

EV PA Lesson 1

LESSON COMPLETED

Lesson 1: Introduction

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E-Verify HomeCasesReportsResources Employer User Tutorial View Essential Resources Take Tutorial View User Manual E-Verify News Contact Us Welcome to the E-Verify Tutorial This tutorial is designed for Program Administrator E-Verify Employers that participate in E-Verify. In this section, you can review any of the completed Tutorial Lessons or retake the Knowledge Test that was required to start using E-Verify. This tutorial covers the topics outlined below. LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview Review Lesson 1 LESSON COMPLETED Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results Review Lesson 2 LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results-Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Review Lesson 3 LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4 LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Company Reports Review Lesson 5 TEST PASSED Knowledge Test The Knowledge Test is required to begin using E-Verify. Review Previous Answers Retake Test	Welcome to the E-Verify Tutorial This tutorial is designed for program administrators of E-Verify participating employers. In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the following topics: Lesson 1: Introduction Introduction E-Verify Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1} Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results {Review Lesson 2}	

	Lesson 3: Interim Case Results Interim Case Results Interim Case Results - Overview DHS and SSA Tentative Nonconfirmations (Mismatches) E-Verify Needs More Time DHS and/or SSA Case in Continuance {Review Lesson 3} Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts {Review Lesson 4} Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage Company Account Reports {Review Lesson 5} Each user must successfully complete the online E-Verify tutorial before they can create or manage cases.	
🟢 LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview Review Lesson 1	Lesson 1: Introduction Introduction E-Verify Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1}	

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Introduction

Welcome to Lesson 1 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about the E-Verify topics listed below:

Background and Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Form I-9 and E-Verify

Verification Process Overview

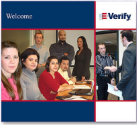
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Introduction

Welcome to Lesson 1 of the E-Verify program administrator tutorial. In this lesson, you will learn about:

- E-Verify Background and Overview
- Privacy Statement and Guidelines
- Rules and Responsibilities
- Civil Rights and Civil Liberties
- Form I-9 and E-Verify
- Verification Process Overview

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Learning Objectives

Upon completing this lesson, you should be able to:

Describe the background and overview of E-Verify

Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information

Recognize Civil Rights and Civil Liberties

Recognize Form I-9 procedures and how they relate to E-Verify

Recognize the verification process and case results

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Learning Objectives

Upon completing this lesson, you should be able to:

- Describe the background and overview of E-Verify
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results

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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 (INS), to initiate an employment verification pilot program.

Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot Program. E-Verify implements the legal requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

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E-Verify Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Department of Homeland Security (DHS) and Social Security Administration (SSA) to develop an employment confirmation process now known as E-Verify.

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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 (INS), to initiate an employment verification pilot program.

Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot Program. E-Verify implements the legal requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

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E-Verify Overview

E-Verify is an internet-based system that electronically confirms the identity and employment eligibility of newly hired employees to work in the United States.

E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that requires participation in E-Verify, for example, as a condition of business licensing, may also be required to participate in E-Verify. In addition, an employer may be required to participate in E-Verify pursuant to a court order.

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How It Works

E-Verify works by comparing the information entered on an employee's Form I-9, Employment Eligibility Verification, with SSA and DHS records to verify employment eligibility.

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 rehired employees must be entered into E-Verify individually.



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How E-Verify Works

E-Verify works by electronically comparing the information from an employee’s Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.



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Privacy Statement and Guidelines

The use of E-Verify requires the collection of personally identifiable information. It is essential to protect the privacy of employees that 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 Memorandum of Understanding (MOU) between E-Verify and the employer/user.



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Privacy Statement and Guidelines

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

E-Verify protects PII in accordance with a National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

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



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Rules and Responsibilities (continued)

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 the "Notice of E-Verify Participation" and "Right to Work" posters in all languages supplied by DHS.
Complete Form I-9, Employment Eligibility Verification, for each newly hired employee before creating a case in E-Verify.
Ensure that all Form I-9 List B identity documents have a photo.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Obtain a Social Security number from each newly hired employee on Form I-9. Listed on #11

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Rules and Responsibilities (continued)

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

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 Form I-9 for each newly hired employee.
Provide each employee with notice of and the opportunity to contest a Tentative Nonconfirmation (TNC).
Not terminate the employee during the E-Verify verification process because he or she receives a TNC.
Ensure that all personally identifiable information is safeguarded.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Not terminate the employee during the E-Verify verification process because he or she receives a TNC. Listed on #13

Rules and Responsibilities – E-Verify Employers Must

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

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly displaying the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security number from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 List B identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after they start work for pay.
- ✓ Enter the employee’s email address in E-Verify if they provided it on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a mismatch by downloading the Further Action Notice and providing it to the employee before referring the case.
- ✓ Ensure that all PII is safeguarded.

Rules and Responsibilities - Notice to Employees of E-Verify Participation

You **MUST** notify **ALL** employees of your participation in E-Verify:

- Provide the following posters to your company locations:
 - Notice of E-Verify Participation; and
 - Right to Work.
- Ensure all locations display the posters (in both English and Spanish) in a prominent place that is clearly visible to all current and prospective employees, electronically or in hard copy.

The image shows two posters side-by-side. The left poster is titled "IF YOU HAVE THE RIGHT TO WORK" and "DON'T LET ANYONE TAKE IT AWAY". It features an American flag at the top and contains text about the E-Verify process, including a QR code and a phone number (800-897-7781). The right poster is titled "This Organization Participates in E-Verify" and "Este Organismo Participa en E-Verify". It features the E-Verify logo at the top and contains text in both English and Spanish about the E-Verify process, including a QR code and a phone number (800-897-7781).

	• Replace the participation posters when updates are provided by DHS to ensure employees, applicants, and the public to have the most recent and complete information regarding E-Verify. • E-Verify recommends providing a copy of these posters with job application materials, either electronically or in hard copy.	
 E-Verify Home Cases Reports Resources Employer User Tutorial Rules and Responsibilities (continued) Employers participating in E-Verify MUST NOT: Use E-Verify to pre-screen an applicant for employment. Check the employment eligibility of an employee hired before the company signed the E-Verify MOU. Take 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. NOTE: Additional information on each rule and responsibility is provided throughout this tutorial. Back Next Exit Lesson Lesson 1 Page 13 of 27	Rules and Responsibilities - E-Verify Employer Must Not: Employers participating in E-Verify MUST NOT: • Use E-Verify to pre-screen an applicant for employment. • Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo. • Use E-Verify to discriminate against any job applicant or employee on the basis of their national origin, citizenship, or immigration status. • Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU, except in certain instances, such as employees of federal contractors with the FAR E-Verify clause. • Terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of a mismatch, until the mismatch becomes a Final Nonconfirmation. • Share any user ID or password. NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.	

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Civil Rights and Civil Liberties

It is important to protect the rights of employees. The next screens discuss the following:

Employee Protection

Responsibility to Avoid Discrimination

Deter Discrimination in Your Workplace

Adverse Actions



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Civil Rights and Civil Liberties

Employee rights must be protected. The next screens discuss the following:

- Employee Protection
- Responsibility to Avoid Discrimination
- Deter Discrimination in Your Workplace
- Adverse Actions



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Employee Protection

It is your responsibility to treat employees equitably when using E-Verify.

You MUST:

Create a case in E-Verify only AFTER the applicant has accepted an offer of employment and Form I-9 is complete.

Give notice to employees regarding your participation in E-Verify and employee rights.

Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify.

Discuss work eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details.

Ensure employees who receive a Tentative Nonconfirmation (TNC) case result are provided with the printed Further Action Notice.

You must NOT:

Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening.

Use E-Verify to screen job applicants or to re-verify employment eligibility.

Use E-Verify selectively.

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Civil Rights and Civil Liberties - Employee Protection

It is your responsibility to treat employees equitably when using E-Verify. **You MUST:**

- Create a case in E-Verify only **AFTER** the applicant has accepted an offer of employment and Form I-9 is complete.
- Give notice to employees regarding your participation in E-Verify and employee rights.
- Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify.
- Discuss employment eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details.
- Ensure employees who receive a mismatch are provided with the printed Further Action Notice.

You must NOT:

- Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening.

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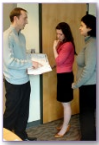
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Adverse Actions

E-Verify prohibits you from taking adverse actions against employees based on the employer's decision to contest a Tentative Nonconfirmation (TNC) or because the employer's case is pending with DHS or SSA. Adverse actions include terminating, suspending, withholding pay or training, delaying a start date or otherwise limiting his or her employment.

To avoid improper adverse actions, treat employees that choose to contest a case result as you would treat any other employee.

If you take adverse actions against job applicants or employees, you could face legal action, including civil penalties and back pay awards, and your participation in E-Verify may be terminated.



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Civil Rights and Civil Liberties – Adverse Actions

Employers must not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.

If the employee chooses not to take action on the mismatch, the employer may terminate employment with no civil or criminal liability as noted in Responsibilities of the Employer, Article II, Section A paragraph 13 of the MOU. The case can be treated as a Final Nonconfirmation, and the employer should close the case in E-Verify.

To avoid improper adverse actions, treat employees that choose to contest a mismatch result as you would treat any other employee.



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Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 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 their employees' Form I-9 information matches government records, thereby ensuring a legal workforce.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.



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Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 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 electronically confirming that their employees' Form I-9 information matches official government records that E-Verify can access, thereby helping ensure a legal workforce.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.



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Form I-9: Section 1 - Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary and rehires, **MUST** have an SSN.



IMPORTANT: If an employee does NOT have an SSN, he or she must obtain one from the Social Security Administration (SSA). This delays the 3-day requirement to create a case in E-Verify. Employees must note the reason for this delay on the employee's Form I-9 and during the verification process. You must create a case in E-Verify as soon as the employee has received an assigned SSN from SSA.

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Form I-9 and E-Verify – Form I-9, Section 1 – Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary, and rehires, **MUST** provide an SSN.

IMPORTANT: If an employee does NOT provide an SSN, they must obtain one from the Social Security Administration. This can delay the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 during the verification process. You must create a case in E-Verify as soon as the employee has received their SSN from SSA.

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Form I-9: Section 2 - Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.



IMPORTANT: You may not specify which documents from the list of acceptable documents on Form I-9 an employee may choose to present.

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Form I-9 and E-Verify – Form I-9, Section 2 – Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.

IMPORTANT: You may **NOT** specify which document(s) from the List of Acceptable Documents on Form I-9 an employee may choose to present.

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Form I-9: Section 2 - Overview (continued)

An employer may accept one document from List A, which proves both identity and employment eligibility, or a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.



IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo. If an employer doesn't have a photo on their List B document, contact E-Verify customer support. E-Verify customer support is available Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays at 866-464-4218.

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Form I-9 and E-Verify – Form I-9, Section 2 – Documents

An employer may accept one document from List A, which proves both identity and employment eligibility, **or** a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo.



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Verification Process Overview

The E-Verify employment eligibility verification process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided. Case results inform you of your employee's work eligibility. 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.



REMINDER: E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify with the information in DHS and SSA records.

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Verification Process Overview

The E-Verify employment eligibility confirmation process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of the status of the E-Verify case as well as your employee's employment eligibility. Case results can be initial, interim, or final.

If you determine the information in the case is incorrect, close the case and create a new case with correct information.

Every case must be closed.

REMINDER: E-Verify confirms employment eligibility by comparing the employee's Form I-9 information entered in E-Verify to official government records.





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Initial Verification Case Results - Overview

After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an Initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below:

Initial Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. (S is the way)
Tentative Nonconfirmation (TNC)	Information does not initially match with SSA or DHS records. Additional action is required.
DHS Verification in Progress	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.

Each case result is unique, and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.

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Verification Process - Initial Verification Case Results Overview

An overview of the initial case results is listed in the table below.

Each case result is unique and additional action may be required by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.

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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide you with a final case result. An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
SSA or DHS Tentative Nonconfirmation	Information did not match with SSA or DHS records. Additional action is required.
Review and Update Employee Data	A prompt to review, update and resubmit the employee's basic ID information.
DHS Verification in Progress	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
SSA or DHS Case in Continuance	The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

Each case result is unique, and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

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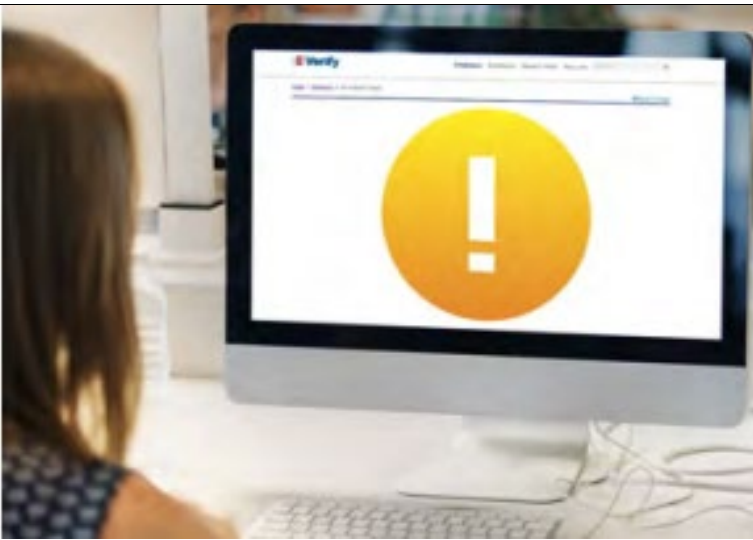
Verification Process – Interim Verification Case Results Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS and/or SSA Case in Continuance	The employee has contacted DHS and/or visited an SSA field office, but more time is needed to determine a final case result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.



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Final Case Results - Overview

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. It's that easy!
DHS or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within the eight Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

Additional information on final case results and next steps are addressed throughout this tutorial.

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Verification Process – Final Case Results Overview

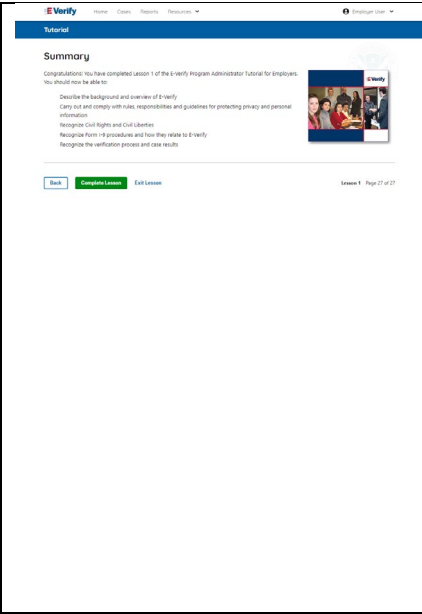
A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
DHS and/or SSA Final Nonconfirmation	E-Verify cannot verify employee's employment eligibility. You may close the case.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. Close the case in E-Verify and create a new case.

Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.

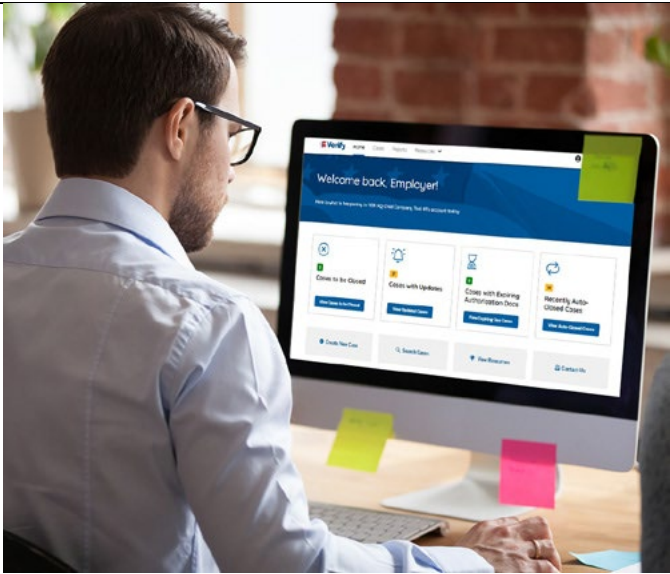
A person with curly hair is seen from the side, sitting at a desk and looking at a computer monitor. The monitor displays a large red circle with a white 'X' in the center, which is a common error indicator in software applications. The person's hands are resting on a keyboard in front of them. The desk is white, and there is a mouse to the right of the keyboard. The background is a plain, light-colored wall.



Summary

Congratulations! You have completed Lesson 1 of the E-Verify Program Administrator Tutorial for Employers. You should now be able to:

- Describe the background and overview of E-Verify
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results



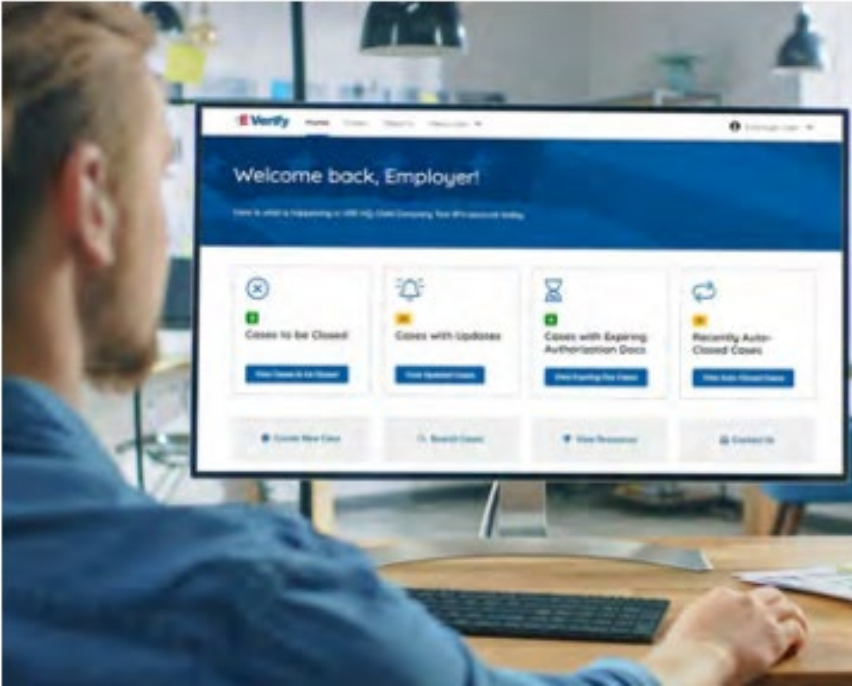
EV PA Tutorial Lesson 2

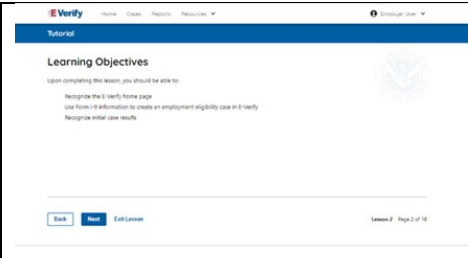
✔ LESSON COMPLETED

Lesson 2: Initial Verification

[Initial Verification](#)
[E-Verify Home Page](#)
[Enter Form I-9 Information](#)
[Initial Verification Results](#)

Review Lesson 2

Current	Update	Image
✔ LESSON COMPLETED Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results Review Lesson 2	Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results	
E-Verify Home Cases Reports Resources Tutorial Initial Verification Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about the E-Verify topics listed below: E-Verify Home Page Enter Form I-9 Information Initial Verification Results Next Exit Lesson Lesson 2 Page 1 of 18	Initial Verification Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about: - E-Verify Home Page - Entering Form I-9 Information - Initial Verification Results	



Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create a case in E-Verify
- Recognize initial case results



E-Verify Home Page

Each time you log in to E-Verify you will see a welcome back banner with your name and company listed.

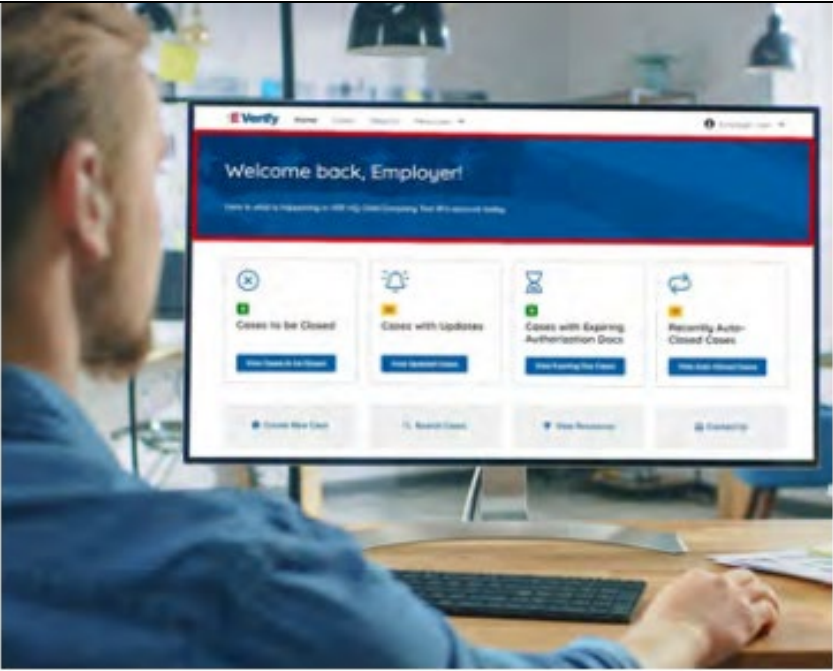
Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs, and Recently Auto-Closed Cases.

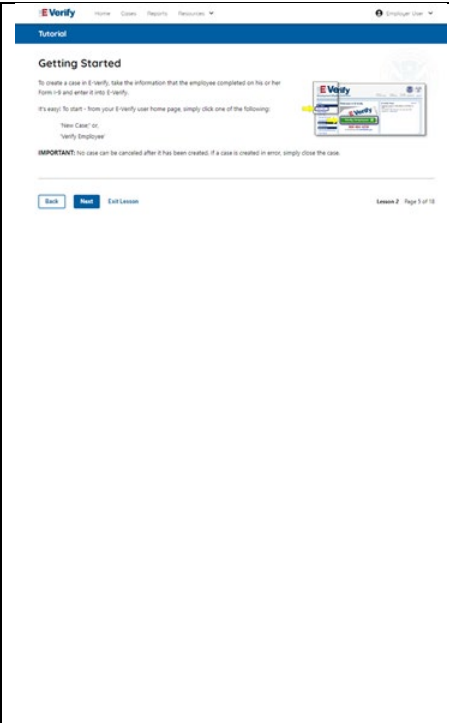
Directly below the case alert boxes are convenient quick links in gray boxes, including Create New Case, Search Cases, View Resources, and Contact Us.

Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

Navigation buttons above the banner include:

MENU	FUNCTIONS
Home	• Employer User Home Page
Cases	• Create New Case • Search Cases
Reports	• Run Reports
Resources	• View Essential Resources • Take Tutorial • View User Manual • E-Verify News • Contact Us
Account Options	• Company Account • User Account • Log Out





Getting Started

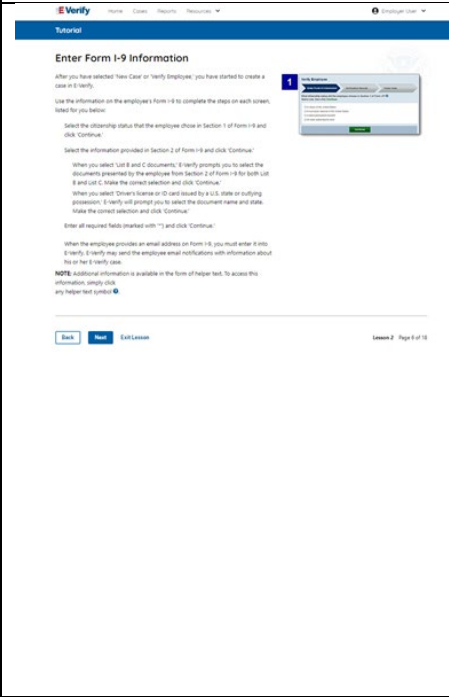
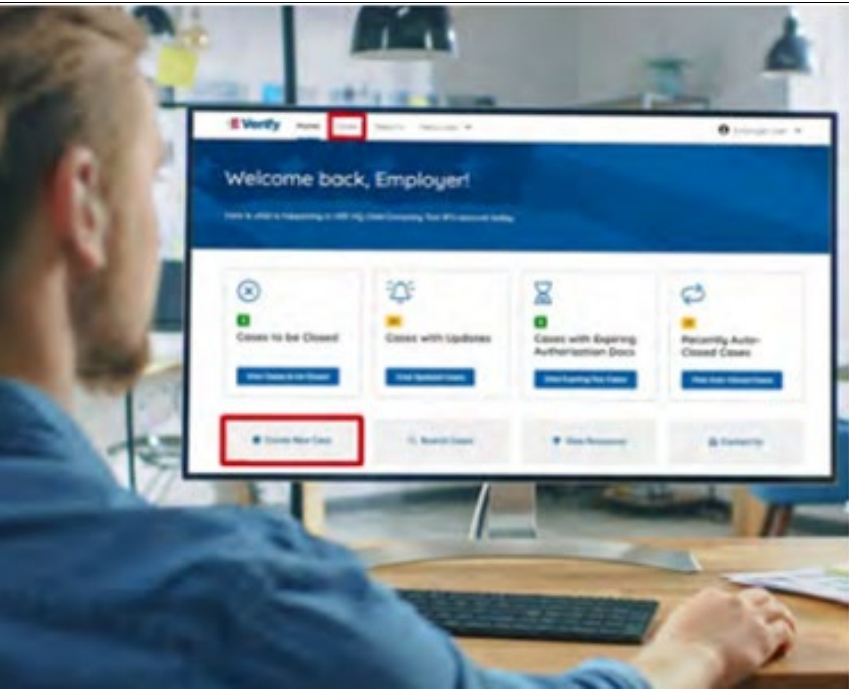
To create a case in E-Verify, use the information from the employee’s Form I-9 and enter it into E-Verify.

From the E-Verify home page:

Click **Cases** above the banner and select **Create New Case**; or

Click **Create New Case** quick link, in gray box below the case alerts.

IMPORTANT: No case can be deleted after it has been created. If a case is created in error, simply close the case. All draft cases will be automatically closed after 180 days.



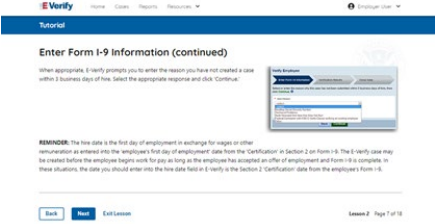
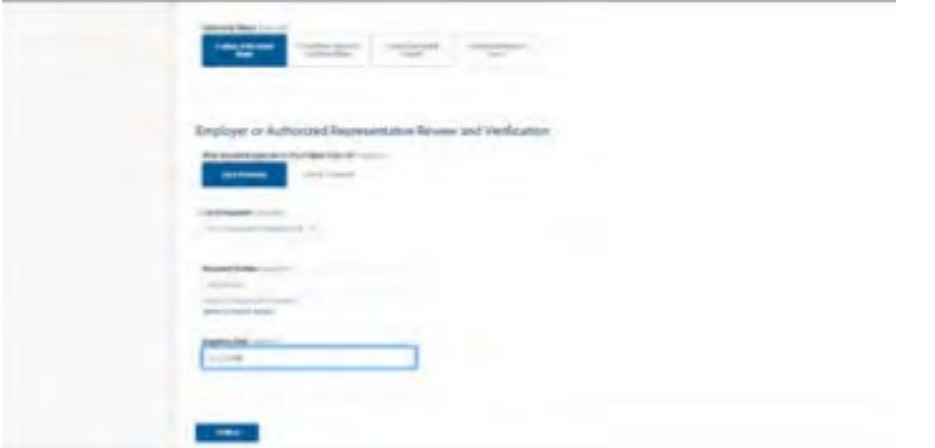
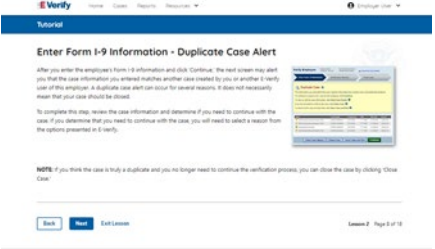
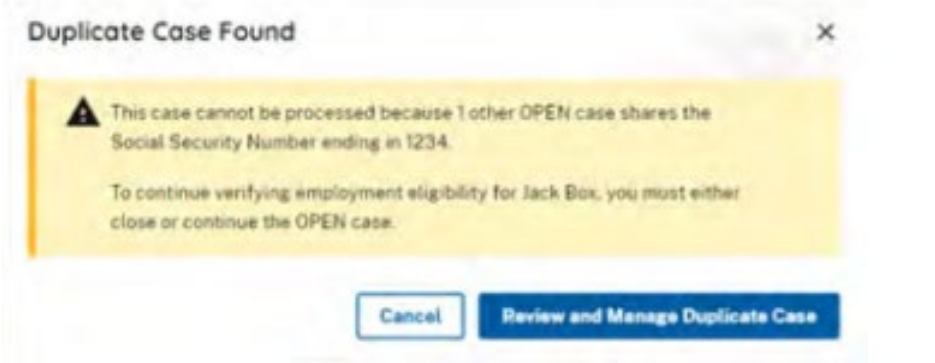
Enter Form I-9 Information

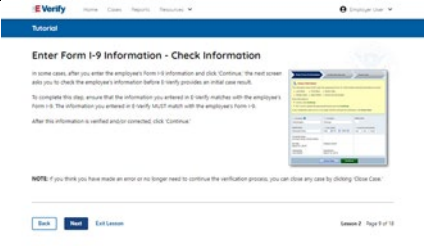
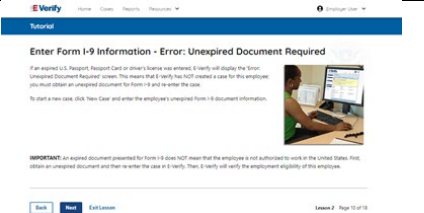
Enter the employee’s information from Section 1 of Form I-9. If you do not enter required information, or enter non-standard information, E-Verify generates a field error message and you must enter the required information to continue with the case.

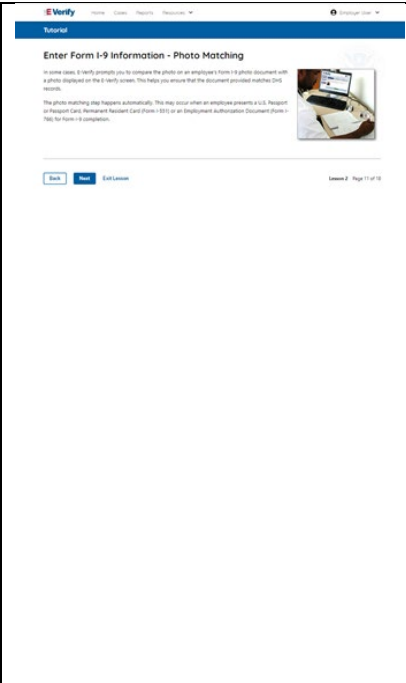
In the Enter Form I-9 Information screen:

- Complete the Employee Information and Attestation section;
- If the employee provided an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about their E-Verify case;
- Click **Continue**;
- Choose the appropriate option for citizenship or immigration status;
- Click **List A Document** or **List B & C Document** when asked what documents the employer or authorized representative reviewed and verified;
- Select document(s) types from drop down list;
- Enter Document Number (if applicable);
- Enter Expiration Date (if applicable); and



	Click Continue. NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol  .	
	Enter Form I-9 Information – Additional Case Details Under the Additional Case Details section, type the employee’s first day of employment as recorded in Section 2 of Form I-9 into the Employee’s First Day of Employment field in the Hire Date field E-Verify. Alternatively, you may click Today, 1 Day Ago, or 2 Days Ago and the corresponding date automatically populates in the Employee’s First Day of Employment field. If the case is being created 3 or more days past the employee's first day of employment, you must provide a reason for the delay. Select the appropriate reason from the drop-down menu or if Other is selected, E--Verify requires you to type the reason in the Reason for Delay text box and click Continue. REMINDER: The employee's first day of employment is the date the employee begins working in exchange for wages or other remuneration. That date should be entered as the employee's first day of employment date from the certification block in Section 2 on Form I-9. The E-Verify case may be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter in the hire date field in E--Verify is the date recorded in the certification portion of Section 2 from the employee's Form I-9.	
	Enter Form I-9 Information – Duplicate Case Alert After you enter the employee's Form I-9 information and click Continue, the next screen may alert you that the case information you entered matches another case created by you or another E-Verify user of this employer. A duplicate case alert can occur for several reasons. It does not necessarily mean that your case should be closed. If you receive a new duplicate case alert, you must close all open duplicate cases created for this employee before either this or another case can proceed:	

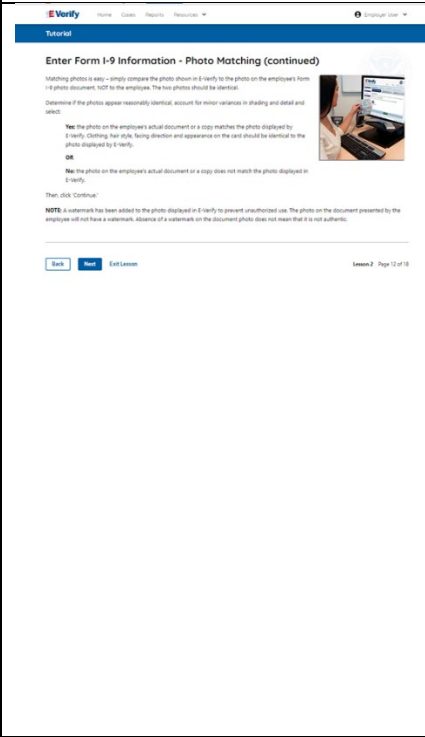
	• Select Review and Manage Duplicate Cases to see a list of all duplicate cases (open and closed). • To close an individual case, click Close Case. • Select Cancel if you wish to completely discontinue with this case that you have started. Nothing will be saved). • To continue with a previously created open duplicate case, click Continue Case. • If you decide to continue processing a duplicate case listed in this alert, you must select a reason for continuing a duplicate case.	
	Enter Form I-9 Information – Review Case In some cases, after you enter the employee's Form I-9 information and click Continue, the Review Case screen asks you to check the employee's information before E-Verify provides an initial case result. To complete this step, you must ensure that the information you entered in E-Verify matches the employee's Form I-9. • You can change information before receiving case results by clicking Edit Case Details; • After this information is verified or corrected, click Submit Case; • If you need more time, click Save and Exit; or • If you think you have made an error or no longer need to continue with a case, click Close Case and the case will automatically close without being submitted.	
	Delete - OBE	



Enter Form I-9 Information – E-Verify Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches official government records.

The photo matching step happens automatically when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551, also known as a Green Card), or an Employment Authorization Document (Form I-766) for Form I-9 completion.



Enter Form I-9 Information – E-Verify Photo Matching Overview

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

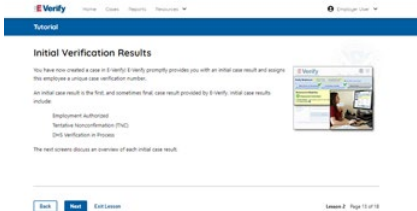
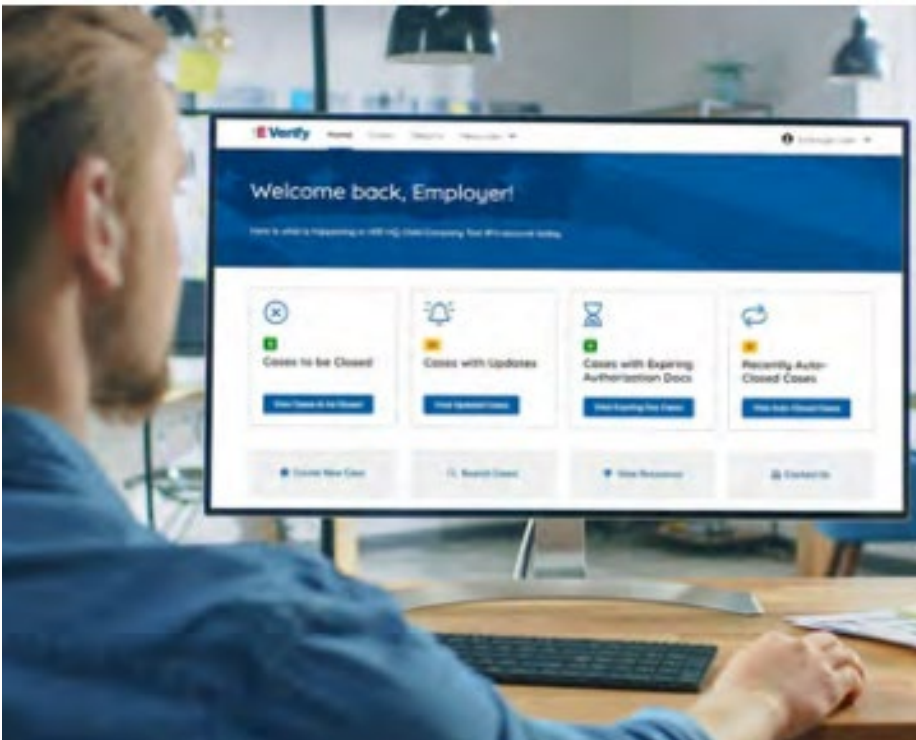
Determine if the photos appear reasonably identical, accounting for minor variances in shading and detail, then select:

Yes, this photo matches - 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, this photo does not match - The photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

OR



	No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. You should select this option when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document. Then, click Continue to Case Results. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.									
	Verification Process - Initial Verification Case Results Overview After you enter Form I-9 information into E-Verify and submit the information to create the case, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify. An overview of the initial case results is listed in the table below. <table><tr><th>Initial Case Results</th><th>Overview</th></tr><tr><td>Employment Authorized</td><td>The employee's information matched official government records. Case will automatically close. No action needed.</td></tr><tr><td>Tentative Nonconfirmation (Mismatch)</td><td>Information does not initially match official government records. Additional action is required.</td></tr><tr><td>E-Verify Needs More Time</td><td>DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.</td></tr></table> Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.	Initial Case Results	Overview	Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.	Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.	E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.	
Initial Case Results	Overview									
Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.									
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.									
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.									

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Employment Authorized

Employment Authorized is the most common case result. It means that the employee's information matches with DHS and/or SSA records. It's that easy!

A case result of Employment Authorized is also considered a final case result.

Your next step is to record the case verification number on the employee's form 1-8 and/or print a copy of the case details and fax it with the employee's form 1-8.

Then, simply close the case in E-Verify after you close the case, you have completed the verification process!

Lesson 4 discusses the steps required to close a case.



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Verification Process – Final Case Results Overview

A final case result means that the case is ready to be closed. You must close a case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.
DHS and/or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility. You may close the case.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. Close the case in E-Verify and create a new case.

Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.

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Employment Authorized - Request Name Review

In rare situations, E-Verify issues a case result of Employment Authorized, but the name provided on the case result does not match with the name displayed in E-Verify. This happens when the information matches, but there are name variations in DHS records.

Review the employee's information as displayed in E-Verify and compare it with the information displayed in the case result on the same screen. If the name displayed in E-Verify is different from the name displayed in the case result, you must click "Request Name Review" and submit comments, and DHS will review the case.



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DELETE OBE



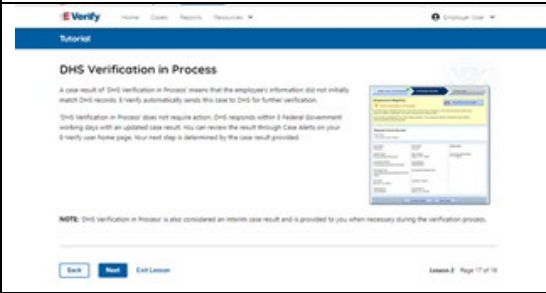
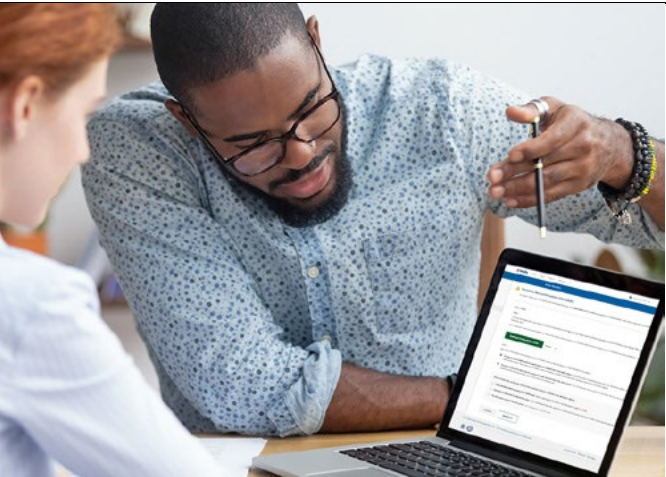
Tentative Nonconfirmation (Mismatch) – Process Overview

The Tentative Nonconfirmation (mismatch) process can be simple; however, it requires action by you and the employee.

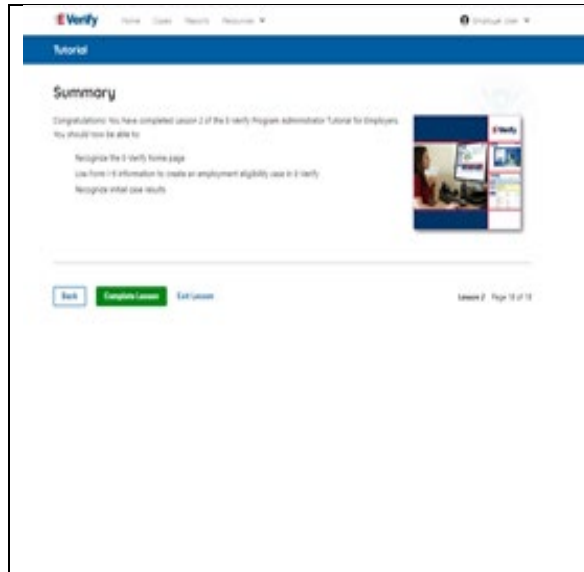
Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Download the Further Action Notice.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct.
- If the information is incorrect, select the statement indicating the information was not correct and close the case. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case if your employee tells you they will take action to resolve the mismatch and refer the case to DHS and/or SSA.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

Review the [E-Verify User Manual, 3.3 Tentative Nonconfirmation \(Mismatch\)](#) for more information.



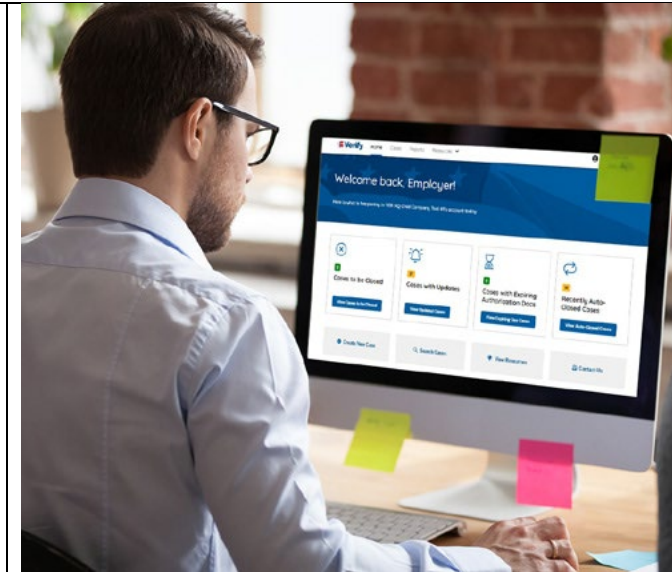
Delete – now covered on Verification Process - Initial Verification Case Results Overview slide



Summary

Congratulations! You have completed Lesson 2 of the E-Verify Program Administrator Tutorial for Employers. You should now be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create an employment eligibility case in E-Verify
- Recognize initial case results





Form I-9, Employment Eligibility Verification
Employee First Day of Employment
Information Sheet

Enter the employee's first day of employment recorded in Section 2 of Form I-9. The employee's first day of employment is circled below.

{I-9 Image}

The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and the Form I-9 is complete. A case must be created no later than three business days after a new hire's first day of employment.

If the employee's first day of employment changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change that date once you have 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 first day of employment changes. Annotate the correction with your initials and the date.

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

Review the [Handbook for Employers: Instructions for Completing Form I-9 \(M-274\)](#) or [I-9 Central for more information](#).

Employee's First Day of Employment

(required)

MM/DD/YYYY

Employees must be verified within three business days of their first day of employment.

Continue

Cancel

EV PA Lesson 3

✔ LESSON COMPLETED

Lesson 3: Interim Case Results

[Interim Case Results](#)
[Interim Case Results - Overview](#)
[SSA and DHS Tentative Nonconfirmation](#)
[Review and Update Employee Data](#)
[DHS Verification in Process](#)
[SSA/DHS Case in Continuance](#)

Review Lesson 3

Current	Updated Content	
✔ LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results - Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Review Lesson 3	Lesson 3: Interim Case Results Interim Case Results Interim Case Results – Overview DHS and SSA Tentative Nonconfirmation (Mismatch) E-Verify Needs More Time DHS or SSA Case in Continuance	
E-Verify HomeCasesReportsResources Employer User Tutorial Interim Case Results Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about the E-Verify topics listed below: Interim Case Results SSA and DHS Tentative Nonconfirmation (TNC) Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Next Exit Lesson Lesson 3Page 1 of 17	Interim Case Results Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about these E-Verify topics: Interim Case Results DHS and SSA Tentative Nonconfirmation (Mismatch) E-Verify Needs More Time DHS and/or SSA Case in Continuance	

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Learning Objectives

Upon completing this lesson, you should be able to:

Complete an SSA and DHS Tentative Nonconfirmation

Recognize interim case results

Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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Learning Objectives

Upon completing this lesson, you should be able to:

Complete a DHS and SSA Tentative Nonconfirmation (Mismatch)

Recognize interim case results

Describe E-Verify interim case results:

E-Verify Needs More Time; and

DHS and/or SSA Case in Continuance

Complete Photo Matching Process

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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide a final case result. All cases must receive a final case result. You must close every case to complete the E-Verify process.

Interim case results include:

SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation

Review and Update Employee Data

DHS Verification in Process

SSA Case in Continuance and DHS Case in Continuance

The next screens discuss each case result in detail.

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Verification Process – Interim Verification Case Results Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS and/or SSA Case in Continuance	The employee has contacted DHS and/or visited a SSA field office, but

A photograph showing a person from the side, looking at a computer monitor. The monitor displays a large yellow circle with a black exclamation mark inside, which is a common warning or error icon in software applications. The background is slightly blurred, showing a typical office or training environment.

more time is needed to determine a final case result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

DHS and SSA Mismatch

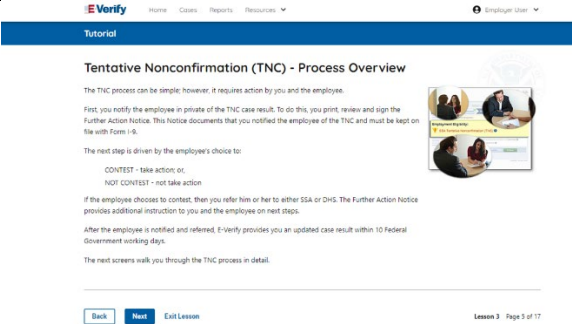
A Department of Homeland Security (DHS) and/or Social Security Administration (SSA) mismatch means that the employee's information does not match official government records.

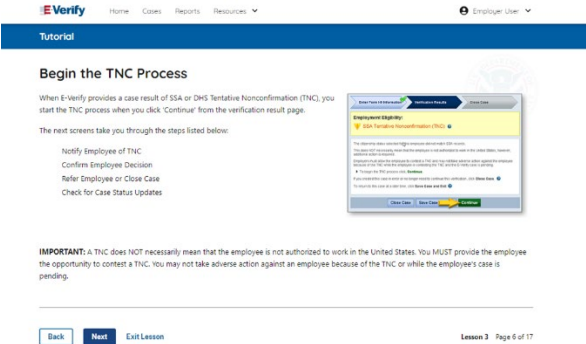
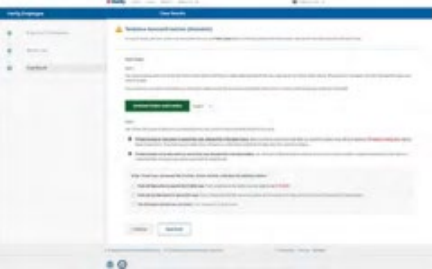
A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States.

The table below provides some possible reasons a mismatch may occur.

