible for Title IV aid now. *If or when the student receives an immigration document that supports an eligible noncitizen status, the student can submit it to the school for reconsideration. If the student does not accept the*

decision, you must complete third step verification.

- **If the document(s) supports an eligible noncitizen status** (e.g.: A refugee provides an electronic I-94 showing “RE” as the class of admission and “DS” as the admit until date), photocopy both sides of the document(s) and continue with third step verification.

**Note:** Your institution must submit a third step verification within 10 business days of receiving the student’s immigration documentation.

## Access the Student’s Case in SAVE

Third Step Only User Home screen



- From the Home screen, click on the “Search Case” button
- Or, click on the “Cases” button at the top of the screen and select “Search Case” from the drop-down menu.

Case Search screen

- Enter the DHS verification number located in the Match Flags section of the student’s most recent ISIR. It is 15 digits long, begins with a year or “00” and the last two digits of the year (e.g. 2019, 0020), and ends in two upper case alpha characters. **The alpha characters must be entered as capital letters.**



**Note:** In June 2019, DHS changed the naming convention to accommodate SAVE system requirements.

- Enter the student’s date of birth (DOB) with preceding zeros (e.g. 01/01/2018).
- Click the “Submit” button.

## No Cases Found – Error Message



If you receive this error message, resolve it by:

1. Accessing the SAVE system with this fresh URL:  
<https://save.uscis.gov/web/vislogin.aspx?JS=YES>
2. Reentering the DHS verification number with capitalized alpha characters and the DOB with leading zeros (e.g. 01/01/19)
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. If you are not sure where to find the DHS Match Flags, see the “[Check the DHS Match Flags on the Resulting ISIR](#)” section of this document.
4. Using Google Chrome to access the SAVE system. In Chrome, clearing your browser history and cache and deleting your cookies may help. If you must use Internet Explorer, adding SAVE as a trusted site may help.
  - Chrome instructions on clearing history, cache, and cookies:  
<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
  - Explorer instructions on adding a trusted site:  
<https://kb.uc.edu/KBArticles/InternetExplorer-Trustedsites.aspx>
5. 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.

6. Using the "[Resend Record to Matches](#)" process in FAA Access to CPS Online to generate a new ISIR with a new DHS Verification Number.
7. If all above options fail, email [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with "No Cases Found" in the Subject line. Include the student's DHS Verification Number in the body of the email. APD will research the issue and respond promptly.

**Note:** If you do not receive the "No Cases Found" error message, you will land on one of the response screens below.

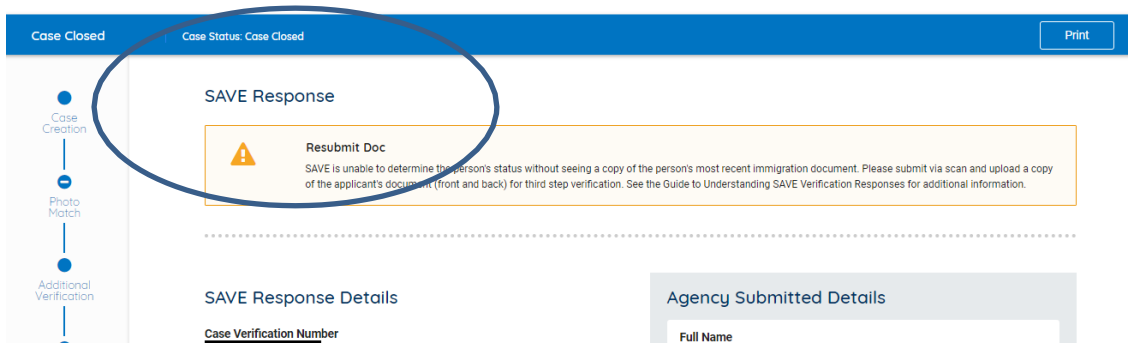
## Review the SAVE Response to Determine How to Proceed

One of five SAVE Responses will appear (see below) We have identified each Response with a number for reference in these instructions, but the numbers do not appear in the SAVE system.

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

**Note:** These screens contain the student's personal identifiers. **For security purposes, never email these screens without first encrypting and password protecting them.** Since the DHS verification number is a unique identifier, it can be sent without encryption if no other Personally Identifiable Information (PII) is included.

