



# User Manual

For Designated Agents

*December 2009*



U.S. Citizenship  
and Immigration  
Services

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# 1.0 INTRODUCTION

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

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

## 1.1 ABOUT E-VERIFY: 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 1,000 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.

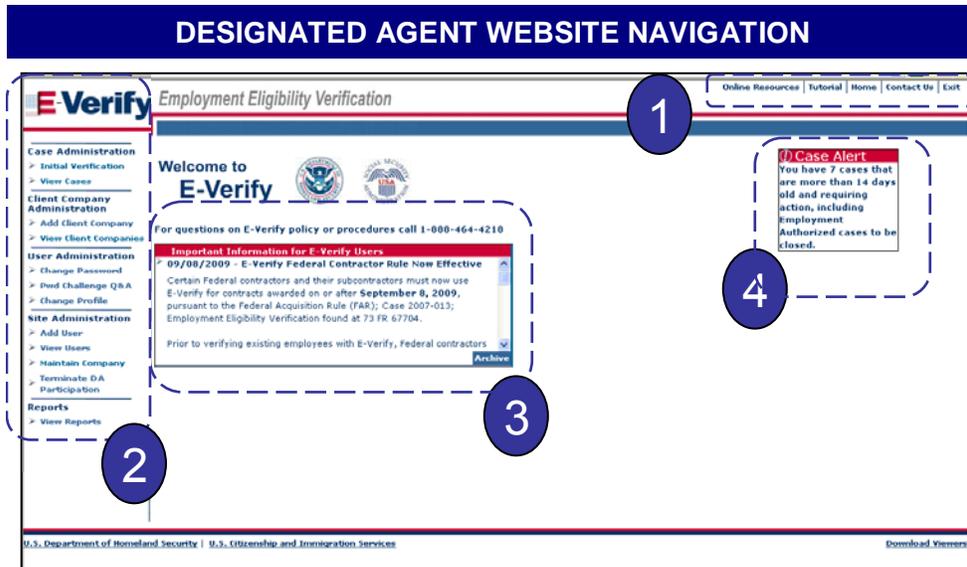
E-Verify works by comparing the information entered on an employee’s Form I-9 electronically with SSA and DHS records to verify the employment eligibility of each newly hired employee.

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 re-hire employees must be input 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 DESIGNATED AGENT WEBSITE NAVIGATION

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



1	<a href="#">Online Resources</a>   <a href="#">Tutorial</a>   <a href="#">Home</a>   <a href="#">Contact Us</a>   <a href="#">Exit</a>
2	<a href="#">Case Administration</a> <a href="#">Client Company Administration</a> <a href="#">User Administration</a> <a href="#">Site Administration</a> <a href="#">Reports</a>
3	<a href="#">Message Area</a>
4	<a href="#">Case Alerts</a>

Area 1 includes the following links: Online Resources, Tutorial, Home, Contact Us, and Exit. The table below outlines the information found when a user clicks on each link found in this area:

<b>AREA 1</b>	
<b>LINK</b>	<b>INFORMATION</b>
<b>Online Resources</b>	Provides additional information relating to employment verification and resources including: <ul style="list-style-type: none"> <li>• E-Verify Essentials</li> <li>• E-Verify Notices</li> <li>• Form I-9 Resources</li> <li>• Memoranda of Understanding (MOUs)</li> <li>• Immigration Related Resources for Employers</li> <li>• System Broadcast Activities</li> </ul>
<b>Tutorial</b>	Activates the E-Verify tutorial
<b>Home</b>	Presents the E-Verify user homepage
<b>Contact Us</b>	Displays the following contact information: <ul style="list-style-type: none"> <li>• DHS Verification System Help Desk 1 (800) 741-5023</li> <li>• Immigration Status Verifiers Hotline 1 (888) 897-7781</li> <li>• Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) Employer Hotline 1 (800) 255-7688 or 1 (800) 362-2735 (TDD)</li> <li>• USCIS Verification Division office of Customer Support 1 (888) 464-4218</li> </ul>
<b>Exit</b>	Logs you out and exits E-Verify. NOTE: If you do not Exit, E-Verify will consider you logged in

Area 2 contains E-Verify navigation options. The table below identifies the navigational links and menus. 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 2	
MENU	OPTION
<b>Case Administration</b>	<ul style="list-style-type: none"> <li>▶ <b>Initial Verification</b></li> <li>▶ <b>View Cases</b></li> </ul>
<b>Client Company Administration</b>	<ul style="list-style-type: none"> <li>▶ <b>Add Client Company</b></li> <li>▶ <b>View Client Companies</b></li> </ul>
<b>User Administration</b>	<ul style="list-style-type: none"> <li>▶ <b>Change Password</b></li> <li>▶ <b>Password (Pwd) Challenge Q&amp;A</b></li> <li>▶ <b>Change Profile</b></li> </ul>
<b>Site Administration</b> (Only Program Administrators have these options)	<ul style="list-style-type: none"> <li>▶ <b>Add User</b></li> <li>▶ <b>View Users</b></li> <li>▶ <b>Maintain Company</b></li> <li>▶ <b>Terminate Company Participation</b></li> </ul>
<b>Reports</b>	<ul style="list-style-type: none"> <li>▶ <b>View Reports</b></li> </ul>

Area 3 contains important updates on E-Verify, information affecting employment verification, and best practices and current events.

Area 4 displays "case alerts" for open cases requiring action. Case alerts inform Designated Agents when an action is required.

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

It is important to understand the difference between enrollment and registration. The table below distinguishes important factors of each.

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: 1-888-464-4218 E-mail: <a href="mailto:DAsupport@dhs.gov">DAsupport@dhs.gov</a>
---	--

If your company is enrolled and you need information on how to add additional users and their functions, see Section 7.0.

PARTICIPATION		
	ENROLLMENT	REGISTRATION
<b>Who</b>	Designated Agent or Client Company who wants to participate in E-Verify	User of a Designated Agent enrolled in E-Verify
<b>How</b>	Visit the E-Verify enrollment website at <a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a> to enroll.	<b>After initial enrollment:</b> 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.
<b>Why</b>	Designated Agents voluntarily enroll to verify the work authorization status of newly hired employees of their Client Companies. Generally, verification results are returned within three to five seconds.	Most enrolled Designated Agents have multiple employees who use the system to create verification cases. There is no limit on the number of users an enrolled Designated Agent can register to initiate verification cases.

To participate in E-Verify, Designated 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. Designated Agents must read and accept the electronic MOU which details the responsibilities of SSA, DHS, and the Designated Agent. The MOU is signed by the Designated 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 read the E-Verify MOU, visit Online Resources To obtain an original copy of the electronically signed MOU you MUST print it at the time that it is signed.
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To enroll in E-Verify, Designated Agents visit the enrollment website. This website guides Designated Agents through the enrollment process. For additional information on enrollment visit <http://www.dhs.gov/E-Verify> or E-Verify's Online Resources.

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

The table below provides additional information on each access method:

ACCESS METHOD	EXPLANATION
<b>Employer</b>	<p><b>My company plans to use E-Verify to verify its employees.</b></p> <p>Most E-Verify participants, regardless of their business size or structure, are registered under the Employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees.</p>
<b>Designated Agent (DA)</b>	<p><b>My company plans to use E-Verify on behalf of its clients to verify their employees.</b></p> <p>The Designated Agent (DA) 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>
<b>Corporate Administrator</b>	<p><b>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</b></p> <p>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>
<b>Web Services for Employer</b> <b>-or-</b> <b>Web Services for DA</b>	<p><b>My company plans to develop its own software to access E-Verify.</b></p> <p>The Web Services access method requires a company to develop software that interfaces with E-Verify to 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 databases. If a company chooses this option, it is sent the Employer Web Services Interface Control Document (ICD). The ICD contains the information used to develop and test your software interface. Both Designated Agents (DAs) and Employers are eligible use this access method.</p>

**REMI NDER**

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

## 1.4 OVERVIEW OF USER ROLES

Enrolled Designated 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. The table below provides an explanation of each user role.

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	PERMISSIONS
<b>Program Administrator</b> (at least one required)	A company must have at least one program administrator. The program administrator role includes functions of a general user. Permissions include: <ul style="list-style-type: none"><li>• Registering new users</li><li>• Creating user accounts for other Program Administrators and General Users</li><li>• Performing employment eligibility verifications</li><li>• Viewing reports</li><li>• Updating profile information for other program administrators and general users</li><li>• Unlocking user accounts</li></ul>
<b>General User</b> (optional)	A company can have as many General Users as it desires but is not required to have General Users. Permissions include: <ul style="list-style-type: none"><li>• Performing employment eligibility verifications</li><li>• Viewing reports</li><li>• Updating his/her own user profile</li></ul>

## 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.

See the specific rules and responsibilities below that all E-Verify users must follow. Many of these requirements are the ultimate responsibility of the DA's Client Companies. Representatives at each Client Company should be instructed to adhere to the following guidelines in conjunction with responsibilities outlined in the Designated Agent Client Company E-Verify MOU.

### ALL E-VERIFY USERS:

#### MUST

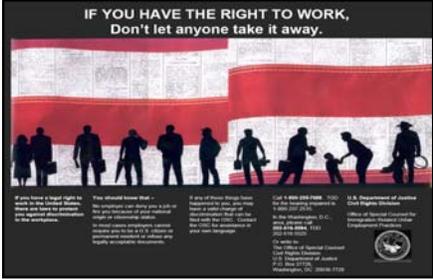
- ✓ Follow E-Verify procedures for all new hires while enrolled/participating in E-Verify
- ✓ Notify all job applicants of E-Verify participation
- ✓ Clearly display both the English and Spanish **Notice of E-Verify Participation** and the **Right to Work** poster (s)
- ✓ Complete the Employment Eligibility Verification, Form I-9 for each newly hired employee before creating a case in E-Verify
- ✓ Ensure that all Form I-9 List B identity documents bear a photograph
- ✓ Create a verification 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 a Tentative Nonconfirmation (TNC) (Section 3.0)
- ✓ Allow newly hired employees to start and continue working during the E-Verify work verification process, even if they receive a Tentative Nonconfirmation (TNC) (Section 3.0)
- ✓ Ensure that all personally identifiable information is safeguarded

#### MUST NOT

- ✗ Use E-Verify to prescreen applicants for employment
- ✗ Check employment eligibility for employees hired before their company signed the MOU
- ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a Final Nonconfirmation (FNC) (Section 4.0)
- ✗ 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 Company is enrolled, Designated Agents are required to print and provide to the Client Company 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 Companies at the hiring location. The

notices are found in the E-Verify user webpage in Online Resources (see Section 1.2). Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

<b>E-VERIFY PARTICIPATION / ENROLLMENT NOTIFICATION</b>	
<p><i>English &amp; Spanish</i> <b>Notice of E-Verify Participation</b></p>	<p><b>Right to Work Poster</b></p>
 <p><b>This Employer Participates in E-Verify</b></p> <p><b>E-Verify</b></p> <p><b>NOTICE</b></p> <p><b>Provided by DHS</b></p>	 <p><b>IF YOU HAVE THE RIGHT TO WORK, Don't let anyone take it away.</b></p> <p><i>Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices</i></p>

## 1.6 PRIVACY 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 Designated 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. It is required that companies comply with the Privacy Act and other applicable laws and regulations. Noncompliance may be subject to criminal penalties.