DHS MISMATCH	• Name, A-number and/or I-94 number are incorrect in DHS records • U.S. Passport, Passport Card or driver's license information could not be verified • ID photo document differs from the photo in DHS records • 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	
	SSA MISMATCH	• Citizenship or immigration status was not updated with SSA • Name change was not reported to SSA • Name, SSN, or date of birth is incorrect in SSA records • SSA record contains another type of error • Information was not entered correctly by the employer	
	Mismatch – Process Overview The mismatch process can be simple; however, it requires action by you and the employee. Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result: • Notify your employee of their mismatch result as soon as possible within the 10 days. • Give your employee a copy of the Further Action Notice. • Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct. • If the information is incorrect, close the case and select the statement indicating the information was not correct. After the case is		

	closed, create a new case for your employee with the correct information. • If the information is correct, the employee will decide whether to take action on the mismatch. Tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch. • If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case. The next screens walk you through the mismatch process in detail.	
	Mismatch - Begin Mismatch Process If E-Verify provides a case result of DHS and/or SSA mismatch, you will begin the mismatch process. The next screens take you through the steps listed below: • Notify Employee of Mismatch • Confirm Employee Decision • Refer Employee or Close Case • Check for Case Status Updates IMPORTANT: A mismatch does NOT necessarily mean that the employee is not authorized to work in the United States. You MUST provide the employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.	

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Notify the Employee of the TNC – Further Action Notice

The first step is to notify the employee of a TNC as soon as possible.

To notify the employee, follow the steps listed below:

Select a language to print the Further Action Notice and click 'Print Notice.'

Review the Further Action Notice privately with the employee.

Indicate that the employee has been notified by selecting the check box 'I have notified this employee of the TNC.'

NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under 'View Essential Resources,' accessible on your user home page.

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Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice

The first step is to notify your employee of their mismatch result as soon as possible within the 10 days.

To notify the employee, follow these steps:

- From the case mismatch screen in your account, select a language to print the Further Action Notice and Click **Download Further Action Notice**.
- Review the Further Action Notice privately with the employee.

NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under View Essential Resources, accessible on your user home page.

A woman with curly hair and a man with a beard and glasses are sitting at a desk, looking at a document together. The man is holding the document. In the bottom left corner, there is an E-Verify logo.

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Confirm Employee Decision

The next step is to confirm the employee's decision to contest or not contest the TNC.

The employee chooses to contest or not contest the case result and acknowledges this decision on the Further Action Notice.

To confirm the employee's decision:

Have the employee indicate on the Further Action Notice whether he or she will contest or not contest the TNC.

Ensure that you and the employee sign and date the English version of the Further Action Notice.

Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.

If your employee chooses to not contest the TNC and take no further action, then you can close the case and employment can be terminated with no civil or criminal liability as noted in Article II, Section C - Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

A sample of the Further Action Notice is available in 'View Essential Resources.'

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Mismatch – Confirm Employee Decision

The next step is to confirm the employee’s decision to take action to resolve the mismatch or not take action to resolve the mismatch.

The employee chooses whether they will take action or not to resolve the mismatch and acknowledges this decision on the Further Action Notice.

To confirm the employee's decision:

- Have the employee indicate on the Further Action Notice whether they will take action to resolve the mismatch.
- Ensure that you and the employee sign and date the English version of the Further Action Notice.

Two women are sitting at a desk, looking at a document together. One woman is holding the document. In the bottom right corner, there is an E-Verify logo.

- Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.
- If the employee chooses to take action to resolve the mismatch, make the appropriate selection on the case and click **Continue**.
- Download the Referral Date Confirmation and provide a copy to the employee. The Referral Date Confirmation provides the date by which the employee must call DHS and/or visit SSA. The employee should bring the Further Action Notice when they visit a SSA field office.
- If your employee chooses to not to take action to resolve the mismatch or does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee.

A sample of the Further Action Notice is available in View Essential Resources.

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Refer Employee or Close Case

An employee that chooses to contest a TNC must be referred to SSA or DHS.

If the employee chooses to:

- CONTEST:** He or she chooses to take the action to visit an SSA field office or contact DHS within 8 Federal Government working days.
- Click 'Refer Case.'

This starts the 8 Federal Government working days that the employee has to visit an SSA field office or contact DHS.

- NOT CONTEST:** He or she acknowledges that the employer may terminate employment.
- Click 'Close Case.'

IMPORTANT: Employers may NOT take adverse action against an employee because of the TNC while he or she is contesting the TNC and the case is pending.

In some cases, when you refer the case, e-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next screen.

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Mismatch – Refer Employee or Close Case

- Ask the employee if they will choose to take action to resolve the mismatch or not and indicate their choice.
 - The employee chooses to take action to resolve this case.
 - The employee chooses not to take action to resolve this case.
- Indicate the employee's decision below:
 - The employee will take action to resolve this E-Verify case. The employee understands that action must be taken by {date will auto populate}.

A screenshot of the Verity Case Requirements page. The page has a blue header with the Verity logo on the left and navigation links (Home, Cases, My Cases, My Profile) on the right. Below the header, the title "Case Requirements" is centered. The main content area is white and contains a section titled "Recruitment Area Code" with a red arrow icon. Below this title is a paragraph: "Submitting to participate in the daily selection. It usually takes you to check this case and answer other details information in a new case." Below the paragraph is a large blue button labeled "Check and Create New Case". At the bottom of the page, there is a footer with the text "© 2018 Development of Veritycase (Source) - © 2018 Ownership and Management Services" on the left and "Account - Sign In - Site Map" on the right.

- The employee will not take action to resolve this case. The employee understands that this cannot be undone and choosing not to take action could result in termination of employment.
 - The information entered was not correct. I am choosing to close this case.
- Click **Continue** or **Save & Exit**.

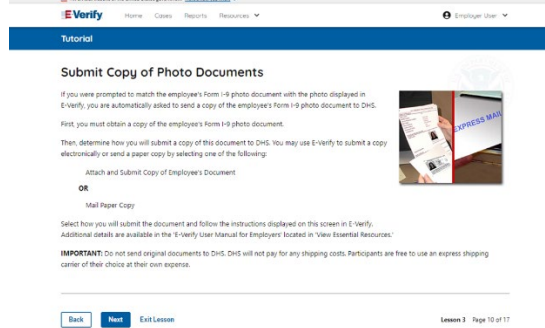
IMPORTANT: In some cases, when you refer the case, E-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next slides.

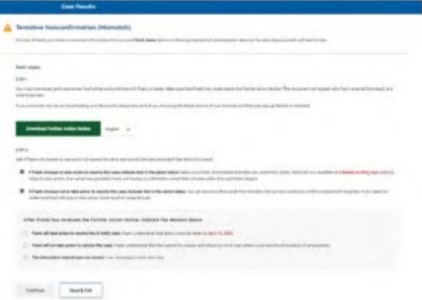
E-Verify Photo Matching Overview

E-Verify photo matching will prompt the E-Verify user to compare the employee’s photo document with a photo displayed during creation of the E-Verify case. This helps ensure that the document the employee provided for Form I-9 matches records available to DHS. The four List A documents that will trigger photo matching are:

- U.S. passport;
- U.S. passport card;
- Permanent Resident Card (Form I-551); and
- Employment Authorization Document (Form I-766).

When the employee presents one of these documents, employers must copy the front and back of the document (or in the case of a U.S. passport, copy the Passport ID screen and the Passport Barcode page) and retain the copies with Form I-9.



E-Verify Photo Matching – Process	E-Verify Photo Matching – Process To match photos, compare the photo displayed by E-Verify to the photo on the employee’s actual document, or a copy of the employee’s document, and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail based upon the age and wear of the employee’s document and the quality of your computer monitor. Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the photo on the document to the employee during Form I-9 completion and prior to creating the E-Verify case. Photo Matching - Process Overview provides a summary.	
E-Verify Photo Matching – Review Case	E-Verify Photo Matching – Review Case You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee’s document. You will check the appropriate answer: • Yes, this photo matches - The photo on the employee's actual document or copy of the document 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, this photo does not match - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or • No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. This option should be selected when E-Verify either displays no photo or it displays an image of	

	something other than a photo of a person, such as an image of a document.	
E-Verify Photo Matching – Case Results	E-Verify Photo Matching – Case Results • For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the Passport ID screen and the Passport Barcode page. • If you select No, this photo does not match or No photo displayed, E-Verify prompts you to upload a photo of your employee’s document and click Continue. • If you select Save & Exit, any uploaded documents will not be saved and must be uploaded again. Click Continue or SAVE & Exit. 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. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.	

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Referred Employee

Once the employee has chosen to contest and you click 'Refer Case,' print the Referral Date Confirmation and provide it to the employee.

The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which he or she must visit SSA or contact DHS.



IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if he or she chooses to visit an SSA field office.

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Mismatch – Referred Employee

Once the employee has chosen to take action to resolve the case and you indicate the employee will take action to resolve this E-Verify case, print the Referral Date Confirmation and provide it to the employee.

The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which they must contact DHS and/or visit a SSA field office.

IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if they choose to visit an SSA field office.

Case Results

Tentative Nonconfirmation (Mismatch)

It's okay! E-Verify just needs some more information from you and Frank Jones before confirming employment authorization. Here are the next steps you both will need to take.

Next steps:

STEP 1
You must download, print and review the Further Action Notice with Frank promptly. Make sure that Frank fully understands the Further Action Notice. This document will explain why Frank received this result, and what to do next.

If you encounter any issues downloading your document, please ensure that you are using the latest version of your browser and that your pop-up blocker is disabled.

Download Further Action Notice

English

STEP 2
Ask if Frank will choose to take action to resolve this error and correct the data mismatch that led to this result.

☒ If Frank chooses to take action to resolve this case, indicate that in the option below. Make sure Frank understands that after you select this option, there will be a deadline of 8 federal working days starting today to take action. If an email was provided, Frank will receive a confirmation email that indicates when this countdown begins.

☒ If Frank chooses not to take action to resolve this case, indicate that in the option below. You will receive a final result that indicates that we were unable to confirm employment eligibility. Frank needs to understand that refusing to take action could result in losing the job.

After Frank has reviewed the Further Action Notice, indicate the decision below:

☐ Frank will take action to resolve this E-Verify case. Frank understands that action must be taken by April 15, 2025.

☐ Frank will not take action to resolve this case. Frank understands that this cannot be undone and choosing not to take action could result in termination of employment.

☐ The information entered was not correct. I am choosing to close this case.

Continue

Save & Exit

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TNC Process Summary

Below is a summary of actions required of you and the employee during the TNC process.

YOUR ACTION

Notify the employee of the TNC in private
Instruct employee to sign and date Further Action Notice
Confirm employee's choice to contest or not contest TNC
Keep original signed Further Action Notice on file with Form I-9
If employee chooses to contest TNC, refer employee
Print the Referral Date Confirmation and provide it to the employee
If prompted, attach and submit or mail a copy of employee's Form I-9 photo document to E-Verify

THE EMPLOYEE'S ACTION

Decide to contest or not contest and indicate choice on signed Further Action Notice
Acknowledge receipt of TNC by signing and dating Further Action Notice
Take next action based on decision to contest or not to contest

If he or she contests:
Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days

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Mismatch Process Summary

Below is a summary of actions required of you and the employee during the mismatch process.

YOUR ACTION

- Notify your employee of their mismatch result as soon as possible within the 10 days in private.
- Confirm employee's choice to take action to resolve the case or not.
- Instruct employee to sign and date Further Action Notice.
- Keep original signed Further Action Notice on file with Form I-9.
- If employee chooses to take action to resolve the case, refer employee.
- Print the Referral Date Confirmation and provide it to the employee.
- If prompted, attach and upload a copy of employee's Form I-9 photo document (front and back) to E-Verify.

- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee.

THE EMPLOYEE'S ACTION

- Decide to take action or not to resolve their mismatch within 10 days of issuance and indicate decision on Further Action Notice.
- Acknowledge receipt of mismatch by signing and dating the Further Action Notice.
- Take next action based on decision to take action to resolve case or not.
- If the employee decides to take action to resolve the mismatch, contact DHS or visit an SSA field office with a copy of the Further Action Notice within 8 federal government working days.



Mismatch - Check for Case Status Updates

Once you inform the employee that the case is referred, you have completed the mismatch process.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

You may NOT ask the employee for additional evidence or confirmation that DHS and/or SSA resolved their case.

NOTE: You can search for the case from Cases menu or by selecting Search Cases on the account home page.

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Check for Case Status Updates

Once you inform the employee that the case is referred, you have completed the THC process.
Next, E-Verify provides a case result update through Case Alerts on your user home page within 10 Federal Government working days.
Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.
You may NOT ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.



NOTE: You can search for the case using "Search Cases" on the left navigation menu.

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Review and Update Employee Data

E-Verify provides a case result of 'Review and Update Employee Data' when SSA finds a discrepancy in the information from an E-Verify referral.

'Review and Update Employee Data' happens because of typographical errors and/or incorrect information provided on Form I-9.

This requires that you review the information the employee completed on Form I-9 with the employee, correct any errors and click 'Continue.'

Check E-Verify periodically for a change in case result. E-Verify informs you of a change of status through Case Alerts on your user home page. Your next step is determined by the case result provided.

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DHS Verification in Process

A case result of 'DHS Verification in Process' is both an initial and interim case result and does not require action by you. E-Verify automatically sends this case to DHS for further verification.

DHS responds within 3 Federal Government working days with an updated case result through Case Alerts on your E-Verify user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

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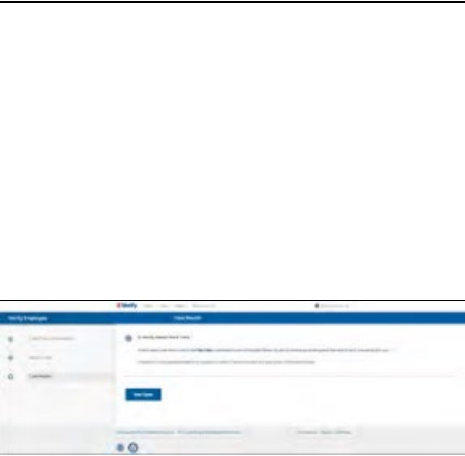
E-Verify Case Result - E-Verify Needs More Time

A case result of E-Verify Needs More Time is both an initial and interim case result and does not require action by you.

DHS could not immediately verify the data and needs more time. E-Verify automatically sends this case to DHS for further action. No action is required until further notice from E-Verify.

DHS usually responds within 3 federal government working days with an updated case result through Case Alerts on your E-Verify user home screen.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.



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SSA/DHS Case in Continuance

An SSA or DHS 'Case in Continuance' means that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result.

The reason SSA/DHS needs more time varies with each situation.

E-Verify provides a case result update through Case Alerts on your user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: You cannot terminate or take adverse action against the employee based on the employee's decision to contest a TNC or because the employee's case is pending with DHS or SSA.

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E-Verify Case Result - DHS and/or SSA Case In Continuance

A DHS and/or SSA Case in Continuance means that the employee has contacted DHS and/or visited a SSA field office, but more time is needed to determine a final case result.

The reason DHS and/or SSA needs more time varies with each situation. E-Verify provides a case result update through Case Alerts on your user home screen.



Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch or because the employee’s case is pending with DHS and/or SSA, until the mismatch becomes a Final Nonconfirmation.

- Summary**
- Congratulations! You have completed Lesson 3 of the Program Administrator Tutorial for E-Verify Employer Agents. You should now be able to:
- Complete an DHS or SSA Tentative Nonconfirmation (Mismatch)
 - Recognize interim case results
 - Describe E-Verify interim case results:
 - E-Verify Needs More Time; and
 - DHS or SSA Case in Continuance
 - Complete Photo Matching Process



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Summary

Congratulations! You have completed Lesson 3 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

Complete an SSA and DHS Tentative Nonconfirmation

Recognize interim case results

Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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EV PA Lesson 4

LESSON COMPLETED

Lesson 4: Complete the Verification Process

[Complete the Verification Process](#)

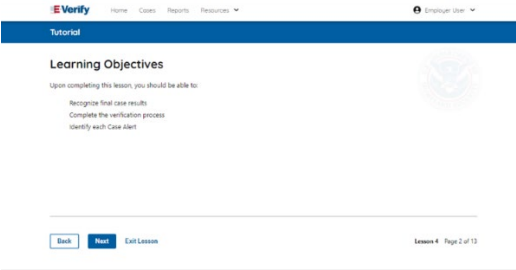
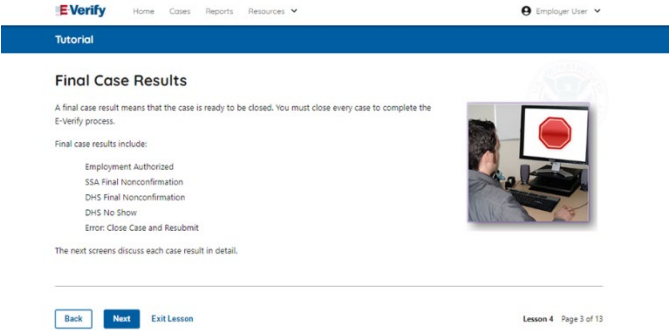
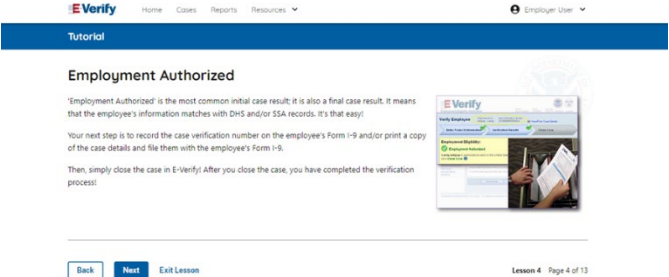
[Final Case Results](#)

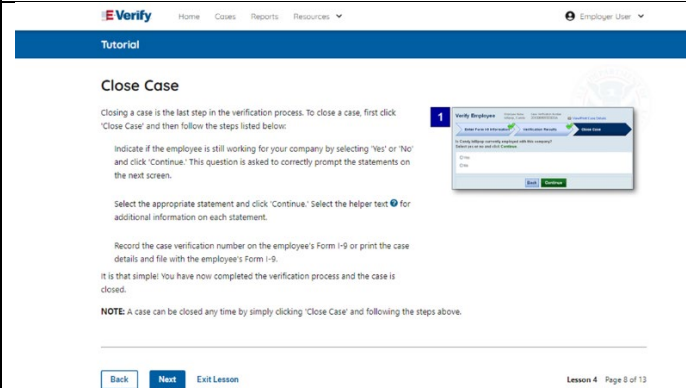
[Close Case](#)

[Case Alerts](#)

Review Lesson 4

Current	Updated Content	Updated Images
LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4	Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts	
EVerify HomeCasesReportsResources Tutorial Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about the E-Verify topics listed below: Final Case Results Close Case Case Alerts Next Exit Lesson Lesson 4Page 1 of 13	Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about: Final Case Results Close Case Case Alerts	

 The screenshot shows the 'Learning Objectives' section of the E-Verify tutorial. It lists three objectives: 'Recognize final case results', 'Complete the verification process', and 'Identify each Case Alert'. Navigation buttons for 'Back', 'Next', and 'Exit Lesson' are at the bottom. The page is labeled 'Lesson 4 Page 2 of 13'.	Learning Objectives Upon completing this lesson, you should be able to: • Recognize final case results • Complete the verification process • Identify each case alert	
 The screenshot shows the 'Final Case Results' section. It explains that a final case result means the case is ready to be closed. It lists four types of final case results: 'Employment Authorized', 'SSA Final Nonconfirmation', 'DHS Final Nonconfirmation', and 'DHS No Show'. It also mentions 'Error: Close Case and Resubmit'. An image of a person at a computer with a red stop sign on the screen is shown. Navigation buttons and 'Lesson 4 Page 3 of 13' are at the bottom.	Final Case Results A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process. Final case results include: • Employment Authorized • DHS Final Nonconfirmation • SSA Final Nonconfirmation • Close Case and Resubmit The next screens discusses each case result in detail.	 A person with curly hair is seen from the side, sitting at a desk and looking at a computer monitor. The monitor displays a large red circle with a white 'X' inside, indicating an error or a warning.
 The screenshot shows the 'Employment Authorized' section. It states that 'Employment Authorized' is the most common initial case result and is also a final case result. It explains that the employee's information matches with DHS and/or SSA records. It provides instructions on how to record the case verification number on the employee's Form I-9 and print a copy of the case details. An image of a person holding a document is shown. Navigation buttons and 'Lesson 4 Page 4 of 13' are at the bottom.	Final Case Results - Employment Authorized Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches official government records. It's that easy! Your next step is to record the E-Verify case number on the employee's Form I-9 or print a copy of the case details and file them with the employee's Form I-9. E-Verify automatically closes cases that result in Employment Authorized. Lesson 4 discusses the steps required to close a case.	 Two people are sitting at a desk, looking at a laptop. The laptop screen displays the E-Verify system interface, showing various fields and information related to a case.

	Final Case Results - DHS or SSA Final Nonconfirmation A DHS and/or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chose to try to resolve a mismatch, it can also mean that the employee did not contact DHS or visit an SSA field office within 8 federal government working days. You may terminate employment based on a case result of DHS or SSA Final Nonconfirmation. The next step is to close the case in E-Verify. After you close the case, you have completed the verification process. REMINDER: You may not ask the employee for additional evidence or confirmation that DHS and/or SSA resolved their case.	
	Close Case Closing a case is the last step in the E-Verify process. To close a case, first click Close Case and then follow the steps listed below: • Select the statement indicating whether or not you will continue to employ this individual. • If you select the option indicating you will continue to employee this individual, you must provide the reason why. Type the reason in the text box provided. • If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case. • If Other is selected as the reason, you must type the reason in the text box provided. • After you’ve typed a reason, click Close Case. • E-Verify displays an alert indicating the case was successfully closed. • Click View/Print Case Details and either record the E-Verify Case Number on the employee's Form I-9 or click Print Information to print and attach a copy of the case details to the Form I-9. • Click Create New Case to create a new case or click Continue to be redirected to view all your cases.	

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DHS No Show

A "DHS No Show" means that the employee did not contact DHS within the 8 Federal Government working days and, therefore, E-Verify cannot verify the employee's employment eligibility.

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 MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.



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Error: Close Case and Resubmit

A case result of "Error: Close Case and Resubmit" means that the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect.

A new case must be created for this employee. To do this, simply close the case and create a new case for this employee using the correct document expiration date.

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.



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Final Case Result - Close Case and Resubmit

A case result of Close Case and Resubmit means that the expiration date entered for the employee’s U.S. Passport, Passport Card or driver’s license is incorrect.

A new case must be created for this employee. To do this, close the case and create a new case for this employee.

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.

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Case Alerts

E-Verify Case Alerts are found on your user home page. This feature is designed to bring your attention to cases that need your action.

When you log into E-Verify, Case Alerts may inform you of one of the following:

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

Each Case Alert indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click.

The next screen discusses each Case Alert in detail.



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Case Alerts

Case alert boxes with important information about your cases appear under the welcome banner:

- Cases to be Closed
- Cases with Updates
- Cases with Expiring Authorization Docs
- Recently Auto-Closed Cases

To view the updates, click the blue box in each case alert.

The next screen discusses each case alert in detail.

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Case Alerts - Work Authorization Docs Expiring

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

This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting "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).

Features of this tab include:

- Sort cases by: last name, first name, case number, hire date, expiration date or days to expiration
- A quick link to each case by clicking on the case number
- Option to view up to 100 cases per page

View Cases

View of Work Cases | Search Cases

Case Number

First Name

Last Name

Case Status

Submission Date

Expiration Date

Days to Expiration

Case Type

Case Action

1001	John	Doe	Employment Authorization Document (Form I-766)	01/15/2020	01/15/2021	365	Employment Authorization Document (Form I-766)	View
1002	Jane	Smith	Arrival/Departure Record (Form I-94)	02/01/2020	02/01/2021	365	Arrival/Departure Record (Form I-94)	View
1003	John	Doe	Employment Authorization Document (Form I-766)	03/01/2020	03/01/2021	365	Employment Authorization Document (Form I-766)	View
1004	Jane	Smith	Arrival/Departure Record (Form I-94)	04/01/2020	04/01/2021	365	Arrival/Departure Record (Form I-94)	View
1005	John	Doe	Employment Authorization Document (Form I-766)	05/01/2020	05/01/2021	365	Employment Authorization Document (Form I-766)	View
1006	Jane	Smith	Arrival/Departure Record (Form I-94)	06/01/2020	06/01/2021	365	Arrival/Departure Record (Form I-94)	View
1007	John	Doe	Employment Authorization Document (Form I-766)	07/01/2020	07/01/2021	365	Employment Authorization Document (Form I-766)	View
1008	Jane	Smith	Arrival/Departure Record (Form I-94)	08/01/2020	08/01/2021	365	Arrival/Departure Record (Form I-94)	View
1009	John	Doe	Employment Authorization Document (Form I-766)	09/01/2020	09/01/2021	365	Employment Authorization Document (Form I-766)	View
1010	Jane	Smith	Arrival/Departure Record (Form I-94)	10/01/2020	10/01/2021	365	Arrival/Departure Record (Form I-94)	View

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Case Alerts – Cases With Expiring Authorization Docs

This case alert is a notification that an employee's Employment Authorization Document (Form I-766) or Arrival/Departure Record (Form I-94) is expiring and reminds you to re-verify the employee by updating Section 3 of Form I-9. The employee cannot be re-verified in E-Verify.

This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **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).

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

New Slide

Case Alert - Recently Auto–Closed Cases

The Recently Auto-Closed Cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result. This is notification your case was closed. Be sure to record the case information as required on Form I-9 or print the case details page.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

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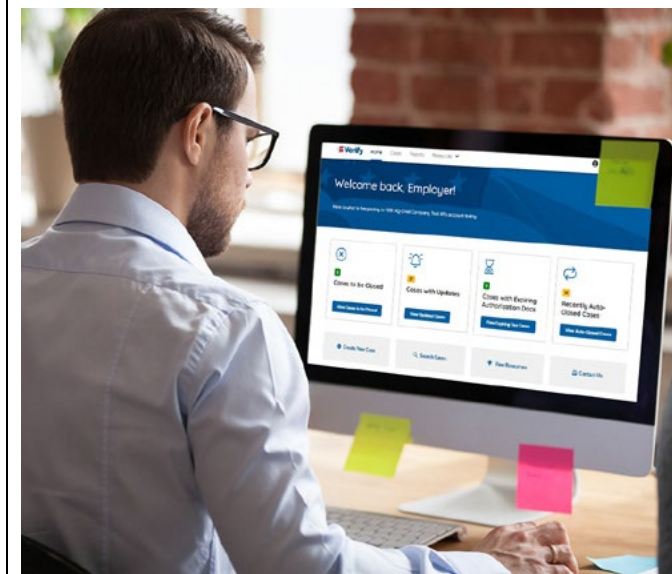
Lesson 4

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Summary

Congratulations! You have completed Lesson 4 of the E-Verify Program Administrator Tutorial for Employers. You should now be able to:

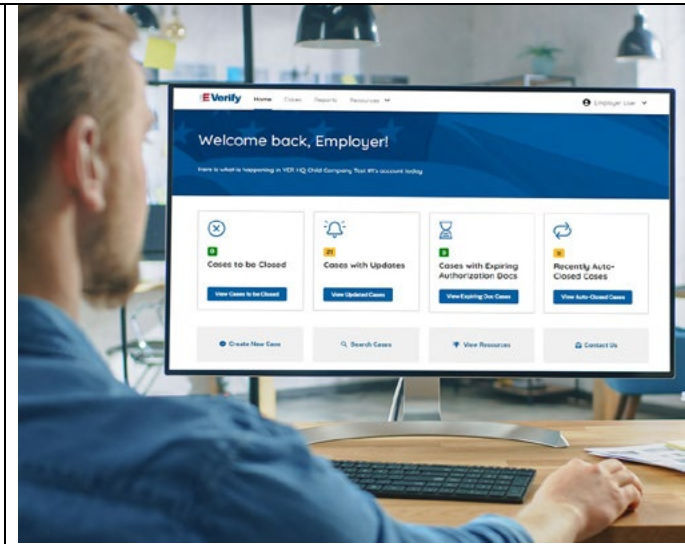
- Recognize final case results
- Complete the verification process
- Identify each case alert



EV GU PA Lesson 5

A vertical navigation menu for Lesson 5. At the top is a green button with a white checkmark icon and the text "LESSON COMPLETED". Below this is the title "Lesson 5: Program Administrator Account Administration" in bold black text. Underneath the title are five blue, underlined links: "Program Administrator Account Administration", "Overview of User Roles", "Create a Password", "Navigation Menu", and "Manage My Company". At the bottom is a blue button with a white border and the text "Review Lesson 5".

Current	Updated Content	Updated Images
LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Company Reports Review Lesson 5	Lesson 5: Program Administrator Account Administration - Program Administrator Account Administration - Overview of User Roles - Create a Password - Navigation Menu - Manage Company - Reports	
Home Cases Reports Resources Employer User Tutorial Program Administrator Account Administration Welcome to Lesson 5 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about the E-Verify topics listed below: Overview of User Roles Create a Password Navigation Menu Manage My Company Reports Next Exit Lesson Lesson 5 - Page 1 of 22	E-Verify Program Administrator Account Administration Welcome to Lesson 5 of the E-Verify program administrator tutorial. In this lesson, you will learn about: - Overview of User Roles - Create a Password - Navigation Menu - Manage Company - Reports	




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Learning Objectives

Upon completing this lesson, you should be able to:

- Identify the role of Program Administrators in support of your company's users
- Recognize requirements to create a password
- Use your left navigation menu
- Manage the information in 'My Company'

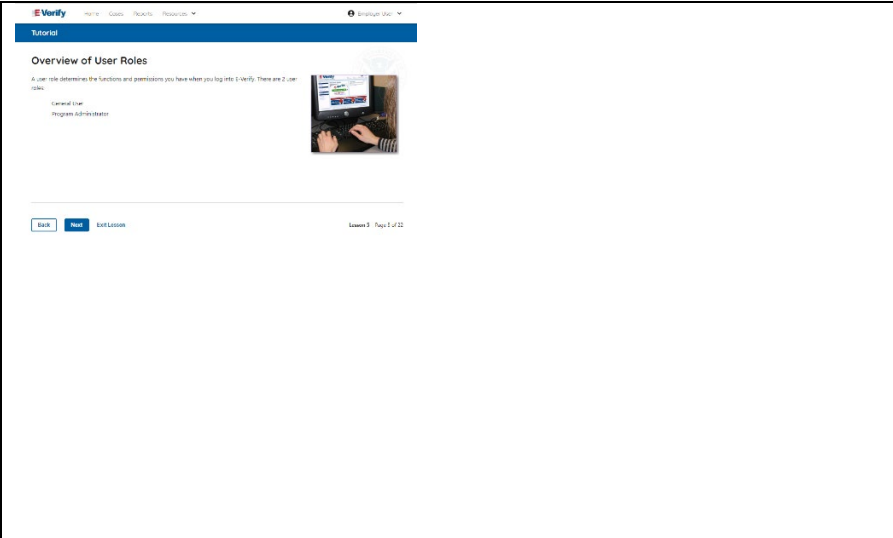
[Back](#)
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[Exit Lesson](#)

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Learning Objectives

Upon completing this lesson, you should be able to:

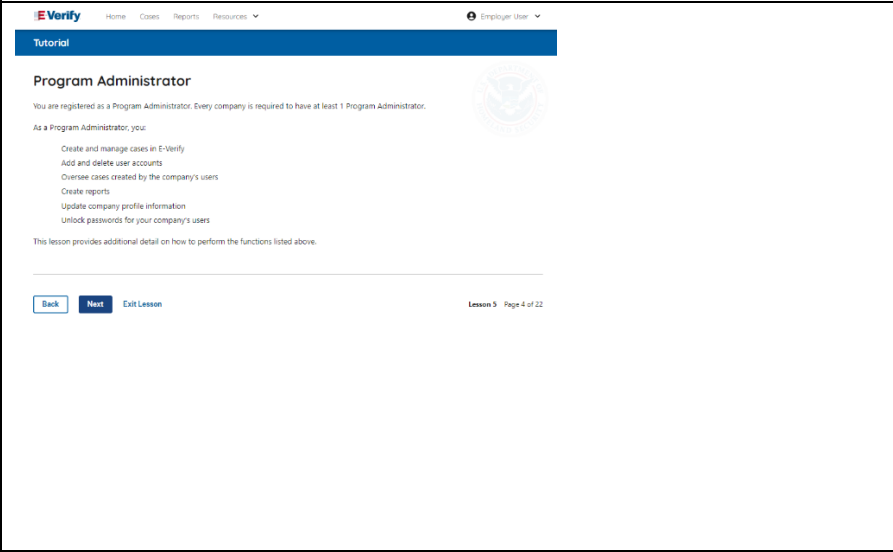
- Understand the role of program administrator
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in Company Account



Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are two user roles:

- General User
- Program Administrator



Program Administrator

You are registered as a program administrator. Every E-Verify participant is required to have at least one program administrator.

As a program administrator, you:

- Create and manage cases in E-Verify
- Add and delete user accounts
- Oversee cases created by the company’s or entity’s users
- Create reports
- Update profile information, including points of contact
- Unlock passwords for user(s)

This lesson provides additional detail on how to perform the functions listed above.

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Create a Password

The first time you log in to E-Verify, you are prompted to change your password. Follow the guidelines below to create a new password.

Passwords are case sensitive and must be between 8-14 characters long, different from your assigned user ID and have the following:

1 uppercase or lowercase letter

1 number and at least 1 special character - special characters include: ! @ \$ % * () ? : ; { } + - ~

1 * * *

Contains no more than 2 identical and consecutive characters in any position from the previous password

Contain a non-numeric in the first and last positions

Not be identical to your user ID

Example: IL!keH2O

IMPORTANT: E-Verify will prompt you to change your password every 90 days. If you think your password has been compromised, you must change your password immediately. To change your password, go to My Profile and click Change Password.

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Program Administrator - Create a Password

The first time you log in to E-Verify, you are prompted to change your password.

Passwords are case-sensitive, different from the assigned user ID, and meet these requirements:

- At least one letter
- At least one number, not as the first or last character
- At least one special character from the following ! @ \$ % * () ? : ; { } + - ~
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters
- No more than two consecutive characters from the prior password

Example: IL!keH2O

IMPORTANT:

- IMPORTANT: If you think your password has been compromised, you must change your password immediately. To change your password, access the user profile options from the drop-down menu under your username in the top right corner of the account.

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Create a Password (continued)

Password policy also recommends that passwords should not contain a:

Dictionary word

Proper noun or the name of any person, pet, child or fictional character, employee serial number, Social Security number, birth date, phone number or any information that could be readily guessed about the creator of the password

Simple pattern of letters or numbers

Word, noun or name spelled backwards

IMPORTANT: Passwords should NEVER be shared. Every E-Verify user must have a user ID and password.

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Program Administrator – Password Hints

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.

IMPORTANT: You should NEVER share your password. Every E-Verify user must have their own unique user ID and password.

A photograph showing a person's hands holding a tablet. The tablet screen displays the E-Verify 'Change Password' interface. The interface includes a 'New Password' field, a 'Confirm Password' field, and a 'Change Password' button. The background is blurred, showing what appears to be an office setting.

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Password Help

If you try to log in with an incorrect password 3 consecutive times, E-Verify will lock you out.

If you are locked out, first try to change your password using the link **“Forgot your password?”** on the user log in screen.

If you are unable to change your password automatically, contact E-Verify Customer Support at 888-464-4218.

NOTE: As a Program Administrator, it is important to know that your General Users contact you to unlock their user password.



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Program Administrator – Password Help

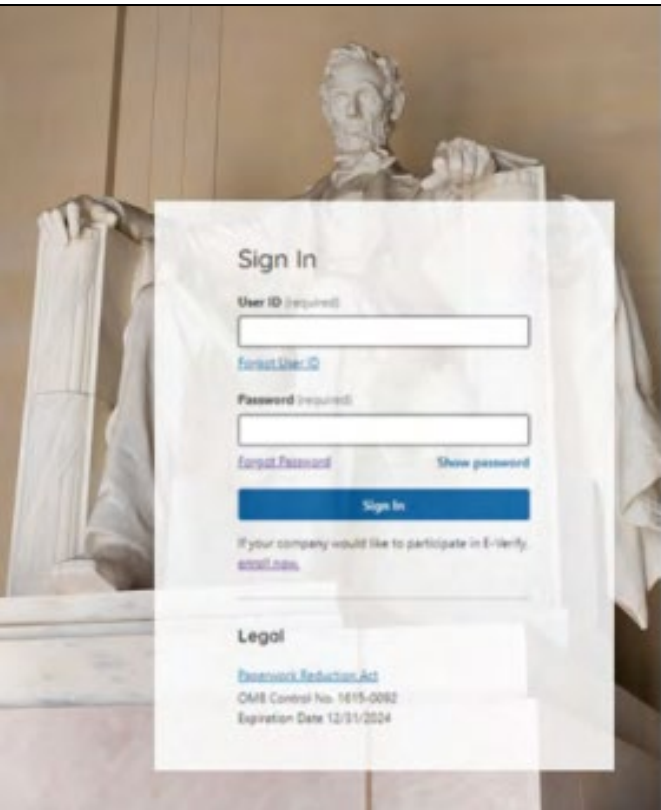
- If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.
 - If you are locked out, first try to change your password using the link [Forgot Password](#) on the user log in screen.
 - If you are unable to change your password with [Forgot Password](#) link, contact another program administrator in your company or entity.
- Each user must create password challenge questions.
 - You will need to correctly answer these questions to reset your password if you ever forget it.

Important:

- E-Verify will prompt you to change your password every 90 days.
- To comply with federal security guidelines, USCIS is required to lock any user ID that has not been accessed within the past 270 days. A locked user ID will not affect your E-Verify enrollment or the data in your E-Verify account.

Note:

- Each user must have their own user ID and password to access E-Verify and may not share their user ID or password with others.
- You are responsible for any activity associated with your user ID and password.

[illegible]

Program Administrator E-Verify Home Page - Navigation Menu

Each time you log in to E-Verify you will see a Welcome Back banner with your name and company, or entity listed.

Case alert boxes with important information about your cases are under the welcome banner, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Convenient quick links in gray boxes are directly below the case alert boxes, including [Create New Case](#), [Search Cases](#), [View Resources](#) and [Contact Us](#).

Below the quick links, you will find the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page.

Navigation Menu – Links Above the Welcome Banner

The links above the welcome banner include:

MENU	FUNCTIONS
Cases	- Search Cases - Create New Cases
Reports	Run Reports
Resources	- View Essential Resources - Take Tutorial - View User Manual - E-Verify News - Contact Us
Account Options	- Company Account - User Account - Log Out

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Program Administrator - Navigation Menu (continued)

Outlined below is additional information about each link:

Link Name	Function
My Reports	
View Reports	Provides options to create reports.
My Resources	
View Essential Resources	Provides important information and resources, including: E-Verify Posters Manuals and Guides Further Action Notices Form I-9 Resources Memorandums of Understanding (MOUs) Other Resources
Take Tutorial	Takes you to this user tutorial.
View User Manual	Accesses the E-Verify User Manual.
Contact Us	Provides important contact information.

NOTE: You should log out of E-Verify after every use. To log out, simply click "Log Out" from your user home page.

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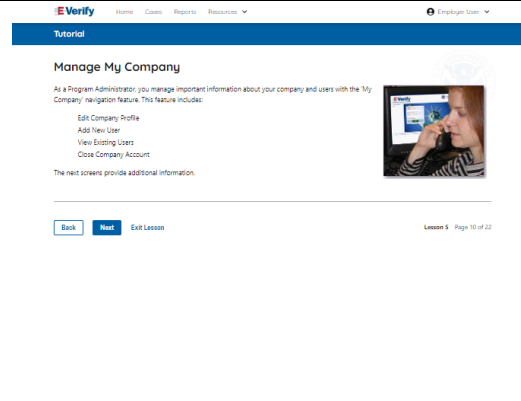
Program Administrator

▼

Navigation Menu – Quick Links and E-Verify News

Quick Links and E-Verify News are located below the case alert boxes:

Quick Links	Function
Create New Case	Create new E-Verify cases
Search Cases	Search Cases
View Resources	Access E-Verify Resources
Contact Us	Contact E-Verify
E-Verify News	Stay up to date with the latest E-Verify News

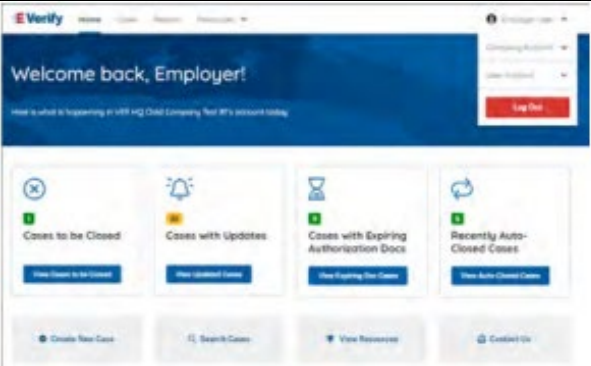


Program Administrator - Manage Company Account

As a program administrator, you manage important information about your company, or entity and users with the Company Account navigation feature. This feature includes:

- Company Account
- Manage Users
- Close Company Account

The next screens provide additional information about these features.



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Edit Company Profile

The 'Edit Company Profile' link displays the current information entered when your company enrolled in E-Verify. To update the information on this page, simply click "View/Edit".

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Manage Company Account - Company Profile

The Company Profile screen allows you to view and/or edit the current information entered when your company, or entity, enrolled in E-Verify.

To edit the information on this page, simply click the edit option under the section you wish to modify:

- Edit Company Information
- Edit Employer Category
- Edit Company Addresses
- Edit Hiring Sites

To view your MOU, click **View Current MOU**.


Home | About | Resources | Account

Employer User

My Company Account

My Company Profile

Company Information

Company Name

VER HQ Droid Company Test #1

Company ID

124568

Employer Identification Number (EIN)

887788

DUNS Number

--

NAICS Code

33

Subsector

Crab Production

Get Company Information

Doing Business As (DBA) Name

--

Enrollment Date

Mar 12, 2023

Unique Entity Identifier (UEI)

754D68420606

Total Number of Employees

0 to 9

Sector

Agriculture, Forestry, Fishing and Hunting

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Edit Company Profile (continued)

On your company information page, you can update any of the fields outlined in the table below.

FIELD NAME	DESCRIPTION
Company Name	Company enrolled in E-Verify.
Physical Location	Location where cases are created.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Information about the size of the company and any associated Corporate Parent Company information if applicable.
Employer Identification Number (EIN)	Also known as Federal Tax Identification Number.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries).
Administrator	Some companies may have many locations that do employment verification work and an E-Verify corporate account (also called "corporate administrator access") offers reporting and oversight features for the multiple company locations that access E-Verify.

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Manage Company Account – Edit Company Profile Fields Table

On your company information page, you can update any of the fields outlined in the table below:

FIELD NAME	DESCRIPTION
Company Name	Company/entity enrolled in E-Verify.
Doing Business As (DBA) Name	The Doing Business As (DBA) Name is the name under which a company/entity operates. The DBA is visible to the public, but is not the legal, registered name of that organization.
Employer Identification Number (EIN)	An Employer Identification Number (EIN) is also known as the Federal Tax Identification Number and is used to identify a business entity. An EIN is required for an employer to enroll in E-Verify. Employers who do not have an EIN can <u>apply</u>

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My Company Profile

Company Information

Company Name V&B Child Company, Inc.	Doing Business As (DBA) Name ---
Company ID 000000	Enrollment Date 06/18/2020
Employer Identification Number (EIN) 00-000000	Unique Entity Identifier (UEI) 754269420000
DUNS Number ---	Total Number of Employees 5 to 9
NACCS Code 00	Sector Agriculture, Forestry, Fishing and Hunting
Subsector Crop Production	

Edit Company Information

Employer Category

Employer Category
None of these categories apply

Edit Employer Category

Company Addresses

Physical Address

1234567 Sampling Street

Atlanta, GA 45678

Hiring Sites

Number of Sites

2

Mailing Address
Same as Physical Address

Edit Hiring Sites

Edit Company Addresses

		online with the IRS to receive an EIN immediately.	
	Unique Entity Identifier (UEI)	A UEI is a 12-digit alphanumeric identifier that is provided by SAM.gov to all entities who register to do business with the federal government. Learn more about the UEI.	
	DUNS Number	A DUNS number is a unique, 9-digit identifier issued and maintained by Dun & Bradstreet that can help verify the existence of a business entity. Learn more about the DUNS Number.	
	Total Number of Employees	Indicate total number of company/entity employees from 1 to 10,000 and over.	
	NAICS Code(s)	The North American Industry Classification System (NAICS) classifies businesses by industry to collect, analyze, and publish statistical data related to the U.S. business economy. A three-digit NAICS code is required for an employer to enroll in E-Verify.	
	Employer Category	Category that best describes your organization.	
	Physical Address	Location where cases are created.	
	Mailing Address	Company's/entity's mailing address. If this address is different from the physical location, use this field to make the necessary changes.	
	Number of Hiring Sites	A hiring site is the location where employees are hired and they complete Form I-9.	

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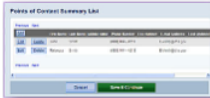
 Employer User

Tutorial

Edit Company Profile - Point of Contact

You must have at least 1 person in your company assigned as a point of contact for E-Verify. The Program Administrator is automatically assigned as the point of contact, unless you specify someone different.

To update the point of contact, follow the steps outlined in the 'E-Verify User Manual for Employers' found in 'View Essential Resources.'



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Edit Company Profile - Update NAICS Code

The North American Industry Classification System (NAICS) Code designates the type of industry your company is in. To update your company's NAICS code, follow the steps listed below.

Click "View/Edit" for NAICS information.

Enter the three-digit NAICS code. If you do not know this number, you can search available codes by selecting "Accept NAICS Code and Continue".



NOTE: For more information, review the information in the "E-Verify User Manual for Employers" found in "Video Essential Resources".

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Manage Company Account – Manage Users

From Company Account, click **Manage Users**.

The Manage Users page allows you manage your users' accounts.

You can:

- Search by user ID, First and Last Name;
- Add users;
- View users whose password change is required or pending reactivations;
- Edit user information; and/or
- Delete users.

The next few slides will give you more information.

--	--

Verify
My Account
Dashboard
Employer Profile

My Company Account

My Company Profile

Company Information

Company Name V&B HQ (Pty) Company (See #) Company ID 123456 Employer Identification Number (EIN) 123456789 DUNS Number -- NACCS Code TS Sector Crop Production	Doing Business As (DBA) Name -- Enrollment Date 06-01-2022 Unique Entity Identifier (UEI) 7540494204609 Total Number of Employees 3 to 9 Sector Agriculture, Forestry, Fishing and Hunting
--	---

Edit Company Information

Employer Category

Employer Category

Name of Employer category applies.

Edit Employer Category

Company Addresses

Physical Address

1234567 Sunshine Lane

Atlanta, GA 45678

Hiring Sites

Number of Sites

3

Edit Hiring Sites

Edit Company Addresses

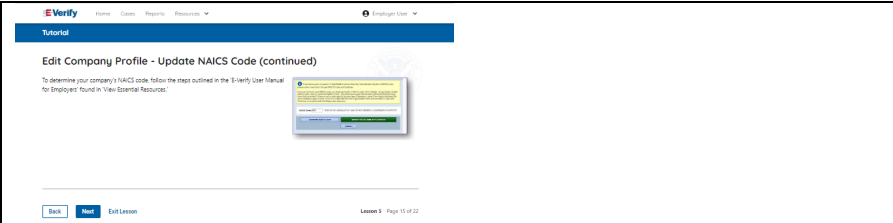
Company Access and MOU

My Company is Configured to:

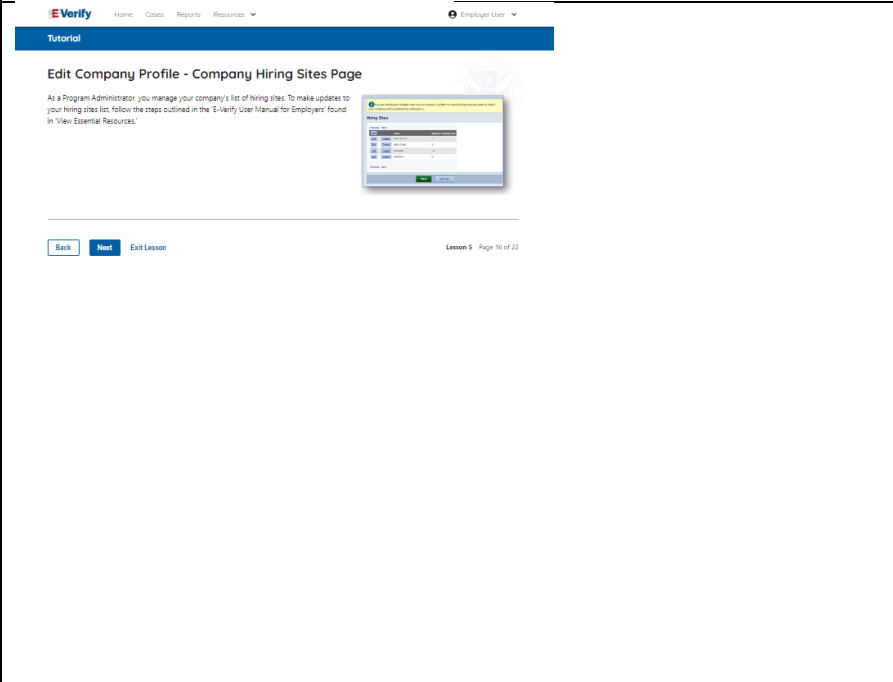
Apply to Our Employees

Memoirandum of Understanding:

[View Signed MOU](#)



Delete – Now on Company Profile Fields Table



Manage Company Account – Edit Hiring Sites

As a program admininstrator, you can manage your company’s or entity’s list of hiring sites. From Company Account, click Company Profile. From the Company Profile screen select **Edit Hiring Sites**.

