



User Manual

For Employers

December 2009



U.S. Citizenship
and Immigration
Services

TABLE OF CONTENTS

1.0	INTRODUCTION.....	4
1.1	About E-Verify: Background and Overview.....	4
1.2	Basic Employer Website Navigation.....	5
1.3	E-Verify Participation: Enrollment vs. Registration.....	8
1.4	Overview of User Roles.....	10
1.5	User Rules and Responsibilities.....	11
1.6	Privacy Statement.....	13
2.0	INITIAL VERIFICATION.....	14
2.1	Form I-9 and E-Verify.....	14
2.2	Initiate E-Verify Case.....	15
2.3	Initial Case Results.....	17
2.4	E-Verify Photo Matching	18
2.5	Employment Authorized.....	19
2.6	Request Additional Verification.....	21
3.0	INTERIM CASE STATUS.....	22
3.1	SSA Tentative Nonconfirmation (TNC).....	22
	Notify Employee of SSA TNC.....	22
	Refer Employee to SSA	24
3.2	Review and Update Employee Data.....	26
3.3	DHS Verification In-Process.....	29
3.4	DHS Tentative Nonconfirmation (TNC).....	30
	Notify Employee of DHS TNC.....	30
	Refer Employee to DHS.....	32
3.5	SSA Case in Continuance and DHS Case in Continuance.....	34
4.0	FINAL CASE RESOLUTIONS.....	36
4.1	Final Nonconfirmation (FNC).....	36
	SSA Final Nonconfirmation and DHS Final Nonconfirmation.....	36
	DHS No Show	36
4.2	Resolve Case.....	37
5.0	CASE REPORTS.....	40
5.1	Corporate Overview of Pilot Usage.....	40
5.2	User Audit Report.....	41
5.3	User Report.....	42
6.0	ACCOUNT ADMINISTRATION.....	44
6.1	User Roles.....	44
6.2	User ID and Password Creation.....	44
6.3	Update User Profiles Information.....	46

7.0	SITE ADMINISTRATION – PROGRAM ADMINISTRATOR.....	48
7.1	Register/Add Users.....	48
7.2	View Users – Reset User Passwords.....	49
7.3	Maintain Company Information.....	51
	Maintain Company Information Fields.....	52
	Updating Point of Contacts.....	53
	Updating NAICS Information.....	53
	Updating Company Hiring Site(s).....	54
	Terminate Participation with E-Verify.....	55
8.0	RESOURCE AND CONTACT INFORMATION.....	56
	GLOSSARY.....	57

1.0 INTRODUCTION

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

For the purpose of this manual, the term “employer” means any U.S. company, corporation or business entity that is required to complete the Employment Eligibility Verification Form I-9 (referred to hereafter as Form I-9) including any company employees with an E-Verify user account.

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

1.1 ABOUT E-VERIFY: BACKGROUND AND OVERVIEW

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service (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.

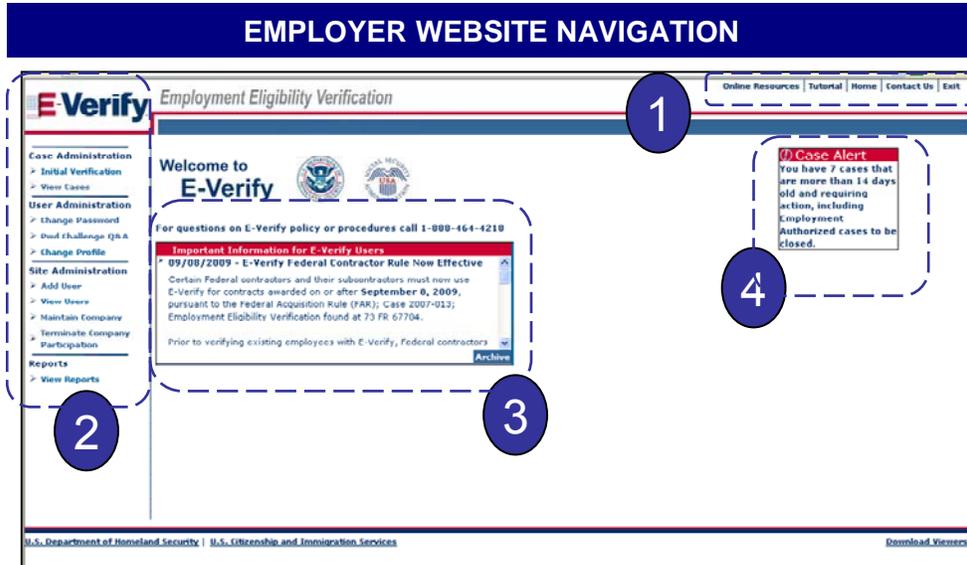
E-Verify works by electronically comparing the information on an employee’s Form I9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

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

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



1	Online Resources Tutorial Home Contact Us Exit
2	Case Administration User Administration Site Administration Reports
3	Message Area
4	Case Alerts

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.

AREA 1	
LINK	INFORMATION
Online Resources	Provides additional information relating to employment verification and resources including: <ul style="list-style-type: none"> • E-Verify Essentials • E-Verify Notices • Form I-9 Resources • Memoranda of Understanding (MOUs) • Immigration Related Resources for Employers • System Broadcast Activities
Tutorial	Activates the E-Verify tutorial
Home	Presents the E-Verify user homepage
Contact Us	Displays the following contact information: <ul style="list-style-type: none"> • DHS Verification System Help Desk 1 (800) 741-5023 • Immigration Status Verifiers Hotline 1 (888) 897-7781 • Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) Employer Hotline 1 (800) 255-7688 or 1 (800) 362-2735 (TDD) • USCIS Verification Division office of Customer Support 1 (888) 464-4218
Exit	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 his or her assigned user role (Section 1.4).

