

## 09 **Verification Information System (VIS)**

The Verification Information System (VIS) documentation procedures are used to verify noncitizen status at the following times:

- Prior to initial approval.

NOTE VIS procedures are not required at renewal except when documents are expired or are no longer valid.

- When adding a [qualified noncitizen](#) to the budgetary unit.
- Any time noncitizen status becomes questionable. Document the [case file\(g\)](#) as to why the status of the noncitizen is questionable.
- The month in which USCIS documents expire. A budgetary unit may include a qualified noncitizen whose USCIS document expires after approval. Do not set an approval period beyond the end of the calendar month of the document's expiration date.

### **EXCEPTION**

A qualified noncitizen whose I-551 has expired remains eligible. Any status change is reflected in VIS.

When the noncitizen is an Indefinite Detainee, see [Indefinite Detainees](#) for verification procedures.

The U.S. Department of Homeland Security (DHS) Verification Information System (VIS) allows users to electronically obtain DHS status information.

NOTE Information in VIS is confidential and may not be used for any unauthorized purpose. The SAVE/VLP is located in the MA EPMplus.

Staff designated to access VIS are assigned a User ID and password, and are authorized access at one of the following levels:

- GENERAL USER 1 - General Users are authorized to perform the following in VIS:
  - Query transactions
  - Retrieve responses

- SUPERVISOR - Supervisors are authorized to perform the following in VIS:  
Query transactions  
Retrieve responses  
Maintaining User information for employees assigned to their location  
Review progress of the workload for their location

Policy and procedures for completing inquiries in VIS are outlined as follows:

- [Accessing the VIS System](#)
- [Initial VIS Queries](#)
- [Additional VIS Queries](#)
- [Additional VIS Responses](#)
- [Closing Records in VIS](#)
- [Searching the VIS System](#)
- [Exiting the VIS System](#)
- [Maintaining VIS Users](#)
- [Monitoring VIS Workloads](#)

#### **A Accessing the VIS System**

To access VIS for the first time, complete the following:

- Access the [VIS web site](#).
- On the VIS CPS screen, key the VIS User ID and Password, which is provided as part of the VIS training.
- Click on the Login button.
- Change your password as follows:

NOTE It is required that the password be changed when logging in for the first time.

Key the password used to login, in the OLD PASSWORD field.

Key a new password in the NEW PASSWORD field. (See [Passwords to Secured Systems](#) for password formatting requirements)

Key the same password in the RE-TYPE NEW PASSWORD field.

Click on the SUBMIT PASSWORD CHANGE button.

To access VIS after the first time, complete the following:

- Access the VIS web site.
- On the VIS CPS screen, key the VIS User ID and Password.
- Click on the LOGIN button. (See [VIS:Maintaining Users](#) for policy and procedures regarding VIS User IDs and Passwords)

## **B Initial VIS Queries**

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(01/01/18 - 12/31/18)

Initial queries (first step) are transmitted by all VIS Users using the DHS VIS Web-1 Initial Verification screen. To submit an initial query, complete the following:

- Click on INITIAL VERIFICATION in the CASE ADMINISTRATION section of the navigational frame.
- Key the alien ID number in the ALIEN NUMBER field.  
When keying the alien ID number, the following apply:
  - Do not key the letter A.
  - When the alien ID number is less than nine digits, key leading zeros.
  - When the alien ID number is not known, or the noncitizen presents an I-94 (Admission) Number rather than an alien ID number, click on ADDITIONAL VERIFICATION in the CASE ADMINISTRATION section of the navigational frame. (See [Additional VIS Queries](#))
- Click on the benefits being applied for in the BENEFITS field.
  - When the document type is not listed under the document section of APPLICANT INFORMATION, select OTHER and specify the document type in the OTHER DOCUMENT DESCRIPTION field.
- Click on the SUBMIT INITIAL VERIFICATION button. VIS returns the CASE DETAILS page with the initial verification information at the top. The results of the initial verification query display in the lower portion of the screen.

