



# User Manual

For E-Verify Employer Agents

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U.S. Citizenship  
and Immigration  
Services

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## 1.0 INTRODUCTION

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

For the purpose of this manual, the term 'E-Verify employer agent' means any U.S. company, corporation or business entity that is providing the service of verifying employees as a third party to 'clients' (employers) through the use of E-Verify. Clients are required to complete Form I-9, Employment Eligibility Verification, (referred to hereafter as Form I-9) for all new employees and must follow the guidelines set forth in the 'E-Verify Employer Agent - Client E-Verify MOU.'

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

### 1.1 BACKGROUND AND OVERVIEW

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

E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause and employers in certain states that have legislation that mandates the use of E-Verify for some or all employers.

**NOTE:** E-Verify cannot provide you with guidance on state or local laws that require your participation in E-Verify. For help, you should contact the appropriate state officials, or you may also be able to receive assistance through a local Chamber of Commerce.

Apart from any state or local law that requires participation in E-Verify, employers are fully responsible for complying with sections 274A (which addresses the requirements of the Form I-9 process) and 274B (which addresses unfair immigration-related employment practices) of the Immigration and Nationality Act. If employers fail to comply with either, then they may be subject to penalties.

E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA, DHS, and U.S. Department of State (DOS) records to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

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

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

**NOTE:** E-Verify Self Check, referred to as Self Check, is a free, fast, secure and voluntary online service that allows individuals to perform employment eligibility checks on themselves. Employers may not ask current or prospective employees to use Self Check to prove employment eligibility. The service is designed to provide visibility into government records, and if necessary, guidance on how to correct those records. Self Check is separate from the E-Verify user interface. For more information and specific rules visit [www.uscis.gov/E-Verifyselfcheck](http://www.uscis.gov/E-Verifyselfcheck).

Self Check does not satisfy or supersede the requirements of federal contractors subject to the Federal Acquisition Regulation (FAR) E-Verify clause, or any other employers, to use E-Verify.

## 1.2 BASIC E-VERIFY EMPLOYER AGENT WEBSITE NAVIGATION

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

The screenshot shows the E-Verify Employer Agent website interface. At the top, the E-Verify logo is on the left, and the U.S. Department of Homeland Security and Social Security Administration logos are on the right. Below the logos, the text 'Employment Eligibility Verification' is displayed. The user is logged in as 'E-Verify Demo' with User ID 'SAMPLE02' and Last Login '12:29 PM - 03/03/2011'. A 'Log Out' link is visible. A navigation menu on the left includes links for Home, My Cases (with a '3' callout), My Clients, My Profile, My Reports, and My Resources. The main content area features a 'Welcome to E-Verify' section (with a '1' callout) containing the E-Verify logo and a green 'Verify Employee' button. To the right is an 'E-Verify News' section (with a '2' callout) displaying a news item about a federal contractor rule. Below these is a 'Case Alerts: You Must Take Action!' banner (with a '4' callout) containing three buttons: 'Open Cases to be Closed' (with a '2' callout), 'Cases with New Updates', and 'Work Authorization Docs Expiring'. The footer contains links to the U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services websites, along with 'Accessibility' and 'Download Viewers' links.

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

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

Area 3 contains E-Verify navigation options which are identified in the 'Area 3 Navigation Overview.' Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page where a user enters information. Each user's menu option is based on his or her assigned user role. For more information, see Section 1.4.

AREA 3 NAVIGATION OVERVIEW	
MENU	OPTION
<b>My Cases</b>	<ul style="list-style-type: none"> <li>▶ New Case</li> <li>▶ View Cases</li> <li>▶ Search Cases</li> </ul>
<b>My Clients</b>	<ul style="list-style-type: none"> <li>▶ Add New Client</li> <li>▶ View Existing Clients</li> </ul>
<b>My Profile</b>	<ul style="list-style-type: none"> <li>▶ Edit Profile</li> <li>▶ Change Password</li> <li>▶ Change Security Questions</li> </ul>
<b>My Company</b> (Only program administrators have these options)	<ul style="list-style-type: none"> <li>▶ Edit Company Profile</li> <li>▶ Add New User</li> <li>▶ View Existing Users</li> <li>▶ Close Company Account</li> </ul>
<b>My Reports</b>	<ul style="list-style-type: none"> <li>▶ View Reports</li> </ul>
<b>My Resources</b>	<ul style="list-style-type: none"> <li>▶ View Essential Resources</li> <li>▶ Take Tutorial</li> <li>▶ View User Manual</li> <li>▶ Contact Us</li> </ul>

Area 4 displays 'Case Alerts' for cases requiring action. Case alerts inform E-Verify employer agents when an action is required. For more information, see Section 5.3.

## ESSENTIAL RESOURCES

The 'View Essential Resources' link under 'My Resources' contains links to important documents and tools for employers who participate in E-Verify. The 'Essential Resources Overview' provides specific information on the resources available to users.

ESSENTIAL RESOURCES OVERVIEW	
LINK	INFORMATION
<b>E-Verify Essentials</b>	<ul style="list-style-type: none"> <li>▶ E-Verify Participation Poster</li> <li>▶ Right to Work Poster</li> <li>▶ E-Verify User Manual</li> </ul>
<b>E-Verify Notices</b>	<ul style="list-style-type: none"> <li>▶ Blank 'Notice to Employee of Tentative Nonconfirmation,' 'Referral to the U.S. Department of Homeland Security' and 'Referral to the Social Security Administration' available in several foreign languages</li> </ul>



<b>Form I-9 Resources</b>	<ul style="list-style-type: none"> <li>▶ The latest version of Form I-9 in English and Spanish</li> <li>▶ The 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)'</li> </ul>
<b>Memorandums of Understanding (MOU)</b>	<ul style="list-style-type: none"> <li>▶ Blank copy of the most recent version of the MOU</li> </ul>
<b>Resources for Employers</b>	<ul style="list-style-type: none"> <li>▶ Websites and links to Web pages of particular interest to employers participating in E-Verify</li> </ul>
<b>Select Press Releases and Other Guidance</b>	<ul style="list-style-type: none"> <li>▶ Information on photo standards, document guides and announcements related to employment documents</li> </ul>

### 1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

It is important to understand the difference between enrollment and registration which are outlined in the 'Enrollment vs. Registration Overview.' For additional information, visit [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

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



E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. local time  
Telephone: 888-464-4218 E-mail: DAsupport@dhs.gov

If your company is enrolled and you need information about how to add additional users or about their functions, see Section 8.0.

<b>ENROLLMENT VS. REGISTRATION OVERVIEW</b>		
	<b>ENROLLMENT</b>	<b>REGISTRATION</b>
<b>Who</b>	E-Verify employer agents enroll in E-Verify to participate in the program.	Program administrators register new users in E-Verify who are then able to create cases.
<b>How</b>	Visit the E-Verify enrollment website at <a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a> .	Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial and passing the knowledge test. For more information on adding new users, see Section 8.1.
<b>Why</b>	E-Verify employer agents voluntarily enroll to verify the work authorization status of newly hired employees of their clients.	Most enrolled E-Verify employer agents have multiple employees who use E-Verify to create cases. There is no limit on the number of users an enrolled E-Verify employer agent can register to create cases.

To participate in E-Verify, E-Verify employer agents must enroll online via any Internet-capable computer using a Web browser of Internet Explorer 5.5, Netscape 4.7 or higher (with the exception of Netscape 7.0) or Mozilla Firefox 1.0 or higher.

E-Verify employer agents must read and accept the electronic 'E-Verify Memorandum of Understanding for E-Verify Employer Agents (MOU)' which details the responsibilities of the Social Security Administration (SSA), the U.S. Department of Homeland Security (DHS) and the E-Verify employer agent. The MOU is electronically signed by the E-Verify employer agent during enrollment. All E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this manual. It is your company's responsibility to ensure that your users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both the company and the user.

To enroll in E-Verify, visit the enrollment website. This website guides companies through the enrollment process. Additional information regarding enrollment is found at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

Participating companies use E-Verify through an access method determined during the enrollment process. An access method is a type of E-Verify account that offers different features for specific types of organizations. The four access methods include: employer, E-Verify employer agent, corporate administrator and Web services. The access methods are explained in the 'Access Method Overview.'

<b>ACCESS METHOD OVERVIEW</b>	
<b>Access Method</b>	<b>Explanation</b>
<b>Employer Access</b>	<p><b>My company plans to use E-Verify to verify its employees.</b></p> <p>Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method. This access method allows a company to create cases in E-Verify for its newly hired employees and/or employees assigned to a covered federal contract. For more information, visit <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>.</p>
<b>E-Verify Employer Agent Access</b>	<p><b>My company plans to use E-Verify on behalf of its clients to verify their employees.</b></p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other companies to create cases in E-Verify for their newly hired employees and/or employees assigned to a covered federal contract. For more information, visit <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>.</p>
<b>Corporate Administrator Access</b>	<p><b>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</b></p> <p>Corporate administrator access is used only for managing multiple employer accounts and doesn't allow corporate administrator users to create and manage E-Verify cases. For more information, visit <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>.</p>
<p><b>Web Services Access for Employers</b></p> <p><b>-or-</b></p> <p><b>Web Services Access for E-Verify Employer</b></p>	<p><b>My company plans to develop its own software to access E-Verify.</b></p> <p>The Web services access method requires a company to develop software that interfaces with E-Verify to verify the employment eligibility of newly hired employees and/or employees assigned to a covered federal contract. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. If a company chooses this option, it is sent the Web services Interface Control Document. The Interface Control Document contains</p>



<b>Agents</b>	the information used to develop and test your software interface. Both employers and E-Verify employer agents are eligible to use this access method.
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## REMINDER

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

## 1.4 OVERVIEW OF USER ROLES

Enrolled E-Verify employer agents can provide their employees access to E-Verify by assigning them a user role. Permissions and functions in E-Verify granted to the user depend upon the user role. There are two types of users: general users and program administrators. Review the permissions of each user role in the 'User Role Overview.'

General users and program administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. For more information on the specific functions of each user role, see Section 7.1.

<b>USER ROLE OVERVIEW</b>	
<b>USER ROLE</b>	<b>PERMISSIONS</b>
<b>Program Administrator</b>  (at least one required)	A company must have at least one program administrator. The program administrator role includes functions of a general user. Permissions include: <ul style="list-style-type: none"> <li>• Enrolling new clients and updating client profile information</li> <li>• Registering new users</li> <li>• Creating user accounts for other program administrators and general users</li> <li>• Creating and managing cases</li> <li>• Viewing reports</li> <li>• Updating profile information for other program administrators and general users</li> <li>• Unlocking user accounts</li> <li>• Closing company and user accounts</li> </ul>
<b>General User</b>  (optional)	A company can have as many general users as it desires but is not required to have general users. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. Permissions include: <ul style="list-style-type: none"> <li>• Enrolling new clients and updating client profile information</li> <li>• Creating and managing cases</li> <li>• Viewing reports</li> <li>• Updating his/her own user profile</li> </ul>

## 1.5 USER RULES AND RESPONSIBILITIES

All E-Verify users are bound by the guidelines set forth in the 'E-Verify Memorandum of Understanding for E-Verify Employer Agents (MOU)' and the rules and responsibilities outlined in this manual.


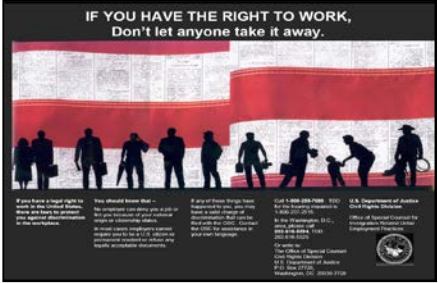
It is your responsibility to ensure that all users understand program rules. We recommend that you review with your users these rules and responsibilities periodically to ensure proper use of E-Verify and the protection of your employees' workplace rights.

All E-Verify users must follow the guidelines specified in the 'Rules and Responsibilities Overview.' Many of these requirements are the ultimate responsibility of the E-Verify employer agent's client. Representatives at each client site should be instructed to adhere to the following guidelines in conjunction with responsibilities outlined in the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU).'

RULES AND RESPONSIBILITIES OVERVIEW	
<b>E-Verify employer agents participating in E-Verify <b>MUST</b>:</b>	
✓	Follow E-Verify procedures for each new hire while enrolled/participating in E-Verify.
✓	Notify each job applicant of E-Verify participation.
✓	Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work' posters.
✓	Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
✓	Ensure that Form I-9 'List B' identity documents have a photo (Section 2.1).
✓	Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
✓	Obtain a Social Security number (SSN) from each newly hired employee on Form I-9.
✓	Provide each employee the opportunity to contest a tentative nonconfirmation (TNC).
✓	Allow each newly hired employee to start and continue working during the E-Verify verification process, even if he or she receives a TNC.
✓	Ensure that all personally identifiable information is safeguarded.
<b>E-Verify employer agents participating in E-Verify <b>MUST NOT</b>:</b>	
✗	Use E-Verify to prescreen an applicant for employment.
✗	Check the employment eligibility of an employee hired before his or her company signed the E-Verify MOU.
✗	Take any adverse action against an employee based on a case result unless E-Verify issues a final nonconfirmation.

- ✘ Specify or request which Form I-9 documentation a newly hired employee must use.
- ✘ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status.
- ✘ Selectively verify the employment eligibility of a newly hired employee.
- ✘ Share any user ID and/or password.

When a new client is enrolled, E-Verify employer agents are required to print and provide to the client both the English and Spanish 'Notice of E-Verify Participation' and 'Right to Work' posters; both are displayed in the figure below. These should be displayed in the most appropriate location for viewing by potential and current employees. Both notices are found in E-Verify after you log in under 'View Essential Resources' (Section 1.2). In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

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

## 1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of personally identifiable information. It is essential to protect the privacy of individuals who submit information to be processed through E-Verify. It is the responsibility of the employer/user to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU)' between E-Verify, the E-Verify employer agent and the client.

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

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

## PRIVACY GUIDELINES OVERVIEW

- ▶ **Allow ONLY authorized employees to use E-Verify.**  
Ensure that only the appropriate employees handle information and create cases.
- ▶ **SECURE access to E-Verify.**  
Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to E-Verify.
- ▶ **PROTECT and STORE individuals' information properly.**  
Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.
- ▶ **Discuss E-Verify results in PRIVATE.**  
Ensure that all case results including tentative nonconfirmation (TNC) and final nonconfirmation results are discussed in private with the employee.

### REMI NDER

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- \* Ensure that all personally identifiable information is safeguarded.
-

## 2.0 MY CLIENTS

The 'My Clients' menu is available in Area 3 of the E-Verify home page. This menu is only available to E-Verify employer agents and enables E-Verify employer agents to:

- Enroll new clients
- View and update client information
- View the memorandum of understanding (MOU)
- Terminate clients


E-Verify employer agents must enroll their clients before they can create cases for them in E-Verify.

### 2.1 CLIENT ENROLLMENT


Before you can create a case for your clients, each client must be enrolled in E-Verify. To enroll a client in E-Verify, follow the steps outlined in 'New Client Enrollment – Process Overview.'

**NEW CLIENT ENROLLMENT – PROCESS OVERVIEW**

► From 'My Clients,' select 'Add New Client.'



► Select which category best describes your client's organization.



**IMPORTANT:** If you indicate 'Federal Contractor with FAR E-Verify Clause,' you will be required to select the federal contractor category that best describes your client's organization and indicate which employees your client will verify. For additional information see the 'E-Verify Supplemental Guide for Federal Contractors.'

► Enter information for your client including client name, physical location, mailing address, employee identification number, number of employees and parent company. In E-Verify, a red asterisk (\*) indicates a required field.

