



E-VERIFY IS A SERVICE OF DHS AND SSA

# User Manual

## For Designated Agents

March 2009

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## 1 Introduction

### 1.1 Basic Overview of E-Verify

E-Verify is an Internet-based system operated by USCIS in partnership with SSA. E-Verify is currently free to Employers and is available in all 50 states, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands.

### 1.2 Privacy Statement

It is essential to protect the privacy of individuals submitting information for processing through E-Verify. Since E-Verify involves collecting and using an individual's personal information, it is your responsibility to ensure that this information is safeguarded, and that it is used only for the purposes outlined in the Memorandum of Understanding (MOU) between the E-Verify Program administrators and you. 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. In addition, if you do not comply with the Privacy Act or other applicable laws and regulations, you may be subject to criminal penalties. At a minimum, you should take the following steps to protect personal information and comply with the appropriate regulations:

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

### 1.3 User Roles

There are three types of user roles:

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

**IMPORTANT**

The Corporate Administrator user role is accessible only when a company is registered under a certain heading if you feel you need access to the Corporate Administrator user role please go to the E-Verify registration page:  
<https://www.vis-dhs.com/EmployerRegistration/StartPage.aspx>

User roles determine permissions assigned to an individual.  
 The following table shows the permissions for the different User Roles:

<b>User Role</b>	<b>General User</b>	<b>Program Administrator</b>	<b>Corporate Administrator</b>
<b>Permission</b>			
<i>Perform verification queries</i>	✓	✓	
<i>Register Verification Locations</i>		✓	✓
<i>Create accounts for new users</i>		✓ Other Program Administrators/ General Users at their site	✓ Other Corporate Administrators/ Program Administrators and General Users for all sites)
<i>View Reports</i>	✓	✓	✓ (for all Sites)
<i>Update Reports</i>			
<i>Update personal user profile</i>	✓	✓	✓
<i>View Users</i>		✓	✓
<i>Request Termination</i>		✓	✓

## 1.4 Contacting the Department of Homeland Security for Assistance

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

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

## 2 Getting Started

### 2.1 The Rules of Use

1. Employees must be newly hired with a completed Employment Eligibility Verification Form I-9 (referred to hereafter as Form I-9) before you can use E-Verify to initiate queries about the employees for your company.
2. Form I-9 requirements remain the same except that all "List B" identity documents must bear a photograph.
3. Employers **must** submit verification queries for newly hired employees no later than the **3<sup>rd</sup>** business day after they start work for pay.
4. If you haven't started a verification query by the third business day after the employee starts work for pay immediately start the verification process. If you also failed to complete the Form I-9, a new Form I-9 must be completed before the query process is started .

IMPORTANT	
If a verification query is not initiated by the 3rd business day after the employee starts work for pay, the Employer must note the reason for the delay and attach it to the Form I-9.	

5. Employers may not verify newly hired employees selectively and must follow E-Verify procedures for all new hires while their company is participating in the program.
6. Employers may not request that the employee use certain documentation for Form I-9 or E-Verify purposes.
7. Employers may not use E-Verify to discriminate against any job applicant or new hire on the basis of his or her national origin, citizenship, or immigration status.
8. Employers may not use the system to pre-screen applicants for employment.

9. Employers may not go back to check employment eligibility for employees hired before their company signed the MOU with USCIS and SSA.
10. Employers must provide their employees with an opportunity to contest a Tentative Nonconfirmation (TNC).
11. Employers cannot take any adverse action against an employee based upon a TNC unless E-Verify issues a Final Nonconfirmation (FNC).
12. Employee **must** be allowed to continue to work during the verification process.

## 2.2 Notifying Prospective Employees of your E-Verify Participation

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

<b>IMPORTANT</b>	
	If you have difficulty posting E-Verify participation notices due to the setup of your business, ensure that all prospective employees receive them with their application materials in addition to posting them in the most appropriate location for viewing by potential and current employees.

## 2.3 Protecting Passwords

Every system user will receive a User ID and password.

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

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

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

If you attempt to log on with an incorrect password 3 times, the system will lock your user account. If this happens, contact your Program Administrator, who is able to unlock your user account or use the Password Challenge feature to unlock your account. For information on changing, retrieving or unlocking your password go to section 4 of this manual.

## 2.4 E-Verify Navigation Basics

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

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

### Exhibit O-1: E-Verify Home Page

The screenshot shows the E-Verify Home Page with the following elements:

- 1. Banner Area:** "Welcome to E-Verify" with logos for the U.S. Department of Homeland Security and Social Security Administration.
- 2. Options Area:** Navigation links: "Online Resources | Tutorial | Home | Contact Us | Exit".
- 3. Message Area:** "Important Information for E-Verify Users" with a "Reminder: Verification of New Hires Only" and an "Archive >" button.
- 4. News Ticker:** "News" section with a list of recent news items and "Archive" and "More >" buttons.
- 5. Navigation Area:** Left sidebar menu with categories: Case Administration, Client Company Administration, User Administration, Site Administration, and Reports.

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services

#### 1. Banner Area

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

#### 2. Options Area

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

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

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

### 3. Message Area

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

### 4. News Ticker

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

### 5. Navigation Area

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

#### Exhibit 0-2: Designated Agent Menus in the Navigation Area

##### **Case Administration**

- Initial Verification
- View Cases

##### **Client Company Administration**

- Add Client Company
- View Client Companies

##### **User Administration**

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

##### **Site Administration**

- Add User
- View Users
- Maintain Company
- Terminate DA Participation

##### **Reports**

- View Reports

### 3 Case Administration

#### 3.1 What is Case Administration?

In the Case Administration section, Employers can manage the verification process, by submitting an initial query, viewing the verification results, acknowledging an employee's response to a Notice of Tentative Nonconfirmation, referring a case, and resolving a case.

##### 3.1.1 E-Verify Requirements for Use

See Section 2.2 for the rules Employers must follow when using E-Verify.

#### 3.2 Overview of the Verification Process

The verification process consists of the following steps:

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

##### 3.2.1 Completion of the Form I-9

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

<b>IMPORTANT</b>	
	In general, providing a social security number on the Form I-9 is voluntary; however, it is mandatory for employees hired by Employers participating in E-Verify.

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

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

**IMPORTANT**

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

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

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

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

**TIP**

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

### 3.2.2 Submitting an Initial Verification Query

- Once a newly hired employee has completed the Form I-9, and transmitted the information to the Designated Agent, the Designated Agent may then initiate a verification query in E-Verify. Designated Agents must conduct this initial verification query no later than the 3<sup>rd</sup> business day after the employee begins work for pay.
- If the Designated Agent or Employer learns that it has failed to begin the verification process by the 3<sup>rd</sup> business day after the employee starts work for pay, the Designated Agent should immediately initiate a verification query (if the Employer has also failed to complete the Form I-9, that should be corrected first).

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

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

- Initial Verification
- View Cases

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

#### TIP

When entering data onto a page, you may type it directly into a field, select an option button, or select from a field's drop-down list.

An asterisk (\*) to the right of a field's text box indicates a required field.

To view the helper text included in some fields, click on the question mark icon. When you place your cursor over the box, the helper text gives you a brief explanation of the field.

In addition to the command button(s) specific to a displayed page, some pages may also contain navigation buttons: **Back**, **Next**, **Close**, or **Resolve Case**.

