



User Manual

For E-Verify Employer Agents

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U.S. Citizenship
and Immigration
Services

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1.0 INTRODUCTION

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

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

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

1.1 BACKGROUND & OVERVIEW

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

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

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

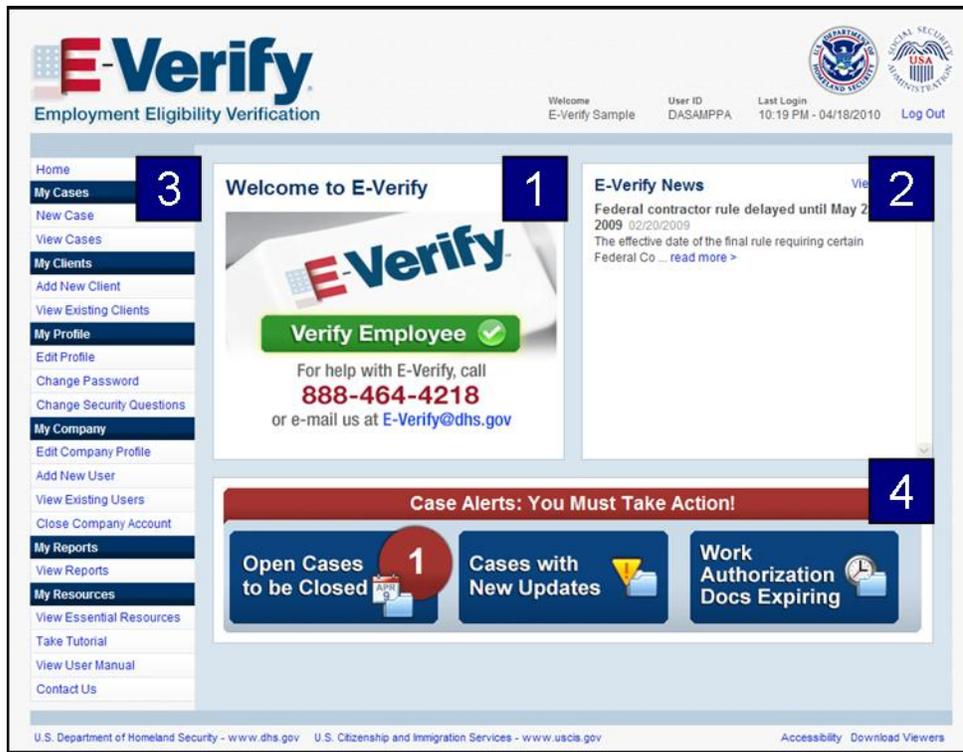
E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

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

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

1.2 BASIC WEBSITE NAVIGATION

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



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

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

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

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

Area 4 displays 'Case Alerts' for open cases requiring action. Case alerts inform E-Verify Employer Agents when an action is required. Additional information is available in Section 5.3.

ESSENTIAL RESOURCES

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

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

Memorandums of Understanding (MOU)	▶ Blank copy of the most recent version of the MOU
Resources for Employers	▶ Web sites and links to web pages of particular interest to employers participating in E-Verify
Select Press Releases and Other Guidance	▶ Information on photo standards, document guides and announcements related to employment documents

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

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

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



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

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

ENROLLMENT VS. REGISTRATION OVERVIEW		
	ENROLLMENT	REGISTRATION
Who	E-Verify Employer Agent or Client who wants to participate in E-Verify	User of a E-Verify Employer Agent enrolled in E-Verify
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll	After initial enrollment: Program Administrators may register General Users and additional Program Administrators at any time after completing the E-Verify tutorial. When registering a new user, the Program Administrator may accept a system-generated user ID or create a custom user ID. The Program Administrator then creates a temporary password, which must be given to the new user. These E-Verify users must comply with the MOU, accept the rules and responsibilities set forth in the user manual, and successfully complete the E-Verify tutorial and mastery test.
Why	E-Verify Employer Agents voluntarily enroll to verify the work authorization status of newly hired employees of their Clients. Generally, case results are returned within three to five seconds.	Most enrolled E-Verify Employer Agents have multiple employees who use E-Verify to create cases. There is no limit on the number of users an enrolled E-Verify Employer Agent can register to create cases.

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

E-Verify Employer Agents must read and accept the electronic MOU which details the responsibilities of SSA, DHS, and the E-Verify Employer Agent. The MOU is electronically signed by the E-Verify Employer Agent during enrollment. However all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this User Manual.

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

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

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

REMI NDER

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

1.4 OVERVIEW OF USER ROLES

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

General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. Section 7.1 provides additional details regarding the functions of each user role.

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

1.5 USER RULES & RESPONSIBILITIES

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

All E-Verify users must follow the guidelines specified in the Rules and Responsibilities Overview. Many of these requirements are the ultimate responsibility of the E-Verify Employer Agent Client. Representatives at each client site should be instructed to adhere to the following guidelines in conjunction with responsibilities outlined in the E-Verify Employer Agent - Client E-Verify MOU.

RULES AND RESPONSIBILITIES OVERVIEW	
All E-Verify Employer Agents participating in E-Verify MUST:	
<ul style="list-style-type: none"> ✓ Follow E-Verify procedures for all new hires while enrolled/participating in E-Verify. ✓ Notify all job applicants of E-Verify participation. ✓ Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster(s).' ✓ Complete the Form I-9, Employment Eligibility Verification for each newly hired employee before creating a case in E-Verify. ✓ Ensure that all Form I-9 List B identity documents have a photograph. ✓ Create a case for all newly hired employees no later than the third business day after they start work for pay. ✓ Obtain a Social Security number (SSN) from all newly hired employees. ✓ Provide employees the opportunity to contest Tentative Nonconfirmation (TNC). ✓ Allow newly hired employees to start and continue working during the E-Verify verification process, even if they receive Tentative Nonconfirmation (TNC). ✓ Ensure that all Personally Identifiable Information is safeguarded. 	
All E-Verify Employer Agents participating in E-Verify MUST NOT:	
<ul style="list-style-type: none"> ✗ Use E-Verify to prescreen applicants for employment. ✗ Check employment eligibility for employees hired before their company signed the E-Verify MOU. ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a Final Nonconfirmation. ✗ Specify or request which Form I-9 documentation a newly hired employee must use. ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship, or immigration status. ✗ Selectively verify work authorization for newly hired employees. ✗ Share any user ID and/or password. 	

When a new Client is enrolled, E-Verify Employer Agents are required to print and provide to the Client both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work Poster;' displayed in the figure below. Both notices must be clearly displayed by the Client at the hiring location. The notices are found in the E-Verify user webpage in 'View Essential Resources' (see Section 1.2). Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

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

1.6 PRIVACY AND SECURITY STATEMENT

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

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

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

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

REMINDER

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

2.0 MY CLIENTS

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

- Enroll new Clients
- View and update Client information
- View Client MOU
- Terminate Clients

E-Verify Employer Agents must enroll their Clients before they can create cases for them in E-Verify.

2.1 CLIENT ENROLLMENT

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

NEW CLIENT ENROLLMENT - PROCESS OVERVIEW

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



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



► Enter information for your Client including Client Name, physical location, mailing address, Employee Identification Number (EIN), number of employees, and Parent Company. In E-Verify, a red asterisk (*) to the right of a text box indicates a required field.