AREA 2	
MENU	OPTION
Case Administration	<ul style="list-style-type: none"> ▶ Initial Verification ▶ View Cases
Client Company Administration	<ul style="list-style-type: none"> ▶ Add Client Company ▶ View Client Companies
User Administration	<ul style="list-style-type: none"> ▶ Change Password ▶ Password (Pwd) Challenge Q&A ▶ Change Profile
Site Administration (Only Program Administrators have these options)	<ul style="list-style-type: none"> ▶ Add User ▶ View Users ▶ Maintain Company ▶ Terminate Company Participation
Reports	<ul style="list-style-type: none"> ▶ View Reports

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

Area 4 displays "case alerts" for open cases requiring action. Case alerts inform employers 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: e-verify@dhs.gov

If your company is enrolled and you need information on how to add additional users and their functions, see Section 6.0.

ENROLLMENT VS. REGISTRATION		
	Enrollment	Registration
Who	Employer who wants to participate in E-Verify	User of a company enrolled in E-Verify
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll to enroll.	After initial enrollment: Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial. When registering a new user, the program administrator may accept a system-generated user ID or create a custom user ID. The program administrator then creates a temporary password, which must be given to the new user. These E-Verify users must comply with the MOU, accept the rules and responsibilities set forth in the user manual, and successfully complete the E-Verify tutorial.
Why	Companies enroll to verify employment eligibility of employees. Generally, verification results are returned within three to five seconds.	Most enrolled companies have different people who use the system to create verification cases. There is no limit on the number of users an enrolled company can register to initiate verification cases.

To participate in E-Verify, each company 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. Employers must read and accept the electronic MOU which details the responsibilities of SSA, DHS, and the employer. The MOU is signed by the employer 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 obtain an original copy of the electronically signed MOU you MUST print it at the time that it is signed.
 To read the E-Verify MOU, go to the following URL:
<http://www.uscis.gov/files/nativedocuments/MOU.pdf>

To enroll in E-Verify, employers visit the enrollment website. This website guides companies 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 (DA), Corporate Administrator, and Web Services.

The table below provides additional information on each access method:

ACCESS METHOD	EXPLANATION
Employer	<p>My company plans to use E-Verify to verify its employees.</p> <p>Most E-Verify participants, regardless of their business size or structure, are registered under the Employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees.</p>
Designated Agent (DA)	<p>My company plans to use E-Verify on behalf of its clients to verify their employees.</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>
Corporate Administrator	<p>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</p> <p>The Corporate Administrator access method allows companies to create, manage, and oversee E-Verify accounts for multiple offices or locations. This access method is designed for companies that have a need to oversee multiple locations.</p>
Web Services for Employer -or- Web Services for DA	<p>My company plans to develop its own software to access E-Verify.</p> <p>The Web Services access method requires a company to develop software that interfaces with E-Verify to perform employment eligibility verifications of newly hired employees. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to government 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 companies can provide their employees access to E-Verify by assigning them user roles. 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 6.1 provides additional details to the functions of each user role.

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

1.5 USER RULES AND RESPONSIBILITIES

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

All E-Verify users must follow the specific rules and responsibilities listed below.

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

Upon enrollment employers are required to clearly display both the English and Spanish "Notice of E-Verify Participation" and the "Right to Work Poster;" displayed in the figure on the next page. Both notices are found in the E-Verify user webpage in Online Resources (Section 1.2). Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

E-VERIFY PARTICIPATION / ENROLLMENT NOTIFICATION

English & Spanish
Notice of E-Verify Participation



Provided by DHS

Right to Work Poster



*Issued by Department of Justice, the Office of
Special Counsel for Immigration-Related
Unfair Employment Practices*

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 your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify and the employer/user. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals affected. It is required that you 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>▶ Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and perform verification cases.</p>
<p>▶ SECURE access to E-Verify. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to the system.</p>
<p>▶ PROTECT and STORE individuals' information properly. Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.</p>
<p>▶ Discuss E-Verify results in PRIVATE. Ensure that TNC and FNC results are discussed in private with the employee.</p>

REMINDER

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

2.0 INITIAL VERIFICATION

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.

2.1 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 have chosen to take the additional step of verifying that the Form I-9 employee information matches government records thereby ensuring a legal workforce.



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.

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 usually voluntary; however it is a SSN is required by employers that use E-Verify. Therefore all newly hired employees, including seasonal, temporary, and rehires 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, he or she 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.

It is required that all List B document(s) presented to an employer participating in E-Verify MUST contain a photograph.