### 1. "Resubmit Doc" – "Case Status: Case Closed"



The screenshot displays the SAVE system interface. At the top, a blue header bar contains the text "Case Closed" and "Case Status: Case Closed" on the left, and a "Print" button on the right. Below the header, a vertical navigation pane on the left shows three steps: "Case Creation" (with a blue dot), "Photo Match" (with a minus sign), and "Additional Verification" (with a blue dot). The main content area is titled "SAVE Response" and features a yellow warning box with a triangle icon. The warning box contains the text: "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." Below the warning box, there are sections for "SAVE Response Details" and "Agency Submitted Details". The "SAVE Response Details" section shows "Case Verification Number" with a redacted value. The "Agency Submitted Details" section shows "Full Name" with a redacted value.

- If you do not see "Case Status: Case Closed," scroll up to the top of the screen.
- For this Response, a new DHS Verification 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 Verification Number to access the case in SAVE and submit a third step verification request.

## 2. “Resubmit Doc” – “Case Status: Case Returned”

- For this response screen, the Case Status is, “Status Returned.” You will use this response screen to submit a third step verification request.
- 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.
- “Additional Requests” buttons: SAVE cases processed after June 2019 will have the “Additional Requests” buttons shown below.

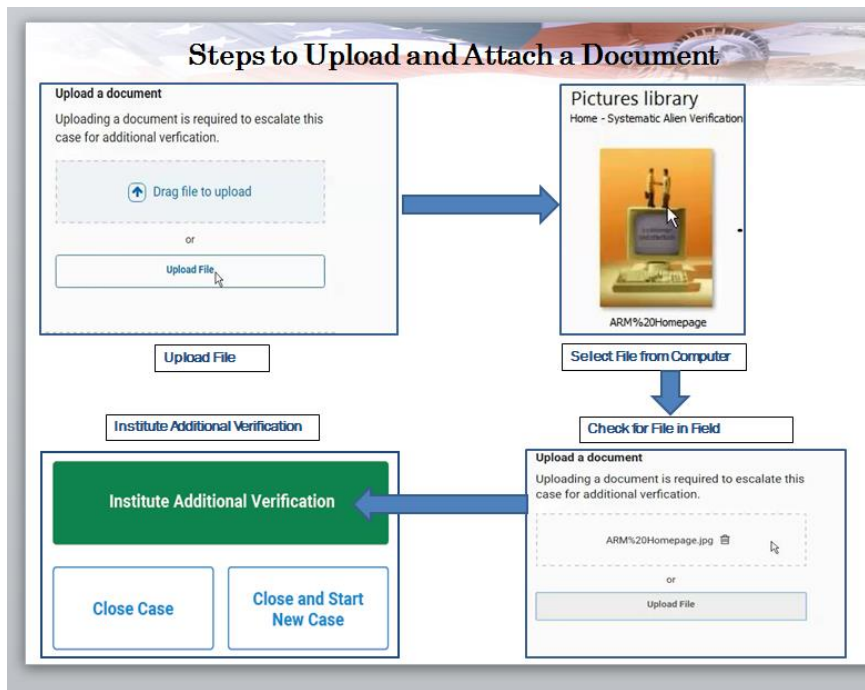


If the buttons are **not** showing, you must write your request for **Cuban/Haitian Entrant, Fraud, or Violence Against Women Act (VAWA)**, review in the “Special Comments” box.

