



User Manual

For Corporate Administrators

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U.S. Citizenship
and Immigration
Services

TABLE OF CONTENTS

1.0	INTRODUCTION	1
1.1	BACKGROUND AND OVERVIEW	1
1.2	E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION	2
	<i>ACCESS METHODS</i>	3
	<i>LINK AN EXISTING EMPLOYER ACCOUNT TO A CORPORATE ADMINISTRATOR ACCOUNT</i>	4
1.3	OVERVIEW OF USER ROLES	4
1.4	BASIC CORPORATE ADMINISTRATOR WEBSITE NAVIGATION	6
	<i>ESSENTIAL RESOURCES</i>	7
1.5	USER RULES AND RESPONSIBILITIES	8
1.6	PRIVACY AND SECURITY STATEMENT	11
2.0	COMPANY LOCATION ADMINISTRATION	12
2.1	VERIFICATION LOCATIONS VS. HIRING SITES	12
	<i>VERIFICATION LOCATIONS</i>	12
	<i>HIRING SITES</i>	12
2.2	ENROLL VERIFICATION LOCATIONS	13
2.3	VIEW EXISTING LOCATIONS	18
	<i>COMPANY INFORMATION FIELDS</i>	19
	<i>VIEW MEMORANDUM OF UNDERSTANDING (MOU)</i>	20
2.4	ADD NEW USERS	22
2.5	VIEW EXISTING USERS	23
	<i>RESET USER'S PASSWORD</i>	25
	<i>DELETE USER ACCOUNT</i>	25
2.6	CLOSE COMPANY ACCOUNT	26
3.0	REPORTS	28
3.1	AD-HOC EMPLOYERS REPORT	28
3.2	CORPORATE OVERVIEW OF PILOT USAGE	29
3.3	LIST OF ACTIVE COMPANIES BY FISCAL YEAR REPORT	30
3.4	MONTHLY LIST OF PRIMARY QUERIES BY ACTIVE COMPANIES REPORT	31
3.5	QUICK AUDIT REPORT	32
3.6	USER AUDIT REPORT	33
4.0	USER ACCOUNT ADMINISTRATION	35
4.1	USER ID AND PASSWORD CREATION	35
	<i>CHANGE YOUR PASSWORD</i>	36
	<i>CHANGE SECURITY QUESTIONS</i>	37
4.2	UPDATE YOUR USER PROFILE	38
5.0	CORPORATE ADMINISTRATOR ACCOUNT ADMINISTRATION	40
5.1	EDIT CORPORATE ADMINISTRATOR ACCOUNT PROFILE	40
5.2	ADD NEW CORPORATE ADMINISTRATOR	41
5.3	VIEW EXISTING CORPORATE ADMINISTRATORS	43
	<i>RESET CORPORATE ADMINISTRATOR'S PASSWORD</i>	43
	<i>DELETE CORPORATE ADMINSTRATOR ACCOUNT</i>	44
5.4	CLOSE CORPORATE ADMINISTATOR ACCOUNT	45
6.0	RESOURCE AND CONTACT INFORMATION	46
	APPENDIX A: LINK AN EXISTING EMPLOYER ACCOUNT TO A CORPORATE ADMINISTRATOR	48
	APPENDIX B: ACRONYMS	52
	APPENDIX C: GLOSSARY	53

1.0 INTRODUCTION

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

For the purpose of this manual, the term 'employer' means a U.S. company, corporation or business entity that is required to complete Form I-9, Employment Eligibility Verification including any company employee with an E-Verify user account. The term 'corporate administrator' means any individual designated by an employer to oversee the use of E-Verify at multiple sites through an administrative account; there is no association to a company's legal status as a corporation. Corporate administrator is simply the name for the type of E-Verify account that some companies use to oversee E-Verify at multiple locations.

A corporate administrator account is an optional tool that is useful to a company that plans to create E-Verify cases from multiple locations and wants to link those sites to a single central account for management and reporting. If a company has only one location where they will create E-Verify cases that company may simply enroll in E-Verify with the employer access method, see Section 1.2.

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

1.1 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, to initiate an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services operates the E-Verify program, previously referred to as Basic Pilot. E-Verify is an internet-based system that implements the requirements in the IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of all its newly hired employees.

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 that have legislation that mandates the use of E-Verify for some or all employers.

NOTE: E-Verify cannot provide you with guidance on state or local laws that require your participation in E-Verify. For help, you should contact the appropriate state officials, or you may also receive assistance through a local Chamber of Commerce.

Apart from any state or local law that requires participation in E-Verify, employers are fully responsible for complying with sections 274A (which addresses the requirements of the Form I-9 process) and 274B (which addresses unfair immigration-related employment practices) of the Immigration and Nationality Act. If employers fail to comply with either, then they may be subject to penalties.

E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA, DHS and U.S. Department of State (DOS) records to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

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

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

1.2 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

It is important to understand the difference between enrollment and registration which is outlined in the 'Enrollment vs. Registration Overview.' For additional information, visit www.dhs.gov/E-Verify.

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



E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. local time
Telephone: 888-464-4218 Email: E-Verify@dhs.gov

If your company is enrolled and you need information about how to add additional users, see Section 2.4.

ENROLLMENT VS. REGISTRATION OVERVIEW

	ENROLLMENT	REGISTRATION
Who	Companies enroll in E-Verify to participate in the program.	A corporate administrator registers new users for his or her company's verification locations in E-Verify who are then able to create cases. A program administrator may also register new users for his or her location. For more information on user roles, see Section 1.3.
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll . A company that has enrolled in E-Verify as a corporate administrator may enroll the company's verification locations with the corporate administrator account.	Corporate administrators may register program administrators, general users and other corporate administrators at any time after completing the corporate administrator tutorial and passing the knowledge test. For more information on adding new users, see Section 2.4.
Why	Companies enroll to verify employment eligibility of employees.	Most enrolled companies have different people who use E-Verify to create cases. Corporate administrators oversee E-Verify use at multiple locations and do not create or manage cases. Corporate administrators enroll verification locations where users create cases. There is no limit on the number of users an enrolled company can register to create cases.

To participate in E-Verify, each company must enroll online via any Internet-capable computer using a Web browser of Internet Explorer (6.0 and above), Firefox (3.0 and above), Chrome (7.0 and above) and Safari (4.0 and above).

To enroll in E-Verify, employers visit the enrollment website. This website guides companies through the enrollment process. Additional information regarding enrollment is found at www.dhs.gov/E-Verify.

ACCESS METHODS

Participating companies use E-Verify through an access method determined during the enrollment process. An access method is a type of E-Verify account that offers different features for specific types of organizations. The four access methods include employer, E-Verify employer agent, corporate administrator, and Web services.

The access methods are explained in the 'Access Method Overview.'

ACCESS METHOD OVERVIEW

ACCESS METHOD	EXPLANATION
Employer Access	<p>My company plans to use E-Verify to verify its employees.</p> <p>Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method. This access method allows a company to create cases in E-Verify to verify the employment eligibility of its newly hired employees and/or employees assigned to a covered federal contract. For more information, visit www.dhs.gov/E-Verify.</p>
E-Verify Employer Agent Access	<p>My company plans to use E-Verify on behalf of its clients to verify their employees.</p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other companies to create cases in E-Verify to verify the employment eligibility of their newly hired employees and/or employees assigned to a covered federal contract. For more information, visit www.dhs.gov/E-Verify.</p>
Corporate Administrator Access	<p>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</p> <p>Corporate administrator access is used only for managing multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases. In addition to the information in this manual, you may visit www.dhs.gov/E-Verify to learn more about E-Verify.</p>
<p>Web Services Access for Employers</p> <p>-or-</p> <p>Web Services Access for E-Verify Employer Agents</p>	<p>My company plans to develop its own software to access E-Verify.</p> <p>The Web services access method requires a company to develop software that interfaces with E-Verify to verify the employment eligibility of newly hired employees and/or employees assigned to a covered federal contract. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. If a company chooses this option, it is sent the Web services Interface Control Document. The Interface Control Document contains the information used to develop and test the software interface. Both employers and E-Verify employer agents are eligible to use this access method.</p>



If a company has enrolled as a corporate administrator in error it may contact E-Verify Customer Service. You may also email E-Verify at E-Verify@dhs.gov or send a request to close your E-Verify corporate administrator account, see Section 5.4. Once a termination confirmation email is received the company may re-enroll with an employer account.

LINK AN EXISTING EMPLOYER ACCOUNT TO A CORPORATE ADMINISTRATOR ACCOUNT

A company that has chosen to enroll in E-Verify as a corporate administrator may enroll new verification locations (employer accounts), see Section 2.2, OR link an existing E-Verify employer account to the corporate administrator account. A program administrator for the verification location must link an existing employer account to a corporate administrator account, see Appendix A: 'Link Employer Account to Corporate Administrator.' Linking an employer account means that a corporate administrator may gain administrative access to an existing employer account.

Once an employer account is linked, the corporate administrator account serves as the "umbrella" account; the corporate administrator(s) can manage the verification location and its users, and create reports for that location.

