



Quick Reference Guide

For State Workforce Agencies

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U.S. Citizenship
and Immigration
Services

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1.0 GETTING STARTED

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

1.1 THE E-VERIFY RULES OF USE

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

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

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

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

2.0 INITIAL VERIFICATION

The E-Verify verification process begins with a completed Form I-9. E-Verify makes employment eligibility determinations by comparing the worker's Form I-9 information entered into E-Verify with the information contained in Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS) records.

2.1 CREATE A CASE

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

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

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

4. In E-Verify, a red asterisk (*) indicates a required field. From Section 1 and 2 of Form I-9, enter all required information into each text field, then click 'Continue.' 'Employer Case ID' is an optional field for users who wish to assign an internal tracking code to a case.

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



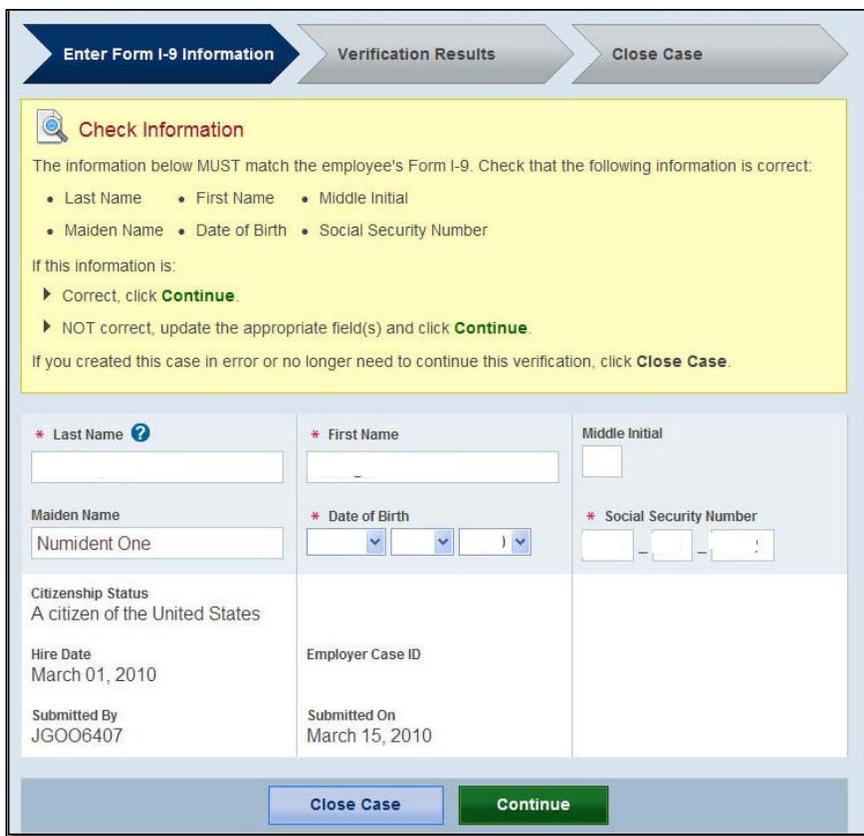
NOTE: You are required to create a case in E-Verify within three days of hire. However, this policy does NOT pertain to state workforce agencies. Instead, enter the date the case is being created in the hire date field.

The information entered into E-Verify is checked against Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS) records. Once a case is created, a result is displayed. The location of the case result is shown in the figure below.

Last Name	First Name	Middle Initial
---	---	---
Maiden Name	Date of Birth	Social Security Number
---	****	*** **
Citizenship Status	Document Number	Document Expiration Date
A noncitizen national of the United States	---	---
Document Type	Employer Case ID	
Unexpired U.S. Passport or U.S. Passport Card	---	
Hire Date	Submitted On	
March 12, 2010	March 15, 2010	
Submitted By		
JGO06407		

CHECK INFORMATION

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



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

Check Information

The information below **MUST** match the employee's Form I-9. Check that the following information is correct:

- Last Name
- First Name
- Middle Initial
- Maiden Name
- Date of Birth
- Social Security Number

If this information is:

- Correct, click **Continue**.
- NOT correct, update the appropriate field(s) and click **Continue**.

