

# SAVE User Type Functionality/Hierarchy

## Supervisor Third Step Only (STSO) User ID (PDPA Level)

- ❖ Assigned to each institution's PDPA by FSA and SAVE
- ❖ Creates & manages Third Step Only User IDs
- ❖ Can view cases and submit third step verification requests at their institution(s)

## Third Step Only (TSO) User ID (FAA Level)

PDPA assigns this subordinate user type to individuals authorized to view cases and submit third step verification requests at their institution(s)

**Note:** Primary Destination Point Administrator (PDPA), Financial Aid Administrator (FAA)

**Note:** STSO users no longer need to create TSO User IDs for themselves in order to access cases and submit third step verifications.

# PDPA Responsibilities and Information

PDPA (Supervisor Third Step Only, STSO) users are responsible for:

- Activating their own STSO User IDs
- Creating subordinate Third Step Only (TSO) users at their schools (if necessary)
- Responsibly managing all the User IDs they create at their 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.
- Familiarizing themselves with the documents and resources on [IFAP.ed.gov](http://IFAP.ed.gov) including: SAVE Instructions for U.S. Department of Education (School) Users document; Vol. 1, Chap. 2 of the FSA Handbook; and any recent Electronic Announcements (EAs)
  - Sharing the resources with their TSO users

**Note:** STSO users cannot create additional STSO users, only subordinate TSO users

# Retrieve Your Supervisor Third Step Only User ID

- Navigate to the [SAIG Enrollment Site](#)
- Select the “Primary Destination Point Administrator Access” link

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SAIG Enrollment

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## Welcome to the SAIG Enrollment Site

The Student Aid Internet Gateway (SAIG) is the tool that allows Federal Student Aid trading partners to securely exchange batch data with Federal Student Aid Application Systems.

Organizations are eligible to enroll to exchange and/or access data for the following systems:

- CPS (ISIR batch data, FAA Access to CPS Online services)
- COD (Exchange Direct Loan or Grant Services (which includes Federal Pell Grant (Pell Grant), Iraq and Afghanistan Service Grant, and the Teacher Education Assistance for College and Higher Education (TEACH) Grant data), COD Online services), FISAP (electronic Campus-Based programs, which includes Federal Work Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Perkins Loan access)
- NSLDS (Enrollment Reporting, Transfer Student Monitoring and/or Financial Aid History, Federal Perkins Loan, Gainful Employment Reporting, GA Account Maintenance Fee, GA Annual Reasonability, Exit Counseling Reports, electronic Cohort Default Rate (eCDR), Notification Package, electronic Gainful Employment Notification Package (eGE) and NSLDS Online services)
- FMS (Lender Reporting System (LARS)/Guaranty Agency Financial Reports (GAFR))
- CSB (Direct Loan Delinquency Reports and Borrower Services)
- FAFSA on the Web Data Transfer site
- Total and Permanent Disability (TPD) System (Total and Permanent Disability (TPD) Loan Holder Notification)
- Enterprise Complaint System (ECS)

**Primary Destination Point Administrator Access:**

Select this option if you are the Primary Destination Point Administrator (Primary DPA) or designated Secondary Destination Point Administrator (Secondary DPA) for your organization to manage your organization's enrollment services. Primary DPAs and Secondary DPAs may:

**Initial Enrollment for Services:**

Select this option if your organization is not currently enrolled for any SAIG services in order to:

- Establish an initial SAIG mailbox (TG Number)
- Assign batch data services to be exchanged
- Identify your organization's Primary Destination Point Administrator (Primary DPA)

**Review Your Organization's SAIG Mailboxes (TG Numbers)**

Select this option to:

- View a list of the SAIG Mailboxes (TG numbers)

# SAIG Enrollment Site Login Screen

- Enter your FSA User ID and Password
- Select “Log In”

Register/Maintain Token

Change Password

Edit Account

## Login - SAIG Enrollment Site

\* Required

\* User ID:   
Forgot User ID?

\* Password:   
Forgot Password?

Clear

1	2	3	4	5	6	7	8	9	0	=	Backsp
q	w	e	r	t	y	u	i	o	p	\	
Caps	a	s	d	f	g	h	j	k	l	'	Enter
Shift	z	x	c	v	b	n	m	,	.	/	Shift

About Virtual Keyboard ⓘ

LOG IN

CLEAR

# Privacy Act & Warning Screen

On this screen, read the information and then click “Accept.”

## Privacy Act & Warning ⓘ

All Federal Student Aid (FSA) systems are to be used by authorized personnel only. You should understand that all activities performed within any FSA system are subject to monitoring, and are recorded by automated processes and/or by Government personnel. Anyone using FSA systems expressly consents to such monitoring.

