



User Manual

For E-Verify Employers Agents

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U.S. Citizenship
and Immigration
Services

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1.0 INTRODUCTION

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

For purposes of this manual, the term 'E-Verify employer agent' means any person, company, or other entity that is providing the service of verifying employees as a third party to 'clients' (employers) through the use of E-Verify. Clients are required to complete Form I-9, Employment Eligibility Verification, (Form I-9) for all new employees and must follow the guidelines set forth in the 'E-Verify Employer Agent - Client E-Verify MOU.'

This section provides a background and overview and an introduction to basic employer agent website navigation, participation, user roles, 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 conduct an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot program. E-Verify is an internet-based system that implements the requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of 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.

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 be able to 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. Employers who fail to comply with either section may be subject to penalties.

E-Verify works by electronically comparing the information from an employee's Form I-9 with records available to SSA and/or DHS to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

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

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

NOTE: E-Verify Self Check, referred to as Self Check, is a free, fast, secure and voluntary online service that allows individuals to perform employment eligibility checks on themselves. Employers may not ask current or prospective employees to use Self Check to prove employment eligibility. The service is designed to provide visibility into government records, and if necessary, guidance on how to correct those records. Self Check is separate from the E-Verify user interface. For more information and specific rules visit www.uscis.gov/E-Verifyselfcheck.

Self Check does not satisfy or supersede the requirements of federal contractors subject to the FAR E-Verify clause, or any other employers, to use E-Verify.



For more information on E-Verify procedures, rules and responsibilities for federal contractors with the FAR E-Verify clause, refer to the [‘E-Verify Supplemental Guide for Federal Contractors.’](#)

1.2 BASIC E-VERIFY EMPLOYER AGENT WEBSITE NAVIGATION

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

The screenshot shows the E-Verify Employer Agent website interface. The page is titled "E-Verify Employment Eligibility Verification". At the top right, there are user details: "Welcome E-Verify Demo", "User ID SAMPLE02", "Last Login 12:29 PM - 03/03/2011", and a "Log Out" link. A navigation menu on the left includes links for Home, My Cases (with a callout '3'), My Clients, My Profile, My Reports, and My Resources. The main content area features a "Welcome to E-Verify" section (callout '1') with a "Verify Employee" button and a "Need Help?" section. To the right is an "E-Verify News" section (callout '2') with a news item about a federal contractor rule. At the bottom, a red banner displays "Case Alerts: You Must Take Action!" (callout '4') with three buttons: "Open Cases to be Closed" (callout '2'), "Cases with New Updates", and "Work Authorization Docs Expiring". The footer contains the U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services logos and links, along with "Accessibility" and "Download Viewers" links.

Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218. Area 1 also includes a quick shortcut to begin the verification

process. By clicking the green 'Verify Employee' button, you may begin the verification process.

Area 2 contains 'E-Verify News' which includes important updates on E-Verify, information affecting employment verification, 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. Each user's menu option is based on his or her assigned user role. For more information on user roles, see Section 1.4.

AREA 3 NAVIGATION OVERVIEW

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

Area 4 displays 'Case Alerts' for cases requiring action. Case alerts inform E-Verify employer agents when an action is required. For more information on case alerts, see Section 5.3.

ESSENTIAL RESOURCES

The 'View Essential Resources' link 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 Posters	<ul style="list-style-type: none"> ▶ E-Verify Participation Poster ▶ Right to Work Poster
Manuals and Guides	<ul style="list-style-type: none"> ▶ E-Verify User Manual ▶ E-Verify Quick Reference Guides
E-Verify Further Action Notices	▶ Sample DHS TNC Further Action Notice and SSA TNC Further Action Notice 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)'
Memorandums of Understanding (MOU)	▶ Sample copies of the most recent version of the MOU
Other Resources	▶ Websites and links to Web pages of particular interest to employers participating in E-Verify

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

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

Employers who wish to check their enrollment status or access method should contact:



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

Employers who have enrolled and need information about registering additional users or about their functions, should see Section 8.0.

ENROLLMENT VS. REGISTRATION OVERVIEW

	ENROLLMENT	REGISTRATION
Who	E-Verify employer agents enroll in E-Verify to participate in the program.	Program administrators register new users in E-Verify who are then able to create cases.
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll .	Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial and passing the knowledge test. For more information on adding new users, see Section 8.1.

	ENROLLMENT	REGISTRATION
Why	E-Verify employer agents voluntarily enroll to verify the work authorization status of newly hired employees of their clients.	Most enrolled E-Verify employer agents register users to create cases. There is no limit on the number of users an enrolled E-Verify employer agent can register.

To participate in E-Verify, E-Verify employer agents 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).

E-Verify employer agents must read and accept the electronic 'E-Verify Memorandum of Understanding for E-Verify Employer Agents (MOU),' which details the responsibilities of the SSA, the DHS and the E-Verify employer agent. The MOU is electronically signed by the E-Verify employer agent during enrollment. All E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this manual. It is the employer's responsibility to ensure that users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both employers and users.

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

Participating employers use E-Verify through an access method that is 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.' For more information, visit the [Getting Started](#) section at www.dhs.gov/E-Verify.

ACCESS METHOD OVERVIEW

ACCESS METHOD	EXPLANATION
Employer Access	<p>My Employer 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 an employer to create cases in E-Verify for its newly hired employees and/or employees assigned to a covered federal contract.</p>
E-Verify Employer Agent Access	<p>My Employer agent plans to use E-Verify on behalf of its clients to verify their clients' employees.</p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other employers to create cases in E-Verify for other employers' newly hired employees and/or employees assigned to a covered federal contract.</p>

ACCESS METHOD	EXPLANATION
Corporate Administrator Access	<p>My Employer 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 to manage multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases.</p>
Web Services Access for Employers -or- Web Services Access for E-Verify Employer Agents	<p>My Employer plans to develop its own software to access E-Verify.</p> <p>The Web services access method requires an employer 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 employer'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 your software interface. Both employers and E-Verify employer agents are eligible to use this access method.</p>

REMINDER

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

1.4 OVERVIEW OF USER ROLES

Enrolled E-Verify employer agents can provide their users with access to E-Verify by assigning them a user role. Permissions and functions in E-Verify granted to the user depend upon the user role. There are two types of users: general users and program administrators. Review the permissions of each user role in the 'User Role Overview' Below.

General users and program administrators must successfully complete the online E-Verify tutorial before they can create or manage cases. For more information on the specific functions of each user role, see Section 7.1.

USER ROLE OVERVIEW

USER ROLE	PERMISSIONS
Program Administrator (at least one required)	<p>An E-Verify employer agent 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"> • Enrolling new clients and updating client profile information • Registering new users • Creating user accounts for other program administrators and general users • Creating and managing cases • Viewing reports • Updating profile information for other program administrators and general users • Unlocking user accounts • Closing company and user accounts
General User (optional)	<p>An E-Verify employer agent 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"> • Enrolling new clients and updating client profile information • Creating and managing own cases • Viewing reports • Updating his/her own user profile

1.5 USER RULES AND RESPONSIBILITIES

All E-Verify users are bound by the guidelines in the MOU and the rules and responsibilities outlined in this manual.

It is the employer's responsibility to ensure that all users understand program rules. Review these rules and responsibilities periodically with your users to ensure proper use of E-Verify and protection of your employee workplace rights.



For information on E-Verify rules and responsibilities for federal contractors with the FAR E-Verify clause, refer to the ['E-Verify Supplemental Guide for Federal Contractors.'](#)

All E-Verify users must follow the guidelines specified in the 'Rules and Responsibilities Overview.' Many of these requirements are the ultimate responsibility of the E-Verify employer agent's client. Representatives at each client site should be instructed to adhere to the following guidelines in conjunction with

responsibilities outlined in the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU).'

RULES AND RESPONSIBILITIES OVERVIEW

E-Verify employer agents who participate in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for each new hire while enrolled and participating in E-Verify.
- ✓ Notify each job applicant of E-Verify participation.
- ✓ Clearly display the 'Notice of E-Verify Participation' and the 'Right to Work' posters in English and Spanish and may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security Number (SSN) from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 'List B' identity documents have a photo (Section 2.1).
- ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
- ✓ Provide each employee with notice of and the opportunity to contest a Tentative Nonconfirmation (TNC).
- ✓ Ensure that all personally identifiable information is safeguarded.

E-Verify employer agents participating in E-Verify **MUST NOT**:

- ✗ Use E-Verify to pre-screen an applicant for employment.
- ✗ Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU.
- ✗ Take adverse action against an employee based on a case result unless E-Verify issues a Final Nonconfirmation.
- ✗ Terminate an employee during the E-Verify verification process, because he or she receives a TNC.
- ✗ 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.

When a new client is enrolled, E-Verify employer agents are required to print and provide to the client the 'Notice of E-Verify Participation' and 'Right to Work' posters in English and Spanish; both are displayed below. Employers may also display the posters in other languages provided by DHS. Display the posters in a prominent place that is clearly visible to prospective employees and all employees that will have his or her employment eligibility verified with E-Verify. After logging in to E-Verify,

the posters are found under 'View Essential Resources,' (see Section 1.2). 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

Notice of E-Verify Participation	Right to Work Poster
 <p>Provided by DHS</p>	 <p>Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices</p>

1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of personally identifiable information. Employers must protect the privacy of employees who submit information to be processed through E-Verify. It is the responsibility of the employer/user to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify, the E-Verify employer agent and the client.

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

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

PRIVACY GUIDELINES OVERVIEW
<p>▶ Allow ONLY authorized users to use E-Verify. Ensure that only appropriate users handle information and create cases.</p>
<p>▶ SECURE access to E-Verify. Protect passwords used to access E-Verify and ensure that unauthorized persons 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 users 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>

REMINDER

- * Ensure that all personally identifiable information is safeguarded.

2.0 MY CLIENTS

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

- Enroll new clients
- View and update client information
- View the memorandum of understanding (MOU)
- Terminate clients

E-Verify employer agents must enroll their clients before they can create cases for them in E-Verify.

2.1 CLIENT ENROLLMENT

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

NEW CLIENT ENROLLMENT – PROCESS OVERVIEW

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



▶ Select which category best describes your client's organization.



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 client's organization and indicate which employees your client will verify. For additional information see the 'E-Verify Supplemental Guide for Federal Contractors.'

▶ Enter information for your client including client name, physical location, mailing address, employee identification number, number of employees and parent company. In E-Verify, a red asterisk (*) indicates a required field.

Company Information

Client 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: ? Search

How did you hear about E-Verify?

Other Marketing Channel:

- ▶ Enter the North American Industry Classification System (NAICS) code for your client 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 Client Company's 3-digit North American Industry Classification System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.

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

NAICS Code:

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.'
- ▶ Select 'Single Site Verification' or 'Multiple Sites Verification' for the client.

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

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

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

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

- ▶ Enter the primary point of contact for the client.

i Enter Client Company Point of Contact.

Last Name: *

First Name: *

M.I.:

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

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

- ▶ Review the company information and click 'Register Employer.'

Company Information

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

Doing Business As (DBA) Name:
DUNS Number:

Physical Location:

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

Mailing Address:

Address 1:
Address 2:
City:
State:
Zip Code:

Additional Information:

Employer Identification Number: 000000000
Total Number of Employees: 10 to 19
Parent Organization:
Administrator:
How did you hear about E-Verify?
Other Marketing Channel:

Organization Designation:

Client Company Category: None of these categories apply

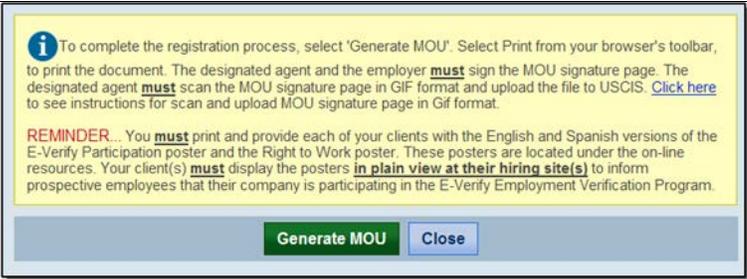
NAICS Code: 333 - MACHINERY MANUFACTURING [View / Edit](#)

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

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

[Register Employer](#)

- ▶ To complete the enrollment process, select 'Generate MOU.'
- ▶ Print and provide the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU)' to the client.