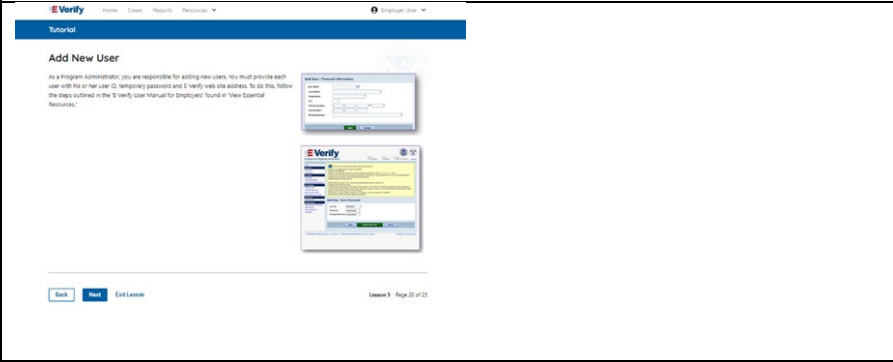
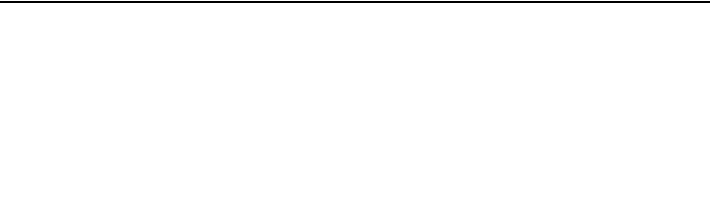
Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site.

Select **Add Hiring Site** and enter the street address, city, state, and zip code and click **Add Hiring Site** to add your hiring sites one at a time.

OR

Select **Bulk Upload** to add multiple hiring sites by uploading a file. The bulk upload function allows you to add multiple hiring sites by uploading a file.

For more information review the E-Verify User Manual found in View Essential Resources.

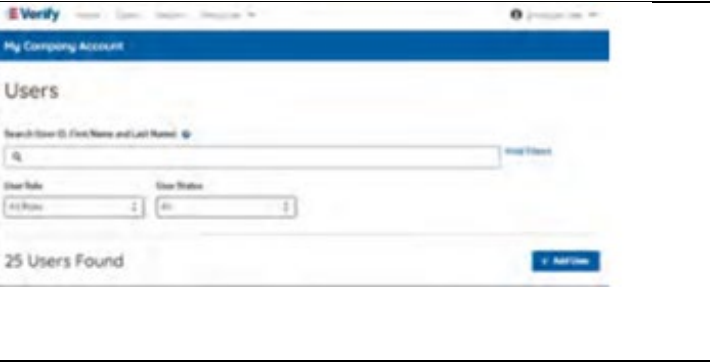


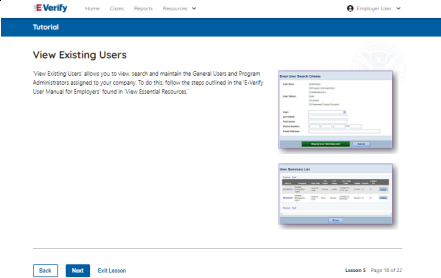
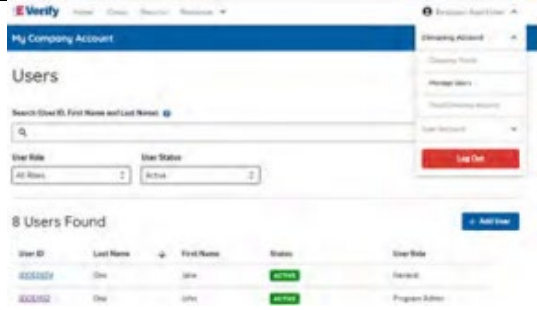
Manage Company Account – Manage Users

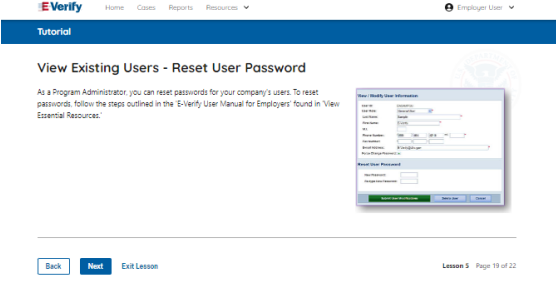
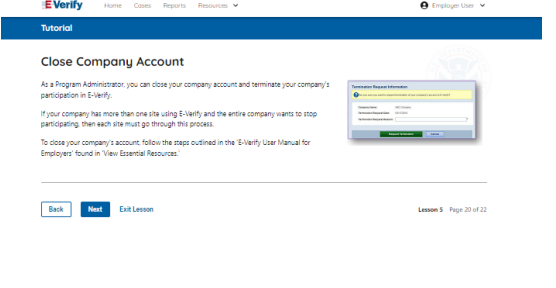
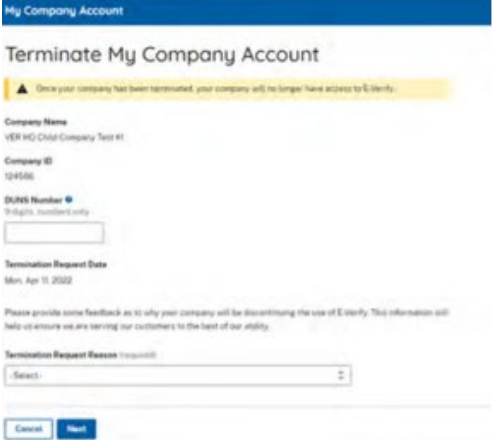
Enrolled accounts can assign their users with different permissions and functions.

There are two types of users: Program Administrators and General Users.

You can also create web services credentials that will provide developer access to a suite of features that can integrate into proprietary software.



	To review more detailed permissions of the user roles and web service access, please read more here.	
	Manage Company Account – Enter New User Information Enter the user information including the Email Address, Last Name, First Name and Phone Number and click Next.	
	Manage Company Account – Generate New User ID E-Verify will automatically generate an Access ID for the user. Users may accept the system generated access ID or create their own. To accept the system generated access ID, they click Submit New ID. To create their own user ID, they delete the system generated user ID and type a desired user ID. The user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When they are finished, click Submit New ID.	
	Manage Company Account – Manage Users From Company Account, click Manage Users. The Users page allows you manage your company’s or entity’s users accounts. You can: • Search by User ID, First and Last Name; • Filter by User Roles and/or User Status; • View users whose password change is required;	

	• Edit user information; and/or • Delete users. You can also add users by clicking Add User.	
	Delete now on View Existing Users	
	Manage Company Account - Close Company Account As a program administrator, you can close your company's or entity's account with E-Verify. From the Close Company Account screen: Review the information about the company's or entity's account to be closed (terminated), note the prepopulated account closure (termination) request date, provide account closure request reason and click Next. If you do not want to request closure of this account at this time, click Cancel.	

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Reports

To create and view reports, follow the steps outlined in the 'E-Verify User Manual for Employers' found in 'View Essential Resources.'

Enter Report Parameters

Report Name: [text input]

Report Period: [date range]

Report Type: [dropdown]

Report Date: [date]

Generate

Cancel

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Reports

On the home page, above the welcome banner, click **Reports**.

Select the report you want to create from the options available.

A description of the report is provided on the report screen.

For more information review please review the [E-Verify User Manual](#).

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Reports

The Quick Audit Report is currently the only report available on the E-Verify website. To review full case details, please use the case identifiers displayed in the Quick Audit Report to search and view cases within the 'View Cases' page.

We appreciate your patience as we work to enhance the E-Verify user experience.

Run Reports

Select a Report Type

Quick Audit Report

The Quick Audit Report provides case data about each case that matches the user entered query criteria in Basic format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number.

Run Report

Historic Records Report

This report provides case data about each resolved case that is 30 years or older as of December 31, 2022. For more details, please refer to December 31, 2022. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number.

Run Report

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Summary

Congratulations! You have completed Lesson 5 of the E-Verify Program Administrator Tutorial for Employers. You should now be able to:

Identify the role of Program Administrator in support of your company's users

Recognize requirements to create a password

Use your left navigation menu

Manage the information in 'My Company'

Back

Complete Lesson

Exit Lesson

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Summary

Congratulations! You have completed Lesson 5 of the E-Verify Program Administrator Tutorial. You should now be able to:

- Understand the role the role of program administrator in support of your company's or entity's users
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in Company Account

EV PA FC Tutorial Lesson 1

✔ LESSON COMPLETED

Lesson 1: Introduction

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- [Background and Overview](#)
- [Privacy Statement and Guidelines](#)
- [Rules and Responsibilities](#)
- [Civil Rights and Civil Liberties](#)
- [Federal Contractor Requirements](#)
- [Form I-9 and E-Verify](#)
- [Verification Process Overview](#)

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Welcome to the E-Verify Tutorial



This tutorial is designed for Program Administrator E-Verify Employers of Federal Contractors that participate in E-Verify.

In this section, you can review any of the completed Tutorial Lessons or retake the Knowledge test that was required to start using E-Verify. This tutorial covers the topics outlined below.

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[Rules and Responsibilities](#)
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[Federal Contractor Requirements](#)
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Lesson 3: Interim Case Results

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Lesson 4: Complete the Verification Process

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Lesson 5: Program Administrator Account Administration

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 TEST PASSED

Knowledge Test

The Knowledge Test is required to begin using E-Verify.





Review Previous Answers

Retake Test

Welcome to the E-Verify Tutorial

This tutorial is designed for Federal Contractor staff who are enrolled as E-Verify program administrators.

In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the following topics:

Lesson 1: Introduction

Introduction

E-Verify and Federal Contractor Background

E-Verify Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Federal Contractor Requirements

Form I-9 and E-Verify

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{Review Lesson 1}

Lesson 2: Initial Verification

Initial Verification

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Enter Form I-9 Information

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Lesson 3: Interim Case Results

Interim Case Results

Interim Case Results - Overview

DHS and/or SSA Tentative Nonconfirmations (Mismatches)

E-Verify Needs More Time

DHS and/or SSA Case in Continuance

{Review Lesson 3}

Lesson 4: Complete the Verification Process

Complete the Verification Process

Final Case Results

Close Case

	Case Alerts {Review Lesson 4} Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage Company Reports {Review Lesson 5} Each user must successfully complete the online E-Verify tutorial before they can create or manage cases.	
✔ LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Federal Contractor Requirements Form I-9 and E-Verify Verification Process Overview Review Lesson 1	Lesson 1: Introduction Introduction E-Verify and Federal Contractor Background E-Verify Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties E-Verify and Federal Contractor Federal Contractor Requirements Form I-9 and E-Verify Verification Process Overview {Review Lesson 1}	

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Tutorial

Introduction

Welcome to Lesson 1 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:

Background and Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Federal Contractor Requirements

Form I-9 and E-Verify

Verification Process Overview

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End Lesson

Lesson 1Page 1 of 21

Welcome to Lesson 1 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about these E-Verify topics:

- E-Verify and Federal Contractor Background
- E-Verify Overview
- Privacy Statement and Guidelines
- Rules and Responsibilities
- Civil Rights and Civil Liberties
- E-Verify and Federal Contractor
- Federal Contractor Requirements
- Form I-9 and E-Verify
- Verification Process Overview



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Introduction

Welcome to Lesson 1 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:

Background and Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Federal Contractor Requirements

Form I-9 and E-Verify

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Learning Objectives

Upon completing this lesson, you should be able to:

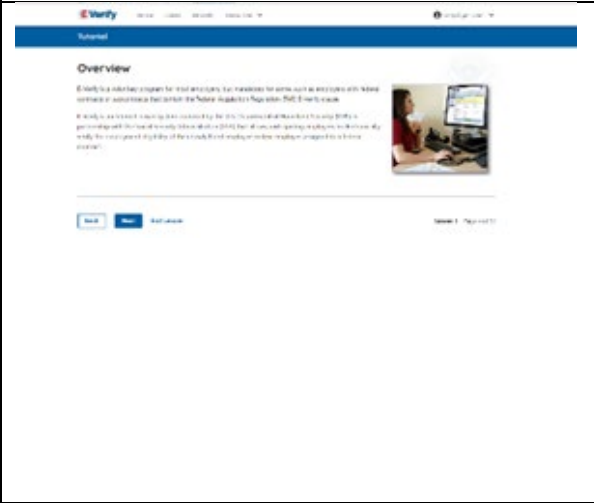
- Describe the background and overview of E-Verify and the Federal Contractor E-Verify rule
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Identify federal contractor requirements
- Recognize Form I-9 procedures and how they relate to E-Verify



E-Verify and Federal Contractor Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Department of Homeland (DHS) and Social Security Administration (SSA) to develop an employment eligibility confirmation process now known as E-Verify.

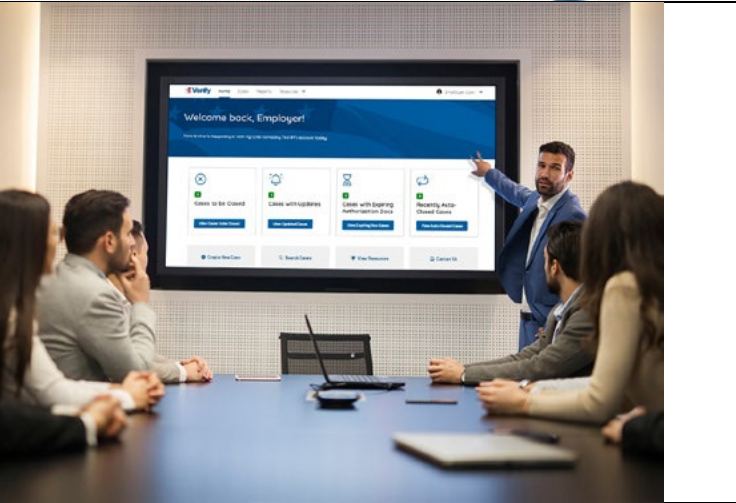
The E-Verify Federal Acquisition Regulation (FAR) final rule requires that as of September 8, 2009, federal contractors with contracts containing the FAR E-Verify clause must use E-Verify as a condition of their contract. Click [FAR E-Verify Clause: 48.C.F.R. 52.222-54](#) to learn more.



E-Verify Overview

E-Verify is an internet-based system that electronically confirms the identity and employment eligibility of newly hired employees to work in the United States.

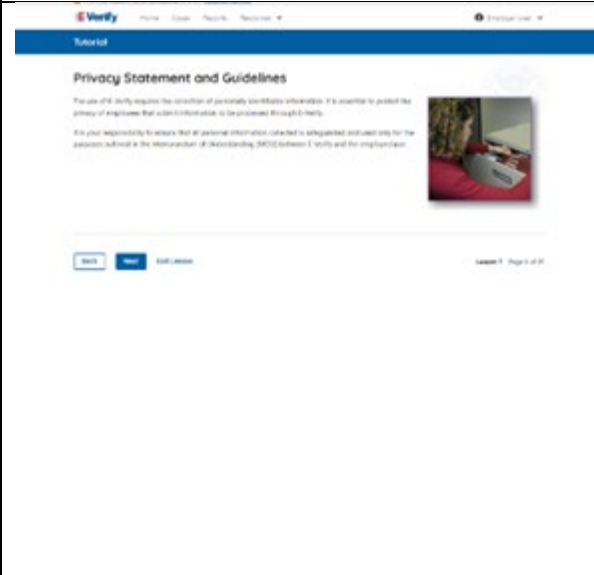
E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the FAR E-Verify clause are required to enroll in and use E-Verify as a condition of their contract.





How E-Verify Works

E-Verify works by electronically comparing the information from an employee’s Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to confirm the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.



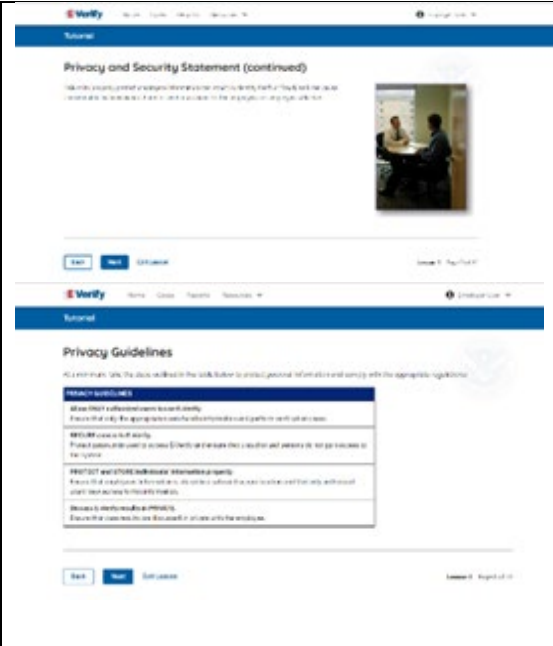
Privacy Statement and Guidelines

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

E-Verify protects PII in accordance with a National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

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





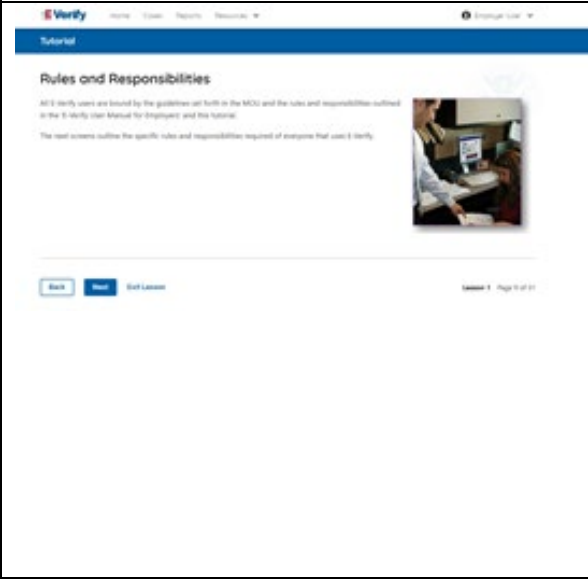
Privacy Statement and Guidelines

PRIVACY GUIDELINES OVERVIEW

- **Allow only authorized users to use E-Verify.**
Ensure that only authorized users handle information and create cases.
- **Secure access to E-Verify.**
Protect passwords used to access E-Verify and ensure that unauthorized persons do not access E-Verify.
- **Protect and store employee information properly.**
Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
- **Discuss E-Verify results in private.**
Ensure that all case results including mismatches and Final Nonconfirmations are discussed in private with the employee.

REMINDER

- You must ensure that all PII is safeguarded.



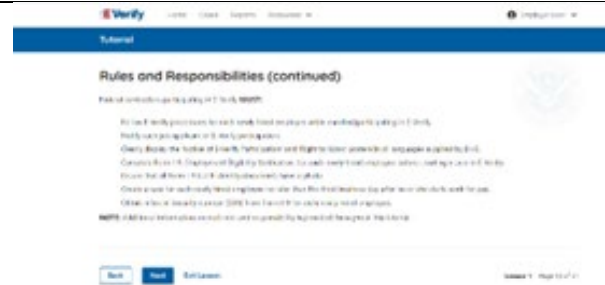
Rules and Responsibilities

All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual for Employers and this tutorial.

The next screens outline the specific rules and responsibilities required of everyone that uses E-Verify.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.





Rules and Responsibilities – E-Verify Employers Must

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

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly displaying the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security number from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 List B identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after they start work for pay.
- ✓ Enter the employee’s email address in E-Verify if it was provided on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a mismatch by downloading the Further Action Notice and providing it to the employee before referring the case.
- ✓ Ensure that all PII is safeguarded.

IMPORTANT: For more information, review the E-Verify User Manual for Employers and the E-Verify Supplemental Guide for Federal Contractors located in View Essential Resources.

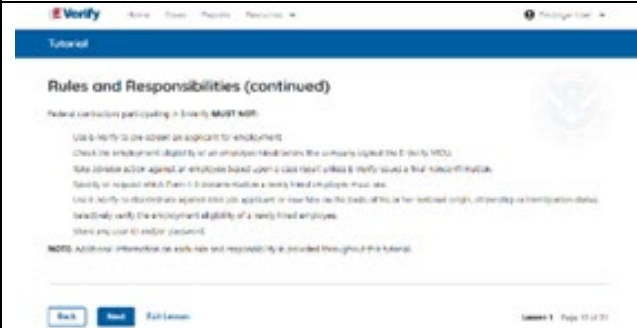
NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.



Rules and Responsibilities - Notice to Employees of E-Verify Participation

You **MUST** notify **ALL** employees of your participation in E-Verify:

- Provide the following posters to your company locations:
 - Notice of E-Verify Participation
 - Right to Work.
- Ensure all locations display the posters (in both English and Spanish) in a prominent place that is clearly visible to all current and prospective employees, electronically or in hard copy.
- Replace the participation posters when updates are provided by DHS to ensure employees, applicants, and the public to have the most recent and complete information regarding E-Verify.
- E-Verify recommends providing a copy of these posters with job application materials, either electronically or in hard copy.



Rules and Responsibilities – E-Verify Employer Must Not:

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

- Use E-Verify to pre-screen an applicant for employment.
- Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo.
- Use E-Verify to discriminate against any job applicant or employee on the basis of their national origin, citizenship, or immigration status.
- Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU, except in certain instances such as employees of federal contractors with the FAR E-Verify clause.
- Terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of a mismatch, until the mismatch becomes a Final Nonconfirmation.
- Share any user ID or password.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Civil Rights and Civil Liberties

It is important to protect the rights of employees. The next screens discuss the following:

Employee Protection

Responsibility to Avoid Discrimination

Deter Discrimination in Your Workplace

Adverse Actions

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Lesson 6 Page 1st of 21



Civil Rights and Civil Liberties

Employee rights must be protected. The next screens discuss the following:

- Employee Protection
- Responsibility to Avoid Discrimination
- Deter Discrimination in Your Workplace
- Adverse Actions



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Employee Protection

It is your responsibility to treat employees equitably when using E-Verify.

How MUST:

Create a case in E-Verify only AFTER the applicant has accepted an offer of employment and Form I-9 is complete.

Give notice to employees regarding your participation in E-Verify and employee rights.

Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify.

Discuss with eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details.

Ensure employees who receive a Tentative Nonconfirmation (TNC) case result are provided with the printed Further Action Notice.

How must NOT:

Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening.

Use E-Verify to screen job applicants or to re-verify employment eligibility.

Use E-Verify selectively.

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Civil Rights and Civil Liberties - Employee Protection

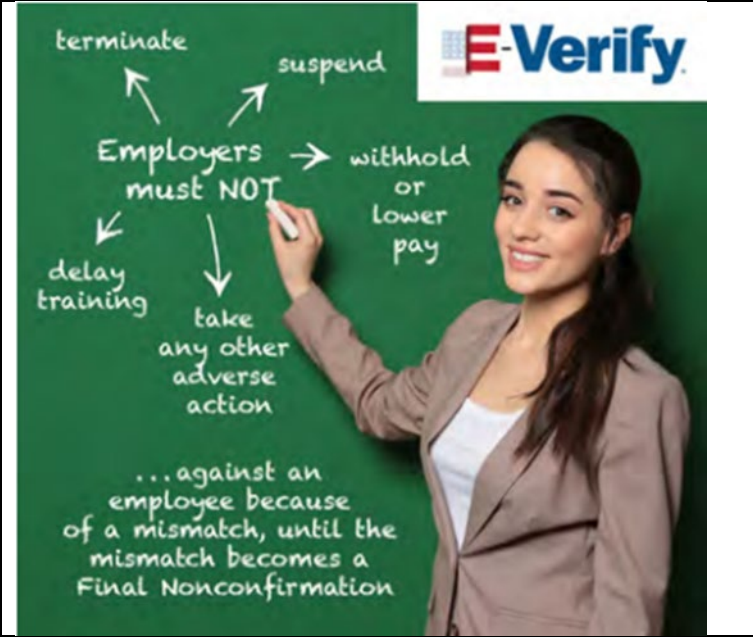
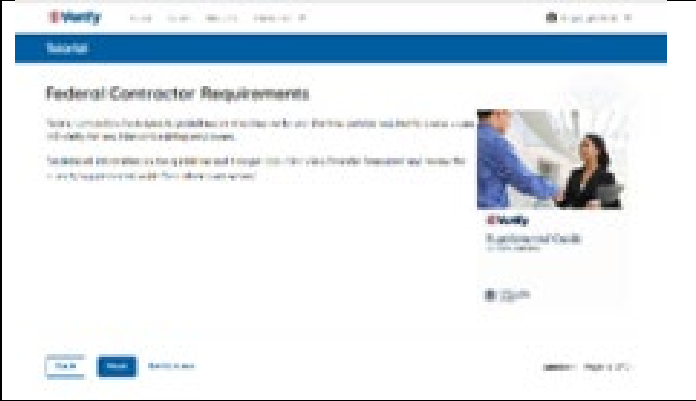
It is your responsibility to treat employees equitably when using E-Verify.

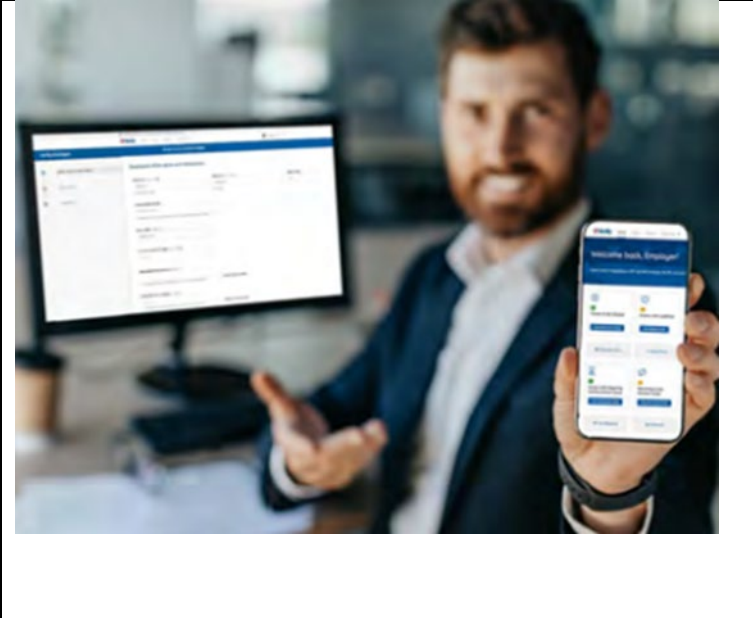
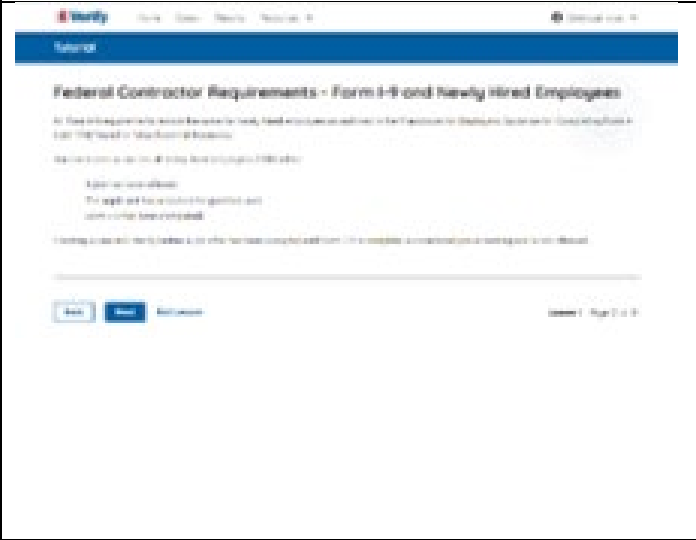
You MUST:

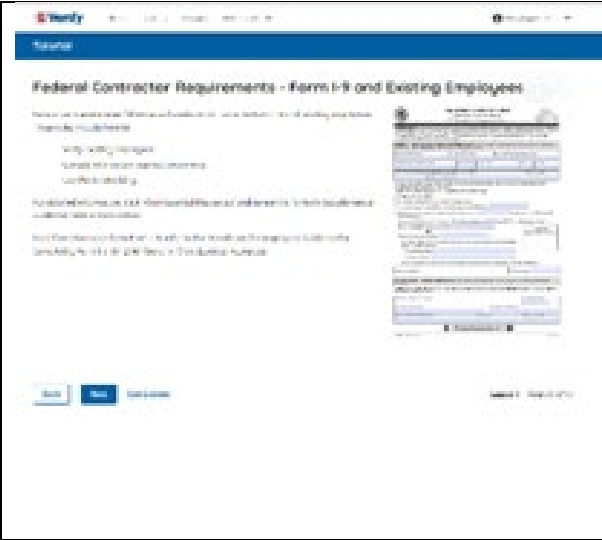
- Create a case in E-Verify only **AFTER** the applicant has accepted an offer of employment and Form I-9 is complete.
- Give notice to employees regarding your participation in E-Verify and employee rights.
- Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify.
- Discuss employment eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details.
- Ensure employees who receive a mismatch are provided with the printed Further Action Notice.

You must NOT:

- Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening.
- Use E-Verify to screen job applicants or to re-verify employment eligibility.
- Use E-Verify selectively.

	• Do not ask an employee to show a specific document to prove their citizenship or immigration status for the Form I-9 process, or for the E-Verify process. • Do not request additional or different documents than are required to verify employment eligibility and identity, reject reasonably genuine-looking documents or specify certain documents over others. • Do not use E-Verify selectively or to prescreen certain candidates based on employees’ or applicants’ citizenship, immigration status, or national origin. • Do not, based on an employee’s citizenship status or national origin, take adverse action against an employee because of a mismatch or because the employee's case is pending with DHS or SSA.	
	Civil Rights and Civil Liberties – Adverse Actions Employers must not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation. If the employee chooses not to take action on the mismatch, the employer may terminate employment with no civil or criminal liability as noted in Responsibilities of the Employer, Article II, Section A paragraph 13 of the MOU. The case can be treated as a Final Nonconfirmation, and the employer should close the case in E-Verify. To avoid improper adverse actions, treat employees that choose to take action to resolve a mismatch as you would treat any other employee.	
	E-Verify and Federal Contractor Requirements All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual for Employers, E-Verify Supplemental Guide for Federal Contractors and this tutorial. Federal contractors with the FAR E-Verify clause have specific guidelines for: • Exemptions and exceptions; • Timeframes for enrollment and use; • Contractors Already Enrolled in E-Verify; and • Subcontractors and others.	

	For detailed information on the guidelines and time periods, click View Essential Resources and review the E-Verify Supplemental Guide for Federal Contractors.	
	Federal Contractor Requirements – Form I-9 and E-Verify All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does NOT change for federal contractors enrolled in E-Verify. Employers enrolled in E-Verify have chosen to take the additional step of electronically confirming that their employees' Form I-9 information matches official government records that E-Verify can access, thereby helping ensure a legal workforce. NOTE: To view or download Form I-9, click Form I-9. For more information on Form I-9 procedures, review the Handbook for Employers: Guidance for Completing Form I-9 (M-274) which is also located in View Essential Resources.	
	Federal Contractor Requirements – Verifying New Employees Using Form I-9 Newly hired employees must complete Form I-9 regardless of whether they are assigned to a federal contract. Employers must comply with Form I-9 procedures found in the M-274 which is found in the View Essential Resources link on the navigation menu. As a Federal Contractor, you also have additional employment verification requirements for Form I-9 that other E-Verify employers do not have. For detailed information, click View Essential Resources and review the Supplemental Guide for Federal Contractors, 2.1 Verifying New Employees using Form I-9.	



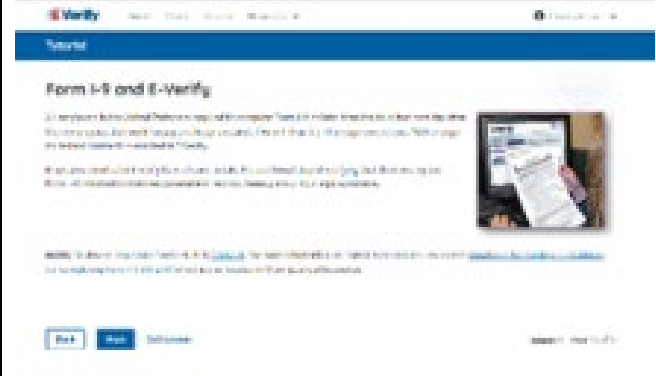
Federal Contractor Requirements – Verifying Existing Employees using Form I-9

Federal contractors must follow specific rules which relate to Form I-9 and existing employees.

Employers must comply with Form I-9 procedures found in the M-274, which is found in the View Essential Resources link on the navigation menu.

To comply with the FAR rule, you must verify all new hires and existing employees assigned to a covered contract. You may also choose to verify your entire workforce.

For detailed information, click View Essential Resources and review the [Supplemental Guide for Federal Contractors, 2.2 Verify Existing Employee using Form I-9](#).



Federal Contractor Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 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 their employee’s Form I-9 information matches official government records, thereby ensuring a legal workforce.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.



Form I-9 and E-Verify – Form I-9, Section 1 – Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary, and rehires, **MUST** provide an SSN.

IMPORTANT: If an employee does **NOT** provide an SSN, they must obtain one from the SSA. This can delay the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 and during the verification process. You must create a case in E-Verify as soon as the employee has received their SSN from SSA.



Form I-9 and E-Verify – Form I-9, Section 2 – Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.

IMPORTANT: You may **NOT** specify which document(s) from the list of acceptable documents on Form I-9 an employee may choose to present.



Form I-9 and E-Verify – Form I-9, Section 2 – Documents

An employer may accept one document from List A, which proves both identity and employment eligibility, **or** a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo.





Verification Process Overview

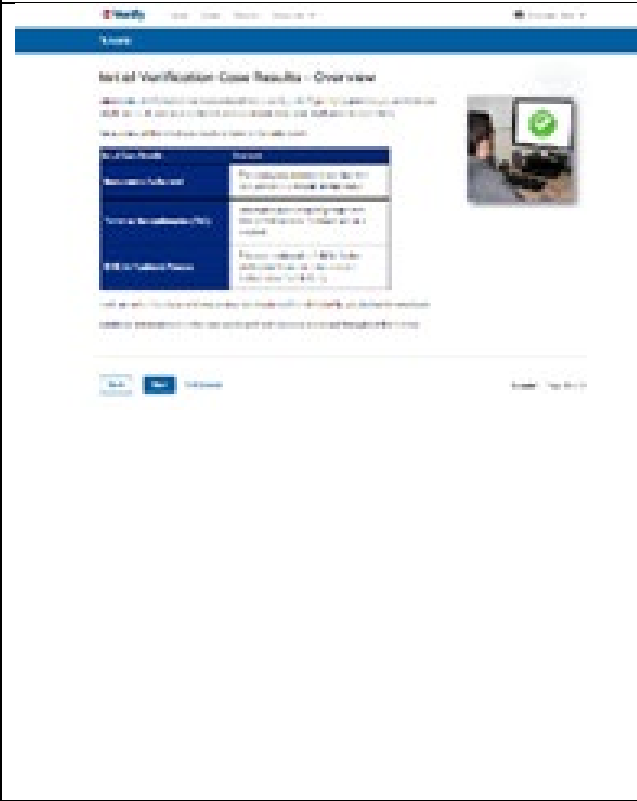
The E-Verify employment eligibility confirmation process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of the status of the E-Verify case as well as your employee's employment eligibility. Case results can be initial, interim, or final.

If you determine the information in the case is incorrect, close the case and create a new case with correct information.

Every case must be closed.

REMINDER: E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify to official government records.



Verification Process - Initial Verification Case Results Overview

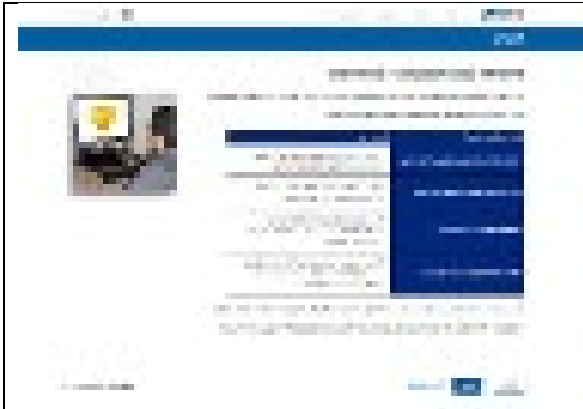
After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.





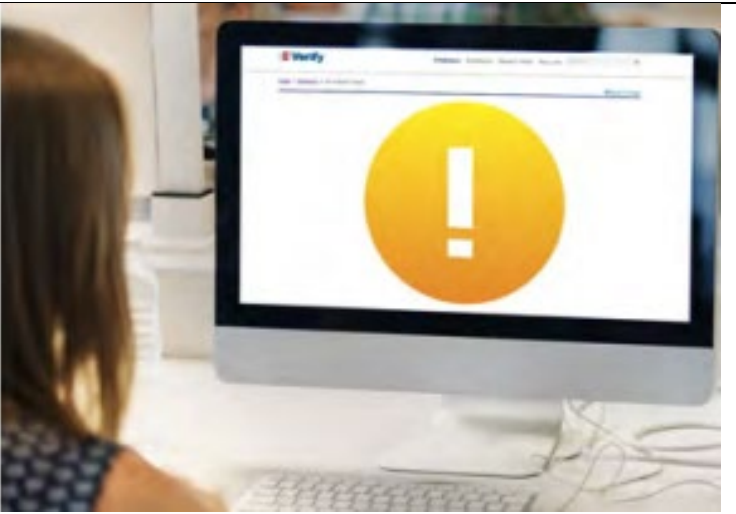
Verification Process – Interim Verification Case Results Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS and/or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.





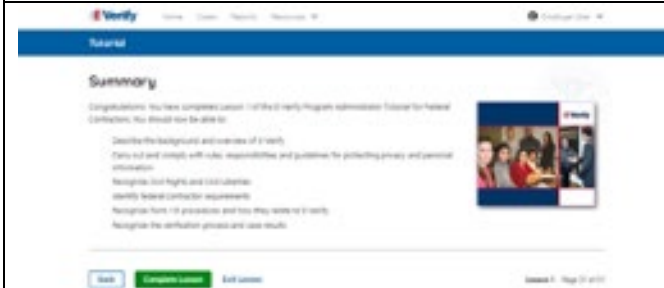
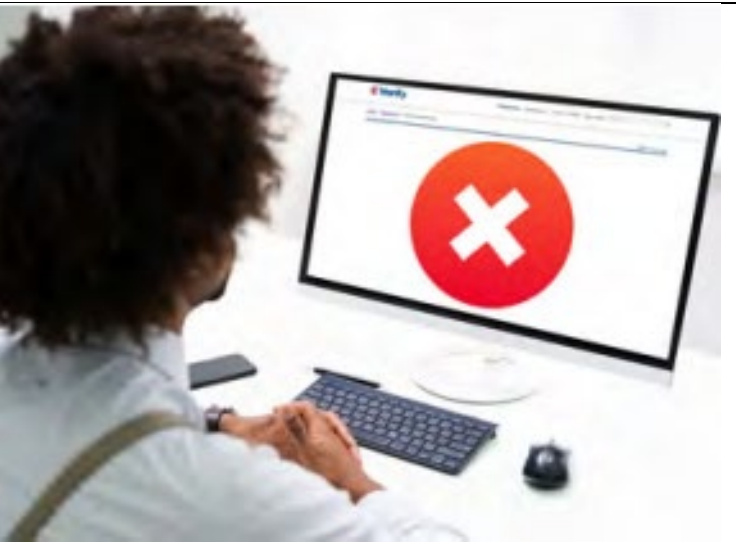
Verification Process – Final Case Results Overview

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
DHS and/or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility. You may close the case.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. Close the case in E-Verify and create a new case.

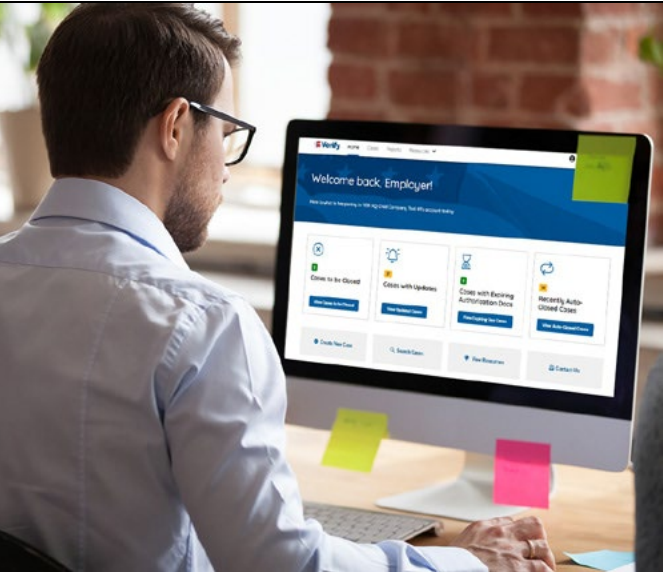
Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.



Summary

Congratulations! You have completed Lesson 1 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Describe the E-Verify and Federal Contractor Background
- Describe the E-Verify Overview
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Identify E-Verify and federal contractor requirements
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results



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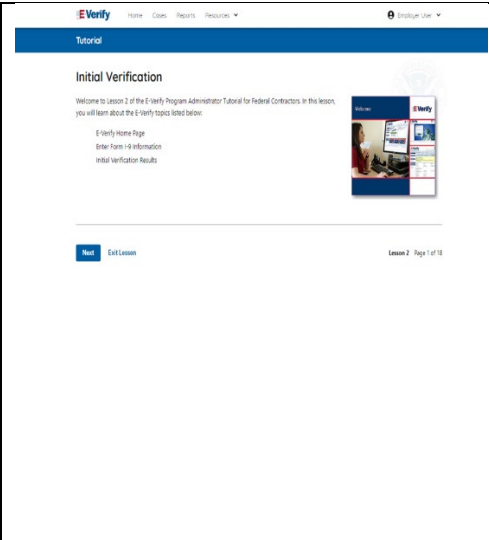
✔ LESSON COMPLETED

Lesson 2: Initial Verification

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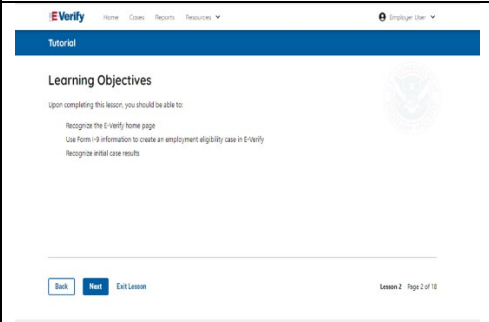
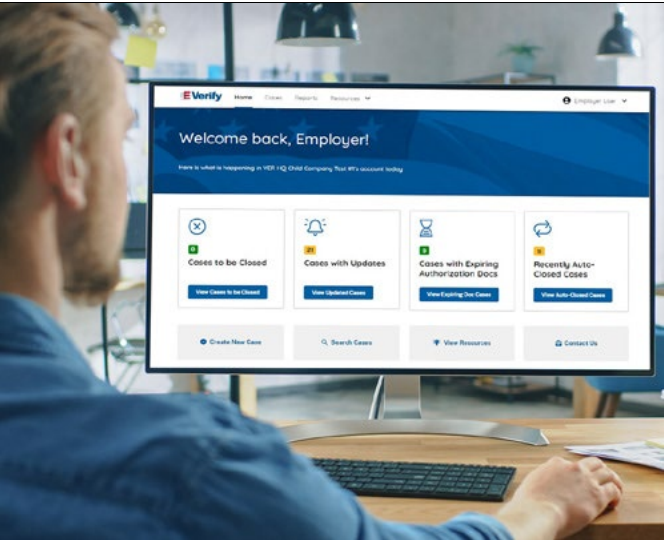
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✔ LESSON COMPLETED Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results Review Lesson 2	Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results	



Initial Verification

Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about:

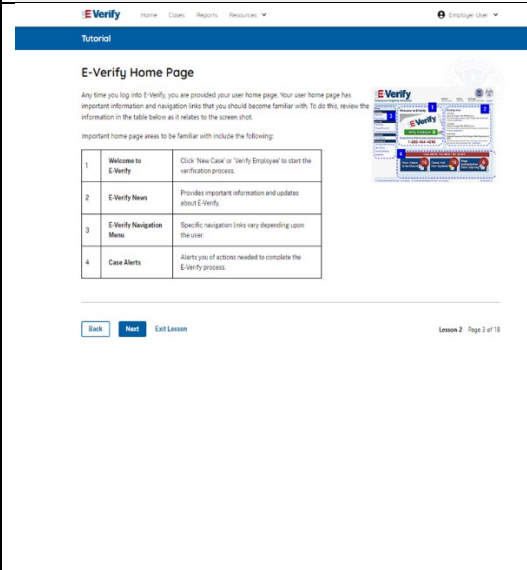
- E-Verify Home Page
- Enter Form I-9 Information
- Initial Verification Results



Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create a case in E-Verify
- Recognize initial case results



E-Verify Home Page

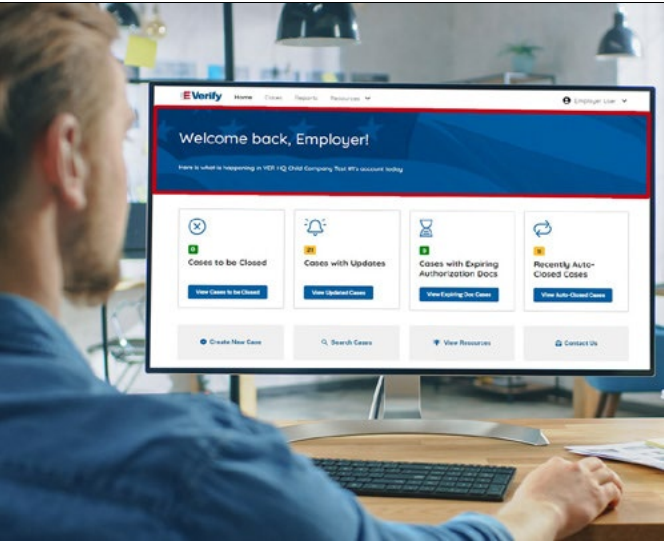
Each time you log in to E-Verify you will see a welcome back banner customized to your user type.

Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Directly below the case alert boxes are convenient quick links in gray boxes, including Create New Case, Search Cases, View Resources and Contact Us.

Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

Navigation buttons above the banner include:



Review the [Handbook for Employers: Instructions for Completing Form I-9 \(M-274\)](#) or [I-9 Central](#) for more information.

NOTE: Employees hired on or before Nov. 6, 1986, are not subject to Form I-9 and, therefore, should not have a case created in E-Verify based on this employment.

Getting Started

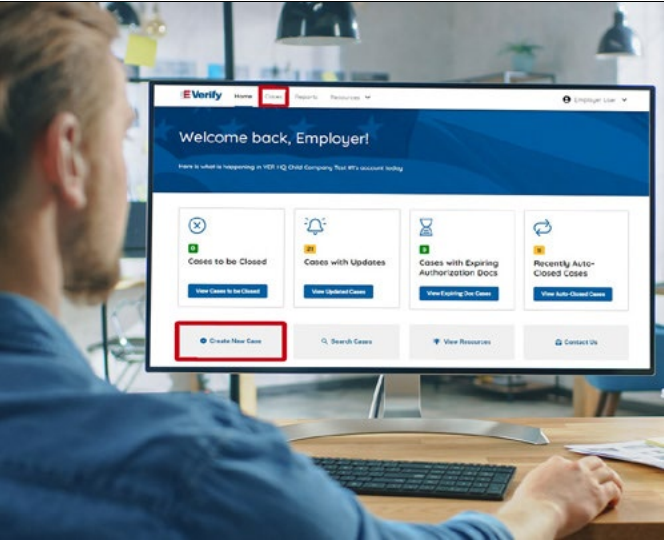
To create a case in E-Verify, use the information from the employee’s Form I-9 and enter it into E-Verify.

From the E-Verify homepage:

Click **Cases** above the banner and select **Create New Case**; or

Click **Create New Case** quick link, in gray box below the case alerts.

IMPORTANT: No case can be deleted after it has been created. If a case is created in error, simply close the case. All draft cases will be automatically closed after 180 days.



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To create a case in E-Verify, take the information that the employee completed on his or her Form I-9 and enter it into E-Verify.

It's easy! To start - from your E-Verify user home page, simply click one of the following:

New Case* or

Verify Employee

IMPORTANT: No case can be canceled after it has been created. If a case is created in error, simply close the case.

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Enter Form I-9 Information

After you have selected "New Case" or "Verify Employee," you have started to create a case in E-Verify.

Use the information on the employee's Form I-9 to complete the steps on each screen, listed for you below:

Select the citizenship status that the employee chose in Section 1 of Form I-9 and click "Continue."

