



U.S. Citizenship
and Immigration
Services



E-Verify User Manual

For General Users, Program Administrators and Designated Agents



**E-Verify Program
in partnership with
The Social Security Administration**

Replaces April 2004 and September 2007 Basic Pilot (E-Verify) and Designated Agent User Manual



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1. INTRODUCTION

1.1 Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and the legacy Immigration and Naturalization Service (INS), now the U.S. Citizenship and Immigration Service (USCIS) to initiate employment verification pilot programs. Presently, E-Verify, previously known as Basic Pilot, implements this mandate.

1.2 Basic Overview of E-Verify

E-Verify is an Internet-based system operated by USCIS in partnership with SSA. E-Verify is currently free to employers and is available in all 50 states, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. E-Verify electronically compares information entered on the Employment Eligibility Verification, Form I-9, with records contained in SSA and Department of Homeland Security (DHS) databases to help employers verify the identity and employment eligibility of newly hired employees.

The E-Verify User Manual is designed for use by participating employers and/or those who will be performing electronic employment eligibility verifications of newly hired employees. Although participation in E-Verify is voluntary, employers must consent to the conditions detailed in this manual.

1.2.1 Privacy Statement

It is essential to protect the privacy of individuals submitting information for processing through E-Verify. Since E-Verify involves collecting and using an individual's personal information, it is your responsibility to ensure that this information is safeguarded, and that it is used only for the purposes outlined in the MOU between you and the E-Verify Program administrators. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals. In addition, if you do not comply with the Privacy Act or other applicable laws and regulations, you may be subject to criminal penalties. As a result, you should take the following steps to protect personal information and comply with the appropriate regulations:

- Allow only authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and perform verification queries.
- Secure access to E-Verify. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to the system.
- Protect and store individuals' information properly. Ensure that applicants' information is stored in a safe and secure location and that only authorized individuals have access to this information.

This User Manual is organized into the following chapters:

1. Introduction
2. Getting Started
3. Case Administration
4. User Administration

5. Reports
6. Site Administration
7. Client Administration for Designated Agents

1.3 Access Methods

There are four types of access methods in E-Verify from which employers can choose:

- **Employer Access Method:** Nearly all E-Verify participants, regardless of business size or structure, are registered as an Employer. This access method allows your company to electronically verify the employment eligibility of your newly hired employees.
- **Designated Agent Access Method:** The Designated Agent (DA) access method allows you to act on behalf of other companies to verify the employment eligibility of their newly hired employees.
- **Corporate Administrator:** Some companies may have E-Verify accounts for multiple offices or locations. The Corporate Administrator role allows you to create, manage and oversee E-Verify accounts for multiple offices or locations. You can view reports and administer new and existing E-Verify accounts. Your Corporate Administrator account does not allow you to perform employment eligibility verifications for your location. However, you may perform verifications by creating an Employer access method account for your location within your Corporate Administrator account.
- **Web Services:** The Web Services access method requires a company to develop software that interfaces with USCIS to perform employment eligibility verifications of newly hired employees. Your company's software will extract data from your existing system or an electronic Form I-9 and transmit the information to government databases. If you choose this option, you will be sent the Employer Web Services Interface Control Document (ICD). The ICD contains the information you need to develop and test your software interface. Both Designated Agents and Employers can use this access method.

There are three types of user roles:

- **General Users:** This user type performs verification queries, views reports, and has the capability to update his or her personal user profile.
- **Program Administrators:** This user type is responsible for creating user accounts at his or her site for other Program Administrators and General Users. Program Administrators have the capability to view reports, perform queries, update profile information, and unlock user accounts.
- **Corporate Administrators:** This user type shares its' name with the Corporate Administrator access method. This user is responsible for managing multiple company accounts from a central location. Corporate Administrators have the ability to unlock accounts, view reports for multiple company sites, as well as register and administer company sites and user accounts.


User roles determine which functions are available.

The following table shows the functions for the different User Roles:

<i>General User</i>	<i>Program Administrator</i>	<i>Corporate Administrator</i>	<i>Designated Agent</i>
Perform Verification queries	Create accounts for Program Administrators and General Users	Administer users Accounts	Perform Verification queries
View reports	View reports	Change password	Change password
Update reports	Perform Verification queries	Change profiles	Change profiles
Update personal User Profiles	Unlock user accounts	Add Users	Add Users
	View Users	View Users	View Users
	Maintain employers	Maintain employers	Maintain employers
	Request Termination	Request Termination	Request Termination
		View Reports for all sites	View Reports for all sites

1.4 Contacting DHS for Assistance


If you need help operating E-Verify, please call the DHS Verification Division for assistance.

Contact Us for Help		
	Technical Help Desk	(800) 741-5023
	E-Verify General Information	(888) 464-4218
	E-Verify Support Email	e-verify@dhs.gov

2. GETTING STARTED


2.1 Participating in E-Verify

E-Verify is voluntary in most states and free of charge to participating employers.

	IMPORTANT
	Some states require all employers or certain employer populations within the state to use E-Verify. You should check with your state government to determine if your state requires your company to use E-Verify.


2.1.1 Notifying Prospective Employees of your E-Verify Participation

As a participating employer, you are required to post the English and Spanish notice provided by DHS indicating your company’s participation in the program, as well as the Right to Work Poster issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices. Both of these notices **must** be clearly displayed **in plain view at your hiring site(s)** to inform prospective employees that your company is participating in the E-Verify Employment Verification Program. These notices are available in the **Online Resources** section of E-Verify.

	IMPORTANT
	If you have difficulty posting E-Verify participation notices due to the setup of your business, ensure that all prospective employees receive them with their application materials.

2.2 Preventing Discrimination: The E-Verify Rules of Use

1. Employees must be newly hired with a completed Employment Eligibility Verification Form I-9 (referred to hereafter as Form I-9) before you can use E-Verify to initiate queries about the employees for your company.
2. Form I-9 requirements remain the same except that all "List B" identity documents must bear a photograph.
3. Employers **must** submit verification queries for newly hired employees no later than the **3rd** business day after they start work for pay.
4. If you discover that you failed to initiate a verification query by the third business day after the employee starts work for pay, you should bring your company into compliance to the extent possible with program requirements immediately by initiating the query (if you also failed to complete the Form I-9, which should be completed first).

	IMPORTANT
	If a verification query is not initiated by the third business day after the employee starts work for pay, the employer must note the reason for the delay and attach it to the Form I-9

5. Employers may not verify newly hired employees selectively, and must follow E-Verify procedures for all new hires while their company is participating.
6. Employers may not request that the employee use certain documentation for Form I-9 or E-Verify purposes.
7. Employers may not 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.
8. Employers may not use the system to pre-screen applicants for employment.
9. Employers may not go back to check employment eligibility for employees hired before their company signed the Memorandum of Understanding (MOU) with USCIS and SSA.
10. Employers may not use the system to re-verify employment authorization.
11. Employers must provide their employees with an opportunity to contest a Tentative Nonconfirmation (TNC).
12. Employers cannot take any adverse action against an employee based upon E-Verify unless the program issues a Final Nonconfirmation.
13. Employee **must** continue to work during the verification process.

2.3 Protecting Passwords

Every system user will receive a User ID and password.

For security purposes, passwords need to be protected. You should not:

- Share your password with anyone, or
- Post or write down your password where it can be viewed by others.

Passwords expire every 90 days. E-Verify will automatically ask you to create a new password when the old one expires. However, if you feel your password has been compromised, you should change it immediately. (See Section 4.1 of this Manual for step-by-step instructions on how to change your E-Verify password).

If you attempt to log on with an incorrect password 3 times, the system will lock your user account. If this happens, contact your Program Administrator, who is able to unlock your user account or use the Password Challenge feature to unlock your account (see Section 2.3.1 of this user manual).

2.3.1 How to Retrieve a Forgotten Password or Reset a Locked Password

The password challenge option enables you to reset your password if you forget your password, or if your account is locked after three consecutive, unsuccessful login attempts.

To activate the password challenge, you must select the **Forgot Your Password Link** on the login page and correctly answer three questions that you have chosen

beforehand. Once you have selected **Password Challenge Q&A**, select the question you want to use for each of the three challenge questions and enter the answer in the **Answer** field, and select **Submit**.

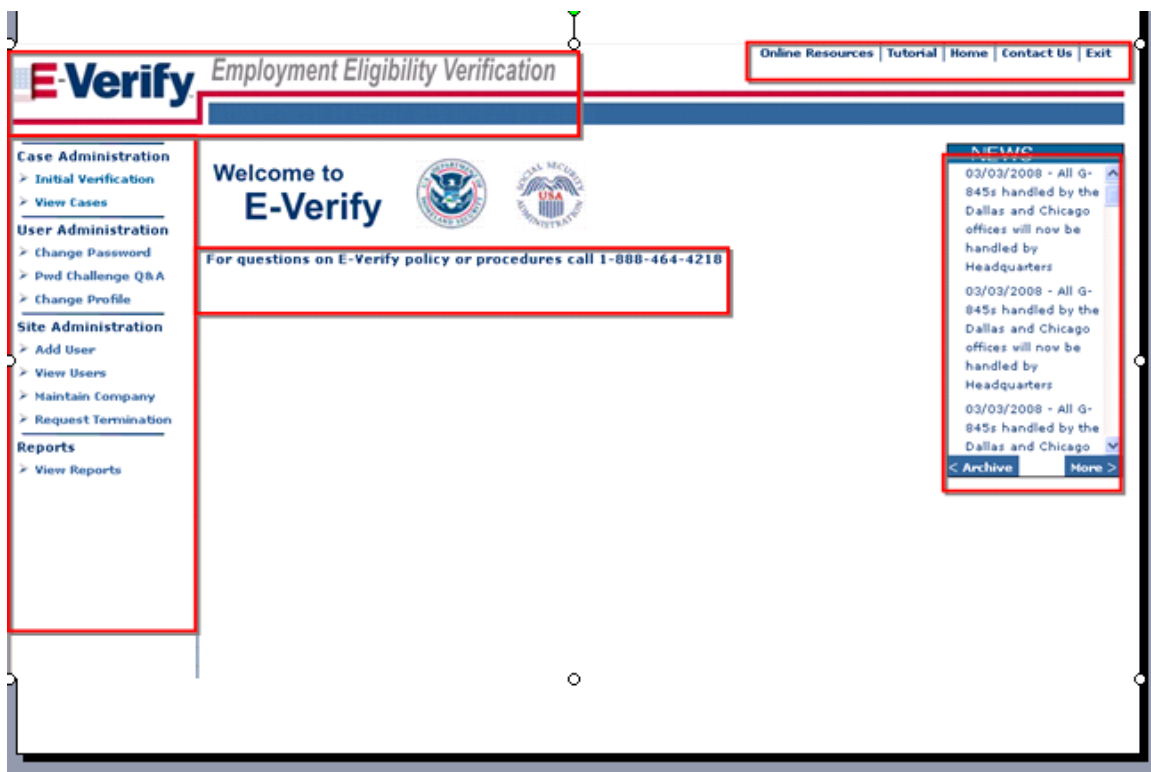
All new users are required to set up their password challenge questions and answers when they first log in to E-Verify. However, if you haven't set up your questions and answers or if you feel your answers have been compromised, select **Change Password** from the **User Administration** menu. The **Change Password** page will appear. If the system processed the password change, then use the new password for the next E-Verify session.

2.4 E-Verify Navigation Basics

Screens within E-Verify are called pages. Each E-Verify page has five distinct areas:

- Banner Area
- Options Area
- Message Area
- News Ticker
- Navigation Area

Exhibit 2-1: E-Verify Home Page




1. Banner Area

The Banner area contains the E-Verify name and logo.

2. Options Area

The **Options** area contains five navigational controls: **Online Resources**, **Tutorial**, **Home**, **About** and **Exit**.

- If you select **Online Resources**, the system will display additional information relating to employment verification, including the E-Verify participation poster, the Right to Work poster, and the E-Verify User Manual.
- If you select **Tutorial**, the system will display the Web-based tutorial.
- If you select **Home**, the system will display the E-Verify home page.
- If you select **Exit**, you will be logged out of E-Verify and the **Verification Information System Logon** page will be displayed.

	IMPORTANT
	To exit E-Verify, you should always select Exit from the Options area. Otherwise, the system will consider you logged in.

3. **Message Area**

The **Message** area provides important updates on E-Verify and displays the number of cases requiring action.

4. **News Ticker**

The **News Ticker** provides information affecting employment verification and best practices.

5. **Navigation Area**

The **Navigation** area contains menus that list various options. Selecting an option from a menu is the first step of a task or function and displays the page that is needed for completion. The menus that are available depend on your role (General User, or Program Administrator) and which version of E-Verify you are using.

Exhibit 2-2: E-Verify and Designated Agent Menus in the Navigation Area

E-Verify	Designated Agent
<p>Case Administration Initial Verification View Cases</p> <p>User Administration Change Password Change Profile</p> <p>Site Administration Add User View Users Maintain Company Request Termination</p> <p>Reports View Reports</p>	<p>Case Administration Initial Verification View Cases</p> <p>Client Administration Add Client View Clients</p> <p>User Administration Change Password Change Profile</p> <p>Site Administration Add User View Users Maintain Company Request Termination</p> <p>Reports View Reports</p>

3. CASE ADMINISTRATION

3.1 What is Case Administration?

In the Case Administration section, employers will learn about the verification process, including how to submit an initial verification, view the verification results, acknowledge an employee's response (Notice of Tentative Nonconfirmation), refer a case, and resolve a case.

3.1.1 E-Verify Requirements for Use

See Section 2.2 for the rules employers and designated agents must follow when using E-Verify.


3.2 Overview of the Verification Process

The verification process consists of the following steps:

- Completing the Form I-9 (See Section 3.2.1)
- Submitting an Initial Query (See Section 3.2.2)
- Viewing the Results of an Initial Verification (See Section 3.2.3)
- Requesting Additional Verification from DHS (See Section 3.2.4)
- Notifying an Employee of a Tentative Nonconfirmation Response (See Section 3.2.5)
- Referring an Employee to SSA (See Section 3.2.6)
- DHS Verification in Process (See Section 3.2.7)
- Photo Screening Tool (See Section 3.3)
- Resolving cases in E-Verify (See Section 3.4)


3.2.1 Completion of the Form I-9

Employers must ensure that their newly hired employees fully complete Section 1 of the Form I-9. Unless the employee attests in Section 1 of the Form I-9 that he or she is a citizen or national of the United States, the employee must provide his or her Alien Number or I-94 Number.

