



# Quick Reference Guide

For State Workforce Agencies

*September 2013*



U.S. Citizenship  
and Immigration  
Services

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## 1.0 GETTING STARTED

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Welcome to the 'E-Verify Quick Reference Guide for State Workforce Agencies.' It is important that state workforce agencies follow the guidelines set forth in this quick reference guide.

### 1.1 THE E-VERIFY RULES OF USE

State workforce agencies must adhere to the following guidelines. State workforce agencies:

- Must provide each referred worker the U.S. Department of Homeland Security (DHS)-supplied notice concerning the agency's participation in E-Verify and the notice concerning worker protections from employment discrimination. These notices are available at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)
- Must verify the referred worker's employment eligibility through E-Verify while the referred worker is present in the state workforce agency's office.
- Must complete Form I-9, Employment Eligibility Verification (Form I-9) with the referred worker, before creating an E-Verify case.
- May not specify which documentation referred workers use for Form I-9 or E-Verify purposes.
- May accept only those 'List B' identity documents that contain a photo.
- Must provide referred workers with an opportunity to challenge SSA or DHS Tentative Nonconfirmation (TNC) results.
- Must promptly provide the SSA or DHS TNC Further Action Notice to the referred worker so that the worker may determine whether he or she will contest the TNC.
- Must provide the DHS-supplied 'Notice to Employer of Referred Workers' to each employer to whom the agency refers a worker.
- May not take adverse action against a referred worker while the case is being resolved.

It is important that you comply with all of the requirements you agreed to when you enrolled in E-Verify. If you fail to do so or you wrongly terminate, suspend or unlawfully discriminate against a worker, you may be subject to civil legal action against you or your agency. Your participation in E-Verify may also be terminated.

For additional information on E-Verify policies and procedures, refer to the 'E-Verify User Manual for Employers' available at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)

## 2.0 INITIAL VERIFICATION

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

### 2.1 CREATE A CASE

1. After you log in to E-Verify, select 'New Case' from the left navigation menu.
2. From Section 1 of the worker's Form I-9, choose the correct option button and click 'Continue.'
  - A citizen of the United States
  - A noncitizen national of the United States
  - A lawful permanent resident
  - An alien authorized to work
3. Indicate the documents provided to you for Section 2 of the worker's Form I-9. Make the appropriate selection and click 'Continue.'

If you select List B and C documents, E-Verify prompts you to select the documents presented by the worker from Section 2 of Form I-9 for both List B and List C. Make the appropriate selections and click 'Continue.'

If you select driver's license or ID card, E-Verify will prompt you to select the document name and state. Make the appropriate selections and click 'Continue.'

4. In E-Verify, a red asterisk (\*) indicates a required field. From Sections 1 and 2 of Form I-9, enter all required information into each text field, then click 'Continue.'

When the worker provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the worker email notifications with information about his or her E-Verify case.

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

**IMPORTANT:** If you select an alien authorized to work, you may also be required to indicate that you are entering either the Alien Number or I-94 Number from the worker's Form I-9.



**NOTE:** You are required to create a case in E-Verify within three days of hire. However, this policy does NOT pertain to state workforce agencies. Instead, enter the date the case is being created in the hire date field.

The information entered into E-Verify is checked against records available to SSA and/or DHS. Once a case is created, a result is displayed. The location of the case result is shown in the figure below.

Last Name	First Name	Middle Initial	Other Names Used
Date of Birth	Social Security Number	Email Address	
Citizenship Status	Document Name	Document State	
Document Type	Document Expiration Date	Hire Date	
Document Expiration Date	Employer Case ID	Submitted On	
Hire Date	Submitted By	Submitted On	

## CHECK INFORMATION

If the information entered does not immediately match records available to SSA and/or DHS, the 'Check Information' screen appears so that you can confirm if the information entered is correct. If the user confirms that the information presented is correct, he or she clicks 'Continue.' If an error was made, you may either change the information in certain fields or close the case if a mistake was made in a field that cannot be updated by clicking 'Close Case' and following the steps outlined in Section 4.0. The 'Check Information' screen appears in the figure below.

## REQUEST NAME REVIEW

In some cases E-Verify issues a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the DHS records. In this case, request a review of the employee's name so E-Verify can issue a final case result. To request a name review follow the steps outlined in the 'Request Name Review - Process Overview.'

**IMPORTANT:** Do not use this functionality in a discriminatory manner (e.g., based on an individual's race, national origin or ethnicity).

### REQUEST NAME REVIEW PROCESS OVERVIEW

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



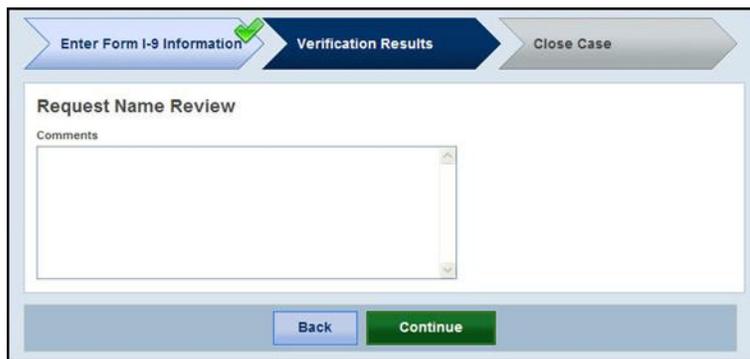
Enter Form I-9 Information ✓ Verification Results ✓ Close Case

**Employment Eligibility:**  
✓ **Employment Authorized**  
[Name] is authorized to work in the United States. To complete the verification process, click **Close Case**.  
If the name displayed above is different from the name you entered that is displayed below, click **Request Name Review** to request DHS review the case.

<b>Last Name</b>	<b>First Name</b>	Middle Initial	Other Names Used
Date of Birth March 17, 1956	Social Security Number *** ** 0007		Email Address --
Citizenship Status A lawful permanent resident	Alien Number 999999901		
Document Type Arrival/Departure Record (Form I-94) with temporary I-551 stamp or refugee admission stamp (receipt)	Document Expiration Date --		
Hire Date August 14, 2013	Employer Case ID --		
Submitted By	Submitted On August 14, 2013		

Request Name Review Close Case

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



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

**Request Name Review**

Comments

Back Continue

- ▶ Click 'Continue.'

A case sent to DHS for name review will be updated with one of the following results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.2
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

## ERROR: UNEXPIRED DOCUMENT REQUIRED

Any document presented by an employee for Form I-9 must be unexpired on its face (see exception below). If the document entered into E-Verify was expired when the employee was hired, E-Verify will reject the document information and not create a case. The employee will need to present acceptable unexpired document(s) and you will need to update Form I-9 before you can create a case in E-Verify.

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

**EXCEPTIONS:** In limited situations, you may accept for Form I-9 a document that appears expired on its face. When a Temporary Protected Status (TPS) designation for a particular country is extended, DHS sometimes automatically extends the expiration date of Employment Authorization Documents (EAD, Form I-766) issued to affected TPS beneficiaries via notice published in the *Federal Register*. In this situation, the published notice will state the date to which the EAD has been extended. When such a document is presented for Form I-9, the expiration date is the extended date that appears in the Federal Register Notice. DHS also sometimes extends two-year Permanent Resident Cards (Form I-551) via Notice of Action Form (Form I-797). The Permanent Resident Card with Form I-797 noting the extension can be presented as a List C document for Form I-9. In all other instances, the document presented with Form I-9 must be unexpired at the time the employee is hired.