At a minimum, take the steps outlined in the table below to protect personal information and comply with the appropriate regulations:

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

### REMINDER

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\* Ensure that all personally identifiable information (PII) is safeguarded

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## 2.0 CLIENT COMPANY ADMINISTRATION

The Client Company Administration menu is available in Area 2 of the E-Verify home page. This menu is only available to Designated Agents and enables Designated Agents to:

- Enroll new Client Companies
- View and update Client Company information
- View Client Company MOU
- Terminate existing Client Companies

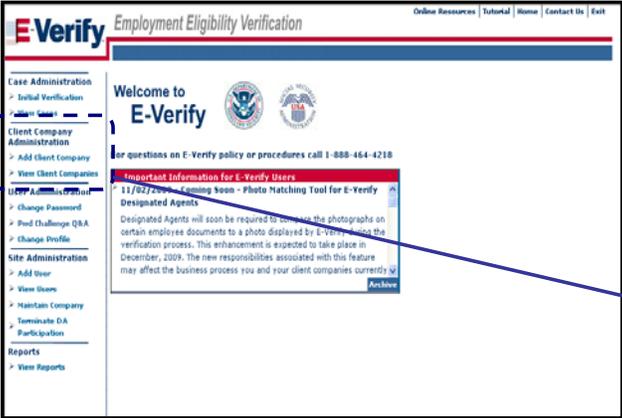
Designated Agents must enroll their Client Companies before they can initiate cases for them in E-Verify.

### 2.1 CLIENT COMPANY ENROLLMENT

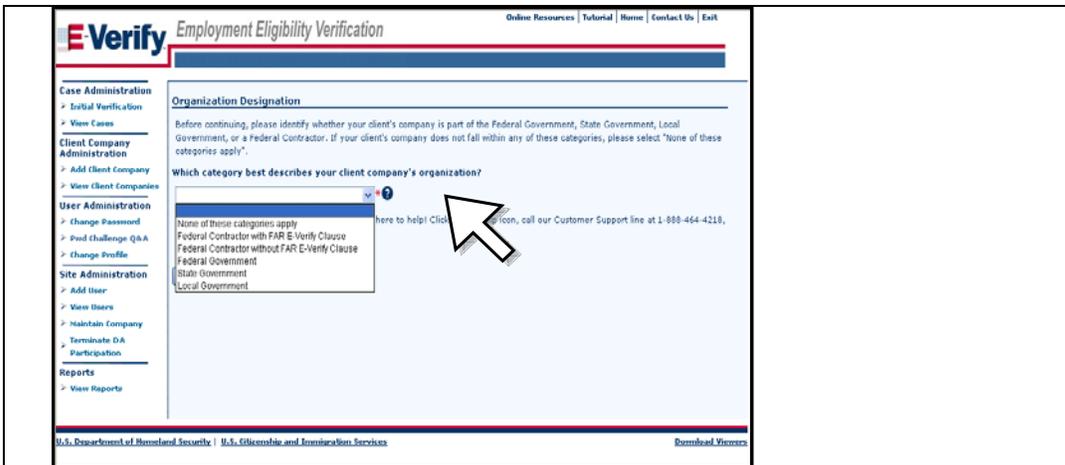
Before you can start verifying employees for your clients, each Client Company must be enrolled in E-Verify. The steps for enrolling a new Client Company are listed below.

**NEW CLIENT COMPANY ENROLLMENT - PROCESS OVERVIEW**

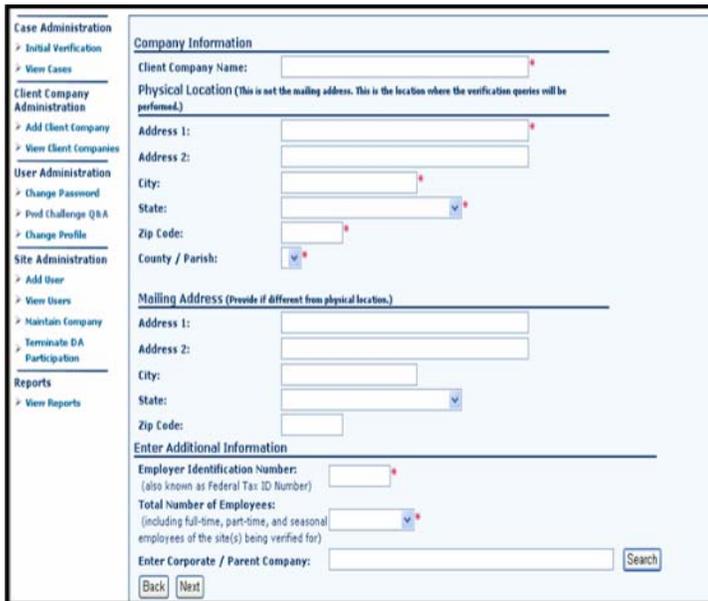
► Select “Add Client Company” from the Client Company Administration menu.



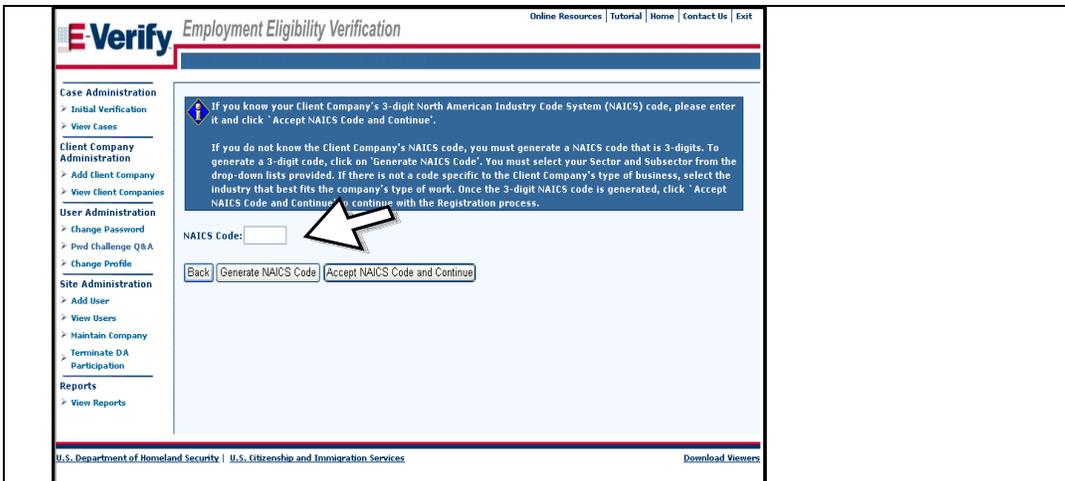
► Choose which category best describes your Client Company's organization on the Organization Designation page.



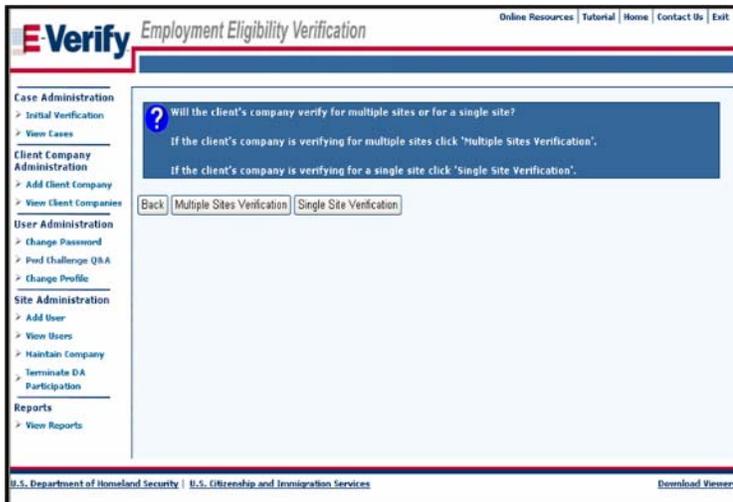
- ▶ Enter information for your Client Company. This information includes Client Company Name, physical location, mailing address, Employee Identification Number (EIN), number of employees, and Parent Company. In E-Verify, a red asterisk (\*) to the right of a text box indicates a required field.



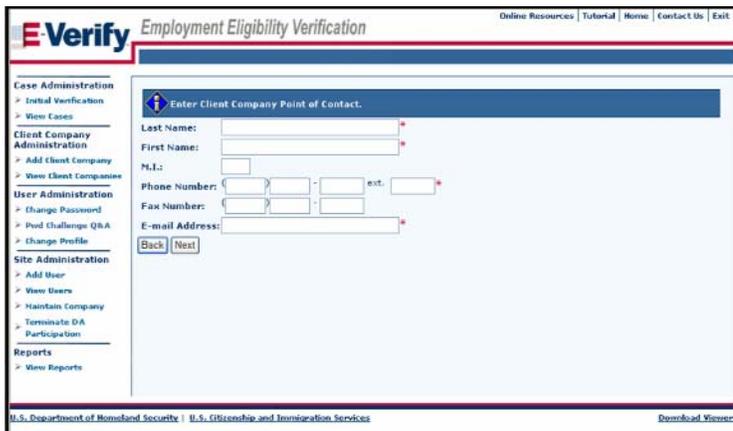
- ▶ Enter the North American Industry Classification System (NAICS) code, and click "Accept NAICS Code and Continue" to continue. IF you do not know the Client Company's NAICS code, you must generate a NAICS code that is 3-digits. To generate a 3-digit code, click on "Generate NAICS Code." You must select 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 enrollment process.



- ▶ Select “Single Site Verification” or “Multiple Sites Verification” for the Client Company.



- ▶ Enter the primary point of contact for the Client Company. After you have entered the point of contact, the next screen displays the point of contact information, and you may edit the information as necessary.



- ▶ Review the company information and select “Register Employer.”

<ul style="list-style-type: none"> <li>Case Administration <ul style="list-style-type: none"> <li>Initial Verification</li> <li>View Cases</li> </ul> </li> <li>Client Company Administration <ul style="list-style-type: none"> <li>Add Client Company</li> <li>View Client Companies</li> </ul> </li> <li>User Administration <ul style="list-style-type: none"> <li>Change Password</li> <li>Pend Challenge Q&amp;A</li> <li>Change Profile</li> </ul> </li> <li>Site Administration <ul style="list-style-type: none"> <li>Add User</li> <li>View Users</li> <li>Maintain Company</li> <li>Terminate DA Participation</li> </ul> </li> <li>Reports <ul style="list-style-type: none"> <li>View Reports</li> </ul> </li> </ul>	<b>Company Information</b>	
	Client Company Name:	ABC Test Company <span style="float: right;"><a href="#">View / Edit</a></span>
	<b>Physical Location:</b>	
	Address 1:	555 5th Street
	Address 2:	
	City:	Washington
	State:	DC
	Zip Code:	22202
	County:	DISTRICT OF COLUMBIA
	Employer Identification Number:	123456789
Total Number of Employees:	1 to 4	
Corporate / Parent Company:		
<b>Organization Designation:</b>		
Client Company Category:	None of these categories apply	
NAICS Code:	721 - ACCOMMODATION <span style="float: right;"><a href="#">View / Edit</a></span>	
Total Hiring Sites:	1 <span style="float: right;"><a href="#">View / Edit</a></span>	
Total Points of Contact:	<span style="float: right;"><a href="#">View / Edit</a></span>	
<a href="#">Register Employer</a>		

► To complete the enrollment process, select “Generate MOU.” The Designated Agent – Client Memorandum of Understanding (MOU) will appear and must be printed and provided to the Client Company.