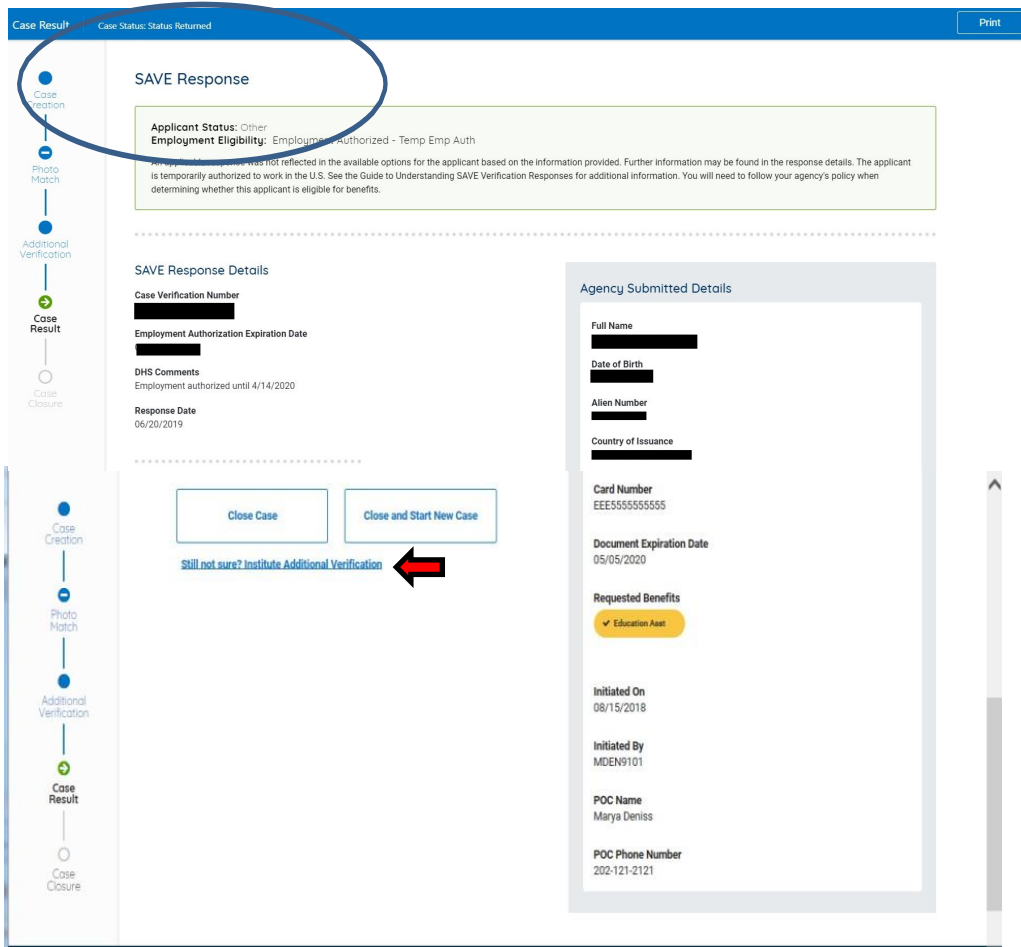
- “Cuban/Haitian Entrant” button: click this button if the student has presented documentation supporting this status.
- “Fraud” button: click this button if you suspect that the student’s immigration documentation may be fraudulent.
- “VAWA” button: Students claiming status under **VAWA** do not require SAVE verification. If the student’s documentation matches the eligible documentation described in the FSA Handbook on [IFAP.ed.gov](http://IFAP.ed.gov), the student is eligible for Title IV aid. If you are not sure, you may request verification

through SAVE.

- “Upload A Document” by dragging the student’s immigration document file from your computer into the “Drag file to upload” box or by clicking the “Upload File” button. 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. See the graphic below for details on uploading and submitting a document for third step verification.
- To submit the document for third step verification, click the “Institute Additional Verification” button (this acts as the submit button). It will turn green after you have uploaded a file.
- Do not click on the “Close Case” or “Close and Start 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 verification number.

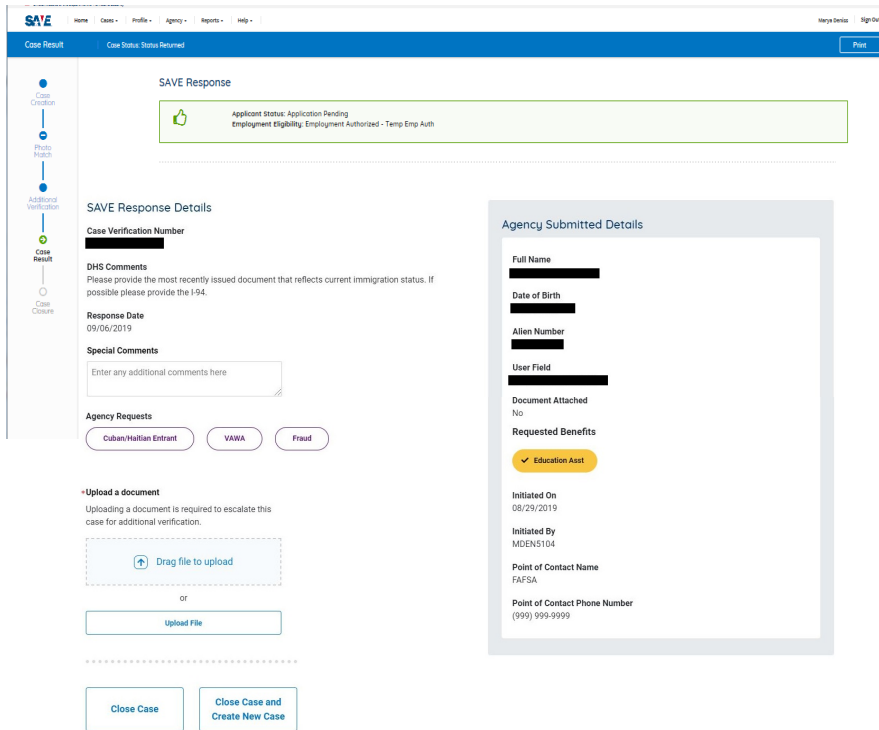


3. “Applicant Status:” “Application-Pending,” “Parolee- Expires,” “Parolee- Indefinite,” “Non-Immigrant,” “DACA,” “TPS,” or “Other” – With “Still Not Sure...” Link (2 pages)



