



User Manual

For Employers

September 2010



U.S. Citizenship
and Immigration
Services

TABLE OF CONTENTS

| | | |
|------------|--|-----------|
| 1.0 | INTRODUCTION..... | 4 |
| 1.1 | Background and Overview..... | 4 |
| 1.2 | Basic Website Navigation..... | 5 |
| | Essential Resources..... | 6 |
| 1.3 | E-Verify Participation: Enrollment vs. Registration..... | 7 |
| 1.4 | Overview of User Roles..... | 9 |
| 1.5 | User Rules and Responsibilities..... | 10 |
| 1.6 | Privacy and Security Statement..... | 12 |
| 2.0 | INITIAL VERIFICATION..... | 13 |
| 2.1 | Form I-9 and E-Verify..... | 13 |
| 2.2 | Create a Case..... | 14 |
| | Hire Date..... | 14 |
| | Check Information..... | 17 |
| | Error: Unexpired Document Required..... | 19 |
| | E-Verify Photo Matching | 20 |
| 2.3 | Initial Case Results..... | 22 |
| 2.4 | Employment Authorized..... | 22 |
| | Request Name Review..... | 24 |
| | Tentative Nonconfirmation..... | 25 |
| 2.5 | DHS Verification In Process..... | 26 |
| 3.0 | INTERIM CASE RESULTS..... | 27 |
| 3.1 | SSA Tentative Nonconfirmation (TNC)..... | 27 |
| | Notify Employee of SSA TNC..... | 27 |
| | Refer Employee to SSA | 31 |
| 3.2 | Review and Update Employee Data..... | 34 |
| 3.3 | DHS Tentative Nonconfirmation (TNC)..... | 35 |
| | Notify Employee of DHS TNC..... | 35 |
| | Refer Employee to DHS..... | 38 |
| 3.4 | SSA Case in Continuance and DHS Case in Continuance..... | 43 |
| 4.0 | FINAL CASE RESOLUTION..... | 44 |
| 4.1 | Final Case Results..... | 44 |
| | SSA Final Nonconfirmation and DHS Final Nonconfirmation..... | 44 |
| | DHS No Show | 45 |
| | Error: Close Case and Resubmit..... | 46 |
| 4.2 | Close Case..... | 47 |
| | Close Case Statements. | 49 |
| 4.3 | Case Alerts..... | 51 |

| | | |
|------------|---|-----------|
| | Open Cases to be Closed..... | 52 |
| | Cases with New Updates..... | 53 |
| | Work Authorization Documents Expiring..... | 53 |
| 5.0 | CASE REPORTS..... | 54 |
| 5.1 | Corporate Overview of Pilot Usage..... | 54 |
| 5.2 | User Audit Report..... | 55 |
| 5.3 | User Report..... | 56 |
| 6.0 | ACCOUNT ADMINISTRATION..... | 58 |
| 6.1 | User Roles..... | 58 |
| 6.2 | User ID and Password Creation..... | 58 |
| | Reset or Change Your Password..... | 60 |
| 6.3 | Update User Profile Information..... | 61 |
| 7.0 | MY COMPANY – PROGRAM ADMINISTRATORS..... | 62 |
| 7.1 | Add New User..... | 62 |
| 7.2 | View Existing Users..... | 63 |
| | Reset User’s Password..... | 64 |
| | Delete User Account..... | 65 |
| 7.3 | My Company..... | 66 |
| | Maintain Company Information Fields..... | 68 |
| | Updating Point of Contacts..... | 68 |
| | Updating NAICS Information..... | 70 |
| | Add New Hiring Site(s)..... | 71 |
| | Close Company Account..... | 72 |
| 8.0 | RESOURCE AND CONTACT INFORMATION..... | 74 |
| | GLOSSARY..... | 76 |

1.0 INTRODUCTION

Welcome to the E-Verify User Manual for Employers! This manual provides guidance on E-Verify processes and outlines the rules and responsibilities for employers enrolled in E-Verify. All users must follow the guidelines set forth in the Memorandum of Understanding (MOU) and rules and responsibilities outlined in this User Manual.

For the purpose of this manual, the term 'employer' means any U.S. company, corporation or business entity that is required to complete the Form I-9, Employment Eligibility Verification (referred to hereafter as Form I-9) including any company employees with an E-Verify user account.

This section introduces the background and overview, basic website navigation, participation, user roles, rules and responsibilities, and the privacy and security guidelines of E-Verify.

1.1 BACKGROUND AND OVERVIEW

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S. Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service (INS), to initiate an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as Basic Pilot. E-Verify implements the legal requirements in IIRIRA by allowing any U.S. employer to verify the employment eligibility of all its newly hired employees.

E-Verify has an average of 1,400 new employer enrollments per week. E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with Federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause and employers in certain states.

E-Verify is an Internet-based system operated by DHS in partnership with SSA that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

At this time, an employer can verify the employment eligibility of only one person at a time within E-Verify. All new, temporary, seasonal, and rehire employees must be entered into E-Verify individually.

E-Verify is free and the best means available to determine the employment eligibility of new hires and the validity of their Social Security numbers (SSNs). E-Verify is currently available in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

1.2 BASIC WEBSITE NAVIGATION

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the employer user web page. The navigation links within each area vary depending upon the user.



Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218. Area 1 also includes a quick shortcut to begin the verification process. By clicking the green 'Verify Employee' button, you will begin the verification process.

Area 2 contains 'E-Verify News' which includes important updates on E-Verify, information affecting employment verification, and best practices and current events.

Area 3 contains E-Verify navigation options which are identified in the Area 3 Navigation Overview. Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page to enter information. Each user's menu option is based on their assigned user role (Section 1.4).

| AREA 3 NAVIGATION OVERVIEW | |
|---|--|
| LINK | INFORMATION |
| My Cases | <ul style="list-style-type: none"> ▶ New Case ▶ View Cases |
| My Profile | <ul style="list-style-type: none"> ▶ Edit Profile ▶ Change Password ▶ Change Security Questions |
| My Company (Only Program Administrators have these options) | <ul style="list-style-type: none"> ▶ Add New User ▶ View Existing Users ▶ Edit Company Profile ▶ Close Company Account |
| My Reports | <ul style="list-style-type: none"> ▶ View Reports |
| My Resources | <ul style="list-style-type: none"> ▶ View Essential Resources ▶ Take Tutorial ▶ View User Manual ▶ Contact Us |

Area 4 displays 'Case Alerts' for open cases requiring action. Case Alerts inform employers when an action is required. Additional information is available in Section 4.3.

ESSENTIAL RESOURCES

'View Essential Resources' under 'My Resources' contains links to important documents and tools for employers that participate in E-Verify.

| ESSENTIAL RESOURCES OVERVIEW | |
|---|--|
| LINK | INFORMATION |
| E-Verify Essentials | <ul style="list-style-type: none"> ▶ E-Verify Participation Poster ▶ Right to Work Poster ▶ E-Verify User Manual |
| E-Verify Notices | <ul style="list-style-type: none"> ▶ Blank DHS and SSA TNC Notices and Referral Letters in 9 languages |
| Form I-9 Resources | <ul style="list-style-type: none"> ▶ The latest version of Form I-9 in English and Spanish ▶ The Handbook for Employers, M-274 |
| Memorandums of Understanding (MOU) | <ul style="list-style-type: none"> ▶ Blank copy of the most recent version of the MOU |

| | |
|---|---|
| Resources for Employers | ▶ Web sites and links to web pages of particular interest to employers participating in E-Verify |
| Select Press Releases and Other Guidance | ▶ Information on photo standards, document guides and announcements related to employment documents |

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

It is important to understand the difference between enrollment and registration which are outlined in the Enrollment vs. Registration Overview.

To check your company’s enrollment status or your access method, contact:



E-Verify Customer Support Monday - Friday 8 a.m. – 5 p.m. Local Time
 Telephone: 888-464-4218 E-mail: E-Verify@dhs.gov

If your company is enrolled and you need information on how to add additional users and their functions, see Section 6.0.

| ENROLLMENT VS. REGISTRATION OVERVIEW | | |
|--------------------------------------|--|---|
| | Enrollment | Registration |
| Who | Employer who wants to participate in E-Verify | User of a company enrolled in E-Verify |
| How | Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll | After initial enrollment: Program Administrators may register general users and additional Program Administrators at any time after completing the E-Verify tutorial. When registering a new user, the Program Administrator may accept a system-generated user ID or create a custom user ID. The Program Administrator then creates a temporary password, which must be given to the new user. These E-Verify users must comply with the MOU, accept the rules and responsibilities set forth in the user manual, and successfully complete the E-Verify tutorial and pass the Knowledge Test. |
| Why | Companies enroll to verify employment eligibility of employees. | Most enrolled companies have different people who use E-Verify to create cases. There is no limit on the number of users an enrolled company can register to create cases. |

To participate in E-Verify, each company must enroll online via any Internet-capable computer using a Web browser of Internet Explorer 5.5, Netscape 4.7 or higher (with the exception of Netscape 7.0), or Mozilla Firefox.

Employers must read and accept the electronic MOU which details the responsibilities of SSA, DHS and the employer. The MOU is signed electronically by the employer

during enrollment. However all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this User Manual.

To enroll in E-Verify, employers visit the enrollment website. This website guides companies through the enrollment process. Additional information regarding enrollment is found at the following URL: <http://www.dhs.gov/E-Verify>.

Participating companies use E-Verify through an access method determined during the enrollment process. The four access methods include: Employer, E-Verify Employer Agent, Corporate Administrator, and Web Services.

The access methods are explained in the Access Method Overview.

| ACCESS METHOD OVERVIEW | |
|---|--|
| Access Method | Explanation |
| Employer Access | <p>My company plans to use E-Verify to verify its employees.</p> <p>Most E-Verify participants, regardless of their business size or structure, are registered under the Employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees.</p> |
| E-Verify Employer Agent Access | <p>My company plans to use E-Verify on behalf of its clients to verify their employees.</p> <p>The E-Verify Employer Agent access method allows an individual or company to act on behalf of other companies to verify the employment eligibility of their newly hired employees.</p> |
| Corporate Administrator Access | <p>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</p> <p>The Corporate Administrator access method allows companies to create, manage, and oversee E-Verify accounts for multiple offices or locations. This access method is designed for companies that have a need to oversee multiple locations.</p> |
| <p>Web Services Access for E-Verify Employer Agents</p> <p>-or-</p> <p>Web Services Access for Employers</p> | <p>My company plans to develop its own software to access E-Verify.</p> <p>The Web Services E-Verify Employer Agent access method requires a company to develop software that interfaces with E-Verify to perform employment eligibility verifications of newly hired employees. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to government records. If a company chooses this option, it is sent the Web Services Interface Control Agreement (ICA). The ICA contains the information used to develop and test the software interface. Both E-Verify Employer Agents and Employers are eligible to use this access method.</p> |

REMINDER

- * Follow E-Verify procedures for ALL new hires while enrolled in E-Verify.

1.4 OVERVIEW OF USER ROLES

Enrolled companies can provide their employees access to E-Verify by assigning them user roles. Permissions and functions in E-Verify granted to the user depend upon the user role. There are two types of users, General Users and Program Administrators, and they are explained in the User Role Overview.

General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. Section 6.1 provides additional details to the functions of each user role.

| USER ROLE OVERVIEW | |
|---|--|
| USER ROLE | PERMISSIONS |
| Program Administrator (at least one required) | A company must have at least one Program Administrator. The Program Administrator role includes functions of a General User. Permissions include: <ul style="list-style-type: none"> • Registering new users • Creating user accounts for other Program Administrators and General Users • Creating and managing cases • Viewing reports • Updating profile information for other Program Administrators and General Users • Unlocking user accounts |
| General User (optional) | A company can have as many General Users as it desires but is not required to have General Users. Permissions include: <ul style="list-style-type: none"> • Creating and managing cases • Viewing reports • Updating his/her own user profile |

1.5 USER RULES AND RESPONSIBILITIES

All E-Verify users are bound by the guidelines set forth in the MOU agreement and the rules and responsibilities outlined in this User Manual.

All E-Verify users must follow the guidelines specified in the Rules and Responsibilities Overview.

RULES AND RESPONSIBILITIES OVERVIEW

All Employers participating in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for all new hires while enrolled/participating in E-Verify.
- ✓ Notify all job applicants of E-Verify participation.
- ✓ Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster(s).'
- ✓ Complete the Form I-9, Employment Eligibility Verification for each newly hired employee before creating a case in E-Verify.
- ✓ Ensure that all Form I-9 List B identity documents have a photograph.
- ✓ Create a case for all newly hired employees no later than the third business day after they start work for pay.
- ✓ Obtain a Social Security number (SSN) from all newly hired employees.
- ✓ Provide employees the opportunity to contest Tentative Nonconfirmation (TNC).
- ✓ Allow newly hired employees to start and continue working during the E-Verify verification process, even if they receive Tentative Nonconfirmation (TNC).
- ✓ Ensure that all Personally Identifiable Information is safeguarded.

All Employers participating in E-Verify **MUST NOT**:

- ✗ Use E-Verify to prescreen applicants for employment.
- ✗ Check employment eligibility for employees hired before their company signed the E-Verify MOU.
- ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a Final Nonconfirmation.
- ✗ Specify or request which Form I-9 documentation a newly hired employee must use.
- ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship, or immigration status.
- ✗ Selectively verify work authorization for newly hired employees.
- ✗ Share any user ID and/or password.

Upon enrollment employers are required to clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster;' both are displayed in the figure below. Both notices are also found in E-Verify after you log in under 'View Essential Resources' (Section 1.2). Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

| E-VERIFY PARTICIPATION / ENROLLMENT NOTIFICATION | |
|---|--|
| <p><i>English & Spanish</i> Notice of E-Verify Participation</p>  <p><i>Provided by DHS</i></p> | <p>Right to Work Poster</p>  <p><i>Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices</i></p> |

1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of Personally Identifiable Information (PII). It is essential to protect the privacy of individuals that submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify and the employer/user.

Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals affected.

At a minimum, take the steps outlined in the Privacy Guidelines Overview to protect personal information and comply with the appropriate regulations.

PRIVACY GUIDELINES OVERVIEW

- | |
|---|
| <p>▶ Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and create cases.</p> |
| <p>▶ SECURE access to E-Verify. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to E-Verify.</p> |
| <p>▶ PROTECT and STORE individuals' information properly. Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.</p> |
| <p>▶ Discuss E-Verify results in PRIVATE. Ensure that Tentative Nonconfirmation and Final Nonconfirmation results are discussed in private with the employee.</p> |

REMI NDER

- * Ensure that all Personally Identifiable Information (PII) is safeguarded.

2.0 INITIAL VERIFICATION

The E-Verify verification process begins with a completed Form I-9. E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify with the information contained in DHS and SSA records.

Information from Form I-9 is entered into E-Verify and a case result is provided. Case results ultimately determine an employee's work eligibility. E-Verify will determine a case result based on information compared with SSA and DHS records. Case results can be initial, interim, or final. Every case created in E-Verify receives a final case result before it is closed, and every case must be closed.

This section outlines the steps required to create a case in E-Verify and the initial case results provided by E-Verify.

2.1 FORM I-9 AND E-VERIFY

All employers are required to complete Form I-9 within three business days of the date employment begins and keep a record of the form on file. This requirement does not change for employers enrolled in E-Verify. Employers enrolled in E-Verify have chosen to take the additional step of verifying that the employee's Form I-9 information matches government records thereby ensuring a legal workforce.

To view or download Form I-9, go to the following URL:

<http://www.uscis.gov/files/form/I-9.pdf>



For more information on Form I-9 procedures, refer to the View Essential Resources (Section 1.2) page of your E-Verify account, where you will find the *Handbook for Employers*.

To view or download the *Handbook for Employers*, go to the following URL:

<http://www.uscis.gov/files/nativedocuments/m-274.pdf>

For assistance in finding additional Form I-9 resources, contact E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. 888-464-4218.

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary; however, a SSN is required by employers that use E-Verify. Therefore all newly hired employees, including seasonal, temporary, and rehires MUST have a SSN.

A case cannot be created in E-Verify without a SSN. If a newly hired employee does NOT have an assigned SSN, he or she must obtain one from the SSA. As a result, the employer may not be able to create a case in E-Verify by the third business day after the employee starts work for pay. Employers must create a case in E-Verify as soon as the employee has received an assigned SSN from SSA.

Employers must also indicate in E-Verify the reason that the case was not created within three days of the date the employee started work for pay. Employers may choose a reason from the drop down menu or state a specific reason in the field provided.

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, employers must examine documents that prove the identity and employment eligibility of the hired employee. The employer may not specify which documents from the list of acceptable documents on Form I-9 an employee may choose to present.

An employer may accept one document from List A, which proves both identity and employment eligibility, or a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

It is required that all List B document(s) presented to an employer participating in E-Verify MUST contain a photograph. If the employee presents a U.S. Passport or Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of the employee's document.

REMI NDER

- * All newly hired employees need a SSN
 - * Do NOT specify or request which documentation a newly hired employee must use for Form I-9
 - * All List B document(s) MUST contain a photograph
 - * If the employee presents a U.S. Passport or Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of the employee's document.
-

2.2 CREATE A CASE

The next step is to create a case in E-Verify. An E-Verify case must be created no later than the end of three business days after the employee begins work for pay. If the employer learns that they have inadvertently failed to create a case by the third business day after the employee starts work for pay, the employer should bring itself into compliance immediately by creating a case for the employee.

In some cases E-Verify prompts you to check the information provided, or re-create the case before it can provide a case result. This section reviews each of these scenarios in detail.

HIRE DATE

The date you enter into the hire date field in E-Verify is usually the date the employee began work for pay. This is the date that was entered into the Section 2 Certification on Form I-9.

Section 2. Employer Review and Verification (To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number, and expiration date, if any, of the document(s).)

| List A | OR | List B | AND | List C |
|---------------------------------|----|--------|-----|--------|
| Document title: _____ | | _____ | | _____ |
| Issuing authority: _____ | | _____ | | _____ |
| Document #: _____ | | _____ | | _____ |
| Expiration Date (if any): _____ | | _____ | | _____ |
| Document #: _____ | | _____ | | _____ |
| Expiration Date (if any): _____ | | _____ | | _____ |

CERTIFICATION: I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on (month/day/year) _____ and that to the best of my knowledge the employee is authorized to work in the United States. (State employment agencies may omit the date the employee began employment.)


| | | |
|---|------------------|-----------------------------|
| Signature of Employer or Authorized Representative _____ | Print Name _____ | Title _____ |
| Business or Organization Name and Address (Street Name and Number, City, State, Zip Code) _____ | | Date (month/day/year) _____ |


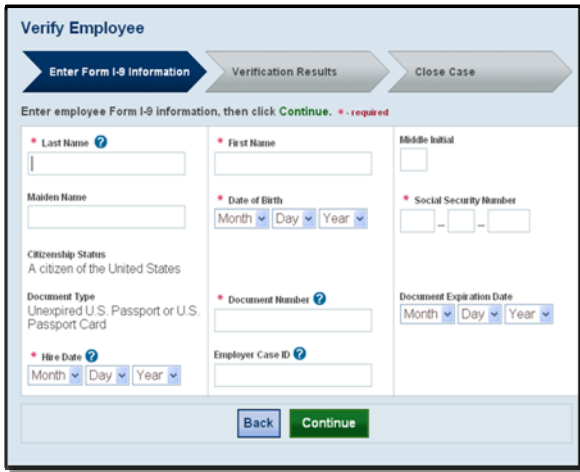
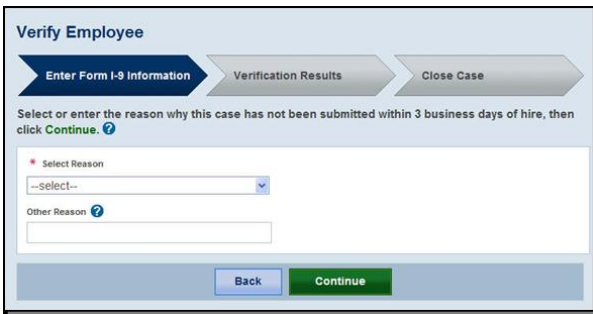
The E-Verify case can be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the date you create the case in E-Verify. You cannot enter a future date in the hire date field. See How to Determine the E-Verify Hire Date below to determine the appropriate date to enter in E-Verify hire date field.


| HOW TO DETERMINE THE E-VERIFY HIRE DATE | |
|--|--|
| If you create the case in E-Verify: | Then the E-Verify hire date is: |
| Before the employee starts work for pay | The date you create the case in E-Verify |
| On or after the employee starts work for pay | The date the employee started work for pay |

Only employees hired after November 6, 1986, are subject to the requirements of Form I-9 and E-Verify.

To create a case, take the information that the employee completed on their Form I-9 and enter it into E-Verify. To enter this information into E-Verify, you must first log in with your assigned user ID and password and then follow the steps outlined in How to Create a Case – Process Overview.

| HOW TO CREATE A CASE – PROCES OVERVIEW | |
|---|--|
| <p>1 From the E-Verify Welcome page – find My Cases and click:</p> <p>▶ New Case</p> |  |

| | |
|---|--|
| <p>2</p> <p>From Section 1 of the employee's Form I-9, chose the correct option button.</p> <ul style="list-style-type: none"> • A citizen of the United States • A noncitizen national of the United States • A lawful permanent resident • An alien authorized to work <p>Click, 'Continue'</p> <p>You are then prompted to indicate the documents provided to you for Section 2 of the employee's Form I-9. Make the appropriate selection and click, 'Continue.'</p> |  |
| <p>3</p> <p>In E-Verify, a red asterisk (*) to the right of a text box indicates a required field. From Section 1 and 2 of Form I-9, enter all required information into each text field.</p> <p>IMPORTANT: If you select An alien authorized to work you may also be required to indicate that you are entering either the Alien Number or I-94 Number from the employee's Form I-9.</p> <p>Click, 'Continue'</p> <p>Employer Case ID is an optional field for users that wish to assign an internal tracking code to a case.</p> |  |
| <p>4</p> <p>If an E-Verify case is not created within three days of hire, the user must indicate the reason for the delay. Select from one of the following reasons:</p> <ul style="list-style-type: none"> • Awaiting Social Security Number • Technical Problems • Audit Revealed that New Hire Was Not Run • Other <p>The user may also enter a specific reason in the field provided.</p> <p>Click, 'Continue'</p> |  |

Each screen provides additional information simply by clicking any helper text symbol. 



Alien Numbers and Arrival/Departure Record (Form I-94) Numbers are NOT the same.

Alien numbers consist of 9 digits or less. If the Alien Number is less than 9 digits, add leading zeroes. Although Alien Numbers are preceded by the letter “A,” do NOT type “A” into the E-Verify Alien Number field.

For example: Enter the Alien Number A1234567 as 001234567

The 9-digit USCIS # listed on the front of Permanent Resident Cards issued after May 10, 2010 is the same as the Alien Number.

Form I-94 numbers consist of 11 digits found in bold print at the top of the Arrival-Departure Record (Form I-94).

REMINDER

- * Complete Form I-9 before creating a case in E-Verify
 - * Create a case for all newly hired employees no later than the third business day after they start work for pay
-

CHECK INFORMATION

If the information entered does not immediately match SSA or DHS records, the Check Information screen appears to confirm if the information entered is correct. The user may either confirm that the information is correct or change the information in certain fields, if the information was entered incorrectly. Once the user confirms that the information presented is correct, he or she clicks ‘Continue.’ If a mistake was made in a field that cannot be updated, the user will need to close the case by clicking ‘Close Case’ and follow the steps outlined in Section 4.2 Close Case.

CHECK INFORMATION OVERVIEW

- ▶ E-Verify prompts you to review and confirm that the information entered in E-Verify is correct.

Check Information

The information below **MUST** match the employee's Form I-9. Check that the following information is correct:

- Last Name • First Name • Middle Initial
- Maiden Name • Date of Birth • Social Security Number

If this information is:

- ▶ Correct, click **Continue**.
- ▶ NOT correct, update the appropriate field(s) and click **Continue**.

If you created this case in error or no longer need to continue this verification, click **Close Case**.

| | | |
|--|---|--|
| * Last Name ? <input type="text"/> | * First Name <input type="text"/> | Middle Initial <input type="text"/> |
| Maiden Name Numident One | * Date of Birth [dropdown] [dropdown] [dropdown] | * Social Security Number <input type="text"/> - <input type="text"/> - <input type="text"/> |
| Citizenship Status A citizen of the United States | Employer Case ID | |
| Hire Date March 01, 2010 | Submitted On March 15, 2010 | |
| Submitted By JGO06407 | | |

- ▶ Confirm that the information is correct or make changes, if needed, and click 'Continue.'
- ▶ If the information entered is not correct and the information cannot be updated, click 'Close Case.'

ERROR: UNEXPIRED DOCUMENT REQUIRED

If an expired U.S. Passport or Passport Card was entered, E-Verify will display 'Error: Unexpired Document Required.' This means that E-Verify has NOT created a case for this employee; you must obtain an unexpired document for Form I-9 and re-enter the case.

As of April 3, 2009, all documents presented by an employee for Form I-9 must be unexpired (see exception below). If the document entered for an employee is expired when the employee was hired, you will need to obtain an unexpired document for Form I-9 and re-enter this employee's case in E-Verify when you have the new document.

Just because the employee presented an expired documents does not mean that the employee is not authorized to work. E-Verify will verify the employment eligibility of this employee once you obtain an unexpired document and re-enter the case.

Exception: In very limited situations an employee may present an expired document for Form I-9 when the document is accompanied by specific U.S. Department of Homeland Security guidance, such as a Federal Register Notice, that automatically extends the validity of an expired document for a specified period of time. In all other instances the document presented for Form I-9 must be unexpired at the time the employee is hired.

ERROR: UNEXPIRED DOCUMENT REQUIRED OVERVIEW

► E-Verify prompts an Error: Unexpired Document Required.

X **Error: Unexpired Document Required** ?

The information you entered indicates that the employee's U.S. Passport or Passport Card was expired when the employee was hired.

You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.

To return to the E-Verify home page, click **E-Verify Home**.

To begin a new case, click **New Case**.

| | | |
|---|-------------------------------|--|
| Last Name ***** | First Name ***** | Middle Initial -- |
| Maiden Name -- | Date of Birth ***** | Social Security Number *** ** ***** |
| Citizenship Status A citizen of the United States | | |
| Document Type Unexpired U.S. Passport or U.S. Passport Card | Document Number ***** | Document Expiration Date January 20, 2009 |
| Hire Date June 30, 2010 | Employer Case ID -- | |
| Submitted By ***** | Submitted On July 01, 2010 | |

E-Verify Home
New Case

► Obtain an unexpired document from the employee for Form I-9.

► Click 'New Case' and enter the employee's unexpired Form I-9 document information.

IMPORTANT: An expired document presented for Form I-9 does NOT mean that the

employee is not authorized to work in the United States. First, obtain an unexpired document and then re-enter the case in E-Verify, then E-Verify will verify the employment eligibility of this employee.

E-VERIFY PHOTO MATCHING

Photo matching is an automatic part of creating a case in E-Verify that prompts users to compare an employee's photo ID with a photo displayed on the E-Verify screen. This helps ensure that the documents provided are valid.