**E-Verify** *Employment Eligibility Verification* Online Resources | Tutorial | Home | Contact Us | Exit

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<ul style="list-style-type: none"> <li>Case Administration <ul style="list-style-type: none"> <li>Initial Verification</li> <li>View Cases</li> </ul> </li> <li>Client Company Administration <ul style="list-style-type: none"> <li>Add Client Company</li> <li>View Client Companies</li> </ul> </li> <li>User Administration <ul style="list-style-type: none"> <li>Change Password</li> <li>Pend Challenge Q&amp;A</li> <li>Change Profile</li> </ul> </li> <li>Site Administration <ul style="list-style-type: none"> <li>Add User</li> <li>View Users</li> <li>Maintain Company</li> <li>Terminate DA Participation</li> </ul> </li> <li>Reports <ul style="list-style-type: none"> <li>View Reports</li> </ul> </li> </ul>	<p><b>Generate MOU</b> <span style="margin-left: 20px;"><a href="#">Close</a></span></p>
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U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services [Download View](#)

► Enrollment is not complete until you provide the MOU to the Client Company, and the Client Company signs the MOU.

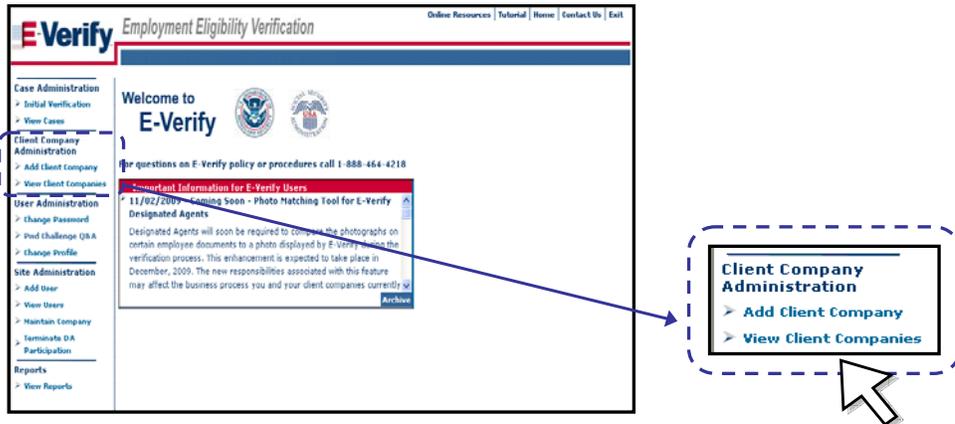
The MOU may be provided to the Client Company by fax, mail, or email. Designated Agents must determine the best method to complete this step and obtain the Client Company signature.

When the Client Company has signed the MOU, the signed signature page of the MOU must be submitted to E-Verify. Designated Agents can submit the signature page through scan, upload, and electronic submission in E-Verify. The signature page must be in the form of a GIF file.

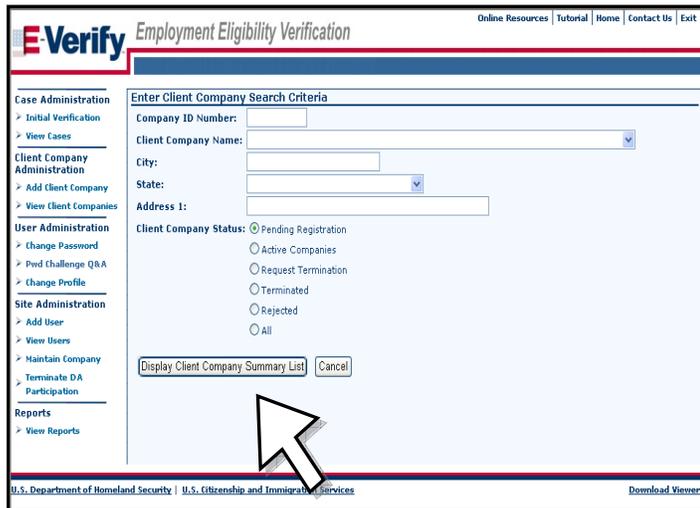
The steps for electronic submission of the signed Client Company MOU are listed on the next pages.

## ELECTRONIC SUBMISSION OF MOU SIGNATURE PAGE – PROCESS OVERVIEW

- ▶ Select “View Client Companies” from the Client Company Administration menu.



- ▶ Enter the Client Company search criteria and select the radio button for pending registration. Select “Display Client Company Summary List.”



- ▶ The next screen will display a list of pending Client Companies. Select “Edit” for the appropriate Client Company.
- ▶ Ensure all the information for the Client Company is accurate and select “Upload Signature Page.”

<b>Case Administration</b> > Initial Verification > View Cases <b>Client Company Administration</b> > Add Client Company > View Client Companies <b>User Administration</b> > Change Password > Prod Challenge Q&A > Change Profile <b>Site Administration</b> > Add User > View Users > Maintain Company > Terminate DA Participation <b>Reports</b> > View Reports	<b>Company Information</b> Client Company Name: ABC Test Company <a href="#">View / Edit</a> Client ID Number: 277653	
	<b>Physical Location:</b> Address 1: 555 5th Street Address 2: City: Washington State: DC Zip Code: 22202 County: DISTRICT OF COLUMBIA	<b>Mailing Address:</b> Address 1: Address 2: City: State: Zip Code:
	Employer Identification Number: 123456789 Total Number of Employees: 1 to 4 Corporate / Parent Company:	
	<b>Organization Designation:</b> Client Company Category: None of these categories apply	
	NAICS Code: 721 - ACCOMMODATION <a href="#">View / Edit</a>	
	Total Hiring Sites: 1 <a href="#">View / Edit</a>	
	Total Points of Contact: 1 <a href="#">View / Edit</a>	
	<a href="#">Return to Company List</a> <a href="#">View MOU and Agency Agreement</a> <a href="#">Upload Signature Page</a>	

► Enter the date the MOU was signed by the Client Company, attach the signature page, and select “Submit Electronic Document.”

<b>E-Verify</b> Employment Eligibility Verification <b>Case Administration</b> > Initial Verification > View Cases <b>Client Company Administration</b> > Add Client Company > View Client Companies <b>User Administration</b> > Change Password > Prod Challenge Q&A > Change Profile <b>Site Administration</b> > Add User > View Users > Maintain Company > Terminate DA Participation <b>Reports</b> > View Reports	Online Resources   Tutorial   Home   Contact Us   Exit <div style="border: 1px solid blue; padding: 5px; background-color: #e0e0e0;"> <p>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.</p> </div> Date client company signed MOU: <input type="text"/> *
	Select the GIF file of the signature page to upload: <input type="text"/> <a href="#">Browse...</a> ?
	<input type="button" value="Submit Electronic Document"/> <input type="button" value="Cancel"/> (Maximum file size is 1572864 bytes)

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

## 2.2 MAINTAIN CLIENT COMPANY INFORMATION

Program Administrators can update Client Company information in E-Verify by performing the steps below. If a Program Administrator needs to make changes to the Client Company Information, Physical Location, Organization Designation, NAICS Code, Hiring Sites, or Point of Contact list, he or she can update the information under the View Client Company menu.

### UPDATE CLIENT COMPANY INFORMATION – PROCESS OVERVIEW

- ▶ Select “View Client Companies” from the Client Company Administration menu.

The screenshot shows the E-Verify 'Client Company Administration' menu. The 'View Client Companies' option is highlighted with a red box. A blue arrow points from this box to a callout box on the right. The callout box contains the text 'Client Company Administration' and two options: 'Add Client Company' and 'View Client Companies', with a white arrow pointing to the 'View Client Companies' option.

- ▶ Enter the Client Company search criteria and select “Display Client Company Summary List.”
- ▶ Select “Edit” for the appropriate Client Company.
- ▶ To modify any section of the Company Information page, select “View/Edit” in the section you want to modify, i.e. Company Name and Physical Location, NAICS Code, Total Hiring Sites and Total Points of Contact.

The screenshot shows the E-Verify 'Company Information' page. The page is divided into sections: Company Information, Physical Location, Mailing Address, Organization Designation, and NAICS Code. Each section has a 'View / Edit' button. A white arrow points to the 'View / Edit' button for the Mailing Address section.

<b>Company Information</b>	Client Company Name: ABC Test Company	<a href="#">View / Edit</a>
	Client ID Number: 220796	
<b>Physical Location:</b>	Address 1: 490 L'Enfant Plaza East	<b>Mailing Address:</b>
	Address 2:	Address 1:
	City: Washington	Address 2:
	State: DC	City:
	Zip Code: 20529	State:
	County: DISTRICT OF COLUMBIA	Zip Code:
	Employer Identification Number: 123456789	
	Total Number of Employees: 1 to 4	
	Corporate / Parent Company:	
<b>Organization Designation:</b>	Client Company Category: None of these categories apply	
	NAICS Code: 237 - HEAVY AND CIVIL ENGINEERING CONSTRUCTION	<a href="#">View / Edit</a>
	Total Hiring Sites: 1	<a href="#">View / Edit</a>
	Total Points of Contact: 1	<a href="#">View / Edit</a>
	<a href="#">View MOU Signature Page</a>	
	<a href="#">Return to Company List</a>   <a href="#">View MOU and Agency Agreement</a>	

- ▶ Make the required changes and select “Submit.”

## MAINTAIN COMPANY INFORMATION FIELDS

There are many fields that can be updated in Maintain Company Information. For additional information on each field, read below:

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

## 2.3 VIEW CLIENT COMPANY MOU

Program Administrators can view the MOU signature page for each Client Company enrolled in E-Verify. A blank MOU template is also available to Program Administrators. Follow the steps below to view the MOU and MOU signature page:

- ▶ Select “View Client Companies” from the Client Company Administration menu.
- ▶ Enter the Client Company search criteria and select “Display Client Company Summary List.”
- ▶ Select “Edit” for the appropriate Client Company.
- ▶ Select the hyperlink “View MOU Signature Page” to view an electronic copy of the signature page signed by both you as the Designated Agent and your Client Company.



The screenshot displays the 'Company Information' page for 'ABC Test Company'. The page is divided into several sections: 'Physical Location', 'Mailing Address', 'Organization Designation', and 'NAICS Code'. A white arrow points to the 'View MOU Signature Page' link at the bottom of the page. The 'View / Edit' buttons are visible next to several fields.

