User Manual

August 2016

U.S. Citizenship and Immigration Services

TABLE OF CONTENTS

1.0 INTRODUCTION 1

1.1 Background and Overview 1

1.2 Basic Website Navigation 2

Essential Resources 3

1.3 E-Verify Participation: Enrollment vs. Registration 4

1.4 Overview of User Roles 6

1.5 User Rules and Responsibilities 7

1.6 Privacy and Security Statement 9

1.7 State Workforce Agencies 10

2.0 INITIAL VERIFICATION 11

2.1 Form I-9 and E-Verify 11

Receipts 12

Rehires 12

2.2 Create a Case 13

Hire Date 13

Check Information 17

Error: Unexpired Document Required 17

Duplicate Case Alert 18

E-Verify Photo Matching 19

2.3 Initial Case Results 21

2.4 Employment Authorized 22

Request Name Review 23

Tentative Nonconfirmation (TNC) 25

2.5 DHS Verification in Process 25

3.0 INTERIM CASE RESULTS 27

3.1 SSA Tentative Nonconfirmation (TNC) 27

Notify Employee of SSA TNC 27

Confirm Employee Decision 30

Refer Employee to SSA 31

3.2 Review and Update Employee Data 33

3.3 DHS Tentative Nonconfirmation (TNC) 34

Notify Employee of DHS TNC 34

Confirm Employee Decision 37

Refer Employee to DHS 37

3.4 SSA Case in Continuance and DHS Case in Continuance 41

4.0 FINAL CASE RESOLUTION 42

4.1 Final Case Results 42

SSA Final Nonconfirmation and DHS Final Nonconfirmation 42

DHS No Show 43

Error: Close Case and Resubmit....44
4.2 Close Case....45
Case Closure Statements....47
4.3 Case Alerts....48
Open cases to be closed....51
Cases with New updates....51
Work Authorization Documents Expiring....51
5.0 CASE REPORTS....53
6.0 ACCOUNT ADMINISTRATION....55
6.1 User Roles....55
6.2 User ID and Password Creation....55
Change Your Password....57
Change Security Questions....58
6.3 Update User Profile Information....59
7.0 COMPANY – PROGRAM ADMINISTRATORS....61
7.1 Add New User....61
7.2 View Existing Users....62
Reset User's Password....63
Delete User Account....64
7.3 Edit company profile....65
Company Information Fields....66
Company Information – Overview....66
Update Points of Contact....67
Update North American Industry Classification System (NAICS) Information....68
Add New Hiring Site(s)....69
View Memorandum of Understanding (MOU)....71
7.4 Terminate Company Participation....72
8.0 RESOURCE AND CONTACT INFORMATION....73
APPENDIX A: ACRONYMS....76
APPENDIX B: GLOSSARY....77

1.0 INTRODUCTION

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

For purposes of this manual, the term 'employer' means any person, company, or other entity that is required to complete Form I-9, Employment Eligibility Verification (Form I-9) including any individual with an E-Verify user account. 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.

This section provides a background and overview and an introduction to basic 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 guidance on state or local laws that require employer participation in E-Verify. For help, contact the appropriate state officials, or 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.

Employers can verify the employment eligibility of only one person at a time within E-Verify. Cases for all employees must be created 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 and Commonwealth of the Northern Mariana Islands.

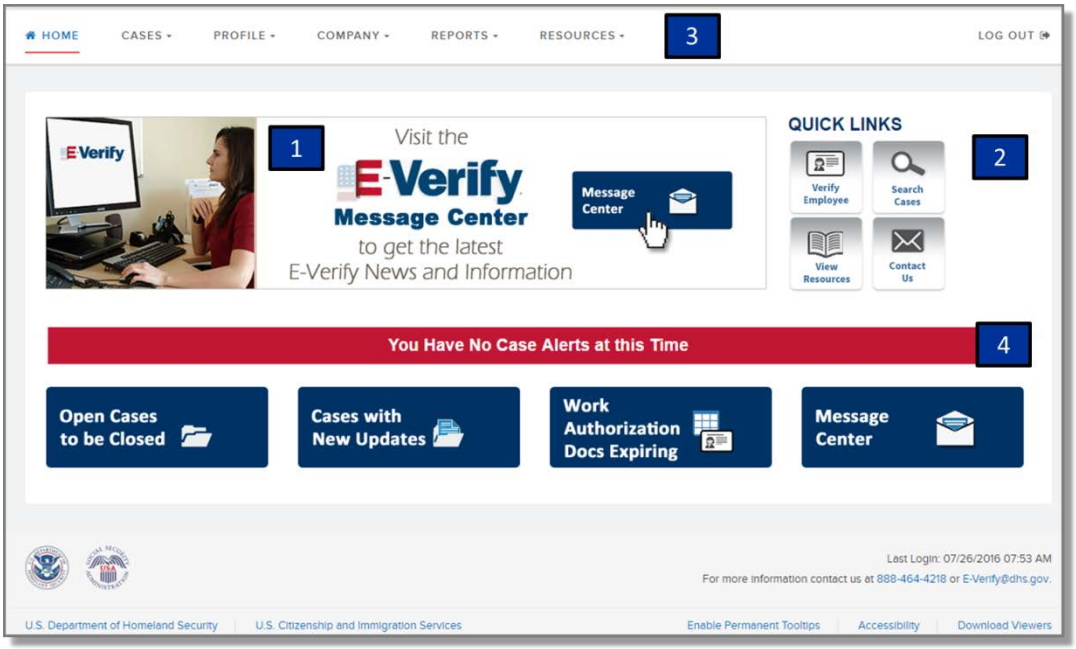
NOTE: E-Verify Self Check, referred to as Self Check, is a free, fast, secure and voluntary online service that allows individuals to perform employment eligibility checks on themselves. Employers may not ask current or prospective employees to use Self Check to prove employment eligibility. The service 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.

Use of 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 WEBSITE NAVIGATION

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the employer user Web page. The navigation links within each area vary depending upon the type of user. For more information on navigation links for E-Verify Employer Agents, refer for to the 'Supplemental Guide for E-Verify Employer Agents'.



Area 1 displays the E-Verify 'Message Center' which includes important updates on E-Verify, information affecting employment verification, best practices and current events.

Area 2 contains 'Quick Links' which includes links to our contact information and to search cases. Area 2 also includes a quick shortcut to create an E-Verify case. Clicking the 'Verify Employee' button will begin the verification process.

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. Menu options are tailored based on assigned user roles. For more information on user roles, see Section 1.4.

AREA 3 NAVIGATION OVERVIEW

LINK	INFORMATION
Cases	▸ New Case ▸ View Cases ▸ Search Cases
Profile	▸ Edit Profile ▸ Change Password ▸ Change Security Questions
Company (Only program administrators have these options)	▸ Edit Company Profile ▸ Add New User ▸ View Existing Users ▸ Close Company Account
Reports	▸ View Reports
Resources	▸ View Essential Resources ▸ Take Tutorial ▸ View User Manual ▸ Share Ideas ▸ Contact Us

Area 4 displays 'Case Alerts' for cases requiring action. Case alerts inform employers when an action is required. For more information on case alerts, see Section 4.3.

ESSENTIAL RESOURCES

'View Essential Resources' under 'Resources' contains links to important documents and tools for employers that 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	▸ E-Verify Participation Poster ▸ Right to Work Poster
Manuals and Guides	▸ 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

LINK	INFORMATION
	several foreign languages
Document Reference Library	▸ Guidance on select state-issued driver's licenses and state ID cards
Form I-9 Resources	▸ 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 interest to employers participating in E-Verify

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

There are significant differences 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 should contact:

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

Employers who have enrolled and need information about registering additional users or about their functions, should see Section 6.0.

ENROLLMENT VS. REGISTRATION OVERVIEW

	ENROLLMENT	REGISTRATION
Who	Employers 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 7.1.
Why	Employers enroll to use E-Verify to confirm employment eligibility of employees.	Enrolled employers register users to create cases in E-Verify. There is no limit on the number of users an enrolled employer can register.

To participate in E-Verify, employers must enroll online via any Internet-capable computer using a Web browser of Internet Explorer version 9 and above

(recommended version 11 and above), Google Chrome version 38 and above (recommended version 44 and above), Mozilla version 34 and above (recommended version 38.1 and above), Opera version 25 and above (recommended version 30 and above) and Safari version 7 and above (recommended version 8 or above)

REMINDER

- If you are using a non-current Web browser, the browser version must support TLS version 1.2
- Internet Explorer versions 11 and below have TLS 1.2 disabled by default and will need to enable it in Internet Options

To enroll, employers must accept and electronically sign the 'E-Verify Memorandum of Understanding for Employers (MOU)' which details the responsibilities of the SSA, the DHS and the employer. In addition, all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this manual. Employers should 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, employers should visit the enrollment website which 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. Access methods are types of E-Verify accounts that offer 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	**Employer plans to use E-Verify to verify its employees.** 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.
E-Verify Employer Agent Access	**Employer agent plans to use E-Verify on behalf of its clients to verify their clients' employees.** 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.
Corporate Administrator Access	**Employer has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.** Corporate administrator access is used only to manage multiple employer accounts and does not allow corporate administrator users to create and

ACCESS METHOD	EXPLANATION
	manage E-Verify cases.
Web Services Access for Employers **-or-** **Web Services Access for E-Verify Employer Agents**	**Employer plans to develop its own software to access E-Verify.** 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 the software interface. Both employers and E-Verify employer agents are eligible to use this access method.

REMINDER

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

1.4 OVERVIEW OF USER ROLES

Enrolled employers 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 6.1.

USER ROLE OVERVIEW

USER ROLE	PERMISSIONS
Program Administrator (at least one required)	Every E-Verify account must have at least one program administrator. The program administrator is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. The program administrator role includes functions of a general user. Permissions include: • 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)	Employers can have as many or no general users as they desire. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. Permissions include: • 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.

To ensure proper use of E-Verify and protection of employee workplace rights, employers should periodically review all of the program rules and employer responsibilities with their users.

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.'

RULES AND RESPONSIBLITIES OVERVIEW
Employers who participate in E-Verify **MUST**: ✓ Follow E-Verify procedures for each newly hired employee 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.

RULES AND RESPONSIBLITIES OVERVIEW
✓ 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. ✓ Enter the employee's e-mail address in E-Verify if it was provided on his or her Form I-9.
Employers 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.

Upon enrollment, employers are required to clearly display the 'Notice of E-Verify Participation' and 'Right to Work' posters in English and Spanish; both appear 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 their employment eligibility verified with E-Verify. After logging in to E-Verify, the posters are found under 'View Essential Resources.' 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
 Provided by DHS	 *Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices*

1.6 PRIVACY AND SECURITY STATEMENT

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

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 requirements.

PRIVACY GUIDELINES OVERVIEW
▶ **Allow ONLY authorized users to use E-Verify.** Ensure that only appropriate users handle information and create cases.
▶ **SECURE access to E-Verify.** Protect passwords used to access E-Verify and ensure that unauthorized persons do not gain access to E-Verify.
▶ **PROTECT and STORE employee information properly.** Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
▶ **Discuss E-Verify results in PRIVATE.** Ensure that all case results including Tentative Nonconfirmations (TNC) and Final Nonconfirmations are discussed in private with the employee.

REMINDER

❋ Ensure that all personally identifiable information is safeguarded.

1.7 STATE WORKFORCE AGENCIES

State workforce agencies that participate in E-Verify must adhere to specific guidelines in addition to the E-Verify rules and responsibilities, see section 1.5. State workforce agencies:

- Must complete Form I-9, Employment Eligibility Verification (Form I-9) with the referred worker, before creating an E-Verify case.
- Must verify the referred worker's employment eligibility through E-Verify while they are present in the state workforce agency's office.
- Must provide the DHS-supplied 'Notice to Employer of Referred Workers' to each employer to whom the agency refers a worker.

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 agency's participation in E-Verify may also be terminated.

2.0 INITIAL VERIFICATION

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

When E-Verify checks the employee's information with records available to SSA and/or DHS, a case result is provided. Case result statuses 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. For additional guidance specific to E-Verify employer agents, see the 'Supplemental Guide for E-Verify Employer Agents.'

2.1 FORM I-9 AND E-VERIFY

Employers are required to timely and properly complete and retain Form I-9 for each employee they hire. The hire date means the first day of employment in exchange for wages or other remuneration. These Form I-9 requirements also apply to E-Verify employers. With the goal of ensuring a legal workforce, employers enrolled in E-Verify have chosen to take the additional step of electronically confirming that information their employees provide match government records.

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 on the navigation menu and locate the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274).'

To view or download the 'Handbook for Employers: Guidance 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, 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 acceptance of their offer of employment. Under general Form I-9 practice, employees can voluntarily provide their Social Security numbers (SSN) on Form I-9. However, because SSNs are required for employers to create E-Verify cases, all newly hired employees, including seasonal, temporary and rehired, of E-Verify employers MUST provide their SSN.

If a newly hired employee has applied for, but has not yet received an SSN (e.g., 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 employee's 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. Employers 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. 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 the employee must present. Employers may reject a document if it does not reasonably appear to be genuine or to relate to the person presenting it.

