



Quick Reference Guide

For Employers

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U.S. Citizenship
and Immigration
Services

TABLE OF CONTENTS

1.0	INTRODUCTION	1
1.1	USER ROLES AND EMPLOYER RESPONSIBILITIES OVERVIEW.....	1
1.2	PRIVACY AND SECURITY STATEMENT.....	3
2.0	MY COMPANY – PROGRAM ADMINISTRATORS	5
2.1	ADD NEW USER.....	5
2.2	VIEW EXISTING USERS.....	5
2.3	EDIT COMPANY PROFILE.....	6
3.0	INITIAL VERIFICATION	7
3.1	CREATE A CASE.....	7
	HIRE DATE.....	7
	CHECK INFORMATION.....	8
	ERROR: UNEXPIRED DOCUMENT REQUIRED.....	8
3.2	INITIAL CASE RESULTS.....	9
3.3	E-VERIFY PHOTO MATCHING.....	9
3.4	EMPLOYMENT AUTHORIZED.....	10
3.5	REQUEST NAME REVIEW.....	11
4.0	INTERIM CASE RESULTS	12
4.1	TENTATIVE NONCONFIRMATION (TNC).....	12
	NOTIFY EMPLOYEE OF TENTATIVE NONCONFIRMATION (TNC).....	12
	REFER EMPLOYEE TO SSA OR DHS.....	13
4.2	REVIEW AND UPDATE EMPLOYEE DATA.....	14
4.3	DHS VERIFICATION IN PROCESS.....	15
4.4	SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE.....	15
5.0	FINAL CASE RESOLUTION	16
5.1	SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION.....	16
5.2	DHS NO SHOW.....	16
5.3	ERROR: CLOSE CASE AND RESUBMIT.....	17
5.4	CLOSE CASE.....	17
5.5	CASE ALERTS.....	17
	OPEN CASES TO BE CLOSED.....	18
	CASES WITH NEW UPDATES.....	18
	WORK AUTHORIZATION DOCUMENTS EXPIRING.....	18
6.0	CASE REPORTS	19
6.1	CORPORATE OVERVIEW OF PILOT USAGE.....	19
6.2	USER AUDIT REPORT.....	19
6.3	USER REPORT.....	19
7.0	RESOURCE AND CONTACT INFORMATION	20

1.0 INTRODUCTION

Welcome to the 'E-Verify Quick Reference Guide for Employers.' This guide provides a high level overview of the E-Verify process that employers follow when using E-Verify. All users must follow the guidelines set forth in the 'E-Verify Memorandum of Understanding for Employers (MOU).' This guide should be used as a supplement to the 'E-Verify User Manual for Employers.'

E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). E-Verify works by electronically comparing the information on an employee's Form I-9, Employment Eligibility Verification (referred to hereafter as Form I-9) with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

1.1 USER ROLES AND EMPLOYER RESPONSIBILITIES OVERVIEW

Enrolled companies may 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. All E-Verify users are bound by the guidelines set forth in the 'E-Verify Memorandum of Understanding for Employers (MOU)' and the rules and responsibilities outlined in the 'E-Verify User Manual for Employers' accessible from the left navigation menu.

IMPORTANT: All users must read and understand the MOU and the 'E-Verify User Manual for Employers' before accessing E-Verify. Failure to abide by the terms of use may lead to employer liability for the violation of employee rights.

USER ROLE OVERVIEW	
USER ROLE	PERMISSIONS
<p>Program Administrator (at least one required)</p>	<p>A company must have at least one program administrator. The program administrator role includes functions of a general user.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> • Registering new users. • Creating user accounts for other program administrators and general users. • Creating and managing cases. • Viewing reports. • Updating profile information for other program administrators and general users. • Unlocking user accounts.
<p>General User (optional)</p>	<p>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.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> • Creating and managing cases. • Viewing reports. • Updating his or her user profile.

