

# SAVE ACTION GUIDE

CBMS | Action Guide | Revised: January 2021

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## SAVE OVERVIEW

The SAVE program provides current immigration status based upon the information provided to the agency by the benefit applicant.

## LOGGING INTO SAVE

1. From the CBMS home screen, click on the SAVE hyperlink (<https://save.uscis.gov/web>).
2. Read the System User Agreement, check the “I agree” box and click the “Next” button.
3. Enter your username and password - assigned to you by your security administrator.

### On the Main Page, users will be able to:

- Start an Initial Verification inquiry.
- Search previously initiated cases:
  - **All Open Cases** - All cases requiring action, plus all cases in process.
  - **Cases Requiring Action Responses** - These are cases with an initial verification status and cases with additional verification responses. These cases have not closed.
  - **Cases with Additional Verification Responses** - These are cases with additional verification responses. These cases have not been closed.
  - **Cases with Third Step Verification Responses** - These received a Third Level verification response. These cases have not been closed.
  - **Cases in Process** - These cases have not yet received a response.
  - **Closed Cases** - These cases have been closed.
- View resources and training materials.

## Items needed to verify in SAVE are:

- Full Name
- Date of Birth
- Document Type
  - Examples include, but are not limited to: Certificate of Citizenship, Permanent Resident/Resident Alien Cards, Refugee Travel document, and Employment Authorization document.
- USCIS number/Alien number/Citizenship number (depending on the document provided)
  - If you do not have the number (or cannot read it), you can enter zeros.
- Card number (found on the back of the card - 3 letters followed by 10 digits)
  - SDC0123456789
  - If you do not have the number (or cannot read it), you can enter 3 letters and 10 zeros
- Benefit(s) the applicant is seeking

NOTE: When completing the required fields, users can click on the question mark for guidance.

## Starting an Initial Verification - First step for all new inquiries:

- SAVE has photo match feature - this ensures the documents provided to the agency for verification matches what was provided to DHS.
- Provides sponsor information (Affidavit of Support).
- Responds with the non-citizens status, expiration, and Class of Admission code.
- Will prompt user to institute Additional Verification (IAV) if necessary.

## If the response from your Initial Verification gives you a prompt for Additional Verification:

- Follow the instruction for SAVE to conduct a manual search.
- The reason for the Additional Verification should be documented in the comments section of the request.
- This step could take 3-5 business days to return to the user.

- Will prompt user to “Resubmit Doc” if necessary.

If the response from your Additional Verification gives you a prompt for “Resubmit Doc”:

- Immigrant documents are required to be scanned and uploaded into SAVE.
- SAVE will then conduct an additional manual search using the uploaded document.

## MORE RESOURCES

You can find more How-To’s and reference guides in the Resource tab on the SAVE website.

## ACCESSIBILITY

This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience any difficulty accessing the content or have questions regarding the process, please contact [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us) for assistance.