- **Back** will take you to the previous page.
- **Next** will take you to the next page.
- **Close** will stop a task and return you to the E-Verify home page. Your case will be saved and you may return to it later.
- **Resolve Case** will allow you to end, or cancel, a case at any point after the initial verification query has been submitted.

### Enter Employee Information from Form I-9:

<b>Last Name:</b>	<input type="text"/>	*	?
<b>First Name</b>	<input type="text"/>	*	
<b>Middle Initial:</b>	<input type="text"/>		
<b>Maiden Name:</b>	<input type="text"/>		
<b>Social Security Number:</b>	<input type="text"/>	*	
<b>Date of Birth:</b> (mm/dd/yyyy)	<input type="text"/>	*	
<b>Hire Date:</b> (mm/dd/yyyy)	<input type="text"/>	*	?
<b>Citizenship Status:</b>	<input type="radio"/> Citizen or National of the United States <input type="radio"/> Lawful Permanent Resident (Alien # required) <input type="radio"/> Alien Authorized to Work (Alien or I94 # required) *		
<input checked="" type="radio"/> <b>Alien Number:</b>	<input type="text"/>		
<input type="radio"/> <b>I-94 Number:</b>	<input type="text"/>		
<b>Passport Number:</b>	<input type="text"/>		
<b>Visa Number:</b>	<input type="text"/>		?
<b>Document Type:</b>	<input type="text"/>		*
<b>Doc. Expiration Date:</b> (mm/dd/yyyy)	<input type="text"/>		
<b>Employer Case ID:</b>	<input type="text"/>		?
<b>Client Company Name:</b>	<input type="text"/>		*

1. Type the employee's name exactly as it appears in Section 1 of the Form I-9 in the **Last Name**, **First Name**, **Middle Initial**, and **Maiden Name** fields. Only those fields with an asterisk (\*) are required. For assistance in entering compound and hyphenated names, select the question mark icon (?) located to the right of the **Last Name** field.
2. Type the employee's Social Security number (SSN) as it appears in Section 1 of the Form I-9 in the **Social Security Number** field. This number is required for all employees. You have three options for entering an SSN: with spaces, without spaces or with hyphens.
3. Type the employee's date of birth as it appears in Section 1 of the Form I-9 in the **Date of Birth** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
4. Type the employee's hire date in the **Hire Date** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
5. Type the expiration date for the presented document(s), if applicable, in the **Document Expiration Date** field (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
6. If the employee is a non-citizen, the Alien Number or I-94 number is required. If the Alien Number is less than nine (9) digits, add leading zeros to the

number. Do not include the letter "A" as part of the Alien Registration Number. The I-94 number consists of 11 digits.

<b>IMPORTANT</b>	
	<p>Alien Numbers and I-94 numbers are not the same:</p> <ul style="list-style-type: none"><li>• Alien numbers consist of nine digits or less. I-94 numbers consist of 11 digits.</li><li>• Because the <b>Alien Registration Number</b> field requires a nine-digit number, add leading zeros if the alien number is less than nine (9) digits.</li><li>• Alien numbers are preceded by the letter "A," but do not type the letter "A" into the <b>Alien Registration Number</b> field in E-Verify.</li><li>• For example, a Designated Agent would enter the alien number A1234567 as 001234567.</li></ul>

7. The **Employer Case ID** is an optional field for those who wish to assign an internal tracking mechanism to a case.
8. When you are finished entering the employee's information, select **Next** to submit the initial verification.

### 3.2.3 Viewing the Results of an Initial Verification

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

If the information that you entered does not match SSA's or DHS' databases, you will be asked to review the information you entered to make sure that it is correct. If the information does not match the employee's Form I-9 because of a typing error or otherwise, make corrections on this page. When finished, select **Continue Verification**.

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

#### Exhibit 3-4: SSA Verification Information

Case Verification Number: 20080221039422M

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

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

### SSA Verification Information

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

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

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

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

### Exhibit 3-5: Case Details Page

**Case Verification Number: 2008219094759JG**

---

**Initial Verification**

<b>Last Name:</b>	Doe	<b>First Name:</b>	Jane
<b>Middle Initial:</b>	Q	<b>Maiden Name:</b>	
<b>Social Security Number:</b>	111-11-1111	<b>Date of Birth:</b>	01/01/2001
<b>Hire Date:</b>	10/10/2001	<b>Citizenship Status:</b>	Lawful Permanent Resident (Alien # required)
<b>Alien Number:</b>	111111111	<b>I-94 Number:</b>	
<b>Document Type:</b>	I-551	<b>Doc. Expiration Date:</b>	01/01/2008
<b>Employer Case ID:</b>	123456789		
<b>Client Company Name:</b>	Client Company 1		
<b>Initiated By:</b>	MRAA9748	<b>Initiated On:</b>	08/06/2008

---

**Initial Verification Results**

<b>Initial Eligibility</b>	SSA TENTATIVE NONCONFIRMATION SSN is invalid
----------------------------	-------------------------------------------------

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**Case Documents for Printing**

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

### 3.2.4 Requesting additional Verification for DHS Employment Authorized

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

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

### Exhibit 3-6: Request Additional Verification

**Case Verification Number: 2008206114019RG**

---

**Initial Verification**

<b>Last Name:</b>	Grill	<b>First Name:</b>	Ronald
<b>Middle Initial:</b>		<b>Maiden Name:</b>	
<b>Social Security Number:</b>	216-47-4200	<b>Date of Birth:</b>	07/20/1937
<b>Hire Date:</b>	07/22/2008	<b>Citizenship Status:</b>	Lawful Permanent Resident (Alien # required)
<b>Alien Number:</b>	999999921	<b>I-94 Number:</b>	
<b>Document Type:</b>	I-551	<b>Doc. Expiration Date:</b>	
<b>Client Company Name:</b>	Client Company 1	<b>Initiated On:</b>	07/24/2008
<b>Initiated By:</b>	PBEL3946		

---

**Initial Verification Results**

<b>Last Name:</b>	GRILL	<b>First Name:</b>	RONALD
<b>Initial Eligibility</b>	EMPLOYMENT AUTHORIZED		

---

**Case Documents for Printing**

[Case Details](#)

Request Additional Verification	Resolve Case	Close
---------------------------------	--------------	-------

To request an additional verification, perform the following steps:

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

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

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

It is the DA's responsibility to ensure that their client companies know the following procedures for responding to an employee receiving a TNC.

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

**EMPLOYERS:**

**3.2.5.1 If an Employee Receives an SSA TNC**

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

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

**Exhibit 3-7: TNC Response**

**Case Verification Number: 2008205131440JT**

---

**Initial Verification**

<b>Last Name:</b>	Jefferson	<b>First Name:</b>	Thomas
<b>Middle Initial:</b>		<b>Maiden Name:</b>	
<b>Social Security Number:</b>	216-47-4200	<b>Date of Birth:</b>	09/13/1937
<b>Hire Date:</b>	07/22/2008	<b>Citizenship Status:</b>	Citizen or National of the United States
<b>Alien Number:</b>		<b>I-94 Number:</b>	
<b>Document Type:</b>	List B, C Documents	<b>Doc. Expiration Date:</b>	
<b>Client Company Name:</b>	Client Company 1		
<b>Initiated By:</b>	MPOL1122	<b>Initiated On:</b>	07/23/2008

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**Initial Verification Results**

<b>Initial Eligibility</b>	SSA TENTATIVE NONCONFIRMATION SSN does not match
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**Case Documents for Printing**

[Case Details](#)

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

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

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

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

8. File the signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.
9. Inform your designated agent whether the employee has chosen to contest or not contest.

