

# SC Wireframe 2.1 – Terms of Use

**Self Check**

Self Check Home  
About Self Check  
How To Use Self Check  
Know Your Rights  
Our Commitment To Privacy  
Questions and Answers  
For Employers

**Self Check Terms of Use** [Ver en Español](#)

By accessing, viewing, or using Self Check, you are agreeing to use this service in compliance with the Terms of Use and Privacy Statement below and all applicable laws and regulations. To use the Self Check service, you must accept these terms of use by checking the box at the bottom of this page.

**Terms of Use**

**Security**  
You are entering an official United States Government System, which may be used only for authorized purposes. Websites for the Department of Homeland Security (DHS) have been established in accordance with the Interim ISS Directive, which includes regular risk assessments and certifications. The Chief Information Officer of the Department of Homeland Security is the final authority on security requirements and controls for Homeland Security Websites. Every effort is made to ensure the quality, integrity and utility of the information on this site while ensuring privacy and security. Only authorized personnel may alter Web pages. Unauthorized use of this system may result in criminal, civil and/or administrative penalties.

**Your Use of Self Check**

**Privacy Statement**

**Our Privacy Commitment to You**  
U.S. Citizenship and Immigration Services (USCIS) is committed to maintaining the privacy of your Personally Identifiable Information (PII) in accordance with USCIS standards.

**Your Expectation of Privacy**  
USCIS understands that you expect your privacy and personal information to be protected. That is why the Self Check service is designed to require that you authenticate your identity before we allow you to access the information we have about you.

**Collection, Retention, and Use of Information about You**  
The identity assurance questions asked and the answers you submit are not provided to USCIS.

By clicking this box, the "Continue in English" or "Continuar en Español" button, and using this site, you agree to do so in compliance with these terms and conditions and all applicable laws and regulations. If you do not agree to these terms, you cannot use Self Check.

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U.S. Department of Homeland Security : dhs.gov U.S. Citizenship and Immigration Services : uscis.gov [Accessibility](#)

## **SC Wireframe 2.1.1 – Terms of Use**

### ***Self Check Terms of Use***

By accessing, viewing, or using Self Check, you are agreeing to use this service in compliance with the Terms of Use and Privacy Statement below and all applicable laws and regulations. To use the Self Check service, you must accept these terms of use by checking the box at the bottom of this page.

### **Terms of Use**

#### **Security**

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#### **Your Use of Self Check**

Your use of Self Check is for the purpose of learning about your work authorization status and the accuracy of your related government records only. By using the Self Check service, you agree that you will not submit biographical or employment authorization document data that relates to anyone other than yourself. You also agree that you will not run a Self Check query at the request of another party or attempt to use the results of your Self Check query to prove to another party that you are authorized to work or eligible for admission to any organization or receipt of any benefit.

#### **Information You Submit**

Information from the work authorization query part of Self Check will not be shared outside of DHS except for the E-Verify data sharing requirements detailed under the Basic Pilot statute. This includes sharing work authorization query data with the Social Security Administration to facilitate the Self Check mismatch resolution process, as well as sharing data for law enforcement purposes as described in the E-Verify PIA dated May 4, 2010.

United States Citizenship and Immigration Services (USCIS) does not retain any personally identifiable information in its Self Check logs. Only transaction ID and error codes are retained in order to facilitate troubleshooting and system management. Third party data providers may retain logs of access to personal information in order to comply with their legal obligations to protect personally identifiable information in their possession per the Fair Credit Reporting Act. The contract for identity proofing permits them to use this information only in

very limited ways such as fraud monitoring and prevention, and as required by the Fair Credit Reporting Act. This data may be kept for one year and is also reflected as a soft inquiry on your credit report for one year. A soft inquiry has no impact on your credit score and can be seen only by you and the credit bureau. It is required by the Fair Credit Reporting Act to assist in monitoring access to credit files.

USCIS will maintain all information collected during the work authorization query process in accordance with the USCIS Self Check Privacy System of Records Notice. To learn how we maintain your privacy, please review our privacy statement.

### **Intellectual Property**

Use of this site or the receipt of information from it does not grant any licenses to any copyrights, patents or any other intellectual property rights or the rights to any of the materials on the site or sites or materials accessed by use of the site. Read more on the Department of Homeland Security Intellectual Property Policy at [www.dhs.gov](http://www.dhs.gov).

### **Identity Assurance**

Use of the Self Check service requires us to use an independent, third party identity assurance provider in order to for us to make certain that you are seeking access to the Self Check service only to verify your own work authorization status. This third party provides identity assurance services to USCIS in accordance with the terms and conditions of our Service Level Agreement. USCIS does not control or maintain the information gathered or utilized by Self Check from this identity assurance provider.

### **Accuracy, Completeness and Timeliness of Information on the Site**

USCIS assumes no responsibility regarding the accuracy of the information that is provided by the Self Check service. The user assumes all risks of use and the consequences of using the information from the site and any affiliated site, whether accurate or inaccurate.

USCIS does not guarantee the availability of the Self Check Service, nor for it to be operational nor to be available to the general public. USCIS does not guarantee that the sites for identity assurance and for verification of work authorization will be accurate, will be operational or will be available to the general public. The user assumes all risks of accuracy, operational status and of the availability of the Self Check Service.

USCIS makes no representations whatsoever about any other Web site as to content, accuracy, inaccuracy or reliability of the information gathered by the third party Identity Assurance Provider from its sources. We have no role in selecting or culling out the information sources, but do rely on the expertise of the third party sites to gather relevant information. We will hold the third party identity assurance provider to the standards of security and privacy included in the terms of the contract and what is laid out in the security and privacy documentation for this service.

### **Your Liability**

If you cause a technical disruption of the site or the systems transmitting the site to you or others by intentional or grossly negligent acts, you agree to be responsible for any and all civil and or criminal penalties, including but not limited to attorneys fees, actual and consequential damages arising from the disruption of the sites, all efforts taken to correct and restore the site, and to defend the rights of the United States Government.