Documents from List A establish both identity and employment eligibility. Documents from List B establish identity only and documents from List C establish employment eligibility only. Employers must accept either 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 providing a photo document 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), the employer 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 set aside this employee's Form I-9 and 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.

However, employers must create a case in E-Verify by the third business day after the employee is hired if the employee presents one of the following documents which are also considered 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 with a refugee admission stamp or computer-generated printout of Form I-94 with admission code "RE."

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

Employers must use E-Verify for rehired employees However, E-Verify has special rules for rehired employees 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 an E-Verify case was never created for this employee, have the employee complete a new Form I-9 and create a case in E-Verify.
- If an E-Verify case was previously created for this 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, employers may choose to complete a new Form I-9 and create a case for the employee in E-Verify. If an E-Verify case was previously

created, but did not receive an employment authorized result, 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.
- Do NOT specify or request which document a newly hired employee must use for Form I-9.
- A 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), make a copy of the document and retain it with Form I-9.

2.2 CREATE A CASE

After Form I-9 is complete, 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. Employers who learn that they inadvertently failed to create a case by the third business day after the employee started work for pay should bring themselves into compliance immediately by creating a case for the employee.

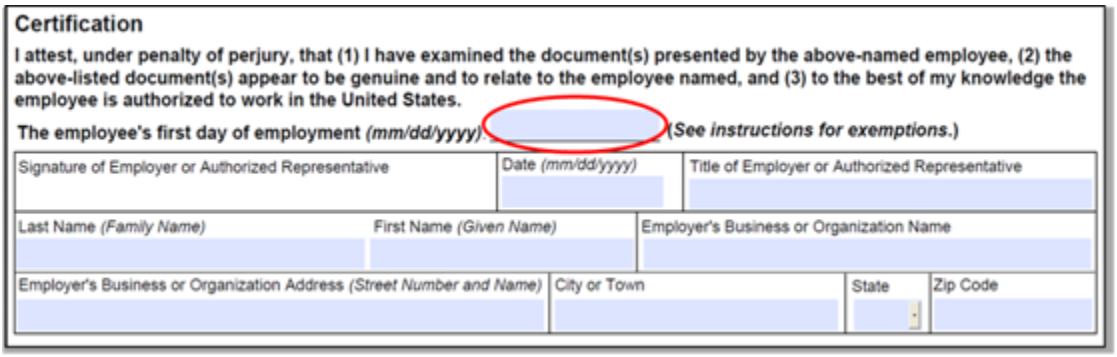
Do not create a case for an employee hired before the effective date of the employer's MOU.

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 employers to check the information provided or create a new 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 (or "work for pay"). This was 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

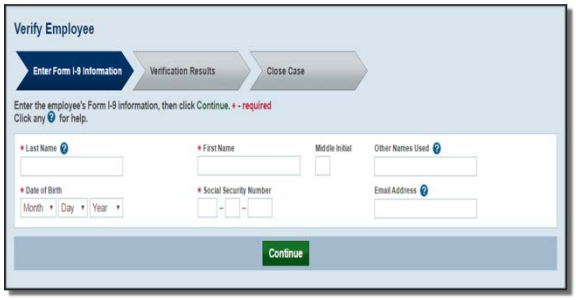
Last Name *(Family Name)*	First Name *(Given Name)*	Employer's Business or Organization Name

Employer's Business or Organization Address *(Street Number and Name)*	City or Town	State	Zip Code

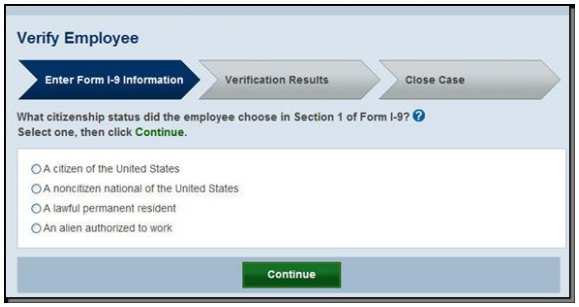
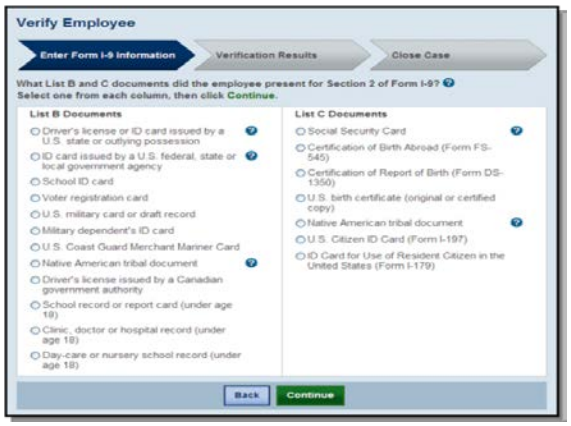
If Form I-9 is completed after the employee accepts the offer of employment, but before the actual start of work for pay, it is possible that the hire date recorded on Form I-9 will change after the employer created the case in E-Verify. If this happens, no additional action is required in E-Verify as the hire date cannot be changed once the case has been created. However, employers should correct 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)' or visit www.uscis.gov/i-9central 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.

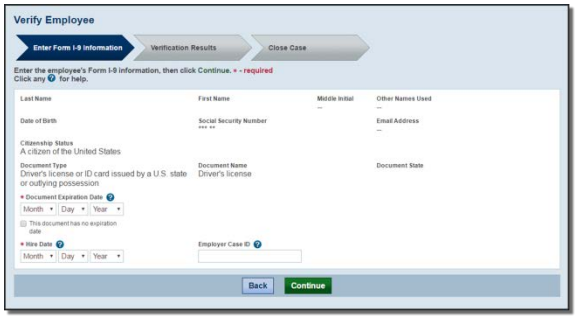
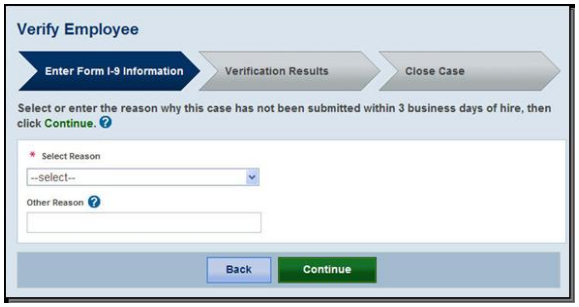
Information used to create an E-Verify case comes from the employee's completed Form I-9. After logging in to E-Verify with their assigned user ID and password, users should follow the steps outlined below in the 'How to Create a Case – Process Overview.'

HOW TO CREATE A CASE – PROCESS OVERVIEW		
1	From the E-Verify Welcome page find 'Cases' and click: ▸ **New Case**	
2	Enter the employee's Form I-9 information. A red asterisk (*) in E-Verify indicates a required field. Using information from Section 1 of Form I-9, enter all required information into each field. When the employee provides an email address on Form I-9, you must enter it into E-Verify because E-Verify may send the employee email notifications with information about his or her E-Verify case. Click 'Continue.'	

HOW TO CREATE A CASE – PROCESS OVERVIEW

3	From Section 1 of the employee's Form I-9, choose the appropriate option. • **A citizen of the United States** • **A noncitizen national of the United States** • **A lawful permanent resident** • **An alien authorized to work** Click 'Continue.'	
4	Indicate which documents were provided in Section 2 of the employee'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 both documents presented by the employee in Section 2 of Form I-9. Click 'Continue.' **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.' **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 employee's Form I-9. Click 'Continue.' **Employer Case ID** is an optional field for users who wish to assign an internal tracking code to a case.	

HOW TO CREATE A CASE – PROCESS OVERVIEW

5	Using information from Section 2 of Form I-9, enter all required information into each field. Click 'Continue.'	
6	If an E-Verify case is not created by the third business day after the employee begins work for pay, indicate the reason for the delay. Select from one of the following reasons: • **Awaiting Social Security number** • **Technical Problems** • **Audit Revealed that New Hire Was Not Run** • **Other** If you select "Other," enter a specific reason in the field provided. Click 'Continue'	

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

REMINDER

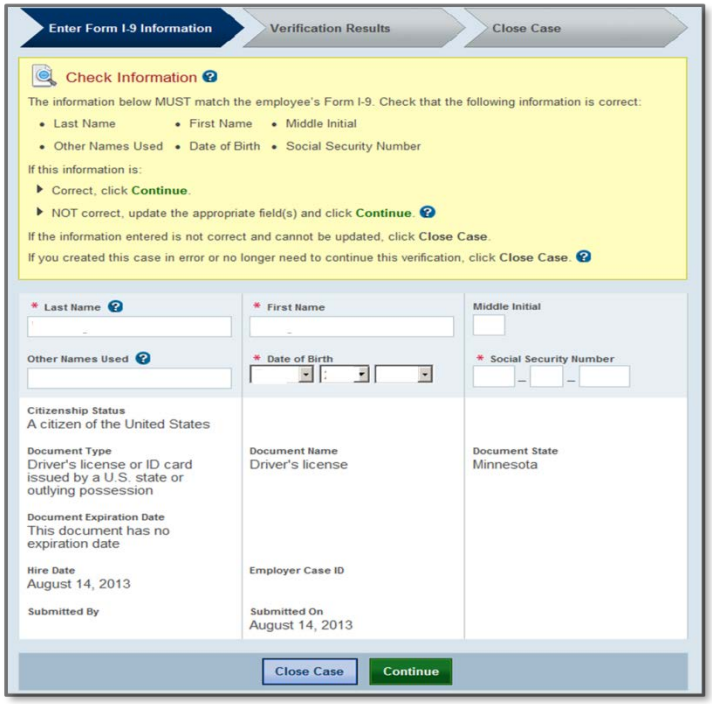
- Complete Form I-9 before creating a case in E-Verify.
- Enter the employee's email address if provided on Form I-9.
- Create cases for all newly hired employees no later than the third business day after the employee starts work for pay.

CHECK INFORMATION

If the information entered does not immediately match SSA and/or DHS records, the 'Check Information' screen appears so the user 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 - 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, close the case by clicking 'Close Case.' Select the case closure statement: 'The case is invalid because data entered is incorrect' and create a new case in E-Verify with the correct information.

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

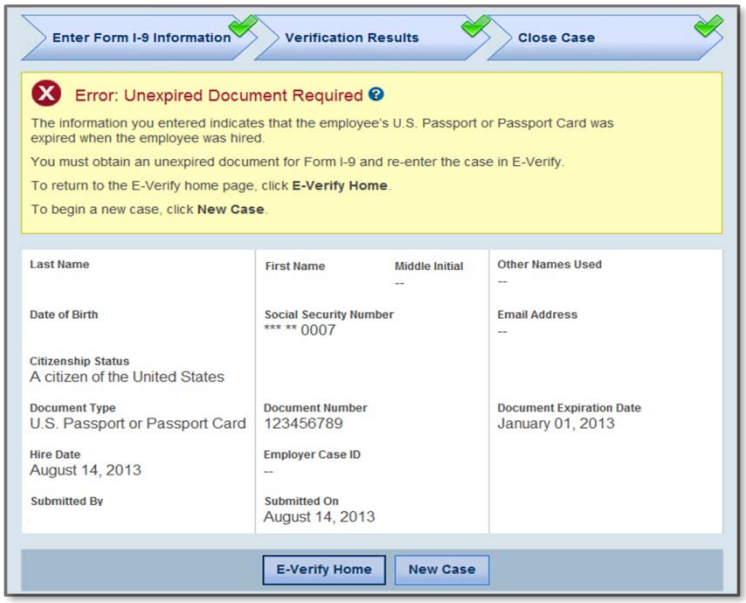
Employees must present unexpired documents for Form I-9 verification (see exception below). If the document entered into E-Verify is expired, E-Verify will reject the document information and not create a case. The employee will need to present acceptable unexpired document(s) and employers will need to update Form I-9 before they 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 can confirm the employment eligibility of this employee once the case is created with unexpired documentation.

EXCEPTIONS: In limited situations, employers may accept a document that appears expired on its face for Form I-9 verification. 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 verification, 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.



- 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 always mean that the employee is not authorized to work in the United States. Obtain an unexpired document and re-enter the case in E-Verify so the system can provide a case result for this employee.