1.3 OVERVIEW OF USER ROLES

Enrolled companies can provide their staff access to E-Verify by assigning them a user account. Permissions and functions in E-Verify granted to the user depend upon the user role. Corporate administrators are the only user role with access to the corporate administrator account. Every verification location (employer account) must have at least one program administrator who provides support for general users and manages the location's profile. A verification location can choose to have general users in addition to program administrators who will only be able to create and manage the cases he or she creates. Review the permissions of each user role in the 'User Role Overview.'

Corporate administrators oversee E-Verify use and provide support to all enrolled verification locations and users at these locations. As a corporate administrator your primary functions are to enroll your company's verification locations in E-Verify and to manage the information and users that are linked to your corporate administrator account. The corporate administrator account on its own does not allow you to create, view, or manage cases in E-Verify. Corporate administrators must successfully complete the online corporate administrator tutorial and pass the knowledge test before privileges to add and manage their company's verification locations are granted. The user will be prompted to take the tutorial when he or she logs in to E-Verify for the first time. If a corporate administrator has the need to create or manage E-Verify cases in addition to his or her administrative responsibilities, he or she may also create a program administrator account for his or her use.

Program administrators and general users must successfully complete the online E-Verify tutorial and pass the knowledge test before privileges to create or manage cases are granted. The user will be prompted to take the tutorial when he or she logs in to E-Verify for the first time.

For more detailed instructions on creating and managing cases, refer to the 'E-Verify User Manual for Employers.'

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

USER ROLE OVERVIEW

USER ROLE	PERMISSIONS
<p>Corporate Administrator (at least one required if company is enrolled as a corporate administrator)</p>	<p>A company enrolled under the corporate administrator access method must have at least one corporate administrator.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> • Enroll new verification locations • Updating corporate and verification location profile information • Creating user accounts for other corporate administrators, program administrators and general users • Viewing reports • Updating profile information for other corporate administrators, program administrators and general users • Unlocking user accounts • Closing company accounts and user accounts
<p>Program Administrator (at least one required at each employer account)</p>	<p>Each verification location (employer account) must have at least one program administrator. The program administrator role includes functions of a general user.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> • Creating user accounts for other program administrators and general users • Creating and managing cases • Viewing reports • Updating profile information for other program administrators and general users • Unlocking user accounts • Closing company account and user accounts
<p>General User (optional)</p>	<p>A company can have as many general users as it desires but is not required to have general users. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> • Creating and managing cases • Viewing reports • Updating his/her own user profile

1.4 BASIC CORPORATE ADMINISTRATOR WEBSITE NAVIGATION

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the corporate administrator user Web page.



Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218.

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

Area 3 contains E-Verify navigation options which are identified in the 'Area 3 Navigation Overview.' Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page where a user enters information.

AREA 3 NAVIGATION OVERVIEW

LINK	INFORMATION
My Company Locations	<ul style="list-style-type: none"> ▶ Add New Location ▶ View Existing Locations ▶ Add New User ▶ View Existing Users ▶ Close Company Accounts
My Profile	<ul style="list-style-type: none"> ▶ Edit Profile ▶ Change Password ▶ Change Security Questions
My Corporate Account	<ul style="list-style-type: none"> ▶ Edit Corporate Profile

	<ul style="list-style-type: none"> ▶ Add New Administrator ▶ View Existing Administrators ▶ Close Corporate Account
My Reports	<ul style="list-style-type: none"> ▶ View Reports
My Resources	<ul style="list-style-type: none"> ▶ View Essential Resources ▶ Take Tutorial ▶ View User Manual ▶ Contact Us

ESSENTIAL RESOURCES

'View Essential Resources' under 'My Resources' contains links to important documents and tools for employers who participate in E-Verify. The 'Essential Resources Overview' provides specific information on the resources available to users.

Essential Resources Overview

LINK	INFORMATION
E-Verify Essentials	<ul style="list-style-type: none"> ▶ E-Verify Participation Poster ▶ Right to Work Poster ▶ E-Verify User Manuals
E-Verify Notices	<ul style="list-style-type: none"> ▶ Blank 'Notice to Employee of Tentative Nonconfirmation,' 'Referral to the U.S. Department of Homeland Security' and 'Referral to the Social Security Administration' available in several foreign languages
Form I-9 Resources	<ul style="list-style-type: none"> ▶ The latest version of Form I-9 in English and Spanish ▶ The 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)'
Memoranda of Understanding (MOU)	<ul style="list-style-type: none"> ▶ Blank copy of the most recent version of the MOU
Resources for Employers	<ul style="list-style-type: none"> ▶ Websites and links to Web pages of particular interest to employers participating in E-Verify ▶ Information on photo standards, document guides and announcements related to employment documents

1.5 USER RULES AND RESPONSIBILITIES

All E-Verify users are bound by the guidelines set forth in the 'E-Verify Memorandum of Understanding for Employers (MOU)' and the rules and responsibilities outlined in this manual.

It is your responsibility to ensure that all users understand program rules. We recommend that you review with your users these rules and responsibilities periodically to ensure proper use of E-Verify and the protection of your employees' workplace rights.

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

RULES AND RESPONSIBILITIES OVERVIEW

Employers participating in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for each newly hired employee while enrolled/participating in E-Verify.
- ✓ Notify each job applicant of E-Verify participation.
- ✓ Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work' posters.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Ensure that Form I-9 'List B' identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
- ✓ Obtain a Social Security number (SSN) from each newly hired employee on Form I-9.*
- ✓ Provide each employee the opportunity to contest a tentative nonconfirmation (TNC).
- ✓ Allow each newly hired employee to start and continue working during the E-Verify verification process, even if he or she receives a TNC.
- ✓ Ensure that all personally identifiable information is safeguarded.

Employers participating in E-Verify **MUST NOT**:

- ✗ Use E-Verify to prescreen an applicant for employment.
- ✗ Check the employment eligibility of an employee hired before the company signed the E-Verify MOU.
- ✗ Take any adverse action against an employee based on a case result unless E-Verify issues a final nonconfirmation.
- ✗ Specify or request which Form I-9 documentation a newly hired employee must use.
- ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status.
- ✗ Selectively verify the employment eligibility of a newly hired employee.
- ✗ 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 'Right to Work' posters; both are displayed on the next page. These should be displayed in the most appropriate location for viewing by potential and current employees. Both notices are found in E-Verify after you log in under 'View Essential Resources' (Section 1.4). In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

E-VERIFY PARTICIPATION/ENROLLMENT NOTIFICATION

English & Spanish
Notice of E-Verify Participation **Right to Work Poster**



This Employer Participates in E-Verify

E-Verify

NOTICE



IF YOU HAVE THE RIGHT TO WORK, Don't let anyone take it away.

Provided by DHS

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

1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of personally identifiable information. It is essential to protect the privacy of individuals who submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the 'E-Verify Memorandum of Understanding for Employers (MOU)' between E-Verify and the employer/user.

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

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

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

REMI NDER

-
- * Ensure that all personally identifiable information is safeguarded.
-

2.0 COMPANY LOCATION ADMINISTRATION

A company enrolled in E-Verify as a corporate administrator benefits from oversight functions only available to corporate administrators. A corporate administrator account serves to link together your company's multiple employer accounts. An employer account is the same as a verification location in E-Verify; this is where your company's users create E-Verify cases. The corporate administrator account alone does not allow you to create E-Verify cases.

Once a verification location is enrolled, program administrators at the verification location can add general users and other program administrators to create E-Verify cases. Program administrators can also update the verification location profile and create reports for that location. Additional information on program administrator and general user functions is available in the 'E-Verify User Manual for Employers.'

This section covers important information for corporate administrators and describes the functions to enroll, manage and update verification locations and users.

2.1 VERIFICATION LOCATIONS VS. HIRING SITES

There are two types of company locations in E-Verify: verification locations and hiring sites. It is important to recognize the difference between verification locations and hiring sites to determine how to organize your company's E-Verify accounts. It is possible for a verification location and a hiring site to be the same. Verification locations and hiring sites are described below.

IMPORTANT: A corporate administrator account does not permit you to create E-Verify cases so you must enroll at least one verification location in E-Verify.

VERIFICATION LOCATIONS

A verification location is where your company's human resources staff takes the information from an employee's Form I-9 and creates a case in E-Verify. Generally, each verification location has its own employer account; see the 'Corporate Administrator Organization Overview.'

If your company has staff at each location that uses E-Verify then each location is considered a verification location. If your company centralizes the use of E-Verify to certain locations, then only those locations are considered verification locations.

