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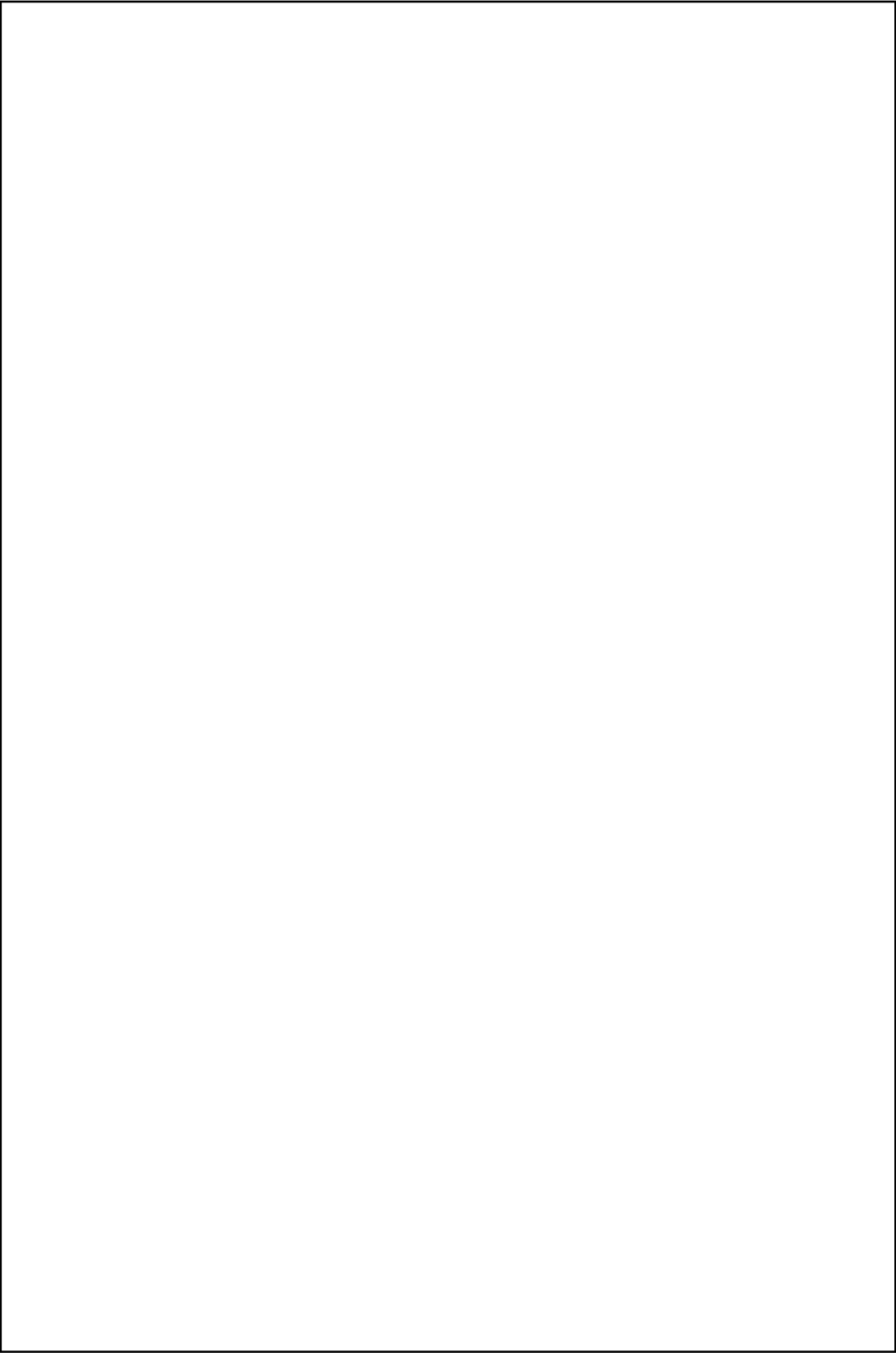
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(b)(6) (b)(7)(C) (b)(7)(E)

From: [redacted]
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity
To: [redacted]
Cc: [redacted]
Sent: September 3, 2025 2:18 PM (UTC-05:00)

Hi [redacted]

Certainly, [redacted] from our team will provide and extend the access period for an additional two weeks for the following list of individuals. We will complete this action today.

[redacted]@uscis.dhs.gov
[redacted]@uscis.dhs.gov
[redacted]@uscis.dhs.gov
[redacted]@uscis.dhs.gov

Thank you, (b)(6) (b)(7)(C) (b)(7)(E)

[redacted]



[redacted] | Chief Information Officer
Office of the Ohio Secretary of State
OhioSoS.gov

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, September 3, 2025 2:40 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity
(b)(6) (b)(7)(C) (b)(7)(F)

Secretary of State Security Notice

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Good afternoon, [redacted]

Please add me to that list so that I can provide the re-run file.

[redacted] the re-run file is pretty small compared to what Ohio submitted previously, so it should be processed overnight and ready in the morning if submitted by COB...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, September 03, 2025 1:23 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi [redacted]

We established a shared location a while back, and below is a list of individuals who have access. Should we invite anyone else? We have not yet seen the file containing the records that need to be re-run. When can we expect to receive that?

[redacted]@uscis.dhs.gov
[redacted]@uscis.dhs.gov
[redacted]uscis.dhs.gov

Thanks,

[redacted]



[redacted] | Chief Information Officer
Office of the Ohio Secretary of State
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Tuesday, September 2, 2025 4:12 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi [redacted] -

Yes, we can submit a new file. [redacted] can assist with ensuring our secure filing system can accept the file. Once reviewed [redacted] will resubmit. Once the bulk upload is re-submitted how quickly should we receive responses and will we receive a bulk response?

Thanks,

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, September 2, 2025 3:56 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

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Hi [redacted] (b)(6)

Thanks for the feedback on the Date of Death information. Unfortunately, those data aren't included in the VDIS payload we receive, so it's not available to us to add it into reports or responses at this time. But it's certainly an idea worthy of further research—our team will investigate...

Separately, we would like to request that Ohio re-run the portion of its cases that required additional verification, both those that have received a response as well as those that are still pending. There are updates in our manual verification process at 2nd step that may result in more USC responses, and we'd like to have the cases worked with the updated process to eliminate unnecessary future manhours worked. We're trying to make this request as simple as possible—the file with the records needed to be re-run will be sent to you tomorrow, so all that's needed is for Ohio to upload it... Will that be possible? And we'll send the file to your secure server, right?

Thanks again for your partnership, [redacted]—we're doing great things together!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Tuesday, September 02, 2025 12:41 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hello SAVE team –

Hope you had a wonderful Labor Day weekend. While we await the results of the additional records under review, is it possible to receive the deceased date for the records identified by SSA? Part of our list maintenance process involves ensuring no voter activity after the date of death. And if such activity occurred, referral to our public integrity division for investigation and appropriate law enforcement partners.

Thank you,

[redacted]



[redacted] Chief Operating Officer and Assistant Secretary of State

Office of the Ohio Secretary of State

O: [redacted]
C: [redacted]

OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 29, 2025 1:26 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Hello [redacted] (b)(6)

Can we schedule for 2:00?

Thank you,

[redacted]

Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, August 29, 2025 12:25 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Is now okay? I'll send a 1:30 meeting invite to this group.

Otherwise I'll send one for 2:00.

Get Outlook for iOS (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 29, 2025 1:23:09 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

****Secretary of State Security Notice****

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Hello [redacted]

Yes, we are available to jump on a call. What time works for you and your team?

Thank you, (b)(6) (b)(7)(C) (b)(7)(F)

[redacted]

Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, August 29, 2025 10:37 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Good morning [redacted]

We are attempting to load the results from the cases under review status and individuals populated as deceased per SSA records, but continually running into errors or other system lock up challenges. Are you or your team available to jump on a call to see if we can find a timely solution? The sooner the better, so please name a time and we'll be there.

Thank you!

[redacted]

(b)(6)



[redacted] Director & Counsel, Public Integrity Division

Office of the Ohio Secretary of State

O: [redacted]

OhioSoS.gov

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From: [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, August 29, 2025 8:38 AM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

<[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

*** Secretary of State Security Notice ***

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Hello [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

It looks like many of these cases have been worked. The case search bug [redacted] referred to in his previous email has been resolved. If you continue to have issues accessing your cases in case search, please let us know so we can investigate and verify that the updates worked.

To access the cases worked at additional verification, you would want to filter the case status by "Additional (without Document)" under **Verification Response Returned**.

Case Status

Additional (Without Document) ▾

- Select -

DHS Verification In Process

Verification Response Returned

All

Initial

Additional (Without Document)

Additional (With Document)

Verification Action Needed

In an upcoming release on September 10, there will be a new feature where the additional response messages will be included in the response file.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, August 28, 2025 4:31 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Good evening, [redacted]

Checking back on any status updates? We still have not received the potential non-citizen results under further review. Below you expected to have these results today. Thanks for the continual work!

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, August 26, 2025 12:28 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

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☐ Thanks for reaching back out, I was planning to circle back with you today on a few topics.

1. The case search issue listed below is a 'time-out' due to large volume of records attempting to be accessed. We have two bugs related to this that are being prioritized right now that will hopefully address it. We'll circle back up once deployed to see if it's resolved.
2. Per our previous conversation, we've been working on a solution for the large number of "Immigration Enumerator Required" responses. We are targeting to have something in place within the next couple weeks. I'm hoping we can partner on this to see if we can decrease the volume of responses you're experiencing in this area prior to the full deployment.
3. OH cases that would have received a Non-USC or Institute Additional Verification were auto-escalated (you are seeing these as Case Under Review) are being worked by our status verifiers. Hoping to have them fully complete by Thursday this week.

☐ (b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@OhioSOS.Gov>

Sent: Tuesday, August 26, 2025 10:34 AM

To: ☐@uscis.dhs.gov>

Cc: ☐@OhioSOS.Gov>; ☐@uscis.dhs.gov>; ☐
☐@uscis.dhs.gov>; ☐@uscis.dhs.gov>; ☐@OhioSOS.Gov>;
☐@OhioSOS.Gov>; ☐@OhioSOS.Gov>; ☐@OhioSOS.Gov>
☐@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi ☐

Just wanted to touch base since our meeting last week. Josephine continues to receive an error when she attempts to retrieve a case. We also haven't received any additional results from pending cases from our initial review. As a result, Josephine can't pull up the case to submit additional documentation or move the review to the next step. Now she can't even access any cases at all – she just receives the below error. This has been consistent over the last week. Let us know if you want to hop on a call for ☐ to show you what she is experiencing.

Thanks,

☐

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to ☐@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching search

[Return to Search](#)

(b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@uscis.dhs.gov>

Sent: Friday, August 15, 2025 4:03 PM

To: ☐@OhioSOS.Gov>

Cc: ☐@OhioSOS.Gov>; ☐@uscis.dhs.gov>; ☐
☐@uscis.dhs.gov>; ☐@uscis.dhs.gov>; ☐@OhioSOS.Gov>;
☐@OhioSOS.Gov>; ☐@OhioSOS.Gov>; ☐@OhioSOS.Gov>
☐@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

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Outstanding—thanks for that confirmation, [REDACTED] SAVE will respond in bulk to mirror each file sent. So over the weekend as each of those nine files are processed, SAVE will produce a response file with responses for each of the queries in each file. Assuming the system is able to process all 8+ million records over the weekend, they should all be waiting for you Monday morning when you get back to the office. (b)(6)

Please let us know if you have any additional questions, [REDACTED]—thanks again, and we're looking forward to receiving your files in about three hours!

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>

Sent: Friday, August 15, 2025 3:21 PM

To: [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>;

[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]

[REDACTED]@OhioSOS.Gov>

Subject: Re: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

[REDACTED]

Thank you for the opportunity to test this evening. We will upload 9 files after 7pm. We will reach out via this thread if we encounter any issues. Do you know approximately when we should expect results? We are extremely thankful for your efforts making this possible.

Thank you,

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

On Aug 14, 2025, at 11:29 AM, [REDACTED]@uscis.dhs.gov> wrote:

Secretary of State Security Notice

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Good afternoon, [REDACTED] (b)(6)

Over the past few months, USCIS has committed to optimizing its SAVE system to meet the citizenship and immigration status verification needs of our agency partners. First, [Secretary Noem announced](#) that SAVE usage would now be free for non-Federal agencies, which eliminated the financial burden of its transaction charges. Then SAVE began adding exciting new features such as the ability to perform a bulk query upload, as well as a new integration with SSA that enables case submission using the Social Security Number (SSN) as a non-DHS enumerator.

Now SAVE is excited to invite Ohio to participate in a special "soft launch" of its latest capability: using the last four digits of the SSN as an enumerator for case submission. This new enhancement will allow state voter verification agencies—such as yours—to submit SAVE verification cases using only the following data points: First Name, Last Name, Date of Birth, and the SSN Last-4. Status responses for these cases will mirror those currently in use with SAVE and those added as a result of the integration with SSA. More information on SAVE responses can be found [here](#).

This soft launch is by invitation only—we are not announcing its availability for widespread use at this time. SAVE needs to throttle the intake of these cases at the outset, as we know the demand will be high and want to ensure system's ability to meet the increased demand. We are prioritizing your state due to prior participation and engagements between our agencies. We hope you'll accept this invitation to submit a bulk upload of cases during the designated time slot: **7pm ET tomorrow, Friday, August 15th**. Given your expected submission volume, please begin your submissions as close to that time as possible, but not any earlier than 7pm.

If this time isn't acceptable to you for any reason then please let us know and we will try to reschedule, although this soft launch is very limited and we may not be able to meet your rescheduling request. If you are able to participate at this designated time, please respond to this e-mail with the size of your voter roll you'd plan to upload. While there is no limit on the volume of cases you would be able to submit, it is recommended to limit your file size to 1 million cases per file (multiple files can be submitted as necessary). Attached is the bulk upload .csv template for which your data will need to be formatted.

Please reach out to us if you have any questions about this exciting opportunity, and let us know your response to this invitation as soon as possible. Thanks!

[Redacted]

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[Redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

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From: [REDACTED] (b)(6) (b)(7)(C)(b)(7)(F)
Subject: RE: Update
To: [REDACTED]
Sent: September 2, 2025 7:26 AM (UTC-05:00)
Attached: 200005410_Texas_SBU_Response_Files_list.xlsx

Good morning, [REDACTED]

Thanks for the follow up. Let me address those issues:

1. For the cases that have the Case Under Review response, those will require manual verification and have been sent to our verifiers for review. The current processing time (which [can be found here](#)) is 5 business days on average.
2. There are no limits to the batch file submission queue, but you can't see more than a certain number on the first page. There should be a setting where you can change the number of file rows you can view per page, which will allow you to see up to 100 files on the first page and then you can see the rest on the next page. I've attached a spreadsheet with the files Texas submitted to us—looks like you sent 157 of them. We got them all, and they should all be available for you to view—please let me know if you continue to have issues with that.

Yes, we can handle another 6 million on Friday—thanks for the heads-up! We'll have the capacity set aside for you. Just please don't resubmit any that you submitted this past weekend that are under manual review, as those just require a little more time to resolve and should be ready for you early next week... Thanks!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

From: [REDACTED]@sos.texas.gov>
Sent: Monday, September 01, 2025 3:01 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: Update

(b)(6) (b)(7)(C)(b)(7)(F)

[REDACTED]

A few questions...

1. I am not seeing the cases pending review finalizing. Is there a longer wait for bulk uploads?
2. Not realizing that there was a limit to the queue, I have lost access to the first 34 files I submitted on 8/22. Is there a way to retrieve those response files or can the flags be changed so I can resubmit?

I have one more batch of approximately 6M. I should be ready this next Friday if that works for you all.

From: [REDACTED] (b)(6)
Subject: RE: SAVE: Bulk Upload Tool Instructional Guide. - try this one
To: SAVE-HELP
Cc: [REDACTED]
Sent: August 29, 2025 10:32 AM (UTC-05:00)

You don't often get email from [REDACTED]@nd.gov. [Learn why this is important](#)

Good morning,

We would like to explore the materials in the [SAVE Bulk Upload Tool Instructional Guide](#). When we try to access the materials we are presented with an access denied message.

Thank you,

[REDACTED] (b)(6)
Compliance Officer
Human Services Division - Economic Assistance

[REDACTED]@nd.gov • www.hhs.nd.gov/applyforhelp



-----Confidentiality Statement-----

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From: Microsoft Outlook [REDACTED]@NDGOV.onmicrosoft.com
Sent: Wednesday, August 27, 2025 3:09 PM
To: [REDACTED]
Subject: Undeliverable: SAVE: Bulk Upload Tool Instructional Guide.

(b)(6)
Delivery has failed to these recipients or groups:

[REDACTED]@uscis.gov" (SAVE.Help@uscis.gov)

Your message wasn't delivered. Despite repeated attempts to deliver your message, the recipient's email system refused to accept a connection from your email system.

Contact the recipient by some other means (by phone, for example) and ask them to tell their email admin that it appears that their email system is refusing connections from your email server. Give them the error details shown below. It's likely that the recipient's email admin is the only one who can fix this problem.

For Email Admins

No connection could be made because the target computer actively refused it. This usually results from trying to connect to a service that is inactive on the remote host - that is, one with no server application running. For more information and tips to fix this issue see this article:

<https://go.microsoft.com/fwlink/?LinkId=389361>

Diagnostic information for administrators:

Generating server: SJ0PR09MB9416.namprd09.prod.outlook.com
Receiving server: SJ0PR09MB9416.namprd09.prod.outlook.com

[REDACTED]@uscis.gov (b)(6)
8/27/2025 8:08:30 PM - Server at SJ0PR09MB9416.namprd09.prod.outlook.com returned '550 5.4.316 Message expired, connection refused(Socket error code 10061)'
8/27/2025 7:57:38 PM - Server at uscis.gov (23.1.61.7) returned '450 4.4.316 Connection refused [Message=Socket error code 10061] [LastAttemptedServerName=uscis.gov] [LastAttemptedIP=23.1.61.7:25] [SmtpSecurity=-2;-2] [BN1PERF00005FF9.namprd09.prod.outlook.com 2025-08-27T19:58:30.848Z 08DDE30EB1E7B834](Socket error code: 10061)'

Original message headers:

Received: from [REDACTED] ([REDACTED]) by [REDACTED] ([REDACTED]) id [REDACTED] for [REDACTED]; Wed, 27 Aug 2025 19:58:30 -0400
Received: from [REDACTED] ([REDACTED]) by [REDACTED] ([REDACTED]) id [REDACTED] for [REDACTED]; Wed, 27 Aug 2025 19:58:30 -0400
Received: from [REDACTED] ([REDACTED]) by [REDACTED] ([REDACTED]) id [REDACTED] for [REDACTED]; Wed, 27 Aug 2025 19:58:30 -0400
Received: from [REDACTED] ([REDACTED]) by [REDACTED] ([REDACTED]) id [REDACTED] for [REDACTED]; Wed, 27 Aug 2025 19:58:30 -0400
Received: from [REDACTED] ([REDACTED]) by [REDACTED] ([REDACTED]) id [REDACTED] for [REDACTED]; Wed, 27 Aug 2025 19:58:30 -0400

From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity
To: [redacted]
Sent: August 27, 2025 4:46 PM (UTC-05:00)

Hey [redacted]

I don't see any update since we uploaded the state file. Is there someone we should reach out to, to check? Not sure how long the process normally takes. Thanks for your help.



[redacted]
Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [redacted] • Cell: [redacted]

[redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, August 21, 2025 10:56 AM
To: [redacted]@sos.alabama.gov>
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

[redacted] I double-checked on this because of your concern, and while we don't actively shared it with anyone outside of DHS, there are "routine use" disclosures listed in the SORN where information could be disclosed to other parties. Again, we certainly do not take the file uploads and share them; however, if a person is [redacted] (b)(7)(E) [redacted] there is a [redacted] That would be the only exception, and it's an exception that hopefully you find as palatable as I do...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.alabama.gov>
Sent: Thursday, August 21, 2025 11:37 AM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Thanks, [redacted] We will upload this afternoon. Can you please confirm our discussion that the file is kept within DHS and not shared outside of the agency? Our team wanted to be sure.



[redacted]
Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [redacted] • Cell: [redacted]

[redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, August 21, 2025 10:27 AM
To: [redacted]@sos.alabama.gov>
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Oh yes, and here's the detail from the notes on the upload file (attached). The highlighted part is what I was emphasizing about formatting the column to "Text" to ensure you don't lose the leading zeroes in the submission...

This column accepts full 9-digit SSNs or the last 4 digits. CAUTION: If you are using Microsoft Excel, convert this column to a text format before submission to avoid losing the leading zero of any SSN that begins with zero. To do this, select this column, right-click the selected column, select "Format Cells" from the dropdown, select "Text" from the left-hand menu, and then click "OK".

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Thursday, August 21, 2025 11:13 AM
To: [redacted]@sos.alabama.gov>
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity
Importance: High

[redacted] the team says we're good for this afternoon/evening: Alabama has the green light to upload whenever you're ready.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Thursday, August 21, 2025 9:41 AM

(b)(6)

To: [redacted]@sos.alabama.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Hi [redacted]—I'm free when you are...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.alabama.gov>

Sent: Thursday, August 21, 2025 9:19 AM

To: [redacted]@uscis.dhs.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Should be simple enough for just us.



[redacted]

Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [redacted] • Cell: [redacted]

[redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, August 21, 2025 8:13 AM

To: [redacted]@sos.alabama.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Can do. Do you want it to be one-on-one, or should we bring in our teams?

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.alabama.gov>

Sent: Thursday, August 21, 2025 9:08 AM

To: [redacted]@uscis.dhs.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Can you talk at 9:30 EST?



[Redacted]
Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [Redacted] • Cell: [Redacted]

[Redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@uscis.dhs.gov>

Sent: Thursday, August 21, 2025 7:50 AM

To: [Redacted]@sos.alabama.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Hi [Redacted] I'm not the office and I'm free for a call until noon. Let me know if you still want to have a chat on this...

[Redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[Redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@uscis.dhs.gov>

Sent: Wednesday, August 20, 2025 6:48 PM

To: [Redacted]@sos.alabama.gov>

Subject: Re: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Yes, I had just left at 4:30.... Want to schedule a call for the morning? I'm free until 10am...

Get [Outlook for iOS](#)

From: [Redacted]@sos.alabama.gov>

Sent: Wednesday, August 20, 2025 4:52:16 PM

To: [Redacted]@uscis.dhs.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

[Redacted]

Called but went to VM. You all may have left for the day. Our meeting ran a little long.



[Redacted]
Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [Redacted] • Cell: [Redacted]

[Redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@uscis.dhs.gov>

Sent: Wednesday, August 20, 2025 2:09 PM

To: [Redacted]@sos.alabama.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Ok, I'm here for when you're ready.

[Redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[Redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [Redacted]@sos.alabama.gov>

Sent: Wednesday, August 20, 2025 2:55 PM

To: [Redacted]@uscis.dhs.gov>

Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

No problem or rush. I am stepping into a meeting but should have an answer and likely a question or two in an hour or so. I will try to call again a little later.



[Redacted]
Chief of Staff (b)(6)

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [Redacted] • Cell: [Redacted]

[Redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, August 20, 2025 1:45 PM
To: [redacted]@sos.alabama.gov>
Subject: Re: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Hi [redacted] — I just stepped away for a few mins. Can I call you back when I return?

Get [Outlook for iOS](#)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.alabama.gov>
Sent: Wednesday, August 20, 2025 2:14:02 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@sos.alabama.gov>; [redacted]@sos.alabama.gov>; [redacted]@sos.alabama.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity



Thank you for the invitation. We are interested. We are meeting internally this afternoon and I will get back with you before COB.



[redacted]
Chief of Staff

Office of Secretary of State Wes Allen
Alabama State Capitol • Suite S-105
600 Dexter Avenue • Montgomery, AL • 36130
Office: [redacted] • Cell: [redacted]

[redacted]@sos.alabama.gov



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, August 20, 2025 12:59 PM
To: [redacted]@sos.alabama.gov>
Cc: [redacted]@sos.alabama.gov>; [redacted]@sos.alabama.gov>; [redacted]@sos.alabama.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Subject: Alabama Secretary of State - SSN Last-4 SAVE Upload Opportunity

Good afternoon, [redacted]

Over the past few months, USCIS has committed to optimizing its SAVE system to meet the citizenship and immigration status verification needs of our agency partners. First, [Secretary Noem announced](#) that SAVE usage would now be free for non-Federal agencies, which eliminated the financial burden of its transaction charges. Then SAVE

began adding exciting new features such as the ability to perform a bulk query upload, as well as a new integration with SSA that enables case submission using the Social Security Number (SSN) as a non-DHS enumerator.

Now SAVE is excited to invite Alabama to participate in a special “soft launch” of its latest capability: using the last four digits of the SSN as an enumerator for case submission. This new enhancement will allow state voter verification agencies—such as yours—to submit SAVE verification cases using only the following data points: First Name, Last Name, Date of Birth, and the SSN Last-4. Status responses for these cases will mirror those currently in use with SAVE and those added as a result of the integration with SSA. More information on SAVE responses can be found [here](#).

This soft launch is by invitation only—we are not announcing its availability for widespread use at this time. SAVE needs to throttle the intake of these cases at the outset, as we know the demand will be high and want to ensure system’s ability to meet the increased demand. We are prioritizing your state due to prior participation and engagements between our agencies. We hope you’ll accept this invitation to submit a bulk upload of cases during the designated time slot: **Friday and Saturday, August 22nd – 23rd**.

If this day isn’t acceptable to you for any reason then please let us know and we will try to reschedule, although this soft launch is very limited and we may not be able to meet your rescheduling request. If you are able to participate at this designated day, please respond to this e-mail with the size of your voter roll you’d plan to upload. While there is no limit on the volume of cases you would be able to submit, it is recommended to limit your file size to 1 million cases per file (multiple files can be submitted as necessary). Attached is the bulk upload .csv template for which your data will need to be formatted.

Please reach out to us if you have any questions about this exciting opportunity, and let us know your response to this invitation as soon as possible. Thanks!

[Redacted]

Verification Division, IRIS

U.S. Citizenship & Immigration Services

Department of Homeland Security

[Redacted]

@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Subject: FW: SAVE Question (b)(6)
To: SAVE-HELP
Cc: [redacted]
Sent: August 26, 2025 12:29 PM (UTC-05:00)

Hello,
I am trying to assist a supervisor with the following SAVE cases

Neither the supervisor or myself (super user) are able to locate the listed cases.

I have checked in both open and closed cases under her name and searched by SAVE case number which is also not pulling up
I have gone back for the last year.

These are currently the only 2 showing up for [redacted] (b)(6)

Can someone assist with this or look into why they may not be showing up under her list of cases?

Any guidance with the outstanding ones would be greatly appreciated

Thank you!

Created By - User

[redacted] [dropdown arrow]

Open (2) Closed (22) (b)(6) (b)(7)(E)

Sort By

Last Modified [dropdown arrow] [sort icons]

[Empty table area]

[redacted] Social Services Supervisor, C.L.S.S.Y.B.
Office of Economic Assistance & Eligibility Operation
Nebraska Department of Health and Human Services
OFFICE: [redacted] (b)(6)
[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

(b)(6)

From: [redacted]@nebraska.gov>
Sent: Tuesday, August 26, 2025 6:57 AM
To: [redacted]@nebraska.gov>; [redacted]@nebraska.gov>
Subject: RE: SAVE Question

Hello [redacted]

Thank you. Yes, I have 5 SAVE cases that will not show up under me or if I search for the cases. It does not matter what day I submitted them.



(b)(7)(E)

Please let me know what you can find out. Thank you for your assistance.

Thank you,

[redacted] Social Services Supervisor

MSW | C.L.S.S.Y.B.

Office of Economic Assistance & Eligibility Operations

MEDICAID & LONG-TERM CARE

Nebraska Department of Health and Human Services



OFFICE: [redacted]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

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From: [redacted]@nebraska.gov>
Sent: Monday, August 25, 2025 5:15 PM
To: [redacted]@nebraska.gov> (b)(6)
Cc: [redacted]@nebraska.gov>
Subject: RE: SAVE Question

Hello,

For the 3 open cases showing up, [redacted] has closed those.

They are supposed to immediately move to the closed file, but, there is a known delay with that and they are working to get that done.

She took the steps she needed on those so nothing else is needed as she can't do anything else at this time.

I do see 18 closed cases within the past year. [redacted] have you checked to see if they are showing in that tab?

(b)(6)

I have not heard of any pending to disappear and not show up.

If you have specific SAVE numbers for a reference, I could do some follow up on those.

Let me know.

thanks

[redacted] | Social Services Supervisor, C.L.S.S.Y.B.
Office of Economic Assistance & Eligibility Operation
Nebraska Department of Health and Human Services

OFFICE: [redacted]

DHHS.ne.gov | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

(b)(6)

From: [redacted]@nebraska.gov>

Sent: Monday, August 25, 2025 1:38 PM

To: [redacted]@nebraska.gov>

Cc: [redacted]@nebraska.gov>

Subject: SAVE Question

[redacted] is reporting that she has 3 cases open in SAVE that were closed and the 4 that she is waiting on are not there anymore. Have you seen any complications with the system that may cause this? [redacted] please reply if I am missing anything. Thank you

[redacted]

(b)(6)

[redacted], C.L.S.S.Y.B. | Unit Manager

OFFICE OF ECONOMIC ASSISTANCE & ELIGIBILITY OPERATION

Nebraska Department of Health and Human Services

OFFICE: [redacted]

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]
Subject: RE: [EXTERNAL] SAVE login info
To: [REDACTED]
Cc: [REDACTED]
Sent: August 22, 2025 10:07 AM (UTC-05:00)

The "Case Under Review" response is for those cases where an automatic Additional Verification has begun and sent for manual review. Right now the average processing time for those is 6 federal working days, so all of those should be completed in the neighborhood of a week's time after a verifier has had an opportunity to dig into the databases and provide a response.

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]@sos.iowa.gov>
Sent: Friday, August 22, 2025 11:02 AM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@sos.iowa.gov>; [REDACTED]@sos.iowa.gov> [REDACTED]
<[REDACTED]@sos.iowa.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] SAVE login info

Here are the statuses we received back.

Does the "Case Under Review" correspond to one of those categories you sent in the last email?

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C)(b)(7)(F)
Sent: Friday, August 22, 2025 9:50 AM
To: [REDACTED]@sos.iowa.gov>
Cc: [REDACTED]@sos.iowa.gov>; [REDACTED]@sos.iowa.gov>; [REDACTED]
<[REDACTED]@sos.iowa.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] SAVE login info

Good morning, [REDACTED]

I've attached the new responses along with the descriptions here. To answer your question about the difference, the "United States Citizen (per SSA Record)" response indicated that this determination was made using SSA data, whereas the classic "United States Citizen" response indicates that this is a SAVE response using a DHS enumerator (not SSA data). And I think your train of thought in that last sentence is correct—if an SSA enumerator is used and the applicant is a USC, then the first response would be given. If an SSA enumerator was used and there was a foreign-born flag on the SSA record and we were able to pull the A# from the SSA record and then verify through SAVE that that are indeed a USC, then the second response is given.

Does all that make sense? Please let me know if any further clarification would be helpful—good question, though!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

(b)(6) (b)(7)(C)(b)(7)(F)

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Friday, August 22, 2025 10:18 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]

[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Hi [redacted]

We have a question about the eligibility statuses. Can you send definitions over for each? I tried to find it on the website but couldn't.

Particularly, the difference between "United States Citizen (per SSA Record)" and "UNITED STATES CITIZEN"?

It appears that the order of search may go SSA → USCIS databases. So, if a naturalized citizen has been issued an SSN they would appear in the first status, and if they do not, the second status is a USCIS return? Maybe?

From: [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, August 20, 2025 12:21 PM

To: [redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]

[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

I think that anything that crosses into five digits—10k or more—would likely justify a heads-up...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Wednesday, August 20, 2025 1:10 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]

[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Is there an upper limit you'd like to be notified if we try? We have some other ideas for VR data that was not included in this morning's group that we are thinking about.

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Wednesday, August 20, 2025 12:06 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]

[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Yes absolutely, no issue there. Fire away!

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, August 20, 2025 12:59 PM

To: [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]
<[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Ah, gotcha [redacted]—all good. You should be able to throw those in there without issue, right team?

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Wednesday, August 20, 2025 12:52 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]
<[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Thanks, [redacted] I think the largest of the files will be under 1,500.

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, August 20, 2025 10:05 AM (b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@sos.iowa.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]
<[redacted]@sos.iowa.gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Thanks, [redacted]—adding the rest of the team here...

As far as the processing time, it may take a couple/three hours to process that 1.2m load, but you should certainly have those results by COB today. And regarding that third, smaller file you mentioned, let us know the quantity and we'll give you the green light on it if we can... But if you're talking about just correcting those few hundred from your screenshots that errored out and resubmitting them, that shouldn't be a problem at all...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security (b)(6) (b)(7)(C) (b)(7)(F)
[redacted]@uscis.dhs.gov

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Wednesday, August 20, 2025 10:43 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>; [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] SAVE login info

Screenshots of our results. We're going to clean up the records with numerals in name fields and empty birthdates and upload a third, smaller file later today.

What's the expected turnaround on the processing ones?

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Wednesday, August 20, 2025 7:55 AM

To: [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] SAVE login info

Well that was quick—the team says “go go go!!” like the pilot to a squad of paratroopers... We have the capacity this morning if you get it in there quickly... Two reminders: 1 million records per file maximum, and please be sure to follow the instructions about formatting the enumerator column to “Text” so that the file doesn't erase the leading zeros of the last-4 SSNs (that's been tripping up a lot of agency submission thus far)...

Sound good? Let me know when you're about to submit, and if you have any follow-up questions...
Thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]

Sent: Wednesday, August 20, 2025 8:40 AM

To: [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] SAVE login info

Good morning, [redacted] Thanks for the message—these things happen. I'm checking with the team now to see if we have the capacity for your 1.2m today—I'll let you know what they say. In the meantime please ensure that the submission is split into at least two files—we have a 1 million record maximum right now on any single file submissions...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Tuesday, August 19, 2025 8:45 PM

To: [redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] SAVE login info

It took us longer than anticipated but we now have 1.2M we can upload in the morning.

Get [Outlook for iOS](#)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, August 19, 2025 9:53:01 AM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] SAVE login info

Hi [REDACTED]

We're pulling and formatting the records. I'll give you an ETA as soon as I have it.

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, August 19, 2025 9:22 AM
To: [REDACTED]@sos.iowa.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: [EXTERNAL] SAVE login info

Yes, that's correct.

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.iowa.gov>
Sent: Tuesday, August 19, 2025 10:21 AM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] SAVE login info

Once we do the bulk upload, do we get a file back indicating each ones' status?