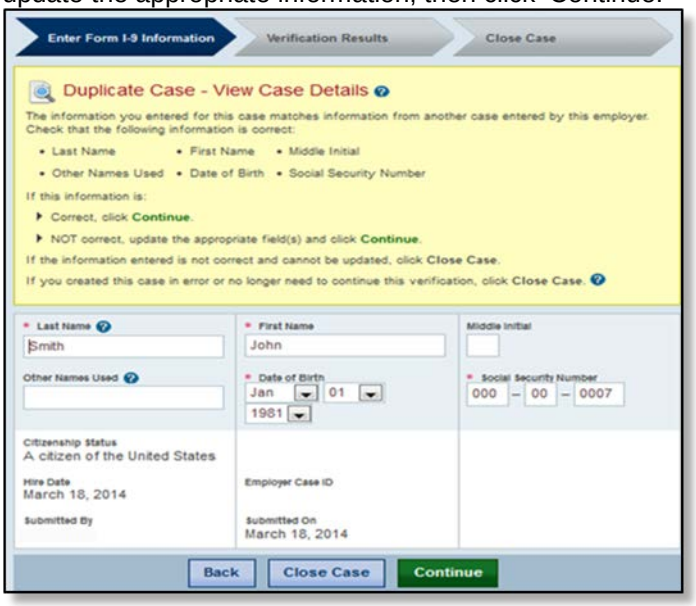
DUPLICATE CASE ALERT

A duplicate case alert appears for a case that contains the same Social Security number of a previous case entered for the same employer account. A duplicate case alert can occur for several reasons. Receiving a duplicate case alert does not necessarily mean that the new case should be closed. There may be instances when the employer must create a new case for the same employee, such as in the case of a rehire or if the previous case contains incorrect information. Review the situation 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.

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



- 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

If an employee presented one of four List A documents for Form I-9 verification, photo matching will prompt the E-Verify user to compare the employee's photo document with a photo displayed during creation of the E-Verify case. This helps ensure that the document the employee provided matches records available to DHS.

The four List A documents that will trigger photo matching are the U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) and Employment Authorization Document (Form I-766). 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.

To match photos, 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 based upon the age and wear of the employee's document and the quality of your computer monitor.

Note that 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 photo from the employee's document does not mean that the document is not genuine.

Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the document to the employee during Form I-9 completion and prior to creating the E-Verify case. '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.

- 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.

PHOTO MATCHING – PROCESS OVERVIEW

- 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 with 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 2.4
- 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 manual.

REMINDER

- Employees always have a choice of which acceptable documents to present for Form I-9; employers may NOT require workers to present documents that activate photo matching.
- Make a copy 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.

2.3 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 the employer makes a mistake after creating a case, the case must be closed (see Section 4.2).

INITIAL CASE RESULTS – OVERVIEW	
Employment Authorized	The employee's information matched records available to SSA and/or DHS.
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 3.0 'Interim Case Results.'
DHS Verification In Process	This case is referred to DHS for further verification.

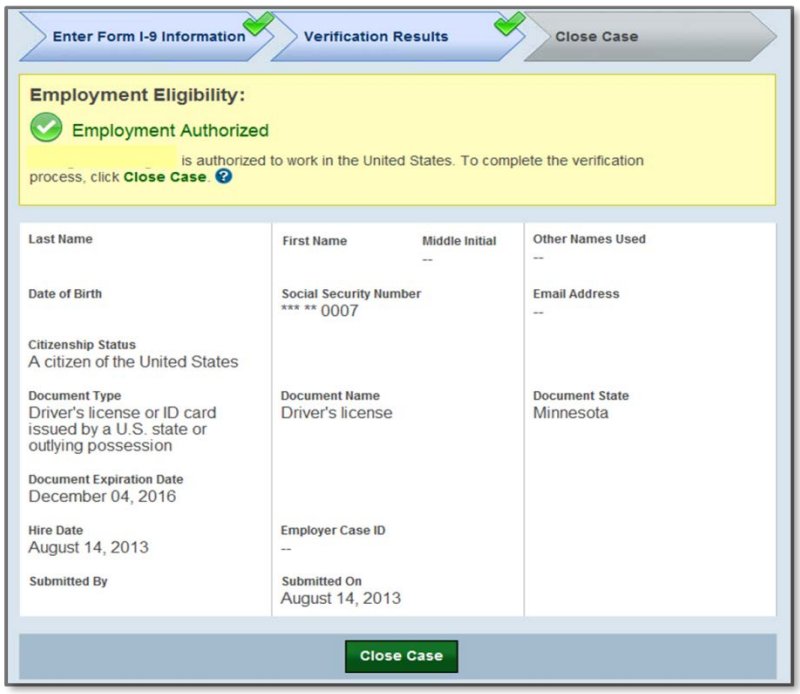
2.4 EMPLOYMENT AUTHORIZED

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. 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.'



- 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. Employers must close each case; this does not happen automatically. Closing

the case removes it from the active cases list or the 'Open Cases to be Closed' list. To close each case, follow the steps outlined in Section 4.2 'Close Case.'

EMPLOYMENT AUTHORIZED SUMMARY

EMPLOYER 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

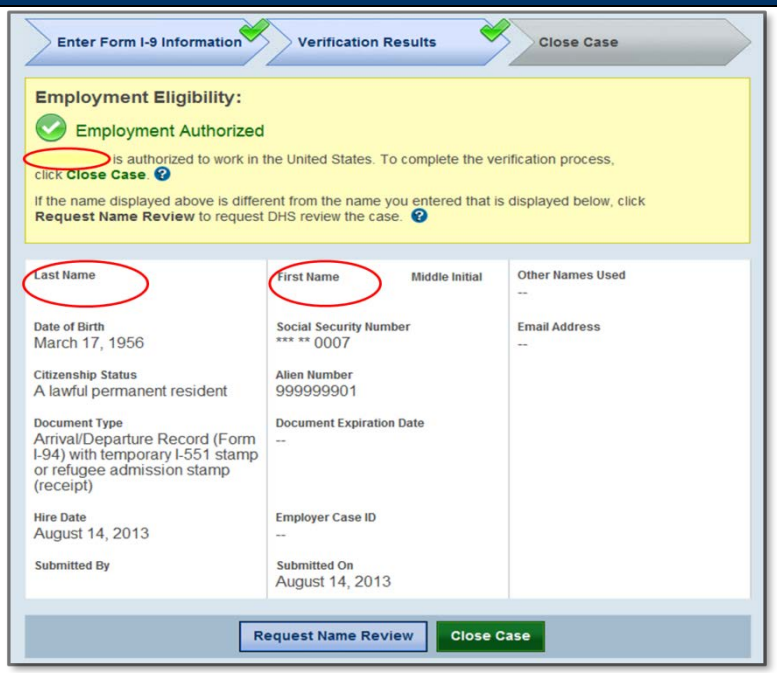
REQUEST NAME REVIEW

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 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.'

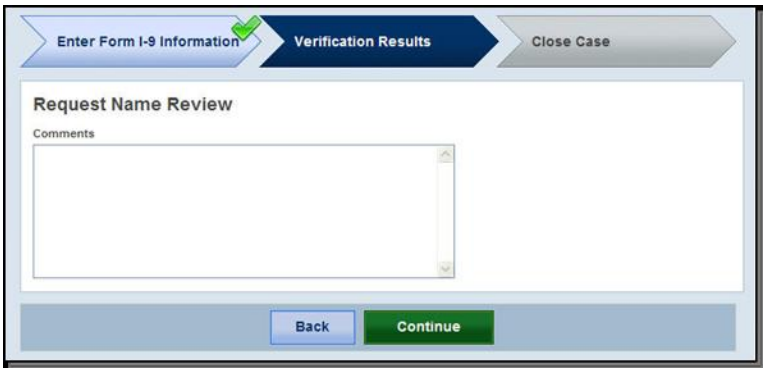
IMPORTANT: Do not use this functionality in a discriminatory manner (e.g., based on an individual's race, national origin or ethnicity).

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.'

REQUEST NAME REVIEW – PROCESS OVERVIEW



- 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 2.4
- 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 the case result sections throughout this manual.

REQUEST NAME REVIEW SUMMARY

EMPLOYER ACTION

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

- Follow steps outlined in 'DHS Verification in Process'

EMPLOYEE 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. Section 3.0 outlines the specific steps required when this case result is received. 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. Section 3.0 outlines the specific steps required when this case result is received. Included are descriptions of additional interim case results from DHS, and actions the employee will need to take to resolve the TNC.

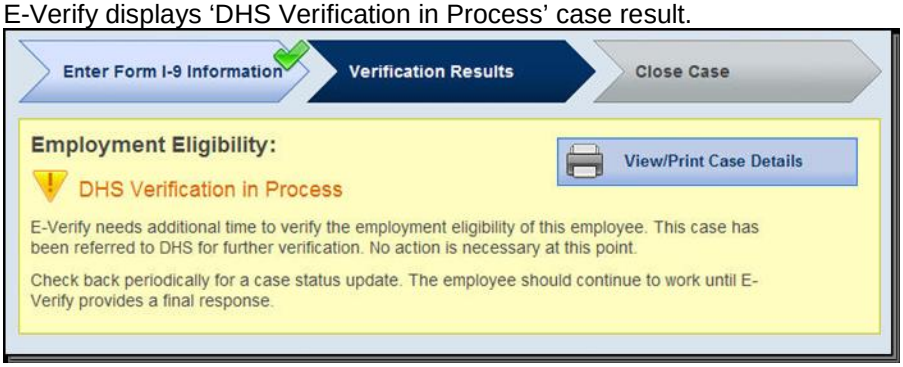
2.5 DHS VERIFICATION IN PROCESS

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. DHS will respond to most of these cases within 24 hours, although some responses may take up to three Federal Government working days. No action is required by either the employer or employee at this time, but employers can check E-Verify daily for a response. See '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 three 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 of the following case results:

- EMPLOYMENT AUTHORIZED, Section 2.4

- DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- DHS CASE IN CONTINUANCE, Section 3.4

Each case result requires its own 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

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

3.0 INTERIM CASE RESULTS

Cases in an interim case result require additional action before E-Verify can complete the verification process. The different interim case results are listed 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 2.5 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 an employee because of an interim case result until the TNC becomes a Final Nonconfirmation.

3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

A case will have an 'SSA Tentative Nonconfirmation (TNC)' result when the information submitted in E-Verify does not initially match SSA records. This does not necessarily mean that the employee is not authorized to work in the United States; however, it does mean that additional action is required.

Reasons a case may get an SSA TNC case result include the following:

- Employee's citizenship or immigration status was not updated with SSA
- Employee's name change was not reported to SSA
- Employee's name, Social Security number or date of birth is incorrect in SSA records
- SSA records contain another type of mismatch
- Employer did not enter employee's information correctly

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

NOTIFY EMPLOYEE OF SSA TNC

Employers must promptly notify the employee of the SSA TNC and discuss the TNC with the employee in a private setting.

The employee chooses whether to contest the case result and acknowledges his or her decision on the SSA TNC Further Action Notice. Employees who choose to contest an SSA TNC are required to visit an SSA field office within eight Federal Government working days to resolve the TNC. Employees should present the SSA TNC Further

Action Notice and applicable original documents listed on Page 2 of the SSA TNC Further Action Notice at the SSA field office.

IMPORTANT: Employers 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 "Responsibilities of the Employer," Article II, Section A paragraph 8 of the MOU.

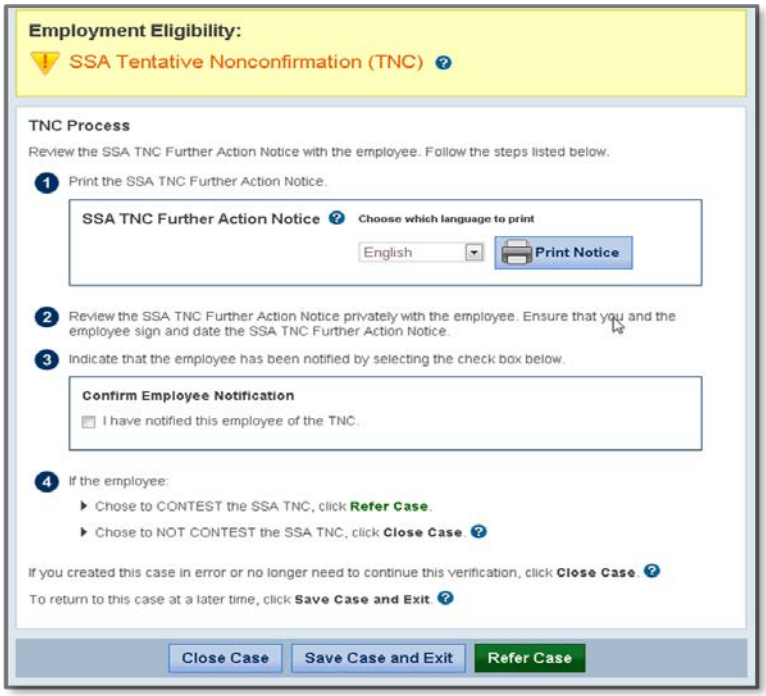
If the employee chooses not to contest the SSA TNC, the case can be treated as a Final Nonconfirmation and the employer should close the case in E-Verify. For more information, see Section 4.2 'Close Case.'

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.

- Click 'Continue.'



- Select either English or Spanish and print the SSA TNC Further Action Notice.
- Confirm that all information listed at the top of the SSA TNC Further Action Notice is correct. If information is incorrect, close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'
- If the information is correct, review the SSA TNC Further Action Notice with the employee in private and follow the instructions on Page 1 of the SSA TNC Further Action Notice.

If the employee cannot read, you must read the SSA TNC Further Action Notice to the employee. If the employee does not speak English as his or her primary language and has a

NOTIFY EMPLOYEE OF SSA TNC – PROCESS OVERVIEW

limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'

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

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

Confirm whether the employee decided to contest the SSA TNC by following the steps in the 'Confirm Employee Decision – Process Overview.'

