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**RGM Memo**

Date: June 28, 2018

To: Dear School Owners and Financial Aid Personnel,

RE: Third Step Verification Request

Dear School Administrators,

RGM MEMO JUNE 28, 2018

We sent a memo on an Electronic Announcement that was posted on June 8, 2018, titled “SAVE System Users are Receiving “No Records Found” Error when submitting Third Step Verification Requests Through Save”.  Federal Student Aid requested that schools receiving this message on all third step verification requests stop processing third step cases and sending DHS Verification Numbers to application processing to generate new DHS Verification numbers. Now an Electronic Announcement was posted on June 27, 2018, with guidelines for all schools regarding submitting third step verification requests through the SAVE system. The inability for some schools to access SAVE records is due to a DHS-SAVE system hierarchy issue. DHS has identified the problem and is in the process of implementing a solution that will allow all authorized schools to access the SAVE system by the middle of **JULY 2018**. A subsequent Electronic Announcement will announce the date the SAVE system will be available. Until the SAVE system is again available, schools should follow the instructions on the new Electronic Announcement to receive an updated Institutional Student Information Record (ISIR) through the Central Processing System (CPS). If the ISIR indicates that the student is not an eligible noncitizen status, FSA will provide schools with the student’s third step immigration status response if it is available in the SAVE system without the student’s immigration document(s). This is the same procedure FSA implemented in May to give schools more information before SAVE user IDs became available. Below we have included the links to both Electronic Announcements.

Please copy and paste link to your browser:

Electronic Announcement June 27, 2018

<https://ifap.ed.gov/eannouncements/062718GuideSchRegardSubmitThirdStepVerifReqSAVESys.html>

Electronic Announcement June 8, 2018

<https://ifap.ed.gov/eannouncements/060818SAVESysUsersReceivingiNoRecordsFoundError.html>