	IMPORTANT
	Providing the Social Security number is voluntary, except for employees hired by employers participating in E-Verify.

Employers must complete Section 2 of the Form I-9 by examining the documents that prove the identity and employment eligibility the employee. The employer may not specify which document(s) from the List of Acceptable Documents on the Form I-9 an employee may 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.

	IMPORTANT
	Any List B document presented to an employer participating in E-Verify must contain a photograph.

Employers may not ask to see a document that shows the employee’s Alien Number if the employee provides an Alien Number but no supporting document. However, if the employee presents a Social Security card with the legend “VALID FOR WORK ONLY WITH DHS AUTHORIZATION,” then the employer may ask to see the immigration document authorizing employment.

If the employee presents a Form I-551 (Lawful Permanent Resident Card) or I-766 (Employment Authorization Card) for their Form I-9, you must make a copy of their document. This is a requirement for the Photo Screening Tool (see Section 3.3)

To view or download the Form I-9, go to: <http://www.uscis.gov/files/form/i-9.pdf> .

	TIP
	If you need more information on Form I-9 procedures, refer to the Online Resources page of your E-Verify account, where you will find the <i>Handbook for Employers</i> or go to http://www.uscis.gov/files/natedocuments/m-274.pdf . For assistance in finding additional Form I-9 resources, call the E-Verify Customer Support at 1-888-464-4218.

3.2.2 Submitting an Initial Verification Query


- Once a newly hired employee has completed the Form I-9, the employer may then initiate a verification query in E-Verify. Employers must conduct this initial verification query no later than the 3rd business day after the employee begins work for pay.
- If the employer learns that it has erroneously failed to initiate a verification query by the third business day after the employee starts work for pay, it should bring itself into compliance to the extent possible with program requirements immediately by initiating the query (if the employer has also failed to complete the Form I-9, that should be corrected first).

Employers must follow E-Verify procedures for **all** new hires while participating in the program and may not verify selectively.

Employers use the **Case Administration** menu to verify employment eligibility for all newly hired employees, and to manage open or closed cases. The **Case Administration** menu provides the following options:

- Initial Verification
- View Cases

To verify a newly hired employee, select **Initial Verification** from the **Case Administration** menu.

TIP	
	<p>When entering data onto a page, you may type it directly into a field, select an option button, or select from a field's drop-down list. An asterisk (*) to the right of a field's text box indicates a required field.</p> <p>To view the helper text included in some fields, click on the question mark icon. When you place your cursor over the box, the helper text gives you a brief explanation of the field.</p> <p>In addition to the command button(s) specific to a displayed page, some pages may also contain navigation buttons: Back, Next, Close, or Resolve Case.</p> <ul style="list-style-type: none">• Back will take you to the previous page.• Next will take you to the next page.• Close will stop a task and return you to the E-Verify home page. Your case will be saved and you may return to it later.• Resolve Case will allow you to end, or cancel, a case at any point after the initial verification query has been submitted.

To submit an initial verification, perform the following steps:

1. Select **Initial Verification** from the **Case Administration** menu.

Exhibit 3-1: Employee Information from Form I-9

Enter Employee Information from Form I-9:

The employee attests to be (select one of the following):

- A citizen or national of the United States
- A Lawful Permanent Resident
- An alien authorized to work

2. After indicating both the employee's attested citizenship status from Section 1 of the Form I-9 and the documents the employee has presented, the **Initial Verification** page will appear.


Exhibit 3-2: Initial Verification

Enter Employee Information from Form I-9:

The employee attests to be (select one of the following):

- A citizen or national of the United States
- A Lawful Permanent Resident
- An alien authorized to work

Next

3. Type the employee's name exactly as it appears in Section 1 of the Form I-9 in the **Last Name**, **First Name**, **Middle Initial**, and **Maiden Name** fields. Only those fields with an asterisk (*) are required. For assistance in entering compound and hyphenated names, select the question mark icon  located to the right of the **Last Name** field.
4. Type the employee's Social Security number as it appears in Section 1 of the Form I-9 in the **Social Security Number** field. This number is required for all employees. You have three options for entering an SSN: with spaces, without spaces or with hyphens.
5. Type the employee's date of birth as it appears in Section 1 of the Form I-9 in the **Date of Birth** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
6. Type the employee's hire date in the **Hire Date** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
7. Type the expiration date for the presented document(s), if applicable, in the **Document Expiration Date** field (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
8. If the employee is a non-citizen, the Alien Number or I-94 number is required. If the Alien Number is less than 9 digits, add leading zeros to the number. Do not include the letter "A" as part of the Alien Number. The I-94 number consists of 11 digits.

IMPORTANT

	<p>Alien Numbers and I-94 numbers are not the same:</p> <ul style="list-style-type: none"> • Alien numbers consist of nine digits or less. I-94 numbers consist of 11 digits. • Because the Alien Number field requires a nine-digit number, add leading zeros if the alien number is less than 9 digits. • Alien numbers are preceded by the letter "A," but do not type the letter "A" into the Alien Number field in E-Verify. • For example, an employer would enter the alien number A1234567 as "001234567."
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9. The **Employer Case ID** is an optional field for those who wish to assign an internal tracking mechanism to a case.

10. When you are finished entering the employee's information, select **Next** to submit the initial verification.

3.2.3 Viewing the Results of an Initial Verification

If the information that you entered matches the information in SSA and DHS' databases, you will receive the results within three to five seconds.

If the information that you entered does not match SSA's or DHS' databases, you will be asked to review the information you entered to make sure that it is correct. If the information does not match the employee's Form I-9, e.g., you may have made a keying error, type the changes on this page. You may make changes to the employee's **Name, Social Security Number, Date of Birth and Alien/I-94 Number**. When finished, select **Continue Verification**.



	IMPORTANT
	<ul style="list-style-type: none"> • Do not select the Back button on your browser, as this will generate a new query.

Exhibit 3-4: SSA Verification Information

Review the entered employee information for correctness. Ensure that you correctly entered the name, birth date, and social security number from the Form I-9.

If the data was correctly entered, select the 'Continue Verification' button. If corrections need to be made, make the necessary corrections and select the 'Continue Verification' button. If this case was entered in error, select the 'Resolve Case' button to close it as an invalid query.

SSA Verification Information

Last Name:	<input type="text" value="Doe"/> *	
First Name:	<input type="text" value="John"/> *	
Middle Initial:	<input type="text"/>	
Maiden Name:	<input type="text"/>	
Social Security Number:	<input type="text" value="000-00-0000"/> *	
Date of Birth:	<input type="text" value="01/01/1965"/> *	
Hire Date:	01/01/2008	
Citizenship Status:	Citizen or National of the United States	
Document Type:	List B, C Documents	
Doc. Expiration Date:		
Employer Case ID:		

After selecting **Continue Verification**, you will see one of the following responses:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified and the case may be resolved.
- **SSA TENTATIVE NONCONFIRMATION (SSA TNC):** This response indicates that the employee's Social Security information could not be verified. The employee must be notified of the TNC response and referred to SSA if he or she contests the SSA TNC. See **Section 3.2.6** for how to refer the new hire to SSA to resolve a TNC by using E-Verify's electronic process along with the required written notice.
- **DHS VERIFICATION IN PROCESS:** This response indicates that the non-citizen's information provided to SSA matches the information contained in SSA records, but did not match DHS' records. The case is then automatically referred to DHS for further verification. You do not need to take any action at this point. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 federal government workdays. You should check the system daily for a response.


	IMPORTANT
	<p>The Case Verification Number is a unique number returned by E-Verify. Write the Case Verification Number on the employee's Form I-9 or print the Case Details page, which includes the Case Verification Number, and attach it to the employee's Form I-9. Keep the Case Verification Number in your records so that USCIS can help you resolve any problems that arise in a case.</p>

Exhibit 3-5: Case Details Page

Case Verification Number: 2007241124430MK

Initial Verification

Last Name:	linsberg	First Name:	rodney
Middle Initial:		Maiden Name:	
Social Security Number:	111-11-1111	Date of Birth:	08/28/2000
Hire Date:	08/08/2007	Citizenship Status:	Alien Authorized to Work (Alien or I94 # required)
Alien Number:	111111111	I-94 Number:	
Document Type:	Unexpired Foreign Passport with I-94 Stamp	Doc. Expiration Date:	
Initiated By:	RJON9865	Initiated On:	08/29/2007

Verification Response

Eligibility:	DHS Tentative Nonconfirmation	Response Date:	02/22/2008
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Case Documents for Printing

[Case Details](#)
[Notification to Employee - Department of Homeland Security Tentative Nonconfirmation \(English version\)](#)
[Notification to Employee - Department of Homeland Security Tentative Nonconfirmation \(Spanish version\)](#)

3.2.4 Requesting Additional Verification for DHS Employment Authorized

Occasionally, the name displayed by E-Verify in the **Initial Verification** section is different from the name you submitted to E-Verify. Ensure that both the first and last name matches the information that you provided. If they do not match, you should request additional verification.

When you request additional verification, E-Verify will forward the case to a DHS Immigration Status Verifier. A message will appear at the bottom of the **Case Details** page within seconds, indicating that the request is in process. DHS usually returns a response to a request for additional verification within 24 hours of receipt; however, DHS has up to 3 federal government workdays to respond.

Exhibit 3-6: Request Additional Verification

Initial Verification Results			
Last Name:	HERRERA LOMELI	First Name:	IGNACIO
Initial Eligibility	EMPLOYMENT AUTHORIZED		
Case Documents for Printing			
Case Details			
<input type="button" value="Request Additional Verification"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

To request an additional verification, perform the following steps:

1. Select **Request Additional Verification**
2. Type the reason for the additional verification request in the **Comments** field.
3. Select **Submit Additional Verification**. An updated **Case Details** page will appear, and the verification response will be **DHS VERIFICATION IN PROCESS**.
4. Check E-Verify daily for a response.

3.2.5 Notifying an Employee of a Tentative Nonconfirmation (TNC) Response

A Tentative Nonconfirmation (TNC) response indicates SSA and/or DHS could not confirm that the employee's personal information matches SSA and/or DHS records. A TNC does not necessarily mean that the employee is not authorized to work in the United States.

It is the employer's responsibility to contact the employee as soon as possible to provide them the opportunity to contest the TNC and resolve the discrepancy in their record. Under the law, the employee must be allowed to continue working while resolution of a TNC is pending.

3.2.5.1 If an Employee Receives an SSA TNC

If your employee receives an SSA TNC, perform the following steps:

1. Notify the employee of the TNC as soon as possible.

Exhibit 3-7: TNC Response

Case Verification Number: 2008051151557EJ

Case Administration

- > [Initial Verification](#)
- > [View Cases](#)

User Administration

- > [Change Password](#)
- > [Pwd Challenge Q&A](#)
- > [Change Profile](#)

Site Administration

- > [Add User](#)
- > [View Users](#)
- > [Maintain Company](#)
- > [Request Termination](#)

Reports

- > [View Reports](#)

Initial Verification

Last Name:	doe	First Name:	john
Middle Initial:	X	Maiden Name:	
Social Security Number:	000-00-0000	Date of Birth:	02/15/1970
Hire Date:	02/05/2007	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	CROB7576	Initiated On:	02/20/2008

Initial Verification Results

Initial Eligibility SSA TENTATIVE NONCONFIRMATION
SSN is invalid


Case Documents for Printing

[Case Details](#)


[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(English version\)](#)

[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(Spanish version\)](#)

2. Select **Notification to Employee** to display the TNC notice in either English or Spanish. The **Notice to Employee of Tentative Nonconfirmation** will appear.
3. Print the **Notice to Employee of Tentative Nonconfirmation** using your browser's print option.
4. Provide the notice to your employee and review it with them. Instruct the employee to indicate whether he or she wants to contest the TNC by clicking **Contest** or **Not Contest**.
5. Instruct the employee to sign and date the notice in the **Signature of Employee** area.
6. The employer also must sign and date the notice in the **Signature of Employer Representative** area.
7. Give a copy of the signed notice to the employee.

	IMPORTANT
	<p>The Notice to Employee of Tentative Nonconfirmation notifies the employee of the TNC response, but does not provide instructions on how to resolve the discrepancy in the employee's records. If the employee contests the TNC, the employer must provide an SSA or DHS Referral Letter to the employee.</p>

8. File the signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.
9. If the employee does not contest the TNC, select **Resolve Case**. (See Section 3.2.8). The employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).
10. If the employee contests the TNC, you must electronically refer the employee to the appropriate agency. Select **Initiate SSA Referral** at the bottom of the screen, which allows SSA electronic access to the employee's case when he or she visits the SSA field office to resolve the discrepancy in his or her record. The employer **may not** take action against the employee while the employee resolves his or her case within the time allotted.

	IMPORTANT
	<p>The employee must visit an SSA office within 8 federal government workdays of referral to resolve his or her employment eligibility.</p>

Two buttons will appear on the **Confirm Employee Notification** page: **Notified** and **Not Notified**.

Exhibit 3-8: Notification Buttons

Case Administration

- > Initial Verification
- > View Cases

User Administration

- > Change Password
- > Pwd Challenge Q&A
- > Change Profile

Site Administration

- > Add User
- > View Users
- > Maintain Company
- > Request Termination

Reports

- > View Reports



The Tentative Nonconfirmation Notice should be discussed with the employee prior to submitting the SSA Referral.

Click the Notified button to refer the employee to SSA. The SSA Referral Letter will be displayed. Use your internet browser's Print capability to print the letter to give to the employee.

Click the Not Notified button to return to the Case Details page so that you can view and print the Tentative Nonconfirmation Notice and discuss the tentative nonconfirmation with the employee.

Notified

Not Notified

- If the employee has been notified of the TNC and has signed the **Notice to Employee of Tentative Nonconfirmation**, then select **Notified**. The **Case Details** page will appear.
- If you click **Not Notified**, the SSA referral will not appear. You will be returned to the **Case Details** page so that you can view and print the TNC notice and discuss it with the employee.