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### DESIGNATED AGENTS:

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

	<b>IMPORTANT</b>
	The employee must visit an SSA office within eight (8) Federal government workdays of referral to resolve his or her employment eligibility.

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

### Exhibit 3-8: Notification Buttons

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

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

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

Notified

Not Notified

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

### 3.2.6 Referring an Employee to SSA

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

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

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

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

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

Case Verification Number: 2008051151557EJ	
<b>Initial Verification</b>	
<b>Last Name:</b>	doe
<b>Middle Initial:</b>	X
<b>Social Security Number:</b>	000-00-0000
<b>Hire Date:</b>	02/05/2007
<b>Alien Number:</b>	List B, C
<b>Document Type:</b>	Documents
<b>Initiated By:</b>	CROB7576
<b>First Name:</b>	john
<b>Maiden Name:</b>	
<b>Date of Birth:</b>	02/15/1970
<b>Citizenship Status:</b>	Citizen or National of the United States
<b>I-94 Number:</b>	
<b>Doc. Expiration Date:</b>	
<b>Initiated On:</b>	02/20/2008
<b>Initial Verification Results</b>	
<b>Initial Eligibility</b>	SSA TENTATIVE NONCONFIRMATION SSN is invalid
<b>SSA Referral</b>	
<b>Referral By:</b>	CROB7576
<b>Referral Date:</b>	02/20/2008
<b>Case Documents for Printing</b>	
<a href="#">Case Details</a> <a href="#">Notification to Employee - Referral to Social Security Administration (English version)</a> <a href="#">Notification to Employee - Referral to Social Security Administration (Spanish version)</a>	
<input type="button" value="Resolve Case"/> <input type="button" value="Close"/>	

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

### 3.2.6.1 E-Verify Response to SSA Referrals

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

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified. You should resolve the case, ending the verification process.
- **SSA FINAL NONCONFIRMATION:** This indicates that the SSA could not verify the furnished information. You should resolve the case, ending the verification process.
- **SSA CASE IN CONTINUANCE (this is rare):** This response indicates that the employee has visited SSA, but that SSA needs more than 10 federal government workdays to confirm employment eligibility. Check the system daily to see if the case status has been updated with any of the other responses listed on this page. You must wait until SSA provides a definitive response before moving forward or resolving the case, and you **may not** terminate or take adverse action against the employee **unless** E-Verify returns a response of **SSA FINAL NONCONFIRMATION** (or **DHS EMPLOYMENT UNAUTHORIZED** or **DHS NO SHOW**, as explained in section 3.2.7.2 of this manual).
- **DHS VERIFICATION IN PROCESS:** This response indicates that the non-citizen's information provided to SSA matches the information contained in SSA records. The case is then referred to DHS for employment eligibility verification. DHS responds to most of these cases within 24 hours, although DHS is permitted up to three (3) Federal government workdays in which to respond. You should check the system daily for a response.
- **DHS TENTATIVE NONCONFIRMATION: (Photo Tool Non-Match):** This response indicates that the Designated Agent determined that the photo on the employee's document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS Tentative Nonconfirmation and give them the option to contest.
- **REVIEW AND UPDATE EMPLOYEE DATA:** In some cases, SSA will prompt you to review and update the employee information you entered into E-Verify and resubmit the case (see Section 3.2.6.1.2). This means that SSA has determined that there appears to be a discrepancy in the data provided by the Designated Agent. This discrepancy may result from any of the following situations:
  - An Designated Agent typing error on E-Verify;
  - The newly hired employee unintentionally provided incorrect information on the Form I-9; or
  - The newly hired employee intentionally provided incorrect information on the Form I-9.

### 3.2.6.2 Initiating a Resubmittal Case to SSA

If the response "**Review and Update Employee Data then Resubmit**" appears, there was an error found in the employee's data that you submitted for the initial verification. Review the employee's "Form I-9" and correct the information in E-Verify as needed before you continue the case. You will receive a response immediately.

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

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

#### Exhibit 3-10: Initiate SSA Resubmittal

Case Verification Number: 2007241144217MZ			
<b>Initial Verification</b>			
<b>Last Name:</b>	Vaughn	<b>First Name:</b>	James
<b>Middle Initial:</b>		<b>Maiden Name:</b>	
<b>Social Security Number:</b>	000-00-0001	<b>Date of Birth:</b>	12/12/1950
<b>Hire Date:</b>	10/23/2006	<b>Citizenship Status:</b>	Citizen or National of the United States
<b>Alien Number:</b>		<b>I-94 Number:</b>	
<b>Document Type:</b>	List B, C Documents	<b>Doc. Expiration Date:</b>	
<b>Initiated By:</b>	MSOLPA01	<b>Initiated On:</b>	08/29/2007
<b>Initial Verification Results</b>			
<b>Initial Eligibility</b>	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
<b>SSA Referral</b>			
<b>Referral By:</b>	MSOLPA01	<b>Referral Date:</b>	08/29/2007
<b>Verification Response</b>			
<b>Eligibility:</b>	Review and Update Employee Data then Resubmit Invalid SSN	<b>Response Date:</b>	08/29/2007
<b>Case Documents for Printing</b>			
<a href="#">Case Details</a> <a href="#">Notification to Employee - Referral to Social Security Administration (English version)</a> <a href="#">Notification to Employee - Referral to Social Security Administration (Spanish version)</a>			
<input type="button" value="Initiate SSA Resubmittal"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

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

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

Case Verification Number: 2007241144217MZ

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**Initial Verification**

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

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**Initial Verification Results**

**Initial Eligibility:** SSA TENTATIVE NONCONFIRMATION  
SSN is invalid

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**SSA Referral**

<b>Referral By:</b>	MSOLPA01	<b>Referral Date:</b>	08/29/2007
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**Verification Response**

<b>Eligibility:</b>	Review and Update Employee Data then Resubmit Invalid SSN	<b>Response Date:</b>	08/29/2007
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**Modify SSA Information (revise if necessary)**

<b>Last Name:</b>	<input type="text" value="Vaughn"/>
<b>First Name:</b>	<input type="text" value="James"/>
<b>M. I.:</b>	<input type="text"/>
<b>Maiden Name:</b>	<input type="text"/>
<b>Social Security Number:</b>	<input type="text" value="000-00-0001"/>
<b>Date of Birth:</b> (mm/dd/yyyy)	<input type="text" value="12/12/1950"/>

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

### Exhibit 3-12: Case Warning

**Warning!** The case may only be resubmitted once.

Are you sure you want to resubmit this case at this time?  
 Has the employee informed you that he or she has visited the SSA office to resolve their case?  
 Has it been 24 hours since the employee visited the SSA?

If you answered yes, resubmit the query now.  
 If 10 Federal Government work days have passed since you referred the employee and the employee has not indicated to you that they visited SSA, you may resubmit the case now.

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

### 3.2.7 DHS Verification in Process

#### Exhibit 3-13: DHS Verification in Process

Case Verification Number: 2008084171309ND

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

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

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

IMPORTANT	
	The employee should continue working throughout the verification process.

