# Third Step Verification

The DHS paper “third step verification,” which required you to submit a paper form G-845, has been replaced with electronic “third step verification” through the SAVE system.

Complete a third step verification request if the student does not pass either the primary or secondary DHS matches, or if you have conflicting information about the student’s immigration status after receiving a match result.


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# Third Step Verification Preparation

When you receive an ISIR with a C code, and comment codes 046, 105, or 109, request the student's most current, unexpired immigration document and make a copy of it. Carefully review the student's immigration documentation against the status and document descriptions found in the FSA Handbook, Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens, on IFAP.ed.gov.

Determine whether the student's immigration documentation supports an eligible noncitizen status for Title IV aid:

- If it does, or if you are not sure, proceed with third step verification by making a copy of the student's immigration document and saving it to your computer
- If it does not, third step verification is unnecessary. Tell the student they are not eligible for Title IV aid unless or until they provide an eligible immigration document
  - If the student insists on third step verification, proceed with the process


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# Using the SAVE System

To request third step verification, access the SAVE system at: https://save.uscis.gov/web/vislogin.apsx?JS=Yes

Note: Use the Chrome browser for best results.



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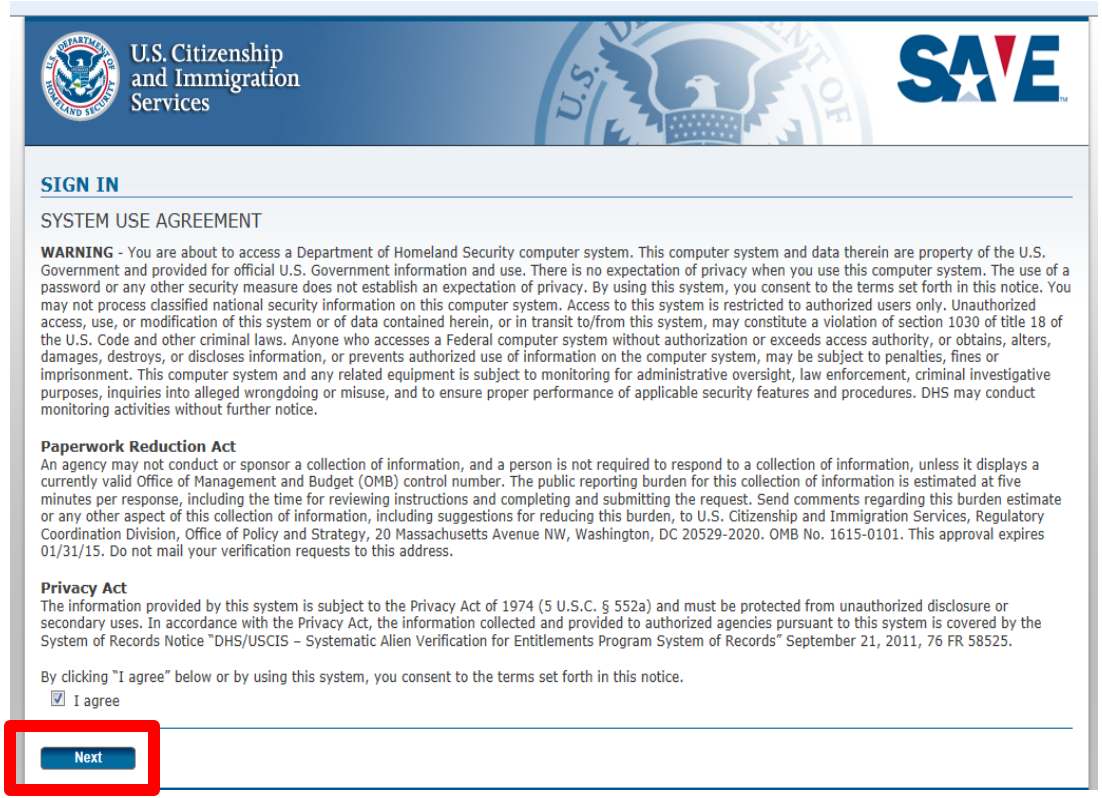
# System Use Agreement Screen



