



# User Manual

For Employers

*May 2011*



U.S. Citizenship  
and Immigration  
Services

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## 1.0 INTRODUCTION

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

For the purpose of this manual, the term 'employer' means any U.S. company, corporation or business entity that is required to complete Form I-9, Employment Eligibility Verification (referred to hereafter as Form I-9) including any company employee with an E-Verify user account.

This section introduces the background and overview, 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 initiate an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), the U.S. Citizenship and Immigration Services operates the E-Verify program, previously referred to as Basic Pilot. E-Verify implements the legal requirements in the Illegal Immigration Reform and Immigrant Responsibility Act by allowing any U.S. employer to verify the employment eligibility of all its newly hired employees.

E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause and employers in certain states.

E-Verify is an Internet-based system operated by DHS in partnership with SSA that allows participating employers to electronically verify the employment eligibility of their newly hired employees.

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

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

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

**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](http://www.uscis.gov/E-Verifyselfcheck).

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

## 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 user.



Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218. Area 1 also includes a quick shortcut to begin the verification process. By clicking the green 'Verify Employee' button, you will begin the verification process.

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

Area 3 contains E-Verify navigation options which are identified in the 'Area 3 Navigation Overview.' Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page to enter information. Each user's menu option is based on his or her assigned user role. For more information, see Section 1.4.

AREA 3 NAVIGATION OVERVIEW	
LINK	INFORMATION
<b>My Cases</b>	<ul style="list-style-type: none"> <li>▶ New Case</li> <li>▶ View Cases</li> <li>▶ Search Cases</li> </ul>
<b>My Profile</b>	<ul style="list-style-type: none"> <li>▶ Edit Profile</li> <li>▶ Change Password</li> <li>▶ Change Security Questions</li> </ul>
<b>My Company</b> (Only program administrators have these options)	<ul style="list-style-type: none"> <li>▶ Edit Company Profile</li> <li>▶ Add New User</li> <li>▶ View Existing Users</li> <li>▶ Close Company Account</li> </ul>
<b>My Reports</b>	<ul style="list-style-type: none"> <li>▶ View Reports</li> </ul>
<b>My Resources</b>	<ul style="list-style-type: none"> <li>▶ View Essential Resources</li> <li>▶ Take Tutorial</li> <li>▶ View User Manual</li> <li>▶ Contact Us</li> </ul>

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

## ESSENTIAL RESOURCES

'View Essential Resources' under 'My 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
<b>E-Verify Essentials</b>	<ul style="list-style-type: none"> <li>▶ E-Verify Participation Poster</li> <li>▶ Right to Work Poster</li> <li>▶ E-Verify User Manual</li> </ul>
<b>E-Verify Notices</b>	<ul style="list-style-type: none"> <li>▶ Blank 'Notice to Employee of Tentative Nonconfirmation,' 'Referral to the U.S. Department of Homeland Security' and 'Referral to the Social Security Administration' available in nine languages</li> </ul>

<b>Form I-9 Resources</b>	<ul style="list-style-type: none"> <li>▶ The latest version of Form I-9 in English and Spanish</li> <li>▶ The 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)'</li> </ul>
<b>Memorandums of Understanding (MOU)</b>	<ul style="list-style-type: none"> <li>▶ Blank copy of the most recent version of the MOU</li> </ul>
<b>Resources for Employers</b>	<ul style="list-style-type: none"> <li>▶ Websites and links to Web pages of particular interest to employers participating in E-Verify</li> </ul>
<b>Select Press Releases and Other Guidance</b>	<ul style="list-style-type: none"> <li>▶ Information on photo standards, document guides and announcements related to employment documents</li> </ul>

### 1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

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

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



E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. local time  
Telephone: 888-464-4218 E-mail: [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

If your company is enrolled and you need information about how to add additional users or about their functions, see Section 6.0.

ENROLLMENT VS. REGISTRATION OVERVIEW		
	Enrollment	Registration
<b>Who</b>	Companies enroll in E-Verify to participate in the program.	Program administrators register new users in E-Verify who are then able to create cases.
<b>How</b>	Visit the E-Verify enrollment website at <a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a>	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.
<b>Why</b>	Companies enroll to verify employment eligibility of employees.	Most enrolled companies have different people who use E-Verify to create cases. There is no limit on the number of users an enrolled company can register to create cases.

To participate in E-Verify, each company must enroll online via any Internet-capable computer using a Web browser of Internet Explorer 5.5, Netscape 4.7 or higher (with the exception of Netscape 7.0) or Mozilla Firefox 1.0 or higher.

Employers must read and accept the electronic 'E-Verify Memorandum of Understanding for Employers (MOU)' which details the responsibilities of the Social Security Administration (SSA), the U.S. Department of Homeland Security (DHS) and the employer. The MOU is signed electronically by the employer during enrollment. However, all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this manual. It is your company's responsibility to ensure that your users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both the company and the user.

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

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

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

ACCESS METHOD OVERVIEW	
ACCESS METHOD	EXPLANATION
<b>Employer Access</b>	<p><b>My company plans to use E-Verify to verify its employees.</b></p> <p>Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees and/or employees assigned to a covered federal contract.</p>
<b>E-Verify Employer Agent Access</b>	<p><b>My company plans to use E-Verify on behalf of its clients to verify their employees.</b></p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other companies to verify the employment eligibility of their newly hired employees and/or employees assigned to a covered federal contract. For more information, visit <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>.</p>
<b>Corporate Administrator Access</b>	<p><b>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</b></p> <p>Corporate administrator access is used only for managing multiple employer accounts and doesn't allow corporate administrator users to create and manage E-Verify cases. For more information, visit <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a>.</p>



<b>Web Services Access for Employers</b> <b>-or-</b> <b>Web Services Access for E-Verify Employer Agents</b>	<b>My company plans to develop its own software to access E-Verify.</b>  The Web services access method requires a company to develop software that interfaces with E-Verify to perform employment eligibility verifications of newly hired employees and/or employees assigned to a covered federal contract. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. If a company chooses this option, it is sent the Web services Interface Control Document. The Interface Control Document contains the information used to develop and test the software interface. Both employers and E-Verify employer agents are eligible to use this access method.
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## REMI NDER

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- \* Follow E-Verify procedures for ALL new hires while enrolled in E-Verify.
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## 1.4 OVERVIEW OF USER ROLES

Enrolled companies can provide their employees 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.'

General users and program administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. For more information on the specific functions of each user role, see Section 6.1.

USER ROLE OVERVIEW	
USER ROLE	PERMISSIONS
<b>Program Administrator</b> (at least one required)	A company must have at least one program administrator. The program administrator role includes functions of a general user. Permissions include: <ul style="list-style-type: none"> <li>• Registering new users</li> <li>• Creating user accounts for other program administrators and general users</li> <li>• Creating and managing cases</li> <li>• Viewing reports</li> <li>• Updating profile information for other program administrators and general users</li> <li>• Unlocking user accounts</li> </ul>
<b>General User</b> (optional)	A company can have as many general users as it desires but is not required to have general users. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. Permissions include: <ul style="list-style-type: none"> <li>• Creating and managing cases</li> <li>• Viewing reports</li> <li>• Updating his/her own user profile</li> </ul>

## 1.5 USER RULES AND RESPONSIBILITIES

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

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

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

### RULES AND RESPONSIBILITIES OVERVIEW

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

- ✓ Follow E-Verify procedures for each newly hired employee while enrolled/participating in E-Verify.
- ✓ Notify each job applicant of E-Verify participation.
- ✓ Clearly display both the English and Spanish 'Notice of E-Verify Participation' and the 'Right to Work' posters.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Ensure that Form I-9 'List B' identity documents have a photo (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.
- ✓ Obtain a Social Security number (SSN) from each newly hired employee on Form I-9.
- ✓ Provide each employee the opportunity to contest a tentative nonconfirmation (TNC).
- ✓ Allow each newly hired employee to start and continue working during the E-Verify verification process, even if he or she receives a TNC.
- ✓ Ensure that all personally identifiable information is safeguarded.

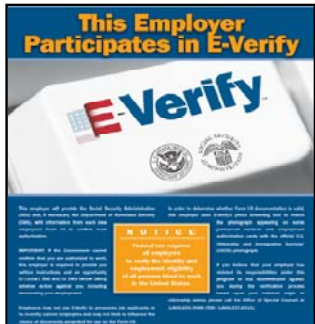

Employers participating in E-Verify **MUST NOT**:

- ✗ Use E-Verify to prescreen an applicant for employment.
- ✗ Check the employment eligibility of an employee hired before the company signed the E-Verify MOU.
- ✗ Take any adverse action against an employee based upon a case result unless E-Verify issues a final nonconfirmation.
- ✗ Specify or request which Form I-9 documentation a newly hired employee must use.
- ✗ Use E-Verify to discriminate against ANY job applicant or new hire on the basis

of his or her national origin, citizenship or immigration status.