- ▶ Enter the North American Industry Classification System (NAICS) code, and click 'Accept NAICS Code and Continue.' If you do not know the Client's NAICS code, you must generate a NAICS code that is 3-digits.

- ▶ To generate a 3-digit code; click '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'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.'
- ▶ Select 'Single Site Verification' or 'Multiple Sites Verification' for the Client.

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

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

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

[Back](#) [Multiple Sites Verification](#) [Single Site Verification](#)

► Enter the primary point of contact for the Client, edit as necessary.

i Enter Client Company Point of Contact.

Last Name:

First Name:

M.I.:

Phone Number: () - ext.

Fax Number: () -

E-mail Address:

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

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

Company Information

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

Doing Business As (DBA) Name:
DUNS Number:

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

Additional Information:

Employer Identification Number: 000000000

Total Number of Employees: 10 to 19

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

Organization Designation:

Client Company Category: None of these categories apply

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

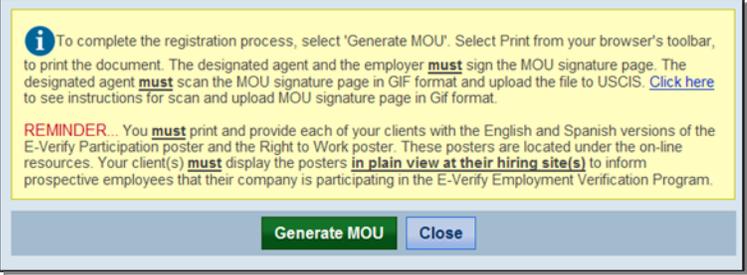
Total Hiring Sites: 1 [View / Edit](#)

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

[Register Employer](#)

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

► Print and provide the E-Verify Employer Agent – Client Memorandum of Understanding (MOU) to the Client.



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

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

Generate MOU **Close**

► Enrollment is complete after the MOU is provided to the Client, and the Client signs the MOU.

E-Verify Employer Agents must determine the best method to send the Client the MOU and obtain the Client signature. The MOU may be provided to the Client by fax, mail, or email.

When the Client signs the MOU, the signed signature page of the MOU must be submitted to E-Verify. E-Verify Employer Agents can submit the signature page by uploading an electronic copy in E-Verify. The signature page must be in the form of a GIF file. To submit the Client MOU electronically, follow the steps outlined in Electronic Submission of MOU Signature Page – Process Overview.

ELECTRONIC SUBMISSION OF MOU SIGNATURE PAGE – PROCESS OVERVIEW

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



- ▶ Enter the Client search criteria, select the radio button for pending registration; click 'Display Client Summary List.'

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

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

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

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

Company Information

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

Client ID Number: 14137

Doing Business As (DBA) Name:

DUNS Number:

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

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 10 to 19

Parent Organization:

Administrator:

Organization Designation:

Client Company Category: None of these categories apply

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

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

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

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

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

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

Date client company signed MOU:

Select the GIF file of the signature page to upload (Maximum file size is 1572864 bytes):

[Browse...](#) [?](#)

Submit Electronic Document
Cancel

When the MOU signature page is submitted for the Client, the E-Verify Employer Agent may begin creating new cases in E-Verify for the Client.

2.2 MAINTAIN CLIENT INFORMATION

If a Program Administrator needs to make changes to the Client Information, Physical Location, Organization Designation, NAICS Code, Hiring Sites, or Point of Contact list, he or she can update the information under the View Existing Clients menu. To update Client information in E-Verify, Program Administrators follow the steps outlined in Update Client Information – Process Overview.

UPDATE CLIENT INFORMATION – PROCESS OVERVIEW

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



- ▶ Enter the Client search criteria, select 'Display Client Company Summary List.'

A screenshot of a form titled 'Enter Client Company Search Criteria'. The form contains several input fields and radio buttons:

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

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

- ▶ Click 'Edit' for the appropriate Client.

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

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

The screenshot shows a web form titled "Company Information". It contains several sections with "View / Edit" buttons:

- Client Company Name:** Sample Company (View / Edit)
- Client ID Number:** 14137
- Doing Business As (DBA) Name:**
- DUNS Number:**
- Physical Location:**
 - Address 1: 1 Main Street
 - Address 2:
 - City: New York
 - State: NY
 - Zip Code: 10000
 - County: NEW YORK
- Mailing Address:**
 - Address 1:
 - Address 2:
 - City:
 - State:
 - Zip Code:
- Additional Information:**
 - Employer Identification Number: 0
 - Total Number of Employees: 10 to 19
 - Parent Organization:
 - Administrator:
 - Organization Designation:**
 - Client Company Category: None of these categories apply
- NAICS Code:** 333 - MACHINERY MANUFACTURING (View / Edit)
- Total Hiring Sites:** 1 (View / Edit)
- Total Points of Contact:** 1 (View / Edit)

At the bottom, there is a link for "# View MOU Signature Page" and two buttons: "Return to Company List" and "View MOU".

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

► Make the required changes and click 'Submit.'

COMPANY INFORMATION FIELDS

There are many fields that can be updated in Company Information. Those fields are listed in the Company Information Overview.

COMPANY INFORMATION OVERVIEW	
FIELD NAME	DESCRIPTION
Company Name	Company enrolled in E-Verify.
Physical Location	Location where employment eligibility verifications are completed.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Organization Designation	Information regarding federal contractors.
NAICS Code	North American Industry Classification System Code.

2.3 VIEW CLIENT MOU

Program Administrators can view the MOU signature page for each Client enrolled in E-Verify. A blank MOU template is also available to Program Administrators. To view the Client MOU, follow the steps outlined in View Client MOU – Process Overview.

VIEW CLIENT MOU – PROCESS OVERVIEW

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



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

Company Information

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

Client ID Number: 14137

Doing Business As (DBA) Name:

DUNS Number:

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

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 10 to 19

Parent Organization:

Administrator:

Organization Designation:

Client Company Category: None of these categories apply

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

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

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

[View MOU Signature Page](#)

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

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

2.4 TERMINATE CLIENT PARTICIPATION

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

TERMINATE CLIENT PARTICIPATION – PROCESS OVERVIEW

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



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



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

 A screenshot of a web application form titled "Client Termination Request Information". At the top, a yellow box contains a question mark icon and the text "Are you sure you want to request termination of Sample Company's access to E-Verify?". Below this, the form displays the following information:

- Client Company Name: Sample Company
- Employer Identification Number: 0
- City: New York
- State: NY
- Administrator:
- MOU Sign Date: 05/06/2010
- Termination Request Date: 05/06/2010
- Termination Request Reason: [Empty text input field]

 At the bottom of the form are two buttons: "Request Client Termination" and "Cancel".

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

3.0 INITIAL VERIFICATION

E-Verify Employer Agents are not able to create a case in E-Verify until they have enrolled at least one Client. For an E-Verify Employer Agent to use E-Verify to verify the employment eligibility of their own employees they must add their company as a Client and follow the steps outlined in Section 2.1, Client Enrollment. The initial verification page contains a field in which the E-Verify Employer Agent must select the employer (Client) corresponding to the employee being verified.

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

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

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

3.1 FORM I-9 AND E-VERIFY

All employers are required to complete Form I-9 within three business days of the date employment begins and keep a record of the form on file. This requirement does not change for employers enrolled in E-Verify. Employers enrolled in E-Verify, through the use of an E-Verify Employer Agent, have chosen to take the additional step of verifying that Form I-9 employee information matches government records thereby ensuring a legal workforce. Clients of E-Verify Employer Agents and E-Verify Employer Agents themselves must become familiar with the procedure of completing Form I-9.