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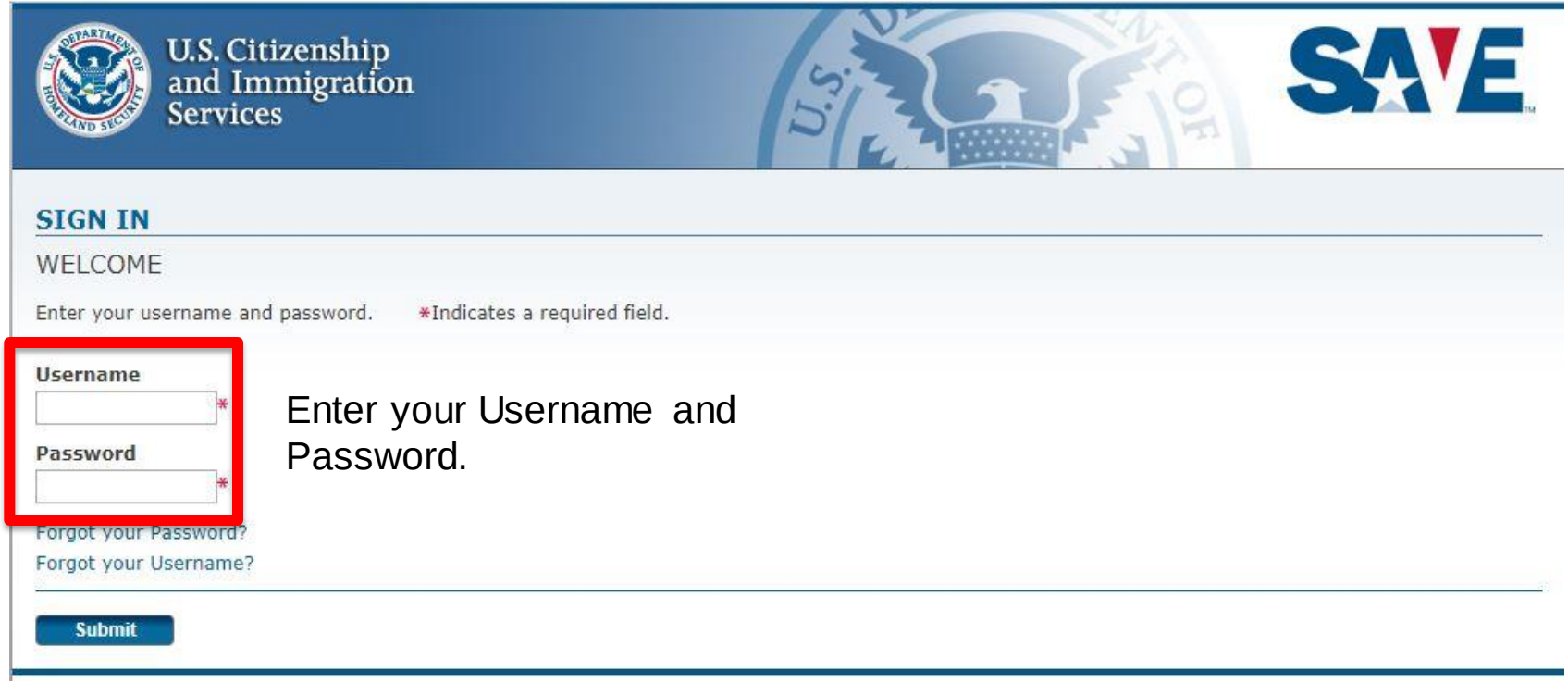
# Welcome Screen




Enter your Username and Password.



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# Third Step Only User Home Screen

Click on "Search Case"