HIRING SITES

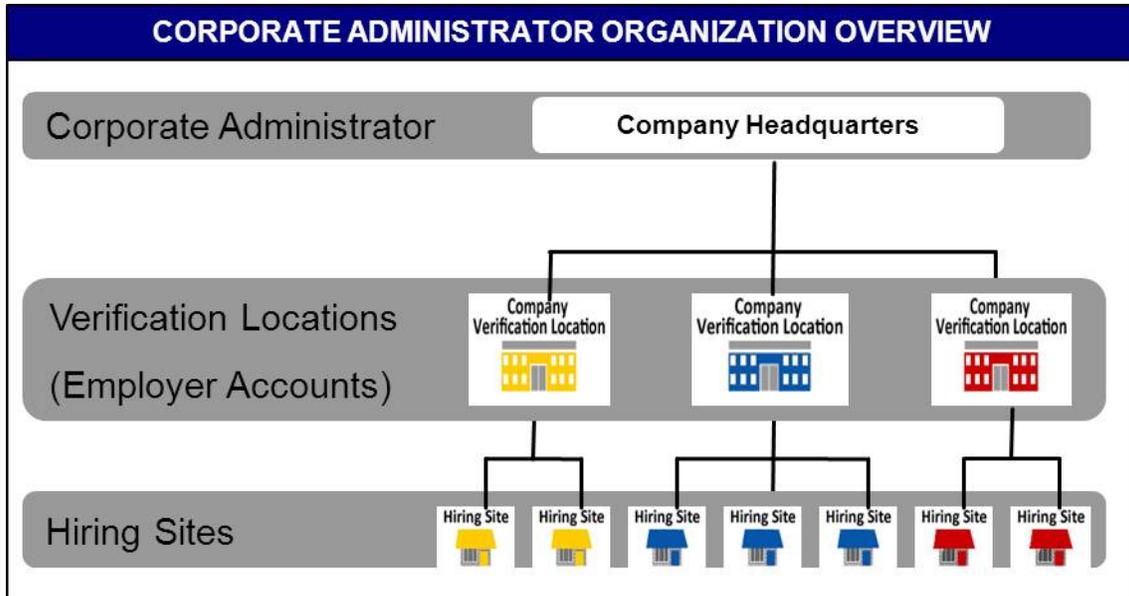
A hiring site is the location where your company's employees are hired and they complete Form I-9. If your company creates cases in E-Verify at the same location, it is a verification location AND a hiring site.

Companies select which sites participate in E-Verify on a hiring site by hiring site basis. This means that if you decide to have a hiring site participate in E-Verify, you must verify all newly hired employees for that hiring site. If you decide NOT to have a hiring site participate, you are not permitted to verify ANY employees at that location.

Corporate Administrators can modify the number of hiring sites that participate in E-Verify in each state, see Section 2.3. A participating hiring site means that your company will verify the employment eligibility of every newly hired employee who

works at that site in E-Verify. A program administrator at the verification location may also update the hiring site information.

The 'Corporate Administrator Organization Overview' provides an example of the organization for a company with multiple verification locations and hiring sites enrolled in E-Verify with a corporate administrator account.



2.2 ENROLL VERIFICATION LOCATIONS

Corporate administrators can enroll the company's verification locations in E-Verify through the corporate administrator account. In addition, an existing employer account may be linked to the corporate administrator account by a program administrator, see Appendix A.

IMPORTANT: A verification location should not be added if an employer account already exists.

To enroll a verification location, the corporate administrator must provide the information for that location in E-Verify. Although, a corporate administrator account does not require a memorandum of understanding (MOU), a MOU must be electronically signed for each verification location that is enrolled in E-Verify. If a verification location no longer needs an E-Verify account, a corporate administrator or program administrator must close the account. To close a verification location's account, see 'Close Company Account – Process Overview' in Section 2.6

To enroll a new verification location in E-Verify, follow the steps in 'Enroll Verification Location-Process Overview.'

ENROLL VERIFICATION LOCATION – PROCESS OVERVIEW

1. Select Employer Category (Organization Designation)

- ▶ From 'My Company,' select 'Add New Location.'



- ▶ Select the employer category that best describes the verification location from the drop down and then click 'Next.'

The image shows the 'Organization Designation' form. It includes the following text:

Lots of organizations, from large federal agencies to small local businesses, use E-Verify. Choosing the right category for your organization ensures that we provide you with the right information you need to use E-Verify.

Identify whether your organization is part of the federal government, state government, local government, or a federal contractor with or without the FAR E-Verify clause. If your organization does not fall within any of these categories, select 'None of these categories apply'.

You can change your organization designation at any time by updating your company profile in E-Verify.

Which category best describes your organization?

[Dropdown menu with a help icon]

We're here to help! If you are unsure which category to select, click on the help icon above or contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov.

Buttons: Back, Next (highlighted in green).

IMPORTANT: If you indicate 'Federal Contractor with FAR E-Verify Clause,' you will be required to select the federal contractor category that best describes your organization and indicate which employees your verification location will verify. For additional information see the 'E-Verify Supplemental Guide for Federal Contractors.'

2. Sign Memorandum of Understanding (MOU)

- ▶ Review the 'Memorandum of Understanding for Employers (MOU)' and indicate whether you agree or do not agree to the terms in the MOU. To proceed with adding a verification location you must agree to the terms in the MOU and click 'Next.' Once you have electronically signed the MOU, the 'Company Information' page appears.

3. Enter Company Information

► Enter the verification locations' information into the fields and then click 'Next.'

A red asterisk (*) indicates a required field.

Company Information

Company Name: *

Doing Business As (DBA) Name: ?

DUNS Number: ?

Physical Location (This is not the mailing address. This is the location where the verification queries will be performed.)

Address 1: *

Address 2:

City: *

State: *

Zip Code: *

County / Parish: *

Mailing Address (Provide if different from physical location.)

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information

Employer Identification Number: *?

(also known as Federal Tax ID Number)

Total Number of Employees: *

(including full-time, part-time, and seasonal employees of the site(s) being verified for)

Parent Organization: ?

How did you hear about E-Verify? ?

Other Marketing Channel:

4. Select North American Industry Classification System Code (NAICS Code)

The North American Industry Classification System (NAICS) code classifies companies by industry.

► If you know the NAICS Code, enter the three digit NAICS Code in the field provided and click 'Accept NAICS Code and Continue.'

If the number is not known click 'Generate NAICS Code' to determine the company's NAICS code.

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

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

NAICS Code:

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

To determine the company's NAICS code:

- ▶ Select the appropriate sector from the drop-down list.
- ▶ Click 'Continue NAICS Code.'
- ▶ Select the appropriate subsector from the drop-down list. The resulting NAICS code appears in the 'NAICS Code' field.
- ▶ Click 'Accept NAICS Code and Continue.'

5. Indicate Hiring Sites

- ▶ Indicate if the verification location will verify for multiple hiring sites or a single hiring site. If the company will verify for multiple hiring sites, click 'Multiple Site Verification' If the company will verify for a single hiring site, click 'Single Site Verification.'

? Will your location verify for multiple sites or for a single site?

If you are verifying for multiple sites at your location, click 'Multiple Sites Verification'.

If you are verifying for your site only, click 'Single Site Verification'.

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

- ▶ If you click 'Multiple Site Verification' the 'Hiring Sites' page will appear. Click 'Edit' to change the number of hiring sites then change the number in the 'Number of Hiring Sites' field. Click 'Update.'

If you need to add hiring sites in another state click 'Add' and then select the state or U.S. territory. Then add the number of hiring sites in that state or U.S. territory and click 'Update.'

6. Add Point(s) of Contact

- ▶ Provide the verification location's point of contact's name, phone number, fax number (optional) and email address and click 'Next.' The person(s) entered will automatically be a program administrator, unless you specify someone different.

See Section 1.3 for additional information on user roles.

i The person(s) entered here will automatically be Program Administrator(s) for the site registering for E-Verify. The Program Administrator has the ability to create user accounts, perform queries, view reports, update account information and unlock user accounts.

Last Name:

First Name:

M.I.:

Phone Number: - ext.

Fax Number: -

E-mail Address:

[Back](#) [Next](#)

- ▶ The 'Points of Contact Summary List' will appear with the program administrator added in the previous screen as a point of contact. Click 'Add' to add another program administrator or click 'Next' to continue.

Points of Contact Summary List

[Previous](#) [Next](#)

Add	First Name	Last Name	Middle Name	Phone Number	Fax Number	E-mail Address	Last Updated
Edit Delete						E-Verify@dhs.gov	

[Previous](#) [Next](#)

[Back](#) [Next](#)

NOTE: The verification location information can be modified by a program administrator at the verification location.

7. Review and Submit Information

- ▶ Review the information entered and then click 'Register Employer.'

NOTE: The registered program administrators usually receive a confirmation email within a few minutes. Instruct the verification locations' program administrator to check his or her email inbox as well as spam or junk mail folders because sometimes our emails are mistakenly marked as spam. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

2.3 VIEW EXISTING LOCATIONS

Corporate administrators can view all the verification locations linked to their E-Verify corporate administrator account. 'View Existing Locations' allows you to view, search and maintain the verification locations assigned to your E-Verify corporate administrator account. When you need to complete this action follow the steps in the 'View Existing Locations – Process Overview.'