### ERROR: UNEXPIRED DOCUMENT REQUIRED PROCESS OVERVIEW

- ▶ E-Verify prompts an 'Error: Unexpired Document Required.'

Enter Form I-9 Information				Verification Results		Close Case	
<b>Error: Unexpired Document Required</b>							
The information you entered indicates that the employee's U.S. Passport or Passport Card expired when the employee was hired.							
You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.							
To return to the E-Verify home page, click <a href="#">E-Verify Home</a> .							
To begin a new case, click <a href="#">New Case</a> .							
Last Name	First Name	Middle Initial	Other Names Used				
Date of Birth	Social Security Number		Email Address				
Citizenship Status	Document Number		Document Expiration Date				
Document Type	Employer Case ID						
Hire Date	Submitted On						
Submitted By	Submitted On						
E-Verify Home				New Case			

- ▶ Obtain an unexpired document from the worker for Form I-9.
- ▶ Click 'New Case' and enter the worker's unexpired Form I-9 document information.

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

## E-VERIFY PHOTO MATCHING

Photo matching occurs while a case is being created in E-Verify. It prompts users to compare an employee's List A photo document presented for Form I-9 with a photo displayed on the E-Verify screen. This helps ensure that the document provided matches records available to DHS.

The photo matching step happens automatically when you create a case for an employee who has presented a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion. When the employee presents one of these documents, employers must copy the document and retain it with Form I-9. If the employee's Form I-9 information matches records available to DHS, E-Verify displays the employee's photo from the document presented.

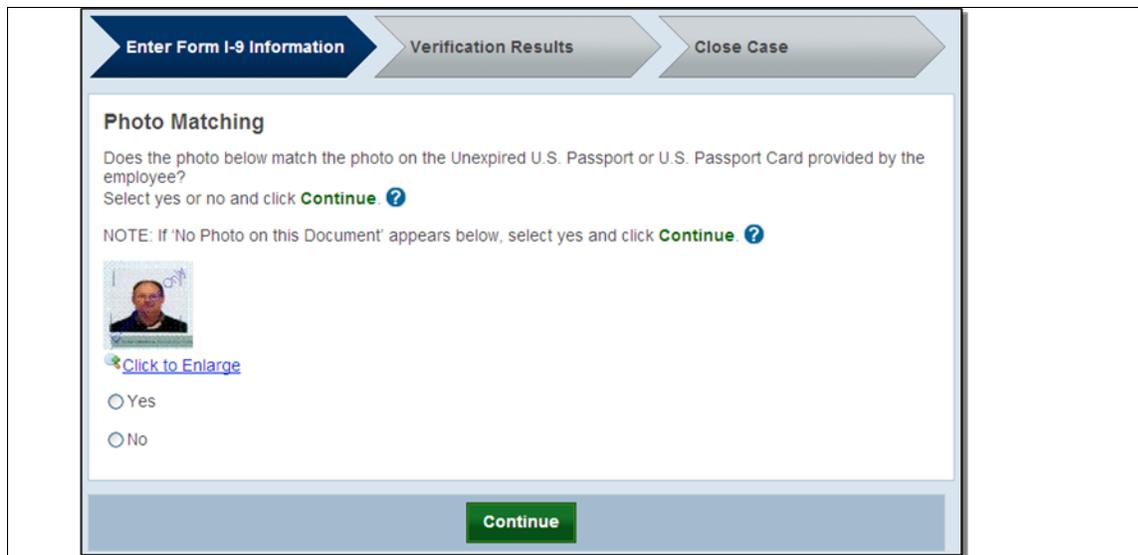
Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's actual document or a copy of the employee's document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail between the two photos based upon the age and wear of the employee's document and the quality of your computer monitor.

A watermark has been added to the photo displayed in E-Verify to prevent unauthorized use. The photo on the document presented by the employee will not have a watermark. Absence of a watermark on the document photo does not mean that it is not authentic.

Do not compare the photo displayed by E-Verify to the actual employee. Direct comparison between the document and the individual should have occurred during Form I-9 completion, prior to using E-Verify. The 'Photo Matching - Process Overview' provides a summary.

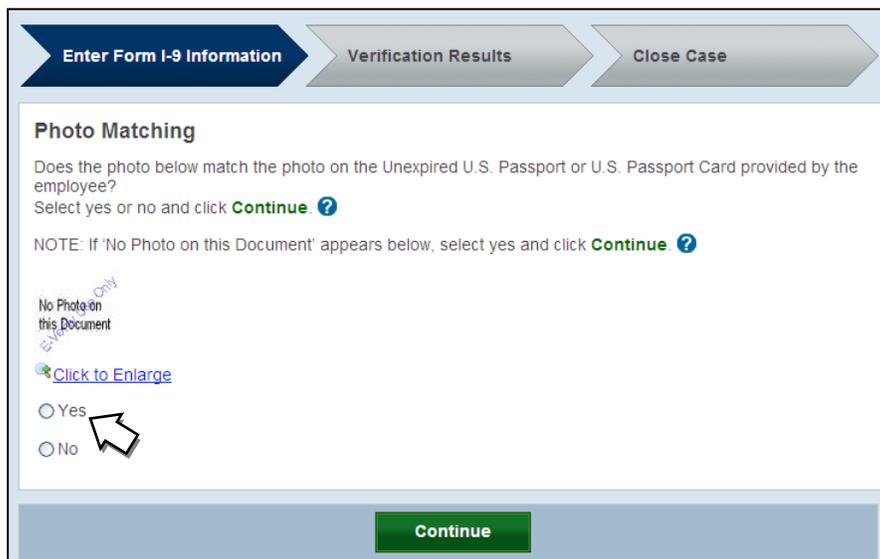
### PHOTO MATCHING PROCESS OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the worker's Form I-9 photo document. You must obtain a copy of the worker's document and retain it with Form I-9.
- ▶ Account for minor variances in shading and detail between the two photos and select Yes or No.



- Yes- the photo on the worker's actual document or a copy matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- No - the photo on the worker's actual document or a copy does not match the photo displayed in E-Verify.

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



- Click 'Continue.'

**NOTE:** If you do not make a selection and click 'Continue,' the case will receive a status of 'Photo Matching Required.' To search for a case, see Section 4.3.

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 2.2
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

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

## REMI NDER

- \* Workers always have a choice of which acceptable documents to present for Form I-9; you may NOT require workers to present documents that activate photo matching
- \* Keep copies of all U.S. Passports or Passport Cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (I-766) presented by the workers and retain them with Form I-9
- \* The photo will display automatically in E-Verify during the verification process
- \* Only compare the worker’s photo document to the photo displayed in E-Verify

## 2.2 INITIAL CASE RESULTS

E-Verify checks information entered by the employer against records available to SSA and/or DHS. Once a case is created, a result is displayed. Initial case results are displayed in the ‘Initial Case Results – Overview.’ If you make a mistake after creating a case, you must close the case.

INITIAL CASE RESULTS OVERVIEW	
<b>Employment Authorized</b>	The employee’s information matched records available to SSA and/or DHS. It’s that easy!
<b>SSA or DHS Tentative Nonconfirmation (TNC)</b>	Information does not initially match records available to SSA and/or DHS. Additional action is required. For more information, see Section 3.0 ‘Interim Case Results.’
<b>DHS Verification In Process</b>	This case is referred to DHS for further verification.