- ✗ Selectively verify the employment eligibility of a newly hired employee.
- ✗ Share any user ID and/or password.

Upon enrollment, employers are required to clearly display both the English and Spanish 'Notice of E-Verify Participation' and 'Right to Work' posters; both are displayed below. These should be displayed in the most appropriate location for viewing by potential and current employees. Both notices are found in E-Verify after you log in under 'View Essential Resources' (Section 1.2). In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

E-VERIFY PARTICIPATION / ENROLLMENT NOTIFICATION	
<p><i>English &amp; Spanish</i> <b>Notice of E-Verify Participation</b></p>  <p><i>Provided by DHS</i></p>	<p><b>Right to Work Poster</b></p>  <p><i>Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices</i></p>

## 1.6 PRIVACY AND SECURITY STATEMENT

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

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

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

**PRIVACY GUIDELINES OVERVIEW**

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

**REMI NDER**

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

## 2.0 INITIAL VERIFICATION

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

Information from Form I-9 is entered into E-Verify and a case result is provided. Case results ultimately determine an employee's work eligibility. E-Verify will determine a case result based on information in SSA and DHS records. Case results can be initial, interim or final. Every case created in E-Verify receives a final case result before it is closed, and every case must be closed.

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

### 2.1 FORM I-9 AND E-VERIFY

All employers are required to complete Form I-9 no later than the third business day after the employee starts work for pay and keep a record of the form on file. This requirement does not change for employers enrolled in E-Verify. Employers enrolled in E-Verify have chosen to take the additional step of verifying that the employee's Form I-9 information matches government records thereby ensuring a legal workforce.

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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 left navigation menu; you will find the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274).'



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

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

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

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Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number on Form I-9 is usually voluntary; however, a Social Security number is required by employers who use E-Verify. Therefore all newly hired employees, including seasonal, temporary and rehires MUST have a Social Security number.

A case cannot be created in E-Verify without a Social Security number. If a newly hired employee has applied for but has not yet received his or her Social Security number (i.e., if he or she is a newly arrived immigrant), make a note on the employee's Form I-9 and set it aside. The employee should be allowed to continue to work. Once the employee receives a Social Security number, then you must create a case in E-Verify using the employee's Social Security number as soon as the Social Security number is available.



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

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, employers must examine documents that establish the identity and employment eligibility of the hired employee. The employer may not specify which documents from the list of acceptable documents on Form I-9 an employee may choose to present.

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

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

## REMINDER

- \* All newly hired employees need a Social Security number (see exception above)
- \* 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) you must obtain a copy of it and retain it with Form I-9

## 2.2 CREATE A CASE

The next step is to create a case in E-Verify. An E-Verify case must be created no later than the third business day after the employee starts work for pay. If the employer learns that he or she has inadvertently failed to create a case by the third business day after the employee starts work for pay, the employer should bring itself into compliance immediately by creating a case for the employee. Do not create a case for an employee hired before the effective date of your memorandum of understanding (MOU).

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

## HIRE DATE

The hire date is the date the employee began (or will begin) work for pay. Enter the Section 2 'Certification' date from the employee's Form I-9, circled below, as the hire date in E-Verify.

**Section 2. Employer Review and Verification** *(To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number, and expiration date, if any, of the document(s).)*

List A	OR	List B	AND	List C
Document title: _____		_____		_____
Issuing authority: _____		_____		_____
Document #: _____		_____		_____
Expiration Date (if any): _____		_____		_____
Document #: _____		_____		_____
Expiration Date (if any): _____		_____		_____

**CERTIFICATION:** I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on (month/day/year) \_\_\_\_\_ and that to the best of my knowledge the employee is authorized to work in the United States. (State employment agencies may omit the date the employee began employment.)

Signature of Employer or Authorized Representative _____	Print Name _____	Title _____
Business or Organization Name and Address (Street Name and Number, City, State, Zip Code) _____		Date (month/day/year) _____

If you rehired an employee and completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

If the employee's hire date changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change the hire date once you've created the case. You must, however, make a correction to the Section 2 'Certification' date on the employee's Form I-9 if the employee's hire date changes. Consult the 'Handbook for Employers: Instructions for Completing Form I-9 (M-274)' for more information.


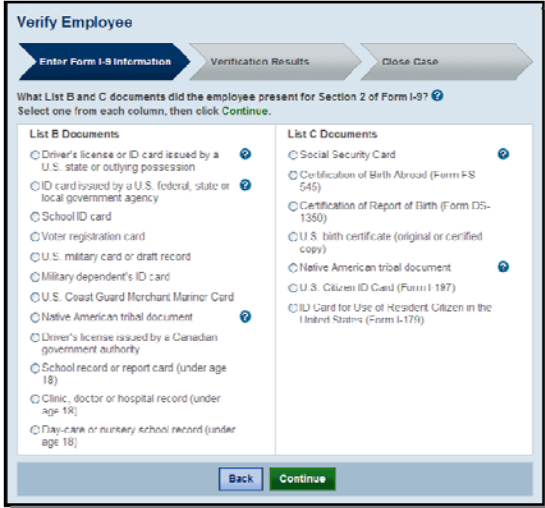
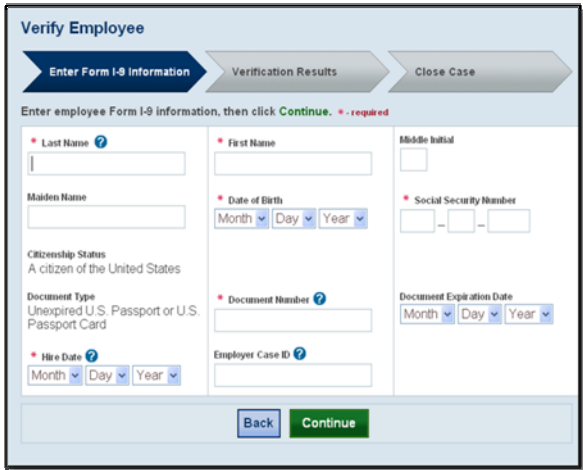
Employees hired on or before November 6, 1986, are not subject to Form I-9 or verification through E-Verify.

To create a case, take the information that the employee completed on his or her Form I-9 and enter it into E-Verify. To enter this information into E-Verify, you must first log in with your assigned user ID and password and then follow the steps outlined in 'How to Create a Case – Process Overview.'

### HOW TO CREATE A CASE – PROCESS OVERVIEW

**1** From the E-Verify Welcome page find 'My Cases' and click:

► **New Case**

<p><b>2</b></p>	<p>From Section 1 of the employee's Form I-9, choose the correct option.</p> <ul style="list-style-type: none"> <li>• <b>A citizen of the United States</b></li> <li>• <b>A noncitizen national of the United States</b></li> <li>• <b>A lawful permanent resident</b></li> <li>• <b>An alien authorized to work</b></li> </ul> <p>Click 'Continue'</p> <p>You are then prompted to indicate the documents provided to you for Section 2 of the employee's Form I-9. Make the appropriate selection and click 'Continue.'</p>	
<p><b>3</b></p>	<p>If you select 'List B and C documents,' E-Verify prompts you to select the documents presented by the employee from Section 2 of Form I-9 for both List B and List C.</p> <p>Click 'Continue'</p> <p><b>IMPORTANT:</b> If you select driver's license or ID card, E-Verify will prompt you to select the document name and state. Make the appropriate selection and click 'Continue.'</p>	
<p><b>4</b></p>	<p>A red asterisk (*) indicates a required field. Using information from Section 1 and 2 of Form I-9, enter all required information into each field.</p> <p><b>IMPORTANT:</b> 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.</p> <p>Click 'Continue'</p> <p><b>Employer Case ID</b> is an optional field for users who wish to assign an internal tracking code to a case.</p>	

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If an E-Verify case is not created by the third business day after the employee begins work for pay, the user must indicate the reason for the delay. Select from one of the following reasons:

- **Awaiting Social Security number**
- **Technical Problems**
- **Audit Revealed that New Hire Was Not Run**
- **Other**

The user may also enter a specific reason in the field provided.

Click 'Continue'

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

## REMI NDER

- \* Complete Form I-9 before creating a case in E-Verify.
- \* 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 Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records, the 'Check Information' screen appears to 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 – Overview.'

## CHECK INFORMATION OVERVIEW

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

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

## ERROR: UNEXPIRED DOCUMENT REQUIRED

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

As of April 3, 2009, all documents presented by an employee for Form I-9 must be unexpired (see exception below). If the document entered for an employee was expired when the employee was hired, you will need to obtain an unexpired document for Form I-9 and re-enter this employee's case in E-Verify when you have the new document.

