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General Information System (GIS) Message

Section 1

Transmittal:	25DC039 Upstate and New York City
Date:	June 10, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, HEAP Coordinators, SNAP Directors, Employment Coordinators, Fair Hearing Officers, Staff Development Coordinators, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Requirement for Systematic Alien Verification for Entitlements (SAVE) System Users to Complete Login.gov Account Migration Before June 16, 2025
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at 518-474-9344 or tabureau@otda.ny.gov

Section 2

The purpose of this GIS message is to share information from the United States Citizenship and Immigration Services (USCIS) website, which indicates that Systematic Alien Verification for Entitlements (SAVE) system users (users) must migrate their existing SAVE system accounts to Login.gov **before June 16, 2025**.

On May 15, 2025, USCIS announced that SAVE is implementing Multi-Factor Authentication (MFA) and using Login.gov as its secure sign-in provider to enhance account security protection. The MFA adds an extra layer of security to the login process by requiring users to provide more than a password.

Required Actions:

According to information on the USCIS website, all current users who access the SAVE system through a web browser must migrate their existing SAVE system accounts to an account in Login.gov **before June 16, 2025**, to maintain access to the SAVE system. Users can either create a Login.gov account or use an existing Login.gov account. After completing the migration to Login.gov, users' old SAVE system usernames and passwords will no longer work. Please

note that users who access the SAVE system using a web services application (a machine-to-machine interface over a network) are not impacted by this change.

Choosing an Email Account for Login.gov:

When creating a Login.gov account, users will be prompted to enter their email address. USCIS guidance indicates that an email address that is shared with someone else cannot be used. The New York State Office of Temporary and Disability Assistance (OTDA) advises that users should not use a non-work-related personal email account, unless it is for recovery purposes.

Selecting an MFA Method for Login.gov:

During the account migration process, users will be asked to choose an MFA method. USCIS recommends selecting at least two MFA methods, although it is allowable to set up only one of the MFA methods provided. Information about each MFA method is available here: Authentication methods | Login.gov.

OTDA advises that individual users may decide which of the more secure MFA methods best suits their business needs, though users are strongly encouraged to use the authentication application method if it is an available option. Google Authenticator is recommended for mobile devices and OTP Manager for Windows devices. For instances where the authentication application methods are not viable options, the text message or phone call to a landline phone options are acceptable choices.

After the account migration process is complete, users may add an MFA method or change their MFA method. For instructions, please visit: Add or change your authentication method | Login.gov. Please note that users who cannot access their Login.gov account because they have lost access to their MFA methods may need to create a new account. Further information can be found here: Delete your account | Login.gov.

Detailed instructions on how to migrate a current SAVE system account to a Login.gov account, including a video tutorial and answers to frequently asked questions, are available at: Access SAVE with Login.gov | USCIS.

For additional assistance with Login.gov sign-in and authentication after completing the account migration process, please visit the Login.gov Help Center at: Help | Login.gov.

Other Guidance:

As a reminder, in accordance with 13-ADM-07, when determining Public Assistance (PA) and Supplemental Nutrition Assistance Program (SNAP) eligibility, social services districts (districts) must use the SAVE system to verify the immigration documentation presented by the non-citizen applicant or recipient. Benefits must not be delayed, denied, reduced or terminated pending verification of a non-citizen's documentation through the SAVE system. If all other factors of eligibility have been established and the non-citizen is otherwise eligible, benefits must be granted while awaiting a response from the SAVE system.

In instances where a non-citizen applies for PA and/or SNAP and is denied because they are unable to provide immigration documentation that supports a non-citizen status that would be

satisfactory for benefit eligibility, districts are encouraged to direct those non-citizens to contact an immigration attorney and/or call the New York State Office for New Americans (ONA) hotline at: 1-800-566-7636.