## EMPLOYMENT AUTHORIZED

A case result of ‘Employment Authorized’ means that the information entered into E-Verify matched records available to SSA and/or DHS and that E-Verify confirmed the employment eligibility of the employee whose information was entered. However, a case that is ‘Employment Authorized’ is still considered incomplete until it is closed.

## 3.0 INTERIM CASE STATUS

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

INTERIM CASE RESULTS OVERVIEW	
<b>SSA or DHS Tentative Nonconfirmation (TNC)</b>	Information did not match records available to SSA and/or DHS. Additional action is required.
<b>Review and Update Employee Data</b>	Review, update and resubmit the worker's Form I-9 information.
<b>DHS Verification In Process</b>	This case is referred to DHS for further verification.
<b>SSA or DHS Case in Continuance</b>	The worker has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

**IMPORTANT:** Federal law prohibits employers from terminating employment of an employee because of an interim case result until the TNC becomes a Final Nonconfirmation.

### 3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

An 'SSA Tentative Nonconfirmation (TNC)' results when the information submitted in E-Verify does not initially match the SSA records. An SSA TNC does not necessarily mean that the worker is not authorized to work in the United States; however additional action is required.

An SSA TNC case result may occur because the worker's:

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, Social Security number (SSN) or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch
- Information was not entered correctly into E-Verify

### NOTIFY REFERRED WORKER OF SSA TNC

When notified of the SSA TNC, the worker chooses to contest or not contest the SSA TNC case result. In either case, the employee acknowledges his or her decision on the SSA TNC Further Action Notice. When a worker chooses to contest a SSA TNC, the worker is required to visit an SSA field office within 8 Federal Government working days to resolve the TNC.

**IMPORTANT:** An employer may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because the employee received a TNC until the TNC becomes a Final Nonconfirmation.

If the worker chooses not to contest the SSA TNC, you may terminate employment with no civil or criminal liability as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in the MOU.

If the worker chooses not to contest the SSA TNC, the case automatically becomes a Final Nonconfirmation. You may close the case in E-Verify and terminate employment without penalty.

The worker has ten business days after you have notified them of an SSA TNC to decide whether they wish to contest or not. If, after you have followed the steps below to notify your worker, he or she does not notify you of his or her decision, in ten business days, You may close the case in E-Verify, and you may terminate employment based on this result.

To notify a worker of the SSA TNC case result, follow the steps outlined in the 'Notify Employee of SSA TNC - Process Overview.'

## NOTIFY REFERRED WORKER OF SSA TNC PROCESS OVERVIEW

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



- ▶ Complete the following steps:
  1. Select either English or Spanish and print the SSA TNC Further Action Notice.
  2. Confirm that all information listed on the top of the SSA TNC Further Action Notice is correct. If information is incorrect, close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'
  3. Review the SSA TNC Further Action Notice with the employee in private and follow the instructions found on Page 1 of the SSA TNC Further Action Notice.
  4. If the employee cannot read, you must read the SSA TNC Further Action Notice to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'

**IMPORTANT:** You may provide the SSA TNC Further Action Notice to the employee in person, by fax, email, overnight or next-day delivery service, as long as you take proper precautions to ensure the employee's information is protected.

  5. Indicate that the employee has been notified by selecting the box 'Confirm Employee Notification.'

**Employment Eligibility:**  
SSA Tentative Nonconfirmation (TNC)

**TNC Process**  
Review the SSA TNC Further Action Notice with the employee. Follow the steps listed below.

- 1 Print the SSA TNC Further Action Notice.  
SSA TNC Further Action Notice Choose which language to print  
English Print Notice
- 2 Review the SSA TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
- 3 Indicate that the employee has been notified by selecting the check box below.  
Confirm Employee Notification  
 I have notified this employee of the TNC.
- 4 If the employee:  
▶ Chose to CONTEST the SSA TNC, click **Refer Case**  
▶ Chose to NOT CONTEST the SSA TNC, click **Close Case**

If you created this case in error or no longer need to continue this verification, click **Close Case**.  
To return to this case at a later time, click **Save Case and Exit**.

Close Case Save Case and Exit Refer Case

You must confirm whether the worker decided to contest or not contest the SSA TNC by following the steps in the 'Confirm Worker Decision – Process Overview.'

## CONFIRM WORKERS DECISION

After being notified of the 'SSA Tentative Nonconfirmation (TNC),' the worker chooses to contest or not contest the case result and acknowledges his or her decision on the SSA TNC Further Action Notice. A worker who chooses to contest an SSA TNC is referred to the SSA. Follow the steps outlined in the 'Confirm Worker Decision – Process Overview.'

### CONFIRM WORKERS DECISION PROCESS OVERVIEW

- ▶ Instruct the worker to indicate on the SSA TNC Further Action Notice whether he or she will contest the SSA TNC by signing and dating Page 2.
- ▶ Sign and date Page 1 of the SSA TNC Further Action Notice as the employer.
- ▶ Provide the worker a copy of the signed SSA TNC Further Action Notice in English (and a translated version, if appropriate).
- ▶ Attach the original signed SSA TNC Further Action Notice to the workers Form I-9.
- ▶ Take next action in E-Verify based on workers decision to contest or not contest SSA TNC.

## REFER WORKER TO SSA

An employee who chooses to contest the SSA TNC must visit an SSA field office within 8 Federal Government working days to begin resolving the TNC. Provide the Referral Date Confirmation from E-Verify to the employee. The Referral Date Confirmation provides the date by which the employee must visit SSA. The employee must bring the SSA TNC Further Action Notice when he or she visits an SSA field office. Federal Government working days are Monday through Friday except for federal holidays.

You may not terminate, suspend, delay training, withhold pay, lower pay, or take any other adverse action against a worker because of the worker's decision to contest an SSA TNC until the TNC becomes a Final Nonconfirmation.

To refer a worker to SSA, follow the steps outlined in the 'Refer Worker to SSA – Process Overview' to complete the TNC process.

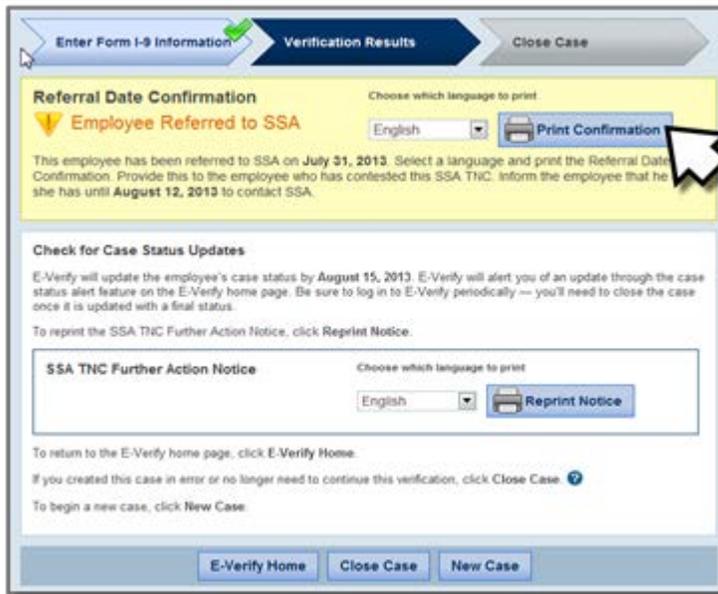
### REFER WORKER TO SSA PROCESS OVERVIEW

- ▶ If the worker chooses to contest the SSA TNC, click 'Refer Case.'