3.2.6 Referring an Employee to SSA

If an employee contests an SSA TNC, you must refer him or her to SSA. SSA will take the following steps on a SSA TNC case.

- SSA will determine if the Social Security record needs to be updated.
- SSA will update the Social Security records based on acceptable evidence provided.
- SSA will verify the authenticity of evidence submitted with the issuing entity.
- SSA will send the employer updated case status information on the employees' Case Details page based on Social Security number record.

To complete the SSA referral process, perform the following steps:

1. Access the employee's **Case Details** page.

Exhibit 3-9: Case Details Page to Initiate an SSA Referral

Case Verification Number: 2008051151557EJ

- Case Administration**
- > Initial Verification
- > View Cases
- User Administration**
- > Change Password
- > Pwd Challenge Q&A
- > Change Profile
- Site Administration**
- > Add User
- > View Users
- > Maintain Company
- > Request Termination
- Reports**
- > View Reports

Initial Verification

Last Name:	doe	First Name:	john
Middle Initial:	X	Maiden Name:	
Social Security Number:	000-00-0000	Date of Birth:	02/15/1970
Hire Date:	02/05/2007	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	CROB7576	Initiated On:	02/20/2008

Initial Verification Results

Initial Eligibility SSA TENTATIVE NONCONFIRMATION
SSN is invalid

SSA Referral

Referral By: CROB7576 **Referral Date:** 02/20/2008

Case Documents for Printing

- [Case Details](#)
- [Notification to Employee - Referral to Social Security Administration \(English version\)](#)
- [Notification to Employee - Referral to Social Security Administration \(Spanish version\)](#)

Resolve Case Close

2. Select the **Notification to Employee – Referral to Social Security Administration** document in either English or Spanish.
3. Print the SSA referral letter using your browser’s print option.
4. Sign and date the SSA referral letter.
5. Instruct the employee to sign and date the referral letter.
6. Give a copy of the SSA referral letter to the employee and instruct him or her to take it to the SSA office within 8 federal government workdays. See Attachment A for instructions on locating the correct SSA office for the employee. The SSA referral letter provides specific instructions for the employee on how to contact SSA in order to remedy their records.
7. File a copy of the SSA referral letter with the employee’s Form I-9.
8. Check E-Verify regularly for a change in an employee’s status for a contested SSA TNC case. This is similar to the process for DHS referrals. If the employee does not visit SSA within 8 days, E-Verify will automatically send an SSA Final Nonconfirmation response to you 10 days after the referral was generated, unless SSA notifies you that the case is still pending.

3.2.6.1 E-Verify Responses to SSA Referrals

E-Verify will respond with one of the following messages:

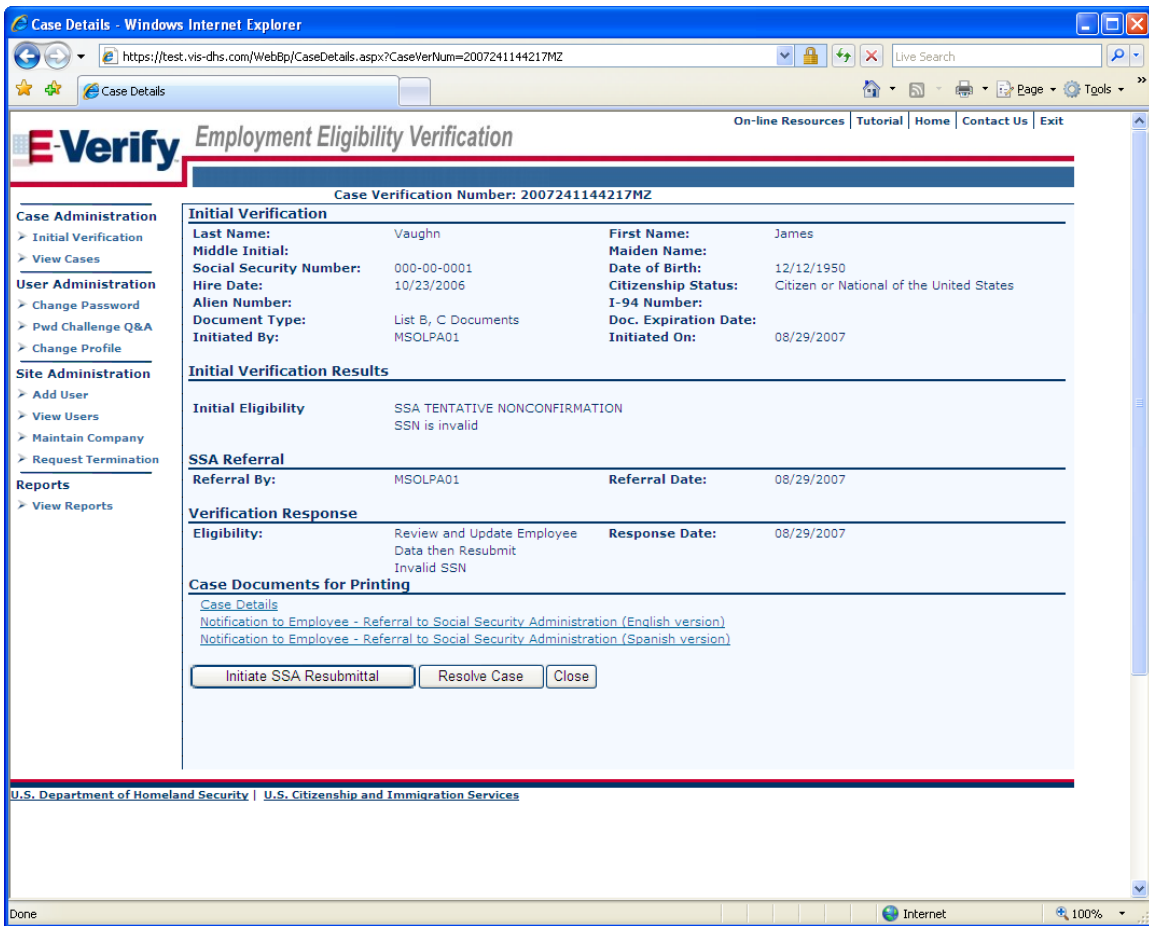
- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified. You should resolve the case, ending the verification process.
- **SSA FINAL NONCONFIRMATION:** This indicates that the SSA could not verify the furnished information. You should resolve the case, ending the verification process.
- **DHS VERIFICATION IN PROCESS:** This response indicates that the non-citizen's information provided to SSA matches the information contained in SSA records. The case is then referred to DHS for employment eligibility verification. DHS responds to most of these cases within 24 hours, although DHS is permitted up to 3 federal government workdays to respond. You should check the system daily for a response.
- **DHS TENTATIVE NONCONFIRMATION: (Photo Tool Non-Match):** This response indicates that the employer determined that the photo on the employee's document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS Tentative Nonconfirmation and give them the option to contest.
- **REVIEW AND UPDATE EMPLOYEE DATA:** In some cases, SSA will prompt you to review and update the employee information you entered into E-Verify and resubmit the case (see Section 3.2.6.1.2). This means that SSA has determined that there appears to be a discrepancy in the employer's data. This discrepancy may result from any of the following situations:
 - An employer keying error on E-Verify;
 - The newly hired employee unintentionally provided incorrect information on the Form I-9; or
 - The newly hired employee intentionally provided incorrect information on the Form I-9.

3.2.6.1.2 Initiating a Resubmittal Case to SSA

To resubmit a case to SSA, perform the following steps:

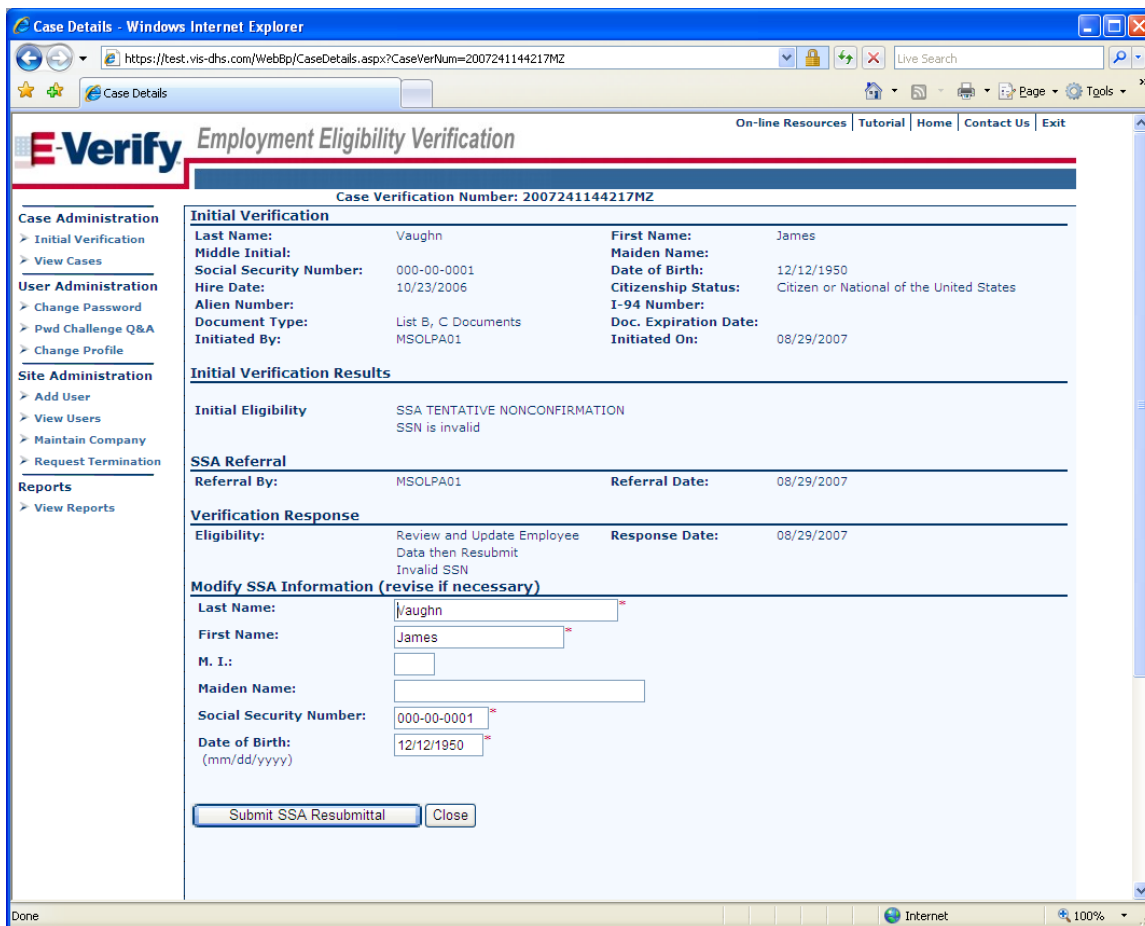
1. Review with the employee, the accuracy of the information they provided on the Form I-9. If the employee made a mistake on the Form I-9, update the Form I-9 for your records.
2. Access the employee's **Case Details** page to ensure that you entered the information on the employee's Form I-9 correctly into E-Verify.
3. If you need to make changes to the employee's information in E-Verify, select **Initiate SSA Resubmittal** on the **Case Details** page.

Exhibit 3-10: Initiate SSA Resubmittal



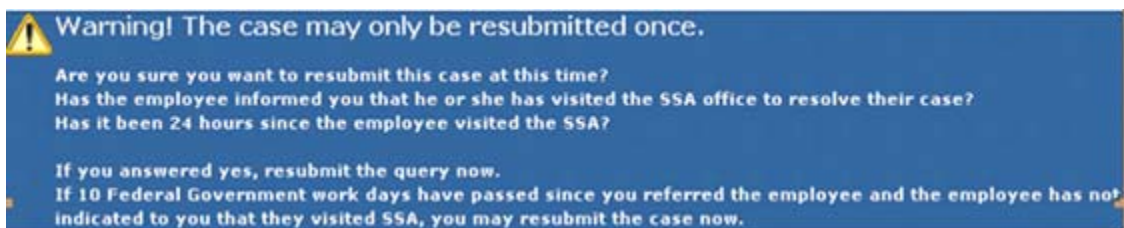
- The **Modify SSA Information** section will appear on the **Case Details** page. Edit the information confirmed by the employee in the **Modify SSA Information** section.

Exhibit 3-11: Case Details Page to Modify SSA Information



5. Select **Submit SSA Resubmittal**. The **Confirm SSA Resubmittal** page appears with a warning message and a **Submit SSA Resubmittal** button.

Exhibit 3-12: Case Warning



6. Read the warning message on the **Confirm SSA Resubmittal** page. Employers may only resubmit a case once. Because a case can only be resubmitted once, ensure that you meet the resubmittal criteria in the warning message before proceeding with the resubmittal.
7. Select **Submit SSA Resubmittal**. When you do so, the information is compared to SSA records, and E-Verify will provide a response within seconds.

3.2.7 DHS Verification in Process


Exhibit 3-13: DHS Verification in Process

Case Verification Number: 2008084171309ND

Initial Verification			
Last Name:	Wolfgang	First Name:	Matt
Middle Initial:		Maiden Name:	
Social Security Number:	123-45-6789	Date of Birth:	03/12/1970
Hire Date:	03/24/2008	Citizenship Status:	Alien Authorized to Work (Alien or I94 # required)
Alien Number:	123456789	I-94 Number:	
Document Type:	I-94	Doc. Expiration Date:	
Initiated By:	LRIV6867	Initiated On:	03/24/2008
Verification Response			
Eligibility:	DHS Verification in Process	Response Date:	
Case Documents for Printing			
Case Details			
<input type="button" value="Close"/>			

Once SSA verifies that the furnished information on the employee matches the information in SSA records, SSA refers the case to DHS to verify the employee's employment eligibility. If DHS is unable to electronically verify the information, the case is sent to an Immigration Status Verifier, resulting in a DHS VERIFICATION IN PROCESS. A DHS VERIFICATION IN PROCESS could have the following results:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified, and the case can be resolved.
- **DHS TENTATIVE NONCONFIRMATION:** This response indicates that employment eligibility could not be verified, so the employee must be notified of the response and referred to DHS if he or she contests.
- **DHS TENTATIVE NONCONFIRMATION (Photo Tool Non-Match):** This response indicates that the employer determined that the photo on the employee's document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS Tentative Nonconfirmation and give him or her option to contest.
- **CASE IN CONTINUANCE:** This response indicates that DHS needs more than 10 federal government workdays to resolve employment eligibility. You must wait until DHS provides a definitive response before resolving the case.