NOTIFY EMPLOYEE OF SSA TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of the SSA TNC
- Print, review, sign and date the 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)' and choosing whether to contest the case result, the employee acknowledges his or her decision on the SSA TNC Further Action Notice. Employees who choose to contest an SSA TNC are referred to the SSA. Follow the steps outlined in the 'Confirm Employee Decision – Process Overview.'

CONFIRM EMPLOYEE DECISION – PROCESS OVERVIEW

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

CONFIRM EMPLOYEE DECISION SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on the SSA TNC Further Action

Notice
- Acknowledge the 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 eight Federal Government working days to begin resolving the TNC. Give the employee the Referral Date Confirmation from E-Verify. 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.

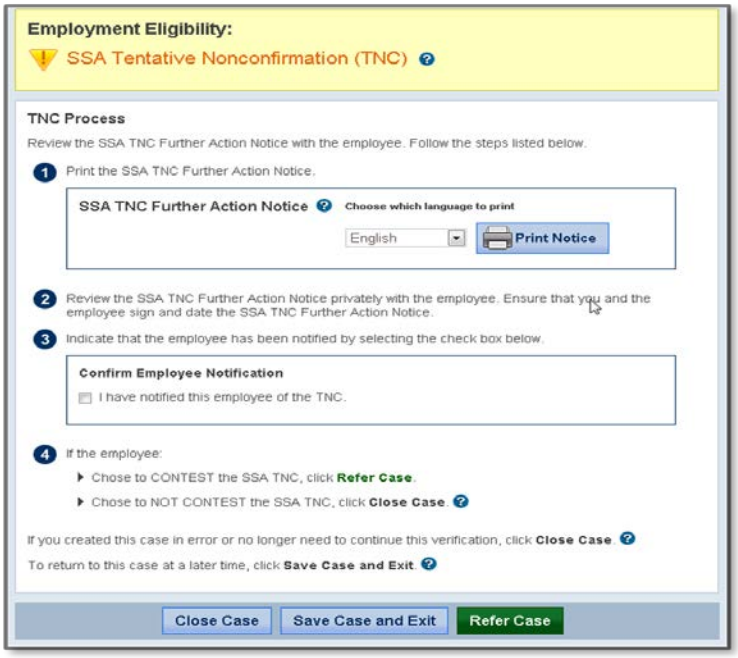
Follow the steps outlined in the 'Refer Employee to SSA – Process Overview' to complete the TNC process.

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

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

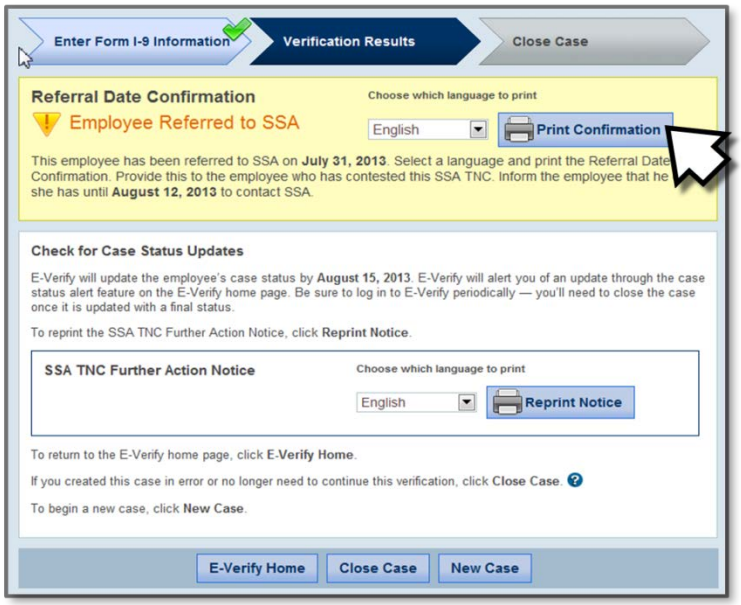
  NOTE: The employee's obligation to visit an SSA field office within eight Federal Government working days begins when you click 'Refer Case.'

- If the employee chooses not to contest, click 'Close Case' and follow steps in Section 4.2 'Close Case.'



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

REFER EMPLOYEE TO SSA – PROCESS OVERVIEW



- Provide the Referral Date Confirmation to the employee.

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

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

IMPORTANT: Close the case ONLY 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 ten Federal Government working days to update the case result in E-Verify. Check E-Verify periodically for an update in the case result. A case referred to SSA is updated with one the following results:

- EMPLOYMENT AUTHORIZED, Section 2.4
- SSA FINAL NONCONFIRMATION, Section 4.1
- SSA CASE IN CONTINUANCE, Section 3.4
- DHS VERIFICATION IN PROCESS, Section 2.5
- REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2

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

EMPLOYER ACTION

- Print the Referral Date Confirmation, provide it to the employee and attach a copy to the employee's Form I-9
- Check E-Verify for case result updates and follow steps based on case result provided

EMPLOYEE ACTION

- Visit an SSA field office within eight 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

3.2 REVIEW AND UPDATE EMPLOYEE DATA

If a case result of 'Review and Update Employee Data' occurs, E-Verify will issue a prompt for the employer to review and update the employee's information. This means that SSA found a discrepancy in the information it received in the E-Verify referral.

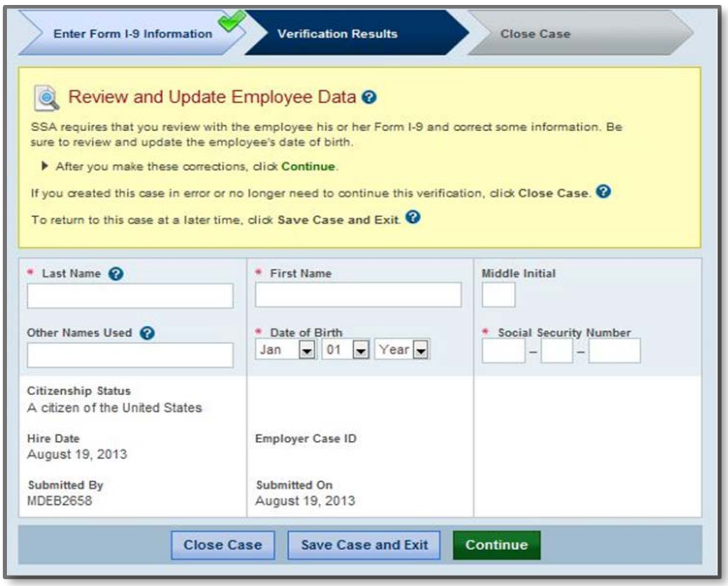
A 'Review and Update Employee Data' case result occurs for reasons including typographical errors and/or incorrect information provided on Form I-9. This case result does not mean that the employee is not authorized to work.

This requires the employer to review Form I-9 with the employee, correct the information and update the case by following the steps provided in '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. Have the employee correct any mistakes made on Form I-9.
- If necessary, update the employee's information in the E-Verify fields provided.

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



- Click 'Continue.'
- Follow next steps based on the case result provided.

A case that is resubmitted to SSA will have one of the following case results:

- EMPLOYMENT AUTHORIZED, Section 2.4

- DHS VERIFICATION IN PROCESS, Section 2.5
- DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- SSA FINAL NONCONFIRMATION, Section 4.1

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

REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

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

3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

When the information submitted in E-Verify does not initially match records available to DHS, the case will result in a 'DHS Tentative Nonconfirmation (TNC).' A DHS TNC result 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 case can result in a DHS TNC 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 the employee's 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

The employer must promptly notify the employee of the 'DHS Tentative Nonconfirmation (TNC)' case result and discuss the results with the employee in a private setting.

The employer must allow the employee to choose whether to contest the case result. In either case, the employee acknowledges his or her decision on the DHS TNC Further Action Notice. Employees who choose to contest a DHS TNC are responsible for contacting DHS within eight 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 DHS TNC, the employer may terminate employment with no civil or criminal liability as noted in "Responsibilities of the Employer," Article II, Section A, paragraph 8 of the MOU. If the employee chooses not to contest the DHS TNC, the case automatically becomes a Final Nonconfirmation, the employer may close the case in E-Verify and the employer can terminate employment without penalty. For more information, see Section 4.2 'Close Case.'

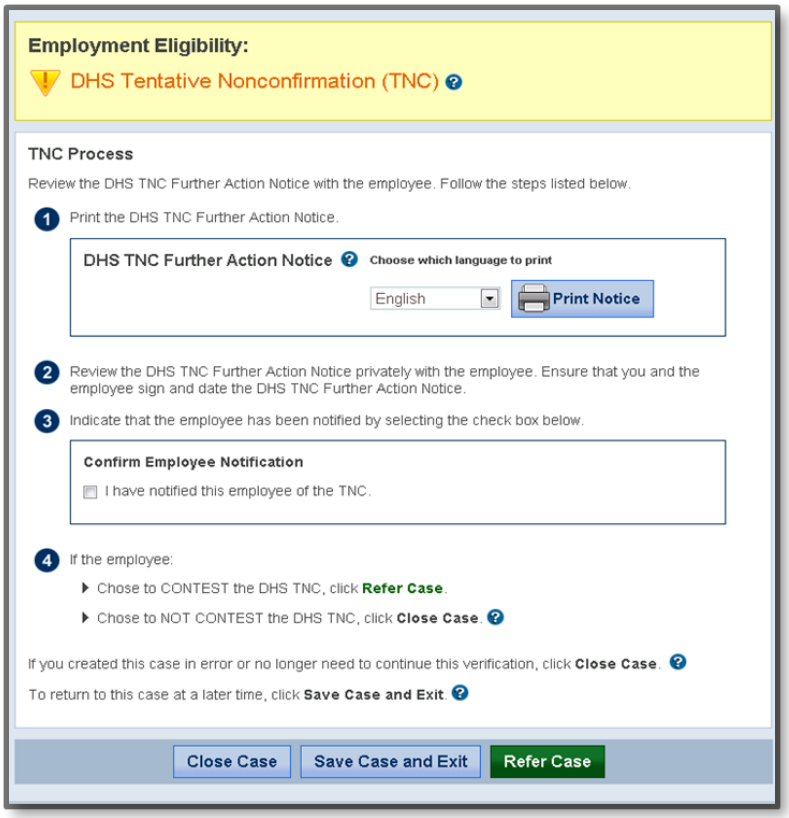
To notify an employee of the DHS TNC case result, follow the steps outlined in the 'Notify Employee of DHS TNC - Process Overview.'

NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

- Receive DHS TNC case result.

- Click 'Continue.'

NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW



- 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.'
- 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.

  Read the DHS TNC Further Action Notice to the employee if he or she cannot read. If the employee does not speak English as his or her primary language or has a limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'

  IMPORTANT: You may provide the DHS TNC Further Action Notice to the 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 'Confirm Employee Notification' box.

The employer must confirm whether the employee decided to contest or not contest the DHS TNC by following the steps in the 'Confirm Employee Decision – Process Overview.'

NOTIFY EMPLOYEE OF DHS TNC SUMMARY

EMPLOYER ACTION

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

CONFIRM EMPLOYEE DECISION SUMMARY

EMPLOYER ACTION

- Instruct the 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 to the employee a copy of signed DHS TNC Further Action Notice in English (and a translated version, if appropriate)
- Keep the original signed DHS TNC Further Action Notice on file with Form I-9
- Take next action based on the employee's decision to contest or not contest DHS TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed 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 the DHS TNC must contact DHS within eight Federal Government working days to begin resolving the TNC. The employer must

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

If the employer fails to match photos during E-Verify photo matching, a photo mismatch TNC may result. A photo mismatch TNC requires the employer to take an additional step but follows the same requirements of any TNC. If the employee chooses to contest the photo mismatch TNC, the employer must refer the employee to DHS and 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.

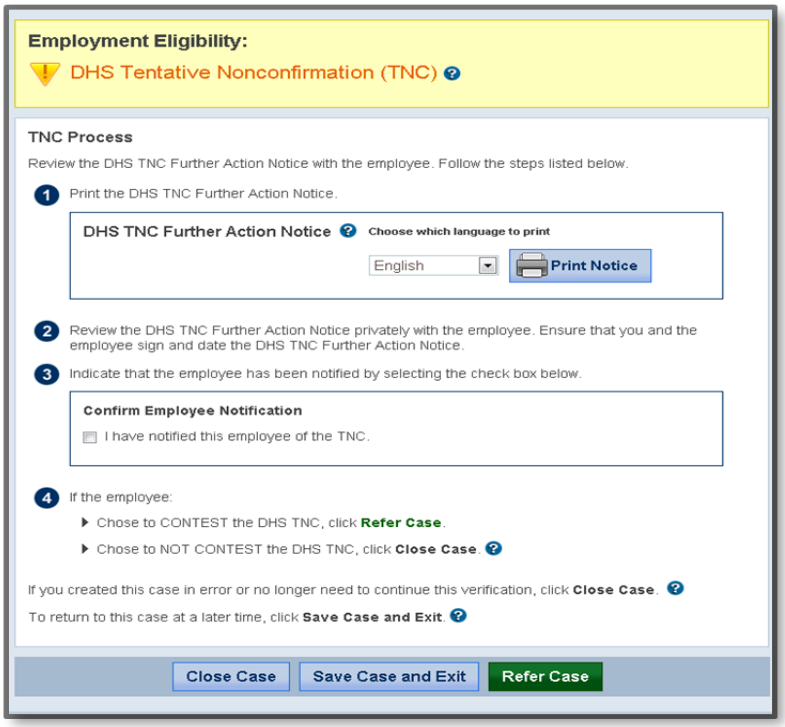
Follow the steps outlined in 'Refer Employee to DHS – Process Overview' to complete the TNC process.