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



**EXCEPTION:** In very limited situations, you may accept an expired document with Form I-9 only if the U.S. Department of Homeland Security (DHS) has automatically extended the expiration date of the document via publication in the Federal Register. When such a document is presented for Form I-9, the expiration date is the extended date that appears in the DHS guidance or Federal Register Notice. In all other instances, the document presented with Form I-9 must be unexpired at the time the employee is hired. For information on this exception, visit [www.uscis.gov/tps](http://www.uscis.gov/tps).

## ERROR: UNEXPIRED DOCUMENT REQUIRED OVERVIEW

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

**Error: Unexpired Document Required** ?

The information you entered indicates that the employee's U.S. Passport or Passport Card was expired when the employee was hired.

You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.

To return to the E-Verify home page, click **E-Verify Home**.

To begin a new case, click **New Case**.

Last Name *****	First Name *****	Middle Initial --
Maiden Name --	Date of Birth *****	Social Security Number *** ** *****
Citizenship Status A citizen of the United States	Document Number *****	Document Expiration Date January 20, 2009
Document Type Unexpired U.S. Passport or U.S. Passport Card	Employer Case ID --	
Hire Date June 30, 2010	Submitted On July 01, 2010	
Submitted By *****		

**E-Verify Home** **New Case**

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

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

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

## E-VERIFY PHOTO MATCHING

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

The photo matching step happens automatically. This may occur when you create a case for an employee who has presented a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. When the employee presents one of these documents and the Form I-9 information entered by the employer matches U.S.

Department of Homeland Security (DHS) records, the employee's photo automatically displays in E-Verify. You must make a copy of the employee's Form I-9 photo document and retain it with Form I-9 in order to match the photos.

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

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

Do not compare the photo displayed by E-Verify to the employee directly. The direct comparison between the document and the individual happens during Form I-9 completion, prior to using E-Verify. The 'Photo Matching Overview' provides a summary.

## PHOTO MATCHING OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the 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.

► Click 'Continue.'

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

## REMI NDER

- \* Employees always have a choice of which acceptable documents to present for Form I-9; you may NOT require workers to present documents that activate photo matching
- \* Copies must be made of all U.S. Passports, Passport Cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (Form I-766) presented by employees and must be retained 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

The information entered into E-Verify is checked against Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS) records. Once a case is created, a result is displayed. Initial case results are displayed in the 'Initial Case Results – Overview.' If you make a mistake after creating a case, you must close the case. For more information, see Section 4.2.

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

## 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 Social Security Administration (SSA) and/or U.S. Department of Homeland Security (DHS) records and that E-Verify verified the employment eligibility for the employee entered. It's that easy! However, a case that is 'Employment Authorized' is incomplete until it is closed. To close a case, see Section 4.2 'Close Case.'

'Employment Authorized' is considered both an initial case result and a final case result. This means that the only additional step required is to close the case in E-Verify.

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. You must close each case; this does not happen automatically. Closing the case removes it from the active cases or the 'Open Cases to be Closed' list. To close each case, follow the steps outlined in Section 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 found in E-Verify matches the employee's Form I-9
- Close case

### EMPLOYEE ACTION

- NONE



## REQUEST NAME REVIEW

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

**IMPORTANT:** You may 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, you must request DHS review the case by clicking 'Request Name Review.'

**Employment Eligibility:**

✓ **Employment Authorized**

\*\*\*\*\* is authorized to work in the United States. To complete the verification process, click **Close Case**.

If the name displayed above is different from the name you entered that is displayed below, click **Request Name Review** to request DHS review the case.

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

**Request Name Review** **Close Case**

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

► Click 'Continue.'

A case sent to DHS for name review is updated with one 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 each case result section throughout this manual.

## REQUEST NAME REVIEW SUMMARY

### EMPLOYER ACTION

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

### EMPLOYEE ACTION

- NONE

## TENTATIVE NONCONFIRMATION (TNC)

A tentative nonconfirmation (TNC) case result means that the information entered into E-Verify from Form I-9 differs from either Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

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

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

Section 3.0 'Interim Case Results' provides details and actions required when you receive a TNC.

## 2.5 DHS VERIFICATION IN PROCESS

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

**IMPORTANT:** You may not take any adverse action against an employee who 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 has three federal government workdays to respond.
- Follow the next step based on the case result provided.

After the three federal government workdays a 'DHS Verification in Process' case result will provide one 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 different actions or steps to continue or close the case. These actions are outlined in each case result section 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

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

Interim Case Results - Overview	
<b>SSA or DHS Tentative Nonconfirmation (TNC)</b>	Information did not match Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records. Additional action is required.
<b>Review and Update Employee Data</b>	A prompt to review, update and resubmit the employee's Form I-9 information.
<b>DHS Verification In Process</b>	This case is referred to DHS for further verification. See Section 2.5 for more information.
<b>SSA or DHS Case in Continuance</b>	The employee has visited an SSA field office, or contacted DHS, but more time is needed to determine a final case result.

**IMPORTANT:** You may not take an adverse action against an employee for any interim case result.

### 3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

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

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

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

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

### NOTIFY EMPLOYEE OF SSA TNC

You must promptly notify the employee of the 'SSA Tentative Nonconfirmation (TNC)' case result.

When notified of the SSA TNC, the employee chooses to either contest or not contest the case result. In either case, the employee acknowledges his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC notice. When an

employee chooses to contest an SSA TNC, it means that the employee will visit a Social Security Administration (SSA) field office within eight federal government workdays.

If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

If the employee chooses to accept the case result and take no further action, then you may close the case in E-Verify and terminate employment without penalty. 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.'

**Employment Eligibility:**

⚠ SSA Tentative Nonconfirmation (TNC) ?

The Social Security number entered in E-Verify is not valid according to SSA records. This does NOT mean that the employee is not authorized to work in the United States; however, additional action is required.

► To begin TNC process click, **Continue**

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

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

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

► Complete the following steps:

1. Select the TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the notice are correct. Print the TNC notice. If you or the employee notices that the information is incorrect, you must 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 employee cannot read, you must read the TNC notice to the employee. If the employee does not fully understand English, and understands Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the TNC notice in one of these languages, found in 'View Essential Resources.'

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

2. Review the TNC notice privately with the employee; instructions are found on Page 1



of the TNC notice.

3. Instruct the employee to indicate on the TNC notice whether he or she will contest the SSA TNC.
4. Ensure that you and the employee sign and date the TNC notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the check box 'Confirm Employee Notification.'

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

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

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

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

- 1 Print the SSA Tentative Nonconfirmation Notice
 

**Notification to Employee of SSA Tentative Nonconfirmation** ?

Choose which language to print

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

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

**Confirm Employee Notification**

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

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

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

Close Case Save Case and Exit Continue

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

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

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

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

**Confirm Employee Decision**

Follow the steps below based on your employee's decision to contest or not contest the SSA TNC.

If the employee:

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

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

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

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

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

▶ If the employee chooses to contest the SSA TNC, click 'Continue.'

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

## NOTIFY EMPLOYEE OF SSA TNC SUMMARY

### EMPLOYER ACTION

- Privately notify employee of the SSA TNC
- Print, sign and date TNC notice
- Instruct employee to sign and date TNC notice
- Keep original signed TNC notice on file with Form I-9
- Provide copy of signed TNC notice to the employee
- Take next action based on employee decision to contest or not contest SSA TNC

### EMPLOYEE ACTION

- Confirm that the information on the TNC notice is correct
- Decide to contest or not contest and indicate choice on signed TNC notice
- Acknowledge SSA TNC case result by signing and dating TNC notice
- Take next action based on decision to contest or not to contest

## REFER EMPLOYEE TO SSA

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

E-Verify generates a 'Referral to the Social Security Administration' also called an SSA referral letter that you must provide to the employee. The employee must provide this letter to SSA if he or she chooses to contest. You must verify the information on the letter, then print, sign, and provide the letter to the employee. The SSA referral letter provides instructions to you and the employee regarding the next steps. These steps are outlined in the 'Refer Employee to SSA – Process Overview.'

An employee who chooses to contest the SSA TNC has eight federal government workdays to visit an SSA field office to begin resolving the TNC. The employee must provide this letter to SSA when he or she visits an SSA field office. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to SSA in E-Verify. The date by which the employee must visit SSA is printed on the SSA referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the SSA referral letter to the worker promptly.

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

To refer an employee to visit an SSA field office, follow the steps outlined in the 'Refer Employee to SSA - Process Overview.'

### REFER EMPLOYEE TO SSA – PROCESS OVERVIEW

► Click 'Refer Case.'

