

Citizenship Verification Process (SAVE)

Note: If the parent states that a child is a U. S. citizen or qualified alien, but needs additional time to acquire verification, CAPS may grant a deadline extension up to 90 days. If the parent does not provide the verification by the given deadline, services for the ineligible child will be terminated.

Step 1: The parent, guardian or responsible person's statement indicating their U.S. citizenship or alien status must be documented in the case record.

Step 2: Verify that all children for whom assistance is requested are citizens, using one of the documents listed in this section.

If proof of citizenship or alien status is not provided, proceed to Step 3.

Step 3: If a child is not a U.S. citizen, establish whether the child is a qualified alien. If the child is not a qualified alien, he/she is not eligible for subsidized child care services.

Step 4: If the child is a qualified alien, verify the information by obtaining INS documentation for each qualified alien and determine the alien status.

If valid INS documentation is not provided, please verify alien status through the Systematic Alien Verification Entitlements (SAVE) system.

Step 5 Verify alien status through the Systematic Alien Verification Entitlements (SAVE) system (see SAVE instructions below).

If verification is not documented in the SAVE system, the child is not eligible for subsidized child care services.

Note: CAPS staff must contact their Designated Security Manager to obtain an ID name and password for the SAVE system.

Step 6 If at any time during the verification process it is determined that the child receiving CAPS is not a U.S. citizen or qualified alien, recoupment of CAPS expenditures will be made for services received on or after January 1, 2006.

SAVE or USCIS Form G-845-S (USCIS Save Document Verification) may be used to obtain secondary or additional information to verify alien status.

WEB-3 access is available at: <https://save.uscis.gov/Web/vislogin.aspx?JS=YES>

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LOGGING IN THE SYSTEM FOR THE FIRST TIME:

1. Enter the web address: <https://save.uscis.gov/Web/vislogin.aspx?JS=YES>
2. In the address line of your web browser (Internet Explorer or Netscape), click “GO” or press enter.
3. Enter your login information.
 - Enter your user ID.
 - Enter your password.
4. Click “**Login**” to continue.
5. Change your password. You are required to do this when you log onto the system for the first time.
 - Enter the password you just used to log on in the “**Old Password**” field.
 - Enter a new password in the “**New Password**” field. Your new password must contain at least three of the four following password characteristics:
 - One uppercase or lower case letter;
 - One number; and
 - One special character (! @ \$ % *, etc.).

Note: The password must contain between 8 to 14 characters in length. There is a 15-minute inactivity automatic logout. Passwords must be changed every 45 days.

6. To ensure that you have entered the correct password, re-enter the password in the “**Re-type New Password**” field.
7. Once you have entered the password, click the “**Submit Password Change**” button. Once you have completed the password change, you will be allowed into the system.
8. Set your password challenge questions and answers. These will be used to verify your user information in case you forget your password.
9. Click the “**Submit**” button.

FOR INITIAL VERIFICATION REQUESTS:

1. Select the “**Initial Verification**” function in the **Case Administration** section (Left-hand menu bar) of the Navigation frame. A screen will appear requesting the type of document(s) the applicant presented.

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2. Select only one button then click “Next”.
3. Enter the Applicant Information to be queried: **Alien Number, Card Number, Last Name, First Name, Middle Initial, Date of Birth, Doc. Expiration Date, and Benefits.**
4. Click the “Next” button or “Back” button to correct any information.
5. If all the information has been entered correctly, the results will appear within seconds on the *Case Details* page.
6. Click the “Next” button to submit your query. The system will return the **Case Details** page with the initial verification parameters at the top, followed by a section with the results of your initial verification query.

FOR ADDITIONAL VERIFICATION REQUESTS:

There are several reasons for submitting additional verification requests including:

1. If the system prompts the user to input additional verification
2. If the system detects potential errors in the required information fields, a screen will be generated to allow you to update your data. To change or reenter information, select the “**Request Additional Verification**” option at the bottom of *the Case Details page* to resubmit the query. An additional section will appear to enter more information. Enter additional information.
3. Click the “**Submit Additional Verification**” button.

The VIS system will return the Case Details from the initial results, the additional verification parameters, and the status of the additional verification. A response is returned within **three to five federal working days**.

When the response is returned, the “**Response Date**” field will be populated. If the non-citizen’s immigration status has expired, the “**Expires On**” field will pre-populate the expiration date.

FOR THIRD-STEP VERIFICATION REQUESTS:

If there is a need for more information (i.e. copy of documents), the VIS system returns a message “**Resubmit Doc (Need copy of original).**”



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To initiate third-step verification,

1. Select “**Resubmit Verification**”.
2. After the third-step request is made, a browser will open with a pre-populated G-845 PDF, which includes the Verification Case Number. **Print out and attach this document and send to the designated Status Verification Office (SVO)**. The SVO for Georgia is located in Buffalo, NY. See address below.

Send a copy of the G-845 and alien documents to:

United States Citizenship and Immigration Services
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
ATTN: Immigration Status Verification Unit

The Form G-845 is usually returned to the agency within **10 to 20 federal working days from the date of receipt**.

The SAVE Program Assistance is available to all users Mon. – Fri., 9:00 A.M. to 7:00 P.M. EST (except federal holidays)

For technical assistance, call 1-800-741-5023. The SAVE E-Mail address is SAVE.help@dhs.gov