VIEW EXISTING LOCATIONS – PROCESS OVERVIEW

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



- ▶ Search for a verification location using the criteria displayed in each field. You can enter a partial verification location name and a percent sign (%) as a wildcard character. You can also display all your verification locations by selecting a 'Company Status' of 'All' and clicking 'Display Company Summary List'.

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

- Company ID Number: [text input]
- Company Name: [text input]
- State: [dropdown menu]
- City: [text input]
- Address 1: [text input]
- Phone Number: [text input] - [text input] ext. [text input]
- E-mail Address: [text input]
- Company Status:
 - Pending Registration
 - Active Companies
 - Request Termination
 - Terminated
 - Rejected
 - All

 At the bottom of the form are two buttons: "Display Company Summary List" (green) and "Cancel" (blue).

- ▶ Click 'Display Company Summary List.'
- ▶ A list of company accounts matching the search criteria displays. You can view or modify a company account by clicking 'Edit.'
- ▶ To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (e.g., company name and physical location, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact).

Company Information

Company Name:	ABC, Inc.	View / Edit
Company ID Number:	378332	
Doing Business As (DBA) Name:		
DUNS Number:		

Physical Location:	Mailing Address:
Address 1:	Address 1:
Address 2:	Address 2:
City:	City:
State:	State:
Zip Code:	Zip Code:
County:	

Additional Information:

Employer Identification Number:	
Total Number of Employees:	100 to 499
Parent Organization:	
Administrator:	CSC Test Company - Corp Admin (CA)

Organization Designation:

Employer Category:	None of these categories apply
--------------------	--------------------------------

NAICS Code:	236 - CONSTRUCTION OF BUILDINGS	View / Edit
Total Hiring Sites:	1	View / Edit
Total Points of Contact:	1	View / Edit

[View MOU](#)



The E-Verify company ID number for the verification location is located at top of the 'Company Information' page.

COMPANY INFORMATION FIELDS

A corporate administrator may update the verification location's 'Company Information' page. For additional information on each field, see 'Company Information – Overview.'

To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (e.g., company name and physical location, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact).

NOTE: The verification location information can also be modified by a program administrator at the verification location.



Any information you update will not change your verification location's original electronically signed memorandum of understanding (MOU).

COMPANY INFORMATION – OVERVIEW

FIELD NAME	DESCRIPTION
Company Name	Name of the company enrolled in E-Verify.
Physical Location	Location where the company creates E-Verify cases.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Information about the size of the company and any associated corporate parent company information if applicable.
Employer Identification Number	Also known as federal tax identification number. Generally, most companies are required to have an employer identification number and any company that has employees is required to have one for wage and tax reporting purposes.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries). For corporations, a parent corporation is often defined as a corporation that owns more than 50 percent of another corporation.
Administrator	Companies may link their employer accounts to a corporate administrator account (also called an E-Verify corporate account). This gives your corporate administrator access to your employer or E-Verify employer agent account profile, user administration and reports that contain case information. You should link your account only if you have been instructed to do so by your corporate administrator (see Appendix A).
Organization Designation	The category that identifies the company as a Federal, State or local government organization or a federal contractor with the Federal Acquisition Rule (FAR) E-Verify clause in their federal contract, if applicable.

VIEW MEMORANDUM OF UNDERSTANDING (MOU)

Corporate administrators may view the Memorandum of Understanding for Employers (MOU) between E-Verify and the employer for each verification location. To view the MOU for a verification location, follow the steps outlined in the 'View MOU - Process Overview.'

VIEW MOU – PROCESS OVERVIEW
<ul style="list-style-type: none"> ▶ Follow the steps in 'View Existing Locations – Process Overview' to find the verification location for which you need to view the MOU. ▶ From the 'Company Information' page, click 'View MOU' at the bottom of the screen.

Company Information

Company Name:	ABC, Inc.	View / Edit
Company ID Number:	378332	
Doing Business As (DBA) Name:		
DUNS Number:		

Physical Location: Address 1: 123 Main Street Address 2: City: Washington State: DC Zip Code: 20002 County: DISTRICT OF COLUMBIA	Mailing Address: Address 1: Address 2: City: State: Zip Code:
---	---

Additional Information:		
Employer Identification Number:		
Total Number of Employees:	100 to 499	
Parent Organization:		
Administrator:	CSC Test Company - Corp Admin (CA)	
Organization Designation:		
Employer Category:	None of these categories apply	

NAICS Code:	236 - CONSTRUCTION OF BUILDINGS	View / Edit
Total Hiring Sites:	1	View / Edit
Total Points of Contact:	1	View / Edit

View MOU

▶ The MOU that was electronically signed for that verification location will appear in a new window. If the MOU does not load, ensure that your pop-up blocker is disabled.

IMPORTANT: Once the MOU is submitted during enrollment, the information that appears on the MOU cannot be changed. However, you can update your company's information in E-Verify to reflect any changes. If you need to provide proof of your company's enrollment in E-Verify, you may print a copy of your company's information page as proof of your company's updated information.

2.4 ADD NEW USERS

Corporate administrators can add E-Verify users at multiple verification locations. To add an additional user the corporate administrator must provide the user's name, phone number, fax number (optional) and email address. A program administrator at the verification location may also add new users.

If a user leaves the company or no longer needs access to E-Verify, a corporate administrator or program administrator must delete the user's account. To delete a user account, see 'Delete User Account – Process Overview' in Section 2.5.

To add a new E-Verify user, follow the 'Add New User - Process Overview.'

ADD NEW USER – PROCESS OVERVIEW

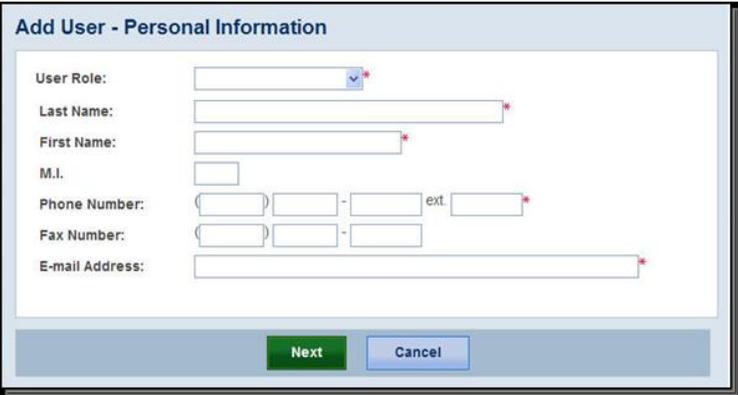
- ▶ From 'My Company Locations,' select 'Add New User.'



- ▶ Select the verification location of the new user, and click 'Next.'



- ▶ Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and email address and click 'Next.'



- ▶ Accept the system-generated user ID or create a new user ID.

NOTE: This is the only opportunity to change the user ID.



i You may accept the system generated user ID displayed below or create your own.

- ▶ To accept the system generated user ID, click **Submit New User**.
- ▶ To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click **Submit New User**.

Add User - Create User ID

User ID:

- ▶ Review the information, then click 'Submit New User.'
- ▶ The new user will receive his or her user ID and temporary password by email.

NOTE: Most people receive our confirmation email within a few minutes. Instruct your new user to check his or her email inbox as well as spam or junk mail folders because sometimes our emails are mistakenly marked as spam. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

2.5 VIEW EXISTING USERS

Only corporate administrators and program administrators can view user information and reset passwords. 'View Existing Users' allows you to view, search and maintain the general users and program administrators assigned to each verification location. To view existing users, follow the 'View Existing Users – Process Overview.'

VIEW EXISTING USERS – PROCESS OVERVIEW

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



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

Enter User Search Criteria

User Role: All Role
 Program Administrators
 General Users

User Status: All
 Locked
 Password Change Required

Company Location:

User:

Last Name:

First Name:

State:

City:

Phone Number: () - ext.

E-mail Address:

[Display User Summary List](#) [Cancel](#)

- ▶ Click 'Display User Summary List.'
- ▶ A list of user accounts displays. To view or modify a user account select the appropriate user ID.

User Summary List

[Previous](#) [Next](#)

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On
JD0E0116	ABC, Inc.	Program Administrator	Doe	John		Change Password	N	N
UTW01756	ABC, Inc.	General User	Two	User		Change Password	N	N

[Delete](#) [Delete](#)

[Previous](#) [Next](#)

[Close](#)

RESET USER'S PASSWORD

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

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ Follow the steps in 'View Existing Users – Process Overview' to find the user who needs his or her password changed.
- ▶ Select the appropriate user by selecting his or her user ID.

View / Modify User Information

User ID: DASAMPGU
 User Role: General User
 Last Name: Sample
 First Name: E-Verify
 M.I.:
 Phone Number: (888) 464 - 4218 ext.
 Fax Number:
 E-mail Address: E-Verify@dhs.gov
 Force Change Password:

Reset User Password

New Password:
 Re-type New Password:

Submit User Modifications Delete User Cancel

- ▶ Assign a temporary password by completing both fields under 'Reset User Password.'
- ▶ Click 'Submit User Modifications.'