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

* Last Name ? * First Name Middle Initial

Maiden Name * Date of Birth * Social Security Number

Citizenship Status
A citizen of the United States

Hire Date
March 01, 2010

Submitted By
JGO06407

Employer Case ID

Submitted On
March 15, 2010

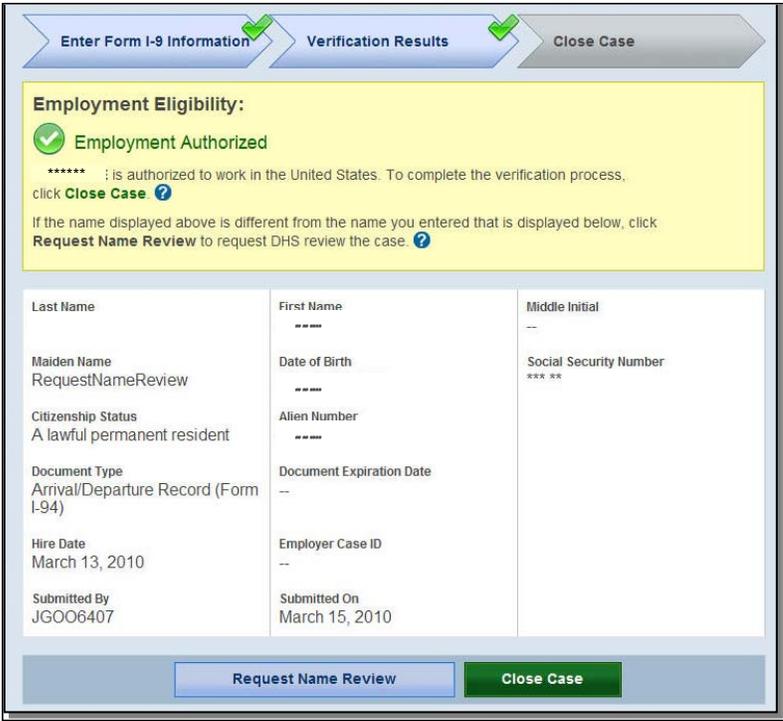
Close Case **Continue**

REQUEST NAME REVIEW

In some cases E-Verify generates a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly with the name on Form I-9. This happens when the information matches but there are name variations in the U.S. Department of Homeland Security (DHS) records. You must review the worker's name to ensure that the correct case result was determined. This will ensure that the case result belongs to the intended worker. E-Verify allows for a name review by following the steps outlined in the 'Request Name Review - Process Overview.'

REQUEST NAME REVIEW – PROCESS OVERVIEW

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



The screenshot shows the 'Employment Eligibility' section of the E-Verify interface. At the top, a progress bar indicates three steps: 'Enter Form I-9 Information' (completed), 'Verification Results' (completed), and 'Close Case' (pending). The main content area is titled 'Employment Eligibility:' and features a green checkmark icon next to the text 'Employment Authorized'. Below this, a message states: '***** : is authorized to work in the United States. To complete the verification process, click **Close Case** ?'. A second message reads: 'If the name displayed above is different from the name you entered that is displayed below, click **Request Name Review** to request DHS review the case. ?'. The interface displays a grid of personal and employment information:

Last Name	First Name	Middle Initial
Maiden Name	Date of Birth	Social Security Number
RequestNameReview	****	*** **
Citizenship Status	Alien Number	
A lawful permanent resident	****	
Document Type	Document Expiration Date	
Arrival/Departure Record (Form I-94)	--	
Hire Date	Employer Case ID	
March 13, 2010	--	
Submitted By	Submitted On	
JGO06407	March 15, 2010	

At the bottom of the screen, there are two buttons: 'Request Name Review' (blue) and 'Close Case' (green).

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



The second screenshot shows the 'Request Name Review' screen. At the top, the progress bar is updated: 'Enter Form I-9 Information' (completed), 'Verification Results' (active), and 'Close Case' (pending). The main content area is titled 'Request Name Review' and contains a 'Comments' field with a text area for input. At the bottom, there are two buttons: 'Back' (blue) and 'Continue' (green).

► Click 'Continue.'

A case sent to DHS for name review is updated with one the following results:

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

ERROR: UNEXPIRED DOCUMENT REQUIRED

If an expired U.S. Passport, Passport Card or driver's license was entered, E-Verify will display 'Error: Unexpired Document Required.' This means that E-Verify has NOT created a case for this worker; you must obtain an unexpired document for Form I-9 and re-enter the case.

As of April 3, 2009, all documents presented with Form I-9 must be unexpired (see exception below). If the document entered for a worker was expired when the worker is

referred, you will need to obtain an unexpired document with Form I-9 and re-enter the worker's case in E-Verify when you have the new document.

Just because the worker presented an expired document does not mean he or she is not authorized to work. E-Verify will verify the employment eligibility of this worker once you obtain an unexpired document and re-enter the case.