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

RULES AND RESPONSIBILITIES OVERVIEW
<p>Employers participating in E-Verify MUST:</p> <ul style="list-style-type: none"> ✓ Follow E-Verify procedures for each newly hired employee 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. ✓ 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

<p>E-Verify verification process, even if he or she receives a TNC.</p> <p>✓ Ensure that all personally identifiable information is safeguarded.</p>
<p>Employers participating in E-Verify MUST NOT:</p> <ul style="list-style-type: none"> ✗ Use E-Verify to prescreen an applicant for employment. ✗ Check the employment eligibility for an employee hired before their company signed the E-Verify MOU. ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a final nonconfirmation. ✗ Specify or request which Form I-9 documentation a newly hired employee must use. ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status. ✗ Selectively verify the employment eligibility for a newly hired employee. ✗ Share any user ID and/or password.

1.2 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 your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the 'E-Verify Memorandum of Understanding for Employers (MOU)' between E-Verify and the employer/user.

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

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

PRIVACY GUIDELINES OVERVIEW
<p>Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and create verification cases.</p>
<p>▶ SECURE access to E-Verify. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to the system.</p>
<p>PROTECT and STORE individuals' information properly. Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.</p>

▶ **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.

2.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program administrators manage the site administration of their company. A program administrator uses the 'My Company' menu to:

- ◆ Add general users
- ◆ Add other program administrators located at his or her site
- ◆ Change or update company profile information
- ◆ Terminate his or her company's access to E-Verify

2.1 ADD NEW USER

Only program administrators can add E-Verify users. If you are a program administrator, and you need to add a new E-Verify user, follow the steps outlined in 'Add New User – Process Overview.'

ADD NEW USER – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Add New User.'
- ▶ Choose general user or program administrator and provide the person's name, phone number, fax number and e-mail address and click 'Next.'
- ▶ Accept the system-generated user ID or create a new user ID.
- ▶ Review the information submitted and click 'Submit New User.'
- ▶ The new user will receive his or her user ID and password by e-mail.

2.2 VIEW EXISTING USERS

Only program administrators can view user information and reset passwords. Selecting 'View Existing Users' allows you to view, search and maintain the general users and program administrators assigned to your company. The process is outlined 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.
- ▶ Click, 'Display User Summary List.'
- ▶ A list of user accounts displays. You can view or modify a user account by selecting the user ID.

2.3 EDIT COMPANY PROFILE

To update company information in E-Verify, complete the steps in the 'Edit Company Profile – Process Overview.'

Once a program administrator has updated the company's profile, he or she will be subject to the rules and requirements associated with 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).
- ▶ Make the required changes and click 'Submit.'

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

3.0 INITIAL VERIFICATION

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

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

3.1 CREATE A CASE

A case must be created no later than the third business day after the employee starts work for pay. If the employer learns that he or she has inadvertently failed to create a case by the third business day after the employee started work for pay, the employer should bring itself into compliance immediately by creating a case for the employee. Employers must also indicate the reason that the case was not created within three days of hire in E-Verify. Employers may choose a reason from the drop-down list or state a specific reason in the field provided.

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

HOW TO CREATE A CASE – PROCESS OVERVIEW

- ▶ From 'My Cases,' click 'New Case.'
- ▶ Select the correct option button corresponding to Section 1 of the employee's Form I-9. Click 'Continue.'
- ▶ Indicate the documents provided from Section 2 of the employee's Form I-9. Click 'Continue.'
- ▶ Enter all required information from Section 1 and 2 of Form I-9 into each text field.
- ▶ If a case is not created within three days of hire, E-Verify will prompt the user to indicate the reason for the delay.

NOTE: 'Employer Case ID' is an optional field for users who wish to assign an internal tracking code to a case.

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 <i>(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).)</i>				
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.

CHECK INFORMATION

If the information entered does not immediately match Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) 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. Once the user confirms that the information presented is correct, he or she clicks 'Continue.' If a mistake was made in a field that cannot be updated, the user will need to close the case by clicking 'Close Case.'