Company Information	
Client Company Name:	ABC Test Company <a href="#">View / Edit</a>
Client ID Number:	220796
<b>Physical Location:</b>	
Address 1:	490 Lenfant Plaza East
Address 2:	
City:	Washington
State:	DC
Zip Code:	20529
County:	DISTRICT OF COLUMBIA
<b>Mailing Address:</b>	
Address 1:	
Address 2:	
City:	
State:	
Zip Code:	
<b>Organization Designation:</b>	
Client Company Category:	None of these categories apply
NAICS Code:	237 - HEAVY AND CIVIL ENGINEERING CONSTRUCTION <a href="#">View / Edit</a>
Total Hiring Sites:	1 <a href="#">View / Edit</a>
Total Points of Contact:	1 <a href="#">View / Edit</a>
<a href="#">View MOU Signature Page</a>	
<a href="#">Return to Company List</a> <a href="#">View MOU and Agency Agreement</a>	

- ▶ Select the “View MOU and Agency Agreement” to view a blank version of the MOU.



The screenshot displays the 'Company Information' page for 'ABC Test Company'. The page is divided into several sections: 'Physical Location', 'Mailing Address', 'Organization Designation', and 'NAICS Code'. A white arrow points to the 'View MOU and Agency Agreement' link at the bottom of the page. The 'View / Edit' buttons are visible next to several fields.

Company Information	
Client Company Name:	ABC Test Company <a href="#">View / Edit</a>
Client ID Number:	220796
<b>Physical Location:</b>	
Address 1:	490 Lenfant Plaza East
Address 2:	
City:	Washington
State:	DC
Zip Code:	20529
County:	DISTRICT OF COLUMBIA
<b>Mailing Address:</b>	
Address 1:	
Address 2:	
City:	
State:	
Zip Code:	
<b>Organization Designation:</b>	
Client Company Category:	None of these categories apply
NAICS Code:	237 - HEAVY AND CIVIL ENGINEERING CONSTRUCTION <a href="#">View / Edit</a>
Total Hiring Sites:	1 <a href="#">View / Edit</a>
Total Points of Contact:	1 <a href="#">View / Edit</a>
<a href="#">View MOU Signature Page</a>	
<a href="#">Return to Company List</a> <a href="#">View MOU and Agency Agreement</a>	

## 2.4 TERMINATE CLIENT COMPANY PARTICIPATION

To request termination of Client Company participation in E-Verify, perform the steps below. If the Client 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 CLIENT COMPANY PARTICIPATION – PROCESS OVERVIEW

- ▶ Select "View Client Companies" from the Client Company Administration menu.
- ▶ Enter the Client Company search criteria and select "Display Client Company Summary List."
- ▶ Select "Terminate" for the appropriate Client Company.

**Employment Eligibility Verification** Online Resources | Tu

You are viewing client companies 1-4 of 4

**Client Company List**

Previous Next

	<u>Company ID Number</u>	<u>Client Company Name</u>	<u>City</u>	<u>State</u>	<u>Address1</u>	<u>Status</u>	<u>MOU Sign Date</u>
<input type="button" value="Edit"/>	220796	ABC Test Company	Washington	DC	490 LEnfant Plaza East	ACTIVE	06/12/2009

- ▶ Enter the reason for termination in the "Terminate Request Reason" field.
- ▶ Select "Request Client Termination."

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Are you sure you want to request termination of ABC Test Company's access to E-Verify?

**Client Termination Request Information**

Client Company Name: ABC Test Company  
 Employer Identification Number: 123456789  
 City: Washington  
 State: DC  
 Corporate / Parent Company:  
 MOU Sign Date: 06/12/2009  
 Termination Request Date: 11/13/2009  
 Termination Request Reason:

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

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

## 3.0 INITIAL VERIFICATION

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

The E-Verify employment eligibility 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 databases.

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 determines case results based on information compared with SSA and DHS databases. Case results can be initial, interim, or final. Every case created in E-Verify receives a final case result before it is completed/resolved, and every case must be completed/resolved.

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 days of hiring a new employee 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 a Designated 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 Designated Agents and Designated 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 Online 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. local time 1-888-464-4218.

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Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security Number (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. This will delay the three day requirement to create a case in E-Verify. Employers must note the reason

for this delay on the employee's Form I-9 and create a case in E-Verify as soon as the employee has received an assigned SSN from SSA.

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.

#### 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 documents MUST contain a photograph

### 3.2 INITIATE E-VERIFY CASE

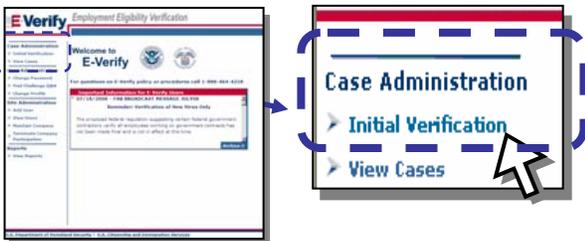
The next step is to initiate a case in E-Verify. An E-Verify case must be initiated no later than the end of three business days after the employee begins work for pay. The hire date is the date the employee began work for pay as entered into the Section 2 Certification on Form I-9. The earliest an E-Verify case can be initiated is when the employee accepts an offer of employment and a Form I-9 is complete. If Form I-9 has been completed and you are initiating a case in E-Verify before the employee begins work for pay, enter today's date.

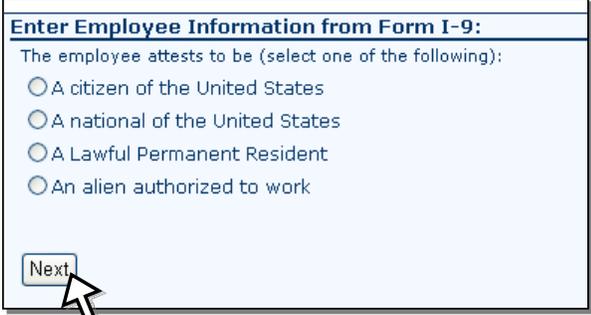
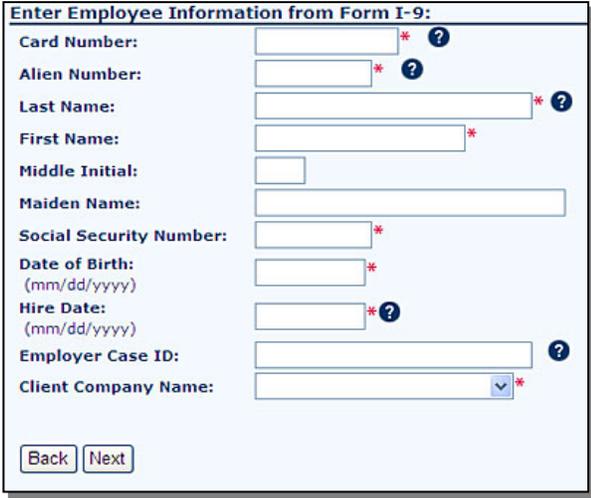
Employees hired before November 6, 1986, are neither subject to the Form I-9 nor verification through E-Verify.

To initiate a case in E-Verify take the information that the employee completed on their Form I-9 and enter it into E-Verify. Designated Agents must obtain this information from their clients in order to initiate 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 the Initial Verification Steps below. Submitting an Initial Verification creates a case in E-Verify.

**INITIAL VERIFICATION STEPS**

1 From the E-Verify Welcome page – find Case Administration and select:  
▶ **Initial Verification**



<p><b>2</b></p>	<p>From Section 1 of the employee's Form I-9, chose the correct option button.</p> <ul style="list-style-type: none"> <li>• <b>A citizen of the United States</b></li> <li>• <b>A national of the United States</b></li> <li>• <b>A Lawful Permanent Resident</b></li> <li>• <b>An alien authorized to work</b></li> </ul> <p>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 "Next."</p>	
<p><b>3</b></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>Then select "Next."</p> <p><b>Employer Case ID</b> is an optional field for users that wish to assign an internal tracking code to a case.</p>	



**Alien Numbers and Form I-94 Numbers are NOT the same.**

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.

*For example:* Enter the alien number A1234567 as 001234567

Arrival -Departure Record (Form I-94) numbers consist of 11 digits found in bold print at the top of the Form I-94.

**REMINDER**

- \* Client Companies must complete Form I-9 for each new employee before a DA can create a case in E-Verify.
- \* Create a verification case for all newly hired employees no later than the 3rd business day after they start work for pay.

### 3.3 INITIAL CASE RESULTS

The information entered into E-Verify is checked against records found in the SSA and DHS databases. After this information is entered and submitted, a result for each case is displayed. The location of the case result is shown in the figure below:

The screenshot displays the 'Employment Eligibility Verification' interface. At the top, it shows 'Case Verification Number: 2008347184052QE'. Below this is a section for 'Initial Verification' with the following details:

Last Name:	Jefferson	First Name:	Thomas
Middle Initial:		Maiden Name:	
Social Security Number:		Date of Birth:	04/20/1962
Hire Date:	07/25/2007	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Client Company Name:	Client Company Two		
Initiated By:		Initiated On:	12/12/2008

Below the verification details is the 'Initial Verification Results' section, which shows 'Initial Eligibility: EMPLOYMENT AUTHORIZED'. A dashed blue box highlights this result, and a mouse cursor points to it. Below the results is a 'Case Documents for Printing' section with a 'Case Details' link and 'Resolve Case' and 'Close' buttons.

If the information entered does not immediately match SSA or DHS database records, a screen appears to confirm if the information entered is correct. If the Designated Agent confirms that the information presented is correct, they select "Continue Verification." If the Designated Agent has made a mistake, they choose "Resolve Case" and follow the steps outlined in Section 5.2 Resolve Case.

The initial case results are dependent on the information retrieved from the SSA and DHS databases. There are three possible initial case results, listed below:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.5
- ◆ SSA TENTATIVE NONCONFIRMATION, Section 4.1
- ◆ DHS VERIFICATION IN PROCESS, Section 4.3

Each case result requires different actions or steps to continue or resolve the case. These actions are outlined on the case result section throughout this manual.

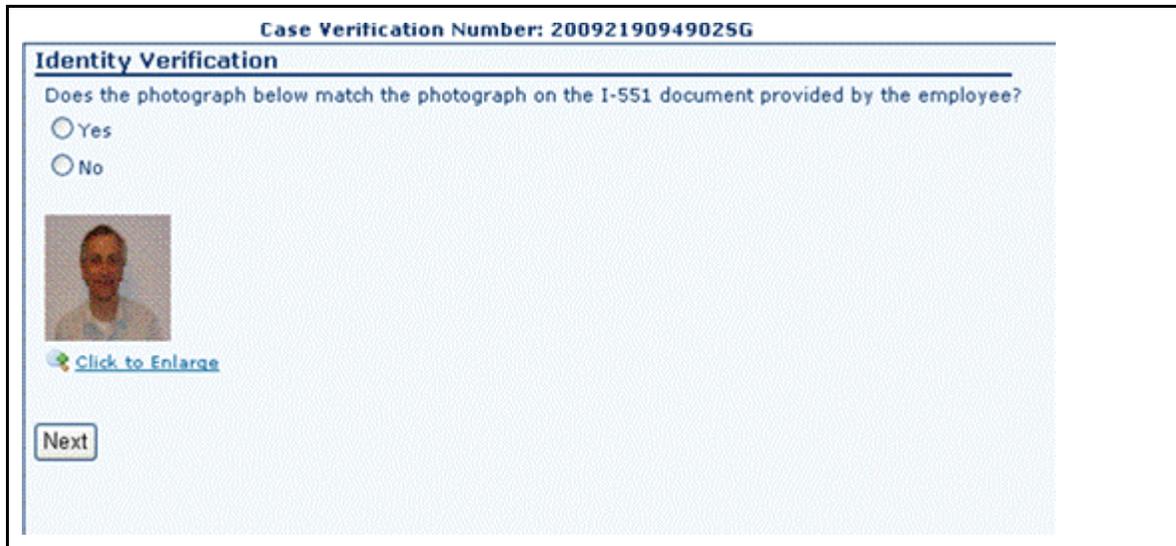
### 3.4 E-VERIFY PHOTO MATCHING

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

The photo matching step occurs automatically when you perform a verification case for an employee that has presented a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for their Form I-9 documentation. When the employee presents either of these two 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 a Designated Agent, you must obtain a copy of the employee's document in order to match the photos. Designated 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.