## **Jurisdiction**

The federal laws of the United States govern the terms, conditions and use of this site, and all users irrevocably consent to the exclusive jurisdiction of the federal laws of the United States for any action to enforce these terms, conditions, and use of this site. Unauthorized access is a violation of the laws of the United States (U.S.) and the policies of the U.S. Department of Homeland Security, and may result in administrative or criminal penalties. Users shall not attempt to access other users' files or system files without prior authorization. Absence of access controls is not an authorization to access or a waiver of applicable laws or Department policies.

This site has been designed to comply with the federal laws of the United States. If any materials on this site or use of this site are contrary to the law of the place where accessed and viewed, the site is not intended for access and view and shall not be used or viewed. Therefore, viewers are responsible for informing themselves of the laws of their specific jurisdiction and complying with them.

## **Accessibility**

The Department of Homeland Security is committed to providing access to our Web pages for individuals with disabilities, both members of the public and federal employees. To meet this commitment, we will comply with the requirements of Section 508 of the Rehabilitation Act. Read more on the Department of Homeland Security Accessibility policy at [www.dhs.gov](http://www.dhs.gov).

## **Changes to These Terms**

The Department of Homeland Security reserves the right, at its complete discretion, to change these terms of use at any time by posting revised terms of use on the site. It is the viewer's responsibility to check periodically for any changes DHS may make to these terms, conditions and use restrictions. Continued use of this site following the posting of changes to these terms, conditions and use restrictions means you accept the changes.

By using this website, you agree to be bound by any such revisions and should read these terms of use each time you seek access to the Self Check Service.

## **Privacy Statement**

### **Our Privacy Commitment to You**

U.S. Citizenship and Immigration Services (USCIS) is committed to maintaining the privacy of your Personally Identifiable Information (PII) in accordance with USCIS standards.

## **Your Expectation of Privacy**

USCIS understands that you expect your privacy and personal information to be protected. That is why the Self Check service is designed to require that you authenticate your identity before we allow you to access the information we have about you.

## **Collection, Retention, and Use of Information about You**

The identity assurance questions asked and the answers you submit are not provided to USCIS. USCIS does not retain any personally identifiable information in its Self Check DHS logs. Only transaction ID and error codes are retained to facilitate troubleshooting and system management. Third party data providers retain logs of access to your personal information in order to comply with their legal obligations to protect personally identifiable information in their possession per the Fair Credit Reporting Act. The terms and conditions that define the contract for identity proofing permits them to use this information only in very limited ways such as fraud monitoring and prevention within their own database. The Fair Credit Reporting Act also mandates restrictions on the sharing of any data obtained by the third party data provider.

The identity proofing process relies on data already in the possession of the third party data provider. If you fail identity proofing, only a set of error codes will be returned to USCIS. USCIS does not retain the questions, your answers, or any identifying information supplied by you during the identity authentication process. If you decide to cancel the identity proofing process during the session, or if the session times out because of inactivity, the personal information entered by you and any questions generated by the identity authentication provider is not retained in Self Check. If the answers to the questions match the information contained in the commercial database you will be allowed to continue through the Self Check process. If you successfully pass identity proofing, the personal information you enter persists for the purpose of employment eligibility verification.

Your name, date of birth, and Social Security number (if you provided it during the identity assurance step) will be persisted and will pre-populate the employment eligibility check. Next, you will be required to enter additional information based on the documentation you would present to an employer for processing in E-Verify. The information collected from you is dependent on your citizenship status and your document choices but could include: Social Security Number; Citizenship Status; Alien Number; Passport Number; I-94 Number; and /or Permanent Resident or Employment Authorization Document (EAD) Card Number. This is the information that is used to determine employment authorization in the E-Verify process. This process is the same process as the basic E-Verify query and is described in the E-Verify PIA, dated May 4, 2010.

We reserve the right to change this Privacy Statement at any time.

By clicking this box, the “Continue in English” or “Continue in Spanish” button, and using this site, you agree to do so in compliance with these terms and conditions and all applicable laws and regulations. If you do not agree to these terms, you cannot use Self Check.

# SC Wireframe 3.1 – Enter Your ID Information Screen Shot

**Self Check**

ESTABLISH IDENTITY      CONFIRM WORK ELIGIBILITY

1 Enter ID Data   2 Take a Quiz   3 Enter Document Data   4 Get Results

### Enter Your Identifying Information

The information that you enter below will be used by a third party identity assurance service to generate questions. Every Self Check user is required to answer these questions to ensure that an individual is only allowed to perform an employment eligibility check on his or her own records. The name and date of birth entered below will be "locked in" for use in the employment eligibility check later.

All fields marked with an asterisk are required.

ⓘ Please click any question mark icon below to view additional instructions.

**Name :**

\*First Name :      MI :      \*Last Name :

**Date of Birth :**

\*Year:      \*Month:      \*Day:

Select ...    Select ...    Select ...

**Social Security Number :**

-  -

**Address :**

\*Street:

\*City :      \*State :      \*Zip Code :

     Select ...     

[If you don't see your state in the drop down menu, click here](#)

Neither the Department of Homeland Security nor any component Agency or program will know the questions you are asked or the answers that you choose. In addition, all information entered above will be deleted from the Self Check system at the end of your session. Once we know from the identity authentication service that you have proven your identity, we are ready to let you query government databases and determine your work eligibility.

Details about the Self Check policy are located in the privacy statement found on the previous screen.

Please review the information above before proceeding.

