

## B Initial VIS Queries

Initial queries 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.
- 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.
- Place a print of the screen in the [case file\(g\)](#).
- 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)

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