The photo matching step occurs automatically when you create a case for an employee that has presented a U.S. Passport or Passport card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. When the employee presents one of these documents and the Form I-9 information entered by the employer matches DHS records, the employee's photo automatically displays on the E-Verify screen. You must obtain a copy of the employee's document in order to match the photos.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's document and determine if the photos are reasonably identical. This means that the photos should be identical, but you should take into account minor variances in shading and detail between the two photos based upon the age and wear of the employee's document, the quality of your computer monitor, and the watermark on the photo in E-Verify to protect it from unlawful use.

Do not compare the photo displayed by E-Verify to the employee directly. The direct comparison between the document and the individual happens during Form I-9 completion, prior to using E-Verify. The Photo Matching Overview provides a summary.

PHOTO MATCHING OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I-9 photo document.
- ▶ Account for minor variances in shading and detail between the two photos and select Yes or No.

Enter Form I-9 Information **Verification Results** **Close Case**

Photo Matching

Does the photo below match the photo on the Unexpired U.S. Passport or U.S. Passport Card provided by the employee?
Select yes or no and click **Continue** ?

NOTE: If 'No Photo on this Document' appears below, select yes and click **Continue** ?



[Click to Enlarge](#)

Yes

No

Continue

► Yes- the photo on the employee's document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.

► No - the photo on the employee's document is not identical to the photo displayed in E-Verify.

NOTE: If 'No Photo on this Document' appears, select Yes.

► Click 'Continue.'

IMPORTANT: Compare the photo displayed in E-Verify with the employee's Form I-9 photo document, not to the actual employee.

After a selection is made, one of the following case results will appear:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REMI NDER

- * Employees always have a choice of which acceptable documents to present for Form I-9 completion
- * Photocopies must be made of all U.S. Passports or Passport Cards, Forms I-551 and I-766 presented by employees
- * The photo will display automatically in E-verify during the verification process
- * Only compare the employee's photo document to the photo displayed in E-Verify

2.3 INITIAL CASE RESULTS

The information entered into E-Verify is checked against SSA and DHS records. Once a case is created, a result is displayed. Initial case results are displayed in the Initial Case Results – Overview.

| INITIAL CASE RESULTS - OVERVIEW | |
|--|--|
| Employment Authorized | The employee's information matched with the records in DHS and/or SSA records. It's that easy! |
| Tentative Nonconfirmation (TNC) | Information does not initially match with SSA or DHS records. Additional action required. *See Section 3.0 Interim Case Results for more information. |
| DHS Verification In Process | This case is referred to DHS for further verification. |

2.4 EMPLOYMENT AUTHORIZED

An initial case result of 'Employment Authorized' is the most common and simple case result in E-Verify. 'Employment Authorized' means that the information entered into E-Verify matched DHS and/or SSA records and that E-Verify verified the work eligibility for the employee entered. It's that easy! However, a case that is 'Employment Authorized' is incomplete until it is closed. To close a case, see Section 4.2 Close Case.

'Employment Authorized' is considered both an initial case result and a final case result. This means that the only additional step required is to close the case in E-Verify.

Follow the steps outlined in the Employment Authorized - Process Overview.

EMPLOYMENT AUTHORIZED – PROCESS OVERVIEW

► Receive case result ‘Employment Authorized.’

► Check the information in E-Verify against employee’s Form I-9.

► Close Case.

A case result of ‘Employment Authorized’ requires the important step to close the case. You must close each case; this does not happen automatically. Closing the case removes it from the active cases or the ‘Open Cases to be Closed’ list. To close each case, follow the steps outlined in Section 4.2 Close Case.

EMPLOYMENT AUTHORIZED SUMMARY

EMPLOYER ACTION

- Enter Form I-9 information into E-Verify
- Receive ‘Employment Authorized’ case result
- Ensure that the information found in E-Verify matches with the employee’s Form I-9
- Close Case

EMPLOYEE ACTION

- NONE

REQUEST NAME REVIEW

In some cases E-Verify generates a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the DHS records. You must review the employee's name before a final case result can be determined. This will ensure that the case result belongs to the intended employee. E-Verify allows for a name review by following the steps outlined in the Request Name Review - Process Overview.

REQUEST NAME REVIEW – PROCESS OVERVIEW

- ▶ Compare the name displayed in the yellow box with the name you entered that is shown in the white box.
- ▶ If the names match, click 'Close Case.'
- ▶ If the names do not match, request DHS review the case by clicking 'Request Name Review.'

▶
▶
Enter Form I-9 Information ✔ Verification Results ✔ Close Case

Employment Eligibility:

✔ **Employment Authorized**

***** : is authorized to work in the United States. To complete the verification process, click **Close Case** ?

If the name displayed above is different from the name you entered that is displayed below, click **Request Name Review** to request DHS review the case. ?

| | | |
|--------------------|--------------------------|------------------------|
| Last Name | First Name | Middle Initial |
| Maiden Name | Date of Birth | Social Security Number |
| Citizenship Status | Alien Number | |
| Document Type | Document Expiration Date | |
| Hire Date | Employer Case ID | |
| Submitted By | Submitted On | |
| RequestNameReview | March 15, 2010 | |

Request Name Review
Close Case

- ▶ Enter the specific reason for the name review request into the comments field.

► Click 'Continue.'

A case sent to DHS for name review is updated with one the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REQUEST NAME REVIEW SUMMARY

EMPLOYER ACTION

- Determine if a name review is required (if not, 'Close Case')
- Click 'Continue'
- Input reason for name review request in comments field
- Click 'Submit Name Review Request'
- Wait to hear back from DHS and follow steps outlined in 'DHS Verification in Process'

EMPLOYEE ACTION

- NONE

TENTATIVE NONCONFIRMATION

A Tentative Nonconfirmation (TNC) case result means that the information entered into E-Verify from Form I-9 differs from either SSA and/or DHS records. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

An SSA TNC means that the information entered into E-Verify does not match SSA records. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from SSA or employee actions.

A DHS TNC means that the information entered into E-Verify does not match DHS records. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from DHS or employee actions.


Section 3.0 Interim Case Results provides details and actions required when you receive a Tentative Nonconfirmation.

2.5 DHS VERIFICATION IN PROCESS

A case result of 'DHS Verification in Process' means that the information did not match DHS records. The case is automatically referred to DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses may take up to three federal government workdays. Check E-Verify daily for a response. Follow the steps outlined in the DHS Verification in Process - Process Overview.

DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW

► Case result displays 'DHS Verification in Process.'



► Check E-Verify for changes to case results.

► DHS has three federal government workdays to respond.

► Follow the next step based on the case result provided.

After the three federal government workdays a 'DHS Verification in Process' will provide one of the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 3.3
- ◆ DHS CASE IN CONTINUANCE, Section 3.4

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

DHS VERIFICATION IN PROCESS SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Follow next steps based on case result provided

EMPLOYEE ACTION

- NONE

3.0 INTERIM CASE RESULTS

An interim case result requires additional action before E-Verify can provide a final case result and you can complete the verification process. Interim case results are displayed in the Interim Case Results – Overview.

| Interim Case Results - Overview | |
|---|--|
| SSA or DHS Tentative Nonconfirmation | Information did not match with SSA or DHS records. Additional action is required. |
| Review and Update Employee Data | A prompt to review, update, and resubmit the employee's Form I-9 information. |
| DHS Verification In Process | This case is referred to DHS for further verification. See section 2.5 for more information. |
| SSA or DHS Case in Continuance | The employee has visited a SSA field office, or contacted DHS, but more time is needed to determine a final case result. |

3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

An SSA TNC results when the information submitted in E-Verify does not initially match the SSA records. An SSA TNC does not mean that the employee is not authorized to work in the United States.

An SSA TNC case result may occur because the employee's:

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, SSN, or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch

The employee must be notified of this result as soon as possible by following the steps in Notify Employee of SSA TNC – Process Overview.

NOTIFY EMPLOYEE OF SSA TNC

You must promptly notify the employee of the SSA TNC case result.

While being notified of the SSA TNC, the employee chooses to either contest the case result or not contest. In either case, the employee acknowledges his or her decision on the SSA TNC Notice. When an employee chooses to contest an SSA TNC, it means that the employee will visit an SSA field office within eight government workdays.


If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

If the employee chooses to accept the case result and take no further action, then you can close the case in E-Verify and terminate employment without penalty. See Section 4.2 Close Case.

To notify an employee of the SSA TNC case result, follow the steps outlined in the Notify Employee of SSA TNC - Process Overview.

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

- ▶ Receive SSA TNC case result.
- ▶ Click 'Continue.'



- ▶ Complete the following steps:
 1. Select to print the SSA TNC Notice in either English or Spanish. Confirm that the name and SSN listed on the top of the notice are correct. Print the SSA TNC Notice.

If the employee cannot read, you must read the TNC Notice to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the TNC Notice in one of these languages, found in 'View Essential Resources.'
 - IMPORTANT:** You may provide the SSA TNC Notice to the employee in person, by fax, e-mail, overnight or next day delivery service, as long as you take the proper precautions to ensure the employee's information is protected. You may not send the SSA TNC Notice by mail.
 2. Review the SSA TNC Notice privately with the employee; instructions are found on page one of the SSA TNC Notice.
 3. Instruct the employee to indicate whether he or she will contest the SSA TNC on the SSA TNC Notice.
 4. Ensure that you and the employee sign and date the SSA TNC Notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

Enter Form I-9 Information **Verification Results** Close Case

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

Print, Review & Sign TNC Notice Confirm Employee Decision Refer Employee Print, Review & Sign Referral Letter

Print, Review & Sign TNC Notice
 Review the SSA TNC with the employee. Follow the steps listed below.

- 1 Print the SSA Tentative Nonconfirmation Notice

Notification to Employee of SSA Tentative Nonconfirmation ?

Choose which language to print

English
- 2 Review the SSA TNC privately with the employee.
- 3 Have the employee indicate whether he or she will contest the SSA TNC on the SSA Tentative Nonconfirmation Notice.
- 4 Ensure that you and the employee sign and date the SSA Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.

Confirm Employee Notification

I have notified this employee of the TNC.
- 5 After these steps are complete, click **Continue**.

If you created this case in error or no longer need to continue this verification, click **Close Case** ?

To return to this case at a later time, click **Save Case and Exit** ?

Close Case Save Case and Exit **Continue**

► Keep original signed SSA TNC Notice on file with Form I-9.
 ► Provide copy of signed SSA TNC Notice to the employee.
 ► Once complete, click 'Continue.'
 ► Next, confirm the employee's decision to contest or not contest the case result.

Enter Form I-9 Information **Verification Results** Close Case

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

Print, Review & Sign TNC Notice **Confirm Employee Decision** Refer Employee Print, Review & Sign Referral Letter

Confirm Employee Decision

Follow the steps below based on your employee's decision to contest or not contest the SSA TNC.

If the employee:

- ▶ Chose to CONTEST the SSA TNC, click **Continue**.
- ▶ Chose to NOT CONTEST the SSA TNC, click **Close Case**.

To review or reprint the SSA Tentative Nonconfirmation Notice, click **Back**.

If you created this case in error or no longer need to continue this verification, click **Close Case** ?

To return to this case at a later time, click **Save Case and Exit** ?

Back Close Case Save Case and Exit **Continue**

▶ If the employee chose to contest the TNC, click 'Continue.'

▶ If the employee chose not to contest, click 'Close Case' and follow steps in Section 4.2 Close Case.

NOTIFY EMPLOYEE OF SSA TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of SSA TNC
- Print, sign, and date SSA TNC Notice
- Instruct employee to sign and date SSA TNC Notice
- Keep original signed SSA TNC Notice on file with Form I-9
- Provide copy of signed SSA TNC Notice to the employee
- Take next action based on employee decision to contest or not contest SSA TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed SSA TNC Notice
- Acknowledge SSA TNC case result by signing and dating SSA TNC Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO SSA

After being notified of the SSA TNC, the employee chooses to contest or not contest the case result and acknowledges his or her decision on the SSA TNC Notice. An employee that chooses to contest an SSA TNC is referred to SSA.

E-Verify generates an SSA Referral Letter that you must provide to the employee. You must verify the information on the letter, then print, sign, and provide this letter to the employee. The SSA Referral Letter provides instructions to you and the employee regarding the next steps. See the Refer to SSA – Process Overview for an outline of these steps.


Employees that choose to contest the SSA TNC have eight federal government workdays to visit an SSA field office. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to SSA in E-Verify. The date by which the employee must visit SSA is printed on the SSA Referral Letter.

You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee based on the employee's decision to contest a TNC or because the case is still pending with SSA.

To refer an employee to visit an SSA field office, follow the steps outlined in the Refer Employee to SSA - Process Overview.

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

► Click 'Refer Case.'



► Complete the steps listed below:

1. Chose to print the SSA Referral Letter in either English or Spanish and confirm that the name and SSN listed on the top of the letter are correct. Print the SSA Referral Letter.

If the employee cannot read, you must read the Referral Letter to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the Referral Letter in one of these languages, found in 'View Essential Resources.'

IMPORTANT: Once the letter is signed, you may provide it to the employee in person, by fax, e-mail, overnight or next day delivery service, as long as you take proper precautions to ensure the employee's information is protected. You may not send the referral by mail.

2. Review and explain the next steps to the employee – instructions to the employer are on page one of the SSA Referral Letter and the employee instructions are on page two.
3. Ensure that you and the employee sign and date the SSA Referral Letter.
4. Provide a copy of the signed SSA Referral Letter to the employee and file the original SSA Referral Letter with Form I-9.
5. After these steps are complete, click 'Continue.'

Print, Review & Sign Referral Letter

This employee was referred to SSA on **March 15, 2010**. The employee must visit a SSA field office within 8 federal government workdays. To complete the referral process follow the steps below.

- 1 Print the SSA Referral Letter.

SSA Referral Letter Choose which language to print

English
- 2 Review the SSA Referral Letter privately with the employee.
- 3 Ensure that you and the employee sign and date the SSA Referral Letter.
- 4 Give the employee the signed SSA Referral Letter. The employee will need to bring the letter to the SSA field office.
- 5 After you complete these steps, click **Continue**.