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

**Refer Employee**

You indicated that the employee chose to contest the SSA TNC. The next step is to refer the employee to SSA. To refer the employee to SSA, click **Refer Case**.

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

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

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

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

► Complete the following steps:

1. Select the SSA referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the letter are correct. Print the SSA referral letter.

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

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

2. Review and explain the next steps to the employee – instructions to the employer are on Page 1 of the SSA referral letter and the employee instructions are on Page 2.
3. Ensure that you and the employee sign and date the SSA referral letter.
4. Provide a copy of the signed SSA referral letter to the employee; the employee is required to provide the letter to an SSA field office if he or she chooses to contest. File the original SSA referral letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot shows the E-Verify system interface. At the top, there are three tabs: 'Enter Form I-9 Information' (active), 'Verification Results', and 'Close Case'. Below the tabs, a yellow box indicates 'Employment Eligibility: Employee Referred to SSA'. A progress bar shows four steps: 'Print, Review & Sign TNC Notice', 'Confirm Employee Decision', 'Refer Employee', and 'Print, Review & Sign Referral Letter'. The 'Print, Review & Sign Referral Letter' section contains the following text: 'This employee was referred to SSA on March 15, 2010. The employee must visit a SSA field office within 8 federal government workdays. To complete the referral process follow the steps below.' The steps are: 1. Print the SSA Referral Letter. (A box shows 'SSA Referral Letter' and 'Choose which language to print' with a dropdown set to 'English' and a 'Print Letter' button.) 2. Review the SSA Referral Letter privately with the employee. 3. Ensure that you and the employee sign and date the SSA Referral Letter. 4. Give the employee the signed SSA Referral Letter. The employee will need to bring the letter to the SSA field office. 5. After you complete these steps, click Continue. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue'.

- The employee has been referred to SSA, and the case status is 'Employee Referred to SSA.' The employee has eight federal government workdays to visit an SSA field office to

being resolving the TNC. The employee must provide the SSA referral letter to SSA when he or she visits an SSA field office.

The screenshot shows the E-Verify 'Employment Eligibility' page. At the top, a progress bar indicates the steps: 'Enter Form I-9 Information' (completed with a green check), 'Verification Results' (current step), and 'Close Case'. Below this, a yellow box with a warning icon states 'Employee Referred to SSA'. A second progress bar shows the workflow: 'Print, Review & Sign TNC Notice' (completed), 'Confirm Employee Decision' (completed), 'Refer Employee' (current step), and 'Print, Review & Sign Referral Letter' (completed). The main section is titled 'Check for Case Status Updates' and contains the following text: 'This employee was referred to SSA on **March 15, 2010**. The employee has until **March 25, 2010**, to visit a SSA field office. E-Verify will update the employee's case status by **March 29, 2010**. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status. To reprint the SSA Referral Letter, click **Reprint Letter**.' Below this is a box for the 'SSA Referral Letter' with a dropdown menu set to 'English' and a 'Reprint Letter' button. At the bottom, there are links for 'E-Verify Home', 'Close Case', and 'New Case'.

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

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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 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 each case result section throughout this manual.

## REFER EMPLOYEE TO SSA SUMMARY

### EMPLOYER ACTION

- If employee chooses to contest the SSA TNC, refer case
- Ensure that the information on the SSA referral letter is correct
- Print, review, sign and date SSA referral letter
- Have employee sign and date SSA referral letter
- Keep original signed SSA referral letter on file with Form I-9
- Provide copy of signed SSA referral letter to the employee
- Check E-Verify for case result updates and follow steps based on case result

provided

#### EMPLOYEE ACTION

- Sign and date SSA referral letter
- Visit an SSA field office within eight federal government workdays and present the SSA referral letter

## 3.2 REVIEW AND UPDATE EMPLOYEE DATA

In some instances, a case result of 'Review and Update Employee Data' occurs, and you will receive a prompt to review and update the employee's information. This means that the Social Security Administration (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 you to review Form I-9 with the employee, correct the information and update the case by following the steps provided in the 'Review and Update Employee Data - Process Overview.'

### REVIEW AND UPDATE EMPLOYEE DATA – PROCESS OVERVIEW

- ▶ Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update.
- ▶ To make changes click 'Continue.'
- ▶ Modify the employee's information in the blank fields.
- ▶ You may update a case one time. Ensure that this action is correct before updating the case.



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

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

- ◆ EMPLOYMENT AUTHORIZED, Section 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 different actions or steps to continue the case. These actions are outlined in each case result section 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 correctness
- Access the employee's case
- Enter employee's updated information into the blank fields provided
- Click 'Continue'
- Follow steps based on case result provided

### EMPLOYEE ACTION

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

## 3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

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

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

- Name, Alien number and/or I-94 number are incorrect in DHS records
- U.S. Passport, Passport Card, driver's license or state ID card information could not be verified
- Information was not updated in the 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 is notified of this result by following the steps in 'Notify Employee of DHS TNC – Process Overview.'

## NOTIFY EMPLOYEE OF DHS TNC

You must promptly notify the employee of the 'DHS Tentative Nonconfirmation (TNC)' case result.

When notified of the DHS TNC, the employee chooses to contest or not contest the DHS TNC case result and indicates his or her decision on the 'Notice to Employee of Tentative Nonconfirmation,' also called a TNC notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting the U.S. Department of Homeland Security (DHS) within eight federal government workdays.



If the employee chooses not to contest, he or she acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

If the employee chooses not to contest the DHS TNC, you may close the case and terminate employment without penalty.

If the employee chooses to contest the case result, you must refer the employee to DHS. To refer an employee to DHS, see the 'Notify Employee of DHS TNC - Process Overview.'

### NOTIFY EMPLOYEE OF DHS TNC – PROCESS OVERVIEW

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

- Complete the steps listed below:

1. Select the TNC notice in either English or Spanish. Confirm that the name and Social Security number listed on the top of the notice are correct. Print the TNC notice. If you or the employee notices that the information is incorrect, you must 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 employee cannot read, you must read the TNC notice to the employee. If the employee does not fully understand English, and understands Spanish, Chinese, Haitian-Creole, Japanese, Korean, Russian, Tagalog or Vietnamese, you must provide the employee with the TNC notice in one of these languages, found in 'View Essential Resources.'

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

2. Review the TNC notice privately with the employee; instructions are found on Page 1 of the TNC notice.
3. Instruct the employee to indicate on the TNC notice whether he or she will contest the DHS TNC.
4. Ensure that you and the employee sign and date the TNC notice after the employee has indicated his or her choice. Indicate that the employee has been notified by selecting the

check box 'Confirm Employee Notification.'

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


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

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

- 1 Print the DHS Tentative Nonconfirmation Notice
 

Notification to Employee of DHS Tentative Nonconfirmation ?

Choose which language to print

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

**Confirm Employee Notification**

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

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

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

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

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

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

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

**Confirm Employee Decision**

Follow the steps below based on your employee's decision to contest or not contest the DHS TNC.

If the employee:

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

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

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

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

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

▶ If the employee chooses to contest the DHS TNC, click 'Continue.'

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

## NOTIFY EMPLOYEE OF DHS TNC SUMMARY

### EMPLOYER ACTION

- Privately notify employee of the DHS TNC
- Print, review, sign and date TNC notice
- Instruct employee to sign and date TNC notice
- Keep original signed TNC notice on file with Form I-9
- Provide copy of signed TNC notice to employee
- Take next action based on employee decision to contest or not contest DHS TNC

### EMPLOYEE ACTION

- Confirm that the information on the TNC notice is correct
- Decide to contest or not contest and indicate choice on signed TNC notice
- Acknowledge DHS TNC case result by signing and dating TNC notice
- Take next action based on decision to contest or not to contest

## REFER EMPLOYEE TO DHS

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

E-Verify generates a 'Referral to the U.S. Department of Homeland Security' also called a DHS referral letter that you must provide to the employee. First confirm the information on the DHS referral letter is correct then print, sign and date the DHS referral letter and provide it to the employee. The DHS referral letter provides

instructions to you and the employee regarding the next steps. These steps are outlined in the 'Refer Employee to DHS – Process Overview.'

An Employee who chooses to contest a DHS TNC has eight federal government workdays to contact DHS to begin resolving the TNC. Federal government workdays are Monday through Friday except for federal holidays. The eight federal government workdays begin when the case is referred to DHS in E-Verify. The date by which the employee must contact DHS is printed in the DHS referral letter. Because the eight federal government workdays begin on the date the case is referred, it is important to provide the DHS referral letter to the worker promptly.

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

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

To refer an employee to DHS, follow the steps outlined in the 'Refer Employee to DHS - Process Overview.'

## REFER EMPLOYEE TO DHS – PROCESS OVERVIEW

► Click 'Refer Case.'