	IMPORTANT
	The employee continues to work during the verification process.

3.2.7.1 If an Employee Receives a DHS TNC

If DHS sends a DHS TENTATIVE NONCONFIRMATION message, perform the following steps:

1. Notify the employee of the TNC as soon as possible.

Exhibit 3-14: TNC Response

Case Verification Number: 2007241124430MK

Initial Verification			
Last Name:	linsberg	First Name:	rodney
Middle Initial:		Maiden Name:	
Social Security Number:	111-11-1111	Date of Birth:	08/28/2000
Hire Date:	08/08/2007	Citizenship Status:	Alien Authorized to Work (Alien or I94 required)
Alien Number:	111111111	I-94 Number:	
Document Type:	Unexpired Foreign Passport with I-94 Stamp	Doc. Expiration Date:	
Initiated By:	RJON9865	Initiated On:	08/29/2007


Verification Response			
Eligibility:	DHS Tentative Nonconfirmation	Response Date:	02/22/2008

Case Documents for Printing

[Case Details](#)
[Notification to Employee - Department of Homeland Security Tentative Nonconfirmation \(English version\)](#)
[Notification to Employee - Department of Homeland Security Tentative Nonconfirmation \(Spanish version\)](#)


Initiate DHS Referral Resolve Case Close


2. Select **Notification to Employee** to display the TNC notice in either English or Spanish. The **Notice to Employee of Tentative Nonconfirmation** will appear.
3. Print the **Notice to Employee of Tentative Nonconfirmation** using your browser's print option.
4. Provide the notice to your employee and review it with them. Instruct the employee to indicate whether he or she wants to contest the TNC by clicking **Contest** or **Not Contest**.
5. Instruct the employee to sign and date the notice in the **Signature of Employee** area.
6. The employer also must sign and date the notice in the **Signature of Employer Representative** area.
7. Give a copy of the signed notice to the employee.

IMPORTANT	
	<p>The Notice to Employee of Tentative Nonconfirmation notifies the employee of the TNC response, but does not provide instructions on how to resolve the discrepancy in the employee's records. If the employee contests the TNC, the employer must provide an SSA or DHS Referral Letter to the employee.</p>

8. File the original signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.

9. If the employee does not contest the TNC, select **Resolve Case**. (See Section 3.2.8). The employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).
10. If the employee contests the TNC, you must electronically refer the employee to the appropriate agency. Select **Initiate DHS Referral** at the bottom of the screen, which allows DHS electronic access to the employee’s case when he or she calls DHS to resolve the discrepancy in his or her record. The employer **may not** take action against the employee while the employee resolves his or her case within the time allotted.


	IMPORTANT
	The employee must contact DHS by phone within 8 federal government workdays of referral to resolve his or her employment eligibility.

	IMPORTANT
	When employees do not contest a DHS TNC, employers can terminate employment without being liable for civil penalties.

3.2.7.2 Referring an Employee to DHS

If the employee contests the DHS TNC, you must refer him or her to DHS to resolve the discrepancy in the employee’s record. To refer an employee to DHS, perform the following steps:

1. Access the **Case Details** page, then select **Initiate DHS Referral**. The **Confirm Employee Notification** page will appear with the question: “Has the employee been notified of the Tentative Nonconfirmation Notice?” Two buttons also appear: **Notified** and **Not Notified**.
2. If the employee has been notified of the referral, select **Notified**. The DHS referral letter will appear.
3. Print the DHS referral letter using your browser’s print option and review it with the employee. The letter provides specific instructions for the employee on how to contact DHS in order to remedy the TNC. Failure to provide the letter to the employee may constitute unlawful discrimination.
4. Instruct the employee that he or she has 8 federal government workdays from the date of referral to resolve the discrepancy in his or her case.
5. Both you and the employee will sign the referral letter. Before filing with the employee’s Form I-9, provide a copy to the employee.
6. Check E-Verify daily for a response.


Contact Information	
	<p>The toll-free number on the DHS referral letter is staffed by Immigration Status Verifiers in Los Angeles. Their office hours are 7 a.m. until 5:30 p.m., Pacific Standard Time. To contact an Immigration Status Verifier to resolve a case call (888) 897-7781. If an Immigration Status Verifier requests information be faxed to them their toll-free fax number is (888) 265-0999.</p>

E-Verify will provide one of the following responses, depending on whether the employee contacts DHS:

- **EMPLOYMENT AUTHORIZED:** This response indicates that the employee contacted DHS and is authorized to work. The employer should resolve the case in E-Verify.
- **DHS EMPLOYMENT UNAUTHORIZED:** This response indicates that the employee contacted DHS and is not authorized to work. The employer should resolve the case. Also, the employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).
- **DHS NO SHOW:** This response indicates that the employee did not contact DHS, and 10 federal government workdays have passed since the date of referral. This response is considered a Final Nonconfirmation, and if received, the employer should resolve the case. Also, the employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

3.3 Photo Screening Tool

In 2007, USCIS incorporated a photo verification step, called the Photo Screening Tool, into the E-Verify query process. Through this step, employers can determine whether employee documents are fraudulent by matching the photograph on the employee’s document to the official photo displayed by E-Verify. The employer’s conclusion concerning whether the photographs match will lead to either confirmation of employment eligibility or a TNC. The employer does not need to take any special action to “use” the Photo Screening Tool. The Photo Screening Tool is activated automatically when employees choose to present certain documents for completion of the Form I-9.


	TIP
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3. Employers must keep the photocopy on file with the Form I-9 for the employee.
4. Employers may only verify the photos for new hires being verified through E-Verify; employers may not use the tool for applicants or existing employees.


3.3.2 Initial Verification with the Photo Screening Tool

To submit an initial verification in which the Photo Screening Tool will activate, follow these steps:

1. Select **Initial Verification** from the **Case Administration** menu. The **Initial Verification** page will appear.
2. Select the status to which the employee attests:
 - Citizen of the United States
 - Lawful Permanent Resident
 - Alien Authorized to Work
3. After you select the employee’s status, you will be asked to select the document the employee has presented as Form I-9 documentation.
4. After selecting the document type, enter the employee information from the Form I-9 on the next screen, and click **Next**.
5. If the employee presented a PRC or EAC during the Form I-9 process, enter the card number from the card on the **Enter Employee Information** page. If the employee presented documentation other than a PRC or EAC, the Photo Screening Tool will not activate, and the E-Verify process will continue as usual.

IMPORTANT	
	<p>All new cards always have a card number consisting of 3 letters and 10 numbers. To find the card number, click on the blue question mark icon next to the Card Number field and a help page will appear.</p> <p>Older Resident Alien cards (I-551) without expiration dates do not have card numbers and cannot be verified with the Photo Screening Tool. When an employee presents this card, enter AAA0000000000 in the Card Number field to continue. No photo will display.</p>

A confirmation screen appears that gives you a chance to check for errors. If you entered any information incorrectly, correct the information and select **Continue Verification**. Do not use your browser’s Back button.

	TIP
	Always check your work; incorrectly entered information will lead to a TNC and delay the verification process.

If the employee provides documentation other than a PRC or EAC, the Photo Screening Tool will not activate, and the E-Verify process will continue as usual.

3.3.3 Verifying the Photograph

A photo will be displayed on the E-Verify screen **only** if all of the following conditions are met:

- The employee presented a PRC or EAC during the Form I-9 process.
- The employer entered the correct card number (See Section 3.3.2)
- The information you entered from the employee’s Form I-9 matches the records in SSA and DHS databases.
- E-Verify is able to locate a photograph in USCIS’ database for that individual.

If the four conditions listed above are met, E-Verify will display the photograph that corresponds to the information you entered and ask you to choose one of the following:

- **Yes:** This means 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:** This means the photo on the employee’s document is not identical to the photo displayed by E-Verify. (Even if it looks like the same person, the clothing, hair style, facing direction and appearance should be identical).
- **Cannot determine:** This means the employer could not determine whether the photo on the employee’s document matches the photo displayed by E-Verify.

3.3.3.1 Standard for Photographic Comparison

USCIS recognizes that employers are not experts in comparing documents or photographs. However, because the photograph transmitted by E-Verify should be identical to the photograph that appears on an employee’s USCIS-issued document, employers should be able to determine whether the photographs match.

Employers should determine if the photograph supplied by E-Verify reasonably appears identical to the photograph on the employee’s USCIS-issued document. USCIS does not require 100 percent certainty in determining whether photographs are identical. For example, employers should account for minor variances in shading and detail between the two photographs based upon the following non-exhaustive list of factors:

- The age and wear of the employee’s DHS-issued document, and
- The quality of your computer monitor,

- Whether you are comparing the E-Verify generated photograph with a copy or faxed copy of an employee's document

3.3.4 Viewing the Results of a Photo Verification

Within seconds of verifying the photo, the **Case Details** page will display the results in the **Initial Verification Results** section.

Exhibit 3-17: Initial Verification page with Sample Photograph

The screenshot shows a Microsoft Internet Explorer browser window displaying the E-Verify Employment Eligibility Verification page. The page title is "Case Details - Microsoft Internet Explorer". The address bar shows the URL: https://test.vis-dhs.com/WebBp/CaseDetails.aspx?CaseVerNum=2007241141101MQ. The page header includes the E-Verify logo and navigation links: On-line Resources, Tutorial, Home, Contact Us, Exit.

The main content area is titled "Case Verification Number: 2007241141101MQ". It is divided into several sections:

- Case Administration:** Includes links for Initial Verification, View Cases, User Administration (Change Password, Pwd Challenge Q&A, Change Profile), Site Administration (Add User, View Users, Maintain Company, Request Termination), and Reports (View Reports).
- Initial Verification:** A table of case details:

Last Name:	Lin	First Name:	Su
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0007	Date of Birth:	03/05/1987
Hire Date:	08/01/2007	Citizenship Status:	Lawful Permanent Resident (Alien # required)
Alien Number:	888888881	I-94 Number:	
Card Number:	MSC1234567891	Doc. Expiration Date:	
Document Type:	I-551	Initiated On:	08/29/2007
Initiated By:	TDONBP01		
- Initial Verification Results:** A table showing the results:

Last Name:	LIN	First Name:	SU
		Expire Date:	INDEFINITE

 Below the photo is a "Click to Enlarge" link.
- Initial Eligibility:** EMPLOYMENT AUTHORIZED
- Case Documents for Printing:** Includes a link for Case Details and buttons for Resolve Case and Close.

The footer of the page reads: U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services.

The **Initial Eligibility** statement will be one of the following responses:

- **EMPLOYMENT AUTHORIZED:** This response indicates you select **Yes** because the photos were identical, and that employment eligibility is verified. You may now resolve the case.
- **TENTATIVE NONCONFIRMATION (TNC):** This response indicates you selected **No** because the photos were not identical. You must notify the employee of the TNC response and refer him or her to DHS if he or she chooses to contest this finding. If your employee contests the TNC, follow the instructions in 3.3.6 to submit a copy of the document to DHS. You may not take adverse action against the employee based on a TNC until it is resolved. This response does NOT indicate the employee is not authorized to work.

- **DHS VERIFICATION IN PROCESS:** This response indicates that you could not determine whether the employee’s photo on his or her document matched the photo displayed by E-Verify. You must notify the employee by providing the **Notification to Employee: Verification in Process** to him or her. E-Verify automatically refers these cases to DHS for additional photo verification. You must always submit a copy of the document to DHS when this response is received. Once receiving a copy of the document, DHS responds to most of these cases within 24 hours.

To send a copy of the document to DHS, select:


- **Submit Electronic Document.** The file must be in .GIF format.
- **Mail Paper Copy.** See **Section 3.3.6** for more information about mailing documents to DHS and using DHS’ courier service.

Check the system daily for a response. You may not take adverse action against the employee because additional DHS verification is required.

3.3.5 Referring an Employee to DHS after Photo Verification


If the employee contests a TNC because of a photo mismatch or Cannot Determine, you must refer him or her to DHS to resolve the discrepancy in his or her record according to the steps below:

1. Select the **Initiate DHS Referral** button.

	TIP
	Cannot Determine cases are automatically referred to DHS, so you will not need to select Initiate DHS Referral .

2. On the following page, select **Notified** if the employee has been notified of the TNC and has signed the **Notice to Employee of Tentative Nonconfirmation**.
3. Choose whether to upload or mail copies of the employee’s documents by selecting either **Submit Electronic Document** or **Mail Paper Copy**. If you choose to upload an electronic copy of the document, the file must be in .GIF format. For mailing options, see **Section 3.3.6**.
4. On the following page, select **Notification to Employee: Referral to the Department of Homeland Security** at the bottom of the screen. The referral letter is available in English or Spanish.
5. Print the referral letter using your browser’s print option.
6. Sign and date the referral letter.
7. Instruct the employee to read, sign and date the referral letter.

8. Make two copies of the signed referral letter – one for the package that will be sent to DHS, and one for the employee.
9. Give the referral letter to the employee.
10. Follow the instructions in Section 3.3.6 to send paper copies of documents to DHS.


	IMPORTANT
	Only send DHS a copy of the employee's document and referral letter if there has been a photo mismatch or you could not determine whether the photographs matched.

3.3.6 Mailing Copies of Documents to DHS

DHS has an express courier account that you may use free of charge to send DHS copies of an employee's documents in the event of a TNC or DHS Verification in Process because of a photo verification. You may also send the documents via the U.S. Postal Service, or a courier of your own choice at your own expense.

Your package must include:

- A photocopy of the employee's PRC or EAC
- A photocopy of the employee's DHS referral letter

	IMPORTANT
	Do NOT send original documents to USCIS.

To submit documents via the U.S. Postal Service, DHL or another express courier, please use the following address:

U.S. Citizenship and Immigration Services
 Verification Division
 Attn: Status Verification Operations/Photo Tool
 490 L'Enfant Plaza East, SW, Suite 8001
 Washington, DC 20024

To register and use the DHS express courier account:

USCIS will pay for the shipping costs associated with E-Verify through its DHL express courier account.