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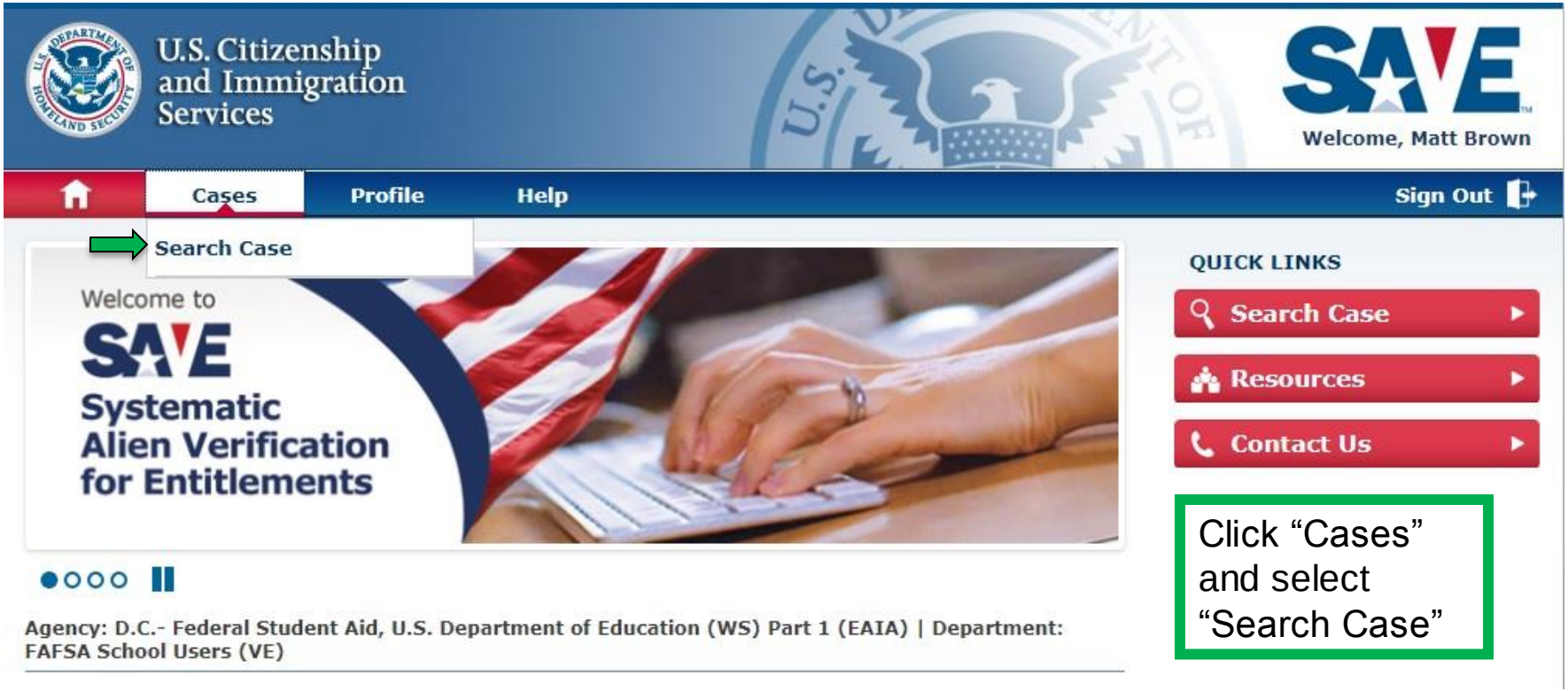
# “Third Step Only User” Home Screen



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# Case Search Screen

Enter the student's DHS Verification number and Date of Birth from their ISIR



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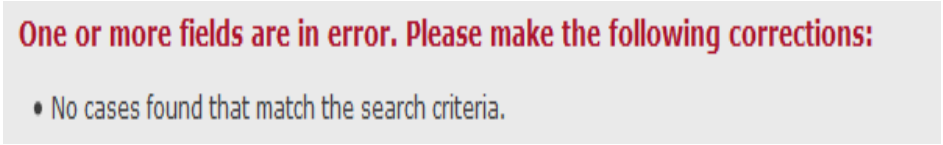
# SAVE System – No Cases Found Error Message