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

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

Generate MOU **Close**

- ▶ Enrollment is complete after the MOU is provided to the client, the client signs the MOU and the MOU is submitted to E-Verify.

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

After the client signs the MOU, the signed signature page of the MOU must be submitted to E-Verify. E-Verify employer agents can submit the signature page by uploading an electronic copy in E-Verify. The signature page must be in the form of a Graphics Interchange Format (GIF) file. To submit the MOU electronically, follow the steps outlined in 'Electronic Submission of MOU Signature Page – Process Overview.'

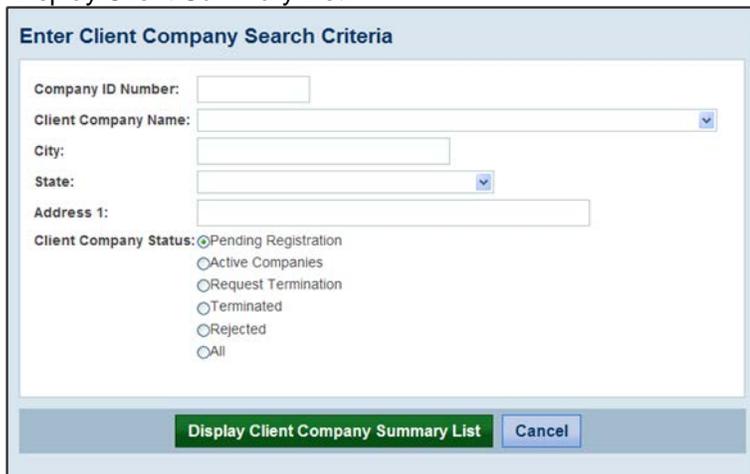
E-Verify employer agents who are unable to submit the MOU signature page electronically may fax the signature page to 202-443-0215.

ELECTRONIC SUBMISSION OF MOU SIGNATURE PAGE – PROCESS OVERVIEW

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



- ▶ Enter the client search criteria. Select the radio button for pending registration. Click 'Display Client Summary List.'

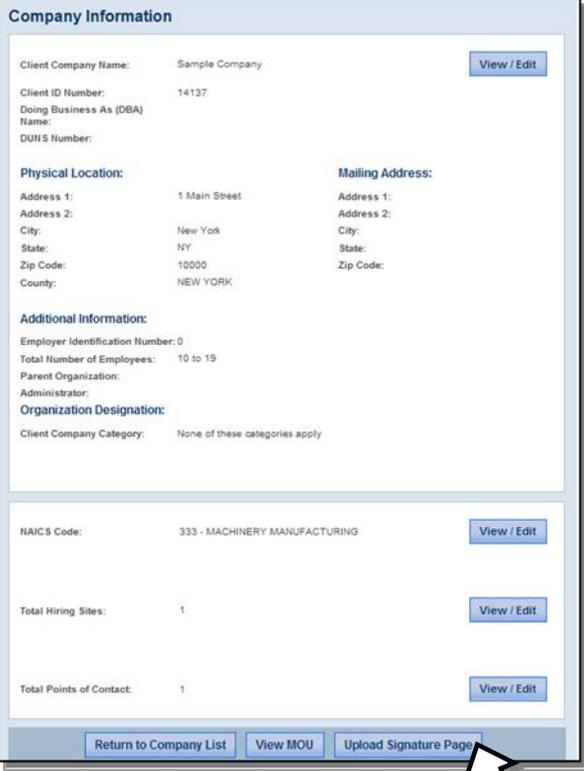


The image shows a form titled 'Enter Client Company Search Criteria' with the following fields and options:

- Company ID Number:
- Client Company Name:
- City:
- State:
- Address 1:
- Client Company Status:
 - Pending Registration
 - Active Companies
 - Request Termination
 - Terminated
 - Rejected
 - All

Buttons: **Display Client Company Summary List** **Cancel**

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



Company Information

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

Client ID Number: 14137

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

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

Mailing Address:

Address 1:
Address 2:
City:
State:
Zip Code:

Additional Information:

Employer Identification Number: 0
Total Number of Employees: 10 to 19
Parent Organization:
Administrator:

Organization Designation:

Client Company Category: None of these categories apply

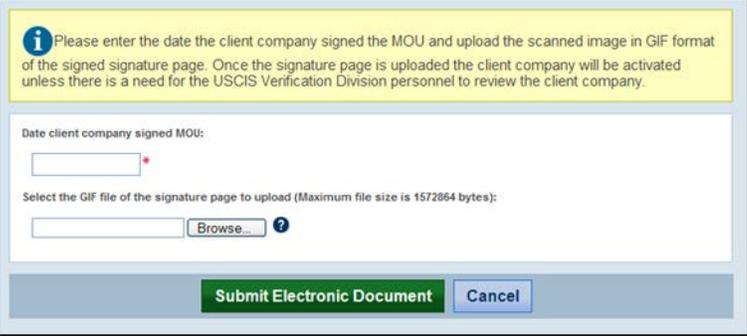
NAICS Code: 333 - MACHINERY MANUFACTURING [View / Edit](#)

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

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

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

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



IMPORTANT: If you choose to submit the MOU electronically, you must submit the file in the form of a GIF file. Other file types are unacceptable.

When the MOU signature page is submitted for the client, a confirmation email will be sent to the E-Verify employer agent, and he or she may begin creating new cases in E-Verify for the client.

2.2 UPDATE CLIENT INFORMATION

If a program administrator needs to make changes to the client information, physical location, organization designation, North American Industry Classification System (NAICS) code, hiring sites or point of contact list, he or she can update the information under the 'View Existing Clients' menu. To update client information in

E-Verify, program administrators follow the steps outlined in 'Update Client Information – Process Overview.'

UPDATE CLIENT INFORMATION – PROCESS OVERVIEW

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

My Clients

Add New Client

View Existing Clients

- ▶ Enter the client search criteria. Select 'Display Client Company Summary List.'

Enter Client Company Search Criteria

Company ID Number:

Client Company Name:

City:

State:

Address 1:

Client Company Status: Pending Registration
 Active Companies
 Request Termination
 Terminated
 Rejected
 All

Display Client Company Summary List

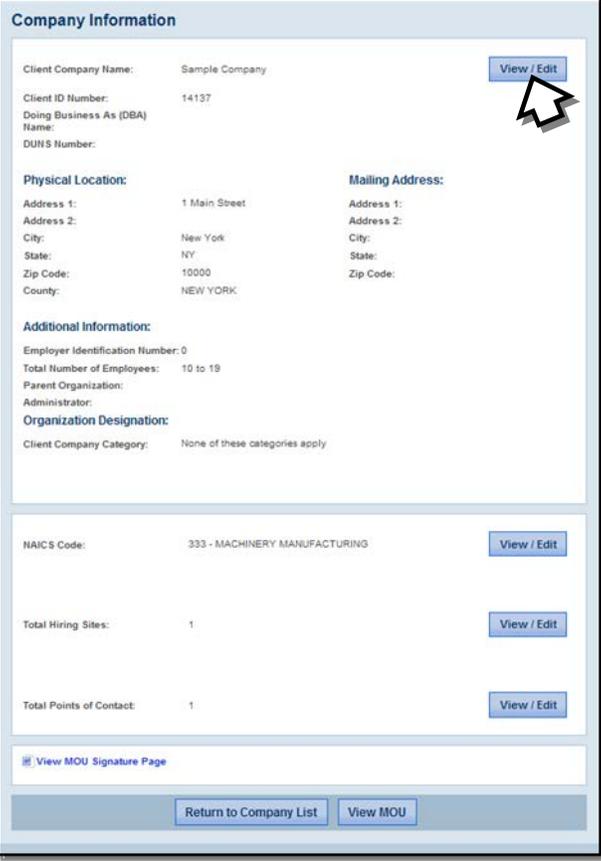
- ▶ Click 'Edit' for the appropriate client.

Client Company List

Previous Next

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

Previous Next



Company Information

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

Client ID Number: 14137

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: 1 Main Street

Address 2:

City: New York

State: NY

Zip Code: 10000

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 10 to 19

Parent Organization:

Administrator:

Organization Designation:

Client Company Category: None of these categories apply

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

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

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

View MOU Signature Page

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

- ▶ To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (i.e., company name and physical location, NAICS code, total hiring sites and total points of contact).
- ▶ Make the required changes and click 'Submit.'



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

CLIENT COMPANY INFORMATION FIELDS

There are many fields that can be updated for your client in the 'Company Information' page. Those fields are listed in the 'Company Information Overview.'

COMPANY INFORMATION OVERVIEW

FIELD NAME	DESCRIPTION
Company Name	Name of 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	Additional information about the size of the company and any associated corporate parent company information, if applicable.

FIELD NAME	DESCRIPTION
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.

2.3 VIEW CLIENT MEMORANDUM OF UNDERSTANDING (MOU)

Program administrators can view the 'E-Verify Memorandum of Understanding for Client Employers of E-Verify Employer Agents (MOU)' signature page for each client enrolled in E-Verify. A blank MOU template is also available to program administrators. To view the client MOU, follow the steps outlined in 'View Client MOU – Process Overview.'

VIEW CLIENT MOU – PROCESS OVERVIEW

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



The screenshot shows a dropdown menu titled 'My Clients' with two options: 'Add New Client' and 'View Existing Clients'. A blue arrow points to the 'View Existing Clients' option.

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

Company Information	
Client Company Name:	ABC Test Company View / Edit
Client ID Number:	
Doing Business As (DBA) Name:	
DUNS Number:	
Physical Location:	Mailing Address:
Address 1:	555 1st Street
Address 2:	
City:	Washington
State:	DC
Zip Code:	20000
County:	DISTRICT OF COLUMBIA
Additional Information:	
Employer Identification Number:	000000000
Total Number of Employees:	1 to 4
Parent Organization:	
Administrator:	
Organization Designation:	
Client Company Category:	None of these categories apply
NAICS Code:	721 - ACCOMMODATION View / Edit
Total Hiring Sites:	1 View / Edit
Total Points of Contact:	1 View / Edit
View MOU Signature Page	
Return to Company List View MOU	

► To view a blank MOU, click 'View MOU.'

2.4 CLOSE CLIENT ACCOUNT

Any E-Verify account may be closed voluntarily. To close the account for a client, E-Verify employer agents must submit a request no later than 30 days in advance of the date the employer would like to close its account. E-Verify employer agents must request termination electronically through E-Verify, or submit a written termination notice by email to E-Verify@dhs.gov or by fax to 202-443-0215.

E-Verify employer agents must continue to use E-Verify in accordance with the MOU during this 30-day period or until they receive an email confirming that the client's account is closed, whichever is sooner. All open E-Verify cases still need to be closed, even if you request to close your client's 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, see Section 6.3 to create and retain a user audit report. E-Verify case information and documentation must be retained for your client's employees for the same length of time as their Forms I-9.

To request termination of client participation in E-Verify, follow the steps outlined in 'Close Client Account – Process Overview.'

CLOSE CLIENT ACCOUNT – PROCESS OVERVIEW

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



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



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

A screenshot of a web application form titled 'Client Termination Request Information'. At the top, a yellow banner asks: 'Are you sure you want to request termination of Sample Company's access to E-Verify?'. Below this, the form displays client information: Client Company Name: Sample Company, Employer Identification Number: 0, City: New York, State: NY, Administrator: (blank), MOU Sign Date: 05/06/2010, Termination Request Date: 05/06/2010. There is a text input field for 'Termination Request Reason' with a red asterisk below it. At the bottom, there are two buttons: 'Request Client Termination' and 'Cancel'.

Click 'Request Client Termination.'

- ▶ A message will appear informing you that the E-Verify office will be notified of your request to close the client's E-Verify account.

3.0 INITIAL VERIFICATION

E-Verify employer agents are not able to create a case in E-Verify until they have enrolled at least one client. The initial verification page contains a field in which the E-Verify employer agent must select the employer (client) corresponding to the employee being verified.