FSA systems may contain personal information protected by the Privacy Act of 1974 (as amended). If you use an FSA system, you are explicitly consenting to be bound by the Act's requirements and acknowledge the possible criminal and civil penalties for violation of the Act.

- (1) Any officer or employee of an agency, who by virtue of his employment or official position, has possession of, or access to, agency records which contain individually identifiable information the disclosure of which is prohibited by this section or by rules or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
- (2) Any officer or employee of any agency who willfully maintains a system of records without meeting the notice requirements of subsection (e) (4) of this section shall be guilty of a misdemeanor and fined not more than \$5,000.
- (3) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than \$5,000.

**Warning:** If such monitoring reveals possible evidence of criminal activity, monitoring records may be provided to law enforcement officials.

By logging in, you are personally confirming that you are an authorized user of a Federal Student Aid system or systems, and you adhere to

You are accessing a U.S. Federal Government computer system intended to be solely accessed by individual users expressly authorized to access the system by the U.S. Department of Education. Usage may be monitored, recorded, and/or subject to audit. For security purposes and in order to ensure that the system remains available to all expressly authorized users, the U.S. Department of Education monitors the system to identify unauthorized users. Anyone using this system expressly consents to such monitoring and recording. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties. Except as expressly authorized by the U.S. Department of Education, unauthorized attempts to access, obtain, upload, modify, change, and/or delete information on this system are strictly prohibited and are subject to criminal prosecution under 18 U.S.C. § 1030, and other applicable statutes, which may result in fines and imprisonment. For purposes of this system, unauthorized access includes, but is not limited to:

Any access by an employee or agent of a commercial entity, or other third party, who is not the individual user, for purposes of commercial advantage or private financial gain (regardless of whether the commercial entity or third party is providing a service to an authorized user of the system); and

Any access in furtherance of any criminal or tortious act in violation of the Constitution or laws of the United States or any State.

If system monitoring reveals information indicating possible criminal activity, such evidence may be provided to law enforcement personnel.

ACCEPT

# Primary Destination Point Administration Management Screen

On this screen, click the “Manage your SAIG Mailboxes” link.

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**SAIG Enrollment**

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**SAIG Enrollment Information**

- SAIG Info
- Who Is Eligible
- What You Need to Enroll
- FSA User ID Registration
- Print Documents
  - Print Federal Student Aid User of Electronic Services Statement
  - Print Enrollment Signature Documents
  - Print Designee Signature Pages
  - Print Agency Participation Agreement
- Related Sites
  - FSA Download
  - FAA Access to CPS Online
  - SAIG Portal
  - FSATech Listserv Enrollment
  - COD

### Primary Destination Point Administration Management

**Manage Your SAIG Mailboxes**

Select this option to perform any of the following functions related to your organization's SAIG mailboxes (TG numbers) and Online user services:

- Add a new SAIG mailbox
- Add or remove services for an existing SAIG Mailbox or Online user services
- Change demographic information for a SAIG Mailbox or Online user services
- Delete a SAIG Mailbox or Online user
- View DHS/SAVE User ID and Temporary Password

**Add Online User Services:**

Select this option to add new users for the following online services for your organization.

- NSLDS Online Service
- COD Online Service
- ECS Online Service

**Manage Electronic Services:**

Select this option to perform any of the following electronic services functions:

- Add, validate or delete user accounts
- Change demographic information for user accounts
- Add or remove services for user accounts

**Validate Your Organization's Mailboxes and Electronic Services Users**

Select this option to complete the two-step process of validating or actively confirming both your Mailboxes/TG Numbers and Electronic Services Users.

- Validate your assigned Mailboxes/TG Numbers
- Validate your assigned Electronic Services Users

# Make Your Selection Below Screen

On the this screen, click “View DHS/SAVE User ID and Temporary Password” link.

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**SAIG Enrollment Information**

- FSA User ID Registration
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  - Print Agency Participation Agreement
- Related Sites**
  - FSA Download
  - FAA Access to CPS Online
  - SAIG Portal
  - FSATech Listserv Enrollment
  - COD

**Make your selection below:**

- [Add a new Destination Point \(TG number/mailbox\) ?](#)
- [Modify existing services for a Destination Point ?](#)
- [Change Demographic information ?](#)
- [Delete a Destination Point \(TG number/mailbox\) ?](#)
- [View DHS/SAVE User ID and Temporary Password ?](#)**

# View DHS/SAVE User ID and Temporary Password Screen

On this screen, enter your Primary TG number with CPS Service and click the “Next” button.