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

- First, obtain a copy of the employee's Form I-9 photo document.
  - Then determine how you will submit a copy of this document to DHS. You may submit an electronic copy or send a paper copy by selecting one of the following:
    - Attach and Submit Copy of Employee's Photo Document
- OR**
- Mail Copy of Employee's Photo Document

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

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

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

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

**Refer Employee**

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

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

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

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

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

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

**Browse...**

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

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

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

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

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

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

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

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

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

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

1. Select the DHS referral letter in either English or Spanish and confirm that the name and Social Security number listed on the top of the letter are correct. Print the DHS referral letter.

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

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

2. Review the DHS referral letter and explain the next steps to the employee. Instructions to the employer are on Page 1 of the DHS referral letter and the employee instructions are on Page 2.
3. Ensure you and the employee sign and date the DHS referral letter.
4. Provide a copy of the signed DHS referral letter to the employee and file the original letter with Form I-9.
5. After these steps are complete, click 'Continue.'

The screenshot displays the 'Verification Results' section of the E-Verify system. At the top, a progress bar shows three steps: 'Enter Form I-9 Information' (completed), 'Verification Results' (current), and 'Close Case'. Below this, a yellow banner indicates 'Employment Eligibility: Employee Referred to DHS'. A secondary progress bar shows four steps: 'Print, Review & Sign TNC Notice' (completed), 'Confirm Employee Decision' (completed), 'Refer Employee' (completed), and 'Print, Review & Sign Referral Letter' (current). The main content area is titled 'Print, Review & Sign Referral Letter' and provides instructions: 'This employee was referred to DHS on March 15, 2010. The employee must contact DHS within 8 federal government workdays. To complete the referral process follow the steps below.' A numbered list of five steps follows: 1. Print the DHS Referral Letter (with a sub-form showing a language dropdown set to 'English' and a 'Print Letter' button); 2. Review the DHS Referral Letter privately with the employee; 3. Ensure that you and the employee sign and date the DHS Referral Letter; 4. Give the employee the signed DHS Referral Letter; 5. After you complete these steps, click 'Continue'. At the bottom, there are three buttons: 'Close Case', 'Save Case and Exit', and 'Continue'. A note at the bottom left states: 'If you created this case in error or no longer need to continue this verification, click Close Case. ?' and 'To return to this case at a later time, click Save Case and Exit. ?'.

► The employee has been referred to DHS, and the case status is 'Employee Referred to DHS.' The employee has eight federal government workdays to contact DHS to begin resolving the TNC.

► Check E-Verify for case updates.



The screenshot shows the E-Verify 'Verification Results' page. At the top, a progress bar indicates the steps: 'Enter Form I-9 Information' (completed), 'Verification Results' (current), and 'Close Case'. Below this, a yellow box displays 'Employment Eligibility: Employee Referred to DHS' with a warning icon. A secondary progress bar shows steps: 'Print, Review & Sign TNC Notice' (completed), 'Confirm Employee Decision' (completed), 'Refer Employee' (current), and 'Print, Review & Sign Referral Letter' (completed). The main content area is titled 'Check for Case Status Updates' and contains text about the referral date (March 15, 2010) and the deadline to contact DHS (March 25, 2010). It also mentions an update by March 29, 2010. A section titled 'To reprint the DHS Referral Letter, select Reprint Letter:' includes a 'DHS Referral Letter' box with a language dropdown set to 'English' and a 'Reprint Letter' button. At the bottom, there are links for 'E-Verify Home', 'Close Case', and 'New Case'.

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

After 10 federal government workdays 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 each case result section throughout this manual.

## REFER EMPLOYEE TO DHS SUMMARY

### EMPLOYER ACTION

- If employee chooses to contest the DHS TNC, refer case
- Ensure that the information on the DHS referral letter is correct
- Print, review, sign and date DHS referral letter
- Have employee sign and date DHS referral letter
- Keep original signed DHS referral letter on file with Form I-9
- Provide copy of signed DHS referral letter to employee
- Attach and submit or express mail a copy of employee's photo document to DHS if the TNC is due to photo mismatch
- Check E-Verify for case result updates and follow steps based on case result provided

### EMPLOYEE ACTION

- Sign and date DHS referral letter

- Contact DHS within eight federal government workdays
- DHS instructs employee on the next steps

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

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

The screenshot shows the E-Verify interface. At the top, there are three steps: 'Enter Form I-9 Information' (with a green checkmark), 'Verification Results' (highlighted in blue), and 'Close Case'. Below this, the 'Employment Eligibility' section is displayed. It features a yellow background with a warning icon and the text 'SSA Case In Continuance'. The text explains that E-Verify needs additional time to verify the employee's eligibility and that the employee should continue to work until a final response is provided. It also mentions that E-Verify will alert the user to updates through the case status alert feature on the E-Verify home page. A 'View/Print Case Details' button is visible on the right.

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

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

#### SSA/DHS 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	
<b>Employment Authorized</b>	The employee's information matched Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS) records. It's that easy! See section 2.4.
<b>SSA or DHS Final Nonconfirmation</b>	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
<b>DHS No Show</b>	The employee did not contact DHS within the required eight federal government workdays.
<b>Error: Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

### SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

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

You may terminate employment based on a case result of 'SSA or DHS Final Nonconfirmation' with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the 'E-Verify Memorandum of Understanding for Employers (MOU).'

The first screenshot shows the 'SSA Final Nonconfirmation' result. The top navigation bar has three steps: 'Enter Form I-9 Information' (completed with a green checkmark), 'Verification Results' (current step), and 'Close Case' (next step). The main content area has a yellow background and displays 'Employment Eligibility:' followed by a red octagon icon and the text 'SSA Final Nonconfirmation'. Below this, it states: 'SSA could not confirm that **George Washington** is authorized to work in the United States. To complete the verification process, click **Close Case**'. A 'View/Print Case Details' button is on the right.

The second screenshot shows the 'DHS Final Nonconfirmation' result. It follows the same layout as the first, but the result is 'DHS Final Nonconfirmation' and the text states: 'DHS could not confirm that **Ali Jones** is authorized to work in the United States. To complete the verification process, click **Close Case**'.

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

You may terminate employment based on a case result of 'DHS No Show' with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the 'E-Verify Memorandum of Understanding for Employers (MOU).'

The screenshot shows the 'DHS No Show' result. The top navigation bar has three steps: 'Enter Form I-9 Information' (completed with a green checkmark), 'Verification Results' (current step), and 'Close Case' (next step). The main content area has a yellow background and displays 'Employment Eligibility:' followed by a red octagon icon and the text 'DHS No Show'. Below this, it states: 'DHS could not confirm that **Su Lin** is authorized to work in the United States and the employee did not contact DHS within the 8 federal government workdays. This response is considered a final nonconfirmation. To complete the verification process, click **Close Case**'. A 'View/Print Case Details' button is on the right.

## DHS NO SHOW SUMMARY

### EMPLOYER ACTION

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

### EMPLOYEE ACTION

- NONE

## ERROR: CLOSE CASE AND RESUBMIT

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

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

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

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



## ERROR: CLOSE CASE AND RESUBMIT SUMMARY

### 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

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

### CLOSE CASE – PROCESS OVERVIEW

- Click 'Close Case.'

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

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



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

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

- This completes the E-Verify verification process.

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

### NOTE – CLOSE CASE

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

If you have an employee who didn't contest a tentative nonconfirmation (TNC), or who received a final nonconfirmation or 'DHS No Show,' decide whether you will allow the employee to continue working. If you decide to:

- Continue the employee's employment, then select 'Yes.'
- Terminate the employee's employment, do so, then select 'No.'

If you have an employee who has accepted a job offer, but hasn't yet started work, decide whether you will allow the employee to start working. If you decide to:



- Allow the employee to start work as planned, then select 'Yes.'
- Terminate the employee's employment offer, do so, then select 'No.'

## CASE CLOSURE STATEMENTS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The employee chose to stop working for the employer.

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

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

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

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

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

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

The data entered for this employee was not correct.

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

### CLOSE CASE SUMMARY

#### 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

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

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

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

## CASE ALERTS – OVERVIEW

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



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



Case alerts can also be accessed:

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



- Determine your search criteria and click 'Search.'

**Search Cases** [View All Open Cases >](#)

**Case Status**

☒ Open Cases ☐ Cases With New Updates

☐ Closed Cases ☐ Work Authorization Docs Expiring

☐ Cases In Process ☐ Open Cases to be Closed

Case Verification Number

Social Security Number  -  -

Alien Number

I-94 Number

Employer Case ID

Initiated By

Date Submitted From  Month  Day  Year  To  Month  Day  Year

[Reset](#) [Search](#)

## OPEN CASES TO BE CLOSED

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

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

## CASES WITH NEW UPDATES

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

**View Cases** [View All Open Cases >](#) [Search Cases >](#)

Open Cases (69) **Cases with New Updates (17)** Open Cases to be Closed (13) Work Authorization Docs Expiring (0)

The 17 cases below have changed status in the last 30 days and require your attention. Click a case number to return to a case.