1. Access the SAVE system with this fresh URL: https://save.uscis.gov/web/vislogin.aspx?JS=YES
2. Re-enter the DHS Verification Number with capitalized alpha characters and the DOB with leading zeros (ex. 01/01/19).
3. Check DHS Match Flags on 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.
4. If you are using Google Chrome (recommended), clear your browsing history, delete cookies, and clear your cache: https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en.
    - If you are using Internet Explorer (not recommended), add SAVE as a trusted site: https://kb.uc.edu/KBArticles/InternetExplorer-Trustedsites.aspx
5. Check if the DOB in FAA Access matches the DOB on the immigration document. If they do not match, try accessing the SAVE case with the DOB from the immigration document. If successful, proceed with Third Step Verification. You can correct the DOB in FAA Access after receiving the SAVE Response (do not submit Third Step Verification again).
    - If unsuccessful, request copy of the student's birth certificate to verify their DOB. If the DOB is different, use this DOB to access student's case in SAVE. If the DOB in SAVE does not match the birth certificate, note the discrepancy in the SAVE Special Comments Box and attach the birth certificate with the immigration document. You may also note discrepancies with the student's name or Alien Registration Number (ARN) in the Special Comments box.
6. Use the "Resend Record to Matches to Generate a new ISIR with a new DHS Verification Number" process as described in that section of the SAVE Instructions for U.S. Department of Education (School) Users document on IFAP.ed.gov.
7. If all above options fail, email applicationprocessingdivision@ed.gov with "No Cases Found" in the subject line and the DHS Verification Number in body. APD will research the issue and respond promptly.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# The 5 SAVE System Response Screens

One of 5 SAVE response screens will appear. Identify which one you have and follow the instructions for each Response:

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


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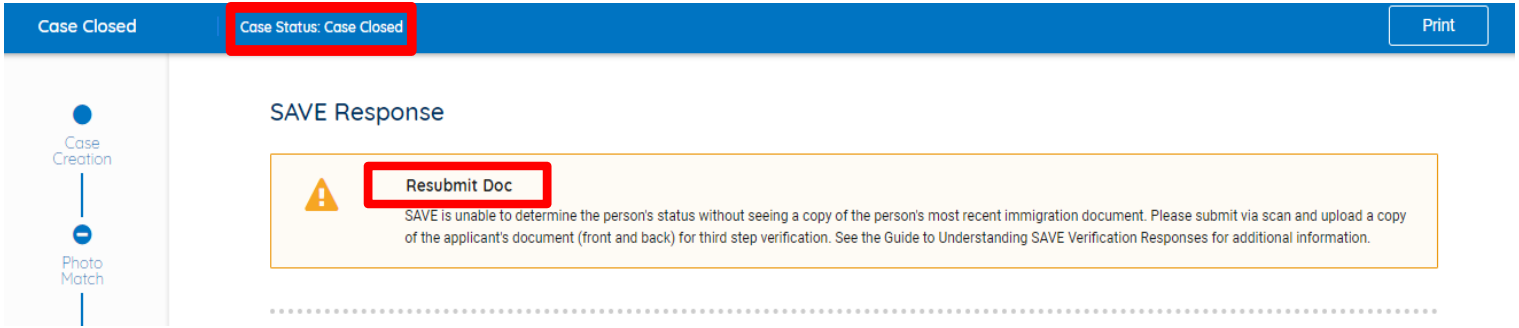
# SAVE System – Response Screen #1

## 1. “Resubmit Doc” – Case Status is “Case Closed”

Scroll to top of screen, if the Case Status is “Case Closed,” use the "Resend Record to Matches" functionality. See "Resend Record to Matches" section of the SAVE Instructions for U.S. Department of Eduction (School) Users document. This process will generate a new ISIR transaction on which the student’s noncitizen eligibility will be:

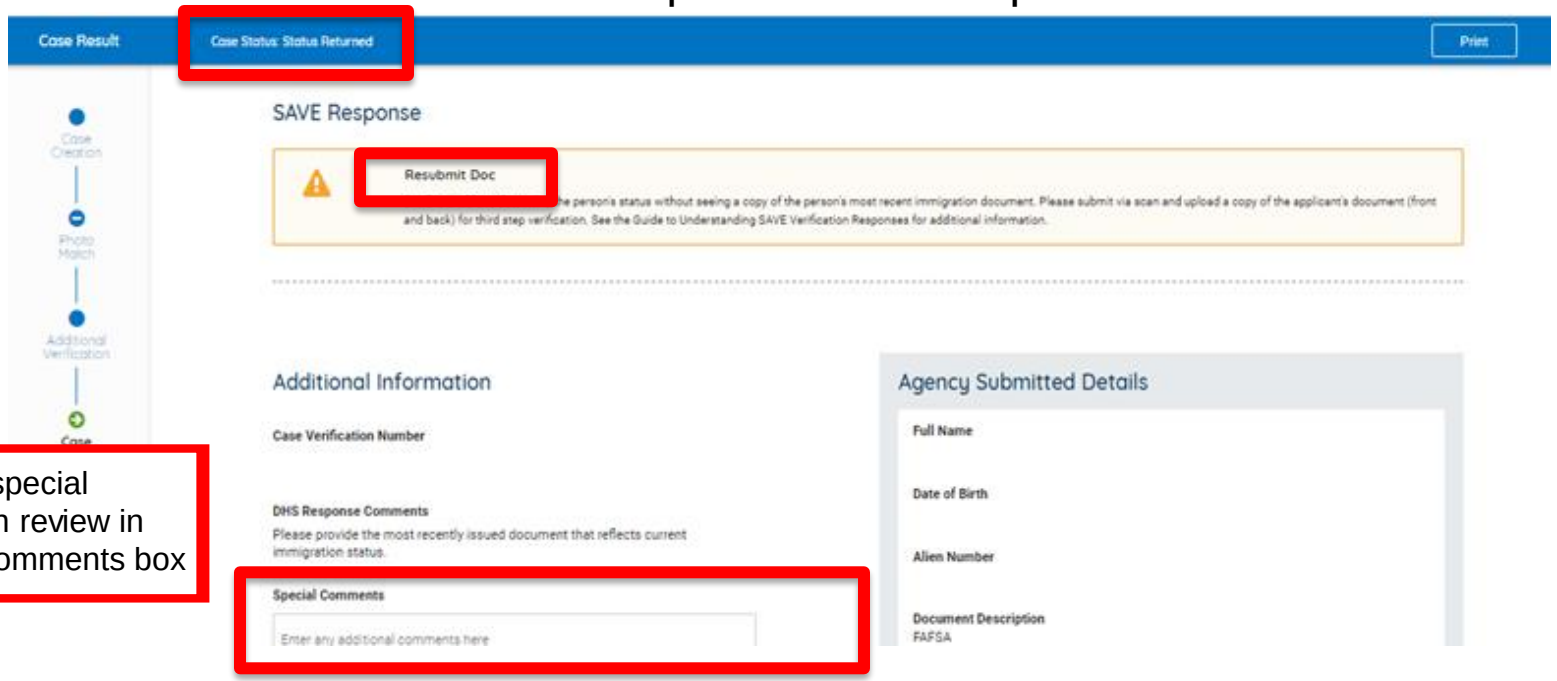
- Confirmed (use this ISIR to continue processing the student’s Title IV aid), or
- Not confirmed (use the new DHS Verification Number to submit a third step verification request in SAVE).



# SAVE System – Response Screen #2

2. "Resubmit Doc" – Case Status is "Status Returned"

Use this screen to submit a third step verification request.




Request special verification review in Special Comments box



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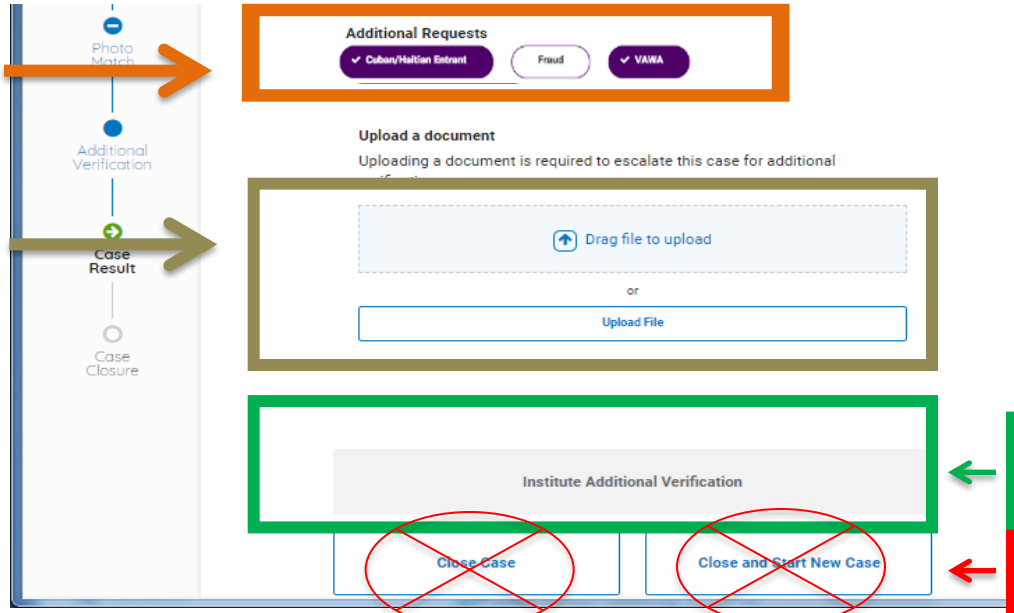
# SAVE System – Response Screen #2 (cont.)