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

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

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



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

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

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

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

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

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

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

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

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

REMINDER

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

3.2 CREATE A CASE

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

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

HIRE DATE

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

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

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

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

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

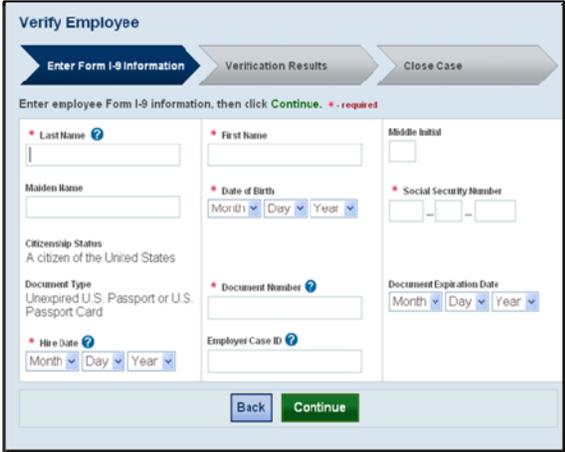
The E-Verify case can be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the date you create the case in E-Verify. You cannot enter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

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

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

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

HOW TO CREATE A CASE – PROCESS OVERVIEW

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

<p>• Other</p> <p>The user may also enter a specific reason in the field provided.</p> <p>Click, 'Continue.'</p>	
---	--

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

	<p>Alien Numbers and Arrival/Departure Record (Form I-94) Numbers are NOT the same.</p> <p>Alien numbers consist of 9 digits or less. If the Alien Number is less than 9 digits, add leading zeroes. Although Alien Numbers are preceded by the letter "A," do NOT type "A" into the E-Verify Alien Number field.</p> <p>For example: Enter the Alien Number A1234567 as 001234567</p> <p>The 9-digit USCIS # listed on the front of Permanent Resident Cards issued after May 10, 2010 is the same as the Alien Number.</p> <p>Form I-94 numbers consist of 11 digits found in bold print at the top of the Arrival-Departure Record (Form I-94).</p>
---	--

REMI NDER

- * Clients must complete Form I-9 for each new employee before a E-Verify Employer Agent can create a case in E-Verify
- * Create a case for all newly hired employees no later than the third business day after they start work for pay

CHECK INFORMATION

If the information entered does not immediately match SSA or DHS records, the 'Check Information' screen appears to confirm if the information entered is correct. The user may either confirm that the information is correct or change the information in certain fields, if the information was entered incorrectly. Once the E-Verify Employer Agent confirms that the information presented is correct, they click 'Continue.' If a mistake was made in a field that cannot be updated, the user will need to close the case by clicking 'Close Case' and follow the steps outlined in Section 5.2 Close Case.

CHECK INFORMATION OVERVIEW

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

Check Information

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

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

If this information is:

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

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

* Last Name ?

* First Name

Middle Initial

Maiden Name

Numident One

* Date of Birth

* Social Security Number

Citizenship Status

A citizen of the United States

Hire Date

March 01, 2010

Employer Case ID

Submitted By

JGO06407

Submitted On

March 15, 2010

Close Case

Continue

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

ERROR: UNEXPIRED DOCUMENT REQUIRED

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

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

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

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

ERROR: UNEXPIRED DOCUMENT REQUIRED OVERVIEW

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

<p>X Error: Unexpired Document Required ?</p> <p>The information you entered indicates that the employee's U.S. Passport or Passport Card was expired when the employee was hired.</p> <p>You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.</p> <p>To return to the E-Verify home page, click E-Verify Home.</p> <p>To begin a new case, click New Case.</p>		
<p>Last Name *****</p>	<p>First Name *****</p>	<p>Middle Initial --</p>
<p>Maiden Name --</p>	<p>Date of Birth *****</p>	<p>Social Security Number *** ** *****</p>
<p>Citizenship Status A citizen of the United States</p>		
<p>Document Type Unexpired U.S. Passport or U.S. Passport Card</p>	<p>Document Number *****</p>	<p>Document Expiration Date January 20, 2009</p>
<p>Hire Date June 30, 2010</p>	<p>Employer Case ID --</p>	
<p>Submitted By *****</p>	<p>Submitted On July 01, 2010</p>	
<p style="text-align: center;"> <input type="button" value="E-Verify Home"/> <input type="button" value="New Case"/> </p>		

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

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

IMPORTANT: An expired document presented for Form I-9 does NOT mean that the employee is not authorized to work in the United States. First, obtain an unexpired document and then re-enter the case in E-Verify, then E-Verify will verify the employment eligibility of this employee.

E-VERIFY PHOTO MATCHING

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

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

As an E-Verify Employer Agent, you must obtain a copy of the employee's document in order to match the photos. E-Verify Employer Agents must work with their clients to determine the best method of obtaining a copy of the employee's photo document.

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

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

PHOTO MATCHING OVERVIEW

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

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

- ▶ Yes- the photo on the employee's document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- ▶ No - the photo on the employee's document is not identical to the photo displayed in E-Verify.

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

This screenshot is identical to the one above, but the photo area displays the text 'No Photo on this Document' with a watermark 'E-Verify Only'. The 'Click to Enlarge' link is present below the text. The 'Yes' radio button is selected, and a mouse cursor is pointing at it. The 'No' radio button is unselected. The 'Continue' button remains at the bottom.

- ▶ Click Continue.

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

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

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

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

REMI NDER

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

3.3 INITIAL CASE RESULTS

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

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

3.4 EMPLOYMENT AUTHORIZED

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

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

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

EMPLOYMENT AUTHORIZED - PROCESS OVERVIEW

- Receive case result 'Employment Authorized.'

Employment Eligibility:

✓ **Employment Authorized**

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

Last Name	First Name	Middle Initial
Maiden Name	Date of Birth	Social Security Number
Citizenship Status	Document Type	Document Number
Document Expiration Date	Hire Date	Employer Case ID
Submitted By	Submitted On	

Close Case

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

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

EMPLOYMENT AUTHORIZED SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

EMPLOYEE ACTION

- NONE

REQUEST NAME REVIEW

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

REQUEST NAME REVIEW - PROCESS OVERVIEW

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

Enter Form I-9 Information Verification Results Close Case

Employment Eligibility:

✔ **Employment Authorized**

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

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

Last Name	First Name	Middle Initial
Maiden Name	Date of Birth	Social Security Number
RequestNameReview	*****	*** **
Citizenship Status	Alien Number	
A lawful permanent resident	*****	
Document Type	Document Expiration Date	
Arrival/Departure Record (Form I-94)	--	
Hire Date	Employer Case ID	
March 13, 2010	--	
Submitted By	Submitted On	
JGO06407	March 15, 2010	

Request Name Review
Close Case

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

► Click 'Continue.'

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

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

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

REQUEST NAME REVIEW SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- NONE

TENTATIVE NONCONFIRMATION

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

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

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

Section 4.0 provides details and actions required when you receive a Tentative Nonconfirmation.

3.5 DHS VERIFICATION IN PROCESS

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

DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW

► Case result displays 'DHS Verification in Process.'