Exception: In very limited situations, you may accept an expired document with Form I-9 only if the Department of Homeland Security (DHS) has automatically extended the expiration date of the document via publication in the Federal Register. In all other instances, the document presented with Form I-9 must be unexpired at the time the worker is referred. For information on this exception, visit www.uscis.gov/tps

ERROR: UNEXPIRED DOCUMENT REQUIRED OVERVIEW

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

<p>X Error: Unexpired Document Required ?</p> <p>The information you entered indicates that the employee's U.S. Passport or Passport Card was expired when the employee was hired.</p> <p>You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.</p> <p>To return to the E-Verify home page, click E-Verify Home.</p> <p>To begin a new case, click New Case.</p>		
Last Name *****	First Name *****	Middle Initial --
Maiden Name --	Date of Birth *****	Social Security Number *** ** *****
Citizenship Status A citizen of the United States		
Document Type Unexpired U.S. Passport or U.S. Passport Card	Document Number *****	Document Expiration Date January 20, 2009
Hire Date June 30, 2010	Employer Case ID --	
Submitted By *****	Submitted On July 01, 2010	
<input type="button" value="E-Verify Home"/> <input type="button" value="New Case"/>		

► Obtain an unexpired document from the worker for Form I-9.

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

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

E-VERIFY PHOTO MATCHING

Photo matching is an automatic part of creating a case in E-Verify that prompts you to compare a worker's photo document with a photo displayed in E-Verify. This helps ensure that the document provided is valid.

The photo matching step happens automatically. This may occur when you create a case for a worker that has presented a U.S. Passport or Passport Card, Permanent Resident Card

(Form I-551) or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. When the worker presents one of these documents and the Form I-9 information entered by the state workforce agency matches U.S. Department of Homeland Security (DHS) records, the worker's photo automatically displays in E-Verify. You must make a copy of the worker's Form I-9 photo document and retain it with Form I-9 in order to match the photos.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the worker's actual document or the copy of the worker's document and determine if the photos are reasonably identical. This means that the photos should be identical, but you should take into account minor variances in shading and detail between the two photos based upon the age and wear of the worker'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 worker 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 worker directly. The direct comparison between the document and the individual happens during Form I-9 completion, prior to using E-Verify. The 'Photo Matching Overview' provides a summary.

PHOTO MATCHING OVERVIEW

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

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

Photo Matching

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** ?

NOTE: If 'No Photo on this Document' appears below, select yes and click **Continue** ?


[Click to Enlarge](#)

Yes
 No

Continue

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

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

► Click 'Continue.'

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

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

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

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

REMI NDER

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

2.2 INITIAL CASE RESULTS

The information entered into E-Verify is checked against Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS) records. Once a case is created, a result is displayed. Initial case results are displayed in the 'Initial Case Results – Overview.'

INITIAL CASE RESULTS – OVERVIEW	
Employment Authorized	The worker's information matched with the records in SSA and/or DHS. It's that easy!
SSA or DHS Tentative Nonconfirmation (TNC)	Information does not initially match with SSA or DHS records. Additional action required. See Section 3.0 Interim Case Results for more information.
DHS Verification In Process	This case is referred to DHS for further verification.

EMPLOYMENT AUTHORIZED

A case result of 'Employment Authorized' means that the information entered into E-Verify matched Social Security Administration (SSA) and/or U.S. Department of Homeland Security (DHS) records and that E-Verify verified the employment eligibility for the worker. However, a case that is 'Employment Authorized' is incomplete until it is closed. To close a case, See Section 4.0.

3.0 INTERIM CASE STATUS

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

INTERIM CASE RESULTS – OVERVIEW	
SSA or DHS Tentative Nonconfirmation (TNC)	Information did not match with Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. Additional action is required.
Review and Update Employee Data	A prompt to review, update and resubmit the worker's Form I-9 information.
DHS Verification In Process	This case is referred to DHS for further verification.
SSA or DHS Case in Continuance	The worker has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

An 'SSA Tentative Nonconfirmation (TNC)' results when the information submitted in E-Verify does not initially match the Social Security Administration (SSA) records. An SSA TNC does not mean that the worker is not authorized to work in the United States.

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

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

The worker must be notified of this result as soon as possible by following the steps in the 'Notify Referred Worker of SSA TNC – Process Overview'.

NOTIFY REFERRED WORKER OF SSA TNC

NOTIFY REFERRED WORKER OF SSA TNC – PROCESS OVERVIEW

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

The screenshot shows a web interface for E-Verify. At the top, there are three navigation arrows: 'Enter Form I-9 Information' (with a green checkmark), 'Verification Results' (highlighted in blue), and 'Close Case'. Below this is a yellow box titled 'Employment Eligibility:' containing a warning icon and the text 'SSA Tentative Nonconfirmation (TNC)'. Underneath, a message states: 'The Social Security number entered in E-Verify is not valid according to SSA records. This does NOT mean that the employee is not authorized to work in the United States, however, additional action is required.' Three options are listed: 'To begin TNC process click, **Continue**', 'If you created this case in error or no longer need to continue this verification, click **Close Case**', and 'To return to this case at a later time, click **Save Case and Exit**'. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue' (which is green and has a white mouse cursor pointing to it).