REMINDER

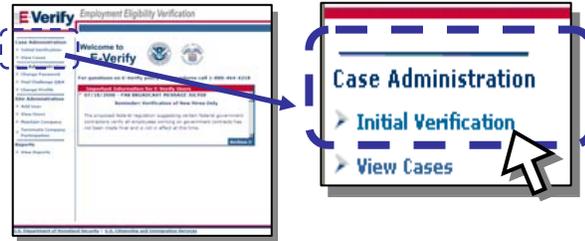
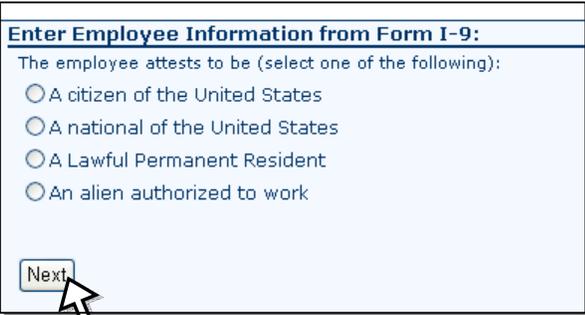
- * All newly hired employees need a SSN
- * Do NOT specify or request which documentation a newly hired employee must use for Form I-9
- * All List B documents MUST contain a photograph

2.2 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 the 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. 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	
<p>1</p> <p>From the E-Verify Welcome page – find Case Administration and select:</p> <p>▶ Initial Verification</p>	
<p>2</p> <p>From Section 1 of the employee's Form I-9, chose the correct option button.</p> <ul style="list-style-type: none"> • A citizen of the United States • A national of the United States • A Lawful Permanent Resident • An alien authorized to work <p>Then select Next You are then prompted to indicate the documents provided to you from Section 2 of the employee's Form I-9. Make the</p>	

appropriate selection and click, "Next."

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.

Then select "Next."

3

Employer Case ID is an optional field for users that wish to assign an internal tracking code to a case.

To view HELP text, click on the question mark icons. ?
Do not use the **Back** button on your browser. This will start a new case.



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.

REMI NDER

- * Complete Form I-9 for each before creating 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.

2.3 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 shows the 'Employment Eligibility Verification' interface. At the top, there are navigation links: 'Online Resources', 'Tutorial', 'Home', 'Contact Us', and 'Exit'. Below this is a header bar with the text 'Case Verification Number: 2009069114042VK'. The main section is titled 'Initial Verification' and contains the following information:

Last Name: lindberg	First Name: rodney
Middle Initial: [Redacted]	Maiden Name: [Redacted]
Social Security Number: [Redacted]	Date of Birth: 10/18/1916
Hire Date: 03/10/2009	Citizenship Status: Citizen or National of the United States
Alien Number: [Redacted]	I-94 Number: [Redacted]
Document Type: List B, C Documents	Doc. Expiration Date: [Redacted]
Initiated By: KWAL2580	Initiated On: 03/10/2009

Below the verification information, a section titled 'Initial Verification Results' is highlighted with a dashed blue box. It contains the text: 'Initial Eligibility: EMPLOYMENT AUTHORIZED'. A mouse cursor is pointing at this section. Below the results, there is a section for 'Case Documents For Printing' with a link for 'Case Details' and two buttons: 'Resolve Case' and 'Close'.

If the information entered does not immediately match SSA or DHS database records, a screen appears to confirm if the information entered is correct. The figure below displays a snapshot of this screen. If the user confirms that the information presented is correct, he or she selects "Continue Verification." If you have made a mistake, click "Resolve Case" and follow the steps outlined in Section 4.2 Resolve Case.

The screenshot shows the 'SSA Verification Information' screen. At the top, it displays 'Case Verification Number: 20080221039422M'. A blue box contains the following instructions:

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

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

The 'SSA Verification Information' section contains the following fields:

Last Name:	Doe
First Name:	John
Middle Initial:	[Redacted]
Maiden Name:	[Redacted]
Social Security Number:	[Redacted]
Date of Birth:	01/01/1965
Hire Date:	01/01/2008
Citizenship Status:	Citizen or National of the United States
Document Type:	List B, C Documents
Doc. Expiration Date:	[Redacted]
Employer Case ID:	[Redacted]

At the bottom of the screen, there are two buttons: 'Continue Verification' and 'Resolve Case'.

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

- ◆ EMPLOYMENT AUTHORIZED, Section 2.5
- ◆ SSA TENTATIVE NONCONFIRMATION, Section 3.1
- ◆ DHS VERIFICATION IN PROCESS, Section 3.3

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.

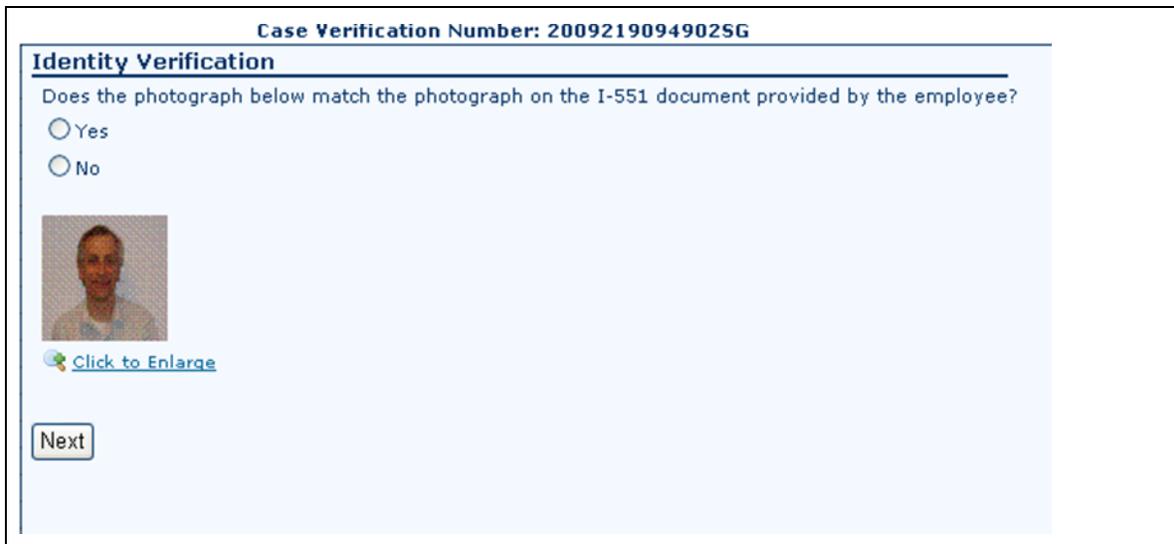
2.4 E-VERIFY PHOTO MATCHING

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 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. You must obtain a copy of the employee's document in order to match the photos.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's document and determine if the photos are reasonably identical. This means that the photos should be identical, but you should take into account for 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.