If you created this case in error or no longer need to continue this verification, click **Close Case** ?

To return to this case at a later time, click **Save Case and Exit** ?

- The employee has been referred to SSA, and the case status is 'Employee Referred to SSA.' The employee has eight federal government workdays to visit an SSA field office.

► Check E-Verify for case updates and follow steps based on next case result.

IMPORTANT: You should ONLY close the case when E-Verify provides a final case result or if you no longer need to continue to verify the employment eligibility of this employee.

SSA has 10 federal government workdays to update the case result in E-Verify. You should check E-Verify periodically for an update in case result. A case referred to SSA is updated with one the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1
- ◆ SSA CASE IN CONTINUANCE, Section 3.4
- ◆ DHS VERIFICATION IN PROCESS, Section 2.5
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REFER EMPLOYEE TO SSA SUMMARY

EMPLOYER ACTION

- If employee chooses to contest SSA TNC, Refer case
- Ensure that the information on the SSA Referral Letter is correct
- Print, review, sign, and date SSA Referral Letter
- Have employee sign and date SSA Referral Letter
- Keep original signed SSA Referral Letter on file with Form I-9
- Provide copy of signed SSA Referral Letter to the employee
- Check E-Verify for case result updates
- Close case

EMPLOYEE ACTION

- Sign and date SSA Referral Letter
- Visit an SSA field office within eight federal government workdays

3.2 REVIEW AND UPDATE EMPLOYEE DATA

In some instances, a case status of 'Review and Update Employee Data' occurs and you will receive a prompt to review and update the employee's information. This means that SSA found a discrepancy in the information it received in the E-Verify referral.

A 'Review and Update Employee Data' update occurs for reasons including typographical errors and/or incorrect information provided on Form I-9.

This requires you to review Form I-9 with the employee, correct the information, and update the case by following the steps provided in the Update Case - Process Overview.

UPDATE CASE – PROCESS OVERVIEW

- ▶ Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update.
- ▶ To make changes click 'Continue.'
- ▶ Modify the employee's information in the blank fields.
- ▶ You can update a case one time. Ensure that this action is correct before updating the case.

- ▶ Click 'Continue.'
- ▶ Follow next steps based on the case result provided.

A case that is resubmitted to SSA is updated with one of the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS VERIFICATION IN PROCESS, Section 2.5
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1

Each case result requires different actions or steps to continue the case. These actions are outlined in each case result section throughout this manual.

REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

EMPLOYER ACTION

- Review the information on Form I-9 and E-Verify with the employee for correctness
- Access the employee's case
- Enter employee's updated information into the blank fields provided
- Click 'Continue'
- Follow steps based on case result provided

EMPLOYEE ACTION

- Ensure that the information found on Form I-9 is accurate and correct

3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

A DHS TNC results when the information submitted to E-Verify does not initially match with DHS records. A DHS TNC does not mean that the employee is not authorized to work in the United States.

A DHS TNC case result occurs because the employee's:

- Name, A-number, and/or I-94 number are incorrect in DHS records
- ID photo document differs from the photo in DHS records
- Information was not updated in the employee's DHS records
- Citizenship or immigration status changed
- Record contains another type of error

The employee is notified of this result by following the steps in Notify Employee of DHS TNC – Process Overview

NOTIFY EMPLOYEE OF DHS TNC

You must promptly notify the employee of the DHS TNC case result.

After being notified, the employee chooses to contest or not contest the DHS TNC case result and indicates his or her decision on the DHS TNC Notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting DHS.

If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

If the employee chooses not to contest the TNC, you may close the case and may terminate employment without penalty.

If the employee chooses to contest the case result, you must refer the employee to DHS. To refer an employee to DHS, see the Notify Employee of DHS TNC - Process Overview.

NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

- Receive DHS TNC case result and click 'Continue' to proceed with the notification process.

The screenshot shows a web interface for the DHS TNC process. At the top, a progress bar indicates the current step is 'Verification Results'. Below this, a yellow box highlights the 'Employment Eligibility' section, which contains a warning icon and the text 'DHS Tentative Nonconfirmation (TNC)'. The main content area explains that the employee's information did not match U.S. Department of Homeland Security (DHS) records and provides instructions: 'To begin TNC process, click Continue', 'If you created this case in error or no longer need to continue this verification, click Close Case', and 'To return to this case at a later time, click Save Case and Exit'. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue', with a mouse cursor pointing to the 'Continue' button.


- Complete the steps listed below:

1. Select to print the DHS TNC Notice in either English or Spanish. Confirm that the name and SSN listed on the top of the notice are correct. Print the DHS TNC Notice.

If the employee cannot read, you must read the TNC Notice to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the TNC Notice in one of these languages, found in 'View Essential Resources.'

IMPORTANT: You may provide the DHS TNC Notice to the employee in person, by fax, e-mail, overnight or next day delivery service, as long as you take the proper precautions to ensure the employee's information is protected. You may not send the DHS TNC Notice by mail.

2. Review the DHS TNC Notice privately with the employee; instructions are found on page one of the DHS TNC Notice.
3. Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Notice.
4. Ensure that you and the employee sign and date the DHS TNC Notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

Employment Eligibility:
 **DHS Tentative Nonconfirmation (TNC)** [?](#)


[Print, Review & Sign TNC Notice](#) → [Confirm Employee Decision](#) → [Refer Employee](#) → [Print, Review & Sign Referral Letter](#)

Print, Review & Sign TNC Notice

Review the DHS TNC with the employee. Follow the steps listed below.

- 1 Print the DHS Tentative Nonconfirmation Notice

Notification to Employee of DHS Tentative Nonconfirmation [?](#) Choose which language to print

English v  [Print Notice](#)
- 2 Review the DHS TNC privately with the employee.
- 3 Have the employee indicate whether he or she will contest the DHS TNC on the DHS Tentative Nonconfirmation Notice.
- 4 Ensure that you and the employee sign and date the DHS Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.

Confirm Employee Notification


I have notified this employee of the TNC.
- 5 After these steps are complete, click **Continue**.

If you created this case in error or no longer need to continue this verification, click [Close Case](#) [?](#)

To return to this case at a later time, click [Save Case and Exit](#) [?](#)

[Close Case](#) [Save Case and Exit](#) [Continue](#)

- ▶ Keep original signed DHS TNC Notice on file with Form I-9.
- ▶ Provide copy of signed DHS TNC Notice to employee.
- ▶ Once you complete the steps above, click ‘Continue.’
- ▶ Next, confirm employee’s decision to contest or not contest the case result.

Employment Eligibility:
 **DHS Tentative Nonconfirmation (TNC)**

[Print, Review & Sign TNC Notice](#) → [Confirm Employee Decision](#) → [Refer Employee](#) → [Print, Review & Sign Referral Letter](#)

Confirm Employee Decision

Follow the steps below based on your employee’s decision to contest or not contest the DHS TNC.

If the employee:

- ▶ Chose to CONTEST the DHS TNC, click **Continue**.
- ▶ Chose to NOT CONTEST the DHS TNC, click **Close Case**.

To review or reprint the DHS Tentative Nonconfirmation Notice, click **Back**.

If you created this case in error or no longer need to continue this verification, click [Close Case](#) [?](#)

To return to this case at a later time, click [Save Case and Exit](#) [?](#)

[Back](#) [Close Case](#) [Save Case and Exit](#) [Continue](#)

- ▶ If the employee chose to contest the TNC, click 'Continue.'
- ▶ If the employee chose to not contest, click 'Close Case' and follow steps in Section 4.2 Close Case.

NOTIFY EMPLOYEE OF DHS TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of DHS TNC
- Print, review, sign and date DHS TNC Notice
- Instruct employee to sign and date DHS TNC Notice
- Keep original signed DHS TNC Notice on file with Form I-9
- Provide copy of signed DHS TNC Notice to employee
- Take next action based on employee decision to contest or not contest DHS TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed DHS TNC Notice
- Acknowledge DHS TNC case result by signing and dating DHS TNC Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO DHS

After being notified of the DHS TNC, the employee chooses to contest or not contest the case result and acknowledges his or her decision on the DHS TNC Notice. An employee that chooses to contest a DHS TNC must be referred to DHS.

E-Verify generates a DHS Referral Letter that you provide to the employee. First confirm the information on the letter is correct then print, sign, date the letter and provide it to the employee. The DHS Referral Letter provides instructions to you and the employee regarding the next steps. These steps are outlined in Refer Employee to DHS – Process Overview.

Employees choosing to contest the DHS TNC have eight federal work days to contact DHS. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to DHS in E-Verify. The date by which the employee must contact DHS is printed in the SSA Referral Letter.

A photo mismatch TNC requires an additional step but follows the same guidelines of any TNC. If the employee chooses to contest the photo mismatch TNC the employee must be referred to DHS and you must send a copy of the photo ID document to E-Verify.

You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee based on the employee's decision to contest a TNC or because the case is still pending with DHS.

To refer an employee to DHS, follow the steps outlined in the Refer Employee to DHS - Process Overview.

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

- ▶ Click 'Refer Case.'

In some cases, E-Verify prompts you to submit a copy of the employee's photo document to DHS. Follow the steps below to complete this step when prompted.

- ▶ First, obtain a copy of the employee's Form I-9 photo document.
 - ▶ Then determine how you will submit a copy of this document to DHS. You may submit an electronic copy or send a paper copy by selecting one of the following:
 - Attach and Submit Copy of Employee's Photo Document
- OR**
- Mail Copy of Employee's Photo Document

If you chose to mail a paper copy, send it through express mail to the address below:

U.S. Department of Homeland Security (USCIS)
 10 Fountain Plaza, 3rd Floor
 Buffalo, NY 14202
 Attn: Status Verification Unit – Photo Matching

DHS will not pay for any shipping costs. Participants are free to choose an express shipping carrier at their own expense. Inform all hiring sites of the DHS shipping information.

Employment Eligibility:

⚠ **DHS Tentative Nonconfirmation (TNC)** ?

Refer Employee

You indicated that the employee chose to contest the DHS TNC. The next step is to submit a copy of the employee's photo document and refer the employee to DHS.

You may attach an electronic copy of the photo document on this page or send a paper copy to DHS via express mail.

To submit a copy of the employee's photo document, select one of the options below, follow the instructions, then click **Refer Case**.

When you click Refer Case it starts the 8 federal government workdays that the employee has to contact DHS.

Attach and Submit Copy of Employee's Photo Document

- ▶ Make a digital copy of the employee's photo document and save it to your computer. For example, you may choose to scan or take a digital photo of the document.
- ▶ Use the **Browse** button to select the file. Files must be in the .GIF format and no larger than 1.5 MB.

After the file is selected, click **Refer Case**.

Mail Copy of Employee's Photo Document

- ▶ Mail a copy of the employee's photo document, along with a copy of the DHS Referral Letter, via express mail to the address below and click **Refer Case**.

U.S. Department of Homeland Security – USCIS
 10 Fountain Plaza, 3rd Floor
 Buffalo, NY 14202
 Attn: Status Verification Unit – Photo Matching

IMPORTANT: Send only a copy, not the original document to DHS. You must use an express shipping carrier of your choice at your own expense. DHS will not pay for any shipping costs.

If you created this case in error or no longer need to continue this verification, click **Close Case**.

To return to this case at a later time, click **Save Case and Exit**.

▶ After you complete the above, click 'Refer Case.'

▶ After you have referred the case, complete the following steps:

1. Choose to print the DHS Referral Letter in either English or Spanish and confirm that the name and SSN listed on the top of the letter are correct. Print the DHS Referral Letter.

If the employee cannot read, you must read the Referral Letter to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the Referral Letter in one of these languages, found in 'View Essential Resources.'

IMPORTANT: Once the letter is signed, you may provide it to the employee in person, fax, e-mail, overnight or next day delivery service, as long as you take proper precautions to ensure the employee's information is protected. You may not send the referral by mail.

2. Review the DHS Referral Letter and explain the next steps to the employee – instructions to the employer are on page one of the DHS Referral Letter and the employee instructions are on page two.
3. Ensure you and the employee sign and date the letter.
4. Provide a copy of the signed DHS Referral Letter to the employee and file the original letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to DHS' with a warning icon.
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (active).
- Section Header:** 'Print, Review & Sign Referral Letter'.
- Text:** 'This employee was referred to DHS on **March 15, 2010**. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.'
- Numbered List:**
 - Print the DHS Referral Letter.
 - Review the DHS Referral Letter privately with the employee.
 - Ensure that you and the employee sign and date the DHS Referral Letter.
 - Give the employee the signed DHS Referral Letter. The employee will need to have the letter when contacting DHS.
 - After you complete these steps, click **Continue**.
- Form:** 'DHS Referral Letter' with a language dropdown set to 'English' and a 'Print Letter' button.
- Footer:** 'Close Case', 'Save Case and Exit', 'Continue' buttons.

- ▶ The employee has been referred to DHS, and the case status is 'Employee Referred to DHS.' The employee has eight federal government workdays to contact DHS.
- ▶ Check E-Verify for case updates.

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to DHS' with a warning icon.
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (checked).
- Section Header:** 'Check for Case Status Updates'.
- Text:** 'This employee was referred to DHS on **March 15, 2010**. The employee has until **March 25, 2010**, to contact DHS.'
- Text:** 'E-Verify will update the employee's case status by **March 29, 2010**. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.'
- Text:** 'To reprint the DHS Referral Letter, select **Reprint Letter**.'
- Form:** 'DHS Referral Letter' with a language dropdown set to 'English' and a 'Reprint Letter' button.
- Text:** 'To return to the E-Verify home page, click **E-Verify Home**.'
- Text:** 'If you created this case in error or no longer need to continue this verification, click **Close Case**.'
- Text:** 'To begin a new case, click **New Case**.'
- Footer:** 'E-Verify Home', 'Close Case', 'New Case' buttons.