- ▶ Complete the following steps:

1. Select to print the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the TNC notice are correct. Print the TNC notice.

If the worker cannot read, you must read the TNC notice to the worker. If the worker does not fully understand English, and understands Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the worker with the TNC notice in one of these languages, found in 'View Essential Resources.'
- IMPORTANT:** You may provide the TNC notice to the worker in person, by fax, e-mail, overnight or next day delivery service, as long as you take the proper precautions to ensure the worker's information is protected. The TNC notice is time sensitive; therefore, you must use a mail delivery service that can provide a confirmed delivery date.
2. Review the TNC notice privately with the worker; instructions are found on page one of the TNC notice.
3. Instruct the worker to indicate whether he or she will contest the SSA TNC on the TNC notice.
4. Ensure that you and the worker sign and date the TNC notice after the worker has indicated his or her choice. Indicate that the worker has been notified by selecting the check box 'Confirm Employee Notification.'

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

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

Print, Review & Sign TNC Notice Confirm Employee Decision Refer Employee Print, Review & Sign Referral Letter

Print, Review & Sign TNC Notice
 Review the SSA TNC with the employee. Follow the steps listed below.

- 1 Print the SSA Tentative Nonconfirmation Notice

Notification to Employee of SSA Tentative Nonconfirmation ? Choose which language to print

English
- 2 Review the SSA TNC privately with the employee.
- 3 Have the employee indicate whether he or she will contest the SSA TNC on the SSA Tentative Nonconfirmation Notice.
- 4 Ensure that you and the employee sign and date the SSA Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.

⊗ You must confirm that you have notified the employee of the TNC to continue.

Confirm Employee Notification

I have notified this employee of the TNC.
- 5 After these steps are complete, 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**

- ▶ Keep original signed TNC notice on file with Form I-9.
- ▶ Provide copy of signed TNC notice to the worker.
- ▶ Once complete, click 'Continue.'
- ▶ Next, confirm the worker's decision to contest or not contest the case result.

► If the worker chose to contest the SSA TNC, click 'Continue.'

► If the worker chose not to contest, click 'Close Case' and follow steps in Section 4.0.

REFER WORKER TO SSA

After being notified of the SSA Tentative Nonconfirmation (TNC), the worker chooses to contest or not contest the case result and acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice. A worker who chooses to contest an SSA TNC is referred to the Social Security Administration (SSA).

E-Verify generates a 'Referral to the Social Security Administration' also called an SSA referral letter that you must provide to the worker. You must verify the information on the SSA referral letter, then print, sign and provide the SSA referral letter to the worker. The worker is required to provide the SSA referral letter to an SSA field office if they choose to contest. The SSA referral letter provides instructions to you and the worker regarding the next steps.

Workers who choose to contest the SSA TNC have eight federal government workdays to visit an SSA field office, and must have the SSA referral letter in hand when visiting an SSA field office. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to SSA in E-Verify. The date by which the worker must visit SSA is printed on the SSA referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the SSA referral letter to the worker promptly.

You may not terminate, suspend, delay training, withhold pay, lower pay, or take any other adverse action against a worker based on the worker's decision to contest an SSA TNC or because the case is still pending with SSA.

To refer a worker to an SSA field office, follow the steps outlined in the 'Refer Worker to SSA – Process Overview.'

REFER WORKER TO SSA – PROCESS OVERVIEW

► Click 'Refer Case.'

Employment Eligibility:
 ⚠ SSA Tentative Nonconfirmation (TNC) ?

Refer Employee
 You indicated that the employee chose to contest the SSA TNC. The next step is to refer the employee to SSA.
 To refer the employee to SSA, click **Refer Case**.
 When you click Refer Case it starts the 8 federal government workdays that the employee has to visit SSA.
 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**. ?

Buttons: **Close Case**, **Save Case and Exit**, **Refer Case**

► Complete the steps listed below:

1. Choose to print the 'Referral to the Social Security Administration' also called an SSA referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the letter are correct. Print the SSA referral letter.

If the worker cannot read, you must read the SSA referral letter to the worker. If the worker does not fully understand English, and understands Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the worker with the SSA referral letter in one of these languages, found in 'View Essential Resources.'