**NOTE:** The employee's obligation to visit an SSA field office within 8 Federal Government working days begins when you click 'Refer Case.'

- ▶ If the worker chooses not to contest, click 'Close Case'

- ▶ Select the Referral Date Confirmation in either English or Spanish and click 'Print Confirmation.'



- ▶ Provide the Referral Date Confirmation to the employee.

If the worker cannot read, you must read the Referral Date Confirmation to the worker. If the worker does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the worker with a translated version of this confirmation in the appropriate language, which is available in View Essential Resources.

- ▶ Attach a copy of the Referral Date Confirmation to the workers Form I-9.
- ▶ Check E-Verify for case updates and follow steps based on next case result.

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

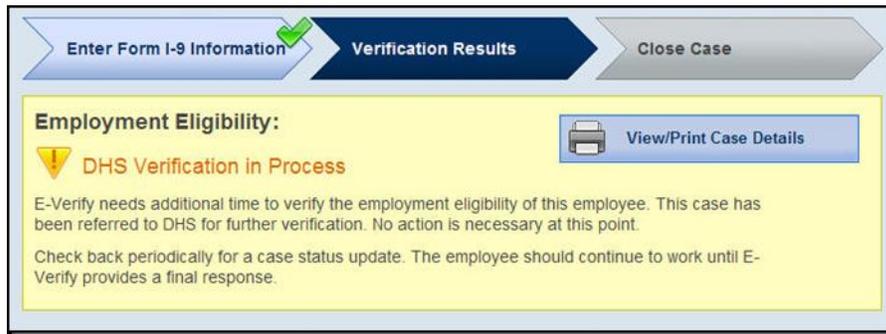
## 3.2 DHS VERIFICATION IN PROCESS

A case result of 'DHS Verification in Process' means that the information did not match records available to DHS. The case is automatically referred to DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 Federal Government working days. Check E-Verify daily for a response. Follow the steps outlined in the 'DHS Verification in Process – Process Overview.'

**IMPORTANT:** Federal law prohibits employers from taking any adverse action against an employee because his or her case receives a 'DHS Verification in Process' case result.

## DHS VERIFICATION IN PROCESS PROCESS OVERVIEW

- ▶ E-Verify displays 'DHS Verification in Process' case result.



- ▶ Check E-Verify for changes to case results.
- ▶ DHS may take 3 Federal Government working days to respond.
- ▶ Follow the next step based on the case result provided.

After the 3 Federal Government working days, E-Verify will provide one of the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.2
- ◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- ◆ DHS CASE IN CONTINUANCE, Section 3.4

Each case result requires different actions or steps to continue or close the case. These actions are outlined in the case result sections throughout this guide.

### 3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

A DHS Tentative Nonconfirmation (TNC) results when the information submitted to E-Verify does not initially match with records available to DHS. A DHS TNC does not necessarily mean that the worker is not authorized to work in the United States.

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

- Name, Alien Number I-94 number and/or foreign passport number are incorrect according to DHS records
- U.S. Passport, Passport Card, driver's license, foreign passport or state ID card information could not be verified
- Information was not updated in the worker's DHS records
- Citizenship or immigration status changed
- Record contains another type of error
- Information was incorrectly submitted in E-Verify

### NOTIFY REFERRED WORKER OF DHS TNC

You must promptly notify the worker of the 'DHS Tentative Nonconfirmation (TNC)' case result. All case results should be discussed with the employee in a private setting.

When notified of the DHS TNC, the worker chooses to contest or not contest the DHS TNC. In either case, the worker acknowledges his or her decision on the DHS TNC Further Action

Notice. When a worker chooses to contest a DHS TNC, the employee is responsible for contacting DHS within 8 Federal Government working days.

**IMPORTANT:** An employer may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because the worker received a TNC until the TNC becomes a Final Nonconfirmation.

If the employee chooses not to contest the DHS TNC, you may terminate employment with no civil or criminal liability as noted in Article II, Section C paragraph 6 – Responsibilities of the Employer in the MOU.

If the worker chooses not to contest the DHS TNC, the case automatically becomes a Final Nonconfirmation and you may close the case in E Verify and you can terminate employment without penalty.

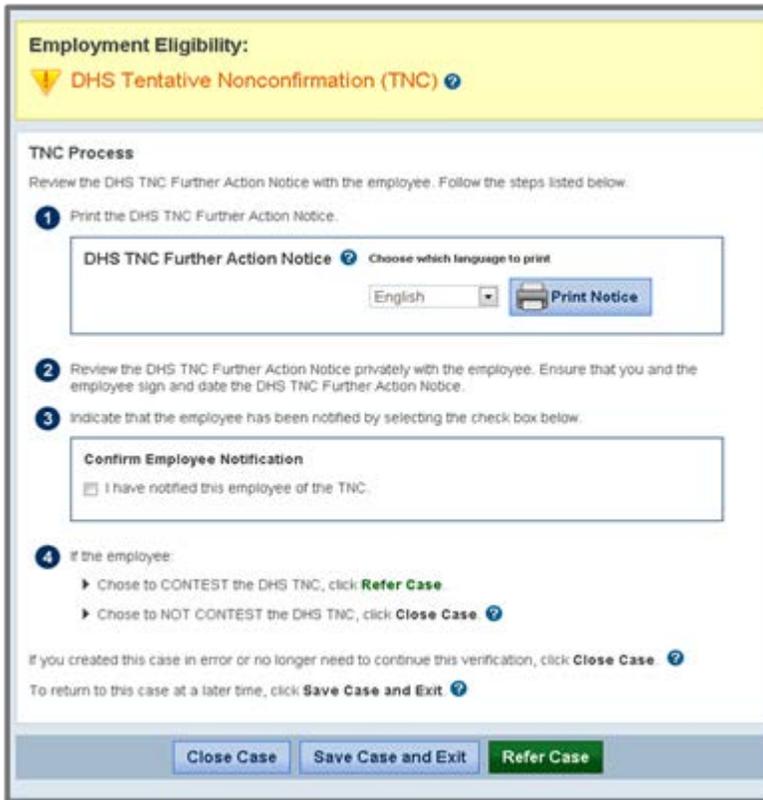
To notify the worker of the DHS TNC case result, follow the steps outlined in the 'Notify a Referred worker of DHS TNC - Process Overview.'

### NOTIFY A REFERRED WORKER OF DHS TNC PROCESS OVERVIEW

► Receive DHS TNC case result



► Click 'Continue'



**Employment Eligibility:**  
⚠ **DHS Tentative Nonconfirmation (TNC)** ?

**TNC Process**  
Review the DHS TNC Further Action Notice with the employee. Follow the steps listed below.

- 1 Print the DHS TNC Further Action Notice.  

DHS TNC Further Action Notice ? Choose which language to print

English ▾  **Print Notice**
- 2 Review the DHS TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
- 3 Indicate that the employee has been notified by selecting the check box below.  

**Confirm Employee Notification**

I have notified this employee of the TNC.
- 4 If the employee:
  - ▶ Chose to CONTEST the DHS TNC, click **Refer Case**
  - ▶ Chose to NOT CONTEST the DHS TNC, click **Close Case** ?

