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 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)
    - o 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

SAIG Enrollment Site Login Screen

- Enter your FSA User ID and Password
- Select "Log In"

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

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Primary Destination Point Administration Management Screen

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

Make Your Selection Below Screen

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

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.

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.

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

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

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 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 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.

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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.

- 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.

Welcome Screen

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

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.
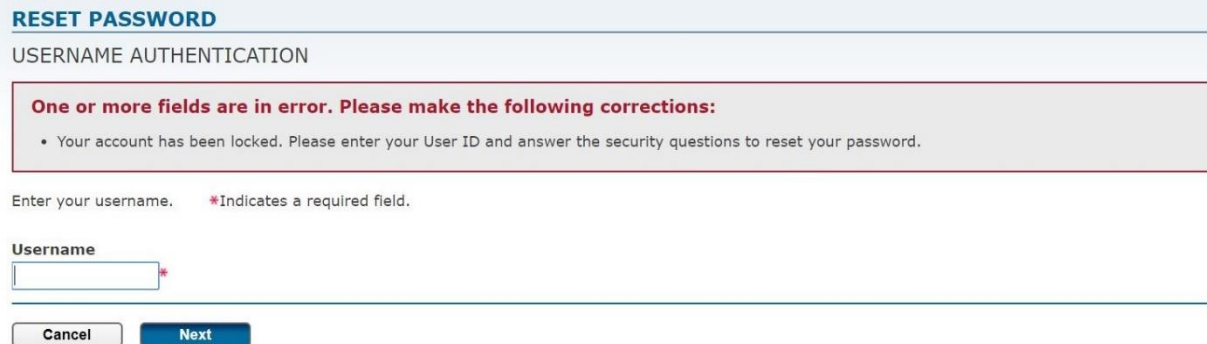
UNLOCK USER ACCOUNT

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

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

Home

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.

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

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.

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

APD Contact:
applicationprocessingdivision@ed.gov or 202-377-4600

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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 **98**xyz123

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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, 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.

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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.

Supervisor Third Step Only User Home Screen

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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.

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."

User Information Screen

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

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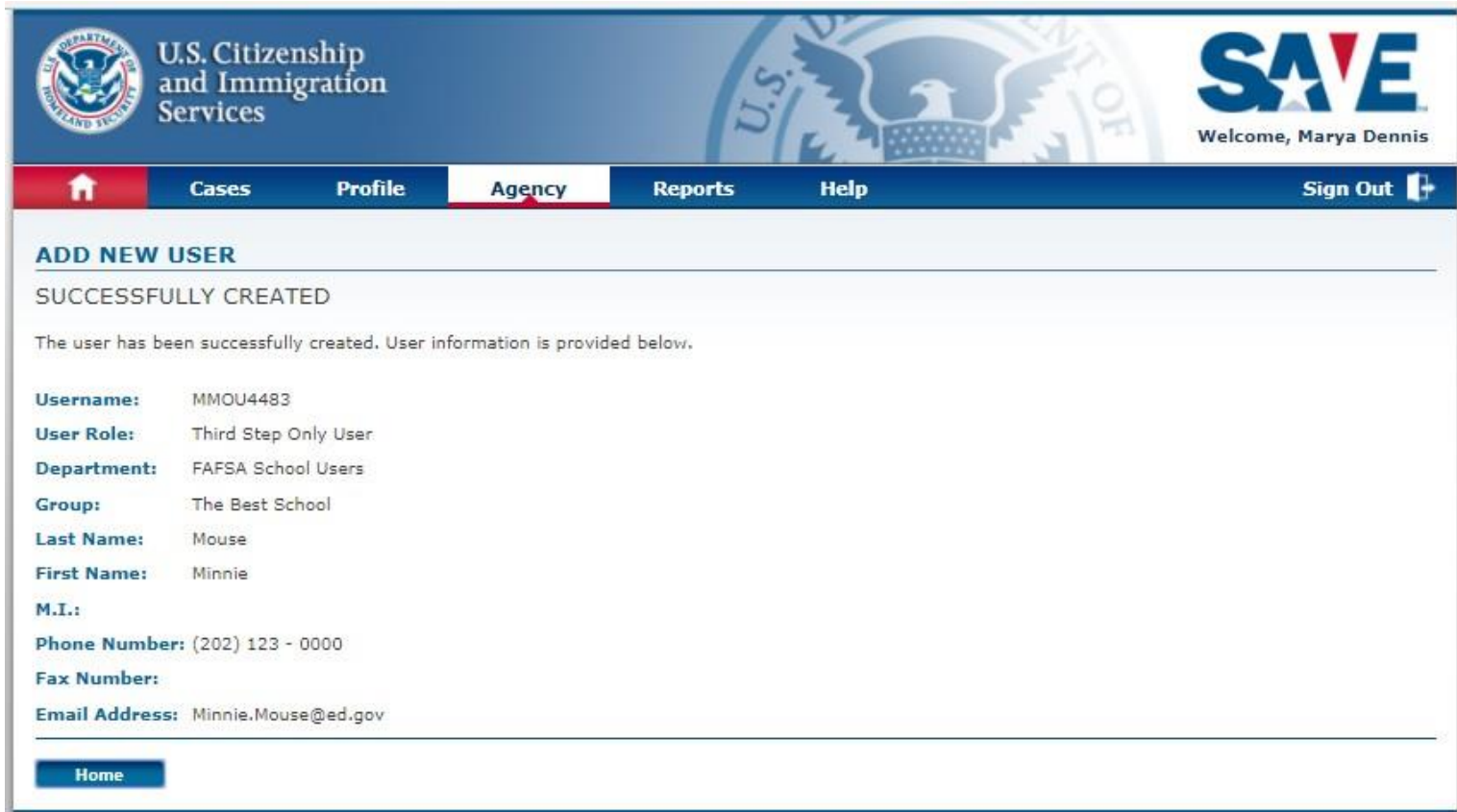
- Enter a temporary password for the User ID. (see Password Creation on slide 17)
- Re-type the temporary password
- Write down the new User ID (if changed) and temporary password because they will not appear again.
- Click "Submit."

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.

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.

- 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."

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.

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)

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.

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.

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.
  - o 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.
  - o 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.
  - o 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.

SAVE Welcome Screen

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

Note: Some common login error messages can be found on slide 16.

- 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

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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.