IMPORTANT: Once the SSA referral letter is signed, you may provide it to the worker in person, by fax, e-mail, overnight or next day delivery service, as long as you take proper precautions to ensure the worker's information is protected. The SSA referral letter is time sensitive; therefore, you must use a mail delivery service that can provide a confirmed delivery date.

2. Review and explain the next steps to the worker – instructions to the employer are on page one of the SSA referral letter and the worker's instructions are on page two.
3. Ensure that you and the worker sign and date the SSA referral letter.
4. Provide a copy of the signed SSA referral letter to the worker; the worker is required to provide this letter to an SSA field office if they choose to contest. File the original SSA referral letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to SSA' (warning icon).
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (active).
- Section Header:** 'Print, Review & Sign Referral Letter'.
- Text:** 'This employee was referred to SSA on **March 15, 2010**. The employee must visit a SSA field office within 8 federal government workdays. To complete the referral process follow the steps below.'
- Step 1:** 'Print the SSA Referral Letter.' Below this is a form with 'SSA Referral Letter', a language dropdown set to 'English', and a 'Print Letter' button.
- Steps 2-5:**
 - Review the SSA Referral Letter privately with the employee.
 - Ensure that you and the employee sign and date the SSA Referral Letter.
 - Give the employee the signed SSA Referral Letter. The employee will need to bring the letter to the SSA field office.
 - After you complete these steps, click **Continue**.
- Footer:** 'Close Case', 'Save Case and Exit', and 'Continue' buttons.

- The worker has been referred to SSA, and the case status is 'Employee Referred to SSA.' The worker has eight federal government workdays to visit an SSA field office. The worker is required to provide the SSA referral letter to an SSA field office if they choose to contest.

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to SSA' (warning icon).
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (checked).
- Section Header:** 'Check for Case Status Updates'.
- Text:** 'This employee was referred to SSA on **March 15, 2010**. The employee has until **March 25, 2010**, to visit a SSA field office. E-Verify will update the employee's case status by **March 29, 2010**. 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.'
- Text:** 'To reprint the SSA Referral Letter, click **Reprint Letter**.' Below this is a form with 'SSA Referral Letter', a language dropdown set to 'English', and a 'Reprint Letter' button.
- Text:** '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**.'
- Footer:** 'E-Verify Home', 'Close Case', and 'New Case' buttons.

► 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 this worker.

3.2 DHS VERIFICATION IN PROCESS

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

DHS VERIFICATION IN PROCESS – PROCESS OVERVIEW

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

► Check E-Verify for changes to case results.

► DHS has three federal government workdays to respond.

► Follow the next step based on the case result provided.

After the three federal government workdays, E-Verify will provide one the following case results:

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

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

3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

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

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

- Name, Alien Number, and/or Arrival-Departure Record (Form I-94) are incorrect according to DHS records
- U.S. Passport, Passport Card, driver's license or state ID card information could not be verified

- Information was not updated in the worker's DHS records
- Citizenship or immigration status changed
- Record contains another type of error
- Information was incorrectly submit in E-Verify

You must notify the worker of this result by following the steps in the 'Notify a Referred Worker of DHS TNC – Process Overview.'

NOTIFY A REFERRED WORKER OF DHS TNC – PROCESS OVERVIEW

- ▶ Receive DHS TNC case result and click 'Continue' to proceed with the notification process.

- ▶ Complete the steps listed below:

1. Select to print the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the TNC notice are correct. Print the TNC notice.

If the worker cannot read, you must read the TNC notice to the worker. If the worker does not fully understand English, and understands Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the worker with the TNC notice in one of these languages, found in 'View Essential Resources.'

IMPORTANT: You may provide the TNC notice to the worker in person, by fax, e-mail, overnight or next day delivery service, as long as you take the proper precautions to ensure the worker's information is protected. The TNC notice is time sensitive; therefore, you must use a mail delivery service that can provide a confirmed delivery date.

2. Review the TNC notice privately with the worker; instructions are found on page one of the TNC notice.
3. Instruct the worker to indicate whether he or she will contest the DHS TNC on the TNC notice.
4. Ensure that you and the worker sign and date the TNC notice after the worker has indicated his or her choice. Indicate that the worker has been notified by selecting the check box 'Confirm Employee Notification.'

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

Print, Review & Sign TNC Notice
 Review the DHS TNC with the employee. Follow the steps listed below.

- 1 Print the DHS Tentative Nonconfirmation Notice

Notification to Employee of DHS Tentative Nonconfirmation [?](#) Choose which language to print

English Print Notice
- 2 Review the DHS TNC privately with the employee.
- 3 Have the employee indicate whether he or she will contest the DHS TNC on the DHS Tentative Nonconfirmation Notice.
- 4 Ensure that you and the employee sign and date the DHS Tentative Nonconfirmation Notice. Indicate that the employee has been notified by selecting the check box below.