You 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. E-Verify will display the screen below.



Case Verification Number: 20092190949025G

Identity Verification

Does the photograph below match the photograph on the I-551 document provided by the employee?

Yes

No



[Click to Enlarge](#)

Next

- **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 2.5

- ◆ DHS VERIFICATION IN PROCESS, Section 3.3
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 3.4

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.

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”

2.5 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’s that easy! However, a case that is “Employment Authorized” is incomplete until it is resolved/completed, see Section 4.2 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 shows the E-Verify web interface. At the top, it says 'E-Verify Employment Eligibility Verification' with navigation links for 'Online Resources', 'Tutorial', 'Home', 'Contact Us', and 'Exit'. Below this, the 'Case Verification Number' is 2009069114042VK. The interface is divided into a left sidebar with menu items like 'Case Administration', 'User Administration', 'Site Administration', and 'Reports', and a main content area. The main content area has a section for 'Initial Verification' with fields for Last Name (lindberg), First Name (rodney), Middle Initial, Maiden Name, Social Security Number (001-01-2904), Date of Birth (10/18/1916), Hire Date (03/10/2009), Citizenship Status (Citizen or National of the United States), Alien Number, I-94 Number, Document Type (List B, C Documents), Doc. Expiration Date, and Initiated By (KWAL2580). Below this is the 'Initial Verification Results' section, where 'Initial Eligibility' is 'EMPLOYMENT AUTHORIZED'. There are also 'Case Documents for Printing' and 'Case Details' links, and 'Resolve Case' and 'Close' buttons at the bottom.

► 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 4.2 Resolve Case.

SUMMARY

EMPLOYER ACTION

- Enter Form I-9 information into E-Verify
- Receive Employment Authorized case result
- Ensure that the information found in E-Verify matches with the employees Form I-9
- Resolve Case

EMPLOYEE ACTION

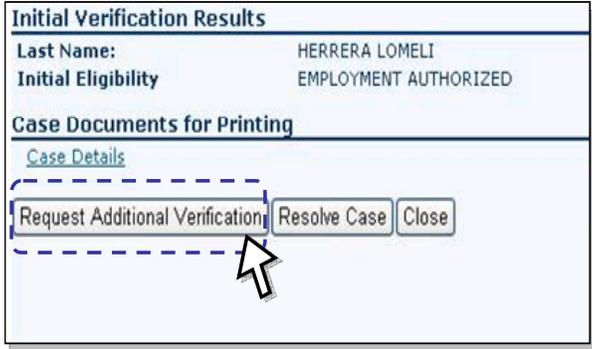
- NONE

2.6 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.”



- ▶ 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 3.3

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

EMPLOYER 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”

EMPLOYEE ACTION

- NONE

3.0 INTERIM CASE STATUS

An interim case result 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 results from SSA or employee actions.

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

3.1 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 inform the employee of the SSA TNC case result as soon as possible.

While being notified of the SSA TNC, the employee chooses to either contest the case result or not contest. In either case, the employee acknowledges his or her decision on the SSA TNC Notice. When an employee chooses to contest a SSA TNC, it means that the employee will visit a SSA field office within eight government workdays.

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

If the employee chooses to accept the case result and take no further action, then you can resolve/complete the case in E-Verify and terminate employment without penalty. See Section 4.2 Resolve Case.

To notify an employee of the SSA TNC case result, follow the steps outlined in the Process Overview on the next page.

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

- ▶ Receive SSA TNC case result
- ▶ Select “Notification to Employee – Social Security Administration Tentative Nonconfirmation” – in English or Spanish

Case Verification Number: 2009118121517RL			
Initial Verification			
Last Name:	THOMAS	First Name:	JEFFERSON
Middle Initial:		Maiden Name:	
Social Security Number:	216-47-4401	Date of Birth:	04/20/1962
Hire Date:	04/15/2009	Citizenship Status:	Citizen of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	KWAL2580	Initiated On:	04/28/2009
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			

- ▶ 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)
- ▶ As soon as possible, notify employee of SSA TNC
- ▶ Privately review and explain notice to employee; instructions are found on page one of the SSA TNC Notice
- ▶ Ask the employee if he or she choose to contest or not contest the SSA TNC and indicate their choice on the Notice
- ▶ Sign and date the notification and ensure the employee signs and dates the notification
- ▶ Keep original signed SSA TNC notification on file with Form I-9
- ▶ If employee decides to contest, follow steps in “Refer Employee to SSA,” if employee decides not to contest, follow steps in Section 4.2 Resolve Case

SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed 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 you must provide to the employee. You must verify the information on the letter, then print, sign, and provide this letter to the employee. The SSA Referral Letter provides instructions to you and the 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.

You may not fire, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee during the time he or she is contesting a case result.