Select the information provided in Section 2 of Form I-9 and click "Continue."

When 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. Make the correct selection and click "Continue."

When you select "Driver's license or ID card issued by a U.S. state or outlying possession," E-Verify will prompt you to select the document name and state. Make the correct selection and click "Continue."

Enter all required fields (marked with *) and click "Continue."

When the employee provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about his or her E-Verify case.

NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol.

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Get Started

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Enter Form I-9 Information

Enter the employee’s information from Section 1 of Form I-9. If you do not enter required information, or enter non-standard information, E-Verify generates a field error message and you must enter the required information to continue with the case.

In the Enter Form I-9 Information page:

- Complete the Employee Information and Attestation section;
- If the employee provided an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about their E-Verify case;
- Click **Continue**;
- Choose the appropriate option for citizenship or immigration status;
- Click **List A Document** or **List B & C Document** when asked what documents the employer or authorized representative reviewed and verified;
- Select document(s) types from drop down list;
- Enter Document Number (if applicable);



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Enter Form I-9 Information - Error: Unexpired Document Required

If an expired U.S. Passport, Passport Card or driver's license was entered, E-Verify will display the 'Error: Unexpired Document Required' screen. 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.

To start a new case, 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. First, obtain an unexpired document and then re-enter the case in E-Verify. Then, E-Verify will verify the employment eligibility of this employee.

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Enter Form I-9 Information - Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches DHS records.

The photo matching step happens automatically. This may occur when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion.

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Enter Form I-9 Information – E-Verify Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches government official records.

The photo matching step happens automatically when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551, also known as a Green Card), or an Employment Authorization Document (Form I-766) for Form I-9 completion.

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Enter Form I-9 Information - Photo Matching (continued)

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, NOT to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, account for minor variances in shading and detail and select:

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.

OR

No: the photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

Then, click "Continue."

NOTE: 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.

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An illustration showing a person sitting at a desk, looking at a computer monitor. The monitor displays a software interface with two photographs side-by-side for comparison. The person is pointing at the screen with their right hand. On the desk, there is also a keyboard and a mouse. In the background, there are some office supplies and a small plant.

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Initial Verification Results

You have now created a case in E-Verify. E-Verify promptly provides you with an initial case result and assigns this employee a unique case verification number.

An initial case result is the first, and sometimes final, case result provided by E-Verify. Initial case results include:

- Employment Authorized
- Tentative Nonconformance (TNC)
- DHS Verification in Process

The next screens discuss an overview of each initial case result.

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Enter Form I-9 Information – E-Verify Photo Matching Overview

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, accounting for minor variances in shading and detail, then select:

Yes, this photo matches - 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, this photo does not match - The photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

OR

No photo displayed - No photo was displayed for the E-Verify user to compare with the employee's document provided. You should select this option when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.

Then, click **Continue to Case Results**.

Review the [E-Verify User Manual, 2.2.2 E-Verify Photo Matching](#) for more information.

Verification Process - Initial Verification Case Results Overview

After you enter Form I-9 information into E-Verify and submit the information to create the case, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
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Employment Authorized - Request Name Review

In rare situations, E-Verify issues a case result of 'Employment Authorized,' but the name provided on the case result does not match with the name displayed in E-Verify. This happens when the information matches, but there are name variations in DHS records.

Review the employee's information as displayed in E-Verify and compare it with the information displayed in the case result on the same screen. If the name displayed in E-Verify is different from the name displayed in the case result, you must click "Request Name Review" and submit comments, and DHS will review the case.



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Tentative Nonconfirmation (TNC)

A Tentative Nonconfirmation (TNC) means that the employer's information does not initially match with Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records.

There are two types of TNCs:

- SSA Tentative Nonconfirmation (SSA TNC)
- DHS Tentative Nonconfirmation (DHS TNC)

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

This case result is also considered an interim case result because it requires additional action by you and the employee.

The next lesson discusses the steps required for a TNC.



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DELETE OBE

Tentative Nonconfirmation (Mismatch) – Process Overview

The Tentative Nonconfirmation (mismatch) process can be simple; however, it requires action by you and the employee.

Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Download the Further Action Notice.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct.
- If the information is incorrect, select the statement indicating the information was not correct and close the case. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case if your employee tells you they will take action to resolve the mismatch and refer the case to DHS and/or SSA.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

Review the [E-Verify User Manual, 3.3 Tentative Nonconfirmation \(Mismatch\)](#) for more information.

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DHS Verification in Process

A case result of DHS Verification in Process means that the employee's information did not initially match DHS records. E-Verify automatically sends this case to DHS for further verification.

DHS Verification in Process does not require action. DHS responds within 3 Federal Government working days with an updated case result. You can review the result through Case Alerts on your E-Verify user home page. Your next step is determined by the case result provided.

Case Number	Case Status	Case Type	Case Date
1234567890	DHS Verification in Process	Initial Case	10/27/2023
0987654321	DHS Verification in Process	Initial Case	10/27/2023
9876543210	DHS Verification in Process	Initial Case	10/27/2023
8765432109	DHS Verification in Process	Initial Case	10/27/2023
7654321098	DHS Verification in Process	Initial Case	10/27/2023
6543210987	DHS Verification in Process	Initial Case	10/27/2023
5432109876	DHS Verification in Process	Initial Case	10/27/2023
4321098765	DHS Verification in Process	Initial Case	10/27/2023
3210987654	DHS Verification in Process	Initial Case	10/27/2023
2109876543	DHS Verification in Process	Initial Case	10/27/2023
1098765432	DHS Verification in Process	Initial Case	10/27/2023

NOTE: DHS Verification in Process is also considered an interim case result and is provided to you when necessary during the verification process.

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Delete – now covered on Verification Process - Initial Verification Case Results Overview slide

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Summary

Congratulations! You have completed Lesson 2 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create an employment eligibility case in E-Verify
- Recognize initial case results

Case Number	Case Status	Case Type	Case Date
1234567890	DHS Verification in Process	Initial Case	10/27/2023
0987654321	DHS Verification in Process	Initial Case	10/27/2023
9876543210	DHS Verification in Process	Initial Case	10/27/2023
8765432109	DHS Verification in Process	Initial Case	10/27/2023
7654321098	DHS Verification in Process	Initial Case	10/27/2023
6543210987	DHS Verification in Process	Initial Case	10/27/2023
5432109876	DHS Verification in Process	Initial Case	10/27/2023
4321098765	DHS Verification in Process	Initial Case	10/27/2023
3210987654	DHS Verification in Process	Initial Case	10/27/2023
2109876543	DHS Verification in Process	Initial Case	10/27/2023
1098765432	DHS Verification in Process	Initial Case	10/27/2023

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Summary

Congratulations! You have completed Lesson 2 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create an employment eligibility case in E-Verify
- Recognize initial case results.

EV PA FC Lesson 3

✔ LESSON COMPLETED

Lesson 3: Interim Case Results

[Interim Case Results](#)
[Interim Case Results-Overview](#)
[SSA and DHS Tentative Nonconfirmation](#)
[Review and Update Employee Data](#)
[DHS Verification in Process](#)
[SSA/DHS Case in Continuance](#)

Review Lesson 3

Current	Updated Content	Updated Image
✔ LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results-Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Review Lesson 3	Lesson 3: Interim Case Results Interim Case Results Interim Case Results - Overview DHS and SSA Tentative Nonconfirmation (Mismatch) E-Verify Needs More Time DHS or SSA Case in Continuance {Review Lesson 3}	

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Interim Case Results

Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:

Interim Case Results

SSA and DHS Tentative Nonconfirmation (TNC)

Review and Update Employee Data

DHS Verification in Process

SSA/DHS Case in Continuance

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Interim Case Results

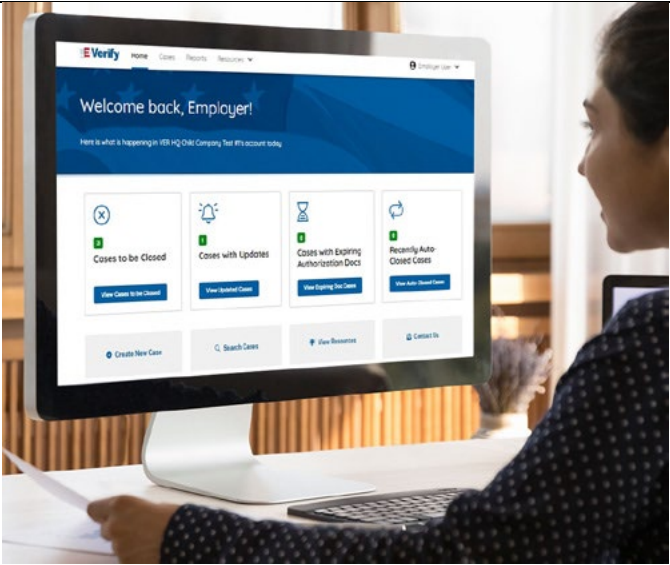
Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about these E-Verify topics:

Interim Case Results

DHS and SSA Tentative Nonconfirmation (Mismatch)

E-Verify Needs More Time

DHS or SSA Case in Continuance



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Learning Objectives

Upon completing this lesson, you should be able to:

Complete an SSA and DHS Tentative Nonconfirmation

Recognize interim case results

Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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Learning Objectives

Upon completing this lesson, you should be able to:

Complete a DHS and SSA Tentative Nonconfirmation (Mismatch)

Recognize interim case results

Describe E-Verify interim case results:

E-Verify Needs More Time; and

DHS or SSA Case in Continuance

Complete Photo Matching Process

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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide a final case result. All cases must receive a final case result. You must close every case to complete the E-Verify process.

Interim case results include:

SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation

Review and Update Employee Data

DHS Verification in Process

SSA Case in Continuance and DHS Case in Continuance

The next screens discuss each case result in detail.

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Verification Process - Interim Verification Case Results Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS could verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case driver's license result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

A photograph showing a person from the back, sitting at a desk and looking at a computer monitor. The monitor displays a large, bright yellow circular icon with a white exclamation mark inside, which is a common warning symbol in software interfaces. The background is slightly blurred, showing a typical office environment.

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SSA and DHS Tentative Nonconfirmation

A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

The table below provides possible reasons a TNC may occur.

SSA TNC	Citizenship or immigration status was not updated with SSA Name change was not reported to SSA Name, SSN or date of birth is incorrect in SSA records SSA record contains another type of error Information was not entered correctly by the employer
DHS TNC	Name, A-number and/or I-94 number are incorrect in DHS records U.S. Passport, Passport Card or driver's license information could not be verified ID photo document differs from the photo in DHS records 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

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DHS and SSA Mismatch

A Department of Homeland Security (DHS) and/or Social Security Administration (SSA) mismatch means that the employee's information does not match official government records that E-Verify can access.

A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States.

The table below provides some possible reasons a mismatch may occur.

DHS MISMATCH	• Name, A-number, and/or I-94 number are incorrect in DHS records • U.S. Passport, Passport Card, or information could not be verified • ID photo document differs from the photo in DHS records • 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
SSA MISMATCH	• Citizenship or immigration status was not updated with SSA • Name change was not reported to SSA • Name, SSN, or date of birth is incorrect in SSA records • SSA record contains another type of error • Information was not entered correctly by the employer



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Tentative Nonconfirmation (TNC) - Process Overview

The TNC process can be simple; however, it requires action by you and the employee.

First, you notify the employee in private of the TNC case result. To do this, you print, review and sign the Further Action Notice. This Notice documents that you notified the employee of the TNC and must be kept on file with Form I-9.

The next step is driven by the employee's choice to:

CONTEST - take action; or,
NOT CONTEST - not take action

If the employee chooses to contest, then you refer him or her to either SSA or DHS. The Further Action Notice provides additional instruction to you and the employee on next steps.

After the employee is notified and referred, E-Verify provides you an updated case result within 10 Federal Government working days.

The next screens walk you through the TNC process in detail.

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Mismatch – Process Overview

The mismatch process can be simple; however, it requires action by you and the employee.

Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 federal government working days.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed at the top is correct.
- If the information is incorrect, close the case and select the statement indicating the information was not correct. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, the employee will decide whether to take action on the mismatch. Tell your employee they have 10 federal government working days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

The next screens walk you through the mismatch process in detail.

Mismatch - Begin Mismatch Process

If E-Verify provides a case result of DHS and/or SSA mismatch, you will begin the mismatch process. The next screens take you through the steps listed below:

- Notify Employee of Mismatch
- Confirm Employee Decision
- Refer Employee or Close Case
- Check for Case Status Updates

IMPORTANT: A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. You **MUST** provide the

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Begin the TNC Process

When E-Verify provides a case result of SSA or DHS Tentative Nonconfirmation (TNC), you start the TNC process when you click "Continue" from the verification result page.

The next screens take you through the steps listed below:

Notify Employee of TNC
Confirm Employee Decision
Refer Employee or Close Case
Check for Case Status Updates

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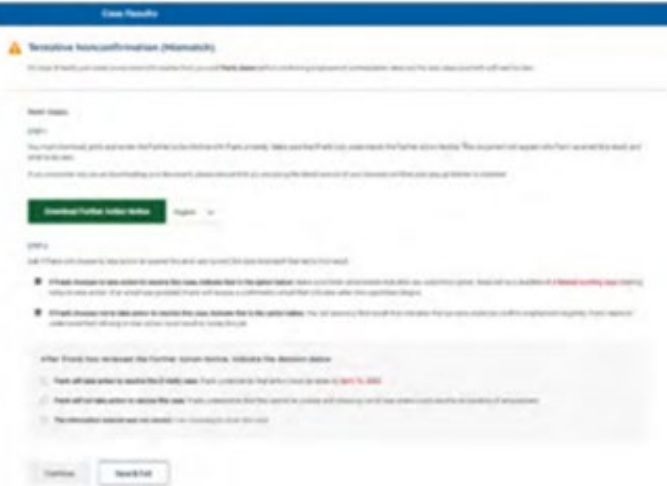
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	employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.	
 HomeCasesReportsResources Employer User Tutorial Notify the Employee of the TNC – Further Action Notice The first step is to notify the employee of a TNC as soon as possible. To notify the employee, follow the steps listed below: - Select a language to print the Further Action Notice and click 'Print Notice.' - Review the Further Action Notice privately with the employee. - Indicate that the employee has been notified by selecting the check box 'I have notified this employee of the TNC.' NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under 'View Essential Resources,' accessible on your user home page. Back Next Exit Lesson Lesson 3Page 7 of 17	Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice The first step is to notify your employee of their mismatch result as soon as possible within the 10 federal government working days. To notify the employee, follow these steps: - Select a language to print the Further Action Notice and click Download Further Action Notice. - Review the Further Action Notice privately with the employee. NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under View Essential Resources, accessible on your user home page.	
 HomeCasesReportsResources Employer User Tutorial Confirm Employee Decision The next step is to confirm the employee's decision to contest or not contest the TNC. The employee chooses to contest or not contest the case result and acknowledges this decision on the Further Action Notice. To confirm the employee's decision: - Have the employee indicate on the Further Action Notice whether he or she will contest or not contest the TNC. - Ensure that you and the employee sign and date the English version of the Further Action Notice. - Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9. If your employee chooses to not contest the TNC and take no further action, then you can close the case and employment can be terminated with no civil or criminal liability as noted in Article II, Section C - Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU). A sample of the Further Action Notice is available in 'View Essential Resources.' Back Next Exit Lesson Lesson 3Page 8 of 17	Mismatch – Confirm Employee Decision The next step is to confirm the employee's decision to take action to resolve the mismatch or not take action to resolve the mismatch. The employee chooses whether they will take action or not to resolve the mismatch and acknowledges this decision on the Further Action Notice. To confirm the employee's decision: - Have the employee indicate on the Further Action Notice whether they will take action to resolve the mismatch or not. - Ensure that you and the employee sign and date the English version of the Further Action Notice. - Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9. - If the employee chooses to take action to resolve the mismatch, give the employee the Referral Date Confirmation. The Referral Date Confirmation provides the date by which the employee must call DHS	

	and/or visit SSA. The employee should bring the Further Action Notice when they visit a SSA field office. • If your employee chooses to not take action to resolve the mismatch or does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee. A sample of the Further Action Notice is available in View Essential Resources.	
 E-Verify Home Cases Reports Resources Employer User Tutorial Refer Employee or Close Case An employee that chooses to contest a TNC must be referred to SSA or DHS. If the employee chooses to: CONTEST: He or she chooses to take the action to visit an SSA field office or contact DHS within 8 Federal Government working days. Click 'Refer Case.' This starts the 8 Federal Government working days that the employee has to visit an SSA field office or contact DHS. NOT CONTEST: He or she acknowledges that the employer may terminate employment. Click 'Close Case.'  IMPORTANT: Employers may NOT take adverse action against an employee because of the TNC while he or she is contesting the TNC and the case is pending. In some cases, when you refer the case, E-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next screen. Back Next Exit Lesson Lesson 3 Page 9 of 17	Mismatch – Refer Employee or Close Case • Ask the employee if they will choose to take action to resolve the error and correct the data mismatch or not and indicate their choice. ○ The employee chooses to take action to resolve this case. ○ The employee chooses not to take action to resolve this case. • Indicate the employee’s decision below: ○ The employee will take action to resolve this E-Verify case. The employee understands that action must be taken by {date will auto populate}. ○ The employee will not take action to resolve the case. The employee understands that this cannot be undone and choosing not to take action could result in termination of employment. ○ The information entered was not correct. I am choosing to close this case. • Click Continue or Save & Exit. IMPORTANT: In some cases, when you refer the case, E-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next slides.	 E-Verify Home Cases Reports Resources Employer User Case Results Resolved - This Case Submitting a request to the data submitted. E-Verify sends you the final decision and a letter. Click here to view the letter. Close and Close New Case U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Print Out Print PDF

E-Verify HomeCasesReportsResources Employer User Tutorial Submit Copy of Photo Documents If you were prompted to match the employee's Form I-9 photo document with the photo displayed in E-Verify, you are automatically asked to send a copy of the employee's Form I-9 photo document to DHS. First, you must 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 use E-Verify to submit a copy electronically or send a paper copy by selecting one of the following: Attach and Submit Copy of Employee's Document OR Mail Paper Copy Select how you will submit the document and follow the instructions displayed on this screen in E-Verify. Additional details are available in the 'E-Verify User Manual for Employers' located in 'View Essential Resources.' IMPORTANT: Do not send original documents to DHS. DHS will not pay for any shipping costs. Participants are free to use an express shipping carrier of their choice at their own expense. BackNextExit Lesson Lesson 3Page 10 of 17	E-Verify Photo Matching Overview E-Verify photo matching will prompt the E-Verify user to compare the employee’s photo document with a photo displayed during creation of the E-Verify case. This helps ensure that the document the employee provided for Form I-9 matches records available to DHS. The four List A documents that will trigger photo matching are: • U.S. passport; • U.S. passport card; • Permanent Resident Card (Form I-551); and • Employment Authorization Document (Form I-766). When the employee presents one of these documents, employers must copy the front and back of the document (or in the case of a U.S. passport, copy the Passport ID screen and the Passport Barcode page) and retain the copies with Form I-9.	
E-Verify Photo Matching – Process	E-Verify Photo Matching – Process To match photos, compare the photo displayed by E-Verify to the photo on the employee’s actual document, or a copy of the employee’s document, and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail based upon the age and wear of the employee’s document and the quality of your computer monitor. Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the photo on the document to the employee during Form I-9 completion and prior to creating the E-Verify case. Photo Matching - Process Overview provides a summary.	
E-Verify Photo Matching – Review Case	E-Verify Photo Matching – Review Case You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee’s document. You will check the appropriate answer:	

	• Yes, this photo matches - The photo on the employee's actual document or copy of the document 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, this photo does not match - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or • No photo displayed - No photo was displayed for the E-Verify user to compare with the employee's document provided. This option should be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.	
E-Verify Photo Matching – Review Case	E-Verify Photo Matching – Case Results • For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the Passport ID screen and the Passport Barcode page. • If you select No, this photo does not match or No photo displayed, E-Verify prompts you to upload a photo of your employee's document and click Continue. • If you do not make a selection and click Continue to Case Results, the case will receive a status of Photo Matching Required. See Section 4.2 Case Alerts and View/Search Cases for guidance on how to search for and view existing cases in E-Verify. If you select Save & Exit, any uploaded documents will not be saved and must be uploaded again. Click Continue or SAVE & Exit. 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. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.	

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Referred Employee

Once the employee has chosen to contest and you click "Refer Case," print the Referral Date Confirmation and provide it to the employee.

The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which he or she must visit SSA or contact DHS.



IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if he or she chooses to visit an SSA field office.

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Mismatch – Referred Employee

Once the employee has chosen to take action to resolve the case and you indicate the employee will take action to resolve this E-Verify case, print the Referral Date Confirmation and provide it to the employee.

The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which they must contact DHS and/or visit an SSA field office.

IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if they choose to visit an SSA field office.

Case Results

Tentative Nonconfirmation (Mismatch)

At step 6, Verify just needs some more information from you and Frank Jones before confirming employment authorization. Here are the next steps you both will need to take.

Next steps:

STEP 1

You must download, print, and review the Further Action Notice with Frank provided. Make sure that Frank fully understands the Further Action Notice. This document will explain why Frank received this result, and what to do next.

If you encounter any issues downloading your document, please ensure that you are using the latest version of your browser and that your pop-up blocker is disabled.

Download Further Action Notice

English

STEP 2

Ask: If Frank will choose to take action to resolve this error and correct the data mismatch that led to this result.

☒ If Frank chooses to take action to resolve this case, indicate that in the option below. Make sure Frank understands that after you select this option, there will be a deadline of 8 federal working days starting today to take action. If an email was provided, Frank will receive a confirmation email that indicates when this countdown begins.

☒ If Frank chooses not to take action to resolve this case, indicate that in the option below. You will receive a final result that indicates that we were unable to confirm employment eligibility. Frank needs to understand that refusing to take action could result in losing the job.

After Frank has reviewed the Further Action Notice, indicate the decision below:

☐ Frank will take action to resolve this E-Verify case. Frank understands that action must be taken by April 18, 2023.

☐ Frank will not take action to resolve this case. Frank understands that this cannot be undone and choosing not to take action could result in termination of employment.

☐ The information entered was not correct. I am choosing to close this case.

Continue

Save & Exit

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TNC Process Summary

Below is a summary of actions required of you and the employee during the TNC process.

YOUR ACTION:

Notify the employee of the TNC in private.
Instruct employee to sign and date Further Action Notice.
Confirm employee's choice to contest or not contest TNC.
Keep original signed Further Action Notice on file with Form I-9.
If employee chooses to contest TNC, refer employee.
Print the Referral Date Confirmation and provide it to the employee.
If prompted, attach and submit or mail a copy of employee's Form I-9 photo document to E-Verify.

THE EMPLOYEE'S ACTION:

Decide to contest or not contest and indicate choice on signed Further Action Notice.
Acknowledge receipt of TNC by signing and dating Further Action Notice.
Take next action based on decision to contest or not to contest.

If he or she contests:
Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days.

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Mismatch Process Summary

Below is a summary of actions required of you and the employee during the mismatch process.

YOUR ACTION
• Notify your employee of their mismatch result as soon as possible within the 10 days in private. • Confirm employee's choice to take action to resolve the case or not. • Instruct employee to sign and date Further Action Notice. • Keep original signed Further Action Notice on file with Form I-9. • If employee chooses to take action to resolve the case, refer employee. • Print the Referral Date Confirmation and provide it to the employee. • If prompted, attach and upload a copy of employee's Form I-9 photo document (front and back) to E-Verify. • If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee.
THE EMPLOYEE'S ACTION

- Decide to take action or not to resolve their mismatch within 10 days of issuance and indicate decision on Further Action Notice.
- Acknowledge receipt of mismatch by signing and dating the Further Action Notice.
- Take next action based on decision to take action to resolve case or not.
- If the employee decides to take action to resolve the mismatch, contact DHS or visit an SSA field office with a copy of the Further Action Notice within 8 federal government working days

Mismatch - Check for Case Status Updates

Once you inform the employee that the case is referred, you have completed the mismatch process.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

You may NOT ask the employee for additional evidence or confirmation that DHS and/or SSA resolved their case.

NOTE: You can search for the case from the Cases menu or by selecting Search Cases on the account home page.



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Check for Case Status Updates

Once you inform the employee that the case is referred, you have completed the TNC process.

Next, E-Verify provides a case result update through Case Alerts on your user home page within 10 Federal Government working days.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

You may NOT ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.

NOTE: You can search for the case using "Search Cases" on the left navigation menu.

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Delete OBE

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Review and Update Employee Data

E-Verify provides a case result of 'Review and Update Employee Data' when SSA finds a discrepancy in the information from an E-Verify referral.

'Review and Update Employee Data' happens because of typographical errors and/or incorrect information provided on Form I-9.

This requires that you review the information the employee completed on Form I-9 with the employee, correct any errors and click 'Continue.'

Check E-Verify periodically for a change in case result. E-Verify informs you of a change of status through Case Alerts on your user home page. Your next step is determined by the case result provided.

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DHS Verification in Process

A case result of 'DHS Verification in Process' is both an initial and interim case result and does not require action by you. E-Verify automatically sends this case to DHS for further verification.

DHS responds within 3 Federal Government working days with an updated case result through Case Alerts on your E-Verify user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

Employment Eligibility: DHS Verification in Process

E-Verify sends additional data to verify the identity of this employee. This case has been referred to DHS to verify with data to action is necessary when data does not appear to be a true identity match. The employee should continue to work until E-Verify provides a final result.

View Case Details

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E-Verify Case Result - E-Verify Needs More Time

A case result of E-Verify Needs More Time is both an initial and interim case result and does not require action by you.

DHS could not immediately verify the data and needs more time. E-Verify automatically sends this case to DHS for further action. No action is required until further notice from E-Verify.

DHS usually responds within 3 federal government working days with an updated case result through Case Alerts on your E-Verify user home screen.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

A screenshot of the E-Verify 'Verify Employee' screen. The status is 'E-Verify Needs More Time'. The screen includes a 'Verify Employee' button and a 'View Case Details' link. The background shows a blurred view of the E-Verify home screen.

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SSA/DHS Case in Continuance

An SSA or DHS 'Case in Continuance' means that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result.

The reason SSA/DHS needs more time varies with each situation.

E-Verify provides a case result update through Case Alerts on your user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: You cannot terminate or take adverse action against the employee based on the employee's decision to contest a TNC or because the employee's case is pending with DHS or SSA.

Verify Employee

Employment Eligibility: SSA Case in Continuance

E-Verify sends additional data to verify the employment eligibility of this employee. The employee should continue to work until DHS or SSA provides a final result.

E-Verify will update the employee's case status by April 30, 2018. E-Verify will send you an update through the Case Alerts on your user home page. Please check the Case Alerts for more information.

View Case Details

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E-Verify Case Result - DHS or SSA Case In Continuance

A DHS and/or SSA Case in Continuance means that the employee has contacted DHS and/or visited a SSA field office, but more time is needed to determine a final case result.

The reason DHS and/or SSA needs more time varies with each situation. E-Verify provides a case result update through Case Alerts on your user home screen.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch or because the employee's case is pending with DHS and/or SSA, until the mismatch becomes a Final Nonconfirmation.

A screenshot of the E-Verify 'Verify Employee' screen. The status is 'DHS or SSA Case in Continuance'. The screen includes a 'Verify Employee' button and a 'View Case Details' link. The background shows a blurred view of the E-Verify home screen.

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Summary

Congratulations! You have completed Lesson 3 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Complete an SSA and DHS Tentative Nonconfirmation
- Recognize interim case results
- Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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Complete Lesson

Exit Lesson

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Summary

Congratulations! You have completed Lesson 3 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Complete an DHS and SSA Tentative Nonconfirmation (Mismatch)
- Recognize interim case results
- Describe E-Verify interim case results:
 - E-Verify Needs More Time; and
 - DHS and SSA Case in Continuance
- Photo Matching Process

EV PA FC Lesson 4

✔ LESSON COMPLETED

Lesson 4: Complete the Verification Process

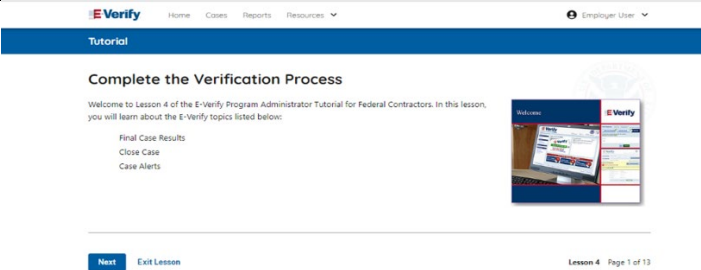
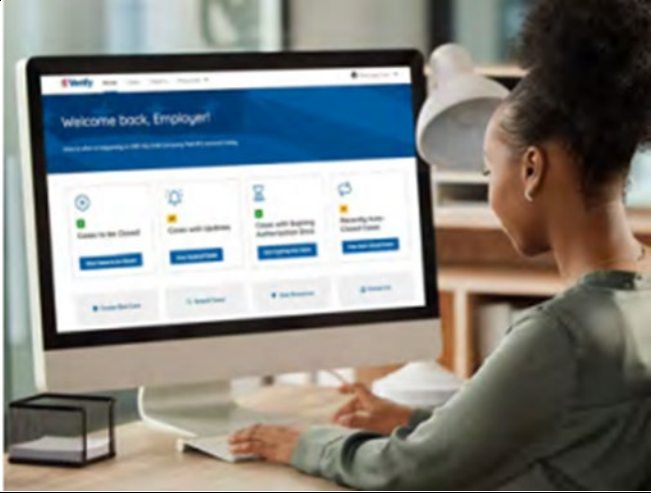
[Complete the Verification Process](#)

[Final Case Results](#)

[Close Case](#)

[Case Alerts](#)

Review Lesson 4

Current	Update	Image
✔ LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4	Lesson 4: Complete the Verification Process - Complete the Verification Process - Final Case Results - Close Case - Case Alerts	
E-Verify HomeCasesReportsResources Employer User Tutorial Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below: Final Case Results Close Case Case Alerts Next Exit Lesson Lesson 4Page 1 of 13 	Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial for Federal Contractors In this lesson, you will learn about: - Final Case Results - Close Case - Case Alerts	

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Learning Objectives

Upon completing this lesson, you should be able to:

Recognize final case results

Complete the verification process

Identify each Case Alert

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Learning Objectives

Upon completing this lesson, you should be able to:

Recognize final case results

Complete the verification process

Identify each case alert

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Final Case Results

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

Final case results include:

Employment Authorized

SSA Final Nonconfirmation

DHS Final Nonconfirmation

DHS No Show

Error: Close Case and Resubmit

The next screens discuss each case result in detail.

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Exit Lesson

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Final Case Results

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

Final case results include:

Employment Authorized

DHS Final Nonconfirmation

SSA Final Nonconfirmation

Close Case and Resubmit

The next screens discuss each case result in detail.



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Employment Authorized

'Employment Authorized' is the most common initial case result; it is also a final case result. It means that the employee's information matches with DHS and/or SSA records. It's that easy!

Your next step is to record the case verification number on the employee's Form I-9 and/or print a copy of the case details and file them with the employee's Form I-9.

Then, simply close the case in E-Verify. After you close the case, you have completed the verification process!



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Final Case Result - Employment Authorized

Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches with DHS and/or SSA records. It's that easy!

Your next step is to record the E-Verify case number on the employee's Form I-9 and/or print a copy of the case details and file them with the employee's Form I-9.

E-Verify automatically closes cases that result in Employment Authorized.

Lesson 4 discusses the steps required to close a case.



Case Results

Final Nonconfirmation

Discontinuing an employee's ability to update Case Result's confirmation for employment. Please close Case's case below to indicate whether an employee has resolved their Case's employment.

Close Case

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SSA/DHS Final Nonconfirmation

An SSA or DHS 'Final Nonconfirmation' case result means that E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or SSA. It can also mean that the employee did not visit an SSA field office or contact DHS within 8 Federal Government working days.

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 I, Section C - Responsibilities of the Employer (#6) in the MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.

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Final Case Result - DHS or SSA Final Nonconfirmation

A DHS or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chose to try to resolve a mismatch, it can also mean that the employee did not contact DHS or visit an SSA field office within 8 federal government working days.

You may terminate employment based on a case result of DHS or SSA Final Nonconfirmation.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that DHS or SSA resolved their case.

Case Results

Final Nonconfirmation

Discontinuing an employee's ability to update Case Result's confirmation for employment. Please close Case's case below to indicate whether an employee has resolved their Case's employment.

Close Case

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DHS No Show

A 'DHS No Show' means that the employee did not contact DHS within the 8 Federal Government working days and, therefore, E-Verify cannot verify the employee's employment eligibility.

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 I, Section C - Responsibilities of the Employer (#6) in the MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

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Delete OBE

Case Results

Resubmit Old Case

Submitting is incorrect in the data submitted. If verify sends you feedback this case and to enter After Data's information in a new case.

Close and Create New Case

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Error: Close Case and Resubmit

A case result of 'Error: Close Case and Resubmit' means that the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect.

A new case must be created for this employee. To do this, simply close the case and create a new case for this employee using the correct document expiration date.

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.

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Final Case Result – Close Case and Resubmit

A case result of Close Case and Resubmit means that the expiration date entered for the employee’s U.S. Passport, Passport Card or driver’s license is incorrect. A new case must be created for this employee. To do this, close the case and create a new case for this employee.

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.

Case Results

Resubmit Old Case

Submitting is incorrect in the data submitted. If verify sends you feedback this case and to enter After Data's information in a new case.

Close and Create New Case

U.S. Department of Homeland Security

U.S. Citizenship and Immigration Services

Accessibility: Plug-inSite Map

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Close Case

Closing a case is the last step in the verification process. To close a case, first click 'Close Case' and then follow the steps listed below:

Indicate if the employee is still working for your company by selecting 'yes' or 'no' and click 'Continue.' This question is asked to correctly prompt the statements on the next screen.

Select the appropriate statement and click 'Continue.' Select the helper text for additional information on each statement.

Record the case verification number on the employee's Form I-9 or print the case details and file with the employee's Form I-9.
It is that simple! You have now completed the verification process and the case is closed.

NOTE: A case can be closed any time by simply clicking 'Close Case' and following the steps above.

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Verify Employee

Enter case or employee ID

Verify Status

Continue Case

Close Case

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Close Case

Closing a case is the last step in the E-Verify process. To close a case, first click **Close Case** and then follow these steps:

- Select the statement indicating whether or not you will continue to employ this individual.
- If you select the option indicating you will continue to employee this individual, you must provide the reason why. Type the reason in the text box provided.
- If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case.
- If Other is selected as the reason, you must type the reason in the text box provided.
- After you’ve typed a reason, click **Close Case**.
- E-Verify displays an alert indicating the case was successfully closed.
- Click **View/Print Case Details**, then either record the number or print the screen to retain with the employee’s Form I-9.
- Click **Create New Case** to create a new case or click **Continue** to be redirected to view all your cases.

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Case Alerts

E-Verify Case Alerts are found on your user home page. This feature is designed to bring your attention to cases that need your action.

When you log into E-Verify, Case Alerts may inform you of one of the following:

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

Each Case Alert indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click.

The next screen discusses each Case Alert in detail.

E-Verify

Welcome to E-Verify

Open Cases to be Closed

Cases with New Updates

Work Authorization Documents Expiring

Security Alerts

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Case Alerts

Case alert boxes with important information about your cases appear under the welcome banner:

- Cases to be Closed
- Cases with Updates
- Cases with Expiring Authorization Docs
- Recently Auto-Closed Cases

To view the updates, click the blue box in each case alert.

The next screen discusses each case alert in detail.

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Case Alerts - 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 cases must receive a final result and be closed. This Case Alert is an easy way to manage these cases.

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
- Option to view up to 100 cases per page

Case Number	Case Status	Case Name	Case Type	Case Result
10000000000000000000	Open	John Doe	Employment Authorization Document	Open
10000000000000000001	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000002	Open	John Doe	Employment Authorization Document	Open
10000000000000000003	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000004	Open	John Doe	Employment Authorization Document	Open
10000000000000000005	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000006	Open	John Doe	Employment Authorization Document	Open
10000000000000000007	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000008	Open	John Doe	Employment Authorization Document	Open
10000000000000000009	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000010	Open	John Doe	Employment Authorization Document	Open
10000000000000000011	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000012	Open	John Doe	Employment Authorization Document	Open
10000000000000000013	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000014	Open	John Doe	Employment Authorization Document	Open
10000000000000000015	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000016	Open	John Doe	Employment Authorization Document	Open
10000000000000000017	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000018	Open	John Doe	Employment Authorization Document	Open
10000000000000000019	Open	Jane Smith	Employment Authorization Document	Open
10000000000000000020	Open	John Doe	Employment Authorization Document	Open

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Case Alert - Cases to be Closed

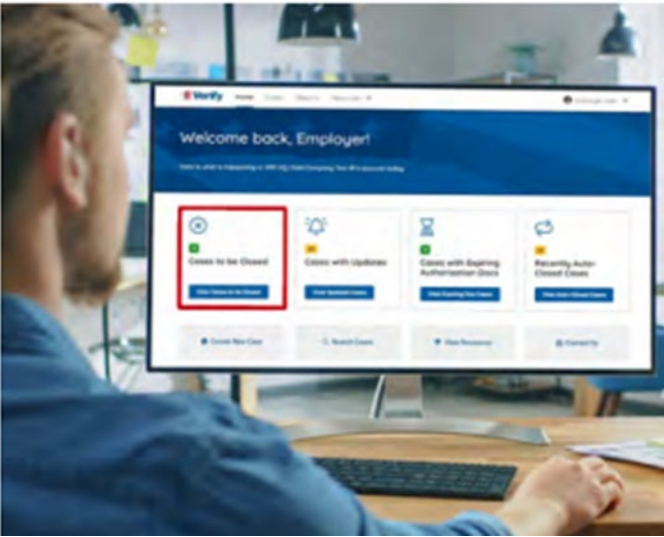
Any case created in E-Verify and assigned an E-Verify case number must be closed.

The Cases to be Closed case alert provides quick access to all cases that need to be closed.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.



Case Alert – Cases With Updates

The Cases with Updates case alerts provides quick access to all open cases that have had a change in case result.

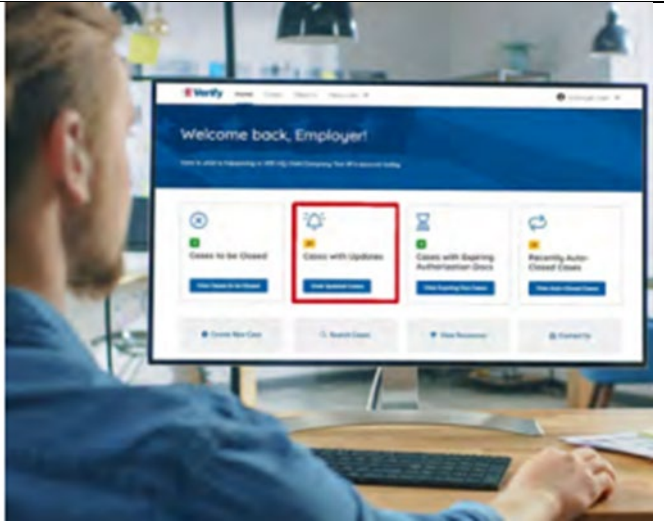
All interim cases must be closed. This case alert is an easy way to manage these cases.

Each case status is highlighted and you can click **Continue Case** button to resume.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click Show Filters to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

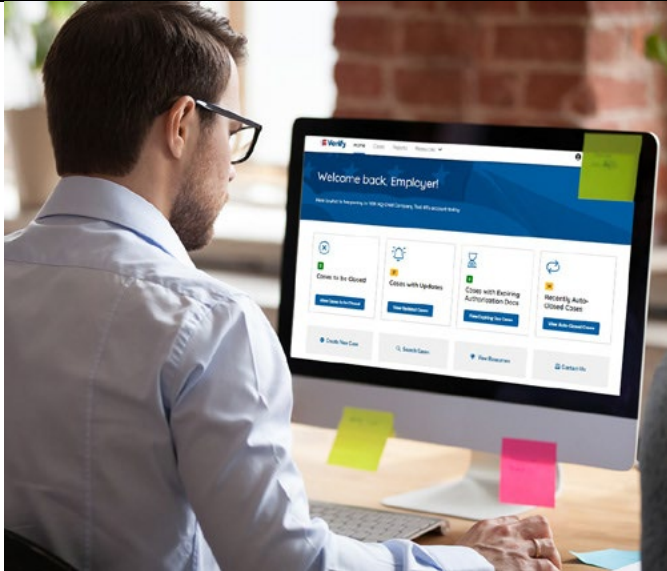


You can also click **Create New Case** from this screen.

Summary

Congratulations! You have completed Lesson 4 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Recognize final case results
- Complete the verification process
- Identify each case alert



EV FC PA Tutorial Lesson 5

LESSON COMPLETED

Lesson 5: Program Administrator Account Administration

[Program Administrator Account Administration](#)
[Overview of User Roles](#)
[Create a Password](#)
[Navigation Menu](#)
[Manage My Company](#)
[Reports](#)

Review Lesson 5

Current	Update	Image
LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Company Reports Review Lesson 5	Lesson 5: Program Administrator Account Administration - Program Administrator Account Administration - Overview of User Roles - Create a Password - Navigation Menu - Manage Company - Reports	

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Program Administrator Account Administration

Welcome to Lesson 5 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:

Overview of User Roles

Create a Password

Navigation Menu

Manage My Company

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Tutorial

Program Administrator Account Administration

Welcome to Lesson 5 of the E-Verify Program Administrator Tutorial for Federal Contractors. In this lesson, you will learn about:

Overview of User Roles

Create a Password

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Learning Objectives

Upon completing this lesson, you should be able to:

Identify the role of Program Administrators in support of your company's users

Recognize requirements to create a password

Use your left navigation menu

Manage the information in 'My Company'

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Exit Lesson

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Learning Objectives

Upon completing this lesson, you should be able to:

Understand the role of program administrators in support of your company's users

Recognize requirements to create a password

Use your navigation menu

Manage the information in Company Account

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

General User

Program Administrator

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

General User

Program Administrator

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Program Administrator

You are registered as a Program Administrator. Every company is required to have at least 1 Program Administrator.

As a Program Administrator, you:

Create and manage cases in E-Verify

Add and delete user accounts

Oversee cases created by the company's users

Create reports

Update company profile information

Unlock passwords for your company's users

This lesson provides additional detail on how to perform the functions listed above.

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Program Administrator

You are registered as a program administrator. Every E-Verify participant is required to have at least one program administrator.

As a program administrator, you:

- Create and manage cases in E-Verify
- Add and delete user accounts
- Oversee cases created by the company's or entity’s users
- Create reports
- Update company profile information, including company Points of Contact
- Unlock passwords for your company's user(s)

This lesson provides additional detail on how to perform the functions listed above.

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Create a Password

The first time you log in to E-Verify, you are prompted to change your password. Follow the guidelines below to create a new password.

Passwords are case-sensitive and must be between 8-14 characters long, different from your assigned user ID and have the following:

1 uppercase or lowercase letter

1 number and at least 1 special character - special characters include: ! @ \$ % ^ () < > ? : ; { } + - ~

Contain no more than 2 identical and consecutive characters in any position from the previous password

Contain a non-numeric in the first and last positions

Not be identical to your user ID

Example: lL!keH2O

IMPORTANT: E-Verify will prompt you to change your password every 90 days. If you think your password has been compromised, you must change your password immediately. To change your password, go to 'My Profile' and click 'Change Password'.

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Program Administrator - Create a Password

The first time you log in to E-Verify, you are prompted to change your password.

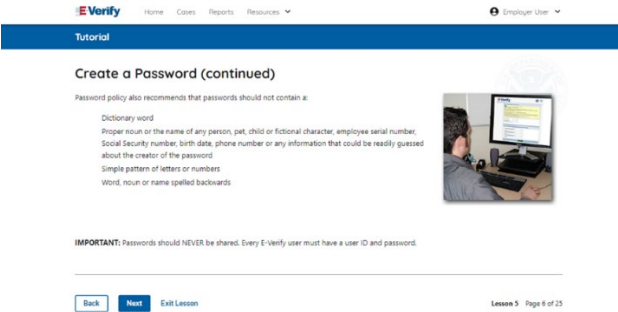
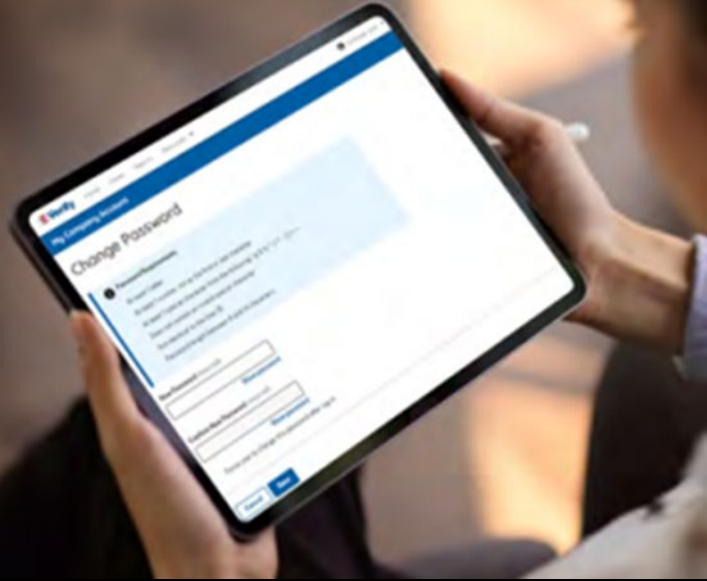
Passwords are case-sensitive, different from the assigned user ID, and have the password requirements below to create a new password.

- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following ! @ \$ % * () ? : ; { } + - ~
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters
- No more than two consecutive characters from the prior password.

Example: lL!keH2O

IMPORTANT:

- If you think your password has been compromised, you must change your password immediately. To change your password, access the user profile options from the drop-down menu under your username in the top right corner of the account.

	Program Administrator – Password Hints Password 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. IMPORTANT: You should NEVER share your password. Every E-Verify user must have their own unique user ID and password.	
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Password Help

If you try to log in with an incorrect password 3 consecutive times, E-Verify will lock you out.

If you are locked out, first try to change your password using the link **"Forgot your password!"** on the user log in screen.

If you are unable to change your password automatically, contact E-Verify Customer Support at 888-464-4218.



NOTE: As a Program Administrator, it is important to know that your General Users contact you to unlock their user password.

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Program Administrator – Password Help

If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.

- If you are locked out, first try to change your password using the link **Forgot Password** on the user log in screen.
- If you are unable to change your password with **Forgot Password** link, contact another program administrator in your company or entity.
- Each user must create password challenge questions.
 - You will need to correctly answer these questions to reset your password, if you ever forget it.

Important:

- E-Verify will prompt you to change your password every 90 days.
- To comply with federal security guidelines, USCIS is required to deactivate any user ID that has not been accessed within the past 270 days. A deactivated user ID will not affect the status of your E-Verify account.

Note:

- Each user must have their own user ID and password to access E-Verify and may not share their user ID or password with others.
- You are responsible for any activity associated with your user ID and password.

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Navigation Menu

You should become familiar with the links found on your user home page. Outlined below is additional information about each link:

Link Name	Function
My Cases	
New Case	Select to create a new case and start the verification process.
View Cases	Provides various search functions and all Case Alert tabs.
My Profile	
Edit Profile	Update your user information, including name, address and contact information.
Change Password	Change your user password at any time.
Change Security Questions	Change the security questions to assist you with a password reset.
My Company	
Edit Company Profile	Update your company's information, including name, address and contact information.
Add New User	Add new users to create and manage cases in E-Verify.
View Existing Users	Manage your company's user profile information, including resetting user passwords.
Close Company Account	Select if your company decides to no longer participate in E-Verify.

Continued on the next screen.