## 2. "Resubmit Doc" – Case Status is "Status Returned"

Click button for Cuban/ Haitian Entrant, VAWA, or Fraud verification.

Upload student's immigration documentation




Click here to submit

DO NOT click here



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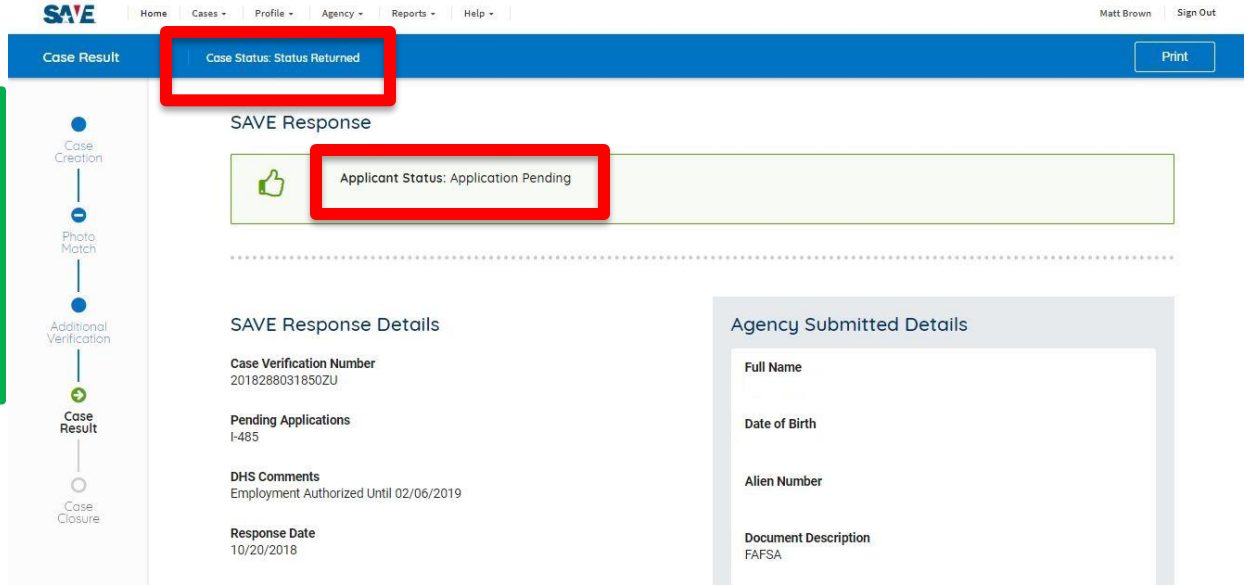
# SAVE System – Response Screen #3

3. "Applicant Status": "Application-Pending", "Parolee- Expires", "Parolee-Indefinite", "Non-Immigrant", "DACA", "TPS" or "Other" – Case Status is "Status Returned"
   - This Response has a "Still not sure? Institute Additional Verification" link that can be used to submit a third step verification request (see next slide)

Green "thumbs up" does not indicate eligibility



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# SAVE System – Response Screen #3 (cont.)

Click on "Still not sure? Institute Additional Verification" link to go to page 2