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

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

- ▶ Select 'Initiate SSA Referral'

Case Verification Number: 2009118121517RL

Initial Verification			
Last Name:	THOMAS	First Name:	JEFFERSON
Middle Initial:		Maiden Name:	
Social Security Number:	216-47-4401	Date of Birth:	04/20/1962
Hire Date:	04/15/2009	Citizenship Status:	Citizen of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	KWAL2580	Initiated On:	04/28/2009

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 you will be unable to continue the case 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 (also available in Spanish)
- ▶ Privately review and explain the next steps to the employee. Instructions to you are on page one of the SSA Referral Letter and employee instructions are on page two
- ▶ Sign and date the notification and ensure the employee signs and dates the notification
- ▶ 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 workdays to visit an SSA field office
- ▶ Check E-Verify regularly for case updates and follow steps based on next case result

IMPORTANT: You 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 E-Verify periodically for an update in case result. A case referred to SSA is updated with one the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.5
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1
- ◆ SSA CASE IN CONTINUANCE, Section 3.5
- ◆ DHS VERIFICATION IN PROCESS, Section 3.3
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2

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

EMPLOYER ACTION

- If employee chooses to contest SSA TNC, initiate SSA Referral
- Ensure that the information on the SSA Referral Letter is correct
- Review, print, sign, and date SSA Referral Letter
- Have employee sign and date Referral Letter
- Keep original signed Referral Letter on file with Form I-9
- Check E-Verify for case result updates

- Resolve case

EMPLOYEE ACTION

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

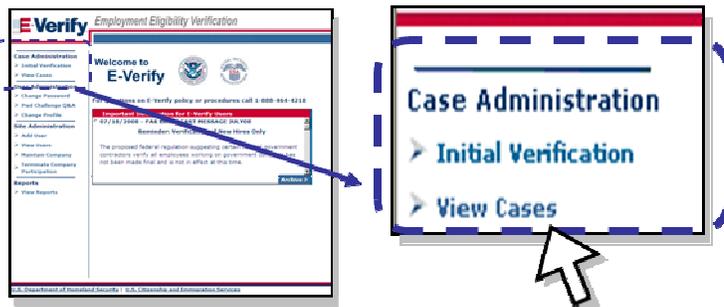
3.2 REVIEW AND UPDATE EMPLOYEE DATA

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

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

This requires you to review Form I-9 with the employee, correct the information, and resubmit the case by following the steps provided in the Process Overview below.

- ▶ 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
- ▶ 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



- ▶ To make changes select “Initiate SSA Resubmittal”

Case Verification Number: 2007241144217MZ			
Initial Verification			
Last Name:	Vaughn	First Name:	James
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0001	Date of Birth:	12/12/1950
Hire Date:	10/23/2006	Citizenship Status:	Citizen
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/29/2009
Initial Verification Results			
Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
SSA Referral			
Referral By:	MSOLPA01	Referral Date:	08/29/2009
Verification Response			
Eligibility:	Review and Update Employee Data then Resubmit Invalid SSN	Response Date:	08/29/2009
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)			
<input type="button" value="Initiate SSA Resubmittal"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

► The below screen appears. Modify the employee's information in the blank fields

Case Verification Number: 2007241144217MZ			
Initial Verification			
Last Name:	Vaughn	First Name:	James
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0001	Date of Birth:	12/12/1950
Hire Date:	10/23/2006	Citizenship Status:	Citizen
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/29/2009
Initial Verification Results			
Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN is invalid		
SSA Referral			
Referral By:	MSOLPA01	Referral Date:	08/29/2009
Verification Response			
Eligibility:	Review and Update Employee Data then Resubmit Invalid SSN	Response Date:	08/29/2009
Modify SSA Information (revise if necessary)			
Last Name:	<input type="text" value="Vaughn"/>		
First Name:	<input type="text" value="James"/>		
M. I.:	<input type="text"/>		
Maiden Name:	<input type="text"/>		
Social Security Number:	<input type="text" value="000-00-0001"/>		
Date of Birth:	<input type="text" value="12/12/1950"/>		
	(mm/dd/yyyy)		
<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 2.5
- ◆ DHS VERIFICATION IN PROCESS, Section 3.3
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 3.4
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1

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

EMPLOYER ACTION

- Review the information on Form I-9 and E-Verify with the employee 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 result provided
- Resolve case

EMPLOYEE ACTION

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

3.3 DHS VERIFICATION IN PROCESS

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

DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW

► Case result displays ‘DHS Verification in Process’

Middle Initial:		Maiden Name:	
Social Security Number:	██████████	Date of Birth:	
Hire Date:	03/24/2008	Citizenship Status:	
Alien Number:	123456789	I-94 Number:	
Document Type:	I-94	Doc. Expiration Date:	
Initiated By:	LRIV6867	Initiated On:	

Verification Response

Eligibility:	DHS Verification in Process	Response Date:	
---------------------	-----------------------------	-----------------------	--

Case Documents for Printing

[Case Details](#)

► Check E-Verify case results daily for changes

► DHS has three Federal work days 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 2.5
- ◆ DHS TENTATIVE NONCONFIRMATION, Section 3.4
- ◆ DHS CASE IN CONTINUANCE, Section 3.5

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

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

3.4 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 the employee's 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

You must inform the employee of the DHS TNC case result as soon as possible.

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

If the employee chooses not to contest the TNC, you resolve the case and may terminate employment without penalty.

If the employee chooses to contest the case result, you must refer the employee to DHS. To refer an employee to DHS, see the Process Overview on the next page.