Designated Agents or their clients must **not** compare the photo displayed by E-Verify to the employee directly. The direct comparison between the document and the individual happens during Form I-9 completion, prior to E-Verify.



- **Yes:** This means the photo on the employee’s document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- **No:** This means the photo on the employee’s document is not identical to the photo displayed by E-Verify, even if it looks like the same person.

After a selection is made, a case result will display one of the following:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.5
- ◆ DHS VERIFICATION IN PROCESS, Section 4.3
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 4.4

#### REMINDER

- \* Employees always have a choice of which acceptable documents to present for Form I-9 completion
- \* Photocopies must be made of all Forms I-551 and I-766 presented by employees
- \* The photo will display automatically in E-Verify during the verification process
- \* Only compare photo to photo
- \* The photos must be identical in order to be considered a “match”

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

### 3.5 EMPLOYMENT AUTHORIZED

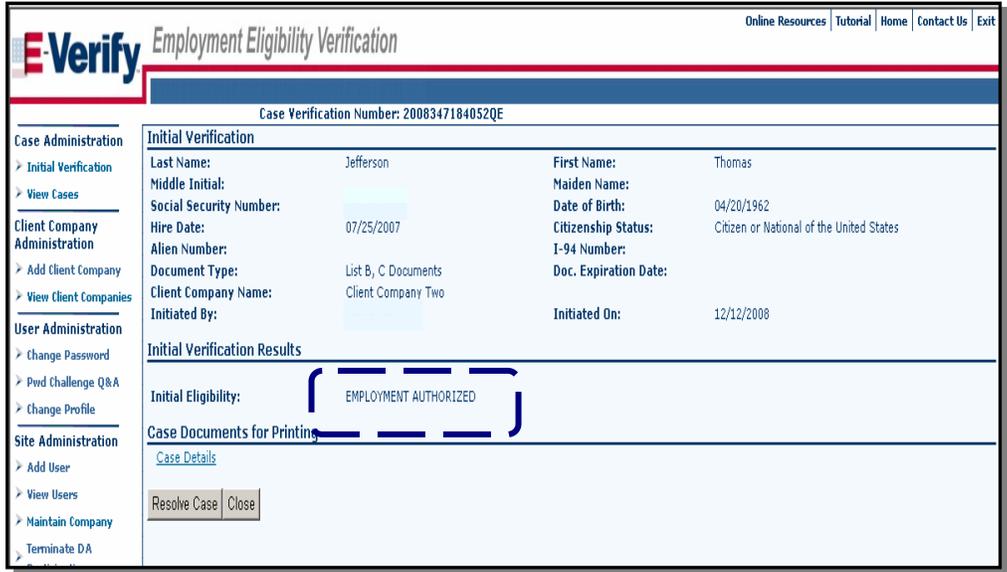
An initial case result of “Employment Authorized” means that the information entered into E-Verify matched with the records in the DHS and/or SSA databases and that E-Verify verified the work eligibility for the employee entered. It is that easy! However, a case that is “Employment Authorized” is incomplete until it is resolved/completed. See Section 5.2 Resolve 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 resolve/complete the case in E-Verify. It is the most common and simple case result in E-Verify.

Follow the steps outlined in the “Employment Authorized” process overview below:

**EMPLOYMENT AUTHORIZED - PROCESS OVERVIEW**

► Receive case result “Employment Authorized.”



The screenshot displays the E-Verify Employment Eligibility Verification interface. At the top, it shows the E-Verify logo and navigation links: Online Resources, Tutorial, Home, Contact Us, and Exit. Below the header, the Case Verification Number is 2008347184052QE. The interface is divided into several sections:

- Case Administration:** Includes links for Initial Verification, View Cases, Client Company Administration, Add Client Company, View Client Companies, User Administration, Change Password, Pwd Challenge Q&A, Change Profile, Site Administration, Add User, View Users, Maintain Company, and Terminate DA.
- Initial Verification:** Displays personal and employment details for Jefferson Thomas, including Social Security Number, Date of Birth (04/20/1962), Citizenship Status (Citizen or National of the United States), Hire Date (07/25/2007), and Document Type (List B, C Documents).
- Initial Verification Results:** Shows the result "EMPLOYMENT AUTHORIZED" in a blue box, which is highlighted by a dashed blue rectangle.
- Case Documents for Printing:** Includes a link for Case Details and buttons for Resolve Case and Close.

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

► Resolve Case.

A case result of “Employment Authorized” requires the important step to resolve/complete the case. You must resolve/complete each case; this does not happen automatically. Resolving the case removes it from the active cases or the “cases requiring action” list. To resolve each case, follow the steps outlined in Section 5.2 Resolve Case.

## **SUMMARY**

### **DESIGNATED 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.
- Resolve Case.

### **EMPLOYEE ACTION**

- NONE

### 3.6 REQUEST ADDITIONAL VERIFICATION

In some cases E-Verify generates a case result of “Employment Authorized,” but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the DHS databases. 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 an additional verification by following the steps outlined in the Process Overview below:

**REQUEST ADDITIONAL VERIFICATION - PROCESS OVERVIEW**

- ▶ Check the information in E-Verify against Form I-9.
- ▶ Select “Request Additional Verification.” If no additional verification is required select “Resolve Case.”

**Initial Verification Results**

Last Name:	HERRERA LOMELI
Initial Eligibility	EMPLOYMENT AUTHORIZED

**Case Documents for Printing**

[Case Details](#)

- ▶ Input specific reason for the additional verification request into the comments field.
- ▶ Select “Submit Additional Verification.”
- ▶ The case result displays “DHS Verification In Process.”
- ▶ Follow steps outlined in “DHS Verification In Process” for next steps

The case result shows:

- ◆ DHS VERIFICATION IN PROCESS, Section 4.3

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

#### SUMMARY

##### DESIGNATED AGENT ACTION

- Determine if an additional verification is required (if not, “Resolve Case”).
- Select “Request Additional Verification.”
- Input reason for additional verification request in comments field.
- Select submit.
- Wait to hear back from DHS and follow steps outlined in “DHS Verification in-Process.”

##### EMPLOYER ACTION

- NONE

## 4.0 INTERIM CASE STATUS

---

An interim case status requires additional action before E-Verify can provide a final case result and you can complete the process. 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 database records. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

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

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

### 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 error

The employee must be notified of this result as soon as possible by following the steps in "Notify Employee of SSA TNC" below:

#### NOTIFY EMPLOYEE OF SSA TNC

You must instruct the employer to inform the employee of the SSA TNC case result as soon as possible.

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 initiate contact with SSA.

If the employee chooses not to contest, he or she acknowledges that the employer may terminate employment without legal consequences.

If the employee chooses to accept the case result and take no further action, then the Designated Agent can resolve/complete the case in E-Verify and the employer can terminate employment without penalty. See Section 5.2 Resolve Case.

To notify an employee of the SSA TNC case result, follow the steps outlined in the Process Overview below:

## NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

- ▶ Receive SSA TNC case result.
- ▶ Inform the Client Company (employer) of the SSA TNC.
- ▶ Select “Notification to Employee – Social Security Administration Tentative Nonconfirmation” – in English or Spanish.

Initial Verification			
Last Name:	Jefferson	First Name:	Thomas
Middle Initial:		Maiden Name:	
Social Security Number:	*****	Date of Birth:	04/20/1962
Hire Date:	12/02/2009	Citizenship Status:	Citizen of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Client Company Name:	Client Company 1		
Initiated By:	GSAN6980	Initiated On:	12/02/2009
Initial Verification Results			
Initial Eligibility:	<div style="border: 2px dashed blue; padding: 5px; display: inline-block;">           SSA TENTATIVE NONCONFIRMATION            SSN does not match         </div>		
Case Documents for Printing			
<a href="#">Case Details</a> <a href="#">Notification to Employee - Social Security Administration Tentative Nonconfirmation (English version)</a> <a href="#">Notification to Employee - Social Security Administration Tentative Nonconfirmation (Spanish version)</a>			
<input type="button" value="Initiate SSA Referral"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

- ▶ SSA TNC Notice appears in a new window.
- ▶ Confirm that the name and SSN listed on the top of the notice are correct.
- ▶ Print SSA TNC Notice (English or Spanish).
- ▶ Send the SSA TNC Notice to the employer as soon as possible. At this point it is the employer’s responsibility to communicate the SSA TNC with the employee.
- ▶ Employer must review and explain notice to employee; instructions are found on page one of the SSA TNC Notice.
- ▶ Employer must ask the employee if they choose to contest or not contest the SSA TNC and indicate their choice on the Notice.
- ▶ Employer must sign and date the notification and ensure the employee signs and dates the notification.
- ▶ Employer must keep original signed SSA TNC notification on file with Form I-9 and send a copy to the Designated Agent.
- ▶ If employee decides to contest, follow steps in “Refer Employee to SSA.” If employee decides not to contest, follow steps in “Resolve Case.”

## **SUMMARY**

### **DESIGNATED 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.

### **EMPLOYER 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.
- Send copy of signed SSA TNC Notice to Designated 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 Designated 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. See the Refer to SSA Process Overview below for an outline of these steps.

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 start of the eight days begins on the date printed on the SSA Referral Letter.

Employers may not fire, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee during the time they are contesting a case result.

To refer an employee to visit a SSA field office, Designated Agents follow the steps outlined below in the Process Overview:

**REFER EMPLOYEE TO SSA – PROCESS OVERVIEW**

► Select “Initiate SSA Referral.”

Case Verification Number: 2009336131335XK

Initial Verification	
Last Name:	Jefferson
Middle Initial:	
Social Security Number:	
Hire Date:	12/02/2009
Alien Number:	
Document Type:	List B, C Documents
Client Company Name:	Client Company 1
Initiated By:	GSAN6980
First Name:	Thomas
Maiden Name:	
Date of Birth:	04/20/1962
Citizenship Status:	Citizen of the United States
I-94 Number:	
Doc. Expiration Date:	
Initiated On:	12/02/2009

**Initial Verification Results**

Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN does not match
----------------------	---

**Case Documents for Printing**

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

Initiate SSA Referral | Resolve Case | Close

► Select “Notified.”