To register your user profile at DHL:

<https://sso.dhl-usa.com/sso/register.asp?nav=Reg>

Please use: 799649141 as the Account Number and Zip Code: 20529

To prepare to ship:

<http://www.dhl-usa.com/shipping/shipstart.asp?nav=PrepareShip>

For general information about the DHL shipping account:

<http://www.dhl-usa.com/dhs/homeland/index.asp>

3.3.7 E-Verify Responses after Employee Referral to DHS

The employee has eight federal government workdays from the date of referral to resolve the discrepancy in his or her case by calling a toll-free number provided on the referral letter, and providing the Immigration Status Verifier with his or her verification number and other information on the referral letter.

E-Verify will provide one of the following responses within 10 day of the referral, depending on whether the employee contacts DHS:

- **EMPLOYMENT AUTHORIZED:** This response indicates that the employee contacted DHS and is authorized to work. The employer should resolve the case in E-Verify.
- **DHS EMPLOYMENT UNAUTHORIZED:** This response indicates that the employee contacted DHS and is not authorized to work. The employer should resolve the case. Also, the employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).
- **DHS NO SHOW:** This response indicates that the employee did not contact DHS, and 10 federal government workdays have passed since the date of referral. This response is considered a Final Nonconfirmation, and if received, the employer should resolve the case. Also, the employer may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

3.4 Resolving Cases

The final step in the E-Verify process is to resolve the case. Resolving cases will:

- Remove cases from your screen, and
- Assist DHS with maintaining statistics on the E-Verify program.

If you do not resolve your cases, the system will indicate that you have cases requiring action and that some of those cases need to be closed. You may resolve a case under the following circumstances:

- When the SSA response is either EMPLOYMENT AUTHORIZED or SSA FINAL NONCONFIRMATION.
- When the DHS response is EMPLOYMENT AUTHORIZED, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW.
- When the employee does not contest a response of SSA TNC or DHS TNC.
- When the employee quits or been terminated for reasons unrelated to immigration status while the verification query is in process.

- When a duplicate case or case with incorrect data was entered into the system, you should resolve as an invalid query.

After you resolve the case, the **Case Resolution** section appears on the **Case Details** page, which includes the case resolution, the User ID of the person who resolved the case, and the date of resolution. The **Case Details** page also includes the information on the case in the order in which it was entered or supplied by the system. It is recommended that you print the case information for your records.

Exhibit 3-18: Case Details Page

The screenshot displays the 'Case Details' page for Case Verification Number 200808418109PK. It is divided into several sections:

- Initial Verification:** A table with two columns. The left column contains fields like Last Name (Barnes), Middle Initial, Social Security Number (000-00-0003), Hire Date (03/24/2008), Alien Number (123456789), Document Type (I-688), and Initiated By (LRIV6867). The right column contains fields like First Name (Marco), Maiden Name, Date of Birth (02/12/1970), Citizenship Status (Alien Authorized to Work (Alien or I94 # required)), I-94 Number, Doc. Expiration Date (01/01/2010), and Initiated On (03/24/2008).
- Initial Verification Results:** Shows 'Initial Eligibility' as 'SSA TENTATIVE NONCONFIRMATION' with a note 'SSN does not match'.
- Case Documents for Printing:** Includes links for 'Case Details', 'Notification to Employee - Social Security Administration Tentative Nonconfirmation (English version)', and 'Notification to Employee - Social Security Administration Tentative Nonconfirmation (Spanish version)'.
- Buttons:** 'Initiate SSA Referral', 'Resolve Case', and 'Close'.

To resolve a case, perform the following steps:

1. Access the **Case Details** page if it is not already displayed.
2. Select **Resolve Case**.
3. In the **Enter Case Resolution** section, select the appropriate resolve option.

Exhibit 3-19: Case Details Page with Resolution Options

Case verification number: J007281194217MC

Initial Verification			
Last Name:	Vaughn	First Name:	James
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0001	Date of Birth:	12/12/1950
Issue Date:	10/23/2006	Citizenship Status:	Citizen or National of the United States
Uien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/29/2007

Initial Verification Results	
Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN is invalid


SA Referral	
Referral By:	MSOLPA01
Referral Date:	08/29/2007

Verification Response	
Eligibility:	Review and Update Employee Data then Resubmit Invalid SSN
Response Date:	08/29/2007


Enter Case Resolution	
Resolve Options:	<input type="radio"/> Resolved Authorized <input type="radio"/> Resolved Unauthorized / Terminated <input type="radio"/> Self Terminated <input type="radio"/> Invalid Query <input type="radio"/> Employee Not Terminated

Submit Resolve Case Close

- **Resolved Authorized:** Select this option when employment is authorized.
 - **Resolved Unauthorized/Terminated:** Select this option when employment is not authorized (SSA FINAL NON-CONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or when there is an uncontested TNC response and employment is terminated.
 - **Self Terminated:** Select this option if an employee quits or is terminated for reasons unrelated to employment eligibility status while the verification query is in process.
 - **Invalid Query:** Select this option if you discover that you sent a duplicate query, or a query with incorrect data.
 - **Employee Not Terminated:** Select this option to notify DHS that you are not terminating an employee whose employment is not authorized (SSA FINAL NON-CONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or who is not contesting a TNC response.
4. Select **Submit Resolve Case**. The **Enter Case Resolution** section changes to the **Case Resolution** section, and the **Print Case Details** button returns to the **Case Details** page.

	IMPORTANT
	Once you have resolved a case, no further changes may be made to the case.

5. Select **Print Case Details**.
6. The **Case Details Report** appears on another page.
7. Print the report by select your browser's print option.
8. Select **Back** on the browser's toolbar to return to the Case Details page.
9. Select **Close** to return to the **Case Summary List**.
10. File the report with the employee's Form I-9.

	TIP
You may print the Case Details Report at any time during the verification process.	

3.5 Searching for Cases

The **View Cases** option allows you to search for cases, display a list of cases, and access the details of a specific case.

Exhibit 3-20: Case Search Page



You are able to search by Case Status if you choose:

- All Open Cases-This feature allows the user to see all open cases.
- Cases Requiring Action- This feature allows the user to see cases requiring action.
- Cases in Process-This feature allows the user to see cases currently pending in E-Verify.
- Resolved Cases-This feature allows the user to select the appropriate option to resolve (close) all cases queried through the E-Verify system.

Once you have selected the appropriate case status, you may search by:

- Case Verification Number
- Alien Number
- I-94 Number
- Social Security Number
- Date Initiated From
- Date Initiated To
- Initiated By

Select **Display Case Summary List** after you have entered your search terms.

3.5.1 Navigating the Case Summary List Page

After entering the case search criteria, each row on the **Case Summary List** page displays information for a single case, which is identified by the verification number. Click the row of the case you wish to examine to open the case summary.

4. User Administration

Employers may use the **User Administration** menu to change passwords and update personal profiles.

4.1 Changing Your Password

Passwords need to be protected; therefore, do not write down passwords or share them with anyone. If you feel that your password may have been compromised, change it immediately.

Exhibit 4-1: Change Password Page



The screenshot shows a web form titled "Enter Old and New Passwords". It contains three text input fields, each followed by a red asterisk (*). The labels for the fields are "Old Password:", "New Password:", and "Re-type New Password:". Below the input fields are two buttons: "Submit Password Change" and "Cancel".

To change your password, perform the following steps:

1. Select **Change Password** from the **User Administration** menu. The Change Password page will appear.
2. Type your current password in the Old Password field.
3. Type your new password in the New Password and the Re-Type New Password fields. The new password cannot be the same as any of your last six passwords.
4. View the confirmation message:
 - If the system processed the password change, then use the new password for the next E-Verify session.
 - If the system was unable to process the password change due to user error, carefully repeat the steps for changing your password.
 - If the system was unable to process the password change, try changing your password later.

4.1.2 Password Requirements

Passwords must be at least eight characters but no more than 14 characters in length and must include at least three of the following characters:

- An uppercase letter
- A lowercase letter
- A number
- One of the following characters: ! @ \$ % * () < > ? : ; { } + - ~

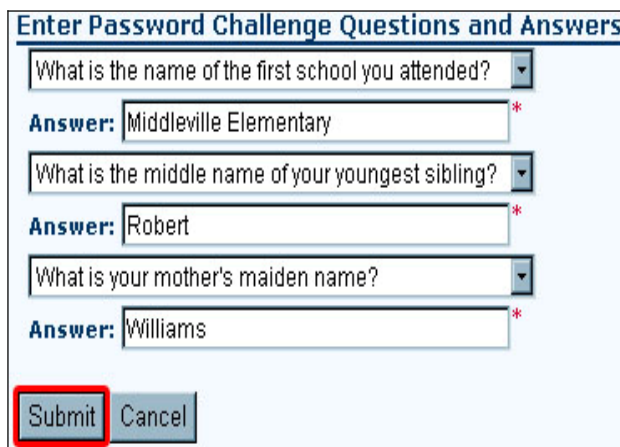
ILikeH2O is an example of a password that is eight characters in length with three of the four required characteristics (an uppercase letter, a lowercase letter, and a number).

Passwords are case-sensitive.

4.2 Password Challenge Q&A

The password challenge Q & A enables you to reset your password without having to contact a Program Administrator if you forget your password, or if your account is locked after three consecutive, unsuccessful login attempts.

Exhibit 4-2: Password Challenge Q&A



Enter Password Challenge Questions and Answers

What is the name of the first school you attended? ▾
Answer: Middleville Elementary *

What is the middle name of your youngest sibling? ▾
Answer: Robert *

What is your mother's maiden name? ▾
Answer: Williams *

Submit Cancel

To activate the Password Challenge Q & A, perform the following steps:

1. Select **Password Challenge Q&A** from the **User Administration** menu.
2. Select the question you want to use for each of the three challenge questions, enter the answer in the **Answer** field, and select **Submit**.

If you decide to change any of the questions at a later time, you must reset the other questions and answers. You can reuse any questions and answers. Like passwords, you should not share answers to these questions since these enable you to change your password.

4.3 Updating Your Profile

Each person with access to E-Verify has a user profile that 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** page.

Exhibit 4-3: Change User Profile Page

Enter User Profile Information

User ID:

Last Name: *

First Name: *

M.I.:

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

To update your profile, perform the following steps:

1. Select **Change Profile** from the **User Administration** menu. The **Change User Profile** page will appear.
2. Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is a required field.
3. Select **Submit User Profile Changes**. The **Change User Profile Results** page, which contains the confirmation message and your profile information, will appear.
4. 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, the user should update his or her profile later. If the second profile update attempt fails, contact the Technical Help Desk at 1-800-741-5023.

5. Site Administration (Program Administrators Only)

Program Administrators use the **Site Administration** menu to:

- Add General Users and other Program Administrators located at their site.
- Change or update their company's profile information.
- Terminate their company's access to the E-Verify.

5.1 Adding a User Account

The Program Administrator may add E-Verify user accounts on the **Add User – Personal Information** page.

Exhibit 5-3: Add User Page with Personal Information Section

The screenshot shows a web form titled "Add User - Personal Information". The form has the following fields and controls:

- User Role:** A dropdown menu with a blue arrow and a red asterisk.
- Last Name:** A text input field with a red asterisk.
- First Name:** A text input field with a red asterisk.
- M.I.:** A small text input field.
- Phone Number:** A form with three input boxes for area code, number, and extension, followed by "ext." and another input box. A red asterisk is at the end.
- Fax Number:** A form with three input boxes for area code, number, and extension.
- E-mail Address:** A long text input field with a red asterisk.
- At the bottom left are two buttons: "Next" and "Cancel".

To enter a new user's information, perform the following steps:

1. Access the **Add User**.
2. Enter the user's role, first and last name, telephone number and e-mail address, and optional fax number in the provided fields, and select **Next**.
 - The user roles relate to what data and functions users may access. They are:
 - **General Users:** Perform verification queries; view reports; and update their personal user profiles.
 - **Program Administrators:** Create user accounts at their sites for other Program Administrators and General Users, view reports, perform verification queries, update profile information, and unlock user accounts. New users must be located at the site with the Program Administrator.


E-Verify will generate a User ID for the new user, which will appear in the **User ID** field on the **Add User – Enter Password** page. You may either accept or change this User ID. This is the only opportunity you will have to modify the User ID.

The User ID must be exactly eight characters. The characters may be letters, numbers or a combination of both. The User ID is not case-sensitive.

Exhibit 5-4: Add User – Enter Password Section

Add User - Enter Password	
User ID:	<input type="text" value="DKIS3920"/> *
Password:	<input type="password"/> *
Re-type Password:	<input type="password"/> *
<input type="button" value="Back"/> <input type="button" value="Submit New User"/> <input type="button" value="Cancel"/>	

3. Enter a temporary password in the **Password** and **Retype Password** fields. Create the password using the password requirements in Section 4.1.2. When the user logs into the system for the first time, he or she will be prompted to change the password.
4. Select **Submit New User**.

IMPORTANT	
	Each user at your site must have his or her own User ID and password. For security purposes, passwords must not be shared, posted or written down.

5.2 Viewing and Modifying User Accounts

The **View Users** option allows you to view and maintain user accounts, including deleting users, changing or updating user information, and resetting user passwords.

To search for a user, perform the following steps:

1. Select **View Users** from the **Site Administration** menu to access the **Enter User Search Criteria** page.

Exhibit 5-3: Enter User Search Criteria Page

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:

2. To search by User ID, select the person's User ID from the **User** list.
3. To search by first or last name, type up to 30 alphabetic characters (hyphens and spaces allowed), or enter a partial name and use the percent (%) sign before or after as a wildcard character.

For example, to find all users whose name begins with "JU", enter "Ju%" in the First Name field. The search results will include users with names such as June, Juan and Juanita.

4. Select **Display User Summary List**, which will take you to the **User Summary List** page.

To view and modify a user's account, perform the following steps:

1. On the **User Summary List** page, select the User ID of the user for which you searched to open the user's **View/Modify User Information** page.