NOTE: When resetting a user's password, the user will not receive an email providing the new password. You must provide the new password to the user.

DELETE USER ACCOUNT

A corporate administrator or program administrator may delete a user account by following the steps in 'Delete Users – Process Overview.'

DELETE USERS – PROCESS OVERVIEW

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



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

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

2.6 CLOSE COMPANY ACCOUNT

Any E-Verify account may be closed voluntarily. To close an account, a program administrator, corporate administrator, the signatory of the MOU, or an authorized company representative must submit an electronic termination request, through E-Verify, see 'Close Company Account – Process Overview,' or provide written notice to E-Verify 30 days in advance of the date that the employer would like to close the account. Employers must request termination electronically through E-Verify, or submit a written termination notice to E-Verify@dhs.gov or fax to 202-443-0215.

You must continue to use E-Verify in accordance with the MOU during this 30-day period or until you have received an email confirming that the account is closed, whichever is sooner. All open E-Verify cases still need to be closed, even if you request to close your E-Verify account.

IMPORTANT: Once an account is closed, all access to the account and its associated records is lost. To preserve the records from an E-Verify account, a complete user audit report, see Section 3.6, should be created and retained. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

To close a verification location's E-Verify account, complete the steps outlined in 'Close Company Account – Process Overview.'

CLOSE COMPANY ACCOUNT – PROCESS OVERVIEW

- ▶ From 'My Company Location,' select 'Close Company Accounts.'



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

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

Termination Request Information

Termination Request Date: 06/06/2011

Termination Request Reason:

Select Company Locations:

All Company Locations

Some Company Locations (select from list)

- CSC Corp. (Washington, DC)
- CSC Test Company - VIS Production Build ... (WASHINGTON, DC)
- CSC Test Company, Demo Site 1 (Hometown, VA)
- CSC- Auto Parts (Egg Harbor Township, NJ)

Request Termination

- ▶ Indicate if you wish to close all or some verification locations.
- ▶ Click 'Request Termination.'
- ▶ A message will appear informing you that E-Verify will be notified of your request to terminate participation in the program.



If you submitted a termination request by mistake, contact E-Verify Customer Support at 888-464-4218 for assistance.

3.0 REPORTS

There are six types of case reports available in E-Verify for corporate administrators. These include: 'Ad-Hoc Employers Report,' 'Corporate Overview of Pilot Usage,' 'List of Active Companies by Fiscal Year,' 'Monthly List of Primary Queries by Active Companies,' 'Quick Audit Report,' and 'User Audit Report.' This section provides direction on how to create each of these reports in E-Verify.

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



NOTE: All reports display only the last four digits of an employee's Social Security number for added security and to protect an employee's privacy.

3.1 AD-HOC EMPLOYERS REPORT

The 'Ad-Hoc Employers Reports' displays detailed information for each case that matches the data entered as case search criteria. This allows the corporate administrator the flexibility to create a report based on the needs of their corporate oversight responsibilities.

To create an Ad-Hoc Employers Report, see the 'Ad-Hoc Employers Report-Overview.'

AD-HOC EMPLOYERS REPORT – REPORT OVERVIEW

► Select 'Ad-Hoc Employers Report.'

Select a report

Ad-Hoc Employers Report

Corporate Overview of Pilot Usage

List of Active Companies by Fiscal Year

Monthly List of Primary Queries by Active Companies

Quick Audit Report

User Audit Report

Report: Ad-Hoc Employers Report

This report displays detail information for each case that matches the user entered query criteria.

Next
Cancel

► Click 'Next.'

► Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.

Enter Report Parameters

Report: Ad-Hoc Employers Report
 Description: This report displays detail information for each case that matches the user entered query criteria.
 Report Format: PDF Excel

Company Location: --ALL--

Case Verification Number:

Query Alien Number:

Query I-94 Number:

Query SSN:

Verification Date From: (mm/dd/yyyy)

Verification Date To: (mm/dd/yyyy)

- ▶ Use drop-down list to select the verification location for which you want a report.
- ▶ Enter the report search criteria in the fields provided.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

3.2 CORPORATE OVERVIEW OF PILOT USAGE

The 'Corporate Overview of Pilot Usage' report displays the number of cases created by your verification locations within a federal government fiscal year defined as October 1 – September 30. If a verification location has not created any cases during the fiscal year, a report will still appear with a total of zero. This report is also available to program administrators at the verification location.

To create a 'Corporate Overview of Pilot Usage Report,' see the 'Corporate Overview of Pilot Usage – Overview.'

CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW

- ▶ Select 'Corporate Overview of Pilot Usage.'

Select a report

- Ad-Hoc Employers Report
- Corporate Overview of Pilot Usage**
- List of Active Companies by Fiscal Year
- Monthly List of Primary Queries by Active Companies
- Quick Audit Report
- User Audit Report

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

- ▶ Click 'Next.'

- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.

- ▶ Use drop-down lists to select the fiscal year and the verification location for which you want a report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

3.3 LIST OF ACTIVE COMPANIES BY FISCAL YEAR REPORT

The 'List of Active Companies by Fiscal Year' report displays the number of E-Verify cases created by a verification location during the federal government fiscal year. Only verification locations that created one or more E-Verify cases during the fiscal year will appear in this report.

To create a 'List of Active Companies by Fiscal Year' report, see the 'List of Active Companies by Fiscal Year Report- Overview.'

LIST OF ACTIVE COMPANIES BY FISCAL YEAR REPORT – OVERVIEW

- ▶ Select 'List of Active Companies by Fiscal Year.'

- ▶ Click 'Next.'
- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft

Excel, you would like to view.

Enter Report Parameters

Report: List of Active Companies by Fiscal Year

Description: This report displays the usage count by fiscal year for each of your company locations that performed one or more initial verifications during the fiscal year. This report is available to Corporate Administrators.

Report Format: PDF Excel

Fiscal Year From: 2011

Fiscal Year To: 2011

Company Location:

State:

Run Report **Cancel**

- ▶ Use the drop-down lists to select the fiscal year(s), the verification location and the state for which you want a report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

3.4 MONTHLY LIST OF PRIMARY QUERIES BY ACTIVE COMPANIES REPORT

This report displays a usage count by month for your verification locations during the fiscal year.

To create a 'Monthly List of Primary Queries by Active Companies' report, see the 'Monthly List of Primary Queries by Active Companies - Overview.'

MONTHLY LIST OF PRIMARY QUERIES BY ACTIVE COMPANIES REPORT – REPORT OVERVIEW

- ▶ Click 'Monthly list of Primary Queries by Active Companies.'

Select a report

- Ad-Hoc Employers Report
- Corporate Overview of Pilot Usage
- List of Active Companies by Fiscal Year
- Monthly List of Primary Queries by Active Companies**
- Quick Audit Report
- User Audit Report

Report: Monthly List of Primary Queries by Active Companies

This report displays a usage count by month for your company locations during the fiscal year.

Next **Cancel**

- ▶ Click 'Next.'
- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.

Enter Report Parameters

Report: Monthly List of Primary Queries by Active Companies
 Description: This report displays a usage count by month for your company locations during the fiscal year.
 Report Format: PDF Excel

From Fiscal Month: JUN Year: 2011
 To Fiscal Month: JUN Year: 2011
 Company Location: [Dropdown]

Run Report Cancel

- ▶ Use the drop-down lists to select the range of months and the verification location for which you want the report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

3.5 QUICK AUDIT REPORT

This report provides case data about each case that matches the user entered search criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as Social Security numbers, or document numbers. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local government entities. Users should note that this report may contain up to 5000 rows and is populated with the city and state that is associated with their account.

To create a 'Quick Audit Report,' see the 'Quick Audit Report - Report Overview.'

QUICK AUDIT REPORT – REPORT OVERVIEW

- ▶ Click 'Quick Audit Report.'

Select a report

- Ad-Hoc Employers Report
- Corporate Overview of Pilot Usage
- List of Active Companies by Fiscal Year
- Monthly List of Primary Queries by Active Companies
- Quick Audit Report**
- User Audit Report

Report: Quick Audit Report
 The Quick Audit Report provides case data about each case that matches the user entered query criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.

Next Cancel

- ▶ Click 'Next.'

- ▶ Enter the company ID number.
- ▶ Use the drop-down list to select the verification location for which you want a report.
- ▶ Enter the date range and state for which you want the report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

NOTE: This report is available as a Microsoft Excel document only. It is not available as a Portable Document Format (PDF) file.

3.6 USER AUDIT REPORT

This report provides a summary of case data about each case that matches the search criteria in the Excel format. The summary level case data includes the case verification number, the date the case was created, the Social Security number, last name, first name, alien number, I-94 number, initial verification eligibility, additional verification eligibility, additional third-step eligibility and employer resolution code.

To create a 'User Audit Report,' see the 'User Audit Report - Report Overview.'

USER AUDIT REPORT – REPORT OVERVIEW

- ▶ Click 'User Audit Report.'

► Click 'Next.'