- SAVE created this screen for FAAs to view and submit cases from the second step Responses above. Previously, these cases were returned with the “No cases found” error message.
- For this response, the Case Status is “Status Returned”
- Above is the first page of this response screen. Clicking on the “Still not sure? Institute Additional Verification” link takes you to a second page.

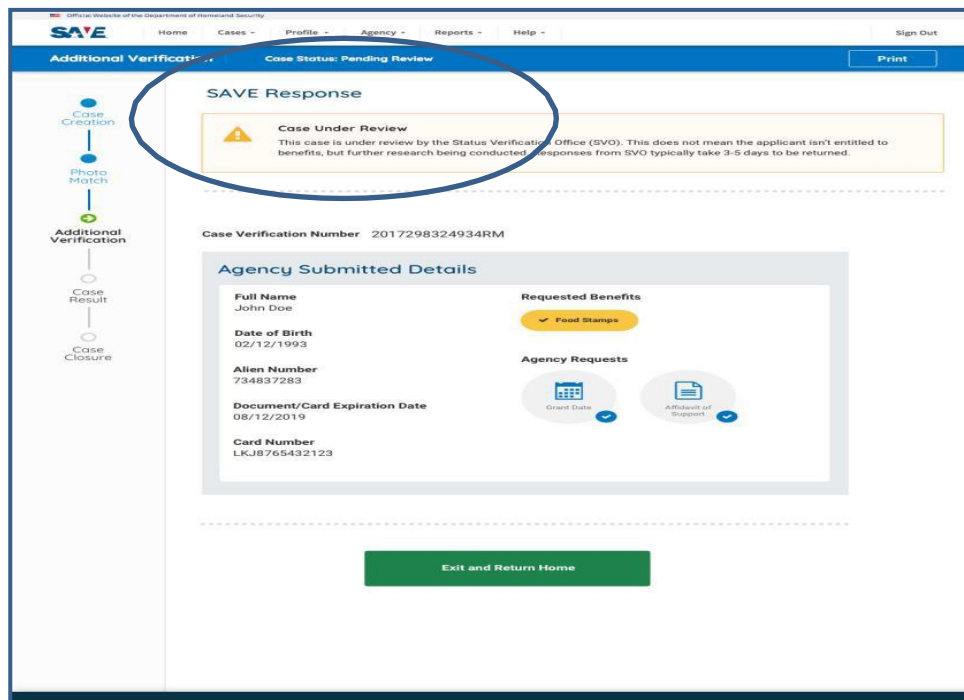
**Note:** The green “thumbs up” does not indicate a student’s eligibility for Title IV aid; it means that SAVE found the record in its database and returned a response.



- The second page (above) is identical to the [“Resubmit Doc – Case Status Returned”](#) screen. Follow those instructions to complete third step verification.

**Note:** Use response screens #2 and #3 to submit third step verification requests.

#### 4. “Case Under Review”



- The “Case Under Review” Response appears immediately after the request is submitted and remains for approximately three to five business days or until a

response is received.

- The Case Status is “Pending Review”
- 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.
- After waiting three to five business days, check for the new SAVE Response. 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.