**Company Information**

Client Company Name:

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location** (This is not the mailing address. This is the location where the verification queries will be performed)

Address 1:

Address 2:

City:

State:

Zip Code:

County / Parish:

**Mailing Address** (Provide if different from physical location)

Address 1:

Address 2:

City:

State:

Zip Code:

**Additional Information**

Employer Identification Number:   
(also known as Federal Tax ID Number)

Total Number of Employees:   
(including full-time, part-time, and seasonal employees of the site(s) being verified for)

Parent Organization:

Administrator:

How did you hear about E-Verify?

Other Marketing Channel:

- ▶ Enter the North American Industry Classification System (NAICS) code for your client and click 'Accept NAICS Code and Continue.' If the number is not known click 'Generate NAICS Code' to determine the company's NAICS code.

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

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

NAICS Code:

To determine the company's NAICS code:

- ▶ Select the appropriate sector from the drop-down list.
- ▶ Click 'Continue NAICS Code.'
- ▶ Select the appropriate subsector from the drop-down list. The resulting NAICS code appears in the 'NAICS Code' field.
- ▶ Click 'Accept NAICS Code and Continue.'
- ▶ Select 'Single Site Verification' or 'Multiple Sites Verification' for the client.



**?** 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](#)

► Enter the primary point of contact for the client.

**i** Enter Client Company Point of Contact.

Last Name:

First Name:

M.I.:

Phone Number: ()  -  ext.

Fax Number: ()  -

E-mail Address:

[Next](#) [Cancel](#)

► Review the company information and click 'Register Employer.'

**Company Information**

Client Company Name: Sample Company [View / Edit](#)

Doing Business As (DBA) Name:  
DUNS Number:

<b>Physical Location:</b>		<b>Mailing Address:</b>	
Address 1:	1 Main Street	Address 1:	
Address 2:		Address 2:	
City:	New York	City:	
State:	NY	State:	
Zip Code:	10000	Zip Code:	
County:	NEW YORK		

**Additional Information:**

Employer Identification Number: 000000000

Total Number of Employees: 10 to 19

Parent Organization:  
Administrator:  
How did you hear about E-Verify?  
Other Marketing Channel:

**Organization Designation:**

Client Company Category: None of these categories apply

---

NAICS Code: 333 - MACHINERY MANUFACTURING [View / Edit](#)

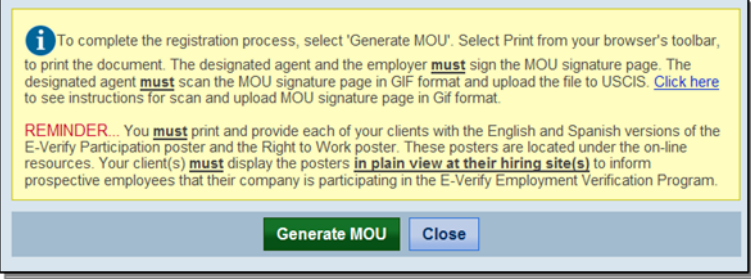
Total Hiring Sites: 1 [View / Edit](#)

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

[Register Employer](#)

► To complete the enrollment process, select 'Generate MOU.'

► Print and provide the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU)' to the client.



**i** 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**

► Enrollment is complete after the MOU is provided to the client, the client signs the MOU and the MOU is submitted to E-Verify.

E-Verify employer agents must determine the best method to send the client the MOU and obtain the client signature. The MOU may be provided to the client by fax, mail or e-mail.

After the client signs the MOU, the signed signature page of the MOU must be submitted to E-Verify. E-Verify employer agents can submit the signature page by uploading an electronic copy in E-Verify. The signature page must be in the form of a Graphics Interchange Format (GIF) file. To submit the MOU electronically, follow the steps outlined in 'Electronic Submission of MOU Signature Page – Process Overview.'

E-Verify employer agents who are unable to submit the MOU signature page electronically may fax the signature page to 202-443-0215.

## ELECTRONIC SUBMISSION OF MOU SIGNATURE PAGE – PROCESS OVERVIEW

- ▶ From 'My Clients,' select 'View Existing Clients.'



- ▶ Enter the client search criteria. Select the radio button for pending registration. Click 'Display Client Summary List.'

 A screenshot of a web form titled "Enter Client Company Search Criteria". The form contains the following fields and options:
 

- Company ID Number: [Text input field]
- Client Company Name: [Text input field with a dropdown arrow]
- City: [Text input field]
- State: [Text input field with a dropdown arrow]
- Address 1: [Text input field]
- Client Company Status:
  - Pending Registration
  - Active Companies
  - Request Termination
  - Terminated
  - Rejected
  - All

 At the bottom of the form, there are two buttons: "Display Client Company Summary List" (a green button) and "Cancel" (a blue button).

- ▶ Click 'Edit' for the appropriate client.
- ▶ Ensure that all the information for the client is accurate and click 'Upload Signature Page.'

**Company Information**

Client Company Name: Sample Company [View / Edit](#)

Client ID Number: 14137

Doing Business As (DBA) Name:  
DUNS Number:

**Physical Location:**  
Address 1: 1 Main Street  
Address 2:  
City: New York  
State: NY  
Zip Code: 10000  
County: NEW YORK

**Mailing Address:**  
Address 1:  
Address 2:  
City:  
State:  
Zip Code:

**Additional Information:**  
Employer Identification Number: 0  
Total Number of Employees: 10 to 19  
Parent Organization:  
Administrator:

**Organization Designation:**  
Client Company Category: None of these categories apply

NAICS Code: 333 - MACHINERY MANUFACTURING [View / Edit](#)

Total Hiring Sites: 1 [View / Edit](#)

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

[Return to Company List](#) [View MOU](#) [Upload Signature Page](#)

- Enter the date the MOU was signed by the client, attach the signature page and click 'Submit Electronic Document.'

**i** Please enter the date the client company signed the MOU and upload the scanned image in GIF format of the signed signature page. Once the signature page is uploaded the client company will be activated unless there is a need for the USCIS Verification Division personnel to review the client company.

Date client company signed MOU:

Select the GIF file of the signature page to upload (Maximum file size is 1572864 bytes):  
 [Browse...](#) **i**

[Submit Electronic Document](#) [Cancel](#)

**IMPORTANT:** If you choose to submit the MOU electronically, you must submit the file in the form of a GIF file. Other file types are unacceptable.

When the MOU signature page is submitted for the client, a confirmation e-mail will be sent to the E-Verify employer agent, and he or she may begin creating new cases in E-Verify for the client.

## **2.2 UPDATE CLIENT INFORMATION**

If a program administrator needs to make changes to the client information, physical location, organization designation, North American Industry Classification System (NAICS) code, hiring sites or point of contact list, he or she can update the information under the 'View Existing Clients' menu. To update client information in E-Verify, program administrators follow the steps outlined in 'Update Client Information – Process Overview.'

**UPDATE CLIENT INFORMATION – PROCESS OVERVIEW**

- ▶ From 'My Clients,' select 'View Existing Clients.'



- ▶ Enter the client search criteria. Select 'Display Client Company Summary List.'

A screenshot of a form titled "Enter Client Company Search Criteria". The form includes the following fields and options:

- Company ID Number: [Text Input]
- Client Company Name: [Text Input]
- City: [Text Input]
- State: [Dropdown Menu]
- Address 1: [Text Input]
- Client Company Status:
  - Pending Registration
  - Active Companies
  - Request Termination
  - Terminated
  - Rejected
  - All

At the bottom of the form are two buttons: "Display Client Company Summary List" (highlighted in green) and "Cancel".

- ▶ Click 'Edit' for the appropriate client.

A screenshot of a table titled "Client Company List". The table has the following columns: Company ID Number, Client Company Name, City, State, Address1, Status, MOU Sign Date, Requested Termination, and Rejection / Termination Date. A single row of data is visible, with the "Edit" button highlighted by a mouse cursor.

Company ID Number	Client Company Name	City	State	Address1	Status	MOU Sign Date	Requested Termination	Rejection / Termination Date
14137	Sample Company	New York	NY		ACTIVE	05/06/2010	N	



**Company Information**

Client Company Name: Sample Company [View / Edit](#)

Client ID Number: 14137

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location:** **Mailing Address:**

Address 1: 1 Main Street Address 1:

Address 2: Address 2:

City: New York City:

State: NY State:

Zip Code: 10000 Zip Code:

County: NEW YORK

**Additional Information:**

Employer Identification Number: 0

Total Number of Employees: 10 to 19

Parent Organization:

Administrator:

**Organization Designation:**

Client Company Category: None of these categories apply

NAICS Code: 333 - MACHINERY MANUFACTURING [View / Edit](#)

Total Hiring Sites: 1 [View / Edit](#)

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

[View MOU Signature Page](#)

[Return to Company List](#) [View MOU](#)

▶ To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (i.e., company name and physical location, NAICS code, total hiring sites and total points of contact).

▶ Make the required changes and click 'Submit.'



The E-Verify client company ID number is located at top of the 'Company Information' page.

## CLIENT COMPANY INFORMATION FIELDS

There are many fields that can be updated for your client in the 'Company Information' page. Those fields are listed in the 'Company Information Overview.'

COMPANY INFORMATION OVERVIEW	
FIELD NAME	DESCRIPTION
<b>Company Name</b>	Name of company enrolled in E-Verify.
<b>Physical Location</b>	Location where the company creates E-Verify cases.
<b>Mailing Address</b>	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.

<b>Additional Information</b>	Additional information about the size of the company and any associated corporate parent company information, if applicable.
<b>Organization Designation</b>	The category that identifies the company as a Federal, State or local government organization or a federal contractor with the Federal Acquisition Rule (FAR) E-Verify clause in their federal contract, if applicable.

### **2.3 VIEW CLIENT MEMORANDUM OF UNDERSTANDING (MOU)**

Program administrators can view the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU)' signature page for each client enrolled in E-Verify. A blank MOU template is also available to program administrators. To view the client MOU, follow the steps outlined in 'View Client MOU – Process Overview.'

## VIEW CLIENT MOU – PROCESS OVERVIEW

- ▶ From 'My Clients,' select 'View Existing Clients.'



- ▶ Enter the client search criteria and select 'Display Client Company Summary List.'
- ▶ Click 'Edit' for the appropriate client.
- ▶ Select the hyperlink 'View MOU Signature Page' to view an electronic copy of the signature page signed by both you as the E-Verify employer agent and your client.

Company Information	
Client Company Name:	ABC Test Company <a href="#">View / Edit</a>
Client ID Number:	
Doing Business As (DBA) Name:	
DUNS Number:	
<b>Physical Location:</b>	<b>Mailing Address:</b>
Address 1: 555 1st Street	Address 1:
Address 2:	Address 2:
City: Washington	City:
State: DC	State:
Zip Code: 20000	Zip Code:
County: DISTRICT OF COLUMBIA	
<b>Additional Information:</b>	
Employer Identification Number:	000000000
Total Number of Employees:	1 to 4
Parent Organization:	
Administrator:	
Organization Designation:	
Client Company Category:	None of these categories apply
NAICS Code:	721 - ACCOMMODATION <a href="#">View / Edit</a>
Total Hiring Sites:	1 <a href="#">View / Edit</a>
Total Points of Contact:	1 <a href="#">View / Edit</a>
<a href="#">View MOU Signature Page</a>	
<a href="#">Return to Company List</a> <a href="#">View MOU</a>	

- ▶ To view a blank MOU, click 'View MOU.'

## 2.4 CLOSE CLIENT ACCOUNT

Any E-Verify account may be closed voluntarily. To close the account for a client, E-Verify employer agents must request termination electronically through E-Verify, see 'Close Client Account – Process Overview,' or submit a written termination notice by e-mail to E-Verify@dhs.gov or by fax to 202-443-0215. A program administrator or the signatory of the MOU must submit written notice to E-Verify 30 days in advance of the date that the E-Verify employer agent would like to close the client account.

You must continue to use E-Verify in accordance with the MOU during this 30-day period or until you have received an e-mail confirming that the client's account is closed, whichever is sooner. All open E-Verify cases still need to be closed, even if you request to close your client's E-Verify account.

**IMPORTANT:** Once an account is closed, all access to the account and its associated records is lost. To preserve the records from an E-Verify account, a complete user audit report, see Section 6.3, should be created and retained. E-Verify case information and documentation must be retained for your client's employees for the same length of time as their Forms I-9.

To request termination of client participation in E-Verify, follow the steps outlined in 'Close Client Account – Process Overview.'

## CLOSE CLIENT ACCOUNT – PROCESS OVERVIEW

- ▶ From 'My Clients,' select 'View Existing Clients.'



- ▶ Enter the client search criteria and click 'Display Client Company Summary List.'
- ▶ Click 'Terminate' for the appropriate client.



- ▶ Enter the reason for closing the account in the 'Terminate Request Reason' field.

A screenshot of a web application form titled 'Client Termination Request Information'. The form displays client details and a 'Terminate Request Reason' field. A yellow warning message at the top asks: 'Are you sure you want to request termination of Sample Company's access to E-Verify?'. The form includes buttons for 'Request Client Termination' and 'Cancel'.

**Client Termination Request Information**

Client Company Name: Sample Company  
 Employer Identification Number: 0  
 City: New York  
 State: NY  
 Administrator:  
 MOU Sign Date: 05/06/2010  
 Termination Request Date: 05/06/2010  
 Termination Request Reason:

- ▶ Click 'Request Client Termination.'
- ▶ A message will appear informing you that the E-Verify office will be notified of your request to close the client's E-Verify account.

## 3.0 INITIAL VERIFICATION

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E-Verify employer agents are not able to create a case in E-Verify until they have enrolled at least one client. The initial verification page contains a field in which the E-Verify employer agent must select the employer (client) corresponding to the employee being verified.

The E-Verify verification process begins with a completed Form I-9. E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered into E-Verify with the information contained in Social Security Administration (SSA), U.S. Department of Homeland Security (DHS), and U.S. Department of State (DOS) records.

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

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

### 3.1 FORM I-9 AND E-VERIFY

All employers are required to complete Form I-9 no later than the third business day after the employee starts work for pay and keep a record of the form on file. This requirement does not change for employers enrolled in E-Verify. Employers enrolled in E-Verify, through the use of an E-Verify employer agent, have chosen to take the additional step of verifying that Form I-9 employee information matches government records thereby ensuring a legal workforce. Clients of E-Verify employer agents and E-Verify employer agents themselves must become familiar with the procedure of completing Form I-9.

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

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

For more information on Form I-9 procedures, refer to the 'View Essential Resources' link of the left navigation menu; you will find the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274).'



To view or download the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274),' go to the following website:

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

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

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



A case cannot be created in E-Verify without a Social Security number. If a newly hired employee has applied for but has not yet received his or her Social Security number (i.e., if he or she is a newly arrived immigrant), make a note on the employee's Form I-9 and set it aside. The employee should be allowed to continue to work. You must create a case in E-Verify using the employee's Social Security number as soon as the Social Security number is available.

If the case was not created by the third day after the employee started work for pay, you must indicate the reason for this delay in E-Verify. You may choose a reason from the drop-down list or state a specific reason in the field provided.

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

Some documentation establishes both identity and employment eligibility (List A). Other documentation establishes identity only (List B) or employment eligibility only (List C). An employer may accept one document from List A, or a combination of one document from List B and one document from List C.

Any 'List B' document presented to an employer participating in E-Verify MUST contain a photo. However, if an employee objects to photo document requirements for religious reasons, call E-Verify at 888-464-4218. If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9. For more information on Form I-9 retention guidelines, refer to the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274).'

## RECEIPTS

Employers must consider whether or not they can create a case in E-Verify for an employee who has presented an acceptable receipt to complete Form I-9.

If the employee presents a receipt showing that he or she applied to replace a document that was lost, stolen or damaged, a case **cannot** be created in E-Verify. Presenting a receipt in this situation does not complete the Form I-9 process for E-Verify. You must wait until the employee presents the actual document for which the receipt was presented before you can create a case in E-Verify for the employee.

Employers may create a case in E-Verify for an employee who presents the following receipts:

- The arrival portion of Form I-94/I-94A with a temporary I-551 stamp and a photograph of the individual.
- The departure portion of Form I-94/I-94A with a refugee admission stamp.