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

When E-Verify checks the employee's information with records available to SSA and/or DHS, a case result is provided. Case results can be initial, interim or final. Proper use of E-Verify requires users to close all cases when they receive final case results.

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

3.1 FORM I-9 AND E-VERIFY

All employers are required to ensure timely and proper completion of Form I-9 when the employee starts work for pay and to keep records of the form on file. The Form I-9 requirements do not change for employers who are enrolled in E-Verify. With the goal of ensuring a legal workforce, employers enrolled in E-Verify, through the use of an E-Verify employer agent, have chosen to take the additional step of confirming that their employee's Form I-9 employee information matches government records. Clients of E-Verify employer agents and E-Verify employer agents themselves must become familiar with the procedure of completing Form I-9.

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

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

For more information on Form I-9 procedures, refer to the 'View Essential Resources' link of the left navigation menu; you will find the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274).'



To view or download the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274),' go to the following website:

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

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

Newly hired employees must complete Section 1 of Form I-9 in its entirety on the first day of work for pay. They may complete Section 1 before this date, but only after the employee accepts an offer of employment. Under general Form I-9 practice, an employee can voluntarily provide his or her Social Security number (SSN) on Form I-9. However, because SSNs are required for E-Verify employers to create E-Verify cases, all newly hired employees, including seasonal, temporary, and rehires, of E-Verify employers MUST provide their SSN.

If a newly hired employee has applied for but has not yet received an SSN (i.e., the employee is a newly arrived immigrant), attach an explanation to the employee's Form I-9 and set it aside. Allow the employee to continue to work and create a case in E-Verify using the SSN as soon as it is available.

If the case was not created by the third business day after the employee started work for pay, indicate the reason for this delay in E-Verify. You may choose a reason from the drop-down list or state a specific reason in the field provided.

Employers must complete Section 2 of Form I-9 in its entirety within three days of the employee's date of hire (the hire date means the first day of work for pay). To complete Section 2, examine documents presented by the employee that establish his or her identity and employment authorization. Do not specify which documents from the "List of Acceptable Documents" on Form I-9 an employee may choose to present. Employers may reject a document if it does not reasonably appear to be genuine or to relate to the person presenting it.

Some documentation establishes both identity and employment eligibility (List A). Other documentation establishes identity only (List B) or employment eligibility only (List C). Employers may accept one document from List A, or a combination of one document from List B and one document from List C.

Any 'List B' document presented to employers participating in E-Verify MUST contain a photo. However, if an employee objects to photo document requirements for religious reasons, call E-Verify at 888-464-4218. If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9. For more information on Form I-9 retention guidelines, refer to the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274).'

RECEIPTS

If the employee presents an acceptable receipt for Form I-9 showing that he or she applied to replace a document that was lost, stolen or damaged, the employer must wait to create a case in E-Verify. When the employee provides the actual document for which the receipt was presented, the employer must update the employee's Form I-9 and then create a case in E-Verify for the employee.

Employers must create a case in E-Verify by the third business day after the employee starts work for pay if the employee presents the following receipts:

- The arrival portion of Form I-94/I-94A with a temporary I-551 stamp and a photograph of the individual.
- The departure portion of Form I-94/I-94A with a refugee admission stamp.

For more information on acceptable receipts, see the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' or visit www.uscis.gov/i-9central.

REHIRES

While you must use E-Verify for all employees you rehire, E-Verify should never be used to reverify the employment authorization of an existing employee. E-Verify has special rules if you rehire an employee who previously provided a U.S. Passport, U.S.

Passport Card, Permanent Resident Card, Alien Registration Receipt Card (Form I-551), Driver's License or State ID card for Form I-9 and the document is now expired. In these situations, there are two options:

- If you never created a case in E-Verify for the employee, you must have the employee complete a new Form I-9 and create a case in E-Verify.
- If you previously created a case in E-Verify for the rehired employee and received an employment authorized result, complete Section 3 of the employee's previous Form I-9 and do not create a new case for the employee in E-Verify. Alternatively, you may choose to complete a new Form I-9 and create a case for the employee in E-Verify. If you previously created an E-Verify case, but did not receive an employment authorized result, you must have the employee complete a new Form I-9 and create a case in E-Verify.

REMINDER

- * All newly hired employees must provide a SSN (see exception above)
 - * Do NOT specify or request which documentation a newly hired employee must use for Form I-9
 - * Any 'List B' document MUST contain a photo (see exception above)
 - * If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9.
-

3.2 CREATE A CASE

The next step is to create a case in E-Verify using the information that the employee completed on his or her Form I-9. E-Verify cases must be created no later than the third business day after the employee starts work for pay. E-Verify employer agents who learn that they inadvertently failed to create a case by the third business day after the employee starts work for pay, should bring themselves into compliance immediately by creating a case for the employee.

Do not create a case for an employee hired before the client's effective MOU date.



For more information on E-Verify procedures for federal contractors with the FAR E-Verify clause, refer to the ['E-Verify Supplemental Guide for Federal Contractors.'](#)

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

HIRE DATE

The hire date is the first day of employment in exchange for wages or other remuneration, previously referred to as the date on which the employee began employment. For the hire date in E-Verify, enter the 'employee's first day of

employment' date from the 'Certification' in Section 2 of the employee's Form I-9, circled below.

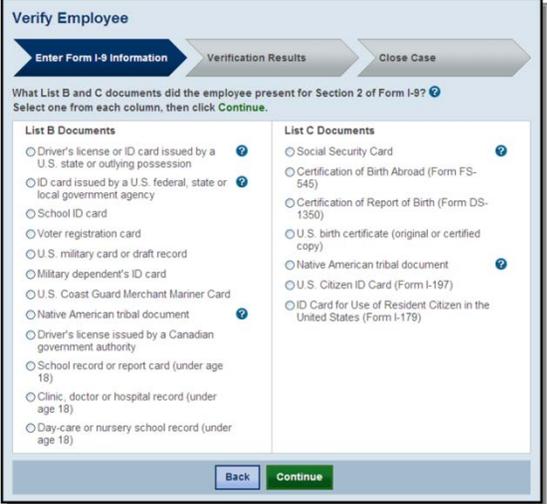
Certification				
I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.				
The employee's first day of employment (mm/dd/yyyy) (See instructions for exemptions.)				
Signature of Employer or Authorized Representative		Date (mm/dd/yyyy)	Title of Employer or Authorized Representative	
Last Name (Family Name)		First Name (Given Name)		Employer's Business or Organization Name
Employer's Business or Organization Address (Street Number and Name)			City or Town	State Zip Code

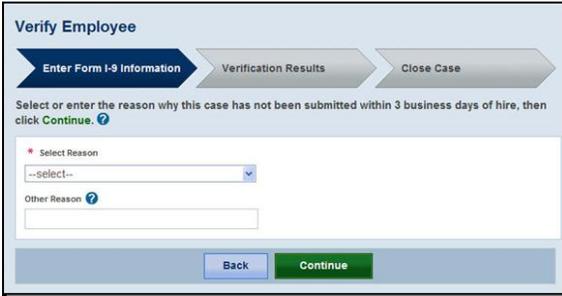
If the employer rehired an employee within three years of the date that his or her previous Form I-9 was completed and have completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

If the Form I-9 is completed after an offer and acceptance of employment, but before the actual start of work for pay, it may happen that the employee's hire date recorded on Form I-9 will change after you have created the case in E-Verify. If this happens, no additional action is required in E-Verify as you cannot change the hire date once you've created the case. You must, however, make a correction to the Section 2 'Certification' date on the employee's Form I-9 if the employee's hire date changes. Consult the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' for more information.

Employees hired on or before November 6, 1986 are not subject to Form I-9. Therefore, employers may not create E-Verify cases for these employees based on this employment. Individuals hired for employment in the Commonwealth of the Northern Mariana Islands (CNMI) on or before November 27, 2009 are also not subject to Form I-9 and their employers may not create cases in E-Verify for them based on this employment.

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

HOW TO CREATE A CASE – PROCESS OVERVIEW	
<p>1</p>	<p>From the E-Verify Welcome page, find 'My Cases' and select:</p> <p>New Case</p> 
<p>2</p>	<p>From Section 1 of the employee's Form I-9, choose the correct option.</p> <ul style="list-style-type: none"> • A citizen of the United States • A noncitizen national of the United States • A lawful permanent resident • An alien authorized to work <p>Click 'Continue.'</p> <p>Indicate the documents provided to you from Section 2 of the employee's Form I-9. Make the appropriate selection and click 'Continue.'</p> 
<p>3</p>	<p>If you select 'List B and C documents,' E-Verify prompts you to select the documents presented by the employee from Section 2 of Form I-9 for both List B and List C.</p> <p>Click 'Continue'</p> <p>Important: If you select driver's license or ID card, E-Verify will prompt you to select the document name and state. Make the appropriate selection and click 'Continue.'</p> 

<p>4</p>	<p>A red asterisk (*) indicates a required field. Using information from Section 1 and 2 of Form I-9, enter all required information into each field.</p> <p>When the employee provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about his or her E-Verify case.</p> <p>IMPORTANT: If you select 'An alien authorized to work' you may also be required to indicate that you are entering either the Alien number or I-94 number from the employees Form I-9.</p> <p>Click 'Continue.'</p> <p>Employer Case ID is an optional field for users who wish to assign an internal tracking code to a case.</p>	
<p>5</p>	<p>If an E-Verify case is not created by the third business day after the employee begins work for pay, the user must indicate the reason for the delay. Select from one of the following reasons:</p> <ul style="list-style-type: none"> • Awaiting Social Security number • Technical Problems • Audit Revealed that New Hire Was Not Run • Other <p>If you select "Other", enter a specific reason in the field provided.</p> <p>Click 'Continue.'</p>	

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

REMINDER

- * Complete Form I-9 before creating a case in E-Verify
- * Enter the employee's email address if provided on Form I-9.
- * Create cases for all newly hired employees no later than the third business day after the employee starts work for pay

CHECK INFORMATION

If the information entered does not immediately match SSA and/or DHS records, the 'Check Information' screen appears so that you can confirm that the information was entered correctly. The user may either confirm that the information matches Form I-9

or change the information in certain fields if the information was entered incorrectly. Follow the steps in the 'Check Information – Process Overview.'

CHECK INFORMATION OVERVIEW – PROCESS OVERVIEW

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

- ▶ Confirm that the information matches Form I-9 or make changes, if needed, and click 'Continue.'
- ▶ Some fields cannot be updated. If the information entered is not correct and the information cannot be updated, you must close the case by clicking 'Close Case.' Select the case closure statement: 'The case is invalid because the data entered is incorrect.'

NOTE: If you do not click 'Continue' or 'Close Case,' the case will receive a status of 'Case Incomplete.' To search for a case, see Section 4.3 'Case Alerts.'

ERROR: UNEXPIRED DOCUMENT REQUIRED

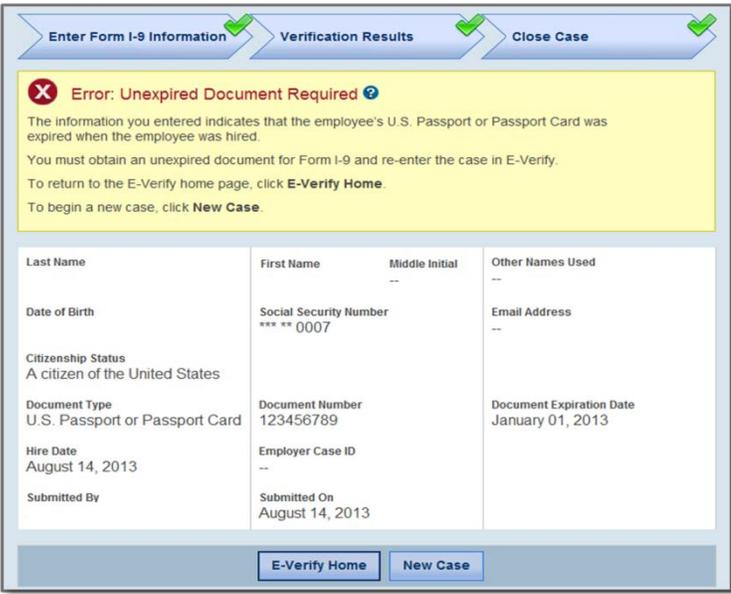
Any documents presented by an employee for Form I-9 must be unexpired on its face (see exception below). If the document entered into E-Verify was expired when the employee was hired, E-Verify will reject the document information and not create a case. The employee will need to present acceptable unexpired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

Exception: 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' case result.