## 5. “Applicant Status: [status]” or “Applicant is a [status]” final response (no link)

The screenshot shows a web interface for a SAVE Response. At the top, a blue header bar contains 'Case Result' and 'Case Status: Status Returned' on the left, and a 'Print' button on the right. A vertical sidebar on the left shows a progress indicator with five steps: 'Case Creation', 'Photo Match', 'Additional Verification', 'Case Result' (highlighted with a green circle), and 'Case Closure'. The main content area is titled 'SAVE Response' and contains a green-bordered box with the following text: 'Applicant Status: Other', 'Employment Eligibility: Employment Authorized - Temp Emp Auth', and a paragraph stating: 'An applicable response was not reflected in the available options for the applicant based on the information provided. Further information may be found in the response details. The applicant is temporarily authorized to work in the U.S. See the Guide to Understanding SAVE Verification Responses for additional information. You will need to follow your agency's policy when determining whether this applicant is eligible for benefits.' Below this is a section for 'SAVE Response Details' with fields for 'Case Verification Number', 'Employment Authorization Expiration Date', 'DHS Comments' (Employment authorized until 4/14/2020), and 'Response Date' (06/20/2019). At the bottom of this section are two buttons: 'Close Case' and 'Close Case and Create New Case'. To the right is a 'Agency Submitted Details' section with fields for 'Full Name', 'Date of Birth', 'Alien Number', 'Country of Issuance', 'User Field', 'Document Attached' (No), 'Requested Benefits' (Education Asst, selected), 'Initiated On' (06/13/2019), 'Initiated By' (MDEN5104), 'Point of Contact Name' (FAFSA), and 'Point of Contact Phone Number' ((999) 999-9999).

- This Response may appear:
  - When you view a case the first time, or
  - After your school or another school submitted a third step verification request.
- Green “thumbs up” doesn’t mean the student is eligible.

- “Case Status” may be “Returned” or “Closed.”
- This Response is “final” because there is no “Still not sure...” link.
- SAVE Response box shows the student’s immigration status; it can be any eligible or ineligible status (e.g.: “Parolee-Expires” or “Application Pending”).
  - If you are unsure if the Response reflects an eligible status, check the FSA Handbook on [IFAP.ed.gov](http://IFAP.ed.gov). Descriptions of eligible and ineligible immigration statuses and documentation are provided there.

### **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 Verification 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 [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with the DHS Verification number in the subject line. In the text of the message explain the situation. APD will forward your email to SAVE for review and response.

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

After you have submitted a third step verification request AND have waited three to five business days, log into the SAVE URL: <https://save.uscis.gov/web/vislogin.aspx?JS=YES>. You will also receive an email from SAVE indicating that a response is available.

Click this link for instructions on how to “[Access the Student’s Case in SAVE](#)”.

### **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 IV: Resend Record to Matches to Generate a new ISIR with a new DHS Verification Number

This process was added to FAA Access to CPS Online in February 2019. It replaces the process of blanking out and reentering the student's name, Date of Birth (DOB), or Alien Registration Number (ARN).

Click the link to view the [Resend Record to Matches video](#). A PowerPoint presentation (same information as video) can be found on the EA for these Instructions. The video and PowerPoint cover the same information as pages 32 – 35.

## When to Use the “Resend Record to Matches” Process

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

- #1. [“Resubmit doc,” “Case Status: Case Closed,”](#) or
- #5. [“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 [IFAP.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.

**Note:** 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.

## Confirm the Student's ISIR Information

Before using the “Resend Record to Matches” process, make sure that the student's ISIR information is correct.

1. **Check Citizenship Status and Alien Registration Number:** The student's citizenship status

(ISIR field 14) must be marked “Eligible Noncitizen” **AND**, the student’s Alien Registration Number (ARN; ISIR field 15) cannot be blank. If it is blank or incorrect, update it with the ARN from the student’s most recent immigration document. ISIR fields 14 and 15 can be corrected on the same ISIR that you resend to matches.


2. **Check Name and Date of Birth (DOB):** This information should match the data on the student’s immigration documentation. If they do not match, ask the student to confirm which is correct (by providing their birth certificate if necessary). Proceed accordingly:
  - a. If the ISIR information is incorrect, correct it on the same ISIR that you plan to resend to matches
  - b. If the information is incorrect on the immigration document, advise the student to contact U.S. Citizenship & Immigration Services (USCIS). See the [“If a Student’s Immigration Documentation is Incorrect”](#) section later in this document.

## Use the “Resend Record to Matches” Field

The “Resend Record to Matches” field was added to FAA Access to CPS Online in Corrections to resend a student’s record to the matching agencies. The submitted correction generates a new ISIR in three to five business days. The ISIR’s updated DHS Match flags will often confirm the student’s noncitizen eligibility. If the DHS Match Flags do not confirm the student’s noncitizen eligibility, a new DHS verification number is provided for you to submit a third step verification request through SAVE.

**Note:** It is no longer necessary to blank out and reenter any of the student’s data to resend the record to DHS. But, if data requires updating, you can make the corrections on the same transaction that you resend to matches.