IMPORTANT: You should **ONLY** close the case when E-Verify provides a final case result or if you no longer need to continue to verify the employment eligibility of this employee.

After the 10 federal government workdays a DHS Referral will provide one the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS FINAL NONCONFIRMATION, Section 4.1
- ◆ DHS CASE IN CONTINUANCE, Section 3.4
- ◆ DHS NO SHOW, Section 4.1

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REFER EMPLOYEE TO DHS SUMMARY

EMPLOYER ACTION

- If employee chooses to contest DHS TNC, Refer Case
- Ensure that the information on the DHS Referral Letter is correct
- Print, review, sign, and date DHS Referral Letter
- Have employee sign and date DHS Referral Letter
- Keep original signed Referral letter on file with Form I-9
- Provide copy of signed DHS Referral Letter to employee
- Express mail or attach and submit a copy of employee's photo document to send to DHS if TNC is due to photo mismatch
- Check E-Verify for case result updates
- Close Case

EMPLOYEE ACTION

- Sign and date DHS Referral Letter
- Contact DHS within eight federal government workdays
- DHS instructs employee on the next steps

3.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

A SSA or DHS Case in Continuance indicates that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result. The reason SSA/DHS needs more time is unique and varies with each situation. You must check E-Verify periodically for an update in case result. You cannot terminate or take adverse action against the employee while SSA/DHS is reviewing an employee's case.



Once DHS and/or SSA have updated E-Verify, one the following case results shows:

For DHS CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ DHS FINAL NONCONFIRMATION, Section 4.1

For SSA CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.4
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2
- ◆ DHS VERIFICATION IN PROCESS, Section 2.5

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

SSA/DHS CASE IN CONTINUANCE SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Close Case

EMPLOYEE ACTION

- NONE

4.0 FINAL CASE RESOLUTION

To complete the E-Verify process, every case must receive a final case result and be closed.

4.1 FINAL CASE RESULTS

Final case results are displayed in the Final Case Results – Overview.

| FINAL CASE RESULTS - OVERVIEW | |
|---|--|
| Employment Authorized | The employee’s information matched with the records in DHS and/or SSA records. It’s that easy! See section 2.4. |
| SSA or DHS Final Nonconfirmation | E-Verify cannot verify an employee’s employment eligibility after the employee has visited SSA, or contacted DHS. |
| DHS No Show | The employee did not contact DHS within the eight federal government workdays. |
| Error: Close Case and Resubmit | This case cannot continue because the expiration date entered for the employee’s U.S. Passport or Passport Card is incorrect. This case must be resubmitted in E-Verify. |

SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

A SSA or DHS Final Nonconfirmation case result is received when E-Verify cannot verify an employee’s employment eligibility after an employee has contacted DHS or visited an SSA field office. Once a SSA or DHS Final Nonconfirmation has been provided, you must close the case.

You may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.





SSA/DHS FINAL NONCONFIRMATION SUMMARY

EMPLOYER ACTION

- Receive SSA or DHS Final Nonconfirmation case result
- Close Case

EMPLOYEE ACTION

- NONE

DHS NO SHOW

A 'DHS No Show' indicates that the employee did not contact DHS within the eight federal government workdays. A 'DHS No Show' response is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be closed in E-Verify.

You may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.



DHS NO SHOW SUMMARY

EMPLOYER ACTION

- Receive DHS No Show case result
- Close Case

EMPLOYEE ACTION

- NONE

ERROR: CLOSE CASE AND RESUBMIT

If E-Verify prompts a 'Error: Close Case and Resubmit' you cannot continue the case because the expiration date you entered for the employee's U.S. Passport or Passport Card is incorrect.

When you close the case in E-Verify select the closure statement option: **The case is invalid because the data entered is incorrect.**

You must submit a new case for this employee because you cannot change document information for a case that has already been submitted. Therefore, you must close this case and create a new case for this employee using the correct document expiration date.

IMPORTANT: This does not mean that the employee is not authorized to work. E-Verify will verify the employment eligibility of this employee once you create a new case and enter the correct document expiration date.



ERROR: CLOSE CASE AND RESUBMIT SUMMARY

EMPLOYER ACTION

- Receive Error: Close Case and Resubmit
- Close Case using closure statement option: The Case is invalid because the data entered is incorrect
- Resubmit case using the correct document expiration date for the U.S. Passport or Passport Card

EMPLOYEE ACTION

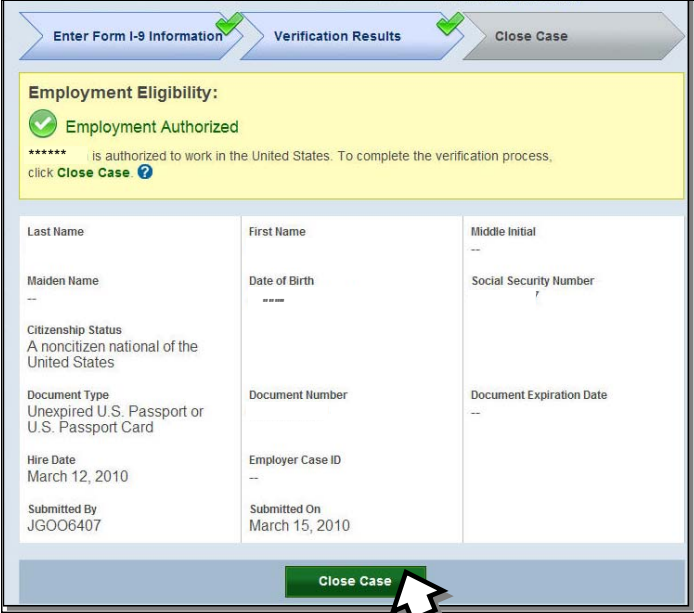
- If necessary provide employer with unexpired U.S. Passport or Passport Card

4.2 CLOSE CASE

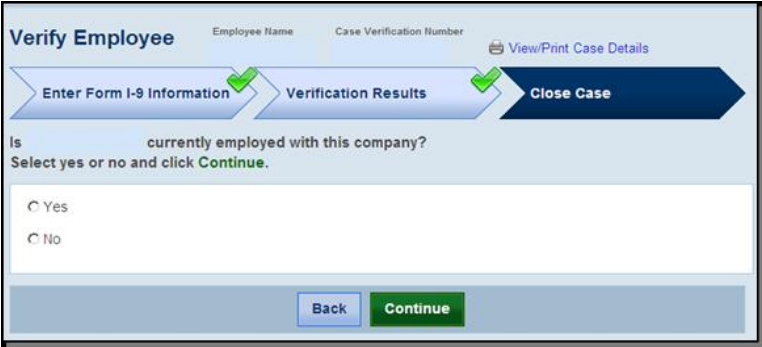
Employers must close EVERY case created in E-Verify. To close a case, employers follow the steps outlined in the Close Case - Process Overview.

CLOSE CASE – PROCESS OVERVIEW


► Click 'Close Case.'



► Next, determine if the employee is still employed with the company; select yes or no and click 'Continue'. Your response to the question “Is (employee’s name) currently employed with this company?” will determine which close case statement options will appear on the next screen.



► Next, select the most appropriate statement and click, 'Continue.'



Enter Form I-9 Information → Verification Results → Close Case

Select the appropriate statement and click **Continue**. ?

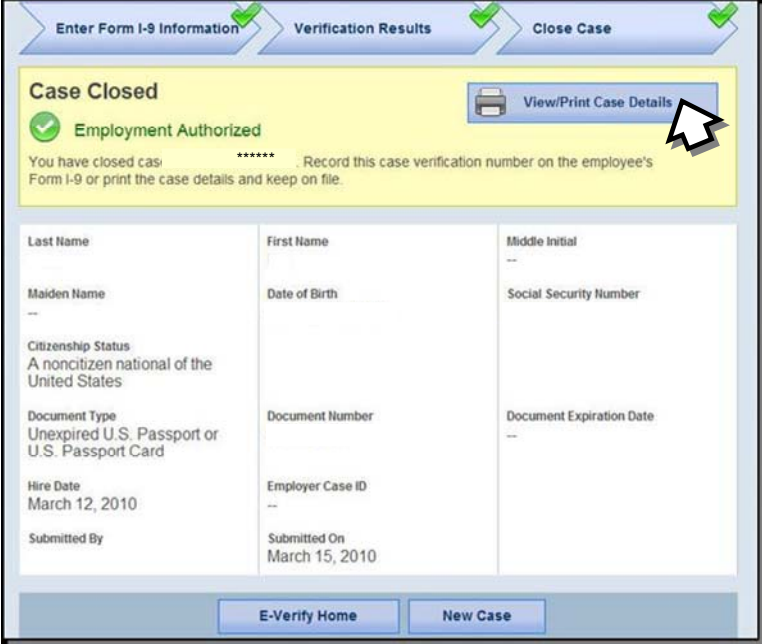
The employee continues to work for the employer after receiving an Employment Authorized result.

The case is invalid because another case with the same data already exists.

The case is invalid because the data entered is incorrect.

Back Continue

► Record the case verification number on the employee's Form I-9, or print the case details and file it with the employee's Form I-9.



Enter Form I-9 Information → Verification Results → Close Case

Case Closed View/Print Case Details

Employment Authorized

You have closed case *****. Record this case verification number on the employee's Form I-9 or print the case details and keep on file.

| | | |
|--|--------------------------------|--------------------------|
| Last Name | First Name | Middle Initial |
| --- | --- | --- |
| Maiden Name | Date of Birth | Social Security Number |
| --- | --- | --- |
| Citizenship Status A noncitizen national of the United States | Document Number | Document Expiration Date |
| --- | --- | --- |
| Document Type Unexpired U.S. Passport or U.S. Passport Card | Employer Case ID | --- |
| --- | --- | --- |
| Hire Date March 12, 2010 | Submitted On March 15, 2010 | --- |
| Submitted By | --- | --- |

E-Verify Home New Case

► This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. Each case is closed by using one of the Close Case Statements listed below. E-Verify will present only those options that are relevant to each case. This means that in some cases, not all of the Close Case options are available. Use Close Case Statements to determine a choice that best suits the situation for the case.

CLOSE CASE STATEMENTS

- ▶ **The employee continues to work for the employer after receiving an Employment Authorized result.**
E-Verify has verified that the employee is eligible to work in the United States and the employee continues to work for the employer.
- ▶ **The employee continues to work for the employer after receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but was unable to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.
- ▶ **The employee continues to work for the employer after receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but did not take action to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.
- ▶ **The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the Tentative Nonconfirmation. The employer chooses to exercise its legal right to allow the employee to continue to work.
- ▶ **The employee was terminated by the employer for receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but was unable to resolve it. The employer terminated the employee because of the Final Nonconfirmation result.
- ▶ **The employee was terminated by the employer for receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the Tentative Nonconfirmation, but did not take action to resolve it. The employer terminated the employee because of the No Show result.
- ▶ **The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the Tentative Nonconfirmation. The employer terminated the employee because the employee chose not to contest the Tentative Nonconfirmation.
- ▶ **The employee voluntarily quit working for the employer.**
The employee chose to stop working for the employer.
- ▶ **The employee was terminated by the employer for reasons other than E-Verify.**
The employer terminated the employee for reasons unrelated to E-Verify.

▶ **The case is invalid because another case with the same data already exists.**

An E-Verify case with the same data was already created for this employee. This is a duplicate case.

▶ **The case is invalid because the data entered is incorrect.**

The data entered for this employee was not correct.

CLOSE CASE SUMMARY

EMPLOYER ACTION

- Click 'Close Case'
- Indicate the employee's employment status
- Select the appropriate Close Case Statement
- Record case verification number on Form I-9 or print screen and file it with Form I-9
- E-Verify case process is now completed

EMPLOYEE ACTION

- NONE

4.3 CASE ALERTS

E-Verify Case Alerts are found at the bottom of the user home page. The purpose of this feature is to bring your attention to cases that need your action. When you log in to E-Verify, Case Alerts inform you of one of the following:

- ◆ Open Cases to be Closed
- ◆ Cases with New Updates
- ◆ Work Authorization Documents Expiring

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click. Cases can also be accessed through 'View Cases' and using the search function. Review the Case Alerts – Overview for more information.

CASE ALERTS – OVERVIEW

- ▶ E-Verify user home page display with no Case Alerts



- ▶ E-Verify user home page display with Case Alerts
- ▶ Click on the alert requiring your attention to access your Case Alert(s)

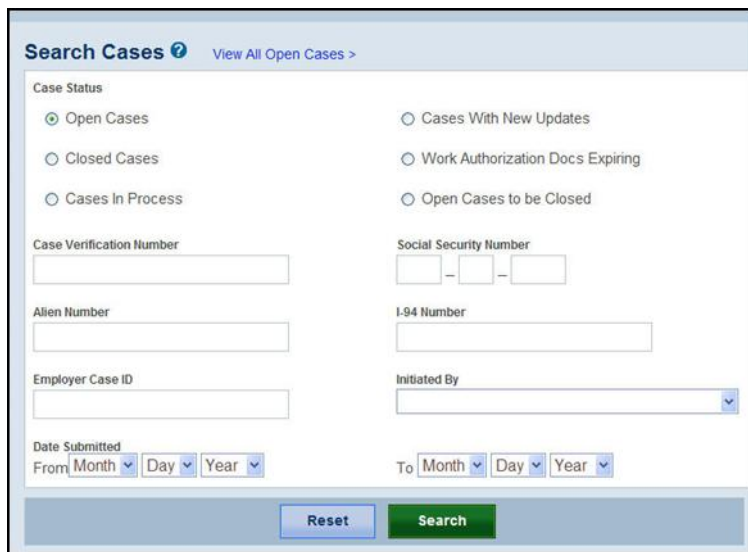


Case Alerts can also be accessed:

- ▶ From 'My Cases,' select 'View Cases.'



- ▶ Determine your search criteria, click 'Search.'