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

- ▶ 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, notify the employee of DHS TNC
- ▶ Privately review and explain notice to employee - instructions are on page 1 of the DHS TNC notice
- ▶ Employee indicates if he or she choose to contest or not contest the DHS TNC
- ▶ Sign and date the notification, ensure the employee signs and dates the notification
- ▶ Keep the signed DHS TNC Notice on file with Form I-9
- ▶ If Employee decides to contest - follow steps in “Refer Employee to DHS;” or if employee decides not to contest - follow steps in ‘Resolve Case’

SUMMARY

EMPLOYER ACTION

- Notify employee of DHS TNC
- Review, print, 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
- Take next action based on employee decision to contest or not contest DHS TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed DHS TNC
- 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.

E-Verify generates a DHS Referral Letter that you provide to the employee. First confirm the information on the letter is correct then print, sign, date the letter and provide it to the employee. The DHS Referral Letter provides instructions to you and the 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 work days to contact DHS. federal government workdays are Monday through Friday except for federal holidays. The start of the eight days begins on the date printed on the DHS Referral Letter.

A photo non-match TNC requires an additional step but follows the same guidelines of any TNC. If the employee chooses to contest the photo non-match TNC the employee must be referred to DHS and you must send a copy of the photo ID document to E-Verify.

You may not fire, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee during the time he or she is 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: 2007241104430MK

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

Verification Response			
Eligibility:	DHS Tentative Nonconfirmation	Response Date:	02/22/2008

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; you will be unable to continue the case 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 (also available in Spanish)
- ▶ Explain the next steps to the employee - instructions for you are on page one of the DHS Referral Letter and employee instructions are on page 2 of the DHS Referral Letter.
- ▶ Sign and date the notification and ensure the employee signs and dates the notification
- ▶ Give a copy of the signed DHS Referral Letter to the employee and keep the 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, 3rd 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
- ▶ Check E-Verify for case updates and follows steps to resolve case

IMPORTANT: You 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 2.5
- ◆ DHS FINAL NONCONFIRMATION, Section 4.1
- ◆ DHS CASE IN CONTINUANCE, Section 3.5
- ◆ DHS NO SHOW, Section 4.1

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

EMPLOYER ACTION

- If employee chooses to contest DHS TNC initiate DHS Referral
- Ensure that the information on the DHS Referral Letter is correct
- Review, print, sign, and date DHS Referral Letter
- Have employee sign and date DHS Referral Letter
- Keep original signed 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
- Check E-Verify for case result updates
- Resolve Case

EMPLOYEE ACTION

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

3.5 SSA CASE IN CONTINUANCE AND 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. You must check E-Verify daily for an update in case result. You 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 2.5
- ◆ DHS FINAL NONCONFIRMATION, Section 4.1

For SSA CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.5
- ◆ SSA FINAL NONCONFIRMATION, Section 4.1
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2
- ◆ DHS VERIFICATION IN PROCESS, Section 3.3

SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

4.0 FINAL CASE RESOLUTION

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

4.1 FINAL NONCONFIRMATION (FNC)

A Final Nonconfirmation means that a final case result has been provided and you 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.

You 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

EMPLOYER ACTION

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

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.

You 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

EMPLOYER ACTION

- Receive DHS No Show case result
- Resolve Case

EMPLOYEE ACTION

- NONE

4.2 RESOLVE CASE

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

- ▶ Select “Resolve Case”

The screenshot shows the 'Employment Eligibility Verification' interface. At the top, there are navigation links: 'Online Resources', 'Tutorial', 'Home', 'Contact Us', and 'Exit'. Below this is a header for 'Case Verification Number: 2009162110702JW'. The main section is titled 'Initial Verification' and contains the following information:

Last Name:	jefferson	First Name:	thomas
Middle Initial:		Maiden Name:	
Social Security Number:	[REDACTED]	Date of Birth:	04/20/1962
Number:		Citizenship Status:	Citizen of the United States
Hire Date:	06/01/2009	Alien Number:	
Document Type:	Unexpired U.S. Passport or Passport Card	I-94 Number:	
Initiated By:	SSLA5672	Doc. Expiration Date:	
Initiated On:		Visa Number:	

Below the verification details, the 'Initial Verification Results' section shows 'Initial Eligibility: EMPLOYMENT AUTHORIZED'. There is a link for 'Case Documents for Printing' and a sub-link for 'Case Details'. At the bottom, there are two buttons: 'Resolve Case' and 'Close'. A mouse cursor is pointing at the 'Resolve Case' button.

- ▶ Determine and select the Resolve Case option (See below for each option and its meaning)

The screenshot shows the 'Employment Eligibility Verification' interface for Case Verification Number: 2008218134041VE. The main section is titled 'Initial Verification' and contains the following information:

Last Name:	Doe	First Name:	Jane
Middle Initial:	Q	Maiden Name:	
Social Security Number:	[REDACTED]	Date of Birth:	01/01/1962
Hire Date:	10/10/2001	Citizenship Status:	Citizen
Document Type:	Unexpired or Expired U.S. Passport	I-94 Number:	
Employer Case ID:	1234	Doc. Expiration Date:	
Initiated By:	MRAA0986	Initiated On:	08/05/2008

Below the verification details, the 'Initial Verification Results' section shows 'Initial Eligibility: SSA TENTATIVE NONCONFIRMATION, SSN is invalid'. There is a link for 'SSA Referral' and a sub-link for 'Enter Case Resolution'. The 'Enter Case Resolution' section contains a 'Resolve Options' section with the following radio button options:

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

At the bottom, there are two buttons: 'Submit Resolve Case' and 'Close'.