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, August 19, 2025 8:33 AM (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]@sos.iowa.gov>
Subject: RE: [EXTERNAL] SAVE login info

Sorry, [REDACTED]—I got sidelined there for a bit. Here are the instructions I mentioned on our call this morning:

<https://www.uscis.gov/save/current-user-agencies/guidance/save-user-reference-guide/8-case-creation/82-how-to-submit-cases-in-bulk>

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Monday, August 18, 2025 3:13 PM
To: [REDACTED]@sos.iowa.gov>
Subject: RE: [EXTERNAL] SAVE login info

Good afternoon, [redacted]

Free for a call right now (or in the next hour)?

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 15, 2025 6:11 PM

To: [redacted]@sos.iowa.gov>

Subject: Re: [EXTERNAL] SAVE login info

Outstanding! Let's connect on Monday and get Iowa on track for this effort.

Get [Outlook for iOS](#)

From: [redacted]@sos.iowa.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, August 15, 2025 5:31:46 PM

To: [redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] SAVE login info

We're in.

Get [Outlook for iOS](#)

From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, August 15, 2025 3:58:03 PM

To: [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

Hi [redacted]

I need to cross i's and dot t's with our state AG office. They brought the question to me last night through USDOJ on our pending lawsuit and need to make sure I don't make our AG mad at me first.

From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 15, 2025 3:41 PM

To: [redacted]@sos.iowa.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Subject: RE: [EXTERNAL] SAVE login info

Importance: High

Hi [redacted]

I just left a voicemail with you... Give me a call back when you can—I'd like to discuss an opportunity to verify with SAVE using the last 4 of the SSN...

Thanks!

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services

(b)(6) (b)(7)(C) (b)(7)(F)

Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.iowa.gov>

Sent: Tuesday, January 28, 2025 10:53 AM

To: [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

You're right. My PW manager was being 'helpful' thanks!

From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, January 28, 2025 9:50 AM

To: [redacted]@sos.iowa.gov>

Subject: RE: [EXTERNAL] SAVE login info

Can you try again? That seems like it's for a different link...

<https://save.uscis.gov/web/vislogin.aspx?JS=YES>

[redacted]
SAVE Program, Verification Division
U.S. Citizenship and Immigration Services
U.S. Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

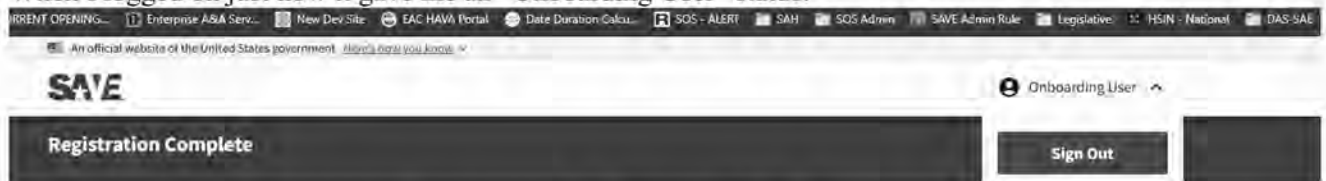
From: [redacted]@sos.iowa.gov>

Sent: Tuesday, January 28, 2025 10:45 AM

To: [redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] SAVE login info

When I logged on just now it gave me an "Onboarding User" status:



From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, January 28, 2025 9:30 AM (b)(6) (b)(7)(C) (b)(7)(F)

(b)(6)

To: [redacted]@sos.iowa.gov>

Subject: [EXTERNAL] SAVE login info

****Secretary of State Notice****

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<https://save.uscis.gov/web/vislogin.aspx?JS=YES>

One-time use password [redacted]

(b)(6)

[redacted]
SAVE Program, Verification Division
U.S. Citizenship and Immigration Services
U.S. Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: [External] SAVE Test Request for Last-Four SSN
To: [REDACTED]
Sent: August 21, 2025 1:13 PM (UTC-05:00)

Thanks, [REDACTED]?). Yes, I confirm that we received and processed your files yesterday evening. Thanks for participating in this launch!

Next question: does South Carolina intend to expand its usage of this new functionality? A few states have already uploaded their entire voter roll, one of which consisted of over 8 million records. We have the capacity if we schedule it —let me know if SC wants to do more...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@elections.sc.gov>
Sent: Thursday, August 21, 2025 2:07 PM
To: [REDACTED]@elections.sc.gov>
Subject: RE: [External] SAVE Test Request for Last-Four SSN

You don't often get email from [REDACTED]@elections.sc.gov. [Learn why this is important](#)

I should have updated you before I left yesterday, but I was able to get the upload in before end of day 8/20. Attached is the history of the files uploading.

The uploader only took SSNs with full last 4 which is why there were initial issues in 482 SSNs. Some of these numbers had 1, 2, or 3 characters I believe due to leading 0s. When I formatted the csv, these 482 passed with no errors, which means all 5104 are currently in progress.

File History Dashboard

Showing Files 1-10 of 11

Date Uploaded	Uploaded By	Cases Created / Total Submitted	File Status	SBU Number	Actions
08/20/2025	[REDACTED] (b)(6)	482/482	PARTIALLY COMPLETED	[REDACTED]	⋮ (b)(7)(E)
08/20/2025	[REDACTED]	4622/5104	PARTIALLY COMPLETED	[REDACTED]	⋮

Let me know if there is anything else you need on the issue.

Thanks,

[REDACTED]
Voter List Maintenance Coordinator
South Carolina State Election Commission | VREMS
1122 Lady St., 5th Floor, Columbia, SC 29201
P.O. Box 5987, Columbia, S.C. 29250
Office: [REDACTED]
www.scVOTES.gov

every vote matters.
every vote counts.

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@elections.sc.gov>
Sent: Thursday, August 21, 2025 10:02 AM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@elections.sc.gov>
Subject: Re: [External] SAVE Test Request for Last-Four SSN

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
Please make contact with [redacted] if you are still experiencing issues with the uploaded.
Sent from my iPhone

On Aug 21, 2025, at 6:00 AM, [redacted]@uscis.dhs.gov> wrote:

Also, I got an out-of-office message from your email account—is there someone else I should be speaking with about this technical issue preventing SC from uploading? It doesn't have to wait for your return on Monday if it doesn't need to...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Thursday, August 21, 2025 7:43 AM
To: [redacted]@elections.sc.gov>
Subject: RE: [External] SAVE Test Request for Last-Four SSN

Interesting—I wonder why that is, as we've had others successfully upload yesterday... Is it still giving your team issues today? If so, perhaps we could set up a call to walk through what you're seeing? But also please make sure that your users have cleared their internet cache and restarted the browser—you'd be surprised how many times that does the trick...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@elections.sc.gov>
Sent: Wednesday, August 20, 2025 6:04 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: [External] SAVE Test Request for Last-Four SSN

We are trying to upload, but I am being told that the uploader is currently failing or unresponsive.

[redacted] Leach, M.S., CERA
Chief Information Officer
Election Technology Division Director

South Carolina State Election Commission
1122 Lady Street, Suite 500
Columbia, South Carolina 29201
Office [redacted]

This message originates from the South Carolina State Election Commission. If you have received this message in error, we would appreciate it if you would immediately notify the South Carolina State Election Commission by sending a reply e-mail to the sender.

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, August 20, 2025 3:20 PM
To: [redacted]@elections.sc.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: [External] SAVE Test Request for Last-Four SSN

Good afternoon, [redacted]

Following up on our call from the other day... We were anticipating the receipt of your files over the past couple of days, but haven't received any records from South Carolina to my knowledge. Is SC still interested in participating in this last-4 SSN verification opportunity with SAVE?

Please let me know if I can answer any of your questions on this—thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted]@elections.sc.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, August 14, 2025 3:19 PM
To: [redacted]@uscis.dhs.gov>
Subject: Re: [External] SAVE Test Request for Last-Four SSN

Just me for now.
Sent from my iPhone

On Aug 14, 2025, at 2:42 PM, [redacted]@uscis.dhs.gov> wrote:

Absolutely, [redacted]—will be happy to do so. Is there anyone else on your side that I should include in the invitation?

Also, I want to be clear: I called it a "test" in the subject line here, but these will be real, live cases. It's better termed a "soft launch" instead of a test—we changed the terminology since I emailed you below on Monday... 😊

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov
(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@elections.sc.gov>
Sent: Thursday, August 14, 2025 2:02 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: [External] SAVE Test Request for Last-Four SSN

Hi [redacted]

Yes. We would be happy to text. Can you provide the requirements?

[redacted] Leach, M.S., CERA
Chief Information Officer
Election Technology Division Director

South Carolina State Election Commission (b)(6)
1122 Lady Street, Suite 500
Columbia, South Carolina 29201
Office [redacted]

This message originates from the South Carolina State Election Commission. If you have received this message in error, we would appreciate it if you would immediately notify the South Carolina State Election Commission by sending a reply e-mail to the sender.

From: [REDACTED]<[REDACTED]@uscis.dhs.gov>

Sent: Monday, August 11, 2025 12:05 PM

To: [REDACTED]<[REDACTED]@elections.sc.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Subject: [External] SAVE Test Request for Last-Four SSN

Good afternoon, [REDACTED]

We here at the SAVE Program are getting ready to roll out the next enhancement to our service: the ability for agencies such as yours to submit verification requests using the last four digits of the SSN as the enumerator. However, we want to make sure it's working properly when we launch, so we'd like to ask you if South Carolina is willing to participate in a little testing of this feature... Please let me know if so, and we'd be grateful for your contributions—thanks!

[REDACTED]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]<[REDACTED]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: Ohio Secretary of State - SSN Last-4 Upload Opportunity
To: [REDACTED]
Cc: [REDACTED]
Sent: August 19, 2025 9:41 AM (UTC-05:00)

Good morning,

While reviewing the results within SAVE, I am coming across an error message when trying to access the search cases page. I can access my cases in some instances, but other times, it provides this message. Are you able to provide insight on why this is occurring?

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching search

(b)(6)

[Return to Search](#)

Thank you,



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED]
OhioSOS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Friday, August 15, 2025 4:03 PM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov> [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

This e-mail is from an external source. Think before you click links or open attachments.

Outstanding—thanks for that confirmation, [REDACTED] SAVE will respond in bulk to mirror each file sent. So over the weekend as each of those nine files are processed, SAVE will produce a response file with responses for each of the queries in each file. Assuming the system is able to process all 8+ million records over the weekend, they should all be waiting for you Monday morning when you get back to the office.

Please let us know if you have any additional questions, [REDACTED]—thanks again, and we're looking forward to receiving your files in about three hours!

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, August 15, 2025 3:21 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>

Subject: Re: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

[redacted]

Thank you for the opportunity to test this evening. We will upload 9 files after 7pm. We will reach out via this thread if we encounter any issues. Do you know approximately when we should expect results? We are extremely thankful for your efforts making this possible.

Thank you,

[redacted]

On Aug 14, 2025, at 11:29 AM, [redacted]@uscis.dhs.gov> wrote:

(b)(6) (b)(7)(C)(b)(7)(F)

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Good afternoon, [redacted]

Over the past few months, USCIS has committed to optimizing its SAVE system to meet the citizenship and immigration status verification needs of our agency partners. First, [Secretary Noem announced](#) that SAVE usage would now be free for non-Federal agencies, which eliminated the financial burden of its transaction charges. Then SAVE began adding exciting new features such as the ability to perform a bulk query upload, as well as a new integration with SSA that enables case submission using the Social Security Number (SSN) as a non-DHS enumerator.

Now SAVE is excited to invite Ohio to participate in a special "soft launch" of its latest capability: using the last four digits of the SSN as an enumerator for case submission. This new enhancement will allow state voter verification agencies—such as yours—to submit SAVE verification cases using only the following data points: First Name, Last Name, Date of Birth, and the SSN Last-4. Status responses for these cases will mirror those currently in use with SAVE and those added as a result of the integration with SSA. More information on SAVE responses can be found [here](#).

This soft launch is by invitation only—we are not announcing its availability for widespread use at this time. SAVE needs to throttle the intake of these cases at the outset, as we know the demand will be high and want to ensure system's ability to meet the increased demand. We are prioritizing your state due to prior participation and engagements between our agencies. We hope you'll accept this invitation to submit a bulk upload of cases during the designated time slot: **7pm ET tomorrow, Friday, August 15th**. Given your expected submission volume, please begin your submissions as close to that time as possible, but not any earlier than 7pm.

If this time isn't acceptable to you for any reason then please let us know and we will try to reschedule, although this soft launch is very limited and we may not be able to meet your rescheduling request. If you are able to participate at this designated time, please respond to this e-mail with the size of your voter roll you'd plan to upload. While there is no limit on the volume of cases you would be able to submit, it is recommended to limit your file size to 1 million cases per file (multiple files can be submitted as necessary). Attached is the bulk upload .csv template for which your data will need to be formatted.

Please reach out to us if you have any questions about this exciting opportunity, and let us know your response to this invitation as soon as possible. Thanks!

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security



[\[redacted\]@uscis.dhs.gov](mailto:[redacted]@uscis.dhs.gov)

(b)(6) (b)(7)(C) (b)(7)(F)

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(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: RE: SAVE Test Request for Last-Four SSN
To: [REDACTED]
Sent: August 18, 2025 12:37 PM (UTC-05:00)

Yes, that kind of volume was what we were expecting. And to be sure, you're welcome to run that whole list if you're ready to do so—we just have to make sure we're prepared to handle it. We can only run about 5 million per day, so we have to plan for that kind of load... But I'm hearing you don't want to do that right now? You can if you want—just let us know...

If you'd prefer to have a quick phone call rather than the back-and-forth, please give me a ring—thanks! ☺

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.texas.gov>
Sent: Monday, August 18, 2025 1:33 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

We will run the entire list (18 million) at some point but not all at the same time and certainly not all in one file.

From: [REDACTED]@uscis.dhs.gov>
Sent: Monday, August 18, 2025 12:27 PM
To: [REDACTED]@sos.texas.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

(b)(6) (b)(7)(C) (b)(7)(F)

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[Report Suspicious](#)

Oh yes, it's definitely an option to submit multiple files—we just ask that files not contain more than 1 million records each. We had a state submit 8 million + records over the weekend via 9 files, and everything ran smoothly. Just need to know the total number of records Texas plans to submit—the number of files needed to submit them isn't a concern (as long as they're under 1 mil records each)...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@sos.texas.gov>
Sent: Monday, August 18, 2025 1:24 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

We are breaking it down into smaller data sets. I don't think you will have any capacity issues for us.

We were planning to run multiple files with last 4. Is that not any option?

From: [REDACTED]@uscis.dhs.gov>
Sent: Monday, August 18, 2025 12:21 PM
To: [REDACTED]@sos.texas.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

(b)(6) (b)(7)(C) (b)(7)(F)

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to [REDACTED]@sos.texas.gov.

[Report Suspicious](#)

Also, can you give me a rough estimate on how many records you would want to include in this submission? I know you guys have a voluminous voter roll down there, so I want to make sure that we have the capacity to handle it for the timeslot in which we schedule Texas...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Sent: Monday, August 18, 2025 1:13 PM
To: [REDACTED]@sos.texas.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

Great! Then the invitation will be sent right after this email.

The only difference from the current batch upload process is that the file can accept only four digits in the SSN column as opposed to requiring all nine digits. And we're aware of a bug with the Close Case function—it's actively being worked...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@sos.texas.gov>
Sent: Monday, August 18, 2025 1:09 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

Yes, please. Can you send me the information? We have some ready to verify. Is this process different than the current upload process?

Also, there are older records on our account that are from the initial upload process. The system will not allow me to mark them closed and/or remove them. Is there something I am missing here?

[redacted] (b)(6)(b)(7)(C)(b)(7)(F)
From: [redacted]@uscis.dhs.gov>
Sent: Monday, August 18, 2025 12:00 PM
To: [redacted]@sos.texas.gov>
Subject: RE: SAVE Test Request for Last-Four SSN
Importance: High

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[Report Suspicious](#)

Fantastic—thanks, [redacted]. Although, I should be clear: we completed testing last week, and we're now ready to process queries for last-4 of the SSN for real. SAVE will be providing you actual responses that you can use for action when you're ready to upload them. Are you interested and ready to verify? If so, let me know and I can send you all the information in a formal invitation email which will include your scheduled day that we can receive your file(s)...

Looking forward to hearing from you on this—thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted]@sos.texas.gov>
Sent: Sunday, August 17, 2025 4:08 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Test Request for Last-Four SSN

Would be happy to!

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Monday, August 11, 2025 1:38 PM
To: [redacted]@sos.texas.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Subject: SAVE Test Request for Last-Four SSN

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[Report Suspicious](#)

Good afternoon [redacted]

We here at the SAVE Program are getting ready to roll out the next enhancement to our service: the ability for agencies such as yours to submit verification requests using the last four digits of the SSN as the enumerator. However, we want to make sure it's working properly when we launch, so we'd like to ask you if Texas is willing to participate in a little testing of this feature... Please let me know if so, and we'd be grateful for your contributions—thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@sos.texas.gov> (b)(6)(b)(7)(C) (b)(7)(F)
Sent: Friday, May 30, 2025 11:52 AM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Uploader Feedback-- Texas Secretary of State

[redacted]
Thanks for reaching out!
I apologize for the delayed response, I have been in and out of the office this week. I would love to visit with you about our experience thus far. I do have a few questions.
Do you have any availability next week?

[redacted] (b)(6)(b)(7)(C) (b)(7)(F)
From: [redacted]@uscis.dhs.gov>
Sent: Friday, May 23, 2025 9:45 AM
To: [redacted]@sos.texas.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: SAVE Bulk Uploader Feedback-- Texas Secretary of State

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to [redacted]@sos.texas.gov.

Report Suspicious

Good morning, [redacted]
I'm reaching out to you this morning to gather feedback from your agency's experience with using SAVE's new bulk uploader functionality. We received three files from your user account, the most recent of which consisted of 1,657 records to be verified, and it appears that we were able to process 1,374 of them, with the remaining 283 records throwing an error. Is this consistent with what you've seen on your side?
Please let us know how your experience has been, along with any issues you ran into or any success stories you'd like to share. Thanks in advance for your feedback!

agency_name	logon_id	file_name	requested_count	err_count	processed
Texas Secretary of State	[redacted]	LTUploadTEST.csv	16	-	
Texas Secretary of State (b)(6)		PRUpload.csv	1,657	283	
Texas Secretary of State		PRUpload.csv	1,657	283	

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6)(b)(7)(C) (b)(7)(F)

From: [REDACTED] (b)(6)
Subject: RE: [External] SAVE Information
To: SAVE-HELP
Sent: August 15, 2025 1:57 PM (UTC-05:00)

Thank you, I found the File History Dashboard showing me the results I need.

[REDACTED]

Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [REDACTED]

www.scVOTES.gov (b)(6)

every vote matters.
every vote counts.

From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>
Sent: Thursday, August 14, 2025 8:10 PM (b)(6)
To: [REDACTED]@elections.sc.gov>
Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

U.S. Citizenship and Immigration Services (USCIS) recently enhanced the bulk upload process in SAVE based on SAVE user feedback.

Now when submitting a file through the bulk upload tool, users can easily view and correct errors through a downloadable error file. The easy to sort and update CSV file identifies field(s) that prevented case creation. User agencies should correct all information and create new cases, either individually or through a new CSV file upload.

From the File History Dashboard, users can now monitor the status of files submitted through the Bulk Upload tool. Each file upload will display associated information including file processing status and the total number of cases created.

Additionally, users are now able to escalate multiple cases at a time for additional verification that received an initial case response of "Institute Additional Verification" and can download an initial response file associated to each bulk upload.

All updates are visible to SAVE browser users within the Bulk Upload Tool, accessible from the upper navigation menu under Cases, Bulk Uploader.

USCIS will continue to release enhancements to SAVE as we optimize this service to provide a single, reliable source for verifying immigration status and U.S. citizenship referenced in DHS, USCIS, DOGE Overhaul Systematic Alien Verification for Entitlements Database.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern,

(b)(6)

- SAVE at [REDACTED]
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: [REDACTED]@elections.sc.gov]
Sent: 8/14/2025 12:14 PM (b)(6)
To: [REDACTED]@uscis.dhs.gov
Subject: Web Agency Audit Report Issue

Good afternoon,

I recently got some cases through the SAVE bulk uploader. Now as I try to see the report, I fill out the fields on the webpage and click Generate Report, and nothing happens.

Do you have instruction as to how I generate this report? I see the page says it can take 24 hours to generate, so is there somewhere it generates where I can retrieve it? Also should there be feedback when I press the generate report button? There is no acknowledgement that the report has started running/generating upon button click.

Thanks,

[REDACTED]
Voter List Maintenance Coordinator (b)(6)

South Carolina State Election Commission | VREMS
1122 Lady St., 5th Floor, Columbia, SC 29201
P.O. Box 5987, Columbia, S.C. 29250
Office: [REDACTED]
www.scVOTES.gov<<http://www.scvotes.gov/>>

[cid:image001.png@01DC0D2E.177A4CE0]

thread::evCLdACiewWs_hdpZ8YGe2w::

From: [redacted]
Subject: case issues (b)(6)
To: SAVE-HELP
Cc: [redacted]
Sent: August 14, 2025 11:36 AM (UTC-05:00)

You don't often get email from [redacted]@nebraska.gov. [Learn why this is important](#)

Good morning,

Yesterday I created a case for a client and it was requesting additional documentation. While I was getting things to upload, I got a call I needed to take. When I got to get back to the SAVE case my SAVE timed out. I went to attempt to create a new case again and it gave me this alert.

! This is a duplicate case, see [redacted] at NE DHHS - Children and Family Services. If you do not have access to view this case, please contact your SAVE Supervisor or Superuser for further instructions. If the original case is resolved but open, your Supervisor or Superuser should close the case in order to create a new case. (b)(7)(E)

Close

When I went to search that case number it gave me this alert.

Case Verification Number (required)

The Case Verification Number is the 13-digit number ending in 2 letters that was assigned to the case at initial verification.

[redacted] (b)(7)(E)

No matching cases found.

Double-check your case number and try again.

I went in again today trying search and it still cannot find the information. Any help is greatly appreciated.

Thank you!



Hope you have an awesome day!

[redacted] | Social Services Lead Worker

OFFICE OF ECONOMIC ASSISTANCE & ELIGIBILITY OPERATION

Nebraska Department of Health and Human Services (b)(6)

OFFICE: [redacted] | FAX: [redacted]

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(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]
Subject: RE: Login.gov mixup
To: [redacted]
Cc: [redacted]
Sent: August 12, 2025 2:28 PM (UTC-05:00)

OK, thank you. Not ideal, but will do. Appreciate the help.

Best regards,

[redacted]

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, August 12, 2025 12:22 PM
To: [redacted]@azsos.gov>
Cc: [redacted]@cochise.az.gov>; [redacted]@cochise.az.gov>
Subject: RE: Login.gov mixup

Use Caution- This email originated from an external sender. Do not click links or open attachments unless you know the content is safe. Report any suspicious emails by using the 'Report' button in Outlook.

Hi [redacted]

Turns out this issue is not a login.gov problem because Login.gov uses the email address to associate the accounts. They suggested deleting users and creating new user accounts, unfortunately.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@azsos.gov>
Sent: Tuesday, August 12, 2025 3:10 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@cochise.az.gov>; [redacted]@cochise.az.gov>
Subject: RE: Login.gov mixup

Thank you! Any advice you or they can give would be greatly appreciated.

Best regards,

[redacted]

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, August 12, 2025 9:04 AM
To: [redacted]@azsos.gov>
Cc: [redacted]@cochise.az.gov>; [redacted]@cochise.az.gov>
Subject: RE: Login.gov mixup

Use Caution- This email originated from an external sender. Do not click links or open attachments unless you know the content is safe. Report any suspicious emails by using the 'Report' button in Outlook.

Thanks for reaching out, [redacted] That's quite the situation y'all are tangled up in... Let me send this forward to our resident Login.gov expert, but I'll also add that most issues have been resolved through Login.gov's help desk—if it's an issue on their side, we won't be able to help. But still, I'll confirm internally...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@azsos.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Monday, August 11, 2025 3:28 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@cochise.az.gov>; [redacted]@cochise.az.gov>
Subject: Login.gov mixup

Hi [redacted]

Hoping you can help us. Two of Arizona's users, [redacted] and [redacted] have somehow gotten their accounts blended and we can't figure out how to separate them out. Both of these accounts list [redacted] as the user's name, but both accounts also list [redacted] email address. When we try to edit the email address, it tells us that we need to link it to login.gov first. Both have a login.gov account, and both get security pin numbers sent to their phones. But [redacted] tells her that her password is incorrect, and when she tries to reset it, it takes her nowhere. And then on [redacted] side there doesn't appear to be a place to change the email address or we get that message about linking the account to Login.gov. Help?!

SAVE

e [redacted] ~ (b)(6)

Dashboard

Manage your user profile and access user accounts on this page. Note your profile information is connected to your user accounts.

User Profile

Edit

Name

[redacted]

Email Address

[redacted]@cochise.az.gov

Phone Number

[redacted]

Linked User Account(s)

+ Link User Account

User ID

(b)(6)

Status

ACTIVE

ACTIVE

Agency

Office of the Arizona
Secretary of State

Office of the Arizona
Secretary of State

Department

Cochise County
Recorders Office

Cochise County
Recorders Office

Group

Voter Registration

Voter Registration

Role

GENERAL_USER

GENERAL_USER

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)

[Accessibility](#)



U.S. Citizenship
and Immigration
Services

Best regards,

[redacted] M.A., CERA
Deputy Assistant Secretary of State
Voter Registration & Special Projects (b)(6)

Email [redacted]@azsos.gov

Direct: [redacted]

Arizona Secretary of State | <https://azsos.gov>

1700 W. Washington St., 7th Fl. | Phoenix, AZ

85007

*This message and any messages in response to the sender of
this message may be subject to a public records request.*

From: [REDACTED]
Subject: Cannot Run SAVE (b)(6)
To: SAVE-HELP
Sent: August 11, 2025 2:30 PM (UTC-05:00)

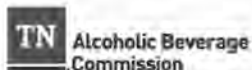
You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Good afternoon,
I am trying to run a SAVE for

[REDACTED] (b)(6)

I keep getting an error code that stated if it continued I would need to contact customer support. So Please let me know what I need to do to get this resolved. Also please let me know if there is any additional information you need from me.

Thank you,



[REDACTED] / Regulatory Officer III
Davy Crockett Tower, 3rd Floor
500 James Robertson Pkwy, Nashville, TN 37243
c [REDACTED]
[REDACTED]@tn.gov (b)(6)
tn.gov/abc

From: [REDACTED]
Subject: RE: Reports (b)(6)
To: SAVE-HELP
Sent: August 8, 2025 12:09 PM (UTC-05:00)
Attached: SAVE - Screenshots.eml

Thank you for your feedback.

We are seeing that once we hit close case, it is not showing closed instantaneously.

I have attached an example.

[REDACTED] | *Social Services Supervisor, C.L.S.S.Y.B.*
Office of Economic Assistance & Eligibility Operation
Nebraska Department of Health and Human Services
OFFICE: [REDACTED]

[DHHS.ne.gov](https://dohhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

(b)(6)

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Sunday, August 3, 2025 6:52 AM
To: [REDACTED]@nebraska.gov>
Subject: RE: Reports

Good morning [REDACTED]

If the verification process is complete for a SAVE case and the benefit-granting agency selects "Close Case," the case is closed instantaneously.

On the Case Result | Case Result Status Returned page, the user can:

1. Click **Close Case** if you are satisfied with the SAVE response;
2. Click Close Case and Create New Case to request Initial Verification on a new case; or
3. Click "Still Not Sure? Institute Additional Verification" to begin escalating the case.

All SAVE cases must be closed. SAVE will automatically close some cases that remain open after 240 days.

We hope this information is helpful.

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----
From: [REDACTED]@nebraska.gov]
Sent: 8/1/2025 10:45 AM
To: [REDACTED]@uscis.dhs.gov
Subject: RE: Reports

Good morning, I had one more question

Staff are going in to check any open cases that need closed.

They are closing them and it is still showing open (2 days later)

Does it take time for them to come off on your side? If so, what timeframe can we anticipate before they move to closed?

Here is an example of a worker that had 31 cases open, and closed them on 07.30.2025 and they are still showing under the open column, but the close button in case detail is no longer available.

[cid:image001.png@01DC02C0.A0813170]

[redacted] | Social Services Supervisor, C.L.S.S.Y.B. (b)(6)

Office of Economic Assistance & Eligibility Operation
Nebraska Department of Health and Human Services

OFFICE: [redacted]

DHHS.ne.gov<<http://dhhs.ne.gov/Pages/default.aspx>> |

Facebook<<https://www.facebook.com/NEDHHS/>> | Twitter<<https://twitter.com/NEDHHS>> |

LinkedIn<<https://www.linkedin.com/company/nebraska-department-of-health-and-human-services>>

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov>

Sent: Friday, August 1, 2025 6:53 AM

To: [redacted]@nebraska.gov>

Cc: [redacted]@nebraska.gov>

Subject: RE: Reports

(b)(6)

Good morning, [redacted]

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

It's important to note that SAVE has an auto-close function for cases left open for 270 + days—so anything older than that should be auto-closed already.

Any Supervisor user in that same Group of users should be able to grab any open cases from those deleted/deactivated personnel and view/action them to completion.

I would propose filtering the deleted and deactivated users and then isolate those that have been active within the past 270 days. Then you'll be able to run a search in SAVE for all open cases from the past 270 days and then isolate just those begun by one of those users.

For those open cases begun by those users, find a Supervisor user (or a General User 1) in the same Group for each of those deleted/deactivated users to take over those cases and either push them to the next verification step or close them.

Last, because the Reports feature does not provide users with the capabilities to query deleted or deactivated User ID accounts to determine their open and pending cases going back 1 year, by providing an attached listing of their User IDs, we may be able to try running a data report and sharing.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [REDACTED] (b)(6)

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<<https://www.uscis.gov/save/for-benefit-applicants>> web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@nebraska.gov<mailto:[REDACTED]@nebraska.gov>]

Sent: 7/28/2025 5:06 PM

To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov> (b)(6)

Cc: [REDACTED]@nebraska.gov<mailto:[REDACTED]@nebraska.gov>

Subject: Reports

You don't often get email from

[REDACTED]@nebraska.gov<mailto:[REDACTED]@nebraska.gov>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>> (b)(6)

Hello,

I am a SAVE super user with Dept of Health and Human Services in Nebraska.

I was wondering if there is a report I can run of staff that have left the agency within the last year and accounts have been deleted or deactivated that would show me if they have/had any open SAVE cases that need to be closed or additional verification needed?

I have been trying to filter the report and have not yet come up with a report for this.

Any assistance in this matter would be greatly appreciated.

Thank you

[REDACTED] Social Services Supervisor, C.L.S.S.Y.B.

Office of Economic Assistance & Eligibility Operation
Nebraska Department of Health and Human Services (b)(6)

OFFICE: [REDACTED]

DHHS.ne.gov<<https://dhhs.ne.gov/>><<http://dhhs.ne.gov/Pages/default.aspx>> |

Facebook<<https://www.facebook.com/NEDHHS/>> | Twitter<<https://twitter.com/NEDHHS>> |

LinkedIn<<https://www.linkedin.com/company/nebraska-department-of-health-and-human-services>>

[<https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000XoicO&from=ext>]

thread::S4xa0WNXf9yV6Tg5rVgUZ2w::

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Subject: RE: Request for Additional Information on New SAVE Responses
To: [redacted]
Sent: August 7, 2025 6:48 AM (UTC-05:00)

Yes, I hope to be there! Hopefully my travel will be approved...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted] (MDOS) [redacted]@michigan.gov>
Sent: Wednesday, August 06, 2025 4:40 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Request for Additional Information on New SAVE Responses

Thank you for the response [redacted] - hope you are doing well and maybe we'll see each other at the AIC in Phenix in September.

Thank you,

[redacted]
Employee Engagement & Quality Division
Cell: [redacted] (b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Monday, August 4, 2025 4:02 PM
To: [redacted]@michigan.gov>; save-webservices [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>
Cc: [redacted]@michigan.gov>
Subject: RE: Request for Additional Information on New SAVE Responses

CAUTION: This is an External email. Please send suspicious emails to [redacted]@michigan.gov

Good afternoon, [redacted]

Unfortunately, on 7/25 a bug was released to production that caused agencies to receive the "No Record Found with SSA - Resubmit with Additional Information" response message in error. This response should only be received when cases are submitted with only an SSN and there isn't a record match in the system. The bug was fixed on 7/31, so it shouldn't impact cases being submitted after that date. Please create a new case for an updated SAVE response. And as always, let please let us know if you have any additional questions!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@michigan.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, July 31, 2025 10:28 AM
To: save-webservices [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>; [redacted]@michigan.gov>
Subject: Request for Additional Information on New SAVE Responses

Good morning -

It appears that SAVE has recently added seven new responses to the list of first-level responses.

As of Friday, July 25, we began receiving the new response: **"No Record Found with SSA – Resubmit with Additional Information,"** which is returning with **Eligibility Code 50.**

This response was unexpected, especially since **Michigan does not include an individual's SSN** when submitting a SAVE inquiry- why are we receiving this response if SSN is not the enumerator used to run the SAVE inquiry? Are we going to receive the other responses listed below for cases run using other enumerators?

We are working to plan and update our systems for these new responses so any information you can provide will be helpful. If these responses are being added to the first level response list we need additional key details to program for them —specifically, the **major codes, minor codes,** and any other relevant guidance.

Could you provide this information or direct us to the appropriate contact who can assist?

Thank you,

[redacted]
Employee Engagement & Quality Division
Cell: [redacted] (b)(6)

From: SAVE USCIS <[redacted]@messages.dhs.gov>
Sent: Wednesday, July 30, 2025 12:50 PM
To: [redacted]@michigan.gov>
Subject: Updated Guide to Understanding SAVE Verification Responses

CAUTION: This is an External email. Please send suspicious emails to [redacted]@michigan.gov



**Updated Guide to Understanding SAVE
Verification Responses**

The Systematic Alien Verification for Entitlements (SAVE) program has released an updated Guide to Understanding SAVE Verification Responses. This guide introduces seven new responses when a SAVE case is created using a Social Security number (SSN) as the applicant's enumerator, along with enhanced narratives to explain existing SAVE verification responses more clearly.

When a SAVE case is created using the benefit applicant's name, date of birth, and SSN, the initial verification will now provide one of the following responses:

- United States Citizen (per SSA Record);
- United States National;
- Immigration Enumerator Required – Resubmit with Additional Information;
- No Record Found with SSA – Resubmit with Additional Information;
- Unable to Return Record from SSA - Resubmit with Additional Information;
- Full Social Security Number Required– Resubmit with Additional Information; or
- Deceased (per SSA Record).

The updated Guide to Understanding SAVE Verification Responses is available within SAVE at SAVE> Help> Resources.

For any questions, please contact [@uscis.dhs.gov](mailto: @uscis.dhs.gov). (b)(6)

Please do not reply to this message.



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This service is provided to you at no charge by [U.S. Citizenship and Immigration Services](#).