For more information on acceptable receipts, see the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)' or visit [www.uscis.gov/i-9central](http://www.uscis.gov/i-9central).

## REHIRES

While employers must use E-Verify to verify the employment eligibility of employees who are rehired, they should never use E-Verify for reverification.

If you rehire an employee for whom you never created an E-Verify case and the employee's previous Form I-9 lists an expired identity document (List B), then you must complete a new Form I-9 and create a case for the employee in E-Verify.

If you rehire an employee for whom you created an E-Verify case, and the employee's previous Form I-9 lists an expired identity document (List B), then you may either:

- Complete Section 3 of the employee's previous Form I-9 and not create a new case for the employee in E-Verify; or
- Complete a new Form I-9 for the employee and create a new case for the employee in E-Verify.

### **REMINDER**

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- \* All newly hired employees need a Social Security number (see exception above)
  - \* Do NOT specify or request which documentation a newly hired employee must use for Form I-9
  - \* Any 'List B' document MUST contain a photo (see exception above)
  - \* If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9.
- 

## **3.2 CREATE A CASE**

The next step is to create a case in E-Verify. An E-Verify case must be created no later than the third business day after the employee starts work for pay. If the E-Verify employer agent learns that he or she has inadvertently failed to create a case by the third business day after the employee starts work for pay, the E-Verify employer agent should bring itself into compliance immediately by creating a case for the employee. Do not create a case for an employee hired before the effective date of your memorandum of understanding (MOU).

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

## HIRE DATE

The hire date is the date the employee began (or will begin) work for pay. Enter the Section 2 'Certification' date from the employee's Form I-9, circled below, as the hire date in E-Verify.

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

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

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

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

If you rehired an employee and completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.


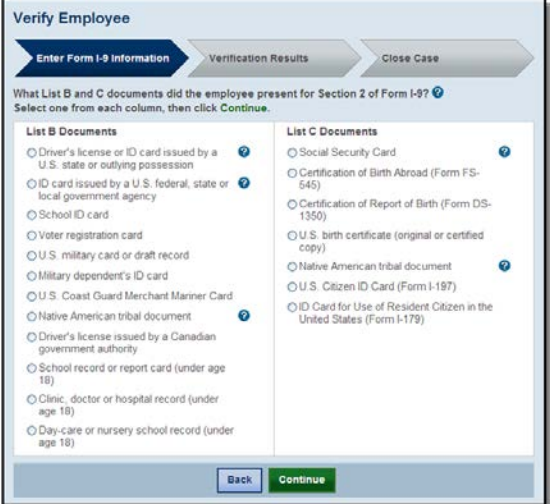
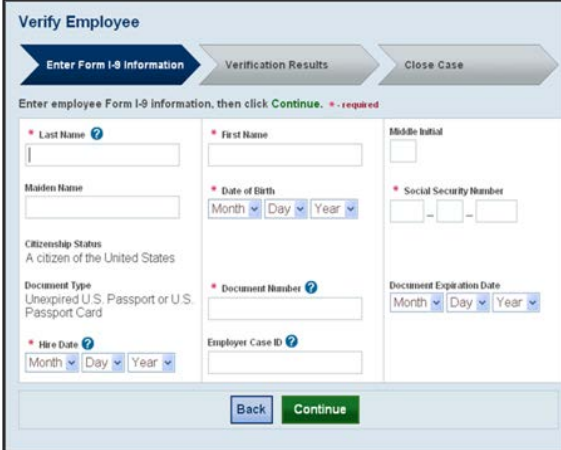
If the employee's hire date changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change the hire date once you've created the case. You must, however, make a correction to the Section 2 'Certification' date on the employee's Form I-9 if the employee's hire date changes. Consult the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)' for more information.

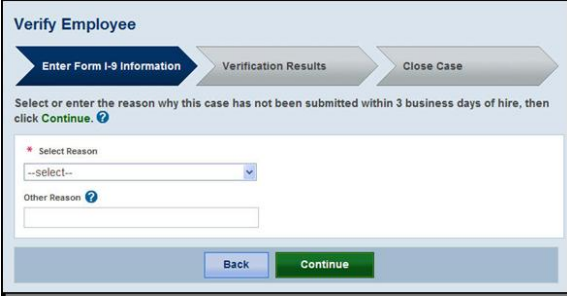
Employees hired on or before November 6, 1986, are not subject to Form I-9 or verification through E-Verify. Individuals hired for employment in the Commonwealth of the Northern Mariana Islands (CNMI) on or before November 27, 2009 are also not subject to Form I-9 or verification through E-Verify.

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

**HOW TO CREATE A CASE – PROCESS OVERVIEW**

<b>1</b>	<p>From the E-Verify Welcome page, find 'My Cases' and select:</p> <p>► <b>New Case</b></p>	
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<p><b>2</b></p>	<p>From Section 1 of the employee's Form I-9, choose the correct option.</p> <ul style="list-style-type: none"> <li>• <b>A citizen of the United States</b></li> <li>• <b>A noncitizen national of the United States</b></li> <li>• <b>A lawful permanent resident</b></li> <li>• <b>An alien authorized to work</b></li> </ul> <p>Click 'Continue.'</p> <p>You are then prompted to indicate the documents provided to you from Section 2 of the employee's Form I-9. Make the appropriate selection and click 'Continue.'</p>	
<p><b>3</b></p>	<p>If you select 'List B and C documents,' E-Verify prompts you to select the documents presented by the employee from Section 2 of Form I-9 for both List B and List C.</p> <p>Click 'Continue'</p> <p><b>Important:</b> If you select driver's license or ID card, E-Verify will prompt you to select the document name and state. Make the appropriate selection and click 'Continue.'</p>	
<p><b>4</b></p>	<p>A red asterisk (*) indicates a required field. Using information from Section 1 and 2 of Form I-9, enter all required information into each field.</p> <p><b>IMPORTANT:</b> If you select 'An alien authorized to work' you may also be required to indicate that you are entering either the Alien number or I-94 number from the employees Form I-9.</p> <p>Click 'Continue.'</p> <p><b>Employer Case ID</b> is an optional field for users who wish to assign an internal tracking code to a case.</p>	

<b>5</b>	<p>If an E-Verify case is not created by the third business day after the employee begins work for pay, the user must indicate the reason for the delay. Select from one of the following reasons:</p> <ul style="list-style-type: none"> <li>• <b>Awaiting Social Security number</b></li> <li>• <b>Technical Problems</b></li> <li>• <b>Audit Revealed that New Hire Was Not Run</b></li> <li>• <b>Other</b></li> </ul> <p>The user may also enter a specific reason in the field provided.</p> <p>Click 'Continue.'</p>	
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 Each screen provides additional information simply by clicking any help text symbol. 

## REMINDER

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

## CHECK INFORMATION

If the information entered does not immediately match SSA DHS or DOS records, the 'Check Information' screen appears to confirm that the information was entered correctly. The user may either confirm that the information matches Form I-9 or change the information in certain fields if the information was entered incorrectly. Follow the steps in the 'Check Information – Process Overview.'

## CHECK INFORMATION OVERVIEW – PROCESS OVERVIEW

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

- ▶ Confirm that the information matches Form I-9 or make changes, if needed, and click 'Continue.'
- ▶ Some fields cannot be updated. If the information entered is not correct and the information cannot be updated, you must close the case by clicking 'Close Case.' Select the case closure statement: 'The case is invalid because the data entered is incorrect.'

**NOTE:** If you do not click 'Continue' or 'Close Case,' the case will receive a status of 'Case Incomplete.' To search for a case, see Section 4.3 'Case Alerts.'

## ERROR: UNEXPIRED DOCUMENT REQUIRED

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

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



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

**Exception:** In very limited situations, you may accept an expired document with Form I-9 only if the U.S. Department of Homeland Security (DHS) has automatically extended the expiration date of the document via publication in the Federal Register. When such a document is presented for Form I-9, the expiration date is the extended date that appears in the DHS guidance or Federal Register Notice. In all other instances, the document presented with Form I-9 must be unexpired at the time the employee is hired. For information on this exception, visit [www.uscis.gov/tps](http://www.uscis.gov/tps).

**ERROR: UNEXPIRED DOCUMENT REQUIRED – PROCESS OVERVIEW**

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

**X Error: Unexpired Document Required ?**

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

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

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

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

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

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

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

**IMPORTANT:** An expired document presented for Form I-9 does NOT mean that the employee is not authorized to work in the United States. Obtain an unexpired document and then re-enter the case in E-Verify. E-Verify will then return a case result to the employee.

## E-VERIFY PHOTO MATCHING

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

The photo matching step happens automatically. This may occur when you create a case for an employee who has presented a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. When the employee presents one of these documents and the Form I-9 information entered by the E-Verify employer agent matches DHS or DOS records, the employee's photo automatically displays in E-Verify. You must make a copy of the employee's Form I-9 photo document and retain it with Form I-9 in order to match the photos. E-Verify employer agents must work with their clients to determine the best method of obtaining a copy of the employee's photo document.

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

A watermark has been added to the photo displayed in E-Verify to prevent unauthorized use. The photo on the document presented by the employee will not have a watermark. Absence of a watermark on the document photo does not mean that it is not authentic.

E-Verify employer agents or their clients must not compare the photo displayed by E-Verify to the actual employee. The direct comparison between the document and the individual happens during Form I-9 completion, prior to E-Verify. The 'Photo Matching – Process Overview' provides a summary.

### PHOTO MATCHING – PROCESS OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I-9 photo document. You must obtain a copy of the employee's document and retain it with Form I-9.
- ▶ Account for minor variations in shading and detail between the two photos and select Yes or No.

The screenshot shows the 'Photo Matching' step in the E-Verify process. At the top, there are three navigation arrows: 'Enter Form I-9 Information' (highlighted in blue), 'Verification Results', and 'Close Case'. The main content area is titled 'Photo Matching' and contains the following text: 'Does the photo below match the photo on the Unexpired U.S. Passport or U.S. Passport Card provided by the employee? Select yes or no and click **Continue** ?'. Below this is a note: 'NOTE: If 'No Photo on this Document' appears below, select yes and click **Continue** ?'. A small photo of a man is displayed, with a 'Click to Enlarge' link below it. At the bottom, there are two radio buttons: 'Yes' and 'No', and a green 'Continue' button.

- ▶ Yes – the photo on the employee’s actual document or a copy matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- ▶ No – the photo on the employee’s actual document or a copy does not match the photo displayed in E-Verify.

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

The screenshot shows the 'Photo Matching' step in the E-Verify process. At the top, there are three navigation arrows: 'Enter Form I-9 Information' (highlighted in blue), 'Verification Results', and 'Close Case'. The main content area is titled 'Photo Matching' and contains the following text: 'Does the photo below match the photo on the Unexpired U.S. Passport or U.S. Passport Card provided by the employee? Select yes or no and click **Continue** ?'. Below this is a note: 'NOTE: If 'No Photo on this Document' appears below, select yes and click **Continue** ?'. A placeholder image with the text 'No Photo on this Document' is displayed, with a 'Click to Enlarge' link below it. At the bottom, there are two radio buttons: 'Yes' and 'No', and a green 'Continue' button. A mouse cursor is pointing at the 'No' radio button.

- ▶ Click Continue.

**NOTE:** If you do not make a selection and click 'Continue,' the case will receive a status of 'Photo Matching Required.' To search for a case, see Section 4.3 'Case Alerts.'

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 4.3

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

## REMINDER

- \* Employees always have a choice of which acceptable documents to present for Form I-9; you may NOT require workers to present documents that activate photo matching
- \* Copies must be made of all U.S. Passports, Passport Cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (Form I-766) presented by employees and must be retained with Form I-9
- \* The photo will display automatically in E-Verify during the verification process
- \* Only compare the employee's Form I-9 photo document to the photo displayed in E-Verify

## 3.3 INITIAL CASE RESULTS

The information entered into E-Verify is checked against SSA, DHS, and DOS records. Once a case is created, a result is displayed. Initial Case Results are displayed in the 'Initial Case Results – Overview.' If you make a mistake after creating a case, you must close the case. For more information, see section 4.2.

INITIAL CASE RESULTS - OVERVIEW	
<b>Employment Authorized</b>	The employee's information matched SSA and/or DHS records. It's that easy!
<b>SSA or DHS Tentative Nonconfirmation (TNC)</b>	Information does not initially match SSA or DHS records. Additional action is required. For more information, see Section 4.0 Interim Case Results.
<b>DHS Verification In Process</b>	This case is referred to DHS for further verification.

## 3.4 EMPLOYMENT AUTHORIZED

An initial case result of 'Employment Authorized' is the most common and simple case result in E-Verify. 'Employment Authorized' means that the information entered into E-Verify matched SSA, DHS, and/or DOS records and that E-Verify verified the employment eligibility for the employee entered. It is that easy! However, a case that is 'Employment Authorized' is incomplete until it is closed. To close a case, see Section 5.2 'Close Case.'

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

Follow the steps outlined in the 'Employment Authorized – Process Overview.'

## EMPLOYMENT AUTHORIZED - PROCESS OVERVIEW

- Receive case result 'Employment Authorized.'

The screenshot shows a process flow with three steps: 'Enter Form I-9 Information' (checked), 'Verification Results' (checked), and 'Close Case'. Below the flow is a yellow box titled 'Employment Eligibility:' containing a green checkmark and the text 'Employment Authorized'. Below this, it states: '\*\*\*\*\* is authorized to work in the United States. To complete the verification process, click **Close Case** ?'. The main area of the screenshot is a table with the following data:

Last Name	First Name	Middle Initial
---	---	---
Maiden Name	Date of Birth	Social Security Number
---	*****	*** **
Citizenship Status		
A noncitizen national of the United States		
Document Type	Document Number	Document Expiration Date
Unexpired U.S. Passport or U.S. Passport Card		---
Hire Date	Employer Case ID	
March 12, 2010	---	
Submitted By	Submitted On	
JGO06407	March 15, 2010	

At the bottom of the screenshot is a green button labeled 'Close Case'.

- Check the information in E-Verify against the employee's Form I-9.
- Close Case.

A case result of 'Employment Authorized' requires the important step of closing the case. You must close each case; this does not happen automatically. Closing the case removes it from the active cases or the 'Open Cases to be Closed' list. To close each case, follow the steps outlined in Section 5.2 'Close Case.'

## EMPLOYMENT AUTHORIZED SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Enter Form I-9 information into E-Verify
- Receive Employment Authorized case result
- Ensure that the information displayed in E-Verify matches the employee's Form I-9
- Close case

### EMPLOYEE ACTION

- NONE

## REQUEST NAME REVIEW

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

**IMPORTANT:** You may not use this functionality in a discriminatory manner (e.g., based on an individual's race, national origin or ethnicity).

### REQUEST NAME REVIEW - PROCESS OVERVIEW

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

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

**Employment Eligibility:**

✓ Employment Authorized

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

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

<b>Last Name</b>	<b>First Name</b>	<b>Middle Initial</b>
Maiden Name	Date of Birth	Social Security Number
RequestNameReview	****	*** **
<b>Citizenship Status</b>	<b>Alien Number</b>	
A lawful permanent resident	****	
<b>Document Type</b>	<b>Document Expiration Date</b>	
Arrival/Departure Record (Form I-94)	--	
<b>Hire Date</b>	<b>Employer Case ID</b>	
March 13, 2010	--	
<b>Submitted By</b>	<b>Submitted On</b>	
	March 15, 2010	

Request Name Review Close Case

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

► Click 'Continue.'

A case sent to DHS for name review will be updated with one of the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 4.3

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

## REQUEST NAME REVIEW SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Determine if a name review is required (if not, close case)
- Click 'Continue'
- Input reason for name review request in 'Comments' field
- Click 'Continue'
- Follow steps outlined in 'DHS Verification in Process'

### CLIENT ACTION

- NONE

## TENTATIVE NONCONFIRMATION (TNC)

A tentative nonconfirmation (TNC) case result means that the information entered into E-Verify from Form I-9 differs from SSA, DHS, or DOS records. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

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

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

Section 4.0 provides details and actions required of the employer when you receive a TNC.