Page 1 of 1 Results Per Page

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

## WORK AUTHORIZATION DOCUMENTS EXPIRING

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

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

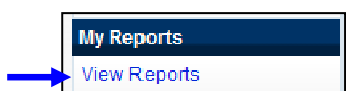
This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94). Also, the alert only appears the first time the document expires—subsequent expirations will not activate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

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

## 5.0 CASE REPORTS

There are three types of case reports available in E-Verify for companies enrolled as employers. These include: 'Corporate Overview Pilot of Usage,' 'User Audit Report' and 'User Report.' This section provides direction on how to create each of these reports in E-Verify.

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



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

### 5.1 CORPORATE OVERVIEW OF PILOT USAGE

This report displays the number of cases created by your company within a federal government fiscal year, which begins October 1 and ends September 30 of the following calendar year. If your company has not created any cases during the fiscal year, a report will still appear with a total of zero. The report is available to corporate administrators and program administrators, but not general users.


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

#### CORPORATE OVERVIEW OF PILOT USAGE – REPORT OVERVIEW

► Select 'Corporate Overview of Pilot Usage.'



► Click 'Next.'



**Enter Report Parameters**

**Report:** Corporate Overview of Pilot Usage

**Description:** This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.

**Report Format:** ☒ PDF ☐ Excel

**Fiscal Year:** 2010

**Run Report** **Cancel**

- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.
- ▶ Use drop-down list to select the fiscal year for which you want a report.
- ▶ Click 'Run Report.'
- ▶ Use report as needed.

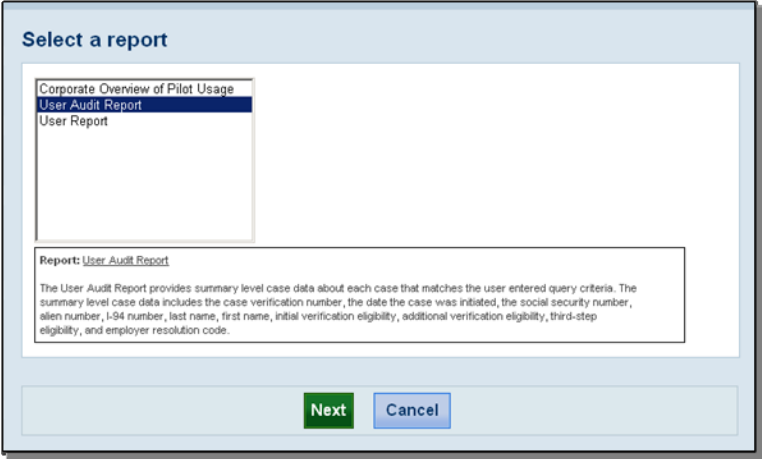
## 5.2 USER AUDIT REPORT

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 Social Security number, 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.

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

**USER AUDIT REPORT – REPORT OVERVIEW**

▶ Select 'User Audit Report.'



**Select a report**

Corporate Overview of Pilot Usage  
**User Audit Report**  
 User Report

**Report: User Audit Report**

The User Audit Report provides summary level case data about each case that matches the user entered query criteria. The summary level case data includes the case verification number, the date the case was initiated, the social security number, alien number, I-94 number, last name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.

**Next** **Cancel**

▶ Click 'Next.'



**Enter Report Parameters**

**Report:** User Audit Report  
 The User Audit Report provides summary level case data about each case that matches the user entered query criteria in the Excel format. The summary level case data includes the case verification number, the date the case was initiated, the social security number, last name, first name, alien number, I-94 number, initial verification eligibility, additional verification eligibility, third-step eligibility, additional third-step eligibility and employer resolution code.

**Initiated By:** --ALL--

**Reporting Date From:** (mm/dd/yyyy)

**Reporting Date To:** (mm/dd/yyyy)

**Run Report** **Cancel**

► Use drop down box to select the E-Verify user for whom you want a report.

► Enter dates.

► Click 'Run Report.'

► Use report as needed.

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

### 5.3 USER REPORT

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

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

**USER REPORT – REPORT OVERVIEW**

► Click 'User Report.'

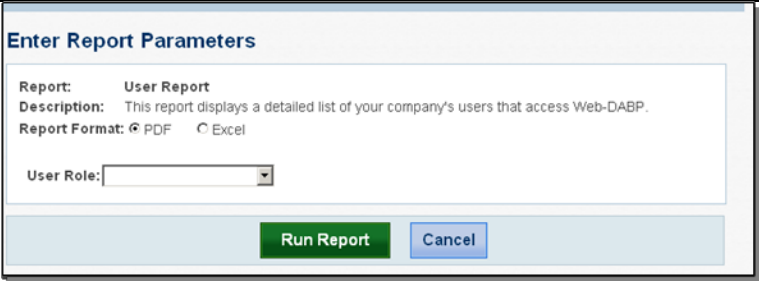
**Select a report**

- Corporate Overview of Pilot Usage
- User Audit Report
- User Report**

**Report:** User Report  
 This report displays a detailed list of your company's users that access Web-DASP.

**Next** **Cancel**

► Click 'Next.'



**Enter Report Parameters**

**Report:** User Report  
**Description:** This report displays a detailed list of your company's users that access Web-DABP.  
**Report Format:** ☒ PDF ☐ Excel

**User Role:**

**Run Report** **Cancel**

- ▶ Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.
- ▶ Use the drop-down list to select user role for which you want a report.
- ▶ 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. A company 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 privileges to create or manage cases are granted.

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

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

### 6.2 USER ID AND PASSWORD CREATION

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

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

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

- Contain a non-numeric in the first and last positions
- Not identical to the user ID

Additionally, password policy recommends that passwords should not:

- Contain any dictionary word
- Contain any proper noun or the name of any person, pet, child or fictional character, nor any employee ID number, Social Security number, birth date, phone number or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, such as 'qwerty' or 'xyz123'
- Contain any word, noun or name spelled backwards

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

PASSWORD EXAMPLE
<p>This is an acceptable password:</p> <p><b>IL!keH20</b></p> <ul style="list-style-type: none"> <li>▶ At least eight characters in length</li> <li>▶ An uppercase letter</li> <li>▶ A lowercase letter</li> <li>▶ A special character</li> <li>▶ A number</li> </ul>

Passwords expire every 90 days. E-Verify automatically prompts you to create a new password when the old one expires. However, if you think your password has been compromised, change it immediately.

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

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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 e-mail address when prompted. However, if you have more than one user ID associated with your e-mail address, you must contact E-Verify Customer Support at 888-464-4218 for assistance

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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

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

## CHANGE PASSWORD – PROCESS OVERVIEW

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



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

A screenshot of the 'Enter Old and New Passwords' form. At the top, there is a yellow information box with a blue 'i' icon and text stating password requirements: 'Passwords must have the following characteristics:'. The requirements are listed as bullet points: 'At least one uppercase or lowercase letter;', 'At least one number;', 'At least one special character. Special characters include: ! @ \$ % \* { } < > ? , ; { } + - ~', 'Contain no more than two identical consecutive characters in any position from the previous password;', 'Contain a non-numeric in the first and last positions;', and 'Not be identical to the User ID.'. Below this, additional policy recommendations are listed: 'Additionally as a policy, it is recommended that passwords should not: contain any dictionary word; contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password; contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123"; or be any word, noun, or name spelled backwards.' Below the text are three password fields: 'Old Password:', 'New Password:', and 'Re-type New Password:'. Each field has a red asterisk to its right. At the bottom of the form are two buttons: 'Submit Password Change' (green) and 'Cancel' (blue).

- Click 'Submit Password Change.'

## 6.3 UPDATE USER PROFILE INFORMATION

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

## EDIT PROFILE – PROCESS OVERVIEW

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



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

A screenshot of the 'Enter User Profile Information' form. The form contains the following fields: 'User ID:' (empty), 'Last Name:' (Test), 'First Name:' (Test), 'M.I.:' (empty), 'Phone Number:' (222 222 2222 ext. ), 'Fax Number:' ( ), and 'E-mail Address:' (Test@Test). Red asterisks (\*) are placed to the right of the Last Name, First Name, and E-mail Address fields. At the bottom of the form are two buttons: 'Submit User Profile Changes' (green) and 'Cancel' (blue).

- Review the confirmation message to see whether the request for profile updates was successful. If E-Verify is unable to process the user profile updates, try again later.



