

Arlene Rike, Program Manager
Sue Ford, Operational Support Manager

Authorized Signature

Number: SS-IM-04-011
Issue Date: 05/17/04

Topic: SAVE

Subject: Using SAVE through WEB1

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

DHS now has access to the on-line Systematic Alien Verification of Entitlements (SAVE) database. As stated in last week's SS-IM-04-009, subadministrators have been giving individual staff access to WEB1 for the past few work days. SAVE is required for verifying alien status and the validity of immigration documents for qualified noncitizens applying for FS, medical or TANF benefits. The on-line system is also used to request secondary verification.

Accessing SAVE/WEB1

If you need access to SAVE/WEB1, contact your local subadministrator (RACF security guardian). The subadministrator will set up rights using your RACF ID and give you the initial password.

The first time you use SAVE/WEB1, you will be required to change your password. The new password must meet all the posted requirements of the website or you will be prompted to try again. Three of the following character types must be used: upper case, lower case, numeral and special character. The password is case-sensitive and must be exact.

Access SAVE/WEB1 by clicking on the link below or through the *Staff tools* on the DHS home page:

<https://www.vis-dhs.com/WebOne>

Using SAVE/WEB1

To verify immigration status/documents through SAVE/WEB1, enter the 9-digit alien

registration number from the immigration document, dropping the A. Add a zero (0) to the front of the number if it is less than 9 characters. Select the programs for which you are checking status. The system immediately responds with a screen containing the person's name, country of origin, DOB, date of entry and code of admission (COA). Case workers may choose to simply narrate the information on the screen, including the verification number, or to print out a copy of the screen for the case file in addition to narrating. DHS is charged for each use of WEB1, so staff are asked to use the system only when necessary.

After getting the requested information, move the scroll bar to the right and click on "Complete and close." This ends the individual transaction. At this point, the worker may select to enter another alien number for verification or click on Exit to leave the system. If secondary verification is required, the system will prompt the user for follow-up. The secondary verification will appear on SAVE/WEB1 within 48 hours of the request. If awaiting secondary verification, exit without first selecting "Complete and close," to allow the system to work on securing the secondary data.

It is important to click on Exit when your transactions are completed. Although current response time is very fast, we do anticipate some slowing as users are added and the information requests increase.

On-Line Resources

WEB1 includes an on-line tutorial to help guide you through the system. The "case admin" and "user admin" lessons in the tutorial are excellent for on-line help. However, many users have found the website to be so user-friendly that they do not need the tutorial to start. The screens also have pop-up help. Pausing your cursor over an icon or an input field will display a description or definition. Other available resources include:

- A Guide to Selected US Travel and Identity Documents
- Document Verification Request (form G-845)
- Document Verification Request (form G-845S)
- Document Verification Request Supplement (form G845)
- Glossary of terms
- SAVE User Manual (for subadministrators).

At this time, we do not plan to offer training on use of the system. However, if many users experience problems with the database, we will take a second look at the issue.

Troubleshooting/Who to Call

- For access to SAVE/WEB1, contact your local subadministrator.
- For problems with printing or accessing the site through your current web browser, call the Help Desk (503-945-5623).
- For questions about when to use SAVE/WEB1 and how to apply the information for an eligibility decision, contact the appropriate Program Analyst.

If you have any questions about this information, contact:

Contact(s):	Please see the information provided above		
Phone:		Fax:	
E-mail:			