### 3.5 DHS VERIFICATION IN PROCESS

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

**IMPORTANT:** You may not take any adverse action against an employee who receives a 'DHS Verification in Process' case result.

**DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW**

► E-Verify displays 'DHS Verification in Process' case result.

► Check E-Verify for changes to case results.

► DHS has three federal government workdays to respond.

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 4.3
- ◆ DHS CASE IN CONTINUANCE, Section 4.4

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

#### DHS VERIFICATION IN PROCESS SUMMARY

##### E-VERIFY EMPLOYER AGENT ACTION

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

##### CLIENT ACTION

- NONE

##### EMPLOYEE ACTION

- NONE



## 4.0 INTERIM CASE RESULTS

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

INTERIM CASE RESULTS - OVERVIEW	
<b>SSA or DHS Tentative Nonconfirmation (TNC)</b>	Information did not match SSA, DHS, or DOS records. Additional action is required.
<b>Review and Update Employee Data</b>	A prompt to review, update and resubmit the employee's Form I-9 information.
<b>DHS Verification In Process</b>	This case is referred to DHS for further verification. See section 3.5 for more information.
<b>SSA or DHS Case in Continuance</b>	The employee has visited an SSA field office, or contacted DHS, but more time is needed to determine a final case result.

**IMPORTANT:** You may not take an adverse action against an employee for any interim case result.

### 4.1 SSA TENTATIVE NONCONFIRMATION (TNC)

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

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

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, Social Security number or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch
- Information was not entered correctly by the employer

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

## **NOTIFY EMPLOYEE OF SSA TNC**

You must inform the employer of the 'SSA Tentative Nonconfirmation (TNC)' as soon as possible. It is then the employer's responsibility to promptly notify the employee.

When notified of the SSA TNC, the employee chooses to either contest or not contest the case result. In either case, the employee acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC notice. When an employee chooses to contest an SSA TNC, it means that the employee will visit a SSA field office within eight federal government workdays.

If the employee chooses not to contest the SSA TNC, he or she acknowledges that the employer may 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).

If the employee chooses not to contest the SSA TNC, the case automatically becomes a final nonconfirmation (FNC). The E-Verify employer agent can close the case in E-Verify and the employer can terminate employment without penalty. For more information see Section 5.2 'Close Case.'

The employee has ten business days after the employer notifies them of an SSA TNC to decide whether they wish to contest or not. If, after you and the employer have followed the steps below to notify the employee, he or she does not notify the employer of his or her decision, in ten business days, you may consider this case a FNC. You may close the case in E-Verify, and the employer may terminate employment based on this result.

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

## NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

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

The screenshot shows a web interface for E-Verify. At the top, there is a progress bar with three steps: 'Enter Form I-9 Information' (completed with a green checkmark), 'Verification Results' (current step), and 'Close Case'. Below the progress bar, the 'Employment Eligibility' section is highlighted in yellow and contains a warning icon and the text 'SSA Tentative Nonconfirmation (TNC)'. Below this, a message states: 'The Social Security number entered in E-Verify is not valid according to SSA records. This does NOT mean that the employee is not authorized to work in the United States; however, additional action is required.' Below the message, there are three instructions: 'To begin TNC process click, **Continue**', 'If you created this case in error or no longer need to continue this verification, click **Close Case**', and 'To return to this case at a later time, click **Save Case and Exit**'. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue'. A mouse cursor is pointing at the 'Continue' button.

- ▶ Inform the client (employer) of the SSA TNC.
- ▶ Complete the following steps:
  1. Select the TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the notice are correct. Print the TNC notice. If you or the employee notices that the information is incorrect, you must close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'

If the employee cannot read, the employer must read the TNC notice to the employee. If the employee does not fully understand English, you must provide the employee with a translated version of the TNC notice, if it is available. Translated versions of the TNC notice are available in several foreign languages in the 'View Essential Resources' section of E-Verify.

**IMPORTANT:** The employer may provide the TNC notice to the employee in person, by fax, e-mail, or overnight or next-day delivery service, as long as you take the proper precautions to ensure the employee's information is protected. The TNC notice is time sensitive; therefore, if you use a mail delivery service it must be one that can provide a confirmed delivery date.

  2. Send the TNC notice to the employer as soon as possible and instruct him or her to review the TNC notice privately with the employee; instructions are found on Page 1 of the TNC notice.
  3. Instruct the employer to have the employee indicate on the TNC notice whether he or she will contest the SSA TNC.
  4. Instruct the employer and the employee to sign and date the TNC notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

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

**Employment Eligibility:**  
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

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

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

- 1 Print the SSA Tentative Nonconfirmation Notice
 

Notification to Employee of SSA Tentative Nonconfirmation ? Choose which language to print

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

❌ You must confirm that you have notified the employee of the TNC to continue.

**Confirm Employee Notification**

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

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

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

Close Case Save Case and Exit Continue

- ▶ Employer must keep original signed TNC notice on file with Form I-9 and send a copy to the E-Verify employer agent.
- ▶ Employer provides a copy of signed TNC notice in English to the employee.
- ▶ Once complete, click 'Continue.'
- ▶ Next, confirm the employee's decision to contest or not contest the case result.

**NOTE:** If the employee does not notify the employer of their decision within ten business days, you may consider this case a final nonconfirmation (FNC) and close the case. To close the case, click 'Close Case,' and follow the steps in Section 5.2. Consider the following to select the most appropriate closure code statement:

- If the employer decides not to terminate employment, you should not complete a new case for your employee. You should close the case as 'The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation'.
- If the employer decides to terminate employment you should close the case as 'The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.'

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

▶ If the employee chooses not to contest, click 'Close Case' and follow steps in Section 5.2 'Close Case.'

## NOTIFY EMPLOYEE OF SSA TNC SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Notify employer of the SSA TNC
- Print TNC notice for employer
- Take next action based on employee decision to contest or not contest SSA TNC

### CLIENT ACTION

- Privately notify employee of SSA TNC
- Review, sign and date TNC notice
- Instruct employee to sign and date TNC notice
- Keep original signed TNC notice on file with Form I-9
- Provide copy of signed TNC notice in English to the employee
- Send copy of signed TNC notice to E-Verify employer agent

### EMPLOYEE ACTION

- Confirm that the information on the TNC notice is correct
- Decide to contest or not contest and indicate choice on signed TNC notice
- Acknowledge SSA TNC case result by signing and dating TNC notice
- Take next action based on decision to contest or not to contest

## REFER EMPLOYEE TO SSA

After being notified of the 'SSA Tentative Nonconfirmation (TNC),' the employee chooses to contest or not contest the case result and acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC notice. An employee who chooses to contest an SSA TNC is referred to the Social Security Administration.

E-Verify generates a 'Referral to the Social Security Administration' also called an SSA referral letter that you must provide to the employer. The employee must provide this letter to SSA if he or she chooses to contest. The E-Verify employer agent verifies the information, prints and provides the letter to the employer. The employer verifies the information, signs and provides this letter to the employee. The SSA referral letter provides instructions to the employer and employee regarding the next steps. These steps are outlined in the 'Refer Employee to SSA – Process Overview.'

An employee who chooses to contest the SSA TNC has eight federal government workdays to visit an SSA field office to begin resolving the TNC. The employee must provide this letter to SSA when he or she visits an SSA field office. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to SSA in E-Verify. The date by which the employee must visit SSA is printed on the SSA referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the SSA referral letter to the worker promptly.

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

To refer an employee to visit an SSA field office, E-Verify employer agents follow the steps outlined in the 'Refer Employee to SSA – Process Overview.'

**REFER EMPLOYEE TO SSA – PROCESS OVERVIEW**

► Click 'Refer Case.'

**Employment Eligibility:**  
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

**Refer Employee**  
 You indicated that the employee chose to contest the SSA TNC. The next step is to refer the employee to SSA.  
 To refer the employee to SSA, click **Refer Case**.  
 When you click Refer Case it starts the 8 federal government workdays that the employee has to visit SSA.  
 If you created this case in error or no longer need to continue this verification, click **Close Case**. ?  
 To return to this case at a later time, click **Save Case and Exit**. ?

Buttons: Close Case, Save Case and Exit, Refer Case

► Complete the following steps:

1. Select the SSA referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the letter are correct. Print the SSA referral letter.

If the employee cannot read, the employer must read the SSA referral letter to the employee. If the employee does not fully understand English, the employer must provide the employee with a translated version of the SSA referral letter, if it is available. Translated versions of the SSA referral letter are available in several foreign languages in the 'View Essential Resources' section of E-Verify.

**IMPORTANT:** Once the SSA referral letter is signed, the employer may provide it to the employee in person, fax, e-mail, overnight or next-day delivery service, as long as you take proper precautions to ensure the employee's information is protected. The SSA referral letter is time sensitive; therefore, if you use a mail delivery service, it must be one that can provide a confirmed delivery date.

2. Send the SSA referral letter to the employer as soon as possible and instruct him or her to review and explain the next steps to the employee – instructions to the employee are on Page 1 of the SSA referral letter and the employee instructions are on Page 2.
3. Instruct the employer and employee to sign and date the SSA referral letter.
4. Instruct the employer to give a copy of the signed SSA referral letter in English to the employee; the employee is required to provide this letter to an SSA field office if he or she chooses to contest. File the original SSA referral letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot displays the E-Verify system interface for the 'Print, Review & Sign Referral Letter' step. At the top, a progress bar shows three stages: 'Enter Form I-9 Information' (completed), 'Verification Results' (current), and 'Close Case'. Below this, a yellow banner indicates 'Employment Eligibility: Employee Referred to SSA'. A secondary progress bar shows four steps: 'Print, Review & Sign TNC Notice', 'Confirm Employee Decision', 'Refer Employee', and 'Print, Review & Sign Referral Letter' (current). The main content area is titled 'Print, Review & Sign Referral Letter' and contains the following text: 'This employee was referred to SSA on March 15, 2010. The employee must visit a SSA field office within 8 federal government workdays. To complete the referral process follow the steps below.' It lists five numbered steps: 1. Print the SSA Referral Letter (with a form to choose language and a 'Print Letter' button), 2. Review the SSA Referral Letter privately with the employee, 3. Ensure that you and the employee sign and date the SSA Referral Letter, 4. Give the employee the signed SSA Referral Letter, and 5. After you complete these steps, click 'Continue'. At the bottom, there are buttons for 'Close Case', 'Save Case and Exit', and 'Continue'.



- ▶ The employee has been referred to SSA, and the case status is 'Employee Referred to SSA.' The employee has eight federal government workdays to visit an SSA field office to begin resolving the TNC. The employee must provide the SSA referral letter to SSA when visiting an SSA field office.

The screenshot displays the E-Verify workflow for an employee referred to SSA. At the top, a progress bar shows three steps: 'Enter Form I-9 Information' (completed with a green checkmark), 'Verification Results' (active), and 'Close Case' (disabled). Below this, a yellow banner indicates 'Employment Eligibility: Employee Referred to SSA' with a warning icon. A secondary progress bar shows four steps: 'Print, Review & Sign TNC Notice' (completed), 'Confirm Employee Decision' (completed), 'Refer Employee' (active), and 'Print, Review & Sign Referral Letter' (completed). The main content area is titled 'Check for Case Status Updates' and provides a deadline: 'This employee was referred to SSA on March 15, 2010. The employee has until March 25, 2010, to visit a SSA field office.' It also states that E-Verify will update the status by March 29, 2010. A 'Reprint Letter' button is available. At the bottom, there are three buttons: 'E-Verify Home', 'Close Case', and 'New Case'.

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

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1
- ◆ SSA CASE IN CONTINUANCE, Section 4.4
- ◆ DHS VERIFICATION IN PROCESS, Section 3.5
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 4.2

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

## REFER EMPLOYEE TO SSA SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- If employee chooses to contest the SSA TNC, refer case
- Ensure that the information on the SSA referral letter is correct
- Print and review the SSA referral letter and send to the employer
- Check E-Verify for case result updates and follow steps based on case result provided



**CLIENT ACTION**

- Ensure that the information on the SSA referral letter is correct
- Review, sign and date SSA referral letter
- Have employee sign and date SSA referral letter
- Keep original signed SSA referral letter on file with Form I-9
- Provide copy of signed SSA referral letter in English to the employee

**EMPLOYEE ACTION**

- Sign and date SSA referral letter
- Visit SSA field office within eight federal government workdays and present the SSA referral letter

**4.2 REVIEW AND UPDATE EMPLOYEE DATA**

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

A 'Review and Update Employee Data' update occurs for reasons including typographical errors and/or incorrect information provided on Form I-9. This case result does not mean that the employee is not authorized to work.

This requires the employer to review Form I-9 with the employee and return the correct information to the E-Verify employer agent. The E-Verify employer agent must update the case by following the steps provided in the 'Review and Update Employee Data – Process Overview.'

**REVIEW AND UPDATE EMPLOYEE DATA – PROCESS OVERVIEW**

- ▶ Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update.
- ▶ If necessary, modify the employee's information in the fields.

**IMPORTANT:** You may update a case one time. Ensure that the changes are correct before updating the case.

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

### Review and Update Employee Data ?

SSA requires that you review with the employee his or her Form I-9 and correct some information.

- ▶ After you make these corrections, click **Continue**
- If you created this case in error or no longer need to continue this verification, click **Close Case** ?
- To return to this case at a later time, click **Save Case and Exit** ?

* Last Name ?	* First Name	Middle Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>
Maiden Name	* Date of Birth	* Social Security Number
<input type="text"/>	Oct   01	<input type="text"/> - <input type="text"/> - <input type="text"/>
Citizenship Status A citizen of the United States	Employer Case ID	
Hire Date April 08, 2010	Submitted On April 08, 2010	
Submitted By CLOCKTST		

Close Case Save Case and Exit Continue

▶ Click 'Continue.'

▶ Follow next steps based on the case result provided.

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS VERIFICATION IN PROCESS, Section 3.5
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 4.3
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1

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

## REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Review the information in E-Verify with updated information on Form I-9 for accuracy
- Access the employee's case
- If necessary, modify employee's information in the fields provided
- Click 'Continue'
- Follow steps based on case result provided

### CLIENT ACTION

- Review the information on Form I-9 with the employee for accuracy
- Follow steps based on case result provided

### EMPLOYEE ACTION

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

### 4.3 DHS TENTATIVE NONCONFIRMATION (TNC)

A 'DHS Tentative Nonconfirmation (TNC)' results when the information submitted to E-Verify does not initially match DHS or DOS records. A DHS TNC does not mean that the employee is not authorized to work in the United States.

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

- Name, Alien number and/or I-94 number are incorrect in DHS records
- U.S. Passport, Passport Card, driver's license or state ID card information could not be verified
- Information was not updated in his/her DHS records
- Citizenship or immigration status changed
- Record contains another type of error
- Information was not entered correctly by the employer

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

#### NOTIFY EMPLOYEE OF DHS TNC

You must inform the employer of the 'DHS Tentative Nonconfirmation (TNC)' as soon as possible. It is then the employer's responsibility to promptly notify the employee.

When notified of the DHS TNC, the employee chooses to contest or not contest the DHS TNC case result and indicates his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting the DHS within eight federal government workdays.

If the employee chooses not to contest, he or she acknowledges that the employer may 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).

If the employee chooses not to contest the DHS TNC, the case automatically becomes a final nonconfirmation (FNC). The E-Verify employer agent can close the case in E-Verify and the employer can terminate employment without penalty. For more information see Section 5.2 'Close Case.'