The screenshot shows the Federal Student Aid website interface. At the top, it says 'Federal Student Aid' and 'PROUD SPONSOR of the AMERICAN MIND®'. Below that is a navigation bar with links: Home, Information for Financial Aid Professionals, Help/FAQ, Contact Us, About Us, and Exit. On the right, there is a 'SAIG Enrollment' link. A sidebar on the left contains several menu items: SAIG Enrollment Information, FSA User ID Registration, Print Documents, Print Federal Student Aid User of Electronic Services Statement, Print Enrollment Signature Documents, Print Designee Signature Pages, and Print Agency Participation Agreement. The main content area is titled 'View DHS/SAVE User ID and Temporary Password'. It contains the text: 'View DHS/SAVE User ID and Temporary Password using: TG [input field]'. Below this, it states: 'In order to login with the TG number entered above, you must be the Primary Destination Point Administrator (Primary DPA) of that TG Number.' A note follows: 'Note: Only Primary TG Numbers for Institutions and Third-Party Servicers will have access to this DHS/SAVE User ID and Temporary Password.' At the bottom of the main content area, there are two buttons: 'Previous' and 'Next', with the 'Next' button highlighted by a red box.

**Note:** If you are a PDPA with CPS access to more than one Federal School Code (FSC), you will receive a unique SAVE User ID on the SAIG Enrollment site 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 User IDs under that one STSO User ID. See [slide 31](#) for more information.

# View DHS/SAVE User ID and Temporary Password – FSC Validation

On the this screen, enter your Federal School Code and click “Next.”

The screenshot shows the Federal Student Aid website interface. At the top left is the logo for Federal Student Aid, an office of the U.S. Department of Education, with the text 'PROUD SPONSOR of the AMERICAN MIND®'. To the right is the text 'SAIG Enrollment'. Below this is a navigation bar with links: Home, Information for Financial Aid Professionals, Help/FAQ, Contact Us, About Us, and Exit. On the left side, there is a vertical menu with several categories: SAIG Enrollment Information, FSA User ID Registration, Print Documents, Print Enrollment Signature Documents, Print Designee Signature Pages, Print Agency Participation Agreement, and Related Sites. The main content area is titled 'View DHS/SAVE User ID and Temporary Password - FSC Validation'. Below the title is the question 'For which school do you wish to view your DHS/SAVE User ID and Temporary Password?'. There is a text input field for the 'Federal School Code' which is highlighted with a red box. To the right of the input field is a search button with a magnifying glass icon and the text 'Search for Federal School Code' and 'Search'. Below the input field is a note: 'Note: If you are a Primary DPA for multiple schools, you will have a unique DHS/SAVE User ID for each school.' At the bottom of the form, there are two buttons: 'Previous' and 'Next', with the 'Next' button highlighted by a red box.

# View DHS/SAVE User ID and Temporary Password

- Your SAVE User ID and temporary password are displayed on this screen
- You will use these credentials to log into the SAVE system

The screenshot shows the Federal Student Aid website interface. At the top left is the logo for Federal Student Aid, an office of the U.S. Department of Education, with the tagline 'PROUD SPONSOR of the AMERICAN MIND®'. To the right is the 'SAIG Enrollment' link. Below the logo is a navigation bar with links: Home, Information for Financial Aid Professionals, Help/FAQ, Contact Us, About Us, and Exit. On the left side, there is a sidebar menu with options: SAIG Enrollment Information, FSA User ID Registration, Print Documents, Print Federal Student Aid User of Electronic Services Statement, Print Enrollment Signature Documents, Print Designee Signature Pages, and Print Agency Participation Agreement. The main content area is titled 'View DHS/SAVE User ID and Temporary Password'. It displays two fields: 'DHS/SAVE User ID:' with the value 'DHSSAVE1' and 'DHS/SAVE Temporary Password:' with the value 'Password1'. Both values are enclosed in a red rectangular box. Below the fields is a note: 'Note: The DHS/SAVE Temporary Password can only be used once. You will need to change the Temporary Password to your own Password during the login process to the DHS/SAVE system.' At the bottom of the main content area is a 'Previous' button.

## Notes

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

# Did Not Receive a Supervisor Third Step Only (STSO) User ID

## View DHS/SAVE User ID and Temporary Password

*You are either not eligible for a DHS/SAVE User ID or do not currently have a DHS/SAVE User ID due to the lag in time between systems. If you feel that you should have a DHS/SAVE User ID, allow time for the systems to be updated. This could take a few days.*

Previous

If you see this message, wait two weeks for your SAVE credentials to be created and then try again. If two weeks have passed and you still see this message, 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 the SAVE Instructions for U.S. Department of Education (School) Users document on [IFAP.ed.gov](http://IFAP.ed.gov) for instructions on adding CPS Service to your SAIG Enrollment form. It will take two weeks for your new SAVE credentials to appear after updating your SAIG Enrollment form.

If your credentials 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 your email, explain your issue and include your Federal School Code, the name of your school, your name, and a phone number at which you can be reached.

# SAVE Access for Other Purposes

A SAVE User ID and Password for any other purpose 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.