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 eight 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 4.2 'Close 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

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

electronic copy or send a paper copy by selecting one of the following:

- Scan and attach copy of Employee's Photo Document

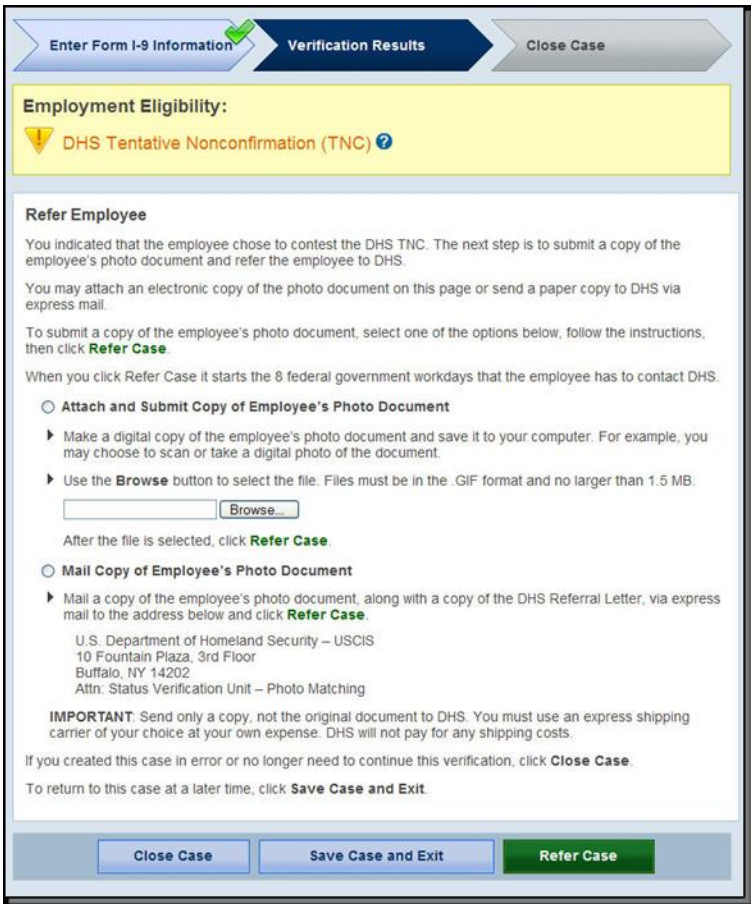
OR

- 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.

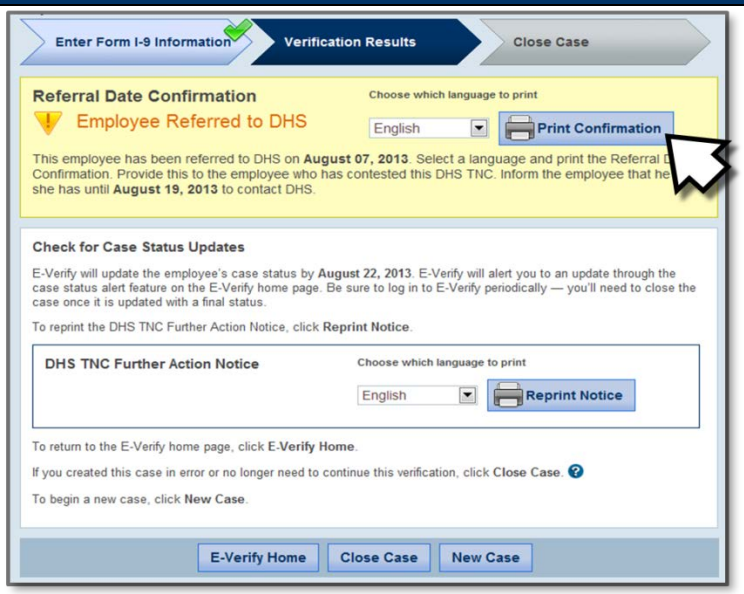


- Select the Referral Date Confirmation in either English or Spanish and Click 'Print Confirmation.'
- Provide the Referral Date Confirmation to the employee.

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

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

REFER EMPLOYEE TO DHS – PROCESS OVERVIEW



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

- EMPLOYMENT AUTHORIZED, Section 2.4
- DHS FINAL NONCONFIRMATION, Section 4.1
- 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 the case result sections throughout this manual.

REFER EMPLOYEE TO DHS SUMMARY

EMPLOYER 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, provide it to the employee and attach a copy to the employee's Form I-9
  - Check E-Verify for case result updates and follow steps based on case result provided

EMPLOYEE ACTION

- Contact DHS within eight Federal Government working days
- Follow DHS instructions for the next steps

3.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

An 'SSA or DHS Case in Continuance' status indicates that the employee has visited an 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. Employers should check E-Verify periodically for case result updates. The employer may not terminate or take adverse action against an employee because of the TNC while SSA or DHS is reviewing the employee's case.

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

For DHS CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.4
- DHS FINAL NONCONFIRMATION, Section 4.1

For SSA CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.4
- SSA FINAL NONCONFIRMATION, Section 4.1
- REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2
- DHS VERIFICATION IN PROCESS, Section 2.5

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

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

CASE IN CONTINUANCE SUMMARY

EMPLOYER ACTION

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

EMPLOYEE ACTION

- NONE

4.0 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.

4.1 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 DHS. See Section 2.4.
SSA or DHS Final Nonconfirmation	E-Verify cannot confirm an employee's employment eligibility after the employee visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within eight 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. A new case must be created 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. Employers must close the case once an 'SSA or DHS Final Nonconfirmation' has been provided.

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 "Responsibilities of the Employer," Article II, Section A, paragraph 8 of the MOU.

SSA/DHS FINAL NONCONFIRMATION SUMMARY

EMPLOYER ACTION

- Receive 'SSA or DHS Final Nonconfirmation' case result
- Close case

EMPLOYEE ACTION

- NONE

DHS NO SHOW

A 'DHS No Show' case result indicates that the employee did not contact DHS within eight Federal Government working days and is considered a Final Nonconfirmation. Employers must close E-Verify cases when they receive a Final Nonconfirmation.

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

DHS NO SHOW SUMMARY

EMPLOYER ACTION

- Receive 'DHS No Show' case result
- Close case

EMPLOYEE ACTION

- NONE

ERROR: CLOSE CASE AND RESUBMIT

If the expiration date 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 processing of the case cannot continue.

Because document information for a case that has already been submitted cannot be changed, the case must be closed and a new case created with correct information. The employer should select the closure statement option: 'The case is invalid because the data entered is incorrect' and close this case. Now the employer 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 can confirm the employment eligibility of this employee once the new case is created and the correct document expiration date has been entered.

ERROR: CLOSE CASE AND RESUBMIT SUMMARY

EMPLOYER ACTION

- Receive 'Error: Close Case and Resubmit' case result
- Close case using closure statement option: '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

EMPLOYEE ACTION

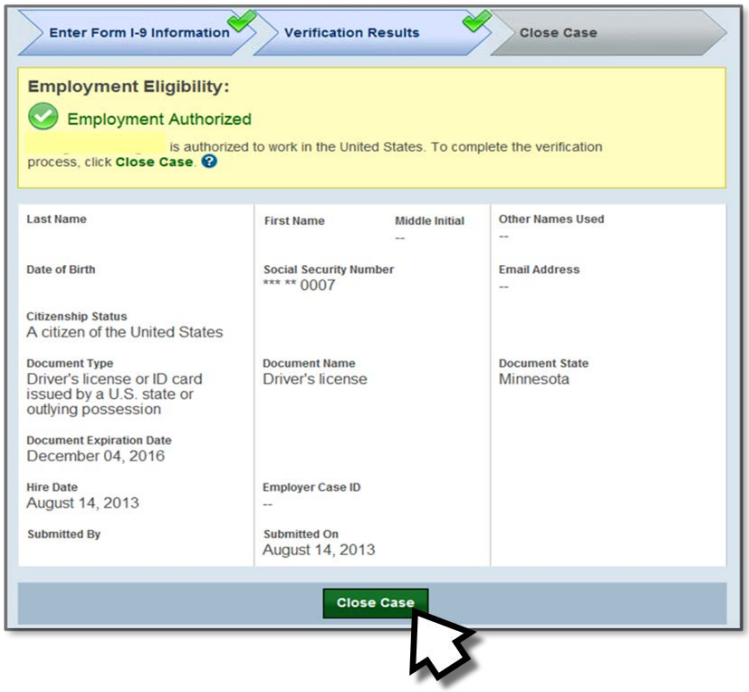
- If necessary, provide employer with unexpired U.S. Passport, Passport Card or driver's license

4.2 CLOSE CASE

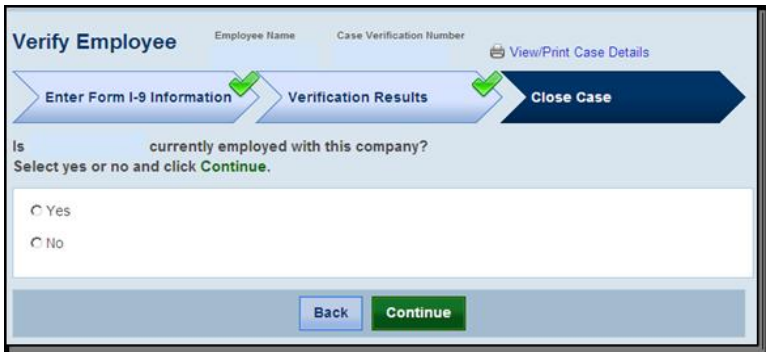
To properly complete the E-Verify process, employers must close EVERY case they create. There are 11 case closure statements. To assist employers in making the correct choice and to reduce the number of options, E-Verify requires employers to state whether the employee is still employed. To close a case,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

CLOSE CASE – PROCESS OVERVIEW

- Click 'Close Case.'



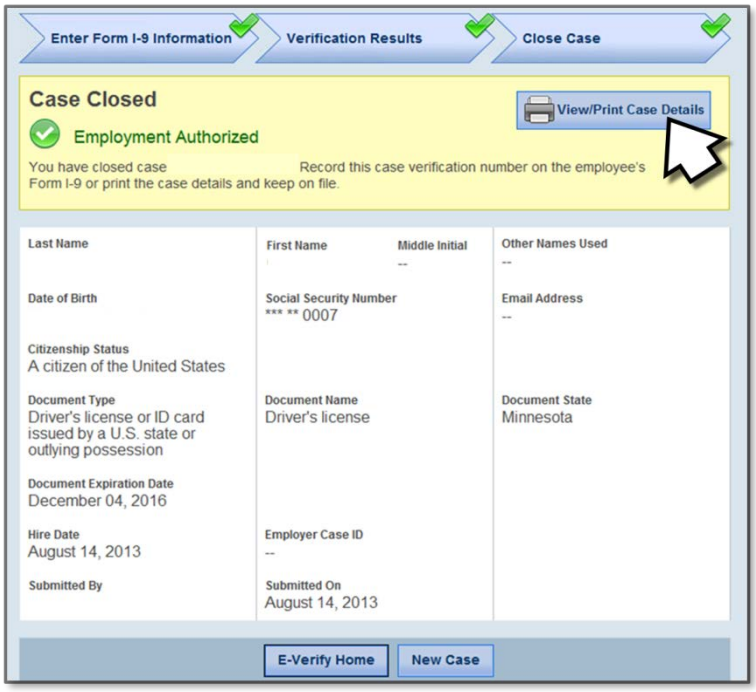
- Next, indicate whether the employee is still employed. Select yes or no and click 'Continue.' Your response to the question: "Is (employee's name) currently employed with this company?" will determine which case closure statement options will appear on the next screen.



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

CLOSE CASE – PROCESS OVERVIEW

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



- This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. To close a case, select one of the case closure statements. E-Verify will present only the statements that are relevant to each case because not all of the case closure statements apply to every situation.

NOTE – CLOSE CASE

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

- If the employee did not contest a Tentative Nonconfirmation (TNC) or 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, select 'No.'

- If the employee has accepted a job offer, but has not yet started work and received a TNC but decided not to contest, or received a Final Nonconfirmation, the employer

should decide whether to allow the employee to start work. If the employer decides to:

- Allow the employee to start work as planned, select 'Yes.'
- Terminate the employee's employment offer, 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.

- **This case is being closed because of technical issues with E-Verify.**

  This case is being closed because of technical issues with E-Verify. E-Verify was unable to process this case due to a technical issue. The employer is closing this case and needs to create a new case.