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:

Step Seven: Signatures and Preparer’s Information	Selected ISIR Value (Transaction #03)	Enter Correct Value
Signed By:	Both applicant and a parent	Select ▼
Professional Judgment:		Select ▼
 Resend Record to Matches:		Select ▼ Select 1 - Yes
Preparer’s Use Only:		

- 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

## Check the DHS Match Flags on the Resulting ISIR

Three to five business days after resending a record to matches, check FAA Access for a new ISIR transaction by:

1. Logging into [FAA Access to CPS Online](#), enter the student’s identifiers and proceed to the transaction screen.

- Locate the two most recent transactions and click on the box in front of each them. Click on “Compare ISIRs.”

**FAA Access to CPS Online – Student Inquiry**

[NEED HELP?](#)

**Transactions**

Below is a list of the 2018-2019 transactions we have processed for [redacted] 08/07/2000 as of 09/19/2018. You can select any of the transaction numbers to view the complete details for that transaction. To compare two transactions, select the check box next to the two you would like to compare and select the [Compare ISIRs](#) button. Select this link if you would like to [view this student's 2017-2018 processed transactions](#).

**Note to FAA:** This student has an application or correction on hold. Select this link to [view the status](#).

ISIR Compare	Transaction Number	Processed Date	Expected Family Contribution (EFC)	Transaction Source/Type
<input checked="" type="checkbox"/>	03	08/31/2018	000000	FAA Corrections on the Web
<input checked="" type="checkbox"/>	02	05/17/2018	000000	Corrections on the Web
<input type="checkbox"/>	01	01/17/2018	000000	FAFSA on the Web

[View a Different Student's Data](#)

[COMPARE ISIRs](#) ←

[NEED HELP?](#) [RETURN TO FAA MENU](#) [EXIT](#)

Site Last Updated: Sunday, September 16, 2018

[Privacy](#)

- Scroll down to the Match Flags section on the ISIRs and locate the DHS Match Flag fields (about three-quarters down from the top of the page). The right-hand column shows the most recent transaction.

Match Flag	Older ISIR Transaction	Most Recent ISIR Transaction	“Y” Indicates a change
DHS Match Flag:	Match conducted. DHS could not confirm noncitizen eligibility status.	Match conducted. DHS could not confirm noncitizen eligibility status.	
DHS Sec. Conf. Flag:	Confirmation in continuance	Confirmation in continuance	
DHS Verification #: →	20173 [redacted] 2TT	20181 [redacted] 5XS	Y

- On the most recent transaction (on the right), check the DHS Match Flag fields. If:
  - The DHS Match Flag field or the Sec. Conf. Flag field shows, “Match conducted. Eligible noncitizen status is confirmed,” or “Citizenship confirmed,” respectively, use this ISIR transaction to process the student’s Title IV aid. Third step verification is not necessary.
  - The DHS Sec. Conf. Flag field shows, “Confirmation in Continuance,” wait up to 10 business days for a CPS system generated ISIR:
    - If you receive a system generated ISIR, review it beginning with instruction step “2. Locate the two most recent transactions...” above.
    - If a system generated ISIR is not received within 10 business days, use the new DHS Verification Number to submit a third step verification request through the SAVE system.
  - The DHS Sec. Conf. Flag field shows “Citizenship not confirmed,” or “DHS did not have enough information to determine the student’s status,” determine if the DHS Verification Number on the most recent transaction has changed by comparing it against the DHS Verification Number from the previous ISIR transaction.
- If the **DHS Verification Number**:
  - Has changed:** enter it and the student’s DOB into the SAVE system to submit a third step verification request. See “[Requesting a Third Step Verification](#)”.
  - Has not changed:** check again that you have properly followed all the previous

instructions. This issue occurs most often when the student's ARN field is blank or the citizenship status is not Eligible Noncitizen. If this information is correct, send an email to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with the subject "DHS Verification # Has Not Changed." Send only the DHS verification number and the associated award year in the body. DHS Verification Numbers are not Personally Identifiable Information (PII) and do not require encryption. Never send PII, such as DOB and SSN, unencrypted over the internet. As an alternative, you can call the Application Processing Division at (202) 377-4600 and leave a message with your name, your contact information, and the student's DHS Verification Number and associated award year. APD will research the issue and follow up promptly.

### **If the Resend Record to Matches Field is Not Visible**

If you cannot see the "Resend Record to Matches" field, check with your PDPA about your level of access for FAA Access to CPS Online. "Full Control" access is required to "Resend Record to Matches" and to submit corrections.