#### 3.2.7.1 If an Employee Receives a DHS TNC

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

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

### Exhibit 3-14: TNC Response

Case Verification Number: 200724110430MK

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**Initial Verification**

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

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**Verification Response**

<b>Eligibility:</b>	DHS Tentative Nonconfirmation	<b>Response Date:</b>	02/22/2008
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**Case Documents for Printing**

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

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

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

8. File the original signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.
9. If the employee does not contest the TNC, select **Resolve Case**. (See Section 3.2.8). The Employer may now terminate employment with no civil or criminal

liability as noted under “Responsibilities of the Employer” in the Memorandum of Understanding (MOU).

10. If the employee contests the TNC, you must electronically refer the employee to the appropriate agency. Select **Initiate DHS Referral** at the bottom of the screen, which allows DHS electronic access to the employee’s case when he or she calls DHS to resolve the discrepancy in his or her record. The Employer **may not** take action against the employee while the employee resolves his or her case within the time allotted.

<b>IMPORTANT</b>	
	The employee must contact DHS by phone within eight (8) Federal government working days of referral to resolve his or her employment eligibility.

<b>IMPORTANT</b>	
	When employees do not contest a DHS TNC, Employers can terminate employment without being liable for civil penalties.

### 3.2.7.2 Referring an Employee to DHS

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

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

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

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

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

### 3.3 Resolving Cases

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

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

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

- When the SSA response is either EMPLOYMENT AUTHORIZED or SSA FINAL NONCONFIRMATION.
- When the DHS response is EMPLOYMENT AUTHORIZED, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW.
- When the employee does not contest a response of SSA TNC or DHS TNC.

- When the employee quits or has been terminated for reasons unrelated to immigration status while the verification query is in process.
- When a duplicate case or case with incorrect data was entered into the system, you should resolve as an invalid query.

You may not resolve a case if you receive a response of SSA CASE IN CONTINUANCE or DHS CASE IN CONTINUANCE. Your employee should continue to work until SSA or DHS returns one of the responses listed above.

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

### Exhibit 3-15: Case Details Page

Case Verification Number: 2008084181009PK

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**Initial Verification**

<b>Last Name:</b>	Barnes	<b>First Name:</b>	Marco
<b>Middle Initial:</b>		<b>Maiden Name:</b>	
<b>Social Security Number:</b>	000-00-0003	<b>Date of Birth:</b>	02/12/1970
<b>Hire Date:</b>	03/24/2008	<b>Citizenship Status:</b>	Alien Authorized to Work (Alien or I94 # required)
<b>Alien Number:</b>	123456789	<b>I-94 Number:</b>	
<b>Document Type:</b>	I-688	<b>Doc. Expiration Date:</b>	01/01/2010
<b>Initiated By:</b>	LRIV6867	<b>Initiated On:</b>	03/24/2008

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**Initial Verification Results**

**Initial Eligibility** SSA TENTATIVE NONCONFIRMATION  
SSN does not match

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**Case Documents for Printing**

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

Initiate SSA Referral   Resolve Case   Close

To resolve a case, perform the following steps:

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

### Exhibit 3-16: Case Details Page with Resolution Options

**Case Verification Number: 2008219094759JG**

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**Initial Verification**

<b>Last Name:</b>	Doe	<b>First Name:</b>	Jane
<b>Middle Initial:</b>	Q	<b>Maiden Name:</b>	
<b>Social Security Number:</b>	111-11-1111	<b>Date of Birth:</b>	01/01/2001
<b>Hire Date:</b>	10/10/2001	<b>Citizenship Status:</b>	Lawful Permanent Resident (Alien # required)
<b>Alien Number:</b>	111111111	<b>I-94 Number:</b>	
<b>Document Type:</b>	I-551	<b>Doc. Expiration Date:</b>	01/01/2008
<b>Employer Case ID:</b>	123456789	<b>Initiated On:</b>	08/06/2008
<b>Client Company Name:</b>	Client Company 1		
<b>Initiated By:</b>	MRAA9748		

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**Initial Verification Results**

<b>Initial Eligibility</b>	SSA TENTATIVE NONCONFIRMATION SSN is invalid
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**SSA Referral**

<b>Referral By:</b>	MRAA9748	<b>Referral Date:</b>	08/06/2008
<b>Expect Gov't Response By:</b>	08/20/2008		

---

**Enter Case Resolution**

**Resolve Options:**

- Resolved Authorized
- Resolved Unauthorized / Terminated
- Self Terminated
- Invalid Query
- Employee Not Terminated

\*

Submit Resolve Case    Close

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

Employers who fail to notify E-Verify that they are choosing to NOT terminate an employee who has received an FNC may be subject to a civil money penalty of between \$550 and \$1,100.

4. Select **Submit Resolve Case**. The **Enter Case Resolution** section changes to the **Case Resolution** section, and the **Print Case Details** button returns to the **Case Details** page.

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

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

	<b>TIP</b>
	You may print the Case Details Report at any time during the verification process.

### 3.4 Searching for Cases

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

#### Exhibit 3-17: Case Search Page

**Enter Case Search Criteria**

**Case Status:**

All Open Cases  
 Cases Requiring Action  
 Cases In Process  
 Resolved Cases

**Client Company Name:**

**Case Verification Number:**

**Alien Number:**

**I-94 Number:**

**Social Security Number:**

**Date Initiated From:**   
(mm/dd/yyyy)

**Date Initiated To:**   
(mm/dd/yyyy)

**Initiated By:**

**Employer Case ID:**

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

- All Open Cases-This feature allows the user to see all open cases.
- Cases Requiring Action- This feature allows the user to see cases requiring action.

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

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

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

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

### 3.4.1 Navigating the Case Summary List Page

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

## 4 Client Company Administration

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

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

### 4.1 Adding a client

#### 4.1.1 Adding Company Information to E-Verify

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

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

## Exhibit 4-1: Company Information Page

### Company Information

**Client Company Name:** \*

**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:**

**Enter 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)

**Enter Corporate / Parent Company:**

**Is your organization part of the Federal government?**  YES  No\*

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

8. Select **Next**.

#### 4.1.2 Adding the NAICS Code to E-Verify

To add your client company's North American Industry Code System (NAICS) Code to E-Verify, perform the following steps:

1. The **NAICS Code** page will appear after selecting **Next** on the **Company Information Page**.

#### Exhibit 4-2: NAICS Codes Page



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

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

NAICS Code:  SUPPORT ACTIVITIES FOR MINING

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

#### 4.1.3 Adding Hiring Sites to E-Verify

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

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

### Exhibit 4-3: Site Verification Page



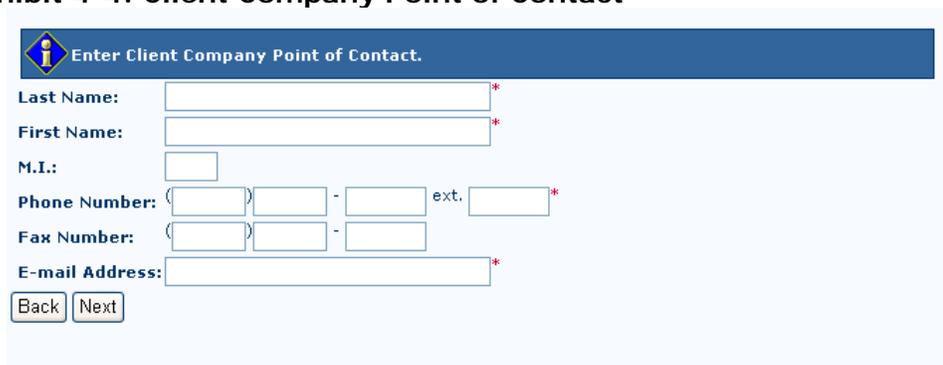
2. Select **Single Site Verification** to verify a single client company verification site. The **Additional Company Information** page will appear.
3. Select **Multiple Sites Verification** to verify multiple client company verification sites. On the **Multiple Sites Verification** page, choose the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