- **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

EMPLOYER ACTION

- Click '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 completed

EMPLOYEE ACTION

- NONE

4.3 CASE ALERTS

Case alerts are found at the bottom of the home page which is available when a user logs in to E-Verify. The purpose of this feature is to bring attention to cases that need action and provide the following information:

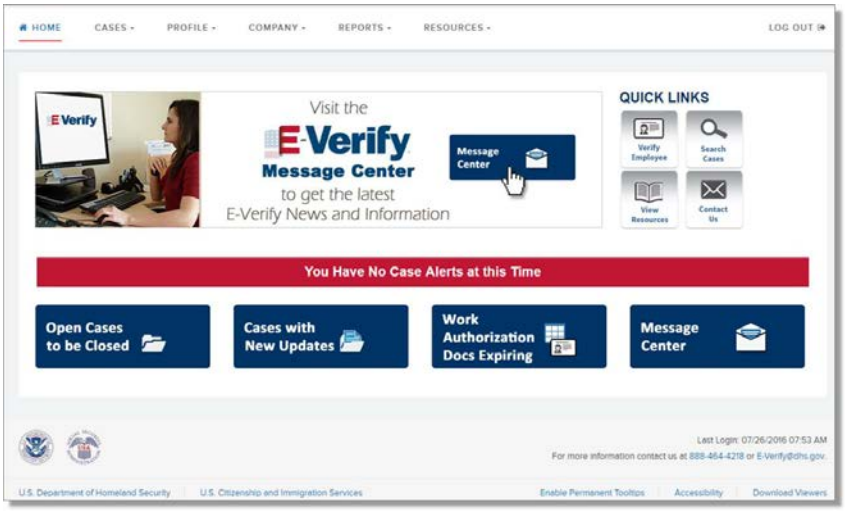
- Open Cases to be Closed
- Cases with New Updates
- Work Authorization Documents Expiring

The E-Verify home page indicates the number of cases that require 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 navigation menu in E-Verify. Follow the steps outlined in the ‘Case Alerts-Process Overview’ to use the case alerts feature.

CASE ALERTS – PROCESS OVERVIEW

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



- E-Verify user home page display with case alerts.

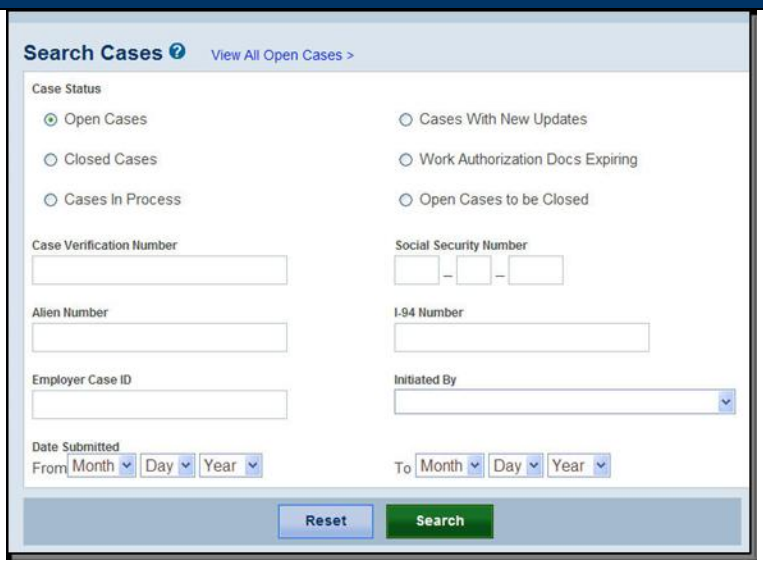
- Click on the alert requiring your attention to access your case alert(s).

Case alerts can also be accessed:

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

- Determine your search criteria and click 'Search.'

CASE ALERTS – PROCESS OVERVIEW



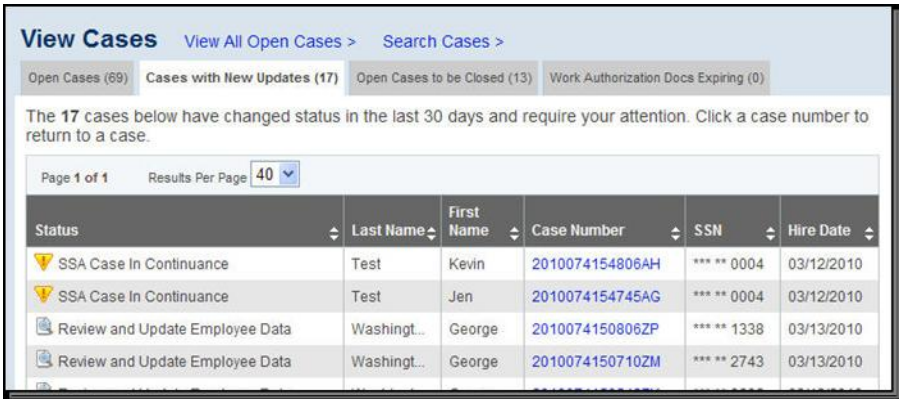
OPEN CASES TO BE CLOSED

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. This case alert is an easy way to manage these cases.



WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' case alert is a notification that an employee's Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94) document is expiring. This alert is intended as a reminder to reverify the employee by completing Section 3 of Form I-9. However, E-Verify should not be used for reverification, so do not use E-Verify to create a new case.

Because 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 expiration dates will not activate this case alert.

5.0 CASE REPORTS

There are five types of case reports available in E-Verify for persons or entities who are enrolled as employers. 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

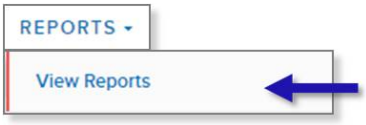
REPORT	DESCRIPTION
Corporate Overview of Pilot Usage	This report displays the number of cases created by the employer within a federal government fiscal year, which begins October 1 and ends September 30 of the following calendar year. If the employer has not created any cases during the fiscal year, a report will 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 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 program administrators and general users, but a general user cannot view user information for other users.

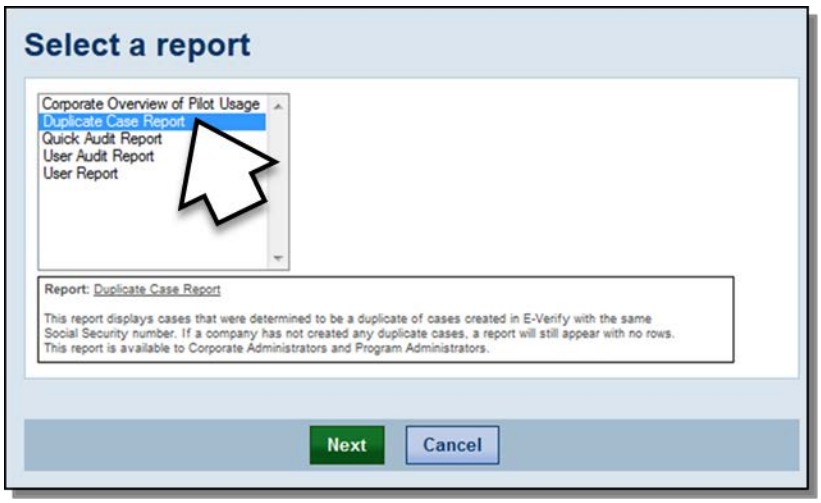
To create a Report,' see 'Report Process Overview.'

REPORTS PROCESS OVERVIEW

- Select 'View Reports' from 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.

6.0 ACCOUNT ADMINISTRATION

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

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

6.1 USER ROLES

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

Every employer account must have at least one program administrator who provides support for the general user and manages the company profile. Employers 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	CREATE CASES
Program Administrator *(at least one required)*	X	x	x	x	x
General User *(optional)*		x	x		x

6.2 USER ID AND PASSWORD CREATION

Program administrator can add users in E-Verify. 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
This is an acceptable password:
IL!keH2o
At least 8 characters in length
An uppercase letter
A lowercase letter
A special character
A number

E-Verify automatically prompts users to create a new password every 90 days. However, users who think their password has been compromised should change it immediately. After creating a new password, E-Verify will prompt the user to confirm or update his or her email address and phone number.

If a user attempts to log in with an incorrect password three 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 '**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.

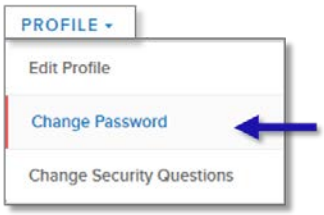
If you are unsuccessful at resetting your password with the automatic system, contact your program administrator. If your program administrator is not available contact E-Verify Customer Support at 888-464-4218.

CHANGE YOUR PASSWORD

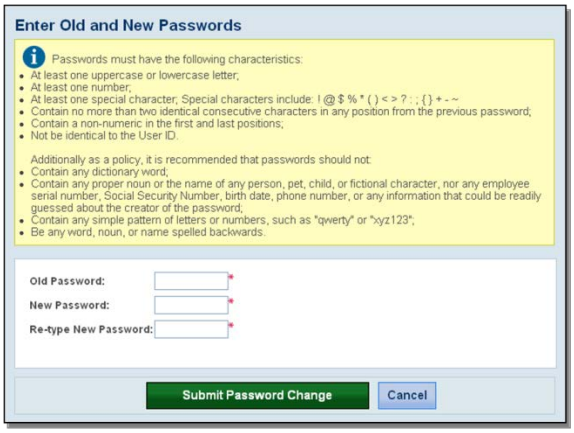
Users who suspect their password was compromised should change it immediately. To change a password, follow the steps in the 'Change Password – Process Overview.'

CHANGE PASSWORD – PROCESS OVERVIEW

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



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



- Click 'Submit Password Change.'

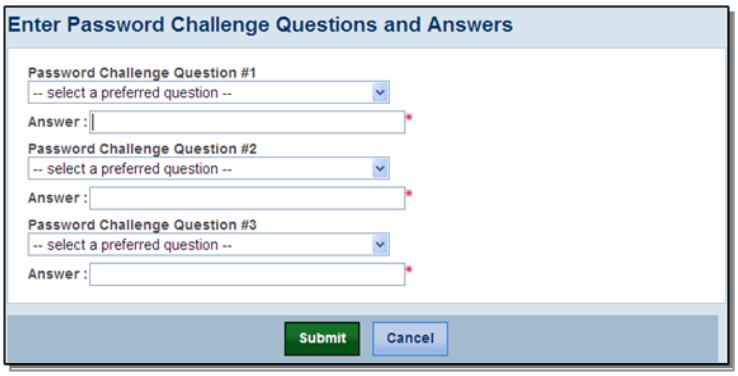
CHANGE SECURITY QUESTIONS

Users can set security questions to allow them to reset their passwords. When a user logs into his or her E-Verify account for the first time, E-Verify will automatically prompt the user to complete these questions. Users who need to change their security questions should follow the steps in 'Change Security Questions – Process Overview.'

CHANGE SECURITY QUESTIONS – PROCESS OVERVIEW

- From '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.



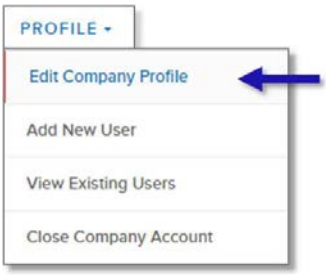
- Click 'Submit.' A confirmation message will be displayed.

6.3 UPDATE USER PROFILE INFORMATION

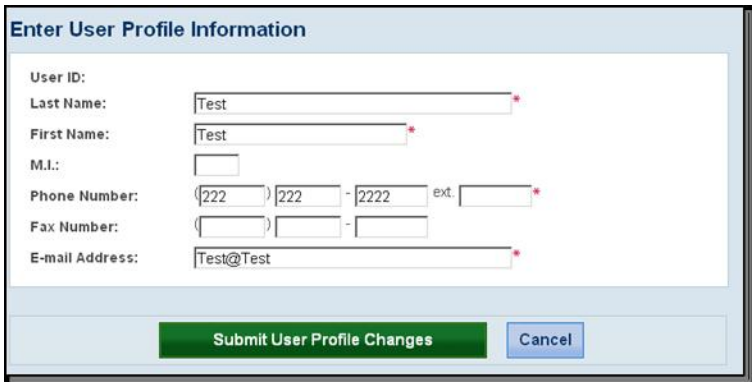
Every E-Verify user has a profile that includes his or her name, telephone number, fax number and email address. Users should update this information whenever necessary using the 'Edit Profile' link. To update this information follow the steps outlined in the 'Edit Profile – Process Overview.'

EDIT PROFILE – PROCESS OVERVIEW

- From '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 the user's profile information will be displayed.



- 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.

7.0 COMPANY – PROGRAM ADMINISTRATORS

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

- Add general users
- Add other program administrators
- Change or update company profile information
- Terminate participation in E-Verify

7.1 ADD NEW USER

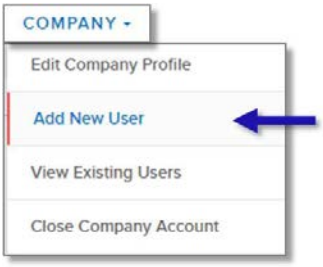
Only program administrators can add E-Verify users. To add an additional user, the program administrator must provide the user's name, phone number, fax number (optional) and email address.