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

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

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



- ▶ If “Not Notified” is selected, the employer actions are halted until the employee is notified of the SSA TNC case result. A SSA TNC does NOT mean an employee is not authorized to work in the United States.
- ▶ SSA Referral Letter appears in a new window.
- ▶ Confirm that the name and SSN listed on the top of the letter are correct.
- ▶ Print the SSA Referral Letter (English or Spanish).
- ▶ Send the SSA Referral Letter to the employer as soon as possible.
- ▶ Employer must review and explain the next steps to the employee - instructions to the employer are on page one of the SSA Referral Letter and employee instructions are on page two.
- ▶ Employer must sign and date the notification and ensure the employee signs and dates the notification.
- ▶ Employer must give a copy of the signed SSA Referral Letter to the employee and file the original letter with Form I-9.
- ▶ Employee has eight federal government work days to visit an SSA field office.
- ▶ You must check E-Verify regularly for case updates and follow steps based on next case result.

**IMPORTANT:** The employer may not ask the employee for additional evidence or confirmation that SSA resolved his or her case.

SSA has 15 federal government workdays to update the case result in E-Verify. You should check the case status in E-Verify after 15 federal work days. A case referred to SSA is updated with one the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.5
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1
- ◆ SSA CASE IN CONTINUANCE, Section 4.5
- ◆ DHS VERIFICATION IN PROCESS , Section 4.3
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 4.2

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

## SUMMARY

### DESIGNATED AGENT ACTION

- If employee chooses to contest SSA TNC, initiate SSA Referral.
- Ensure that the information on the SSA Referral Letter is correct.
- Review and print the SSA Referral Letter and send to the employer.
- Check E-Verify for case status updates.
- Resolve Case.

### EMPLOYER 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 resubmit the case by following the steps provided in the Process Overview below:

### RESUBMIT CASE – PROCESS OVERVIEW

- ▶ Employer must 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
- ▶ You must access the employee’s Case Details page in E-Verify under Case Administration, View Cases, and ensure the information entered on Form I-9 is correct in E-Verify



The first image shows the E-Verify Case Administration menu with a callout box highlighting the 'View Cases' option. The callout box contains the text 'Case Administration' and 'View Cases' with a mouse cursor pointing to it.

- ▶ To make changes, you must select “Initiate SSA Resubmittal.”

**Verification Response**

<b>Eligibility:</b>	Review and Update Employee Data then Resubmit Invalid SSN	<b>Response Date:</b> 08/29/2010
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**Case Documents for Printing**

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

- ▶ The screen below appears. Modify the employee’s information in the blank fields.

<b>Eligibility:</b>	Review and Update Employee Data then Resubmit Invalid SSN	<b>Response Date:</b> 08/29/2
<b>Modify SSA Information (revise if necessary)</b>		
Last Name:	<input type="text" value="Laughn"/>	*
First Name:	<input type="text" value="James"/>	*
M. I.:	<input type="text"/>	
Maiden Name:	<input type="text"/>	
Social Security Number:	<input type="text" value="....."/>	*
Date of Birth: (mm/dd/yyyy)	<input type="text" value="12/12/1950"/>	*
<input type="button" value="Submit SSA Resubmittal"/> <input type="button" value="Close"/>		

- ▶ Select “Submit SSA Resubmittal.”
- ▶ A warning message appears to confirm the SSA Resubmittal.

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

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

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

- ▶ You can resubmit a case one time. Ensure that this action is correct before resubmitting the case.
- ▶ Select “Submit SSA Resubmittal.” The information is compared to SSA and DHS records and E-Verify provides a response within seconds.
- ▶ 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 3.5
- ◆ DHS VERIFICATION IN PROCESS, Section 4.3
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 4.4
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1

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

## **SUMMARY**

### **DESIGNATED AGENT ACTION**

- Review the information in E-Verify with updated information on Form I-9 for correctness.
- Access the employee's case details page.
- Initiate SSA Resubmittal.
- Enter employee's updated information into the blank fields provided.
- Select "Submit SSA Resubmittal."
- Follow steps based on case results provided.
- Resolve case.

### **EMPLOYER ACTION**

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

### **EMPLOYEE ACTION**

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

### 4.3 DHS VERIFICATION IN PROCESS

A case result of “DHS Verification in Process” means that the information did not match 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 Process Overview below:

**DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW**

- ▶ Case result displays “DHS Verification in Process.”



The screenshot shows a case details window with the following information:

Middle Initial:		Maiden Name:	
Social Security Number:	XXXXXXXXXX	Date of Birth:	
Hire Date:	12/02/2009	Citizenship:	
Alien Number:	999999921	I-94 Number:	
Document Type:	I-551	Doc. Exp. Date:	
Client Company Name:	Client Company 1	Initiated By:	
Initiated By:	GSAN6980	Initiated Date:	

**Verification Response**

Eligibility:	DHS Verification in Process	Response:	
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**Case Documents for Printing**

- [Case Details](#)

Close

- ▶ 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 3.5
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 4.4
- ◆ DHS CASE IN CONTINUANCE, Section 4.5

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

#### SUMMARY

##### DESIGNATED AGENT ACTION

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

##### EMPLOYER ACTION

- NONE

##### EMPLOYEE ACTION

- NONE

## **4.4 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" below.

### **NOTIFY EMPLOYEE OF DHS TNC**

The Designated Agent must inform the employer of the DHS TNC case as soon as possible. It is then the employer's responsibility to 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 him or her without legal consequences.

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

If the employee chooses to contest the case result, the Designated Agent refers the employee to DHS and takes additional steps. To refer an employee to DHS, see the Process Overview on the next page.

## NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

- ▶ Receive DHS TNC case result.
- ▶ Select “Notification to Employee – Department of Homeland Security Tentative Nonconfirmation” – in English or Spanish.

Case Verification Number: 2009170102758GC			
<b>Initial Verification</b>			
Last Name:	Grill	First Name:	Ronald
Middle Initial:		Maiden Name:	
Social Security Number:		Date of Birth:	07/20/1937
Hire Date:	06/19/2009	Citizenship Status:	Lawful Permanent Resident (Alien # requ
Alien Number:	999999921	I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Client Company Name:	Client Company 1	Initiated On:	06/19/2009
Initiated By:	FWIL7690		
<b>Verification Response</b>			
Eligibility:	DHS Tentative Nonconfirmation	Response Date:	06/22/2009
<b>Case Documents for Printing</b>			
<a href="#">Case Details</a>			
<a href="#">Notification to Employee - Department of Homeland Security Tentative Nonconfirmation (English version)</a>			
<a href="#">Notification to Employee - Department of Homeland Security Tentative Nonconfirmation (Spanish version)</a>			
Initiate DHS Referral   Resolve Case   Close			

- ▶ The DHS TNC Notice appears in a new window.
- ▶ Confirm the name and SSN are correct.
- ▶ Print DHS TNC Notice (English or Spanish).
- ▶ As soon as possible, communicate and send DHS TNC to employer.
- ▶ Employer must review and explain notice to employee - instructions are on page one of the DHS TNC notice.
- ▶ Employee indicates if he or she chooses to contest or not contest the DHS TNC.
- ▶ Employer must sign and date the notification and ensure the employee signs and dates the notification.
- ▶ Employer must keep the signed DHS TNC Notice on file with Form I-9 and notify the Designated Agent of the employee’s decision.
- ▶ If Employee decides to contest - follow steps in “Refer Employee to DHS.” If employee decides not to contest - follow steps in “Resolve Case.”

## SUMMARY

### DESIGNATED AGENT ACTION

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

### EMPLOYER ACTION

- 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.

- Notify Designated 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 Designated Agent.

E-Verify generates a DHS Referral Letter that is provided to the employer who provides it to the employee. The Designated 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. See "Refer Employee to DHS" Process Overview below for these steps.

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.

Designated 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 non-match.

Employers may not fire, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee during the time they are contesting a case result.

To refer an employee to DHS, follow the steps outlined in the Process Overview below:

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

▶ Select “Initiate DHS Referral.”

Case Verification Number: 2009170102758GC

Initial Verification			
Last Name:	Grill	First Name:	Ronald
Middle Initial:		Maiden Name:	
Social Security Number:		Date of Birth:	07/20/1937
Hire Date:	06/19/2009	Citizenship Status:	Lawful Permanent Resident (Alien # requi
Alien Number:	999999921	I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Client Company Name:	Client Company 1		
Initiated By:		Initiated On:	06/19/2009

Verification Response	
Eligibility:	DHS Tentative Nonconfirmation
Response Date:	06/22/2009

**Case Documents for Printing**

[Case Details](#)

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

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

▶ Select “Notified.”

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

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

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

▶ If “Not Notified” is selected, the Designated Agent actions are halted until the employee is notified of the DHS TNC case result. A DHS TNC does NOT mean an employee is not authorized to work in the United States.

▶ The DHS Referral Letter appears in the browser window.

▶ Confirm that the name and SSN are correct.

▶ Print DHS Referral Letter (English or Spanish).

▶ Send the letter to the employer.

▶ Employer explains the next steps to the employee - instructions for the employer are on page one of the DHS Referral Letter and employee instructions are on page two of the DHS Referral Letter.

▶ Employer signs and dates the notification. Ensure the employee signs and dates the notification.

▶ Employer gives a copy of the signed DHS Referral Letter to the employee and keeps the

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original signed DHS Referral Letter on file with Form I-9.

- ▶ Express mail or scan and upload a copy of document to send to DHS if TNC is due to photo mismatch. Do NOT send original documents to USCIS.

**SCAN AND UPLOAD:** Use the scan and upload function found in E-Verify to scan and upload a copy of the photo document. This option is available after selecting the "Initiate DHS Referral" button. Files must be in GIF format and no larger than 1.5 MB

-OR-

**EXPRESS MAIL:** Send a copy of the photo document along with a copy of the employee's referral letter to:

U.S. Citizenship and Immigration Services  
10 Fountain Plaza, 3<sup>rd</sup> Floor  
Buffalo, NY 14202  
Attn: Status Verification Unit – Photo Tool

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

- ▶ Employee has eight federal government workdays to contact DHS via instructions on the Referral Letter.
- ▶ Designated Agent checks E-Verify for case updates and follows steps to resolve case.

**IMPORTANT:** The employer may not ask the employee for additional evidence or confirmation that DHS resolved his or her case.

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.5
- ◆ DHS FINAL NONCONFIRMATION, Section 5.1
- ◆ DHS CASE IN CONTINUANCE, Section 4.5
- ◆ DHS NO SHOW, Section 5.1

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

## SUMMARY

### DESIGNATED AGENT ACTION

- If employee chooses to contest DHS TNC, initiate DHS Referral.
- Ensure that the information on the DHS Referral Letter is correct.
- Review, print, and send the DHS Referral Letter to employer.
- Express mail or scan and upload a copy of document to send to DHS if TNC is due to photo mismatch.
- Check E-Verify for case result updates.
- Resolve Case.

### EMPLOYER 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.

### EMPLOYEE ACTION

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



To contact an Immigration Status Verifier to resolve a case, call (888) 897-7781. If an Immigration Status Verifier requests information be faxed, the toll-free fax number is (888) 265-0999. Office hours are 7 a.m. until 5:30 p.m., Pacific Standard Time.