This email was sent to [[EMAIL ADDRESS]] using govDelivery Communications Cloud on behalf of: U.S. Immigration Records and Identity Services Directorate (IRIS), Verification Division · 5900 Capital Gateway Dr · Camp Springs, MD 20746



From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE Bulk Requests
To: SAVEModSupport; [REDACTED] SAVE-HELP
Sent: August 6, 2025 2:26 PM (UTC-05:00)

No, sir. It appears to have started working yesterday morning for us.

Thank you SO much for all your assistance with getting it to work again. 😊

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, August 6, 2025 3:15 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov> [REDACTED]
[REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP
[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

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The attachments/links in this message have been scanned by Proofpoint.

[REDACTED]

Are you still having issue?

SAVE Support team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Date: Friday, July 25, 2025 at 11:14 AM
To: SAVEModSupport [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov> [REDACTED]
[REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; SAVE-HELP [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Thank you, sir.



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>
Sent: Friday, July 25, 2025 10:51 AM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov> [REDACTED]
[REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP
[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

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SAVE is still working to resolve the issues.

SAVE Support team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Date: Friday, July 25, 2025 at 9:51 AM
To: SAVEModSupport [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov> [REDACTED]
[REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; SAVE-HELP [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Good morning, Mr. [REDACTED]

I am following up to see if there are any updates regarding the Bulk Uploader issues that are still occurring.

Thank you,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>

Sent: Wednesday, July 23, 2025 11:31 AM

To: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP [REDACTED]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

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[REDACTED]
Thank you for the screenshot, SAVE is investigating. I will follow up once I know more.

SAVE Support team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Date: Wednesday, July 23, 2025 at 11:27 AM

To: SAVEModSupport [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP [REDACTED]@uscis.dhs.gov>

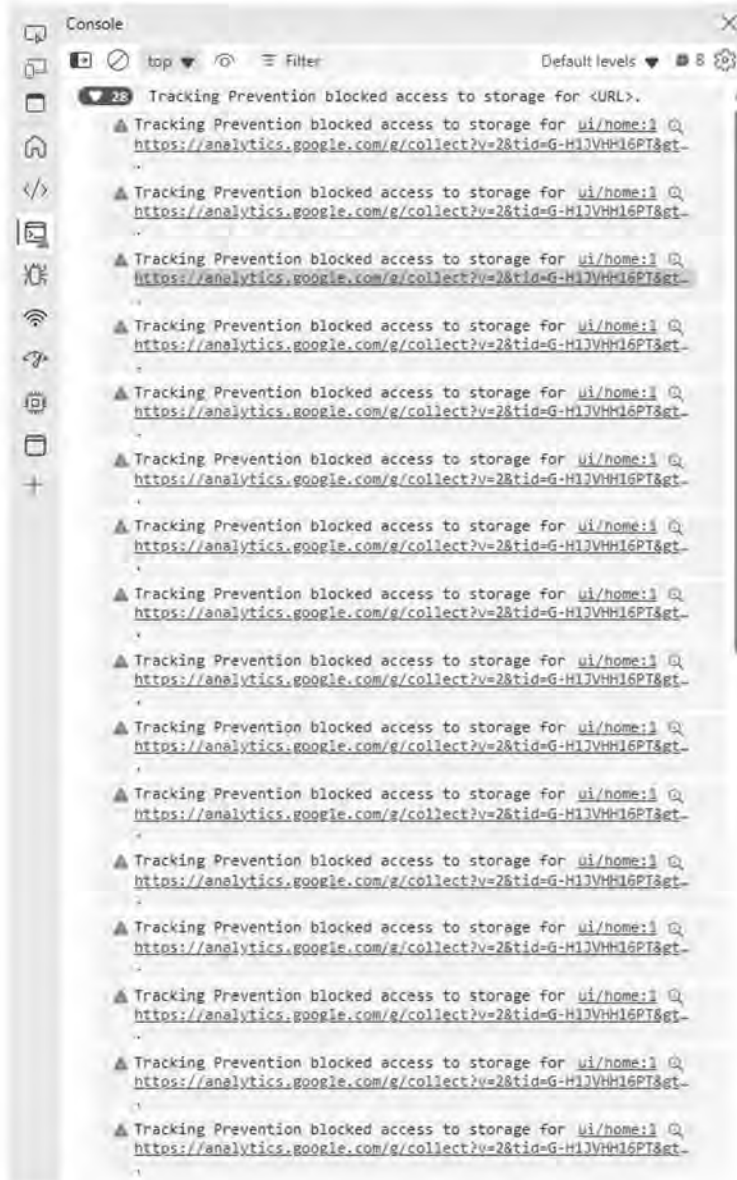
Subject: RE: SAVE Bulk Requests

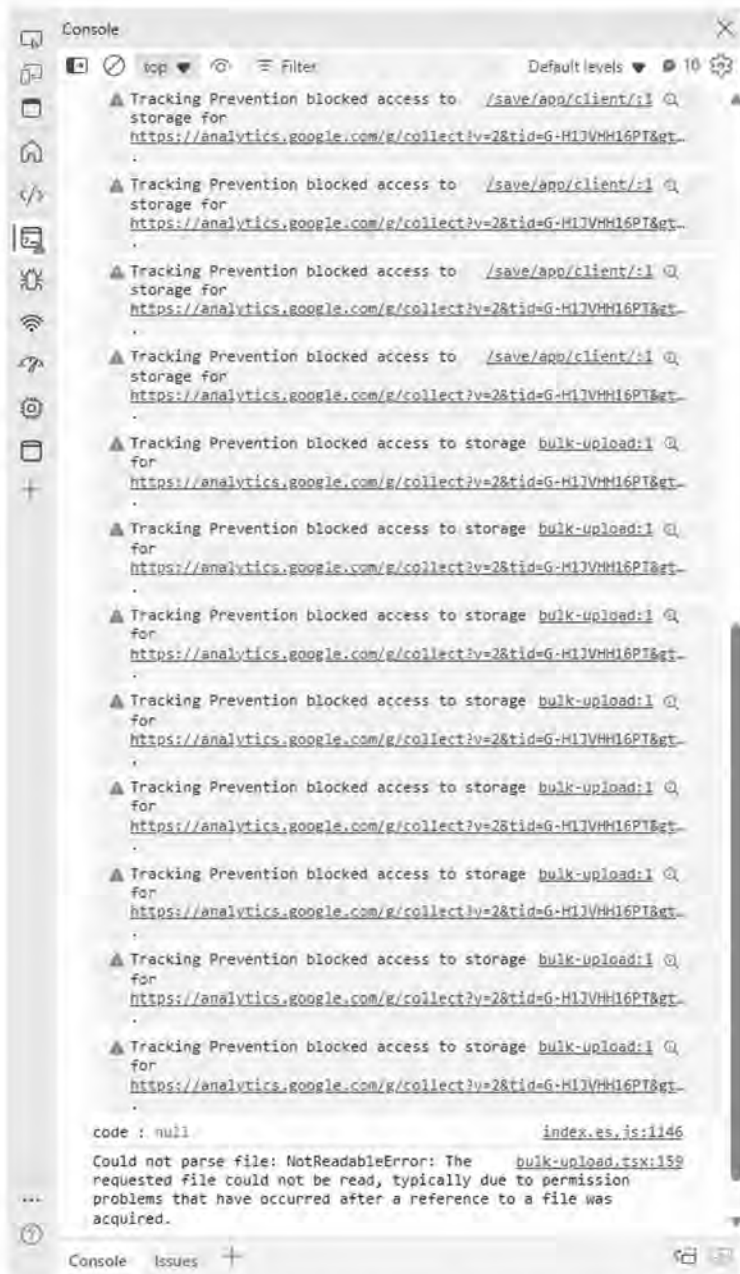
Good morning, Mr. [REDACTED]

The previous email I sent showing the "Uploading... Please Wait!" screen moved the dots along for a little over 30 minutes and essentially logged me out.

Prior to being logged out, I went to Inspect and the below errors are being thrown in the Console.

I logged back in and attempted again and now it's flashing again, as if a reset is occurring.





(b)(6) I, also, had [redacted] attempt a partial spreadsheet on her Microsoft Edge. However, her screen flashed as if a refresh was done, too. [redacted] tried her spreadsheet in Chrome, but her screen flashed as if a refresh was done, as well.

We will continue to research individuals one by one until we know more.

Thank you so much for your time and assistance.

Respectfully,



[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Wednesday, July 23, 2025 10:36 AM
To: SAVEModSupport <[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Good morning, [redacted] (b)(6)

I'm not sure what you found, but Microsoft Edge is attempting to upload a file I just submitted. I'm waiting to see what it's going to do, though. 😊

I'm super hopeful! 😊



...
Uploading... Please Wait!

Your file is being uploaded and this may take a few minutes.
Please do not leave or refresh this page during the process, as it could cause upload issues.
Thank you for your patience.

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services
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U.S. Citizenship
and Immigration
Services



[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[\[redacted\]@dos.fl.gov](mailto:[redacted]@dos.fl.gov)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Tuesday, July 22, 2025 2:08 PM
To: SAVEModSupport [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP
Subject: RE: SAVE Bulk Requests

Thank you, sir.

We look forward to know what's causing it. 😊



[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[\[redacted\]@dos.fl.gov](mailto:[redacted]@dos.fl.gov)

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [redacted]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 1:19 PM
To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP
[redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

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[redacted]
Thank you for the screenshot, SAVE will investigate.

SAVE Support team

[redacted]
(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Date: Tuesday, July 22, 2025 at 12:16 PM

To: SAVEModSupport <[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>

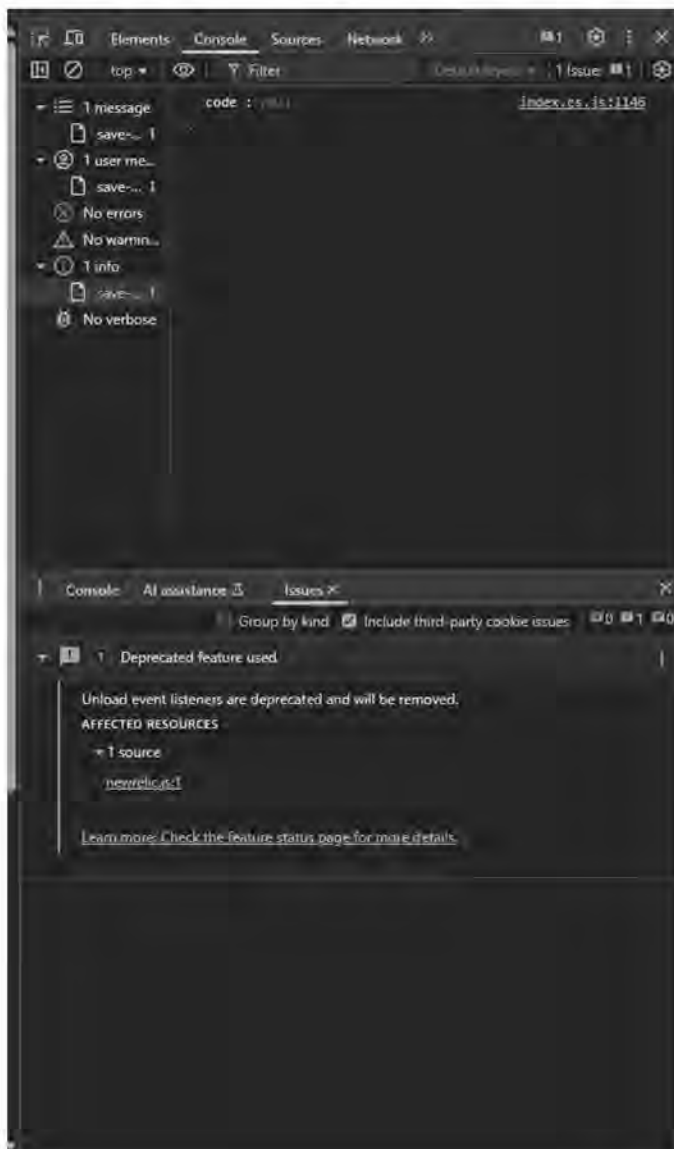
Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted]
I have now switched over to Google Chrome.

Attempted to upload an excel sheet and the screen flashes on this browser, as well.

However, there are no errors or warnings shown in the console, but there is an issue regarding deprecated feature, which is the same issue [redacted] was receiving.





[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [redacted]@uscis.dhs.gov>

Sent: Tuesday, July 22, 2025 12:07 PM

To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

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[redacted]

The console logs shown unfortunately don't provide any direction and SAVE is not logging an issue on our end.

Please try utilizing another browser.

Yes, if a screenshot could be provided.

SAVE Support team

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Date: Tuesday, July 22, 2025 at 11:43 AM

To: SAVEModSupport [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Subject: RE: SAVE Bulk Requests

[redacted]

Is there a particular browser you prefer us to use?

My errors are showing in Microsoft Edge, but I walked over to [redacted] to see if her computer would throw the same errors.

[redacted] works in Chrome and has no errors or issues. She was presented with 1 message, regarding deprecations or something to that effect.

I'm waiting for her to send me her screen shots, and if you need them, I can send them your way.

Respectfully,



[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [redacted]@uscis.dhs.gov>

Sent: Tuesday, July 22, 2025 11:21 AM

To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP [redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

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[redacted]

Close, you are still in the elements tab. To the right there is an box with a caution icon. That should bring up additional tabs which will have the console tab.

SAVE Support team

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Date: Tuesday, July 22, 2025 at 11:09 AM
To: SAVEModSupport [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Ok, when I followed those steps, the below is what I got.

```
<!DOCTYPE html>
<html lang="en">
  <head>
  </head>
  <body>
    <div id="root">
    </div>
    <noscript>
    </noscript>
    <script>System.import("@save/root-config");
    System.import("@save/styleguide");</script>
    <import-map-overrides-full show-when-local-storage="devtools"></import-map-
    overrides-full>
    <div class="ReactModalPortal"></div>
    <div class="ReactModalPortal"></div>
  </body>
</html>
```

html body

Styles Computed Layout Event Listeners DOM Breakpoints Properties

Filter

element.style {

}

body {

margin: 0;

font-family: -apple-system, BlinkMacSystemFont, "Segoe UI", Roboto, "Helvetica Neue", Arial, "Noto Sans", sans-serif, "Apple Color Emoji", "Segoe UI Emoji", "Segoe UI Symbol", "Noto Color Emoji";

font-size: 1rem;

font-weight: 400;

line-height: 1.5;

color: #212529;

text-align: left;

background-color: #fff;

}

body {

font-size: 1.06rem;

<style>

Console Issues

top

code: null

newrelic.js:1

16 Tracking Prevention blocked access to storage for <URL>.

If I click "Issues" next to console, it throws a list of errors and warnings. Do you need those?



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 11:02 AM

To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP
<[redacted]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

(b)(6)(b)(7)(C)(b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

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[redacted]

If could you please provide the SAVE userid you are utilizing so I can investigate if SAVE is throwing an error.

While you are doing that if you could please open the browser on a web page not the SAVE provided website. Then right click on the browser window, you should see inspect at the bottom of the opened right click tab. Please click that and a new section will appear in your browser. Please click the console. Then please navigate to the SAVE site and try to upload the bulk upload file once again.

When the screen flashes an error in the consol should appear. Please take a screen shot of that and attach it to your follow up email.

If you have any issues with the above, please follow up and I can sit down with you to investigate.

Please follow up if you have any questions or issues.

SAVE Support team

[redacted]

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@dos.fl.gov>
Date: Tuesday, July 22, 2025 at 10:46 AM
To: [redacted]@uscis.dhs.gov>, SAVEModSupport <[redacted]@uscis.dhs.gov>, [redacted]@dos.fl.gov>, [redacted]@dos.fl.gov>, [redacted]@uscis.dhs.gov>, [redacted]@uscis.dhs.gov>, SAVE-HELP <[redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Good morning, [redacted]

Yes, we are still having issues. However, we are no longer receiving an error message.

When we download your template file, insert our information, save the file, then upload it, and click voter list maintenance and we've accepted the acknowledgement, the webpage flashes (like a refresh) but does not state whether there's an error, or if the excel sheet was submitted.

This has been occurring for the past two days. Whereas before we were getting an error message advising "Something Went Wrong", but would never provide what went wrong.

Respectfully,



[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6)(b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 10:27 AM
To: SAVEModSupport <[redacted]@uscis.dhs.gov>, [redacted]@dos.fl.gov>, [redacted]@dos.fl.gov>, [redacted]@dos.fl.gov>, [redacted]@uscis.dhs.gov>, [redacted]@uscis.dhs.gov>, SAVE-HELP <[redacted]@uscis.dhs.gov>
Cc: [redacted]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

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[redacted]

Does your team still require assistance with the bulk upload issues?

(b)(6) Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

From: SAVEModSupport [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C)(b)(7)(F)
Sent: Tuesday, July 22, 2025 8:32 AM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

[REDACTED]

Please have the users preform a clear browser cache and preform a computer restart. As the File history dashboard is available to all users who can create cases.

If the issue persists, please follow up with the affected users userids and SAVE support can investigate further.

If you require a meeting to resolve this once the initial steps have been performed, SAVE Support can sit down with you.

SAVE Support team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

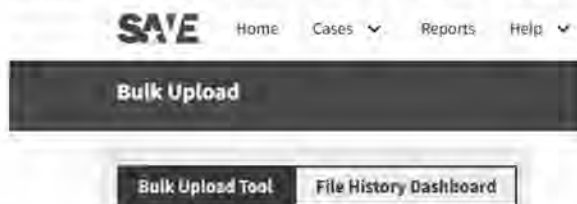
From: [REDACTED]@dos.fl.gov>
Date: Monday, July 21, 2025 at 4:41 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Some people who received this message don't often get email from [REDACTED]@dos.fl.gov. [Learn why this is important](#)

Hi [REDACTED]

While we wait to hear from the technical support team, I wanted to include some additional information.

We have two employees with two different views. One employee has the highlighted tabs and the other does not.



Do you know why this would be different?

[REDACTED] can elaborate further if needed.

Thank you,

[REDACTED]
Assistant Director
Division of Elections
Florida Department of State
Office: [REDACTED]
Email: [REDACTED]@dos.fl.gov
R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, July 21, 2025 2:17 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; SAVEModSupport <[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

[REDACTED] I'm out of town so I will ask that the troubleshooting team work with [REDACTED] and [REDACTED] to walk through what might be going on because our entire team is not able to use it.

Get Outlook for iOS

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C)(b)(7)(F)
Sent: Monday, July 21, 2025 1:01:41 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; SAVEModSupport <[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

(b)(6)

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H [REDACTED]

I'm including our technical support team for assistance. I'm not aware of any issues currently with bulk uploader.

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records & Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 21, 2025 1:25:04 PM

To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

[REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Subject: Fw: SAVE Bulk Requests

[REDACTED] and [REDACTED]

is DHS SAVE bulk upload feature not working?

We still are not able to use it since we reported it earlier.

Can someone be made available to talk specifically to our staff to figure out what maybe happening. Thanks.

See email below for most recent details.

Respectfully,

[REDACTED] Director
Division of Elections
Florida Department of State
Get Outlook for

Get Outlook for iOS

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 21, 2025 12:08:43 PM

To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]

[REDACTED]@dos.fl.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]

[REDACTED]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

Director [REDACTED]

Today the BULK Uploader is not doing anything.

You can upload the file, check the two boxes, and when you click "Submit" the screen flashes, but no error message comes up. It's almost like it does a page refresher. Doesn't state if it's been submitted or not.

However, when going to "Search Cases" no cases are created based off what would be the "submitted" excel sheet.

I'm not sure what's going on with their website.

Florida cannot be the only state having these issues.

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 14, 2025 2:50 PM

To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]

<[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov> (b)(6)

Subject: RE: SAVE Bulk Requests

It is giving me the same error as well.

Thank you,

[redacted]

Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building
[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 14, 2025 2:47 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

No, I don't have any files uploaded. I'm using save to check and audit files in pending under review status.

[redacted]

Florida Division of Elections
Bureau of Voter Registration Services
Office: [redacted]
Email: [redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 14, 2025 2:34 PM

To: [redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

Director [redacted]

I received a "Something Went Wrong" message when I tried doing an individual upload to SAVE. I attempted it a few times and got the same error.

Is anyone else experiencing the same issue?

SAVE Home Cases Reports Help [redacted]

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try reuploading the case again. If you are still unable to retrieve your case, let us know about your issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [redacted]@dos.fl.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: [redacted] is not a function

[Return to Search](#)

(b)(6)



[redacted]
Operations Review Specialist
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:47 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

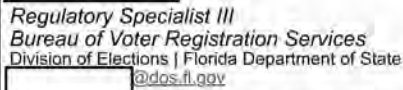
[redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

[redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

You're welcome, Director [redacted]



From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:47 PM

To: [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

Thank you and

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:46 PM

To: [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov;

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]
[REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

I am getting that bracket error as well for bulk uploads, I just tried it again.



❗ Something Went Wrong

0

To complete your bulk upload, please download and use the [provided csv template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully

Thank you,

Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:31 PM

To: [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov;

Cc: [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov

Subject: RE: SAVE Bulk Requests

What about you?

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 7, 2025 2:16 PM

To: [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]@dos.fl.gov; [REDACTED]

<[REDACTED]@dos.fl.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

(b)(6)

Director [REDACTED]

I just tested their site with a new bulk download template and am still getting the below, as of 2:13pm.

The screenshot shows a web browser window with the URL <https://save.fl.gov/submit/bulkupload>. The page title is "SAVE Bulk Upload". At the top right, there is a user profile icon and the text "(b)(6)". The main content area has a red error message: "Something Went Wrong". Below this is a section titled "Upload File" with instructions: "To complete your bulk upload, please download and use the provided template for your submission. Do not modify the first row of the template. It contains required headers that must remain unchanged for your submission to be processed successfully." It also states: "Once you upload your file we will begin processing and analysis. We will review the contents and notify you of any issues in the next step. Any duplicate records previously submitted for case reason will be omitted." A link for additional information is provided: "If you need additional information on how to use SAVE Bulk Uploads, please refer to our example for Voter Verification: [see: voter_verification.pdf](#)". There is a "Download Template File" button. Below that is an "Upload File" section with a file input field. A "Benefit Type" dropdown menu is set to "Voter List Maintenance". There is a checkbox for "I have read and accept the [Terms and Conditions](#)". A "Submit" button is at the bottom. The footer includes "U.S. Department of Homeland Security - U.S. Citizenship and Immigration Services" and links for "Accessibility", "Feedback", "Privacy", "Security", "ST-1-C", and "VIR-EA-DWG". The Windows taskbar at the bottom shows the date and time as 2:13 PM on 7/7/2025.



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, July 7, 2025 2:14 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

Good afternoon,

So far, I have not completed a bulk upload yet, but I have been able to create individual searches again.

I will try a bulk upload shortly to see if that is functioning now as well.

Thank you,

[redacted]
Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building
[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 7, 2025 2:11 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

<[redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

<[redacted]@dos.fl.gov>

Subject: FW: SAVE Bulk Requests

Are you guys able to now use the SAVE bulk request?

From: [redacted]@dos.fl.gov>

Sent: Thursday, July 3, 2025 3:59 PM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]

<[redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Our state offices are closed today and will reopen in July 7. I can check with staff then. Thank you for checking in.

Get Outlook for iOS

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, July 3, 2025 3:00:19 PM

To: [redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]

<[redacted]@uscis.dhs.gov>

Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hello [redacted]

Checking in to see if you were still running into issues using the SAVE bulk uploader? If you are, we would like to schedule a call with you to help troubleshoot.

Let us know if that works for you and your team and we can send you some times we are available.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Tuesday, July 1, 2025 10:50 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]

<[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Subject: FW: SAVE Bulk Requests

[redacted]@dos.fl.gov Learn why this is important
This email contains information that is confidential and/or exempt from public records disclosure.

We are still having issues. [redacted] tested it out.

Please see below.
Respectfully,

[redacted] Esq.
Division of Elections, Director
Florida Department of State
[redacted] p)

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Tuesday, July 1, 2025 11:08 AM
To: [REDACTED]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

Director [REDACTED]

I used the attached downloaded template file from SAVE's website, entered a few of the individuals I had from my original template that would never go through, and I'm still getting the same "Something Went Wrong" error message. See attachment (7).

I've, also, attached a blank downloaded template file [attachment (8)] which shows what their file template looks like before I copied and pasted my information, only deleting their information from row 2, so I don't know what's making it glitch.

Everything is copied and pasted in the correct columns, DOB is in the formation they call for, and all enumerators are in place, with the file being saved in .csv format.

SAVE Bulk Upload

Something Went Wrong

Upload File

To complete your bulk upload, please download and use the [provided csv template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you of any issues in the next step. Any duplicate records previously submitted for case creation will be omitted.

If you need additional information on how to use SAVE Bulk Uploader, please refer to our example for Voter Verification [user manual documentation](#).

[Download Template File](#)

Upload File (optional)

File Name: [REDACTED].csv

Benefit Type (required)

☐ Voter List Maintenance

☐ I have read and accept the [acknowledgment](#)

[Submit](#)

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services

Application System Support | Privacy | Site Map | VPP-USA | VPP-USA Help

Respectfully,



Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State

[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Tuesday, July 1, 2025 10:54 AM
To: [REDACTED]@dos.fl.gov>
Subject: FW: SAVE Bulk Requests

Are you in today? Can you please test out per [REDACTED] email below?

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, July 1, 2025 10:46 AM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>

(b)(6) (b)(7)(C)(b)(7)(F)

[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

[redacted]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C)(b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted]
Just sending a quick follow up. I am out of the office but have a few people on my team copied here that can assist you and your team.
Please let them know if you still need assistance.

Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records & Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, June 26, 2025 4:12 PM
To: [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Hi [redacted]
The technical team asked me to confirm with you the following:

- Has FL properly configured the file and is the required information in the correct column?
- Has FL tried to upload the file multiple times after confirming the file is correct?

Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>
Sent: Thursday, June 26, 2025 4:01 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Any update? It is still not functioning. Thanks.

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, June 26, 2025 12:01 PM
To: [redacted]@dos.fl.gov>
Cc: [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted]
I reached out to our technical team and will coordinate a date/time to meet and discuss with your team.
Someone will be in touch to set up that meeting.

Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C)(b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Wednesday, June 25, 2025 4:34 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Hi [REDACTED]

Thank you for calling me back. Staff is not able to use the SAVE bulk upload template (attached is the template they are directly downloading from the SAVE site).

This is the message that is cropping up for each of our staff (we have 4 that primarily work on this). W

SAVE Bulk Upload

Something Went Wrong

!!

Upload File

To complete your bulk upload, please download and use the [provided .csv templates](#) for your submission. Do not modify the first row of the template. It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you of any issues in the next step. Any duplicate records previously submitted for same creation will be pruned.

If you need additional information on how to use SAVE Bulk Uploader, please refer to our [example for Voter Verification uses - example documentation](#).

Download Template File

Upload File (required)

will file format, including a file type that is not supported or not allowed.

Upload File (required)

Benefit Type (required)

Thank you for your assistance. We love this feature and we really would love to be able to use it.

Respectfully,

[REDACTED], Esq.
Division of Elections, Director
Florida Department of State
[REDACTED] (O)
[REDACTED] (C)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, June 24, 2025 11:14 AM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: FW: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi [REDACTED]

Do you have a few minutes today to discuss the issues you are having with bulk upload?

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, June 23, 2025 12:50 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Subject: SAVE Bulk Requests

[REDACTED] and [REDACTED]

We have had reports that the SAVE Bulk template feature is still down and has been sporadically down from last week.

We just want to make sure it is not something on our end.

Can you please verify what the issue may be and expected return to full service? We have gotten quite used to that functionality. ☺

Respectfully,

[REDACTED] Esq.
Division of Elections, Director
[REDACTED] Office Line

Department of State | Division of Elections
R. A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, FL 32399-0250

(b)(6)

[REDACTED] | Direct Line
[REDACTED] | Work Cell
[REDACTED] | Voter Assistance Hotline
[REDACTED] | Voter Fraud Hotline

Email: [REDACTED]@dos.myflorida.com

Website: www.dos.fl.gov

Important notices:

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided. (Esta respuesta se proporciona solo como referencia y no constituye consejo ni representación legal. Las personas interesadas deben consultar los Estatutos de la Florida y la jurisprudencia aplicable, y / o consultar a un abogado privado para saber como el ley se aplique a sus hechos or circunstancias particulares antes de sacar conclusiones legales o confiar en la información proporcionada.)

Written communications including email addresses to governmental agencies constitute public records and are available to the public including media upon request unless the information is subject to a specific statutory exemption. See e.g., F.S. 668.6076 (Las comunicaciones escritas, incluso las direcciones de correo electrónico, a agencias de gobierno, constituyen registros públicos y están disponibles, a pedido, para el público, incluso la prensa, a menos que la información esté sujeta a una exención legal específica. Véase por ejemplo, F.S. 668.6076)

From: [REDACTED]
Subject: SAVE history
To: SAVE-HELP (b)(6)
Sent: July 31, 2025 11:03 AM (UTC-05:00)
Attached: SAVE.PNG

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Good morning,

I have technical issues with SAVE account.

Recent inquiries from this week are not showing on my history.

Thank you.

[REDACTED] | SSW (b)(6)

OFFICE OF ECONOMIC ASSISTANCE

Nebraska Department of Health and Human Services

Access Nebraska: [REDACTED] | FAX: [REDACTED]

DHHS.ne.gov | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. DHHS and the sender therefore does not accept liability for the contents of this message, which arise as a result of e-mail transmission.

From: [REDACTED]
Subject: RE: [External] SAVE Information (b)(6)
To: SAVE-HELP
Sent: July 30, 2025 12:00 PM (UTC-05:00)

Do you have an update for the uploader?

[REDACTED]

Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [REDACTED]

www.scVOTES.gov

**every vote matters.
every vote counts.**

(b)(6)

From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>

Sent: Tuesday, July 29, 2025 2:14 PM

To: [REDACTED]@elections.sc.gov>

Subject: RE: [External] SAVE Information

Ok thanks for the update.

----- Original Message -----

From: [REDACTED]@elections.sc.gov]

Sent: 7/29/2025 1:27 PM

To: [REDACTED]@uscis.dhs.gov (b)(6)

Subject: RE: [External] SAVE Information

Thank you,

I'm led to believe I'm using the tool correctly. When I incorrectly format the columns, the bulk upload tool tells me there's a problem with my columns. Since I do not see any error when I try to upload this file, I believe there should not be a problem with my file. I'm not sure what to try next, but I'm following the how to guide to the letter.

[REDACTED]

Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250 (b)(6)

Office: [REDACTED]

www.scVOTES.gov<<http://www.scvotes.gov/>>

[cid:image001.png@01DC008C.8AEF1CE0]

From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>

Sent: Tuesday, July 29, 2025 1:08 PM

To: [REDACTED]@elections.sc.gov>

Subject: RE: [External] SAVE Information

Good afternoon, [redacted] (b)(6)

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

I've attached the Voter Verification Bulk Uploader How to Guide which should also assist with this process. Please ensure that the file that is uploaded is a CSV file as required. I will also check to see if SAVE is experiencing any issues at the current moment.

For technical assistance, please call SAVE at [redacted]

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern. (b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<[https://urldefense.com/v3/https://www.uscis.gov/save/for-benefit-applicants_!!GpFojh-4Mw!LN67tec2cogm8m4mwLPaJhxB7CB6lpy8slPKiLD4lo8CAZ-0tKI-IMxC-l-YWGQ8aEKIoFRVDy9o337b82kGNUrKBGW3AVE\\$](https://urldefense.com/v3/https://www.uscis.gov/save/for-benefit-applicants_!!GpFojh-4Mw!LN67tec2cogm8m4mwLPaJhxB7CB6lpy8slPKiLD4lo8CAZ-0tKI-IMxC-l-YWGQ8aEKIoFRVDy9o337b82kGNUrKBGW3AVE$)> web page to view our on-demand webinar.

----- Original Message ----- (b)(6)
From: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>]
Sent: 7/29/2025 9:49 AM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
Subject: RE: [External] SAVE Information

That is correct

[redacted]
Voter List Maintenance Coordinator (b)(6)

South Carolina State Election Commission | VREMS
1122 Lady St., 5th Floor, Columbia, SC 29201
P.O. Box 5987, Columbia, S.C. 29250
Office: [redacted]

www.scVOTES.gov<<https://www.scvotes.gov/>><<http://www.scvotes.gov/>>

[cid:image001.png@01DC006E.1EBDF3C0<mailto:image001.png@01DC006E.1EBDF3C0>]

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Tuesday, July 29, 2025 9:30 AM
To: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>> (b)(6)
Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Just to confirm that file history the file cannot be found correct?

[cid:image002.png@01DC006E.1EBDF3C0<mailto:image002.png@01DC006E.1EBDF3C0>]

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * SAVE at [redacted]
- * Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

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----- Original Message -----

From: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>]
Sent: 7/29/2025 6:16 AM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: [External] SAVE Information

When I upload it, the "uploading file" message flashes on screen for a fraction of a second; I can't even get a screenshot of it. But there's no message after that, no "job success" or "job failed". Attached is the file.

[redacted]

Voter List Maintenance Coordinator

(b)(6)

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [REDACTED] (b)(6)

www.scVOTES.gov<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>>

<<http://www.scvotes.gov/>>

[cid:image001.png@01DC0069.67961F50<mailto:image001.png@01DC0069.67961F50>

<mailto:image001.png@01DC0069.67961F50<mailto:image001.png@01DC0069.67961F50>>]

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>

<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>> (b)(6)

Sent: Tuesday, July 29, 2025 9:13 AM

To: [REDACTED]@elections.sc.gov<mailto:[REDACTED]@elections.sc.gov>

<mailto:[REDACTED]@elections.sc.gov<mailto:[REDACTED]@elections.sc.gov>>>

Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Can you provide the CSV file and a screenshot of the message you receive after uploading?

We hope this information is helpful. If you need additional assistance, please send an email to

[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>

<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>> (b)(6)

<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>

<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

* SAVE at [REDACTED]

* Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(E)

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----- Original Message -----

From: [REDACTED]@elections.sc.gov<mailto:[REDACTED]@elections.sc.gov>

<mailto:[REDACTED]@elections.sc.gov<mailto:[REDACTED]@elections.sc.gov>>>

(b)(6)

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>]

Sent: 7/29/2025 5:40 AM

(b)(6)

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
Subject: RE: [External] SAVE Information

I tried to put a properly formatted csv into the bulk uploader over a week ago and the individuals listed on it did not become cases yet.
What should I do to get these cases started?