The employee has ten business days after the employer notifies them of a DHS TNC to decide whether they wish to contest or not. If, after you and the employer have followed the steps below to notify the employee, he or she does not notify the employer of his or her decision, in ten business days, you may consider this case a final nonconfirmation (FNC). You may close the case in E-Verify, and the employer may terminate employment based on this result.

To notify an employee of the DHS TNC case result, follow the steps outlined in the 'Notify Employee of DHS TNC – Process Overview.'

## NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

- Receive DHS TNC case result and click 'Continue'.

- Inform the client (employer) of the DHS TNC.
- Complete the following steps listed on the screen:

1. Select the TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the notice are correct. Print the TNC notice. If you or the employee notices that the information is incorrect, you must close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'

If the employee cannot read, the employer must read the TNC notice to the employee. If the employee does not fully understand English, you must provide the employee with a translated version of the TNC notice, if it is available. Translated versions of the TNC notice are available in several foreign languages in the 'View Essential Resources' section of E-Verify.

**IMPORTANT:** The employer may provide the TNC notice to the employee in person, by fax, overnight or next-day delivery service, as long as you take the proper precautions to ensure the employee's information is protected. The TNC notice is time sensitive; therefore, if you use a mail delivery service it must be one that can provide a confirmed delivery date.

2. Send the TNC notice to the employer as soon as possible and instruct him or her to review the TNC notice privately with the employee; instructions are found on Page 1 of the TNC notice.
3. Instruct the employer to have the employee indicate on the TNC notice whether he or she will contest the DHS TNC.
4. Instruct the employer and the employee to sign and date the TNC notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

**Employment Eligibility:**

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

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

**Print, Review & Sign TNC Notice**

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

- 1 Print the DHS Tentative Nonconfirmation Notice
 

**Notification to Employee of DHS Tentative Nonconfirmation** ?

Choose which language to print

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

**Confirm Employee Notification**

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

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

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

Close Case
Save Case and Exit
Continue

▶ Employer must keep the original signed TNC notice on file with Form I-9 and send a copy to the E-Verify employer agent.


▶ The employer provides a copy of the signed TNC in English to the employee.


▶ Once you complete the steps above, click ‘Continue.’

▶ Next, confirm employee’s decision to contest or not contest the case result.

**NOTE:** If the employee does not notify the employer of their decision within ten business days, you may consider this case a final nonconfirmation (FNC) and close the case. To close the case, click ‘Close Case’ and follow the steps in Section 5.2. Consider the following to select the most appropriate closure code statement:

- If the employer decides not to terminate employment, you should not complete a new case for your employee. You should close the case as ‘The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation’.
- If the employer decides to terminate employment you should close the case as ‘The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.’

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




**Confirm Employee Decision**


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

If the employee:

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

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

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

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

Back
Close Case
Save Case and Exit
Continue

- ▶ If the employee chooses to contest the DHS TNC, click 'Continue.'
- ▶ If the employee chooses to not contest, click 'Close Case' and follow the steps in Section 5.2.

## NOTIFY EMPLOYEE OF DHS TNC SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Notify employer of the DHS TNC
- Print, review, and send TNC notice to employer
- Take next action based on employee decision to contest or not contest DHS TNC

### CLIENT ACTION

- Privately notify employee of DHS TNC
- Review, sign and date TNC notice
- Instruct employee to sign and date TNC notice
- Keep original signed TNC notice on file with Form I-9
- Provide copy of signed TNC notice in English to employee
- Notify E-Verify employer agent of employee's decision

### EMPLOYEE ACTION

- Confirm that the information on the TNC notice is correct
- Decide to contest or not contest and indicate choice on TNC notice
- Acknowledge DHS TNC case result by signing and dating TNC notice
- Take next action based on decision to contest or not to contest

## REFER EMPLOYEE TO DHS

After being notified of the 'DHS Tentative Nonconfirmation (TNC),' the employee chooses to contest or not contest the case result and acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC

notice. An employee who chooses to contest a DHS TNC must be referred to the U.S. Department of Homeland Security (DHS) by the E-Verify employer agent.

E-Verify generates a 'Referral to the U.S. Department of Homeland Security' also called a DHS referral letter, that is provided to the employer who provides it to the employee. The E-Verify employer agent confirms the information, prints and provides this letter to the employer. The employer confirms the information, signs, dates and provides this letter to the employee. The DHS referral letter provides instructions to the employer and employee regarding the next steps. These steps are outlined in 'Refer Employee to DHS – Process Overview.'

An Employee who chooses to contest a DHS TNC has eight federal government workdays to contact DHS to begin resolving the TNC. Federal government workdays are Monday through Friday excluding federal holidays. The eight federal government workdays begin when the case is referred to DHS in E-Verify. The date by which the employee must contact DHS is printed on the DHS referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the DHS referral letter to the worker promptly.


If the E-Verify employer agent fails to match photos during E-Verify photo matching, a photo mismatch TNC may occur. A photo mismatch TNC requires an additional step but follows the same guidelines of any TNC. If the employee chooses to contest the photo mismatch TNC the employee must be referred to DHS, and the E-Verify employer agent must send a copy of the photo ID document to E-Verify.

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

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

**REFER EMPLOYEE TO DHS – PROCESS OVERVIEW**

► Click 'Refer Case.'



**Refer Employee**

You indicated that the employee chose to contest the DHS TNC. The next step is to refer the employee to DHS. To refer the employee to DHS, click **Refer Case**.

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

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

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

Buttons: **Close Case**, **Save Case and Exit**, **Refer Case**

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



- ▶ First, obtain a copy of the employee's Form I-9 photo document.
- ▶ Then determine how you will submit a copy of this document to DHS. You may submit an electronic copy or send a paper copy by selecting one of the following:

- Attach and Submit Copy of Employee's Photo Document

**OR**

- Mail Copy of Employee's Photo Document

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

U.S. Department of Homeland Security (USCIS)  
10 Fountain Plaza, 3<sup>rd</sup> Floor  
Buffalo, NY 14202

Attn: Status Verification Unit – Photo Matching

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

- ▶ After you complete the above, click 'Refer Case.'
- ▶ After you have referred the case, complete the following steps:

1. Select the DHS referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the letter are correct. Print the DHS referral letter.

If the employee cannot read, the employer must read the DHS referral letter to the employee. If the employee does not fully understand English, you must provide the



employee with a translated version of the referral letter, if it is available. Translated versions of the referral letter are available in several foreign languages in the 'View Essential Resources' section of E-Verify.

**IMPORTANT:** Once the DHS referral letter is signed, you may provide it to the employee in person, fax, e-mail, overnight or next-day delivery service, as long as you take proper precautions to ensure the employee's information is protected. The DHS referral letter is time sensitive; therefore, if you use a mail delivery service, it must be one that can provide a confirmed delivery date.

2. Send the DHS referral letter to the employer as soon as possible and instruct him or her to review and explain the next steps to the employee. Instructions to the employer are on page one of the SSA referral letter and the employee instructions are on page two.
3. Instruct the employer and the employee to sign and date the letter.
4. Instruct the employer to give a copy of the signed SSA referral letter in English to the employee and file the original letter with Form I-9.
5. After these steps are complete, select 'Continue.'

The screenshot displays the E-Verify system interface. At the top, a progress bar shows three steps: 'Enter Form I-9 Information' (completed with a green checkmark), 'Verification Results' (current step), and 'Close Case'. Below this, a yellow banner indicates 'Employment Eligibility: Employee Referred to DHS'. A secondary progress bar shows four steps: 'Print, Review & Sign TNC Notice' (completed), 'Confirm Employee Decision' (completed), 'Refer Employee' (completed), and 'Print, Review & Sign Referral Letter' (current step). The main content area is titled 'Print, Review & Sign Referral Letter' and contains the following text: 'This employee was referred to DHS on **March 15, 2010**. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.' A numbered list of five steps follows: 1. Print the DHS Referral Letter. 2. Review the DHS Referral Letter privately with the employee. 3. Ensure that you and the employee sign and date the DHS Referral Letter. 4. Give the employee the signed DHS Referral Letter. The employee will need to have the letter when contacting DHS. 5. After you complete these steps, click **Continue**. Below the list, there are two links: 'If you created this case in error or no longer need to continue this verification, click **Close Case**' and 'To return to this case at a later time, click **Save Case and Exit**'. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue'.

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

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

After 10 federal government workdays E-Verify will provide one of the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS FINAL NONCONFIRMATION, Section 5.1
- ◆ DHS CASE IN CONTINUANCE, Section 4.4
- ◆ DHS NO SHOW, Section 5.1

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

## REFER EMPLOYEE TO DHS SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- If employee chooses to contest the DHS TNC, refer case
- Ensure that the information on the DHS referral letter is correct
- Print, review and send the DHS referral letter to employer
- Attach and submit or express mail a copy of employee's photo document to DHS if the TNC is due to photo mismatch
- Check E-Verify for case result updates and follow steps based on case result provided

### CLIENT ACTION

- Ensure that the information on the DHS referral letter is correct
- Review, sign and date DHS referral letter
- Ensure employee signs and dates DHS referral letter
- Keep original signed DHS referral letter on file with Form I-9
- Provide copy of signed DHS referral letter in English to employee

### EMPLOYEE ACTION

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

## 4.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

An 'SSA or DHS Case in Continuance' indicates that the employee has visited a SSA field office and/or contacted DHS, but more time is needed to determine a final case result. The reason SSA or DHS needs more time varies with each situation. The E-Verify employer agent should check E-Verify daily for case status updates. Employers cannot terminate or take adverse action against an employee while SSA or DHS is reviewing the employee's case.



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

For DHS CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ DHS FINAL NONCONFIRMATION, Section 5.1

For SSA CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 4.2
- ◆ DHS VERIFICATION IN PROCESS, Section 3.5

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

**NOTE:** If a case has a 'SSA or DHS Case in Continuance' result for more than 60 federal government workdays, contact E-Verify Customer Support at 888-464-4218 or [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov).

### **SSA/DHS CASE IN CONTINUANCE SUMMARY**

#### **E-VERIFY EMPLOYER AGENT ACTION**

- Check E-Verify for case result updates and follow steps based on case result provided

#### **CLIENT ACTION**

- NONE

#### **EMPLOYEE ACTION**

- NONE

## 5.0 FINAL CASE RESOLUTION

To complete the E-Verify process, every case must receive a final case result and then be closed. Closing a case is easy; E-Verify guides you through the process after you receive a final case result.

### 5.1 FINAL CASE RESULTS

Final Case Results are displayed in the 'Final Case Results – Overview.'

FINAL CASE RESULTS - OVERVIEW	
<b>Employment Authorized</b>	The employee's information matched SSA DHS, and/or DOS records. It's that easy! See section 3.4.
<b>SSA or DHS Final Nonconfirmation</b>	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
<b>DHS No Show</b>	The employee did not contact DHS within the required eight federal government workdays.
<b>Error: Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

### SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

An 'SSA or DHS Final Nonconfirmation' case result is received when E-Verify cannot verify an employee's employment eligibility after an employee has visited a SSA field office or contacted DHS during the tentative nonconfirmation (TNC) referral process. Once an 'SSA or DHS Final Nonconfirmation' has been provided, you must close the case.

The employer may terminate employment based on a case result of 'SSA or DHS Final Nonconfirmation' with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).



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

**Employment Eligibility:**

**SSA Final Nonconfirmation** ?

SSA could not confirm that **George Washington** is authorized to work in the United States. To complete the verification process, click **Close Case** ?

View/Print Case Details

## SSA/DHS FINAL NONCONFIRMATION SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Receive 'SSA or DHS Final Nonconfirmation' case result
- Inform the client of the result and ask if he or she will continue to keep the employee
- Close case

### CLIENT ACTION

- Decide to terminate or to keep the employee and inform the E-Verify employer agent

### EMPLOYEE ACTION

- NONE

## DHS NO SHOW

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

The employer may terminate employment based on a case result of 'DHS No Show' with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

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

**Employment Eligibility:**

**DHS No Show** ?

DHS could not confirm that **Su Lin** is authorized to work in the United States and the employee did not contact DHS within the 8 federal government workdays. This response is considered a final nonconfirmation. To complete the verification process, click **Close Case** ?

View/Print Case Details

## DHS NO SHOW SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Receive 'DHS No Show' case result
- Inform the client of the result and ask if he or she will continue to keep the employee
- Close case

### CLIENT ACTION

- Decide to terminate or to keep the employee and inform the E-Verify employer agent

### EMPLOYEE ACTION

- NONE

## ERROR: CLOSE CASE AND RESUBMIT

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

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

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

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



## ERROR: CLOSE CASE AND RESUBMIT SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Receive 'Error: Close Case and Resubmit' case result
- Inform the client of the result
- Close case using closure statement: 'The case is invalid because the data entered is incorrect'
- Resubmit case using the correct document expiration date for the U.S. Passport, Passport Card or driver's license

### CLIENT ACTION



- Ensure that the information provided to the E-Verify employer agent is correct and/or provide the correct document expiration date for the U.S. Passport, Passport Card or driver's license

### EMPLOYEE ACTION

- If necessary provide employer with unexpired U.S. Passport, Passport Card or driver's license

## 5.2 CLOSE CASE

E-Verify employer agents must close EVERY case created in E-Verify. There are 11 possible case closure statements. To assist you in making the correct choice and to reduce the number of options, E-Verify requires you to state whether the employee is still employed. To close a case, E-Verify employer agents follow the steps outlined in the 'Close Case – Process Overview.'

### CLOSE CASE – PROCESS OVERVIEW

- ▶ Click 'Close Case.'

Last Name	First Name	Middle Initial
----	----	--
Maiden Name	Date of Birth	Social Security Number
--	----	----
Citizenship Status A noncitizen national of the United States	Document Number	Document Expiration Date
Document Type Unexpired U.S. Passport or U.S. Passport Card	Employer Case ID	--
Hire Date March 12, 2010	Submitted On March 15, 2010	
Submitted By JGO06407		

- ▶ Next, determine if the employee is still employed with the company. Select yes or no and click 'Continue.' Your response to the question "Is (employee's name) currently employed with this company?" will determine which case closure statement options will appear on the next screen.



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

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

► This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. To close a case, select one of the case closure statements. E-Verify will present only those options that are relevant to each case. In some scenarios, not all of the case closure statements are available.

## NOTE – CLOSE CASE

When answering the question, “Is the employee currently employed with this company?” it is important to consider the following:

- ▶ If you have an employee who didn’t contest a tentative nonconfirmation (TNC), or who received a final nonconfirmation or ‘DHS No Show,’ decide whether you will allow the employee to continue working. If you decide to:
  - Continue the employee’s employment, then select ‘Yes.’
  - Terminate the employee’s employment, do so, then select ‘No.’
- ▶ If you have an employee who has accepted a job offer, but hasn’t yet started work, decide whether you will allow the employee to start working. If you decide to:
  - Allow the employee to start work as planned, then select ‘Yes.’
  - Terminate the employee’s employment offer, do so, then select ‘No.’

## CASE CLOSURE STATEMENTS

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

► **The employee was terminated by the employer for receiving a No Show result.**

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer terminated the employee because of the 'no show' result.

► **The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.**

E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation (TNC). The employer terminated the employee because the employee chose not to contest the TNC.

► **The employee voluntarily quit working for the employer.**

The employee chose to stop working for the employer.

► **The employee was terminated by the employer for reasons other than E-Verify.**

The employer terminated the employee for reasons unrelated to E-Verify.

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

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

**NOTE:** If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

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

The data entered for this employee was not correct.

**NOTE:** If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

## CLOSE CASE SUMMARY

### E-VERIFY EMPLOYER AGENT ACTION

- Select 'Close Case'
- Indicate whether the employee is still employed
- Select the appropriate case closure statement
- Record Case Verification Number on Form I-9 or print screen and file it with Form I-9
- The E-Verify process is now complete

### CLIENT ACTION

- Record Case Verification Number on Form I-9 or print screen and file it with Form I-9

### EMPLOYEE ACTION

- NONE

## 5.3 CASE ALERTS


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

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

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each case alert can be accessed by clicking on the alert. Cases can also be accessed through 'View Cases' and 'Search Cases' from the left navigation menu. Review the 'Case Alerts – Overview' for more information.