► Check E-Verify case results daily for changes.

► DHS has three federal government workdays to respond.

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

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

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

Each result requires a different action to continue or close the case by following the steps outlined in the corresponding case result section. Every case must be closed.

DHS VERIFICATION IN PROCESS SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- NONE

EMPLOYEE ACTION

- NONE

4.0 INTERIM CASE RESULTS

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

Interim Case Results - Overview	
SSA or DHS Tentative Nonconfirmation	Information did not match with SSA or DHS records. Additional action is required.
Review and Update Employee Data	A prompt to review, update, and resubmit the employee's Form I-9 information.
DHS Verification In Process	This case is referred to DHS for further verification. See section 3.5 for more information.
SSA or DHS Case in Continuance	The employee has visited a SSA field office, or contacted DHS, but more time is needed to determine a final case result.

4.1 SSA TENTATIVE NONCONFIRMATION (TNC)

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

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

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

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

NOTIFY EMPLOYEE OF SSA TNC

You must instruct the employer to promptly notify the employee of the SSA TNC case result. After being notified of the SSA TNC, the employee chooses to either contest the case result or not contest. In either case, the employee acknowledges their decision on the SSA TNC Notice. When an employee chooses to contest a SSA TNC, it means that the employee will visit a SSA field office within eight government workdays.

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

If the employee chooses to accept the case result and take no further action, then the E-Verify Employer Agent can close the case in E-Verify and the employer can terminate employment without penalty. For more information see Section 5.2 Close Case.

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

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

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

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

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

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

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

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

- Print the SSA Tentative Nonconfirmation Notice

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

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

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

Confirm Employee Notification

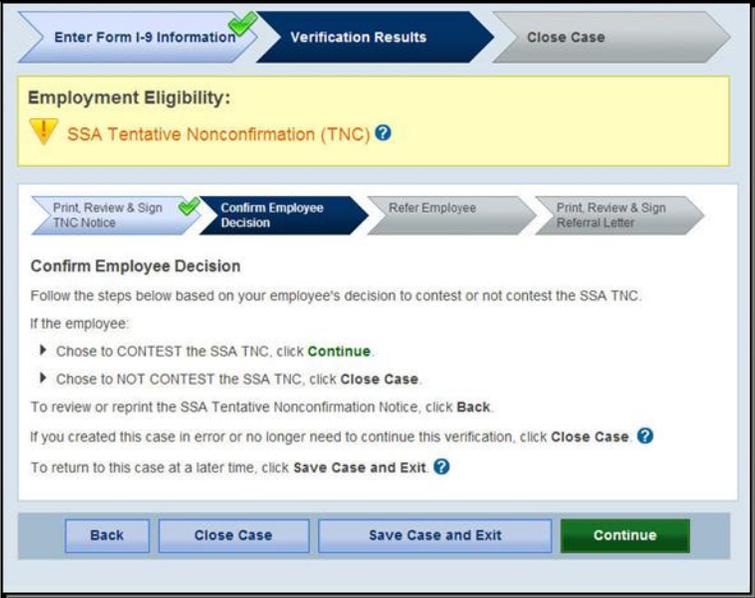
I have notified this employee of the TNC.
- After these steps are complete, click **Continue**.

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

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

Close Case
Save Case and Exit
Continue

- ▶ Employer must keep original signed SSA TNC Notice on file with Form I-9 and send a copy to the E-Verify Employer Agent.
- ▶ Provide a copy of signed SSA TNC Notice to the employee.
- ▶ Next, confirm the employee's decision to contest or not contest the case result.



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

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

NOTIFY EMPLOYEE OF SSA TNC SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- Notify employee of SSA TNC
- Sign and date SSA TNC Notice
- Instruct employee to sign and date SSA TNC Notice
- Keep original signed SSA TNC Notice on file with Form I-9
- Provide copy of signed SSA Referral Letter to the employee
- Send copy of signed SSA TNC Notice to E-Verify Employer Agent

EMPLOYEE ACTION

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

REFER EMPLOYEE TO SSA

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

E-Verify generates a SSA Referral Letter that is provided to the employer. The E-Verify Employer Agent verifies the information, prints, and provides the letter to the employer. The employer verifies the information, signs and provides this letter to the employee. The SSA Referral Letter provides instructions to the employer and employee regarding the next steps. These steps are outlined in Refer Employee to SSA – Process Overview.

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

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

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

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

► Click 'Refer Case.'

► Complete the following steps:

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

If the employee cannot read, the employer must read the Referral Letter to the employee. If the employee does not fully understand English, and speaks Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, the

employer must provide the employee with the Referral Letter in one of these languages, found in 'View Essential Resources.'

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

2. Send the SSA Referral Letter to the employer as soon as possible and instruct them to review and explain the next steps to the employee – instructions to the employee are on page one of the SSA Referral Letter and the employee instructions are on page two.
3. Instruct the employer and employee to sign and date the letter.
4. Instruct the employer to give a copy of the signed SSA Referral Letter to the employee and file the original letter with Form I-9.
5. After these steps are complete, click 'Continue.'

Employment Eligibility:
Employee Referred to SSA

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

Print, Review & Sign Referral Letter

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

- 1 Print the SSA Referral Letter.

SSA Referral Letter Choose which language to print

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

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

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

Close Case Save Case and Exit **Continue**

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

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

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

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

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

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

REFER EMPLOYEE TO SSA SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- If employee chooses to contest SSA TNC, Refer case
- Ensure that the information on the SSA Referral Letter is correct
- Print and review the SSA Referral Letter and send to the employer
- Check E-Verify for case status updates
- Close Case

CLIENT ACTION

- Ensure that the information on the SSA Referral Letter is correct
- Review, sign, and date SSA Referral Letter

- Have employee sign and date Referral Letter
- Keep original signed Referral Letter on file with Form I-9

EMPLOYEE ACTION

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

4.2 REVIEW AND UPDATE EMPLOYEE DATA

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

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

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

UPDATE CASE – PROCESS OVERVIEW

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

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

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

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

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

UPDATE CASE SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

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

EMPLOYEE ACTION

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

4.3 DHS TENTATIVE NONCONFIRMATION (TNC)

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

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

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

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

NOTIFY EMPLOYEE OF DHS TNC

The E-Verify Employer Agent must inform the employer of the DHS TNC case as soon as possible. It is then the employer's responsibility to promptly notify the employee.

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

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

If the employee chooses not to contest the TNC, the employer must notify the E-Verify Employer Agent of the decision, and the E-Verify Employer Agent closes the case in E-Verify.

If the employee chooses to contest the case result, the E-Verify Employer Agent refers the employee to DHS and takes additional steps. To refer an employee to DHS, follow the steps outlined in the Notify Employee of DHS TNC – Process Overview.

NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

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

The screenshot shows a web interface for the DHS TNC process. At the top, a progress bar indicates the current step is 'Verification Results'. Below this, a yellow warning box highlights the 'DHS Tentative Nonconfirmation (TNC)'. The main text explains that the employee's information did not match DHS records and provides instructions on how to proceed: clicking 'Continue' to begin the TNC process, 'Close Case' if the case was created in error, or 'Save Case and Exit' to return to the case later. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue'. A mouse cursor is pointing at the 'Continue' button.