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# SC Wireframe 3.2 – Review & Confirm Screen Shot

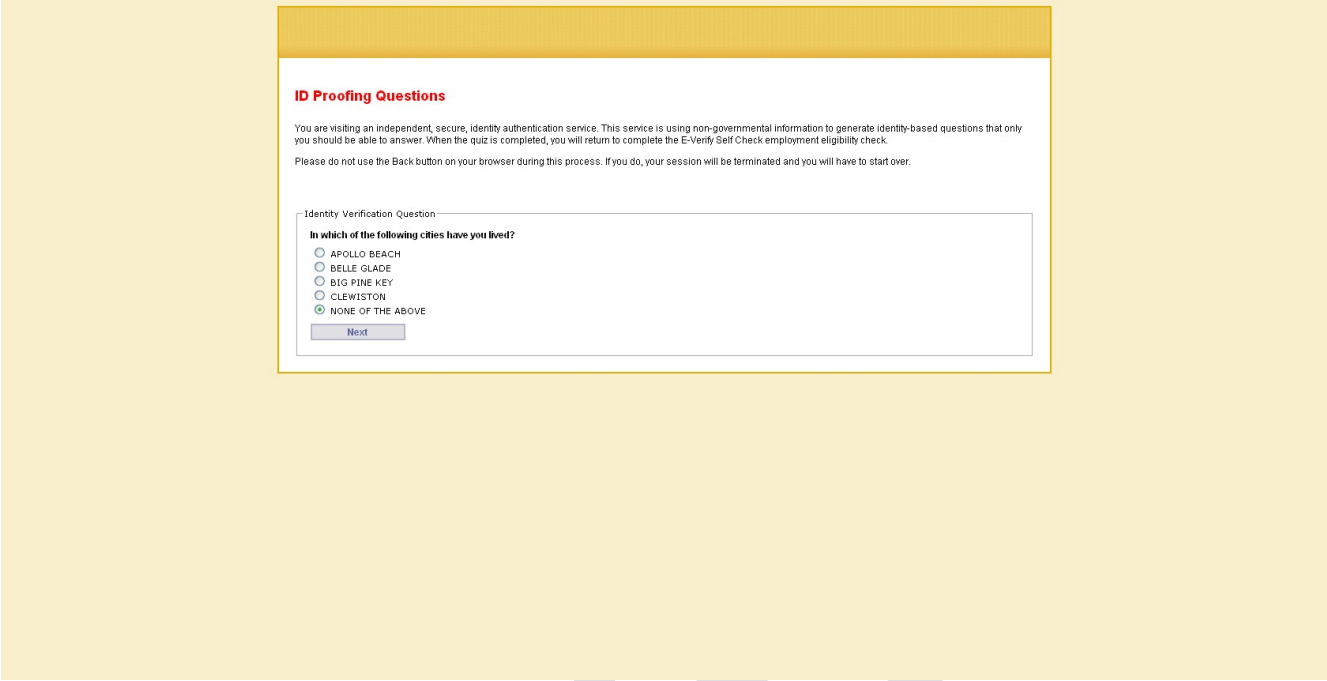


# SC Wireframe 3.3 – What Happens Next Screen Shot





# SC Wireframe 4.1 – ID Proofing Questions Screen Shot



DRAFT

# SC Wireframe 5.1 – Enter Citizenship and Document Info Screen Shot



# SC Wireframe 6.1 – Please Confirm (SSA) Screen Shot

**Self Check**

Self Check Home  
About Self Check  
How To Use Self Check  
Know Your Rights  
Our Commitment To Privacy  
Questions and Answers For Employers  
Cancel Self Check

ESTABLISH IDENTITY  
1 Enter ID Data  
2 Take a Quiz  
CONFIRM WORK ELIGIBILITY  
3 Enter Document Data  
4 Get Results

### Please Confirm the Information Below

An initial check of your records indicates that you may have mistyped your Social Security number. Please review the number you provided below and correct any errors.

All fields marked with an asterisk are required.

**Name:**  
David Beene

**Date of Birth:**  
April 14, 1955

**\* Social Security Number:**  
... - ... - 8225

**\* Citizenship Status:**  
A lawful permanent resident

**\* Document Type:**  
[Dropdown menu]

**\* A Number:**  
A 999999932

**\* Card Number:**  
MSC999999932

Please review the information above for accuracy before continuing. An error in the information you provide may prevent Self Check from immediately verifying your employment eligibility.

After review, click the button below to submit the information for an employment eligibility check.

[Continue](#)

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# SC Wireframe 6.2 – Please Confirm (DHS)

The screenshot displays the 'Self Check' web application interface. At the top, the 'Self Check' logo is prominent. Below it, a progress bar indicates the current step: '3 Enter Document Data' under the 'CONFIRM WORK ELIGIBILITY' section. The main content area is titled 'Please Confirm the Information Below' and contains a message: 'An initial check of your records indicates that you may have mistyped some information from the document indicated. Please review the information you provided below and correct any errors. All fields marked with an asterisk are required.' The form fields shown are: Name (Davod Beene), Date of Birth (April 14, 1955), Social Security Number (\*\*\* - \*\* - 8224), Citizenship Status (A lawful permanent resident), Document Type (empty), \*A Number (A 99999932), and \*Card Number (MSC99999931). A 'Continue' button is located at the bottom of the form. The footer includes 'U.S. Department of Homeland Security : dhs.gov U.S. Citizenship and Immigration Services : uscis.gov' and 'Accessibility'.



# SC Wireframe 7.1.1 – Work Authorization Confirmed

**Self Check**

ESTABLISH IDENTITY      CONFIRM WORK ELIGIBILITY

1 Enter ID Data   2 Take a Quiz   3 Enter Document Data   4 Get Results

### Work Authorization Confirmed

Davod,

Self Check compared the information you provided to U.S. government databases and can confirm that, based on the information you provided, you are eligible to work in the United States.

If you are hired today by an E-Verify participating employer and you use the same documents and information provided, you will most likely be instantly work authorized when your employer checks your information using E-Verify.

In the event that you are not instantly work authorized, please work with your employer to ensure that your information was entered correctly and, if necessary, follow the steps outlined by E-Verify to resolve any issues.

This does not mean that you are guaranteed to pass through E-Verify without issue. A number of things can happen between now and when a future employer checks your information using E-Verify that may cause you to get a mismatch. Those things include name changes, citizenship status changes, expiration of work authorization, or a simple data entry error when your employer is entering your information into E-Verify. It is important that you keep your records up to date with the government to ensure an accurate employment verification process.

Thank you for completing the Self Check process!