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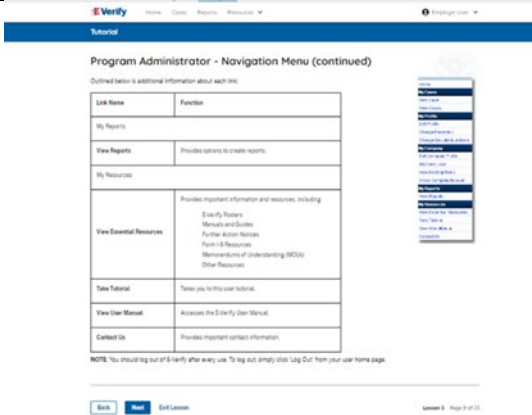
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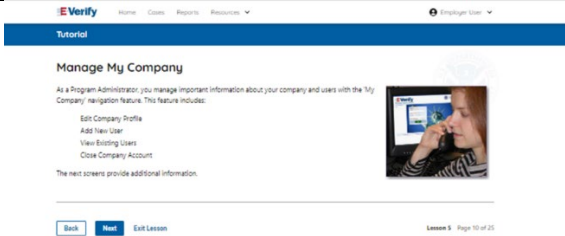
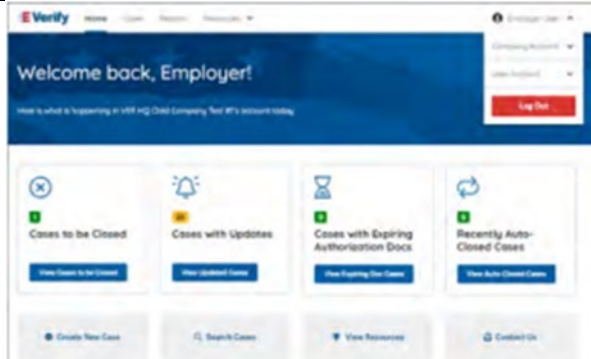
Program Administrator E-Verify Home Page - Navigation Menu

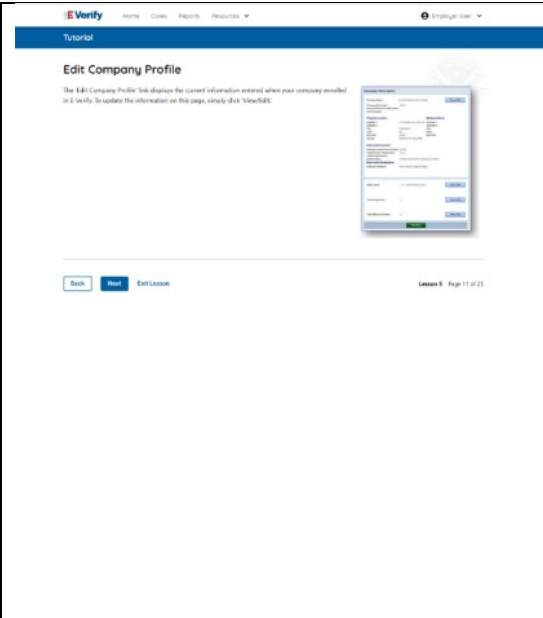
Each time you log in to E-Verify you will see a **Welcome Back** banner with your name and company, or entity listed.

Case alert boxes with important information about your cases are under the welcome banner, including **Cases to be Closed**, **Cases with Updates**, **Cases with Expiring Authorization Docs** and **Recently Auto-Closed Cases**.

Convenient quick links in gray boxes are directly below the case alert boxes, including **Create New Case**, **Search Cases**, **View Resources** and **Contact Us**.

	Below the quick links, you will find the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify. The next slides will help you become familiar with the links found on your user home page.													
	Navigation Menu – Links Above the Welcome Banner The links above the welcome banner include: <table><tr><th>Link</th><th>Function</th></tr><tr><td>Home</td><td> - Employer User Home Page </td></tr><tr><td>Cases</td><td> - Search - Create New Cases </td></tr><tr><td>Reports</td><td> - Run Reports </td></tr><tr><td>Resources</td><td> - View Essential Resources - Take Tutorial - View User Manual - E-Verify News - Contact Us </td></tr><tr><td>Account Options</td><td> - Company Account - User Account - Log Out </td></tr></table>	Link	Function	Home	Employer User Home Page	Cases	- Search - Create New Cases	Reports	Run Reports	Resources	- View Essential Resources - Take Tutorial - View User Manual - E-Verify News - Contact Us	Account Options	- Company Account - User Account - Log Out	
Link	Function													
Home	Employer User Home Page													
Cases	- Search - Create New Cases													
Reports	Run Reports													
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Account Options	- Company Account - User Account - Log Out													
	Navigation Menu – Case Alert Boxes Case Alerts Boxes are located below the welcome banner: <table><tr><th>Link</th><th>Function</th></tr><tr><td>Case Alert</td><td> - The Case Alert boxes bring attention to cases that need action or provide important information regarding your cases. </td></tr><tr><td>Cases to be Closed</td><td> - Any case created in E-Verify and assigned an E-Verify case number must eventually be closed. - The Cases to be Closed Case Alert provides quick access to all cases that need to be closed. </td></tr><tr><td>Cases with Updates</td><td> - All open cases that have had a change in case result. All cases must eventually be closed. This case alert is an easy way to manage these cases. </td></tr></table>	Link	Function	Case Alert	The Case Alert boxes bring attention to cases that need action or provide important information regarding your cases.	Cases to be Closed	- Any case created in E-Verify and assigned an E-Verify case number must eventually be closed. - The Cases to be Closed Case Alert provides quick access to all cases that need to be closed.	Cases with Updates	All open cases that have had a change in case result. All cases must eventually be closed. This case alert is an easy way to manage these cases.					
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Cases with Updates	All open cases that have had a change in case result. All cases must eventually be closed. This case alert is an easy way to manage these cases.													

	<table><tr><td></td><td> - Click Continue Case to take action. </td></tr><tr><td>Cases with Expiring Doc</td><td> - This is simply a reminder; no action is required in E-Verify. - 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). </td></tr><tr><td>Recently Auto-Closed Cases</td><td> - Notification of the cases that were automatically closed. - This is notification your case was closed. Be sure to record the E-Verify case number as required on Form I-9 or print the case details page and attach it to the Form I-9. </td></tr></table>		Click Continue Case to take action.	Cases with Expiring Doc	- This is simply a reminder; no action is required in E-Verify. - 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).	Recently Auto-Closed Cases	- Notification of the cases that were automatically closed. - This is notification your case was closed. Be sure to record the E-Verify case number as required on Form I-9 or print the case details page and attach it to the Form I-9.							
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	Navigation Menu – Quick Links and E-Verify News Quick Links and E-Verify News are located below the Case Alert Boxes: <table><tr><th>Quick Links</th><th>Function</th></tr><tr><td>Crete New Case</td><td> - Create new E-Verify cases </td></tr><tr><td>Search Cases</td><td> - Search Cases </td></tr><tr><td>View Resources</td><td> - Access E-Verify Resources </td></tr><tr><td>Contact Us</td><td> - Contact E-Verify </td></tr><tr><td>E-Verify News</td><td> - Stay up to date with the latest E-Verify News </td></tr></table>	Quick Links	Function	Crete New Case	Create new E-Verify cases	Search Cases	Search Cases	View Resources	Access E-Verify Resources	Contact Us	Contact E-Verify	E-Verify News	Stay up to date with the latest E-Verify News	
Quick Links	Function													
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Contact Us	Contact E-Verify													
E-Verify News	Stay up to date with the latest E-Verify News													
	Program Administrator – Manage Company Account As a program administrator, you manage important information about your company, or entity, and users with the Company Account navigation feature. This feature includes: - Company Profile - Manager Users - Close Company Account The next screens provide additional information.													



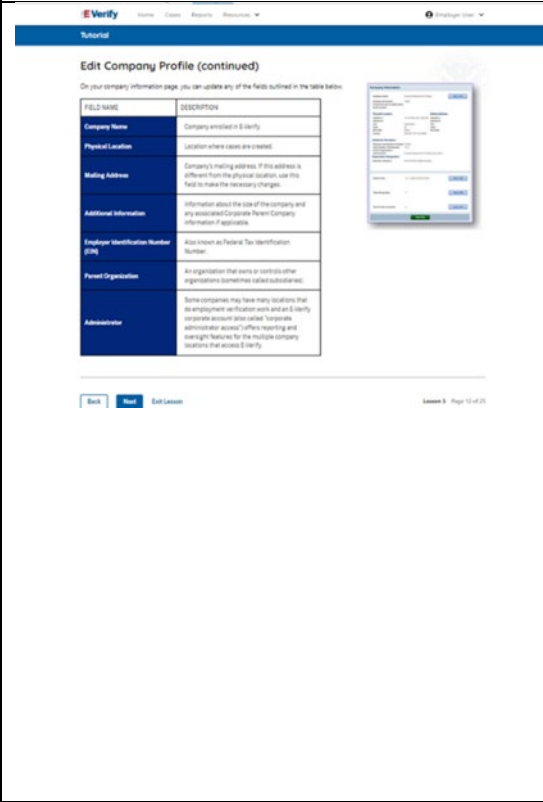
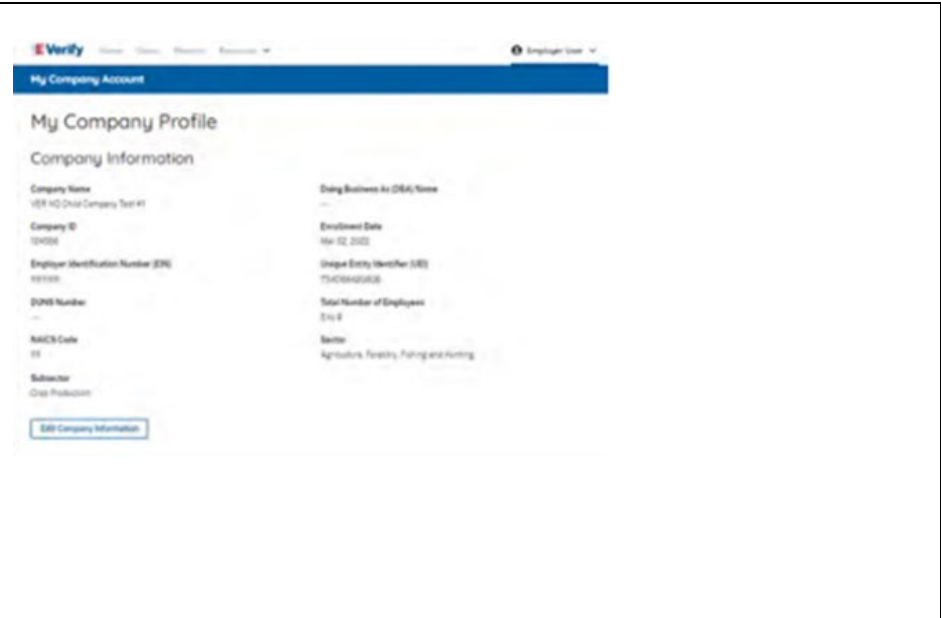
Manage Company Account – Edit Company Profile

The Company Profile screen allows you to view and/or edit the current information entered when your company, or entity, enrolled in E-Verify.

To edit the information on this page, simply click the edit option under the section you wish to modify:

- Edit Company Information
- Edit Employer Category
- Edit Company Addresses
- Edit Hiring Sites

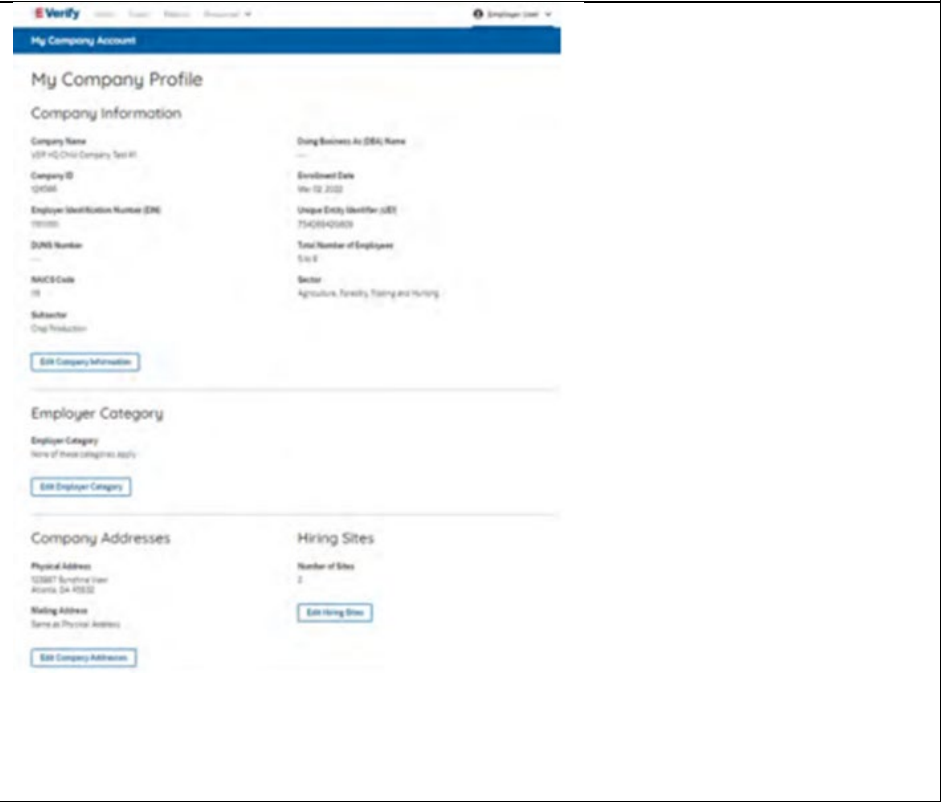
To view your MOU, click **View Current MOU**.



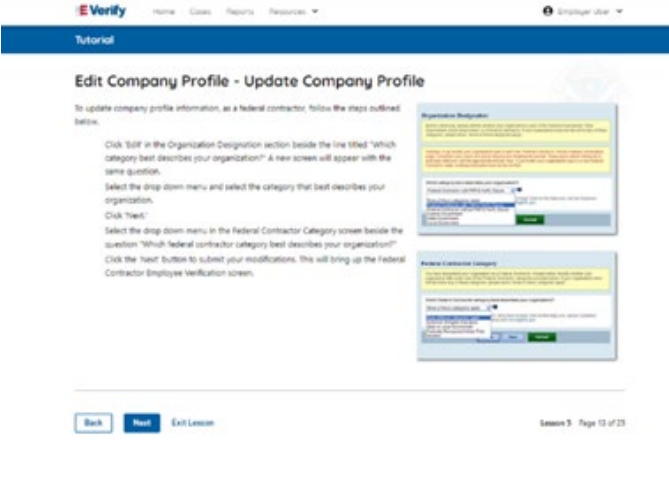
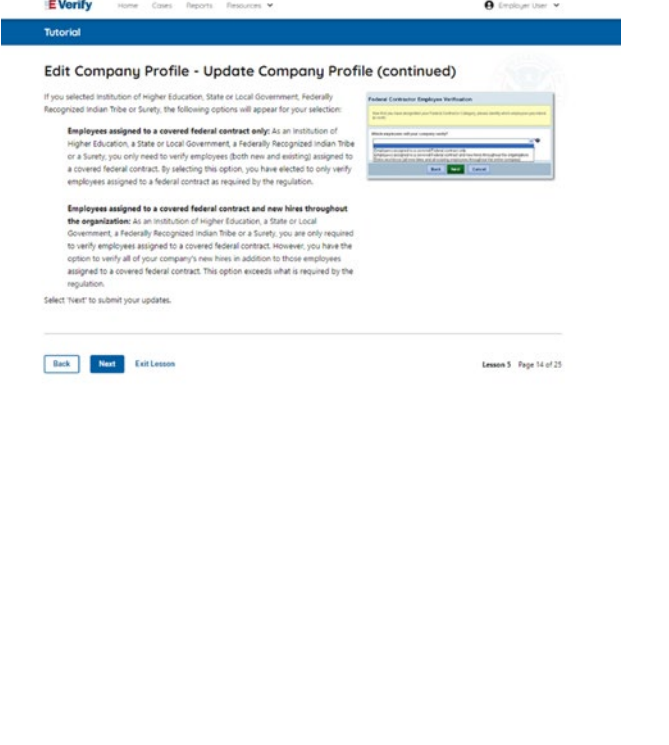
Manage Company Account – Edit Company Profile Fields Table

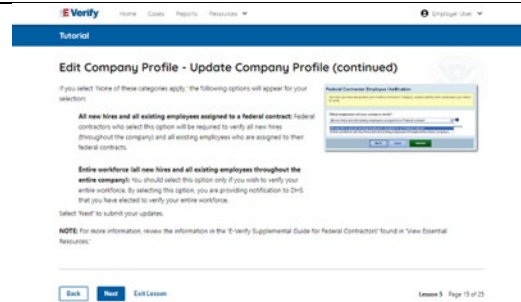
On your company information page, you can update any of the fields outlined in the table below:

FIELD NAME	DESCRIPTION
Company Name	Company/entity enrolled in E-Verify.
Doing Business As (DBA) Name	The Doing Business As (DBA) Name is the name under which a company/entity operates. The DBA is visible to the public, but is not the legal, registered name of that organization.
Employer Identification Number (EIN)	An Employer Identification Number (EIN) is also known as the Federal Tax Identification Number and is used to identify a business entity. An EIN is required for an employer to enroll in E-Verify. Employers who do not have an EIN can <u>apply online</u> with the IRS to receive an EIN immediately.
Unique Entity Identifier (UEI)	A UEI is a 12-digit alphanumeric identifier that is provided by SAM.gov to all entities who register to do business with the



		federal government. Learn more about the UEI.	
	DUNS Number	A DUNS number is a unique, 9-digit identifier issued and maintained by Dun & Bradstreet that can help verify the existence of a business entity. Learn more about the DUNS Number.	
	Total Number of Employees	Indicate total number of company/entity employees from 1 to 10,000 and over.	
	NAICS Code(s)	The North American Industry Classification System (NAICS) classifies businesses by industry to collect, analyze, and publish statistical data related to the U.S. business economy. A three-digit NAICS code is required for an employer to enroll in E-Verify.	
	Employer Category	Category that best describes your organization.	
	Physical Address	Location where cases are created.	
	Mailing Address	Company's/entity's mailing address; if this address is different from the physical location, use this field to make the necessary changes.	
	Number of Hiring Sites	A hiring site is the location where employees are hired and they complete Form I-9.	

	Manage Company Account – Edit Employer Category To update company profile information as a federal contractor, follow these steps: • From the Company Account, Company Profile screen Click Edit Employer Category section. • From the Edit Employer Category under Which category best describes your organization? Select the category that best describes your organization. • Select your organization Federal Contractor type. • Select your organization Federal Contractor with FAR E-Verify Clause type. • Select which employees your organization will verify. • Click Save to submit your modifications.	
	Manage Company Account – Federal Contractor Type If you selected Institution of Higher Education, State or Local Government, Federally Recognized Indian Tribe or Surety, the following options will appear for your selection: • Employees assigned to a covered federal contract only: As an Institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you only need to verify employees (both new and existing) assigned to a covered federal contract. By selecting this option, you have elected to only verify employees assigned to a federal contract as required by the regulation. • Employees assigned to a covered federal contract and new hires throughout the organization: As an Institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you are only required to verify employees assigned to a covered federal contract. However, you have the option to verify all of your company's or entity's new hires in addition to those employees assigned to a covered federal contract. • Select Next to submit your updates.	



Manage Company Account – Decide which employees the employer will verify.

In order, to comply with the FAR E-Verify clause, a federal contractor must verify all new hires and existing employees assigned to the federal contract.

Federal contractors may also opt to verify their entire workforce with E-Verify.

You must decide which employees the employer will verify:

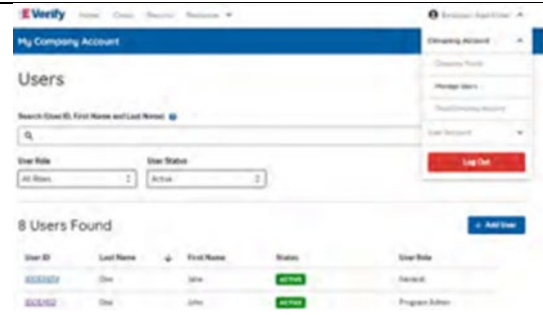
- All new hires and all existing employees assigned to a federal contract: Federal contractors who select this option will be required to verify all new hires (throughout the company or entity) and all existing employees who are assigned to their federal contracts.

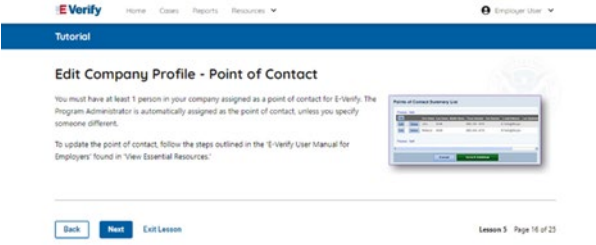
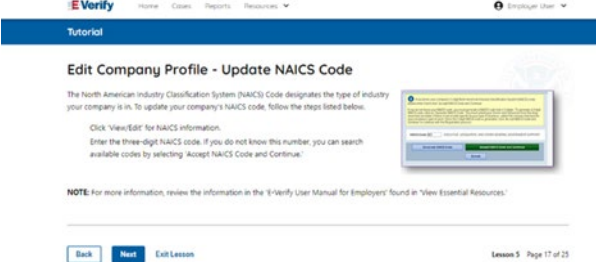
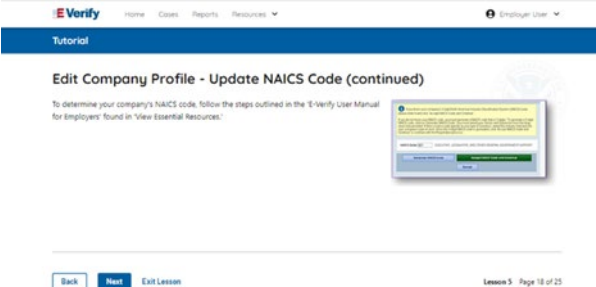
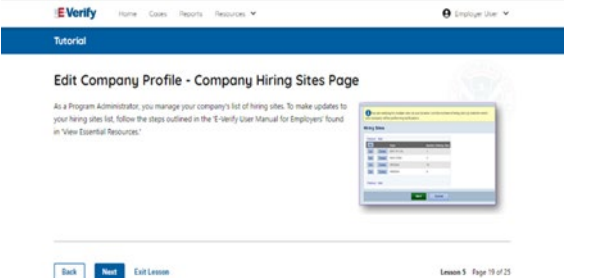
OR

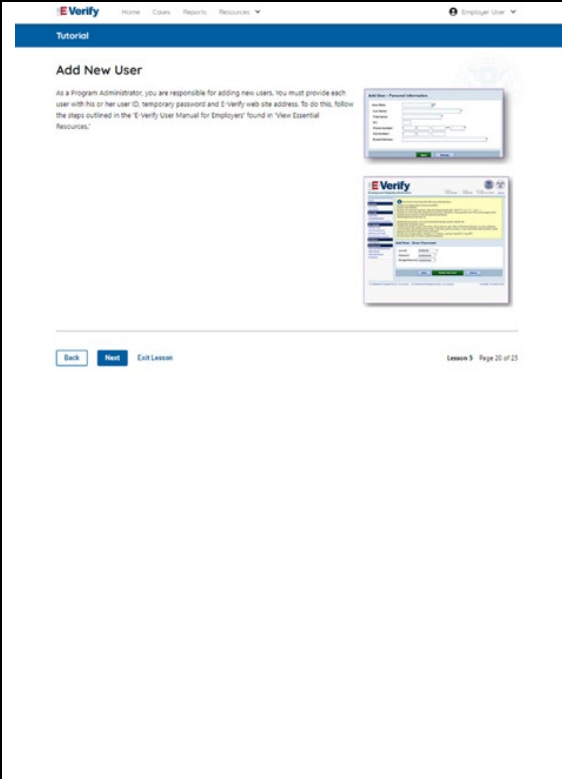
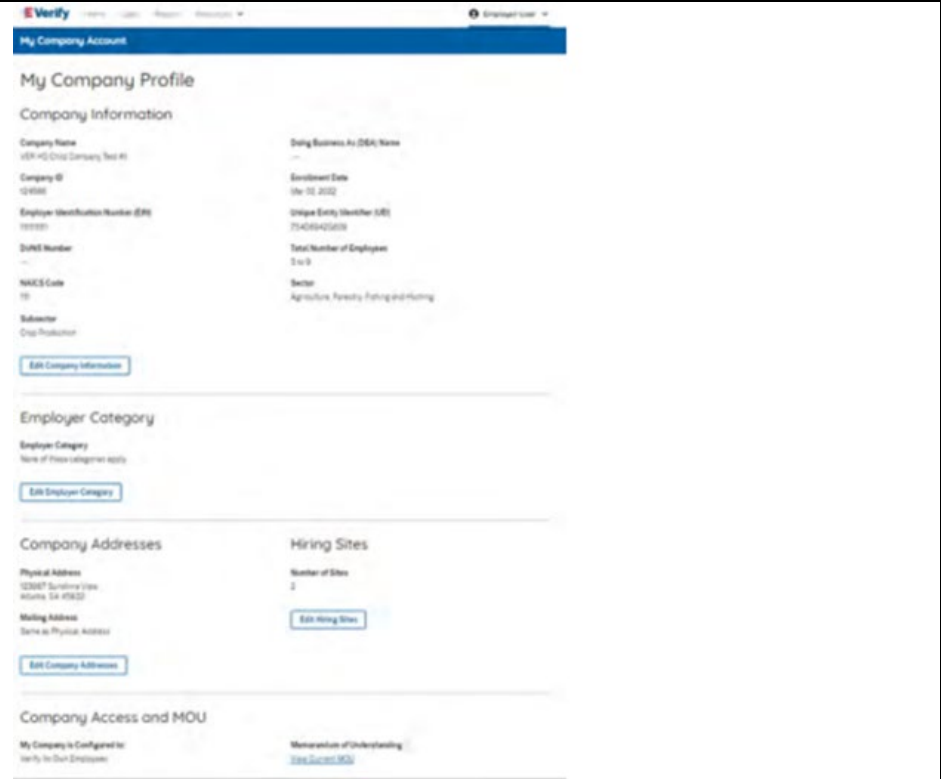
- Entire workforce (all new hires and all existing employees throughout the entire company or entity): You should select this option only if you wish to verify your entire workforce. By selecting this option, you are providing notification to DHS that you have elected to verify your entire workforce.

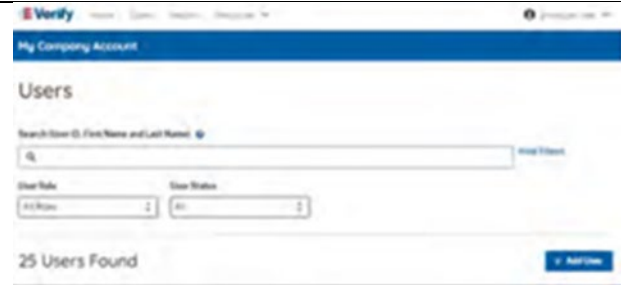
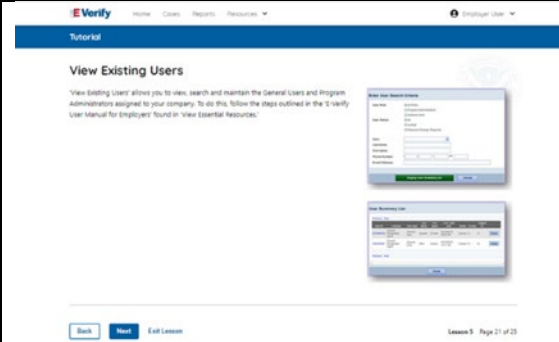
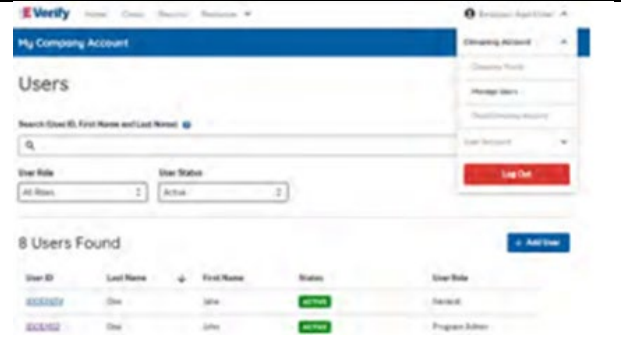
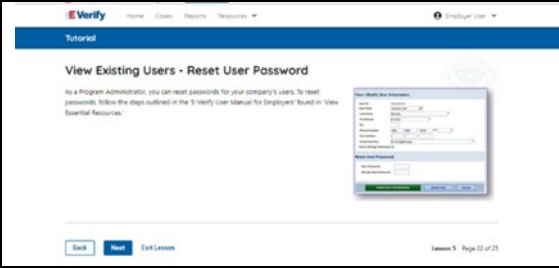
NOTE: If you choose Entire Workforce at the time of enrollment or when updating your Company Information page, you must verify all existing employees except those that are exempt from E-Verify as described in [E-Verify Supplemental Guide for Federal Contractors, Section 3.3](#) found in View Essential Resources. You are not permitted to change this decision once you begin verifying your existing workforce.

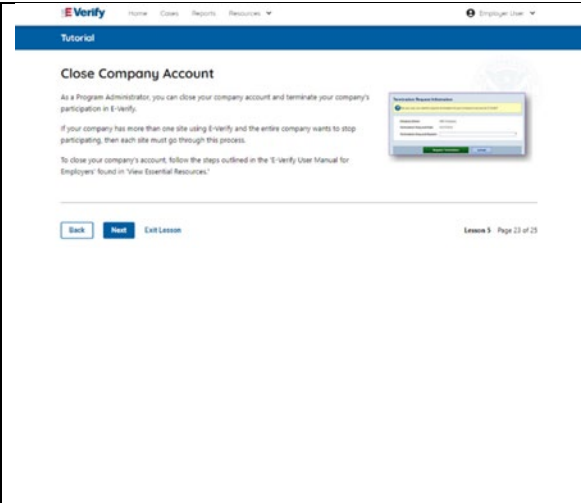
NOTE: For more information, review the information in the E-Verify Supplemental Guide for Federal Contractors found in View Essential Resources.



	Manage Company Account - Edit Company Profile – Point of Contact You must have at least one person in your company or entity assigned as a point of contact for E-Verify. The MOU signatory will be added on your accounts during the enrollment process as the point of contact on the E-Verify account. To update the point of contact, follow the steps outlined in the E-Verify User Manual found in View Essential Resources.	
	Now listed on Company Profile Fields Table	
	Delete	
	Manage Company Account – Edit Hiring Sites As a program admininstrator, you can manage your company’s or entity’s list of hiring sites. From Company Account, click Company Profile. From the Company Profile screen select Edit Hiring Sites. Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site. Select Add Hiring Site and enter the street address, city, state, and zip code and click Add Hiring Site to add your hiring sites one at a time.	

	OR Select Bulk Upload to add multiple hiring sites by uploading a file. The bulk upload function allows you to add multiple hiring sites by uploading a file. For more information review the E-Verify User Manual found in View Essential Resources.	
	Manage Company Account – Manage Users Enrolled accounts can assign their users with different permissions and functions. There are two types of users: Program Administrators and General Users. You can also create Web Services credentials that will provide developer access to a suite of features that can integrate into proprietary software. To review more detailed permissions of the user roles and Web Service access, please read more here. When they open the drop-down menu under User Role, Web Services Access is also an option	
	Manage Company Account – Enter New User Information Enter the user information including the email address, last name, first name and phone number and click Next.	

	Manage Company Account – Generate New User ID E-Verify will automatically generate an Access ID for the user. Users may accept the system-generated access ID or create their own. To accept the system generated access ID, they click Submit New ID. To create their own user ID, they delete the system generated user ID and type a desired user ID. The user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When they are finished, click Submit New ID.	
	Manage Company Account – Manage Users From Company Account, click Manage Users. The Users page allows you to manage your users’ accounts. You can: • Search by User ID, First and Last Name; • Filter by User Roles and/or User Status; • View users whose password change is required; • Edit user information; and/or • Delete users. You can also add users by clicking Add User.	
	Delete now on View Existing Users	



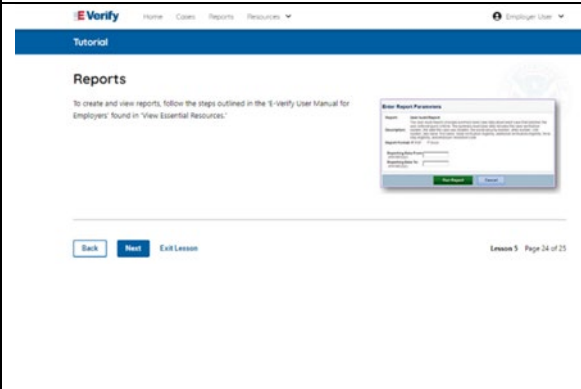
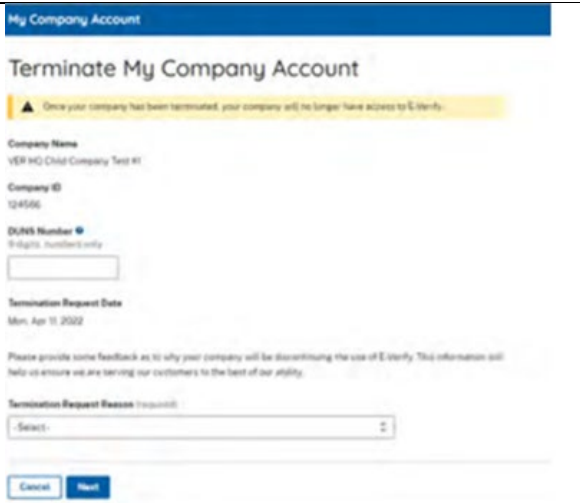
Manage Company Account – Close Company Account

As a program administrator, you can close your company's or entity's, account with E-Verify.

From the Close Company Account screen:

Review the information about the company's or entity's account to be closed, note the prepopulated closure (termination) request date, provide account closure request reason and click **next**.

If you do not want to request closure of this account at this time, click **Cancel**.



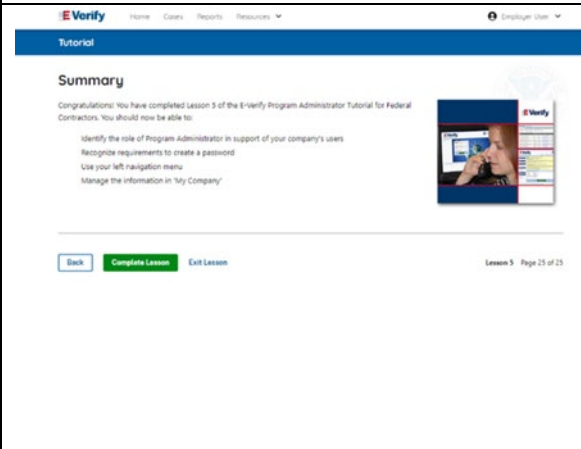
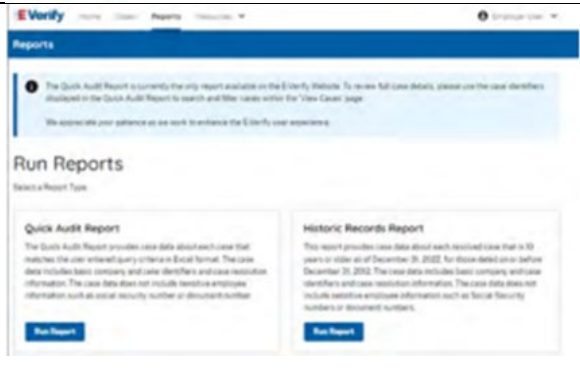
Reports

On the home page, above the welcome banner, Click **Reports**.

Select the report you want to create from the options available.

A description of the report is provided on the report screen.

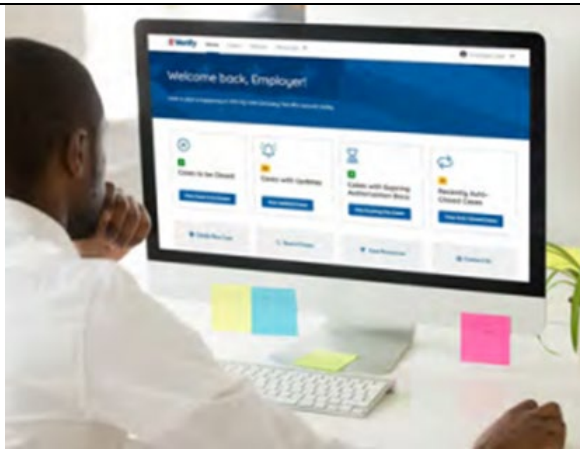
For more information review please review the [E-Verify User Manual](#).



Summary

Congratulations! You have completed Lesson 5 of the E-Verify Program Administrator Tutorial for Federal Contractors. You should now be able to:

- Understand the role of program administrator in support of your company's, or entity's, users
- Recognize requirements to create a password
- Use your left navigation menu
- Manage the information in Company Account



EEA PA Lesson 1

LESSON COMPLETED

Lesson 1: Introduction

[Introduction](#)
[Background and Overview](#)
[Privacy Statement and Guidelines](#)
[Rules and Responsibilities](#)
[Civil Rights and Civil Liberties](#)
[Form I-9 and E-Verify](#)
[Verification Process Overview](#)

Review Lesson 1

Current	Updated Content	Image
E-Verify Home Cases Clients Reports Resources Tutorial View Essential Resources Take Tutorial View User Manual E-Verify News Contact Us Welcome to the E-Verify Tutorial This tutorial is designed for Program Administrator E-Verify Employer Agents that participate in E-Verify. In this section, you can review any of the completed Tutorial Lessons or retake the Knowledge Test that was required to start using E-Verify. This tutorial covers the topics outlined below. LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview Review Lesson 1 LESSON COMPLETED Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results Review Lesson 2 LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results Overview SSA and DHS Tentative Nonconfirmation Review and Update Progress Data DHS Verification in Progress SSA/DHS Case in Contingency Review Lesson 3 LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4 LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Clients Manage My Company Reports Review Lesson 5 NOT STARTED Knowledge Test The Knowledge Test is required to begin using E-Verify. Start Knowledge Test U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Privacy Terms 	Welcome to the E-Verify Tutorial This tutorial is designed for program administrator E-Verify Employer Agents that participate in E-Verify. In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the following topics: Lesson 1: Introduction Introduction E-Verify Background and Overview E-Verify Employer Agent Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1} Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results {Review Lesson 2}	

	Lesson 3: Interim Case Results Interim Case Results Interim Case Results - Overview DHS and/or SSA mismatches E-Verify Needs More Time DHS and/or SSA Case in Continuance {Review Lesson 3} Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts {Review Lesson 4} Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage Clients Manage Company Reports {Review Lesson 5} Each program administrator must successfully complete the online E-Verify tutorial before they can create or manage cases.	
✔ LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview Review Lesson 1	Lesson 1: Introduction Introduction E-Verify Background and Overview E-Verify Employer Agent Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1}	

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Introduction

Welcome to Lesson 1 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below:

Background and Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Form I-9 and E-Verify

Verification Process Overview

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Introduction

Welcome to Lesson 1 of the program administrator tutorial for E-Verify Employer Agents. In this lesson, you will learn about:

- E-Verify Background and Overview
- E-Verify Employer Agent Overview
- Privacy Statement and Guidelines
- Rules and Responsibilities
- Civil Rights and Civil Liberties
- Form I-9 and E-Verify
- Verification Process Overview

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Learning Objectives

Upon completing this lesson, you should be able to:

Describe the background and overview of E-Verify

Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information

Recognize Civil Rights and Civil Liberties

Recognize Form I-9 procedures and how they relate to E-Verify

Recognize the verification process and case results

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Learning Objectives

Upon completing this lesson, you should be able to:

- Describe the background and overview of E-Verify and the E-Verify employer agent
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results

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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 (INS), to initiate an employment verification pilot program.

Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot Program. E-Verify implements the legal requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

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E-Verify Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Department of Homeland Security (DHS) and Social Security Administration (SSA) to develop an employment confirmation process now known as E-Verify.

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Overview

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.

E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employee and/or employee assigned to a federal contract.

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E-Verify Overview

E-Verify is an internet-based service that electronically confirms the identity and employment eligibility of newly hired employees to work in the United States.

E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that requires participation in E-Verify, for example, as a condition of business licensing, may also be required to participate in E-Verify. In addition, an employer may be required to participate in E-Verify pursuant to a court order.

E-Verify Overview - E-Verify Employer Agent (EEA)

E-Verify employer agent means any person, company, or other entity that provides the service of using E-Verify to confirm employment eligibility of employees of third-party employers (or clients).

Clients are required to complete Form I-9, Employment Eligibility Verification, for all new employees and must follow the guidelines set forth in the MOU for employers using an E-Verify Employer Agent (or client MOU).

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How It Works

E-Verify works by comparing the information entered on an employee's Form I-9, Employment Eligibility Verification, with SSA and DHS records to verify employment eligibility.

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 rehired employees must be entered into E-Verify individually.



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How E-Verify Works

E-Verify works by electronically comparing the information from an employee’s Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.



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Privacy Statement and Guidelines

The use of E-Verify requires the collection of personally identifiable information. It is essential to protect the privacy of employees that 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 Memorandum of Understanding (MOU) between E-Verify and the employer/user.



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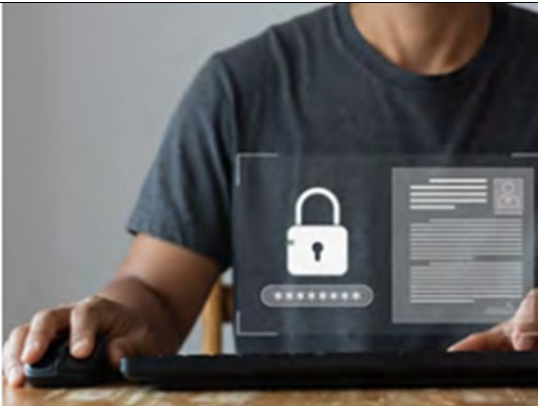


Privacy Statement and Guidelines

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

E-Verify protects PII in accordance with a National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

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



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Privacy and Security Statement (continued)

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



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Privacy Guidelines

At a minimum, take the steps outlined in the table below to protect personal information and comply with the appropriate regulations:

PRIVACY GUIDELINES
Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and perform verification 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 the system.
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 case results are discussed in private with the employee.

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Privacy Statement and Guidelines

PRIVACY GUIDELINES OVERVIEW

- **Allow only authorized users to use E-Verify.**
Ensure that only authorized users handle information and create cases.
- **Secure access to E-Verify.**
Protect passwords and ensure that unauthorized persons do not access E-Verify.
- **Protect and store employee information properly.**
Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
- **Discuss E-Verify results in private.**
Ensure that all case results including mismatches and Final Nonconfirmations are discussed in private with the employee.

REMINDER

You must ensure that all personally identifiable information (PII) is safeguarded.



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Rules and Responsibilities

All E-Verify users are bound by the guidelines set forth in the MOU and the rules and responsibilities outlined in the E-Verify User Manual for E-Verify Employer Agents and this tutorial.

The next screens outline the specific rules and responsibilities required of everyone that uses E-Verify.



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Rules and Responsibilities

All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual for Employers and this tutorial, and other agency guidance.

The next screens outline some of the specific rules and responsibilities required of everyone that uses E-Verify.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Rules and Responsibilities (continued)

E-Verify employer agents 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 the Notice of E-Verify Participation and Right to Work posters in all languages supplied by DHS.

Complete Form I-9, Employment Eligibility Verification, for each newly hired employee before creating a case in E-Verify.

Ensure that all Form I-9 List B identity documents have a photo.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Rules and Responsibilities (continued)

E-Verify employer agents participating in E-Verify **MUST**:

Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.

Ensure that clients obtain a Social Security number (SSN) from Form I-9 for each newly hired employee.

Provide each employee with notice of and the opportunity to contest a Tentative Nonconfirmation (TNC).

Not terminate the employee during the E-Verify verification process because he or she receives a TNC.

Ensure that all personally identifiable information is safeguarded.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Rules and Responsibilities – E-Verify Employers Must

E-Verify Employer Agents participating in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly displaying the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security number from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 List B identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
- ✓ Enter the employee’s email address in E-Verify if it was provided on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a mismatch by downloading the Further Action Notice and providing it to the employee before referring the case.
- ✓ Ensure that all PII is safeguarded.

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Notice to Employees of E-Verify Participation

You **MUST** notify ALL employees of your participation in E-Verify. To do this, you must provide your clients a copy of the following in all languages provided by DHS:

Notice of E-Verify Participation; and,

Right to Work posters.

Your clients must clearly display both notices. Both notices are found in "View Essential Resources."

IMPORTANT: If your clients cannot display either notice, they should print and distribute them to every job applicant.

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Rules and Responsibilities - Notice to Employees of E-Verify Participation

You **MUST** notify **ALL** employees of your participation in E-Verify:

- Provide the following posters to your company locations:
 - Notice of E-Verify Participation
 - Right to Work.
- Ensure all locations display the posters (in both English and Spanish) in a prominent place that is clearly visible to all current and prospective employees, electronically or in hard copy
- Replace the participation posters when updates are provided by DHS to ensure employees, applicants, and the public to have the most recent and complete information regarding E-Verify.
- E-Verify recommends providing a copy of these posters with job application materials, either electronically or in hard copy.

The image shows two posters side-by-side. The left poster is titled "IF YOU HAVE THE RIGHT TO WORK" and features a large American flag. Below the flag, it says "DON'T LET ANYONE TAKE IT AWAY". The right poster is titled "This Organization Participates in E-Verify" and features the E-Verify logo. Both posters contain text in English and Spanish, along with a QR code and a phone number (800-872-6842).

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Rules and Responsibilities (continued)

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

Use E-Verify to pre-screen an applicant for employment.

Check the employment eligibility of an employee hired before the company signed the E-Verify MOU.

Take 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.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Rules and Responsibilities – E-Verify Employer Must Not:

E-Verify Employer Agents participating in E-Verify **Must Not:**

- Use E-Verify to pre-screen an applicant for employment.
- Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo.
- Use E-Verify to discriminate against any job applicant or employee on the basis of their national origin, citizenship, or immigration status.
- Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU, except in certain instances such as employees of federal contractors with the FAR E-Verify clause.
- Terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of a mismatch, until the mismatch becomes a Final Nonconfirmation.
- Share user ID or password.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Civil Rights and Civil Liberties

It is important to protect the rights of employees. The next screens discuss the following:

Employee Protection

Responsibility to Avoid Discrimination

Deter Discrimination in Your Workplace

Adverse Actions

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Civil Rights and Civil Liberties

Employee rights must be protected. The next screens discuss the following:

- Employee Protection
- Responsibility to Avoid Discrimination
- Deter Discrimination in Your Workplace
- Adverse Actions

A woman with dark hair, wearing a white hard hat and a tan safety vest over a dark shirt, stands in a workshop or factory. She is holding a clipboard and looking towards the camera. In the background, there are various pieces of equipment, including a microscope, and a poster on the wall that says "E-Verify".

 Home Cases Reports Resources Employer User Tutorial Employee Protection  It is your responsibility to treat employees equitably when using E-Verify. You MUST: - Create a case in E-Verify only AFTER the applicant has accepted an offer of employment and Form I-9 is complete. - Give notice to employees regarding your participation in E-Verify and employee rights. - Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify. - Discuss work eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details. - Ensure employees who receive a Tentative Nonconfirmation (TNC) case result are provided with the printed Further Action Notice. You must NOT: - Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening. - Use E-Verify to screen job applicants or to re-verify employment eligibility. - Use E-Verify selectively. Back Next Exit Lesson Lesson 1Page 15 of 31	Civil Rights and Civil Liberties - Employee Protection It is your responsibility to treat employees equitably when using E-Verify. You MUST: - Create a case in E-Verify only AFTER the applicant has accepted an offer of employment and Form I-9 is complete. - Ensure your clients give notice to employees regarding your participation in E-Verify and employee rights. - Create a case for a newly hired employee only after your client has completed Form I-9. - Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify. - Discuss employment eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details. - Ensure employees who receive a mismatch are provided with the printed Further Action Notice. You must NOT: - Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening. - Use E-Verify to screen job applicants or to re-verify employment eligibility. - Use E-Verify selectively.	
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 Home Cases Clients Reports Resources Employer Agent User Tutorial Responsibility to Avoid Discrimination Federal law requires employers to apply Form I-9 and E-Verify rules consistently, regardless of an employee's citizenship, immigration status or national origin. This law is known as the Immigration and Nationality Act's anti-discrimination provision and is found at 8 U.S.C. § 1324b. The Immigrant and Employee Rights Section (IER) of the U.S. Justice Department's Civil Rights Division enforces this law. Employers that discriminate in their use of E-Verify may violate this law.  Back Next Exit Lesson Lesson 1 Page 16 of 27 U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Privacy Sitemap 	Protecting Civil Rights and Civil Liberties: The Department of Justice’s Immigrant and Employee Rights Section (IER) The Immigration and Nationality Act’s anti-discrimination provision, found at 8 U.S.C. § 1324b, requires employers to apply Form I-9 and E-Verify rules consistently, regardless of an employee’s citizenship, immigration status or national origin. The Immigrant and Employee Rights Section (IER) of the U.S. Department of Justice Civil Rights Division enforces this law. Employers that discriminate in their use of E-Verify may be in violation of this law. For more information on how to avoid discrimination, contact IER’s Worker Hotline at 800-255-7688 (TTY: 800-237-2515) or visit justice.gov/ier.	
No image	Civil Rights and Civil Liberties – US Equal Employment Opportunity Commission (EEOC) You may not discriminate against employees because of race, color, religion, sex (including pregnancy, gender identify, and sexual orientation), national origin, age (40 or older), disability, or genetic information. Employers that discriminate in their use of E-Verify may be in violation of this law. For more information on how to avoid discrimination, contact EEOC at 800-669-4000 (TTY: 844-234-5122) or visit eeoc.gov.	