Last Name	First Name	Middle Initial	Other Names Used
Date of Birth	Social Security Number	*** ** 0007	Email Address
Citizenship Status	Document Type	Document Number	Document Expiration Date
A citizen of the United States	U.S. Passport or Passport Card	123456789	January 01, 2013
Hire Date	Employer Case ID	Submitted On	
August 14, 2013	--	August 14, 2013	
Submitted By			

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

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

IMPORTANT: An expired document presented for Form I-9 does NOT mean that the employee is not authorized to work in the United States. Obtain an unexpired document and then re-enter the case in E-Verify. E-Verify will then return a case result to the employee.

DUPLICATE CASE ALERT

A duplicate case alert appears for a case that contains the same social security number of a previous case entered by you or another user of the same employer account. A duplicate case alert can occur for several reasons. It does not necessarily

mean that your case should be closed. There may be instances when you need to create a new case for the same employee, such as in the case of a rehire or if the previous case contains incorrect information. You should review the case and decide whether to continue with the case. Follow the steps in the 'Duplicate Case Alert – Process Overview.'

DUPLICATE CASE ALERT – PROCESS OVERVIEW

- ▶ E-Verify prompts you to review the case information and determine whether you will continue with the case. You may need to contact the user that created the previous case.

Status	Case Number	Created Date	SSN	Hire Date	User ID
Employment Authorized	2014077091442FQ	03/18/2014	*** ** 0007	03/18/2014	MDEB9794
Employment Authorized	2014059164938EL	02/28/2014	*** ** 0007	02/28/2014	FNEL1335

- ▶ Click 'View Case Details' to review the case information. If the information is incorrect, update the appropriate information, then click 'Continue.'

Citizenship Status
 A citizen of the United States

Hire Date
 March 18, 2014

submitted By

Employer Case ID

submitted On
 March 18, 2014

- ▶ If you determine that you need to continue with the case, click 'Continue.' You will need to select a reason from the options presented in E-Verify.
- ▶ If you think the case is truly a duplicate and you no longer need to continue the verification process, you can close the case by clicking 'Close Case.'

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. E-Verify employer agents must work with their clients to determine the best method of obtaining a copy of the employee's photo document.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's 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 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 employee's Form I-9 photo document. You must obtain a copy of the employee's document and retain it with Form I-9.
- ▶ Account for minor variations in shading and detail between the two photos and select Yes or No.

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

- ▶ Yes – the photo on the employee’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 employee’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.

This screenshot is similar to the one above but shows a different photo: 'No Photo on this Document'. A watermark 'E-Verify Only' is visible over the text. The 'Continue' button is still present at the bottom. A mouse cursor is pointing to the 'No' radio button.

- ▶ 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 'Case Alerts.'

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4

◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 4.3

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

REMINDER

- * Employees 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, Passport Cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (Form I-766) presented by employees and retain them with Form I-9
- * The photo will display automatically in E-Verify during the verification process
- * Only compare the employee's Form I-9 photo document to the photo displayed in E-Verify

3.3 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 (see section 5.2).

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

3.4 EMPLOYMENT AUTHORIZED

An initial case result of 'Employment Authorized' is the most common and simple case result in E-Verify. 'Employment Authorized' means that the information entered into E-Verify matched records available to SSA and/or DHS and that E-Verify confirmed the employment eligibility of the employee whose information was entered. It is that easy! However, a case that is 'Employment Authorized' is still considered incomplete until it is closed.

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

EMPLOYMENT AUTHORIZED - PROCESS OVERVIEW

- ▶ Receive case result 'Employment Authorized.'

Last Name	First Name	Middle Initial	Other Names Used
		--	--
Date of Birth	Social Security Number		Email Address
	*** ** 0007		--
Citizenship Status			
A citizen of the United States			
Document Type	Document Name		Document State
Driver's license or ID card issued by a U.S. state or outlying possession	Driver's license		Minnesota
Document Expiration Date			
December 04, 2016			
Hire Date	Employer Case ID		
August 14, 2013	--		
Submitted By	Submitted On		
	August 14, 2013		

[Close Case](#)

- ▶ Check the information in E-Verify against the employee's Form I-9.
- ▶ Close Case.

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

EMPLOYMENT AUTHORIZED SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

EMPLOYEE ACTION

- NONE

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 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 which 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 the specific reason for the name review request into the 'Comments' field.

- ▶ Click 'Continue.'

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

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4

◆ DHS TENTATIVE NONCONFIRMATION (TNC), Section 4.3

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

REQUEST NAME REVIEW SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Determine if a name review is required (if not, close case)
- Click 'Continue'
- Input reason for name review request in 'Comments' field
- Click 'Continue'
- Follow steps outlined in 'DHS Verification in Process'

CLIENT ACTION

- NONE

TENTATIVE NONCONFIRMATION (TNC)

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

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

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

Section 4.0 provides details and actions required of the employer when you receive a TNC.

3.5 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 a 'DHS Verification in Process' case result will provide one the following case results:

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

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

DHS VERIFICATION IN PROCESS SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- NONE

EMPLOYEE ACTION

- NONE

4.0 INTERIM CASE RESULTS

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

INTERIM CASE RESULTS – OVERVIEW	
SSA or DHS Tentative Nonconfirmation (TNC)	Information did not match records available to SSA and/or DHS. Additional action is required.
Review and Update Employee Data	Review, update and resubmit the employee's Form I-9 information.
DHS Verification In Process	This case is referred to DHS for further verification. See section 3.5 for more information.
SSA or DHS Case in Continuance	The employee has visited 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.

4.1 SSA TENTATIVE NONCONFIRMATION (TNC)

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

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

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, Social Security number or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch
- Information was not entered correctly by the employer

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

NOTIFY EMPLOYEE OF SSA TNC

You must promptly notify the employer of the 'SSA Tentative Nonconfirmation (TNC)' case result. It is then the employer's responsibility to promptly notify the employee. All case results should be discussed with the employee in a private setting.

When notified of the SSA TNC, the employee chooses to contest or not contest the case result. In either case, the employee acknowledges his or her decision on the SSA Further Action Notice. When an employee chooses to contest an SSA TNC, the employee 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 employee chooses not to contest the SSA TNC, the employer may terminate employment with no civil or criminal liability as noted in Article A, Section II, paragraph 8 – Responsibilities of the Employer in the MOU.

If the employee chooses not to contest the SSA TNC, the case automatically becomes a Final Nonconfirmation. The E-Verify employer agent may close the case in E-Verify and the employer can terminate employment without penalty. For more information see Section 5.2 'Close Case.'

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

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

- ▶ Receive SSA TNC case result.



Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ⓘ

The citizenship status selected for this employee did not match SSA records. This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Employers must allow the employee to contest a TNC and may not take adverse action against the employee because of the TNC while the employee is contesting the TNC and the E-Verify case is pending.

▶ To begin the TNC process click, **Continue**.

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

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

- ▶ Inform the client (employer) of the SSA TNC.
- ▶ Click 'Continue'.

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
- 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**

- ▶ Select either English or Spanish and print the SSA TNC Further Action Notice
- ▶ Confirm that all information listed on the top of the SSA TNC Further Action Notice is correct. If the 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.'
- ▶ Instruct the client to 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.

If the employee cannot read, the employer must read the SSA TNC Further Action Notice to the employee. If the employee does 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: The employer 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 the proper precautions to ensure the employee's information is protected.

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

NOTIFY EMPLOYEE OF SSA TNC SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Notify employer of the SSA TNC
- Print SSA TNC Further Action Notice for employer

CLIENT ACTION

- Privately notify employee of SSA TNC
- Review, sign and date SSA TNC Further Action Notice

EMPLOYEE ACTION

- Confirm that the information on the SSA TNC Further Action Notice is correct

CONFIRM EMPLOYEE DECISION

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

CONFIRM EMPLOYEE DECISION – PROCESS OVERVIEW

- ▶ Instruct the client to have the employee indicate on the SSA TNC Further Action Notice whether he or she will contest the SSA TNC by signing and dating Page 2.
- ▶ Instruct the client and the employee to sign and date Page 1 of the SSA TNC Further Action Notice.
- ▶ Instruct the client to provide the employee a copy of the signed SSA TNC Further Action Notice in English (and a translated version, if appropriate).
- ▶ Instruct the client to attach the original signed SSA TNC Further Action Notice to the employee's Form I-9.
- ▶ Instruct the client to send you a signed copy of the SSA TNC Further Action Notice.
- ▶ Take next action in E-Verify based on employee decision to contest or not contest SSA TNC.

CONFIRM EMPLOYEE DECISION SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Take next action based on employee decision to contest or not contest SSA TNC

CLIENT ACTION

- Instruct employee to indicate his or her decision to contest or not contest, sign and date SSA TNC Further Action Notice, then sign and date as the employer
- Provide employee a copy of signed SSA TNC Further Action Notice in English (and a translated version, if appropriate)
- Keep original signed SSA TNC Further Action Notice on file with Form I-9
- Send copy of signed SSA TNC Further Action Notice to E-Verify Employer Agent

EMPLOYEE ACTION

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

REFER EMPLOYEE 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.

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

Follow the steps outlined in the 'Refer Employee to SSA – Process Overview' to complete the TNC process.

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

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

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

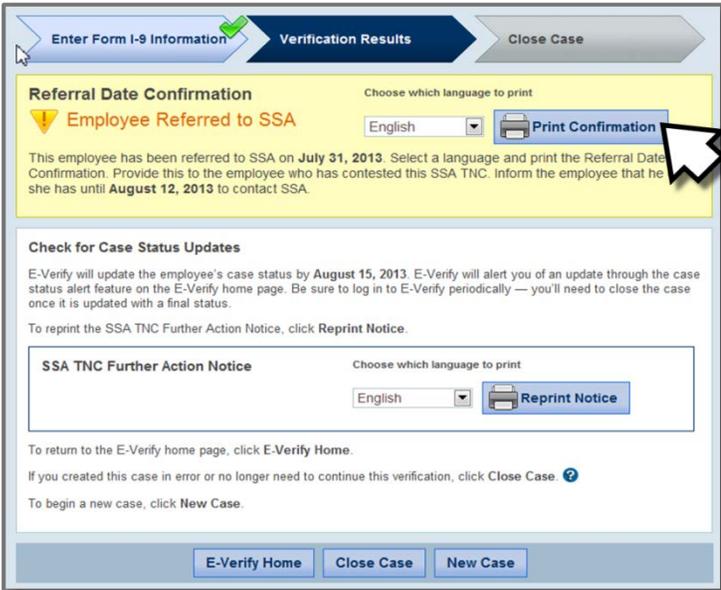
TNC Process
 Review the SSA TNC Further Action Notice with the employee. Follow the steps listed below.

- 1 Print the SSA TNC Further Action Notice.
 SSA TNC Further Action Notice ? Choose which language to print
 English [v] [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]

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



▶ Instruct the client to provide the Referral Date Confirmation to the employee.

If the employee cannot read, the employer 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 employer with a translated version of this confirmation in the appropriate language for the employee, which is available in View Essential Resources.

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

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

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

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

REFER EMPLOYEE TO SSA SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Print the Referral Date Confirmation and provide it to the client
- Check E-Verify for case result updates and follow steps based on case result provided

CLIENT ACTION

- Keep original Referral Date Confirmation on file with Form I-9
- Provide copy of Referral Date Confirmation to the employee

EMPLOYEE ACTION

- Visit an SSA field office within 8 Federal Government working days and present the SSA TNC Further Action Notice and applicable original documents listed on Page 2 of the SSA TNC Further Action Notice
- SSA instructs employee of next steps

4.2 REVIEW AND UPDATE EMPLOYEE DATA

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

A 'Review and Update Employee Data' update occurs for reasons including typographical errors and/or incorrect information provided on Form I-9. This case result does not mean that the employee is not authorized to work.