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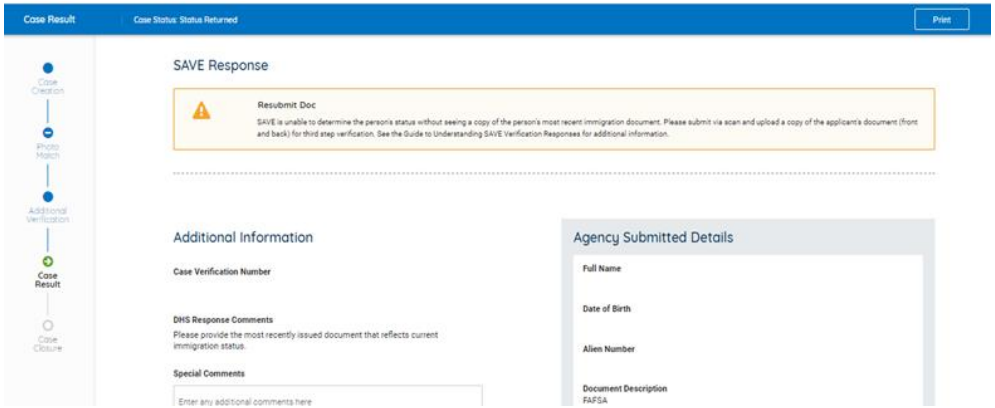
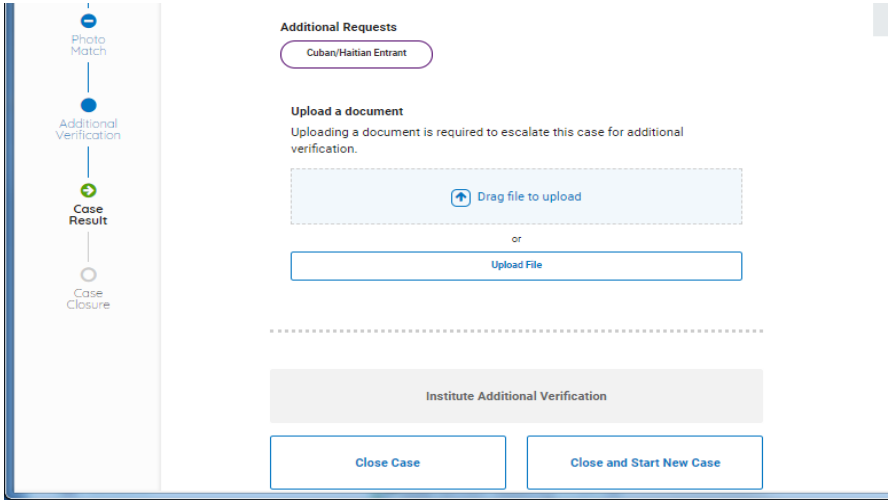
# SAVE System – Response Screen #3 (cont.)

On page 2, follow the “Resubmit Doc” – Case Status is “Status Returned” (Response #2) instructions to submit a third step verification request.

Top of Page




Bottom of Page



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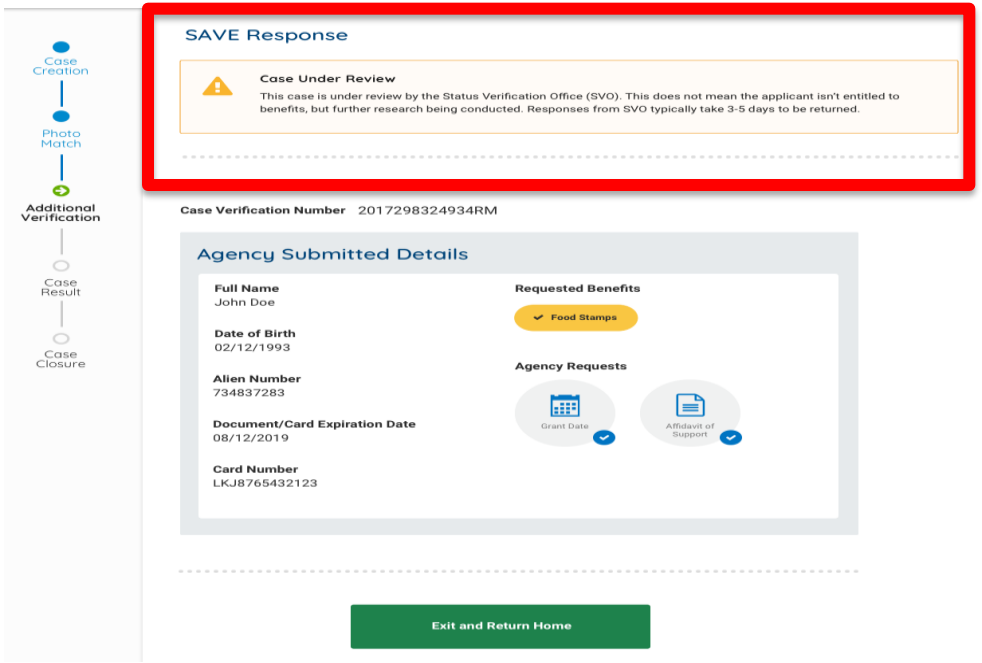
# SAVE System – Response Screen #4

4. “Case Under Review”

After a case is submitted, this screen appears for 3 to 5 business days (usual time frame). After this time has passed, log back into SAVE to see the updated response and determine eligibility.