- ▶ 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 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.

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

SUMMARY

EMPLOYER 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.

EMPLOYEE ACTION

- NONE

5.0 CASE REPORTS

There are three types of case reports available in E-Verify for companies enrolled as Employers. These include: Corporate Overview 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.



5.1 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 Corporate Administrators and Program Administrators.

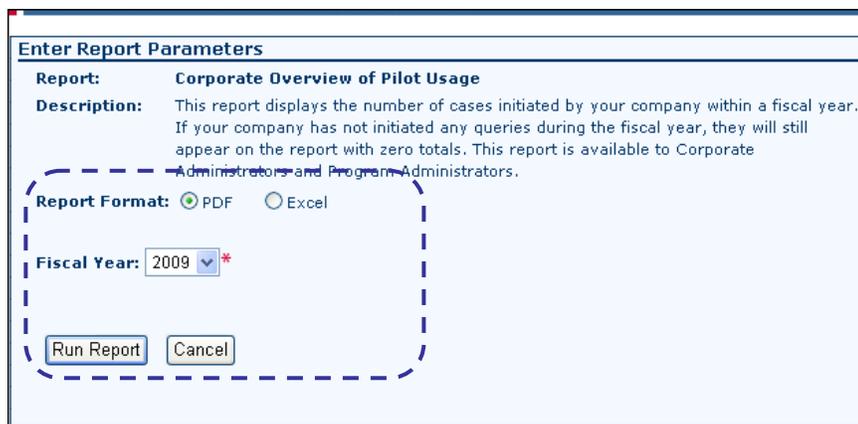
To create a Corporate Overview of Pilot Usage Report see the Process Overview on the next page.

- ▶ Select “Corporate Overview of Pilot Usage”



- ▶ Select “Next”

- ▶ Below screen will be shown



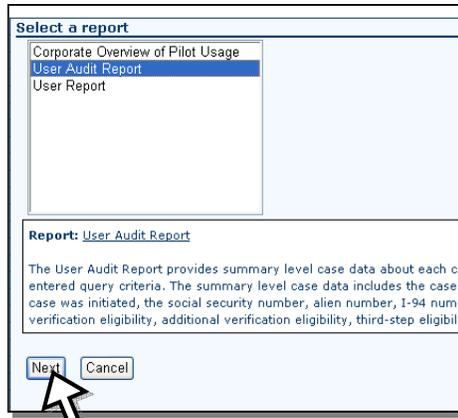
- ▶ Determine and select which Report Format, PDF or Excel, you would like to view
- ▶ Use drop down box to select the Fiscal Year you want a report on
- ▶ Select ‘Run Report’
- ▶ Use report as needed

5.2 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.

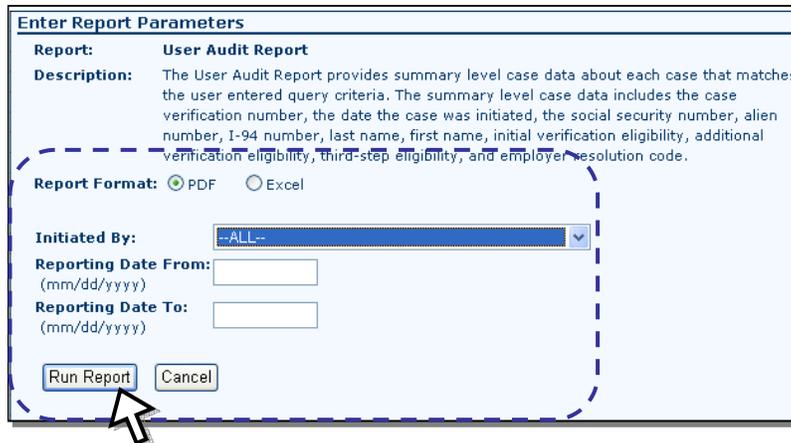
To create a User Audit Report see the Report Overview below:

► Select “User Audit Report”



► Select “Next”

► Below screen will be shown



► Determine and select which Report Format, PDF or Excel, you would like to view

► Use drop down box to select the E-Verify User you want a report on

► Enter dates

► Select ‘Run Report’

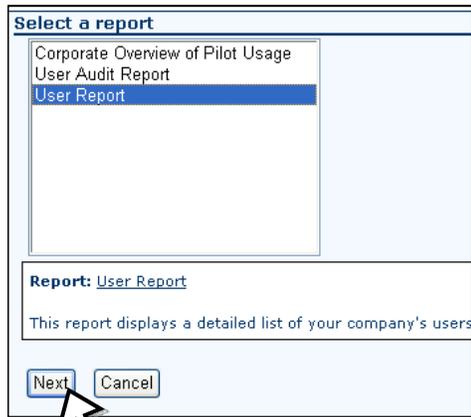
► Use report as needed

5.3 USER REPORT

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

To create a User Report see the Report Overview below:

► Select “User Report”



► Select “Next”

► Below screen will be shown



► 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

6.0 ACCOUNT ADMINISTRATION

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

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

6.1 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 company profile. A company 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 Corporate Administrator (CA) user role is specific to companies that have enrolled under the Corporate Administrator Access Method. The CA serves in an administrative capacity and cannot create or manage verification cases.

The table below provides an explanation of the functions of each user role:

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

6.2 USER ID AND PASSWORD CREATION

User registration is completed by the Program Administrator. All users are assigned a user ID and initial password. Upon being initially registered by the Program Administrator, you receive an email with your 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>IL!keH20</p> <ul style="list-style-type: none"> ▶ at least eight characters in length ▶ an uppercase letter ▶ a lowercase letter ▶ a special character ▶ a number

Passwords expire every 90 days. E-Verify automatically asks you to create a new password when the old one 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 your password has been compromised, change it immediately. To change or reset a password, follow the steps below.