[redacted]

Voter List Maintenance Coordinator (b)(6)

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [redacted]

[www.scVOTES.gov](https://www.scvotes.gov/)<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>>

<<https://www.scvotes.gov/>><<http://www.scvotes.gov/>>

[cid:image001.png@01DC0064.7FC72740<mailto:image001.png@01DC0064.7FC72740>
<mailto:image001.png@01DC0064.7FC72740<mailto:image001.png@01DC0064.7FC72740>>
<mailto:image001.png@01DC0064.7FC72740<mailto:image001.png@01DC0064.7FC72740>
<mailto:image001.png@01DC0064.7FC72740<mailto:image001.png@01DC0064.7FC72740>>>]

From: CS - Save Help Queue [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>> (b)(6)

Sent: Friday, July 25, 2025 11:31 AM

To: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>>

Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Once a case is successfully submitted through the bulk uploader it is sent for further processing. During processing each case is created and receives an initial response. Processing may take 24 hours. User Agencies can monitor the status of files submitted through the Bulk Upload Tool from the File History Dashboard. Each file upload will display with the associated information. Viewing permissions may be limited by user role. Do not attempt to resubmit bulk upload cases while you wait for your file to process.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

(b)(6)

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>>. For calling assistance,
agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(E)

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----- Original Message -----

From: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>>] (b)(6)

Sent: 7/22/2025 1:47 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>>

Subject: Bulk uploader not creating new cases

Good afternoon,

I have been trying to open about 500 new cases through SAVE's bulk upload tool, but when I put the file in there is no update.

I am not receiving any errors on the job, I already verified the headers are accurate, and I tried to

scrub the data to the best of my ability to ensure the jobs would accept when submitted. I am confused on what the problem is, whether it is the file or the uploader.

Any help would be appreciated,

[REDACTED]

Voter List Maintenance Coordinator (b)(6)

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [REDACTED]

www.scVOTES.gov<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>>

<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>><<http://www.scvotes.gov/>>

[cid:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>>>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>
<mailto:image001.png@01DBFB28.5A35F1F0<mailto:image001.png@01DBFB28.5A35F1F0>>>>
]

thread::Vbuba00xclSkXCcf6Dgbi2w::

From: [REDACTED]
Subject: RE: MFA Login Technical Support
To: SAVE-HELP
Sent: July 23, 2025 9:11 AM (UTC-05:00) (b)(6)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

The issue is that the save is not merging with the login.gov for their account

[REDACTED] | Social Services Supervisor
OFFICE OF ECONOMIC ASSISTANCE & ELIGIBILITY OPERATION
Nebraska Department of Health and Human Services
OFFICE: [REDACTED] FAX: [REDACTED] (b)(6)
DHHS.ne.gov | [Facebook](#) | [Twitter](#) | [LinkedIn](#)



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From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 4:31 PM
To: [REDACTED]@nebraska.gov> (b)(6)
Subject: MFA Login Technical Support

You don't often get email from [REDACTED]@uscis.dhs.gov. [Learn why this is important](#)
Greetings,

Thank you for contacting the SAVE Team. We are happy to address your questions or concerns.

SAVE utilizes multifactor authentication (MFA) through Login.gov, which provides browser users with a more secure login procedure, helping to prevent unauthorized account access. Unfortunately, SAVE does not manage your Login.gov account.

For help with **signing in, passwords, or authentication methods**, visit the MFA Login.gov [Frequently Asked Questions \(FAQ\)](#) or call Login.gov at [REDACTED], operating hours are 24 (b)(6) hours a day, seven days a week.

NOTE: All SAVE users have a profile that includes their email address, name, and telephone number. Users should update this information whenever necessary using the User Profile page to ensure the proper email address and contact information is associated with their User ID. We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED]
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.) (b)(6)

• International calling outside the U.S. at [REDACTED] (b)(6)

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar. Verification, our Engagement team offers free public webinars. To view the webinar calendar, please visit the [E-Verify Webinars](#) webpage.

----- Original Message -----

From: [REDACTED]@nebraska.gov]

Sent: 7/22/2025 1:26 PM (b)(6)

To: [REDACTED]@uscis.dhs.gov

Subject: Needing Assistance SAVE/[Login.gov](#) This email contains sensitive, nonpublic information.

You don't often get email from autumn.richards@nebraska.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Hello,

I am a Social Service Supervisor for the Department of Health and Human Services, some of my workers are having issues with the migrating of SAVE and [Login.gov](#). They aren't being sent to the right page after signing in to the normal save it isn't sending them to [login.gov](#) but when it does decide to, they login to it then it has them login again then states they have no migrated accounts. Can someone guide me on how to get this fixed or is there someone that can fix it? We have tried everything we can think of. We have deleted and recreated accounts, reset passwords followed the assistance recommended.

Thank you,

[REDACTED] | Social Services Supervisor

Office of Economic Assistance & Eligibility Operation (b)(6)

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] | FAX: [REDACTED]

DHHS.ne.gov<<https://dhhsemployees/Pages/DHHSHome.aspx>> |

Facebook<<https://www.facebook.com/NEDHHS/>> | Twitter<<https://twitter.com/NEDHHS>> |

LinkedIn<https://www.linkedin.com/company/nebraska-department-of-health-and-human-services?trk=company_logo>

[cid:image001.png@01DBFB1C.F5DB5610]

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e-mail transmission. [REDACTED]

thread::ScAsddrxMGfnWhCIIZ_GWw::

From: CS - Save Help Queue
Subject: RE: SAVE Bulk Requests (b)(6) (b)(7)(C) (b)(7)(F)
To: [redacted]@dos.fl.gov
Cc: SAVEModSupport; [redacted]
Sent: July 22, 2025 3:23 PM (UTC-05:00)

----- Original Message -----

From: [redacted]@dos.fl.gov (b)(6) (b)(7)(C) (b)(7)(F)
Sent: 7/22/2025 8:05 AM
To: [redacted]@uscis.dhs.gov; [redacted]@uscis.dhs.gov; [redacted]@uscis.dhs.gov; [redacted]@dos.fl.gov; [redacted]@uscis.dhs.gov;
[redacted]@dos.fl.gov; [redacted]@uscis.dhs.gov
Subject: RE: SAVE Bulk Requests

My User ID is [redacted]

I'm following the rest of your steps now.

Respectfully,

[cid:image001.png@01DBFAF8.8588CC90]

[redacted]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [redacted]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 11:02 AM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

[redacted]

If could you please provide the SAVE userid you are utilizing so I can investigate if SAVE is throwing an error.

While you are doing that if you could please open the browser on a web page not the SAVE provided website. Then right click on the browser window, you should see inspect at the bottom of the opened right click tab. Please click that and a new section will appear in your browser. Please click the console. Then please navigate to the SAVE site and try to upload the bulk upload file once again.

When the screen flashes an error in the consol should appear. Please take a screen shot of that and attach it to your follow up email.

If you have any issues with the above, please follow up and I can sit down with you to investigate.

Please follow up if you have any questions or issues.

SAVE Support team

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Date: Tuesday, July 22, 2025 at 10:46?AM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>, SAVEModSupport
<[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>, [redacted]
<[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>, [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>, [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>, [redacted]
<[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>, SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: SAVE Bulk Requests
Good morning, Ms. [redacted]

Yes, we are still having issues. However, we are no longer receiving an error message.

When we download your template file, insert our information, save the file, then upload it, and click voter list maintenance and we've accepted the acknowledgement, the webpage flashes (like a refresh) but does not state whether there's an error, or if the excel sheet was submitted.

This has been occurring for the past two days. Whereas before we were getting an error message advising "Something Went Wrong", but would never provide what went wrong.

Respectfully,

[cid:image001.png@01DBFAF8.8588CC90]

Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6) (b)(7)(C)(b)(7)(F)

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Tuesday, July 22, 2025 10:27 AM
To: SAVEModSupport <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
<[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>;
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>;
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

[redacted]
Does your team still require assistance with the bulk upload issues?

Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C)(b)(7)(F)

From: SAVEModSupport <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Tuesday, July 22, 2025 8:32 AM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: Re: SAVE Bulk Requests

[redacted]
Please have the users preform a clear browser cache and preform a computer restart. As the File history dashboard is available to all users who can create cases.

If the issue persists, please follow up with the affected users userids and SAVE support can investigate further.

If you require a meeting to resolve this once the initial steps have been performed, SAVE Support can sit down with you.

SAVE Support team
[redacted]

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Date: Monday, July 21, 2025 at 4:41PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; SAVEModSupport
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: SAVE Bulk Requests

Some people who received this message don't often get email from amber.marconnet@dos.fl.gov<mailto:amber.marconnet@dos.fl.gov>. Learn why this is important<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification!!EyxuBhUN!sIYp6yS39liXHgAbXmo-gU689C7dj2eWfOWX_6oc3rSbX1xCeEvS_N3tOE1ttv9CaDAk6B69yQGpau7NzavAU9hTvpNw4LTvm9-ILD4UYS>
Hi [redacted]

While we wait to hear from the technical support team, I wanted to include some additional information.

We have two employees with two different views. One employee has the highlighted tabs and the other does not.

[cid:image002.png@01DBFAF8.8588CC90]

Do you know why this would be different?

☐ can elaborate further if needed.

Thank you,

[redacted]

Assistant Director
Division of Elections
Florida Department of State
Office: (850) 245-6224

Email: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

R.A. Gray Building

500 S. Bronough St, Tallahassee, FL 32399

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

Sent: Monday, July 21, 2025 2:17 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; SAVEModSupport

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

[redacted] I'm out of town so I will ask that the troubleshooting team work with [redacted] and [redacted] to walk through what might be going on because our entire team is not able to use it.

Get Outlook for iOS<https://urldefense.com/v3/_https://aka.ms/o0ukef_!!EyxuBhUN!sLYp6yS39liXHgAbXmo-gU689C7dj2eWfOWX_6oc3rSbX1xCeV_S_N3tOE1ttv9CaDAkB69yQGrpau7NzavAU9hTvpNw4LTvm9w5n-RQjS>

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

Sent: Monday, July 21, 2025 1:01:41 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; SAVEModSupport

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted]

I'm including our technical support team for assistance. I'm not aware of any issues currently with bulk uploader.

Thanks,

[redacted]

Chief, HQ Customer Support
Verification Division
Immigration Records & Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

Sent: Monday, July 21, 2025 1:25:04 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

Subject: Fw: SAVE Bulk Requests

[redacted] and [redacted]

is DHS SAVE bulk upload feature not working?

We still are not able to use it since we reported it earlier.

Can someone be made available to talk specifically to our staff to figure out what maybe happening. Thanks.

See email below for most recent details.

Respectfully,

[redacted] Director
Division of Elections
Florida Department of State

(b)(6)

Get Outlook for <https://urldefense.com/v3/https://aka.ms/o0ukef-!!EyxuBhUN!uth1Vk3l-RT3mqMix_dnsUCOHsxybj6J9LanpO5ooAqk8W-15fC3VxbhBcVKbgXcds4Ktl-14WxcZfXI4y2EuGbRFjd4Dj9UEg1p3MS>

Get Outlook for iOS<https://urldefense.com/v3/https://aka.ms/o0ukef-!!EyxuBhUN!uth1Vk3l-RT3mqMix_dnsUCOHsxybj6J9LanpO5ooAqk8W-15fC3VxbhBcVKbgXcds4Ktl-14WxcZfXI4y2EuGbRFjd4Dj9UEg1p3MS>

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Sent: Monday, July 21, 2025 12:08:43 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Subject: RE: SAVE Bulk Requests

(b)(6)

Director [redacted]

Today the BULK Uploader is not doing anything.

You can upload the file, check the two boxes, and when you click "Submit" the screen flashes, but no error message comes up. It's almost like it does a page refresher. Doesn't state if it's been submitted or not.

However, when going to "Search Cases" no cases are created based off what would be the "submitted" excel sheet.

I'm not sure what's going on with their website.

Florida cannot be the only state having these issues.

Respectfully,

[cid:image001.png@01DBFAF8.8588CC90]

[redacted]
Regulatory Specialist III

Bureau of Voter Registration Services

Division of Elections | Florida Department of State

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Sent: Monday, July 14, 2025 2:50 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; Hughes, Abigail R.

(b)(6)

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

It is giving me the same error as well.

Thank you.

[redacted]

Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building

[redacted]

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, July 14, 2025 2:47 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

No, I don't have any files uploaded. I'm using save to check and audit files in pending under review status.

[redacted]

Florida Division of Elections
Bureau of Voter Registration Services
Office: [redacted]
Email: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, July 14, 2025 2:34 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

Director [redacted]

I received a "Something Went Wrong" message when I tried doing an individual upload to SAVE. I attempted it a few times and got the same error.

Is anyone else experiencing the same issue?

[cid:image003.png@01DBFAF8.8588CC90]

[State Seal - Florida Department of State]

Operations Review Specialist

Bureau of Voter Registration Services (b)(6)

Division of Elections | Florida Department of State

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Sent: Monday, July 7, 2025 3:47 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>> [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>> [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Subject: RE: SAVE Bulk Requests

(b)(6)

You're welcome, Director [redacted]

[cid:image001.png@01DBFAF8.8588CC90]

[redacted] (b)(6)

Regulatory Specialist III

Bureau of Voter Registration Services

Division of Elections | Florida Department of State

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

[redacted]

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Sent: Monday, July 7, 2025 3:47 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>> [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Subject: RE: SAVE Bulk Requests

Thank you [redacted] and [redacted]

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>> (b)(6)
Sent: Monday, July 7, 2025 3:46 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

I am getting that bracket error as well for bulk uploads, I just tried it again.

[cid:image005.png@01DBFAF8.8588CC90]

Thank you,

[redacted]
Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building
[redacted]

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, July 7, 2025 3:31 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

[redacted]

What about you?

[redacted]

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, July 7, 2025 2:16 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>;
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

Director [redacted]

I just tested their site with a new bulk download template and am still getting the below, as of 2:13pm.

[cid:image006.png@01DBFAF8.8588CC90]

[cid:image001.png@01DBFAF8.8588CC90]

[redacted]

Regulatory Specialist III (b)(6)

Bureau of Voter Registration Services

Division of Elections | Florida Department of State

[redacted]

@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

[cid:image001.png@01DBFAF8.8588CC90]

[redacted]

Regulatory Specialist III

Bureau of Voter Registration Services

Division of Elections | Florida Department of State

[redacted]

@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Sent: Monday, July 7, 2025 2:14 PM

To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>> [redacted]

<[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

<[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>

Subject: RE: SAVE Bulk Requests

Good afternoon,

So far, I have not completed a bulk upload yet, but I have been able to create individual searches again.

I will try a bulk upload shortly to see if that is functioning now as well.

Thank you,

[redacted]

(b)(6)

Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, July 7, 2025 2:11 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; Hughes, Abigail R.
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: FW: SAVE Bulk Requests

Are you guys able to now use the SAVE bulk request?

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Thursday, July 3, 2025 3:59 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>> (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: Re: SAVE Bulk Requests

Our state offices are closed today and will reopen in July 7. I can check with staff then. Thank you for checking in.

Get Outlook for iOS<https://urldefense.com/v3/_https://aka.ms/o0ukef_!!EyxuBhUN!uth1Vk3l-RT3mqMix_dnsUCQHsxybj6J9LanpO5ooAqk8W-15fC3VxhhBeVKbgXeds4Ktl-14WxcZfXlt4y2EuGbRFjd4Dj9UEg1p3MS>

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, July 3, 2025 3:00:19 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hello [redacted] (b)(6)

Checking in to see if you were still running into issues using the SAVE bulk uploader? If you are, we would like to schedule a call with you to help troubleshoot.

Let us know if that works for you and your team and we can send you some times we are available.

Thank you,

[REDACTED]
Business Interface Representative

Business & Technology Integration/ Verification Division

USCIS/DHS

[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>
Sent: Tuesday, July 1, 2025 10:50 AM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
Cc: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>; [REDACTED]
[REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>; [REDACTED]
[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>; [REDACTED]
[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>; [REDACTED]
[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
Subject: FW: SAVE Bulk Requests

Some people who received this message don't often get email from [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>. Learn why this is important<[https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification!!EyxuBhUN!t0dfizw8K851G0gSP4R2cpQU6TV8x_xsrMDMjwKWeDpyS7JecoeF3pZLaTC4cqrR9-8hgqEvTkjbas8lwRWYwMplTST8NiPl0-ncr\\$](https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification!!EyxuBhUN!t0dfizw8K851G0gSP4R2cpQU6TV8x_xsrMDMjwKWeDpyS7JecoeF3pZLaTC4cqrR9-8hgqEvTkjbas8lwRWYwMplTST8NiPl0-ncr$)>

This email contains information that is confidential and/or exempt from public records disclosure.

[REDACTED]
(b)(6) (b)(7)(C) (b)(7)(F)

We are still having issues. [REDACTED] tested it out.

Please see below.

Respectfully,

[REDACTED] Esq.

Division of Elections, Director

Florida Department of State

[REDACTED] (O)
[REDACTED] (C)

(b)(6)

From: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>
Sent: Tuesday, July 1, 2025 11:08 AM
To: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>
Subject: RE: SAVE Bulk Requests

Director [REDACTED]

I used the attached downloaded template file from SAVE's website, entered a few of the individuals I had from my original template that would never go through, and I'm still getting the same "Something Went Wrong" error message. See attachment (7).

I've, also, attached a blank downloaded template file [attachment (8)] which shows what their file template looks like before I copied and pasted my information, only deleting their information from row 2, so I don't know what's making it glitch.

Everything is copied and pasted in the correct columns, DOB is in the formation they call for, and all enumerators are in place, with the file being saved in .csv format,

[cid:image007.png@01DBFAF8.8588CC90]

Respectfully,

[cid:image001.png@01DBFAF8.8588CC90]

[redacted]

Regulatory Specialist III

Bureau of Voter Registration Services

Division of Elections | Florida Department of State

[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>

(b)(6)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Tuesday, July 1, 2025 10:54 AM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: FW: SAVE Bulk Requests

Are you in today? Can you please test out per [redacted] email below?

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Tuesday, July 1, 2025 10:46 AM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted] (b)(6)

Just sending a quick follow up. I am out of the office but have a few people on my team copied here that can assist you and your team.

Please let them know if you still need assistance.

Thanks,

[REDACTED]

Chief, HQ Customer Support

Verification Division

Immigration Records & Identity Services (IRIS)

U.S. Citizenship & Immigration Services

Department of Homeland Security

Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>

Sent: Thursday, June 26, 2025 4:12 PM

To: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>

Cc: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>; [REDACTED]

[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>

Subject: RE: SAVE Bulk Requests

Hi [REDACTED]

The technical team asked me to confirm with you the following:

- * Has FL properly configured the file and is the required information in the correct column?
- * Has FL tried to upload the file multiple times after confirming the file is correct?

Thanks,

[REDACTED]

Chief, HQ Customer Support

Verification Division

Immigration Records and Identity Services (IRIS)

U.S. Citizenship & Immigration Services

Department of Homeland Security

Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov<mailto:[REDACTED]@dos.fl.gov>>

Sent: Thursday, June 26, 2025 4:01 PM

To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>

Cc: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>; [REDACTED]

[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>

Subject: RE: SAVE Bulk Requests

Any update? It is still not functioning. Thanks.

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Thursday, June 26, 2025 12:01 PM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>, [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted] (b)(6)

I reached out to our technical team and will coordinate a date/time to meet and discuss with your team.

Someone will be in touch to set up that meeting.

Thanks,

[redacted]

Chief, HQ Customer Support

Verification Division

Immigration Records and Identity Services (IRIS)

U.S. Citizenship & Immigration Services

Department of Homeland Security

Cell: [redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Wednesday, June 25, 2025 4:34 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Cc: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: SAVE Bulk Requests

Hi [redacted]

Thank you for calling me back. Staff is not able to use the SAVE bulk upload template (attached is the template they are directly downloading from the SAVE site).

This is the message that is cropping up for each of our staff (we have 4 that primarily work on this). W

[cid:image008.png@01DBFAF8.8588CC90]

Thank you for your assistance. We love this feature and we really would love to be able to use it.

Respectfully,

[redacted] (b)(6)

Division of Elections, Director

Florida Department of State

[redacted] (O)
[redacted] (C)

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Tuesday, June 24, 2025 11:14 AM
To: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Cc: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: FW: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi [redacted]

Do you have a few minutes today to discuss the issues you are having with bulk upload?

Thanks,

[redacted]

Chief, HQ Customer Support

Verification Division

Immigration Records and Identity Services (IRIS)

U.S. Citizenship & Immigration Services

Department of Homeland Security

Cell: [redacted]

From: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Sent: Monday, June 23, 2025 12:50 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>; [redacted]
[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Cc: [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]
[redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>; [redacted]@dos.fl.gov<mailto:[redacted]@dos.fl.gov>>
Subject: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted] and [redacted]

We have had reports that the SAVE Bulk template feature is still down and has been sporadically down from last week.

We just want to make sure it is not something on our end.

Can you please verify what the issue may be and expected return to full service? We have gotten quite used to that functionality. ?

Respectfully,



Division of Elections, Director (b)(6)



Office Line

Department of State | Division of Elections

R. A. Gray Building, Room 316

500 S. Bronough Street

Tallahassee, FL 32399-0250



Direct Line

Work Cell (b)(6)

Voter Assistance Hotline

Voter Fraud Hotline

Email: DivElections@dos.myflorida.com<mailto:DivElections@dos.myflorida.com>

Website: www.dos.fl.gov<http://www.dos.fl.gov/>

Important notices:

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided. (Esta respuesta se proporciona solo como referencia y no constituye consejo ni representación legal. Las personas interesadas deben consultar los Estatutos de la Florida y la jurisprudencia aplicable, y / o consultar a un abogado privado para saber como el ley se aplique a sus hechos or circunstancias particulares antes de sacar conclusiones legales o confiar en la información proporcionada.)

Written communications including email addresses to governmental agencies constitute public records and are available to the public including media upon request unless the information is subject to a specific statutory exemption. See e.g., F.S. 668.6076 (Las comunicaciones escritas, incluso las direcciones de correo electrónico, a agencias de gobierno, constituyen registros públicos y están disponibles, a pedido, para el público, incluso la prensa, a menos que la información esté sujeta a una



exención legal específica. Véase por ejemplo, F.S. 668.6076)

thread::5RgZPCfWeN6shnS6oyhrMmw::

From: SAVEModSupport
Subject: Re: SAVE Bulk Requests
To: [REDACTED] SAVE-HELP
Sent: July 22, 2025 11:07 AM (UTC-05:00)

(b)(6) (b)(7)(C) (b)(7)(F)

The console logs shown unfortunately don't provide any direction and SAVE is not logging an issue on our end.

Please try utilizing another browser.

Yes, if a screenshot could be provided.

SAVE Support team

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Date: Tuesday, July 22, 2025 at 11:43 AM
To: SAVEModSupport [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]
<[REDACTED]@dos.fl.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]
[REDACTED]@uscis.dhs.gov>, SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Is there a particular browser you prefer us to use?

My errors are showing in Microsoft Edge, but I walked over to [REDACTED] to see if her computer would throw the same errors.

[REDACTED] works in Chrome and has no errors or issues. She was presented with 1 message, regarding deprecations or something to that effect.

I'm waiting for her to send me her screen shots, and if you need them, I can send them your way.

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, July 22, 2025 11:21 AM
To: [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]
[REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, SAVE-HELP
[REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Close, you are still in the elements tab. To the right there is an box with a caution icon. That should bring up additional tabs which will have the console tab.

SAVE Support team

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Date: Tuesday, July 22, 2025 at 11:09 AM
To: SAVEModSupport [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]
<[REDACTED]@dos.fl.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]
[REDACTED]@uscis.dhs.gov>, SAVE-HELP <[REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Ok, when I followed those steps, the below is what I got.



html body

Styles Computed Layout Event Listeners DOM Breakpoints Properties

Filter

element.style {

}

body {

margin: 0;

font-family: -apple-system, BlinkMacSystemFont, "Segoe UI", Roboto, "Helvetica Neue", Arial, "Noto Sans", sans-serif, "Apple Color Emoji", "Segoe UI Emoji", "Segoe UI Symbol", "Noto Color Emoji";

font-size: 1em;

font-weight: 400;

line-height: 1.5;

color: #212529;

text-align: left;

background-color: transparent;

}

body {

font-size: 1.05em;

}

Console Issues

top

code : null

16 Tracking Prevention blocked access to storage for <URL>.



FLORIDA
DEPARTMENT OF STATE
ELECTIONS

(b)(6) (b)(7)(C) (b)(7)(F)

Subject: Re: SAVE Bulk Requests

(b)(6)

If could you please provide the SAVE userid you are utilizing so I can investigate if SAVE is throwing an error.

While you are doing that if you could please open the browser on a web page not the SAVE provided website. Then right click on the browser window, you should see inspect at the bottom of the opened right click tab. Please click that and a new section will appear in your browser. Please click the console. Then please navigate to the SAVE site and try to upload the bulk upload file once again.

When the screen flashes an error in the consol should appear. Please take a screen shot of that and attach it to your follow up email.

If you have any issues with the above, please follow up and I can sit down with you to investigate.

Please follow up if you have any questions or issues.

SAVE Support team

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Date: Tuesday, July 22, 2025 at 10:46 AM

To: [REDACTED]@uscis.dhs.gov>, SAVEModSupport <[REDACTED]@uscis.dhs.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, SAVE-HELP <[REDACTED]@uscis.dhs.gov>

Subject: RE: SAVE Bulk Requests

Good morning, [REDACTED]

Yes, we are still having issues. However, we are no longer receiving an error message.

When we download your template file, insert our information, save the file, then upload it, and click voter list maintenance and we've accepted the acknowledgement, the webpage flashes (like a refresh) but does not state whether there's an error, or if the excel sheet was submitted.

This has been occurring for the past two days. Whereas before we were getting an error message advising "Something Went Wrong", but would never provide what went wrong.

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>

Sent: Tuesday, July 22, 2025 10:27 AM

To: SAVEModSupport <[REDACTED]@uscis.dhs.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, SAVE-HELP <[REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

[REDACTED]

Does your team still require assistance with the bulk upload issues?

Thanks,

[REDACTED]

Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: SAVEModSupport <[REDACTED]@uscis.dhs.gov>

Sent: Tuesday, July 22, 2025 8:32 AM

To: [REDACTED]@dos.fl.gov>, [REDACTED]@dos.fl.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, [REDACTED]@uscis.dhs.gov>, SAVE-HELP <[REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov>

Subject: Re: SAVE Bulk Requests

[REDACTED]

Please have the users preform a clear browser cache and preform a computer restart. As the File history dashboard is available to all users who can create cases.

If the issue persists, please follow up with the affected users userids and SAVE support can investigate further.

If you require a meeting to resolve this once the initial steps have been performed, SAVE Support can sit down with you.

SAVE Support team



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Date: Monday, July 21, 2025 at 4:41 PM

To: [redacted]@dos.fl.gov>, [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>, [redacted]@uscis.dhs.gov>, SAVE-HELP <[redacted]@uscis.dhs.gov>

Cc: [redacted]@dos.fl.gov>, SAVEModSupport <[redacted]@uscis.dhs.gov>

Subject: RE: SAVE Bulk Requests

Some people who received this message don't often get email from [redacted]@dos.fl.gov. [Learn why this is important](#)

Hi [redacted]

While we wait to hear from the technical support team, I wanted to include some additional information.

We have two employees with two different views. One employee has the highlighted tabs and the other does not.



Home

Cases ▾

Reports

Help ▾

Bulk Upload

Bulk Upload Tool

File History Dashboard

Do you know why this would be different?

[redacted] can elaborate further if needed.

Thank you,

[redacted]

Assistant Director
Division of Elections
Florida Department of State
Office: [redacted]
Email: [redacted]@dos.fl.gov

R.A. Gray Building
500 S. Bronough St, Tallahassee, FL 32399

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 21, 2025 2:17 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; SAVEModSupport <savemodsupport@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

[redacted] I'm out of town so I will ask that the troubleshooting team work with [redacted] and [redacted] to walk through what might be going on because our entire team is not able to use it.

(b)(6) (b)(7)(C) (b)(7)(F)

Get Outlook for iOS

From: [redacted]@uscis.dhs.gov>

Sent: Monday, July 21, 2025 1:01:41 PM

To: [redacted]@dos.fl.gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; SAVE-HELP <[redacted]@uscis.dhs.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; SAVEModSupport <[redacted]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hi [redacted]

I'm including our technical support team for assistance. I'm not aware of any issues currently with bulk uploader.

Thanks,

[redacted]

Chief, HQ Customer Support

(b)(6) (b)(7)(C) (b)(7)(F)

Verification Division
Immigration Records & Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, July 21, 2025 1:25:04 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; SAVE-HELP@uscis.dhs.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Subject: Fw: SAVE Bulk Requests

[REDACTED] and [REDACTED]

is DHS SAVE bulk upload feature not working?

We still are not able to use it since we reported it earlier.

Can someone be made available to talk specifically to our staff to figure out what maybe happening. Thanks.

See email below for most recent details.

Respectfully,

[REDACTED] Director
Division of Elections
Florida Department of State
Get Outlook for [REDACTED] (b)(6)

Get Outlook for iOS

From: [REDACTED]@dos.fl.gov>
Sent: Monday, July 21, 2025 12:08:43 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests (b)(6)

Director [REDACTED]

Today the BULK Uploader is not doing anything.

You can upload the file, check the two boxes, and when you click "Submit" the screen flashes, but no error message comes up. It's almost like it does a page refresher. Doesn't state if it's been submitted or not.

However, when going to "Search Cases" no cases are created based off what would be the "submitted" excel sheet.

I'm not sure what's going on with their website.

Florida cannot be the only state having these issues.

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6)

From: [REDACTED]@dos.fl.gov>
Sent: Monday, July 14, 2025 2:50 PM
To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

It is giving me the same error as well.

Thank you,

[REDACTED] (b)(6)
Regulatory Specialist III
Florida Department of State
Division of Elections

Bureau of Voter Registration Services
OSA Building

(b)(6)

From: [redacted]@dos.fl.gov>
Sent: Monday, July 14, 2025 2:47 PM
To: [redacted]@dos.fl.gov> [redacted]@dos.fl.gov>
Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

No, I don't have any files uploaded. I'm using save to check and audit files in pending under review status.

Florida Division of Elections
Bureau of Voter Registration Services
Office: [redacted]
Email: [redacted]@dos.fl.gov (b)(6)

From: [redacted]@dos.fl.gov>
Sent: Monday, July 14, 2025 2:34 PM
To: [redacted]@dos.fl.gov>
Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

Director [redacted]

I received a "Something Went Wrong" message when I tried doing an individual upload to SAVE. I attempted it a few times and got the same error.

Is anyone else experiencing the same issue?

SAVE Home Cases Reports Help e [redacted] (b)(6)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know and we'll help. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [redacted]@dos.fl.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: isome is not a function

Return to Search

(b)(6)



Operations Review Specialist
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6)

From: [redacted]@dos.fl.gov>
Sent: Monday, July 7, 2025 3:47 PM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

You're welcome, Director [redacted]



Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[redacted]@dos.fl.gov

(b)(6)

From: [redacted]@dos.fl.gov>
Sent: Monday, July 7, 2025 3:47 PM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

<[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

Thank you [redacted] and [redacted] (b)(6)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:46 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

I am getting that bracket error as well for bulk uploads, I just tried it again.



home

Cases ▾

reports

help ▾

SAVE Bulk Upload

! Something Went Wrong

()

Upload File

To complete your bulk upload, please download and use the [provided csv template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully

Thank you,

[redacted]

Regulatory Specialist III
Florida Department of State
Division of Elections
Bureau of Voter Registration Services
OSA Building
[redacted]

(b)(6)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 7, 2025 3:31 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

<[redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

[redacted]

What about you?

[redacted]

(b)(6)

From: [redacted]@dos.fl.gov>

Sent: Monday, July 7, 2025 2:16 PM

To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

<[redacted]@dos.fl.gov>

Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]

<[redacted]@dos.fl.gov>

Subject: RE: SAVE Bulk Requests

Director [redacted]

I just tested their site with a new bulk download template and am still getting the below, as of 2:13pm..



Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
@dos.fl.gov



Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
@dos.fl.gov

(b)(6)

From: [redacted]@dos.fl.gov>
Sent: Monday, July 7, 2025 2:14 PM
To: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Cc: [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>; [redacted]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

Good afternoon,

So far, I have not completed a bulk upload yet, but I have been able to create individual searches again.

I will try a bulk upload shortly to see if that is functioning now as well.

Thank you,

[redacted] (b)(6)
Regulatory Specialist III
Florida Department of State
Division of Elections

Bureau of Voter Registration Services

OSA Building

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, July 7, 2025 2:11 PM

To: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]

<[REDACTED]@dos.fl.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]

<[REDACTED]@dos.fl.gov>

Subject: FW: SAVE Bulk Requests

Are you guys able to now use the SAVE bulk request?

From: [REDACTED]@dos.fl.gov>

Sent: Thursday, July 3, 2025 3:59 PM

To: [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

<[REDACTED]@uscis.dhs.gov>

Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Our state offices are closed today and will reopen in July 7. I can check with staff then. Thank you for checking in.

Get Outlook for iOS

From: [REDACTED]@uscis.dhs.gov>

Sent: Thursday, July 3, 2025 3:00:19 PM

To: [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

<[REDACTED]@uscis.dhs.gov>

Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Hello [REDACTED]

Checking in to see if you were still running into issues using the SAVE bulk uploader? If you are, we would like to schedule a call with you to help troubleshoot.

Let us know if that works for you and your team and we can send you some times we are available.

Thank you,

[REDACTED]

Business Interface Representative

Business & Technology Integration/ Verification Division

USCIS/DHS

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Tuesday, July 1, 2025 10:50 AM

To: [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov>; [REDACTED]@dos.fl.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]

<[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>

Subject: FW: SAVE Bulk Requests

Some people who received this message don't often get email from [REDACTED]@dos.fl.gov. Learn why this is important

This email contains information that is confidential and/or exempt from public records disclosure.

[REDACTED]

We are still having issues. [REDACTED] tested it out.

Please see below.

Respectfully,

[REDACTED] Esq.

Division of Elections, Director

Florida Department of State

[REDACTED]

(O)

(C)

(b)(6)

From: [REDACTED]@dos.fl.gov>
Sent: Tuesday, July 1, 2025 11:08 AM
To: [REDACTED]@dos.fl.gov>
Subject: RE: SAVE Bulk Requests

(b)(6)

Director [REDACTED]

I used the attached downloaded template file from SAVE's website, entered a few of the individuals I had from my original template that would never go through, and I'm still getting the same "Something Went Wrong" error message. See attachment (7).

I've, also, attached a blank downloaded template file [attachment (8)] which shows what their file template looks like before I copied and pasted my information, only deleting their information from row 2, so I don't know what's making it glitch.

Everything is copied and pasted in the correct columns, DOB is in the formation they call for, and all enumerators are in place, with the file being saved in .csv format.

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services

SAVE Home Cases Reports Help

SAVE Bulk Upload

Something Went Wrong

Upload File

To complete your bulk upload, please download and use the [download csv template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you of any issues in the next step. Any duplicate records previously submitted for case creation will be omitted.

If you need additional information on how to use SAVE Bulk Uploader, please refer to our example for Voter Verification [user manual document](#).

[Download Template File](#)

Upload File (required)

File Size (required): Enter larger than 100 only (maximum upload size)

Upload File (required)

Benefit Type (required)

Please select an appropriate benefit type from the dropdown.