This requires the employer to review Form I-9 with the employee and return the correct information to the E-Verify employer agent. The E-Verify employer agent must update the case by following the steps provided in the 'Review and Update Employee Data – Process Overview.'

REVIEW AND UPDATE EMPLOYEE DATA – PROCESS OVERVIEW

- ▶ Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update.
- ▶ If necessary, modify the employee's information in the fields.

IMPORTANT: You may update a case one time. Ensure that the changes are correct before updating the case.

Review and Update Employee Data

SSA requires that you review with the employee his or her Form I-9 and correct some information. Be sure to review and update the employee's date of birth.

▶ After you make these corrections, click **Continue**.

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

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

* Last Name
 * First Name
 Middle Initial
 Other Names Used
 * Date of Birth: Jan 01 Year
 * Social Security Number
 Citizenship Status: A citizen of the United States
 Hire Date: August 19, 2013
 Submitted By: MDEB2658
 Employer Case ID
 Submitted On: August 19, 2013

Close Case Save Case and Exit Continue

▶ Click 'Continue.'

▶ Follow next steps based on the case result provided.

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

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

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

REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Review the information in E-Verify with updated information on Form I-9 for accuracy
- Access the employee's case
- If necessary, modify the employee's information in the fields provided
- Click 'Continue'
- Follow steps based on case result provided

CLIENT ACTION

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

EMPLOYEE ACTION

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

4.3 DHS TENTATIVE NONCONFIRMATION (TNC)

A 'DHS Tentative Nonconfirmation (TNC)' results when the information submitted in E-Verify does not initially match records available to DHS. A DHS TNC does not

necessarily mean that the employee is not authorized to work in the United States; however, additional action is required to resolve the TNC.

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

- Name, Alien number, I-94 number and/or foreign passport number are incorrect in 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 his/her DHS records
- Citizenship or immigration status changed
- Record contains another type of error
- Information was not entered correctly by the employer

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

NOTIFY EMPLOYEE OF DHS TNC

You must promptly inform the employer of the 'DHS Tentative Nonconfirmation (TNC).' It is then the employer's responsibility to promptly notify the employee. All case results should be discussed with the employee in a private setting.

When notified of the DHS TNC, the employee chooses to contest or not contest. In either case, the employee acknowledges his or her decision on the DHS TNC Further Action Notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting the 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 employee received a TNC until the TNC becomes a Final Nonconfirmation.

If the employee chooses not to contest, the employer may terminate employment with no civil or criminal liability as noted in Article A, Section II, paragraph 8 – Responsibilities of the Employer in the MOU.

If the employee chooses not to contest the DHS TNC, the case automatically becomes a Final Nonconfirmation and the E-Verify employer agent may close the case in E-Verify and the employer can terminate employment without penalty. For more information see Section 5.2 'Close Case.'

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

NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

- ▶ Receive DHS TNC case result.

Employment Eligibility:

⚠ **DHS Tentative Nonconfirmation (TNC)** ?

The employee's information did not match U.S. Department of Homeland Security (DHS) records. This does NOT mean that the employee is not authorized to work in the United States; however, additional action is required.

- ▶ To begin TNC process, click **Continue**

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

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

Close Case **Save Case and Exit** **Continue**

- ▶ Inform the client (employer) of the DHS TNC.
- ▶ 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**

- ▶ Select either English or Spanish and print the DHS TNC Further Action Notice.
- ▶ 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.'

- ▶ Instruct the client to review the DHS TNC Further Action Notice with the employee in private and follow the instructions found on Page 1 of the DHS TNC Further Action Notice.

If the employee cannot read, the employer must read the DHS 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 employer with a translated version of the Further Action Notice in the appropriate language for the employee, which is available in 'View Essential Resources.'

IMPORTANT: The employer may provide the DHS 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.

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

NOTIFY EMPLOYEE OF DHS TNC SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Notify employer of the DHS TNC
- Print, review, and send DHS TNC Further Action Notice to employer

CLIENT ACTION

- Privately notify employee of DHS TNC
- Review, sign and date DHS TNC Further Action Notice

EMPLOYEE ACTION

- Confirm that the information on the DHS TNC Further Action Notice is correct

CONFIRM EMPLOYEE DECISION

After being notified of the 'DHS Tentative Nonconfirmation (TNC),' the employee 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 Employee Decision – Process Overview.'

CONFIRM EMPLOYEE DECISION – PROCESS OVERVIEW

- ▶ Instruct the client to have the employee indicate on the DHS TNC Further Action Notice whether he or she will contest the DHS TNC by signing and dating Page 2.
- ▶ Instruct the client and the employee to sign and date Page 1 of the DHS TNC Further Action Notice.
- ▶ Instruct the client to provide the employee a copy of the signed DHS TNC Further Action Notice in English (and a translated version, if appropriate).
- ▶ Instruct the client to attach the original signed DHS TNC Further Action Notice to the employee's Form I-9.
- ▶ Instruct the client to send you a signed copy of the DHS TNC Further Action Notice.
- ▶ Take next action in E-Verify based on employee decision to contest or not contest DHS TNC.

CONFIRM EMPLOYEE DECISION SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Take next action based on employee decision to contest or not contest DHS TNC

CLIENT ACTION

- Instruct employee to indicate his or her decision to contest or not contest, sign and date DHS TNC Further Action Notice, then sign and date as the employer
- Provide employee a copy of signed DHS TNC Further Action Notice in English (and a translated version, if appropriate)
- Keep original signed DHS TNC Further Action Notice on file with Form I-9
- Send copy of signed DHS TNC Further Action Notice to E-Verify Employer Agent

EMPLOYEE ACTION

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

REFER EMPLOYEE TO DHS

An Employee who chooses to contest a 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 workdays are Monday through Friday excluding federal holidays.

If the E-Verify employer agent fails to match photos during E-Verify photo matching, a photo mismatch TNC may occur. A photo mismatch TNC requires an additional step but follows the same guidelines of any TNC. If the employee chooses to contest the photo mismatch TNC the employee must be referred to DHS, and the E-Verify employer agent must send a copy of the Form I-9 photo document to E-Verify.

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

Follow the steps outlined in the 'Refer Employee to DHS – Process Overview.'

REFER EMPLOYEE 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' and follow steps in Section 5.2 'Close Case.'

The screenshot shows the 'Employment Eligibility' section with a yellow header for 'DHS Tentative Nonconfirmation (TNC)'. Below this is the 'TNC Process' section, which includes instructions to review the notice with the employee. Step 1 is 'Print the DHS TNC Further Action Notice', which includes a form with a language dropdown set to 'English' and a 'Print Notice' button. Step 2 is '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.' Step 3 is 'Indicate that the employee has been notified by selecting the check box below', with a checkbox labeled 'I have notified this employee of the TNC.' Step 4 is 'If the employee:', with options to 'Refer Case' (if contesting) or 'Close Case' (if not contesting). At the bottom, there are buttons for 'Close Case', 'Save Case and Exit', and 'Refer Case'.

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

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

Attach and Submit Copy of Employee's Photo Document

OR

Mail Copy of Employee's Photo Document

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

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

Attn: Status Verification Unit – Photo Matching

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

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

Employment Eligibility:
 ⚠️ DHS Tentative Nonconfirmation (TNC) ?

Refer Employee

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

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

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

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

Attach and Submit Copy of Employee's Photo Document

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

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

Mail Copy of Employee's Photo Document

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

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

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

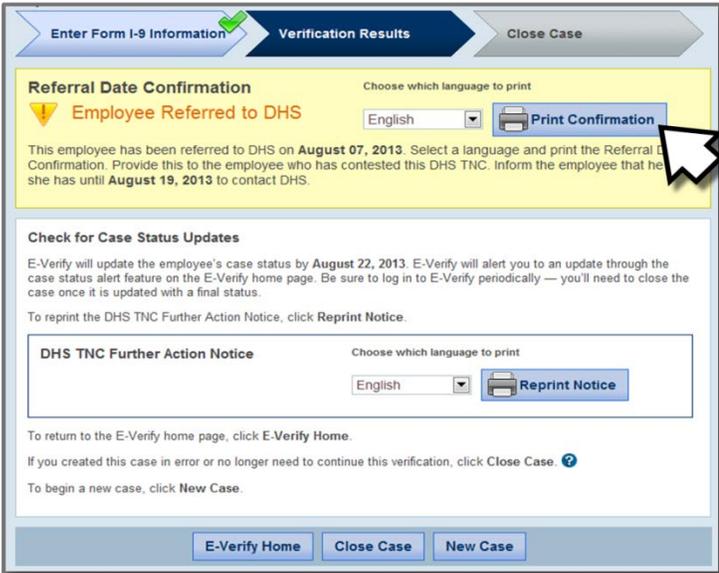
If you created this case in error or no longer need to continue this verification, click **Close Case**.

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

- ▶ Select the Referral Date Confirmation in either English or Spanish and Click 'Print Confirmation.'
- ▶ Instruct the client to provide the Referral Date Confirmation to the employee.

If the employee cannot read, the employer 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 employer with a translated version of this confirmation in the appropriate language for the employee, which is in 'View Essential Resources'

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



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

Referral Date Confirmation Choose which language to print
 Employee Referred to DHS English Print Confirmation

This employee has been referred to DHS on **August 07, 2013**. Select a language and print the Referral Date Confirmation. Provide this to the employee who has contested this DHS TNC. Inform the employee that he/she has until **August 19, 2013** to contact DHS.

Check for Case Status Updates
 E-Verify will update the employee's case status by **August 22, 2013**. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.
 To reprint the DHS TNC Further Action Notice, click **Reprint Notice**.

DHS TNC Further Action Notice Choose which language to print
 English Reprint Notice

To return to the E-Verify home page, click **E-Verify Home**.
 If you created this case in error or no longer need to continue this verification, click **Close Case**.
 To begin a new case, click **New Case**.

E-Verify Home Close Case 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 3.4
- ◆ DHS FINAL NONCONFIRMATION, Section 5.1
- ◆ DHS CASE IN CONTINUANCE, Section 4.4
- ◆ DHS NO SHOW, Section 5.1

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

REFER EMPLOYEE TO DHS SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Refer the employee to DHS if he or she decides to contest or close the case
If the employee decides to contest:
- Attach and submit or express mail a copy of employee's photo document to DHS if the TNC is due to photo mismatch
- Print Referral Date Confirmation and provide it to the employer
- Check E-Verify for case result updates and follow steps based on case result provided

CLIENT ACTION

- Keep original Referral Date Confirmation on file with Form I-9
- Provide copy of Referral Date Confirmation to employee

EMPLOYEE ACTION

- Contact DHS within 8 Federal Government working days
- DHS instructs employee on the next steps

4.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

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



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

For DHS CASE IN CONTINUANCE:

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

For SSA CASE IN CONTINUANCE:

- ◆ EMPLOYMENT AUTHORIZED, Section 3.4
- ◆ SSA FINAL NONCONFIRMATION, Section 5.1
- ◆ REVIEW AND UPDATE EMPLOYEE DATA, Section 4.2

◆ DHS VERIFICATION IN PROCESS, Section 3.5

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

NOTE: If a case has 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.

SSA/DHS CASE IN CONTINUANCE SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Check E-Verify for case result updates and follow steps based on case result provided

CLIENT ACTION

- NONE

EMPLOYEE ACTION

- NONE

5.0 FINAL CASE RESOLUTION

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

5.1 FINAL CASE RESULTS

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

FINAL CASE RESULTS - OVERVIEW	
Employment Authorized	The employee's information matched records available to SSA and/or. It's that easy! See section 3.4.
SSA or DHS Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within 8 Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee'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 an employee's employment eligibility after an employee 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.

The employer may terminate employment based on a case result of 'SSA or DHS Final Nonconfirmation' with no civil or criminal liability as noted in Article A, Section II, paragraph 8 – Responsibilities of the Employer in the MOU.