If a user leaves the employer 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 User Account – Process Overview' in Section 7.2.

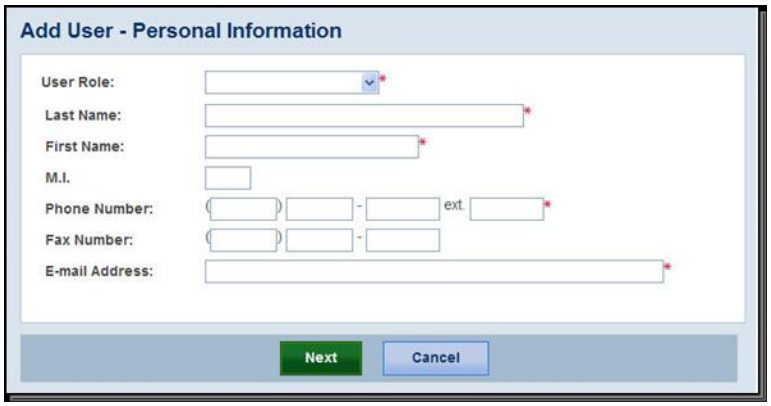
Program administrators who need to add a new E-Verify user should see 'Add New User - Process Overview.'

ADD NEW USER – PROCESS OVERVIEW

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

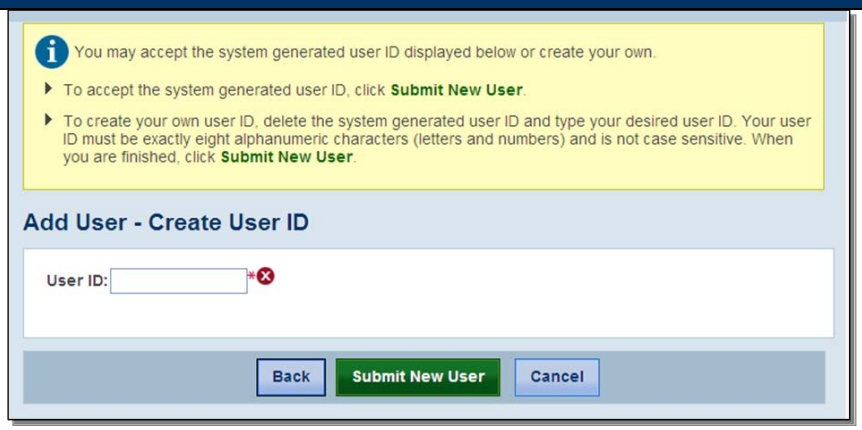


- Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and email address and click 'Next.'



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

ADD NEW USER – PROCESS OVERVIEW



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

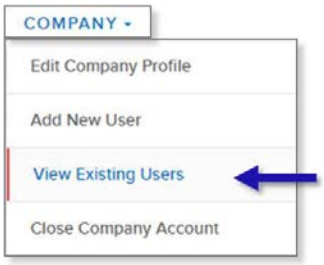
NOTE: Most people receive a confirmation email from E-Verify within a few minutes. Instruct the new user to check his or her email inbox as well as spam or junk mail folders. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

7.2 VIEW EXISTING USERS

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

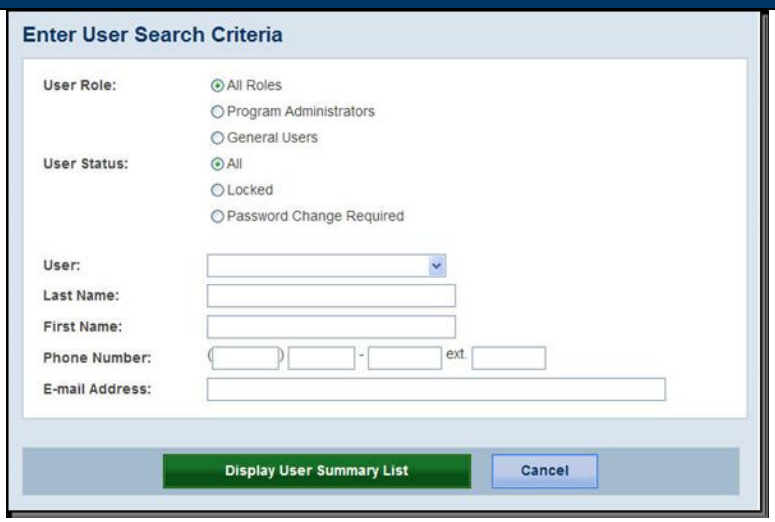
VIEW EXISTING USERS – PROCESS OVERVIEW

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

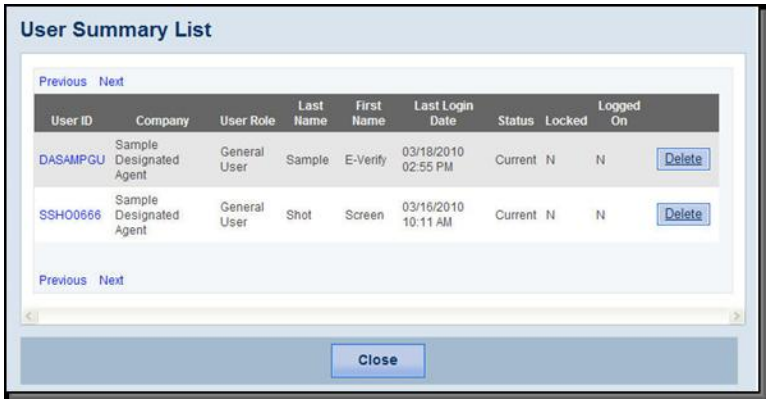


- Search for a user using the criteria displayed in each field. You can enter a partial name and a percent sign (%) as a wildcard character.

VIEW EXISTING USERS – PROCESS OVERVIEW



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



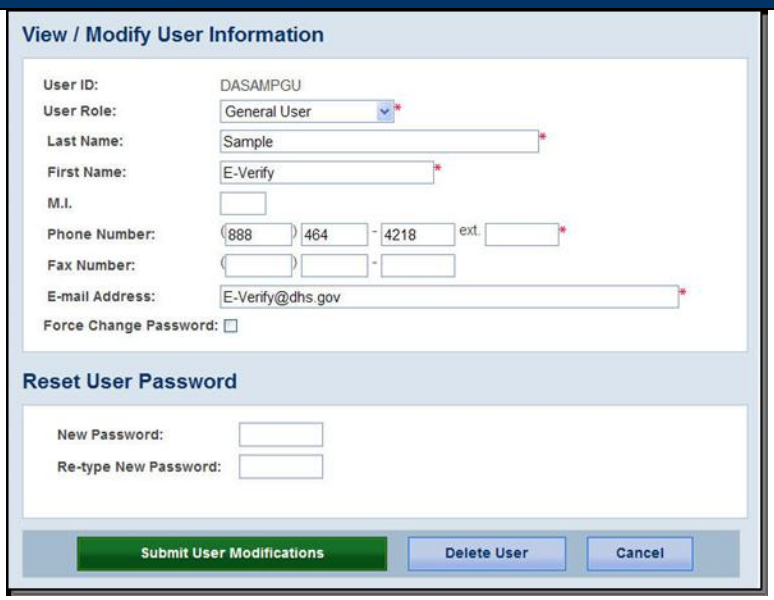
RESET USER'S PASSWORD

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

RESET USER'S PASSWORD – PROCESS OVERVIEW

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

RESET USER'S PASSWORD – PROCESS OVERVIEW



- 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 the 'Delete Users – Process Overview.'

DELETE USERS – PROCESS OVERVIEW

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

OR

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

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

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

7.3 EDIT COMPANY PROFILE

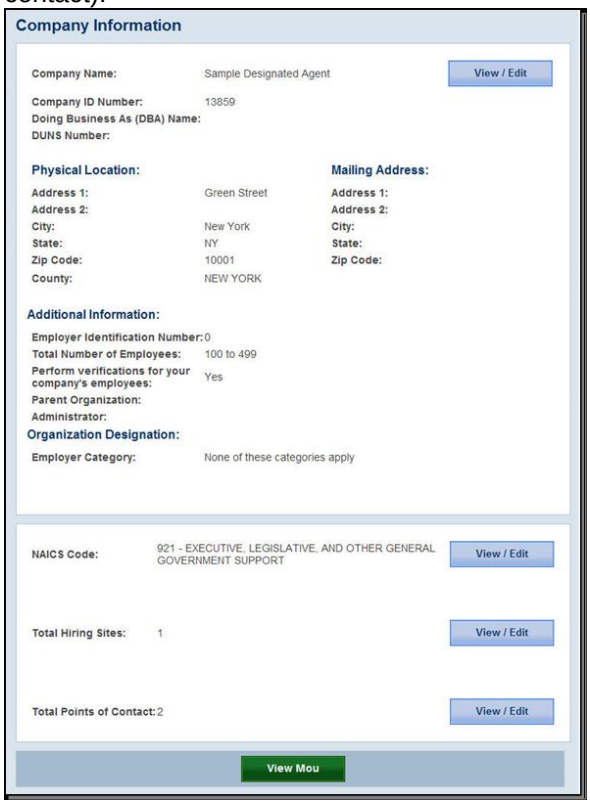
To update employer information in E-Verify, complete the steps in the 'Edit Company Profile – Process Overview.' Users may also view the MOU between E-Verify and the employer.

Once a program administrator has updated the employer's 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 '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).



- 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 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. Employers should keep their company information page up-to-date. If E-Verify ever needs to contact the employer, it will be helpful to have current contact information. For additional information on each field, see the 'Company Information – Overview.'

NOTE: The information on the E-Verify MOU cannot be changed after the enrollment process is complete. Any company information updated in E-Verify will not change the employer's original electronically signed MOU.

COMPANY INFORMATION – OVERVIEW

FIELD NAME	DESCRIPTION
Company Name	Name of employer enrolled in E-Verify.
Physical Location	Location where the employer creates E-Verify cases.
Mailing Address	Employer's mailing address. If this address is different from the physical location.
Additional Information	Additional information about the size of the employer 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	Employers may link their employer accounts to a corporate administrator account (also called an E-Verify corporate account). This gives the employer's corporate administrator access to its employer or E-Verify employer agent account profile, user administration and reports that contain case information. Link the account only if you have been instructed to do so by your corporate administrator.
Organization Designation	The category that identifies the employer as a Federal, State or local government organization or a federal contractor with the FAR E-Verify clause in their federal contract, if applicable.

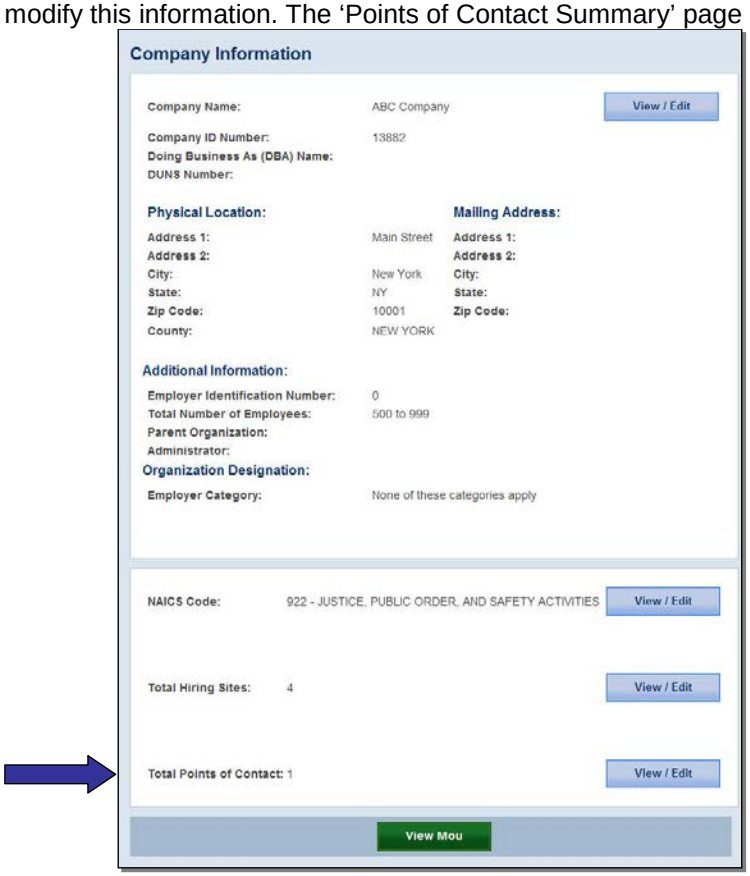
UPDATE POINTS OF CONTACT

Every employer must have at least one person assigned as a point of contact for E-Verify issues. Program administrators added during account enrollment are automatically assigned as points of contact. To update the point of contact, see the 'Update Points of Contact – Process Overview.'