- ▶ Inform the Client (employer) of the DHS TNC.
- ▶ Complete the following steps listed on the screen above:
 1. Select to print the DHS TNC Notice in either English or Spanish. Confirm that the name and SSN listed on the top of the notice are correct. Print the DHS TNC Notice.

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

Employment Eligibility:

DHS Tentative Nonconfirmation (TNC)

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

Print, Review & Sign TNC Notice

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

- 1 Print the DHS Tentative Nonconfirmation Notice

Notification to Employee of DHS Tentative Nonconfirmation Choose which language to print

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

Confirm Employee Notification

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

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

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

- ▶ Employer must keep original signed DHS TNC Notice on file with Form I-9 and send a copy to the E-Verify Employer Agent.
- ▶ Once you complete the steps above, click 'Continue.'
- ▶ Next, confirm employee's decision to contest or not contest the case result.

Employment Eligibility:

DHS Tentative Nonconfirmation (TNC)

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

Confirm Employee Decision

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

If the employee:

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

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

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

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

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

NOTIFY EMPLOYEE OF DHS TNC SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- Privately notify employee of DHS TNC
- Review, sign, and date DHS TNC Notice
- Instruct employee to sign and date DHS TNC Notice
- Keep original signed DHS TNC Notice on file with Form I-9
- Provide copy of signed DHS TNC Notice to employee
- Notify E-Verify Employer Agent of employee's decision

EMPLOYEE ACTION

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

REFER EMPLOYEE TO DHS

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

E-Verify generates a DHS Referral Letter that is provided to the employer who provides it to the employee. The E-Verify Employer Agent confirms the information, prints, and provides this letter to the employer. The employer confirms the information, signs, dates, and provides this letter to the employee. The DHS Referral Letter provides instructions to the employer and employee regarding the next steps. These steps are outlined in Refer Employee to DHS – Process Overview.

Employees choosing to contest the DHS TNC have eight federal government workdays to contact DHS. Federal government workdays are Monday through Friday excluding federal holidays. The start of the eight days begins on the date printed on the DHS Referral Letter.

E-Verify Employer Agents are required to follow the instructions for express mailing a photocopy of the employee's document if the DHS TNC was a result of a photo mismatch.

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

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

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

► Click 'Refer Case.'

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

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

OR

- Mail Copy of Employee's Photo Document

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

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

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

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

Employment Eligibility:
 ⚠️ DHS Tentative Nonconfirmation (TNC) ?

Refer Employee

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

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

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

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

Attach and Submit Copy of Employee's Photo Document

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

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

Mail Copy of Employee's Photo Document

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

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

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

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

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

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

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

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

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

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

2. Send the DHS Referral Letter to the employer as soon as possible and instruct them to review and explain the next steps to the employee – instructions to the employer are on page one of the SSA Referral Letter and the employee instructions are on page two.
3. Instruct the employer and the employee to sign and date the letter.
4. Instruct the employer to give a copy of the signed SSA Referral Letter to the employee and file the original letter with Form I-9.

5. After these steps are complete, select 'Continue.'

Employment Eligibility:

Employee Referred to DHS ?

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

Print, Review & Sign Referral Letter

This employee was referred to DHS on **March 15, 2010**. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.

- 1 Print the DHS Referral Letter.

DHS Referral Letter Choose which language to print

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

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

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

- ▶ Employee has eight federal government work days to contact DHS, and the deadline for contacting DHS is listed on the next page.
- ▶ Check E-Verify for case updates.

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

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

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

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

REFER EMPLOYEE TO DHS SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- If employee chooses to contest DHS TNC, Refer Case
- Ensure that the information on the DHS Referral Letter is correct
- Print, review, and send the DHS Referral Letter to employer
- Express mail or attach and submit a copy of employee's photo document to send to DHS if TNC is due to photo mismatch
- Check E-Verify for case result updates
- Close Case

CLIENT ACTION

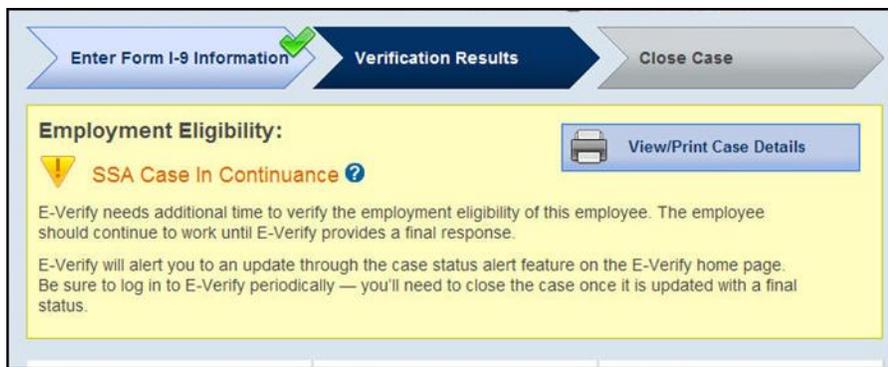
- Ensure that the information on the DHS Referral Letter is correct
- Review, sign, and date DHS Referral Letter
- Ensure employee signs and dates DHS Referral Letter
- Keep original signed Referral letter on file with Form I-9
- Provide copy of signed DHS Referral Letter to employee

EMPLOYEE ACTION

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

4.4 SSA CASE IN CONTINUANCE & DHS CASE IN CONTINUANCE

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



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

For DHS CASE IN CONTINUANCE:

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

For SSA CASE IN CONTINUANCE:

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

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

SSA/DHS CASE IN CONTINUANCE SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- NONE

EMPLOYEE ACTION

- NONE

5.0 FINAL CASE RESOLUTION

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

5.1 FINAL CASE RESULTS

Final Case Results are displayed in the Final Case Results – Overview:

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

SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

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

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



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

Employment Eligibility:

SSA Final Nonconfirmation ?

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

View/Print Case Details

SSA/DHS FINAL NONCONFIRMATION SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- Decide to terminate or continue to keep the employee and inform the Employer E-Verify Agent

EMPLOYEE ACTION

- NONE

DHS NO SHOW

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

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

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

Employment Eligibility:

DHS No Show ?

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

View/Print Case Details

DHS NO SHOW SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Receive DHS No Show case result
- Inform the Client of the result and ask if they will continue to keep the employee
- Close Case

CLIENT ACTION

- Decide to terminate or continue to keep the employee and inform the E-Verify Employer Agent

EMPLOYEE ACTION

- NONE

ERROR: CLOSE CASE AND RESUBMIT

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

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

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

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

**ERROR: CLOSE CASE AND RESUBMIT SUMMARY****E-VERIFY EMPLOYER AGENT ACTION**

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

CLIENT ACTION

- Ensure the information provided to the E-Verify Employer Agent is correct and/or provide the correct document expiration date for the U.S. Passport or Passport Card

EMPLOYEE ACTION

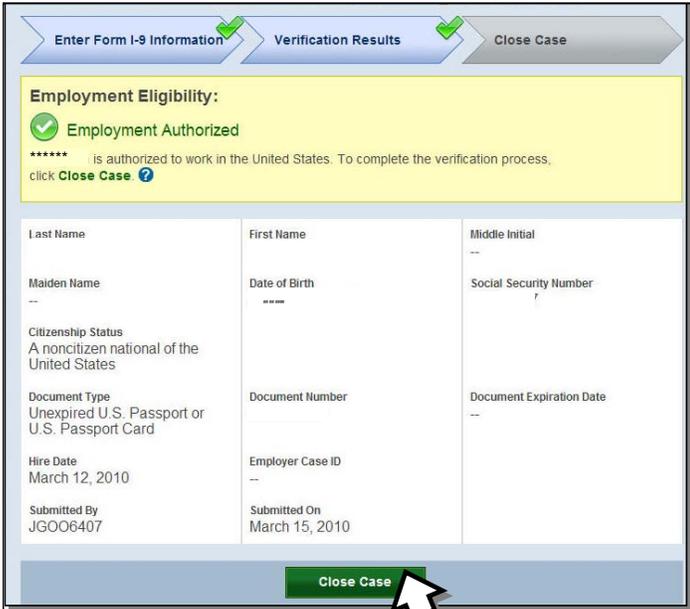
- If necessary provide employer with the correct document expiration date for the U.S. Passport or Passport Card

5.2 CLOSE CASE

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

CLOSE CASE – PROCESS OVERVIEW

► Click 'Close Case.'