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

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

**Close Case** **Save Case and Exit** **Refer Case**

1. ▶ Complete the steps listed below: Select either English or Spanish and print the DHS TNC Further Action Notice.
  2. Confirm that all information listed on the top of the DHS TNC Further Action Notice is correct. If information is incorrect, close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'
  3. Review the DHS TNC Further Action Notice with the worker in private and follow the instructions found on Page 1 of the DHS TNC Further Action Notice.
  4. If the worker cannot read, you must read the DHS TNC Further Action Notice to the worker. If the worker does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'
- IMPORTANT:** You may provide the DHS TNC Further Action Notice to the worker in person, by fax, email, overnight or next-day delivery service, as long as you take proper precautions to ensure the worker's information is protected.
5. Indicate that the worker has been notified by selecting the box 'Confirm Employee Notification.'

## CONFIRM WORKERS DECISION

After being notified of the 'DHS Tentative Nonconfirmation (TNC),' the worker chooses to contest or not contest the case result and acknowledges his or her decision on the DHS TNC Further Action Notice. An employee who chooses to contest a DHS TNC is referred to DHS. Follow the steps outlined in the 'Confirm Worker Decision – Process Overview.'

### CONFIRM WORKERS DECISION PROCESS OVERVIEW

- ▶ Instruct the worker to indicate on the DHS TNC Further Action Notice whether he or she will contest the DHS TNC by signing and dating Page 2.
- ▶ Sign and date Page 1 of the DHS TNC Further Action Notice as the employer.
- ▶ Provide the worker a copy of the signed DHS TNC Further Action Notice in English (and a translated version, if appropriate).
- ▶ Attach the original signed DHS TNC Further Action Notice to the employee worker's Form I-9.
- ▶ Take next action in E-Verify based on workers decision to contest or not contest DHS TNC.

## REFER WORKER TO DHS

An employee who chooses to contest the DHS TNC must contact DHS within 8 Federal Government working days to begin resolving the TNC. You must provide the Referral Date Confirmation from E-Verify to the employee. The Referral Date Confirmation provides the date by which the employee must call DHS. The employee must have the DHS TNC Further Action Notice when he or she calls DHS. Federal Government working days are Monday through Friday except for federal holidays.

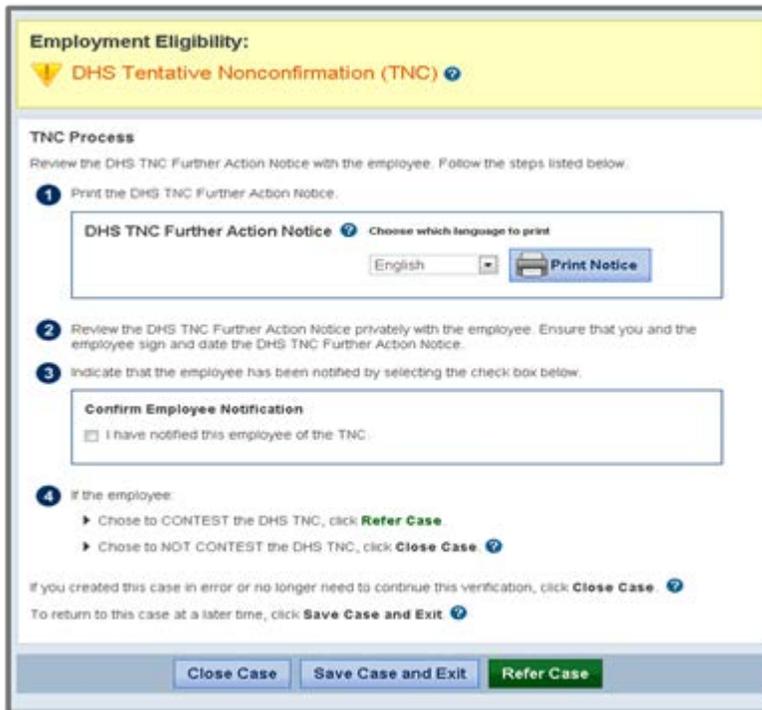
A photo mismatch TNC requires an additional step but follows the same guidelines of any TNC. If the worker chooses to contest the photo mismatch TNC, the worker must be referred to DHS and you must send a copy of the photo ID document to E-Verify.

You may not terminate, suspend, delay training, withhold pay, lower pay or take any other adverse action against a worker because of the worker's decision to contest a TNC until the TNC becomes a Final Nonconfirmation.

To refer a worker to DHS, follow the steps outlined in the 'Refer Worker to DHS – Process Overview.'

### REFER WORKER TO DHS PROCESS OVERVIEW

- ▶ If the employee chooses to contest the DHS TNC, click 'Refer Case.'
- NOTE:** The employee's obligation to call DHS within 8 Federal Government working days begins when you click 'Refer Case.'
- ▶ If the employee chooses not to contest, click 'Close Case.'



**Employment Eligibility:**  
**DHS Tentative Nonconfirmation (TNC)**

**TNC Process**  
Review the DHS TNC Further Action Notice with the employee. Follow the steps listed below.

- 1 Print the DHS TNC Further Action Notice.  
**DHS TNC Further Action Notice** Choose which language to print  
English
- 2 Review the DHS TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
- 3 Indicate that the employee has been notified by selecting the check box below.  
**Confirm Employee Notification**  
 I have notified this employee of the TNC.
- 4 If the employee:  
▶ Chose to CONTEST the DHS TNC, click **Refer Case**.  
▶ Chose to NOT CONTEST the DHS TNC, click **Close Case**.

If you created this case in error or no longer need to continue this verification, click **Close Case**.  
To return to this case at a later time, click **Save Case and Exit**.

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

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

- Attach and Submit Copy of Employee's Photo Document

**OR**

- Mail Copy of Employee's Photo Document

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

U.S. Department of Homeland Security (USCIS)  
10 Fountain Plaza, 3<sup>rd</sup> Floor  
Buffalo, NY 14202

Attn: Status Verification Unit – Photo Matching

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

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

**Employment Eligibility:**  
DHS Tentative Nonconfirmation (TNC) ?

**Refer Employee**

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

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

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

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

**Attach and Submit Copy of Employee's Photo Document**

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

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

**Mail Copy of Employee's Photo Document**

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

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

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

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

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

- ▶ Select the Referral Date Confirmation in either English or Spanish and Click 'Print Confirmation.'

- ▶ Provide the Referral Date Confirmation to the employee.

If the employee cannot read, you must read the Referral Date Confirmation to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of this confirmation in the appropriate language, which is available in View Essential Resources.

- ▶ Attach a copy of the Referral Date Confirmation to the employee's Form I-9.



The screenshot shows the E-Verify interface with three tabs: 'Enter Form I-9 Information', 'Verification Results' (selected), and 'Close Case'. The main content area is titled 'Referral Date Confirmation' and features a yellow background with a warning icon. It displays the status 'Employee Referred to DHS' and a language dropdown set to 'English'. A 'Print Confirmation' button is highlighted with a mouse cursor. Below this, the 'Check for Case Status Updates' section provides instructions on how to check for updates and how to reprint the 'DHS TNC Further Action Notice'. At the bottom, there are buttons for 'E-Verify Home', 'Close Case', and 'New Case'.