# Section V: Determining If the Student Is an Eligible Noncitizen

***Below is an abbreviated list of SAVE Responses.*** If the Response is not on this list or if you need more information about a status, see “Interpreting the SAVE Response” section of the FSA Handbook on [IFAP.ed.gov](http://IFAP.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, call (202) 377- 4600 and leave a message with the student’s DHS Verification # and associated award year, your name, question, and phone number, or email your question to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with “Policy Question” as the subject and the above information in the body. We will respond to your question promptly.

## Eligible Statuses

- **Lawful Permanent Resident**
- **Conditional Resident (Conditional Resident Aliens)**
- **Asylee**
- **Refugee**
- **Parolee:** Eligible if paroled into the U.S. for one year or more **AND** has evidence from DHS (such as a form I-797 Notice of Approval of I-485 Permanent Residence Status) that he or she is in the U.S for other than a temporary purpose and intends to become a U.S. citizen or permanent resident. See the FSA Handbook for more information on the required documentation. In the past, on the paper Form G-845 response, DHS checked the box indicating that the student was paroled for at least one year. That has changed with the electronic SAVE system. Now, the SAVE Response is, “**Parolee – Expires**” or “**Parolee – Indefinite.**” The SAVE Comments Box will show, “Application Pending I-485.” This is an, “Application for Permanent Resident Status” and is evidence that the student is in the U.S. for other than a temporary purpose. This comment must be present when a student’s SAVE Response is “Parolee – Expires” or “Parolee – Indefinite” for the student to be eligible for Title IV aid.
  - **Note:** “Advance Parole” (as found on an Employment Authorization Card) is not the same as Parolee. Advance Parole is not an eligible status.
- **Conditional Entrant**
- **U.S. Citizen**
- **Violence Against Women’s Act (VAWA):** if the student’s immigration documentation matches the eligible documentation described in the FSA Handbook, the student is eligible and SAVE verification is not required. If VAWA data is available for the student, SAVE may display it as a response in the Response Box, or under the "Response Details" section of the SAVE Response (see image below).

#### SAVE Response Details

Case Verification Number  
2019190135645WZ

COA Code  
G5

Response Date  
07/16/2019

#### Affidavit of Support

Not Applicable

#### Victims of Abuse

VAWA Status  
Applicant is a VAWA Self-Petitioner

VAWA Application Status  
Approved VAWA Self-Petition

- **Jay Treaty (American Indian Born in Canada)**
- **Cuban/Haitian Entrant:** if Cuban/Haitian Entrant information is available for the student, SAVE may display it as a response in the Response Box, or under the "Response Details" section of the SAVE Response (see image below).

#### SAVE Response Details

Case Verification Number  
2019144155843VX

COA Code  
G5

Grant Date  
Not Applicable

Response Date  
07/16/2019

#### Cuban/Haitian Information

Cuban/Haitian Entrant  
Applicant is a Cuban/Haitian Entrant

## Ineligible Statuses

- **Employment Authorized**
- **Advanced Parole**
- **Not Employment Authorized**
- **Application(s) Pending**
- **Non-Immigrant**
- **Deferred Action for Childhood Arrivals (DACA):** ineligible for federal Title IV aid, but may be eligible for state or private aid.
- **Temporary Protected Status (TPS)**
- **Deferred Action Status**
- **Withholding of Removal**
- **Family Unity**
- **No Status**

# Section VI: Resources

## Other SAVE Home Page Buttons



### Profile:

Update your demographic information here.

### Contact Us:

View more SAVE customer service contact information.

### Help:

View Tutorial (See Resources section below).

### Agency:

Available to PDPAs for managing users.

### Resources:

More information about DHS/USCIS and SAVE can be found by clicking this button. Be aware that the information on this link will not accurately explain the process used by FAAs to check student's eligibility for Title IV aid. The SAVE system is used by thousands of entities for many different purposes across the U. S. Most entities initiate the immigration status verification process from the "Initial" ("Primary" or "First") Step. FSA electronically exchanges FAFSA records containing an ARN with SAVE to complete initial and secondary matching. Institutions (FAAs) receive the initial and secondary verification step results on students' ISIRs. FAAs only complete the third step of the verification process. The instructional SAVE system resources on the resources link are designed to assist SAVE users that begin the immigration process at the Initial Step. Therefore, those User Guides and System instructions will not be useful to FAAs.

Instead, use the [DHS-SAVE, Eligible Noncitizen](#) link that has been established on [IFAP.ed.gov](#). It serves as a repository for all Electronic Announcements, SAVE system instruction documents, FSA Handbook, and other information related to eligible noncitizen issues.