☐ Voter List Maintenance

☐ I have read and accept the [disclosure](#).

[Submit](#)

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services
[Home](#) [Cases](#) [Reports](#) [Help](#)

Respectfully,



[REDACTED]
Regulatory Specialist III
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

(b)(6)

From: [REDACTED]@dos.fl.gov>
Sent: Tuesday, July 1, 2025 10:54 AM
To: [REDACTED]@dos.fl.gov>
Subject: FW: SAVE Bulk Requests

Are you in today? Can you please test out per [REDACTED] email below?

From: [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, July 1, 2025 10:46 AM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: Re: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Hi [REDACTED] (b)(6)

Just sending a quick follow up. I am out of the office but have a few people on my team copied here that can assist you and your team.

Please let them know if you still need assistance.

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records & Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, June 26, 2025 4:12 PM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Hi [REDACTED]

The technical team asked me to confirm with you the following:

- Has FL properly configured the file and is the required information in the correct column?
- Has FL tried to upload the file multiple times after confirming the file is correct?

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Thursday, June 26, 2025 4:01 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

Any update? It is still not functioning. Thanks.

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, June 26, 2025 12:01 PM
To: [REDACTED]@dos.fl.gov>
Cc: [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests (b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi [REDACTED]

I reached out to our technical team and will coordinate a date/time to meet and discuss with your team.

Someone will be in touch to set up that meeting.

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>
Sent: Wednesday, June 25, 2025 4:34 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

Hi [REDACTED]

Thank you for calling me back. Staff is not able to use the SAVE bulk upload template (attached is the template they are directly downloading from the SAVE site.

This is the message that is cropping up for each of our staff (we have 4 that primarily work on this). W



1 Something Went Wrong

Upload File

To complete your bulk upload, please download and use the [template](#) for your submission. Do not modify the first row of the template: It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you if any issues in the next step. Any duplicate records previously submitted for case creation will be omitted.

If you need additional information on how to use SAVE Bulk Uploads, please refer to our example for Voter Verification [manual documentation](#).

[Download Template File](#)

[Upload File](#) (100,000 KB)

Low file format required: CSV (comma delimited) or TSV (tab delimited)

[View the example for Voter Verification](#)

[Benefit Type](#) (dropdown)

Thank you for your assistance. We love this feature and we really would love to be able to use it.

Respectfully,

[REDACTED] Esq.
Division of Elections, Director
Florida Department of State

[REDACTED] (O)
[REDACTED] (C)

From: [REDACTED]@uscis.dhs.gov>

Sent: Tuesday, June 24, 2025 11:14 AM

To: [REDACTED]@dos.fl.gov>

Cc: [REDACTED]@uscis.dhs.gov>

Subject: FW: SAVE Bulk Requests

(b)(6) (b)(7)(C) (b)(7)(F)

EMAIL RECEIVED FROM EXTERNAL SOURCE

Hi [REDACTED]

Do you have a few minutes today to discuss the issues you are having with bulk upload?

Thanks,

[REDACTED]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security
Cell: [REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@dos.fl.gov>

Sent: Monday, June 23, 2025 12:50 PM

To: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>

Cc: [REDACTED]@dos.fl.gov> [REDACTED]@dos.fl.gov> [REDACTED]@dos.fl.gov> [REDACTED]

[REDACTED]@dos.fl.gov>

Subject: SAVE Bulk Requests

[REDACTED] and [REDACTED]

We have had reports that the SAVE Bulk template feature is still down and has been sporadically down from last week.

We just want to make sure it is not something on our end.

Can you please verify what the issue may be and expected return to full service? We have gotten quite used to that functionality. ☺

Respectfully,

[redacted] Esq.
Division of Elections, Director
[redacted] Office Line

(b)(6)

Department of State | Division of Elections
R. A. Gray Building, Room 316
500 S. Bronough Street
Tallahassee, FL 32399-0250

[redacted] Direct Line
[redacted] Work Cell
[redacted] Voter Assistance Hotline
[redacted] Voter Fraud Hotline

Email: DivElections@dos.myflorida.com

Website: www.dos.fl.gov

Important notices:

This response is provided for reference only and does not constitute legal advice or representation. As applied to a particular set of facts or circumstances, interested parties should refer to the Florida Statutes and applicable case law, and/or consult a private attorney before drawing any legal conclusions or relying upon the information provided. (Esta respuesta se proporciona solo como referencia y no constituye consejo ni representación legal. Las personas interesadas deben consultar los Estatutos de la Florida y la jurisprudencia aplicable, y / o consultar a un abogado privado para saber como el ley se aplique a sus hechos or circunstancias particulares antes de sacar conclusiones legales o confiar en la información proporcionada.)

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From: [REDACTED] (b)(6)
Subject: Error Initiating Case
To: SAVE-HELP
Sent: July 16, 2025 8:45 AM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

[REDACTED] (b)(6)

Have been trying to submit SAVE Act verification for over 24 hours. Receive the following message:
Error initiating case. Please re-enter your information and try again. If you continue to encounter this error, please contact [SAVE Customer Service](#).

The Tennessee Health Related Boards and its support staff is working safely and diligently during these uncertain times to complete applications and requests in a timely manner. We thank you for your patience and understanding.

Thank You,



[REDACTED] | Administrative Assistant

TN Board of Nursing

665 Mainstream Drive, 2nd Floor

Nashville, TN 37243

[REDACTED]hill@tn.gov (b)(6)

tn.gov/health

Connect with TDH on [Facebook](#) and [Twitter](#) @TNDeptofHealth!

Our Mission – To protect, promote and improve the health and prosperity of people in Tennessee.

How's My Service?



From: [redacted]
Subject: Re: SAVE Technical Issue Resolved (b)(6)
To: SAVE-HELP; [redacted]
Sent: July 15, 2025 8:31 AM (UTC-05:00)

You don't often get email from [redacted]@state.sd.us. [Learn why this is important](#)

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

Thank you so much [redacted]

I did see a few SAVES came through - if anyone from the team is still having issues with being able to log into SAVES/pull SAVES will you let me know. Thank you so much again for sending request on to the SAVES reps on that yesterday!

[redacted]
Economic Assistance Supervisor – AKC
Department of Social Services
1501 S Highline Ave Suite 2F
Sioux Falls, SD 57110
PH: [redacted] (b)(6)

From: CS - Save Help Queue [redacted]@uscis.dhs.gov>
Sent: Monday, July 14, 2025 4:12 PM
To: [redacted]@state.sd.us>
Cc: [redacted]@state.sd.us>
Subject: [EXT] SAVE Technical Issue Resolved

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

We apologize for any inconvenience this has caused. Please try logging in again as we believe the issue was temporary and should now be resolved.

NOTE: Before logging in, please delete your temporary internet files and cookies in the 'internet options' portion of your web browser.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [redacted] (b)(6)
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: [REDACTED]@state.sd.us]
Sent: 7/14/2025 7:54 AM
To: [REDACTED]@uscis.dhs.gov (b)(6)
Cc: [REDACTED]@state.sd.us
Subject: SAVES error

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

You don't often get email from [REDACTED]@state.sd.us. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>> (b)(6)

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

Hello,

Our team is receiving the error below when we try to run any SAVES through the site. It happens as soon as we checkmark the box for Food Stamps Benefits, before clicking Continue.

[cid:image001.png@01DBF4A5.481BE350]

Thank you!

[REDACTED]
Lead Administrative Assistant (b)(6)
Department of Social Services
1501 S. Highline Ave. | Sioux Falls, SD 57110
Phone [REDACTED] <https://dss.sd.gov><<https://dss.sd.gov>>

[cid:image002.jpg@01DBF4A5.481BE350]

CONFIDENTIALITY NOTICE: This message is being sent by or on behalf of the South Dakota Department of Social Services.? It is intended exclusively for the individual or entity to which it is addressed.? This communication may contain information that is proprietary, attorney-client privileged, confidential, or otherwise legally exempt from disclosure.? If you are not the named addressee, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it.? If you have received this message in error, please notify the sender immediately by telephone at [REDACTED] or by reply to transmission by e-mail and delete all copies of the message. (b)(6)

NON-DISCRIMINATION: The Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services.? For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DSS Division of Legal



Services, 700 Governor's Drive, Pierre SD 57501, (b)(6)

thread::8PSekzoEfeO5ivQH2u6ZrWw::

(b)(6)

From: [REDACTED]
Subject: RE: SAVE Technical Issue Resolved
To: SAVE-HELP
Sent: July 14, 2025 5:29 PM (UTC-05:00)

Thank you. I followed your instructions and everything is working great now. Have a good day.

[REDACTED] Social Services Worker | Office of Economic Assistance | RRP Unit | Phone: [REDACTED] | Fax: [REDACTED]
[REDACTED] | Email: [REDACTED]@nebraska.gov (b)(6)
[DHHS.ne.gov](https://www.dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Email transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. DHHS and the sender therefore does not accept liability for the contents of this message, which arise as a result of e-mail transmission.

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Monday, July 14, 2025 4:14 PM
To: [REDACTED]@nebraska.gov>
Subject: SAVE Technical Issue Resolved

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

We apologize for any inconvenience this has caused. Please try logging in again as we believe the issue was temporary and should now be resolved.

NOTE: Before logging in, please delete your temporary internet files and cookies in the 'internet options' portion of your web browser.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----

From: [redacted]@nebraska.gov]
Sent: 7/14/2025 8:01 AM
To: [redacted]@uscis.dhs.gov (b)(6)
Subject: "Something Went Wrong"

Good morning. I have been getting this response whenever I go to create a case: "We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible." A screenshot of the issue is below:

[cid:image001.png@01DBF4A6.2742A870]

This has been happening since Friday and it still appears to be an issue. I have restarted my computer, cleared web history and cache from my browser (Chrome), and tried an alternate browser (Microsoft Edge) but the problem persists. Any help would be appreciated.

[redacted] Social Services Worker|Office of Economic Assistance|RRP Unit|Phone: [redacted]

[redacted] |Email: [redacted] (b)(6)

[redacted]@nebraska.gov<mailto:[redacted]@nebraska.gov>

DHHS.ne.gov<<http://dhhs.ne.gov/Pages/default.aspx>>|Facebook<<https://www.facebook.com/NEDHHS/>>|Twitter<<https://twitter.com/NEDHHS>>|LinkedIn<<https://www.linkedin.com/company/nebraska-department-of-health-and-human-services>>

[cid:image002.png@01DBF4A6.2742A870]

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e-mail transmission. [redacted]

thread::F1Z410dwd7m69RTCXN---2w::

From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 3:37 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

I am unable to initiate SAVE reports. I get a 'something went wrong' error message.



[Home](#)

[Cases](#) ▾

[Reports](#)

[Help](#) ▾

e [REDACTED] (b)(6)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

[REDACTED] (b)(6)
Human Services Consultant | Economic and Employment Services
[REDACTED]@ks.gov

Kansas Department for Children and Families
111 E Hwy 36, Phillipsburg, KS 67661
dcf.ks.gov



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From: [REDACTED] (b)(6)
Subject: SAVE Down
To: SAVE-HELP
Sent: July 14, 2025 3:30 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Good afternoon,

SAVE has been down all day for us today, as it continues to give us an error when creating new cases.

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR
TYPE: undefined, STATUSTEXT: r.some is not a function

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From: [REDACTED]
Subject: An issue on the Case Creation stage (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 3:12 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Good afternoon!

I've tried several times during the day, unfortunately, it gives me the same result. When I enter client's info (name, DOB, A-number), chose a program (FA) and click Continue, it gives me this:

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

What can I do to complete the case? Thank you!

[REDACTED] (b)(6)
Human Services Specialist I EES
[REDACTED]@ks.gov
Kansas Department for Children and Families
122 W 19th Ave Winfield, KS 67156

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From: (b)(6)
Subject: Error Message Received - Help Desk Inquiry
To: SAVE-HELP
Sent: July 14, 2025 3:02 PM (UTC-05:00)

You don't often get email from (b)(6)@nebraska.gov. [Learn why this is important](#)

Hi —

I've attempted to run 3 separate cases today throughout the day and continue to get the same error message. I am unable to move past the entry form. I attempted to click continue to receive results & keep getting the message below. Please advise what action to take to have these cases ran. I am unable to continue without these results. If I need to run this a different way or if there is an update or maintenance occurring with the website, please advise & how long until this is available to use with no issues. And yes, my account has already migrated to the new login.

Your help would be appreciated.
Thank you.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to (b)(6)@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

(b)(6) | Bilingual Social Services Worker Lead
OFFICE OF ECONOMIC ASSISTANCE

Nebraska Department of Health and Human Services (b)(6)
OFFICE: (b)(6) | FAX: (b)(6)

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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 3:01 PM (UTC-05:00)

You don't often get email from [REDACTED]@elections.virginia.gov. [Learn why this is important](#)

Hello,

I am an authorized user of SAVE for voter list maintenance. I attempted to create a case in response to a request from one of our localities and received the following error message.

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

Thank you for your attention to this,

[REDACTED]

[REDACTED] (b)(6)

[REDACTED]
Data Analysis Manager
Virginia Department of Elections
[REDACTED]@elections.virginia.gov

From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 3:00 PM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello,

I am having troubles with SAVE. I tried to look up two people today and I can not get past this message. I have tried multiple times and still get this error.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

Thank you!!

[REDACTED] | Health Licensing Specialist
PUBLIC HEALTH—OFFICE OF REHABILITATION AND COMMUNITY SERVICES
Nebraska Department of Health and Human Services

(b)(6)

From: [REDACTED]
Subject: Something Went Wrong error (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:54 PM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Running SAVE report. I entered all information and when trying to run the report received this message.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, please let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

[REDACTED] Social Services Lead Worker C.L.S.S: Y.B.
OFFICE OF ECONOMIC ASSISTANCE

Nebraska Department of Health and Human Services

(b)(6)

OFFICE: [REDACTED] FAX: [REDACTED]

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An error does not become a mistake until you refuse to correct it. - JFK

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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:54 PM (UTC-05:00)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

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[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)
[Accessibility](#) [Browser Support](#) [Plug-ins](#) [Site Map](#) [V37.1 ICA](#) [V39 ICA - Draft](#)

--
[REDACTED]
SAVE Operations Support Coordinator
Department of Public Safety
Driver License Division
[REDACTED]

(b)(6)

From: [REDACTED]
Subject: SAVE UI Bug Repor (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:47 PM (UTC-05:00)

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I am having issues running SAVE. I was able to input information and then when I went to request, I got this message.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to re know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you a

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a fun

[Return to Search](#)

(b)(6)

[REDACTED]
Human Services Specialist | Economic and Employment Services
[REDACTED]@ks.gov (b)(6)

Kansas Department for Children and Families
615 N Kansas, Liberal, KS 67901
dcf.ks.gov



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From: [REDACTED]
Subject: Continued Error Message (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:38 PM (UTC-05:00)

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I am having an issue with creating a case. It allows me to enter the information, but once I select which program I am requesting the information for, it gives me an error message saying Something went wrong. I am needing to verify a case for TANF & SNAP renewal.

[REDACTED] | SSW (b)(6)
OFFICE OF ECONOMIC ASSISTANCE
Nebraska Department of Health and Human Services
Access Nebraska: [REDACTED] | FAX: [REDACTED]
DHHS.ne.gov | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:23 PM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello I am reporting an error! 😊

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

I enter information to verify a case information and just as I hover the mouse over the "Continue" button it tells me "something went wrong"

[REDACTED] | *Social Services Worker* (b)(6)
OFFICE OF ECONOMIC ASSISTANCE AND ELIGIBILITY

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] | FAX: [REDACTED] | HOTLINE: [REDACTED]

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From: [REDACTED]
Subject: Issues with SAVE (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 2:17 PM (UTC-05:00)

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Hello,

I am having troubles with SAVE. I tried to look up two people today and I can not get past this message. I have tried multiple times and still get this error.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

Thank you!!

[REDACTED] | Health Licensing Specialist
PUBLIC HEALTH -- OFFICE OF REHABILITATION AND COMMUNITY SERVICES
Nebraska Department of Health and Human Services

(b)(6)

From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:34 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

I tried to submit two different cases multiple times. I also signed out and signed back in, but I kept getting "Something went wrong" every time I tried to submit a new case.

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function



[REDACTED] | Special Agent (b)(6)
40 South Main, Suite 415 | Memphis, TN 38103
Office: [REDACTED] | Cell: [REDACTED]
[REDACTED]@tn.gov
tn.gov/abc

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From: [REDACTED]
Subject: SAVE not giving response (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:27 PM (UTC-05:00)

You don't often get email from [REDACTED]@sos.ga.gov. [Learn why this is important](#)

I am unable to get a SAVE verification for multiple cases.

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR
TYPE: undefined, STATUSTEXT: r.some is not a function

From: [REDACTED]
Subject: SAVE technical difficulties (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:22 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

I've tried to search up 2 different people and this is all I get. I just did the migration today. Both may have been initiated at other times by other workers.

[REDACTED] (b)(6)
Supervisor | EES
[REDACTED]@ks.gov

Kansas Department for Children and Families
300 N 17th St., Parsons, KS 67357
dcf.ks.gov



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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:21 PM (UTC-05:00)

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ERROR TYPE: undefined
STATUSTEXT: r.some is not a function

[REDACTED] | Social Services Worker
CHILDREN & FAMILY SERVICES

Health and Human Services (b)(6)
OFFICE: [REDACTED]

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From: [REDACTED]
Subject: Save UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:17 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important.](#)

Good afternoon,

I keep receiving this ERROR TYPE: undefined, STATUSTEXT: r.some is not a function.

Thank you,



[REDACTED] Special Agent
Davy Crockett Tower, 3rd Floor
500 James Robertson Parkway, Nashville, TN 37243
C. [REDACTED]
[REDACTED]@tn.gov (b)(6)
tn.gov/abc

From: [REDACTED]
Subject: Problem Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 1:05 PM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

I am trying to run a license report on a person and I fill out the information and then I get the message:

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

(b)(6)

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

It has been happening all day. Please let me know when this is fixed.

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

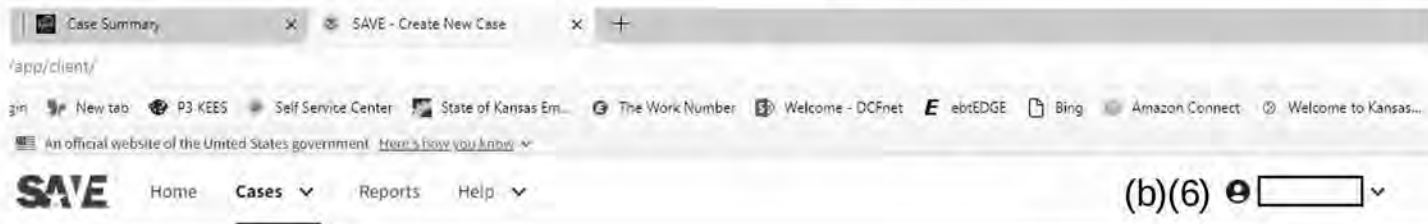
[REDACTED] C.L.S.S.Y.B.
Nebraska Department of Insurance
Supporting Staff (b)(6)
<http://www.doi.nebraska.gov>

Email Disclaimer of Confidentiality: <http://www.doi.ne.gov/emaildisclaimer.html>

From: [REDACTED]
Subject: SAVE error (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 12:54 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

I have tried to run multiple case inquiries today and receive this message every time.



Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

[REDACTED] (b)(6)

Human Services Consultant | Economic and Employment Services

[REDACTED] [REDACTED]@ks.gov

Kansas Department for Children and Families

111 E Hwy 36, Phillipsburg, KS 67661

dcf.ks.gov



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From: [REDACTED]
Subject: SAVE CASES VERIFICATION (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 12:47 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Good afternoon, i have been trying to do start a case in the save portal, but every time i get this message

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

From: [REDACTED]
Subject: SAVE UI Bug report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 12:46 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

I have received the following error while trying to open a new case.

Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE:
undefined, STATUSTEXT: r.some is not a function



[REDACTED] | Special Agent in Charge
724 Dutch Valley Drive, Suite A
Knoxville, TN 37918
c. [REDACTED] (b)(6)
[REDACTED]@tn.gov
tn.gov/abc

From: [REDACTED] (b)(6)
Subject: Errors
To: SAVE-HELP
Sent: July 14, 2025 12:11 PM (UTC-05:00)

I am trying to create a case but when I hit continue it gives me the message below:

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function
Return to Search (b)(6)

I am not searching for anything. I am trying to create a case for verification.



[REDACTED] Administrative Services Assistant 4
Community Health Services/Clinical Services
Andrew Johnson Tower, 7th Floor
710 James Robertson Parkway, Nashville, TN 37243
p. [REDACTED] f. [REDACTED]
[REDACTED]@tn.gov (b)(6)

tn.gov/health

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Our Mission – Protect, promote, and improve the health and well-being of all people in Tennessee.

From: [REDACTED]
Subject: SAVE error message (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 12:06 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important.](#)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

Good afternoon, I was trying create a new case. I was able to enter in the last name, first name, DOB, and Alien number. I selected Medicaid. Once I selected Continue, SAVE is giving me this Something went wrong message. I tried again, but same message.

Thank you

 **TennCare**
[REDACTED] | TennCare Eligibility Director
TennCare Member Services
310 Great Circle Rd., Nashville, TN 37243 (b)(6)
p. [REDACTED] c. [REDACTED]
[REDACTED]@tn.gov
tn.gov/tenncare

From: [REDACTED]
Subject: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function
To: SAVE-HELP
Sent: July 14, 2025 11:33 AM (UTC-05:00) (b)(6) (b)(7)(C)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello,

I'm having the following problem when attempting to create a new case.

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

When I'm on the initial page to create the case, select state licensing, and hit continue, it displays the "Something went wrong" page.

The message said to email the error message and describe when it occurred.

Thanks.



Investigator [REDACTED]
State Deputy Sheriff
Nebraska Racing and Gaming Commission
700 E Stolley Park Rd.
Grand Island, NE 68801 (b)(6) (b)(7)(C)
Cell [REDACTED]
[REDACTED]@nebraska.gov

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From: [REDACTED]
Subject: error message (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 11:26 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Every time I attempted to run SAVE for SNAP (or any of our programs) I get an error message once I hit the program that I am requesting for. The message just says "something went wrong". There are others in my office getting the same message. Thank you.

[REDACTED] | *Social Services Worker*

Office of Economic Assistance and Eligibility

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] (b)(6)
HOTLINE: [REDACTED]

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From: [REDACTED]
Subject: Pulling results (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 11:05 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hi

I have tried multiple times to pull results for a client. I used name, DOB and I 94 form number with the results something went wrong.

[REDACTED] | *Social Services Supervisor*

Office of Economic Assistance & Eligibility Operations

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] (b)(6)

[DHHS.ne.gov](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

DHHS Customer Service for Lincoln [REDACTED], Omaha [REDACTED] and for all other areas [REDACTED]

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From: [REDACTED]
Subject: BUG report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 10:44 AM (UTC-05:00)

You don't often get email from [REDACTED]@michigan.gov. [Learn why this is important](#)

Good morning,

I am not able to create a new search for verification. I can only look cases that are already verified. Thank you!

Getting this error:

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

[REDACTED] Lead Worker/SAVE Liaison-Non-Sep. Adjudication
Unemployment Insurance Agency
Michigan Department of Labor and Economic Opportunity
515 N Washington, Suite 700 | Saginaw, MI 48607
Phone: [REDACTED] | Fax: [REDACTED] (b)(6)
e-mail: [REDACTED]@michigan.gov

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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 10:37 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[REDACTED]
Securities Administrative Technician
Nebraska Department of Banking and Finance
1526 K Street, Suite 300
Lincoln, NE 68508-2709 (b)(6)
Phone: [REDACTED]
Email: [REDACTED]@nebraska.gov
For Information Regarding Securities Bureau: dob.securitiesbureau@nebraska.gov

NEBRASKA

**DEPARTMENT OF BANKING
AND FINANCE**

This electronic message contains information from the Nebraska Department of Banking and Finance that may be privileged and confidential. If you have received this communication in error, please notify the sender immediately by return e-mail or by telephone at [REDACTED].

(b)(6)

From: [REDACTED]
Subject: Checking Green Card verification (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 10:03 AM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT:

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

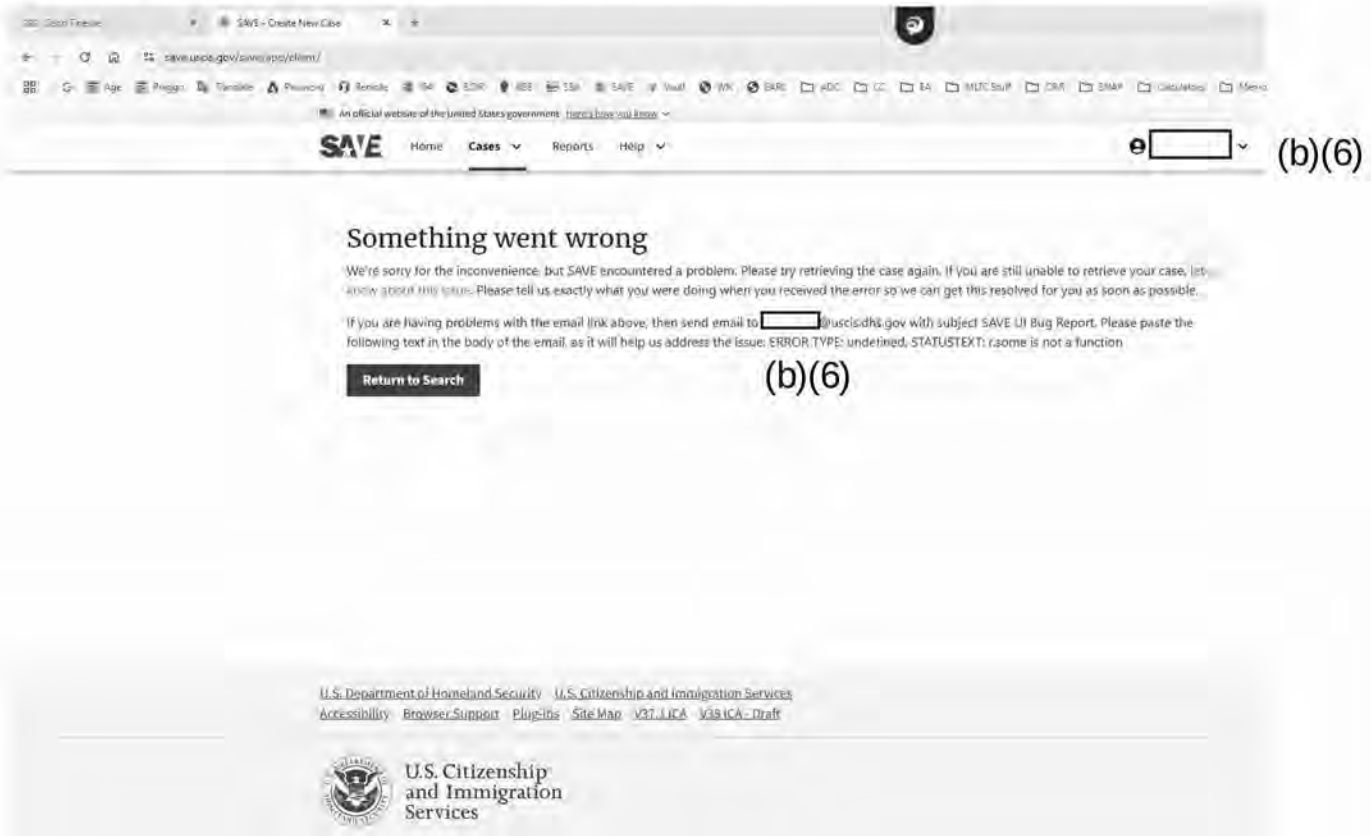
If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

From: [redacted] (b)(6)
Subject: "Something Went Wrong"
To: SAVE-HELP
Sent: July 14, 2025 10:02 AM (UTC-05:00)

Good morning. I have been getting this response whenever I go to create a case: **"We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible."** A screenshot of the issue is below:



This has been happening since Friday and it still appears to be an issue. I have restarted my computer, cleared web history and cache from my browser (Chrome), and tried an alternate browser (Microsoft Edge) but the problem persists. Any help would be appreciated.

[redacted] Social Services Worker | Office of Economic Assistance | RRP Unit | Phone: [redacted] | Fax: [redacted]
[redacted] | Email: [redacted]@nebraska.gov (b)(6)
[DHHS.ne.gov](https://dhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

NEBRASKA
Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:57 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[REDACTED] | *Social Services Worker*

OFFICE OF ECONOMIC ASSISTANCE & ELIGIBILITY OPERATION

Nebraska Department of Health and Human Services

OFFICE: [REDACTED] | FAX: [REDACTED]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

From: [REDACTED]
Subject: SAVES error
To: SAVE-HELP (b)(6)
Cc: [REDACTED]
Sent: July 14, 2025 9:54 AM (UTC-05:00)

You don't often get email from [REDACTED]@state.sd.us. [Learn why this is important](#)

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

Hello,

Our team is receiving the error below when we try to run any SAVES through the site. It happens as soon as we checkmark the box for Food Stamps Benefits, before clicking Continue.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function (b)(6)

[Return to Search](#)

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services

Thank you!

[REDACTED]
Lead Administrative Assistant (b)(6)
Department of Social Services
1501 S. Highline Ave. | Sioux Falls, SD 57110
Phone [REDACTED] | <https://dss.sd.gov>



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From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:54 AM (UTC-05:00)

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ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[REDACTED] C.L.S.S.Y.B
Office Technician | Food Safety and Consumer Protection

(b)(6)

Nebraska Department of Agriculture

OFFICE [REDACTED]
[REDACTED]@nebraska.gov

nda.nebraska.gov | [Facebook](#) | [Twitter](#) | [Instagram](#)



From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:44 AM (UTC-05:00)

You don't often get email from [REDACTED]@sos.ga.gov. [Learn why this is important](#)

Good morning,

I and another user received the following error message earlier today when we tried to Create New Case for an applicant. The error occurred upon clicking the CONTINUE button on the Applicant Information page.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

Thank you for your attention to this matter.

Regards,

[REDACTED]
Licensure Analyst
Trades 2
Professional Licensing Boards Division
Georgia Secretary of State
Direct: [REDACTED]
Main: [REDACTED] (b)(6)



From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:41 AM (UTC-05:00)

I am able to enter all of the information but when I hit submit, it goes to "something went wrong." I have tried for almost 2 hours to run a SAVE request and it happens every time. Please advise of any issue with the website.



[REDACTED] Administrative Assistant III
Regulatory Boards Investigations & Field Enforcement Unit
Tennessee Department of Commerce and Insurance (b)(6)
Davy Crockett Tower, 10th Floor
500 James Robertson Parkway, Nashville, TN 37243-0573
Phone: [REDACTED]

tn.gov/commerce | [Facebook](#) | [Instagram](#) | [Twitter](#)

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Your opinion matters! Customer Service is not a goal, it is our responsibility! Please take a few moments to let us know how we are doing and what we can do better by filling out the following survey

<http://tn.gov/commerce/article/regulatory-board-survey>. Your feedback is appreciated.

From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:39 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Good Day,

I was trying to submit a SAVE case, but I got this same error several times.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

[REDACTED] | Social Services
Office of Economic Assistance & Eligibility.
Nebraska Department of Health and Human Services

OFFICE [REDACTED] (b)(6)

From: [REDACTED]
Subject: SAVE UI Bug Report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:38 AM (UTC-05:00)
Attached: SAVE issue.JPG

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

I was trying to create a new case in SAVE but this error message popped up. Could you please assist?

ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[REDACTED] | *Office Technician*
MEDICAID & LONG-TERM CARE (b)(6)

Nebraska Department of Health and Human Services

OFFICE: [REDACTED]

[DHHS.ne.gov](https://dhhs.ne.gov) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

From: [REDACTED]
Subject: SAVE UI Bug report (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 9:20 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

Hello-

I was doing a SAVE case for a nurse, and I accidentally hit the wrong button, and now I am unable to run the SAVE search. ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[REDACTED] | *Administrative Technician (new)*

PUBLIC HEALTH

Health and Human Services (b)(6)

OFFICE [REDACTED]

From: (b)(6)
Subject: SAVE UI Bug Report - this email contains sensitive, non-public information
To: SAVE-HELP
Sent: July 14, 2025 9:19 AM (UTC-05:00)

You don't often get email from (b)(6)@nebraska.gov. [Learn why this is important](#)

Attempted to create a new SAVE case and have been sent an error message while in the process. This has been ongoing since the previous business day.

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, [let us know about this issue](#). Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to (b)(6)@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function (b)(6)

(b)(6) | Social Services Lead Worker
OFFICE OF ECONOMIC ASSISTANCE AND ELIGIBILITY OPERATION (b)(6)

Nebraska Department of Health and Human Services

OFFICE: (b)(6)
[DHHS.ne.gov](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

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From: [redacted]
Subject: Error Message (b)(6)
To: SAVE-HELP
Cc: HHS PAB/System Access
Sent: July 14, 2025 8:39 AM (UTC-05:00)

You don't often get email from [redacted]@mt.gov. [Learn why this is important](#)

I am attempting to create a new case and when I hit continue after filling out name, date of birth and other SAVE information in the boxes and then hit continue at the bottom I am getting the below message.

 An official website of the United States government [Here's how you know](#) ▼



[Home](#)

[Cases](#) ▼

[Reports](#)

[Agency](#) ▼

[Help](#) ▼

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you.

If you are having problems with the email link above, then send email to [redacted]@uscis.dhs.gov with subject SAVE UI Bug following text in the body of the email, as it will help us address the issue; ERROR TYPE: undefined, STATUSTEXT: r.some is not

[Return to Search](#)

(b)(6)

I have attempted the search on 2 different individuals, and I am receiving the same message.

Thank you for your help.

[redacted]
Systems Security Access
[redacted]@mt.gov

(b)(6)

From: [REDACTED]
Subject: Error Submitting Case (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 8:10 AM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important.](#)

Good Morning,

I am having an issue submitting case information. Once I fill out the applicants information and input their documentation code the webpage errors, this happens regardless of applicant or what document I input



[REDACTED] (b)(6)
Administrative Assistant
Tennessee Department of Health/Nursing
Health Related Boards
665 Mainstream Drive
Nashville TN, 37243

From: [REDACTED] (b)(6)
Subject: Error initiating SAVE case for the attached customer.
To: SAVE-HELP
Cc: [REDACTED]
Sent: July 14, 2025 7:43 AM (UTC-05:00)
Attached: [REDACTED].pdf

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

When trying to create a new Save case for [REDACTED] I am getting an error message that says their is an error and the SAVE case can not be retrieved, even though I selected to create a new Save case.

(b)(6)

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

From: [REDACTED]
Subject: ERROR WITH SAVE (b)(6)
To: SAVE-HELP
Sent: July 14, 2025 7:42 AM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Hello,

I am trying to enter a new search for 2 individuals. I have put in their names, [REDACTED] her USCIS# [REDACTED] and card number [REDACTED] and her child's name [REDACTED] his USCIS# [REDACTED] as shown on all paperwork for them and it is for Food Assistance and TANF and when I try to run, I get the below message. (b)(6)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

(b)(6)

[Return to Search](#)

Could someone please help in this matter.