## 4.5 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 Designated 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 3.5
- ◆ DHS FINAL NONCONFIRMATION, Section 5.1

For SSA CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.5
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 4.2
- ◆ DHS VERIFICATION IN PROCESS, Section 4.3

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

### SUMMARY

#### DESIGNATED AGENT ACTION

- Check E-Verify for case result updates.
- Resolve Case.

#### EMPLOYER ACTION

- NONE

#### EMPLOYEE ACTION

- NONE

## 5.0 FINAL CASE RESOLUTION

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

### 5.1 FINAL NONCONFIRMATION (FNC)

A Final Nonconfirmation means that a final case result has been provided and the Designated Agent must resolve/complete the case.

There are three Final Nonconfirmations (FNC). These include:

- ◆ SSA Final Nonconfirmation
- ◆ DHS Final Nonconfirmation
- ◆ DHS NO SHOW

### A 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 SSA.

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.

#### SUMMARY

##### DESIGNATED AGENT ACTION

- Receive SSA or DHS Final Nonconfirmation case result.
- Resolve Case.

##### EMPLOYER ACTION

- NONE

##### 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 resolved/completed 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.

## SUMMARY

### DESIGNATED AGENT ACTION

- Receive DHS No Show case result.
- Resolve Case.

### EMPLOYER ACTION

- NONE

### EMPLOYEE ACTION

- NONE

## 5.2 RESOLVE CASE

Designated Agents must resolve/complete EVERY case created in E-Verify. To resolve a case, Designated Agents follow the steps outlined in the Process Overview below:

### RESOLVE CASE – PROCESS OVERVIEW

► Select “Resolve Case.”



The screenshot shows the E-Verify web application interface. At the top, there is a navigation bar with links for 'Online Resources', 'Tutorial', 'Home', 'Contact Us', and 'Exit'. Below this is a header for 'E-Verify Employment Eligibility Verification' and a 'Case Verification Number: 20082041226218L'. The main content area is divided into several sections: 'Case Administration' (with sub-sections for Initial Verification, View Cases, Client Company Administration, Add Client Company, View Client Companies, User Administration, Change Password, Pwd Challenge Q&A, Change Profile, Site Administration, Add User, View Users, Maintain Company, Terminate DA Participation, and Reports), 'Initial Verification' (with fields for Last Name, First Name, Middle Initial, Maiden Name, Social Security Number, Date of Birth, Hire Date, Citizenship Status, Alien Number, I-94 Number, Document Type, and Doc. Expiration Date), 'Initial Verification Results' (showing 'EMPLOYMENT AUTHORIZED'), and 'Case Documents for Printing' (with a 'Case Details' link). At the bottom of the main content area, there are two buttons: 'Resolve Case' and 'Close'. A mouse cursor is pointing at the 'Resolve Case' button. The footer of the page contains the text 'U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services' and a 'Download Viewers' link.

► Determine and select the “Resolve Case” option. (See below for each option and its meaning.)

- ▶ Select “Submit Resolve Case.”
- ▶ 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 challenge created in E-Verify MUST be resolved. Each case is resolved by using one of the Resolve Case Options listed below. E-Verify will present only those resolve options that are relevant to each case. This means that, in some cases, not all of the Resolve Case options are available. Use the information below to select the Resolve Case option that best suits the situation for the case.

<b>RESOLVE CASE OPTIONS</b>	
<b>Resolved Authorized:</b>	Select this option when E-Verify returns an Employment Authorized case result and the employee continues to work at the time this result is received.
<b>Resolved Unauthorized/Terminated</b>	Select this option when E-Verify is unable to verify the employee's work authorization and the employee is terminated.
<b>Self Terminated</b>	Select this option if an employee: <ul style="list-style-type: none"> <li>• Quits at any point before E-Verify provides a final case result</li> <li>- or -</li> <li>• is terminated for reasons unrelated to E-Verify</li> </ul>
<b>Invalid Query</b>	Select this option if there is: <ul style="list-style-type: none"> <li>• already another E-Verify case for this employee</li> <li>- or -</li> <li>• a mistake in the data entered for the employee's case</li> </ul>
<b>Employee Not Terminated</b>	Select this option if E-Verify is unable to verify the employee's work authorization and the employer chooses to exercise his or her legal right to not terminate the employee.

## **SUMMARY**

### **DESIGNATED AGENT ACTION**

- Select "Resolve Case."
- Determine Resolve Case option.
- Select Resolve Case option.
- 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.

### **EMPLOYER ACTION**

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

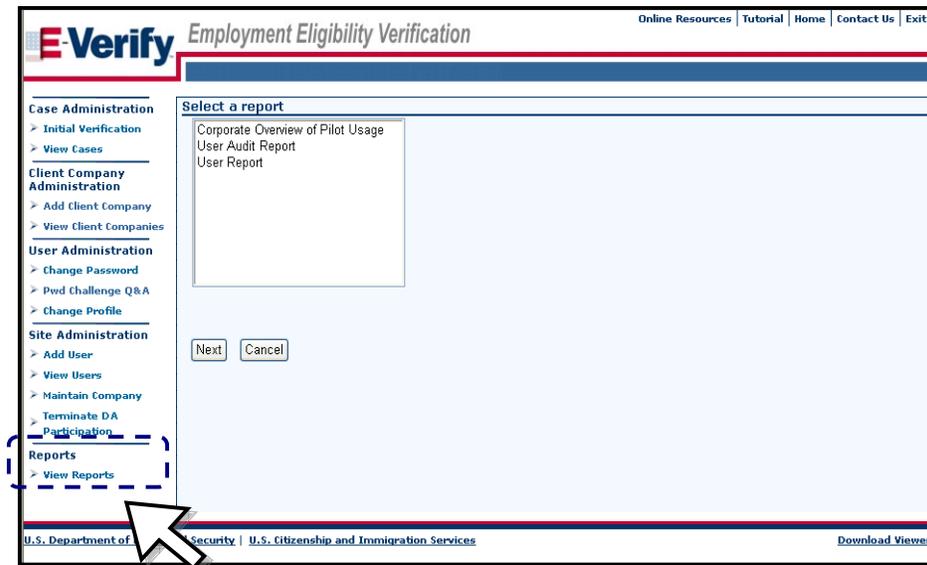
### **EMPLOYEE ACTION**

- NONE

## 6.0 CASE REPORTS

There are three types of case reports available in E-Verify for Designated 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.

To start, select "View Reports" as shown below:



## 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 see the Process Overview below:

**CORPORATE OVERVIEW OF PILOT – 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.

- ▶ 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:** 2009 \*

- ▶ 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 initiated, 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 see the Report Overview below:

### 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.

- ▶ Select “Next.”
- ▶ Below screen will be shown.

**Enter Report Parameters**

**Report:** User Audit Report

**Description:** 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.

**Report Format:**  PDF  Excel

**Initiated By:**

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

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

- ▶ 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 see the Report Overview below:

**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

► 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-BP.

**Report Format:**  PDF  Excel

**User Role:**  ▼

► 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

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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.

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 Designated Agent's profile. A Designated 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 table below provides an explanation of the functions of each user role:

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

### 7.2 USER ID AND PASSWORD CREATION

User registration is completed by the Designated 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 below.

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

Passwords expire every 90 days. E-Verify automatically 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 password?”** or **“Forgot your user ID?”**



If you are unsuccessful at changing your password with the automatic system contact your Program Administrator. If your Program Administrator is not available contact E-Verify Customer Support at 1-888-464-4218

## 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 below:

RESET OR CHANGE PASSWORD
<ul style="list-style-type: none"><li>▶ Select “Change Password” from User Administration menu.</li><li>▶ “Change Password” page will appear.</li><li>▶ Type current password in the “Old Password” field.</li><li>▶ Type new password in the “New Password” field.</li><li>▶ 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.</li><li>▶ Receive one of the following confirmation messages:<ul style="list-style-type: none"><li>• If the system processed the password change, then use the new password the next time you log in to E-Verify.</li><li>• If the system was unable to process the password change due to user error, carefully repeat the steps for changing a password.</li><li>• If the system was unable to process the password change, try changing the password later.</li></ul></li></ul>

## 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 below. Changes will not be applied until the user clicks “Submit User Profile Changes”.

UPDATE USER PROFILE
<ul style="list-style-type: none"><li>▶ Select “Change Profile” from the User Administration menu: the Change User Profile page will appear.</li><li>▶ Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is required.</li><li>▶ Select “Submit User Profile Changes.” The Change User Profile Results page, which contains the confirmation message and your profile information, will appear.</li><li>▶ 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 the Technical Help Desk at 1-800-741-5023.</li></ul>

**Enter User Profile Information**

User ID: MRAA0986

Last Name: Doe \*

First Name: John \*

M.I.:

Phone Number: ( 111 ) 111 - 1111 ext. \*

Fax Number: ( ) -

E-mail Address: fake@fake.org \*

Submit User Profile Changes Cancel

## 8.0 SITE ADMINISTRATION – PROGRAM ADMINISTRATORS

Program Administrators have the additional function of site administration. A Program Administrator uses the Site Administration menu to:

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

### 8.1 REGISTER/ADD USERS

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.

If you are a Program Administrator and you need to register/add a new E-Verify user follow the Process Overview below.

#### REGISTER NEW USERS

- ▶ Log in to E-Verify and click "Add User" under the Site Administration menu of the E-Verify home page.
- ▶ Choose general user or program administrator and provide the person's name, phone number, fax number and e-mail address and click "Next."

The screenshot shows a web form titled "Add User - Personal Information". It 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 format of ( ) - ext. ), "Fax Number" (text input with a format of ( ) - ), and "E-mail Address" (text input). Each field has a red asterisk indicating it is required. At the bottom of the form are "Next" and "Cancel" buttons.

- ▶ 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.

The screenshot shows a web form titled "Add User - Enter Password". It contains the following fields: "User ID" (text input with the value "RSMI3424"), "Password" (password input), and "Re-type Password" (password input). Each field has a red asterisk indicating it is required. At the bottom of the form are "Back", "Submit New User", and "Cancel" buttons.

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

## 8.2 VIEW USERS – RESET USER PASSWORDS

Only Program Administrators can view user information and reset passwords. View Users allows you to view, search, and maintain the General Users and Program Administrators assigned to your company. See below to use the View Users feature:

### VIEW USERS

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

**Enter User Search Criteria**

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

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

**User:**

**Last Name:**

**First Name:**

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

**E-mail Address:**

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

You are viewing users 1-2 of 2

**User Summary List**

Previous Next

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	
<a href="#">JCOO1234</a>	ABC, Inc.	Program Administrator	Cooper	Julia	08/17/2006 03:31 PM	Change Password	N	N	<input type="button" value="Delete"/>
<a href="#">JGOR1234</a>	ABC, Inc.	Program Administrator	Gordon	Juan		Change Password	N	N	<input type="button" value="Delete"/>

Previous Next

To reset a user's password, follow the steps outlined below:

## RESET USER'S PASSWORD

- ▶ First, follow the steps above to find the user that needs his or her password changed.