Confirm Employee Notification

I have notified this employee of the TNC.
- 5 After these steps are complete, 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

- ▶ Keep original signed TNC notice on file with Form I-9.
- ▶ Provide copy of signed TNC notice to worker.
- ▶ Once you complete the steps above, click ‘Continue.’
- ▶ Next, confirm worker’s decision to contest or not contest the case result.

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

Confirm Employee Decision
 Follow the steps below based on your employee’s decision to contest or not contest the DHS TNC.

If the employee:

- ▶ Chose to **CONTEST** the DHS TNC, click **Continue**.
- ▶ Chose to **NOT CONTEST** the DHS TNC, click **Close Case**.

To review or reprint the DHS Tentative Nonconfirmation Notice, click **Back**.

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**. [?](#)

Back
Close Case
Save Case and Exit
Continue

- ▶ If the worker chose to contest the DHS TNC, click 'Continue.'
- ▶ If the worker chose not to contest, click 'Close Case' and follow steps in Section 4.0.

REFER WORKER TO DHS

After being notified of the 'DHS Tentative Nonconfirmation (TNC),' the worker chooses to contest or not contest the case result and acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation' also called a TNC notice. A worker who chooses to contest a DHS TNC must be referred to the U.S. Department of Homeland Security (DHS).

E-Verify generates a 'Referral to the U.S. Department of Homeland Security' also called a DHS referral letter that you must provide to the worker. First, confirm that the information on the DHS referral letter is correct then print, sign and date the DHS referral letter and provide it to the worker. The DHS referral letter provides instructions to you and the worker regarding the next steps. These steps are outlined in the 'Refer Worker to DHS – Process Overview.'

Workers choosing to contest the DHS TNC have eight federal work days to contact DHS. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to DHS in E-Verify. The date by which the worker must contact DHS is printed on the DHS referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the DHS referral letter to the worker promptly.

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

You may not terminate, suspend, delay training, withhold pay, lower pay or take any other adverse action against a worker based on the worker's decision to contest a DHS TNC or because the case is still pending with DHS.

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

REFER WORKER TO DHS – PROCESS OVERVIEW

- ▶ Click 'Refer Case.'

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

- ▶ First, obtain a copy of the worker'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 worker's document

OR

- Mail paper copy or worker'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

Inform all participating state workforce agency sites of the DHS shipping address. DHS will not pay for any shipping costs. Participants are free to choose an express shipping carrier at their own expense.

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**.

▶ After you complete the above, click 'Refer Case.'

▶ After you have referred the case, complete the following steps:

1. Choose to print the DHS referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the DHS referral letter are correct. Print the DHS referral letter
2. Review the DHS referral letter and explain the next steps to the worker. Instructions to the worker are on page one of the DHS referral letter and the state workforce agency instructions are on page two.
3. Ensure you and the worker sign and date the letter.
4. Provide a copy of the signed DHS referral letter to the worker and file the original letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to DHS' with a warning icon.
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (active).
- Section Header:** 'Print, Review & Sign Referral Letter'.
- Text:** 'This employee was referred to DHS on **March 15, 2010**. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.'
- Step 1:** 'Print the DHS Referral Letter.' Below this is a form with a 'DHS Referral Letter' label, a language dropdown set to 'English', and a 'Print Letter' button.
- Steps 2-5:**
 - Review the DHS Referral Letter privately with the employee.
 - Ensure that you and the employee sign and date the DHS Referral Letter.
 - Give the employee the signed DHS Referral Letter. The employee will need to have the letter when contacting DHS.
 - After you complete these steps, click **Continue**.
- Footer:** 'Close Case', 'Save Case and Exit', and 'Continue' buttons.

- ▶ The worker has been referred to DHS, and the case status is 'Employee Referred to DHS.' The worker has eight federal government workdays to contact DHS.
- ▶ Check E-Verify for case updates.

The screenshot shows the E-Verify interface with the following elements:

- Progress Bar:** 'Enter Form I-9 Information' (checked), 'Verification Results' (active), 'Close Case'.
- Employment Eligibility:** 'Employee Referred to DHS' with a warning icon.
- Process Flow:** 'Print, Review & Sign TNC Notice' (checked), 'Confirm Employee Decision' (checked), 'Refer Employee' (checked), 'Print, Review & Sign Referral Letter' (checked).
- Section Header:** 'Check for Case Status Updates'.
- Text:** 'This employee was referred to DHS on **March 15, 2010**. The employee has until **March 25, 2010**, to contact DHS. E-Verify will update the employee's case status by **March 29, 2010**. 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.'
- Text:** 'To reprint the DHS Referral Letter, select **Reprint Letter**.'
- Form:** A form with a 'DHS Referral Letter' label, a language dropdown set to 'English', and a 'Reprint Letter' button.
- Text:** '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**.'
- Footer:** 'E-Verify Home', 'Close Case', and 'New Case' buttons.