When the DHS response provides the noncitizen's immigration status and matches the information on the noncitizen's immigration document(s), the verification process is complete. Complete the following:

- VIS assigns a DHS verification number to each record. Document the number displayed in the VERIFICATION NUMBER field. This number is used to retrieve closed records. Click the PRINT CASE DETAILS button.
- [Upload](#) the response to OnBase.
- Close the VIS record to remove it from the system. (See [Closing VIS Records](#))

When the DHS results indicate any of the following, submit an additional verification query (See Additional VIS Queries):

- Does not provide the noncitizen's immigration status
- Does not match the information on the noncitizen's immigration document(s)
- INSTITUTE ADDITIONAL VERIFICATION displays in the SYSTEM RESPONSE field on the CASE DETAIL screen

VIS indicates a field keyed in error, and the corrections required.

NOTE When an incorrect alien ID number has been keyed, close the VIS record to remove it from the system. (See Closing VIS Records)

## **C Additional VIS Queries**

[REVISION 46](#)  
(01/01/18 - 12/31/18)

A DHS response to an Initial Verification Query may indicate an Additional Verification Query must be submitted.

When an Additional Verification Query is submitted, information keyed in the additional verification section of the CASE DETAIL screen transmits to a DHS field office. Immigration Status Verifiers (ISVs) search DHS systems to determine the immigration status, and responds in VIS. A VIS response may take up to 5 [workdays\(g\)](#) to complete the second step response. When a third step response is needed, a VIS response may take an additional 5 workdays.

Set an SV pre-defined ACTS Alert as a reminder to check VIS for a response. When a response has not been returned from VIS by the ACTS Alert due date, extend the SV ACTS alert an additional 10 calendar days.

NOTE VIS responses must be [uploaded to OnBase](#).

Complete the following to submit an Additional Verification Query:

- Key the following mandatory fields:  
LAST NAME: Key the last name of the noncitizen in this field.  
FIRST NAME: Key the first name of the noncitizen in this field.  
DATE OF BIRTH: Key the date of birth of the noncitizen (MM/DD/YYYY – include the forward slashes) in this field.  
DOCUMENT TYPE: Key the number of the immigration document. Click on the drop down menu to the right of the DOCUMENT TYPE field for a list of documents. To choose one of the listed documents, click on the document number.
- When information is available, key the following optional fields:  
MIDDLE INITIAL: Key the middle initial of the noncitizen.  
A.K.A.: Key any aliases, nicknames, maiden name information, or other names the noncitizen is known by, in this field.  
I-94 NUMBER: Key the document number annotated or indicated on the I-94.  
USER CASE NUMBER: Key the AZTECS case number in this field.  
DOC. EXPIRATION DATE: Key the expiration date of the immigration document (MM/DD/YYYY - include the forward slashes) in this field.  
DOC. DESCRIPTION: Key a description of the document when it is not listed in the drop down box for the DOCUMENT TYPE field.  
SPECIAL COMMENTS: Key any additional information that may be used by the ISVs to determine the immigration status.
- Click on the SUBMIT ADDITIONAL VERIFICATION button.
- When citizenship documents are available, use the SCAN AND UPLOAD function to electronically submit the documents (front and back).

For policy and procedures regarding retrieving and interpreting Additional Verification Query responses, see [Additional VIS Responses](#).

#### D Additional VIS Responses

To retrieve Additional Verification Query response information, complete the following:

- Access the [VIS web site](#). [Login to VIS](#).
- Click on the VIEW CASES link in the CASE ADMINISTRATION section of the navigational frame.
- Click on the Case Status criteria for the list of cases requested, on the ENTER CASE SEARCH CRITERIA screen.
- Click on the DISPLAY CASE SUMMARY LIST button.
- Locate the specific case in the CASE SUMMARY LIST. Use the NEXT and PREVIOUS buttons to page through the cases, when needed.
- Click the VERIFICATION NUMBER to display the CASE DETAIL page. (See [VIS Additional Response Codes](#))

NOTE VIS responses must be [uploaded to OnBase](#).