Thank you,

[REDACTED]

[REDACTED]

EES Human Service Supervisor
Department for Children and Families

203 E 21st St (b)(6)

Chanute, KS 66720

Phone: [REDACTED]

Fax: [REDACTED]

[REDACTED]@ks.gov



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From: [REDACTED]
Subject: SAVE UI Bug Report. (b)(6)
To: SAVE-HELP
Sent: July 11, 2025 4:41 PM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: undefined, STATUSTEXT: r.some is not a function

[Return to Search](#)

(b)(6)

(b)(6)

[REDACTED]
Human Services Specialist I EES

[REDACTED]@ks.gov

Kansas Department for Children and Families

2601 S Oliver St, Wichita, KS 67210

Dcf.ks.gov



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From: [redacted] (b)(6)
Subject: Re: Cases Stuck in Photo Match/Case Not Found
To: SAVE-HELP
Cc: [redacted]@utah.gov; [redacted]@utah.gov; [redacted]@utah.gov
Sent: July 10, 2025 11:58 AM (UTC-05:00)

Good Morning,

It looks like we have another case that is coming up case not found:



Thank you!

[redacted] (b)(6)

On Wed, Jul 9, 2025 at 12:05 PM CS - Save Help Queue <[redacted]@uscis.dhs.gov> wrote:
Greetings [redacted]

Thanks for your patience with your issue.

The SAVE program is experiencing technical issues, and we are working diligently to correct the problem. We apologize for any inconvenience this has caused.

For technical assistance, please call SAVE at [redacted]. I'll continue to check with the SAVE team for updates to when these issues are resolved. (b)(6)

Cordially,

The SAVE Team



(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [redacted]@utah.gov]
Sent: 7/9/2025 1:01 PM
To: [redacted]@uscis.dhs.gov
Cc: [redacted]@utah.gov; [redacted]@utah.gov; [redacted]@utah.gov
Subject: Re: Cases Stuck in Photo Match/Case Not Found

Thank you for the additional information.

I have added screenshots below for each of the remaining cases we are unable to complete or run a new case on.

Thank you!

[redacted] (b)(6)

On Wed, Jul 9, 2025 at 7:40 AM CS - Save Help Queue

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>> wrote:

Good morning, [redacted]

Could you please send screenshots of the issue you are experiencing? We want to be able to have the screenshots for technical assistance.

We also have attached some guidance for user roles below as well:[image (4)]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: CS - Save Help Queue [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>]

Sent: 7/9/2025 8:53 AM

To: [redacted]@utah.gov<mailto:[redacted]@utah.gov>

Cc: [redacted]@utah.gov<mailto:[redacted]@utah.gov>; [redacted]@utah.gov<mailto:[redacted]@utah.gov>;

[redacted]@utah.gov<mailto:[redacted]@utah.gov>

Subject: Re: Cases Stuck in Photo Match/Case Not Found

Ok thanks

----- Original Message -----

From: [redacted]@utah.gov<mailto:[redacted]@utah.gov>] (b)(6) (b)(7)(C) (b)(7)(F)

Sent: 7/8/2025 6:04 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

Cc: [redacted]@utah.gov<mailto:[redacted]@utah.gov>; [redacted]@utah.gov<mailto:[redacted]@utah.gov>;

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>;

[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>;

[redacted]@utah.gov<mailto:[redacted]@utah.gov>

Subject: Re: Cases Stuck in Photo Match/Case Not Found

Hello again,

I was just notified about a couple of other cases that are stuck as well:

[redacted]

[image.png]

(b)(7)(E)

[redacted]

[image.png]

Thank you!

On Tue, Jul 8, 2025 at 1:27 PM Michelle Hunt <[redacted]@utah.gov<mailto:[redacted]@utah.gov>>
<mailto:[redacted]@utah.gov<mailto:[redacted]@utah.gov>>> wrote: (b)(6)

Good Afternoon,

We've been experiencing significant issues with cases getting stuck in photo match due to your recent system glitches and outages. We've called for assistance multiple times, but we've received varying answers, and the problem remains unresolved.

I've attached a list of the cases we're currently having issues with. Are you able to assist us with this?

[redacted] Completed
[redacted] Completed

[redacted]

[image.png]

[redacted]

[image.png]

(b)(7)(E)

[redacted]:

[image.png]

[redacted]:

[image.png]

[redacted]:

[image.png]

[redacted]:

[image.png]

Thank you,

-

[redacted]

Administrative Programs Manager

Department Of Public Safety

Driver License Division

(b)(6)

[redacted]

[redacted]@utah.gov<mailto:[redacted]@utah.gov><mailto:[redacted]@utah.gov<mailto:[redacted]@utah.gov>>

[https://docs.google.com/a/utah.gov/uc?

id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

The Utah Driver License Division uses your personal data and images for public safety, fraud prevention, and other legally authorized purposes. Your data is never sold, but may be shared with other entities as defined by law. For more details about data utilization and relevant record series, please visit our website here<<https://dld.utah.gov/data-privacy/>>.

--

[redacted]

Administrative Programs Manager

Department Of Public Safety

Driver License Division

(b)(6)

[redacted]

(b)(6)

[redacted]@utah.gov<mailto:[redacted]@utah.gov><mailto:[redacted]@utah.gov<mailto:[redacted]@utah.gov>>

[[https://docs.google.com/a/utah.gov/uc?](https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download)

[id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download](https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download)]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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thread::k087-oc4df6qP9QajL5Tb2w::

[[https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?](https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000VTVkw&from=ext)

[oid=00Dt0000000Cn4X&esid=018SJ00000VTVkw&from=ext](https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000VTVkw&from=ext)]

--

[redacted]

Administrative Programs Manager

Department Of Public Safety

Driver License Division (b)(6)

[redacted]

[redacted]@utah.gov<mailto:[redacted]@utah.gov>

[[https://docs.google.com/a/utah.gov/uc?](https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download)

[id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download](https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download)]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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here<<https://dld.utah.gov/data-privacy/>>.

--

[redacted]

Administrative Programs Manager

Department Of Public Safety

Driver License Division (b)(6)

[redacted]

[redacted]@utah.gov



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(b)(6)

From: [REDACTED]
Subject: Re: Cases Stuck in Photo Match/Case Not Found
To: SAVE-HELP
Cc: [REDACTED]@utah.gov; [REDACTED]@utah.gov; [REDACTED]@utah.gov
Sent: July 9, 2025 12:01 PM (UTC-05:00)

Thank you for the additional information.

I have added screenshots below for each of the remaining cases we are unable to complete or run a new case on.

Thank you!

[REDACTED]

(b)(6)

On Wed, Jul 9, 2025 at 7:40 AM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:
Good morning, [REDACTED]

Could you please send screenshots of the issue you are experiencing? We want to be able to have the screenshots for technical assistance.

We also have attached some guidance for user roles below as well:

The Super User Can:

- ✓ Search and view verification cases created by all users within the agency's Departments and Groups

The Super User Cannot:

- ✗ Submit initial verifications.
- ✗ Submit additional verifications.

The Supervisor Can:

- ✓ Change Department Address
- ✓ Add and delete Groups
- ✓ Run verification queries
- ✓ View all verification cases generated by all users within their Department and Groups



The Supervisor Cannot:

- ✗ Delete Departments
- ✗ Add Departments

General Users

- Majority of SAVE users
- Four types of General Users allows an agency flexibility in organizing its employees



General User 1

- ✓ Views all verification cases generated by all users within their department and group
- ✓ Submits all verification cases and views verification queries



General User 2

- ✓ Views all verification cases generated by all users within their group
- ✓ Submits all verification cases, views verification queries within their group



General User 3

- ✓ Submits and view initial and additional verification queries



General User 4

- ✓ Submits and view initial verification queries
- ✓ Submits additional verification queries

Cordially,

The SAVE Team



(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: CS - Save Help Queue [redacted]@uscis.dhs.gov]

Sent: 7/9/2025 8:53 AM

To: [redacted]@utah.gov

Cc: [redacted]@utah.gov; [redacted]@utah.gov; [redacted]@utah.gov

Subject: Re: Cases Stuck in Photo Match/Case Not Found

Ok thanks

----- Original Message -----

From: [REDACTED]@utah.gov] (b)(6) (b)(7)(C) (b)(7)(F)
Sent: 7/8/2025 6:04 PM
To: [REDACTED]@uscis.dhs.gov
Cc: [REDACTED]@utah.gov; [REDACTED]@utah.gov; [REDACTED]@uscis.dhs.gov; [REDACTED]@uscis.dhs.gov; [REDACTED]@utah.gov
Subject: Re: Cases Stuck in Photo Match/Case Not Found

Hello again,

I was just notified about a couple of other cases that are stuck as well:

[REDACTED] (b)(7)(E)



[REDACTED] (b)(7)(E)



Thank you!

(b)(6)

On Tue, Jul 8, 2025 at 1:27 PM [REDACTED]@utah.gov<mailto:[REDACTED]@utah.gov>> wrote:
Good Afternoon,

We've been experiencing significant issues with cases getting stuck in photo match due to your recent system glitches and outages. We've called for assistance multiple times, but we've received varying answers, and the problem remains unresolved.

I've attached a list of the cases we're currently having issues with. Are you able to assist us with this?

[REDACTED] Completed
[REDACTED] Completed



SA/E (b)(6)

Photo Match | Case Status: Photo Match

(b)(7)(E)

1 2 3 4 5

Clear Creation Photo Match Additional Verification Take Photo Case Closed

SA/E (b)(6)

Photo Match | Case Status: Photo Match

(b)(7)(E)

1 2 3 4 5

Clear Creation Photo Match Additional Verification Take Photo Case Closed

SA/E (b)(6)

Photo Match | Case Status: Photo Match

1 2 3 4 5

Clear Creation Photo Match Additional Verification Take Photo Case Closed

Thank you,

Administrative Programs Manager
Department Of Public Safety
Driver License Division (b)(6)

@utah.gov<mailto: @utah.gov>

[https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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Administrative Programs Manager
Department Of Public Safety
Driver License Division (b)(6)

@utah.gov<mailto: @utah.gov>

[https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download]

[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]

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thread::k087-oc4df6qP9QajL5Tb2w::

Administrative Programs Manager
Department Of Public Safety
Driver License Division (b)(6)

@utah.gov



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From: [REDACTED] (b)(6)
Subject: Error Message
To: SAVE-HELP
Sent: July 7, 2025 10:19 AM (UTC-05:00)

Good morning,

I have been trying to enter this information for this person but I keep getting an error message. I have tried several times to submit and get the same message each time. Please advise.

 [Home](#) [Cases](#) [Reports](#) [Help](#)

Create New Case

1

2

3

4

5

Case CreationPhoto MatchAdditional VerificationCase ResultCase Closure

Error initiating case information and to encounter this SAVE Customer S

Review Case Details

Review case information for accuracy. If there are any errors, select "Go Back" to edit the information. Data entry errors prolong the verification process.

[REDACTED]

(b)(6)
(b)(7)(E)

 **Health**
[REDACTED] Administrative Services Assistant 4
Community Health Services/Clinical Services
Andrew Johnson Tower, 7th Floor
710 James Robertson Parkway, Nashville, TN 37243
p. [REDACTED] r. [REDACTED]
[REDACTED]@tn.gov
tn.gov/health

(b)(6)

Connect with TDH on [Facebook](#) and [Twitter](#) @TNDeptofHealth!
Our Mission – Protect, promote, and improve the health and well-being of all people in Tennessee.

From: [REDACTED] (b)(6)
Subject: Save
To: SAVE-HELP
Sent: July 7, 2025 10:14 AM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

I am unable to run a new save. I get an error message and it says to try again later.

[REDACTED]
Driver's License Specialist
Kansas Department of Revenue
2506 John St (b)(6)
Garden City, KS 67846

[REDACTED]@ks.gov

CONFIDENTIALITY STATEMENT:

This message and its contents are privileged and confidential and it is solely for the use of the intended recipient. Should you not be the intended recipient, be aware that any review, disclosure, copying, distribution or use of the contents of this message is strictly prohibited. If you have received this message in error, please destroy it immediately and notify the sender.

From: [REDACTED] (b)(6)
Subject: SAVE website down?
To: SAVE-HELP
Sent: July 1, 2025 2:03 PM (UTC-05:00)

You don't often get email from [REDACTED]@michigan.gov. [Learn why this is important](#)

Good afternoon,

Is your website currently down? Every time I try to run a new case I get a big error. Thank you!!



Error initiating case. Please re-enter your information and try again. If you continue to encounter this error, please contact SAVE Customer Service

4

se Result

Case Closure

[REDACTED] Lead Worker/SAVE Liaison-Non-Sep. Adjudication
Unemployment Insurance Agency
Michigan Department of Labor and Economic Opportunity
515 N Washington, Suite 700 | Saginaw, MI 48607
Phone: [REDACTED] Fax: [REDACTED] (b)(6)
e-mail: [REDACTED]@michigan.gov

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(b)(6)
From: [REDACTED]
Subject: Re: Web Agency Audit Report Error
To: SAVE-HELP
Sent: June 27, 2025 9:18 AM (UTC-05:00)

Good morning,

I was provided with the information. Thank you for following up.

Sincerely,

[REDACTED]
Administrator, Information Technology
Secretary of State Nancy Landry
[REDACTED] (o)
www.sos.la.gov

(b)(6)

On Fri, Jun 27, 2025 at 9:11 AM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:

Hi [REDACTED],

I apologize as this email fell off my radar. Do you still need assistance with a report of your cases that have been submitted?

Thanks,

The SAVE Team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [REDACTED]@sos.la.gov]

Sent: 5/19/2025 6:00 AM

To: [REDACTED]@uscis.dhs.gov

Subject: Web Agency Audit Report Error

You don't often get email from [REDACTED]@sos.la.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Good morning,

I used the bulk uploader over the weekend per your request. I was trying to see if I could get counts of the different statuses of the ~2.6 million submissions. I will need a list of each submission/result as well.

[image.png]

Thanks,

[REDACTED] (b)(6)
Administrator, Information Technology
Secretary of State Nancy Landry
[REDACTED] (o)



www.sos.la.gov<<http://www.sos.la.gov>>

thread::yambqAeoci22qF4sVam-I2w::

(b)(6)

From: [REDACTED]
Subject: Case [REDACTED] (b)(7)(E)
To: SAVE-HELP
Sent: June 27, 2025 8:31 AM (UTC-05:00)

You don't often get email from [REDACTED]@nebraska.gov. [Learn why this is important](#)

I accidentally hit the wrong button and closed this case. Can it be reopened?

Best Regards,

[REDACTED]

Licensing Representative – Producer Licensing

Nebraska Department of Insurance

PO Box 95087

Lincoln, NE 68509-5087

LICENSING MAIN 402-471-4913

Fax [REDACTED] (b)(6)

[REDACTED]@nebraska.gov

Want to make sure you get your license renewal reminders and other correspondence? Verify your email address [HERE](#).

[Email Disclaimer](#) | [Nebraska Department of Insurance](#)

From: SAVEModSupport
Subject: Re: SAVE Information
To: [REDACTED]@elections.sc.gov
Cc: SAVE-HELP
Sent: June 27, 2025 7:44 AM (UTC-05:00)

(b)(6) (b)(7)(C) (b)(7)(F)

This is [REDACTED] with SAVE Support, could you please elaborate on the issue you are seeing when trying to generate the Web Agency Audit Report.

If you could provide the SAVE userid you are utilizing as well,

SAVE Support team

(b)(6) (b)(7)(C) (b)(7)(F)

From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>
Date: Friday, June 27, 2025 at 8:21 AM
To: [REDACTED]@elections.sc.gov <[REDACTED]@elections.sc.gov>, SAVEModSupport <[REDACTED]@uscis.dhs.gov>
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

The email for technical assistance is [REDACTED]@uscis.dhs.gov.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

(b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@elections.sc.gov
Sent: 6/26/2025 10:19 AM
To: [REDACTED]@uscis.dhs.gov (b)(6)
Subject: RE: [External] Web Agency Audit Report Error

Hello,

How do I get in contact with the person providing technical assistance?

(b)(6) [redacted]

Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [redacted]

www.scVOTES.gov<<http://www.scvotes.gov/>>

[cid:image001.png@01DBE683.BEF36CD0]

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov>

Sent: Wednesday, June 25, 2025 4:18 PM

(b)(6) Cc: [redacted] [redacted]@elections.sc.gov>

Subject: [External] Web Agency Audit Report Error

Good Afternoon,

[redacted] copied on this email, is having issues with generating a Web Agency Audit Report.

Please provide technical assistance.

Thank you,

THE Save Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>]

Sent: 6/25/2025 3:27 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)

Subject: RE: [External] SAVE Information

You don't often get email from [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>.

Learn why this is

important<<https://aka.ms/LearnAboutSenderIdentification><[I have ensured my browser is up to date, cleared the cache, restarted my computer, and migrated my account to login in case any of those were the issue, and am still having no luck. I even went to a different browser to see if it was a chrome issue and nothing worked.](https://urldefense.com/v3/_https://aka.ms/LearnAboutSenderIdentification_!!GpFojh-4Mw!MqZCPDCtGHB0LyMNKWnBitCyg8_eHz861JakOtmbuG2FffyWSMziQIsEj9EBQ54BxIRuw9Ioo_UbVwaMnEHgCm4xn2YREL4$>>></p></div><div data-bbox=)

The issue still remains that when I click the generate report button, nothing happens.

Thanks,

[redacted] (b)(6)

Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250 (b)(6)

Office: [REDACTED]

www.scVOTES.gov<<https://www.scvotes.gov/>><<http://www.scvotes.gov/>>

[cid:image001.png@01DBE5E5.A87C1FE0<mailto:image001.png@01DBE5E5.A87C1FE0>]

From: CS - Save Help Queue [REDACTED]<[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov>>

Sent: Wednesday, June 25, 2025 2:09 PM

To: [REDACTED]<[REDACTED]@elections.sc.gov><mailto:[REDACTED]@elections.sc.gov>>

Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

To troubleshoot this issue, please ensure that you have the latest version of your browser installed, clear your browser's cache, and perform a computer restart.

If this does not work, please let me know and we will have you work with a technical resource.

We hope this information is helpful. If you need additional assistance, please send an email to

[REDACTED]<[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov>

<mailto:[REDACTED]@uscis.dhs.gov><mailto:[REDACTED]@uscis.dhs.gov>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [REDACTED]

* Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants<https://urldefense.com/v3/_https://www.uscis.gov/save/for-benefit-applicants_!!GpFojh-4Mw!NYRHnwbilDIFzELS8VWMHQhvbUI-imtEcUwtsCuCSAGvdoXXs5z30X6vdXUa_DtjtLTO7Ln0CY_qm5jHoRXgxskMKFokGUo\\$>](https://urldefense.com/v3/_https://www.uscis.gov/save/for-benefit-applicants_!!GpFojh-4Mw!NYRHnwbilDIFzELS8VWMHQhvbUI-imtEcUwtsCuCSAGvdoXXs5z30X6vdXUa_DtjtLTO7Ln0CY_qm5jHoRXgxskMKFokGUo$) web page to view our on-demand webinar.

(b)(6)

----- Original Message -----

From: [REDACTED]<[REDACTED]@elections.sc.gov><mailto:[REDACTED]@elections.sc.gov>

<mailto:[REDACTED]@elections.sc.gov><mailto:[REDACTED]@elections.sc.gov>>]

Sent: 6/24/2025 4:00 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Subject: RE: [External] SAVE Information (b)(6)

You don't often get email from [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:efogerty@elections.sc.gov<mailto:efogerty@elections.sc.gov>>. Learn why this is
important<<https://aka.ms/LearnAboutSenderIdentification><om/v3/___https://aka.ms/LearnAboutSenderIdentification___!!GpFojh-
4Mw!NYRHnwbilDIFzELS8VWMHQhvbUI-
imtEcUwtsCuCSAGvdoXXs5z30X6vdXUa_DtjtLTO7Ln0CY_qm5jHoRXgxskMuaylcck\$*3E___;JS8!!
GpFojh-
4Mw!MqZCPDCtGHB0LyMNKWnBitCyg8_eHz861JakOtmbuG2FffyWSMziQIsEj9EBQ54BxIRuw9I
oo_UbVwaMnEHgCm4xT5-2aY4\$>>

When I click the "Generate Report" button on the screen attached below it doesn't appear anything
happens. Where do I retrieve the report?

[cid:image001.png@01DBE521.1AF050C0<mailto:image001.png@01DBE521.1AF050C0>
<mailto:image001.png@01DBE521.1AF050C0<mailto:image001.png@01DBE521.1AF050C0>>]

[redacted] (b)(6)
Voter List Maintenance Coordinator

South Carolina State Election Commission | VREMS
1122 Lady St., 5th Floor, Columbia, SC 29201
P.O. Box 5987, Columbia, S.C. 29250
Office: [redacted]
www.scVOTES.gov<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>>
<<http://www.scvotes.gov/>>

[cid:image002.png@01DBE521.1AF050C0<mailto:image002.png@01DBE521.1AF050C0>
<mailto:image002.png@01DBE521.1AF050C0<mailto:image002.png@01DBE521.1AF050C0>>]

From: CS - Save Help Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>> (b)(6)
Sent: Tuesday, June 24, 2025 2:42 PM
To: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>
<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>
Subject: [External] SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

The Web Agency Audit Report is currently functional and displays summary level information for
each case initiated by the user for the user-entered query criteria. The report includes the initial
query date, immigration enumerator, last name, first name, initial query response, additional
verification response, third step verification response and the closed date, if applicable. The total
number of cases matching the user-entered query criteria will be included on the report.

The Web Agency Audit Report can be saved in .csv format. Web reports may take over 24 hours to update after cases are created. If you recently created cases, please allow the system at least 24 hours to update relevant reports.

For additional information about the bulk upload process, please visit our WEBSITE<<https://urldefense.com/v3/https://www.uscis.gov/save/current-user-agencies/news-alerts/optimizing-save-new-options-to-create-cases-with-a-social-security-number-and-by-bulk-upload>>;!!GpFojh-4Mw!!ysAJnoBAFvNxM5O3nzBima5zkdPpXLKsHggYBH8qCqK2wyOCrWRCqZzxZyIrlJVHnLIsFUsOiakViqfoios-fmJFdwWxbU\$>???????

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [redacted]

* Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [redacted]

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<<https://urldefense.com/v3/https://www.uscis.gov/save/for-benefit-applicants>>;!!GpFojh-4Mw!!ysAJnoBAFvNxM5O3nzBima5zkdPpXLKsHggYBH8qCqK2wyOCrWRCqZzxZyIrlJVHnLIsFUsOiakViqfoios-fmJj74PkkU\$> web page to view our on-demand webinar

----- Original Message -----

From: [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>>]

Sent: 6/16/2025 4:33 PM

To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>> (b)(6)

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>

<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>

Subject: Exporting and Reports

You don't often get email from [redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>>

<mailto:[redacted]@elections.sc.gov<mailto:[redacted]@elections.sc.gov>

(b)(6)

<mailto:[redacted]@elections.sc.gov>>>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification><https://urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification__!!GpFojh-4Mw!lysAJnoBAFvNxM5O3nzBima5zkdPpXLKsHggYBH8qCqK2wyOCrWRCqZzxZylrJvHnLlsFUsOiakViqfoios-fmJEmMilck\$>>
<https://urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification*3Chttps://*urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification__!!GpFojh-4Mw!lysAJnoBAFvNxM5O3nzBima5zkdPpXLKsHggYBH8qCqK2wyOCrWRCqZzxZylrJvHnLlsFUsOiakViqfoios-fmJEmMilck\$*3E__JS8!!GpFojh-4Mw!MqZCPDCtGHB0LyMNKWnBitCyg8_eHz861JakOtmbuG2FffyWSMziQIsEj9EBQ54BxIRuw9Ioo_UbVwaMnEHgCm4xsCvA2-k\$>>
<https://urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification*3Chttps://*urldefense.com/v3/___https://aka.ms/LearnAboutSenderIdentification__!!GpFojh-4Mw!lysAJnoBAFvNxM5O3nzBima5zkdPpXLKsHggYBH8qCqK2wyOCrWRCqZzxZylrJvHnLlsFUsOiakViqfoios-fmJEmMilck\$*3E__JS8!!GpFojh-4Mw!NYRHnwbilDIFzELS8VWMHQhvbUImtEcUwtsCuCSAGvdoXXs5z30X6vdXUa_DtjtLT07Ln0CY_qm5jHoRXgxskMGsVLLLQ\$>>
Good morning,

My name is [redacted] contacting you on behalf of the South Carolina State Election Commission.
(b)(6)

We have recently implemented a system with the SC DMV to gather voters for citizenship verification and put it through SAVE's bulk upload tool. These cases number 128,000 at this point, and we're looking for a csv report summary indicating which individuals are naturalized citizens or not.

It sounds like this should be the Web Agency Audit Report based on its description, but when I try to run the report, nothing happens.

[cid:image002.png@01DBDECB.92B5D8C0<mailto:image002.png@01DBDECB.92B5D8C0>
<mailto:image002.png@01DBDECB.92B5D8C0<mailto:image002.png@01DBDECB.92B5D8C0>>
<mailto:image002.png@01DBDECB.92B5D8C0<mailto:image002.png@01DBDECB.92B5D8C0>
<mailto:image002.png@01DBDECB.92B5D8C0<mailto:image002.png@01DBDECB.92B5D8C0>>
>]

I saw this notice which leaves the Web Agency Audit Report unmentioned, so my question is does that mean the Web Agency Audit Report is nonfunctional until another date?

Also, when looking through the 128,000 cases I ran into an issue. The error below appeared when I tried to look at the 501st page or higher. For these results I had the page filtered to show 20 cases which made it fail on the 501st.

I recreated the test again filtering to 10 cases per page, and this time it filed on the 1001st page, so it seems the case search feature can only support 10,000 cases.

[cid:image003.png@01DBDECB.92B5D8C0<mailto:image003.png@01DBDECB.92B5D8C0>
<mailto:image003.png@01DBDECB.92B5D8C0<mailto:image003.png@01DBDECB.92B5D8C0>>
<mailto:image003.png@01DBDECB.92B5D8C0<mailto:image003.png@01DBDECB.92B5D8C0>
<mailto:image003.png@01DBDECB.92B5D8C0<mailto:image003.png@01DBDECB.92B5D8C0>>
>]

Please advise on if a report of SAVE search summaries with results are in planned for deployment or are already complete somewhere I did not look. We would also like to see these summaries in a .csv format for data matching purposes in our systems.

Thanks,

[redacted]

Voter List Maintenance Coordinator

(b)(6)

South Carolina State Election Commission | VREMS

1122 Lady St., 5th Floor, Columbia, SC 29201

P.O. Box 5987, Columbia, S.C. 29250

Office: [redacted]

www.scVOTES.gov<<https://www.scvotes.gov/>><<https://www.scvotes.gov/>>

<<https://www.scvotes.gov/>><<http://www.scvotes.gov/>>

[cid:image001.png@01DBDEA5.339ED920<mailto:image001.png@01DBDEA5.339ED920>

<mailto:image001.png@01DBDEA5.339ED920<mailto:image001.png@01DBDEA5.339ED920>>

<mailto:image001.png@01DBDEA5.339ED920<mailto:image001.png@01DBDEA5.339ED920>

<mailto:image001.png@01DBDEA5.339ED920<mailto:image001.png@01DBDEA5.339ED920>>>

]

thread::bZnNUI5WfOOROz_DxGeRkWw::

From: [REDACTED] (b)(6)
Subject: Re: E-Verify Information
To: SAVE-HELP
Sent: June 24, 2025 1:30 PM (UTC-05:00)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

I sent this inquiry in may. It has since been resolved. Thank you very much though!! I appreciate your help 😊

On Tue, Jun 24, 2025 at 12:22 PM CS - Save Help Queue <[REDACTED]@uscis.dhs.gov> wrote:

Greetings [REDACTED] (b)(6)

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

We apologize for any inconvenience this has caused. We have reached out and sent this question and error message to our SAVE Technical Team Lead for assistance. We will continue to research the issue and hope we can provide an answer shortly.

We hope this information is helpful.

- SAVE at [REDACTED] (b)(6)
- Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----
From: SAVEModSupport [REDACTED]@uscis.dhs.gov]
Sent: 6/24/2025 11:31 AM
To: [REDACTED]@uscis.dhs.gov
Subject: Re: E-Verify Information

Sorry, that is outside of the Systematic Alien Verification for Entitlements (SAVE) system, and we are unable to assist.

If this is incorrect ,please follow up in teams to elaborate. Otherwise I will have to escalate to Stephen.

SAVE Support team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: CS - E-Verify Queue [REDACTED]@uscis.dhs.gov>
Date: Tuesday, June 24, 2025 at 10:18 AM
To: SAVEModSupport <[REDACTED]@uscis.dhs.gov>
Subject: Re: E-Verify Information

(b)(6)

You don't often get email from [redacted]@uscis.dhs.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>
SAVE team,

See attached screenshot below.

----- Original Message -----

From: [redacted]@utah.gov<mailto:[redacted]@utah.gov>
Sent: 5/29/2025 3:13 PM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)
Subject: Re: E-Verify Information

You don't often get email from [redacted]@utah.gov<mailto:[redacted]@utah.gov>. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

(b)(6)

On Thu, May 29, 2025 at 4:06?PM CS - E-Verify Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>>> wrote:

Greetings,

Thank you for contacting the E-Verify Team. We are happy to address your questions or concerns.

Please send us a screenshot of what you are seeing. Please attach it to this email. Thank you.

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov><mailto:[redacted]@uscis.dhs.gov>>. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

- * E-Verify at [redacted]
- * Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- * International calling outside the U.S. at [redacted]

Cordially,

The E-Verify Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

If you would like to receive training on the Form I-9, E-Verify, or Employment Eligibility Verification, our Engagement team offers free public webinars. To view the webinar calendar, please visit the E-Verify Webinars<<https://www.e-verify.gov/about-e-verify/e-verify-webinars>> webpage.

[<https://uscisverification.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000Cn4X&esid=018SJ00000RsJpK&from=ext>]



thread::Tn9nSH5-d6G936Ckcb_j4Gw::[Image removed by sender.]

From: [REDACTED]
Subject: RE: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)
To: SAVE-HELP (b)(6)
Sent: June 24, 2025 12:53 PM (UTC-05:00)

You don't often get email from [REDACTED]@sos.mo.gov. [Learn why this is important](#)

Okay, thank you for the follow up.

[REDACTED] | **Director of Election Integrity**
Missouri Secretary of State Denny Hoskins (b)(6)
600 West Main Street | Jefferson City, MO 65102
Direct: [REDACTED]



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From: CS - Save Help Queue <[REDACTED]@uscis.dhs.gov>
Sent: Tuesday, June 24, 2025 12:50 PM (b)(6)
To: [REDACTED]@sos.mo.gov>
Subject: RE: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please use Phish Alert to report it.

Good afternoon,

Thanks for the follow up. Yes, SAVE will keep you abreast once the close cases in bulk feature goes live.

Thank you

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [REDACTED]@sos.mo.gov]
Sent: 6/24/2025 10:06 AM
To: [REDACTED]@uscis.dhs.gov
Subject: RE: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)

(b)(6)

You don't often get email from [redacted]@sos.mo.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Thanks for the update. We've isolated the 29 "Verification Action Needed" cases from our June 2 bulk upload (394,428 records total) and do not need assistance managing those.

Given the volume, we're requesting administrative support to close or archive the remaining cases not requiring action. If backend closure isn't possible, please notify us immediately when the bulk-close function goes live.

Appreciate your help.

Sincerely,

[redacted] Director of Election Integrity (b)(6)
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102
Direct: [redacted]

[The Great Seal of Missouri - Missouri Secretary of State]

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From: CS - Save Help Queue [redacted]@uscis.dhs.gov>

Sent: Friday, June 13, 2025 12:20 PM (b)(6)

To: [redacted]@sos.mo.gov>

Subject: RE: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please use Phish Alert to report it.

[redacted] (b)(6)

I was able to conduct additional review on your inquiry.

We are currently working on a bulk escalation enhancement to SAVE, including bulk actions (such as closing cases in bulk). The bulk escalation is being released in early to mid-July and the other bulk actions are going to be available at a later date.

At this time, you should be able to escalate cases by retrieving them in Case Search or Find my Case and escalate or close the case from there.

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>]

Sent: 6/12/2025 9:38 AM

To: [REDACTED]@sos.mo.gov<mailto:[REDACTED]@sos.mo.gov> (b)(6)

Subject: RE: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)

Good morning, [REDACTED] (b)(6)

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

To further assist with your inquiry, can you please provide me with a few examples (3 to 5) of case numbers received that did not show the status response "Verification Action Needed."

We will further review your inquiry and provide a resolution for next steps.

Cordially,

The SAVE Team

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants web page to view our on-demand webinar.

----- Original Message -----

From: [REDACTED]@sos.mo.gov<mailto:[REDACTED]@sos.mo.gov>]

Sent: 6/7/2025 5:24 PM

To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov> (b)(6)

Subject: Request to Close All SAVE Cases Except 29 Flagged Records Missouri SOS Bulk Upload (June 2, 2025)

You don't often get email from [REDACTED]@sos.mo.gov<mailto:[REDACTED]@sos.mo.gov>.

Learn why this is

important<<https://aka.ms/LearnAboutSenderIdentification><https://urldefense.com/v3/_https://aka.ms/LearnAboutSenderIdentification_!!EErPFA7f--

[AJOW!BT1plvtT2cbCeicn1ttzdkWnIOqGB2r7q0yC05zT8qDBZ2019ArsEzqmX1N9IbdNto5n9FMew6qDdcON8LbIUNAmY2tdlg\\$>>](https://aka.ms/LearnAboutSenderIdentification_!!EErPFA7f--AJOW!BT1plvtT2cbCeicn1ttzdkWnIOqGB2r7q0yC05zT8qDBZ2019ArsEzqmX1N9IbdNto5n9FMew6qDdcON8LbIUNAmY2tdlg$>>)

Good afternoon,

On June 2, 2025, we submitted 394,429 records via the SAVE bulk voter verification tool. Of those, only 29 cases returned with a "Verification Action Needed" status.

We respectfully request that SAVE close or archive all remaining cases except those 29, which we can provide in a separate list upon request. This will improve system performance and streamline ongoing case management.

Thank you,

[REDACTED] | Director of Election Integrity
Missouri Secretary of State Denny Hoskins
600 West Main Street | Jefferson City, MO 65102
Direct: [REDACTED] (b)(6)

[The Great Seal of Missouri - Missouri Secretary of State]

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thread::WWar3uRYe1Wn5zs1w-ABiWw::

[Image removed by sender.]