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

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

After 10 Federal Government working days, E-Verify will provide one of the following case results:

- ◆ EMPLOYMENT AUTHORIZED, Section 2.2
- ◆ DHS FINAL NONCONFIRMATION, Section 4.0
- ◆ DHS CASE IN CONTINUANCE, Section 3.4
- ◆ DHS NO SHOW, Section 4.1

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

### 3.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

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

**NOTE:** If a case has had a 'SSA or DHS Case in Continuance' result for more than 60 Federal Government working days, contact E-Verify Customer Support at 888-464-4218 or [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov).

## 4.0 FINAL CASE RESOLUTION

To complete the E-Verify process, every case must receive a final case result and be closed. Closing a case is easy; E-Verify guides you through the process after you receive a final case result.

### 4.1 FINAL CASE RESULTS

Final case results are displayed in the 'Final Case Results – Overview.'

FINAL CASE RESULTS OVERVIEW	
<b>Employment Authorized</b>	The employee's information matched records available to SSA and/or DHS. It's that easy! See section 2.4.
<b>SSA or DHS Final Nonconfirmation</b>	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
<b>DHS No Show</b>	The employee did not contact DHS within 8 Federal Government working days.
<b>Error: Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the worker's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

### SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

An 'SSA or DHS Final Nonconfirmation' case result is received when E-Verify cannot verify a worker's employment eligibility after a worker has visited a SSA field office or contacted DHS during the TNC referral process. Once an SSA or DHS Final Nonconfirmation has been provided, you must close the case.

You may revoke any certification that has been previously provided to the employer as noted in Article II, Section C, paragraph 20 – Responsibilities of the State Employment Agency in the MOU.



## DHS NO SHOW

A 'DHS No Show' case result indicates that the worker did not contact the DHS within the 8 Federal Government workdays. A 'DHS No Show' case result is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be closed in E-Verify.

You may revoke any certification that has been previously provided to the employer as noted in Article II, Section C, paragraph 20 – Responsibilities of the State Employment Agency in the MOU.



## ERROR: CLOSE CASE AND RESUBMIT

If the expiration date you entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect, E-Verify prompts an 'Error: Close Case and Resubmit' case result and you will not be able to continue the case.

Because document information for a case that has already been submitted cannot be changed, you must close this case and create a new one with correct information. Select the closure statement option: 'The case is invalid because the data entered is incorrect' and close this case. Now you can create a new case for this employee using the correct document expiration date.

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



## 4.2 CLOSE CASE

To properly complete the E-Verify process state workforce agencies must close EVERY case created in E-Verify. To close a case, follow the steps outlined in the 'Close Case – Process Overview.'

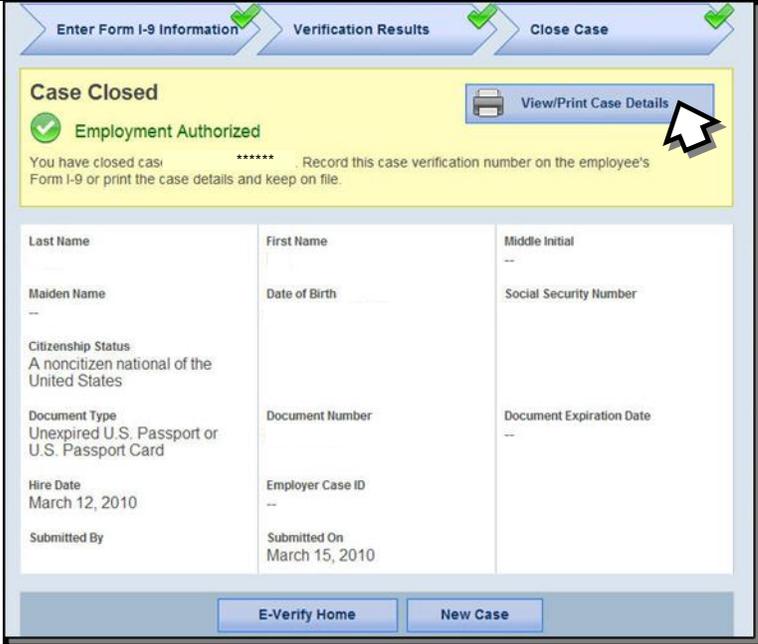
## CLOSE CASE PROCESS OVERVIEW

- ▶ Click 'Close Case.'

- ▶ Next, indicate whether the worker is still employed with the company; select yes or no and click 'Continue.' Your response to the question "Is (worker's name) currently employed with this company?" will determine which case closure statement options will appear on the next screen.

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

- ▶ Record the case verification number on the worker's Form I-9, or print the case details and file it with the worker's Form I-9.



► This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. To close a case, select one of the case closure statements. E-Verify will present only those statements that are relevant to each case. In some scenarios, not all of the case closure statements are available.

## NOTE – CLOSE CASE

When answering the question “Is the employee currently employed with this company?” it is important to consider the following:

- If you have a worker who didn’t contest a tentative nonconfirmation (TNC), or who received a Final Nonconfirmation or ‘DHS No Show,’ you will decide if the worker will continue working. If
  - Worker’s employment is continued, select ‘Yes.’
  - Worker’s employment is to be terminated, do so, then select ‘No.’
- If you have a worker who has accepted a job offer, but received a TNC and decided not to contest, or who received a Final Nonconfirmation decide whether you will allow the employee to start working. If you decide to:
  - Allow the worker to start work as planned, select ‘Yes.’
  - Terminate the worker’s employment offer, do so, select ‘No.’

## CASE CLOSURE STATEMENTS

The following case closure statements are the options available to a user in E-Verify. The equivalent statements for state workforce agencies are available in Appendix A.

- **The employee continues to work for the employer after receiving an Employment Authorized result.**

E-Verify has verified that the worker is eligible to work in the United States and the worker continues to work for the employer.

► **The employee continues to work for the employer after receiving a Final Nonconfirmation result.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker contested the tentative nonconfirmation (TNC), but was unable to resolve it. The employer chooses to exercise its legal right to allow the worker to continue to work.

► **The employee continues to work for the employer after receiving a No Show result.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker contested the TNC, but did not take action to resolve it. The employer chooses to exercise its legal right to allow the worker to continue to work.

► **The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker chose not to contest the TNC. The employer chooses to exercise its legal right to allow the worker to continue to work.

► **The employee was terminated by the employer for receiving a Final Nonconfirmation result.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker contested the TNC, but was unable to resolve it. The employer terminated the worker because of the final nonconfirmation result.

► **The employee was terminated by the employer for receiving a No Show result.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker contested the TNC, but did not take action to resolve it. The employer terminated the worker because of the 'No Show' result.

► **The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.**

E-Verify cannot verify that this worker is authorized to work in the United States. The worker chose not to contest the TNC. The employer terminated the worker because the worker chose not to contest the TNC.

► **The employee voluntarily quit working for the employer.**

The worker chose to stop working for the employer.

► **The employee was terminated by the employer for reasons other than E-Verify.**

The employer terminated the worker for reasons unrelated to E-Verify.

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

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

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

The data entered for this worker was not correct.

## 4.3 CASE ALERTS

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

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

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click. Cases can also be accessed through 'View Cases' or 'Search Cases' on the left navigation menu in E-Verify.