[Return Home](#)

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# SC Wireframe 7.1.2 – Work Authorization Confirmed Create myE-Verify Account



**Self Check**™

Self Check Home  
About Self Check  
How To Use Self Check  
Know Your Rights  
Our Commitment To Privacy  
Questions and Answers For Employers

ESTABLISH IDENTITY      CONFIRM WORK ELIGIBILITY

1 Enter ID Data > 2 Take a Quiz > 3 Enter Document Data > 4 Get Results ✓

## Work Authorization Confirmed

Bernette,  
Congratulations, Self Check confirmed that you are eligible to work in the United States. For more information on how we were able to confirm your work eligibility, click the link below.

[Learn how we were able to confirm your work eligibility](#)

## Create a myE-Verify Account

myE-Verify is a free, Web-based suite of services that gives you the ability to understand and control when and how your information is used in E-Verify for employment eligibility verification.

**Create a myE-Verify account now to access:**

- Self Check**  
Confirm your employment authorization status
- Self Lock**  
Control the use of your Social Security number in E-Verify and Self Check

**These features coming soon:**

- Document Expiration Reminders**  
Track document expiration dates in one convenient location
- Case History**  
See past use of your Social Security number in E-Verify and Self Check
- Case Tracker**  
Track your E-Verify or Self Check case status

[Learn more about myE-verify](#)


Create a myE-Verify account now, or complete Self Check again to create one later.

[Return Home](#)      [Create Account](#)

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OMB Control No.: 1615-0117  
Expiration Date: xx/xx/xxxx

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# SC Wireframe 7.1.3 – Work Authorization Confirmed myE-Verify Accounts Exhausted



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Questions and Answers  
For Employers

ESTABLISH IDENTITY      CONFIRM WORK ELIGIBILITY

1 Enter ID Data > 2 Take a Quiz > 3 Enter Document Data > 4 Get Results ✓

## Work Authorization Confirmed

Bernette,

Congratulations, Self Check confirmed that you are eligible to work in the United States. For more information on how we were able to confirm your work eligibility, click the link below.

[Learn how we were able to confirm your work eligibility](#)

## myE-Verify

There are no myE-Verify accounts available at this time.

Initially, a limited number of accounts were made available to support the myE-Verify pilot. More accounts will be available in the future. For information on when more accounts are available, check the [myE-Verify homepage](#).

## About myE-Verify

myE-Verify is a free, Web-based suite of services that gives you the ability to understand and control when and how your information is used in E-Verify for employment eligibility verification.

**You can use your myE-Verify account to:**

- Self Check**  
Confirm your employment authorization status
- Self Lock**  
Control the use of your Social Security number in E-Verify and Self Check

**These features coming soon:**

- Document Expiration Reminders**  
Track document expiration dates in one convenient location
- Case History**  
See past use of your Social Security number in E-Verify and Self Check
- Case Tracker**  
Track your E-Verify or Self Check case status

[Learn More](#)      [Return Home](#)

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# SC Wireframe 7.1.4 – Work Authorization Confirmed: Authorization Details

The screenshot displays a web interface for a self-check process. At the top, there are two main sections: 'ESTABLISH IDENTITY' and 'CONFIRM WORK ELIGIBILITY'. Below these, a progress bar shows four steps: 1. Enter ID Data, 2. Take a Quiz, 3. Enter Document Data, and 4. Get Results. Step 4 is highlighted with a green checkmark, indicating completion.

The main content area features a heading 'Work Authorization Confirmed' and a personalized message to 'Bernette'. The message states: 'Congratulations, Self Check confirmed that you are eligible to work in the United States. For more information on how we were able to confirm your work eligibility, click the link below.' A small 'x' icon is visible next to the link text.

A modal window titled 'Work Authorization Details' is open in the foreground. It contains the following text:  
**Work Authorization Details**  
Self Check compared the information you provided to U.S. government records and can confirm that, based on the information you provided, you are eligible to work in the United States.  
If you are hired today by an E-Verify participating employer and you use the same documents and information provided, you will likely be instantly work authorized when your employer checks your information using E-Verify.  
In the event that you are not instantly work authorized, please work with your employer to ensure that your information was entered correctly and, if necessary, follow the step outlined by E-Verify to resolve any issues.  
This doesn't mean that you are guaranteed to pass through E-Verify without issue. A number of things can happen between now and when a future employer checks your information using E-Verify that may cause you to get a mismatch. Those things include name changes, citizenship status changes, expiration of work authorization, or simple data entry error when your employer is entering your information into E-Verify. It is important that you keep your records up to date with the government to ensure an accurate employment verification process.

At the bottom of the modal is a 'Close' button with a red 'x' icon.

Below the modal, there is a link to 'Create a myE-Verify account now, or complete Self Check again to create one later.' At the bottom of the page, there are two buttons: 'Return Home' (with a red 'x' icon) and 'Create Account' (with a green arrow icon).

The footer contains the following text:  
U.S. Department of Homeland Security : dhs.gov U.S. Citizenship and Immigration Services : uscis.gov  
OMB Control No.: 1615-0117  
Expiration Date: xx/xx/xxxx  
Accessibility




# SC Wireframe 7.2 – Possible Mismatch (SSA) Screen Shot



# SC Wireframe 7.3 – Possible Mismatch (DHS) Screen Shot



# SC Wireframe 8.1 – Mismatch with DHS Records Screen Shot



Self Check Home

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[Questions and Answers For Employers](#)

## Notice of Possible Mismatch with Department of Homeland Security (DHS) Records

Print
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Beene, David	01/11/2012
Name (Last Name, First Name, MI)	Date of Mismatch
A999999932	201201145633UV
Employee's A Number or I-94 number	Case Verification Number

**Instructions**

**Why You Have This Notice**

Self Check just compared the information you provided against the Department of Homeland Security's (DHS) immigration record databases as part of the process to assess your work authorization status.

You received this Notice because there may be a mismatch between the data you entered and the data in your DHS records. It does not mean that you gave wrong information or that you are not authorized to work in the United States.

A Self Check mismatch can occur for various reasons, including:

- Your information must be manually checked by a DHS representative before confirming work authorization;
- Your personal data and/or document information may have been recorded incorrectly in DHS records;
- Your information may not have been updated in DHS records at the time your information was checked in Self Check;
- Your citizenship or immigration status may have changed; or
- Your record may contain another type of error.