[REDACTED]

From: [REDACTED]
Subject: Re: SAVE Information (b)(6)
To: SAVE-HELP
Sent: June 24, 2025 10:00 AM (UTC-05:00)

You don't often get email from [REDACTED]@gadsdensoefl.gov. [Learn why this is important.](#)

for agency enrollment.

Unexpected error while processing request. Please try again.

Role (required)
Program

[REDACTED]

(b)(6)

Add to Points of Contact

Points of Contacts

Error
Unable to retrieve data at this time. Refresh to try again.

[REDACTED]
Supervisor of Elections
Gadsden County
16 S. Madison Street (b)(6)
Quincy, Florida 32351
[REDACTED]



From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Tuesday, June 24, 2025 10:59 AM
To: [REDACTED]@gadsdensoefl.gov> (b)(6)
Subject: SAVE Information

Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please supply screen shots of error message.

We hope this information is helpful. If you need additional assistance, please send an email to [REDACTED]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

• SAVE at [REDACTED]

(b)(6)

- Users with hearing and speech impairment (TTY) at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [REDACTED]

Cordially,

(b)(6) (b)(7)(C) (b)(7)(F)

The SAVE Team



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thread::TFwJaHWvf9mICzRy_NhplGw::

From: [REDACTED]
Subject: SAVE Bulk Upload - Error Message and Inquiry
To: SAVE-HELP
Sent: June 17, 2025 2:18 PM (UTC-05:00) (b)(6)

You don't often get email from [REDACTED]@dos.fl.gov. [Learn why this is important](#)

Good afternoon,

When attempting to submit a Bulk Request, I am presented with the below error message that provides no information on what caused the issue. Is the uploader down? Is there a timeframe for when it may be up again?

SAVE Bulk Upload

Something Went Wrong

Upload File

To complete your bulk upload, please download and use the [provided csv template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you if any issues in the next step. Any duplicate records previously submitted for case creation will be omitted.

If you need additional information on how to use SAVE Bulk Uploader, please refer to our example for Voter Verification [user manual documentation](#).

[Download Template File](#)

Upload File (required)

csv file format required: Full Name, Date of Birth, Gender, Race, Ethnicity, Address, City, State, Zip, County, Precinct, Party, Office, Term, Status, Reason for Change, Comments

[Download Template File](#)

Benefit Type (required)

☐ Reason for Change is a duplicate Benefit Type

☐ Voter List Maintenance

☐ I have read and agreed the [Privacy Policy](#)

[Submit](#)

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#)
[uscis.gov](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#) [@uscis](#)

Respectfully,



[REDACTED]
Regulatory Specialist III (b)(6)
Bureau of Voter Registration Services
Division of Elections | Florida Department of State
[REDACTED]@dos.fl.gov

From: [REDACTED] (b)(6)
Subject: RE: SAVE - Technical Issue – We Are Aware
To: SAVE-HELP
Sent: June 16, 2025 11:30 AM (UTC-05:00)

Thank you very much.

[REDACTED], **IT Administrator, CERA, CISSP, A+**
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
Largo, Florida 33773 (b)(6)
Phone: [REDACTED]
[REDACTED]@votepinellas.gov
Follow us @VotePinellas
Like us on Facebook

Under Florida law, email addresses are public records. If you do not want your email address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. -- F.S. 668.6076

Conforme a la legislación de Florida, las direcciones de correo electrónico son registros públicos. Si no desea que su correo electrónico se divulgue como respuesta a una solicitud de registros públicos, no envíe un correo electrónico a esta entidad. En su lugar, póngase en contacto con esta oficina por teléfono o por escrito. -- F.S. 668.6076

From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov>
Sent: Monday, June 16, 2025 12:14 PM (b)(6)
To: [REDACTED]@votepinellas.gov>
Subject: RE: SAVE - Technical Issue – We Are Aware

Greetings [REDACTED]

I'm unable to use the Tax ID; however, I was able to see your user profile in VIS Admin below:

[← Back To Search](#)

Profile (b)(6)

Users are able to update their own profile information within SAVE.

User Status

ACTIVE

Account Migrated to Login.gov

NO

User Role

ONBOARDING

Last Login

Jun 16, 2025

Name

(b)(6)

User ID

(b)(6)

Email

(b)(6)

Phone Number

(b)(6)

Agency

Department

Group

I'll do my best to find out if there are any ongoing technical issues within VIS Admin currently.

Cordially,

The SAVE Team (b)(6) (b)(7)(C) (b)(7)(F)

(b)(6)

----- Original Message -----

From: (b)(6)@votepinellas.gov]

Sent: 6/16/2025 11:58 AM

To: (b)(6)@uscis.dhs.gov

Subject: RE: SAVE - Technical Issue – We Are Aware

Here is our TAX ID. I believe that is what they used to look me up the first time.

(b)(6)

[redacted], IT Administrator, CERA, CISSP, A+
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
Largo, Florida 33773 (b)(6)
Phone: [redacted]
[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>

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From: CS - Save Help Queue <[redacted]@uscis.dhs.gov>
Sent: Monday, June 16, 2025 11:52 AM (b)(6)
To: [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
Subject: RE: SAVE - Technical Issue – We Are Aware

(b)(6) Hi [redacted] Again, we apologize for the inconvenience. Can you please let me know your HLID or Agency ID? I'll try to look it up on my end. Also, I know at times VIS Admin will freeze when adding the POC in and I had to ensure that there was
Hi [redacted]

Again, we apologize for the inconvenience. Can you please let me know your HLID or Agency ID? I'll try to look it up on my end.

Also, I know at times VIS Admin will freeze when adding the POC in and I had to ensure that there was no extra space added either within the phone number or email address. The image you provided looks good and I don't see any issue that should cause that error message.

Currently, I don't see any technical issues that have been reported but will try to find out more information.

Cordially,

The SAVE Team

[redacted]

(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
Sent: 6/16/2025 11:29 AM
To: [redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)
Subject: RE: SAVE - Technical Issue – We Are Aware

You don't often get email from [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>. Learn why this is

important<<https://aka.ms/LearnAboutSenderIdentification><<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification>__!!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPanHko84mg\$>>

I spoke to 6 different people. Discussed with them that I had received a temp username and password while signing up for SAVE and was having an issue adding in contacts. Some of those calls dropped off unexpectedly. Each time I explained that the webpage freezes and then gives me the error message that you see below. Each time they looked up my account and started troubleshooting my issue before the call dropping off for unexplained reasons.

[cid:image001.png@01DBDEB1.E6DB7000<mailto:image001.png@01DBDEB1.E6DB7000>]

[redacted], IT Administrator, CERA, CISSP, A+
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
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<mailto:[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>>

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From: CS - Save Help Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>
Sent: Monday, June 16, 2025 11:17 AM
To: [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>> (b)(6)
Subject: RE: SAVE - Technical Issue – We Are Aware

Greetings [redacted] We apologize for any inconvenience this has caused. We generally use Edge as our browser and haven't run into that issue with the image you provided. You should be able to add multiple Program Points of Contact in VIS Admin

Greetings [redacted] (b)(6)

We apologize for any inconvenience this has caused. We generally use Edge as our browser and haven't run into that issue with the image you provided. You should be able to add multiple Program Points of Contact in VIS Admin as I just saw an agency with multiple.

I know that VIS Admin times out quite frequently and hopefully this is not causing an issue somehow.

When you called technical assistance and Customer Support last week, did they mentioned that we are going through some technical issues with VIS Admin?

Cordially,

The SAVE Team

----- Original Message -----

From: [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>]
Sent: 6/16/2025 10:59 AM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov> (b)(6)
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
Subject: RE: SAVE - Technical Issue – We Are Aware

You don't often get email from [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>. Learn why this is
important<<https://aka.ms/LearnAboutSenderIdentification><[https://urldefense.com/v3/_https://aka.ms/LearnAboutSenderIdentification*3Chttps://urldefense.com/v3/_https://aka.ms/LearnAboutSenderIdentification_!!Ku2zMRHrX9P-51r8!lol-jx3EeMsnDxmwlRKSlwlDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKeIWakDvVVmo8iBH20QLAUKSKcHBNUmSd-Q\\$*3E_!JS8l!!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1lVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqygTK6ULOrQipbl-fWPaklb5Me4A\\$>>](https://urldefense.com/v3/_https://aka.ms/LearnAboutSenderIdentification_!!Ku2zMRHrX9P-51r8!lol-jx3EeMsnDxmwlRKSlwlDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKeIWakDvVVmo8iBH20QLAUKSKcHBNUmSd-Q$>)>>

I was on the phone with technical assistance for over 2 hours on Wednesday of last week and then on Friday when I called back in I was transferred from Technical support to Customer support. Customer support asked me to send this screenshot.

I do IT for a living so I'm a capable person with this stuff. I just need to reach someone who can help me.

Is there anything that can be ascertained from the screen shot below? I have tried Edge and Chrome. I have tried using the In -Private Browsing Feature. I have used my standard PC and also my work laptop. I have tried different networks. I believe I have tested everything that I can try from my end.

Is the problem that we already have a Point of Contact listed from when we signed up for the EVerify Service? Is that why when I try to add in a contact that I get this error? When I look up our organization to see if we exist, our organization does not appear.

Thank you,

[REDACTED] IT Administrator, CERA, CISSP, A+
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
Largo, Florida 33773

(b)(6)

Phone: [redacted] (b)(6)

[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
<mailto:[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>>
<mailto:[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
<mailto:[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>>>

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<https://urldefense.com/v3/__https://twitter.com/votepinellas*3Chttps://urldefense.com/v3/__https://twitter.com/votepinellas_!!Ku2zMRHrX9P-51r8!lol-jx3EeMsnDxmwlRKS!wIDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKelWakDvVVmo8iBH20QLAUKSKcHBP56vSelQ\$*3E_!JS8!!!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPan4R0CP1A\$>>>

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<https://urldefense.com/v3/__https://www.facebook.com/PinellasCountySOE/*3Chttps://urldefense.com/v3/__https://www.facebook.com/PinellasCountySOE/_!!Ku2zMRHrX9P-51r8!lol-jx3EeMsnDxmwlRKS!wIDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKelWakDvVVmo8iBH20QLAUKSKcHBNyclcdFg\$*3E_!JS8!!!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPan4R0CP1A\$>>>

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From: CS - Save Help Queue <[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov> (b)(6)
<mailto:[redacted]@uscis.dhs.gov<mailto:[redacted]@uscis.dhs.gov>>>
Sent: Monday, June 16, 2025 9:58 AM
To: [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
<mailto:[redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>>>
Subject: RE: SAVE - Technical Issue – We Are Aware

Greetings [redacted] I'm unsure if the issue has been resolved at this time; however, you can call SAVE at [redacted] and ask for technical assistance with this issue. They should be able to let you know if the issue has been resolved. Cordially,
Greetings [redacted]

(b)(6)

I'm unsure if the issue has been resolved at this time; however, you can call SAVE at [redacted] and ask for technical assistance with this issue. They should be able to let you know if the issue has been resolved.

Cordially,

The SAVE Team

(b)(6)

----- Original Message -----

From: [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>]
Sent: 6/16/2025 9:49 AM
To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>
Subject: RE: SAVE - Technical Issue – We Are Aware

You don't often get email from [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>. Learn why this is
important<<https://aka.ms/LearnAboutSenderIdentification><<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification>
/LearnAboutSenderIdentification_!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-
aSIMzQ6stfeJD4aipFHvIcwlG6jKmygL7TjC1QkevRVsmGGCovTvnbfZAg\$>
<<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification>*3Chttps://*urldefense.co
m/v3/https://aka.ms/LearnAboutSenderIdentification_!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-
aSIMzQ6stfeJD4aipFHvIcwlG6jKmygL7TjC1QkevRVsmGGCovTvnbfZAg\$*3E__JS8!Ku2zMRHrX9P-
51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPakLhToggA\$>
<<https://urldefense.com/v3/https://aka.ms/LearnAboutSenderIdentification>*3Chttps://*urldefense.co
m/v3/https://aka.ms/LearnAboutSenderIdentification_!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-
aSIMzQ6stfeJD4aipFHvIcwlG6jKmygL7TjC1QkevRVsmGGCovTvnbfZAg\$*3E__JS8!Ku2zMRHrX9P-51r8!lol-jx3EeMsnDxmwlRKSIlwIDVaaddvSDK4xzrc0mvh9l-5dHD0h-
FTVn7vKeIWakDvVVmo8iBH20QLAUKSKcHBM_s5EpQg\$>>

Thank you for reaching back out. Does this email mean that the situation has been resolved?

[REDACTED] IT Administrator, CERA, CISSP, A+
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
Largo, Florida 33773
Phone: [REDACTED]

(b)(6)

[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
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<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
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<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>>

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<<https://urldefense.com/v3/https://twitter.com/votepinellas>*3Chttps://urldefense.com/v3/https://twitter.com/votepinellas__!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-aSIMzQ6stfeJD4aipFHvIcwlG6jKmygl7TjC1QkevRVsmGGCovQxOr8JxQ\$*3E__JS8!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPak-8FALgA\$>
<<https://urldefense.com/v3/https://twitter.com/votepinellas>*3Chttps://urldefense.com/v3/https://twitter.com/votepinellas__!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-aSIMzQ6stfeJD4aipFHvIcwlG6jKmygl7TjC1QkevRVsmGGCovQxOr8JxQ\$*3E__JS8!Ku2zMRHrX9P-51r8!ol-jx3EeMsnDxmwlRKSIlwIDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKelWakDvVvmo8iBH20QLAUKSKcHBNSNg2PBg\$>>
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<<https://urldefense.com/v3/https://www.facebook.com/PinellasCountySOE/>*3Chttps://urldefense.com/v3/https://www.facebook.com/PinellasCountySOE/__!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-aSIMzQ6stfeJD4aipFHvIcwlG6jKmygl7TjC1QkevRVsmGGCovRkaxfsiA\$*3E__JS8!Ku2zMRHrX9P-51r8!OJzg93BJAXwJ1IVU8AURv79yVaEmK_AdYz84z5Y67Vv1JCrBmUqkPH4AONFnT81FttqXgTK6ULOrQipbl-fWPamkhEeB3w\$>
<<https://urldefense.com/v3/https://www.facebook.com/PinellasCountySOE/>*3Chttps://urldefense.com/v3/https://www.facebook.com/PinellasCountySOE/__!!Ku2zMRHrX9P-51r8!KAUoitw0rnROzqogDCjttkNI7MjeNqtvFAB-aSIMzQ6stfeJD4aipFHvIcwlG6jKmygl7TjC1QkevRVsmGGCovRkaxfsiA\$*3E__JS8!Ku2zMRHrX9P-51r8!ol-jx3EeMsnDxmwlRKSIlwIDVaaddvSDK4xzrc0mvh9l-5dHD0h-FTVn7vKelWakDvVvmo8iBH20QLAUKSKcHBNSl3zTbA\$>>

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From: CS - Save Help Queue [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>> (b)(6)
Sent: Monday, June 16, 2025 9:41 AM
To: [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>>
Subject: RE: SAVE - Technical Issue – We Are Aware

(b)(6)

Good morning, [REDACTED] Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. For technical assistance, please call SAVE at [REDACTED] We hope this information is helpful. For calling assistance, agents are

Good morning, [REDACTED]

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

For technical assistance, please call SAVE at [REDACTED].

We hope this information is helpful. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at [REDACTED]

* Users with hearing and speech impairment (TTY), at [REDACTED] (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at [REDACTED]

Cordially,

The SAVE Team

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----

From: [REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>

<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>>]

Sent: 6/13/2025 11:32 AM

To: [REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>

<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>> (b)(6)
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>
<mailto:[REDACTED]@uscis.dhs.gov<mailto:[REDACTED]@uscis.dhs.gov>>>

Subject: RE: SAVE - Technical Issue – We Are Aware

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<mailto:[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>>
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As requested.

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>]

[REDACTED] IT Administrator, CERA, CISSP, A+
Representing Julie Marcus, Supervisor of Elections
13001 Starkey Road
Largo, Florida 33773 (b)(6)
Phone: [REDACTED]

[REDACTED]@votepinellas.gov<mailto:[REDACTED]@votepinellas.gov>
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oficina por teléfono o por escrito. -- F.S. 668.6076

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Sent: Friday, June 13, 2025 11:31 AM

To: [redacted]@votepinellas.gov<mailto:[redacted]@votepinellas.gov>
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Subject: SAVE - Technical Issue – We Are Aware

Greetings, Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team. The SAVE program is experiencing technical issues. Please know that we are working diligently to resolve the issue, as quickly as possible. We
Greetings,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

The SAVE program is experiencing technical issues. Please know that we are working diligently to resolve the issue, as quickly as possible. We apologize for any inconvenience this has caused.

Once the technical issue is resolved, to access the SAVE system please visit:

<https://save.uscis.gov/save/app/client/ui/home><<https://urldefense.com/v3/https://save.uscis.gov/save/app/client/ui/home>__!!Ku2zMRHrX9P-51r8!LyW0LQG6nJE3TTOUILijvhCDosLc1-s26xNb82ME9Ey1rP5s-jeildJjKLD71ZzljDLEoMgzmd0KxpaVOPXKYhlzec6z4A\$>
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We hope this information is helpful. If you need additional assistance, please send an email to

@uscis.dhs.gov<mailto:@uscis.dhs.gov>

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. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

(b)(6)

* SAVE at

* Users with hearing and speech impairment (TTY), at (available 8 a.m. to 5 p.m. Eastern.)

* International calling outside the U.S. at

Cordially,

The SAVE Team

(b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit For-Benefit-Applicants<[thread::1NwOuT0leK6xd8yv8v72pWw::](https://urldefense.com/v3/_https://www.uscis.gov/save/for-benefit-applicants_!!Ku2zMRHrX9P-51r8!LyW0LQG6nJE3TTOUILijvhCDosLc1-s26xNb82ME9Ey1rP5s-jeildJjKLD71ZzljDLEoMgzmD0KxpaVOPXKYhlRz-Gcyw$> web page to view our on-demand webinar.</p></div><div data-bbox=)

From: [REDACTED]
Subject: RE: Users for SAVE
To: [REDACTED]
Cc: SAVE-HELP
Sent: June 11, 2025 3:37 PM (UTC-05:00)

(b)(6) (b)(7)(C) (b)(7)(F)

I believe we have continued to experience intermittent outages today for this functionality. I also know that they were trying to update that error message to something more instructive, as opposed to empty brackets...

If this issue persists, please loop in the SAVE Help mailbox (copied) since I'll be going on leave and then TDY, lasting until Monday the 30th. Thanks!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@yumacountyaz.gov>
Sent: Wednesday, June 11, 2025 1:50 PM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@azsos.gov>
Subject: RE: Users for SAVE

Hi [REDACTED]

The file I just tried uploading but got the same error message has 40 records, below is an example of the information input. I didn't touch the first row, and deleted the second row with the notes. The file name is "SAVE-bulk-upload YUMA" if that helps and it's a csv.

| First Name / Given Name* | Middle Name | Last Name / Surname / Family Name* | Date of Birth* | A-Number / USCIS Number** | Naturalization or Citizenship Cert |
|--------------------------|-------------|------------------------------------|----------------|---------------------------|------------------------------------|
| [REDACTED] | | | | | |

(b)(6)



[REDACTED]
Lead Voter Services Specialist
Phone: [REDACTED]
Email: [REDACTED]@yumacountyaz.gov

Yuma County Recorder's Office
Voter Registration Division
102 South Main St | Yuma, AZ 85364
Voter Registration [REDACTED]

www.yumacountyaz.gov/government/voter-election-services

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, June 11, 2025 9:42 AM
To: [REDACTED]@yumacountyaz.gov>; [REDACTED]@azsos.gov>
Subject: RE: Users for SAVE

CAUTION: This email originated from outside Yuma County.
Do not click on links or open attachments unless you recognize the sender and know the contents are safe.

Hi [REDACTED]

Do you know how many records are in the file you're trying to upload? If it's over 1 gigabyte than that might be a reason for the error... And you've confirmed that you're using our file template and haven't modified the first row with the headers at all, right?

If you've confirmed those items, then please try it again—we're unaware of why the error is happening other than what I've stated above...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@yumacountyaz.gov>
Sent: Wednesday, June 11, 2025 11:21 AM
To: [REDACTED]@uscis.dhs.gov>; [REDACTED]@azsos.gov>
Subject: RE: Users for SAVE

You don't often get email from [REDACTED]@yumacountyaz.gov. [Learn why this is important](#)
Good morning,

I tried it again with a new file and get the same error message.



[redacted]
Lead Voter Services Specialist
Phone: [redacted]
Email: [redacted]@yumacountyaz.gov

Yuma County Recorder's Office
Voter Registration Division
102 South Main St | Yuma, AZ 85364
Voter Registration: [redacted]

www.yumacountyaz.gov/government/voter-election-services

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, June 11, 2025 7:56 AM
To: [redacted]@yumacountyaz.gov> [redacted]@azsos.gov>
Subject: RE: Users for SAVE

CAUTION: This email originated from outside Yuma County.
Do not click on links or open attachments unless you recognize the sender and know the contents are safe.

Good morning, [redacted]

Yes, SVAE has been experiencing some intermittent degradations we've been experiencing, but our tech folks say that it's been all clear since 10:15 ET (about 30 minutes ago). So try it again, and let me know if it goes through now (or not)...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

From: [redacted]@yumacountyaz.gov>
Sent: Tuesday, June 10, 2025 7:09 PM
To: [redacted]@uscis.dhs.gov> [redacted]@azsos.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: Users for SAVE

(b)(6) (b)(7)(C) (b)(7)(F)

You don't often get email from [redacted]@yumacountyaz.gov. [Learn why this is important](#)
Good Afternoon,

I was able to add and select my work email from the dropdown menu. However, I'm encountering an error when attempting a bulk upload. I've downloaded the latest template with the updated headers, so I'm unsure what the issue might be.

I'm still able to create new cases manually, but the bulk uploader isn't working as expected.

Best Regards,

SAVE Bulk Upload

Something Went Wrong

Upload File

To complete your bulk upload, please download and use the [provided template](#) for your submission. **Do not modify the first row of the template.** It contains required headers that must remain unchanged for your submission to be processed successfully.

Once you upload your file, we will begin processing and notify you. We will review the contents and notify you of any issues at the next step. Any duplicate records previously submitted for case creation will be omitted.

If you need additional information on how to use SAVE Bulk Uploads, please refer to our example for voter verification [user manual documentation](#).

[Download Template File](#)

Upload File (Required)

CSV file (Excel required). (500) limit that 15MB file size maximum allowed.

* Drag file here or [choose from folder](#)

(b)(6)



Lead Voter Services Specialist
Phone: [redacted]
Email: [redacted]@yumacountyaz.gov

Yuma County Recorder's Office
Voter Registration Division
102 South Main St | Yuma, AZ 85364
Voter Registration [redacted]

(b)(6)

www.yumacountyaz.gov/government/voter-election-services

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, May 29, 2025 3:10 AM
To: [redacted]@azsos.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [redacted]@yumacountyaz.gov>; [redacted]@uscis.dhs.gov>
Subject: RE: Users for SAVE

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Good Morning [redacted]

Please see the guidance below that I received from our technical team.

Users can login to Login.gov using the email address used to setup their Login.gov account. Once there, they can add their work email address to their account. Then, the user can login to their SAVE/EV, go to their user dashboard, and select their work email address from the dropdown. All correspondence from VIS will then flow through their work email, even though the Login.gov was established with the personal email.

[Login.gov sign in](#)

Please let me know if this process is sufficient for the change you are attempting to make.

[redacted]
Management & Program Analyst
IRIS/Verification Division
Customer Support/ACE
Office: [redacted] / Cell: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@azsos.gov>
Sent: Wednesday, May 28, 2025 3:36 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@yumacountyaz.gov>
Subject: RE: Users for SAVE

You don't often get email from [redacted]@azsos.gov. [Learn why this is important](#)
Great, thank you!

Best regards,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, May 28, 2025 10:58 AM
To: [redacted]@azsos.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: Users for SAVE

Use Caution- This email originated from an external sender. Do not click links or open attachments unless you know the content is safe. Report any suspicious emails by using the 'Report' button in Outlook.

Good Evening [redacted]

I am currently waiting for the technical team to provide me with the steps to complete this process. Once they have provided me the guidance I will be sure to reply to this email with the steps to be completed.

[redacted]
Management & Program Analyst
IRIS/Verification Division
Customer Support/ACE
Office: [redacted] / Cell: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@azsos.gov>
Sent: Wednesday, May 28, 2025 12:59 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: Users for SAVE

You don't often get email from [redacted]@azsos.gov. [Learn why this is important](#)

Thanks [redacted] once an account has been linked using a personal email address, is there a way to update the link to be using a work email?

Best regards,

[redacted] M.A., CERA
Deputy Assistant Secretary of State
Voter Registration & Special Projects (b)(6)
Email: [redacted]@azsos.gov
Direct: [redacted]
Arizona Secretary of State | <https://azsos.gov>
1700 W. Washington St., 7th Fl. | Phoenix, AZ
85007

This message and any messages in response to the sender of this message may be subject to a public records request.



(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, May 28, 2025 7:59 AM
To: [redacted]@azsos.gov>
Cc: [redacted]@uscis.dhs.gov>
Subject: RE: Users for SAVE

Use Caution- This email originated from an external sender. Do not click links or open attachments unless you know the content is safe. Report any suspicious emails by using the 'Report' button in Outlook.

Good morning, [redacted] (b)(6)

I'm copying our point person for Login.gov questions [redacted] who knows a lot more about this initiative than I do... But to answer your question, I don't think that updating email addresses for your users in SAVE will change anything in their Login.gov accounts—in fact, it may hinder them from being able to link their accounts, unless they haven't yet associated their SAVE accounts with Login.gov. But each employee will need to use their own unique email address to link their accounts to Login.gov...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@azsos.gov>
Sent: Friday, May 23, 2025 3:44 PM
To: [redacted]@uscis.dhs.gov>
Subject: FW: Users for SAVE

[redacted]

I figured out me (linking both accounts worked), but now having issues with Yuma accounts. If I go in and edit their email addresses in the Save User pages, will that update the Login.gov as well?

Best regards,

[redacted] (b)(6)

From: [redacted]@yumacountyaz.gov>
Sent: Friday, May 23, 2025 10:52 AM
To: [redacted]@yumacountyaz.gov; [redacted]@azsos.gov>
Subject: RE: Users for SAVE

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Hi [redacted] (b)(6)

Apologies, when I first tried to create a login.gov account it didn't allow me to use my county email that is the reason I used my personal email.

I retried making a login.gov account with my county email and was successful. But my save account is linked to my personal email and wouldn't allow me to link it to the correct one.

Best Regards,



[redacted]
Email: Voter Services Specialist

Yuma County Recorder's Office
102 S Main Street
Yuma, AZ 85364
Phone: [redacted]
Email: [redacted]@yumacountyaz.gov

(b)(6)

www.yumacountyaz.gov/government/voter-election-services

From: [redacted]@yumacountyaz.gov>
Sent: Friday, May 23, 2025 10:25 AM
To: [redacted]@azsos.gov>
Cc: [redacted]@yumacountyaz.gov>
Subject: RE: Users for SAVE

[redacted] (b)(6)

Thank you,



[redacted] | Voter Registration Coordinator
Yuma County Recorder's Office 102 S Main St Yuma, AZ 85364
[redacted]
[redacted]@yumacountyaz.gov

www.yumacountyaz.gov/voterandelectionservices

(b)(6)

From: [redacted]@azsos.gov>
Sent: Friday, May 23, 2025 9:59 AM
To: [redacted]@yumacountyaz.gov>
Cc: [redacted]@yumacountyaz.gov>
Subject: RE: Users for SAVE

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I need cell phones for all of these so they can do multifactor authentication.

Best regards,

[redacted] (b)(6)

From: [redacted]@yumacountyaz.gov>
Sent: Friday, May 23, 2025 9:27 AM
To: [redacted]@azsos.gov>
Cc: [redacted]@yumacountyaz.gov>
Subject: Users for SAVE

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Hello,

Can we add the Voter Registration staff, County Recorder and Chief Deputy so that they are able to work in SAVE?

[redacted]@yumacountyaz.gov
[redacted]@yumacountyaz.gov
[redacted]@yumacountyaz.gov (b)(6)
[redacted]@yumacountyaz.gov
[redacted]@yumacountyaz.gov

Thank you,



[REDACTED] | Voter Registration Coordinator
Yuma County Recorder's Office 102 S Main St Yuma, AZ 85364
[REDACTED]@yumacountyaz.gov (b)(6)

www.yumacountyaz.gov/voterandelectionservices

From: CS - Save Help Queue
Subject: RE: [REDACTED] Case (b)(6)
To: [REDACTED]@state.sd.us
Sent: June 6, 2025 5:49 PM (UTC-05:00)
Attached: [REDACTED].pdf (b)(7)(E)

Good evening, [REDACTED]

It appears that there was a technical issue with the case in question-- some sort of glitch must have kept the document from going through (see attached case details page). You will need to close out this case and begin a new one in order to try and push the document through again. Please reach out to us if you encounter troubles with that one as well-- thanks!

-SAVE Customer Support

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

----- Original Message -----
From: [REDACTED]@state.sd.us]
Sent: 5/19/2025 2:43 PM
To: [REDACTED]@uscis.dhs.gov
Subject: 0025119171341VS Case

I can pull the number up but when I go to review this is what I see.

[cid:image001.png@01DBC8C3.F22A06A0]

[REDACTED]
Area Supervisor (b)(6)
2501 W. Russell St.
Sioux Falls, SD 57104
[REDACTED]



[cid:image002.png@01DBC8C3.F22A06A0]

thread::kgaU5stve_299RHVQqEhsWw::

Department of Homeland Security
Save Program

Agency Report

Report Generated By:
Invalid ID

Report Prepared: 06/06/2025 18:46

Page: 1 of 4

Report Parameters

Date From: 06/06/2024 Date To: 06/06/2025

Verification Number(s): (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

Agency Report

(b)(6) (b)(7)(E)

From: [REDACTED]
Subject: RE: Testing Data (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]
Sent: May 28, 2025 1:52 PM (UTC-05:00)

Yes, thank you, [REDACTED]—I was able to open the file this time. Don't know what changed, if anything, but second time was a charm. Thanks!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>
Sent: Wednesday, May 28, 2025 2:36 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: [Not Virus Scanned] Testing Data

Good afternoon,

Here is that file, please let me know if you are able to access it or not!

Thank you,



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o: [REDACTED] (b)(6)
[\[REDACTED\]@OhioSoS.gov](mailto:[REDACTED]@OhioSoS.gov)

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From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE SSN Testing Data
To: [REDACTED]
Cc: [REDACTED]
Sent: May 28, 2025 1:10 PM (UTC-05:00)

Thank you for the file, [REDACTED], but unfortunately I wasn't able to open it, even with the password. It appears that it's been corrupted somehow. But that's ok, because I probably don't really need the file anyway—after all, the functionality for bulk upload processing is now live in the SAVE system, so you can upload the file yourself to get those cases processed. Or is this file a duplicate of what you already submitted and what we discussed last week?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>
Sent: Wednesday, May 28, 2025 1:38 PM
To: [REDACTED]@uscis.dhs.gov> [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>
Subject: [Not Virus Scanned] SAVE SSN Testing Data

Good afternoon,

I have attached the correct file above including the data originally provided to [REDACTED]

I will send the password in a separate email. (b)(6) (b)(7)(C) (b)(7)(F)

Thank you,



[REDACTED] Compliance Analyst
Office of the Ohio Secretary of State
o [REDACTED]
OhioSoS.gov (b)(6) (b)(7)(C) (b)(7)(F)

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

From: [REDACTED]@uscis.dhs.gov>
Sent: Wednesday, May 28, 2025 9:21 AM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov> [REDACTED]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] RE: SAVE SSN Testing Data

Secretary of State Security Notice
This e-mail is from an external source. Think before you click links or open attachments.

(b)(6)

Good morning, [redacted]

Thank you for reaching back out because I've actually been having a back-and-forth with your colleagues, and somehow I left you off that thread. My apologies! I've attached that full thread here for your review...

Unfortunately I was never able to acquire the file that you sent to [redacted] but perhaps that was the same one that [redacted] uploaded? Please let me know if the file you provided was different...

[redacted]

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Tuesday, May 27, 2025 12:43 PM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] RE: SAVE SSN Testing Data

Hi [redacted]

Checking in to see if there is an update on the results of the data we provided?

Thanks so much,

[redacted]



[redacted] | Chief Operating Officer and Assistant Secretary of State

Office of the Ohio Secretary of State

O: [redacted]

C: [redacted]

OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Thursday, May 22, 2025 2:53 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>

Subject: [EXTERNAL] RE: SAVE SSN Testing Data

****Secretary of State Security Notice****

This e-mail is from an external source. Think before you click links or open attachments.

Hi [redacted] (b)(6)

I'm adding [redacted] to the email that can assist you with your request.

Thanks,

[redacted]
Chief, HQ Customer Support
Verification Division
Immigration Records and Identity Services (IRIS)
U.S. Citizenship & Immigration Services
Department of Homeland Security (b)(6) (b)(7)(C) (b)(7)(F)
Cell: [redacted]

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, May 22, 2025 2:52 PM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: SAVE SSN Testing Data

Good afternoon,

Are you able to provide an update regarding the results for the data we provided?

Please let me know!

Thank you,



[redacted] | **Compliance Analyst**
Office of the Ohio Secretary of State
o: [redacted]
[OhioSoS.gov](mailto:[redacted]@OhioSoS.gov)

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From: [redacted]@uscis.dhs.gov>
Sent: Thursday, May 15, 2025 10:20 AM
To: [redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: [EXTERNAL] RE: Compressed Zip File of SAVE bulk voter

****Secretary of State Security Notice****
This e-mail is from an external source. Think before you click links or open attachments.

Good morning,

Thanks and received.

Best [redacted]

[redacted]
Chief, HQ ACE
Verification Division, IRIS, USCIS
Policy and Guidance Branch

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, May 15, 2025 9:46 AM
To: [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>
Subject: [Not Virus Scanned] Compressed Zip File of SAVE bulk voter

Good morning,

Attached above is the compressed file with the csv test file. I will send the password in a separate email.

Are you able to shed light on how the results will be shared after the bulk upload is tested? Also, due to the data not having unique identifiers, how will we match those results?

If you have any questions, please let me know.

Thank you,

 [redacted] | **Compliance Analyst**
Office of the Ohio Secretary of State
o: [redacted] (b)(6)
OhioSoS.gov

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From: [REDACTED]
Subject: Case Verification Issues (b)(6)
To: SAVE-HELP
Sent: May 28, 2025 9:11 AM (UTC-05:00)

You don't often get email from [REDACTED]@ks.gov. [Learn why this is important](#)

Good morning,

I have tried to verify someone and completed the information accurately, but SAVE keeps giving an error and advising me to use the back button. Are there any known issues today? Thank you!