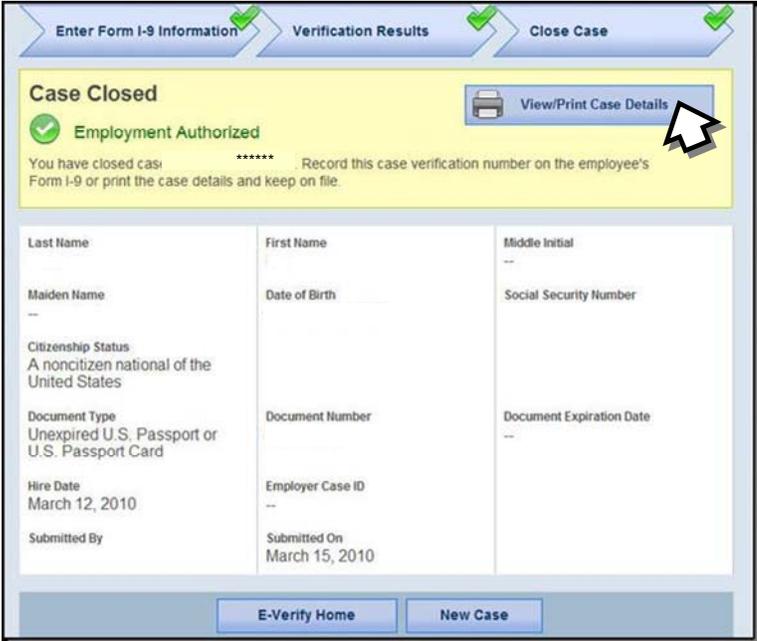
► Next, determine if the employee is still employed with the company, select yes or no and click 'Continue.' Your response to the question “Is (employee’s name) currently employed with this company?” will determine which close case statement options will appear on the next screen.



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



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



► This completes the E-Verify verification process.

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

CLOSE CASE STATEMENTS

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

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

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

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

The data entered for this employee was not correct.

CLOSE CASE SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Select 'Close Case'
- Determine Close Case option
- Select Close Case Statement
- Record Case Verification Number on Form I-9 or print screen and file it with Form I-9
- E-Verify case process is now completed

CLIENT ACTION

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

EMPLOYEE ACTION

- NONE
-

5.3 CASE ALERTS

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

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

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

CASE ALERTS – OVERVIEW

► E-Verify user home page display with no Case Alerts.



► E-Verify user home page display with Case Alerts.

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

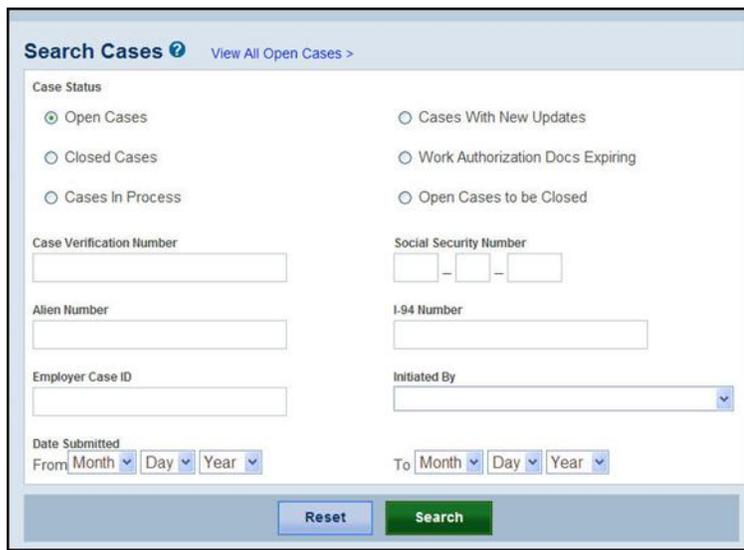


Case Alerts can also be accessed:

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



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



OPEN CASES TO BE CLOSED

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

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

CASES WITH NEW UPDATES

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

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

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

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

Page 1 of 1 Results Per Page 40

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

WORK AUTHORIZATION DOCUMENTS EXPIRING

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

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

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

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

6.0 CASE REPORTS

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

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



6.1 CORPORATE OVERVIEW OF PILOT USAGE

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

To create a Corporate Overview of Pilot Usage Report, follow the steps outlined in the Corporate Overview of Pilot Usage – Report Overview.

CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW

- ▶ Select 'Corporate Overview of Pilot Usage.'

Select a report

Corporate Overview of Pilot Usage

User Audit Report

User Report

Report: Corporate Overview of Pilot Usage

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

Next
Cancel

- ▶ Select 'Next.'
- ▶ The screen below will be shown.



Enter Report Parameters

Report: Corporate Overview of Pilot Usage

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

Report Format: PDF Excel

Fiscal Year: 2010

Run Report **Cancel**

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

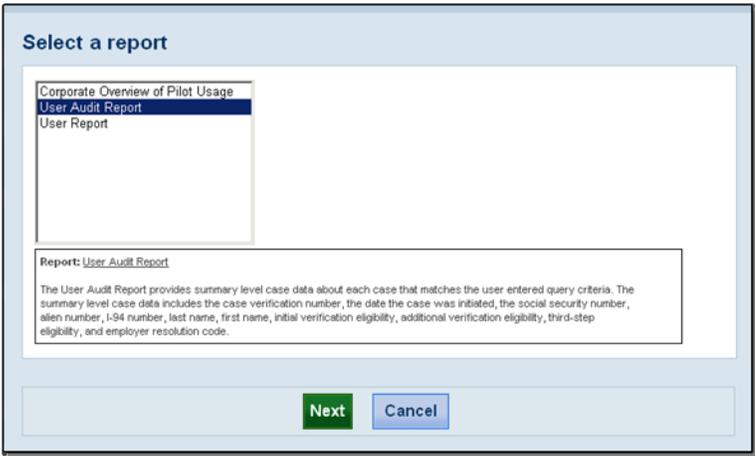
6.2 USER AUDIT REPORT

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

To create a User Audit Report, follow the steps outlined in the User Audit Report – Report Overview.

USER AUDIT REPORT – REPORT OVERVIEW

- ▶ Select 'User Audit Report.'