**==== IMPORTANT ====**

**You are not required to take any further action after receiving a mismatch through your use of Self Check.** If you choose to inquire further into why you have received a mismatch (as directed below), DHS will review the information you provided against government records to determine if you are authorized to work OR if you have any issues with your records that must be corrected. If there is an issue that must be corrected, the DHS representative will give you instructions on how to correct your record. This Notice does not mean that you are not eligible to work or that the information that you provided as part of your Self Check is fake.

**If You Choose to Inquire About Your Mismatch**

- Call DHS at the following number: (855) 804-0296
- Please have available the documents that you used to make the Self Check query AND this notice when speaking to the representative.
- Provide the representative with your Case Verification number (contained on this notice) and any additional information requested. This begins the review process.
- After 5 days, visit [uscis.gov/selfcheck](http://uscis.gov/selfcheck) and click the link that allows you to check the status of your Self Check case.
- Enter your Case Verification Number, and any additional information required, in the data fields provided.
- You will then be provided with information about your employment eligibility status, including guidance on how to correct any errors in your records that may have been found.

**Please Note:** Do not simply run another Self Check query. Doing so will produce the same result you obtained as a result of this query.

**==== IMPORTANT ====**

**Note:** Self Check is an informational service that provides you, the user, with information about your work authorization status as of the date and time of the Self Check query. A favorable determination on work authorization through Self Check or any subsequent interaction with the Department of Homeland Security does not mean that you have been issued a work authorized credential OR will be work authorized when run through E-Verify by your employer.

**Know Your Rights: Quick List**

- Your employer or any organization may **NOT** require you to run a Self Check as a condition of employment, membership or receipt of any benefit.
- Your employer may not use Self Check to re-verify your employment eligibility if you are an existing employee.
- If you believe that you have been subjected to discrimination based upon your national origin or citizenship or immigration status with respect to hiring, firing, recruitment or referral for a fee, through your employer's use of E-Verify, or when completing the Form I-9, contact the Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices at 1-800-255-7888 (TDD: 1-800-237-2515) for assistance.

**Additional Information**


Self Check is committed to protecting your privacy and has a Privacy Official responsible for ensuring that your information is collected, used, and disclosed in an authorized manner.

For more information on Self Check, including our privacy practices and program rules, visit our Web site at [www.uscis.gov/everifyselfcheck](http://www.uscis.gov/everifyselfcheck). If you have any questions about Self Check, call Self Check Customer Support at (855) 804-0296, TTY at (877) 875-6028, or e-mail [everifyselfcheck@dhs.gov](mailto:everifyselfcheck@dhs.gov).

Return Home

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Accessibility

# SC Wireframe 8.2 – Will Visit SSA Screen Shot



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## Notice of Mismatch with Social Security Administration (SSA) Records

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Bring this notice with you when you visit SSA.

**For SSA Field Office Staff: Do not use EV-STAR; See POMS RM 10250.000ff**

Beene, David Name (Last Name, First Name, MI)	01/11/2012 Date of Mismatch
594-72-8225 Employee's Social Security Number (SSN)	201201110324WV Case Verification Number

Reason for this Notice:

- SSN does not match.** The Social Security Number (SSN) entered in Self Check is valid, but the name and/or date of birth entered do not match SSA records.
- SSN is invalid.** The Social Security Number (SSN) entered in Self Check is not a valid number.
- SSA unable to confirm U.S. Citizenship.** Cannot confirm that the employee is eligible to work because the SSA records do not show that the SSN Holder is a U.S. Citizen.
- SSA record does not verify. Other reason.** SSA found a discrepancy in the record.
- SSA unable to process data.** SSA found a discrepancy in other data in the record.

### Instructions

#### Why You Have This Notice

Self Check just compared the information you provided against the Social Security Administration (SSA) databases as part of the process to assess your work authorization status.

You received this Notice because there is a mismatch between the data you entered and the data in your SSA record. It does not mean that you gave wrong information or that you are not authorized to work in the United States.

An Self Check mismatch with SSA records can occur for various reasons, including:

- You may not have reported a name change to SSA;
- Your citizenship or immigration status may have changed and you did not report this to SSA;
- SSA has not received updated information for your record;
- Your name, SSN, or date of birth may be recorded incorrectly in SSA records; or
- Your SSA record may contain another type of error.

**==== IMPORTANT ====**

You are not required to take any further action after receiving a mismatch through your use of Self Check. If you choose to inquire into why you have received a mismatch, you would need to visit an SSA office. This Notice does not mean that you are not eligible to work or that the information that you provided as part of your Self Check is false.

#### What You Must Do If You Choose to Take Action

1. Look at your name, SSN, and date of birth shown at the top of this letter. If any information is incorrect please run Self Check again before visiting SSA.
2. Please visit SSA to resolve the mismatch. You can locate a field office online at this website: <http://www.socialsecurity.gov/locator/>
3. Bring this notice with you when you visit SSA.
4. Bring the following **original** documents with you when you visit the SSA office. SSA will need to see:
  - Proof of your **age**, such as a birth certificate or passport;
  - Proof of your **identity**, such as a U.S. State-issued driver's license;
  - Proof of a **legal name change**, such as a marriage certificate, if you changed your name since you first received your SSN card; and
  - Proof of your **work-authorized status**:
    1. If you are a U.S. citizen, proof of your **U.S. citizenship**, such as a Naturalization Certificate, U.S. public birth certificate, or U.S. passport; or
    2. If you are not a U.S. citizen, proof of your **work-authorized legal alien status**, such as a Permanent Resident Card ("green card," INS or USCIS Form I-551), Employment Authorization Document (USCIS Form I-766), or DHS Form I-94 Arrival-Departure Record showing work-authorized status.