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Adverse Actions

E-Verify prohibits you from taking adverse actions against employees based on the employee's decision to contest a Tentative Nonconfirmation (TNC) or because the employee's case is pending with DHS or SSA. Adverse actions include: terminating, suspending, withholding pay or training, delaying a start date or otherwise limiting his or her employment.

To avoid improper adverse actions, treat employees that choose to contest a case result as you would treat any other employee.

If you take adverse actions against job applicants or employees, you could face legal action, including civil penalties and back pay awards, and your participation in E-Verify may be terminated.



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Civil Rights and Civil Liberties – Adverse Actions

Employers must not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.

If the employee chooses not to take action on the mismatch, the employer may terminate employment with no civil or criminal liability as noted in Responsibilities of the Employer, Article II, Section A paragraph 13 of the MOU. The case can be treated as a Final Nonconfirmation, and the employer should close the case in E-Verify.

To avoid improper adverse actions, treat employees that choose to take action to resolve a mismatch as you would treat any other employee.



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Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does NOT change for E-Verify employer agents and their clients enrolled in E-Verify.

E-Verify employer agents enrolled in E-Verify have chosen to take the additional step of verifying that their client's employees' Form I-9 information matches government records, thereby ensuring a legal workforce.



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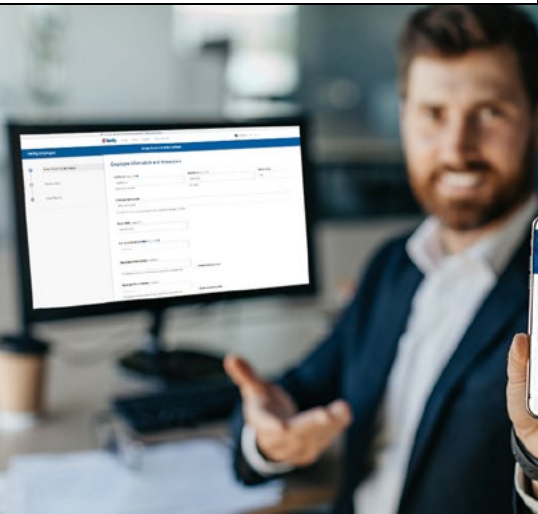
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Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does **NOT** change for E-Verify employer agents and their clients enrolled in E-Verify.

E-Verify employer agents enrolled in E-Verify have chosen to take the additional step of verifying that their clients' employees' Form I-9 information matches official government records that E-Verify can access, thereby helping ensure a legal workforce.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.



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Form I-9: Section 1 - Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary and rehires, **MUST** have an SSN.



IMPORTANT: If an employee does NOT have an SSN, he or she must obtain one from the Social Security Administration (SSA). This delays the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 and during the verification process. You must create a case in E-Verify as soon as the employee has received an assigned SSN from SSA.

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Form I-9 and E-Verify – Form I-9, Section 1 – Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary, and rehires, **MUST** provide an SSN.

IMPORTANT: If an employee does NOT provide an SSN, they must obtain one from the Social Security Administration (SSA). This can delay the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 during the verification process. You must create a case in E-Verify as soon as the employee has received their SSN from SSA.

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Form I-9: Section 2 - Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.



IMPORTANT: You may NOT specify which document(s) from the list of acceptable documents on Form I-9 an employee may choose to present.

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Form I-9 and E-Verify – Form I-9, Section 2 – Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.

Important: You may **NOT** specify which document(s) from the list of acceptable documents on Form I-9 and employee may choose to present.

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Form I-9: Section 2 - Overview (continued)

An employer may accept one document from List A, which proves both identity and employment eligibility, or a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.



IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo. If an employee doesn't have a photo on their List B document, contact E-Verify Customer Support. E-Verify Customer Support is available Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays at 888-464-4218.

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Form I-9 and E-Verify – Form I-9, Section 2 – Documents

An employer may accept one document from List A, which proves both identity and employment eligibility, **or** a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo.



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Verification Process Overview

The E-Verify employment eligibility verification process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of your client's employee's work eligibility. 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.

REMINDER: E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify with the information in DHS and SSA records.



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Verification Process Overview

The E-Verify employment eligibility confirmation process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of the status of your client’s employee's E-Verify case as well as their employment eligibility. Case results can be initial, interim, or final.

If you determine the information is the case is incorrect, close the case and create a new case with correct information.

Every case must be closed.

REMINDER: E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify to official government records that E-Verify can access.



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Initial Verification Case Results - Overview

After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify. How you communicate a case result with your client is between you and your client.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. It's that easy!
Tentative Nonconfirmation (TNC)	Information does not initially match with SSA or DHS records. Additional action is required.
DHS Verification in Process	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.

Each case result is unique, and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.



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Verification Process - Initial Verification Case Results Overview

After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.



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Final Case Results - Overview

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. It's that easy!
SSA or DHS Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within the eight Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

Additional information on final case results and next steps are addressed throughout this tutorial.

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Verification Process – Final Case Results Overview

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

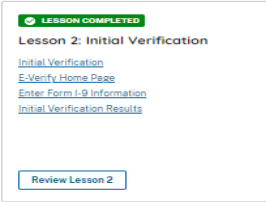
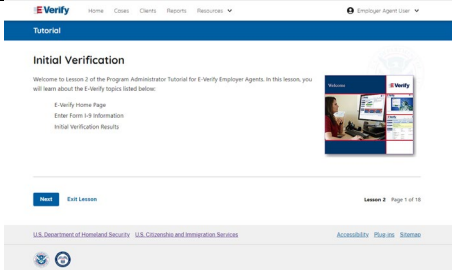
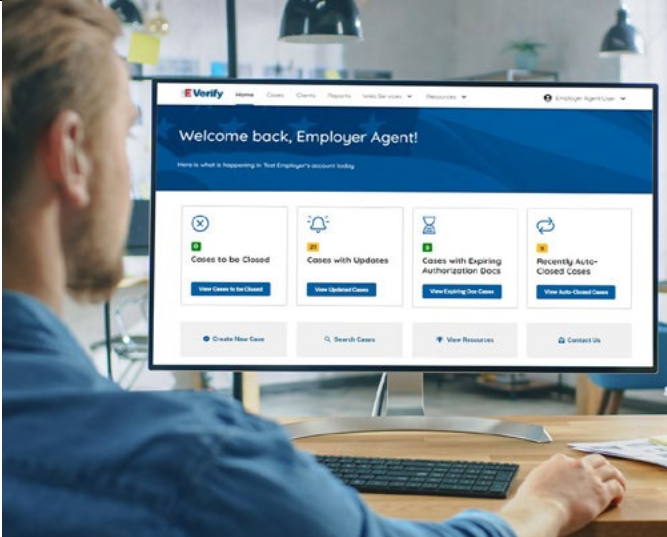
An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
DHS and/or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility. You may close the case.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. Close the case in E-Verify and create a new case.

Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.

EEA PA Lesson 2



Current	Updated Content	Updated Image
	Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results	
	Initial Verification Welcome to Lesson 2 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below: - E-Verify Home Page - Enter Form I-9 Information - Initial Verification Results	
	Learning Objectives Upon completing this lesson, you should be able to:	

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Learning Objectives

Upon completing this lesson, you should be able to:
Recognize the E-Verify home page
Use Form I-9 information to create an employment eligibility case in E-Verify
Recognize initial case results

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- Recognize the E-Verify home page
- Use Form I-9 information to create a case in E-Verify
- Recognize initial case results

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E-Verify Home Page

Any time you log into E-Verify, you are provided your user home page. Your user home page has important information and navigation links that you should become familiar with. To do this, review the information in the table below as it relates to the screen shot.

Important home page areas to be familiar with include the following:

1	Welcome to E-Verify	Click 'New Case' or 'Verify Employee' to start the verification process.
2	E-Verify News	Provides important information and updates about E-Verify.
3	E-Verify Navigation Menu	Specific navigation links vary depending upon the user.
4	Case Alerts	Alerts you of actions needed to complete the E-Verify process.

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E-Verify Home Page

Each time you log in to E-Verify you will see a welcome back banner with your name and company listed.

Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Directly below the case alert boxes are convenient quick links in gray boxes, including Create New Case, Search Cases, View Resources and Contact Us.

Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page and provide additional information about each link.

Navigation buttons above the banner include:

MENU	FUNCTIONS
Home	• Employer Agent User Home Page
Cases	• Search Cases • View All Cases • Create New Case
Clients	• Search Cases • Client Company Terminate Account • Add New Company
Reports	• Run Reports
Resources	• View Essential Resources • Take Tutorial

	Account Options	
E-Verify Home Cases Clients Reports Resources Tutorial Create a Case After the employee completes Form I-9, your 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. The hire date is the first day of employment in exchange for wages or other remuneration, previously referred to as the date on which the employee began employment. For the hire date in E-Verify, enter the 'employee's first day of employment' date from the 'Certification' in Section 2 of the employee's Form I-9 circled below. Certification: I, _____, certify under penalty of perjury that I have examined the document(s) presented by the above-named employee, to the best of my knowledge and belief, to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States. The employee's first day of employment provided: (mm/dd/yyyy) (See instructions for exemptions) Signature of Employer or Authorized Representative Today's Date (mm/dd/yyyy) Title of Employer or Authorized Representative Last Name of Employer or Authorized Representative First Name of Employer or Authorized Representative Employer's Business or Organization Name Employer's Business or Organization Address (Street Number and Name) City or Town State ZIP Code If you rehired an employee within three years of the date that his or her previous Form I-9 was completed and have completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify. 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: Guidance for Completing Form I-9 (M-274)' for more information. The next screens instruct you on how to create a case in E-Verify. NOTE: Employees hired on or before November 6, 1986 are not subject to Form I-9 and, therefore, may not have a case created in E-Verify based on this employment. Back Next Exit Lesson Lesson 2 Page 4 of 18	Create an E-Verify Case The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and Form I-9 is complete. After the Form I-9 is complete, your 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. You can find the employee's first day of employment in Section 2 of Form I-9. The employee's first day of employment is circled below. Certification: I affirm, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States. The employee's first day of employment (mm/dd/yyyy): (See instructions for exemptions) Signature of Employer or Authorized Representative Today's Date (mm/dd/yyyy) Title of Employer or Authorized Representative Last Name of Employer or Authorized Representative First Name of Employer or Authorized Representative Employer's Business or Organization Name Employer's Business or Organization Address (Street Number and Name) City or Town State ZIP Code If the employee's first day of employment changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change that date once you've created the case. You must, however, make a correction to the date recorded in the certification block of Section 2 of the employee's Form I-9 if the employee's first day of employment changes. Annotate the correction with your initials and the date you made the correction. Review the Handbook for Employers: Instructions for Completing Form I-9 (M-274) or I-9 Central for more information. NOTE: Employees hired on or before Nov. 6, 1986, are not subject to Form I-9 and, therefore, may not have a case created in E-Verify based on this employment.	

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Getting Started

To create a case in E-Verify, take the information that the employee completed on his or her Form I-9 and enter it into E-Verify.

It's easy! To start - from your E-Verify user home page, simply click one of the following:

"New Case;" or,

"Verify Employee"

IMPORTANT: No case can be canceled after it has been created. If a case is created in error, simply close the case.

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Getting Started

To create a case in E-Verify, use the information from the employee’s Form I-9 and enter it into E-Verify.

From the E-Verify home page:

Click **Cases** above the banner and select **Create New Case** or
Click **Create New Case** quick link in gray box below the case alerts.

IMPORTANT: No case can be deleted after it has been created. If a case is created in error, simply close the case. All draft cases will be automatically closed after 180 days.

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Enter Form I-9 Information

After you have selected "New Case" or "Verify Employee," you have started to create a case in E-Verify.

Use the information on the employee's Form I-9 to complete the steps on each screen, listed for you below.

Select the citizenship status that the employee chose in Section 1 of Form I-9 and click "Continue."

Select the information provided in Section 2 of Form I-9 and click "Continue."

When 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. Make the correct selection and click "Continue."

When you select "Driver's license or ID card issued by a U.S. state or outlying possession," E-Verify will prompt you to select the document name and state. Make the correct selection and click "Continue."

Enter all required fields (marked with *) and click "Continue."

When the employee provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about his or her E-Verify case.

NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol.

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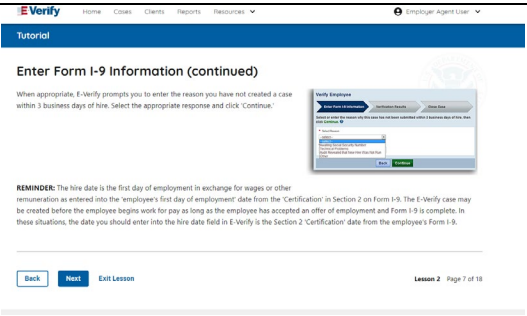
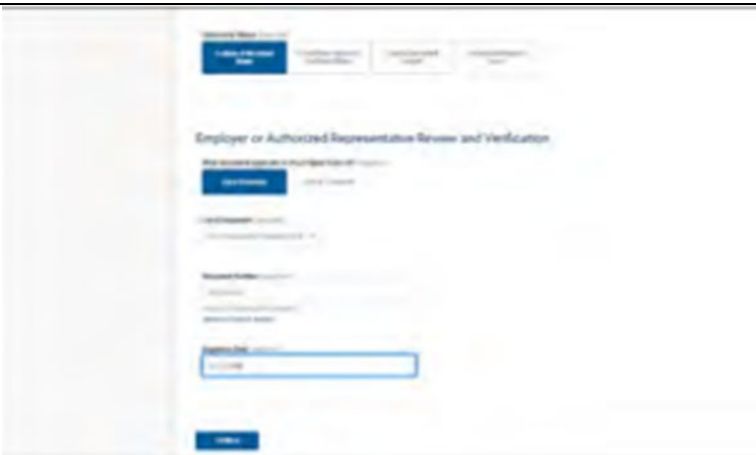
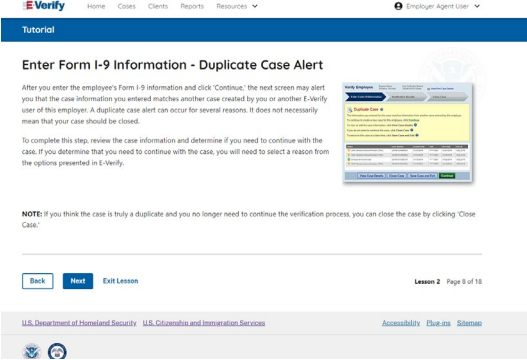
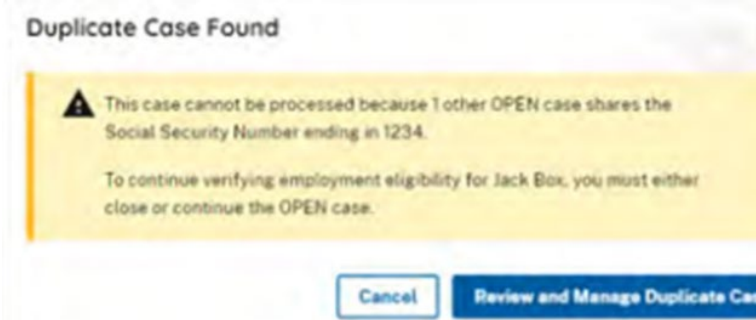
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Enter Form I-9 Information

Enter the employee’s information from Section 1 of Form I-9. If you do not enter required information, or enter non-standard information, E-Verify generates a field error message and you must enter the required information to continue with the case.

In the Enter Form I-9 Information screen:

- Complete the Employee Information and Attestation section;
- If the employee provided an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about their E-Verify case, Enter Client Company Name;
- Click **Continue**;
- Chose the appropriate option for citizenship or immigration status;
- Click **List A Document** or **List B & C Document** when asked what documents the employer or authorized representative reviewed and verified;
- Select document(s) types from drop down list;
- Enter Document Number (if applicable);
- Enter Expiration Date (if applicable); and
- Click **Continue**.

	NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol . Enter Form I-9 Information – Additional Case Details Under the Additional Case Details section, type the employee’s first day of employment as recorded in Section 2 of Form I-9 into the Employee’s First Day of Employment field. Alternatively, you may click Today, 1 Day Ago, or 2 Days Ago and the corresponding date automatically populates in the Employee’s First Day of Employment field. If the case is being created 3 or more days past the employee's first day of employment, you must provide a reason for the delay. Select the appropriate reason from the drop-down menu or if Other is selected, E--Verify requires you to type the reason in the Reason for Delay text box and click Continue. REMINDER: The employee's first day of employment is the date the employee begins working in exchange for wages or other remuneration. That date should be entered as the employee's first day of employment date from the certification block in Section 2 on Form I-9. The E-Verify case may be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter in the hire date field in E-Verify is the date recorded in the certification portion of Section 2 from the employee's Form I-9.	
	Enter Form I-9 Information – Duplicate Case Alert After you enter the employee's Form I-9 information and click Continue, the next screen may alert you that the case information you entered matches another case created by you or another E-Verify user of this employer. A duplicate case alert can occur for several reasons. It does not necessarily mean that your case should be closed. If you receive a new duplicate case alert, you must close all open duplicate cases created for this employee before either this or another case can proceed: • Select Review and Manage Duplicate Cases to see a list of all duplicate cases (open and closed).	

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Enter Form I-9 Information - Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches DHS records.

The photo matching step happens automatically. This may occur when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion.

NOTE: You will need to get a clear copy of the employee's Form I-9 document from your client.

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Enter Form I-9 Information – E-Verify Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches government official records.

The photo matching step happens automatically when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551, also known as a Green Card), or an Employment Authorization Document (Form I-766) for Form I-9 completion.

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Enter Form I-9 Information - Photo Matching (continued)

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, NOT to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, account for minor variances in shading and detail and select:

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.

OR

No: the photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

Then, click 'Continue.'

NOTE: 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.

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Enter Form I-9 Information – E-Verify Photo Matching Overview

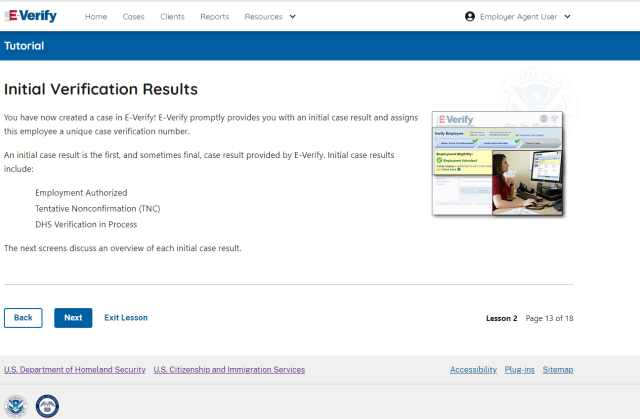
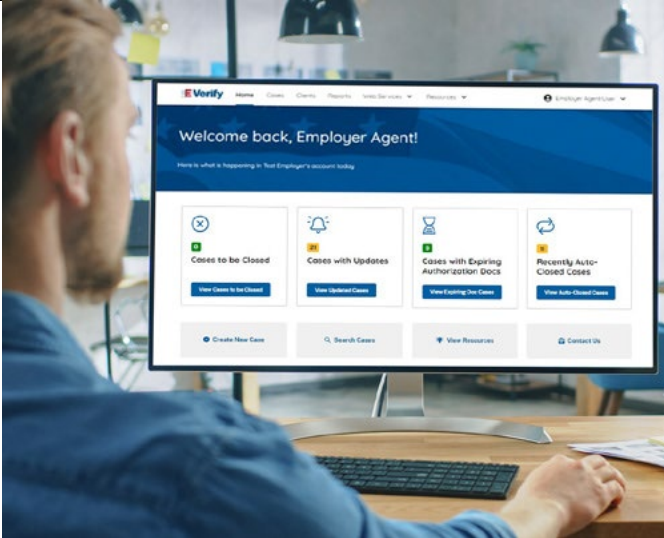
Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, accounting for minor variances in shading and detail, then select:

Yes, this photo matches - 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, this photo does not match - The photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

OR

	No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. You should select this option when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document. Then, click Continue to Case Results. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.									
	Verification Process - Initial Verification Case Results Overview After you enter Form I-9 information into E-Verify and submit the information to create the case, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify. An overview of the initial case results is listed in the table below. <table><tr><th>Initial Case Results</th><th>Overview</th></tr><tr><td>Employment Authorized</td><td>The employee's information matched official government records. Case will automatically close. No action needed.</td></tr><tr><td>Tentative Nonconfirmation (Mismatch)</td><td>Information does not initially match official government records. Additional action is required.</td></tr><tr><td>E-Verify Needs More Time</td><td>DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.</td></tr></table> Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.	Initial Case Results	Overview	Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.	Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.	E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.	
Initial Case Results	Overview									
Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.									
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.									
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.									

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Employment Authorized

"Employment Authorized" is the most common case result. It means that the employee's information matches with DHS and/or SSA records. It's that easy!

A case result of "Employment Authorized" is also considered a final case result.

Your next step is to record the case verification number on the employee's Form I-9 and/or print a copy of the case details and file it with the employee's Form I-9.

Then, simply close the case in E-Verify! After you close the case, you have completed the verification process!

Lesson 4 discusses the steps required to close a case.



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Verification Process – Final Case Results Overview

A final case result means that the case is ready to be closed. You must close a case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
DHS or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility. You may close the case.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. Close the case in E-Verify and create a new case.

Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.

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Employment Authorized - Request Name Review

In rare situations, E-Verify issues a case result of "Employment Authorized," but the name provided on the case result does not match with the name displayed in E-Verify. This happens when the information matches, but there are name variations in DHS records.

Review the employee's information as displayed in E-Verify and compare it with the information displayed in the case result on the same screen. If the name displayed in E-Verify is different from the name displayed in the case result, you must click "Request Name Review" and submit comments, and DHS will review the case.



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Tentative Nonconfirmation (TNC)

A Tentative Nonconfirmation (TNC) means that the employee's information does not initially match with Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records.

There are two types of TNCs:

SSA Tentative Nonconfirmation (SSA TNC)

DHS Tentative Nonconfirmation (DHS TNC)

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

This case result is also considered an interim case result because it requires additional action by you and the employee.

The next lesson discusses the steps required for a TNC.

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Tentative Nonconfirmation (Mismatch) – Process Overview

The Tentative Nonconfirmation (mismatch) process can be simple; however, it requires action by you and the employee.

Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Download the Further Action Notice.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct.
- If the information is incorrect, select the statement indicating the information was not correct and close the case. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case if your employee tells you they will take action to resolve the mismatch and refer the case to DHS and/or SSA.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

Review the [E-Verify User Manual, 3.3 Tentative Nonconfirmation \(Mismatch\)](#) for more information.

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DHS Verification in Process

A case result of 'DHS Verification in Process' means that the employee's information did not initially match DHS records. E-Verify automatically sends this case to DHS for further verification.

'DHS Verification in Process' does not require action. DHS responds within 3 Federal Government working days with an updated case result. You can review the result through Case Alerts on your E-Verify user home page. Your next step is determined by the case result provided.

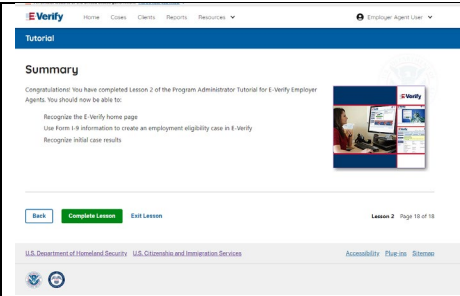
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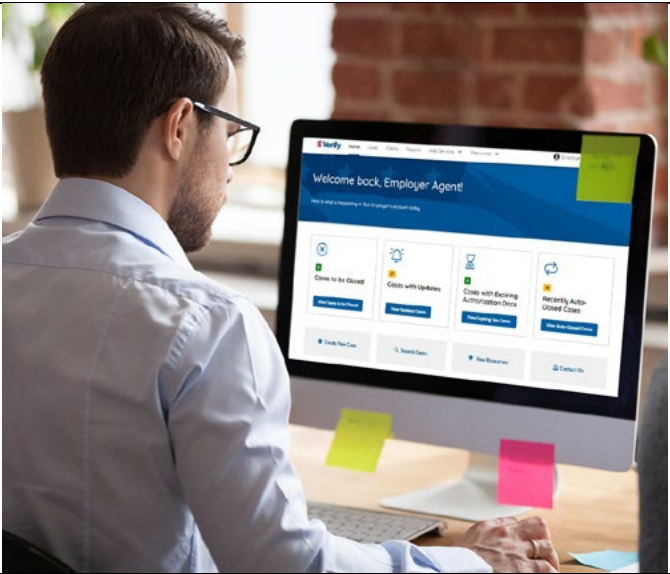
Delete – now covered on Verification Process - Initial Verification Case Results Overview slide



Summary

Congratulations! You have completed Lesson 2 of the Program Administrator Tutorial for E-Verify Employer Agents. You should now be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create a case in E-Verify
- Recognize initial case results.



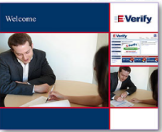
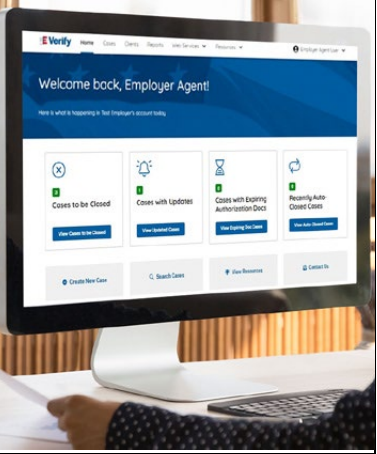
EEA PA Lesson 3

✔ LESSON COMPLETED

Lesson 3: Interim Case Results

[Interim Case Results](#)
[Interim Case Results-Overview](#)
[SSA and DHS Tentative Nonconfirmation](#)
[Review and Update Employee Data](#)
[DHS Verification in Process](#)
[SSA/DHS Case in Continuance](#)

Review Lesson 3

Current	Updated Content	
✔ LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results -Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Review Lesson 3	Lesson 3: Interim Case Results Interim Case Results Interim Case Results – Overview DHS and SSA Tentative Nonconfirmation (Mismatch) E-Verify Needs More Time DHS or SSA Case in Continuance	
E-Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Interim Case Results Welcome to Lesson 3 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below: Interim Case Results SSA and DHS Tentative Nonconfirmation (TNC) Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Next Exit Lesson Lesson 3Page 1 of 17 	Interim Case Results Welcome to Lesson 3 of the Program Administrator Tutorial. In this lesson, you will learn about these E-Verify topics: - Interim Case Results - DHS and SSA Tentative Nonconfirmation (Mismatch) - E-Verify Needs More Time - DHS or SSA Case in Continuance	

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Learning Objectives

Upon completing this lesson, you should be able to:

Complete an SSA and DHS Tentative Nonconfirmation

Recognize interim case results

Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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Learning Objectives

Upon completing this lesson, you should be able to:

- Complete a DHS and SSA Tentative Nonconfirmation (Mismatch)
- Recognize interim case results
- Describe E-Verify interim case results:
 - E-Verify Needs More Time; and
 - DHS or SSA Case in Continuance
- Complete Photo Matching Process

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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide a final case result. All cases must receive a final case result. You must close every case to complete the E-Verify process.

Interim case results include:

SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation

Review and Update Employee Data

DHS Verification in Process

SSA Case in Continuance and DHS Case in Continuance

The next screens discuss each case result in detail.

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Verification Process - Interim Verification Case Results – Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case driver's license result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

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SSA and DHS Tentative Nonconfirmation

A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

The table below provides possible reasons a TNC may occur.

SSA TNC	Citizenship or immigration status was not updated with SSA Name change was not reported to SSA Name, SSN or date of birth is incorrect in SSA records SSA record contains another type of error Information was not entered correctly by the employer
DHS TNC	Name, A-number and/or I-94 number are incorrect in DHS records U.S. Passport, Passport Card or driver's license information could not be verified ID photo document differs from the photo in DHS records 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

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SSA and DHS Tentative Nonconfirmation

A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

The table below provides possible reasons a TNC may occur.

SSA TNC	Citizenship or immigration status was not updated with SSA Name change was not reported to SSA Name, SSN or date of birth is incorrect in SSA records SSA record contains another type of error Information was not entered correctly by the employer
DHS TNC	Name, A-number and/or I-94 number are incorrect in DHS records U.S. Passport, Passport Card or driver's license information could not be verified ID photo document differs from the photo in DHS records 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

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SSA and DHS Tentative Nonconfirmation

A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

The table below provides possible reasons a TNC may occur.

SSA TNC	Citizenship or immigration status was not updated with SSA Name change was not reported to SSA Name, SSN or date of birth is incorrect in SSA records SSA record contains another type of error Information was not entered correctly by the employer
DHS TNC	Name, A-number and/or I-94 number are incorrect in DHS records U.S. Passport, Passport Card or driver's license information could not be verified ID photo document differs from the photo in DHS records 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

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DHS and SSA Mismatch

A Department of Homeland Security (DHS) and/or Social Security Administration (SSA) mismatch means that the employee's information does not match with official government records.

A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States.

The table below provides some possible reasons a mismatch may occur.

DHS MISMATCH	- Name, A-number and/or I-94 number are incorrect in DHS records - U.S. Passport, Passport Card or driver's license information could not be verified - ID photo document differs from the photo in DHS records - 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
SSA MISMATCH	- Citizenship or immigration status was not updated with SSA - Name change was not reported to SSA - Name, SSN or date of birth is incorrect in SSA records - SSA record contains another type of error - Information was not entered correctly by the employer

A screenshot of the EVerify system interface. The top navigation bar includes 'Home', 'Cases', 'Clients', 'Reports', and 'Resources'. The user is logged in as 'Employer Agent User'. The main content area displays a 'Tentative Nonconfirmation (TNC)' status, indicating a mismatch between the employee's information and official government records. The interface includes a sidebar with navigation options and a main panel with details about the TNC.

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Tentative Nonconfirmation (TNC) - Process Overview

The TNC process can be simple; however, it requires action by you, your client and the employee.
First, your client must notify the employee in private of the TNC case result. To do this, you print the Further Action Notice and provide it to your client to review and sign. This Notice provides additional instruction to your client and the employee on next steps.
The next step is driven by the employee's choice to:

CONTEST - take action; or,
NOT CONTEST - not take action
If the employee chooses to contest, then you refer him or her to either SSA or DHS. The Further Action Notice provides additional instruction to your client and the employee on next steps.
After the employee is notified and referred, E-Verify provides you an updated case result within 10 Federal Government working days.
The next screens walk you through the TNC process in detail.



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Mismatch – Process Overview

The mismatch process can be simple; however, it requires action by you, your client, and the employee.

E-Verify employer agent, client and employee must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- First, your client must notify your employee of their mismatch result as soon as possible within the 10 federal government working days.
- To do this, print the Further Action Notice and provide it to your client to review and sign. The notice provides additional instruction to your client and the employee on next steps.
- Instruct your client to review the Further Action Notice with the employee in private and have them confirm whether the information listed is correct.
- Your client should let you know if the information is incorrect. If so, close the case and select the statement indicating the information was not correct. After the case is closed, create a new case for your employee with the correct information.
- Instruct your client, if the information is correct, the employee will decide whether to take action on the mismatch.
- Instruct your client to tell the employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

The next screen walks you through the mismatch process in detail.

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Begin the TNC Process

When E-Verify provides a case result of SSA or DHS Tentative Nonconfirmation (TNC), you start the TNC process when you click 'Continue' from the verification result page.
The next screens take you through the steps listed below:

Notify Employee of TNC
Confirm Employee Decision
Refer Employee or Close Case
Check for Case Status Updates



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Mismatch - Begin Mismatch Process

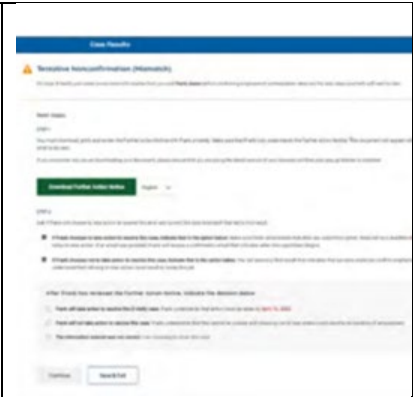
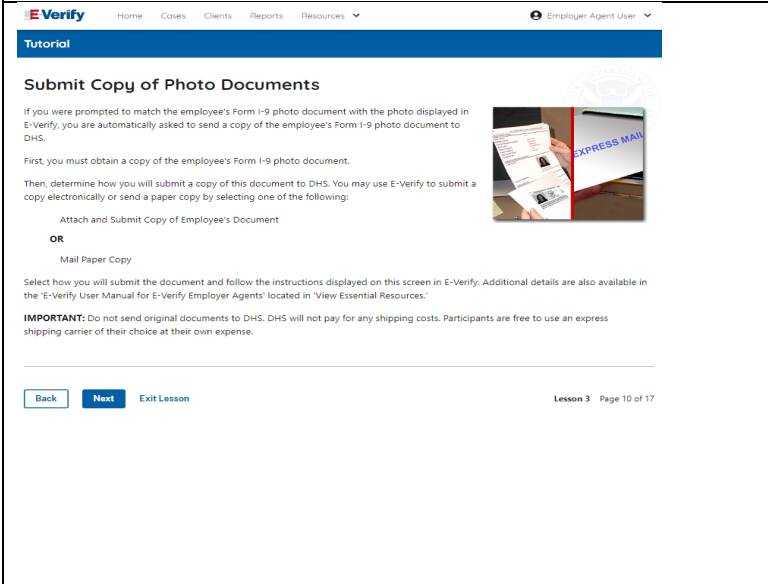
If E-Verify provides a case result of DHS and/or SSA mismatch, you will begin the mismatch process. The next screens take you through the steps listed below:

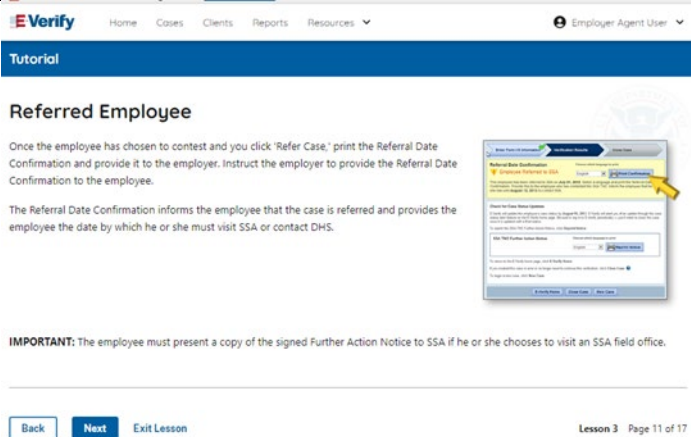
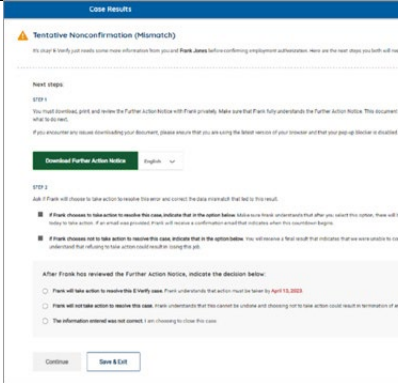
The next screens take you through the steps listed below:

- Notify Employee of Mismatch
- Confirm Employee Decision
- Refer Employee or Close Case
- Check for Case Status Updates

IMPORTANT: A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. You **MUST** provide the employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any

E-Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Notify the Employee of the TNC – Further Action Notice The first step is to notify the employee of a TNC as soon as possible. To notify the employee, follow the steps listed below: Select a language to print the Further Action Notice and click 'Print Notice.' Send the Further Action Notice to the employer and instruct them to review the Further Action Notice privately with the employee. Indicate that the employee has been notified by selecting the check box 'I have notified this employee of the TNC.' NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under 'View Essential Resources,' accessible on your user home page. BackNextExit Lesson Lesson 3Page 7 of 17	other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation. Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice The first step is to notify your client’s employee of their mismatch result as soon as possible within the 10 days. To notify the employee, follow these steps: • Select a language to print the Further Action Notice and click Download Further Action Notice. • Send the Further Action Notice to your client and instruct them to review the Further Action Notice privately with the employee. NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under View Essential Resources, accessible on your user home screen.	
E-Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Confirm Employee Decision The next step is to confirm the employee's decision to contest or not contest the TNC. The employee chooses to contest or not contest the case result and acknowledges this decision on the Further Action Notice. To confirm the employee's decision: Instruct the employer to have the employee indicate whether he or she will contest or not contest the TNC on the Further Action Notice. Ensure that the employer and the employee sign and date the English version of the Further Action Notice. Instruct the employer to give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9. If your employee chooses to not contest the TNC and take no further action, then you can close the case and employment can be terminated with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU). A sample of the Further Action Notice is available in 'View Essential Resources.' BackNextExit Lesson Lesson 3Page 8 of 17	Mismatch – Confirm Employee Decision The next step is to confirm the employee's decision to take action to resolve the mismatch or not take action to resolve the mismatch. The employee chooses whether they will take action or not to resolve the mismatch and acknowledges this decision on the Further Action Notice. To confirm the employee's decision: • Instruct the client to have the employee indicate on the Further Action Notice whether they will take action to resolve the mismatch or not. • Ensure that the client and the employee sign and date the English version of the Further Action Notice. • Instruct the client to give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9. • If your client’s employee chooses to take action to resolve the mismatch, instruct your client give the employee the Referral Date Confirmation. The Referral Date Confirmation provides the date by which the employee must call DHS and/or visit SSA. The employee should bring the Further Action Notice when they visit a SSA field office. • If your client’s employee chooses to not to take action to resolve the mismatch or does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminated the employee.	

	E-Verify Photo Matching – Process To match photos, compare the photo displayed by E-Verify to the photo on the employee’s actual document or a copy of the employee’s document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail based upon the age and wear of the employee’s document. Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the photo on the document to the employee during Form I-9 completion and prior to creating the E-Verify case. Photo Matching - Process Overview provides a summary.	
	E-Verify Photo Matching – Review Case You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee’s document. You will check the appropriate answer: • Yes, this photo matches - The photo on the employee's actual document or copy of the document 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, this photo does not match - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or • No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. This option should be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.	
	E-Verify Photo Matching – Case Results • For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the Passport ID screen and the Passport Barcode screen. • If you select No, this photo does not match or No photo displayed, E-Verify prompts you to upload a photo of your employee’s document and click Continue. • If you do not make a selection and click Continue to Case Results, the case will receive a status of Photo Matching Required. See Section 4.2 Case Alerts and View/Search Cases for guidance on how to	

	search for and view existing cases in E-Verify. If you select Save & Exit, any uploaded documents will not be saved and must be uploaded again. Click Continue or SAVE & Exit. 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. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.	
	Mismatch – Referred Employee Once the client informs you the employee has chosen to take action to resolve the case and you indicate the employee will take action to resolve this case in E-Verify, print the Referral Date Confirmation and send it to the client. Instruct your client to provide the Referral Date Confirmation to the employee. The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which they must contact DHS and/or visit an SSA field office. IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if they choose to visit an SSA field office.	

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TNC Process Summary

Below is a summary of actions required of you, your client and the employee during the TNC process.

YOUR ACTION

Notify employer of TNC case result

Print Further Action Notice and send to employer

Instruct employer to review Further Action Notice privately with the employee

Instruct employer to have employee indicate whether he or she will contest the TNC on the Further Action Notice

Instruct employer and employee to sign and date Further Action Notice after the employee has indicated choice

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

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

If the employee contests:

Print the Referral Date Confirmation and provide it to the employer

THE CLIENT'S ACTION

Review the Further Action Notice privately with your employee

Have your employee indicate whether he or she will contest the TNC on the Further Action Notice

Instruct employee to sign and date Further Action Notice

Sign and date the Further Action Notice after your employee has indicated his or her choice

Provide copy of signed Further Action Notice to employee

Keep original signed Further Action Notice on file with employee's Form I-9

Send a copy of the Further Action Notice to the E-Verify employer agent

If the employee chooses to contest the TNC, provide him or her with the Referral Date Confirmation

THE EMPLOYEE'S ACTION

Decide to contest or not contest and indicate choice on signed Further Action Notice

Acknowledge receipt of TNC by signing and dating Further Action Notice

Take next action based on decision to contest or not to contest

If he or she contests:

Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days

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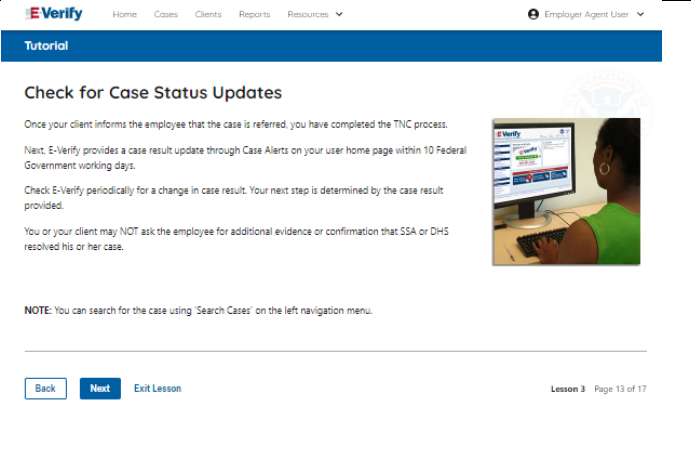
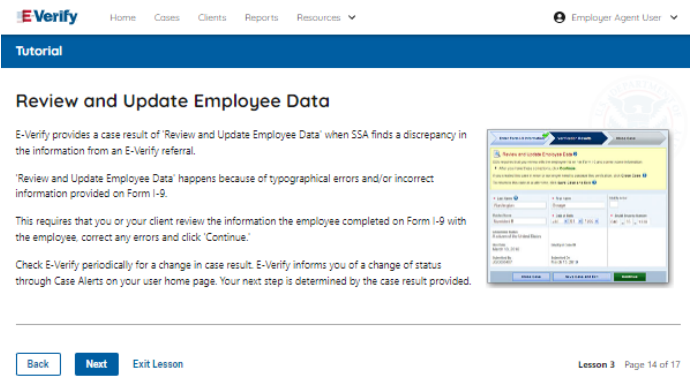
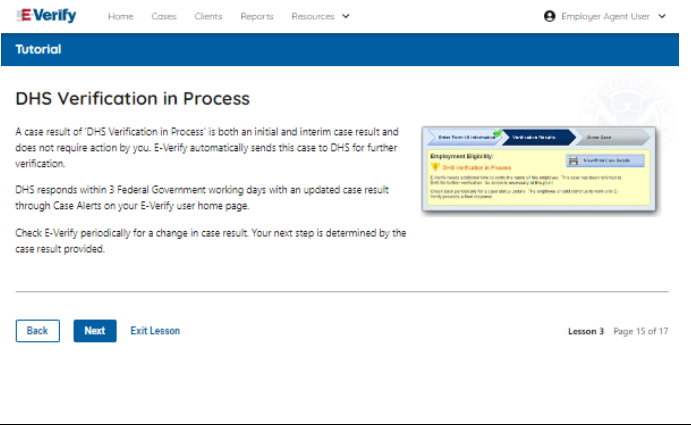
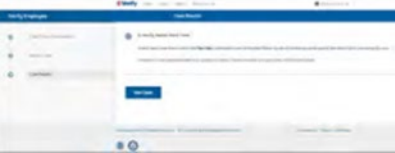
Exit Lesson

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Mismatch Process Summary

Below is a summary of actions required of you, your client and the employee during the mismatch process.

YOUR ACTION
• Notify your employee of their mismatch result as soon as possible within the 10 days in private. • Confirm employee's choice to take action to resolve the case or not. • Instruct employee to sign and date Further Action Notice. • Keep original signed Further Action Notice on file with Form I-9. • If employee chooses to take action to resolve the case, refer employee. • Print the Referral Date Confirmation and provide it to the employee. • If prompted, attach and upload a copy of employee's Form I-9 photo document (front and back) to E-Verify. • If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee.
THE CLIENT'S ACTION
• Review the Further Action Notice privately with the employee as soon as possible within 10 federal government working days after E-Verify issued the mismatch case result. • Have the employee indicate whether they will take action to resolve the mismatch on the Further Action Notice. • Instruct employee to sign and date Further Action Notice. • Sign and date the Further Action Notice after your employee has indicated their choice. • Provide copy of signed Further Action Notice to employee. • Keep original signed Further Action Notice on file with employee's Form I-9. • Send a copy of the Further Action Notice to the E-Verify employer agent. • If the employee chooses to take action to resolve the mismatch, provide them with the Referral Date Confirmation.
THE EMPLOYEE'S ACTION
• Notify your employee of their mismatch result as soon as possible within the 10 days in private. • Confirm employee's choice to take action to resolve the case or not. • Instruct employee to sign and date Further Action Notice. • Keep original signed Further Action Notice on file with Form I-9. • If employee chooses to take action to resolve the case, refer employee. • Print the Referral Date Confirmation and provide it to the employee. • If prompted, attach and upload a copy of employee's Form I-9 photo document (front and back) to E-Verify.

	• If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee. •	
	Mismatch - Check for Case Status Updates Once your client informs the employee that the case is referred, you have completed the mismatch process. Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided. You or your client may NOT ask the employee for additional evidence or confirmation that DHS and/or SSA resolved their case. NOTE: You can select Cases to search for your case.	
	Delete OBE	
	E-Verify Case Result - E-Verify Needs More Time A case result of E-Verify Needs More Time is both an initial and interim case result and does not require action by you. DHS could not immediately verify the data and needs more time. E-Verify automatically sends this case to DHS for further action. No action is required until further notice from E-Verify. DHS usually responds within 3 federal government working days with an updated case result through Case Alerts on your E-Verify user home screen.	

EEA PA Lesson 4

✔ LESSON COMPLETED

Lesson 4: Complete the Verification Process

[Complete the Verification Process](#)

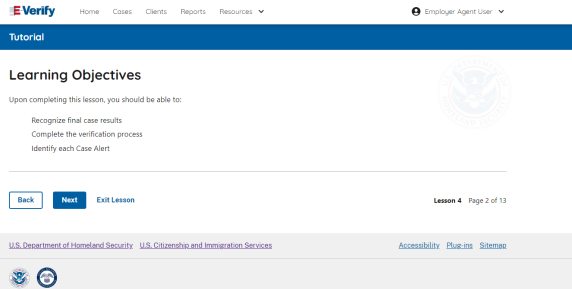
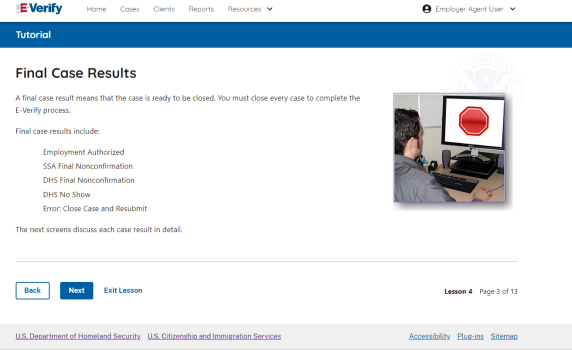
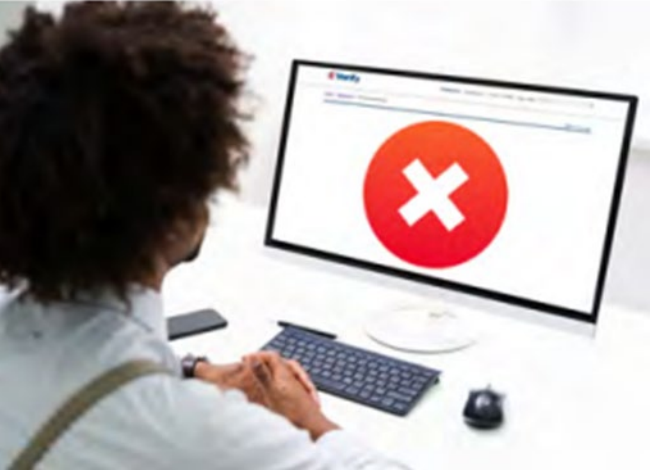
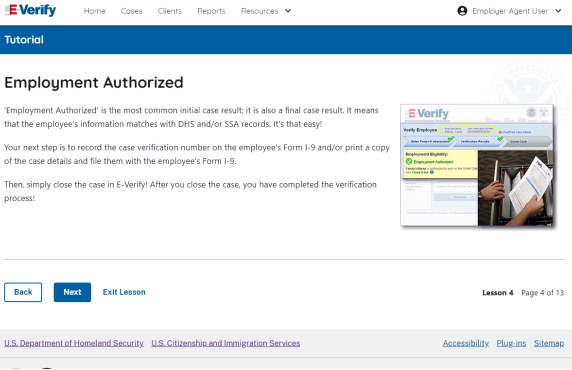
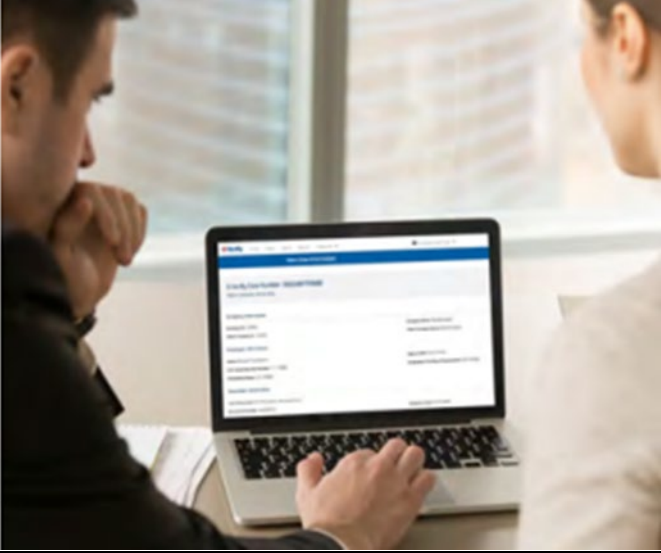
[Final Case Results](#)

[Close Case](#)

[Case Alerts](#)

Review Lesson 4

Current Update	Updated Content	
✔ LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4	Lesson 4: Complete the Verification Process - Complete the Verification Process - Final Case Results - Close Case - Case Alerts	
Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Complete the Verification Process Welcome to Lesson 4 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below: Final Case Results Close Case Case Alerts Next Exit Lesson Lesson 4 Page 1 of 13 U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap	Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about: - Final Case Results - Close Case - Case Alerts	

		Learning Objectives Upon completing this lesson, you should be able to: • Recognize final case results • Complete the verification process • Identify each case alert	
		Final Case Results A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process. Final case results include: • Employment Authorized • DHS Final Nonconfirmation • SSA Final Nonconfirmation • Close Case and Resubmit The next screens discusses each case result in detail.	
		Final Case Results - Employment Authorized Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches with official government records. It's that easy! Your next step is to record the case verification number on the employee's Form I-9 and/or print a copy of the case details and file them with the employee's Form I-9. E-Verify automatically closes cases that result in Employment Authorized. Lesson 4 discusses the steps required to close a case.	