RESET OR CHANGE PASSWORD

- ▶ Select “Change Password” from User Administration menu
- ▶ “Change Password” page will appear
- ▶ Type current password in the ‘Old Password’ field
- ▶ Type new password in the “New Password” field
- ▶ Re-Type New Password in the “Re-Type New Password” field. The new password cannot be the same as any of the last six passwords.
- ▶ Receive one of the following confirmation messages:
 - If the system processed the password change, then use the new password the next time you log in to E-Verify
 - If the system was unable to process the password change due to user error, carefully repeat the steps for changing a password.
 - If the system was unable to process the password change, try changing the password later.

6.3 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

- ▶ Select “Change Profile” from the User Administration menu, the Change User Profile page will appear.
- ▶ Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is required.
- ▶ Select “Submit User Profile Changes”. The Change User Profile Results page, which contains the confirmation message and your profile information, will appear.
- ▶ 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.

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

7.0 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

7.1 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."

Add User - Personal Information

User Role: *

Last Name: *

First Name: *

M.I.

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

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

Add User - Enter Password

User ID: *

Password: *

Re-type Password: *

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

7.2 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	
JCOO1234	ABC, Inc.	Program Administrator	Cooper	Julia	08/17/2006 03:31 PM	Change Password	N	N	Delete
JGOR1234	ABC, Inc.	Program Administrator	Gordon	Juan		Change Password	N	N	Delete

Previous Next

Close

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.

View / Modify User Information

User ID: JGOR1234

User Role: Program Administrator *

Last Name: Gordon *

First Name: Juan *

M.I.:

Phone Number: (222) 222-2222 ext. *

Fax Number: - -

E-mail Address: jgordon@abcinc.com *

Force Change Password:

Reset User Password

New Password:

Re-type New Password:

Submit User Modifications Delete User 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.

View / Modify User Information

User ID: JGOR1234

User Role: Program Administrator *

Last Name: Gordon *

First Name: Juan *

M.I.:

Phone Number: (222) 222-2222 ext. *

Fax Number: - -

E-mail Address: jgordon@abcinc.com *

Force Change Password:

Reset User Password

New Password:

Re-type New Password:

Submit User Modifications Delete User Cancel

- ▶ 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.

DELETE USERS

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) 696 - 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.

7.3 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, a designated employee 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.

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

► 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
Company Name	Company enrolled in E-Verify
Physical Location	Location where employment eligibility verifications are completed.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Enter Additional Information	Information about the size of the company and any associated Corporate Administrators if applicable.
Employer Identification Number, (EIN)	Also known as Federal Tax Identification Number
Enter Corporate/Parent Company	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 employer 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

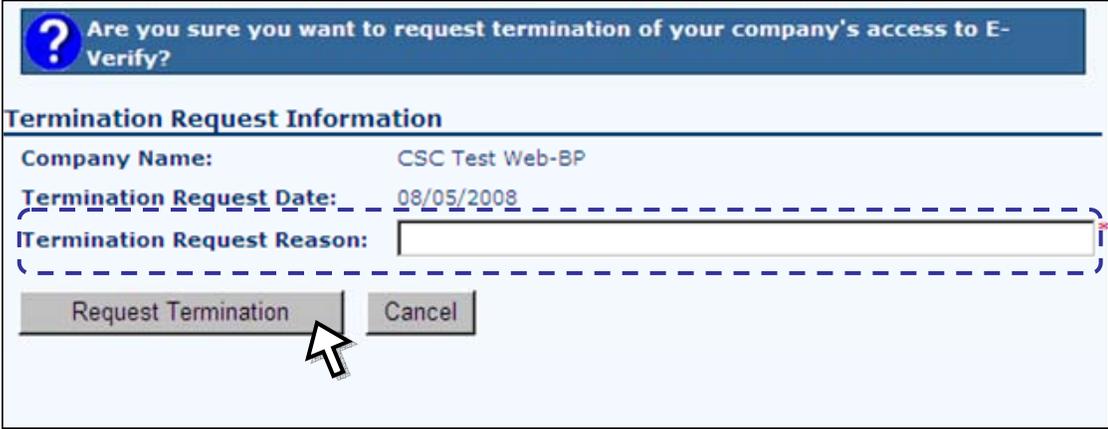
- ▶ Select “Add” to add hiring sites for a new state. Select the state from the drop down list. Enter the number of hiring sites. Then select “Update.”
- ▶ To edit the number of hiring sites in a state where the company currently has hiring sites: select “Edit” next to the state whose number of hiring 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.



▶ 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.

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.



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

8.0 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	
E-Verify Public Web Site <ul style="list-style-type: none"> • Program information and statistics • Frequently asked questions • Provides general information about E-Verify 	http://www.dhs.gov/e-verify
E-Verify Enrollment Application <ul style="list-style-type: none"> • Web site for initial company enrollment 	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/emp
E-Verify Access for Designated Agents <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/esp
E-Verify Customer Support <ul style="list-style-type: none"> • Account information and assistance with policy questions 	Phone: 1-888-464-4218 E-mail: E-Verify@dhs.gov Hours of Operation: Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays
E-Verify Technical Support <ul style="list-style-type: none"> • Technical assistance using E-Verify 	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

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. 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.

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.

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