Other purposes include, but are not limited to:

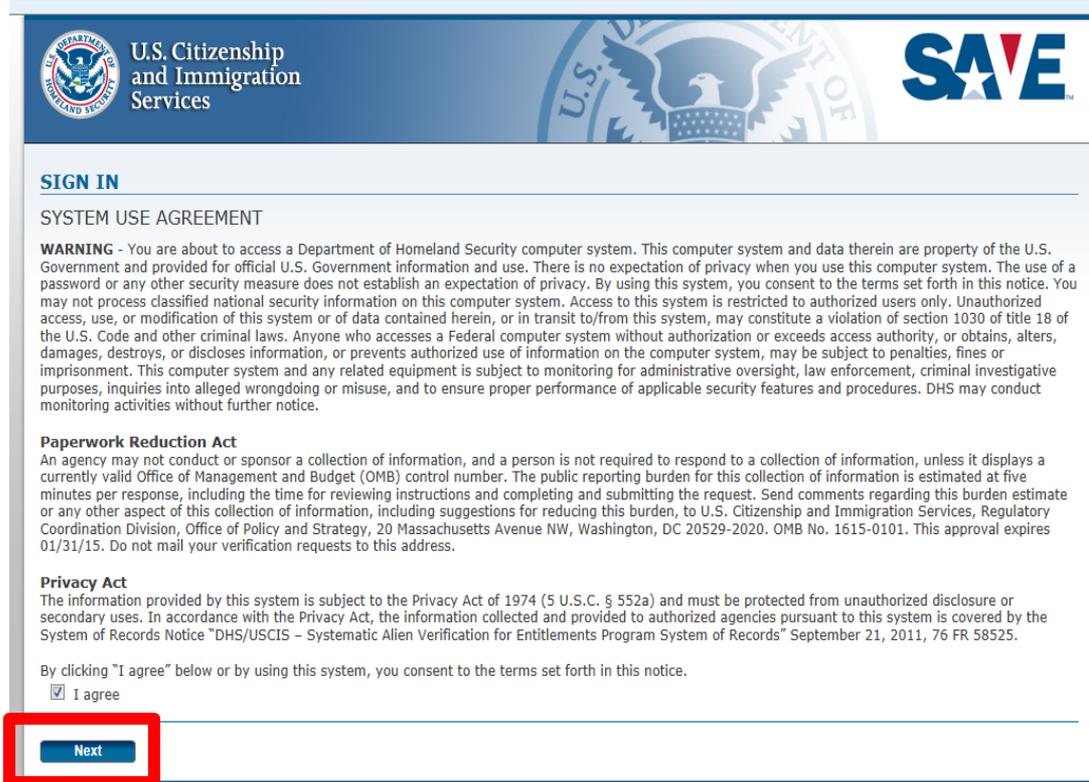
- Confirmation of in-state tuition
- Employment authorization
- Housing Assistance
- Food stamps
- Other institutional or public benefits

# Changes At Your Institution

- When you leave your institution, your Supervisor Third Step Only (STSO) User ID, and your Third Step Only (TSO) User ID, will be deleted when your name is deleted from your SAIG Enrollment form.
  - Other TSO users at your institution(s) will remain active and can continue to submit third step verification requests.
  - FSA will create a STSO User ID and password 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 STSO User ID to the institution's TG mailbox, or delete all users associated with the institution, respectively.

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

- Access the SAVE system with the following link:  
<https://save.uscis.gov/web/vislogin.aspx?JS=YES>.
- Read the agreement.
- Check the “I agree” box.
- Click “Next” to use the system.



The screenshot shows the SAVE system sign-in page. At the top, there is a header with the U.S. Citizenship and Immigration Services logo and the SAVE logo. Below the header, the text "SIGN IN" is displayed. Underneath, the "SYSTEM USE AGREEMENT" section contains a warning about privacy and security, followed by sections for the "Paperwork Reduction Act" and the "Privacy Act". At the bottom of the agreement, there is a checkbox labeled "I agree" which is checked. Below the checkbox is a blue button labeled "Next", which is highlighted with a red box.

# Welcome Screen

- Enter your Supervisor Third Step Only User ID and temporary password.
- Click the “Submit” button.



 U.S. Citizenship and Immigration Services



**SIGN IN**

WELCOME

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

**Username**  
\*

**Password**  
\*

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

**Submit**

# Some Common SAVE Errors Messages You May See

This error message appears when you enter your User ID incorrectly. Check that you typed it correctly. If unresolved, and you are the PDPA, contact APD to verify your account information. Include your Federal School Code in your communication. If you are not the PDPA, contact your PDPA for assistance.

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 APD. Include your Federal School Code in your communication. If you are not the PDPA, contact your PDPA for assistance.