The screenshot displays a workflow at the top with three steps: 'Enter Form I-9 Information', 'Verification Results', and 'Close Case'. The 'Close Case' step is highlighted with a dark blue arrow. Below the workflow, the 'Employment Eligibility:' section shows a red stop sign icon and the text 'DHS Final Nonconfirmation'. A message states: 'DHS could not confirm that Ali Jones is authorized to work in the United States. To complete the verification process, click Close Case'. A 'View/Print Case Details' button is also visible.

The screenshot displays a workflow at the top with three steps: 'Enter Form I-9 Information', 'Verification Results', and 'Close Case', each with a green checkmark. Below this, the 'Employment Eligibility' section shows a red octagon icon and the text 'SSA Final Nonconfirmation'. A message states: 'SSA could not confirm that **George Washington** is authorized to work in the United States. To complete the verification process, click **Close Case**.' A 'View/Print Case Details' button is visible on the right.

SSA/DHS FINAL NONCONFIRMATION SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- Decide to terminate or to keep the employee and inform the E-Verify employer agent

EMPLOYEE ACTION

- NONE

DHS NO SHOW

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

The employer may terminate employment based on a case result of 'DHS No Show' with no civil or criminal liability as noted in Article A, Section II, paragraph 8 – Responsibilities of the Employer in the MOU.

The screenshot displays a workflow at the top with three steps: 'Enter Form I-9 Information', 'Verification Results', and 'Close Case', each with a green checkmark. Below this, the 'Employment Eligibility' section shows a red octagon icon and the text 'DHS No Show'. A message states: 'DHS could not confirm that **Su Lin** is authorized to work in the United States and the employee did not contact DHS within the 8 federal government workdays. This response is considered a final nonconfirmation. To complete the verification process, click **Close Case**.' A 'View/Print Case Details' button is visible on the right.

DHS NO SHOW SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Receive 'DHS No Show' case result
- Inform the client of the result and ask if he or she will continue to keep the employee
- Close case

CLIENT ACTION

- Decide to terminate or to keep the employee and inform the E-Verify employer agent

EMPLOYEE ACTION

- NONE

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 employee is not authorized to work. E-Verify will confirm the employment eligibility of this employee once you create a new case and enter the correct document expiration date.



ERROR: CLOSE CASE AND RESUBMIT SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

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

CLIENT ACTION

- Ensure that the information provided to the E-Verify employer agent is correct and/or

provide the correct document expiration date for the U.S. Passport, Passport Card or driver's license

EMPLOYEE ACTION

- If necessary provide employer with unexpired U.S. Passport, Passport Card or driver's license

5.2 CLOSE CASE

To properly complete the E-Verify process, E-Verify employer agents must close EVERY case created in E-Verify. There are 11 possible case closure statements. To assist you in making the correct choice and to reduce the number of options, E-Verify requires you to state whether the employee is still employed. To close a case, E-Verify employer agents follow the steps outlined in the 'Close Case – Process Overview.'

CLOSE CASE – PROCESS OVERVIEW

▶ Click 'Close Case.'

▶ Next, indicate whether the employee is still employed with the company. Select yes or no and click 'Continue.' Your response to the question "Is (employee's name) currently employed with this company?" will determine which 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 employee's Form I-9, or print the screen and file it with the employee's Form I-9.

Last Name	First Name	Middle Initial	Other Names Used
Date of Birth	Social Security Number *** ** 0007		Email Address
Citizenship Status A citizen of the United States	Document Name Driver's license	Document State Minnesota	
Document Type Driver's license or ID card issued by a U.S. state or outlying possession	Document Expiration Date December 04, 2016	Hire Date August 14, 2013	Submitted By
	Employer Case ID --	Submitted On August 14, 2013	

▶ 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 options 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 an employee who didn't contest a Tentative Nonconfirmation (TNC), or who received a Final Nonconfirmation or 'DHS No Show,' the employer will decide if the employee will continue working. If:
 - Employee's employment is continued, select 'Yes.'
 - Employee's employment is to be terminated, do so, select 'No.'
- ▶ If you have an employee who has accepted a job offer, but hasn't yet started work, but received a TNC and decided not to contest, or who received a Final Nonconfirmation, decide whether you will allow the employee to start work. If you decide to:
 - Allow the employee to start work as planned, select 'Yes.'
 - Terminate the employee's employment offer, do so, select 'No.'

CASE CLOSURE STATEMENTS

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

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer terminated the employee because of the 'no show' result.

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

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

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

The employee chose to stop working for the employer.

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

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

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

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

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

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

The data entered for this employee was not correct.

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

CLOSE CASE SUMMARY

E-VERIFY EMPLOYER AGENT ACTION

- Select 'Close Case'
- Indicate whether the employee is still employed
- Select the appropriate case closure statement
- Record Case Verification Number on Form I-9 or print screen and file it with Form I-9
- The E-Verify process is now complete

CLIENT ACTION

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

EMPLOYEE ACTION

- NONE

5.3 CASE ALERTS

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

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

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each case alert can be accessed by clicking on the alert. Cases can also be accessed through 'View Cases' and 'Search Cases' from the left navigation menu in E-Verify. Review the 'Case Alerts – Overview' for more information.

CASE ALERTS – OVERVIEW

- ▶ E-Verify user home page display with no case alerts.


- ▶ E-Verify user home page display with case alerts.
- ▶ Click on the alert requiring your attention to access your case alert(s).

The screenshot shows the E-Verify homepage. At the top left, there is a 'Welcome to E-Verify' section with a 'Verify Employee' button and contact information: 'For help with E-Verify, call 888-464-4218 or e-mail us at E-Verify@dhs.gov'. To the right is an 'E-Verify News' section with two articles: 'Updated Form I-9 Handbook (M-274) Now Available' and 'E-Verify Maintenance Scheduled for Two Upcoming Saturdays'. Below these is a red banner that reads 'Case Alerts: You Must Take Action!'. Underneath the banner are three blue boxes: 'Open Cases to be Closed' with a red circle containing the number 17, 'Cases with New Updates' with a red circle containing the number 7, and 'Work Authorization Docs Expiring' with a red circle containing the number 1.

Case alerts can also be accessed:

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

This screenshot shows a portion of the E-Verify interface. On the left is a vertical menu with the following items: 'Home', 'My Cases', 'New Case', 'View Cases', and 'Search Cases'. The 'My Cases' item is highlighted with a dark blue background. To the right of the menu is a white box containing three blue links: 'New Case', 'View Cases', and 'Search Cases'. A blue arrow points from the 'Search Cases' link in the menu to the 'Search Cases' link in the white box.

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

The screenshot shows the 'Search Cases' form. At the top, it says 'Search Cases' with a help icon and a link to 'View All Open Cases'. Below this are two columns of radio button options for 'Case Status': 'Open Cases' (selected), 'Closed Cases', 'Cases In Process', 'Cases With New Updates', 'Work Authorization Docs Expiring', and 'Open Cases to be Closed'. There are several input fields: 'Case Verification Number', 'Social Security Number' (with a hyphenated format), 'Alien Number', 'I-94 Number', 'Employer Case ID', and 'Initiated By' (a dropdown menu). At the bottom, there are 'Date Submitted' fields for 'From' and 'To', each with 'Month', 'Day', and 'Year' dropdown menus. At the very bottom are two buttons: 'Reset' and 'Search'.

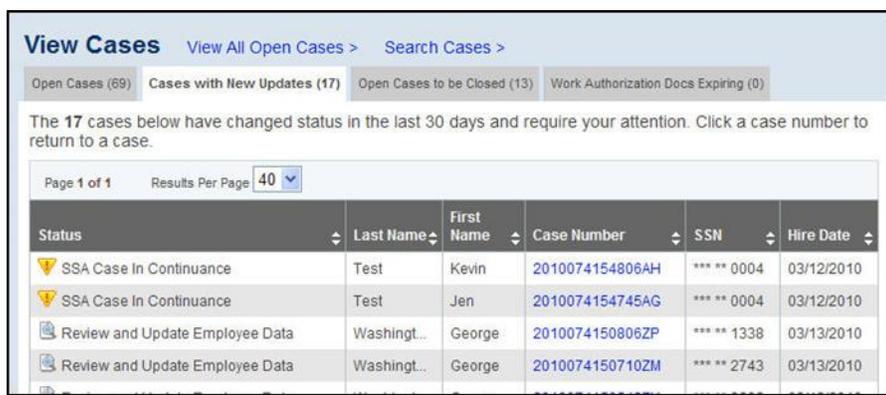
OPEN CASES TO BE CLOSED

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

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

CASES WITH NEW UPDATES

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



The screenshot shows the 'View Cases' interface with the following elements:

- Navigation links: [View All Open Cases >](#) [Search Cases >](#)
- Alert tabs: [Open Cases \(69\)](#) [Cases with New Updates \(17\)](#) [Open Cases to be Closed \(13\)](#) [Work Authorization Docs Expiring \(0\)](#)
- Message: "The 17 cases below have changed status in the last 30 days and require your attention. Click a case number to return to a case."
- Page controls: Page 1 of 1, Results Per Page: 40
- Table with columns: Status, Last Name, First Name, Case Number, SSN, Hire Date.

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

WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' case alert is just 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 reverify 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 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.

6.0 CASE REPORTS

There are five types of case reports available in E-Verify for E-Verify employer agents. These include: 'Corporate Overview of Pilot Usage,' 'Duplicate Case Report,' 'Quick Audit Report,' 'User Audit Report' and 'User Report.' This section provides information on these reports and how to create them in E-Verify.

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

A description of each report is provided in the 'Reports – Overview.'

REPORTS – OVERVIEW

REPORT	DESCRIPTION
Corporate Overview of Pilot Usage	This report displays the number of cases created by the employer within a federal government fiscal year, which begins October 1 and ends September 30 of the following calendar year. If the employer has not created any cases during the fiscal year, a report will still appear with a total of zero. The report is available to corporate administrators and program administrators, but not general users
Duplicate Case Report	This report displays cases that were determined to be a duplicate of cases created in E-Verify with the same Social Security number. If your company has not created any duplicate cases, a report will still appear with no rows. This report is available to Corporate Administrators and Program Administrators.
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 SSNs, or document numbers. This report was designed to satisfy the requirement of employers 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.
User Audit Report	This report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, the date the case was submitted, the last four digits of the employee's SSN, alien number, I-94 number, last name, first name, case result, referral information and case closure statement. The report is available to program administrators and general users.

REPORT	DESCRIPTION
User Report	This report displays a detailed list of the employer's users. It includes each user's name, user role, contact telephone number and the last date he or she logged in to E-Verify. The report is available to corporate administrators, program administrators and general users, but a general user cannot view user information for other users.

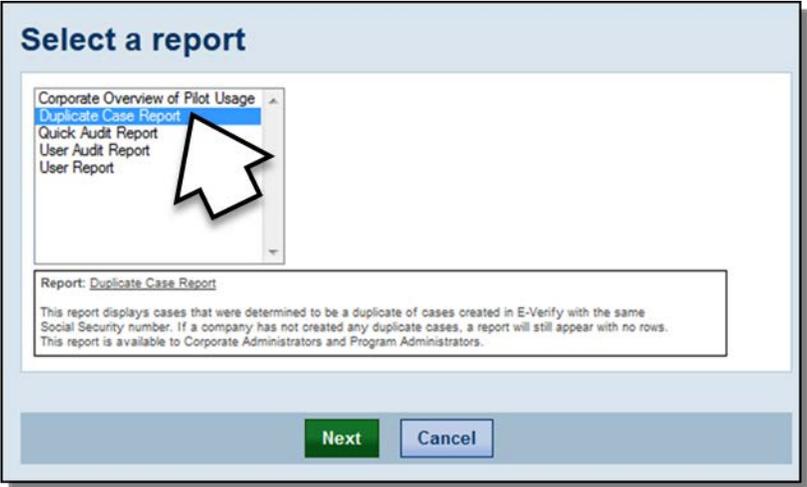
To create a Report,' see the 'Report Process Overview.'