## 7.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program administrators also manage the site administration of their company. A program administrator uses the 'My Company' menu to:

- Add general users
- Add other program administrators
- Change or update company profile information
- Terminate his or her company's access to 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 e-mail address.

If a user leaves the company 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.

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

#### ADD NEW USER – PROCESS OVERVIEW

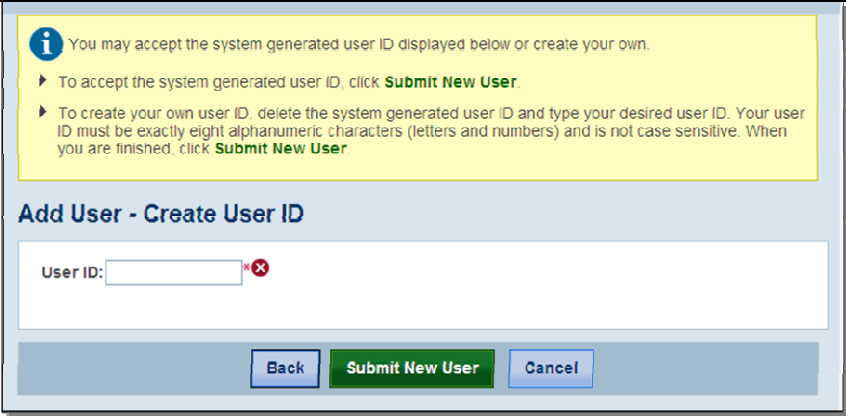
- From 'My Company,' select 'Add New User.'



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

 A screenshot of a web form titled 'Add User - Personal Information'. The form contains several input fields: 'User Role' (a dropdown menu), 'Last Name' (a text field), 'First Name' (a text field), 'M.I.' (a small text field), 'Phone Number' (a field with a country code dropdown, area code dropdown, and extension field), 'Fax Number' (a similar field), and 'E-mail Address' (a text field). Each field has a red asterisk indicating it is required. At the bottom of the form are two buttons: 'Next' (green) and 'Cancel' (blue).

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



► Review the information submitted and then click 'Submit New User.'

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


**NOTE:** Most people receive our confirmation e-mail within a few minutes. Instruct your new user to check his or her e-mail inbox as well as spam or junk mail folders because sometimes our e-mails are mistakenly marked as spam. If the e-mail 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 you to view, search and maintain the general users and program administrators assigned to your company, as demonstrated in the 'View Existing Users – Process Overview.'

**VIEW EXISTING USERS – PROCESS OVERVIEW**

► From, 'My Company,' select 'View Existing Users.'



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

**Enter User Search Criteria**

User Role: ☒ All Roles  
☐ Program Administrators  
☐ General Users

User Status: ☒ All  
☐ Locked  
☐ Password Change Required

User:

Last Name:

First Name:

Phone Number: (  )  -  ext.

E-mail Address:

**Display User Summary List** **Cancel**

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

**User Summary List**

Previous Next

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

Previous Next

**Close**

## RESET USER'S PASSWORD

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

### RESET USER'S PASSWORD – PROCESS OVERVIEW

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

**View / Modify User Information**

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

**Reset User Password**

New Password:   
 Re-type New Password:   
 Submit User Modifications Delete User Cancel

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

## DELETE USER ACCOUNT

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

### DELETE USERS – PROCESS OVERVIEW

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

**User Deletion Information**

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

Delete User Cancel Close

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

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

## 7.3 EDIT COMPANY PROFILE

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

Once a program administrator has updated the company'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 'My Company,' select 'Edit Company Profile.'



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

### Company Information

Company Name: Sample Designated Agent

View / Edit

Company ID Number: 13859

Doing Business As (DBA) Name:

DUNS Number:

Physical Location:

Address 1: Green Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

Mailing Address:

Address 1:

Address 2:

City:

State:

Zip Code:

Additional Information:

Employer Identification Number: 0

Total Number of Employees: 100 to 499

Perform verifications for your company's employees: Yes

Parent Organization Administrator:

Organization Designation:

Employer Category: None of these categories apply

NAICS Code: 921 - EXECUTIVE, LEGISLATIVE, AND OTHER GENERAL GOVERNMENT SUPPORT

View / Edit

Total Hiring Sites: 1

View / Edit

Total Points of Contact: 2

View / Edit

View MOU

► Make the required changes and click 'Submit.'

► Click 'View MOU' to view the MOU between E-Verify and the employer. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the latest version of your Portable Document Format (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.

## MAINTAIN COMPANY INFORMATION FIELDS


There are many fields that can be updated in the 'Maintain Company Information' field. For additional information on each field, see 'Maintain Company Information – Overview.'

**NOTE:** Any information you update will not change your company's original electronically signed memorandum of understanding (MOU).

MAINTAIN COMPANY INFORMATION – OVERVIEW	
FIELD NAME	DESCRIPTION
<b>Company Name</b>	Company enrolled in E-Verify.
<b>Physical Location</b>	Location where employment eligibility verifications are completed.
<b>Mailing Address</b>	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
<b>Additional Information</b>	Information about the size of the company and any associated corporate parent company information if applicable.
<b>Employer Identification Number</b>	Also known as federal tax identification number. Generally, most companies are required to have an employer identification number and any company that has employees is required to have one for wage and tax reporting purposes.
<b>Parent Organization</b>	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.
<b>Administrator</b>	Companies may link their employer accounts to a corporate administrator account (also called an E-Verify corporate account). This gives your corporate administrator access to your employer or E-Verify employer agent account profile, user administration and reports that contain case information. You should link your account only if you have been instructed to do so by your corporate administrator.

## UPDATING POINTS OF CONTACT

Every company must have at least one person assigned as a point of contact for E-Verify issues. The program administrator is automatically assigned as the point of contact unless it is changed. To update the point of contact, see 'Update Points of Contact – Process Overview.'

UPDATE POINTS OF CONTACT – PROCESS OVERVIEW	
<p>► From 'My Company,' select 'Edit Company Profile.'</p>	
	
<p>► 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.</p>	



**Company Information**

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

Company ID Number: 13882

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location:** **Mailing Address:**

Address 1: Main Street Address 1:

Address 2: City: New York Address 2:

City: NY City:

State: NY State:

Zip Code: 10001 Zip Code:

County: NEW YORK

**Additional Information:**

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

**Organization Designation:**

Employer Category: None of these categories apply

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

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

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

[View Mou](#)

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

**Points of Contact Summary List**

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

	First Name	Last Name	Middle Name	Phone Number	Fax Number	E-mail Address	Last
<a href="#">Add</a>						E-Verify@dhs.gov	
<a href="#">Edit</a>						E-Verify@dhs.gov	
<a href="#">Delete</a>						E-Verify@dhs.gov	

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

[Cancel](#) [Save & Continue](#)

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

## UPDATING NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) INFORMATION

The North American Industry Classification System (NAICS) code designates the type of industry for a company. During enrollment the employer selects the NAICS code. If the company's industry classification has changed this needs to be updated in the E-Verify company profile.

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

### UPDATE NAICS CODE – PROCESS OVERVIEW

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



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

 A screenshot of the 'Company Information' page. The page contains several sections: 'Company Name', 'Company ID Number', 'Doing Business As (DBA) Name', 'DUNS Number', 'Physical Location', 'Mailing Address', 'Additional Information', and 'NAICS Code'. The 'NAICS Code' section is highlighted with a blue arrow. It shows the code '922 - JUSTICE, PUBLIC ORDER, AND SAFETY ACTIVITIES' and a 'View / Edit' button. Other sections include 'Address 1', 'Address 2', 'City', 'State', 'Zip Code', 'County', 'Employer Identification Number', 'Total Number of Employees', 'Parent Organization', 'Administrator', 'Organization Designation', and 'Employer Category'.

- The 'NAICS Code' page displays the NAICS code entered when your company 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 company's NAICS code:

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

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

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

NAICS Code:

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

## ADD NEW HIRING SITE(S)

Program administrators can modify the number of hiring sites that participate in E-Verify in each state. A participating hiring site means that your company will verify the employment eligibility of every newly hired employee who works 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 has participating hiring sites, follow the 'Add New State Hiring Site - Process Overview.'