This error message appears when your account has never been activated and your temporary password has expired. If you are the PDPA, contact APD for a password reset. If you are not the PDPA, contact your PDPA for assistance.

APD Contact:  
[applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) or 202-377-4600

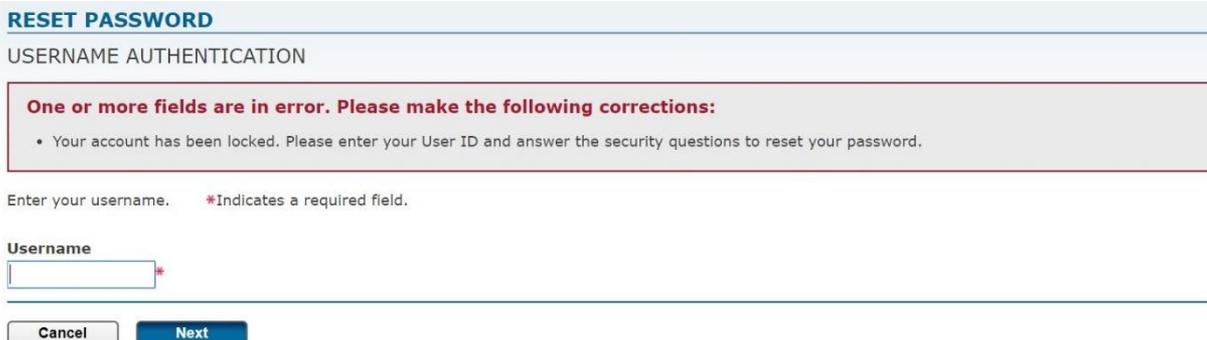


**UNLOCK USER ACCOUNT**

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

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

Home



**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



**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

# New Password and Password Challenge Questions Screen

- Enter your temporary password.
- Enter a new password
- 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.

## Password Creation

Must be between eight and 14 characters in length and include the following characteristics:

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

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

# Password Maintenance

- **For security purposes, ALL USERS must change their password every 90 days**
  - The system prevents the re-use of the previous six passwords
  - You can change your password from the SAVE Home Page by clicking 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 (TSO) password and/or their own Supervisor Third Step Only(STSO) 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 with your name, contact information, and Federal School Code, or
    - send an email to: [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov), with “Reset Supervisor Password” in the Subject line. Include your Username and/or 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.

# User Information Screen

- 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 screen.

U.S. Citizenship and Immigration Services

SAVE

Welcome, Darlene FAAdministrator

Home 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

# Supervisor Third Step Only User Home Screen



U.S. Citizenship and Immigration Services



Welcome, Matt Brown

Home Cases Profile Agency Reports Help Logout

Welcome to



**Systematic Alien Verification for Entitlements**



**QUICK LINKS**

- [Search Case](#)
- [Resources](#)
- [Contact Us](#)

Agency: D.C.- Federal Student Aid, U.S. Department of Education (WS) Part 1 (EAIA) | Department: FAFSA School Users (VE)

**PROGRAM ANNOUNCEMENTS**

**Revised Guide to Understanding SAVE Verification Responses**  
04/19/2019  
Systematic Alien Verification for Entitlements (SAVE) has updated the Guide to Understanding SAVE Verification Responses to account for modernization changes to the SAVE system. The update accounts for the removal of some responses that did not include employment authorization information, adding... [Read more](#)

**Apply Today to Display the SAVE Logo on Your Website**  
04/08/2019  
Let everyone know that you are using SAVE – a fast, secure, and reliable verification service that assists your agency in maintaining program integrity. [Request authorization](#) to post the trademarked SAVE logo on your website and printed materials.

Visit the [SAVE Logo Use and Guidelines webpage](#) ... [Read more](#)

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# Creating Third Step Only User IDs

- On the SAVE Supervisor Third Step Only Home page, click the “Agency” button from the top, horizontal menu bar.
- Select “Add User” from the drop down list.

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

# Role Selection Screen

- Click the drop-down arrow to the right of the “User Role” box.
- Choose “Third Step Only User” (the only choice).
- Click “Next.”

U.S. Department of Homeland Security  
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

# User Information Screen

- Enter the user's demographic information. The fax number is not required.
- Click "Next."

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

**SAVE**  
Welcome, Matt Brown

Home Cases Profile **Agency** Reports Help Logout

### ADD NEW USER

#### USER INFORMATION

Enter user name and contact information. \*Indicates a required field.

**User Role**  
Third Step Only User

**Department**  
FAFSA School Users

**Group**  
000001 FSA Users

**Last Name**  
Mouse \*

**First Name**  
Minnie \*

**M.I.**

**Phone Number**  
(202) 123 - 0000 ext. \*

**Fax Number**  
( ) -

**Email Address**  
minnie.mouse@ed.gov \*

Cancel Back **Next**

- The "Department" field is pre-populated as "FAFSA School Users (Washington, DC)"
- The "Group" field is pre-populated with your school's FSC and name.