OPEN CASES TO BE CLOSED

Any case created in E-Verify and assigned a Case Verification Number must be closed. The 'Open Cases to be Closed' Case Alert provides quick access to all cases that need to be closed. Features of this tab include:

- ◆ Sort cases by: status, last name, first name, case number, or Hire Date
- ◆ A quick link to each case by clicking on the Case Number

CASES WITH NEW UPDATES

The 'Cases with New Updates' Case Alert is a quick link to all cases that have had a change in case result. All interim case results must receive a final case result and be closed. This Case Alert is an easy way to manage these cases.

View Cases [View All Open Cases >](#) [Search Cases >](#)

Open Cases (69) **Cases with New Updates (17)** Open Cases to be Closed (13) Work Authorization Docs Expiring (0)

The 17 cases below have changed status in the last 30 days and require your attention. Click a case number to return to a case.

Page 1 of 1 Results Per Page 40

| Status | Last Name | First Name | Case Number | SSN | Hire Date |
|---------------------------------|-------------|------------|-----------------|-------------|------------|
| SSA Case In Continuance | Test | Kevin | 2010074154806AH | *** ** 0004 | 03/12/2010 |
| SSA Case In Continuance | Test | Jen | 2010074154745AG | *** ** 0004 | 03/12/2010 |
| Review and Update Employee Data | Washingt... | George | 2010074150806ZP | *** ** 1338 | 03/13/2010 |
| Review and Update Employee Data | Washingt... | George | 2010074150710ZM | *** ** 2743 | 03/13/2010 |

WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' Case Alert is a notification that an employee's Employment Authorization Document or Form I-94 document is expiring. This type of alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document or a Form I-94.

This is simply a helpful alert that will remind you to re-verify the employee by updating Section 3 of Form I-9.

If you no longer need this alert, select 'Dismiss Alert.'

IMPORTANT: The employee cannot be re-verified in E-Verify.

5.0 CASE REPORTS

There are three types of case reports available in E-Verify for companies enrolled as Employers. These include: Corporate Overview Pilot of Usage, User Audit Report, and User Report. This section provides direction on how to create each of these reports in E-Verify.

All reports are accessed from 'My Reports' and selecting 'View Reports.'



5.1 CORPORATE OVERVIEW OF PILOT USAGE

The Corporate Overview of Pilot Usage report displays the number of cases created by your company within a fiscal year. If your company has not created any cases during the fiscal year, a report will still appear with a total of zero. This report is available to Corporate Administrators and Program Administrators.

To create a Corporate Overview of Pilot Usage Report, see the Corporate Overview of Pilot Usage – Report Overview.

CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW

► Select 'Corporate Overview of Pilot Usage.'

Select a report

Corporate Overview of Pilot Usage

User Audit Report

User Report


Report: Corporate Overview of Pilot Usage

This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.

Next
Cancel

► Click 'Next.'

► Below screen will be shown.



Enter Report Parameters

Report: Corporate Overview of Pilot Usage

Description: This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.

Report Format: PDF Excel

Fiscal Year: 2010

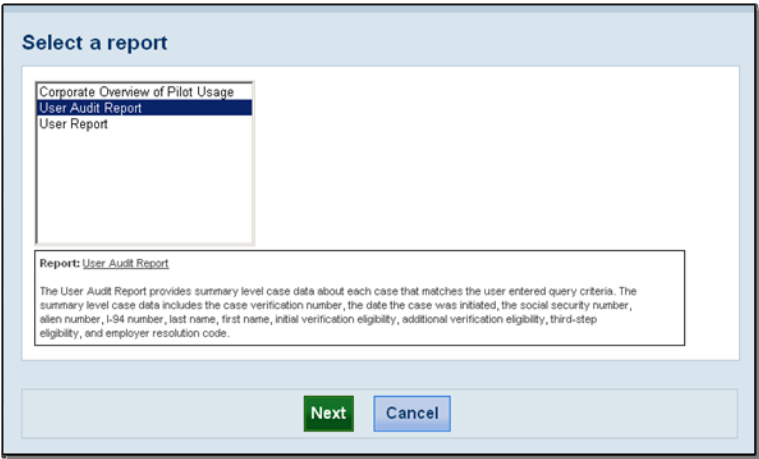
Run Report **Cancel**

- ▶ Determine and select which Report Format, PDF or Excel, you would like to view.
- ▶ Use drop down box to select the Fiscal Year you want a report on.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

5.2 USER AUDIT REPORT

The User Audit Report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, the date the case was initiated, the SSN, alien number, I-94 number, last name, first name, interim verification eligibility or case result, additional verification eligibility, final verification eligibility and employer resolution code.

To create a User Audit Report, see the User Audit Report - Report Overview.



USER AUDIT REPORT – REPORT OVERVIEW

- ▶ Select 'User Audit Report.'

Select a report

Corporate Overview of Pilot Usage
User Audit Report
 User Report

Report: User Audit Report

The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.

Next **Cancel**

- ▶ Click 'Next.'
- ▶ Below screen will be shown.

Enter Report Parameters

Report: **User Audit Report**
 The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.

Description: number, the date the case was initiated, the social security number, alien number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.

Report Format: PDF Excel

Initiated By: --ALL--

Reporting Date From: (mm/dd/yyyy)

Reporting Date To: (mm/dd/yyyy)

Run Report **Cancel**

- ▶ Determine and select which Report Format, PDF or Excel, you would like to view.
- ▶ Use drop down box to select the E-Verify User you want a report on.
- ▶ Enter dates.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

5.3 USER REPORT

This report displays a detailed list of your company's users. It includes each user's name, user role, contact telephone number and the last date he or she used E-Verify.

To create a User Report, see the User Report - Report Overview.

USER REPORT - REPORT OVERVIEW

- ▶ Click 'User Report.'

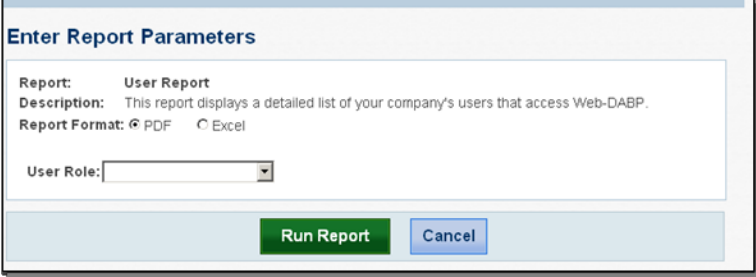
Select a report

Corporate Overview of Pilot Usage
 User Audit Report
User Report

Report: User Report
 This report displays a detailed list of your company's users that access Web-DABP.

Next **Cancel**

- ▶ Click 'Next.'
- ▶ Below screen will be shown.



Enter Report Parameters

Report: User Report

Description: This report displays a detailed list of your company's users that access Web-DABP.

Report Format: PDF Excel

User Role:

Run Report **Cancel**

- ▶ Determine and select which Report Format, PDF or Excel, you would like to view.
- ▶ Use drop down box to select User Role you want a report on.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

6.0 ACCOUNT ADMINISTRATION

User Account Administration provides individual users specific functions and permissions to update their account, change their passwords, and perform other functions explained in this section.

It is important to distinguish that the user account functions are different for each user role.

6.1 USER ROLES

Permissions and functions in E-Verify granted to the user differ for each user role. There are two user Roles, the Program Administrator and General User.

Every hiring site must have at least one Program Administrator. This user role is important to provide support for the General User role and to manage the company profile. A company can choose to have General Users which will only be able to create and manage their own cases. General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted.

The User Role Functions Overview provides an explanation of the functions of each user role.

| USER ROLE FUNCTIONS OVERVIEW | | | | | |
|--|-----------|------------|--------------|--------------|------------------|
| ROLE | ADD USERS | VIEW CASES | UPDATE CASES | UNLOCK USERS | VERIFY EMPLOYEES |
| Program Administrator <i>(at least one required)</i> | X | X | X | X | X |
| General User <i>(optional)</i> | | X | X | | X |

6.2 USER ID AND PASSWORD CREATION

Adding users is completed by the Program Administrator. All users are assigned a user ID and initial password. Upon being initially registered by the Program Administrator, you receive an email with your user ID and password. E-Verify will prompt you to change the initial password for security purposes.

Passwords are case-sensitive and between 8-14 characters long, different from the assigned User ID, changed every 90 days, and have the following characteristics:

- At least one uppercase or lowercase letter
- At least one number and at least one special character - special characters include: ! @ \$ % * () < > ? : ; { } + - ~
- Contain no more than two identical and consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions

- Not be identical to the User ID

Additionally, password policy recommends that passwords should not:

- Contain any dictionary word
- Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, such as 'qwerty' or 'xyz123'
- Be any word, noun, or name spelled backwards

An example of an acceptable password is found in the Password Example.

PASSWORD EXAMPLE

This is an acceptable password:

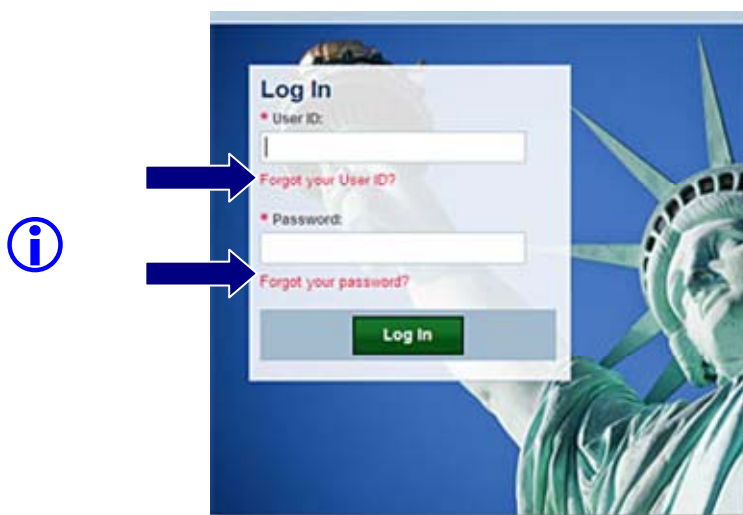
IL!keH20

- ▶ at least eight characters in length
- ▶ an uppercase letter
- ▶ a lowercase letter
- ▶ a special character
- ▶ a number

Passwords expire every 90 days. E-Verify automatically asks you to create a new password when the old one expires. However, if you think your password was compromised, change it immediately.

If a user attempts to log in with an incorrect password three consecutive times, the system locks him or her out. Password HELP contact information is listed in the information box.

If you are locked out of your user account, first try to change your password using the link "**Forgot your User ID?**" or "**Forgot your password?**"



If you are unsuccessful at changing your password with the automatic system,

contact your Program Administrator. If your Program Administrator is not available contact E-Verify Customer Support 888-464-4218.

RESET OR CHANGE YOUR PASSWORD

If your password has been compromised, change it immediately. To change or reset a password, follow the steps in Reset or Change Password.

RESET OR CHANGE PASSWORD

- ▶ From 'My Profile,' select 'Change Password.'



- ▶ 'Change Password' page will display.
- ▶ Type current password in the 'Old Password' field.
- ▶ Type new password in the 'New Password' field.
- ▶ Re-Type New Password in the 'Re-Type New Password' field. The new password cannot be the same as any of the last six passwords.
- ▶ Enter Password challenge questions and answers.

Enter Old and New Passwords

i Passwords must have the following characteristics:
 At least one uppercase or lowercase letter;
 At least one number;
 At least one special character; Special characters include: ! @ \$ % ^ () < > ? ; , { } + - =
 Contain no more than two identical consecutive characters in any position from the previous password;
 Contain a non-numeric in the first and last positions;
 Not be identical to the User ID.

Additionally as a policy, it is recommended that passwords should not:
 Contain any dictionary word;
 Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password;
 Contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123";
 Be any word, noun, or name spelled backwards.

Old Password:

New Password:

Re-type New Password:

Enter Password Challenge Questions and Answers

Password Challenge Question #1

Answer:

Password Challenge Question #2

Answer:

Password Challenge Question #3

Answer:

- ▶ Receive one of the following confirmation messages:

- If the system processed the password change, then use the new password the next time

you log in to E-Verify.

- If the system was unable to process the password change due to user error, carefully repeat the steps for changing a password.
- If the system was unable to process the password change, try changing the password later.

6.3 UPDATE USER PROFILE INFORMATION

Every E-Verify user has a profile which includes his or her name, telephone number, fax number, and e-mail address. Users should update this information whenever necessary using the Change User Profile link. To update this information follow the steps outlined in Update User Profile – Process Overview.

UPDATE USER PROFILE – PROCESS OVERVIEW

- ▶ From 'My Profile,' select 'Edit Profile.'



- ▶ Add information or edit fields as necessary. A field with an asterisk (*) is a required field.
- ▶ Click 'Submit User Profile Changes.' A confirmation message and your profile information will display.

 A screenshot of a web form titled 'Enter User Profile Information'. The form contains the following fields:

- User ID: (empty)
- Last Name: Test *
- First Name: Test *
- M.I.: (empty)
- Phone Number: (222) 222 - 2222 ext. *
- Fax Number: () () - ()
- E-mail Address: Test@Test *

 At the bottom of the form are two buttons: 'Submit User Profile Changes' (green) and 'Cancel' (blue).

- ▶ Review the confirmation message to see whether the request for profile updates was successful. If the system was unable to process the user profile updates, attempt to update your profile at a later time. If the second profile update attempt fails, contact E-Verify Technical Support at 800-741-5023.

7.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program Administrators also manage the site administration of their company. A Program Administrator uses the 'My Company' menu to:

- Add General Users
- Add other Program Administrators located at his or her site
- Change or update company profile information
- Terminate his or her company's access to E-Verify

7.1 ADD NEW USER

Only Program Administrators can add E-Verify users. To add an additional user the Program Administrator must provide the user's name, phone number, fax number (optional), and e-mail address.