Exhibit 5-4: User Summary List page

You are viewing users 1-10 of 16

User Summary List									
Previous Next									
User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	
AGFN0416	Verifications UAT Company	General User	Genesoni	Annie		Change Password	N	N	Delete
CDOB0191	Verifications UAT Company	General User	Dobbs	Charnita	08/30/2007 04:18 PM	Change Password	N	N	Delete
DHIL1212	Verifications UAT Company	Program Administrator	Hill	Dave	09/28/2007 12:25 PM	Change Password	N	Y	Delete
DHIL7232	Verifications UAT Company	Program Administrator	Hill	Dave	03/31/2008 11:37 AM	Change Password	N	N	Delete
DPICPA44	Verifications UAT Company	Program Administrator	Picard	David	02/27/2008 08:23 AM	Current	N	Y	Delete
GFRA4242	Verifications UAT Company	Program Administrator	Francis	Greg	09/04/2007 10:59 AM	Change Password	N	N	Delete
GREB1086	Verifications UAT Company	Program Administrator	Green	Rebecca	08/28/2007 03:30 PM	Change Password	N	Y	Delete
GHI00616	Verifications UAT Company	Program Administrator	Wiggins	Gail	09/10/2007 03:30 PM	Change Password	N	N	Delete
KBLE3191	Verifications UAT Company	Program Administrator	Bledsoe	Kelley	08/29/2007 01:45 PM	Change Password	N	N	Delete
LLOPPA44	Verifications UAT Company	Program Administrator	Rivera Lopez	Lara	03/31/2008 04:18 PM	Current	N	Y	Delete

Page 1 of 2. Go to [Go](#)

Previous Next

[Close](#)

2. Modify the user's information in the **View/Modify User Information** fields provided and select **Submit User Modifications**.

Exhibit 5-5: Administer Users Page

View / Modify User Information

User ID: LLOPPA44

User Role: Program Administrator *

Last Name: *

First Name: *

M.I.:

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

Force Change Password:

Reset User Password

New Password:

Re-type New Password:

3. Reset a user's password by typing a temporary password into the **New Password** and **Re-type New Password** fields, then select **Submit User Modifications**.

5.3 Deleting User Accounts

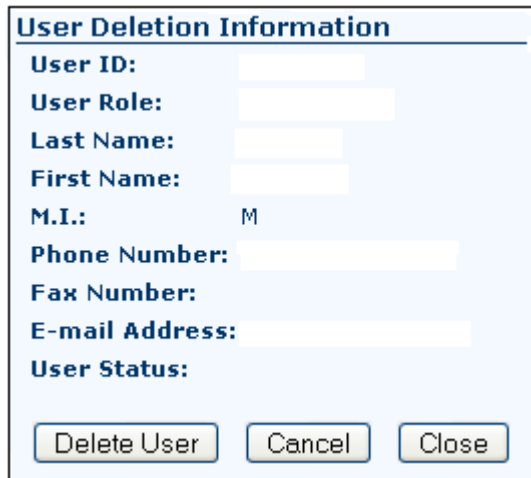
If a user leaves the company or will no longer access E-Verify, a Program Administrator **must** delete the user's account.

To delete a user account, perform **either** of the following steps:

1. Select **Delete** in the row of the user's account you wish to delete on the **User Summary List** page (See Exhibit 5-4).
2. Select **Delete User** on the **View/Modify User Information** page (See Exhibit 5-5).

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

Exhibit 5-6: User Deletion Information Page



User Deletion Information

User ID:

User Role:

Last Name:

First Name:

M.I.: M

Phone Number:

Fax Number:

E-mail Address:

User Status:

5.4 Maintaining Company Information

To update your company's information in E-Verify, perform the following steps:


1. Select **Maintain Company** from the **Site Administration** menu. The **Company Information** page will display the current information for your company.
2. To modify any section of the **Company Information** page, select **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**.

3. Make the required changes and select **Submit**.

Exhibit 5-7: Company Summary Screen

Company Information				
Company Name:	test company			View / Edit
Physical Location:		Mailing Address:		
Address 1:	1111 p street, n.w.		Address 1:	
Address 2:			Address 2:	
City:	washington		City:	
State:	DC		State:	
Zip Code:	20019		Zip Code:	
County:	DISTRICT OF COLUMBIA			
Employer Identification Number:	111111111			
Total Number of Employees:	1 to 4			
Corporate / Parent Company:				
<hr/>				
NAICS Code:	721 - ACCOMMODATION			View / Edit
<hr/>				
Hiring Sites:				View / Edit
DIST OF COL	1			
HAWAII	2			
<hr/>				
E-Verify Users:				View / Edit
Last Name	First Name	M.I.	Phone	E-mail
test	test		(111) 111 - 1111	test.test@yahoo.com MOU Signatory
test	company		(111) 111 - 1111	test.test@yahoo.com
<p>I certify that the information provided for this registration is correct. I am aware that Federal law provides for imprisonment and/or fines for knowing false statements or other fraudulent conduct in connection with this registration. I am aware that providing any false information may be grounds for terminating participation in E-Verify.</p>				

5.5 Requesting Termination from E-Verify Participation

IMPORTANT	
	<p>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.</p>

To request termination of your company's participation in E-Verify, perform the following steps:

1. Select **Request Termination** from the **Site Administration** menu. The **Request Termination** page will open.

Exhibit 5-8: Request Termination Page

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

Termination Request Information

Company Name: Mars Company

Termination Request Date: 08/21/2007

Termination Request Reason:

2. Type the reason for termination in the **Termination Request Reason** field.
3. Select **Request Termination**.

A message will appear informing you that the E-Verify office will be notified of your site's request to terminate participation in the program.

6. Reports

Employers may use the **Reports** menu to generate and view reports, as well as print and save reports.

The **Reports** menu provides the following option: **View Reports**


6.1 Generating, Printing and Saving Reports

You can choose from a selection of predefined reports and set parameters for the generation of those reports.

To generate a report, perform the following steps:

1. Select **View Reports** from the **Reports** menu. The **Report Selection** page will appear.
2. Select the appropriate report from the list and view the description if necessary; the description will appear on the lower half of the page.
3. Select **Next**. The **Report Parameter Data Entry** page will appear with fields for the parameters and a **Run Report** button.
4. Enter the parameters for the selected report. Refer to the table on the previous page(s) for the list of appropriate parameters.
5. Select **Run Report**. The report will appear as an Adobe Portable Document Format (PDF) file.
6. Select **Print** to print the report.
7. Select **Save** to save the report.

7. Client Company Administration (DABP)

	IMPORTANT
	This section contains information specific to the functions of Designated Agents. Please continue only if you are a Designated Agent.

The **Client Company Administration** menu is available to Designated Agents (DA) to add clients, view client information, update client information and terminate clients.

7.1 Adding a Client

7.1.1 Adding Company Information to E-Verify

To add a client to E-Verify, perform the following steps:

1. Select **Add Client Company** from the **Client Company Administration** menu. The **Company Information** page will appear.

Exhibit 7-1: Company Information Page

Company Information	
Client Company Name:	<input type="text"/> *
Physical Location (This is not the mailing address. This is the location where the verification queries will be performed.)	
Address 1:	<input type="text"/> *
Address 2:	<input type="text"/>
City:	<input type="text"/> *
State:	<input type="text"/> *
Zip Code:	<input type="text"/> *
County / Parish:	<input type="text"/> *
Mailing Address (Provide if different from physical location.)	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Enter Additional Information	
Employer Identification Number: (also known as Federal Tax ID Number)	<input type="text"/> *
Total Number of Employees: (including full-time, part-time, and seasonal employees of the site(s) being verified for)	<input type="text"/> *
Enter Corporate / Parent Company:	<input type="text"/>
<input type="button" value="Search"/>	
Is your organization part of the Federal government? <input type="radio"/> YES <input type="radio"/> No *	
<input type="button" value="Back"/>	<input type="button" value="Next"/>


2. Enter the client company's name in the **Client Company Name** field.
3. Enter the client company's physical address (the location where E-Verify queries will be performed) in the **Physical Location** section. If regular mail is delivered to an alternate address, you should also complete the **Mailing Address** section.
4. Under **Enter Additional Information**, enter the client company's employer identification number in the **Employer Identification Number** field. This number is also known as the Federal Tax ID Number.
5. Select the Client Company's number of employees from the **Total Number of Employees** drop-down box, the.
6. Enter the name of a client company's corporate or parent company in the **Enter Corporate/Parent Company** field. You may also select **Search** to see a list of your clients' corporate/parent companies. If there is no corporate or parent, leave the field blank.
7. Select **YES** or **NO** in response to the question, "Is your organization part of the Federal government?"
8. Select **Next**.

7.1.2 Adding the NAICS Code to E-Verify

To add your client company's NAICS Code to E-Verify, perform the following steps:

1. **The North American Industry Classification System (NAICS) Code** page will appear after selecting **Next** on the **Company Information Page**.

Exhibit 7-2: NAICS Codes Page

 If you know your Client Company's 3-digit North American Industry Code 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: SUPPORT ACTIVITIES FOR MINING

2. If you know the company's three-digit NAICS Code, enter it in the **NAICS Code** field and select **Accept NAICS Code and Continue**.
3. If you do not know the company's NAICS Code, select **Generate NAICS Code**.
 - a. On the **NAICS Code – Sector** page that appears, select your company's sector from the dropdown box.
 - b. On the following **NAICS Code – Subsector** page, select your client company's subsector from the drop-down box.
 - c. E-Verify will generate the NAICS code and automatically enter it in the **NAICS code** field.
 - d. Select **Continue**.

7.1.3 Adding Hiring Sites to E-Verify

To add your client company's hiring sites to E-Verify, perform the following steps:

1. The **Site Verification** page will appear after selecting **Continue** on the **NAICS Code** page.

Exhibit 7-3: Site Verification Page

? Will the client's company verify for multiple sites or for a single site?

If the client's company is verifying for multiple sites click 'Multiple Sites Verification'.

If the client's company is verifying for a single site click 'Single Site Verification'.

Back Multiple Sites Verification Single Site Verification

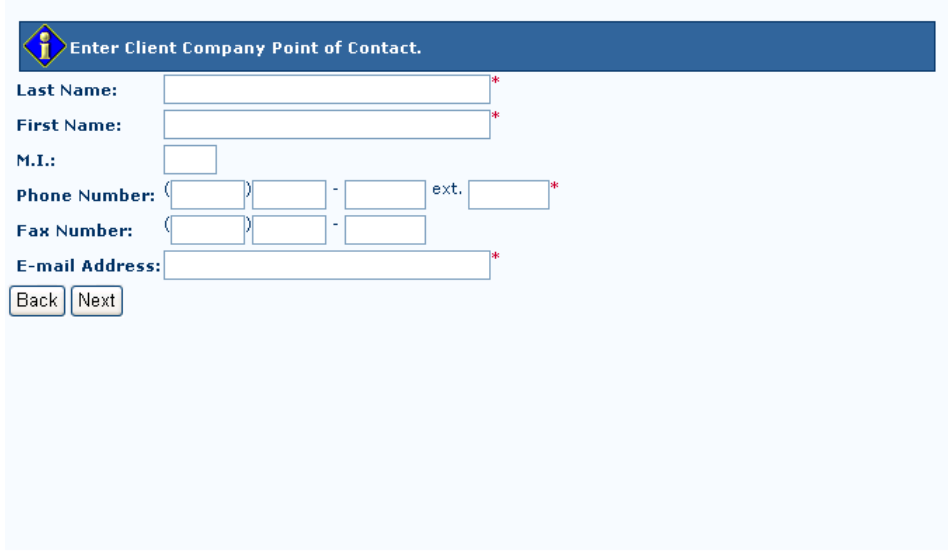
2. Select **Single Site Verification** to verify a single client company verification site. The **Additional Company Information** page will appear.
3. Select **Multiple Sites Verification** to verify multiple client company verification sites. On the **Multiple Sites Verification** page, choose the locations of the client company's hiring sites, and enter the number of hiring sites per location. Select **Next**.

7.1.4 Adding Points of Contact to E-Verify

To add your client company's points of contact information to E-Verify, perform the following steps:

1. The **Point of Contact** page will appear after selecting **Next** on the **Multiple Site Verification** page, or by entering a single verification site.

Exhibit 7-4: Client Company Point of Contact



Enter Client Company Point of Contact.

Last Name: *

First Name: *


M.I.:

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

2. Enter the client company's point of contact information in the fields provided, then select **Next**. The **Point of Contact Summary List** page appears.
3. Make revisions, if necessary, by selecting the point of contact you wish to edit from the **Point of Contact Summary List**, and then select **Next**.

IMPORTANT	
	E-Verify requires at least one point of contact per client company. If the client's company is verifying for multiple sites click "Multiple Sites Verification" and follow the same instructions above.

7.1.5 Editing Points of Contact

To edit an existing Points of Contact for a client, select **Edit** from the **Client Company Points of Contact Summary List** and enter the updates.

Exhibit 7-5 Points of Contact Summary List

You are viewing POC Summary 1-1 of 1

Points of Contact Summary List

Previous Next

<input type="button" value="Add"/>	First Name	Last Name	Middle Name	Phone Number	Fax Number
<input type="button" value="Edit"/>	Mary	Johnson		(202) 555 - 1212	

Previous Next

Select **Next** and this updates the client's company information.

Selecting **Cancel** returns you to the Client **Company Points of Contact Summary List** page without updating the list.

Deleting Client Company Points of Contact

Select **Delete** on the Points of Contact Summary List which will take you to the Points of **Contact Deletion Information** page. Review the information that you want to delete and select **Delete POC**. If you do not need to delete any other Points of Contact(s), select **Next**.

Exhibit 7-6 Points of Contact Deletion Information

Points Of Contact Deletion Information

First Name: Jay
Last Name: Hudson
Middle Name:
Phone Number: (202) 555 - 1212ext.
Fax Number:
E-mail Address: jhudson@foo.com

7.1.6 Registering a Client Company

Review the information entered on the Client **Company Registration Summary** page and ensure that the information is correct. To continue the registration process select **Register Employer**.

Exhibit 7-7 Registration Process


To complete the registration process, select 'Generate MOU'. Select Print from your browser's toolbar, to print the document. The designated agent and the employer must sign the MOU signature page. The designated agent must scan the MOU signature page in GIF format and upload the file to USCIS. [Click here](#) to see instructions for scan and upload MOU signature page in Gif format.

REMINDER... You must print and provide each of your clients with the English and Spanish versions of the E-Verify Participation poster and the Right to Work poster. These posters are located under the on-line resources. Your client(s) must display the posters in plain view at their hiring site(s) to inform prospective employees that their company is participating in the E-Verify Employment Verification Program.