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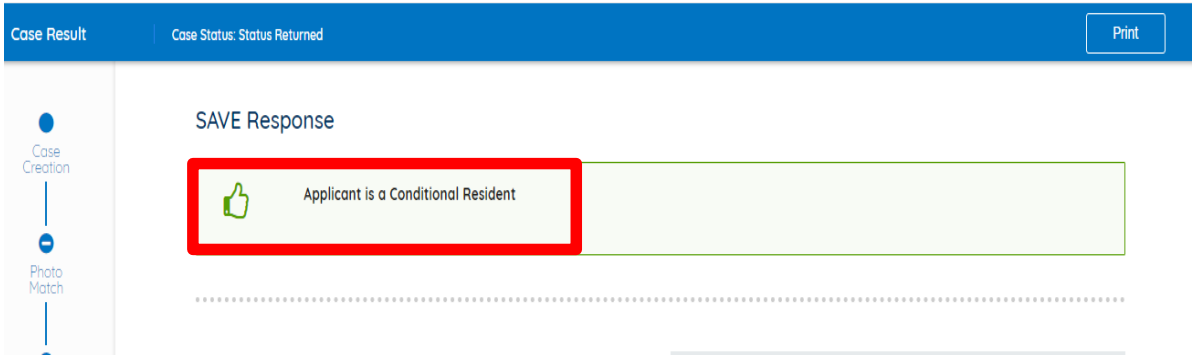
# SAVE System – Response #5

5. “Applicant Status: [status]” or “Applicant is a [status]” final response (no "Still not sure?..." link)
   - This response is received when you view a case for the first time, or as a result of a third step verification request performed by your school or by another school
   - Case Status can be “Status Returned” or “Case Closed”
   - SAVE Response can be any eligible or ineligible immigration status



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# SAVE System – Determining Eligibility

For response screen #5, compare student's immigration document with SAVE Response.

- **If they match, and support an eligible noncitizen status**, use this SAVE Response to continue processing the student's Title IV aid.
- **If they match, but do not support an eligible noncitizen status**, the student is not eligible for Title IV aid. Do not repeat third step verification; the SAVE Response will not change
- **If the document supports an eligible noncitizen status, but the SAVE Response shows an ineligible status, or vice versa**, use the "Resend Record to Matches" functionality (described in that section of the SAVE Instructions for U.S. Department of Eduction (School) Users document) to generate a new ISIR transaction on which the student's noncitizen eligibility will be:
  - Confirmed (use the ISIR to continue processing the student's Title IV aid), or
  - Not confirmed (use the new DHS Verification Number to submit a third step verification request in SAVE).

Descriptions of eligible and ineligible immigration statuses and documentation can be found in the FSA Handbook, Volume 1, Chapter 2 – U.S. Citizenship and Eligible Noncitizens, on IFAP.ed.gov.



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# No Response From SAVE After 15 Business Days

Note the date that you submitted a third step verification request in the student's file. If 15 business days have passed and you have not received a response from SAVE, follow the instructions in federal regulation 668.136(b)(3) which explains that, 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 the student's file and determine whether the eligible noncitizen requirements have been met. If so, make any disbursement for which the student is 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.



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# SAVE System – Troubleshooting and Resources

If you have questions about a student's eligibility, email applicationprocessingdivision@ed.gov. Provide the student's DHS Verification Number in the subject line. Or, call the Application Processing Division at (202) 377-4600. Leave a message with your name, your contact information, and the student's DHS Verification Number.

Resources for navigating the SAVE system, including the SAVE Instructions for U.S. Department of Education (School) Users document, the most recent Electronic Announcments (EAs), and the FSA Handbook, can be found on IFAP.ed.gov.



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