#### E Closing Records in VIS

To close a VIS record, complete the following:

- Click the COMPLETE AND CLOSE button when a query has been completed.
- Click on the CLOSE button when a query has not been completed or when a keying error has occurred. The VIS record is removed from the system.

NOTE When an incorrect alien ID number has been keyed, close the VIS record to remove it from the system.

#### WARNING

When an Additional Verification Response is retrieved, it cannot be saved or archived. Click on the PRINT CASE DETAILS button. Print the screen and close the record. Place the print in the [case file\(g\)](#).

## **F Searching the VIS System**

Closed records, both Initial and Additional, can be retrieved using the DHS verification number assigned to each record. This number displays in the VERIFICATION NUMBER field on the CASE SUMMARY LIST. Complete the following to search for a closed case:

- Click on the VIEW CASES link in the CASE ADMINISTRATION section of the navigational frame.
- Click on the CASE STATUS CRITERIA for the list of cases requested on the ENTER CASE SEARCH CRITERIA screen.
- Click on the DISPLAY CASE SUMMARY LIST button.
- Locate the desired case in the CASE SUMMARY LIST. Use the NEXT and PREVIOUS buttons to page through the cases, when needed.
- Click the VERIFICATION NUMBER to display the CASE DETAIL page.

## **G Exiting the VIS System**

To maintain system security, log out of VIS and shut down after completion of case processing. To log out, click on the EXIT button to exit the system.

NOTE When VIS is NOT exited, VIS shuts down automatically after 15 minutes.

## **H Maintaining VIS Users**

Verification Information System (VIS) supervisors maintain user account information in VIS for their local office, including assigning User IDs, and monitoring User profiles and passwords. The SITE ADMINISTRATION section is used to maintain user account information. The SITE ADMINISTRATION section includes the following:

- Add User
- View Users
- View Departments
- View Groups

Policy and procedures regarding VIS Site Administration are outlined as follows:

- [Assigning](#) VIS User IDs
- [Viewing](#), [Modifying](#), and [Deleting](#) VIS User Profiles
- [Maintaining VIS User Passwords](#)
- [Unlocking VIS User Passwords](#)

## **.02 Assigning VIS User IDs**

VIS Supervisors are responsible for maintaining user profiles in VIS for designated employees. To assign a VIS User ID to a new user, complete the following:

- From the SITE ADMINISTRATION section of the navigational frame, click the ADD USER link.
- Select the USER ROLE from the drop down menu. Click the NEXT button.
- Select the DEPARTMENT from the drop down menu. Click the NEXT button.
- Select the GROUP from the drop down menu. Click the NEXT button.
- Key the user information in the required fields. Click the NEXT button.

NOTE The required fields are as follows:

LAST NAME  
FIRST NAME  
PHONE NUMBER  
EMAIL ADDRESS

VIS generates a User ID composed of the first letter of the first name, the first three letters of the last name, and a four digit number.

- Key a password in the NEW PASSWORD field. (See [Passwords to Secured Systems](#) for password formatting requirements)
- Key the same password in the RE-TYPE PASSWORD field.
- Click on the SUBMIT NEW USER button. VIS displays the following message: SUCCESSFUL ADDING USER (user ID)



### **.03 View VIS Users**

VIS Supervisors are responsible for modifying and deleting user profiles in VIS for designated employees. To view user profiles, complete the following:

- From the SITE ADMINISTRATION section of the navigational frame, click the VIEW USERS link.
- Click the USER ROLE that matches the search criteria.
- Click the USER STATUS that matches the search criteria.
- Click on the GROUP from the drop down menu.
- Click the DISPLAY USER SUMMARY LIST button.
- Locate the User ID from the USER SUMMARY LIST.

NOTE Use the NEXT and PREVIOUS buttons to page through the list, when needed.

- Click on the User ID to display the USER VIEW/MODIFY INFORMATION page.

### **.04 Modify VIS Users**

To modify user profiles, complete the following:

NOTE Prior to modifying user profiles, the User ID must be located using the VIEW USERS search process. (See [View VIS Users](#))

- Key the field(s) with the modified information.
- Click the SUBMIT USER MODIFICATIONS button.