Generate MOU Close

To complete the registration process:

1. Select Generate MOU.
2. The Client Company **must** sign the MOU signature page.
3. The MOU sets forth the responsibilities of the client company, the Designated Agent, SSA and DHS.
4. Obtain your client company's signature in the Employer section and sign the Designated Agent section on the signature page of the MOU.
5. To upload the MOU click on **View Client Companies**
6. Select the **Pending Registration** button
7. Click on **Display Client Company Summary** List
8. Click the **Edit** button next to the appropriate company
9. Click on **Upload Signature Page**
10. Enter the MOU **date** from the copy sent to you by the Client Company
11. Upload the document by selecting the **Browse** button and choosing the correct file from your computer. If you need help, click on the blue question mark next to the **Browse** button. The file must be in .GIF format
12. When finished, select **Submit Electronic Document**
13. Once you have successfully **scanned and uploaded the signature page** of the MOU, your client will automatically be approved.

	IMPORTANT
	Designated agents and client companies may only verify the employment eligibility of employees hired after signing the MOU.

7.2 Viewing Client Information

To view client company information in E-Verify, perform the following steps:

1. In the Navigation area, select **View Client Companies**. On the **Client Company Search Criteria** page that appears, you can search by the following criteria:
 - Company ID Number
 - Client Company Name
 - City
 - State
 - Client Company Status
 - Pending Registration
 - Active Companies
 - Request Termination
 - Terminated
 - Rejected
 - All

The default option for the **Client Company Status** is **Pending Registration**. You may use this option or select another. To search for a specific client or group of clients, be sure to select clients' correct status.

2. Select **Display Client Company Summary List**.

7.2.1 Navigating the Client Company Summary List

The **Client Company Summary List** displays all of your client companies in alphabetical order by name. Each row contains a single client company, which is identified by its company ID number.

Exhibit 7-8: Client Company Summary List Page

You are viewing client companies 1-10 of 40

Client Company List

Previous Next

	Company ID Number	Client Company Name	City	State	Address1	Status	MOU Sign Date	Requested Termination	Rejection / Termination Date	Last Updated By	Last Update Date	
Edit	10900	ABC Company	Fairfax	VA	353 Main Ave	REJECTED		N	09/17/2007	LSHADAGU	06/19/2007	
Edit	10760	asdf	asdf	CO	asdf	REJECTED		N	07/16/2007	TDONDA01	04/17/2007	
Edit	11211	asdfasdf	asdf	CO	asdfasdf	REJECTED		N	01/09/2008	LSHAHQ01	01/09/2008	
Edit	Terminate	10759	asdfasdf	asdfsd	AZ	asdfasdf	ACTIVE	01/01/2007		N	TDONHQ01	04/23/2007
Edit	Terminate	10994	asdfasdf	dfasdfasd	CO	asdfasdf	ACTIVE	10/22/2007		N	LSHADAPA	09/25/2007
Edit	10102	Client Company 1	Anytown	OH	111 One St.	REJECTED		N	07/10/2005	DHOLDABP	05/06/2005	
Edit	Terminate	7535	Client Company 1	Washington	DC	2001 L St NW	ACTIVE	06/06/2004		N	LSHAHQ01	06/06/2004
Edit	10101	Client Company 2	Anytown	OH	111 One St.	REJECTED		Y	07/10/2005	MCHIDAPA	04/11/2005	
Edit	10103	Client Company 3	Anytown	OH	111 One St.	ACTIVE	05/25/2005	Y		TDONDA01	03/30/2007	
Edit	7536	Client Company Two	Washington	DC	2001 L St NW	ACTIVE	07/26/2004	Y		MCHI1092	12/16/2004	

Page 1 of 4. Go to [Go](#)

Previous Next

[Close](#)

The page may include multiple rows or only one row, depending on the search criteria you used. The column headers identify the types of information that appear for each client company and may be clicked on to sort the list.

7.3 Updating Information for Your Client Company

To update information for one of your clients, perform the following steps:


1. Select **Edit** in the corresponding row for the client you need to update on the **Client Company Summary List** page. The **Company Information** page appears.

Exhibit 7-9: Client Company Summary Page

Company Information		
Company Name:	ABC Company Inc.	View / Edit
Physical Location:		Mailing Address:
Address 1:	1801 L St. NW	Address 1:
Address 2:		Address 2:
City:	Washington	City:
State:	DC	State:
Zip Code:	22002	Zip Code:
County:	DISTRICT OF COLUMBIA	
Employer Identification Number:	7890	
Total Number of Employees:	1 to 4	
Corporate / Parent Company:	CLOVERLEAF COLD STORAGE CO	
NAICS Code:	512 - MOTION PICTURE AND SOUND RECORDING INDUSTRIES	View / Edit
Total Hiring Sites:	56	View / Edit
Total Points of Contact:	2	View / Edit

2. Select **View/Edit** for the section that you want to update. You can update:
 - The client company's name and physical location
 - The NAICS Code
 - Total Hiring Sites
 - Total Points of Contact
3. After making your updates to each section, select **Submit Company Modifications**.
4. The **Client Company Summary** page appears.
5. Repeat Steps 2 through 4 for each section you want to update.
6. Select **Return to Company List**. The **Client Company Summary List** page appears.

7.4 Terminating a Client

IMPORTANT	
	If the client company has more than one site participating in E-Verify, and all sites are dropping out, you must go through this process for each of the client company's verification sites.

To initiate termination of a client's participation in E-Verify, perform the following steps:

1. Select **Terminate** in the row for the client you need to terminate from E-Verify on the **Client Company Summary List** page.

Exhibit 7-10: Request Client Company Termination

Termination Request Information

Company Name:	ABC Company, Inc.
Termination Request Date:	07/15/2007
Termination Request Reason:	<input type="text"/>

 Notification(s) has been sent to the Office of Verification of the request for the termination of the Company Location(s) Once the Office of Verification personnel have reviewed the request(s), the termination(s) will be processed in the system.

2. On the **Termination Request Information** page, enter the reason for the termination in the **Termination Request Reason** field.
3. Select **Request Termination**.

Glossary

A

Acceptable Documents for Verifying Identity and Employment Eligibility

Documents designated for determining employment eligibility under the Immigration & Nationality Act (INA) are listed in the Handbook for Employers (M 274), Part Eight, page 22.

The list has been modified since the publication of the Handbook. List A now includes only the following: (1) an Unexpired/Expired United States Passport; (2) an Alien Registration Receipt Card with a photograph or Permanent Resident Card (Form I-551); (3) an Unexpired Foreign Passport with a Temporary I-551 stamp or attached Form I-94 indicating unexpired employment authorization; and (4) an Unexpired Employment Authorization Document (EAD) issued by the Department of Homeland Security which contains a photograph (Form I-766).

List B and C are unchanged from those stated in the Handbook, but list B documents presented to an employer participating in the E-Verify Program **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).

Alien (Non-citizen)

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

Alien File (A-File)

The history file containing data and documentation pertaining to an individual non-citizen. An A-File is created when any one of several Department of Homeland Security actions occur, for example, application for permanent resident status.

Alien Registration Number ("A" Number)/Alien ID Number/or Alien Number)

A unique 7-, 8- or 9-digit number assigned to a non-citizen at the time his or her A-File is created.

Alien Registration Receipt Card, Form I-151

This card was introduced in 1946 and issued to lawful permanent residents. Through 18 years of various revisions, it remained primarily green in color causing it to become known as a "green card." As of March 20, 1996, the Form I-151 is no longer acceptable as evidence of lawful permanent resident status. If a non-citizen is in possession of a Form I-151, it does not revoke his or her lawful permanent resident status; however, the document itself is expired and the applicant should be referred to the Department of Homeland Security for a replacement card.

Alien Status Verification Index (ASVI)

A Department of Homeland Security database accessed by benefit issuing agencies, licensing agencies, other entities and employers to verify non-citizen immigration and employment eligibility status. As of June 2004, ASVI will be replaced by the Customer Processing System (CPS).

Anti-discrimination Notice

The Anti-discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice, 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.

Arrival/Departure Record (Form I-94)

A document issued to non-citizens when admitted into the United States. Some of these forms are stamped to indicate work authorized status. The Form I-94 contains an 11-digit Admission Number, which may be used as part of the Primary Query verification process if the non-citizen employee does not have an Alien Registration Number.

Asylee

A non-citizen already in the United States or at a port of entry, who is granted asylum in the United States, based on race, religion, nationality, or membership in a particular social group or political opinion. This status is covered by Section 208 of the Immigration and Nationality Act (INA).

Asylum

Asylum may be granted to a person who is unable or unwilling to return to his or her country of nationality, because they fear persecution.

B**C****Case in Continuance**

The Department of Homeland Security needs more than 10 Federal Government workdays to resolve a case. The employee continues to work until a definitive answer is received from the Department of Homeland Security.

Case Verification Number

The Case Verification Number is a unique number returned by the E-Verify system. Employers participating in the E-Verify Program 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 a designated agent to perform E-Verify inquiries.

Corporate Administrator

This user type can only view reports for the site where they are physically located. They can also update their personal user profile.

Could Not Be Determined

An employer would select "could not be determined" when they are unable to determine whether there was a photographic match/non-match based on a comparison of the document provided by the employee and the picture displayed by E-Verify upon query. As a result, these types of cases will automatically be

processed as secondary verifications where the decision as to a photograph match/non-match will be made by DHS and will be a final determination.

Customer Processing System

The Department of Homeland Security's database accessed by benefit issuing agencies, licensing agencies, other entities, and employers to verify immigration and employment eligibility status.

D

DHS Verification in Process

The response given, if the employee's information matches the Social Security Administration records but the Social Security Administration does not have employment eligibility information for the non-citizen employee. The system automatically forwards the case to the Department of Homeland Security for verification of employment eligibility. The Department of Homeland Security responds to most of these cases within 24 hours, but has up to 3 Federal Government workdays to respond. An employer should check the system periodically for response.

Document Type

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

Designated Agent

An individual or company that performs E-Verify inquiries for another organization(s).

E

Employee Not Terminated

A closure option used when the employee is not terminated after the employer receives a SSA Final Nonconfirmation; DHS Employment Unauthorized; DHS No Show; or if the employee is not terminated after he or she does not contest a Social Security Administration or Department Homeland Security Tentative Nonconfirmation response.

Employment Authorized

A response received from either the Social Security Administration or the Department of Homeland Security indicating the information provided by the employer matched the information contained in the database(s) and work eligibility has been confirmed.

Employment Authorization Document (EAD) I-766

A document issued to non-citizens who are authorized to work temporarily in the United States. The document has been issued since January 1997.

Employment Eligibility Verification (Form I-9)

Every time an employer hires any employee to perform labor or services in return for wages or other remuneration, the employee and the employer must complete the Form I-9. This requirement applies to all employees hired after November 6, 1986.

E-Verify

The E-Verify is a voluntary program (formerly known as the “Basic Pilot Program”) in which employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification (Form I-9) has been completed. This involves separate verification checks (if necessary) of databases maintained by the Social Security Administration and the Department of Homeland Security.

E-Verify Participation Notice

The E-Verify Notice informs perspective employees that a company is participating in the E-Verify Program. 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.

F

Final Nonconfirmation

If an employee’s work eligibility cannot be confirmed, an employer will receive a Final Nonconfirmation response from the Social Security Administration or the Department of Homeland Security. An employer receiving a Final Nonconfirmation response may terminate the employment of the employee and shall not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance of the information provided through the E-Verify system.

G

General Users

This user type performs verification queries, views reports, and has the capability to update their personal user profile.

Green Card

A commonly used term describing the Permanent Resident Card / Resident Alien Card (Form I-551). Many versions of the I-551 are not green in color.

H

Handbook for Employers (M 274)

Provides a step-by-step explanation of what an employer must do to meet its responsibilities under the Employer Sanctions provision of the Immigration and Nationality Act (INA). It also explains the responsibilities and rights of employees in the hiring and verification process and provides expanded information about how to avoid employment discrimination based on citizenship or national origin.

Hire Date

The earliest the employer may initiate a query is after an individual accepts an offer of employment and after the employee and employer complete the Form I-9. The employer must initiate the query no later than three business days after the newly hired employee starts work for pay.

I

Illegal Alien

A foreign national who (1) entered the United States without inspection or with fraudulent documentation or (2) who, after entering legally as a non-immigrant, violated status and remained in the United States without authorization.

Immigrant

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

Immigration and Nationality Act of 1952 (INA)

The Act (INA), which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of non-citizens.

Immigration Reform and Control Act of 1986 (IRCA)

Public Law 99-603 (Act of 11/6/86), which was passed in order to control and deter illegal immigration to the United States. Its major provisions stipulate legalization of undocumented non-citizens who had been continuously unlawfully present since 1982, legalization of certain agricultural workers, and sanctions for employers who knowingly hire undocumented workers, and increased enforcement of U.S. borders.

Immigration Status

The legal status conferred on a non-citizen by immigration law.

Immigration Status Verifier (ISV)

A Department of Homeland Security employee who has the responsibility for verifying immigration and employment eligibility status for SAVE customers.

Immigrant Visa

A document, issued by a United States Department of State consulate or embassy abroad, which authorizes a non-citizen to apply for admission as an immigrant to the United States. This document does not grant work authorization.

Initial Query

The first step of the automated employment verification process.

Initial Verification

An automated query of the Social Security Administration and if necessary the Department of Homeland Security databases. Results will either verify employment eligibility or require additional verification, which is conducted through the E-Verify system.

Invalid Query

A resolution option for a duplicate query or incorrect data input.

J

K

L

Lawful Permanent Resident

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

M

Memorandum of Understanding (MOU)

A **Memorandum of Understanding** (MOU) is a legal document describing a bilateral or multilateral agreement between parties. It constitute a legally binding contract when properly executed (e.g., signed) by all the parties.

N

Non-Immigrant

A non-citizen who enters the United States temporarily for a specific period of time and purpose. This category includes foreign government officials, visitors for business and pleasure, students and temporary workers.

No Show

A response received when the employee did not contact the Department of Homeland Security to resolve his or her case and 10 Federal Government workdays have passed since the date of referral. The No Show response is considered a Final Nonconfirmation.