# Password Screen

- 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).
- You can change the user ID to any combination of four letters followed by any combination of four numbers (e.g.: MMOU4483, MINN0001).

## On this screen:

- Enter a temporary password for the User ID. (see Password Creation on [slide 17](#))
- Re-type the temporary password
- Write down the new User ID (if changed) and temporary password because they will not appear again.
- Click "Submit."

U.S. Citizenship and Immigration Services

SAVE  
Welcome, Marya Dennis

Cases Profile **Agency** Reports Help Sign Out

**ADD NEW USER**

PASSWORD

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

Username  
MMOU4483 \*

Password \*

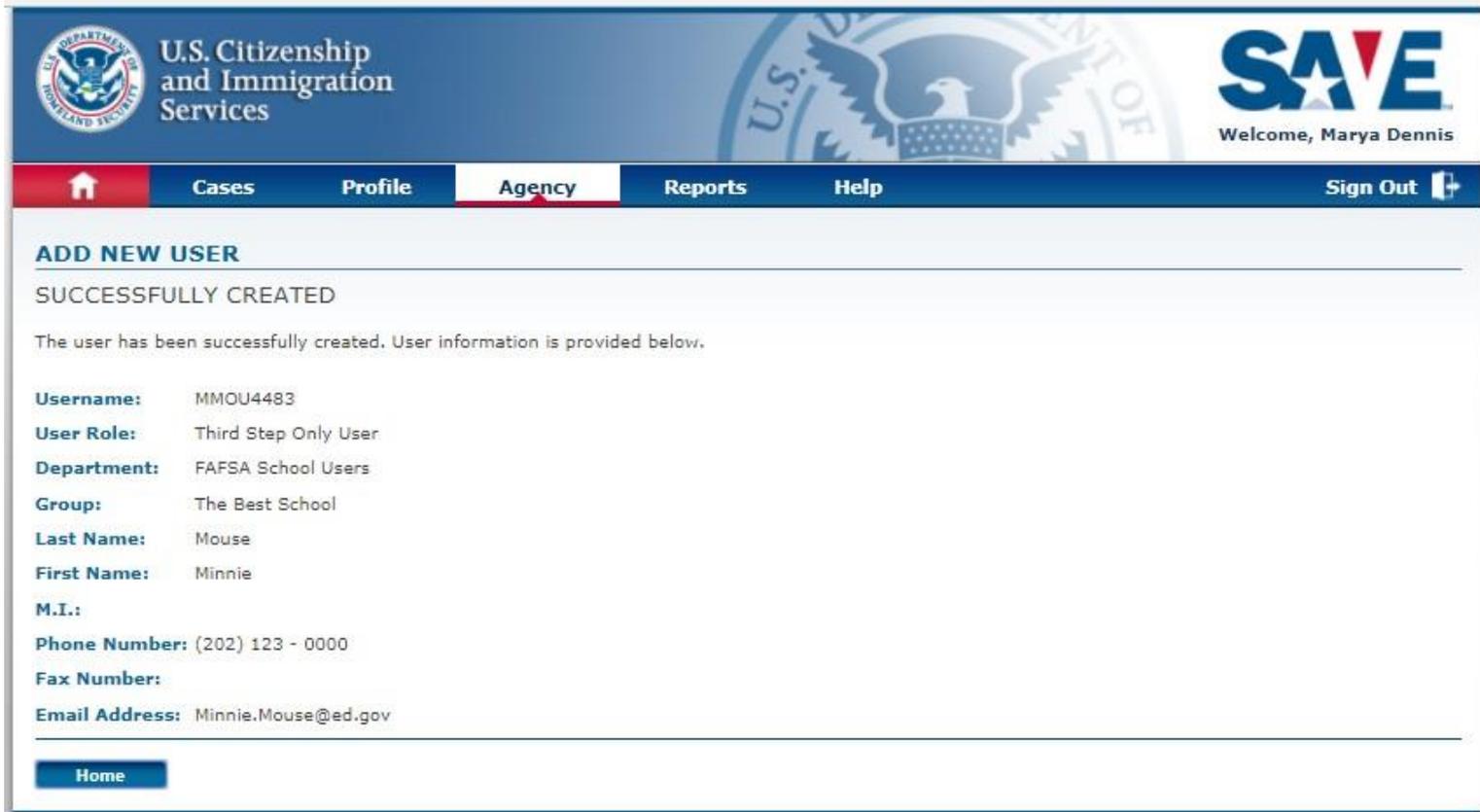
Re-type Password \*

Cancel Back Submit

**Note:** Information on Password Maintenance can be found on [slide 18](#).

# Successfully Created Screen

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



The screenshot displays the SAVE (Systematic Approach to Visa Enforcement) portal interface. At the top, the U.S. Department of Homeland Security logo and the text 'U.S. Citizenship and Immigration Services' are visible on the left, and the 'SAVE' logo with 'Welcome, Marya Dennis' on the right. A navigation bar below the header includes links for 'Cases', 'Profile', 'Agency' (which is highlighted), 'Reports', and 'Help', along with a 'Sign Out' button. The main content area features a section titled 'ADD NEW USER' with a sub-header 'SUCCESSFULLY CREATED'. Below this, a message states: 'The user has been successfully created. User information is provided below.' The user details are listed as follows:

- 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

A 'Home' button is located at the bottom left of the content area.

# Managing the User IDs You Created

On the Supervisor Third Step Only Home screen:

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



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

# 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 (see next slide).
- To find a specific user, or to reset a TSO user’s password, enter the user’s information into the “Last Name” and/or “First Name” fields and click “Submit.”