[REDACTED]
Human Services Supervisor
Department for Children and Families
320 S Broadway
Pittsburg, KS 66762 (b)(6)
Phone [REDACTED]
Cell [REDACTED]
Fax [REDACTED]
Email [REDACTED]@ks.gov



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From: [REDACTED] (b)(6)
Subject: Stage forward photo match
To: SAVE-HELP
Cc: [REDACTED]
Sent: May 28, 2025 8:53 AM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

Good morning!

We are unable to stage forward when trying to select "Yes" to a photo match. The page appears to be loading but nothing happens.

Can you advise if you all are experiencing a system error at this time?

SAVE CASE [REDACTED] (b)(7)(E)

From: [REDACTED]
Subject: RE: [External]RE: SAVE Bulk Uploader Feedback-- Tennessee Secretary of State
To: [REDACTED]
Cc: [REDACTED]
Sent: May 23, 2025 12:30 PM (UTC-05:00)

(b)(6) (b)(7)(C) (b)(7)(F)

We called [REDACTED] and to share the same info, I've put what I saw with each of these files in the first column. The 8:53 file was sent around 4:00 Central on Wednesday and the 9:48 file was sent around 5:00 Central. The other 5/21 files timed out.

As of now, my open case count is up to around 2 million, so some combination of these must have gone through despite the timeout:

Open (1999991) Closed (0)

| Status | created_at | file_name | requested_count | err_count | pr |
|---------|-----------------|------------------------|-----------------|-----------|----|
| Success | 5/20/25 2:47 PM | SAVE-bulk-upload.csv | 14,372 | 202 | |
| Success | 5/21/25 8:53 PM | Active202505211550.csv | 224,999 | 21,861 | |
| Timeout | 5/21/25 9:34 PM | Active20250521allA.csv | 1,896,958 | 188 | |
| Success | 5/21/25 9:48 PM | Active20250521A.csv | 1,000,000 | 133 | |
| Timeout | 5/21/25 9:51 PM | Active20250521B.csv | 1,196,959 | 74 | |
| Timeout | 5/21/25 9:53 PM | Active20250521B.csv | 696,959 | 37 | |

[REDACTED] Assistant Coordinator of Elections
Division of Elections
Office of Tennessee Secretary of State Tre Hargett
Office: [REDACTED]

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Website: <https://sos.tn.gov/>

Social Media Links:

www.facebook.com/TennesseeSecretaryofState
www.facebook.com/TNStateLibraryArchives/timeline

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From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, May 23, 2025 12:12 PM
To: [REDACTED]@tn.gov> [REDACTED]@tnsos.gov>
Cc: [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov> [REDACTED]@uscis.dhs.gov>
Subject: [External]RE: SAVE Bulk Uploader Feedback-- Tennessee Secretary of State

CAUTION: This email originated from outside the organization. Do not click on links or open attachments from senders you do not trust. - SOS IT

Good afternoon, [REDACTED] and [REDACTED] (b)(6)

I wanted to follow up with you this morning to gather feedback from your agency's experience with using SAVE's new bulk uploader functionality. I know we've discussed this on a couple of video calls this week already, but it appears you submitted a few more files for verification since we last spoke, so I wanted to see if it's gone any smoother...

(b)(6)

We received the five new files from [REDACTED] user account, all on Wednesday night after we had our noon call that day. I don't see any results in the "processed count" column for the last four files, which makes me wonder if those have gone through yet—but this report I'm using below is probably stale and you've received them now...

Please let us know how your more recent experience has been, along with any additional issues you ran into or any success stories you'd like to share. Thanks in advance for your continued feedback!

| agency_name | logon_id | created_at | file_name | requested_count |
|---|------------|-----------------|------------------------|-----------------|
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/20/25 2:47 PM | SAVE-bulk-upload.csv | 14,372 |
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/21/25 8:53 PM | Active202505211550.csv | 224,999 |
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/21/25 9:34 PM | Active20250521allA.csv | 1,896,958 |
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/21/25 9:48 PM | Active20250521A.csv | 1,000,000 |
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/21/25 9:51 PM | Active20250521B.csv | 1,196,959 |
| Tennessee Secretary Of State, Division of Elections | [REDACTED] | 5/21/25 9:53 PM | Active20250521B.csv | 696,959 |

(b)(6)

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: SAVE Bulk Uploader Feedback-- Arizona Secretary of State
To: [REDACTED]
Sent: May 23, 2025 11:00 AM (UTC-05:00)

Sure, happy to help [REDACTED] You'll need to ensure that both accounts have been migrated first, and you'll have to migrate each one individually. Once both are migrated, then the Login.gov home screen will show all SAVE accounts associated with that email address and you'll be able to choose which one you want to get into. And if you're checking on other users' usage, then you'll probably want to use your Super User account to be able to see everything.

Is that what you were asking, or is there something else I'm missing? I'm free to chat from 1pm ET onwards if we need to have a call—just let me know...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@azsos.gov>
Sent: Friday, May 23, 2025 11:48 AM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: SAVE Bulk Uploader Feedback-- Arizona Secretary of State

Hi [REDACTED]

(b)(6)

Need a little help this morning. I was trying to login to see when [REDACTED] was listed as a user, but I am now required to login using login.gov, but now don't know how to switch between the Supervisor and Super User accounts. Also which one do I want if I am trying to check on county users again? Do you have a moment to chat?

Best regards,

[REDACTED] M.A., CERA
Deputy Assistant Secretary of State
Voter Registration & Special Projects
Email: [REDACTED]@azsos.gov
Direct: [REDACTED] (b)(6)
Arizona Secretary of State | <https://azsos.gov>
1700 W. Washington St., 7th Fl. | Phoenix, AZ
85007

This message and any messages in response to the sender of this message may be subject to a public records request.



From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, May 23, 2025 7:36 AM
To: [REDACTED]@azsos.gov>
Cc: [REDACTED]@azsos.gov>; [REDACTED]@live.com; [REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>
Subject: SAVE Bulk Uploader Feedback-- Arizona Secretary of State

Use Caution- This email originated from an external sender. Do not click links or open attachments unless you know the content is safe. Report any suspicious emails by using the 'Report' button in Outlook.

Good morning, [REDACTED]

(b)(6)

I'm reaching out to you this morning to gather feedback from your agency's experience with using SAVE's new bulk uploader functionality. We received six files from [REDACTED] (copied) user account, the most recent of which consisted of 195 records to be verified, and it appears that we were able to process 194 of them, with the remaining record throwing an error. Is this consistent with what you've seen on your side?

Please let us know how your experience has been, along with any issues you ran into or any success stories you'd like to share. Thanks in advance for your feedback!

| agency_name | file_name | requested_count | err_count | processed_count |
|--|---------------------------------|-----------------|-----------|-----------------|
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 43 | - | 43 |
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 47 | 16 | 31 |
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 59 | - | 59 |
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 102 | - | 102 |
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 100 | - | 100 |
| Office of the Arizona Secretary of State | SAVE-bulk-voter-upload yuma.csv | 195 | 1 | 194 |

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)
Verification Division, IRIS
U.S. Citizenship & Immigration Services

Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]
Subject: FW: Louisiana Secretary of State - Bulk Upload Results, 5/22/25
To: [REDACTED]@sos.la.gov (b)(6) (b)(7)(C) (b)(7)(F)
Cc: [REDACTED]
Sent: May 22, 2025 4:01 PM (UTC-05:00)

Good afternoon, [REDACTED]

You likely just received a password from me for a file you didn't receive. It seems your email provider didn't want to receive a 37 MB file (see below)... Is there a better way we can send this to you, or can you request special permission to raise your file size maximum in your email box? Otherwise, I guess we'll have to break it up into multiple files—do you know your email provider's maximum file size allowance?

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: Microsoft Outlook [REDACTED]@uscis.dhs.gov>
Sent: Thursday, May 22, 2025 4:58 PM
To: [REDACTED]
Subject: Undeliverable: Louisiana Secretary of State - Bulk Upload Results, 5/22/25

mx0f-00376703.gpphosted.com rejected your message to the following email addresses:

(b)(6) [REDACTED]@sos.la.gov [REDACTED]@sos.la.gov
Your message wasn't delivered because the recipient's email provider rejected it.

mx0f-00376703.gpphosted.com gave this error:
Message Size Violation

Diagnostic information for administrators:

Generating server: DM6PR09MB4743.namprd09.prod.outlook.com

[REDACTED]@sos.la.gov (b)(6)
mx0f-00376703.gpphosted.com
Remote server returned '550 5.7.0 Message Size Violation'

Original message headers:

ARC-Real: i=1; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=none;
b=k9qfEdt0Sun6fyBBQcIuecxmTa5GsuFDV7ZRMORL1BQzADC/BvCWQREFFm01hd1cXqXt6GxQpp1CN5j1iX1VPA12Ye+VvVnTUD4V4Vr1/cambPhxTaDOW5Z793d4AIXsQ
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;
s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-Message-
bh=7DqCd3B68naFG14QtgmLJR1WLx06JeVWUTsE/2uc4+;
b=jqs356/e7wtj7E2JF6tN66zyqXxV7tpDz30QryCNon3azmHaly73H8L4YDwncBFT0GmrgJaceV2W4KnWw-rp7+3D7L4b661h6G7X0d2WC51qemmq7W0k9Kd2WdH8rX
ARC-Authentication-Results: i=1; mx.microsoft.com 1; spf=pass
smtp.mailfrom=uscis.dhs.gov; dmarc=pass action=none
header.from=uscis.dhs.gov; dkim=pass header.d=uscis.dhs.gov; arc=none
X-MS-Exchange-Organization-AuthSource: DM6PR09MB4743.namprd09.prod.outlook.com; x-ms-exchange-organization-authsource=uscis.dhs.gov;
s=arcselector2;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-Organization-AuthSource: DM6PR09MB4743.namprd09.prod.outlook.com;
bh=7DqCd3B68naFG14QtgmLJR1WLx06JeVWUTsE/2uc4+;
b=ByBME102+9dt6YwtjKXESDhtK8mCWVVE1j+/j96ImCK91yNW7eYUqS3RGuCq0COa0xYPwEudEhE02C0d1j1b4vm7FpDampj120H0DaxH03xuxQ3LLJxR0+hH22L8umay
Received: from BL6PR09MB7156.namprd09.prod.outlook.com (2603:10b6:208:2a8::16)
by DM6PR09MB4743.namprd09.prod.outlook.com (2603:10b6:208:2a8::16) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 16.20.8769.22; Thu, 22 May
2025 20:57:17 +0000
Received: from BL6PR09MB7156.namprd09.prod.outlook.com
(11680:263a:871d:bc4d:1448) by BL6PR09MB7156.namprd09.prod.outlook.com
(11680:263a:871d:bc4d:1448) with map1 id 15.2P.8769.019; Thu, 22 May 2025
20:57:17 +0000
From: [REDACTED]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)
To: [REDACTED]@sos.la.gov
Cc: [REDACTED]@uscis.dhs.gov
Subject: Louisiana Secretary of State - Bulk Upload Results, 5/22/25
Thread-Topic: Louisiana Secretary of State - Bulk Upload Results, 5/22/25
Thread-Index: Adv1W13+iy361tBESgRdS+6oWTUe2=
Date: Thu, 22 May 2025 20:57:15 -0000
Message-ID: <BL6PR09MB7156C6B7A812A5E3E8738F9C9AA@BL6PR09MB7156.namprd09.prod.outlook.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
authentication-results: dkim=none (message not signed)
header.d=none;dmarc=none action=none header.from=uscis.dhs.gov;
x-ms-publictraffic-type: Email
x-ms-traffictypediagnostic: BL6PR09MB7156:EE_DM6PR09MB4743:EE_

From: [REDACTED]
Subject: Web Agency Audit Report Error (b)(6)
To: SAVE-HELP
Sent: May 19, 2025 8:00 AM (UTC-05:00)

You don't often get email from [REDACTED]@sos.la.gov. [Learn why this is important](#)

Good morning,

I used the bulk uploader over the weekend per your request. I was trying to see if I could get counts of the different statuses of the ~2.6 million submissions. I will need a list of each submission/result as well.

Web Agency Audit Report

This report displays summary level information for each case initiated by the user for the user-entered query criteria. The report includes the initial qi immigration enumerator, last name, first name, initial query response, additional verification response, third step verification response and the closed applicable. The total number of cases matching the user-entered query criteria will be included on the report.

! Report Fetching Failed

SAVE encountered a problem and is unable to complete your request at this time. Please wait a few minutes and try again.

Date From (required)

mm/dd/yyyy

05/17/2025



Date To (required)

mm/dd/yyyy

05/17/2025



Benefits

- ☐ Voter Registration
☒ Voter List Maintenance

Thanks,

[REDACTED]
Administrator, Information Technology
Secretary of State Nancy Landry

(b)(6)

www.sos.la.gov

From: CS - Save Help Queue (b)(6) (b)(7)(C) (b)(7)(F)
Subject: SAVE Information
To: [redacted]@utah.gov
Cc: [redacted]@utah.gov; [redacted]@utah.gov
Sent: May 14, 2025 2:06 PM (UTC-05:00)

Good Afternoon,

Thank you for contacting the Systematic Alien Verification for Entitlements (SAVE) team.

Please see the responses to your questions on the cases below.

A technical problem appears to have occurred with the document upload on the three cases below, please process a new SAVE request for these applicants."



[redacted] **This case has been amended; you can view the updated information within the SAVE system. (b)(7)(E)**

[redacted] **This case has been amended; you can view the updated information within the SAVE system.**

[redacted] **A new case will need to be processed for this applicant.**

[redacted] **Correct Response was provided for this case.**

We hope this information is helpful. If you need additional assistance, please send an email to [redacted]@uscis.dhs.gov. For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern.

- SAVE at [redacted]
- Users with hearing and speech impairment (TTY), at [redacted] (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at [redacted] (b)(6)

Cordially,

The SAVE Team

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

SAVE Engagement is proud to announce comprehensive training regarding Benefit Applicants. Visit [For-Benefit-Applicants](#) web page to view our on-demand webinar.

----- Original Message -----
From: [redacted]@utah.gov]
Sent: 5/9/2025 11:03 AM (b)(6)

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@uscis.dhs.gov
Cc: [redacted]@uscis.dhs.gov; [redacted]@utah.gov; [redacted]@utah.gov
Subject: Utah DLD SAVE Cases Requiring Special Attention

You don't often get email from [redacted]@utah.gov. Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>
Good Morning,

(b)(6) We have a few SAVE cases that went to additional verification however, we are in need of clarification, our questions were not answered and there is one case that can not be found. We have called your agents, most recently [redacted] who told us the cases not being found is an issue on our end and we need to contact our DTS. In previous cases of this happening we were told it's an issue on your end and your DTS has ultimately resolved the issue. Can you please guide us on this matter?

0

THANK YOU!

--

[redacted]
Administrative Programs Manager
Department Of Public Safety
Driver License Division (b)(6)

[redacted]
[redacted]@utah.gov<mailto:[redacted]@utah.gov>

[<https://docs.google.com/a/utah.gov/uc?id=0B1yqNzKG6ehVak1HdnY5MllxTnFrTi1tc1FMSUUwc0VoYXkw&export=download>]
[https://drive.google.com/uc?id=1usunNwO96enkN_0LHwvVxZTzpD3vn4MG&export=download]



thread::cllV8F7Id0y4udc4Z7zfR2w::

From: [REDACTED]
Subject: ERROR (b)(6)
To: SAVE-HELP
Sent: May 7, 2025 7:54 PM (UTC-05:00)

You don't often get email from [REDACTED]@tn.gov. [Learn why this is important](#)

ERROR TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching permissions data
Return to Search

[REDACTED]
[REDACTED] Branch Manager (b)(6)

Murfreesboro DSC 340
1035 Samsonite Blvd, Murfreesboro, TN 37129

[REDACTED]
[REDACTED]@TN.gov



From: [REDACTED]
Subject: (b)(6)
To: SAVE-HELP
Sent: May 7, 2025 4:57 PM (UTC-05:00)

You don't often get email from [REDACTED]@dos.fl.gov. [Learn why this is important](#)

Please leave the following text at the bottom of your message, as it will help us address the issue: ERROR
TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching permissions data

From: [REDACTED] (b)(6)
Subject: not able to search case
To: SAVE-HELP
Sent: May 7, 2025 3:23 PM (UTC-05:00)

You don't often get email from [REDACTED]@state.sd.us. [Learn why this is important](#)

CAUTION: This email originated from outside of the Federal Government. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact the USCIS Security Operations Center with questions or click the "Report Phishing" button to report it as a phishing attempt.

Hello,

I am not able to search for a case. An error message is presented.

From: [redacted] (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship
To: [redacted]
Sent: May 2, 2025 11:28 AM (UTC-05:00)

Ah, so last night's issue may have been a browser issue? That's good to know—I'll ensure that the tech folks know that Firefox doesn't cooperate...

Glad it's working well for y'all right away! Let me know if you need any further support—happy to help if so...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.texas.gov>
Sent: Friday, May 02, 2025 11:07 AM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

I was able to submit just a moment ago using Chrome. Firefox was a no go.

We submitted some that we had already manually uploaded just to compare results. All matched!

This is a great tool!

Thank you for all of your help.

From: [redacted]@uscis.dhs.gov>
Sent: Friday, May 2, 2025 8:40 AM
To: [redacted]@sos.texas.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to [redacted]@sos.texas.gov.

(b)(6)

Report Suspicious

Good morning, [redacted]

Did the tip below help at all? Did Texas SoS ever successfully submit a batch upload? Please let me know if it's still not working for you...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, May 01, 2025 5:00 PM
To: [redacted]@sos.texas.gov>
Subject: Re: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

Just got this from one of our tech team:

As one of the UAT testers, I ran into similar issues but fixed it after following this instruction from the dev team. Open in Excel -> Save As -> pick any of the CSV formats **other than CSV UTF-8**.

Get Outlook for iOS

From: [REDACTED]@sos.texas.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Thursday, May 1, 2025 4:49:47 PM
To: [REDACTED]@uscis.dhs.gov>
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

Will not let me upload. Get error message below.

Upload File

In order to complete your voter verification bulk upload request please fill out the [template file](#). Before uploading your document be sure the document contains all relevant information. Once complete be sure to upload and submit your file below.

Once you upload your file we will begin processing and analysis. We will review the contents and notify you of any issues in the next step. Any duplicate records previously submitted for case creation will be omitted.

 [Download Template File](#)

Upload File (required)

Maximum upload size is 5MB. Supported file type 'csv'.

File must be a CSV.

Selected file

 LTUploadTEST.csv

[Change file](#)

☒ I have read and accept the [Acknowledgment](#).

Submit

From: [REDACTED]@uscis.dhs.gov>
Sent: Thursday, May 1, 2025 2:37 PM
To: [REDACTED]@sos.texas.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

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(b)(6)

[Report Suspicious](#)

Just spoke with the developers—I have an update for you. Tried to call just now—let me know when you're free...

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.texas.gov>
Sent: Thursday, May 01, 2025 3:25 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

Have tried twice and went straight to vm. You can reach me at [redacted]

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, May 1, 2025 2:22 PM
To: [redacted]@sos.texas.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to [redacted]@sos.texas.gov.

(b)(6)

Report Suspicious

Yup, that's my direct line (mobile).

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.texas.gov>
Sent: Thursday, May 01, 2025 3:19 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

Sure thing! Shall I call the number listed below?

From: [redacted]@uscis.dhs.gov>
Sent: Thursday, May 1, 2025 2:14 PM
To: [redacted]@sos.texas.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

This Message Is From an External Sender

CAUTION: This email originated from OUTSIDE of the SOS organization. Do not click on links or open attachments unless you are expecting the email and know that the content is safe. If you believe this to be a malicious or phishing email, please send this email as an attachment to [redacted]@sos.texas.gov.

(b)(6)

Report Suspicious

Hi [redacted] Sure, how about now?

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@sos.texas.gov>
Sent: Thursday, May 01, 2025 12:42 PM
To: [redacted]@uscis.dhs.gov>
Subject: RE: Texas Secretary of State informational request regarding use of SAVE to verify US Citizenship

Hello!

I have a few questions for you if you don't mind. Do you have any availability today or early next week?

[redacted]
Deputy Director of Elections

(b)(6)

Office of the Secretary of State

www.sos.state.tx.us/voterinfo/index.shtml
For Voter Related Information, please visit:

VOTETEXAS.GOV
POWERED BY THE TEXAS SECRETARIAT OF STATE

(b)(6)

The information contained in this email is intended to provide advice and assistance in election matters per §21.004 of the Texas Election Code. It is not intended to serve as legal advice for any matter. Please review the law yourself, and consult with an attorney when your legal rights are involved.

From: [REDACTED] (b)(6)
Subject: SAVE UI Bug Report
To: SAVE-HELP
Sent: April 29, 2025 4:09 PM (UTC-05:00)

You don't often get email from [REDACTED]@utah.gov. [Learn why this is important](#)

ERROR TYPE: USER, STATUSTEXT: Failed to Query User Details

--
[REDACTED]
SAVE Operations Support Coordinator
Department of Public Safety
Driver License Division (b)(6)

[REDACTED]

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity
To: [redacted]
Cc: [redacted]
Sent: September 4, 2025 3:10 PM (UTC-05:00)
Attached: SAVE-bulk-upload (OH).csv

Hi [redacted]

Thanks for the confirmation the USC file was received. And yes, we have completed the file—it's attached. You will need to use a different benefit type than you used last time when uploading this file. Last time, Ohio used the Voter Registration benefit and some had a benefit type selected for both VR and Voter List Maintenance. Therefore, **please use Voter List Maintenance this time as the benefit type.** If you use the same benefit type, it will trigger the duplicate case blocker and the file will be full of errors after it processes.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, September 04, 2025 9:56 AM
To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi [redacted] –

Confirming receipt of the confirmed citizen file, but we still have not received the re-run file to resubmit. Should we expect that today? Also, on Tuesday, [redacted] ran our monthly file and received an error type of “processing due to it being a duplicate case” for records that were previously submitted in our full voter file. She is concerned that she may receive a similar response with the re-run file.

Thank you,

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>
Sent: Wednesday, September 3, 2025 4:44 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Also, I have uploaded a file of USC responses from the records that went to manual verification. These are confirmed citizens, and will not be a part of the re-run batch we'll send...

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]
Sent: Wednesday, September 03, 2025 4:27 PM
To: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi [redacted]

Yes, we confirm that the re-run will not impact the Deceased-responded records.

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Wednesday, September 03, 2025 2:44 PM
To: [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Thanks, [redacted]. We are moving forward with list maintenance associated with the deceased records. Can you confirm that the re-run file does not impact records identified as deceased?

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Wednesday, September 3, 2025 2:40 PM
To: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>
Cc: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov>;
[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

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Good afternoon, [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

Please add me to that list so that I can provide the re-run file.

☐ the re-run file is pretty small compared to what Ohio submitted previously, so it should be processed overnight and ready in the morning if submitted by COB...

☐

Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

☐@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@OhioSOS.Gov>

Sent: Wednesday, September 03, 2025 1:23 PM

To: ☐@OhioSOS.Gov>

☐@uscis.dhs.gov>

☐@OhioSOS.Gov>

Cc: ☐@OhioSOS.Gov>

☐@OhioSOS.Gov>

☐@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi ☐

We established a shared location a while back, and below is a list of individuals who have access. Should we invite anyone else? We have not yet seen the file containing the records that need to be re-run. When can we expect to receive that?

☐

[@uscis.dhs.gov](mailto:uscis.dhs.gov)

[@uscis.dhs.gov](mailto:uscis.dhs.gov)

uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

Thanks

☐



☐ | Chief Information Officer

Office of the Ohio Secretary of State

OhioSOS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: ☐@OhioSOS.Gov>

Sent: Tuesday, September 2, 2025 4:12 PM

To: ☐@uscis.dhs.gov>

☐@OhioSOS.Gov>

☐@OhioSOS.Gov>

Cc: ☐@OhioSOS.Gov>

☐@OhioSOS.Gov>

<☐@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi ☐—

Yes, we can submit a new file. ☐ can assist with ensuring our secure filing system can accept the file. Once reviewed ☐ will resubmit. Once the bulk upload is re-submitted how quickly should we receive responses and will we receive a bulk response?

Thanks,

☐

(b)(6)

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Tuesday, September 2, 2025 3:56 PM
To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;
J [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]
<[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

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Hi [redacted] (b)(6)

Thanks for the feedback on the Date of Death information. Unfortunately, those data aren't included in the VDIS payload we receive, so it's not available to us to add it into reports or responses at this time. But it's certainly an idea worthy of further research—our team will investigate...

Separately, we would like to request that Ohio re-run the portion of its cases that required additional verification, both those that have received a response as well as those that are still pending. There are updates in our manual verification process at 2nd step that may result in more USC responses, and we'd like to have the cases worked with the updated process to eliminate unnecessary future manhours worked. We're trying to make this request as simple as possible—the file with the records needed to be re-run will be sent to you tomorrow, so all that's needed is for Ohio to upload it... Will that be possible? And we'll send the file to your secure server, right?

Thanks again for your partnership, [redacted]—we're doing great things together!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Tuesday, September 02, 2025 12:41 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov> [redacted]
[redacted]@uscis.dhs.gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hello SAVE team –

Hope you had a wonderful Labor Day weekend. While we await the results of the additional records under review, is it possible to receive the deceased date for the records identified by SSA? Part of our list maintenance process involves ensuring no voter activity after the date of death. And if such activity occurred, referral to our public integrity division for investigation and appropriate law enforcement partners.

Thank you,

[redacted]
(b)(6)



[redacted] Chief Operating Officer and Assistant Secretary of State
Office of the Ohio Secretary of State
O: [redacted]
C: [redacted]
OhioSoS.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 29, 2025 1:26 PM

To: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]

[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]

[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

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Hello [redacted] (b)(6)

Can we schedule for 2:00?

Thank you,

[redacted]

Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS

[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, August 29, 2025 12:25 PM

To: [redacted]@uscis.dhs.gov> [redacted]@OhioSOS.Gov> [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]

[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]

[redacted]@OhioSOS.Gov> [redacted]@uscis.dhs.gov> [redacted]

[redacted]@uscis.dhs.gov>

Subject: Re: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Is now okay? I'll send a 1:30 meeting invite to this group.
Otherwise I'll send one for 2:00.

Get [Outlook for iOS](#)

From: [redacted]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)

Sent: Friday, August 29, 2025 1:23:09 PM

To: [redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov> [redacted]

[redacted]@uscis.dhs.gov> [redacted]@uscis.dhs.gov>

(b)(6) (b)(7)(C) (b)(7)(F)

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@OhioSOS.Gov> [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
<[redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
<[redacted]@uscis.dhs.gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

****Secretary of State Security Notice****

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Hello [redacted] (b)(6)

Yes, we are available to jump on a call. What time works for you and your team?

Thank you,

[redacted]

Business Interface Representative

Business & Technology Integration/ Verification Division

USCIS/DHS

[redacted]@uscis.dhs.gov (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Friday, August 29, 2025 10:37 AM

To: [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov> (b)(6) (b)(7)(C) (b)(7)(F)

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Good morning [redacted]

We are attempting to load the results from the cases under review status and individuals populated as deceased per SSA records, but continually running into errors or other system lock up challenges. Are you or your team available to jump on a call to see if we can find a timely solution? The sooner the better, so please name a time and we'll be there.

Thank you!

[redacted] (b)(6)



[redacted] Director & Counsel, Public Integrity Division

Office of the Ohio Secretary of State

o: [redacted]

OhioSoS.gov

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From: [redacted]@uscis.dhs.gov>

Sent: Friday, August 29, 2025 8:38 AM (b)(6) (b)(7)(C) (b)(7)(F)

(b)(6) (b)(7)(C) (b)(7)(F)

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

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Hello [redacted] (b)(6) (b)(7)(C) (b)(7)(F)

It looks like many of these cases have been worked. The case search bug [redacted] referred to in his previous email has been resolved. If you continue to have issues accessing your cases in case search, please let us know so we can investigate and verify that the updates worked.

To access the cases worked at additional verification, you would want to filter the case status by "Additional (without Document)" under **Verification Response Returned**.

Case Status

Additional (Without Document) ▾

- Select -

DHS Verification In Process

Verification Response Returned

All

Initial

Additional (Without Document)

Additional (With Document)

Verification Action Needed

In an upcoming release on September 10, there will be a new feature where the additional response messages will be included in the response file.

Thank you,

[redacted]
Business Interface Representative
Business & Technology Integration/ Verification Division
USCIS/DHS
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>
Sent: Thursday, August 28, 2025 4:31 PM
To: [redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>
Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]
[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]
[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Good evening, [redacted]–

Checking back on any status updates? We still have not received the potential non-citizen results under further review. Below you expected to have these results today. Thanks for the continual work!

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@uscis.dhs.gov>

Sent: Tuesday, August 26, 2025 12:28 PM

To: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

****Secretary of State Security Notice****

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(b)(6)

[redacted]– Thanks for reaching back out, I was planning to circle back with you today on a few topics.

1. The case search issue listed below is a 'time-out' due to large volume of records attempting to be accessed. We have two bugs related to this that are being prioritized right now that will hopefully address it. We'll circle back up once deployed to see if it's resolved.
2. Per our previous conversation, we've been working on a solution for the large number of "Immigration Enumerator Required" responses. We are targeting to have something in place within the next couple weeks. I'm hoping we can partner on this to see if we can decrease the volume of responses you're experiencing in this area prior to the full deployment.
3. OH cases that would have received a Non-USC or Institute Additional Verification were auto-escalated (you are seeing these as Case Under Review) are being worked by our status verifiers. Hoping to have them fully complete by Thursday this week.

[redacted] (b)(6) (b)(7)(C) (b)(7)(F)

From: [redacted]@OhioSOS.Gov>

Sent: Tuesday, August 26, 2025 10:34 AM

To: [redacted]@uscis.dhs.gov>

Cc: [redacted]@OhioSOS.Gov>; [redacted]@uscis.dhs.gov>; [redacted]

[redacted]@uscis.dhs.gov>; [redacted]@uscis.dhs.gov>; [redacted]@OhioSOS.Gov>;

[redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]@OhioSOS.Gov>; [redacted]

[redacted]@OhioSOS.Gov>

Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Hi [redacted]

Just wanted to touch base since our meeting last week. [redacted] continues to receive an error when she attempts to retrieve a case. We also haven't received any additional results from pending cases from our initial review. As a result, [redacted] can't pull up the case to submit additional documentation or move the review to the next step. Now she can't even access any cases at all – she just receives the below error. This has been consistent over the last week. Let us know if you want to hop on a call for [redacted] to show you what she is experiencing.

Thanks,

[redacted] (b)(6)

(b)(6)

Something went wrong

We're sorry for the inconvenience, but SAVE encountered a problem. Please try retrieving the case again. If you are still unable to retrieve your case, let us know about this issue. Please tell us exactly what you were doing when you received the error so we can get this resolved for you as soon as possible.

If you are having problems with the email link above, then send email to [REDACTED]@uscis.dhs.gov with subject SAVE UI Bug Report. Please paste the following text in the body of the email, as it will help us address the issue: ERROR TYPE: SEARCH_ERROR, STATUSTEXT: Error fetching search

[Return to Search](#)

(b)(6)

From: [REDACTED]@uscis.dhs.gov> (b)(6) (b)(7)(C) (b)(7)(F)
Sent: Friday, August 15, 2025 4:03 PM
To: [REDACTED]@OhioSOS.Gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>;
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>
Subject: RE: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

Secretary of State Security Notice

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(b)(6)

Outstanding—thanks for that confirmation, [REDACTED] SAVE will respond in bulk to mirror each file sent. So over the weekend as each of those nine files are processed, SAVE will produce a response file with responses for each of the queries in each file. Assuming the system is able to process all 8+ million records over the weekend, they should all be waiting for you Monday morning when you get back to the office.

Please let us know if you have any additional questions, [REDACTED]—thanks again, and we're looking forward to receiving your files in about three hours!

[REDACTED]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security

[REDACTED]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

From: [REDACTED]@OhioSOS.Gov>
Sent: Friday, August 15, 2025 3:21 PM
To: [REDACTED]@uscis.dhs.gov>
Cc: [REDACTED]@OhioSOS.Gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]
[REDACTED]@uscis.dhs.gov>; [REDACTED]@uscis.dhs.gov>; [REDACTED]@OhioSOS.Gov>;
[REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]@OhioSOS.Gov>; [REDACTED]
[REDACTED]@OhioSOS.Gov>
Subject: Re: [EXTERNAL] Ohio Secretary of State - SSN Last-4 Upload Opportunity

[REDACTED]
Thank you for the opportunity to test this evening. We will upload 9 files after 7pm. We will reach out via this thread if we encounter any issues. Do you know approximately when we should expect results? We are extremely thankful for your efforts making this possible.

Thank you,

[REDACTED] (b)(6) (b)(7)(C) (b)(7)(F)

On Aug 14, 2025, at 11:29 AM, [REDACTED]@uscis.dhs.gov> wrote:

**** Secretary of State Security Notice ****
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Good afternoon, [redacted] (b)(6)

Over the past few months, USCIS has committed to optimizing its SAVE system to meet the citizenship and immigration status verification needs of our agency partners. First, [Secretary Noem announced](#) that SAVE usage would now be free for non-Federal agencies, which eliminated the financial burden of its transaction charges. Then SAVE began adding exciting new features such as the ability to perform a bulk query upload, as well as a new integration with SSA that enables case submission using the Social Security Number (SSN) as a non-DHS enumerator.

Now SAVE is excited to invite Ohio to participate in a special "soft launch" of its latest capability: using the last four digits of the SSN as an enumerator for case submission. This new enhancement will allow state voter verification agencies—such as yours—to submit SAVE verification cases using only the following data points: First Name, Last Name, Date of Birth, and the SSN Last-4. Status responses for these cases will mirror those currently in use with SAVE and those added as a result of the integration with SSA. More information on SAVE responses can be found [here](#).

This soft launch is by invitation only—we are not announcing its availability for widespread use at this time. SAVE needs to throttle the intake of these cases at the outset, as we know the demand will be high and want to ensure system's ability to meet the increased demand. We are prioritizing your state due to prior participation and engagements between our agencies. We hope you'll accept this invitation to submit a bulk upload of cases during the designated time slot: **7pm ET tomorrow, Friday, August 15th**. Given your expected submission volume, please begin your submissions as close to that time as possible, but not any earlier than 7pm.

If this time isn't acceptable to you for any reason then please let us know and we will try to reschedule, although this soft launch is very limited and we may not be able to meet your rescheduling request. If you are able to participate at this designated time, please respond to this e-mail with the size of your voter roll you'd plan to upload. While there is no limit on the volume of cases you would be able to submit, it is recommended to limit your file size to 1 million cases per file (multiple files can be submitted as necessary). Attached is the bulk upload .csv template for which your data will need to be formatted.

Please reach out to us if you have any questions about this exciting opportunity, and let us know your response to this invitation as soon as possible. Thanks!

[redacted]
Verification Division, IRIS
U.S. Citizenship & Immigration Services
Department of Homeland Security
[redacted]@uscis.dhs.gov

(b)(6) (b)(7)(C) (b)(7)(F)

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