**CASE ALERTS – OVERVIEW**

► E-Verify user home page display with no case alerts.



The screenshot shows the E-Verify user home page. At the top left, there is a 'Welcome to E-Verify' section with a 'Verify Employee' button and contact information: 'For help with E-Verify, call 888-464-4218 or e-mail us at E-Verify@dhs.gov'. To the right is an 'E-Verify News' section with a 'View All >' link and a news item: 'Federal contractor rule delayed until May 21, 2009 02/20/2009 The effective date of the final rule requiring certain Federal Co ... read more >'. Below these sections is a blue banner that reads 'You Have No Case Alerts at this Time'. Underneath the banner are three buttons: 'Open Cases to be Closed' with a calendar icon, 'Cases with New Updates' with a yellow envelope icon, and 'Work Authorization Docs Expiring' with a clock icon.

► E-Verify user home page display with case alerts.

► Click on the alert requiring your attention to access your case alert(s).

**Welcome to E-Verify**

**Verify Employee** ✓

For help with E-Verify, call  
**888-464-4218**  
 or e-mail us at [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

**E-Verify News** [View All >](#)

**Updated Form I-9 Handbook (M-274) Now Available** 01/11/2011  
 We've published a new version of the Handbook for Employers ... [read more >](#)

**E-Verify Maintenance Scheduled for Two Upcoming Saturdays** 01/06/2011  
 The Social Security Administration will perform routine system ma ... [read more >](#)

**Case Alerts: You Must Take Action!**

- Open Cases to be Closed: **17**
- Cases with New Updates: **7**
- Work Authorization Docs Expiring: **1**

Case alerts can also be accessed:

- From 'My Cases,' select 'Search Cases.'

**E-Verify**  
 Employment Eligibility

Click any ? for help

- Home
- My Cases**
  - New Case
  - View Cases
  - Search Cases

**Callout Box:**  
 New Case  
 View Cases  
 Search Cases

- Determine your search criteria and click 'Search.'

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

**Case Status**

- Open Cases
- Closed Cases
- Cases In Process
- Cases With New Updates
- Work Authorization Docs Expiring
- Open Cases to be Closed

**Case Verification Number**

**Social Security Number**  -  -

**Alien Number**

**I-94 Number**

**Employer Case ID**

**Initiated By**

**Date Submitted**  
 From: Month  Day  Year

To: Month  Day  Year

## OPEN CASES TO BE CLOSED

Each case created in E-Verify and assigned a case verification number must be closed. The 'Open Cases to be Closed' case alert provides quick access to all cases that need to be closed. Features of this tab include:

- ◆ Sort cases by: status, last name, first name, case number or hire date
- ◆ A quick link to each case by clicking on the case number

## CASES WITH NEW UPDATES

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

The screenshot shows the 'View Cases' interface with the following elements:

- Navigation: View All Open Cases > Search Cases >
- Alerts: Open Cases (69), Cases with New Updates (17), Open Cases to be Closed (13), Work Authorization Docs Expiring (0)
- Message: The 17 cases below have changed status in the last 30 days and require your attention. Click a case number to return to a case.
- Page 1 of 1, Results Per Page 40
- Table with columns: Status, Last Name, First Name, Case Number, SSN, Hire Date

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

## WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' case alert is just a notification that an employee's Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94) document is expiring. This alert is intended to remind you to reverify the employee by completing Section 3 of Form I-9. The employee cannot be reverified in E-Verify.

This is simply a reminder; no action is required in E-Verify. You may dismiss each alert by clicking 'Dismiss Alert.'

This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94). Also, the alert only appears the first time the document expires—subsequent expirations will not activate this case alert.

**IMPORTANT:** The employee may not be reverified in E-Verify.

## 6.0 CASE REPORTS

There are four types of case reports available in E-Verify for E-Verify employer agents. These include: 'Corporate Overview of Pilot Usage,' 'Quick Audit Report,' 'User Audit Report' and 'User Report.' This section provides direction on how to create each of these reports in E-Verify.

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



**NOTE:** All reports display only the last four digits of an employee's Social Security number for added security and to protect employees' privacy.

### 6.1 CORPORATE OVERVIEW OF PILOT USAGE

This report displays the number of cases created by your company within a federal government fiscal year, which begins October 1 and ends September 30 of the following calendar year. If your company has not created any cases during the fiscal year, a report will still appear with a total of zero. The report is available to corporate administrators and program administrators, but not general users.

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

**CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW**

- ▶ Select 'Corporate Overview of Pilot Usage.'

**Select a report**

- Corporate Overview of Pilot Usage
- Quick Audit Report
- User Audit Report
- User Report

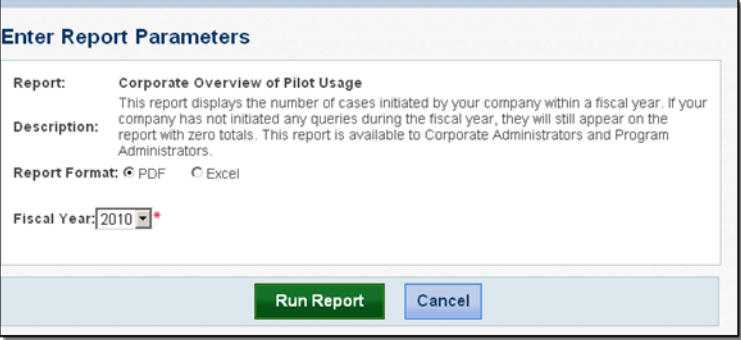
Report: Corporate Overview of Pilot Usage

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

Next
Cancel

- ▶ Select 'Next.'
- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.





**Enter Report Parameters**

**Report:** Corporate Overview of Pilot Usage

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

**Report Format:**  PDF  Excel

**Fiscal Year:** 2010

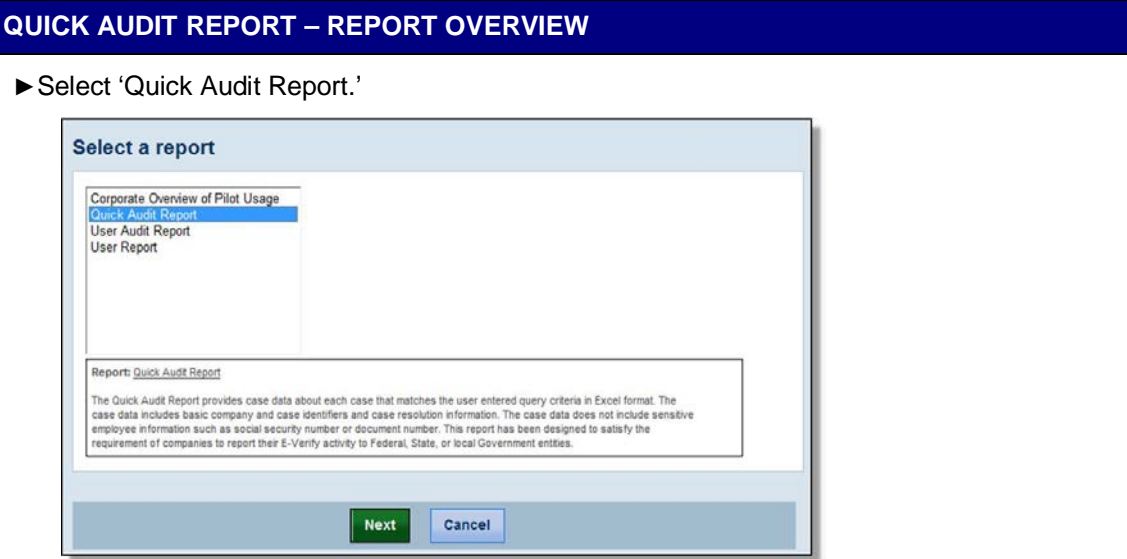
**Run Report** **Cancel**

- ▶ Use the drop-down list to select the fiscal year for which you want a report.
- ▶ Select 'Run Report.'
- ▶ Use report as needed.

## 6.2 QUICK AUDIT REPORT

This report provides case data about each case that matches the user entered search criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as Social Security numbers, or document numbers. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local government entities.

To create a 'Quick Audit Report,' see the 'Quick Audit Report – Report Overview.'



**QUICK AUDIT REPORT – REPORT OVERVIEW**

▶ Select 'Quick Audit Report.'

**Select a report**

- Corporate Overview of Pilot Usage
- Quick Audit Report**
- User Audit Report
- User Report

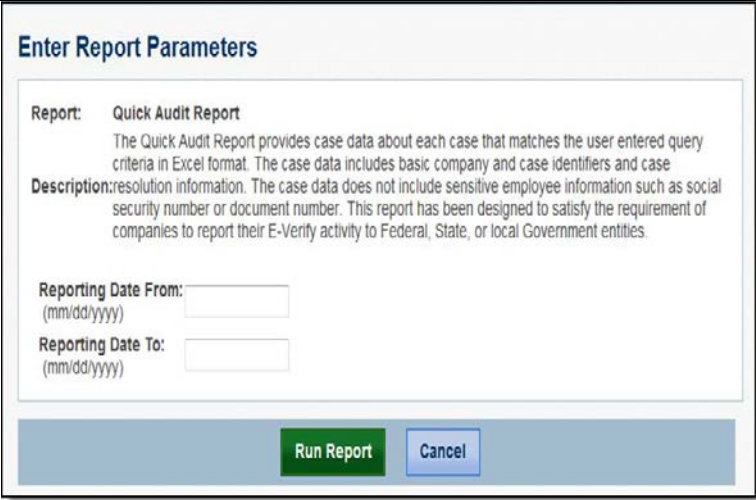
**Report: Quick Audit Report**

The Quick Audit Report provides case data about each case that matches the user entered query criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.

**Next** **Cancel**

▶ Click 'Next.'





**Enter Report Parameters**

**Report:** Quick Audit Report  
 The Quick Audit Report provides case data about each case that matches the user entered query criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.

**Description:** resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.

Reporting Date From:   
 (mm/dd/yyyy)

Reporting Date To:   
 (mm/dd/yyyy)

Run Report Cancel

- ▶ Enter the date range for which you want the report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

**NOTE:** This report is available as a Microsoft Excel document only. It is not available as a Portable Document Format (PDF) file.

### 6.3 USER AUDIT REPORT

This report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, the date the case was submitted, the last four digits of the employee's Social Security number, alien number, I-94 number, last name, first name, case result, referral information and case closure statement. The report is available to program administrators and general users.

To create a 'User Audit Report,' see the 'User Audit Report – Report Overview.'



**USER AUDIT REPORT – REPORT OVERVIEW**

- ▶ Select 'User Audit Report.'

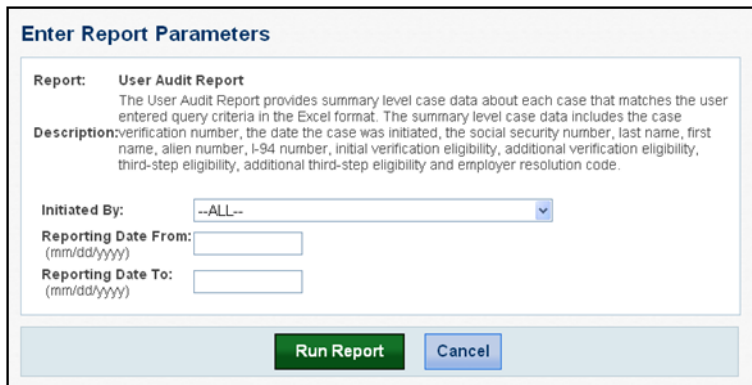
**Select a report**

Corporate Overview of Pilot Usage  
 Quick Audit Report  
 User Audit Report  
 User Report

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

Next Cancel

- ▶ Click 'Next.'



- ▶ Use the drop-down list to select the E-Verify user for whom you want a report.
- ▶ Enter the date range for which you want the report.
- ▶ Select 'Run Report.'
- ▶ Use report as needed.

**NOTE:** This report is available as a Microsoft Excel document only. It is not available as a Portable Document Format (PDF) file.

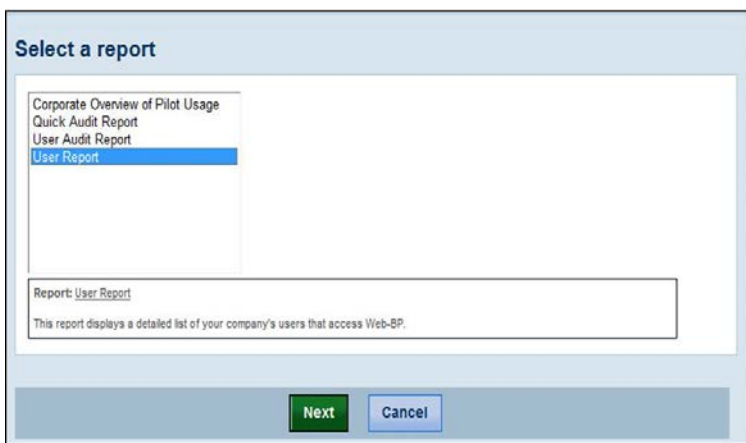
## 6.4 USER REPORT

This report displays a detailed list of your company's users. It includes each user's name, user role, contact telephone number and the last date he or she logged in to E-Verify. The report is available to corporate administrators, program administrators and general users, but a general user cannot view user information for other users.

To create a 'User Report,' see the 'User Report – Report Overview.'

### USER REPORT – REPORT OVERVIEW

- ▶ Select 'User Report.'



▶ Select 'Next.'

**Enter Report Parameters**

**Report:** User Report

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

**Report Format:**  PDF  Excel

**User Role:**

**Run Report** **Cancel**

- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.
- ▶ Use the drop-down list to select the user role for which you want a report.
- ▶ Select 'Run Report.'
- ▶ Use report as needed.

## 7.0 ACCOUNT ADMINISTRATION

User account administration provides individual users specific functions and permissions to update their accounts, change their password and perform other functions explained in this section.

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

### 7.1 USER ROLES

Permissions and functions in E-Verify granted to the user differ for each user role. There are two user roles: program administrator and general user.

Every E-Verify employer agent account must have at least one program administrator who provides support for the general user role and manages the E-Verify employer agent's profile. An E-Verify employer agent can choose to have general users who will only be able to create and manage their own cases. General users and program administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted.

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

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

### 7.2 USER ID AND PASSWORD CREATION

User registration is completed by the E-Verify employer agent's program administrator. All users are assigned a user ID and initial password. Upon being initially registered by the program administrator, users receive an e-mail with a user ID and password. E-Verify will prompt users to change the initial password for security purposes. Do not share a password with other users. Each user must have his or her user ID and password.

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

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

- Contain a non-numeric in the first and last positions
- Not identical to the user ID

Additionally, password policy recommends that passwords should not:

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

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

PASSWORD EXAMPLE
<p>This is an acceptable password:</p> <p><b>IL!keH20</b></p> <ul style="list-style-type: none"> <li>▶ At least eight characters in length</li> <li>▶ An uppercase letter</li> <li>▶ A lowercase letter</li> <li>▶ A special character</li> <li>▶ A number</li> </ul>

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

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



If you are locked out of your user account, first try to reset your password using the link, '**Forgot your Password?**' link.

If you forget your user ID, you may retrieve it by using the '**Forgot your User ID?**' link and providing your e-mail address when prompted. However, if you have more than one user ID associated with your e-mail address, you must contact E-Verify Customer Support at 888-464-4218 for assistance

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If you are unsuccessful at changing your password with the automatic system, contact your program administrator. If your program administrator is not available contact E-Verify Customer Support at 888-464-4218.

## CHANGE YOUR PASSWORD

If your password has been compromised, change it immediately. To change a password, follow the steps outlined in 'Change Password – Process Overview.'