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SSA/DHS Final Nonconfirmation

An SSA or DHS 'Final Nonconfirmation' case result means that E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or SSA. It can also mean that the employee did not visit an SSA field office or contact DHS within 8 Federal Government working days.

Your client 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 MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.

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Final Case Results - DHS or SSA Final Nonconfirmation

A DHS or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chose to try to resolve a mismatch, it can also mean that the employee did not contact DHS or visit an SSA field office within 8 federal government working days.

You may terminate employment based on a case result of DHS or SSA Final Nonconfirmation.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that DHS or SSA resolved their case.

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Case Results

Final Nonconfirmation

Clicking on the arrow will take you to the E-Verify Case Detail page for additional information. Please view Case's case details to determine whether or not the Case is pending. Click on the arrow to view the Case details.

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Close Case

Closing a case is the last step in the verification process. To close a case, first click 'Close Case' and then follow the steps listed below:

Indicate if the employee is still working for your company by selecting 'Yes' or 'No' and click 'Continue.' This question is asked to correctly prompt the statements on the next screen.

Select the appropriate statement and click 'Continue.' Select the helper text for additional information on each statement.

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

It is that simple! You have now completed the verification process and the case is closed.

NOTE: A case can be closed any time by simply clicking 'Close Case' and following the steps above.

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Close Case

Closing a case is the last step in the E-Verify process. To close a case, first click **Close Case** and then follow these steps:

- Select the statement indicating whether or not you will continue to employ this individual.
- If you select the option indicating you will continue to employ this individual, you must provide the reason why. Type the reason in the text box provided.
- If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case.
- If Other is selected as the reason, you must type the reason in the text box provided.
- After you've typed a reason, click **Close Case**.
- E-Verify displays an alert indicating the case was successfully closed.
- Click **View/Print Case Details** and either record the E-Verify Case Number on the employee's Form I-9 or click Print Information to print and attach a copy of the case details to the Form I-9.

Click **Create New Case** to create a new case or click **Continue** to be redirected to view all your cases.

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Case Alerts - 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

Option to view up to 100 cases per page

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U.S. Citizenship and Immigration Services

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Case Alerts - Cases to be Closed

Any case created in E-Verify and assigned an E-Verify case number must be closed.

The Cases to be Closed case alert provides quick access to all cases that need to be closed.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

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Case Alerts - 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 cases must receive a final result and be closed. This Case Alert is an easy way to manage these cases.

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

Option to view up to 100 cases per page

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Case Alerts – Cases With Updates

The Cases with Updates case alerts provides quick access to all open cases that have had a change in case result.

All interim cases must be closed. This case alert is an easy way to manage these cases.

Each case status is highlighted and you can click **Continue Case** button to resume.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

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Case Alerts - Work Authorization Docs Expiring

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

This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting '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).

Features of this tab include:

- Sort cases by: last name, first name, case number, hire date, expiration date or days to expiration
- A quick link to each case by clicking on the case number
- Option to view up to 100 cases per page

View Cases

View All Open Cases

Search Cases

Press Ctrl + Enter to search cases and add additional keywords to expand search results. Results display in all of Form I-9 at an employee document has expired such as the employee is new to this employer. This notification is only for employees whose Employment Authorization Document (EAD) is still currently expiring. Do not change a case case to verify in E-Verify.

Case Number: 123456789

Case Number	Case Name	Case Status	DOB	Hire Date	Expiration Date	Days to Expiration	Action
123456789	John Doe	Open	12/12/1980	10/01/2020	10/01/2021	365	Dismiss
987654321	Jane Smith	Open	01/01/1990	11/15/2020	11/15/2021	365	Dismiss
555555555	Bob Johnson	Open	03/03/1975	09/01/2020	09/01/2021	365	Dismiss
111111111	Alice Brown	Open	07/07/1985	08/01/2020	08/01/2021	365	Dismiss
222222222	Charlie Davis	Open	05/05/1995	06/01/2020	06/01/2021	365	Dismiss
333333333	Diana Evans	Open	02/02/1988	04/01/2020	04/01/2021	365	Dismiss
444444444	Frank Green	Open	06/06/1978	07/01/2020	07/01/2021	365	Dismiss
666666666	Grace Hill	Open	08/08/1982	09/01/2020	09/01/2021	365	Dismiss
777777777	Henry King	Open	09/09/1972	10/01/2020	10/01/2021	365	Dismiss
888888888	Ivy Lee	Open	10/10/1987	11/01/2020	11/01/2021	365	Dismiss

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You can also click **Create New Case** from this screen.

Case Alerts – Cases With Expiring Authorization Docs

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

This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **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).

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

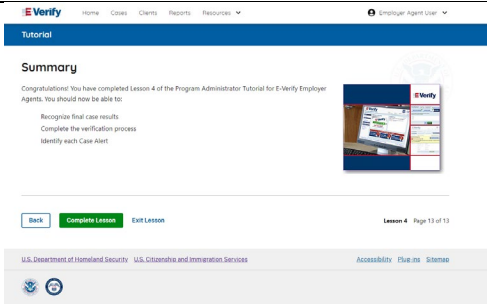
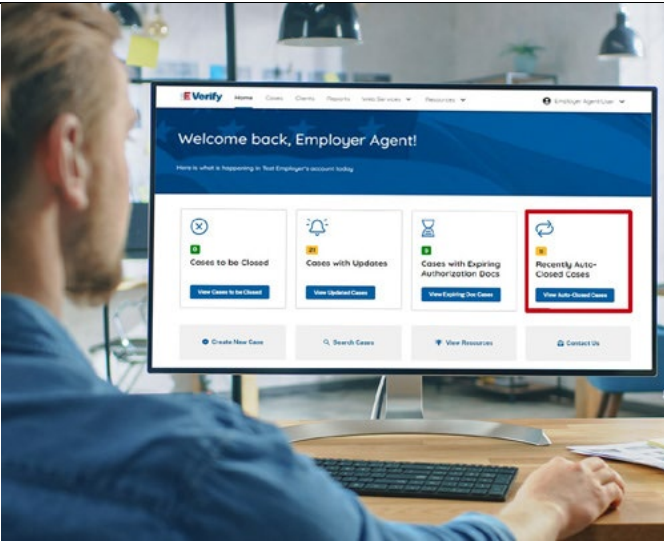
Case Alert - Recently Auto–Closed Cases

The Recently Auto-Closed cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result.
This is notification your case was closed. Be sure to record the case information as required on Form I-9 or print the case details page.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

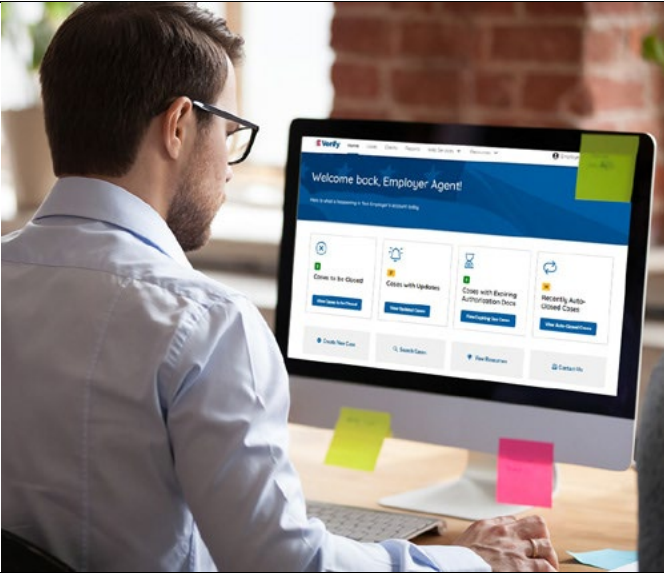
You can also click **Create New Case** from this screen.



Summary

Congratulations! You have completed Lesson 4 of the Program Administrator Tutorial for E-Verify Employer Agents. You should now be able to:

- Recognize final case results
- Complete the verification process
- Identify each case alert



EEV PA Lesson 5

LESSON COMPLETED

Lesson 5: Program Administrator Account Administration

[Program Administrator Account Administration](#)
[Overview of User Roles](#)
[Create a Password](#)
[Navigation Menu](#)
[Manage My Clients](#)
[Manage My Company](#)
[Reports](#)

Review Lesson 5

Current	Update	Image
LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Clients Manage My Company Reports Review Lesson 5	Lesson 5: Program Administrator Account Administration - Program Administrator Account Administration - Overview of User Roles - Create a Password - Navigation Menu - Manage Clients - Manage Company - Reports {Review Lesson 5}	
Verify Home Cases Clients Reports Resources Employer Agent User Tutorial Program Administrator Account Administration Welcome to Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below: Overview of User Roles Create a Password Navigation Menu Manage My Clients Manage My Company Reports Next Exit Lesson Lesson 5 Page 1 of 26	Program Administrator Account Administration Welcome to Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about: - Overview of User Roles - Create a Password - Navigation Menu - Manage Clients - Manage Company - Reports	

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Learning Objectives

Upon completing this lesson, you should be able to:

- Identify the role of Program Administration in support of your company's users
- Recognize requirements to create a password
- Use your left navigation menu
- Manage the information in 'My Clients' and 'My Company'

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Learning Objectives

Upon completing this lesson, you should be able to:

- Understand the role of program administrators in support of your company's, or entity's, users
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in My Clients and My Company

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

- General User
- Program Administrator

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

- General User
- Program Administrator

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Program Administrator

You are registered as a Program Administrator. Every company is required to have at least 1 Program Administrator.

As a Program Administrator, you:

- Create and manage cases in E-Verify
- Add and delete user accounts
- Create and manage client accounts
- Override cases created by the company's users
- Create reports
- Update company profile information
- Unlock passwords for your company's users

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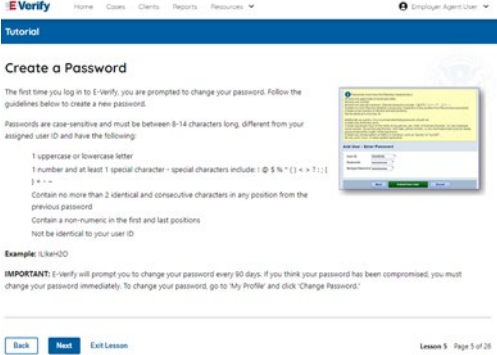
Lesson 5 - Page 4 of 26

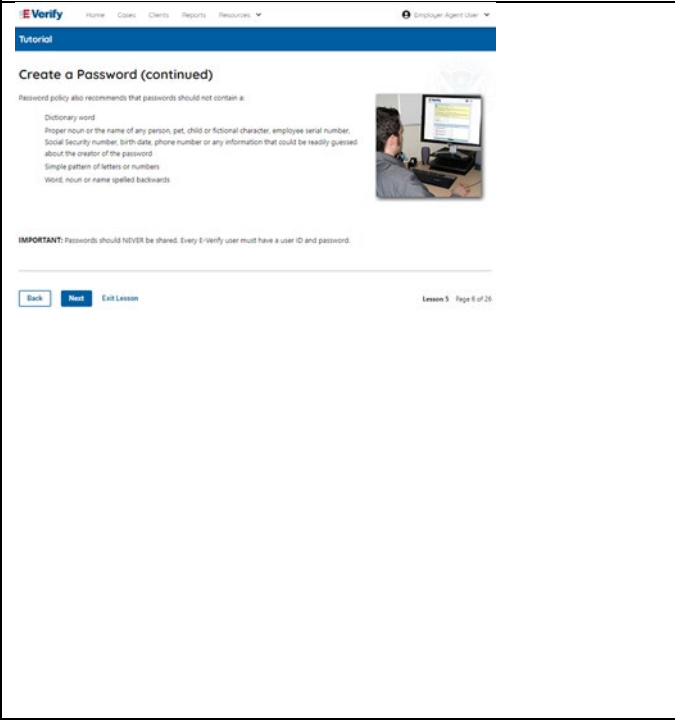
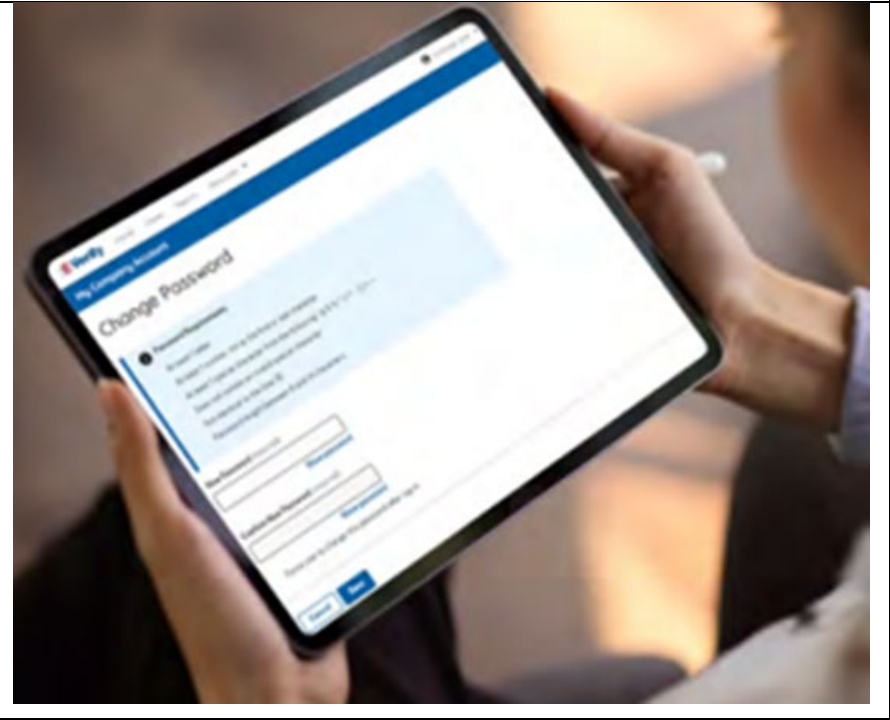
Program Administrator

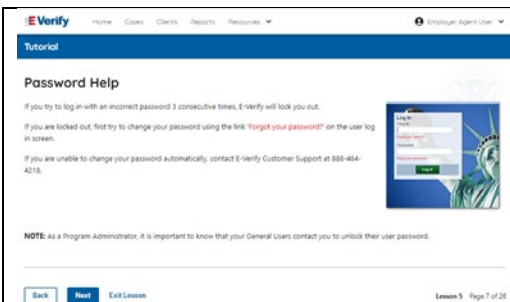
You are registered as a program administrator. Every E-Verify participant is required to have at least one program administrator.

As a program administrator, you:

- Create and manage cases in E-Verify
- Add and delete user accounts

	• Create and manage client accounts • Oversee cases created by the company’s or entity’s users • Create reports • Update profile information • Unlock passwords for your user(s) This lesson provides additional detail on how to perform the functions listed above.	
	Program Administrator - Create a Password The first time you log in to E-Verify, you are prompted to change your password. Passwords are case-sensitive, different from the assigned user ID, and have the password requirements below to create a new password. • At least 1 letter • At least 1 number, not as the first or last character • At least 1 special character from the following ! @ \$ % * () ? : ; { } + - ~ • Does not contain an invalid special character • Not identical to the User ID • Password length between 8 and 14 characters • No more than two consecutive characters from the prior password. Example: IL!keH2O IMPORTANT: • If you think your password has been compromised, you must change your password immediately. To change your password, access the user profile options from the drop-down menu under your	

	username in the top right corner of the account.	
	Program Administrator – Password Hints Password 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. IMPORTANT: You should NEVER share your password. Every E-Verify user must have their own unique user ID and password.	



Program Administrator – Password Help

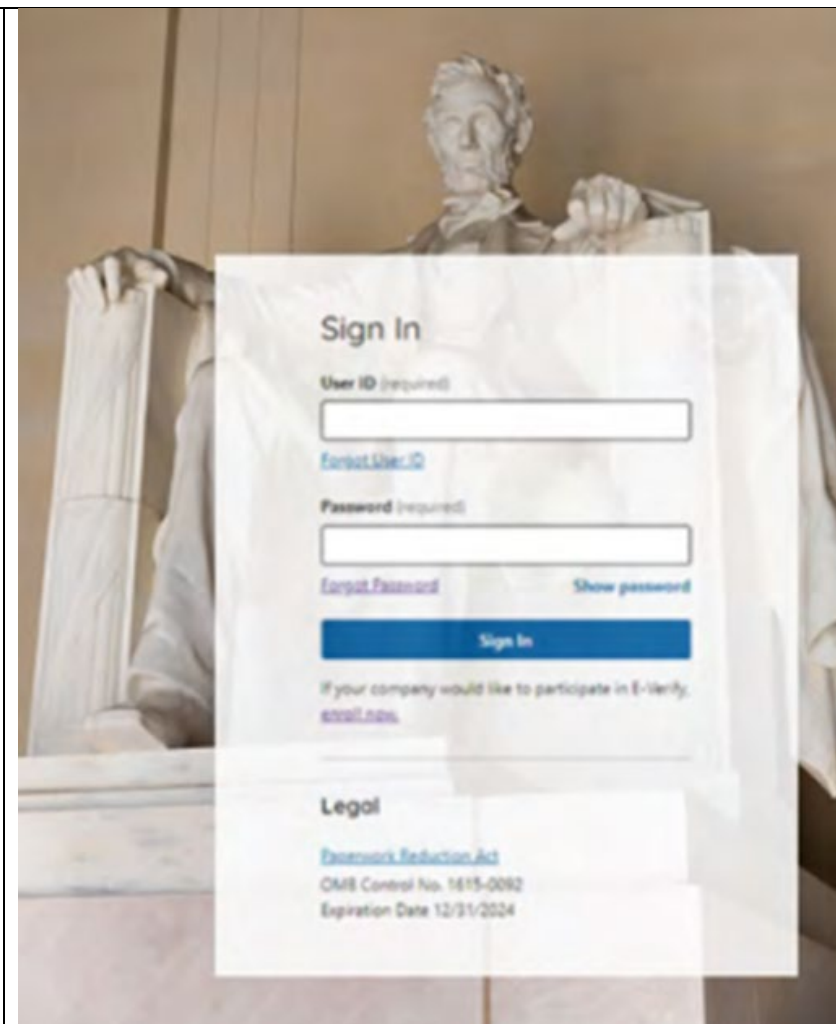
- If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.
 - If you are locked out, first try to change your password using the link [Forgot Password](#) on the user log in screen.
 - If you are unable to change your password with [Forgot Password](#) link, contact another program administrator in your company or entity.
- Each user must create password challenge questions.
 - You will need to correctly answer these questions to reset your password if you ever forget it.

Important:

- E-Verify will prompt you to change your password every 90 days.
- To comply with federal security guidelines, USCIS is required to deactivate any user ID that has not been accessed within the past 270 days. A deactivated user ID will not affect the status of your E-Verify account.

Note:

- Each user must have their own user ID and password to access E-Verify and may not share their user ID or password with others.
- You are responsible for any activity associated with your user ID and password.



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Employer Agent User

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Navigation Menu

You should become familiar with the links found on your user home page. Outlined below is additional information about each link:

Link Name	Function
My Cases	
New Case	Select to create a new case and start the verification process.
View Cases	
Provides various search functions and all Case Alert tabs.	
My Clients	
Add New Client	Add clients for which you will create and manage cases in iVerify.
View Existing Client	
Manage your client's profile information, upload iVerify Employer Agent–Client MOU and terminate client companies.	
My Profile	
Edit Profile	Update your user information, including name, address and contact information.
Change Password	
Change your user password at any time.	
Change Security Questions	
Change the security questions to assist you with a password reset.	
My Company	
Edit Company Profile	
Update your company's information, including name, address and contact information.	
Add New User	
Add new users to create and manage cases in iVerify.	
View Existing Users	
Manage your company's user profile information, including resetting user passwords.	
Close Company Account	
Select if your company decides to no longer participate in iVerify.	

Continued on the next screen.

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[View Cases](#)
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[Edit Profile](#)
[Change Password](#)
[Change Security Questions](#)
[My Company](#)
[Edit Company Profile](#)
[Add New User](#)
[View Existing Users](#)
[Close Company Account](#)
[My Reports](#)
[My Resources](#)
[New iVerify Partners](#)
[Take Tutorial](#)
[New User Tutorial](#)
[Contact Us](#)

Program Administrator E-Verify Home Page - Navigation Menu

Each time you log in to E-Verify you will see a Welcome Back banner with your name and company, or entity listed.

Case alert boxes with important information about your cases are under the welcome banner, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Convenient quick links in gray boxes are directly below the case alert boxes, including Create New Case, Search Cases, View Resources and Contact Us.

Below the quick links, you will find the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page.

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E-Verify Employer Agent Program Administrator - Navigation Menu (continued)

Outlined below is additional information about each link:

Link Name	Function
My Reports	
View Reports	Provides options to create reports.
My Resources	
View Essential Resources	Provides important information and resources, including: E-Verify Posters Manuals and Guides Further Action Notices Form I-9 Resources Memorandums of Understanding (MOUs) Other Resources
Take Tutorial	Takes you to this user tutorial.
View User Manual	Accesses the E-Verify User Manual.
Contact Us	Provides important contact information.

NOTE: You should log out of E-Verify after every use. To log out, simply click "Log Out" from your user home page.

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My Cases

New Case

Other Cases

My Clients

Add New Client

View Existing Clients

My Profile

Edit Profile

Change Password

Change Security Questions

My Company

Add Company Profile

Add New User

View Existing Users

Close Company Account

My Reports

View Reports

My Resources

View Essential Resources

Take Tutorial

View User Manual

Contact Us

Navigation Menu – Links Above the Welcome Banner

The links above the welcome banner include:

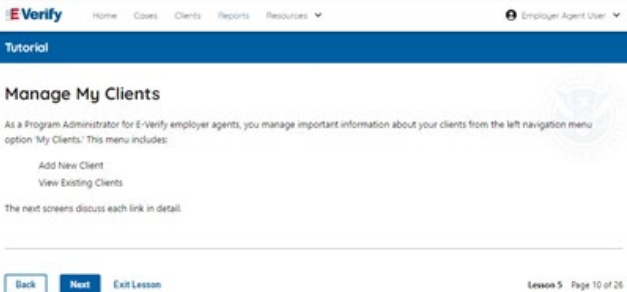
Link	Function
Home	Employer Agent Home Page
Cases	- Search - Create New Cases
Clients	- Search - Terminate Cases - Add New Company
Reports	Run Quick Audit Report
Resources	- View Essential Resources - Take Tutorial - View User Manual - E-Verify News - Contact Us
Account Options	- Company Account - User Account - Log Out

Navigation Menu – Case Alert Boxes

Case alerts boxes are located below the welcome banner:

Link	Function
Case Alert	The case alert boxes bring attention to cases that need action or provide important information regarding your cases.
Cases to be Closed	Any case created in E-Verify and assigned an

		E-Verify case number must eventually be closed. • The Cases to be Closed case alert provides quick access to all cases that need to be closed.	
	Cases with Updates	• All open cases that have had a change in case result. • All cases must eventually be closed. This case alert is an easy way to manage these cases. • Click Continue Case to take action.	
	Cases with Expiring Doc	• This is simply a reminder; no action is required in E-Verify. • 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).	
	Recently Auto – Closed Cases	• The Recently Auto-Closed cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result.	

	This is notification your case was closed. Be sure to record the E-Verify case number as required on Form I-9 or print the case details page and attach it to the Form I-9.													
	Navigation Menu – Quick Links and E-Verify News Quick Links and E-Verify News are located below the case alert boxes: <table><tr><th>Quick Link</th><th>Function</th></tr><tr><td>Create New Case</td><td> - Create new E-Verify cases </td></tr><tr><td>Search Cases</td><td> - Search Cases </td></tr><tr><td>View Resources</td><td> - Access E-Verify Resources </td></tr><tr><td>Contact Us</td><td> - Contact E-Verify </td></tr><tr><td>E-Verify News</td><td> - Stay up to date with the latest E-Verify News </td></tr></table>	Quick Link	Function	Create New Case	Create new E-Verify cases	Search Cases	Search Cases	View Resources	Access E-Verify Resources	Contact Us	Contact E-Verify	E-Verify News	Stay up to date with the latest E-Verify News	
Quick Link	Function													
Create New Case	Create new E-Verify cases													
Search Cases	Search Cases													
View Resources	Access E-Verify Resources													
Contact Us	Contact E-Verify													
E-Verify News	Stay up to date with the latest E-Verify News													
	E-Verify Employer Agents - Manage Clients As a program administrator for an E-Verify employer agent, you manage important information about your clients from the Clients navigation menu option. On the Clients Company screen you can: - Search and View Existing Clients - Close Company Accounts - Add New Client The next screens discuss each link in detail.													

E-Verify

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Cases

Clients

Reports

Resources

Employer Agent User

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My Clients - Add New Client

Both General Users and Program Administrators for E-Verify employer agents can add new clients. All clients are required to sign the E-Verify Employer Agent - Client Memorandum of Understanding (MOU).

To add new clients, follow the steps outlined in the "E-Verify User Manual for E-Verify Employer Agents" found in "View Essential Resources."

Company Information

Company Name

Company Address

City

State

Zip

Country

Phone Number

Fax Number

Website

NAICS Code

DUNS Number

DBA

EIN

UEI

Number of Employees

Save & Continue

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Manage Clients – Add New Client

Both general users and program administrators for E-Verify employer agents can add new clients.

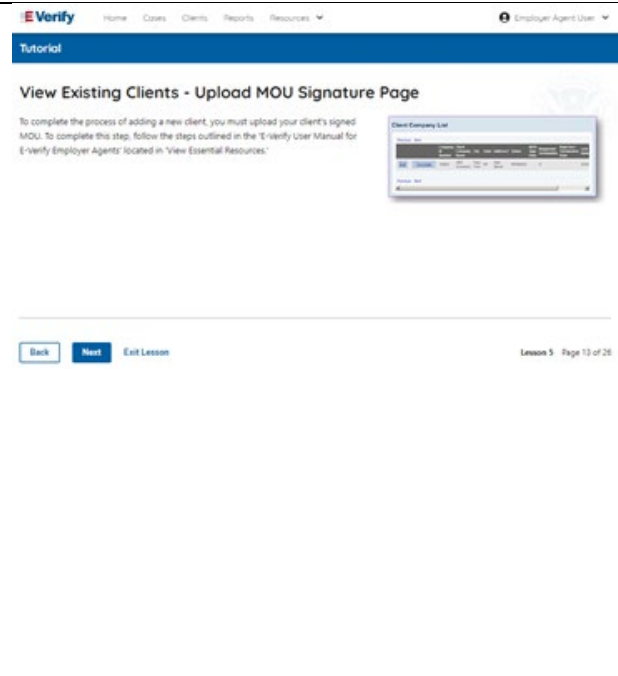
Click **Client** and select **Add New Company**.

From the Add New Client screen enter:

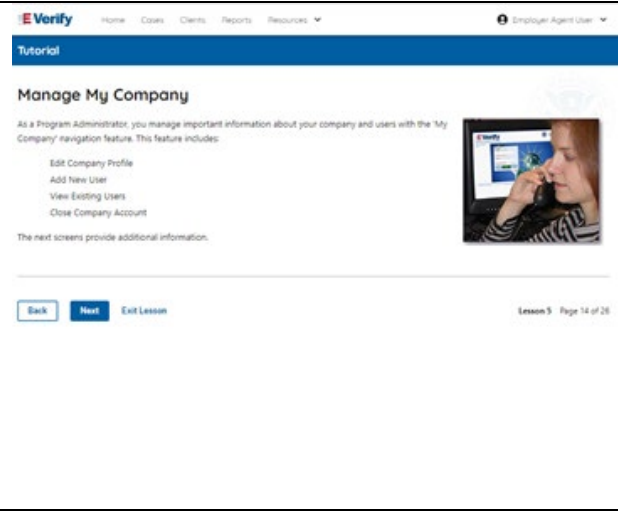
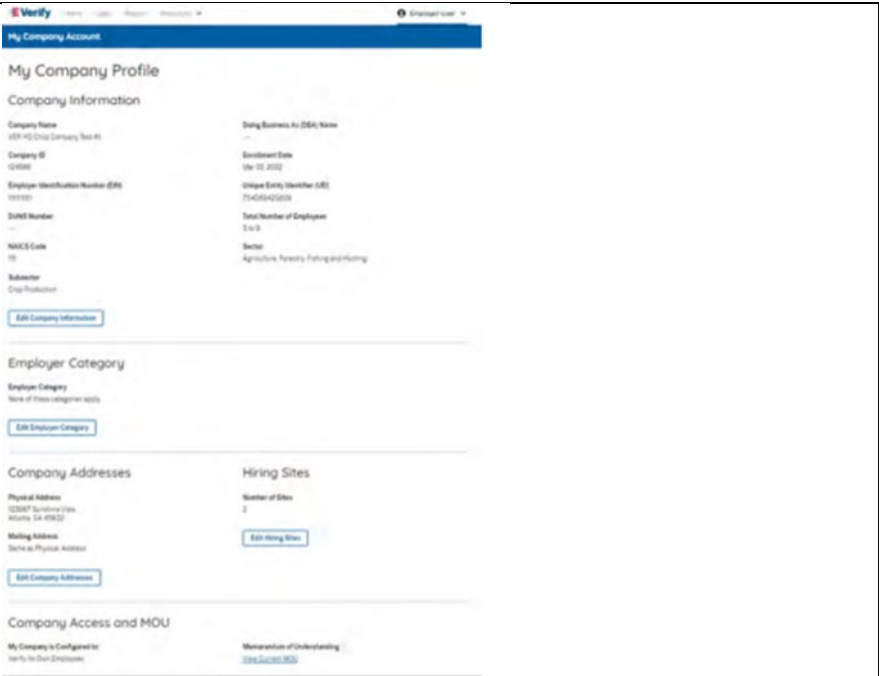
- Company Category
- DBA
- EIN
- UEI
- DUNS number
- Number of employees
- NAICS code
- Click Save & Continue

An email is sent to the MOU signing authority that was assigned during enrollment. Your client will need to electronically sign their MOU once the client receives the email. The client has 7 federal business days to view, sign or decline the MOU. If the client accidentally declines the MOU or the link expires, you can resend the request for the client to sign the MOU.

For more information, review the E-Verify User Manual for E-Verify Employer Agents found in View Essential Resources.



Delete – covered under ‘Manage Client – Add New Client’

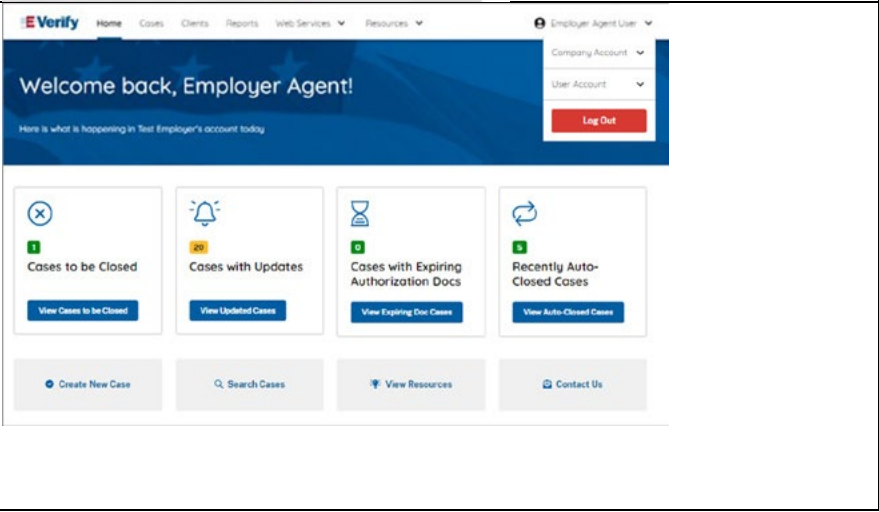


Program Admininstrator - Manage Company Account

As a program administrator, you manage important information about your company and users with the Company Account navigation feature. This feature includes:

- Edit Company Profile
- Mange Users
- Close Company Account

The next screens provide additional information.



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Edit Company Profile

The "Edit Company Profile" link displays the current information entered when your company enrolled in E-Verify. To update the information on this page, simply click "View/Edit."

Company Name

Company Name

View/Edit

Physical Location

Physical Location

View/Edit

Mailing Address

Mailing Address

View/Edit

Information

Information

View/Edit

Employer Identification Number (EIN)

Employer Identification Number (EIN)

View/Edit

Parent Organization

Parent Organization

View/Edit

Additional Info

Additional Info

View/Edit

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Manage Company Account - Edit Company Profile

The Company Profile screen allows you to view and/or edit the current information entered when your company enrolled in E-Verify.

Click the edit option under the section you wish to modify.

To view your memorandum of understanding, click **View Current MOU**.

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Edit Company Profile (continued)

On your company information page, you can update any of the fields outlined in the table below.

FIELD NAME	DESCRIPTION
Company Name	Company enrolled in E-Verify.
Physical Location	Location where records are created.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Information	Information about the role of the company and any associated Corporate/Parent Company information, if applicable.
Employer Identification Number (EIN)	Also known as Federal Tax Identification Number.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries).
Additional Info	Some companies may have many locations that do employment verification work and an E-Verify company account (also called "company administrator account"), often reporting and managing features for the multiple company locations that access E-Verify.

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Exit Lesson

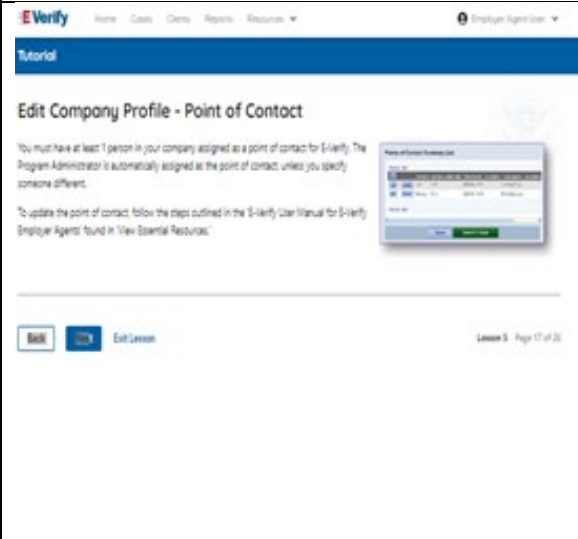
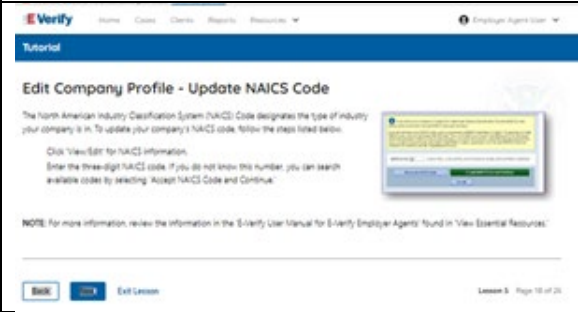
Lesson 5 - Page 16 of 26

Manage Company Account – Edit Company Profile Fields Table

On your client company screen, you can update any of the fields outlined in the table below:

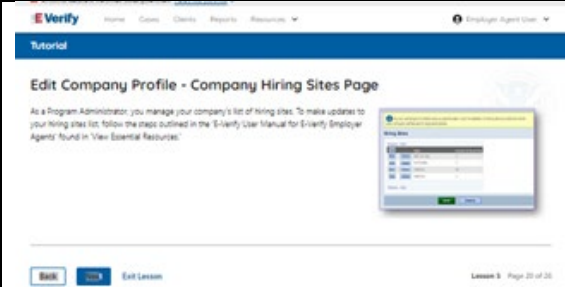
FIELD NAME	DESCRIPTION
Company Name	Company/entity enrolled in E-Verify.
Doing Business As (DBA) Name	The Doing Business As (DBA) Name is the name under which a company/entity operates. The DBA is visible to the public, but is not the legal, registered name of that organization.
Employer Identification Number (EIN)	An Employer Identification Number (EIN) is also known as the Federal Tax Identification Number and is used to identify a

		business entity. An EIN is required for an employer to enroll in E-Verify. Employers who do not have an EIN can <u>apply online</u> with the IRS to receive an EIN immediately.	
	Unique Entity Identifier (UEI)	A UEI is a 12-digit alphanumeric identifier that is provided by SAM.gov to all entities who register to do business with the federal government. <u>Learn more about the UEI.</u>	
	DUNS Number	A DUNS number is a unique, 9-digit identifier issued and maintained by Dun & Bradstreet that can help verify the existence of a business entity. <u>Learn more about the DUNS Number.</u>	
	Total Number of Employees	Indicate total number of company/entity employees from 1 to 10,000 and over.	
	NAICS Code(s)	The North American Industry Classification System (NAICS) classifies businesses by industry to collect, analyze, and publish statistical data related to the U.S. business economy. A three-digit NAICS code is required for an employer to enroll in E-Verify.	

	Employer Category	Category that best describes your organization.	
	Physical Address	Location where cases are created.	
	Mailing Address	Company's/entity's mailing address. If this address is different from the physical location, use this field to make the necessary changes.	
	Hiring Sites	A hiring site is the location where employees are hired and they complete Form I-9.	
	Manage Company Account - Edit Company Profile – Point of Contact You must have at least one person in your company assigned as a point of contact for E-Verify. The MOU signatory will be added on your accounts during the enrollment process as the point of contact on the E-Verify account. To update the point of contact, follow the steps outlined in the E-Verify User Manual for E-Verify Employer Agent found in View Essential Resources.		
	Delete – covered under ‘View Existing Clients’		



Delete – covered under ‘View Existing Clients’



Manage Company Account – Edit Hiring Sites

As a program administrator, you can manage your company’s, or entity’s, list of hiring sites.

From Company Account, **click Company Profile**.
From the Company Profile screen select **Edit Hiring Sites**.

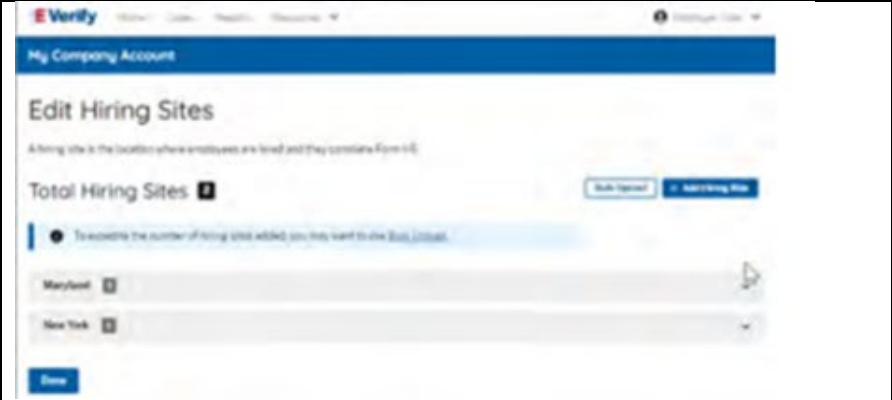
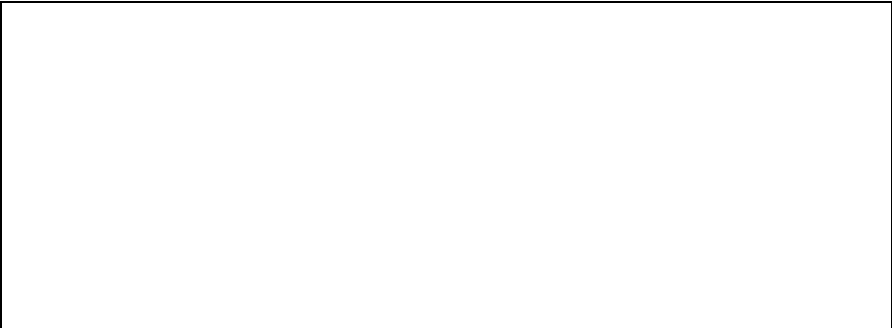
Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site.

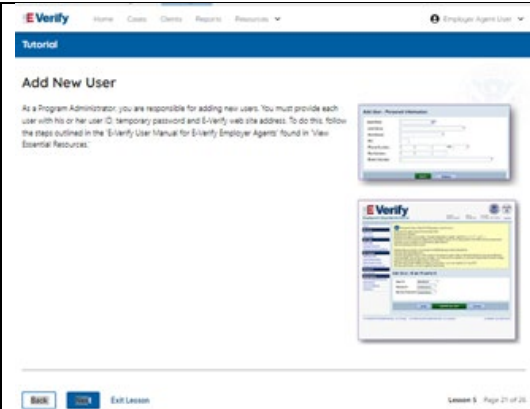
Select **Add Hiring Site** and enter the street address, city, state, and zip code and click Add Hiring Site to add your hiring sites one at a time.

OR

Select **Bulk Upload** to add multiple hiring sites by uploading a file. The bulk upload function allows you to add multiple hiring sites by uploading a file.

For more information review the E-Verify User Manual found in View Essential Resources.





Manage Company Account – Add New User

Enrolled accounts can assign their users with different permissions and functions.

There are two types of users: Program Administrators and General Users.

You can also create Web Services credentials that will provide developer access to a suite of features that can be integrated into proprietary software.

To review more detailed permissions of the user roles and Web Service access, please [read more here](#).

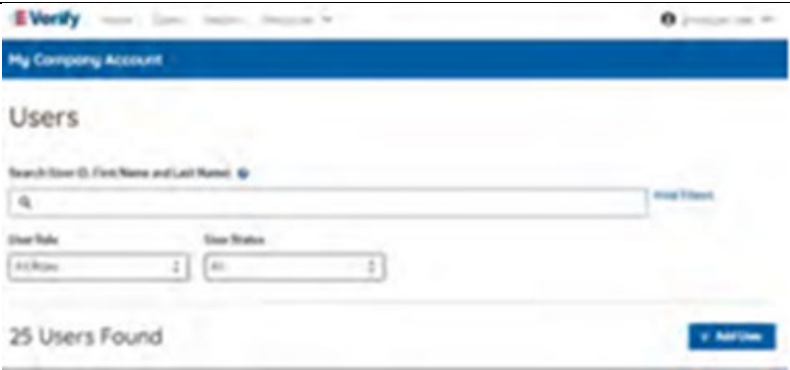
When they open the drop-down menu under User Role, Web Services Access is also an option

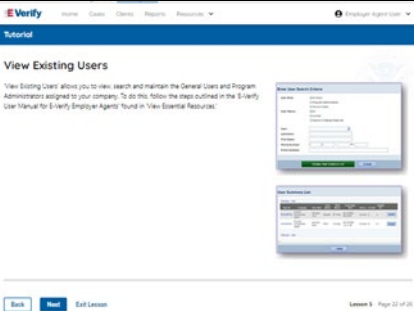
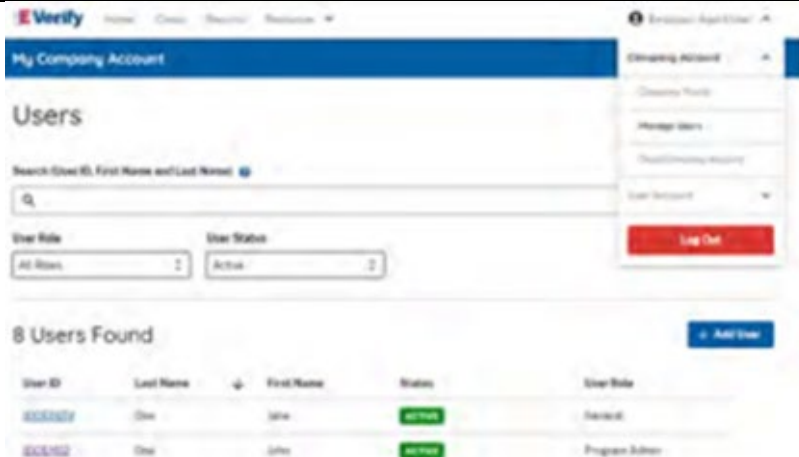
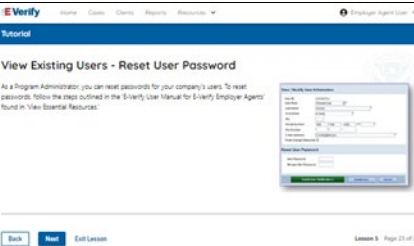
Enter the user information including the email address, last name, first name and phone number and click **Next**.

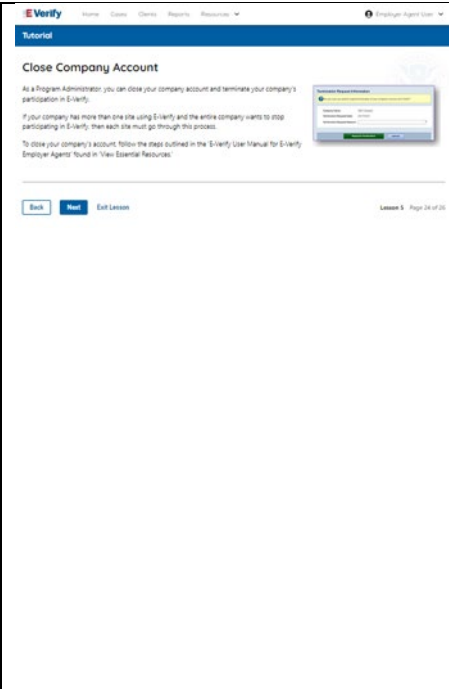
E-Verify will automatically generate an Access ID for the user. Users may accept the system generated access ID or create their own. To accept the system generated ID, they click **Submit New ID**.

To create their own user ID, delete the system generated user ID and type a desired user ID. The user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive.

When they are finished, click **Submit New ID**.



	Manage Company Account – Manage Users Manage Users allows you to view, search and maintain the general users and program administrators assigned to your company or entity. From Company Account, Click Manage Users. The Users page allows you to manage your users’ accounts. You can: • View Web Services Access and Add Access; • Search by User ID, First and Last Name; • Filter by User Roles and/or User Status; • View users whose password change is required or is pending reactivation; • Edit user information; and/or • Delete users. You can also add users by clicking + Add User.	
	Delete now on View Existing Users	



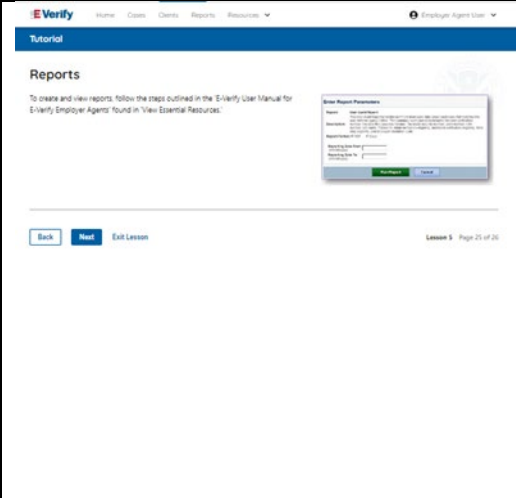
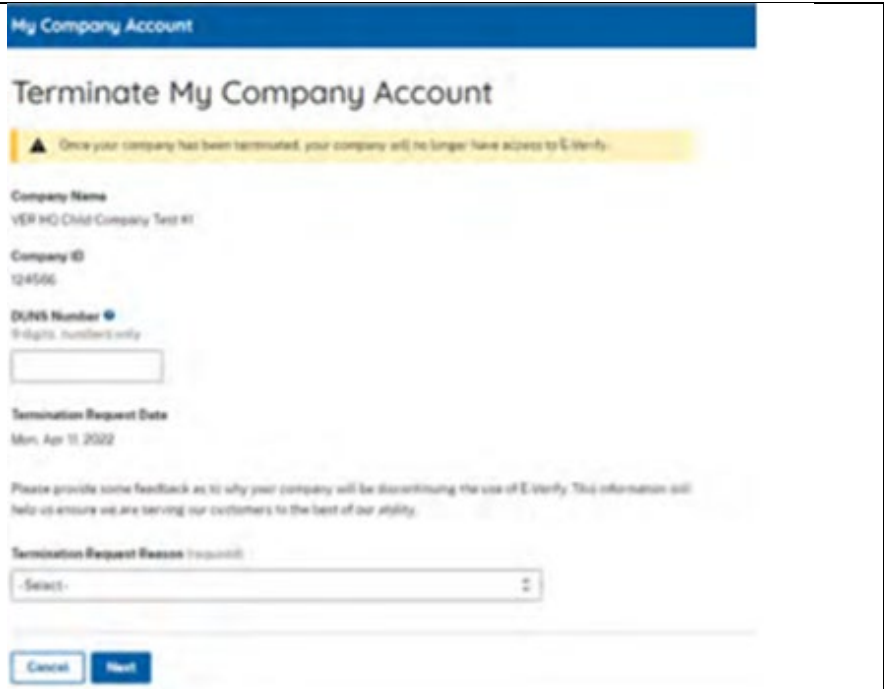
Manage Company Account – Close Company Account

As a program administrator, you can close your company's, or entity's, account with E-Verify.

