

## Joyner, Nathan (ELECT)

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**From:** CS - Save Help Queue <save.help@uscis.dhs.gov>  
**Sent:** Tuesday, July 15, 2025 7:01 AM  
**To:** Knitter, Zachary (ELECT)  
**Subject:** SAVE - Technical Issue – We Are Aware

**Caution:** This Email Originated Outside ELECT. Exercise Caution When Opening Attachments or Clicking Links, Especially From Unknown Senders.

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>.

**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 [save.help@uscis.dhs.gov](mailto:save.help@uscis.dhs.gov). For calling assistance, agents are available 8 a.m. to 8 p.m. Eastern. SAVE at 877-469-2563
- Users with hearing and speech impairment (TTY), at 877-875-6028 (available 8 a.m. to 5 p.m. Eastern.)
- International calling outside the U.S. at 1-571-293-7538

Cordially,  
The SAVE Team

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

-----Previous Email-----

You don't often get email from zachary.knitter@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,  
Zac

**Zachary (Zac) Knitter**

Data Analysis Manager  
Virginia Department of Elections  
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