U.S. Citizenship and Immigration Services

SAVE  
Welcome, Marya Dennis

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

### SEARCH USERS

CRITERIA

Enter search criteria to display a user list.

**User Role**

Third Step Only Users

**User Status**

All  Locked

Password Change Required  Pending Reactivation

Deactivated

**Group**

The Best School

**Last Name**

**First Name**

Cancel Submit

# Summary List Screen

Below 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 next slide)
- **Delete** users by clicking “Delete” in the “Actions” column (see “Delete Confirmation,” [slide 30](#))
- **Sort** users by column heading
- **Check the status** of a user's password in the “Status” column.

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
MMOU4483	FAFSA School Users	The Best School	Third Step Only User	Mouse	Minnie		Change Password	N	N	Delete

Previous Next

Back Home

## Common Statuses:

- 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 (For Managing Subordinates)

On this User Information screen, a Supervisor Third Step Only user can edit user data and reset a Third Step Only user's password. Type a new password into the "New Password" field and then re-type the password into the field below. Click "Submit" to submit changes.

The screenshot displays the 'User Information' screen for managing subordinates. The page header includes the U.S. Department of Education logo and the text 'and Immigration Services'. A navigation bar contains links for 'Cases', 'Profile', 'Agency', 'Reports', and 'Help', along with a 'Sign Out' button. The main content area is titled 'SEARCH USERS' and 'USER INFORMATION'. It includes a sub-header 'Update detailed user information or reset user password. \*Indicates a required field.' The form fields are as follows:

- 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.: [Empty]
- Phone Number: (202) 123 - 0000 ext. [Empty]
- Fax Number: [Empty] - [Empty]
- Email Address: Minnie.Mouse@ed.gov
- Force Change Password

A red box highlights the 'Reset User Password' section, which contains the following fields:

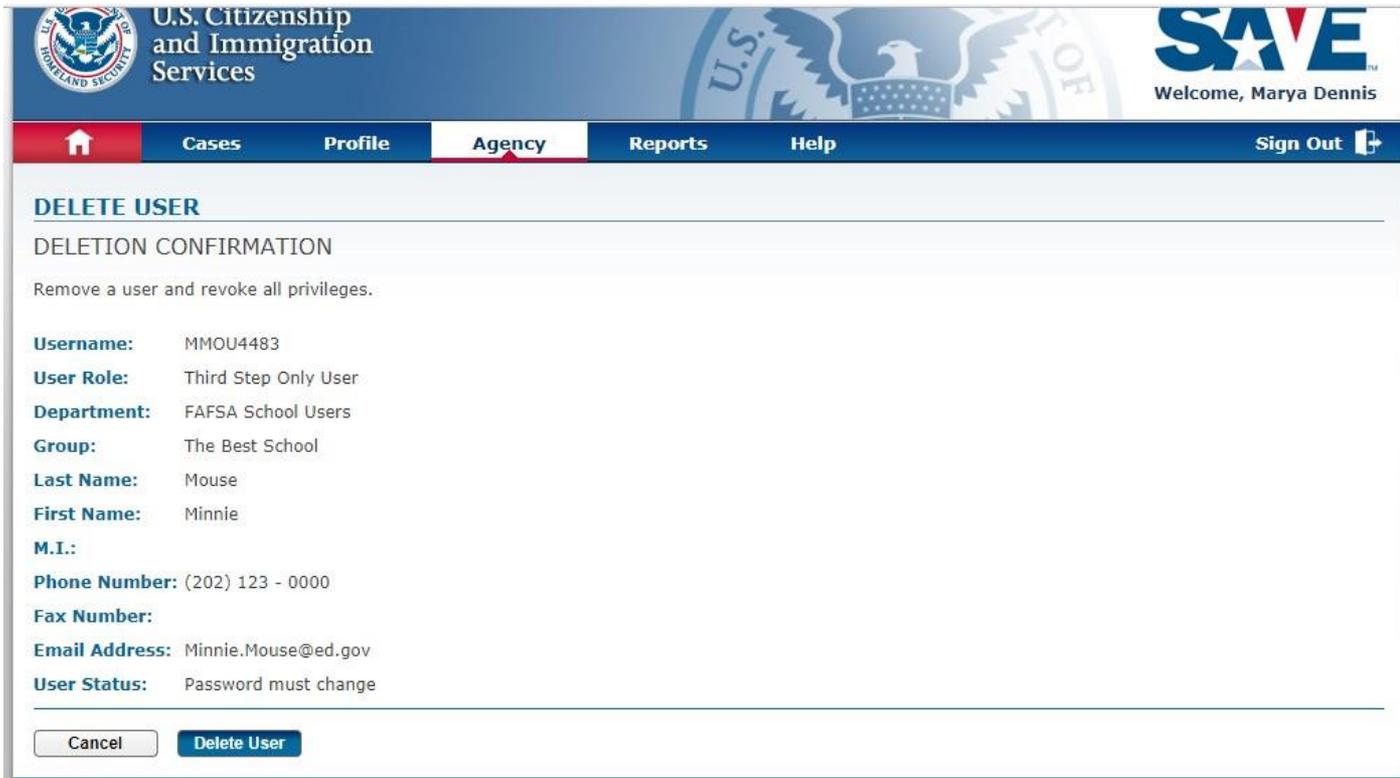
- Reset User Password
- New Password: [Empty]
- Re-type New Password: [Empty]