Enter Report Parameters

Report: User Audit Report
 The User Audit Report provides summary level case data about each case that matches the user entered query criteria in the Excel format. The summary level case data includes the case

Description: verification number, the date the case was initiated, the social security number, last name, first name, alien number, I-94 number, initial verification eligibility, additional verification eligibility, third-step eligibility, additional third-step eligibility and employer resolution code.

Company Location: --ALL--

Initiated By: [dropdown arrow]

Reporting Date From: [text box]
 (mm/dd/yyyy)

Reporting Date To: [text box]
 (mm/dd/yyyy)

Run Report **Cancel**

► Use the drop-down list to select the verification location for which you want a report. Once you select the verification location the drop-list to select the user will be enabled.

► Enter the date range for which you want the report.

► Click 'Run Report.'

► Use report as needed.

NOTE: This report is available as a Microsoft Excel document only. It is not available as a Portable Document Format (PDF) file.

4.0 USER ACCOUNT ADMINISTRATION

'My Profile' provides E-Verify users specific functions to update their user account information. This section provides detailed information on how to change your password, establish the security questions to retrieve a forgotten password and update your user profile.

4.1 USER ID AND PASSWORD CREATION

A corporate administrator or program administrator can add users in E-Verify. All users are assigned a user ID and initial password. Once registered by the corporate administrator or program administrator, users receive an email with a user ID and initial password. E-Verify will prompt users to change the initial password for security purposes. Do not share a password with other users. Each user must have his or her user ID and password.

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

- Contain at least one uppercase or lowercase letter
- Contain 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
- Are not 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 ID 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'
- Contain any word, noun or name spelled backwards

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

PASSWORD EXAMPLE
<p>This is an acceptable password: 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 prompts you to create a new password when the old one expires. However, if you think your password has been compromised, change it immediately.

If a user attempts to log in with an incorrect password three consecutive times, E-Verify locks him or her out. Password help contact information is listed in the information box.

	<p>If you are locked out of your user account, first try to reset your password using the 'Forgot your password?' link.</p> <p>If you forget your user ID, you may retrieve it by using the 'Forgot your User ID?' link and providing your email address when prompted. However, if you have more than one user ID associated with your email address, you must contact E-Verify Customer Support at 888-464-4218 for assistance.</p> <div data-bbox="453 585 959 1089" style="text-align: center;">  </div> <p>If you are unsuccessful at resetting your password through E-Verify you may contact another Corporate Administrator. If another Corporate Administrator is not available contact E-Verify Customer Support at 1-888-464-4218.</p>
---	---

CHANGE YOUR PASSWORD

If your password has been compromised, change it immediately. To change a password, follow the steps in 'Change Password – Process Overview.'

CHANGE PASSWORD – PROCESS OVERVIEW

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



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

 A screenshot of the 'Enter Old and New Passwords' form. The form has a title bar and a yellow information box at the top. The information box contains a list of password requirements:

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

 Below the information box, there are three text input fields labeled 'Old Password:', 'New Password:', and 'Re-type New Password:'. At the bottom of the form are two buttons: 'Submit Password Change' (green) and 'Cancel' (blue).

- ▶ Click 'Submit Password Change.'

CHANGE SECURITY QUESTIONS

Each user can set security questions to allow them to reset his or her password. When you log into your E-Verify account for the first time, E-Verify will automatically prompt you to complete these questions. If you need to change your security questions, follow the steps in 'Change Security Questions – Process Overview.'

CHANGE SECURITY QUESTIONS – PROCESS OVERVIEW

- ▶ From 'My Profile,' select 'Change Security Questions.'



- ▶ Select a question from the drop down list and enter the answer in the field below. A field with a red asterisk (*) is a required field.

 A screenshot of a web form titled 'Enter Password Challenge Questions and Answers'. The form contains three identical sections for entering security questions. Each section consists of a dropdown menu with the text '-- select a preferred question --' and a text input field labeled 'Answer:'. A red asterisk (*) is positioned to the right of each 'Answer:' label, indicating that these fields are required. At the bottom of the form, there are two buttons: a green 'Submit' button and a light blue 'Cancel' button.

- ▶ Click 'Submit.' A confirmation message displays.

4.2 UPDATE YOUR USER PROFILE

Every E-Verify user has a profile that includes his or her name, telephone number, fax number (optional) and email address. Users should update this information whenever necessary using the 'Edit Profile' link. To update this information follow the steps outlined in 'Edit User Profile – Process Overview.'

EDIT USER PROFILE – PROCESS OVERVIEW

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



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

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

- User ID: (empty)
- Last Name: Text box containing 'Test' with a red asterisk (*) to the right.
- First Name: Text box containing 'Test' with a red asterisk (*) to the right.
- M.I.: Text box (empty)
- Phone Number: Three separate text boxes for area code (222), prefix (222), and number (2222), followed by 'ext.' and another text box.
- Fax Number: Three separate text boxes for area code, prefix, and number.
- E-mail Address: Text box containing 'Test@Test' with a red asterisk (*) to the right.

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

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

5.0 CORPORATE ADMINISTRATOR ACCOUNT ADMINISTRATION

Corporate administrators manage the profile of the corporate administrator account. A corporate administrator uses the 'My Corporate Account' menu to:

- Change or update the corporate administrator account profile information
- Add other corporate administrators
- View or update the profile information of existing corporate administrators
- Close the E-Verify corporate administrator account

5.1 EDIT CORPORATE ADMINISTRATOR ACCOUNT PROFILE

To update corporate information in E-Verify, complete the steps in the 'Edit Corporate Administrator Profile – Process Overview.'

EDIT CORPORATE ADMINISTRATOR PROFILE – PROCESS OVERVIEW

- From 'My Corporate Account,' select 'Edit Corporate Profile.'



- To modify information in the 'Name and Location Information' section of the 'Edit Corporate Profile' page, click 'View/Edit.'

Edit Corporate Profile

Name and Location Information View / Edit

Company ID Number: 11865
 Company Name: Test Company - Corp Admin (CA)
 Doing Business As (DBA) Name:
 DUNS Number:

Address 1: 123 Main St	Alt Address 1:
Address 2: Suite 1000	Alt Address 2:
City: Washington	Alt City:
State: DC	Alt State:
Zip Code: 20001	Alt Zip Code:

Additional Information

Parent Organization:

Corporate Administrator (s): 1 View / Edit

- Make the required updates and click 'Submit Modifications.'

Company Information

i Facility Address -- is the physical location of the company registering for E-Verify. The information in this section is required for E-Verify. Please do not enter a PO Box address in this section.

Alternate Address -- relates to an alternate mailing address for the company registering for E-Verify. This is not a required field. PO Box numbers may be entered in this section.

Company Name: *

Doing Business As (DBA) Name: ?

DUNS Number: ?

Facility Address

Address 1: *

Address 2:

City: *

State: *

Zip code: *

County / Parish: *

Alternate Address (Complete if mail is not delivered to your above facility address.)

Address 1:

Address 2:

City:

State:

Zip code:

Additional Information

Parent Organization: ?

► The updated information should appear in the 'Edit Corporate Profile' page.

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

5.2 ADD NEW CORPORATE ADMINISTRATOR

A company may choose to have more than one corporate administrator user at the headquarters location to serve as a backup and/or share corporate oversight responsibilities. Only corporate administrators can view, add and delete other corporate administrator users.

To add an additional corporate administrator, the corporate administrator must provide the user's name, phone number, fax number (optional) and email address.

If a corporate administrator leaves the company or no longer needs access to E-Verify, another corporate administrator must delete the user's account. To delete a user's account, see 'Delete Corporate Administrator User Account – Process Overview' in Section 5.3.

If you need to add a new corporate administrator, follow the 'Add New Corporate Administrator - Process Overview.'

ADD NEW CORPORATE ADMINISTRATOR – PROCESS OVERVIEW

- ▶ From 'My Company,' select 'Add New Administrator.'



- ▶ Provide the person's name, phone number, fax number (optional) and email address and click 'Next.'

 A screenshot of a form titled "Add User - Personal Information". The form contains the following fields: "User Role" (a dropdown menu with "Corporate Administrator" selected), "Last Name", "First Name", "M.I.", "Phone Number" (with separate boxes for area code, number, and extension), "Fax Number" (with separate boxes for area code and number), and "E-mail Address". At the bottom of the form are two buttons: "Next" (green) and "Cancel" (blue).

- ▶ Accept the system-generated user ID or create a different user ID, then click 'Submit New User.'

NOTE: This is the only opportunity to change the user ID.

 A screenshot of a form titled "Add User - Create User ID". At the top, there is a yellow information box with an 'i' icon and the text: "You may accept the system generated user ID displayed below or create your own." Below this, there are two bullet points: "▶ To accept the system generated user ID, click **Submit New User**." and "▶ To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click **Submit New User**." Below the information box is a text input field labeled "User ID:" containing the system-generated ID "TTES6019". At the bottom of the form are three buttons: "Back" (blue), "Submit New User" (green), and "Cancel" (blue).

- ▶ The new user will receive his or her user ID and temporary password by email.