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 this worker.

After 10 federal government workdays, E-Verify will provide one of the following case results:

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

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

3.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

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

4.0 FINAL CASE RESOLUTION

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

4.1 Final Case Results

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

FINAL CASE RESULTS - OVERVIEW	
Employment Authorized	The worker's information matched with the records in the Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS) records.
SSA or DHS Final Nonconfirmation	E-Verify cannot verify a worker's employment eligibility after he or she has visited SSA or contacted DHS.
DHS No Show	The worker did not contact DHS within eight federal government workdays.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the worker's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

SSA Final Nonconfirmation and DHS Final Nonconfirmation

An 'SSA or DHS Final Nonconfirmation' case result is received when E-Verify cannot verify a worker's employment eligibility after he or she has visited a Social Security Administration (SSA) field office or contacted the U.S. Department of Homeland Security (DHS). Once an SSA or DHS Final Nonconfirmation has been provided, you must close the case.

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

The screenshot displays a process flow at the top with three steps: 'Enter Form I-9 Information', 'Verification Results', and 'Close Case'. The 'Close Case' step is highlighted with a large blue arrow and a green checkmark. Below the flow, a yellow box contains the following text:

Employment Eligibility:

 **SSA Final Nonconfirmation** 

SSA could not confirm that **George Washington** is authorized to work in the United States. To complete the verification process, click **Close Case** 

On the right side of the yellow box, there is a button with a printer icon and the text 'View/Print Case Details'.

DHS NO SHOW

A 'DHS No Show' case result indicates that the worker did not contact the U.S. Department of Homeland Security (DHS) within the eight federal government workdays. A 'DHS No Show' case result is considered a final nonconfirmation. A final nonconfirmation means that the case must be closed in E-Verify.

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



ERROR: CLOSE CASE AND RESUBMIT

If E-Verify prompts an 'Error: Close Case and Resubmit' case result you cannot continue the case because the expiration date you entered for the worker's U.S. Passport, Passport Card or driver's license is incorrect.

When you close the case in E-Verify, select the case closure statement: 'The case is invalid because the data entered is incorrect.'

You must submit a new case for this worker because you cannot change document information for a case that has already been submitted. Therefore, you must close this case and create a new case for this worker using the correct document expiration date.

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



4.2 CLOSE CASE

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

CLOSE CASE – PROCESS OVERVIEW

► Click 'Close Case.'

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

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

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

► This completes the E-Verify verification process.

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

NOTE – CLOSE CASE

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

- If you have an employee who didn’t contest a tentative nonconfirmation (TNC), or who received a final nonconfirmation or ‘DHS No Show,’ decide whether you will allow the employee to continue working. If you decide to:
 - Continue the employee’s employment, then select ‘Yes.’
 - Terminate the employee’s employment, do so, then select ‘No.’
- If you have an employee who has accepted a job offer, but hasn’t yet started work, decide whether you will allow the employee to start working. If you decide to:
 - Allow the employee to start work as planned, then select ‘Yes.’
 - Terminate the employee’s employment offer, do so, then select ‘No.’

CASE CLOSURE STATEMENTS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The worker chose to stop working for the employer.

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

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

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

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

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

The data entered for this worker was not correct.

4.3 CASE ALERTS

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

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

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

OPEN CASES TO BE CLOSED

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

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

CASES WITH NEW UPDATES

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

WORK AUTHORIZATION DOCS 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 re-verify the employee by completing Section 3 of Form I-9. The employee cannot be re-verified in E-Verify.

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

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

IMPORTANT: The employee may not be re-verified in E-Verify.

5.0 ACCOUNT ADMINISTRATION

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

5.1 PASSWORD SECURITY

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

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



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

5.2 HOW TO CHANGE YOUR PASSWORD

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

RESET OR CHANGE PASSWORD – PROCESS OVERVIEW

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



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

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 "xyz123";
 Be any word, noun, or name spelled backwards.

Old Password:

New Password:

Re-type New Password:

Enter Password Challenge Questions and Answers

Password Challenge Question #1
 -- select a preferred question --
 Answer:

Password Challenge Question #2
 -- select a preferred question --
 Answer:

Password Challenge Question #3
 -- select a preferred question --
 Answer:

Submit

- ▶ Click 'Submit.'