**==== IMPORTANT ====**

**Note:** Self Check is an informational service that provides users information about their work authorization status as of the date and time of the request. A favorable determination on work authorization through Self Check or any subsequent interaction with the SSA does not mean that you have been issued a work authorized credential OR will be work-authorized when run through E-Verify by your employer. Please also note that a non-citizen user of Self Check who has received an E-Verify mismatch should re-run a Self Check query in order to determine if there are any issues with their DHS records.

#### Know Your Rights: Quick List

- Your employer or any organization may **NOT** require you to run an Self Check as a condition of employment, membership or receipt of any benefit.
- Your employer may not use Self Check to re-verify your employment eligibility if you are an existing employee.
- If you believe that you have been subjected to discrimination based upon your national origin or citizenship or immigration status with respect to hiring, firing, recruitment or referral for a fee, through your employer's use of E-Verify, or when completing the Form I-9, contact the Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices at 1-800-255-7688 (TDD: 1-800-237-2615) for assistance.

#### Additional Information

Self Check is committed to protecting your privacy and has a Privacy Official responsible for ensuring that your information is collected, used, and disclosed in an authorized manner.

For more information on Self Check, including our privacy practices and program rules, visit our Web site at [www.uscis.gov/everifyselfcheck](http://www.uscis.gov/everifyselfcheck). If you have any questions about Self Check, call Self Check Customer Support at (855) 804-0296, TTY at (877) 875-8028, or e-mail [everifyselfcheck@dhs.gov](mailto:everifyselfcheck@dhs.gov).

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# SC Wireframe 8.3 – Will Not Contact SSA Screen Shot





# SC Wireframe 8.4 – Mismatch with Passport Records Screen Shot



Self Check Home

About Self Check

How To Use Self Check

Know Your Rights

Our Commitment To Privacy

Questions and Answers For Employers

## Notice of Possible Mismatch with Passport Records

Print
View PDF
Ver en Español

Daluga, Anne Name (Last Name, First Name, MI)	01/11/2012 Date of Mismatch
999888774 Employee's Passport number	201201151413VH Case Verification Number

**Instructions**

**Why You Have This Notice**

Self Check just compared the information you provided against government databases as part of the process to assess your work authorization status.

You received this Notice because there may be a mismatch between the data you entered and the data in your government records. Your information must be manually checked by a DHS representative before confirming work authorization. It does not mean that you gave wrong information or that you are not authorized to work in the United States.

A Self Check mismatch can occur for various reasons, including:

- Your personal data and/or document information may have been recorded incorrectly in government records;
- Your U.S. Passport or Passport Card could not be verified;
- Your information was entered incorrectly in Self Check;
- Your record may contain another type of error.

==== IMPORTANT ====

You are not required to take any further action after receiving a mismatch in Self Check. If you choose to inquire further into why you have received a mismatch (as directed below), DHS will review the information you provided against government records to determine if you are authorized to work. If there are any issues with your records, DHS will work with Department of State to address it at that time. This Notice does not mean that you are not eligible to work or that the information that you provided as part of your Self Check is fake.

**If You Choose to Inquire About Your Mismatch**

- Print or save this notice, or write down the Case Verification Number found at the top and keep it in a safe place where you will be able to find it later.
- Fax a clear copy of your passport, including the photo page and the inside of the back cover, to the following number (XXX-XXX-XXXX). We cannot begin the review process until you fax us a copy of your passport.
- Wait 5 business days to allow a DHS representative to perform a manual check of your records.
- After 5 days, call DHS at (855) 804-0296 to obtain the results of this manual check.
- You will then be provided with information about your employment eligibility status.

**Please Note:** Do not simply run another Self Check query. Doing so will produce the same result you obtained as a result of this query.

==== IMPORTANT ====

**Note:** Self Check is an informational service that provides you, the user, with information about your work authorization status as of the date and time of the Self Check query. A favorable determination on work authorization through Self Check or any subsequent interaction with the Department of Homeland Security does not mean that you have been issued a work authorized credential OR will be work authorized when run through E-Verify by your employer.

Know Your Rights: Quick List

- Your employer or any organization may **NOT** require you to run a Self Check as a condition of employment, membership or receipt of any benefit.
- Your employer may not use Self Check to re-verify your employment eligibility if you are an existing employee.
- If you believe that you have been subjected to discrimination based upon your national origin or citizenship or immigration status with respect to hiring, firing, recruitment or referral for a fee, through your employer's use of E-Verify, or when completing the Form I-9, contact the Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration Related Unfair Employment Practices at 1-800-255-7688 (TDD: 1-800-237-2515) for assistance.

**Additional Information**

Self Check is committed to protecting your privacy and has a Privacy Official responsible for ensuring that your information is collected, used, and disclosed in an authorized manner.

For more information on Self Check, including our privacy practices and program rules, visit our Web site at [www.uscis.gov/everifyselfcheck](http://www.uscis.gov/everifyselfcheck). If you have any questions about Self Check, call Self Check Customer Support at (855) 804-0296, TTY at (877) 875-6028, or e-mail [everifyselfcheck@dhs.gov](mailto:everifyselfcheck@dhs.gov).