REPORTS PROCESS OVERVIEW

- ▶ Select 'View Reports' from My Reports.



- ▶ Select the report you want to create from the options available. A description of the report is provided on the "Select a report" screen.



- ▶ Click 'Next.'
- ▶ Determine your search criteria and click 'Run Report.'
- ▶ Use report as needed.

7.0 ACCOUNT ADMINISTRATION

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

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

7.1 USER ROLES

Permissions and functions in E-Verify granted to the user differ for each user role. There are two user roles: program administrator and general user.

Every E-Verify employer agent account must have at least one program administrator who provides support for the general user role and manages the E-Verify employer agent's profile. An E-Verify employer agent can choose to have general users who will only be able to create and manage their own cases. General users and program administrators must successfully complete the online E-Verify tutorial before they can create or manage cases.

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

USER ROLE FUNCTIONS – OVERVIEW

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

7.2 USER ID AND PASSWORD CREATION

User registration is completed by the E-Verify employer agent's program administrator. All users are assigned a user ID and initial password. Upon being initially registered by the program administrator, users receive an email with a user ID and password. E-Verify will prompt users to change the initial password for security purposes. Do not share a password with other users. Each user must have his or her own 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:

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

- Contain a non-numeric in the first and last positions
- Not 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:</p> <p>IL!keH2o</p> <p>At least 8 characters in length</p> <p>An uppercase letter</p> <p>A lowercase letter</p> <p>A special character</p> <p>A number</p>

E-Verify automatically prompts you to create a new password every 90 days. However, if you think your password has been compromised, change it immediately. After you create a new password, E-Verify will prompt you to confirm or update your email address and phone number.

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 reset your password using the link, '**Forgot your Password?**' link.

If you forget your user ID, you may retrieve it by using the '**Forgot your User ID?**' link and providing your email address and phone number when prompted. However, if you have more than one user ID associated with your email address and phone number, you must contact E-Verify Customer Support at 888-464-4218 for assistance



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.

CHANGE YOUR PASSWORD

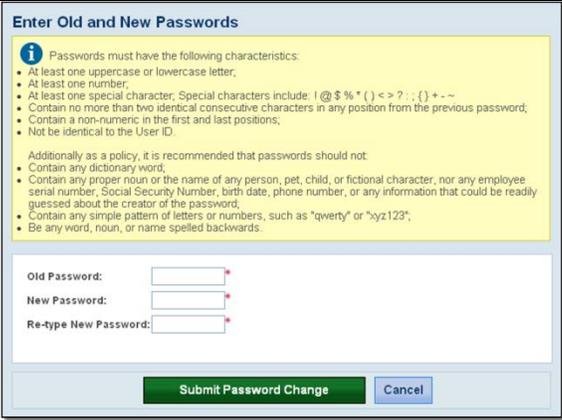
If your password has been compromised, change it immediately. To change a password, follow the steps outlined in the 'Change Password – Process Overview.'

CHANGE PASSWORD – PROCESS OVERVIEW

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



- ▶ 'Enter Old and New Password' 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.
- ▶ Enter password challenge questions and answers.



Enter Old and New Passwords

i Passwords must have the following characteristics:

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

Additionally as a policy, it is recommended that passwords should not:

- Contain any dictionary word;
- Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password;
- Contain any simple pattern of letters or numbers, such as "qwerty" or "yz123";
- Be any word, noun, or name spelled backwards.

Old Password:

New Password:

Re-type New Password:

Submit Password Change **Cancel**

▶ Click 'Submit Password Change.'

CHANGE SECURITY QUESTIONS

Users can set security questions to allow them to reset their passwords. 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. Fields with a red asterisk (*) are required fields.



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

7.3 UPDATE USER PROFILE INFORMATION

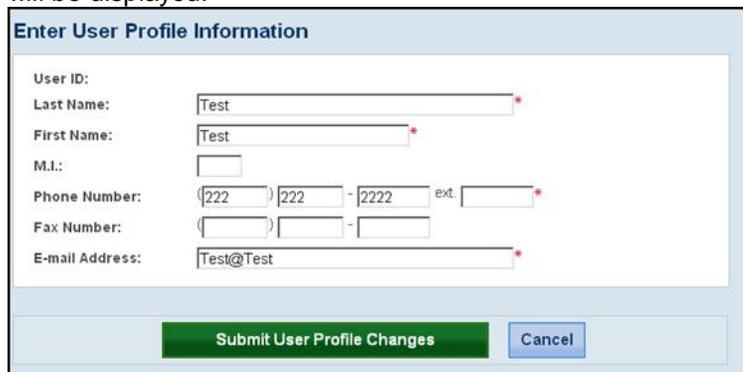
Every E-Verify user has a profile that includes his or her name, telephone number, fax number and email address. Users should update this information whenever necessary using the 'Edit Profile' link. To update this information follow the steps outlined in the 'Edit Profile – Process Overview.'

EDIT PROFILE – PROCESS OVERVIEW

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



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

A screenshot of a web form titled 'Enter User Profile Information'. The form contains several input fields: 'User ID:' (empty), 'Last Name:' (Test), 'First Name:' (Test), 'M.I.:' (empty), 'Phone Number:' (222) 222 - 2222 ext. (empty), 'Fax Number:' (empty) (empty) - (empty), and 'E-mail Address:' (Test@Test). Red asterisks are placed to the right of the Last Name, First Name, and E-mail Address fields. 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 E-Verify is unable to process the user profile updates, try again later.

8.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program administrators also manage the site administration of their E-Verify employer agent account. Program administrators use the 'My Company' menu to:

- Add general users
- Add other program administrators
- Change or update company profile information
- Terminate the E-Verify employer agent's access to E-Verify

8.1 ADD NEW USER

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

If a user leaves the E-Verify employer agent or no longer needs access to E-Verify, a program administrator must delete the user's account. To delete a user's account, see 'Delete Users – Process Overview' in Section 8.2.

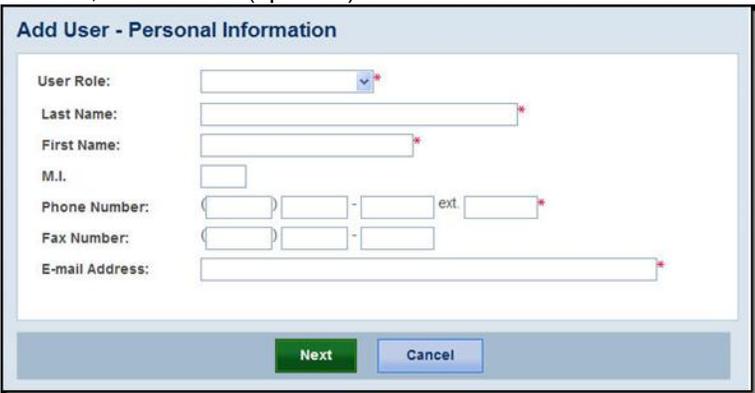
If you are a program administrator and you need to add a new E-Verify user, follow the steps in the 'Add New Users – Process Overview.'

ADD NEW USERS – PROCESS OVERVIEW

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



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



▶ 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: ✘

[Back](#) [Submit New User](#) [Cancel](#)

- ▶ 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: 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. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

8.2 VIEW EXISTING USERS

Only program administrators can view user information and reset passwords. 'View Existing Users' allows you to view, search and maintain the general users and program administrators assigned to your company, as demonstrated in the 'View Existing Users – Process Overview.'

VIEW EXISTING USERS – PROCESS OVERVIEW

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



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

Enter User Search Criteria

User Role: All Roles
 Program Administrators
 General Users

User Status: All
 Locked
 Password Change Required

User:

Last Name:

First Name:

Phone Number: () - ext.

E-mail Address:

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

User Summary List

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

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 <input type="button" value="Delete"/>
SSH00666	Sample Designated Agent	General User	Shot	Screen	03/16/2010 10:11 AM	Current	N	N <input type="button" value="Delete"/>

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

RESET USER'S PASSWORD

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

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ 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.'

DELETE USER ACCOUNT

Program administrators may delete user accounts by following the steps in 'Delete Users – Process Overview.'

DELETE USERS – PROCESS OVERVIEW

- ▶ Follow the steps in 'View 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.

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

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.

8.3 EDIT COMPANY PROFILE

To update E-Verify employer agent information in E-Verify, complete the steps in the 'Edit Company Profile – Process Overview.' Users may also view the MOU between E-Verify and the employer.

Once a program administrator has updated the E-Verify employer agent profile, he or she will be subject to the rules and requirements associated with the profile and have access to all online resources specific to the profile.

EDIT COMPANY PROFILE – 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 (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: Sample Designated Agent [View / Edit](#)

Company ID Number: 13859

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: Green Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 100 to 499

Perform verifications for your company's employees: Yes

Parent Organization:

Administrator:

Organization Designation:

Employer Category: None of these categories apply

NAICS Code: 921 - EXECUTIVE, LEGISLATIVE, AND OTHER GENERAL GOVERNMENT SUPPORT [View / Edit](#)

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

Total Points of Contact: 2 [View / Edit](#)

[View MOU](#)

- ▶ Make the required changes and click 'Submit.'
- ▶ Click 'View MOU' to view the MOU between E-Verify and the employer. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the latest version of your PDF viewer software.

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



The E-Verify employer agent's company ID number is located at top of the 'Company Information' page.

COMPANY INFORMATION FIELDS

Many fields can be updated in the 'Company Information' page. For additional information on each field, see 'Company Information – Overview.'

NOTE: Any information you update will not change the E-Verify employer agent's original electronically signed MOU.

COMPANY INFORMATION – OVERVIEW

FIELD NAME	DESCRIPTION
Company Name	Name of E-Verify employer agent enrolled in E-Verify.
Physical Location	Location where the E-Verify employer agent creates E-Verify cases.
Mailing Address	E-Verify employer agent's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Additional information about the size of the E-Verify employer agent and any associated corporate parent company information if applicable.
Employer Identification Number	Also known as federal tax identification Number. Generally, most employers are required to have an employer identification number and any employer 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	E-Verify employer agents may link their E-Verify employer agent 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.
Organization Designation	The category that identifies the E-Verify employer agent 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.

UPDATE POINTS OF CONTACT

Every E-Verify employer agent must have at least one person assigned as a point of contact for E-Verify issues. The program administrator is automatically assigned as the point of contact unless it is changed. To update points of contact, follow the steps outlined in 'Update Points of Contact- Process Overview.'

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW

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



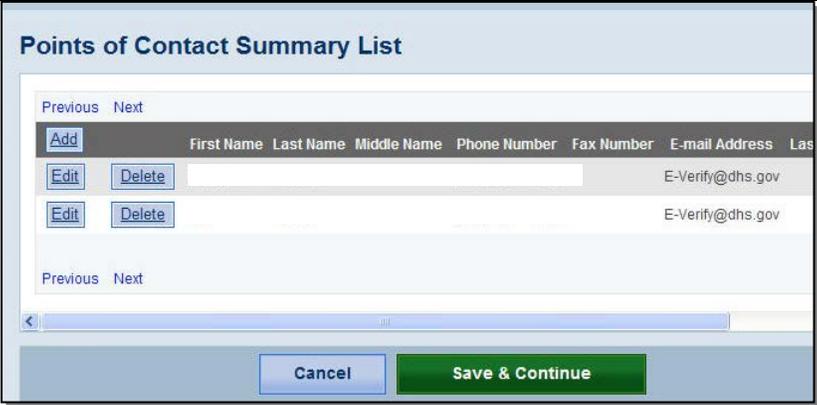
- ▶ Click 'View/Edit' in the 'Total Points of Contact' section of the 'Company Information' page to modify this information. The 'Points of Contact Summary' page opens.