At the bottom of the form, there are three buttons: 'Cancel', 'Delete User', and 'Submit'.

# Delete Confirmation Screen

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.



The screenshot shows the 'DELETE USER' confirmation screen in the SAVE system. The page header includes the U.S. Citizenship and Immigration Services logo and the text 'U.S. Citizenship and Immigration Services'. The user is identified as 'Welcome, Marya Dennis'. The navigation menu includes 'Cases', 'Profile', 'Agency', 'Reports', and 'Help', with 'Agency' selected. The main content area is titled 'DELETE USER' and 'DELETION CONFIRMATION'. It contains the instruction 'Remove a user and revoke all privileges.' and a list of user details: 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, and User Status: Password must change. At the bottom, there are two buttons: 'Cancel' and 'Delete User'.

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

Welcome, Marya Dennis

Home 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

# PDPA's Responsible for More than One Federal School Code (FSC)

If you are the PDPA for CPS Services for multiple institutions, you are responsible for managing each of those institutions' SAVE users. You will receive a Supervisor Third Step Only (STSO) User ID on your SAIG Enrollment site associated with each Federal School Code (FSC). For each institution, you may:

- **Activate** the STSO User ID assigned to each FSC
- **Set up** subordinate Third Step Only (TSO) users under each FSC (following the instructions starting on [slide 21](#))
- **Submit** third step verification requests (be sure to log into SAVE with the STSO User ID corresponding with the correct institution)

Alternatively, you can:

- Choose one STSO User ID and create all subordinate TSO users for all FSCs under it.
  - The TSO user name 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 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.

# Activating Your Third Step Only User ID

To activate your Third Step Only User ID, go to <https://save.uscis.gov/web/vislogin.aspx?JS=YES>. On the User Access Agreement

Page:

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

**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**

# SAVE Welcome Screen

- Enter the SAVE User ID and temporary password assigned by your PDPA.
- Click the “Submit” button.



The screenshot shows the SAVE Welcome Screen login form. At the top left is the U.S. Department of Homeland Security logo and the text "U.S. Citizenship and Immigration Services". At the top right is the SAVE logo. Below the header is a "SIGN IN" section with a "WELCOME" message. The form prompts the user to "Enter your username and password." and includes a note: "\*Indicates a required field." The "Username" and "Password" input fields are highlighted with a red box. Below the input fields are links for "Forgot your Password?" and "Forgot your Username?". At the bottom of the form is a blue "Submit" button.

**Note:** Some common login error messages can be found on [slide 16](#).

# New Password and Password Challenge Questions Screen

- Enter your temporary password.
- Enter a new password
- 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.

## Password Creation

See information on [slide 17](#)

## Password Maintenance

See information on [slide 18](#)

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

# User Information Screen

- Verify that your email address and phone number are correct. Update them if necessary.
- Click the “Submit” button to return to the SAVE Home screen.

 U.S. Citizenship and Immigration Services

 Welcome, Jenny Smith

[Home](#) [Cases](#) [Profile](#) [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**  
 \*

**Phone Number**  
  -  ext.  \*