Select a report

Corporate Overview of Pilot Usage
User Audit Report
 User Report

Report: User Audit Report

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

Next **Cancel**

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

Enter Report Parameters

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

Description:

Report Format: PDF Excel

Initiated By: --ALL--

Reporting Date From: (mm/dd/yyyy)

Reporting Date To: (mm/dd/yyyy)

Run Report **Cancel**

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

6.3 USER REPORT

This report displays a detailed list of your company's users including user name, user role, telephone number, and last system log-in.

To create a User Report, follow the steps outlined in the User Report – Report Overview.

USER REPORT – REPORT OVERVIEW

- ▶ Select 'User Report.'

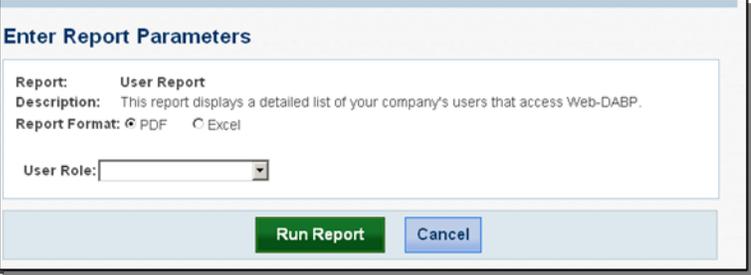
Select a report

Corporate Overview of Pilot Usage
 User Audit Report
User Report

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

Next **Cancel**

- ▶ Select 'Next.'
- ▶ The screen below will be shown.



Enter Report Parameters

Report: User Report

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

Report Format: PDF Excel

User Role:

Run Report **Cancel**

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

7.0 USER ACCOUNT ADMINISTRATION

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

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

7.1 USER ROLES

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

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

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

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

7.2 USER ID AND PASSWORD CREATION

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

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

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

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

Additionally, password policy recommends that passwords should not:

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

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

PASSWORD EXAMPLE

This is an acceptable password:

IL!keH20

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

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

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

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



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

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

RESET OR CHANGE PASSWORD

If you have a password that has been compromised, change it immediately. To change or reset your password, follow the steps outlined in Reset or Change Password – Process Overview.

RESET OR CHANGE PASSWORD

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



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

Enter Old and New Passwords

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

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

Old Password:

New Password:

Re-type New Password:

Enter Password Challenge Questions and Answers

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

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

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

- ▶ Receive one of the following confirmation messages:

- If the system processed the password change, then use the new password the next time you log in to E-Verify.
- If the system was unable to process the password change due to user error, carefully repeat the steps for changing a password.
- If the system was unable to process the password change, try changing the password later.

7.3 UPDATE USER PROFILE INFORMATION

Every E-Verify user has a profile which includes his or her name, telephone number, fax number, and e-mail address. Users should update this information whenever necessary using the Change User Profile link. To update this information follow the steps outlined in the Update User Profile – Process Overview. Changes will not be applied until the user clicks 'Submit User Profile Changes'.

UPDATE USER PROFILE – PROCESS OVERVIEW

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



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

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

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

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

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

8.0 MY COMPANY – PROGRAM ADMINISTRATORS

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

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

8.1 ADD NEW USER

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

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

If you are a Program Administrator and you need to register/add a new E-Verify user follow the steps in the Register New Users – Process Overview.

REGISTER NEW USERS – PROCESS OVERVIEW

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



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

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

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



Add User - Enter Password

User ID:

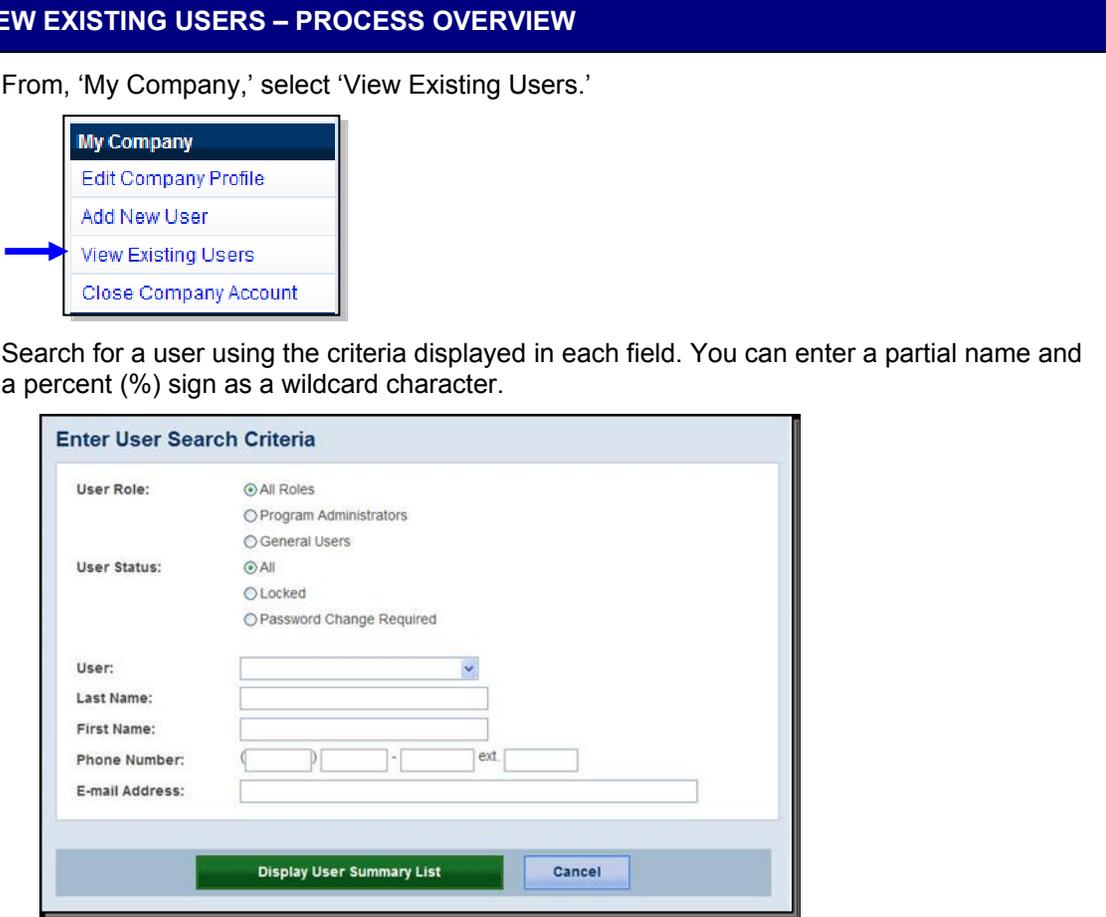
Password:

Re-type Password:

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

8.2 VIEW EXISTING USERS

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



VIEW EXISTING USERS – PROCESS OVERVIEW

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

My Company

- Edit Company Profile
- Add New User
- View Existing Users**
- Close Company Account

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

Enter User Search Criteria

User Role: All Roles
 Program Administrators
 General Users

User Status: All
 Locked
 Password Change Required

User:

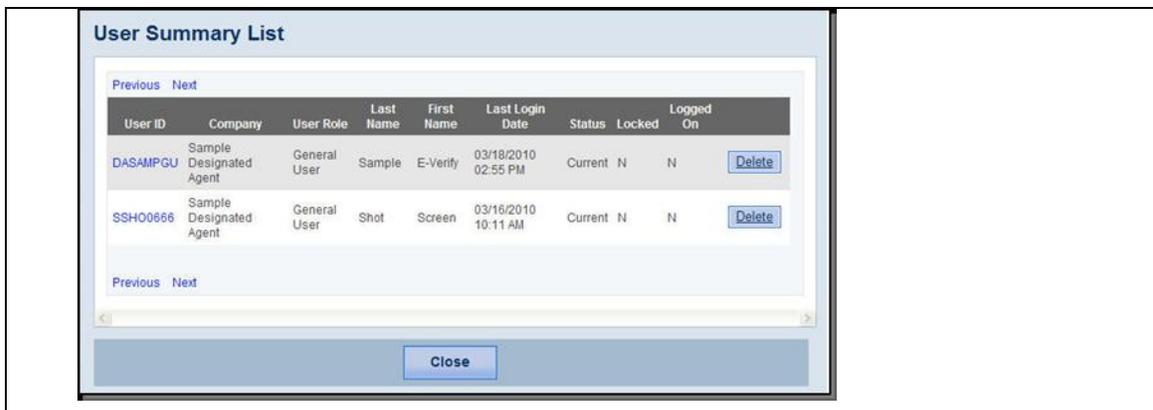
Last Name:

First Name:

Phone Number: () - ext.

E-mail Address:

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



RESET USER'S PASSWORD

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

RESET USER'S PASSWORD – PROCESS OVERVIEW

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

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

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

DELETE USER ACCOUNT

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

DELETE USERS – PROCESS OVERVIEW

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



User Deletion Information

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

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

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

8.3 MY COMPANY

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

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

UPDATE COMPANY INFORMATION – PROCESS OVERVIEW

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



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

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

- Make the required changes and click 'Submit.'

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

MAINTAIN COMPANY INFORMATION FIELDS

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

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

UPDATE POINTS OF CONTACT

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

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW
<p>► From 'My Company,' select 'Edit Company Profile.'</p> <div style="text-align: center;">  </div> <p>► Click 'View/Edit' in the Total Points of Contact section of the Company Information page to modify this information. The Points of Contact Summary page opens.</p>

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

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

UPDATING NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE INFORMATION

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

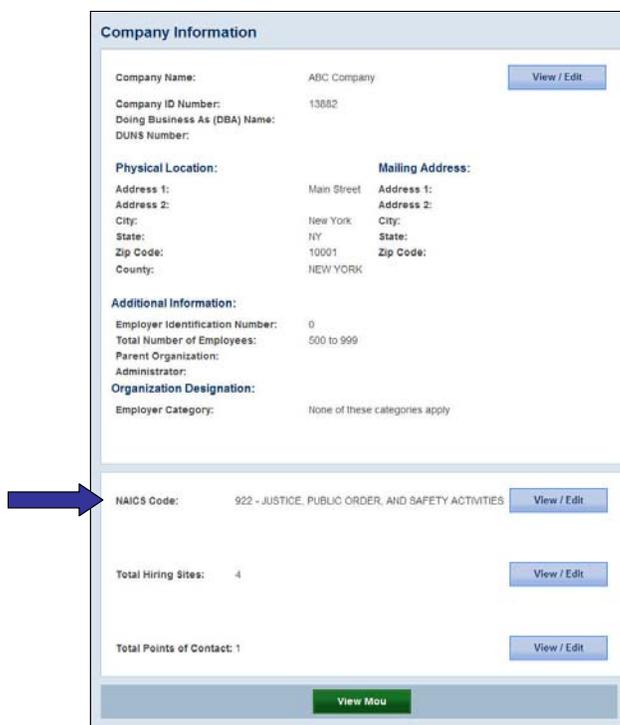
To update the NAICS code, follow the steps outlined in the Update NAICS Code – Process Overview.

UPDATE NAICS CODE – PROCESS OVERVIEW

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



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



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

To modify the NAICS Code field:

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

To determine the company's NAICS Code:

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

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

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

NAICS Code:

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

ADD NEW HIRING SITE(S)

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

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

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

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

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

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



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

Company Information

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

Company ID Number: 13882

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: Main Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

Organization Designation:

Employer Category: None of these categories apply

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

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

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

[View More](#)

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

CLOSE COMPANY ACCOUNT

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

TERMINATE PARTICIPATION – PROCESS OVERVIEW

► From 'My Company,' click 'Close Company Account.'

Termination Request Information

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

Company Name: E-Verify

Termination Request Date: 03/18/2010

Termination Request Reason:

► Enter the reason in the 'Termination Request Reason' field.

► Click 'Request Termination.'

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

REMI NDER

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



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

9.0 RESOURCE AND CONTACT INFORMATION

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

E-VERIFY CONTACT INFORMATION	
<p>E-Verify Public Web Site</p> <ul style="list-style-type: none"> • Program information and statistics • Frequently asked questions • Provides general information about E-Verify 	<p>http://www.dhs.gov/e-verify</p>
<p>E-Verify Enrollment Application</p> <ul style="list-style-type: none"> • Web site for initial company enrollment 	<p>https://e-verify.uscis.gov/enroll</p>
<p>E-Verify Access for E-Verify Employer Agents</p> <ul style="list-style-type: none"> • User access to E-Verify 	<p>https://e-verify.uscis.gov/esp</p>
<p>E-Verify Customer Support</p> <ul style="list-style-type: none"> • Account information and assistance with policy questions 	<p>Phone: 1-888-464-4218 E-mail: DAsupport@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays</p>
<p>E-Verify Technical Support</p> <ul style="list-style-type: none"> • Technical assistance using E-Verify 	<p>Phone: 1-800-741-5023 Hours of Operation: Monday through Friday, 9:00 a.m. to 7:00 p.m. (Eastern Time) except Thanksgiving, Christmas and New Year's Day</p>

GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Authorization

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

Admission Number or I-94 Number

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

Alien (Noncitizen)

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

Alien Authorized to Work

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

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

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

Anti-Discrimination Notice

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

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

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

B

C

Case in Continuance

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

Case Verification Number

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

Client

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

Close Case

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

Corporate Administrator

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

D**DHS Verification in Process**

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

Document Type

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

E**Employment Authorized**

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

Employment Authorization Document (Form I-766)

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

Form I-9, Employment Eligibility Verification

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

E-Verify Employer Agent

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

E-Verify

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

E-Verify Participation Notice

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

F

Final Nonconfirmation

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

G

General Users

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

H

Handbook for Employers (M-274)

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

Hire Date

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

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

I

Immigration and Nationality Act of 1952 (INA)

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

Immigration Reform and Control Act of 1986 (IRCA)

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

Initial Case Result

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

Interim Case Status

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

J

K

L

Lawful Permanent Resident

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

M

Memorandum of Understanding (MOU)

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

N

No Show

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

Noncitizen National of the United States

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

Notice to Employee of Tentative Nonconfirmation

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

O

P

Passport (Foreign)

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

Passport (United States)

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

Password

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

Permanent Resident or Lawful Permanent Resident

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

Permanent Resident Card (Form I-551)

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

Photo Matching

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

Photo Match

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

Photo Mismatch

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

Point of Contact

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

Pre-Screening

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

Program Administrator

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

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

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

Request Name Review

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

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

Review and Update Employee Data

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

S

SSA Referral

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

Social Security Administration (SSA)

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

T

Tentative Nonconfirmation (TNC)

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

U

USCIS #

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

User ID

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

W, X, Y, Z