### **.05 Delete VIS Users**

To delete User profiles, complete the following:

NOTE Prior to modifying user profiles, the user ID must be located with the VIEW USERS search process. (See [View VIS Users](#))

- Verify the information on the VIEW/MODIFY USER INFORMATION screen to ensure that the correct user has been selected.
- Click the Delete User button.

#### **.06 Maintain VIS User Passwords**

VIS Supervisors are responsible for maintaining user passwords in VIS for each employee under their supervision. To reset a VIS User Password, complete the following:

- From the SITE ADMINISTRATION section of the navigational frame, click the VIEW USERS link.
- Select the USER ROLE from the drop down menu. Click the NEXT button.
- Select the DEPARTMENT from the drop down menu. Click the NEXT button.
- Select the GROUP from the drop down menu. Click the NEXT button.
- Click the DISPLAY USER SUMMARY LIST button.
- Locate the User ID from the USER SUMMARY LIST.

NOTE Use the NEXT and PREVIOUS buttons to page through the list, when needed.

- Click on the User ID to display the USER VIEW/MODIFY INFORMATION page.
- Key a new password in the NEW PASSWORD field. (See [Passwords to Secured Systems](#) for password formatting requirements)
- Key the same password in the RE-TYPE PASSWORD field.
- Click the SUBMIT USER MODIFICATIONS button.
- Provide the temporary password to the user.

NOTE When the user accesses VIS, the user is required to change the password.

#### **.07 Unlock VIS User Password**

To unlock a User Password, complete the following:

- From the SITE ADMINISTRATION section of the navigational frame, click the VIEW USERS link.
- Select the USER ROLE from the drop down menu. Click the NEXT button.
- Select the DEPARTMENT from the drop down menu. Click the NEXT button.

- Select the GROUP from the drop down menu. Click the NEXT button.
- Click the DISPLAY User SUMMARY List button.
- Locate the User ID from the USER SUMMARY LIST.

NOTE Use the NEXT and PREVIOUS buttons to page through the list, when needed.

- Click on the User ID to display the USER VIEW/MODIFY INFORMATION page.

NOTE Y displays in the LOCKED column when the user is locked out.

- Click the FORCE CHANGE PASSWORD checkbox.
- Key a new password in the NEW PASSWORD field. (See [Passwords to Secured Systems](#) for password formatting requirements)
- Key the same password in the RE-TYPE PASSWORD field.
- Click the SUBMIT USER MODIFICATIONS button.
- Provide the temporary password to the user.

NOTE When the user accesses VIS, the user is required to change the password.

## I **Monitoring VIS Workloads**

Verification Information System (VIS) users can monitor workloads and review the status of user's additional verification queries. The VIEW REPORTS screen allows a user to run several different reports.

NOTE The user can only view information in the reports that the user can view through the VIEW CASES screen.

To access any of the reports available to the VIS User, complete the following:

- Click the VIEW REPORTS button in the REPORTS section of the navigational frame.
- Click on the report name from the list.

NOTE A brief description of the report displays at the bottom of the selection box.

- Click the NEXT button. The Report Parameter form displays.
- Key the information for the requested report.
- Click the RUN REPORT button. The Report displays on the screen.

The reports available to be viewed are as follows:

- VIS Ad Hoc Report  
The VIS user selects from specific criteria (case number, alien ID number, etc.) to specify what will be included in a case history report.
- Month End Agency Transactions by User Summary Report  
The User Summary Report displays the total number of billable transactions initiated by a user within an agency, program, or state, for a specified month and year. Billable transactions are the number of initial verifications, and additional verification requests initiated by the user.
- Web Agency Audit Report  
The Web Agency Audit Report displays summary level information for each case initiated by the user for the query criteria keyed by the user. The report includes the following:  
Initial query date  
Alien ID number  
I-94 number  
Last name  
First name  
Initial query response  
Additional verification response  
Denial or Closure Reason Code, when applicable  
The total number of cases matching the query criteria keyed by the user is included on the report.