#### 4.1.4 Adding Points of Contact to E-Verify

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

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

### Exhibit 4-4: Client Company Point of Contact



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

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

#### 4.1.5 Editing Points of Contact

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

#### Exhibit 4-5 Points of Contact Summary List

You are viewing POC Summary 1-1 of 1

---

**Points of Contact Summary List**

Previous Next

<b>Add</b>	<u>First Name</u>	<u>Last Name</u>	<u>Middle Name</u>	<u>Phone Number</u>	<u>Fax Number</u>
<b>Edit</b>	Mary	Johnson		(202) 555 - 1212	

Previous Next

**Back** **Next**

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

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

#### Deleting Client Company Points of Contact

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

## Exhibit 4-6 Points of Contact Deletion Information

**Points Of Contact Deletion Information**

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

### 4.1.6 Registering a Client Company

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

## Exhibit 4-7 Registration Process

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

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

To complete the registration process:

1. Click **Generate MOU**.
2. The Client company **must** sign the MOU signature page.
3. The MOU sets forth the responsibilities of the client company, the Designated Agent, SSA and DHS.
4. Obtain your client company's signature in the Employer section and sign the Designated Agent section on the signature page of the MOU.
5. To upload the MOU, click on **View Client Companies**
6. Select the **Pending Registration** button
7. Click on **Display Client Company Summary List**

8. Click the **Edit** button next to the appropriate company
9. Click on **Upload Signature Page**
10. Enter the MOU **date** from the copy sent to you by the Client company
11. Upload the document by selecting the **Browse** button and choosing the correct file from your computer. If you need help, click on the blue question mark next to the **Browse** button. The file must be in .GIF format
12. When finished, select **Submit Electronic Document**
13. Once you have successfully **scanned and uploaded the signature page** of the MOU, your client will automatically be approved.

<b>IMPORTANT</b>	
	Designated Agents and client companies may only verify the employment eligibility of employees hired <b>after</b> signing the MOU.

## 4.2 Viewing Client Information

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

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

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

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

### 4.2.1 Navigating the Client Company Summary List

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

**Exhibit 4-8: Client Company Summary List Page**

You are viewing client companies 1-10 of 40

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

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

Previous Next

[Close](#)

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

### 4.3 Updating Information for your Client Company

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

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

## Exhibit 4-9: Client Company Summary Page

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

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

### 4.4 Terminating a Client

IMPORTANT	
	If the client company has more than one site participating in E-Verify, and all sites will be terminated from E-Verify, you must go through this process for <b>each</b> of the client company's verification sites.

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

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

#### Exhibit 4-10: Request Client Company Termination



**?** Are you sure you want to request termination of djssjdk's access to E-Verify?

**Client Termination Request Information**

Client Company Name: djssjdk  
Employer Identification Number: 999999999  
City: district heights  
State: AL  
Corporate / Parent Company:  
MOU Sign Date:  
Termination Request Date: 08/07/2008  
Termination Request Reason:

Request Client Termination Cancel

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

Close

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

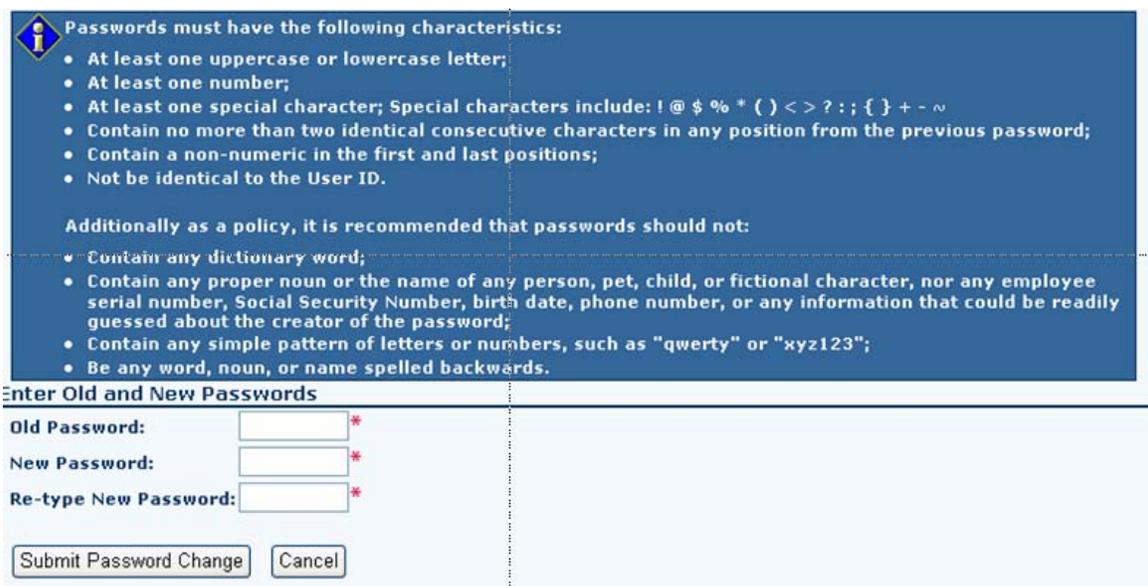
## 5 User Administration

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

### 5.1 Changing your Password

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

## Exhibit 5-1: Change Password Page



**Passwords must have the following characteristics:**

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

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

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

**Enter Old and New Passwords**

Old Password:  \*

New Password:  \*

Re-type New Password:  \*

To change your password, perform the following steps:

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

### 5.1.1 Password Requirements

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

1. At least one uppercase or lowercase letter and be between 8-14 characters long;
2. At least one number;

3. At least one special character (Special characters include: ! @ \$ % \* ( ) < > ? ; : { } + - ~);
4. Contain no more than two identical consecutive characters in any position from the previous password;
5. Contain a non-numeric in the first and last positions;
6. Not be appended with a single digit or with a two-digit "year" string, such as "Welcome98"; and,
7. Not be identical to the User ID.

Additionally, as a policy, passwords shall not:

1. Contain any dictionary word;
2. 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;
3. Contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123"; and,
4. Be any word, noun, or name spelled backwards.

IL!keH2O is an example of a password that is eight characters in length with three of the four required characteristics (an uppercase letter, a lowercase letter, and a number).

Passwords are case-sensitive.

### 5.1.2 How to Retrieve a Forgotten Password or reset a Locked Password

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

To activate the password challenge, you must select the **Forgot Your Password Link** on the login page and correctly answer three questions that you have chosen beforehand. Once you have selected **Password Challenge Q&A**, select the question you want to use for each of the three challenge questions and enter the answer in the **Answer** field and then select **Submit**.

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

## 5.2 Password Challenge Q&A

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

### Exhibit 5-2: Password Challenge Q&A



**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:

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

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

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

## 5.3 Updating your Profile

Each person with access to E-Verify has a user profile that includes his or her name, telephone number, fax number, and e-mail address. Users should update this information whenever necessary using the **Change User Profile** page.