### CHANGE PASSWORD – PROCESS OVERVIEW

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



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

**Enter Old and New Passwords**

**i** Passwords must have the following characteristics:

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

Additionally as a policy, it is recommended that passwords should not:

- Contain any dictionary word;
- Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password;
- Contain any simple pattern of letters or numbers, such as "qwerty" or "123456";
- Be any word, noun, or name spelled backwards.

Old Password:

New Password:

Re-type New Password:

**Submit Password Change** **Cancel**


► Click 'Submit Password Change.'

## CHANGE SECURITY QUESTIONS

Each user can set security questions to allow them to reset his or her password. When you log into your E-Verify account for the first time, E-Verify will automatically prompt you to complete these questions. If you need to change your security questions, follow the steps in 'Change Security Questions – Process Overview.'

**CHANGE SECURITY QUESTIONS – PROCESS OVERVIEW**

► From 'My Profile,' select 'Change Security Questions.'



► Select a question from the drop down list and enter the answer in the field below. A field with a red asterisk (\*) is a required field.

**Enter Password Challenge Questions and Answers**

Password Challenge Question #1  
 -- select a preferred question --  
 Answer:

Password Challenge Question #2  
 -- select a preferred question --  
 Answer:

Password Challenge Question #3  
 -- select a preferred question --  
 Answer:

**Submit** **Cancel**

► Click 'Submit.' A confirmation message displays.

## 7.3 UPDATE USER PROFILE INFORMATION

Every E-Verify user has a profile that includes his or her name, telephone number, fax number and e-mail address. Users should update this information whenever

necessary using the 'Edit Profile' link. To update this information follow the steps outlined in the 'Edit Profile – Process Overview.'

## EDIT PROFILE – PROCESS OVERVIEW

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



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

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

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

 At the bottom of the form, there are two buttons: a green 'Submit User Profile Changes' button and a blue 'Cancel' button.

- ▶ Review the confirmation message to see whether the request for profile updates was successful. If E-Verify is unable to process the user profile updates, try again later.



## 8.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program administrators also manage the site administration of their company. An E-Verify employer agent's program administrator uses the 'My Company' menu to:

- Add general users
- Add other program administrators
- Change or update company profile information
- Close his or her company's E-Verify account

### 8.1 ADD NEW USER


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

If a user leaves the company or no longer needs access to E-Verify, a program administrator must delete the user's account. To delete a user's account, see 'Delete Users – Process Overview' in Section 8.2.

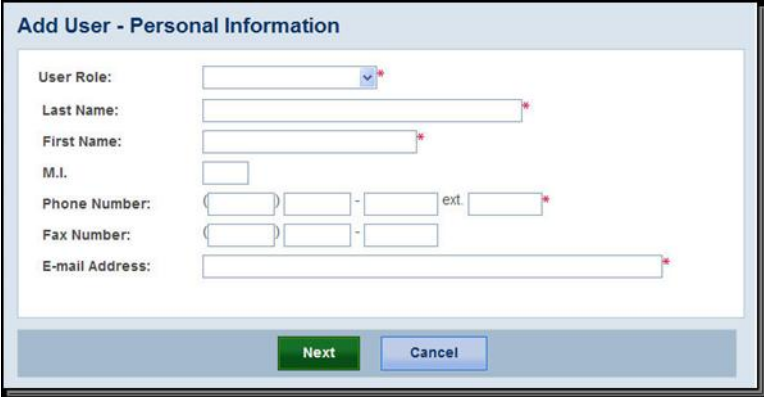
If you are a program administrator and you need to add a new E-Verify user, follow the steps in the 'Add New Users – Process Overview.'

**ADD NEW USERS – PROCESS OVERVIEW**

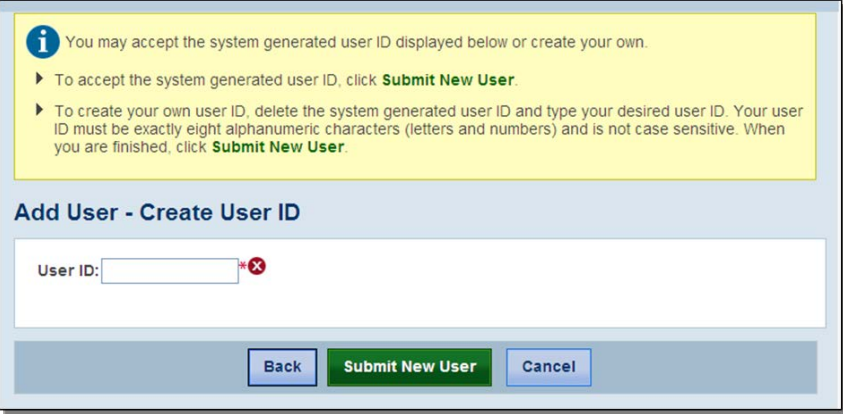
► From 'My Company,' select 'Add New User.'



► Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and e-mail address and click 'Next.'



► Accept the system-generated user ID or create a new user ID.



**i** You may accept the system generated user ID displayed below or create your own.

- ▶ To accept the system generated user ID, click **Submit New User**.
- ▶ To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click **Submit New User**.

**Add User - Create User ID**

User ID:  ✘

[Back](#) [Submit New User](#) [Cancel](#)

- ▶ Review the information submitted and then click 'Submit New User.'
- ▶ The new user will receive his or her user ID and password by e-mail.


**NOTE:** Most people receive our confirmation e-mail within a few minutes. Instruct your new user to check his or her e-mail inbox as well as spam or junk mail folders because sometimes our e-mails are mistakenly marked as spam. If the e-mail is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

## 8.2 VIEW EXISTING USERS

Only program administrators can view user information and reset passwords. 'View Existing Users' allows you to view, search and maintain the general users and program administrators assigned to your company, as demonstrated in the 'View Existing Users – Process Overview.'

**VIEW EXISTING USERS – PROCESS OVERVIEW**

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



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

**Enter User Search Criteria**

**User Role:**  All Roles  
 Program Administrators  
 General Users

**User Status:**  All  
 Locked  
 Password Change Required

**User:**

**Last Name:**

**First Name:**

**Phone Number:**  -  ext.

**E-mail Address:**

**Display User Summary List** **Cancel**

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

**User Summary List**

Previous Next

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On
DASAMPGU	Sample Designated Agent	General User	Sample	E-Verify	03/18/2010 02:55 PM	Current	N	N
SSHO0666	Sample Designated Agent	General User	Shot	Screen	03/16/2010 10:11 AM	Current	N	N

Previous Next

**Close**

## RESET USER'S PASSWORD

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

### RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ Follow the steps in 'View Existing Users – Process Overview' to find the user who needs his or her password changed.
- ▶ Select the appropriate user by selecting his or her user ID.

**View / Modify User Information**

User ID: DASAMPGU  
 User Role: General User  
 Last Name: Sample  
 First Name: E-Verify  
 M.I.:  
 Phone Number: (888) 464 - 4218 ext.   
 Fax Number: ( ) -   
 E-mail Address: E-Verify@dhs.gov  
 Force Change Password:

**Reset User Password**

New Password:   
 Re-type New Password:

Submit User Modifications Delete User Cancel

- ▶ Assign a temporary password by completing both fields under 'Reset User Password.'
- ▶ Click 'Submit User Modifications.'

## DELETE USER ACCOUNT

A program administrator may delete a user account by following the steps in 'Delete Users – Process Overview.'

### DELETE USERS – PROCESS OVERVIEW

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

**User Deletion Information**

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

Delete User Cancel Close

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

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

## 8.3 EDIT COMPANY PROFILE

To update company information in E-Verify, complete the steps in the 'Edit Company Profile – Process Overview.' Users may also view the memorandum of understanding (MOU) between E-Verify and the employer.

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

### EDIT COMPANY PROFILE – PROCESS OVERVIEW

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



- To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (e.g., company name and physical location, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact.)

Company Information			
Company Name:	Sample Designated Agent <a href="#">View / Edit</a>		
Company ID Number:	13859		
Doing Business As (DBA) Name:			
DUNS Number:			
<b>Physical Location:</b>	<b>Mailing Address:</b>		
Address 1:	Green Street	Address 1:	
Address 2:		Address 2:	
City:	New York	City:	
State:	NY	State:	
Zip Code:	10001	Zip Code:	
County:	NEW YORK		
<b>Additional Information:</b>			
Employer Identification Number:	0		
Total Number of Employees:	100 to 499		
Perform verifications for your company's employees:	Yes		
Parent Organization:			
Administrator:			
<b>Organization Designation:</b>			
Employer Category:	None of these categories apply		
NAICS Code:	921 - EXECUTIVE, LEGISLATIVE, AND OTHER GENERAL GOVERNMENT SUPPORT <a href="#">View / Edit</a>		
Total Hiring Sites:	1 <a href="#">View / Edit</a>		
Total Points of Contact:	2 <a href="#">View / Edit</a>		
<a href="#">View Mou</a>			

- Make the required changes and click 'Submit.'
- Click 'View MOU' to view the MOU between E-Verify and the employer. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the

latest version of your Portable Document Format (PDF) viewer software.

**IMPORTANT:** After clicking 'Submit,' the program administrator cannot undo any changes that have been entered without manually re-entering the original information.



The E-Verify employer agent's company ID number is located at top of the 'Company Information' page.

## COMPANY INFORMATION FIELDS

There are many fields that can be updated in the 'Company Information' page. For additional information on each field, see 'Company Information – Overview.'

**NOTE:** Any information you update will not change your company's original electronically signed memorandum of understanding (MOU).

COMPANY INFORMATION – OVERVIEW	
FIELD NAME	DESCRIPTION
<b>Company Name</b>	Name of company enrolled in E-Verify.
<b>Physical Location</b>	Location where the company creates E-Verify cases.
<b>Mailing Address</b>	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
<b>Additional Information</b>	Additional information about the size of the company and any associated corporate parent company information if applicable.
<b>Employer Identification Number</b>	Also known as federal tax identification Number. Generally, most companies are required to have an employer identification number and any company that has employees is required to have one for wage and tax reporting purposes.
<b>Parent Organization</b>	An organization that owns or controls other organizations (sometimes called subsidiaries). For corporations, a parent corporation is often defined as a corporation that owns more than 50 percent of another corporation.
<b>Administrator</b>	Companies may link their E-Verify employer agent accounts to a corporate administrator account (also called an E-Verify corporate account). This gives your corporate administrator access to your employer or E-Verify employer agent account profile, user administration and reports that contain case information. You should link your account only if you have been instructed to do so by your corporate administrator.
<b>Organization Designation</b>	The category that identifies the company as a Federal, State or local government organization or a federal contractor with the Federal Acquisition Rule (FAR) E-Verify clause in their federal contract, if applicable.

## UPDATE POINTS OF CONTACT

Every company must have at least one person assigned as a point of contact for E-Verify issues. The program administrator is automatically assigned as the point of contact unless it is changed. To update points of contact, follow the steps outlined in 'Update Points of Contact- Process Overview.'

### UPDATE POINTS OF CONTACT – PROCESS OVERVIEW

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



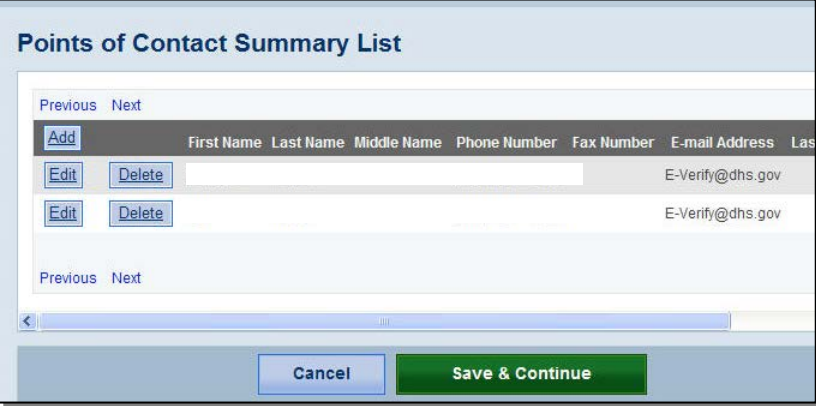
- Click 'View/Edit' in the 'Total Points of Contact' section of the 'Company Information' page to modify this information. The 'Points of Contact Summary' page opens.

A screenshot of the 'Company Information' page. The page is divided into several sections:

- Company Name:** ABC Company (View / Edit)
- Company ID Number:** 13882
- Doing Business As (DBA) Name:**
- DUNS Number:**
- Physical Location:**
  - Address 1: Main Street
  - Address 2:
  - City: New York
  - State: NY
  - Zip Code: 10001
  - County: NEW YORK
- Mailing Address:**
  - Address 1:
  - Address 2:
  - City:
  - State:
  - Zip Code:
- Additional Information:**
  - Employer Identification Number: 0
  - Total Number of Employees: 500 to 999
  - Parent Organization:
  - Administrator:
  - Organization Designation:**
    - Employer Category: None of these categories apply
- NAICS Code:** 922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES (View / Edit)
- Total Hiring Sites:** 4 (View / Edit)
- Total Points of Contact:** 1 (View / Edit)

A blue arrow points to the 'View / Edit' button for 'Total Points of Contact'.

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



**Points of Contact Summary List**

Previous Next

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

Previous Next

Cancel Save & Continue

► Click 'Save and Continue' when finished updating the point(s) of contact. This brings the program administrator back to the 'Company Information' page.



## UPDATE NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE INFORMATION

The North American Industry Classification System (NAICS) code classifies companies by industry. During enrollment the E-Verify employer agent selects the NAICS code. If the company's industry classification has changed, this should be updated in the E-Verify company profile.

To update the NAICS code, follow the 'Update NAICS Code – Process Overview.'

### UPDATE NAICS CODE – PROCESS OVERVIEW

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



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

A screenshot of the 'Company Information' page. The page displays various fields for company details, including Company Name, ID Number, and Address. The 'NAICS Code' field is highlighted with a blue arrow. The NAICS Code is '922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES'. Other fields include 'Total Hiring Sites: 4' and 'Total Points of Contact: 1'. A 'View / Edit' button is next to the NAICS Code field.

- ▶ The 'NAICS Code' page displays the NAICS code entered when your company enrolled in E-Verify.

To modify the NAICS Code field:

- ▶ Enter the new three digit NAICS code. If the new number is not known, a program administrator can search available codes.

To determine the company's NAICS code:

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

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

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

NAICS Code:

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

## ADD NEW HIRING SITE(S)

Program administrators can modify the number of hiring sites that participate in E-Verify in each state. A participating hiring site means that your company will create a case for every newly hired employee who works at that site in E-Verify.

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

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

### ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

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



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

**Company Information**

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

Company ID Number: 13882

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location:**                      **Mailing Address:**

Address 1: Main Street                      Address 1:

Address 2:    Address 2:

City: New York                                      City:

State: NY    State:

Zip Code: 10001                                      Zip Code:

County: NEW YORK

**Additional Information:**

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

**Organization Designation:**

Employer Category: None of these categories apply

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

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

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

[View MOU](#)

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

## VIEW MEMORANDUM OF UNDERSTANDING (MOU)

Program administrators may view the Memorandum of Understanding (MOU) between E-Verify and the employer. To view the MOU, follow the steps outlined in the 'View MOU – Process Overview.'

### VIEW MOU – PROCESS OVERVIEW

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



- ▶ From the 'Company Information' page, click 'View MOU' at the bottom of the screen.

**Company Information**

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

Company ID Number: 378332

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location:** **Mailing Address:**

Address 1: 123 Main Street Address 1:

Address 2: Address 2:

City: Washington City:

State: DC State:

Zip Code: 20002 Zip Code:

County: DISTRICT OF COLUMBIA

**Additional Information:**

Employer Identification Number:

Total Number of Employees: 100 to 499

Parent Organization:

Administrator: CSC Test Company - Corp Admin (CA)

**Organization Designation:**

Employer Category: None of these categories apply

NAICS Code: 236 - CONSTRUCTION OF BUILDINGS [View / Edit](#)

Total Hiring Sites: 1 [View / Edit](#)

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

[View MOU](#)

► The MOU that was electronically signed for that company will appear in a new window. If the MOU does not load, ensure that your pop-up blocker is disabled.