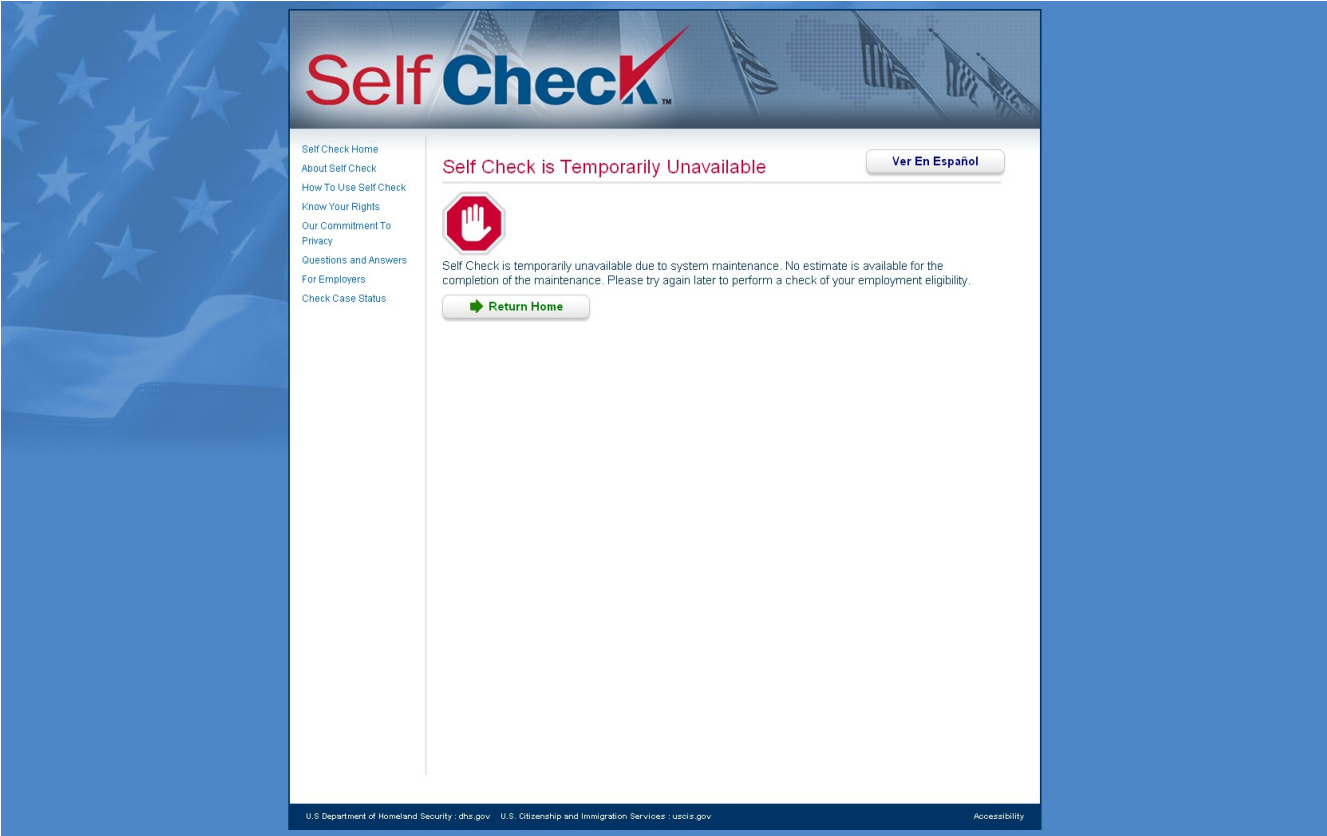
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# SC Wireframe 8.5 – Will Not Contact DHS Screen Shot



# SC Wireframe 9.1 – System Unavailable Screen Shot





# SC Wireframe 9.3 – Session Ended Screen Shot




DRAFT

# SC Wireframe 9.4 – Unable to Proceed Screen Shot

**Self Check**

Self Check Home  
About Self Check  
How To Use Self Check  
Know Your Rights  
Our Commitment To Privacy  
Questions and Answers For Employers

## Unable to Proceed

 Sorry, we are unable to give you access to the Self Check service at this time because the third party identity assurance service was unable to generate enough information about you in order to create a quiz to confirm your identity. The information you provided has not been checked against U.S. government databases for employment eligibility.

There may be several reasons why a quiz could not be generated for you.

- You may have moved recently and your credit files and public records do not yet reflect your new address. If so, you can try running a Self Check again using your former residence in the address field.
- You may have entered information incorrectly, preventing the independent service from locating any records about you
- You chose not to provide your Social Security Number. In some cases, providing this additional information may make it easier for the third party identity assurance service to find your records and generate quiz questions for you.
- You may have attempted to take a quiz too many times recently. In this case, if you need to access Self Check you should wait a few days and try again.
- You may not have enough of a financial footprint for enough questions to be generated. This can happen if you have entered the country or the workforce recently or you simply have not applied for any type of credit.
- You may have certain fraud alerts reported to your state or a credit bureau. These fraud alerts are usually created by an individual who was the victim of identity theft or is at a greater risk of becoming a victim.
- You may have put a security freeze on your credit report.

If you would like to confirm the accuracy of the information found in your credit reports you may do so by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) and requesting free copies of your credit reports. If you find a discrepancy in any of your credit reports you should follow up with the individual credit reporting agency to correct those records.

If you would like information on your rights relating to credit reporting, or more detailed information on the steps you can take to correct errors found in your credit reports, please visit [www.ftc.gov/credit](http://www.ftc.gov/credit).

Because the identity assurance step was not completed, Self Check did not check your personal information against any U.S. government records.

Even though an identity assurance quiz could not be generated, you may still be authorized to work in the United States. While we are unable to let you confirm your work eligibility through Self Check, alternative options are available and explained below. These methods may be used to determine whether government records relating to your employment eligibility are accurate.

Contacting the numbers below will not provide you with any information relating to the identity proofing process or why a quiz was not generated. For that information, please see the guidance above.

- **Wait until an employer checks your employment eligibility through E-Verify:** Some companies use the E-Verify Program to check the work eligibility of their new hires. If there is an issue with your records, your employer will inform you of the next steps at that time. In most instances, DHS and SSA records are accurate; E-Verify finds about 97% of the work-force to be employment authorized.
- **Contact the Social Security Administration:** If you would like to check your records with the Social Security Administration, please contact their toll-free number at 1-800-772-1213 or call or visit your local Social Security office. Social Security can handle most inquiries over the telephone.
- **Contact the USCIS National Customer Service Center (NCSC):** Call the NCSC to check the accuracy of your immigration records and to determine next steps with an immigration specialist. Noncitizens may contact the NCSC at (800) 375-5283, TTY (800) 767-1833.