### ADD NEW STATE HIRING SITE – PROCESS OVERVIEW

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



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

**Company Information**

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

Company ID Number: 13882

Doing Business As (DBA) Name:

DUNS Number:

**Physical Location:**

Address 1: Main Street

Address 2:

City: New York

State: NY

Zip Code: 10001

County: NEW YORK

**Mailing Address:**

Address 1:

Address 2:

City:

State:

Zip Code:

**Additional Information:**

Employer Identification Number: 0

Total Number of Employees: 500 to 999

Parent Organization:

Administrator:

**Organization Designation:**

Employer Category: None of these categories apply

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

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

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

[View Mou](#)

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

## 7.4 CLOSE COMPANY ACCOUNT

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

**CLOSE COMPANY ACCOUNT – PROCESS OVERVIEW**

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

**My Company**

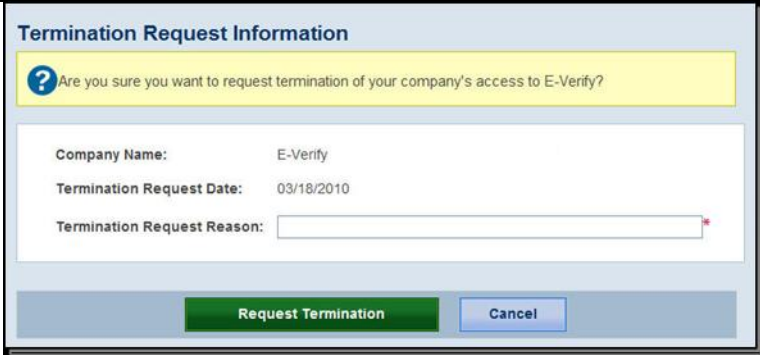
[Edit Company Profile](#)

[Add New User](#)

[View Existing Users](#)

[Close Company Account](#)

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



The screenshot shows a web form titled "Termination Request Information". At the top, a yellow box contains a question mark icon and the text: "Are you sure you want to request termination of your company's access to E-Verify?". Below this, the form has three fields: "Company Name:" with the value "E-Verify", "Termination Request Date:" with the value "03/18/2010", and "Termination Request Reason:" with an empty text box. At the bottom of the form are two buttons: a green "Request Termination" button and a blue "Cancel" button.

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

### REMI NDER

- \* If your company has more than E-Verify employer account and the entire company is requesting termination, your company must close each employer account.



If you submitted a termination request by mistake, 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 e-mail. For easy access to online resources, we suggest that you bookmark or save the websites as 'favorites' so you'll have easy access to them in the future.

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

E-VERIFY CONTACT INFORMATION	
<b>E-Verify Customer Support</b> <p>E-Verify Customer Support is available to assist you with using E-Verify, password resets, assistance with cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. to 5 p.m. local time, except on federal holidays.</p>	
<b>For Employers:</b>	888-464-4218 877-875-6028 (TTY) <a href="mailto:E-Verify@dhs.gov">E-Verify@dhs.gov</a>

<b>For Employees:</b>	888-897-7781 877-875-6028 (TTY) <a href="mailto:E-Verify@dhs.gov">E-Verify@dhs.gov</a>
Our normal response time for e-mail inquiries is two federal government workdays. If we need more time to respond to your inquiry, we'll contact you within two federal government workdays to explain why we need additional time and provide you with an estimated response time.	
<b>Office of Special Counsel for Immigration, Related Unfair Employment Practices (OSC)</b>	
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.	
<b>Employer Hotline:</b>	800-255-8155 800-362-2735 (TTY)
<b>Employee Hotline:</b>	800-255-7688 800-237-2515 (TTY)
<b>Website:</b>	<a href="http://www.justice.gov/crt/osc/">www.justice.gov/crt/osc/</a>



## APPENDIX A: ACRONYMS

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Acronym	Definition
<b>DHS</b>	U.S. Department of Homeland Security
<b>FAR</b>	Federal Acquisition Regulation
<b>IIRIRA</b>	Illegal Immigration Reform and Immigrant Responsibility Act
<b>INA</b>	Immigration and Nationality Act of 1952
<b>IRCA</b>	Immigration Reform and Control Act of 1986
<b>MOU</b>	Memorandum of Understanding
<b>NAICS</b>	North American Industry Classification System
<b>OSC</b>	Office of Special Counsel for Immigration Related Unfair Employment Practices
<b>PDF</b>	Portable Document Format
<b>SSA</b>	Social Security Administration
<b>SSN</b>	Social Security number
<b>TNC</b>	Tentative Nonconfirmation
<b>USCIS</b>	United States 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: Instructions for Completing Form I-9 (M-274)' found at

<http://www.uscis.gov/files/form/m-274.pdf>. Employees have the right to choose which document or combination of documents to present. Any 'List B' document presented to an employer participating in E-Verify must contain a photograph.

**Admission Number or I-94 Number**

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

**Alien (Noncitizen)**

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

**Alien Authorized to Work**

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

**Alien Registration Number or Alien Number (A-number)**

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

**Anti-Discrimination Notice**

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

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

A document issued to noncitizens when admitted to the United States. Some of these forms are stamped to indicate work-authorized status. Form I-94 or I-94A contains an 11-digit admission number that may be used as part of the initial E-Verify case if the noncitizen employee does not have an Alien Registration Number.

### B

## C

### **Case in Continuance**

This response is given if the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) needs more than 10 federal government workdays to provide a final case result. The employee continues to work until a final case result is provided in E-Verify from SSA or DHS.

### **Case Verification Number**

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

### **Client**

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

### **Close Case**

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

### **Corporate Administrator**

Corporate administrator access is used only for managing multiple employer accounts and doesn't allow corporate administrator users to create and manage E-Verify cases. New corporate administrators must attend a free, regularly scheduled Web-based training session before their accounts can be activated.

## D

### **DHS No Show**

A response received when the employee did not contact the U.S. Department of Homeland Security (DHS) to resolve his or her case and 10 federal government workdays have passed since the date of referral. The 'DHS No Show' result is considered a final nonconfirmation.

### **DHS Verification in Process**

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

### **Document Type**

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

## E

### **Employment Authorized**

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

### **Employment Authorization Document (Form I-766)**

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

### **Form I-9, Employment Eligibility Verification**

The form employers are required to complete with an employee when they hire an employee to perform labor or services in return for wages or other remuneration. This requirement applies to all employees hired after November 6, 1986.

### **E-Verify Employer Agent**

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

### **E-Verify**

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

### **E-Verify Participation Notice**

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

## F

### **Final Nonconfirmation**

If an employee's employment eligibility cannot be verified, an employer will receive a Final Nonconfirmation case result in E-Verify. An employer receiving an 'SSA or DHS Final Nonconfirmation' response may terminate the employee and will not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance on the information provided through E-Verify as noted in Article II, Section C – Responsibilities of the Employer (#6) in the memorandum of understanding (MOU).

## G

### **General Users**

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

## H

### **Handbook for Employers: Instructions for Completing Form I-9 (M-274)**

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

#### **Hire Date**

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

## I

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

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

### **Immigration and Nationality Act of 1952 (INA)**

Public Law 82-414 enacted on June 27, 1952 which, along with other immigration laws, treaties and conventions of the United States, relates to the immigration, temporary admission, naturalization and removal of noncitizens.

### **Immigration Reform and Control Act of 1986 (IRCA)**

Public Law 99-603 enacted on November 6, 1986 sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers verify the employment eligibility and identify of all new hires through completion of the Form I-9. It provides remedies to employees and sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship or immigration status or based on national origin.

#### **Initial Case Result**

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

#### **Interim Case Status**

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

## J

## K

## L

### **Lawful Permanent Resident**

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

## M

### **Memorandum of Understanding (MOU)**

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

## N

### **Noncitizen National of the United States**

Persons born in American Samoa; certain former citizens of the former Trust Territory of the Pacific Islands who relinquished their U.S. citizenship acquired under section 301 of Public Law 94-241 (establishing the Commonwealth of the Northern Mariana Islands) by executing a declaration before an appropriate court that they intended to be noncitizen nationals rather than U.S. citizens; and certain children of noncitizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

### **Notice to Employee of Tentative Nonconfirmation (TNC)**

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

## O

### **Office of Special Counsel (OSC)**

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

## P

### **Passport (Foreign)**

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

### **Passport (United States)**

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

### **Password**

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

### **Permanent Resident or Lawful Permanent Resident**

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

### **Permanent Resident Card (Form I-551)**

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

### **Photo Matching**

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

### **Photo Match**

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

### **Photo Mismatch**

The photo on the employee's document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS) issued document. If the employer determines that it does not match, a 'DHS Tentative Nonconfirmation (TNC)' case result is issued and the employee must be given the opportunity to contest.

### **Point of Contact**

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



**Prescreening**

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

**Program Administrator**

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

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

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

**Request Name Review**

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

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

**Review and Update Employee Data**

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

**S****Social Security Administration (SSA)**

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

**Social Security Administration (SSA) Referral**

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

## T

### **Tentative Nonconfirmation (TNC)**

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

## U

### **USCIS Number**

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

### **User ID**

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

## V, W, X, Y, Z