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW

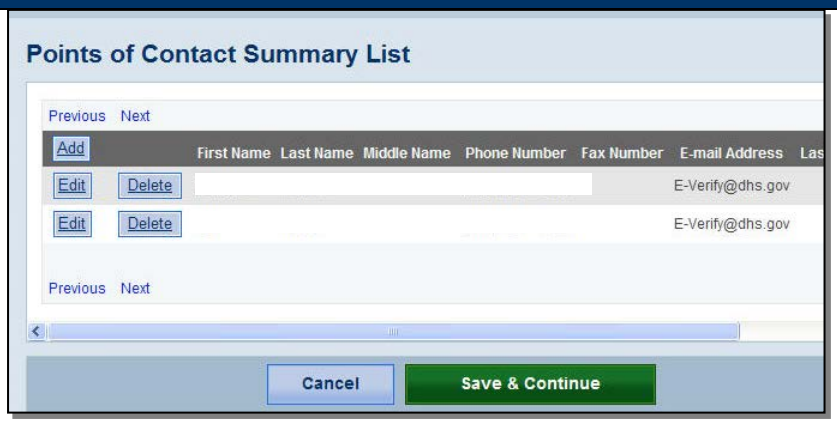
- From 'Company,' select 'Edit Company Profile.'

- 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.



- 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.

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW



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

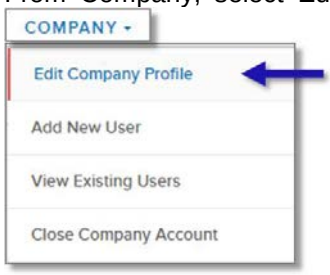
UPDATE NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) INFORMATION

The NAICS code classifies employers by industry. During enrollment the employer selects the NAICS code. If the employer'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.'

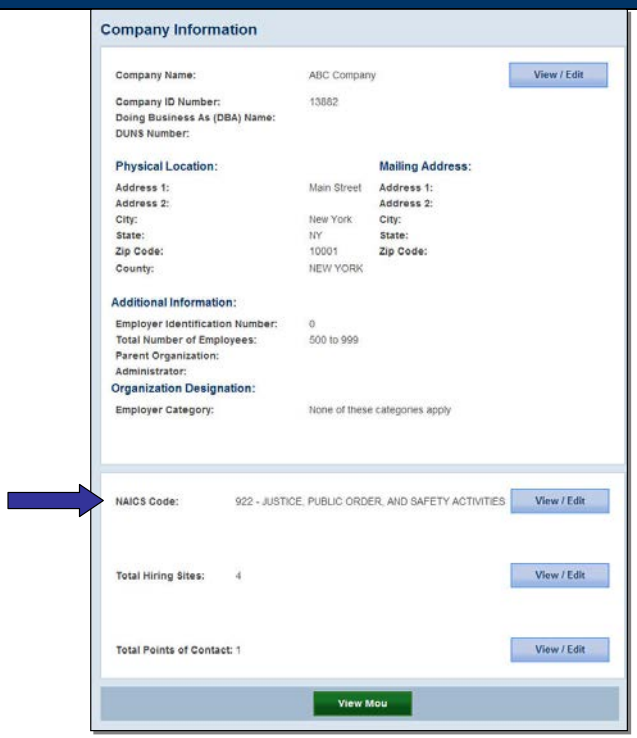
UPDATE NAICS CODE – PROCESS OVERVIEW

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

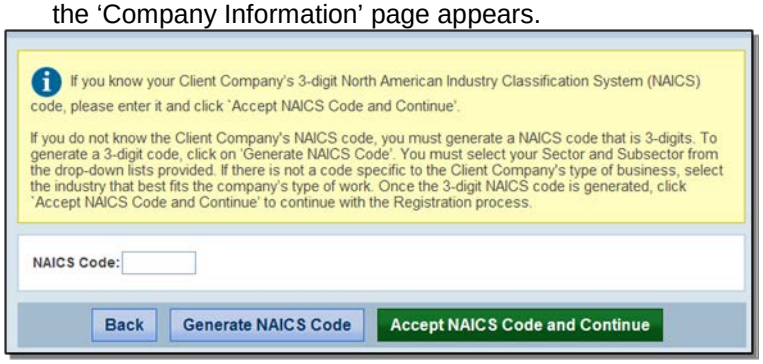


- Click 'View/Edit' in the NAICS section of the 'Company Information' page.

UPDATE NAICS CODE – PROCESS OVERVIEW



- 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 employer's NAICS code:
  - Click 'Generate NAICS Code.'
  - Select the appropriate sector and subsector from the drop-down list. As the program administrator proceeds from page to page, the corresponding NAICS code appears in the 'NAICS Code' field.
  - Select the appropriate category for the employer from each list that appears.
  - Click 'Accept NAICS Code and Continue.' Once you have accepted the final subsector, the 'Company Information' page appears.



ADD NEW HIRING SITE(S)

A hiring site is the location where 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 an employer will create

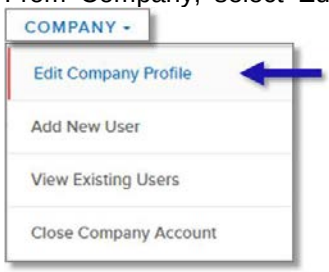
an E-Verify case for every newly hired employee who is hired and completes a Form I-9 at that site.

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.

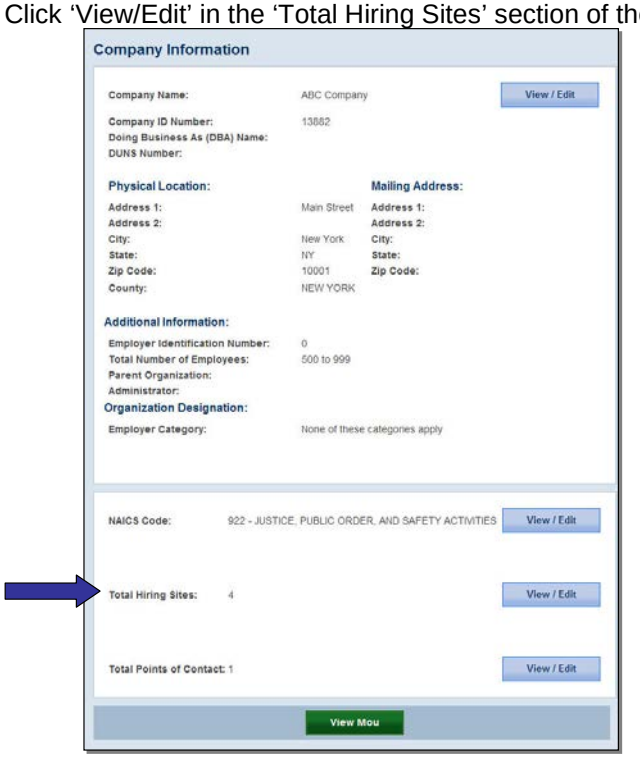
To add a new state where the employer will have participating hiring sites, see the 'Add New State Hiring Site - Process Overview.'

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

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



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



- 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, then click 'Update.'
- To edit the number of participating 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 then 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.'

ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

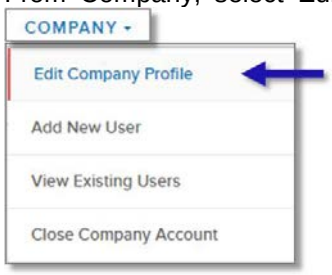
- Click 'Next' to submit modifications and return to the 'Company Information' page.

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 'Company,' select 'Edit Company Profile.'



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

- 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, employers can update their information in E-Verify to reflect any changes. Employers who need to provide proof of their enrollment in E-Verify may print a copy of their company's information page as proof of their updated information.

REMINDER

✱ Employers should update their E-Verify account information to reflect any changes.

7.4 TERMINATE COMPANY PARTICIPATION

Participation in E-Verify may be terminated voluntarily by employers. To terminate participation, a program administrator, corporate administrator, the signatory of the MOU, or an authorized employer representative must submit a termination request no later than 30 days in advance of the date the employer would like to close its account. Employers may request termination electronically through E-Verify (see 'Terminate Company Account – Process Overview') or by submitting a written termination notice by email to E-Verify@dhs.gov. E-Verify employer agents should review the 'Supplemental Guide for E-Verify Employer Agents' for more information on company account termination.

In accordance with the MOU, Employers must continue to use E-Verify during this 30 day period or until they receive an email confirming that the account is terminated, whichever is sooner. Employers are required to close all open E-Verify cases, even after the request to terminate the E-Verify account is made.

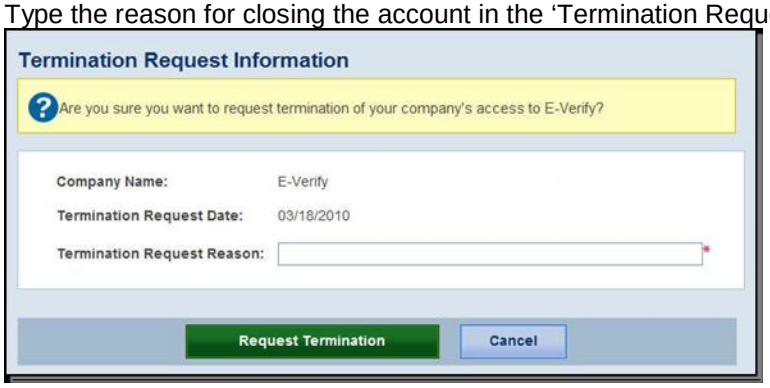
IMPORTANT: Once an account is terminated, all access to the account and its associated records is lost. To preserve the records from an E-Verify account, see Section 5.0 to create and retain a user audit report before the account is terminated. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

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

TERMINATE COMPANY PARTICIPATION – PROCESS OVERVIEW

- From 'Company,' select '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 request to terminate participation in the program.
- You will receive an email confirming that the client's account is terminated.

REMINDER

- If the employer has more than one E-Verify employer account and wishes that all accounts be terminated, the employer must make separate requests to terminate each employer account before they will all be closed.

Employers who submitted a termination request by mistake should contact E-Verify Customer Support at 888-464-4218 for assistance.

8.0 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, USCIS suggests that employers bookmark or save the websites as 'favorites' for easy access to them in the future.

E-VERIFY RESOURCES	URL
E-Verify Public Website • 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 • Website for initial employer enrollment	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators • User access to E-Verify	https://e-verify.uscis.gov/emp
E-Verify Access for E-Verify Employer Agents • User access to E-Verify	https://e-verify.uscis.gov/esp

E-VERIFY CONTACT INFORMATION	
E-Verify Customer Support E-Verify Customer Support is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. Eastern Time to 5 p.m. Pacific Time, except on federal holidays	
For E-Verify Employer Agents:	888-464-4218 877-875-6028 (TTY) E-VerifyEmployerAgent@dhs.gov

E-VERIFY CONTACT INFORMATION	
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
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act
INA	Immigration and Nationality Act of 1952
IRCA	Immigration Reform and Control Act of 1986
MOU	Memorandum of Understanding
NAICS	North American Industry Classification System
OSC	Office of Special Counsel for Immigration Related Unfair Employment Practices
PDF	Portable Document Format
SSA	Social Security Administration
SSN	Social Security number
TNC	Tentative Nonconfirmation
USCIS	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.

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 Card.

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 clearly display the notice in English and Spanish. Employers may also display the posters in other languages provided by DHS. This notice is available in the 'Essential Resources' section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 800-255-8155 or 800-237-2515 (TTY) or visit OSC's website at http://www.justice.gov/crt/about/osc.

Arrival/Departure Record (Form I-94 or I-94A)
A document issued to 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 ten 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.'

Corporate Administrator
This is a type of user who can only use E-Verify to manage multiple employer accounts. Corporate administrators cannot create and manage E-Verify cases.

D

DHS No Show

When an employee decides to contest a Tentative Nonconfirmation (TNC), once the employer refers the case in E-Verify, the employee has eight Federal Government working days to contact DHS and resolve the mismatch. If the employee does not contact DHS, E-Verify will automatically change the employee's case status to 'DHS No Show' after ten Federal Government working days have passed since the case was referred.

"DHS No Show" is the E-Verify case result when the employee did not contact the U.S. Department of Homeland Security (DHS) to resolve his or her case and ten

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 confirmed.

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

Form I-9, Employment Eligibility Verification
The form employers 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 from November 28, 2009 to November 27, 2011 and use the standard Form I-9 for employees 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 in "Responsibilities of the Employer," Article II, Section A paragraph 8 of the MOU.

Further Action Notice
A notice generated from E-Verify that the employer must give 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 eight Federal Government working days with this notice to initiate resolution of the 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, Employment Eligibility Verification.

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 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 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 for either two years or ten 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 issues. 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.

Program Administrator
This user type can create user accounts, 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 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. 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 (DHS) jointly manage the E-Verify program.

Social Security Administration (SSA) Referral
After an employee is advised of an 'SSA Tentative Nonconfirmation (TNC)' and has signed the 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
An individual with a corporate administrator, program administrator or general user account assign to them for use of E-Verify.

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

V

Verification location
A verification location is where E-Verify users take the information from an employee's Form I-9 to create a case in E-Verify.

W, X, Y, Z