NOTE: Most people receive our confirmation email within a few minutes. Instruct your new user to check his or her email inbox as well as spam or junk mail folders because sometimes our emails are mistakenly marked as spam. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

5.3 VIEW EXISTING CORPORATE ADMINISTRATORS

Only corporate administrators can view the information for other corporate administrators and reset the passwords of other corporate administrators. 'View Existing Administrators' allows you to view, search and maintain the other corporate administrators assigned to your company, as demonstrated in the 'View Existing Corporate Administrators – Process Overview.'

VIEW EXISTING CORPORATE ADMINISTRATORS – PROCESS OVERVIEW

- From 'My Company Locations,' select 'View Existing Administrators.'



- 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.

The screenshot shows a form titled 'Enter User Search Criteria'. It contains the following fields and options:

- User Status:** Radio buttons for 'All' (selected), 'Locked', and 'Password Change Required'.
- User:** A dropdown menu.
- Last Name:** A text input field.
- First Name:** A text input field.
- Phone Number:** A form with fields for area code, number, extension, and 'ext'.
- E-mail Address:** A text input field.
- Buttons: 'Display User Summary List' (green) and 'Cancel' (blue).

- Click 'Display User Summary List.'
- A list of verification location user accounts displays. You can view or modify a user account by selecting 'Edit.'

The screenshot shows a table titled 'User Summary List' with the following data:

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On
DASAMPGU	Sample Designated Agent	General User	Sample	E-Verify	03/18/2010 02:55 PM	Current	N	N
SSH00666	Sample Designated Agent	General User	Shot	Screen	03/16/2010 10:11 AM	Current	N	N

Each row has a 'Delete' button. The table is surrounded by 'Previous' and 'Next' navigation links. A 'Close' button is at the bottom.

RESET CORPORATE ADMINISTRATOR'S PASSWORD

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

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ Follow the steps in 'View Existing Administrators – Process Overview' to find the user who needs his or her password reset.
- ▶ Select the appropriate user by selecting his or her user ID.

- ▶ Assign a temporary password by completing both fields under 'Reset User Password.'
- ▶ Click 'Submit User Modifications.'

DELETE CORPORATE ADMINSTRATOR ACCOUNT

A corporate administrator may delete the account of another corporate administrator by following the steps in 'Delete Corporate Administrator – Process Overview.'

DELETE CORPORATE ADMINISTRATOR – PROCESS OVERVIEW

- ▶ First, follow the steps in 'View Existing Administrators – Process Overview' above to find the corporate administrator who needs to be deleted.
- ▶ Click 'Delete' in the row of the user's account you wish to delete on the 'User Summary List' page.

OR

- ▶ Click 'Delete User' on the 'View/Modify User Information' page that appears when you click a User ID.

In both instances, the 'User Deletion Information' page will open, displaying the information for the user whom you want to delete account.

- ▶ Click 'Delete User.' After you click 'Delete User,' changes will be permanent.



User Deletion Information

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

Delete User Cancel Close

5.4 CLOSE CORPORATE ADMINISTRATOR ACCOUNT

A corporate administrator may request that the company's corporate administrator access account be closed in E-Verify. This request will only close the company account at the corporate administrator level and will not close any employer accounts linked to the corporate administrator account.

If a corporate administrator needs to close certain or all verification locations see Section 2.6. A program administrator at the verification location can also make the request to close the account.

To request termination of the corporate administrator account in E-Verify, perform the steps outlined in 'Close Corporate Administrator Account – Process Overview.'

CLOSE CORPORATE ADMINISTRATOR ACCOUNT – PROCESS OVERVIEW

- ▶ From 'My Company Account,' select 'Close Corporate Account.'



My Corporate Account

Edit Corporate Profile
 Add New Administrator
 View Existing Administrators
 Close Corporate Account

- ▶ Type the reason for closing the account in the 'Termination Request Reason' field.



Termination Request Information

Are you sure you want to request termination of your Corporate Administrator access?

Company Name: CSC Test Company - Corp Admin (CA)
 Termination Request Date: 06/14/2011
 Termination Request Reason:

Request Termination Cancel

- ▶ Click 'Request Termination.'
- ▶ A message will appear informing you that E-Verify will be notified of your request to close the corporate administrator account.

 If you submitted a request to close an account by mistake, contact E-Verify Customer Support at 1-888-464-4218 for assistance.

6.0 RESOURCE AND CONTACT INFORMATION

The E-Verify public website is the primary resource for all E-Verify information, but do not hesitate to contact us via phone or email. For easy access to online resources, we suggest that you bookmark or save the websites as 'favorites' so you'll have easy access to them in the future.

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

E-VERIFY CONTACT INFORMATION

E-Verify Customer Support

Questions about E-Verify? We're here to help. You can find answers to many common questions on our website at www.dhs.gov/E-Verify, and we're always just a phone call or email away if you need us.

E-Verify Customer Support is available to assist you with using E-Verify, resetting your password and managing cases. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. Eastern Time through 5 p.m. Pacific Time, except on federal holidays.

For Employers: 888-464-4218
877-875-6028 (TTY)
E-Verify@dhs.gov

For Employees: 888-897-7781
877-875-6028 (TTY)
E-Verify@dhs.gov

Our normal response time for email inquiries is two business days. If we need more time to respond to your inquiry, we'll contact you within two business days to explain why we need additional time and provide you with an estimated response time.

Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC) is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

Employer Hotline: 800-255-8155
800-362-2735 (TTY)

Employee Hotline: 800-255-7688
800-237-2515 (TTY)

Website: www.justice.gov/crt/about/osc

APPENDIX A: LINK AN EXISTING EMPLOYER ACCOUNT TO A CORPORATE ADMINISTRATOR

A program administrator for the verification location that needs to link to a corporate administrator account should follow the Link Existing Employer Account to Corporate Account - Process Overview.'

NOTE: For security reasons, a corporate administrator cannot link a verification location to his or her corporate administrator account, only a program administrator can perform this task.

LINK EXISTING EMPLOYER ACCOUNT TO CORPORATE ACCOUNT- PROCESS OVERVIEW

- ▶ The program administrator logs into E-Verify with his or her program administrator user ID and password.
- ▶ From 'My Company,' select 'Edit Company Profile.' The 'Company Information' page appears.



- ▶ Click 'View/Edit' at the top of the page.

Company Information

Company Name:	Test Web-BP	View / Edit
Company ID Number:	7533	
Doing Business As (DBA) Name:		
DUNS Number:		

Physical Location: Address 1: 100 G Street NW Address 2: City: Washington State: DC Zip Code: 22000 County: DISTRICT OF COLUMBIA	Mailing Address: Address 1: PO Box 1234 Address 2: abcjjj City: Washington State: DC Zip Code: 20001
---	--

Additional Information:

Employer Identification Number:	7
Total Number of Employees:	10,000 and over
Parent Organization:	
Administrator:	TEST Fed contractor
Organization Designation:	
Employer Category:	None of these categories apply

NAICS Code:	541 - PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES	View / Edit
Total Hiring Sites:	72	View / Edit
Total Points of Contact:	6	View / Edit

View MOU

► Enter the corporate administrator account name and click 'Search.'

NOTE: It is not necessary that the corporate administrator account name be entered correctly. E-Verify will conduct a search and display a list of the corporate administrator account names that come close to matching your entry.

Additional Information

Employer Identification Number: <small>(also known as Federal Tax ID Number)</small>	<input type="text" value="7"/>	?
Total Number of Employees: <small>(including full-time, part-time, and seasonal employees of the site(s) being verified for)</small>	<input type="text" value="10,000 and over"/>	?
Parent Organization:	<input type="text"/>	?
Administrator:	<input type="text"/>	?

i Search for the Administrator by entering the full company name or a portion of the company name in the text box. Select the 'Search' button and review the results. If the Administrator is in the list, select the radio button to the left of the company name.

Enter Administrator:

Please select one from the list below as the Administrator.
You are viewing 1 - 1 of 1 possible matches.

[Previous](#) [Next](#)

TEST Fed contractor (Washington, DC, 1001 G st NW)

- ▶ Select the appropriate corporate administrator account by clicking the radio button to the left of the name, then click 'Next.'

NOTE: Names that do not have an address in parentheses are not a corporate administrator account.

- ▶ The 'Company Information' page will reappear with the selected corporate administrator account name in the Administrator field.

Company Information

Company Name: *

Doing Business As (DBA) Name: ?

DUNS Number: ?

Physical Location (This is not the mailing address. This is the location where the verification queries will be performed.)

Address 1: *

Address 2:

City: *

State: *

Zip Code: *

County / Parish: *

Mailing Address (Provide if different from physical location.)

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information

Employer Identification Number: * ?
(also known as Federal Tax ID Number)

Total Number of Employees: *
(including full-time, part-time, and seasonal employees of the site(s) being verified for)

Parent Organization: ?

Administrator: ?

Organization Designation

Employer Category:

- ▶ Click 'Save & Continue.'
- ▶ Once the accounts are linked the corporate administrator will be able to view, update and create reports for this account.