The screenshot shows a web form titled "View / Modify User Information" for user JGOR1234. The form includes fields for User Role (Program Administrator), Last Name (Gordon), First Name (Juan), M.I., Phone Number, Fax Number, and E-mail Address (jgordon@abcinc.com). The "Force Change Password" checkbox is checked. Below this is the "Reset User Password" section with two empty text boxes for "New Password" and "Re-type New Password". At the bottom are three buttons: "Submit User Modifications", "Delete User", and "Cancel".

- ▶ Select the appropriate user by selecting his or her User ID.
- ▶ 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 in the "Reset User Password" section.

This screenshot is identical to the previous one, but a red rectangular box highlights the "Force Change Password: ".

- ▶ Select "Submit User Modifications."

**NOTE:** If the system does not accept the user information update after processing it again, contact the DHS Verification Information System Help Desk at 1(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 below to delete a user's account. After clicking "Delete User" the changes will be permanent.

To delete a user account first view the user following the steps above and then perform either of the following steps:

- ▶ Select "Delete" in the row of the user's account you wish to delete on the User Summary List page.
- OR -
- ▶ Select "Delete User" on the View/Modify User Information page.



The screenshot shows a dialog box titled "User Deletion Information". It contains the following fields and values:

User ID:	00000000
User Role:	General User
Last Name:	Miller
First Name:	David
M.I.:	M
Phone Number:	(202) 694 - 7928
Fax Number:	
E-mail Address:	dmiller@hhs.gov
User Status:	

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

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

## 8.3 MAINTAIN COMPANY INFORMATION

To update company information in E-Verify, perform the steps below. After clicking submit the Program Administrator cannot undo any changes that have been entered without manually reentering the original information.

During enrollment, the employee enrolling the Designated Agent answered several questions in the Organization Designation section. If a Program Administrator needs to make changes to the Employer Category, Employer Contractor Category, or Employees being verified he or she can "update" the profile under the Maintain Company Information area.

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 EMPLOYER INFORMATION

- ▶ Select “Maintain Company” from the Site Administration menu. The Company Information page will display the current information for the company.
- ▶ To modify any section of the Company Information page, select “View/Edit” in the section you want to modify, i.e. Company Name and Physical Location, Points of Contact, NAICS Code, Total Hiring Sites and Total Points of Contact.

Case Administration	
> Initial Verification	
> View Cases	
Client Company Administration	
> Add Client Company	
> View Client Companies	
User Administration	
> Change Password	
> Pwd Challenge Q&A	
> Change Profile	
Site Administration	
> Add User	
> View Users	
> Maintain Company	
> Terminate DA Participation	
Reports	
> View Reports	

Company Information	
Company Name:	CSC Web-DABP Test Company <a href="#">View / Edit</a>
Company ID Number:	7534
Physical Location:	
Address 1:	2001 LSt NW
Address 2:	
City:	Washington
State:	DC
Zip Code:	22203
County:	DISTRICT OF COLUMBIA
Mailing Address:	
Address 1:	
Address 2:	
City:	
State:	
Zip Code:	
Perform verifications for your company's employees: No	
Employer Identification Number:	5678
Total Number of Employees:	20 to 99
Corporate / Parent Company:	CSC Test Company - Corp Admin (CA)
Organization Designation:	
Employer Category:	Federal Contractor with FAR E-Verify Clause
Federal Contractor Category:	None of these categories apply.
Employees being verified:	All new hires and all existing employees assigned to a Federal contract
NAICS Code:	551 - MANAGEMENT OF COMPANIES AND ENTERPRISES <a href="#">View / Edit</a>
Total Hiring Sites:	5 <a href="#">View / Edit</a>
Total Points of Contact:	3 <a href="#">View / Edit</a>

- ▶ Make the required changes and select “Submit.”



For helpdesk assistance, contact 1-800-741-5023.

## MAINTAIN COMPANY INFORMATION FIELDS

There are many fields that can be updated in the Maintain Company Information. For additional information on each field, read below:

FIELD NAME	DESCRIPTION
<b>Company Name</b>	Company enrolled in E-Verify
<b>Physical Location</b>	Location where employment eligibility verifications are completed.
<b>Mailing Address</b>	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
<b>Enter Additional Information</b>	Information about the size of the company and any associated Corporate Administrators if applicable.
<b>Employer Identification Number, (EIN)</b>	Also known as Federal Tax Identification Number
<b>Enter Corporate/Parent Company</b>	Enter the corporate/parent company or click on the search button to look for this and select the appropriate company.

## UPDATING 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.

### UPDATE POINTS OF CONTACT

- ▶ Select “View/Edit” in the Total Points of Contact section of the Company Summary page to modify this information. The Points of Contact Summary page opens.
- ▶ Points of contact summary page list.
- ▶ Select “Add” to add a new point of contact.
- ▶ Select “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.
- ▶ Select “Delete” to delete a point of contact. The updated Points of Contact Summary List page will appear.
- ▶ Select “Next” 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) INFORMATION

The NAICS Code designates the type of industry for a company. During enrollment the Designated 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 Process Overview below:

### UPDATE NAICS CODE

- ▶ Select “View/Edit” in the NAICS section of the Company Summary page to update the NAICS Code information. Selecting this option opens the NAICS Code 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, select “Generate NAICS Code.” In the subsequent screens, 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 and select “Accept NAICS Code and Continue.” Once you have accepted the final subsector, the Company Summary page appears.

## UPDATING COMPANY HIRING SITE(S)

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

Select "Maintain Company" 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 Process Overview below:

### ADD NEW STATE HIRING SITE

- ▶ Select "Add" to add hiring sites for a new state. Select the state from the drop down list, enter the number of hiring sites, then select "Update."
- ▶ To edit the number of hiring sites in a state where the company currently has hiring sites: select "Edit" next to the state whose number of hiring sites you wish to edit. Change the number of hiring sites, and then select "Update."
- ▶ To delete a state from the company's hiring site list: select "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."
- ▶ Select "Next" to submit modifications and return to the Company Information page.

## TERMINATE PARTICIPATION WITH E-VERIFY

To request termination of company participation in E-Verify, perform the steps below. 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

▶ Select "Terminate Company Participation" from the Site Administration menu. The below screen will be shown.

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

**Termination Request Information**

Company Name: CSC Test Web-BP

Termination Request Date: 08/05/2008

Termination Request Reason:

Request Termination Cancel

▶ Type the reason for termination in the "Termination Request Reason" field.

▶ Select "Request Termination."

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



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

### REMINDER

\* 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.

## 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 online resources, we suggest that you “bookmark” or save these websites as “favorites” so you’ll have easy access to them in the future.

E-VERIFY CONTACT INFORMATION	
<p><b>E-Verify Public Web Site</b></p> <ul style="list-style-type: none"> <li>• Program information and statistics</li> <li>• Frequently asked questions</li> <li>• Provides general information about E-Verify</li> </ul>	<p><a href="http://www.dhs.gov/e-verify">http://www.dhs.gov/e-verify</a></p>
<p><b>E-Verify Enrollment Application</b></p> <ul style="list-style-type: none"> <li>• Web site for initial company enrollment</li> </ul>	<p><a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a></p>
<p><b>E-Verify Access for Designated Agents</b></p> <ul style="list-style-type: none"> <li>• User access to E-Verify</li> </ul>	<p><a href="https://e-verify.uscis.gov/esp">https://e-verify.uscis.gov/esp</a></p>
<p><b>E-Verify Customer Support</b></p> <ul style="list-style-type: none"> <li>• Account information and assistance with policy questions</li> </ul>	<p>Phone: 1-888-464-4218            E-mail: <a href="mailto:DAsupport@dhs.gov">DAsupport@dhs.gov</a>            Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays</p>
<p><b>E-Verify Technical Support</b></p> <ul style="list-style-type: none"> <li>• Technical assistance using E-Verify</li> </ul>	<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 designated 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](http://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 the E-Verify Program **must** contain a photograph.

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

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

### **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 online 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](http://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 the E-Verify program are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

#### **Client Company**

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

#### **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. The system 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 the system periodically for a response.

#### **Document Type**

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

#### **Designated Agent**

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

## **E**

#### **Employee Not Terminated**

A closure option that indicates the employer chooses to not terminate the employment of an employee after they received a SSA Final Nonconfirmation, DHS Final Nonconfirmation, DHS No Show; or after the employee is not terminated when he or she chooses not to contest an SSA or DHS Tentative Nonconfirmation result.

#### **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 (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.

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

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**

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

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

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

## **F**

### **Final Nonconfirmation**

If an employee's employment authorization cannot be confirmed, 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 the E-Verify system.

## **G**

### **General Users**

This user type performs verification queries, views reports, and can update a personal user profile.

## **H**

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

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

## **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.

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

IIRIRA, Public Law No. 104-208, passed by Congress in 1996, made substantial changes to U.S. immigration laws. IIRIRA required U.S. Citizenship and Immigration Service (USCIS), formerly the Immigration and Naturalization Service (INS), and the Social Security Administration (SSA) to initiate an employment verification pilot program.

#### **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.

#### **Invalid Query**

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

## **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**

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

## **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 response has been received from SSA or DHS. If an employee contests the tentative nonconfirmation response, he or she must contact the appropriate agency within 8 federal government work days to initiate resolution of the discrepancy.

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

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

**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, December 1997**

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 this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.

**Photo Matching Tool**

During the verification case, employers match the photographs on certain documents provided by employees when completing Form I-9 with the photograph that appears in the records of U.S. Citizenship and Immigration Services (USCIS). The photo

matching tool is triggered only when an employee produces a Permanent Resident Card ("Green Card" (Form I-551)) or an Employment Authorization Document (Form I-766) during the Form I-9 process.

### **Photo Match**

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

### **Photo Non-match**

The photograph on the employee's document does not match the photograph supplied by E-Verify. The photograph transmitted by E-Verify should be the same (identical) photograph that appears on an employee's DHS-issued document. If the employer determines that it does not, a DHS tentative nonconfirmation 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.

### **Program Administrator**

This user type creates user accounts at his or her site for corporate administrators and general users. He or she can view reports, perform queries, update account information, and unlock user accounts.

## **Q**

## **R**

### **Referral Letter**

An employee contesting a Tentative Nonconfirmation response from SSA or DHS is provided with the appropriate agency referral letter instructing him or her to contact the government within 8 federal government workdays from the date of referral to initiate the resolution of any discrepancy in his or her record.

### **Request Additional Verification**

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

### **Resolve 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/ completed.

### **Resolved Authorized**

A case resolution option that is selected when an Employment Authorized case result is received and the employee will continue to work for the employer at the time the result is received.

**Resolved Unauthorized/Terminated**

A case resolution option selected when an SSA or DHS Final Nonconfirmation or No Show response is received, or if the employee does not contest an SSA or DHS Tentative Nonconfirmation response, and employment is terminated.

**S****Self-Terminated**

A case resolution option selected when the employee quits or is terminated for reasons unrelated to E-Verify, while their verification case is still in process.

**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 his or her case.

**SSA Resubmittal**

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

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

**Social Security Administration (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 confirmed. This does not mean that the employee is not work-authorized, or that the information provided was incorrect. The employee must contact either SSA or DHS to resolve the discrepancy to continue employment.

**U**

The user ID is a system-generated ID with letters and numbers that identifies the user of a computer system or network. All people performing verification queries 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**