If a user leaves the company or no longer needs access to E-Verify, a Program Administrator must delete the user's account. To delete a user's account, see Delete User Account – Process Overview, Section 7.2.

If you are a Program Administrator and you need to add a new E-Verify user follow the Add New User - Process Overview.

ADD NEW USER – PROCESS OVERVIEW

- From 'My Company,' select 'Add New User.'



- Choose General User or Program Administrator and provide the person's name, phone number, fax number and e-mail address and click 'Next.'

 A screenshot of a web form titled "Add User - Personal Information". The form contains the following fields: "User Role" (a dropdown menu), "Last Name" (text input), "First Name" (text input), "M.I." (text input), "Phone Number" (text input with hyphens and "ext." label), "Fax Number" (text input with hyphens), and "E-mail Address" (text input). At the bottom of the form are two buttons: "Next" (green) and "Cancel" (blue).

- Choose a user ID and create a temporary password for the new user. Accept the system-generated user ID or create a new user ID.

Add User - Enter Password

User ID:

Password:

Re-type Password:

- ▶ Review the information submitted and then click 'Submit New User.'
- ▶ Provide the new user with the user ID and password created.

7.2 VIEW EXISTING USERS

Only Program Administrators can view user information and reset passwords. View Existing Users allows you to view, search, and maintain the General Users and Program Administrators assigned to your company, as demonstrated in the View Existing Users – Process Overview.

VIEW EXISTING USERS – PROCESS OVERVIEW

- ▶ From, 'My Company,' select 'View Existing Users.'

My Company

- [Edit Company Profile](#)
- [Add New User](#)
- ▶ [View Existing Users](#)
- [Close Company Account](#)

- ▶ Search for a user using the criteria displayed in each field. You can enter a partial name and a percent (%) sign as a wildcard character.

Enter User Search Criteria

User Role: All Roles
 Program Administrators
 General Users

User Status: All
 Locked
 Password Change Required

User:

Last Name:

First Name:

Phone Number: () - ext.

E-mail Address:

- ▶ Click 'Display User Summary List.'
- ▶ A list of user accounts displays – you can view or modify a user account by selecting the user

ID.

| User ID | Company | User Role | Last Name | First Name | Last Login Date | Status | Locked | Logged On |
|----------|-------------------------|--------------|-----------|------------|---------------------|---------|--------|-----------|
| DASAMPGU | Sample Designated Agent | General User | Sample | E-Verify | 03/18/2010 02:55 PM | Current | N | N |
| SSH00666 | Sample Designated Agent | General User | Shot | Screen | 03/16/2010 10:11 AM | Current | N | N |

RESET USER'S PASSWORD

To reset a user's password, follow the steps outlined in Reset User's Password – Process Overview.

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ First, follow the steps in 'View Existing Users – Process Overview' to find the user that needs his or her password changed.
- ▶ Select the appropriate user by selecting his or her User ID.

- ▶ You can change the password two ways, including:
 - Select 'Force Change Password' to prompt a user to change his or her password at the next login.
 - or
 - Assign a temporary password by completing both fields under Reset User Password.
- ▶ Click 'Submit User Modifications.'

NOTE: If the system does not accept the user information update after processing it again, contact E-Verify Technical Support at 800-741-5023.

DELETE USER ACCOUNT

If a user leaves the company or will no longer access E-Verify, a Program Administrator must delete the user's account. Follow the steps in Delete Users – Process Overview to delete a user's account.

DELETE USERS – PROCESS OVERVIEW

- ▶ First, follow the steps in View Existing Users – Process Overview above to find the user that needs to be deleted.
- ▶ Click 'Delete' in the row of the user's account you wish to delete on the User Summary List page.
- OR -
- ▶ Click 'Delete User' on the View/Modify User Information page.



User Deletion Information

User ID:
User Role:
Last Name:
First Name:
M.I.:
Phone Number:
Fax Number:
E-mail Address:
User Status:

Delete User Cancel Close

In both instances, the User Deletion Information page will open, which displays the information for the user whom you want to delete. Click 'Delete User' to delete the user's account.

After you click 'Delete User' changes will be permanent.

7.3 MY COMPANY

To update company information in E-Verify, complete the steps in the Update Company Information – Process Overview.

Once a Program Administrator has updated the company's profile, he or she will be subject to the rules and requirements associated with this profile and have access to all online resources specific to that profile.

UPDATE COMPANY INFORMATION – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Edit Company Profile.'



- ▶ To modify any section of the Company Information page, click 'View/Edit' in the section you want to modify, i.e. Company Name and Physical Location, Points of Contact, NAICS Code, Total Hiring Sites and Total Points of Contact.

Company Information

| | | |
|-------------------------------|-------------------------|-----------------------------|
| Company Name: | Sample Designated Agent | View / Edit |
| Company ID Number: | 13859 | |
| Doing Business As (DBA) Name: | | |
| DUNS Number: | | |

| | |
|---------------------------|-------------------------|
| Physical Location: | Mailing Address: |
| Address 1: Green Street | Address 1: |
| Address 2: | Address 2: |
| City: New York | City: |
| State: NY | State: |
| Zip Code: 10001 | Zip Code: |
| County: NEW YORK | |

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 100 to 499

Perform verifications for your company's employees: Yes

Parent Organization Administrator:

Organization Designation:

Employer Category: None of these categories apply

| | | |
|-------------|--|-----------------------------|
| NAICS Code: | 921 - EXECUTIVE, LEGISLATIVE, AND OTHER GENERAL GOVERNMENT SUPPORT | View / Edit |
|-------------|--|-----------------------------|

| | | |
|---------------------|---|-----------------------------|
| Total Hiring Sites: | 1 | View / Edit |
|---------------------|---|-----------------------------|

| | | |
|--------------------------|---|-----------------------------|
| Total Points of Contact: | 2 | View / Edit |
|--------------------------|---|-----------------------------|

View Mou

► Make the required changes and click 'Submit.'

IMPORTANT: After you click, 'Submit,' the Program Administrator cannot undo any changes that have been entered without manually reentering the original information.

MAINTAIN COMPANY INFORMATION FIELDS

There are many fields that can be updated in the Maintain Company Information. For additional information on each field, see Maintain Company Information Field table.


| MAINTAIN COMPANY INFORMATION | |
|---|--|
| FIELD NAME | DESCRIPTION |
| Company Name | Company enrolled in E-Verify. |
| Physical Location | Location where employment eligibility verifications are completed. |
| Mailing Address | Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes. |
| Additional Information | Information about the size of the company and any associated Corporate Parent Company information if applicable. |
| Employer Identification Number (EIN) | Also known as Federal Tax Identification Number. |
| Parent Organization | An organization that owns or controls other organizations (sometimes called subsidiaries). For corporations, a parent corporation is often defined as a corporation that owns more than 50 percent of another corporation. |
| Administrator | Some companies many have many locations that do employment verification work and an E-Verify corporate account (also called corporate administrator access) offers reporting and oversight features for the multiple company locations that access E-Verify. |

UPDATING POINTS OF CONTACT

Every company must have at least one person assigned as a point of contact for E-Verify issues. The Program Administrator is automatically assigned as the point of contact unless it is changed. To update the point of contact, see Update Points of Contact – Process Overview.

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW

► From 'My Company,' select 'Edit Company Profile.'



The screenshot shows a dropdown menu titled 'My Company' with four options: 'Edit Company Profile', 'Add New User', 'View Existing Users', and 'Close Company Account'. A blue arrow points to the 'Edit Company Profile' option.

► Click 'View/Edit' in the Total Points of Contact section of the Company Information page to modify this information. The Points of Contact Summary page opens.

Company Information

Company Name: ABC Company [View / Edit](#)

Company ID Number: 13862

Doing Business As (DBA) Name:
DUNS Number:

Physical Location: **Mailing Address:**

Address 1: Main Street Address 1:
Address 2: Address 2:
City: New York City:
State: NY State:
Zip Code: 10001 Zip Code:
County: NEW YORK

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:
Administrator:
Organization Designation:

Employer Category: None of these categories apply

NAICS Code: 922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES [View / Edit](#)

Total Hiring Sites: 4 [View / Edit](#)

Total Points of Contact: 1 [View / Edit](#)

[View More](#)

- ▶ Click 'Add' to add a new point of contact.
- ▶ Click 'Edit' after adding the new point of contact's information or modifying an existing point of contact's information. The updated Points of Contact Summary List page will appear.
- ▶ Click 'Delete' to delete a point of contact. The updated Points of Contact Summary List page will appear.

Points of Contact Summary List

Previous Next

| Add | Edit | Delete | First Name | Last Name | Middle Name | Phone Number | Fax Number | E-mail Address | Last Name |
|---------------------|----------------------|------------------------|------------|-----------|-------------|--------------|------------|------------------|-----------|
| Add | Edit | Delete | | | | | | E-Verify@dhs.gov | |
| Add | Edit | Delete | | | | | | E-Verify@dhs.gov | |

Previous Next

[Cancel](#) [Save & Continue](#)

- ▶ Click 'Save and Continue' when finished updating the point(s) of contact. This brings the Program Administrator back to the Company Information page.

UPDATING NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) INFORMATION

The NAICS Code designates the type of industry for a company. During enrollment the employer selects the NAICS Code. If the company's industry classification has changed this needs to be updated in the E-Verify company profile.

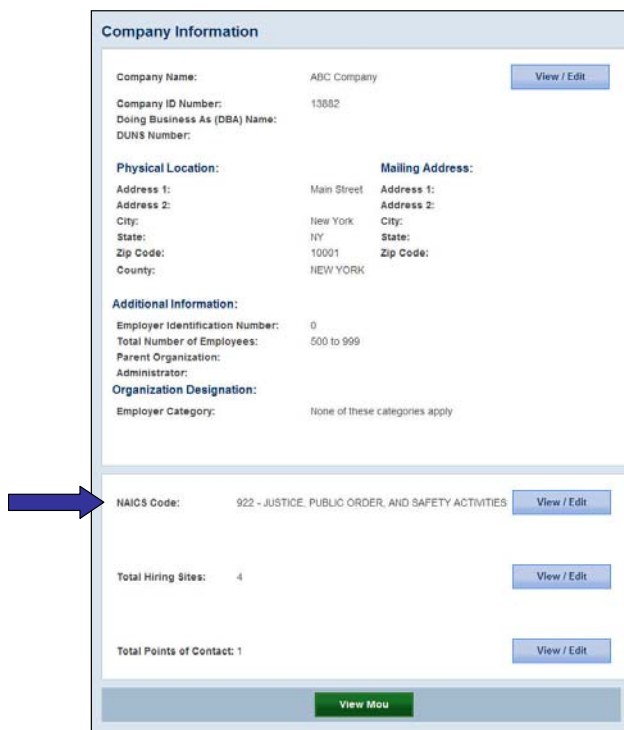
To update the NAICS Code, follow the Update NAICS Code - Process Overview.

UPDATE NAICS CODE – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Edit Company Profile.'



- ▶ Click 'View/Edit' in the NAICS section of the Company Information page.



- ▶ The NAICS Code page displays the NAICS code entered when your company registered for E-Verify.

To modify the NAICS Code field:

- ▶ Enter the new three-digit NAICS Code. If the new number is not known, a Program Administrator can search available codes.

To determine the company's NAICS Code:

- ▶ Click 'Generate NAICS Code.'

- ▶ Select the appropriate sector and subsector from the drop down list. As a Program Administrator proceeds from page to page, the resulting NAICS code appears in the NAICS Code field.
- ▶ Select the appropriate category for the company from each list that appears
- ▶ Click 'Accept NAICS Code and Continue.' Once you have accepted the final subsector, the Company Summary page appears.

i If you know your Client Company's 3-digit North American Industry Classification System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.

If you do not know the Client Company's NAICS code, you must generate a NAICS code that is 3-digits. To generate a 3-digit code, click on 'Generate NAICS Code'. You must select your Sector and Subsector from the drop-down lists provided. If there is not a code specific to the Client Company's type of business, select the industry that best fits the company's type of work. Once the 3-digit NAICS code is generated, click 'Accept NAICS Code and Continue' to continue with the Registration process.

NAICS Code:

[Back](#) [Generate NAICS Code](#) [Accept NAICS Code and Continue](#)

ADD NEW HIRING SITE(S)

Program Administrators can modify the number and location of the hiring sites where employment verifications are performed.

Click 'Edit Company Profile' and click View/Edit in the Total Hiring Sites section of the Company Information page to make changes to the number of hiring sites. Selecting this option opens the Company Hiring Sites page.

The Company Hiring Sites page shows the states where the employer has hiring sites and the number of hiring sites for each state. Program Administrators have the option to add hiring sites for a new state, edit the number of hiring sites in a state where the employer currently has hiring sites or delete a state from the hiring site list.

To add a new state where the employer has hiring sites, follow the Add New State Hiring Site - Process Overview.

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Edit Company Profile.'



- ▶ Click 'View/Edit' in the Total Hiring Sites section of the Company Information page.

Company Information

Company Name: ABC Company [View / Edit](#)

Company ID Number: 13882

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: Main Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

Organization Designation:

Employer Category: None of these categories apply

NAICS Code: 922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES [View / Edit](#)

Total Hiring Sites: 4 [View / Edit](#) [Add](#)

Total Points of Contact: 1 [View / Edit](#)

[View More](#)

- ▶ Click 'Add' to add hiring sites for a new state. Select the state from the drop down list. Enter the number of hiring sites. Then click 'Update.'
- ▶ To edit the number of hiring sites in a state where the company currently has hiring sites: click 'Edit' next to the state whose number of hiring sites you wish to edit. Change the number of hiring sites, and then click 'Update.'
- ▶ To delete a state from the company's hiring site list: click 'Delete' next to the state you want to remove. Confirm that you want to remove the state and all of its hiring sites by selecting 'Delete Site.'
- ▶ Click 'Next' to submit modifications and return to the Company Information page.