### OPEN CASES TO BE CLOSED

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

- ◆ Sort cases by: status, last name, first name, case number or hire date
- ◆ A quick link to each case by clicking on the case number

### CASES WITH NEW UPDATES

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

### WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' case alert is a notification that an employee's Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94) document is expiring. This alert is intended to remind you to re-verify the employee by completing Section 3 of Form I-9. Do not use E-Verify to create a new case.

This is simply a reminder; no action is required or permitted in E-Verify. You may dismiss each alert by clicking 'Dismiss Alert.'

This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94). Also, the alert only appears the first time the document expires—subsequent expirations will not activate this case alert.

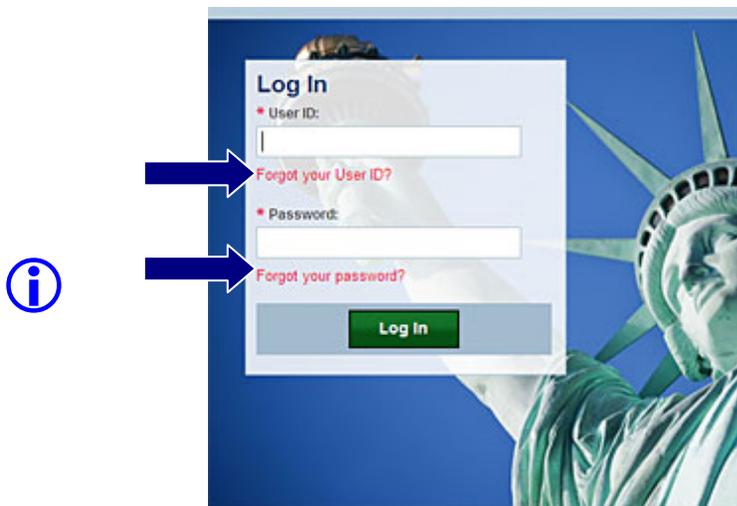
## 5.0 ACCOUNT ADMINISTRATION

Due to the sensitive and confidential nature of the information in E-Verify, you must protect your password. Failure to protect your password could result in termination of your agency's participation in E-Verify.

### 5.1 PASSWORD SECURITY

If a user attempts to log in with an incorrect password 3 consecutive times the user is locked out of E-Verify. Password help contact information is listed in the information box.

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



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

### 5.2 HOW TO CHANGE YOUR PASSWORD

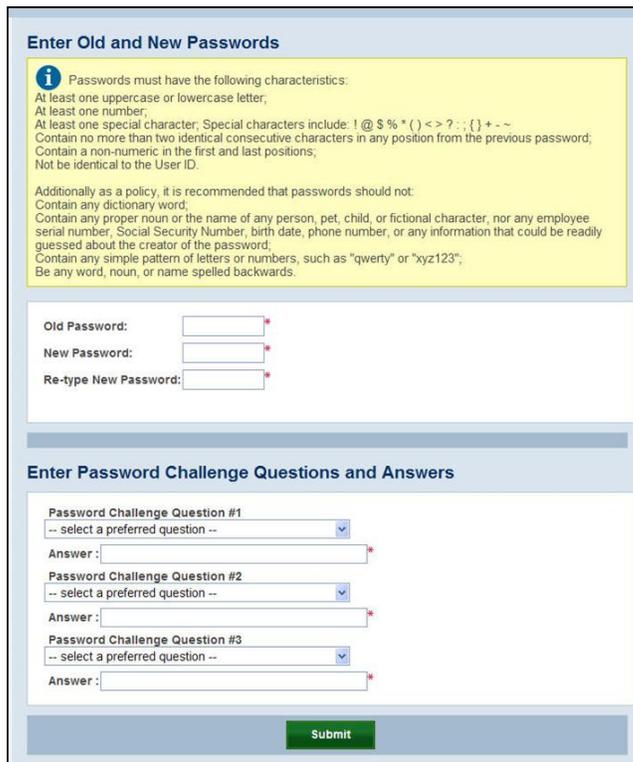
Passwords expire every 90 days. E-Verify automatically asks you to create a new password when the old one expires. However, if you think your password was compromised, change it immediately. To change or reset a password, follow the steps in the 'Reset or Change Password – Process Overview.'

#### RESET OR CHANGE PASSWORD PROCESS OVERVIEW

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



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



The screenshot shows a two-part form. The top part is titled 'Enter Old and New Passwords' and includes a yellow information box with password requirements. Below this are three input fields: 'Old Password:', 'New Password:', and 'Re-type New Password:'. The bottom part is titled 'Enter Password Challenge Questions and Answers' and contains three sets of dropdown menus for selecting questions and corresponding text input fields for answers. A green 'Submit' button is at the bottom.

- ▶ Click 'Submit.' A confirmation message will be displayed.

## 5.3 UPDATE USER PROFILE INFORMATION

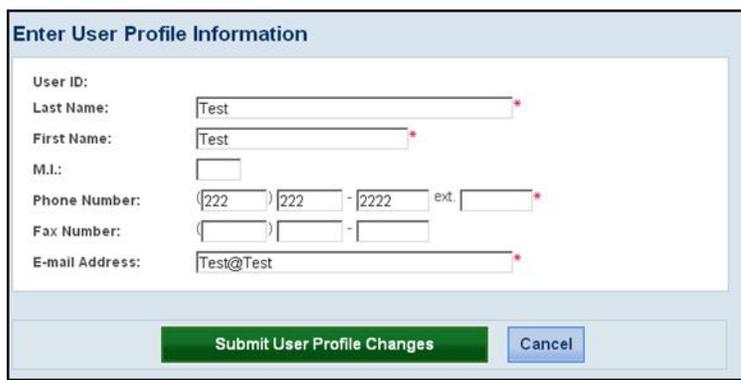
Every E-Verify user has a profile which includes his or her name, telephone number, fax number and email address. Users should update this information whenever necessary using the 'Edit Profile' link. To update this information follow the steps outlined in 'Update User Profile – Process Overview.'

## UPDATE USER PROFILE PROCESS OVERVIEW

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



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



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

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

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

- ▶ Review the confirmation message to see whether the request for profile updates was successful. If the system was unable to process the user profile updates, attempt to update your profile at a later time. If the second profile update attempt fails, contact E-Verify Customer Support at 800-464-4218.

## 6.0 SITE ADMINISTRATION – PROGRAM ADMINISTRATORS

### 6.1 ADD NEW USER

Only program administrators can add E-Verify users. To add an additional user, the program administrator must provide the user's name, phone number, fax number (optional) and email address.

If a user leaves the agency or no longer needs access to E-Verify, a program administrator must delete the user's account.

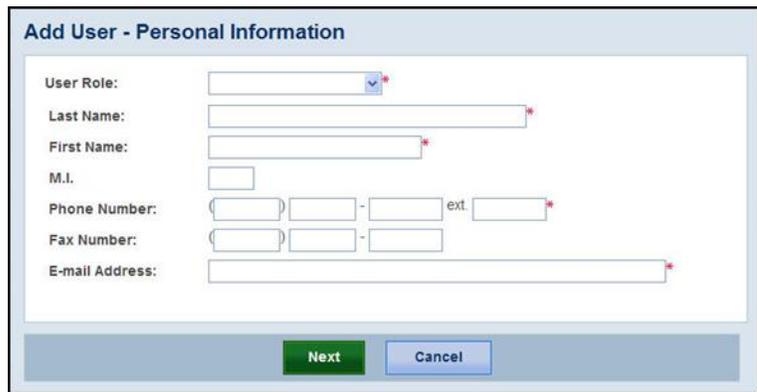
If you are a program administrator and you need to add a new E-Verify user, follow the 'Add New User - Process Overview.'