APPENDIX B: ACRONYMS

Acronym	Definition
DHS	U.S. Department of Homeland Security
FAR	Federal Acquisition Regulation
FNC	Final Nonconfirmation
DOS	U.S. Department of State
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act
INA	Immigration and Nationality Act of 1952
IRCA	Immigration Reform and Control Act of 1986
MOU	Memorandum of Understanding
NAICS	North American Industry Classification System
OSC	Office of Special Counsel for Immigration-Related Unfair Employment Practices
PDF	Portable Document Format
SSA	Social Security Administration
SSN	Social Security number
TNC	Tentative Nonconfirmation
USCIS	United States Citizenship and Immigration Services

APPENDIX C: GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Eligibility

Documents designated for determining employment eligibility and identity under the Immigration and Nationality Act (INA) are listed on Form I-9 and in the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' found at <http://www.uscis.gov/files/form/m-274.pdf>. Employees have the right to choose which document or combination of documents to present. Any 'List B' document presented to an employer participating in E-Verify must contain a photograph.

Admission Number or I-94 Number

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

Alien (Noncitizen)

An individual who is not a citizen or national of the United States.

Alien Authorized to Work

A noncitizen who is allowed to work because of his or her immigration status or a noncitizen who is granted work authorization by the U.S. Citizenship and Immigration Services.

Alien Registration Number or Alien Number (A-number)

A unique seven-, eight- or nine-digit number assigned to a noncitizen at the time his or her A-file is created. The 9-digit U.S. Citizenship and Immigration Services number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010, is the same as the Alien Registration Number. The A-number can also be found on the back of these Permanent Resident Cards.

Anti-Discrimination Notice

The anti-discrimination notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify memorandum of understanding (MOU) requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. This notice is available in the 'Essential Resources' section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 800-255-8155 or 800-237-2515 (TTY) or visit OSC's website at <http://www.justice.gov/crt/about/osc>.

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

A document issued to noncitizens when admitted to 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 the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) needs more than ten federal government workdays to provide a final case result. The employee continues to work until a final case result is provided in E-Verify from SSA or DHS.

Case Incomplete

This response is given if the user abandons a case after the 'Check Information' screen or the photo matching screen appears. The user will need to continue the case or close the case.

Case Verification Number

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

Client

An individual or company that hires an E-Verify employer agent to create E-Verify cases on their behalf.

Close Case

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

Corporate Administrator

Corporate administrator access is used only for managing multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases.

D

DHS No Show

A response received when the employee did not contact the U.S. Department of Homeland Security (DHS) to resolve his or her case and ten federal government workdays have passed since the date of referral. The 'DHS No Show' result is considered a final nonconfirmation.

DHS Verification in Process

A case result of 'DHS Verification in Process' means that the employee's information did not match U.S. Department of Homeland Security (DHS) records. The case is automatically referred to DHS for further verification. DHS responds to most of these cases within 24 hours, but has up to three federal government workdays to respond. Employers should check E-Verify periodically for a response.

Document Type

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

E**Employment Authorized**

This is a case result received in E-Verify when the information entered for an employee matches Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. This result indicates employment eligibility has been verified.

Employment Authorization Document (Form I-766)

A document issued to noncitizens who are authorized to work in the United States. The most recent version of the Employment Authorization Document (Form I-766) has been issued since January 1997.

Form I-9, Employment Eligibility Verification

The form employers are required to complete with an employee when 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. For employers in the Commonwealth of the Northern Mariana Islands (CNMI), this requirement applies to all employees hired after Nov. 27, 2009. In the CNMI, employers had to complete Form I-9 CNMI for every employee hired for employment in the CNMI from November 28, 2009 to November 27, 2011 and the standard Form I-9 for those hired on or after November 28, 2011.

E-Verify Employer Agent

An individual or company that creates E-Verify cases on behalf of employers, formerly referred to as a designated agent.

E-Verify

E-Verify is an Internet-based program in which the employment eligibility of newly hired employees and existing employees assigned to a covered federal contract will be verified after Form I-9 has been completed. This involves separate verification checks (if necessary) of records maintained by the Social Security Administration (SSA) and the U.S. Department of Homeland Security (DHS).

E-Verify Participation Notice

The E-Verify Participation Notice informs prospective employees that an employer is participating in E-Verify. The memorandum of understanding (MOU) requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

F**Final Nonconfirmation**

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

II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

G

General Users

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

H

Handbook for Employers: Guidance for Completing Form I-9 (M-274)

Provides detailed instructions on how to complete and retain Form I-9.

Hire Date

The hire date is the date the employee began (or will begin) work for pay. Enter the Section 2 'Certification' date from the employee's Form I-9 as the hire date in E-Verify. If you rehired an employee and completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

Hiring Site

A hiring site is the location where your company's employees are hired and they complete Form I-9. If your company creates cases in E-Verify at the same location, it is a verification location AND a hiring site.

I

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

Public Law 104-208 enacted on September 30, 1996 required the Immigration and Naturalization Service to conduct three types of employment authorization verification pilot programs. The 'basic pilot program' was one of the three programs and is the only program still in existence. The 'basic pilot program' exists today as E-Verify.

Immigration and Nationality Act of 1952 (INA)

Public Law 82-414 enacted on June 27, 1952 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 enacted on 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 verify the employment eligibility and identify of all new hires through completion of the Form I-9. It provides remedies to employees and sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship or immigration status or based on national origin.

Initial Case Result

The results displayed in E-Verify once an employee's information has been submitted as part of a verification case. Initial case results include 'Employment Authorized,' 'Tentative Nonconfirmation (TNC)' and 'DHS Verification in Process.'

Interim Case Status

Certain initial E-Verify results that require additional action before E-Verify can provide a final case result. Interim case results include 'SSA or DHS Tentative Nonconfirmation,' 'Review and Update Employee Data,' 'DHS Verification in Process,' 'SSA or DHS Case in Continuance.'

J**K****L****Lawful Permanent Resident**

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

M**Memorandum of Understanding (MOU)**

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

N**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 noncitizen nationals rather than U.S. citizens; and certain children of noncitizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

Notice to Employee of Tentative Nonconfirmation (TNC)

This is a computer generated notice given to an employee after a tentative nonconfirmation (TNC) interim case result has been received from the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS). If an employee contests the TNC, he or she must contact or visit the appropriate agency within eight federal government workdays to initiate resolution of his or her E-Verify case.

O

Office of Special Counsel (OSC)

Created by the Immigration Reform and Control Act of 1986 (IRCA), the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC), within the Civil Rights Division of the U.S. Department of Justice, enforces the anti-discrimination provision of the Immigration and Nationality Act, 8 USC 1324b, which prohibits discrimination in hiring and discharging based upon citizenship or immigration status and national origin, and discrimination during the employment eligibility verification process, which includes Form I-9 and E-Verify.

P**Passport (Foreign)**

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

Passport (United States)

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

Password

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

Permanent Resident or Lawful Permanent Resident

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

Permanent Resident Card (Form I-551)

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

Photo Matching

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

Photo Match

The photo on the employee's document matches the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS) issued document. Employers should be able to determine whether the photos match.

Photo Mismatch

The photo on the employee's document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS) issued document. If the employer determines that it does not match, a 'DHS Tentative

Nonconfirmation (TNC)' case result is issued and the employee must be given the opportunity to contest.

Point of Contact

An individual in your company who can be contacted about E-Verify issues. This person may or may not be one of the two user types.

Prescreening

The prohibited practice of creating a case in E-Verify before a job offer has been accepted and Form I-9 is complete.

Program Administrator

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

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

An employee who has chosen to contest an 'SSA or DHS Tentative Nonconfirmation (TNC)' case result is provided with the appropriate agency referral letter instructing the employee to contact or visit the appropriate agency within eight federal government workdays from the date of referral to initiate the resolution of the employee's E-Verify case.

Request Name Review

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

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

Review and Update Employee Data

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

S**Social Security Administration (SSA)**

The federal government agency that administers a national program of contributory social insurance. SSA and DHS jointly manage the E-Verify program.

Social Security Administration (SSA) Referral

After an employee is advised of an 'SSA Tentative Nonconfirmation (TNC)' and has signed the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice, the employee is referred to SSA to resolve the TNC.

T

Tentative Nonconfirmation (TNC)

The employee information was compared to government records and could not be verified. This does not mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must contact or visit either the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) to resolve the discrepancy and continue employment.

U

U.S. Department of State (DOS)

The federal government department that is responsible for international relations. DOS issues U.S. Passports and Passport Cards.

USCIS Number

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

User ID

The user ID is an assigned ID with letters and numbers that identifies the user of a computer system or network. All users who create cases in E-Verify must have their own user IDs. The user ID must be eight characters and may be letters, numbers or a combination of both. A user ID is not case sensitive.

V

Verification location

A verification location is where your company's staff takes the information from an employee's Form I-9 and creates a case in E-Verify.

W, X, Y, Z