### Exhibit 5-3: Change User Profile Page



**Enter User Profile Information**

**User ID:**

**Last Name:**  \*

**First Name:**  \*

**M.I.:**

**Phone Number:** ()  -  ext.  \*

**Fax Number:** ()  -

**E-mail Address:**  \*

To update your profile, perform the following steps:

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

## 6 Site Administration (Program Administrators Only)

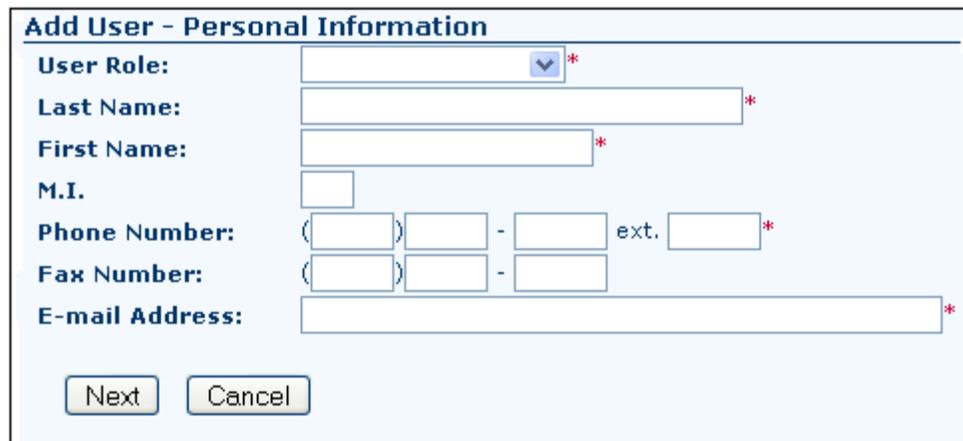
Program Administrators use the **Site Administration** menu to:

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

### 6.1 Adding a User Account

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

### Exhibit 6-3: Add User Page with Personal Information Section



**Add User - Personal Information**

**User Role:** [dropdown] \*

**Last Name:** [text] \*

**First Name:** [text] \*

**M.I.:** [text]

**Phone Number:** ([text]) [text] - [text] ext. [text] \*

**Fax Number:** ([text]) [text] - [text]

**E-mail Address:** [text] \*

[Next] [Cancel]

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

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

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

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

### Exhibit 6-4: Add User – Enter Password Section

Passwords must comply with security requirements. Passwords must have 3 of the following 4 characteristics: (1) At least one uppercase letter; (2) At least one lowercase letter; (3) At least one number; (4) At least one special character.

Special characters include: ! @ \$ % \* ( ) < > ? : ; { } + - ~

---

#### Add User - Enter Password

User ID:  \*

Password:  \*

Re-type Password:  \*

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

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

## 6.2 Viewing and Modifying User Accounts

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

To search for a user, perform the following steps:

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

### Exhibit 6-3: Enter User Search Criteria Page

**Enter User Search Criteria**

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

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

**User:**

**Last Name:**

**First Name:**

**Phone Number:** (  )  -  ext.

**E-mail Address:**

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

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

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

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

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

### Exhibit 6-4: User Summary List page

You are viewing users 1-10 of 16

User Summary List									
User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Legend	On
AGEN0416	Verifications UAT Company	General User	Genesoni	Annie		Change Password	N	N	Delete
COOB0191	Verifications UAT Company	General User	Dobbs	Charmita	08/30/2007 04:18 PM	Change Password	N	N	Delete
QHIL1212	Verifications UAT Company	Program Administrator	Hill	Dave	09/28/2007 12:25 PM	Change Password	N	Y	Delete
QHIL7222	Verifications UAT Company	Program Administrator	Hill	Dave	03/31/2008 11:37 AM	Change Password	N	N	Delete
OPICPA44	Verifications UAT Company	Program Administrator	Picard	David	02/27/2008 08:23 AM	Current	N	Y	Delete
GFRA4248	Verifications UAT Company	Program Administrator	Francis	Greg	09/04/2007 10:59 AM	Change Password	N	N	Delete
GREB1886	Verifications UAT Company	Program Administrator	Green	Rebecca	08/28/2007 03:30 PM	Change Password	N	Y	Delete
GHID0616	Verifications UAT Company	Program Administrator	Wiggins	Gail	09/10/2007 03:30 PM	Change Password	N	N	Delete
KBLE2191	Verifications UAT Company	Program Administrator	Bledsoe	Kelley	08/29/2007 01:45 PM	Change Password	N	N	Delete
LLOPPA44	Verifications UAT Company	Program Administrator	Rivera Lopez	Lara	03/31/2008 04:18 PM	Current	N	Y	Delete

Page 1 of 2. Go to:

Previous Next

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

### Exhibit 6-5: Administer Users Page

#### View / Modify User Information

**User ID:** LLOPPA44

**User Role:** Program Administrator

**Last Name:**  \*

**First Name:**  \*

**M.I.:**

**Phone Number:** (  )  -  ext.  \*

**Fax Number:** (  )  -

**E-mail Address:**  \*

**Force Change Password:**

---

#### Reset User Password

**New Password:**

**Re-type New Password:**

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

### 6.3 Deleting User Accounts

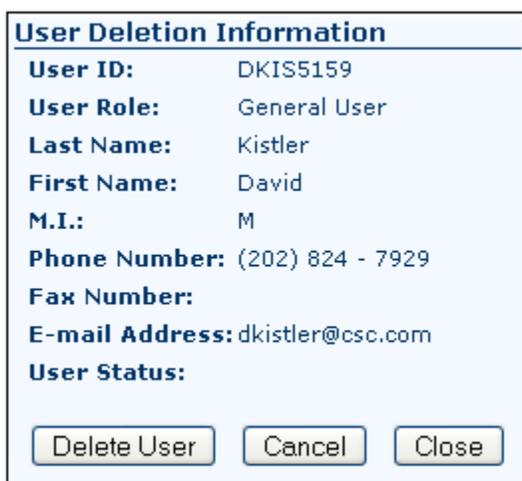
If a user leaves the company or will no longer access E-Verify, a Program Administrator **must** delete the user's account.

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

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

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

#### Exhibit 6-6: User Deletion Information Page



The screenshot shows a window titled "User Deletion Information" with the following fields and values:

<b>User ID:</b>	DKIS5159
<b>User Role:</b>	General User
<b>Last Name:</b>	Kistler
<b>First Name:</b>	David
<b>M.I.:</b>	M
<b>Phone Number:</b>	(202) 824 - 7929
<b>Fax Number:</b>	
<b>E-mail Address:</b>	dkistler@csc.com
<b>User Status:</b>	

At the bottom of the window are three buttons: "Delete User", "Cancel", and "Close".

### 6.4 Maintaining Company Information

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

1. Select **Maintain Company** from the **Site Administration** menu. The **Company Information** page will display the current information for your company.
2. To modify any section of the **Company Information** page, select **View/Edit** in the section you want to modify, i.e. **Company Name** and **Physical Location, Points of Contact, NAICS Code, Total Hiring Sites and Total Points of Contact**.
3. Make the required changes and select **Submit**.