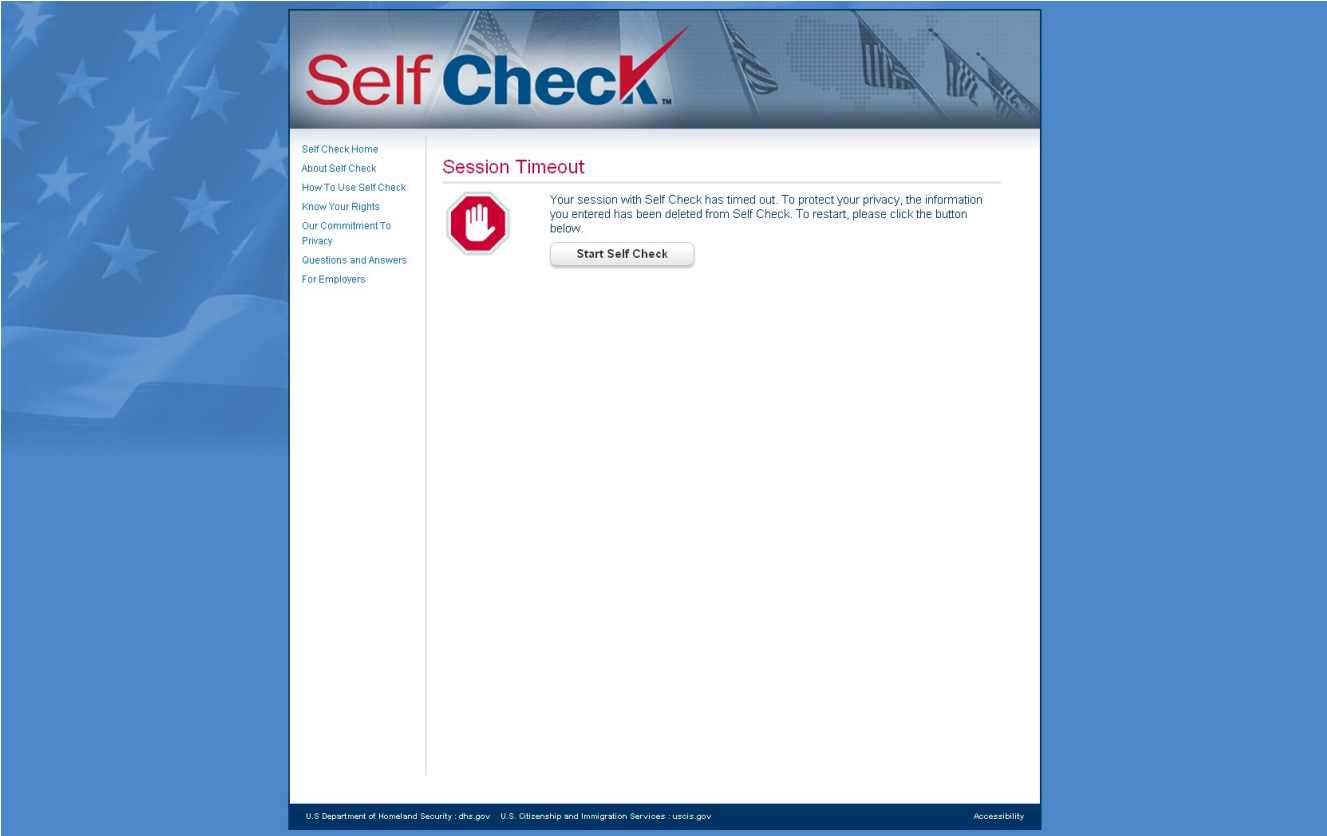
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# SC Wireframe 9.5 – System Error Screen Shot



# SC Wireframe 9.6 – Session Timeout Screen Shot



DER

# SC Wireframe 9.7 – Unable to Allow Access to the Self Check Service Screen Shot

**Self Check**

Self Check Home  
About Self Check  
How To Use Self Check  
Know Your Rights  
Our Commitment To Privacy  
Questions and Answers For Employers

## Unable to Allow Access to the Self Check Service

 Sorry, we are unable to give you access to the Self Check service at this time because the third party identity assurance service was unable to confirm your identity based on the answers you provided. The information you provided has not been checked against U.S. government databases for employment eligibility.

There are several reasons why you may not have passed the quiz.

- You may have answered one or more questions incorrectly. Please read each one carefully and consider every answer.
- There may be errors in the information on file with the credit reporting bureaus. This could cause a question to be generated that you cannot answer correctly.
- You may have entered your identifying information incorrectly, causing the independent service to ask questions that you are not able to answer.

If this was your first attempt and you still wish to use the Self Check service, we recommend that you try one more time. Sometimes people who are unable to pass their quiz on the first attempt are successful on the second try. To do so, please go to [selfcheck.uscis.gov](http://selfcheck.uscis.gov).

If you would like to confirm the accuracy of the information found in your credit reports you may do so by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) and requesting free copies of your credit reports. If you find a discrepancy in any of your credit reports you should follow up with the individual credit reporting agency to correct those records.

If you would like information on your rights relating to credit reporting, or more detailed information on the steps you can take to correct errors found in your credit reports, please visit [www.ftc.gov/credit](http://www.ftc.gov/credit).

Because the identity assurance step was not completed, Self Check did not check your personal information against any U.S. government records.

Even though an error prevented you from successfully completing the identity assurance quiz, you may still be authorized to work in the United States. While we are unable to let you confirm your work eligibility through Self Check, alternative options are available and explained below. These methods may be used to determine whether government records relating to your employment eligibility are accurate.

Contacting the numbers below will not provide you with any information relating to the identity proofing process or why a quiz was not generated. For that information, please see the guidance above.

- **Wait until an employer checks your employment eligibility through E-Verify:** Some companies use the E-Verify Program to check the work eligibility of their new hires. If there is an issue with your records, your employer will inform you of the next steps at that time. In most instances, DHS and SSA records are accurate; E-Verify finds about 97% of the work force to be employment authorized.
- **Contact the Social Security Administration:** If you would like to check your records with the Social Security Administration, please contact their toll-free number at 1-800-772-1213 or call or visit your local Social Security office. Social Security can handle most inquiries over the telephone.
- **Contact the USCIS National Customer Service Center (NCSC):** Call the NCSC to check the accuracy of your immigration records and to determine next steps with an immigration specialist. Noncitizens may contact the NCSC at (800) 375-5283, TTY (800) 767-1833.

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