5.3 UPDATE USER PROFILE INFORMATION

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

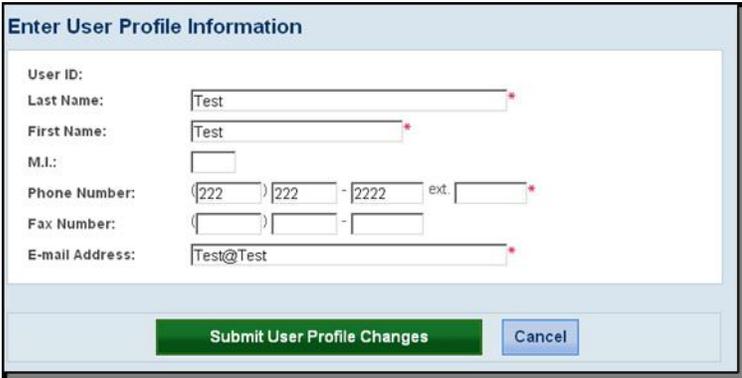
UPDATE USER PROFILE – PROCESS OVERVIEW

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



A screenshot of a web application's navigation menu. The menu is titled "My Profile" and is highlighted with a blue arrow pointing to it. The menu items are "Edit Profile", "Change Password", and "Change Security Questions".

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



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

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

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

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

6.0 SITE ADMINISTRATION – PROGRAM ADMINISTRATORS

6.1 ADD NEW USER

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

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

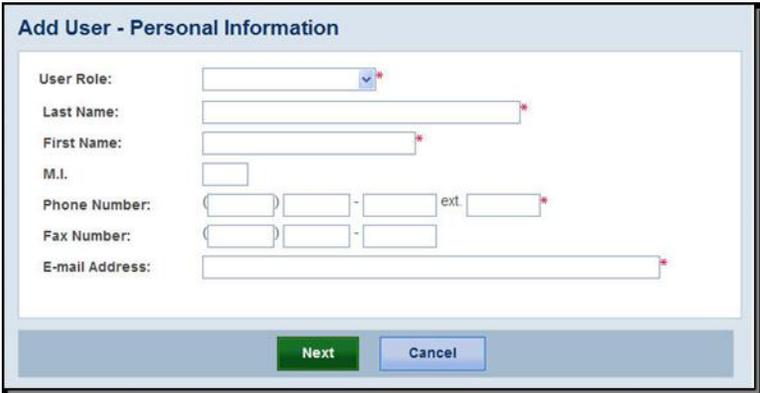
If you are a program administrator and you need to add a new E-Verify user, follow the ‘Add New User - Process Overview.’

ADD NEW USER – PROCESS OVERVIEW

► From ‘My Company,’ select ‘Add New User.’



► Choose general user or program administrator and provide the person’s name, phone number, fax number and e-mail address, and click ‘Next.’



► You may accept the system-generated user ID or create a new user ID.

▶ Review the information submitted and then click ‘Submit New User.’

▶ The new user will receive his or her user ID and password by e-mail.

NOTE: You can only add new users that are located at your agency.

6.2 DELETE USER ACCOUNTS

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

DELETE USERS – PROCESS OVERVIEW

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

OR

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

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

After you click ‘Delete User,’ changes will be permanent.

6.3 EDIT AGENCY PROFILE

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

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

EDIT AGENCY INFORMATION – PROCESS OVERVIEW

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



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

Company Information

Company Name:	Sample Designated Agent	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:
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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.'

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

6.4 CLOSE COMPANY ACCOUNT

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

CLOSE COMPANY ACCOUNT – PROCESS OVERVIEW

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

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

→

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

Termination Request Information

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

Company Name: E-Verify

Termination Request Date: 03/18/2010

Termination Request Reason:

Request Termination Cancel

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

7.0 REPORTS

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

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



8.0 RESOURCES AND CONTACT INFORMATION

E-VERIFY RESOURCES

E-Verify Public Website

www.dhs.gov/E-Verify

- General information about E-Verify
- Program information and statistics
- Frequently asked questions
- E-Verify user manuals
- E-Verify quick reference guides
- Information about employee rights and employer obligations

E-Verify Access for Employers and Corporate Administrators

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

- User access to E-Verify

E-VERIFY CONTACT INFORMATION

E-Verify Customer Support

E-Verify Customer Support is available to assist you with using E-Verify, password resets, assistance with 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. to 5 p.m. local time, except on federal holidays.

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

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

Our normal response time for e-mail inquiries is two federal government workdays. If we need more time to respond to your inquiry, we'll contact you within two federal government workdays to explain why we need additional time and provide you with an estimated response time.

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/osc/

APPENDIX A: STATE WORKFORCE AGENCY CASE CLOSURE STATEMENTS

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