**IMPORTANT:** You should not close your E-Verify account if you determine that you need to update the signatory of your E-Verify MOU. Instead, submit the following by e-mail to E-Verify@dhs.gov or by fax to 202-443-0215:

- A written request to update the signatory of your E-Verify MOU; and
- An updated copy of the signatory page from your MOU.

## REMI NDER

- \* Be sure to update your E-Verify account information to reflect any changes.

## 8.4 CLOSE COMPANY ACCOUNT

Any E-Verify account may be closed voluntarily. To close an account employers must request termination electronically through E-Verify, See 'Close Company Account – Process Overview' or submit a written termination notice by e-mail to E-Verify@dhs.gov or by fax to 202-443-0215. A program administrator or the signatory of the MOU must submit written notice to E-Verify 30 days in advance of the date that the E-Verify employer agent would like to close the account. E-Verify employer agents who choose to close their accounts should ensure that they notify their client(s).


You must continue to use E-Verify in accordance with the MOU during this 30-day period or until you have received an e-mail confirming that the account is closed, whichever is sooner. All open E-Verify cases still need to be closed, even if you request to close your E-Verify account.

**IMPORTANT:** Once an account is closed, all access to the account and its associated records is lost. To preserve the records from an E-Verify account, a complete user audit report, see Section 6.3, should be created and retained. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

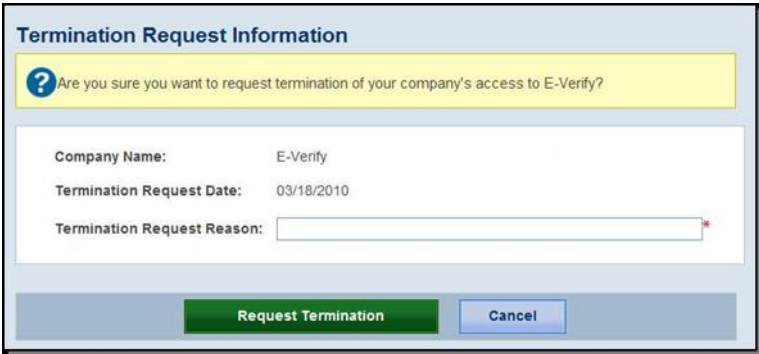
To request termination of company participation in E-Verify, complete the steps outlined in 'Close Company Account – Process Overview.'

**CLOSE COMPANY ACCOUNT – PROCESS OVERVIEW**

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



- ▶ Type the reason for closing the account in the 'Termination Request Reason' field.



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

## REMI NDER

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- \* If your company has more than one E-Verify employer agent account and the entire company is requesting termination, your company must close each E-Verify employer agent account.
- 



If you submitted a termination request by mistake, contact E-Verify Customer Support at 888-464-4218 for assistance.

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## 9.0 RESOURCE AND CONTACT INFORMATION

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

E-VERIFY RESOURCES	
<b>E-Verify Public Website</b> <ul style="list-style-type: none"> <li>• General information about E-Verify</li> <li>• Program information and statistics</li> <li>• Frequently asked questions</li> <li>• E-Verify user manuals</li> <li>• E-Verify quick reference guides</li> <li>• Information about employee rights and employer obligations</li> </ul>	<a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>
<b>E-Verify Enrollment Application</b> <ul style="list-style-type: none"> <li>• Website for initial company enrollment</li> </ul>	<a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a>
<b>E-Verify Access for Employers and Corporate Administrators</b> <ul style="list-style-type: none"> <li>• User access to E-Verify</li> </ul>	<a href="https://e-verify.uscis.gov/emp">https://e-verify.uscis.gov/emp</a>
<b>E-Verify Access for E-Verify Employer Agents</b> <ul style="list-style-type: none"> <li>• User access to E-Verify</li> </ul>	<a href="https://e-verify.uscis.gov/esp">https://e-verify.uscis.gov/esp</a>

E-VERIFY CONTACT INFORMATION	
<b>E-Verify Customer Support</b> <p>E-Verify Customer Support is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. Eastern Time to 5 p.m. Pacific Time, except on federal holidays.</p>	
<b>For E-Verify Employer Agents:</b>	888-464-4218 877-875-6028 (TTY) <a href="mailto:DASupport@dhs.gov">DASupport@dhs.gov</a>

**For Clients:** 888-464-4218  
877-875-6028 (TTY)  
[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

**For Employees:** 888-897-7781  
877-875-6028 (TTY)  
[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

Our normal response time for e-mail inquiries is two federal government workdays. If we need more time to respond to your inquiry, we'll contact you within two federal government workdays to explain why we need additional time and provide you with an estimated response time.

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

OSC is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

**Employer Hotline:** 800-255-8155  
800-362-2735 (TTY)

**Employee Hotline:** 800-255-7688  
800-237-2515 (TTY)

**Website:** [www.justice.gov/crt/osc/](http://www.justice.gov/crt/osc/)



## APPENDIX A: ACRONYMS

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Acronym	Definition
<b>DHS</b>	U.S. Department of Homeland Security
<b>DOS</b>	U.S. Department of State
<b>FAR</b>	Federal Acquisition Regulation
<b>FNC</b>	Final Nonconfirmation
<b>GIF</b>	Graphics Interchange Format
<b>IIRIRA</b>	Illegal Immigration Reform and Immigrant Responsibility Act
<b>INA</b>	Immigration and Nationality Act of 1952
<b>IRCA</b>	Immigration Reform and Control Act of 1986
<b>MOU</b>	Memorandum of Understanding
<b>NAICS</b>	North American Industry Classification System
<b>OSC</b>	Office of Special Counsel
<b>PDF</b>	Portable Document Format
<b>SSA</b>	Social Security Administration
<b>SSN</b>	Social Security number
<b>TNC</b>	Tentative Nonconfirmation
<b>USCIS</b>	United States Citizenship and Immigration Services

## APPENDIX B: GLOSSARY

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### A

#### **Acceptable Documents for Verifying Identity and Employment Eligibility**

Documents designated for determining employment eligibility and identity under the Immigration and Nationality Act (INA) are listed on Form I-9 and in the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)' found at <http://www.uscis.gov/files/form/m-274.pdf>. Employees have the right to choose which document or combination of documents to present. Any 'List B' document presented to an employer participating in E-Verify must contain a photograph.

#### **Admission Number or I-94 Number**

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

#### **Alien (Noncitizen)**

An individual who is not a citizen or national of the United States.

#### **Alien Authorized to Work**

A noncitizen who is allowed to work because of his or her immigration status or a noncitizen who is granted work authorization by the U.S. Citizenship and Immigration Services upon request.

#### **Alien Registration Number or Alien Number (A-number)**

A unique seven-, eight- or nine-digit number assigned to a noncitizen at the time his or her A-File is created. The 9-digit U.S. Citizenship and Immigration Services number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010, is the same as the Alien Registration Number. The A-number can also be found on the back of these Permanent Resident Cards.

#### **Anti-Discrimination Notice**

The anti-discrimination notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify memorandum of understanding (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. This notice is available in the 'View Essential Resources' section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 800-255-8155 or 800-237-2515 (TTY) or visit's OSC's website at <http://www.justice.gov/crt/about/osc>.

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

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

### B

## C

### **Case in Continuance**

This response is given if the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) needs more than 10 federal government workdays to provide a final case result. The employee continues to work until a final case result is provided in E-Verify from SSA or DHS.

### **Case Incomplete**

This response is given if the user abandons a case after the 'Check Information' screen or the photo matching screen appears. The user will need to continue the case or close the case.

### **Case Verification Number**

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

### **Client**

An individual or company that hires an E-Verify employer agent to create E-Verify cases on their behalf.

### **Close Case**

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

### **Corporate Administrator**

Corporate administrator access is used only for managing multiple employer accounts and doesn't allow corporate administrator users to create and manage E-Verify cases. New corporate administrators must attend a free, regularly scheduled Web-based training session before their accounts can be activated.

## D

### **DHS No Show**

A response received when the employee did not contact the U.S. Department of Homeland Security (DHS) to resolve his or her case and 10 federal government workdays have passed since the date of referral. The 'DHS No Show' result is considered a final nonconfirmation.

### **DHS Verification in Process**

A case result of 'DHS Verification in Process' means that the employee's information did not match U.S. Department of Homeland Security (DHS) records. The case is automatically referred to DHS for further verification. DHS responds to most of these cases within 24 hours, but has up to three federal government workdays to respond. Employers should check E-Verify periodically for a response.

**Document Type**

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

**E****Employment Authorized**

This is a case result received in E-Verify when the information entered for an employee matches Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. This result indicates employment eligibility has been verified.

**Employment Authorization Document (Form I-766)**

A document issued to noncitizens who are authorized to work temporarily in the United States. The most recent version of the Employment Authorization Document (Form I-766) has been issued since January 1997.

**Form I-9, Employment Eligibility Verification**

The form employers are required to complete with an employee when they hire the employee to perform labor or services in return for wages or other remuneration. This requirement applies to all employees hired after November 6, 1986. For employers in the Commonwealth of the Northern Mariana Islands (CNMI), this requirement applies to all employees hired after Nov. 27, 2009. In the CNMI, employers had to complete Form I-9 CNMI for every employee hired for employment in the CNMI from November 28, 2009 to November 27, 2011 and the standard Form I-9 for those hired on or after November 28, 2011.

**E-Verify Employer Agent**

An individual or company that creates E-Verify cases on behalf of employers, formerly referred to as a designated agent.

**E-Verify**

E-Verify is an Internet-based program in which the employment eligibility of newly hired employees and existing employees assigned to a covered federal contract will be verified after Form I-9 has been completed. This involves separate verification checks (if necessary) of records maintained by the Social Security Administration (SSA) and the U.S. Department of Homeland Security (DHS).

**E-Verify Participation Notice**

The E-Verify Participation Notice informs prospective employees that an employer is participating in E-Verify. The memorandum of understanding (MOU) requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

**F****Final Nonconfirmation**

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

II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

## G

### **General Users**

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

## H

### **Handbook for Employers: Instructions for Completing Form I-9 (M-274)**

Provides detailed instructions on how to complete and retain Form I-9.

### **Hire Date**

The hire date is the date the employee began (or will begin) work for pay. Enter the Section 2 'Certification' date from the employee's Form I-9 as the hire date in E-Verify. If you rehired an employee and completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

### **Hiring Site**

A hiring site is the location where your company's employees are hired and they complete Form I-9. If your company creates cases in E-Verify at the same location, it is a verification location AND a hiring site.

## I

### **Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA)**

Public Law 104-208 enacted on September 30, 1996 required the Immigration and Naturalization Service to conduct three types of employment authorization verification pilot programs. The 'basic pilot program' was one of the three programs and is the only program still in existence. The 'basic pilot program' exists today as E-Verify.

### **Immigration and Nationality Act of 1952 (INA)**

Public Law 82-414 enacted on June 27, 1952 which, along with other immigration laws, treaties and conventions of the United States, relates to the immigration, temporary admission, naturalization and removal of noncitizens.

### **Immigration Reform and Control Act of 1986 (IRCA)**

Public Law 99-603 enacted on November 6, 1986 sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers verify the employment eligibility and identify of all new hires through completion of the Form I-9. It provides remedies to employees and sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship or immigration status or based on national origin.

**Initial Case Result**

The results displayed in E-Verify once an employee's information has been submitted as part of a verification case. Initial case results include 'Employment Authorized,' 'Tentative Nonconfirmation (TNC)' and 'DHS Verification in Process.'

**Interim Case Status**

Certain initial E-Verify results that require additional action before E-Verify can provide a final case result. Interim case results include 'SSA or DHS Tentative Nonconfirmation,' 'Review and Update Employee Data,' 'DHS Verification in Process,' 'SSA or DHS Case in Continuance.'

**J****K****L****Lawful Permanent Resident**

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

**M****Memorandum of Understanding (MOU)**

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

**N****Noncitizen National of the United States**

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

**Notice to Employee of Tentative Nonconfirmation (TNC)**

This is a computer generated notice given to an employee after a tentative nonconfirmation (TNC) interim case result has been received from the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS). If an employee contests the TNC, he or she must contact or visit the appropriate agency within eight federal government workdays to initiate resolution of his or her E-Verify case.

**O**

**Office of Special Counsel (OSC)**

Created by the Immigration Reform and Control Act of 1986 (IRCA), the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC), within the Civil Rights Division of the U.S. Department of Justice, enforces the anti-discrimination provision of the Immigration and Nationality Act, 8 USC 1324b, which prohibits discrimination in hiring and discharging based upon citizenship or immigration status and national origin, and discrimination during the employment eligibility verification process, which includes Form I-9 and E-Verify.

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

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

**Passport (United States)**

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

**Password**

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

**Permanent Resident or Lawful Permanent Resident**

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

**Permanent Resident Card (Form I-551)**

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

**Photo Matching**

During the verification process, employers match the photos on certain documents provided by employees when completing Form I-9 with the photo that appears in E-Verify. Photo matching is activated only when an employee has provided a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) as his or her Form I-9 document.

**Photo Match**

The photo on the employee's document matches the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS)-issued document. Employers should be able to determine whether the photos match.

**Photo Mismatch**

The photo on the employee's document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS)-issued document. If the employer determines that it does not match, a 'DHS Tentative

Nonconfirmation (TNC)' case result is issued and the employee must be given the opportunity to contest.

**Point of Contact**

An individual in your company who can be contacted about E-Verify. This person may or may not be one of the two user types.

**Prescreening**

The prohibited practice of creating a case in E-Verify before a job offer has been accepted and Form I-9 is complete.

**Program Administrator**

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

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

An employee who has chosen to contest an 'SSA or DHS Tentative Nonconfirmation (TNC)' case result is provided with the appropriate agency referral letter instructing the employee to contact or visit the appropriate agency within eight federal government workdays from the date of referral to initiate the resolution of the employee's E-Verify case.

**Request Name Review**

In some cases E-Verify returns a case result of 'Employment Authorized,' but the name shown as authorized does not match exactly the name you entered into E-Verify from the employee's Form I-9. This can happen because of name variations in U.S. Department of Homeland Security (DHS) records.

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

**Review and Update Employee Data**

In some instances, a case status of 'Review and Update Employee Data' may occur. This means that the Social Security Administration (SSA) found a discrepancy in the information it received in the E-Verify referral. This may occur because of typographical errors and/or incorrect information on Form I-9. The Form I-9 will need to be reviewed with the employee, the information corrected as applicable and then the case may be resubmitted.

**S****Social Security Administration (SSA)**

The federal government agency that administers a national program of contributory social insurance. SSA and DHS jointly manage the E-Verify program.



**Social Security Administration (SSA) Referral**

After an employee is advised of a 'SSA Tentative Nonconfirmation (TNC)' and has signed the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice, the employee is referred to SSA to resolve the TNC.

**T****Tentative Nonconfirmation (TNC)**

The employee information was compared to government records and could not be verified. This does not mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must contact or visit either the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) to resolve the discrepancy and continue employment.

**U****U.S. Department of State (DOS)**

The federal government department that is responsible for international relations. DOS issues U.S. Passports and Passport Cards.

**USCIS Number**

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

**User ID**

The user ID is an assigned ID with letters and numbers that identifies the user of a computer system or network. All users who create cases in E-Verify must have their own user IDs. The user ID must be eight characters and may be letters, numbers or a combination of both. A user ID is not case sensitive.

**V****Verification location**

A verification location is where your company's staff takes the information from an employee's Form I-9 and creates a case in E-Verify.

**W, X, Y, Z**