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 this 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.

3.2 INITIAL CASE RESULTS

The information entered into E-Verify is checked against Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS) records. Once a case is created, a result is displayed. There are three possible initial case results:

- ◆ Employment Authorized
- ◆ SSA or DHS Tentative Nonconfirmation (TNC)
- ◆ DHS Verification in Process

Additional information about each case result is available in the 'E-Verify User Manual for Employers,' accessible from the left navigation menu.

3.3 E-VERIFY PHOTO MATCHING

Photo matching is an automatic part of creating a case in E-Verify that prompts users to compare an employee's photo ID with a photo displayed in E-Verify. This helps 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 employer matches U.S. Department of Homeland Security (DHS) records, the employee's photo automatically displays in E-Verify. You must make a copy of the employee's Form I-9 document and retain it with Form I-9 in order to match the photos.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's 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.

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

PHOTO MATCHING OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I-9 photo document. 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.
 - ▶ 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.

- ▶ Click 'Continue.'

REMI NDER

- * 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

3.4 EMPLOYMENT AUTHORIZED

A case result of 'Employment Authorized' means that the information entered into E-Verify matched Social Security Administration (SSA) and/or U.S. Department of Homeland Security (DHS) records and that E-Verify verified the employment eligibility for the employee entered. It's that easy! However, a case that is 'Employment Authorized' is incomplete until it is closed. To close a case, see Section 5.4 '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.

EMPLOYMENT AUTHORIZED SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

3.5 REQUEST NAME REVIEW

In some cases E-Verify generates a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the U.S. Department of Homeland Security (DHS) records. You must review the employee's name before a final case result can be determined.

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 SUMMARY

EMPLOYER ACTION

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

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 include:

- ◆ SSA or DHS Tentative Nonconfirmation (TNC)
- ◆ Review and Update Employee Data
- ◆ DHS Verification in Process
- ◆ SSA or DHS Case in Continuance

4.1 TENTATIVE NONCONFIRMATION (TNC)

A tentative nonconfirmation (TNC) results when the information submitted in E-Verify does not initially match the information in the Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. A TNC does not mean that the employee is not authorized to work in the United States. If you receive a TNC, you must notify the employee of the case result as soon as possible.

NOTIFY EMPLOYEE OF TENTATIVE NONCONFIRMATION (TNC)

You must promptly notify the employee of the tentative nonconfirmation (TNC) case result. Additionally, all case results must be discussed with the employee in a private setting.

When notified of the TNC, the employee chooses to either contest or not contest the case result. 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 a TNC, it means that the employee will initiate contact with the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS).

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 'E-Verify Memorandum of Understanding for Employers (MOU).'

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

NOTIFY EMPLOYEE OF TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of TNC
- Print, 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 to the employee
- Take next action based on employee decision to contest or not contest TNC

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 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 OR DHS

After being notified of the 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 TNC is referred to either the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS).

E-Verify generates either a 'Referral to the U.S. Department of Homeland Security' also called a DHS referral letter or 'Referral to the Social Security Administration' also called an SSA referral letter that you must provide to the employee. You must verify the information on the letter, then print, sign and provide the letter to the employee. The referral letter provides instructions to you and the employee regarding the next steps.

An employee who chooses to contest the TNC has eight federal government workdays to visit an SSA field office or contact DHS. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to either SSA or DHS in E-Verify. 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 employee promptly.

You 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 the TNC or while his or her case is still pending with SSA or DHS.

Additional information about each case result is available in the 'E-Verify User Manual for Employers' accessible from the left navigation menu.