## Exhibit 6-7: Company Summary Screen

Company Information	
<b>Company Name:</b>	CSC Web-DABP Test Company <span style="float: right;">View / Edit</span>
<b>Physical Location:</b>	
<b>Address 1:</b>	2001 LSt NW
<b>Address 2:</b>	
<b>City:</b>	Washington
<b>State:</b>	DC
<b>Zip Code:</b>	22203
<b>County:</b>	DISTRICT OF COLUMBIA
<b>Perform verifications for your company's employees:</b>	No
<b>Employer Identification Number:</b>	5678
<b>Total Number of Employees:</b>	10 to 19
<b>Corporate / Parent Company:</b>	CSC Test Company - Corp Admin (CA)
<b>Mailing Address:</b>	
<b>Address 1:</b>	
<b>Address 2:</b>	
<b>City:</b>	
<b>State:</b>	
<b>Zip Code:</b>	
<b>NAICS Code:</b>	5419 - OTHER PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES <span style="float: right;">View / Edit</span>
<b>Total Hiring Sites:</b>	3 <span style="float: right;">View / Edit</span>
<b>Total Points of Contact:</b>	3 <span style="float: right;">View / Edit</span>

## 6.5 Requesting Termination from E-Verify Participation

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

1. Select **Terminate DA Participation** from the **Site Administration** menu. The **Terminate DA Participation** page will open.

### Exhibit 6-8: Request Termination Page

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

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**Termination Request Information**

**Company Name:** CSC Test Web-BP

**Termination Request Date:** 08/05/2008

**Termination Request Reason:**

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

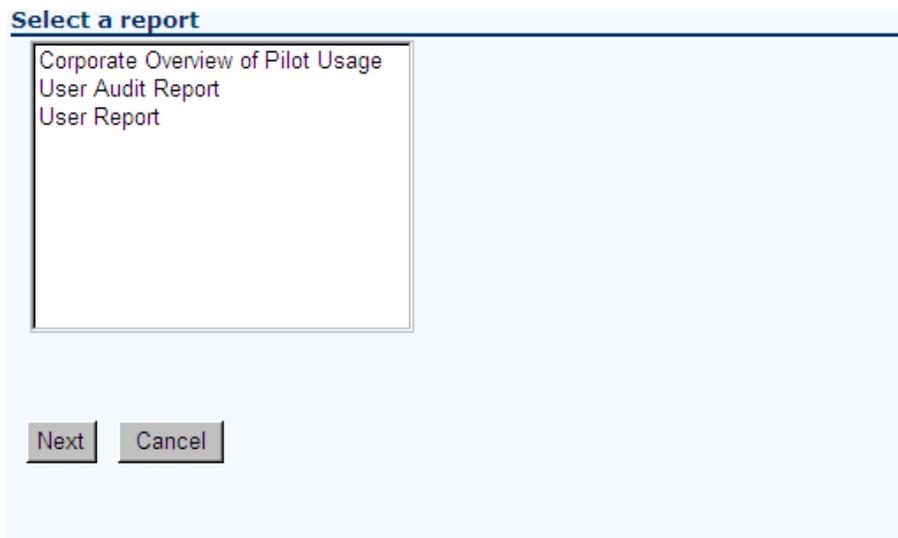
A message will appear informing you that the E-Verify office will be notified of your site's request to terminate its participation in the program.

## 7 Reports

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

There are three types of reports that may be generated:

### Exhibit 7-1: Select a report option Screen



**Corporate Overview** -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.

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

**User Report**-This report displays a detailed list of your company's users that access E-Verify.

### 7.1 Generating, Printing and Saving Reports

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

To generate a report, perform the following steps:

2. Select **View Reports** from the **Reports** menu. The **Report Selection** page will appear.

3. Select the appropriate report from the list and view the description if necessary; the description will appear on the lower half of the page.
4. Select **Next**. The **Report Parameter Data Entry** page will appear with fields for the parameters and a **Run Report** button.
5. Enter the parameters for the selected report. Refer to the table on the previous page(s) for the list of appropriate parameters.

#### Exhibit 7-2: Enter Report Parameters Screen



**Enter Report Parameters**

**Report:** User Report

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

**Report Format:**  PDF  Excel

**User Role:**

6. Select **Run Report**. The report will appear as an Adobe Portable Document Format (PDF) file.
7. Select **Print** to print the report.
8. Select **Save** to save the report.

## Glossary

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### A

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

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

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

List B and C are unchanged from those stated in the Handbook, but list B documents presented to an Employer participating in the E-Verify Program **must** contain a photograph.

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

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

#### **Alien (Non-citizen)**

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

#### **Alien File (A-File)**

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

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

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

#### **Alien Registration Receipt Card, Form I-151**

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

#### **Alien Status Verification Index (ASVI)**

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

### **Anti-discrimination Notice**

The Anti-discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice, and provides information to employees concerning discrimination in the workplace. The E-Verify Memorandum of Understanding requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

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

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

### **Asylee**

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

### **Asylum**

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

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**B**

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**C**

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### **Case in Continuance**

This response is given if the Social Security Administration or the Department of Homeland Security needs more than 10 federal government workdays to resolve a case. The employee continues to work until a definitive answer is provided in E-Verify from the Social Security Administration or the Department of Homeland Security.

### **Case Verification Number**

The Case Verification Number is a unique number returned by the E-Verify system. Employers participating in the E-Verify Program are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

### **Client Company**

An individual or company that hires a Designated Agent to perform E-Verify inquiries.

### **Corporate Administrator**

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

### **Could Not Be Determined**

An Employer would select "could not be determined" when they are unable to determine whether there was a photographic match/non-match based on a comparison of the document provided by the employee and the picture displayed by

E-Verify upon query. As a result, these types of cases will automatically be processed as secondary verifications where the decision as to a photograph match/non-match will be made by DHS and will be final.

### **Customer Processing System**

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

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## **D**

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### **DHS Verification in Process**

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

### **Document Type**

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

### **Designated Agent**

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

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## **E**

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### **Employee Not Terminated**

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

### **Employment Authorized**

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

### **Employment Authorization Document (EAD) I-766**

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

### **Employment Eligibility Verification (Form I-9)**

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

### **E-Verify**

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

### **E-Verify Participation Notice**

The E-Verify Notice informs prospective employees that a company is participating in the E-Verify Program. The Memorandum of Understanding (MOU) requires participating Employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

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## **F**

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### **Final Nonconfirmation**

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

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## **G**

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### **General Users**

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

### **Green Card**

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

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## **H**

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### **Handbook for Employers (M 274)**

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

### **Hire Date**

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

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## **I**

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### **Illegal Alien**

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

**Immigrant**

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

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

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

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

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

**Immigration Status**

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

**Immigration Status Verifier (ISV)**

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

**Immigrant Visa**

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

**Initial Query**

The first step of the automated employment verification process.

**Initial Verification**

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

**Invalid Query**

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

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**J**

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**K**

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**L**

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**Lawful Permanent Resident**

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

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**M**

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**Memorandum of Understanding**

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

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**N**

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**Non-Immigrant**

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

**No Show**

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

**Notice to Employee of Tentative Nonconfirmation**

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

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**O**

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**P**

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**Parolee**

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

**Passport**

Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country. If this document is used for Form I-9 purposes, it must be unexpired with either an I-551 stamp or an attached Form I-94 indicating unexpired employment authorization.