CLOSE COMPANY ACCOUNT

To request termination of company participation in E-Verify, perform the steps outlined in Terminate Participation – Process Overview. If the company has more than one site using E-Verify and the entire company is requesting termination, each of the company's sites must go through this process.

TERMINATE PARTICIPATION – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Close Company Account.'

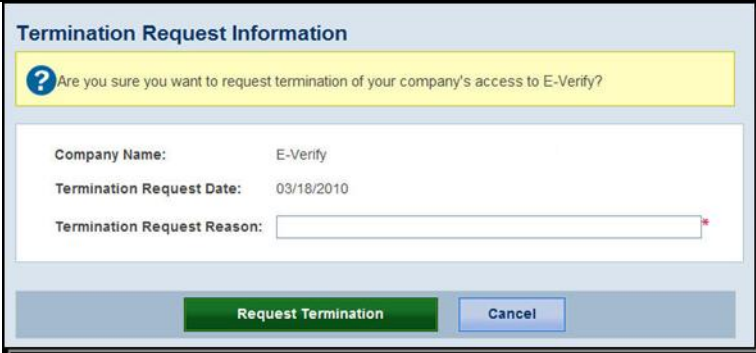
My Company

[Edit Company Profile](#)

[Add New User](#)

[View Existing Users](#)

[Close Company Account](#)



Termination Request Information

Are you sure you want to request termination of your company's access to E-Verify?

Company Name: E-Verify

Termination Request Date: 03/18/2010

Termination Request Reason:

Request Termination **Cancel**

- ▶ Type the reason for termination in the 'Termination Request Reason' field.
- ▶ Click 'Request Termination'
- ▶ A message will appear informing you that the E-Verify office will be notified of your site's request to terminate its participation in the program.

REMI NDER

- * If your company has more than one site using E-Verify and the entire company is requesting termination, each of the company's sites must go through this process.



If you submitted a termination request in error, please call E-Verify Customer Support at 888-464-4218 for assistance.

8.0 RESOURCE AND CONTACT INFORMATION

The E-Verify public website should be a primary resource for all E-Verify information, but do not hesitate to contact us via phone or e-mail. For easy access to online resources, we suggest that you 'bookmark' or save the websites as 'favorites' so you'll have easy access to them in the future.

| E-VERIFY CONTACT INFORMATION | |
|--|--|
| <p>E-Verify Public Web Site</p> <ul style="list-style-type: none"> • Program information and statistics • Frequently asked questions • Provides general information about E-Verify | <p>http://www.dhs.gov/e-verify</p> |
| <p>E-Verify Enrollment Application</p> <ul style="list-style-type: none"> • Web site for initial company enrollment | <p>https://e-verify.uscis.gov/enroll</p> |
| <p>E-Verify Access for Employers and Corporate Administrators</p> <ul style="list-style-type: none"> • User access to E-Verify | <p>https://e-verify.uscis.gov/emp</p> |
| <p>E-Verify Access for E-Verify Employer Agents</p> <ul style="list-style-type: none"> • User access to E-Verify | <p>https://e-verify.uscis.gov/esp</p> |
| <p>E-Verify Customer Support</p> <ul style="list-style-type: none"> • Account information and assistance with policy questions | <p>Phone: 888-464-4218 E-mail: E-Verify@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays</p> |
| <p>E-Verify Technical Support</p> <ul style="list-style-type: none"> • Technical assistance using E-Verify | <p>Phone: 800-741-5023 Hours of Operation: Monday through Friday, 9:00 a.m. to 7:00 p.m. (Eastern Time) except Thanksgiving, Christmas and New Year's Day</p> |
| <p>E-Verify Employee Hotline</p> <ul style="list-style-type: none"> • For employees of employers that participate in E-Verify | <p>Phone: 888-897-7781 TTY: 877-875-6028 E-mail: E-Verify@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays</p> |

**Office of Special Counsel for
Immigration-Related Unfair
Employment Practices (OSC)**

- Question about immigration-related discrimination

Employer Hotline: 800-255-8155
TTY: 800-237-2515

Employee Hotline: 800-255-7688
TTY: 800-237-2515

www.justice.gov/crt/osc/

GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Authorization

Documents designated for determining employment authorization and identity under the Immigration & Nationality Act (INA) are listed on Form I-9 and in the *Handbook for Employers* (M-274) found at www.uscis.gov. Employees have the right to choose which document or combination of documents to present. Please note that any List B document presented to an employer participating in E-Verify **must** contain a photograph.

Admission Number or I-94 Number

An 11-digit number that is found on the Arrival-Departure Record (Form I-94 or Form I-94A).

Alien (Noncitizen)

Any person who is not a citizen or national of the United States.

Alien Authorized to Work

A noncitizen who is allowed to work because of their immigration status or a noncitizen who is granted work authorization by USCIS upon request. This option should not be selected for a Lawful Permanent Resident.

Alien Registration Number (“A” Number) or Alien Number

A unique 7-, 8- or 9-digit number assigned to a noncitizen at the time his or her A-File is created. The 9-digit USCIS number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010 is the same as the Alien Registration Number. The “A” Number can also be found on the back of these Permanent Resident Cards.

Anti-Discrimination Notice

The Anti-Discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify Memorandum of Understanding requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. This notice is available in the online resources section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD for the hearing impaired) or www.usdoj.gov/crt/osc.

Arrival/Departure Record (Form I-94 or I-94A)

A document issued to noncitizens when admitted into the United States. Some of these forms are stamped to indicate work-authorized status. Form I-94 or I-94A contains an 11-digit admission number that may be used as part of the initial E-Verify case if the noncitizen employee does not have an Alien Registration Number.

B

C

Case in Continuance

This response is given if SSA or DHS needs more than 10 federal government workdays to resolve a case. The employee continues to work until a definitive answer is provided in E-Verify from SSA or DHS.

Case Verification Number

A unique number assigned to each employee that is created when an employer submits an initial verification. Employers participating in E-Verify are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Client Company

An individual or company that hires an E-Verify Employer Agent to perform E-Verify cases on their behalf.

Close Case

The step in the verification process when either a final result has been provided or the user no longer needs to continue the verification and the case is ready to be closed.

Corporate Administrator

One of the E-Verify access method and the user type that corresponds to companies enrolled as a Corporate Administrator. This user type can only view reports for all of the company locations affiliated with the corporate account. They may also update user profiles for all users within the company.

D

DHS Verification in Process

The response given if the employee's information matches SSA records but SSA does not have employment authorization information for the noncitizen employee. E-Verify automatically forwards the case to DHS for verification of employment authorization. DHS responds to most of these cases within 24 hours, but has up to 3 federal government workdays to respond. Employers should check E-Verify periodically for a response.

Document Type

Type of document(s) presented by a newly hired employee to verify identity and employment authorization.

E

Employment Authorized

The result received in E-Verify when the information entered into for an employee matches with SSA or DHS records. This result indicates employment authorization has been verified.

Employment Authorization Document (Form I-766)

A document issued to noncitizens that are authorized to work temporarily in the United States. The Form I-766 has been issued since January 1997.

Form I-9, Employment Eligibility Verification

The form employers are required to complete with the employee they hire an employee to perform labor or services in return for wages or other remuneration. This requirement applies to all employees hired after November 6, 1986.

E-Verify Employer Agent

An individual or company that performs E-Verify cases on behalf of employers.

E-Verify

E-Verify is an Internet-based program in which the employment authorization of a newly hired employees and existing employees assigned to a Federal contract will be verified after the Form I-9, Employment Eligibility Verification has been completed. This involves separate verification checks (if necessary) of records maintained by SSA and DHS.

E-Verify Participation Notice

The E-Verify Notice informs prospective employees that an employer is participating in E-Verify. The Memorandum of Understanding (MOU) requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. These notices must also be displayed in a prominent place that is clearly visible to all employees who are to be verified through E-Verify.

F**Final Nonconfirmation**

If an employee's employment authorization cannot be verified, an employer will receive a Final Nonconfirmation response from SSA or DHS. An employer receiving a Final Nonconfirmation response may terminate the employment of the employee and will not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance on the information provided through E-Verify.

G**General Users**

This user type creates cases, views reports, and can update his or her user profile.

H**Handbook for Employers (M-274)**

Provides detailed instructions on how to complete and retain Form I-9, Employment Eligibility Verification.

Hire Date

The date you enter into the hire date field in E-Verify is usually the date the employee began work for pay. This is the date that the employer entered into the Section 2 Certification on Form I-9.

An E-Verify case must be initiated no later than the end of three (3) business days after the employee begins work for pay. However, the E-Verify case may be submitted before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the date you submit the case in E-Verify.

I

Immigration and Nationality Act of 1952 (INA)

The Act, which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of noncitizens.

Immigration Reform and Control Act of 1986 (IRCA)

Public Law 99-603 (Act of November 6, 1986), sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers must ensure that all employees hired after November 6, 1986, are eligible to work in the United States and possess valid work authorization documents. It provides sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship status, national origin or employment status.

Initial Case Result

The results displayed in E-Verify once an employee's information has been submitted as part of a verification case.

Interim Case Status

Certain initial E-Verify results that require additional action before E-Verify can provide a final case result.

J

K

L

Lawful Permanent Resident

A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

M

Memorandum of Understanding (MOU)

A legal document describing a bilateral or multilateral agreement between parties. It constitutes a legally binding contract when properly executed (e.g., signed) by all the parties. Employers that participate in E-Verify must sign the E-Verify MOU between the employer, the U.S. Department of Homeland Security and the Social Security Administration.

N

No Show

A response received when the employee did not contact DHS to resolve his or her case and 10 federal government workdays have passed since the date of referral. The DHS No Show result is considered a Final Nonconfirmation.

Noncitizen National of the United States

Persons born in American Samoa; certain former citizens of the former Trust Territory of the Pacific Islands who relinquished their U.S. citizenship acquired under section 301 of Public Law 94-241 (establishing the Commonwealth of the Northern Mariana Islands) by executing a declaration before an appropriate court that they intended to be non-citizen nationals rather than U.S. citizens; and certain children of non-citizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

Notice to Employee of Tentative Nonconfirmation

This is a computer generated notice given to an employee after a Tentative Nonconfirmation interim case result has been received from SSA or DHS. If an employee contests the Tentative Nonconfirmation, he or she must contact or visit the appropriate agency within 8 Federal government work days to initiate resolution of his or her E-Verify case.

O**P****Passport (Foreign)**

Any travel document issued by a competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country.

Passport (United States)

Document issued by the U.S. Department of State to U.S. citizens and noncitizen nationals.

Password

A unique identifier that allows registered E-Verify users access to the system.

Permanent Resident or Lawful Permanent Resident

A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card (Form I-551)

Issued by the former Immigration and Naturalization Service beginning in December 1997 and now issued by U.S. Citizenship and Immigration Services, this card is the current version given to permanent residents. The document is valid for 10 years. In the current version of the I-551, the name of the document was changed from Resident Alien Card to Permanent Resident Card.

Photo Matching

During the verification case, employers match the photos on certain documents provided by employees when completing Form I-9 with the photo that appears in E-Verify. Photo matching is triggered only when an employee has provided a US

Passport or Passport Card, Permanent Resident Card (“Green Card” (Form I-551)) or an Employment Authorization Document (Form I-766) as his or her Form I-9 document.

Photo Match

The photo on the employee’s document matches the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee’s DHS-issued document. Employers should be able to determine whether or not the photos match.

Photo Mismatch

The photo on the employee’s document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee’s DHS-issued document. If the employer determines that it does not match, a DHS Tentative Nonconfirmation (TNC) is issued and the employee is given the opportunity to contest.

Point of Contact

Someone in your company who can be contacted on E-Verify issues. This person may or may not be one of the three user types.

Pre-Screening

Creating a case in E-Verify before a job offer has been accepted and Form I-9 is complete.

Program Administrator

This user type creates user accounts at his or her site. He or she can view reports, create cases, update account information, and unlock user accounts.

Q**R****Referral Letter**

An employee that has chosen to contest an SSA or DHS Tentative Nonconfirmation result is provided with the appropriate agency Referral Letter instructing him or her to contact or visit the government within eight federal government workdays from the date of referral to initiate the resolution of their E-Verify case.

Request Name Review

In some cases E-Verify returns a case result of ‘Employment Authorized,’ but the name shown as authorized does not match exactly the name you entered in E-Verify from the employee’s Form I-9. This can happen because of name variations in DHS records.

If the names do not match, the case must be sent to DHS for review. Taking this step ensures that the record associated with the ‘Employment Authorized’ case result belongs to the employee whose information entered in E-Verify.

Review and Update Employee Data

In some instances, a case status of ‘Review and Update Employee Data’ may occur. This means that SSA found a discrepancy in the information it received in the E-Verify referral. This may occur because of typographical errors and/or incorrect

information on Form I-9. The Form I-9 will need to be reviewed with the employee, the information corrected as applicable, and then the case can be resubmitted.

S

SSA Referral

After an employee is advised of a Tentative Nonconfirmation and has signed the Notice to Employee of Tentative Nonconfirmation, the employee is referred to SSA to resolve the TNC.

Social Security Administration (SSA)

The Federal government agency that administers a national program of contributory social insurance whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. SSA and DHS jointly manage the E-Verify program.

T

Tentative Nonconfirmation (TNC)

The employee information was compared to government records and could not be verified. This does not mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must contact or visit either SSA or DHS to resolve the discrepancy and continue employment.

U

USCIS #

A 9-digit number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010 that is the same as the Alien Registration Number. The "A" number can also be found on the back of these Permanent Resident Cards.

User ID

The user ID is a system-generated ID with letters and numbers that identifies the user of a computer system or network. All people who create cases must have their own user IDs. The user ID must be 8 characters and may be letters, numbers, or a combination of both. A user ID is not case sensitive.

W, X, Y, Z