Notice to Employee of Tentative Nonconfirmation

This is a computer generated notice given to an employee after a Tentative Nonconfirmation response has been received from the Social Security Administration or the Department of Homeland Security. If an employee contest the Tentative Nonconfirmation response, he or she must contact the appropriate Government Agency to resolve the discrepancy to continue employment. An employee has **8** Federal Government workdays to resolve his or her case.

O

P

Parolee

A non-citizen applying for admission to the United States may be paroled into the United States under emergency conditions or when the non-citizen's entry is determined to be in the public interest. Parolee status is covered by Section 212 of the INA.

Passport

Any travel document issued by 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. If this document is used for Form I-9 purposes, it must be unexpired with either an I-551 stamp or an attached Form I-94 indicating unexpired employment authorization.

Password

Each person performing verification queries should have his or her own password. The password provided to a new user is temporary and should be changed. A password must be between 8 and 14 characters and include 3 of the following 4 characteristics: an upper case letter, a lower case letter, a number and a special character (i.e. ! @ \$ % * () < > ? : ; { } + - ~). A user will be required to change his or her password every 90 days and will be prompted by the system to do so.

Permanent Resident or Legal Permanent Resident

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

Permanent Resident Card, Form I-551, DEC 1997

Issued by the former INS after December 1997, this card is the current version given to Permanent Resident Aliens. The document is valid for 10 years. In this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.

Photo Screening Tool

During the verification query, employers match the photographs on certain documents provided by new employees when completing the Form I-9 with the photograph that appears in the records of U.S. Citizenship and Immigration Services (USCIS). photo screening tool is triggered only when a new hire produces a Permanent Resident Card ("Green Card" (I-551) or an Employment Authorization Card (I-766) for their I-9 documentation

Photo Match

The photograph on the employee's document matches the photograph supplied by E-Verify. The photograph transmitted by the E-Verify should be the same (identical) photograph that appears on an employee's USCIS-issued document, employers should be able to determine whether or not the photographs do match.

Photo Non-match

The photograph on the employee's document does not match the photograph supplied by E-Verify. The photograph transmitted by E-Verify should be the same (identical) photograph that appears on an employee's USCIS-issued document. If the employer determines that it does not, a DHS tentative non-confirmation 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 policy issues. This person may or may not be 1 of the 3 user types.

Primary Verification (Initial Query)

The first step of the electronic verification process.

Program Administrator

This user type is responsible for creating user accounts at their site for Corporate Administrators and General Users. They have the capability to view reports, perform queries, update account information and unlock user accounts.

Q

R

Referral Notice

An employee contesting a Tentative Nonconfirmation response from the Social Security Administration or the Department of Homeland Security is provided with the appropriate agency referral notice instructing him or her to contact the Government within 8 Federal Government workdays from the date of referral to resolve any discrepancy in his or her record.

Refugee

Any person who is outside their country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the Immigration and Nationality Act.

Request Additional Verification

If the information returned from the Department of Homeland Security database is different from the information provided by the employee on the Form I-9, this feature provides the employer an option to provide additional information on the employee's case to the Department of Homeland Security requiring a further search of the case.

Resident Alien Card, Form I-551, AUG 1989

This card was introduced in August 1989 and was the first Resident Alien Card to contain an expiration date. The card was issued to both conditional and lawful permanent residents. Valid only for a limited period of time – 2 years from the date of admission/adjustment for conditional permanent residents and 10 years from issuance for lawful permanent residents. The expiration date indicates when the card expires and must be renewed. It does not indicate that the non-citizen's status expires. The expiration date is stated on the front of the card. This version is rose-colored with a blue logo. It was modified in January 1992 when a white box was added behind the fingerprint.

Resident Alien Card, Form I-551, JAN 1977

This card was introduced in January 1977 and phased in over a period of time. Although this card is no longer issued, it is valid indefinitely. In addition to the photograph, the I-551 will contain the bearer's signature and photograph. This card was issued to lawful permanent residents.

Resolve Case

This feature allows the user to select the appropriate option to resolve (close) all cases queried through the E-Verify Program.

Resolved Authorized

A resolution option for the cases where an Employment Authorization response is received.

Resolved Unauthorized/Terminated

A resolution option if a Social Security Administration or Department of Homeland Security Final Nonconfirmation or No Show response is received, or if the employee does not contest a Social Security Administration or Department of Homeland Security Tentative Nonconfirmation response, and **is terminated**.

S

Self Terminated

A resolution option if the employee has quit or been terminated for reasons unrelated to employment eligibility status while the verification query is in process.

SSA Referral

After an employee is advised of a Tentative Nonconfirmation and signed the Notice to Employee of Tentative Nonconfirmation the employee is referred to the Social Security Administration to resolve their case.

SSA Resubmittal

After an employee is referred to SSA and visits one of its local offices and 24 hours have passed since they returned the referral letter to the employer, the user must resubmit the case through E-Verify to receive a final response.

If the employee does not visit an SSA office, or does not return the stamped and signed referral letter to the employer, the employer should resubmit the case after 10 federal government workdays from the date of referral.

Social Security Administration

A 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. The Social Security Administration and the Department of Homeland Security are jointly conducting the E-Verify Program.

Systematic Alien Verification for Entitlements (SAVE) Program

The SAVE Program Branch is responsible for administering Department of Homeland Security verification programs involving customer access to the CPS database. The SAVE Branch administers the SAVE Program itself, which enables federal, state, and local benefit-issuing agencies to obtain immigration status information needed in order to determine applicants' eligibility for many public benefits. In addition, the SAVE program conducts employment verification pilot programs that enable employers to quickly and easily verify the work authorization of their newly hired employees.

T

Tentative Nonconfirmation

The employee information was compared to Government records and could not be confirmed. This does not mean that the employee is not work authorized, or that the information provided was incorrect. The employee must contact either the Social Security Administration or the Department of Homeland Security to resolve the discrepancy in order to continue employment.

U

U.S. Passport

Document issued by the Department of State to United States Citizens and Nationals.

User ID

Each person performing verification queries should have his or her own User ID. The User ID is a system generated alphanumeric ID, which the Program Administrator can accept or change when adding a new user. The User ID must be 8 characters and may be letters, numbers, or a combination of both. A User ID is not case sensitive.

V**Verification Division**

The Verification Division is responsible for administering Department of Homeland Security verification programs involving customer access to the CPS database. The Verification Division administers the SAVE Program itself, which enables federal, state, and local benefit-issuing agencies to obtain immigration status information needed in order to determine applicants' eligibility for many public benefits. In addition, the SAVE program conducts the E-Verify program that enable employers to quickly and easily verify the work authorization of their newly hired employees.

W**X****Y****Z****SSA Appendix**

To locate your local Social Security office using the Internet, perform the following steps:

At your Internet address prompt, type: www.ssa.gov or www.socialsecurity.gov and press **Enter** or select **Go**.



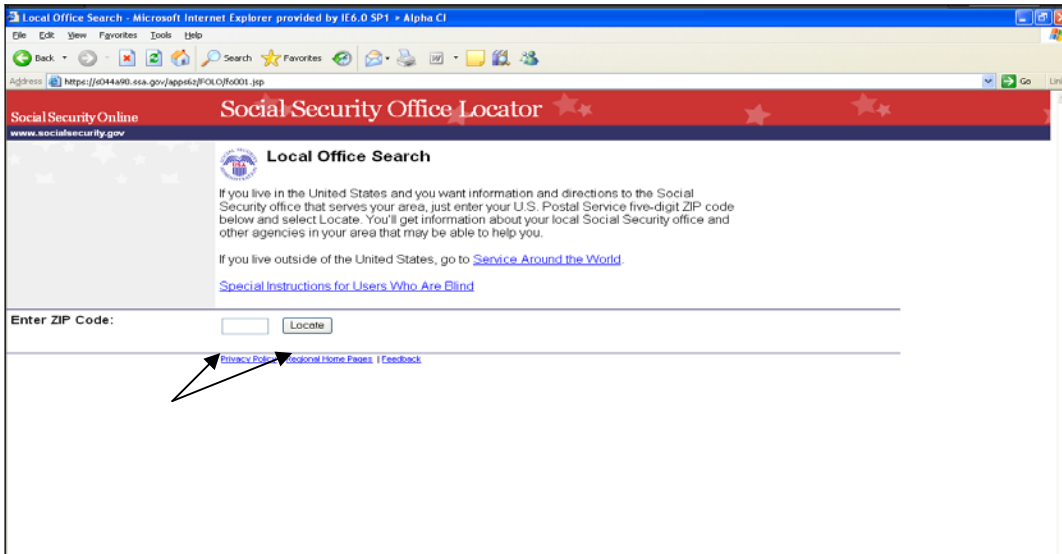
On the left side of the page, select: **Find a Social Security office**.




This presents the **Local Office Search** web page.

Enter the new hire's five-digit ZIP Code in the box provided.


Select **Locate**.

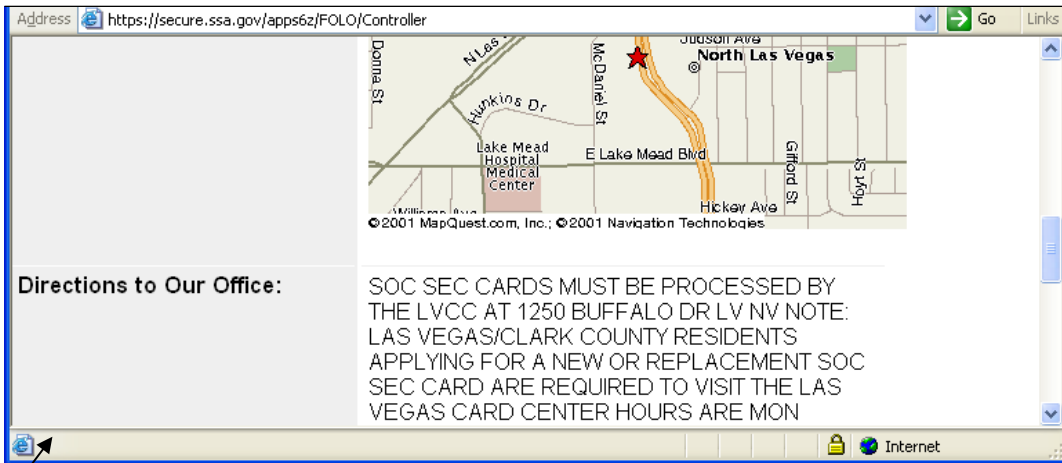


IMPORTANT	
	To bypass the first two steps and go directly to this Local Office Search page, enter the following web address: https://s044a90.ssa.gov/apps6z/FOLO/fo001.jsp

If the new hire lives in Brooklyn, N.Y.; Las Vegas, Nev.; Orlando, Fla.; Phoenix, Ariz.; or Queens, N.Y., look more closely at the data on the Local Office Search Results page, because the Local Office that displays is not where the new hire should go to resolve issues. The new hire must go to the Social Security Card Center. These offices specialize in processing requests for new and replacement Social Security cards.

A reference to the Card Center is included on the Local Office Search Results page under 'Directions to Our Office'.

IMPORTANT	
	There will not be a map for the Card Center address; there is only a map for the local Social Security office. The exception is Phoenix - their Card Centers are located in the same building as their local offices.



This is part of the North Las Vegas, Nev., Social Security Office web page.

Below is a list of the six Social Security Card Centers and the local areas that they serve.

Arizona

North Phoenix Card Center
16241 N. Tatum Blvd., Suite B
Phoenix, AZ 85032

The North Phoenix Card Center is located next to the North Phoenix Social Security Office and serves the residents of northern Phoenix and northern Maricopa County.

Downtown Phoenix Card Center
250 N. 7th Ave., Suite 200
Phoenix, AZ 85007

The Downtown Phoenix Card Center is located in the same building as the new Downtown Social Security Office and serves the residents of southern Phoenix, Apache Junction, and the southern portions of Maricopa County.

Florida

Orlando Card Center
5520 Gatlin Ave., Suite 102
Orlando, FL 32812

The Orlando Card Center is located in the same building as the Orlando Field Office and serves the residents of Orlando, Kissimmee, and Longwood.

Nevada

Las Vegas Card Center
1250 S. Buffalo Drive
Las Vegas, NV 89117

The Las Vegas Card Center (LVCC) is located in the same building as the Las Vegas Social Security office and it serves the residents of Las Vegas and Clark County. Lincoln County residents and residents of Mesquite, Logandale, Overton, or Moapa may go to the LVCC or contact the local office serving their area.

New York

Brooklyn Social Security Card Center
625 Fulton St., 6th Floor
Brooklyn, NY 11201

The Brooklyn Social Security Card Center (BSSCC) serves the people who live or receive mail in Brooklyn.


Queens Social Security Card Center
155-10 Jamaica Ave., 2nd Floor
Jamaica, NY 11432

The Queens Social Security Card Center (QSSCC) serves the people who reside or have a mailing address in Queens. However, if the individual prefers he/she may conduct Social Security Card business with the Brooklyn Social Security Card Center (BSSCC).

If the new hire needs to go to a card center, please provide the new hire with the address of the card center.

This presents the **Local Office Search Results** page which has the address, telephone number, office hours, and map of the SSA office closest to the new hire's home.

The screenshot shows a web browser window titled "Local Office Search Results - Microsoft Internet Explorer provided by IE6.0 SP1 - Alpha C1". The address bar shows the URL: <https://h044a90.ssa.gov/app/FCLO/Controller>. The page header includes "Social Security Online" and "Social Security Office Locator". The main content area is titled "Local Office Search Results" and contains the following information:

Office Address:	SOCIAL SECURITY SUITE 100 5 PARK CENTER COURT OWINGS MILLS, MD 21117
Phone Numbers:	Toll-Free 1-800-772-1213 TTY 1-800-325-0778 More Information About Calling Social Security Find out what Services Are Offered Online, On the Phone, or in the Office
Office Hours:	MONDAY - FRIDAY 08:30 AM - 03:30 PM Except Federal Holidays
Map:	
Directions to Our Office:	FROM BALTIMORE BELTWAY (895) GO NORTH ON RT 140 (REISTERSTOWN ROAD).

IMPORTANT: There will not be a map for the Card Center address; there is only a map for the local Social Security office.