### **Password**

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

### **Permanent Resident or Legal Permanent Resident**

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

### **Permanent Resident Card, Form I-551, DEC 1997**

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

### **Point of Contact**

Someone in your company who can be contacted on E-Verify policy issues. This person may or may not be 1 of the 3 user types.

### **Primary Verification (Initial Query)**

The first step of the electronic verification process.

### **Program Administrator**

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

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**Q**

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**R**

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### **Referral Notice**

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

### **Refugee**

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

### **Request Additional Verification**

If the information returned from the Department of Homeland Security database is different from the information provided by the employee on the Form I-9, this feature

provides the Employer an option to provide additional information on the employee's case to the Department of Homeland Security requiring a further search of the case.

#### **Resident Alien Card, Form I-551, AUG 1989**

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

#### **Resident Alien Card, Form I-551, JAN 1977**

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

#### **Resolve Case**

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

#### **Resolved Authorized**

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

#### **Resolved Unauthorized/Terminated**

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

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## **S**

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#### **Self Terminated**

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

#### **SSA Referral**

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

#### **SSA Resubmittal**

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

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

### **Social Security Administration**

A Federal Government agency that administers a national program of contributory social insurance whereby employees, Employers, and the self-employed pay contributions that are pooled in special trust funds. The Social Security Administration and the Department of Homeland Security are jointly conducting the E-Verify Program.

### **Systematic Alien Verification for Entitlements (SAVE) Program**

The SAVE Program is responsible for administering Department of Homeland Security verification programs involving customer access to the CPS database. The SAVE Branch administers the SAVE Program itself, which enables federal, state, and local benefit-issuing agencies to obtain immigration status information needed in order to determine applicants' eligibility for many public benefits.

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## **T**

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### **Tentative Nonconfirmation**

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

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## **U**

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### **U.S. Passport**

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

### **User ID**

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

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## **V**

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### **Verification Division**

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

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## **W**

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X

Y

Z

## SSA Appendix

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

At your Internet address bar, type: [www.ssa.gov](http://www.ssa.gov) or [www.socialsecurity.gov](http://www.socialsecurity.gov) and press **Enter** or select **Go**.



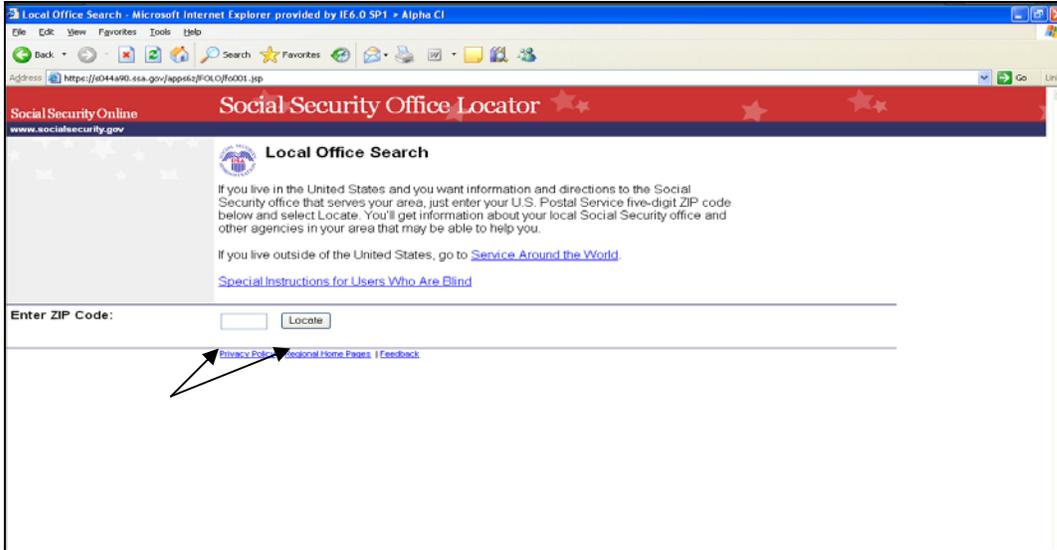
On the left side of the page, select: **Find a Social Security office**.



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

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

Select **Locate**.



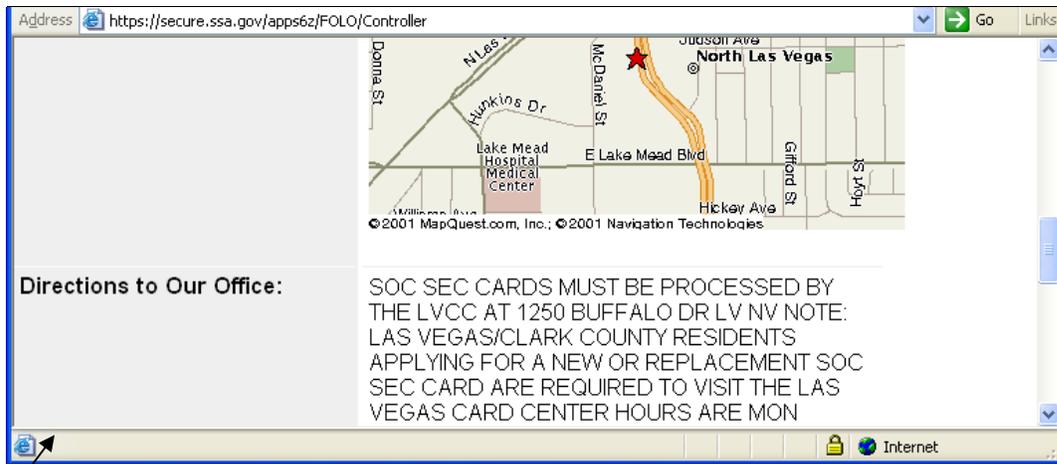
You can bypass the first two steps and go directly to this **Local Office Search** page, enter the following web address:

<https://s044a90.ssa.gov/apps6z/FOLO/fo001.jsp>

In certain cities (Brooklyn, N.Y.; Queens, N.Y.; Las Vegas, Nev.; Orlando, Fla.; or Phoenix, Ariz., new hires that needs to contact the SSA must go to the Social Security Card Center rather than the Local Office.

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

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



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

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

**Arizona**

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

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

Downtown Phoenix Card Center  
250 N. 7<sup>th</sup> Ave., Suite 200  
Phoenix, AZ 85007

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

**Florida**

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

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

**Nevada**

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

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

### New York

Brooklyn Social Security Card Center  
625 Fulton St., 6<sup>th</sup> Floor  
Brooklyn, NY 11201

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

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

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

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

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

The screenshot shows a web browser window displaying the 'Social Security Office Locator' page. The page title is 'Local Office Search Results'. The main content area is divided into sections: 'Office Address' (SOCIAL SECURITY SUITE 100, 5 PARK CENTER COURT, OWINGS MILLS, MD 21117), 'Phone Numbers' (Toll-Free 1-800-772-1213, TTY 1-800-325-0778), 'Office Hours' (MONDAY - FRIDAY 08:30 AM - 03:30 PM, Except Federal Holidays), and 'Map' (a map showing the location of the office in Owings Mills, MD, near the intersection of Garrison Rd and Reisterstown Rd). Below the map, there are 'Directions to Our Office' instructions: 'FROM BALTIMORE BELTWAY (895) GO NORTH ON RT 140 (REISTERSTOWN ROAD)'. The browser's address bar shows the URL: https://d04490.ssa.gov/apps62/FCLOJ/Controller.

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