 A screenshot of the 'Company Information' page. The page is divided into several sections:

- Company Name:** ABC Company (with a 'View / Edit' button)
- Company ID Number:** 13882
- Doing Business As (DBA) Name:**
- DUNS Number:**
- Physical Location:**
 - Address 1:** Main Street
 - Address 2:**
 - City:** New York
 - State:** NY
 - Zip Code:** 10001
 - County:** NEW YORK
- Mailing Address:**
 - Address 1:**
 - Address 2:**
 - City:**
 - State:**
 - Zip Code:**
- Additional Information:**
 - Employer Identification Number:** 0
 - Total Number of Employees:** 500 to 999
 - Parent Organization:**
 - Administrator:**
- Organization Designation:**
 - Employer Category:** None of these categories apply
- NAICS Code:** 922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES (with a 'View / Edit' button)
- Total Hiring Sites:** 4 (with a 'View / Edit' button)
- Total Points of Contact:** 1 (with a 'View / Edit' button)

 A blue arrow points to the 'View / Edit' button for 'Total Points of Contact'. At the bottom of the page, there is a green 'View More' button.

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



Points of Contact Summary List

Previous Next

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

Previous Next

Cancel Save & Continue

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

UPDATE NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE INFORMATION

The NAICS code classifies employers by industry. During enrollment the E-Verify employer agent selects the NAICS code. If the E-Verify employer agent's industry classification has changed, this should be updated in the E-Verify company profile.

To update the NAICS code, follow the 'Update NAICS Code – Process Overview.'

UPDATE NAICS CODE – PROCESS OVERVIEW

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



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

Company Information

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

Company ID Number: 13062

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: Main Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

Organization Designation:

Employer Category: None of these categories apply

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

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

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

[View MOU](#)

- ▶ The 'NAICS Code' page displays the NAICS code entered when your employer enrolled in E-Verify.
To modify the NAICS Code field:
 - ▶ Enter the new three digit NAICS code. If the new number is not known, a program administrator can search available codes.
To determine the E-Verify employer agent's NAICS code:
 - ▶ Click 'Generate NAICS Code.'
 - ▶ Select the appropriate sector and subsector from the drop-down list. As a program administrator proceeds from page to page, the corresponding NAICS code appears in the 'NAICS Code' field.
 - ▶ Select the appropriate category for the E-Verify employer agent from each list that appears.
 - ▶ Click 'Accept NAICS Code and Continue.' Once you have accepted the final subsector, the 'Company Information' page appears.

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

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

NAICS Code:

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

ADD NEW HIRING SITE(S)

A hiring site is the location where your employees are hired and they complete Form I-9. Program administrators can modify the number of hiring sites that participate in E-Verify in each state. A participating hiring site means that your employer will create

an E-Verify case for every newly hired employee is hired and completes their Form I-9 at that site.

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

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

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

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

My Company
Edit Company Profile
Add New User
View Existing Users
Close Company Account

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

Company Information

Company Name:	ABC Company	View / Edit
Company ID Number:	19882	
Doing Business As (DBA) Name:		
DUNS Number:		
Physical Location:		
Address 1:	Main Street	Mailing Address:
Address 2:		Address 1:
City:	New York	Address 2:
State:	NY	City:
Zip Code:	10001	State:
County:	NEW YORK	Zip Code:
Additional Information:		
Employer Identification Number:	0	
Total Number of Employees:	500 to 999	
Parent Organization:		
Administrator:		
Organization Designation:		
Employer Category:	None of these categories apply	
NAICS Code: 922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES View / Edit		
Total Hiring Sites: 4	View / Edit	
Total Points of Contact: 1	View / Edit	
View More		

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

VIEW MEMORANDUM OF UNDERSTANDING (MOU)

Program administrators may view the MOU between E-Verify and the employer. To view the MOU, follow the steps outlined in the 'View MOU – Process Overview.'

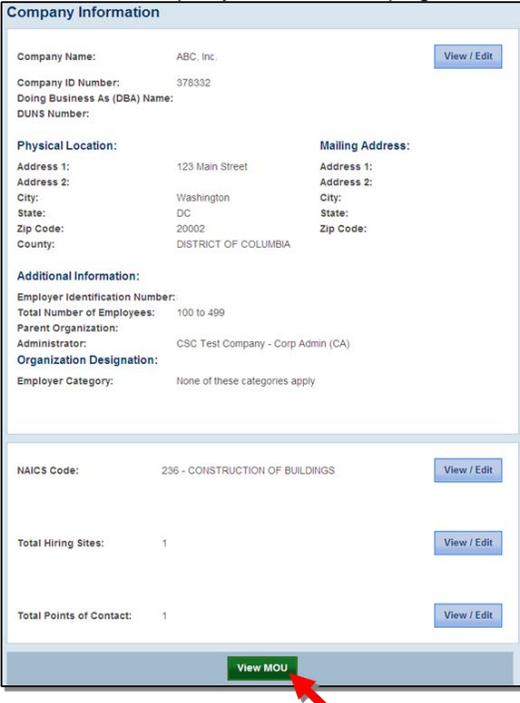
VIEW MOU – PROCESS OVERVIEW

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



A screenshot of a web application's 'My Company' dropdown menu. The menu is open, showing four options: 'Edit Company Profile', 'Add New User', 'View Existing Users', and 'Close Company Account'. A blue arrow points to the 'Edit Company Profile' option.

- ▶ From the 'Company Information' page, click 'View MOU' at the bottom of the screen.



A screenshot of the 'Company Information' page in a web application. The page displays various fields for company details, including Company Name, ID Number, and addresses. At the bottom of the page, there is a green button labeled 'View MOU' with a red arrow pointing to it.

- ▶ The MOU that was electronically signed for that employer 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.

REMINDER

- * Be sure to update your E-Verify account information to reflect any changes.

8.4 CLOSE COMPANY ACCOUNT

Any E-Verify account may be closed voluntarily. To close an account, a program administrator, the signatory of the MOU, or an authorized employer representative must submit a request no later than 30 days in advance of the date the employer would like to close its 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. E-Verify employer agents who choose to close their accounts should ensure that they notify their E-Verify employer agent client(s), and vice versa.

E-Verify employer agents must continue to use E-Verify in accordance with the MOU during this 30 day period or until they received an email confirming that the account is closed, whichever is sooner. All open E-Verify cases will need to be closed, even if the request to close the E-Verify account was made.

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, see Section a complete user audit report, see Section 6.3 to create and retain a user audit report. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

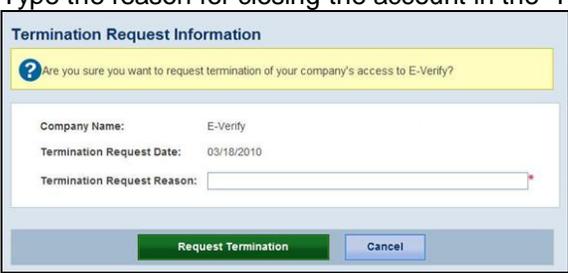
To request termination of E-Verify employer agent participation in E-Verify, complete the steps outlined in 'Close Company Account – Process Overview.'

CLOSE COMPANY ACCOUNT – PROCESS OVERVIEW

- ▶ From 'My Company,' click 'Close Company Account.'



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



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

REMINDER

- * If your employer has more than one E-Verify employer agent account and the entire employer is requesting termination, each E-Verify employer agent account must be closed.



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

9.0 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 these websites as favorites so you'll have easy access to them in the future.

E-VERIFY RESOURCES	
	URI
E-Verify Public Website <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 	www.dhs.gov/E-Verify
E-Verify Enrollment Application <ul style="list-style-type: none"> • Website for initial employer enrollment 	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/emp
E-Verify Access for E-Verify Employer Agents <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/esp

E-VERIFY CONTACT INFORMATION	
E-Verify Customer Support <p>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.</p>	
For E-Verify Employer Agents:	888-464-4218 877-875-6028 (TTY) E-VerifyEmployerAgent@dhs.gov
For Clients:	888-464-4218 877-875-6028 (TTY) E-Verify@dhs.gov
For Employees:	888-897-7781 877-875-6028 (TTY) E-Verify@dhs.gov

E-VERIFY CONTACT INFORMATION	
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

APPENDIX A: ACRONYMS

Acronym	Definition
DHS	U.S. Department of Homeland Security
DOS	U.S. Department of State
FAR	Federal Acquisition Regulation
FNC	Final Nonconfirmation
GIF	Graphics Interchange Format
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
PDF	Portable Document Format
SSA	Social Security Administration
SSN	Social Security number
TNC	Tentative Nonconfirmation
USCIS	U.S. Citizenship and Immigration Services

APPENDIX B: 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 U.S. Citizenship and Immigration Services upon request.

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 nine 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 the 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 the notice in a prominent place that is clearly visible to prospective employees in all languages supplied by the U.S. Department of Homeland Security (DHS). This notice is available in the 'View Essential Resources' section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 800-255-8155 or 800-237-2515 (TTY) or visit's OSC's website at <http://www.justice.gov/crt/about/osc>.

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

A document issued to some noncitizens 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 10 Federal Government working days 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 employer that hires an E-Verify employer agent to create E-Verify cases on its 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.

Company ID Number

The E-Verify company ID number consists of 4 to 6 numerical characters and is located on the first page of the memorandum of understanding (MOU), directly below the E-Verify logo. Program administrators may also obtain the company ID number from the Company Information page in E-Verify under 'Edit Company Profile.' E-Verify employer agents have a company ID number and their clients have a unique client company ID number.

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 10 Federal Government working days 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 working days 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 records available to the Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS). This case result indicates that employment eligibility has been verified.

Employment Authorization Document (Form I-766)

A document issued to noncitizens who are authorized to work temporarily 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 and employees are required to complete when a new employee is hired 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 use the standard Form I-9 for those hired on or after November 28, 2011.

E-Verify Employer Agent

An individual or entity 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 which electronically confirms the employment eligibility of newly hired employees and existing employees assigned to a covered federal contract after Form I-9 has been completed. This involves separate verification checks of records available to the Social Security Administration (SSA) and/or 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 the notice in a prominent place that is clearly visible to prospective employees and all employees who are to be verified with E-Verify.

F

Final Nonconfirmation

If an employee's employment eligibility cannot be verified, the 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 A, Section II, paragraph 8 – Responsibilities of the Employer in the memorandum of understanding (MOU).

Further Action Notice

A notice generated from E-Verify that is to be given to an employee after his or her E-Verify case receives an SSA or DHS Tentative Nonconfirmation (TNC). If an employee decides to contest the TNC, he or she must contact or visit the appropriate agency within 8 Federal Government working days with this notice to initiate resolution of his or her E-Verify case.

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 first day of employment in exchange for wages or other remuneration, previously referred to as the date on which the employee began employment. For the hire date in E-Verify, enter the 'employee's first day of employment' date from the 'Certification' in Section 2 of the employee's Form I-9. If you rehired an employee within three years of the date that his or her previous Form I-9 was completed and have 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 employees are hired and they complete Form I-9. If cases are created 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 identity of all new hires through completion of the Form I-9. It provides remedies to employees and sanctions against employers who knowingly hire unauthorized 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 or alien 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.

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), is part of, the Civil Rights Division of the U.S. Department of Justice and 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)

First issued by the former Immigration and Naturalization Service beginning in December 1997 and now issued by U.S. Citizenship and Immigration Services (USCIS), this card is the current version of the document given to permanent residents. The document is issued either 2 years or 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 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 assigned by the employer who can be contacted about E-Verify. This person does not have to be one of the two user types.

Pre-screening

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 Date Confirmation**

A one-page document provided to an employee who has chosen to contest an SSA or DHS Tentative Nonconfirmation (TNC) when the case is referred in E-Verify. This document provides the employee with the date by which he or she must visit SSA or contact DHS.

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 records available to the U.S. Department of Homeland Security (DHS).

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 the U.S. Department of Homeland Security jointly manage the E-Verify program.

Social Security Administration (SSA) Referral

After an employee is advised of a 'SSA Tentative Nonconfirmation (TNC)' and has signed the SSA TNC Further Action 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 necessarily mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must either visit the Social Security Administration (SSA) or contact 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. U.S. Passport and Passport Card records are available to the U.S. Department of Homeland Security (DHS) for confirmation of employment eligibility with E-Verify.

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 (A-number). The A-number can also be found on the back of these Permanent Resident Cards.

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 8 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 the employer's users take the information from an employee's Form I-9 and creates a case in E-Verify.

W, X, Y, Z