#### ADD NEW USER PROCESS OVERVIEW

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



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



A screenshot of the 'Add User - Personal Information' form. The form contains the following fields: 'User Role' (a dropdown menu), 'Last Name' (text input), 'First Name' (text input), 'M.I.' (text input), 'Phone Number' (text input with a format of ( ) - ext. ), 'Fax Number' (text input with a format of ( ) - ), and 'E-mail Address' (text input). There are 'Next' and 'Cancel' buttons at the bottom.

- You may accept the system-generated user ID or create a new 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 submitted and then click 'Submit New User.'
  - ▶ The new user will receive his or her user ID and password by email.
- NOTE:** You can only add new users that are located at your agency.

## 6.2 DELETE USER ACCOUNTS

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

### DELETE USERS PROCESS OVERVIEW

- ▶ Select 'View Existing Users' from 'My Company.'
- ▶ Identify the user that you would like to delete.
- ▶ Click 'Delete' in the row of the user's account you wish to delete on the 'User Summary List' page.

**OR**

- ▶ Click 'Delete User' on the 'View/Modify User Information' page.

**User Deletion Information**

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

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

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

### 6.3 EDIT AGENCY PROFILE

To update agency information in E-Verify, complete the steps in the 'Edit Agency Profile – Process Overview.'

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

**EDIT AGENCY INFORMATION    PROCESS OVERVIEW**

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



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

**Company Information**

Company Name:	Sample Designated Agent	<a href="#">View / Edit</a>
Company ID Number:	13859	
Doing Business As (DBA) Name:		
DUNS Number:		

<b>Physical Location:</b>		<b>Mailing Address:</b>
Address 1:	Green Street	Address 1:
Address 2:		Address 2:
City:	New York	City:
State:	NY	State:
Zip Code:	10001	Zip Code:
County:	NEW YORK	

**Additional Information:**

Employer Identification Number: 0  
Total Number of Employees: 100 to 499  
Perform verifications for your company's employees: Yes  
Parent Organization Administrator:

**Organization Designation:**

Employer Category: None of these categories apply

---

NAICS Code:	921 - EXECUTIVE, LEGISLATIVE, AND OTHER GENERAL GOVERNMENT SUPPORT	<a href="#">View / Edit</a>
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Total Hiring Sites:	1	<a href="#">View / Edit</a>
---------------------	---	-----------------------------

Total Points of Contact:	2	<a href="#">View / Edit</a>
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[View Mou](#)

► Make the required changes and click 'Submit.'

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

## 6.4 CLOSE AGENCY ACCOUNT

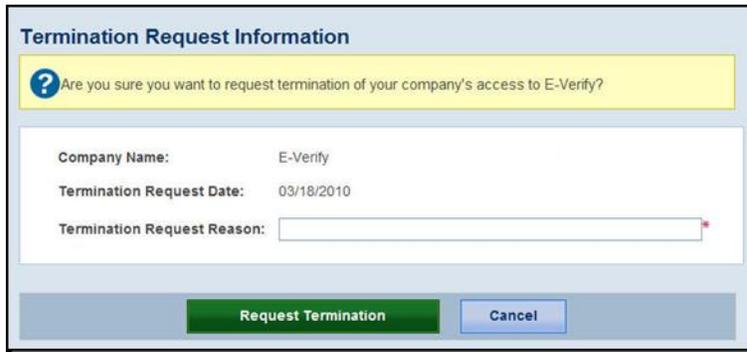
To request termination of agency participation in E-Verify, perform the steps outlined in 'Close Company Account – Process Overview.'

**CLOSE COMPANY ACCOUNT PROCESS OVERVIEW**

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

The screenshot shows a dropdown menu with the following options: My Company, Edit Company Profile, Add New User, View Existing Users, and Close Company Account. A blue arrow points to the 'Close Company Account' option.

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



The screenshot shows a web form titled "Termination Request Information". At the top, there is a yellow warning box with a question mark icon and the text: "Are you sure you want to request termination of your company's access to E-Verify?". Below this, the form contains the following fields:

Company Name:	E-Verify
Termination Request Date:	03/18/2010
Termination Request Reason:	<input type="text"/>

At the bottom of the form, there are two buttons: a green "Request Termination" button and a blue "Cancel" button.

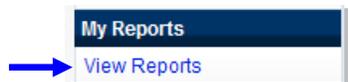
- ▶ Click 'Request Termination.'
- ▶ A message will appear informing you that the E-Verify office will be notified of your site's request to terminate its participation in the program.

## 7.0 REPORTS

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There are four types of case reports available in E-Verify for state workforce agencies. These include: 'Corporate Overview of Pilot Usage,' 'Quick Audit Report,' 'User Audit Report,' and 'User Report.'

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



## 8.0 RESOURCES AND CONTACT INFORMATION

### E VERIFY RESOURCES

#### E-Verify Public Website

[www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)

- 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

#### E-Verify Access for Employers and Corporate Administrators

<https://e-verify.uscis.gov/emp>

- User access to E-Verify

### E VERIFY CONTACT INFORMATION

#### E-Verify Customer Support

E-Verify Customer Support is available to assist you with using E-Verify, password resets, cases and technical support. 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 to 5 p.m. Pacific Time, except on federal holidays.

#### For Employers:

888-464-4218  
877-875-6028 (TTY)

[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

#### For Employees:

888-897-7781  
877-875-6028 (TTY)

[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

Our normal response time for email inquiries is 2 Federal Government working days. If we need more time to respond to your inquiry, we'll contact you within 2 Federal Government working 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)

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](http://www.justice.gov/crt/about/osc)

## APPENDIX A: STATE WORKFORCE AGENCY CASE CLOSURE STATEMENTS

Is <Employee Name> currently employed with this company?	Has <Worker Name> been referred by this state workforce agency?
Displayed in E-Verify	State Workforce Agency Equivalent
The employee continues to work for the employer after receiving an Employment Authorized result.	The worker has been referred by the State Workforce Agency after receiving an Employment Authorized result.
The employee continues to work for the employer after receiving a Final Nonconfirmation result.	The worker has been referred by the State Workforce Agency after receiving a Final Nonconfirmation result.
The employee continues to work for the employer after receiving a No Show result.	The worker has been referred by the State Workforce Agency after receiving a No Show result.
The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.	The worker has been referred by the State Workforce Agency after choosing not to contest a Tentative Nonconfirmation.
The case is invalid because another case with the same data already exists.	The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.	The case is invalid because the data entered is incorrect.
The employee was terminated by the employer for receiving a Final Nonconfirmation result.	The worker has not been referred by the State Workforce Agency for receiving a Final Nonconfirmation result.
The employee was terminated by the employer for receiving a No Show result.	The worker has not been referred by the State Workforce Agency for receiving a No Show result.
The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.	The worker has not been referred by the State Workforce Agency for choosing not to contest a Tentative Nonconfirmation.
The employee voluntarily quit working for the employer.	The worker voluntarily decided he or she no longer wanted to be referred by the State Workforce Agency.
The employee was terminated by the employer for reasons other than E-Verify.	The worker has not been referred by the State Workforce Agency for reasons other than E-Verify.