## “SAVE Website is down” Error Message



### Need Help?

Due to limited customer service capacity, FSA is relying on FAAs to read and understand the information in this document; Volume I, Chapter 2: U.S. Citizens and Eligible Noncitizens of the FSA Aid Handbook, and any recent Electronic Announcements regarding SAVE on the DHS-SAVE, Eligible Noncitizen Information Page on [IFAP.ed.gov](http://IFAP.ed.gov).

The Federal Student Aid Information Center (FSAIC), Central Processing System (CPS) support **cannot** assist you with SAVE system issues.

### For Federal Student Aid questions related to:

- Policy issues regarding students' eligible noncitizen status, after reviewing the FSA Handbook (referenced above);
- A specific SAVE review was requested (e.g.: VAWA or Cuban Haitian/Entrant) and SAVE is not returning that Response;
- Resetting a PDPA Supervisor Third Step Only (STSO) user password; or
- Locating your PDPA SAVE User ID

**Call the Federal Student Aid, Application Processing Division at: (202) 377-4600 and leave a message with the student's DHS Verification Number and associate award year, your name, your question, and your phone number. Alternatively, provide this information in an email to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov).**

### SAVE System issues related to:

- Website access, navigation, or Web screen assistance.  
**Send an email to Tommy Benbow at: [Tommy.Benbow@USCIS.DHS.gov](mailto:Tommy.Benbow@USCIS.DHS.gov) (with applicant information readily available).**
- Technical and performance issues and questions **call 1-800-741-5023.**  
**Do not call the SAVE Helpdesk, they will not be able to assist you with Department of Education issues or to reset passwords.**

The SAVE system is maintained and operated by DHS.

### If a Student's Immigration Documentation is Incorrect

If a student's immigration documentation contains incorrect information (e.g. incorrect DOB or



ARN), advise the student to contact the U.S. Citizenship & Immigration Services (UCIS).

Contact Information:

- USCIS Call Center: 1(800) 375-5283
- To change their immigration documentation, the student must schedule an INFOPASS appointment at their local USCIS office. Appointments can be scheduled at:  
<https://my.uscis.gov/en/appointment/v2>

DHS-SAVE Instructions to obtain, correct, renew, or replace specific documentation:

- Certificate of Citizenship or Certificate of Naturalization: <https://www.uscis.gov/n-565> or <https://www.uscis.gov/n-600>
- Form I-551, Permanent Resident Card: <https://www.uscis.gov/i-90>
- Form I-766, Employment Authorization: <https://www.uscis.gov/i-765>
- Form I-94 issued by UCIS: <https://www.uscis.gov/i-102>

## How to add CPS Online Service to your SAIG Enrollment Form:

Primary Destination Point Administrators (Primary DPAs) and their Secondary Destination Point Administrators (Secondary DPAs) of the Primary TG number (Destination Point/mailbox) for their organization should follow these instructions to add the CPS Online service to their Primary TG Number/Mailbox. *(Any ISIR corrections generated on the web will be sent to the mailbox assigned to School, not the mailbox assigned to the Third Party Servicer.)*

1. Go to the SAIG Enrollment site (<https://fsawebenroll.ed.gov>)
2. Select the **Primary Destination Point Administrator Access** link on the home page.
3. Enter your FSA User ID and password. Select **Login**. Read and accept the Privacy Act Acknowledgment and Rules of Behavior, and complete annual security training, as required by the Access Identity Management System (AIMS).
4. Select **Manage Your SAIG Mailboxes**.
5. Select **Modify existing services for a Destination Point**.
6. Enter your Primary TG number. Select **Next**.
7. Select **Add a New Service**.
8. Select **Yes** for **Central Processing System** only. Select **Next**.
9. On the **Central Processing System Page**:
  - a. Enter the appropriate **Federal School Code**.
  - b. Select the appropriate **award years**.
  - c. Select **Yes** for the field: **Is this destination point solely to access and administer CPS Online Services for the school selected**. Leave all other fields on the page the way they are.
  - d. Select **Next**.
10. Select **Next** on the **End of the Enrollment Form** page.
11. Select **Submit Form** after verifying the information on the Final Review page.
12. Select **Next** on the **Are you finished?** page.
13. The SAIG Enrollment site will display the **Congratulations** page. Signature pages are not required.

**Note:** Wait two weeks for your credentials to appear on your SAIG Enrollment site.

## **Your Feedback**

If you have suggestions for how to improve these instructions, email them to [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov). We would also appreciate ideas for additional videos that you would find helpful.