REFER EMPLOYEE TO SSA/DHS SUMMARY

EMPLOYER ACTION

- If employee chooses to contest the TNC, refer case
- Ensure that the information on the referral letter is correct
- Print, review, sign and date the referral letter
- Have employee sign and date the referral letter
- Keep original signed referral letter on file with Form I-9
- Provide copy of signed referral letter to the employee
- Check E-Verify for case result updates
- Take next action based on case result provided

EMPLOYEE ACTION

- Sign and date referral letter
- Visit an SSA field office or contact DHS within eight federal government workdays

4.2 REVIEW AND UPDATE EMPLOYEE DATA

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

A 'Review and Update Employee Data' case result 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 you to review Form I-9 with the employee, correct the information and update the case.

REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

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

4.3 DHS VERIFICATION IN PROCESS

A case result of 'DHS Verification in Process' means that the information did not match U.S. Department of Homeland Security (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.

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

DHS VERIFICATION IN PROCESS SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

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 Social Security Administration (SSA) field office and/or contacted the U.S. Department of Homeland Security (DHS), but more time is needed to determine a final case result. The reason SSA or DHS needs more time varies with each situation. You should check E-Verify periodically for an update in case result. Employers cannot terminate or take adverse action against an employee while SSA or DHS is reviewing an employee's case.

SSA/DHS CASE IN CONTINUANCE SUMMARY

EMPLOYER ACTION

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

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. Final case results include:

- ◆ Employment Authorized
- ◆ SSA or DHS Final Nonconfirmation
- ◆ DHS No Show
- ◆ Error: Close Case and Resubmit

5.1 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 Social Security Administration (SSA) field office or contacted the U.S. Department of Homeland Security (DHS) during the tentative nonconfirmation (TNC) referral process. Once a final nonconfirmation has been provided, you must close the case.

You 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 'E-Verify Memorandum of Understanding for Employers (MOU).'

SSA/DHS FINAL NONCONFIRMATION SUMMARY

EMPLOYER

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

EMPLOYEE ACTION

- NONE

5.2 DHS NO SHOW

A 'DHS No Show' case result indicates that the employee did not contact the U.S. Department of Homeland Security (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.

You may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the 'E-Verify Memorandum of Understanding for Employers (MOU).'

DHS NO SHOW SUMMARY

EMPLOYER ACTION

- Receive 'DHS No Show' case result
- Close case

EMPLOYEE ACTION

- NONE

5.3 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 case closure statement: '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 the employee once you create a new case and enter the correct document expiration date.

ERROR: CLOSE CASE AND RESUBMIT SUMMARY

EMPLOYER ACTION

- Receive 'Error: Close Case and Resubmit' case result
- Close case using case 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

EMPLOYEE ACTION

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

5.4 CLOSE CASE

Employers 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. Each case is closed by using one of the case closure statements provided in E-Verify.

5.5 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.

OPEN CASES TO BE CLOSED

Any case created in E-Verify and assigned a case verification number must be closed. The 'Open Cases to be Closed' case alert provides quick access to all cases that need to be closed.

CASES WITH NEW UPDATES

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

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 re-verify the employee by updating Section 3 of Form I-9. The employee cannot be re-verified in E-Verify.

This is simply a reminder; no action is required or permitted in E-Verify. You may dismiss each alert by selecting '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 re-verified in E-Verify.

6.0 CASE REPORTS

There are three types of case reports available in E-Verify for companies enrolled as employers. These include 'Corporate Overview of Pilot Usage,' 'User Audit Report' and 'User Report.' To view a report, select 'View Reports' from the left navigation menu.

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.

6.2 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.

6.3 USER REPORT

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

7.0 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 the websites as favorites so you'll have easy access to them in the future.

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

E-VERIFY CONTACT INFORMATION	
E-Verify Customer Support <p>E-Verify Customer Support is available to assist you with using E-Verify, password resets, assistance with 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. to 5 p.m. local time, except on federal holidays.</p>	
For Employers:	888-464-4218 877-875-6028 (TTY) E-Verify@dhs.gov

For Employees: 888-897-7781
877-875-6028 (TTY)
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/