From the Close Company Account page:

Review the information about the company's or entity's account to be closed (termination), note the prepopulated account closure request date, provide account closure request reason, and click **Next**.

If you do not want to request closure of for this account at this time, click **Cancel**.



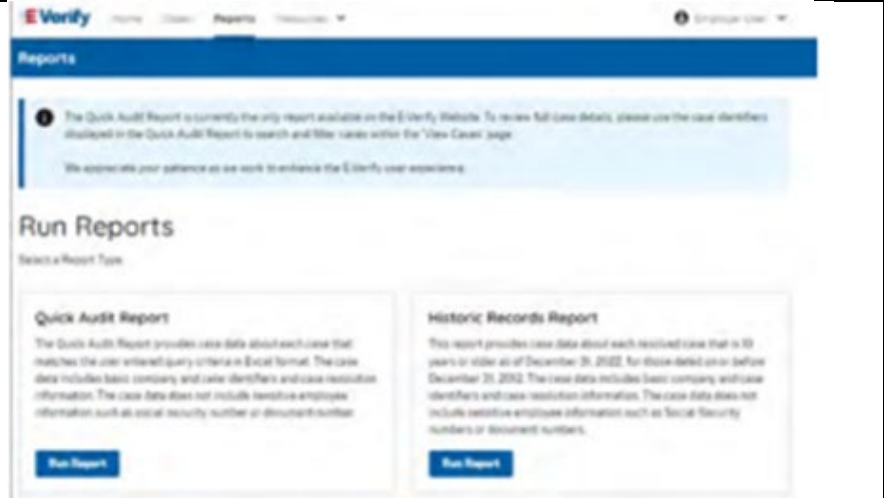
Reports

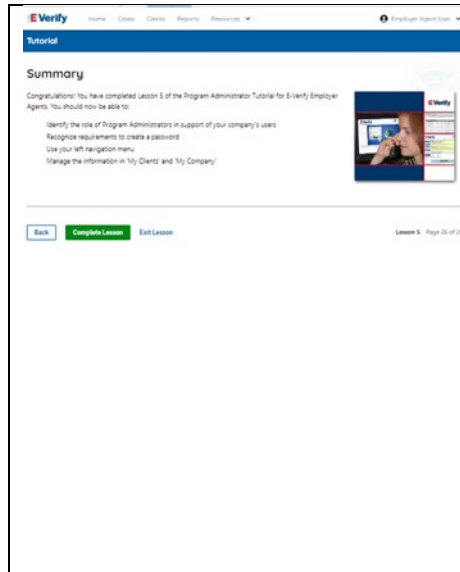
On the home page, above the welcome banner, Click **Reports**.

Select the report you want to create from the options available.

A description of the report is provided on the report screen.

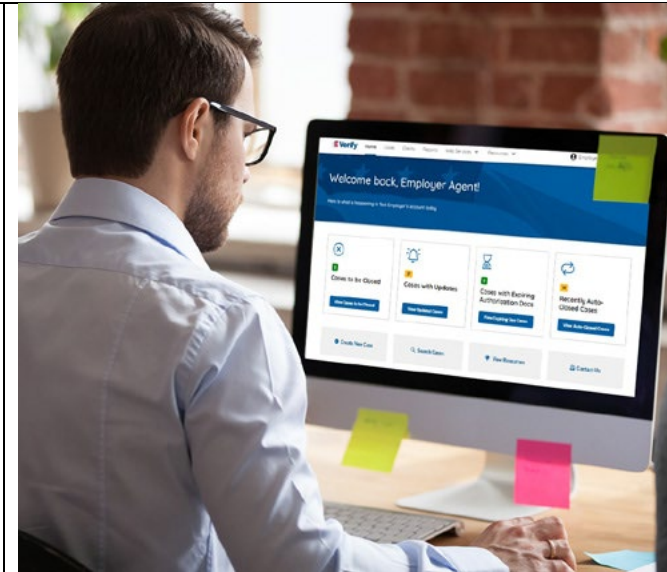
For more information review please review the [E-Verify User Manual](#).





Congratulations! You have completed Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents. You should now be able to:

- Understand the role of program administrator in support of your company's, or entity's, users
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in clients and company account information



EEA PA FC Lesson 1

✔ LESSON COMPLETED

Lesson 1: Introduction

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[Rules and Responsibilities](#)
[Civil Rights and Civil Liberties](#)
[Federal Contractor Requirements](#)
[Form I-9 and E-Verify](#)
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Review Lesson 1

Current	Updated Content	Updated Image
---------	-----------------	---------------


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Welcome to the E-Verify Tutorial

This tutorial is designed for Program Administrator E-Verify Employer Agents of Federal Contractors that participate in E-Verify.

In this section, you can review any of the completed Tutorial Lessons or retake the Knowledge Test that was required to start using E-Verify. This tutorial covers the topics outlined below.


LESSON COMPLETED

Lesson 1: Introduction

[Introduction](#)

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LESSON COMPLETED

Lesson 2: Initial Verification

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[E-Verify Home Page](#)

[Enter Form I-9 Information](#)

[Initial Verification Results](#)

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Lesson 3: Interim Case Results

[Interim Case Results](#)

[Interim Case Results - Overview](#)

[SSA and DHS Tentative Nonconfirmation](#)

[Review and Update Employee Data](#)

[DHS Verification in Progress](#)

[SSA/DHS Case in Continuance](#)

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LESSON COMPLETED

Lesson 4: Complete the Verification Process

[Complete the Verification Process](#)

[Final Case Results](#)

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Lesson 5: Program Administrator Account Administration

[Program Administrator Account Administration](#)

[Overview of User Roles](#)

[Create a Password](#)

[Navigation Menu](#)

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[Manage My Company](#)

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TEST PASSED

Knowledge Test

The Knowledge Test is required to begin using E-Verify.





[Review Previous Answers](#) [Retake Test](#)

Welcome to the E-Verify Tutorial

This tutorial is designed for program administrator E-Verify Employer Agents of Federal Contractors that participate in E-Verify.

In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the following topics:

Lesson 1: Introduction

Introduction

E-Verify Background and Overview

Federal Contractor and E-Verify Employer Agent Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Form I-9 and E-Verify

Verification Process Overview

{Review Lesson 1}

Lesson 2: Initial Verification

Initial Verification

E-Verify Home Page

Enter Form I-9 Information

Initial Verification Results

{Review Lesson 2}

Lesson 3: Interim Case Results

Interim Case Results

Interim Case Results - Overview

DHS and/or SSA mismatches

E-Verify Needs More Time

DHS and/or SSA Case in Continuance

{Review Lesson 3}

Lesson 4: Complete the Verification Process

Complete the Verification Process

Final Case Results

	Close Case Case Alerts {Review Lesson 4} Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage Clients Manage Company Reports {Review Lesson 5} Each user must successfully complete the online E-Verify tutorial before they can create or manage cases.	
✔ LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview Review Lesson 1	Lesson 1: Introduction Introduction E-Verify Background and Overview Federal Contractor and E-Verify Employer Agent Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1}	

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Introduction

Welcome to Lesson 1 of the Program Administrator Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below:

Background and Overview

Privacy Statement and Guidelines

Rules and Responsibilities

Civil Rights and Civil Liberties

Form I-9 and E-Verify

Verification Process Overview

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Introduction

Welcome to Lesson 1 of the program administrator tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about:

- E-Verify Background and Overview
- Federal Contractor and E-Verify Employer Agent Overview
- Privacy Statement and Guidelines
- Rules and Responsibilities
- Civil Rights and Civil Liberties
- Form I-9 and E-Verify
- Verification Process Overview

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Learning Objectives

Upon completing this lesson, you should be able to:

Describe the background and overview of E-Verify

Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information

Recognize Civil Rights and Civil Liberties

Recognize Form I-9 procedures and how they relate to E-Verify

Recognize the verification process and case results

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Learning Objectives

Upon completing this lesson, you should be able to:

- Describe the background and overview of E-Verify, the Federal Contractor and the E-Verify Employer Agent
- Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results


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Tutorial

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 (INS), to initiate an employment verification pilot program.



Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot Program. E-Verify implements the legal requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

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Employer Agent User

Tutorial

Overview

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.

E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employee and/or employee assigned to a federal contract.



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E-Verify Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Department of Homeland Security (DHS) and Social Security Administration (SSA) to develop an employment eligibility confirmation process now known as E-Verify.

The Federal Acquisition Regulation (FAR) final rule requires that as of September 8, 2009, federal contractors with contracts containing the FAR E-Verify clause must use E-Verify as a condition of their contract. Click [FAR E-Verify Clause: 48.C.F.R. 52.222-54](#) to learn more.

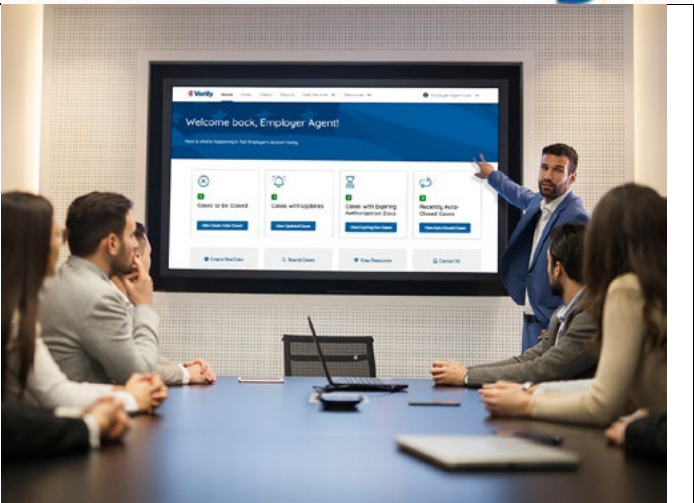
E-Verify Overview

E-Verify is an internet-based service that electronically confirms the identity and employment eligibility of newly hired employees to work in the United States.

E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that requires participation in E-Verify, for example, as a condition of business licensing, may also be required to participate in E-Verify. In addition, an employer may be required to participate in E-Verify pursuant to a court order.

E-Verify Overview - E-Verify Employer Agent (EEA)

E-Verify employer agent means any person, company, or other entity that provides the service of using E-Verify to confirm employment eligibility of employees of third-party employers (or clients).



Clients are required to complete Form I-9, Employment Eligibility Verification, for all new employees and must follow the guidelines set forth in the MOU for Employers Using an E-Verify Employer Agent (or client MOU).

How E-Verify Works

E-Verify works by electronically comparing the information from an employee’s Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

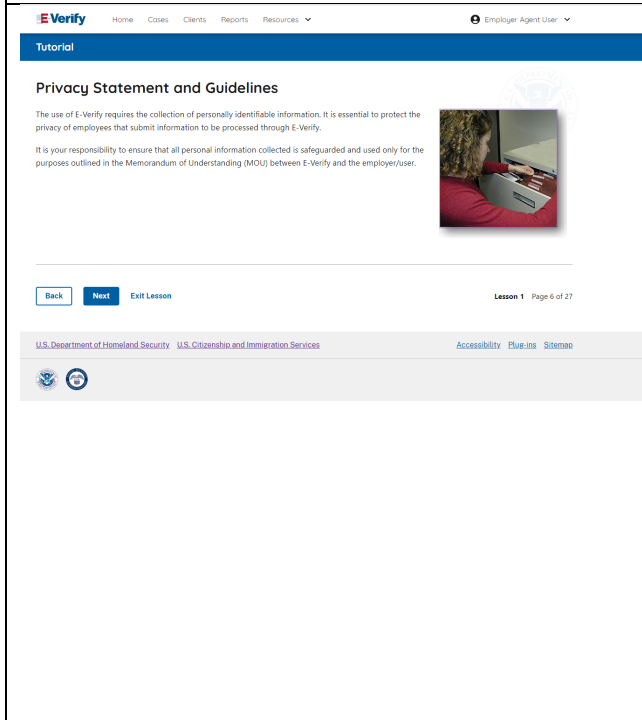
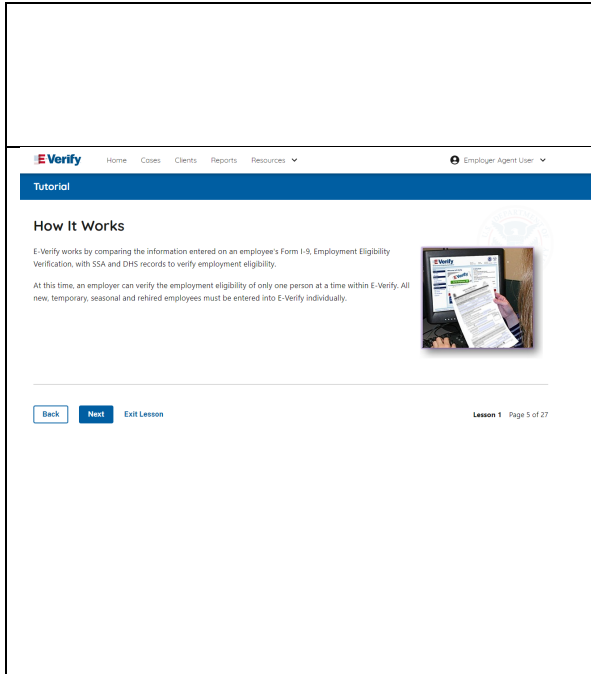


Privacy Statement and Guidelines

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

E-Verify protects PII in accordance with a National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

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



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Privacy and Security Statement (continued)

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



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Privacy Guidelines

At a minimum, take the steps outlined in the table below to protect personal information and comply with the appropriate regulations:

PRIVACY GUIDELINES
Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and perform verification 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 the system.
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 case results are discussed in private with the employee.

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Privacy Statement and Guidelines

PRIVACY GUIDELINES OVERVIEW

- Allow only authorized users to use E-Verify.
Ensure that only authorized users handle information and create cases.
- Secure access to E-Verify.
Protect passwords used to access E-Verify and ensure that unauthorized persons do not access E-Verify.
- Protect and store employee information properly.
Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
- Discuss E-Verify results in private.
Ensure that all case results including mismatches and Final Nonconfirmations are discussed in private with the employee.

REMINDER

You must ensure that all personally identifiable information (PII) is safeguarded.

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Rules and Responsibilities

All E-Verify users are bound by the guidelines set forth in the MOU and the rules and responsibilities outlined in the E-Verify User Manual for E-Verify Employer Agents and this tutorial.

The next screens outline the specific rules and responsibilities required of everyone that uses E-Verify.



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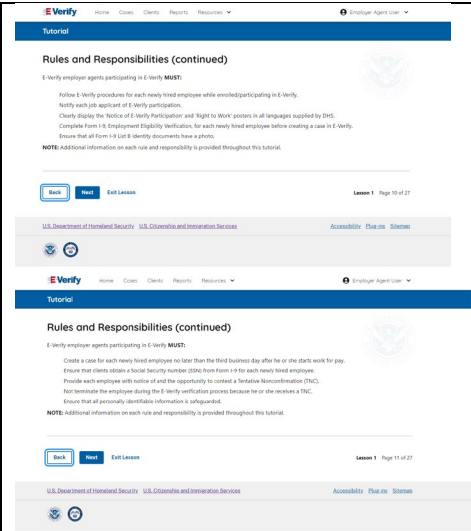
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Rules and Responsibilities

All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual, Supplemental Guide For E-Verify Employer Agents and this tutorial.

The next screens outline some of the specific rules and responsibilities required of everyone that uses E-Verify.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.



Rules and Responsibilities – E-Verify Employers Must

E-Verify Employer Agents participating in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly displaying the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security number from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 List B identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
- ✓ Enter the employee’s email address in E-Verify if it was provided on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a mismatch by downloading the Further Action Notice and providing it to the employee before referring the case.
- ✓ Ensure that all PII is safeguarded.

IMPORTANT: For more information, review the E-Verify User Manual for Employers and the E-Verify Supplemental Guide for Federal Contractors located in View Essential Resources.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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Notice to Employees of E-Verify Participation

You MUST notify ALL employees of your participation in E-Verify. To do this, you must provide your clients a copy of the following in all languages provided by DHS:

• 'Notice of E-Verify Participation'; and,

• 'Right to Work' posters.

Your clients must clearly display both notices. Both notices are found in 'View Essential Resources.'

IMPORTANT: If your clients cannot display either notice, they should print and distribute them to every job applicant.

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Rules and Responsibilities - Notice to Employees of E-Verify Participation

You **MUST** notify **ALL** employees of your participation in E-Verify:

- Provide the following posters to your company locations:
 - Notice of E-Verify Participation; and
 - Right to Work.
- Ensure all locations display the posters (in both English and Spanish) in a prominent place that is clearly visible to all current and prospective employees, electronically or in hard copy.
- Replace the participation posters when updates are provided by DHS to ensure employees, applicants, and the public to have the most recent and complete information regarding E-Verify.
- E-Verify recommends providing a copy of these posters with job application materials, either electronically or in hard copy.

The image shows two posters side-by-side. The left poster is titled "IF YOU HAVE THE RIGHT TO WORK" and features an American flag at the top. Below the flag, it says "DON'T LET ANYONE TAKE IT AWAY" and contains text about employment eligibility. The right poster is titled "This Organization Participates in E-Verify" and "Esta Organización Participa en E-Verify". It features the E-Verify logo and text in both English and Spanish explaining the company's participation in the E-Verify program. Both posters include the DHS seal and the phone number 800-897-7781.

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Rules and Responsibilities (continued)

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

- Use E-Verify to pre-screen an applicant for employment.
- Check the employment eligibility of an employee hired before the company signed the E-Verify MOU.
- Take 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.

NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.

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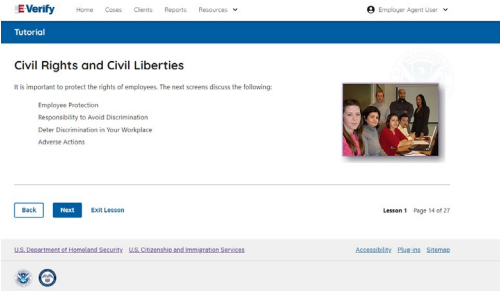
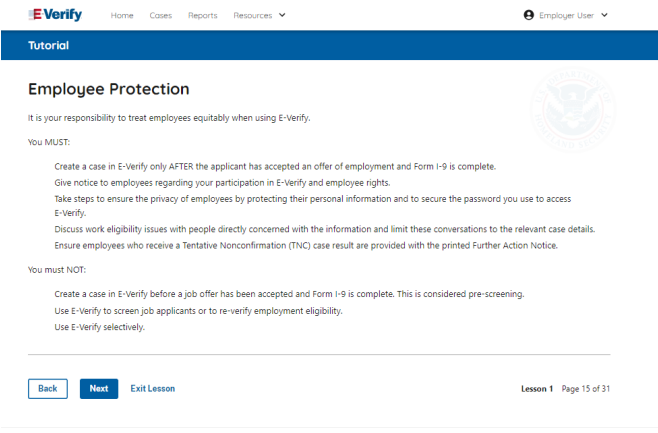
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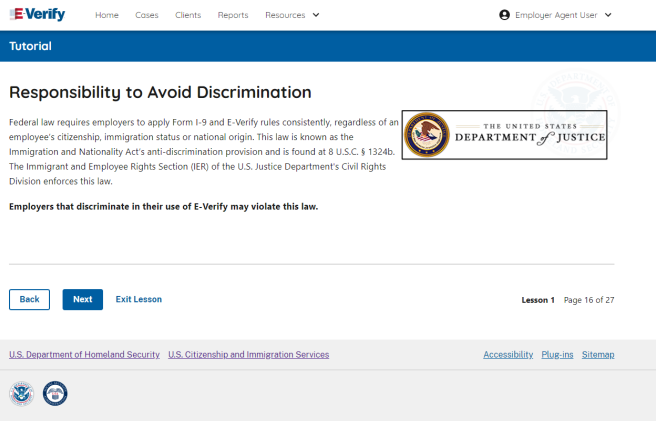
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Rules and Responsibilities – E-Verify Employer Must Not:

E-Verify Employer Agents participating in E-Verify **Must Not:**

- Use E-Verify to pre-screen an applicant for employment.
- Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo.
- Use E-Verify to discriminate against any job applicant or employee on the basis of their national origin, citizenship, or immigration status.
- Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU, except

	in certain instances such as employees of federal contractors with the FAR E-Verify clause. • Terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of a mismatch, until the mismatch becomes a Final Nonconfirmation. • Share user ID or password. NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.	
	Civil Rights and Civil Liberties Employee rights must be protected. The next screens discuss the following: • Employee Protection • Responsibility to Avoid Discrimination • Deter Discrimination in Your Workplace • Adverse Actions	
	Civil Rights and Civil Liberties - Employee Protection It is your responsibility to treat employees equitably when using E-Verify. You MUST: • Create a case in E-Verify only AFTER the applicant has accepted an offer of employment and Form I-9 is complete. • Ensure your clients give notice to employees regarding their participation in E-Verify and employee rights. • Create a case for a newly hired employee only after your client has completed Form I-9.	

	• Take steps to ensure the privacy of employees by protecting their personal information and to secure the password you use to access E-Verify. • Discuss employment eligibility issues with people directly concerned with the information and limit these conversations to the relevant case details. • Ensure employees who receive a mismatch are provided with the printed Further Action Notice. You must NOT: • Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening. • Use E-Verify to screen job applicants or to re-verify employment eligibility. • Use E-Verify selectively.	
 The screenshot shows the E-Verify 'Tutorial' page for 'Employer Agent User'. The title is 'Responsibility to Avoid Discrimination'. The text explains that federal law requires employers to apply Form I-9 and E-Verify rules consistently, regardless of an employee's citizenship, immigration status, or national origin. It references the Immigration and Nationality Act's anti-discrimination provision at 8 U.S.C. § 1324b and states that the Department of Justice's Civil Rights Division enforces this law. A warning states: 'Employers that discriminate in their use of E-Verify may violate this law.' Navigation buttons for 'Back', 'Next', and 'Exit Lesson' are present. The footer includes links to 'U.S. Department of Homeland Security', 'U.S. Citizenship and Immigration Services', 'Accessibility', 'Plugins', and 'Sitemap'.	Protecting Civil Rights and Civil Liberties: The Department of Justice’s Immigrant and Employee Rights Section (IER) The Immigration and Nationality Act’s anti-discrimination provision, found at 8 U.S.C. § 1324b, requires employers to apply Form I-9 and E-Verify rules consistently, regardless of an employee’s citizenship, immigration status or national origin. The Immigrant and Employee Rights Section (IER) of the U.S. Department of Justice Civil Rights Division enforces this law. Employers that discriminate in their use of E-Verify may be in violation of this law. For more information on how to avoid discrimination, contact IER’s Worker Hotline at 800-255-7688 (TTY: 800-237-2515) or visit justice.gov/ier.	 The seal of the U.S. Department of Justice is circular, featuring an eagle with wings spread, perched on a shield with red and white stripes. The words 'DEPARTMENT OF JUSTICE' are inscribed in a blue ring around the eagle. Below the eagle, the Latin motto 'QUI PRO DOMINA JUSTITIA SEQUITUR' is written. The seal is bordered by a gold rope-like pattern.
No image	Civil Rights and Civil Liberties – US Equal Employment Opportunity Commission (EEOC)	

You may not discriminate against employees because of race, color, religion, sex (including pregnancy, gender identify, and sexual orientation), national origin, age (40 or older), disability, or genetic information.

Employers that discriminate in their use of E-Verify may be in violation of this law.

For more information on how to avoid discrimination, contact EEOC at 800-669-4000 (TTY: 844-234-5122) or visit eeoc.gov.

Civil Rights and Civil Liberties - Deter Unlawful Discrimination in Your Workplace

Have your client display the DHS E-Verify Participation and DOJ Right to Work posters so prospective employees and new hires will see them.

In addition, make sure you comply with federal anti-discrimination requirements. For example:

- Do not treat applicants or employees differently based on their citizenship or immigration status, or based on their appearance, language, accent, or other national origin indicator.
- Do not ask an employee to show a specific document to prove their citizenship or immigration status for the Form I-9 process or for the E-Verify process.
- Do not request additional or different documents than are required to verify employment eligibility and identity, reject reasonably genuine-looking documents or specify certain documents over others.
- Do not use E-Verify selectively or to prescreen certain candidates based on employees’ or applicants’ citizenship, immigration status, or national origin.
- Do not, based on an employee’s citizenship status or national origin, take adverse action against an employee because of a mismatch or because the employee’s case is pending with the DHS or SSA.



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Adverse Actions

E-Verify prohibits you from taking adverse actions against employees based on the employee's decision to contest a Tentative Nonconfirmation (TNC) or because the employee's case is pending with DHS or SSA. Adverse actions include: terminating, suspending, withholding pay or training, delaying a start date or otherwise limiting his or her employment.

To avoid improper adverse actions, treat employees that choose to contest a case result as you would treat any other employee.

If you take adverse actions against job applicants or employees, you could face legal action, including civil penalties and back pay awards, and your participation in E-Verify may be terminated.



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Civil Rights and Civil Liberties – Adverse Actions

Employers must not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.

If the employee chooses not to take action on the mismatch, the employer may terminate employment with no civil or criminal liability as noted in Responsibilities of the Employer, Article II, Section A paragraph 13 of the MOU. The case can be treated as a Final Nonconfirmation, and the employer should close the case in E-Verify.

To avoid improper adverse actions, treat employees that choose to take action to resolve a mismatch as you would treat any other employee.

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Federal Contractor Requirements

There are specific Federal requirements for employers who are required to use E-Verify for federal contractors and subcontractors. These requirements are outlined in the Federal Acquisition Regulation (FAR) and the Federal Acquisition Regulation Supplement (FARS).

Employers who are required to use E-Verify for federal contractors and subcontractors must ensure that all new hires are E-Verified before they can be employed. This includes all new hires, regardless of whether they are working on a federal contract or not.



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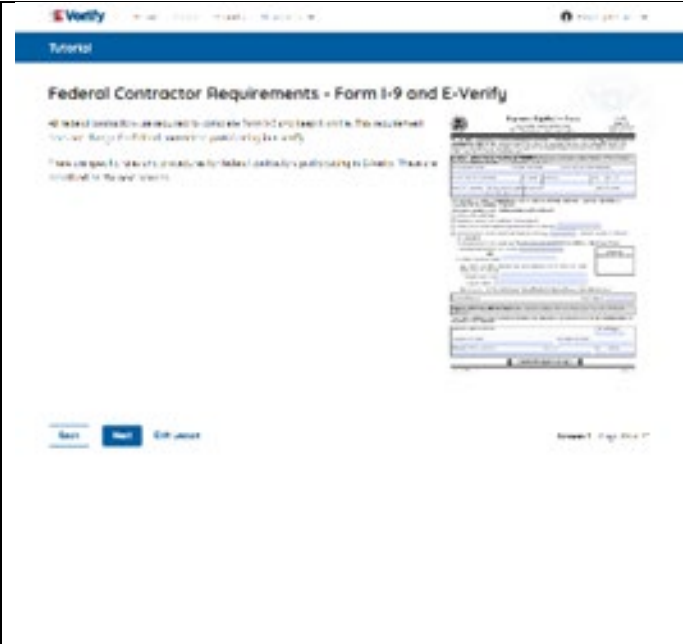
E-Verify and Federal Contractor Requirements

All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual for Employers and this tutorial.

Federal contractors with the FAR E-Verify clause have specific guidelines for:

- Exemptions and exceptions
- Timeframes for enrollment and use
- Contractors Already Enrolled in E-Verify
- Subcontractors and others

For detailed information on the guidelines and time periods, click View Essential Resources and review the [E-Verify Supplemental Guide for Federal Contractors](#).

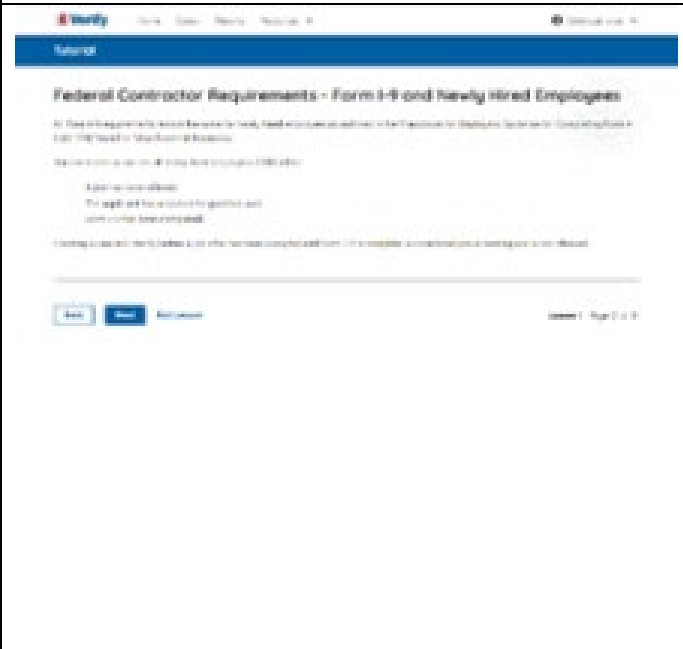
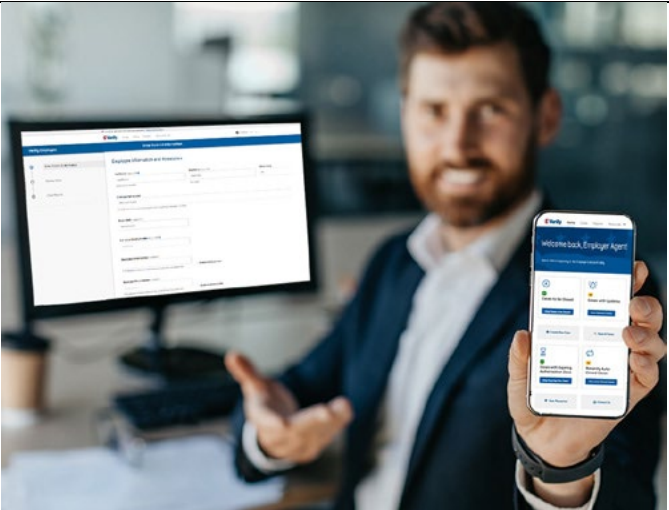


Federal Contractor Requirements – Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does **NOT** change for federal contractors enrolled in E-Verify.

There are specific rules and procedures for federal contractors participating in E-Verify. These are described on the next screens.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.



Federal Contractor Requirements – Verifying New Employees Using Form I-9

Newly hired employees must complete Form I-9 regardless of whether they are assigned to a federal contract.

Employers must comply with Form I-9 procedures found in the M-274 which is found in the View Essential Resources link on the navigation menu.

As a Federal Contractor, you also have additional employment verification requirements for Form I-9 that other E-Verify employers do not have.

For detailed information, click View Essential Resources and review the [Supplemental Guide for Federal Contractors, 2.1 Verifying New Employees using Form I-9](#).


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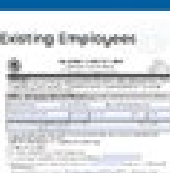
Federal Contractor Requirements - Form I-9 and Existing Employees

There are two main ways to determine if you are a federal contractor or subcontractor. The first is by checking your federal contract. The second is by checking your federal contract.

Verify existing employees
 Notify new federal contractors and subcontractors
 Verify new employees

For more information on I-9, click on the link below. For more information on I-9, click on the link below.

For more information on I-9, click on the link below. For more information on I-9, click on the link below.



Federal Contractor Requirements – Verifying Existing Employees using Form I-9

Federal contractors must follow specific rules which relate to Form I-9 and existing employees.

To comply with the FAR rule, you must verify all new hires and existing employees assigned to a covered contract. You may also choose to verify your entire workforce.

For detailed information, click [View Essential Resources](#) and review the [Supplemental Guide for Federal Contractors, 2.2 Verify Existing Employee using Form I-9](#).

[illegible]

Federal Contractor Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 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 confirming that their employee's Form I-9 information matches official government records that E-Verify can access, thereby ensuring a legal workforce.

NOTE: To view or download Form I-9, click [Form I-9](#). For more information on Form I-9 procedures, review the [Handbook for Employers: Guidance for Completing Form I-9 \(M-274\)](#) which is also located in View Essential Resources.


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Form I-9: Section 1 - Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary and rehires, **MUST** have an SSN.



IMPORTANT!: If an employee does NOT have an SSN, he or she must obtain one from the Social Security Administration (SSA). This delays the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 and during the verification process. You must create a case in E-Verify as soon as the employee has received an assigned SSN from SSA.

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Form I-9 and E-Verify – Form I-9, Section 1 – Overview

Newly hired employees must complete Section 1 of Form I-9 in its entirety. Providing a Social Security number (SSN) on Form I-9 is usually voluntary but newly hired employees of employers participating in E-Verify are required to provide an SSN on Form I-9. Therefore, all newly hired employees, including seasonal, temporary, and rehires, **MUST** provide an SSN.

IMPORTANT: If an employee does NOT provide an SSN, they must obtain one from the SSA. This can delay the 3-day requirement to create a case in E-Verify. Employers must note the reason for this delay on the employee's Form I-9 during the verification process. You must create a case in E-Verify as soon as the employee has received an their SSN from SSA.


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Form I-9: Section 2 - Overview

Employees must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.



IMPORTANT: You may NOT specify which documents from the list of acceptable documents on Form I-9 an employee may choose to present.

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Form I-9 and E-Verify – Form I-9, Section 2 – Overview

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, you must examine documents that prove the identity and employment eligibility of the newly hired employee.

Important: You may **NOT** specify which document(s) from the list of acceptable documents on Form I-9 and employee may choose to present.

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Form I-9: Section 2 - Overview (continued)

An employer may accept one document from List A, which proves both identity and employment eligibility, or a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.



IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo. If an employee doesn't have a photo on their List B document, contact E-Verify Customer Support. E-Verify Customer Support is available Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays at 888-464-4276.

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Form I-9 and E-Verify – Form I-9, Section 2 – Documents

An employer may accept one document from List A, which proves both identity and employment eligibility, **or** a combination of documents from List B, which proves identity, and List C, which proves employment eligibility.

IMPORTANT: Any List B document(s) presented to an employer participating in E-Verify **MUST** contain a photo.

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Verification Process Overview

The E-Verify employment eligibility verification process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of your client's employee's work eligibility. 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.

REMINDER: E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify with the information in DHS and SSA records.

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Verification Process Overview

The E-Verify employment eligibility confirmation process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of the status of the E-Verify case as well as your client’s employee's work eligibility. Case results can be initial, interim, or final.

If you determine the information is the case is incorrect, close the case and create a new case with correct information.

Every case must be closed.

REMINDER: E-Verify confirms employment eligibility by comparing the employee's Form I-9 information entered in E-Verify to official government records that E-Verify can access.

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Initial Verification Case Results - Overview

After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify. How you communicate a case result with your client is between you and your client.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. It's that easy!
Tentative Nonconfirmation (TNC)	Information does not initially match with SSA or DHS records. Additional action is required.
DHS Verification in Process	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.

Each case result is unique, and may or may not require additional action by you and/or the employee.

Additional information on initial case results and next steps are addressed throughout this tutorial.

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Verification Process - Initial Verification Case Results Overview

After Form I-9 information has been entered into E-Verify, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched with official records. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.

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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.
An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
SSA or DHS Tentative Nonconfirmation	Information did not match with SSA or DHS records. Additional action is required.
Review and Update Employee Data	A prompt to review, update and resubmit the employee's Form I-9 information.
DHS Verification in Process	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
SSA or DHS Case in Continuance	The employee has visited an SSA field office or contacted DHS but more time is needed to determine a final case result.

Each case result is unique, and may or may not require additional action by you and/or the employee.
Additional information on interim case results and next steps are addressed throughout this tutorial.

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Verification Process – Interim Verification Case Results Overview

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS and/or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

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Final Case Results - Overview

A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process.

An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records. It's that easy!
SSA or DHS Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within the eight Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

Additional information on final case results and next steps are addressed throughout this tutorial.

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Verification Process – Final Case Results Overview

An overview of the final case results is listed in the table below.

Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.



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Summary

Congratulations! You have completed Lesson 1 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

Describe the background and overview of E-Verify

Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information

Recognize Civil Rights and Civil Liberties

Identify federal contractor requirements

Recognize Form I-9 procedures and how they relate to E-Verify

Recognize the verification process and case results

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Summary

Congratulations! You have completed Lesson 1 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

- Describe the E-Verify and Federal Contractor Background
- Describe the E-Verify and E-Verify Employer Agent Overview
- Carry out and comply with rules, responsibilities, and guidelines for protecting privacy and personal information
- Recognize Civil Rights and Civil Liberties
- Identify E-Verify and federal contractor requirements
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results

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Lesson 2: Initial Verification

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✔ LESSON COMPLETED Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results Review Lesson 2	Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results	

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Initial Verification

Welcome to Lesson 2 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:

E-Verify Home Page

Enter Form I-9 Information

Initial Verification Results

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Initial Verification

Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial E-Verify Employers Agents of Federal Contractors. In this lesson, you will learn about:

- E-Verify Home Page
- Enter Form I-9 Information
- Initial Verification Results

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Learning Objectives

Upon completing this lesson, you should be able to:

Recognize the E-Verify home page

Use Form I-9 information to create an employment eligibility case in E-Verify

Recognize initial case results

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Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize the E-Verify home page
- Use Form I-9 information to create a case in E-Verify
- Recognize initial case results

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E-Verify Home Page

Any time you log into E-Verify, you are provided your user home page. Your user home page has important information and navigation links that you should become familiar with. To do this, review the information in the table below as it relates to the screen shot.

Important home page areas to be familiar with include the following:

1	Welcome to E-Verify	Click 'New Case' or 'Verify Employee' to start the verification process.
2	E-Verify News	Provides important information and updates about E-Verify.
3	E-Verify Navigation Menu	Specific navigation links vary depending upon the user.
4	Case Alerts	Alerts you of actions needed to complete the E-Verify process.

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E-Verify Home Page

Each time you log in to E-Verify you will see a welcome back banner with your name and company listed.

Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Directly below the case alert boxes are convenient quick links in gray boxes, including Create New Case, Search Cases, View Resources and Contact Us.

Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page and provide additional information about each link.

Navigation buttons above the banner include:

MENU	FUNCTIONS
Home	Employer Agent User Home Page
Cases	- Search Cases - View All Cases - Create New Case
Clients	- Search Cases - Client Company Terminate Account - Add New Company
Reports	Run Reports
Resources	- View Essential Resources - Take Tutorial - View User Manual - E-Verify News - Contact Us
Account Options	- Company Account - User Account - Log Out

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Create a Case

After the employee completes Form I-9, your 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 new hire.

The hire date is the first day of employment in exchange for wages or other remuneration, previously referred to as the "date on which the employee began employment." For the hire date in e-Verify, enter the employer's first day of employment' date from the 'Certification' in Section 2 of the employer's Form I-9 circled below.

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

If the employer'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 may, however, make a correction to the Section 2, Certification date on the employer's Form I-9 if the employer's hire date changes. Consult the "handbook for Employers: Guidance for Completing Form I-9 (M-274)" for more information.

The next screens instruct you on how to create a case in e-Verify.

NOTE: Employees hired on or before November 6, 1986 are not subject to Form I-9 and, therefore, may not have a case created in e-Verify based on this employment.

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Create an E-Verify Case

The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and Form I-9 is complete. After the Form I-9 is complete, your 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.

You can find the employee's first day of employment in Section 2 of Form I-9. The employee's first day of employment is circled below.

Certification: I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.

The employee's first day of employment (mm/dd/yyyy): mm/dd/yyyy (See instructions for exemptions)

Signature of Employer or Authorized Representative	Today's Date (mm/dd/yyyy)	Title of Employer or Authorized Representative
Last Name of Employer or Authorized Representative	First Name of Employer or Authorized Representative	Employer's Business or Organization Name
Employer's Business or Organization Address (Street Number and Name)		City or Town
		State
		ZIP Code

If the employee’s first day of employment changes after you have created the case in E-Verify, no additional action is required in E-Verify as you cannot change that date once you’ve created the case. You must, however, make a correction to the date recorded in the certification block of Section 2 of the employee’s Form I-9 if the employee’s first day of employment changes. Annotate the correction with your initials and the date you made the correction.

Review the [Handbook for Employers: Instructions for Completing Form I-9 \(M-274\)](#) or [I-9 Central](#) for more information.

NOTE: Employees hired on or before Nov. 6, 1986, are not subject to Form I-9 and therefore, may not have a case created in E-Verify based on this employment.

Getting Started

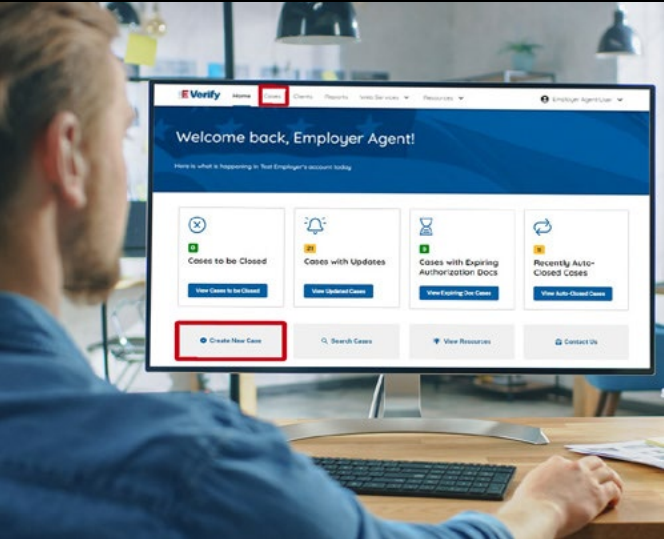
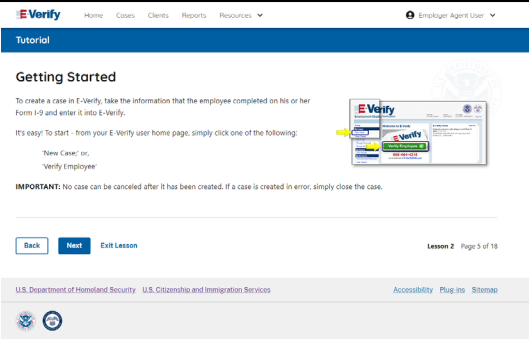
To create a case in E-Verify, use the information from the employee’s Form I-9 and enter it into E-Verify.

From the E-Verify home page:

Click **Cases** above the banner and select **Create New Case**; or

Click **Create New Case** quick link, in gray box below the case alerts.

IMPORTANT: No case can be deleted after it has been created. If a case is created in error, simply close the case. All draft cases will be automatically closed after 180 days.



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Enter Form I-9 Information

After you have selected 'New Case' or 'Verify Employee,' you have started to create a case in E-Verify.

Use the information on the employee's Form I-9 to complete the steps on each screen, listed for you below.

Select the citizenship status that the employee chose in Section 1 of Form I-9 and click 'Continue.'

Select the information provided in Section 2 of Form I-9 and click 'Continue.'

When 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. Make the correct selection and click 'Continue.'

When you select 'Driver's license or ID card issued by a U.S. state or outlying possession,' E-Verify will prompt you to select the document name and state. Make the correct selection and click 'Continue.'

Enter all required fields (marked with *) and click 'Continue.'

When the employee provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about his or her E-Verify case.

NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol.

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Enter Form I-9 Information

Enter the employee’s information from Section 1 of Form I-9. If you do not enter required information, or enter non-standard information, E-Verify generates a field error message and you must enter the required information to continue with the case.

In the Enter Form I-9 Information screen:

- Complete the Employee Information and Attestation section;
- If the employee provided an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about their E-Verify case;
- Click **Continue**;
- Choose the appropriate option for citizenship or immigration status;
- Click **List A Document** or **List B & C Document** when asked what documents the employer or authorized representative reviewed and verified;
- Select document(s) types from drop down list;
- Enter Document Number (if applicable);
- Enter Expiration Date (if applicable); and
- Click **Continue**.

NOTE: Additional information is available in the form of helper text. To access this information, simply click any helper text symbol.

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Enter Form I-9 Information (continued)

When appropriate, E-Verify prompts you to enter the reason you have not created a case within 3 business days of hire. Select the appropriate response and click 'Continue.'

REMINDER: The hire date is the first day of employment in exchange for wages or other remuneration as entered into the 'employee's first day of employment' date from the 'Certification' in Section 2 on Form I-9. The E-Verify case may be created before the employee begins work for as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter into the hire date field in E-Verify is the Section 2 'Certification' date from the employee's Form I-9.

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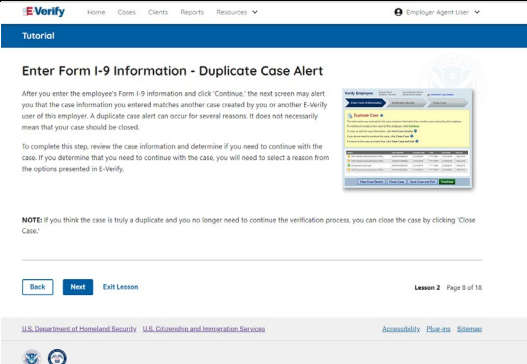
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Enter Form I-9 Information – Additional Case Details

Under the Additional Case Details section, type the employee’s first day of employment as recorded in Section 2 of Form I-9 into the Employee’s First Day of Employment field. Alternatively, you may click **Today**, **1 Day Ago**, or **2 Days Ago** and the corresponding date automatically populates in the Employee’s First Day of Employment field.

If the case is being created 3 or more days past the employee's first day of employment, you must provide a reason for the delay. Select the appropriate reason from the drop-down menu or if **Other** is selected, E-Verify requires you to type the reason in the Reason for Delay text box and click **Continue**.

REMINDER: The employee's first day of employment is the date the employee begins working in exchange for wages or other remuneration. That date should be entered as the employee's first day of employment date from the certification block in Section 2 on Form I-9. The E-Verify case may be created before the employee begins work for pay as long as the employee has accepted an offer of employment and Form I-9 is complete. In these situations, the date you should enter in the hire date field in E-Verify is the date recorded in the certification portion of Section 2 from the employee's Form I-9.

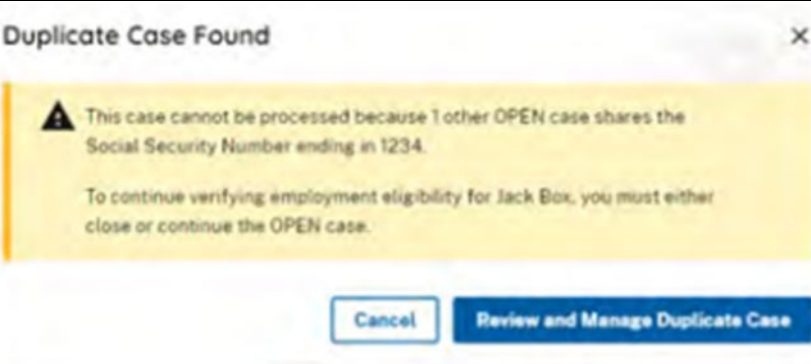


Enter Form I-9 Information – Duplicate Case Alert

After you enter the employee's Form I-9 information and click **Continue**, the next screen may alert you that the case information you entered matches another case created by you or another E-Verify user of this employer. A duplicate case alert can occur for several reasons. It does not necessarily mean that your case should be closed.

If you receive a new duplicate case alert, you must close all open duplicate cases created for this employee before either this or another case can proceed:

- Select **Review and Manage Duplicate Cases** to see a list of all duplicate cases (open and closed).
- To close an individual case, click **Close Case**.
- Select **Cancel** if you wish to completely discontinue with this case that you have started. Nothing will be saved).
- To continue with a previously created open duplicate case, click **Continue Case**.
- If you decide to continue processing a duplicate case listed in this alert, you must select a reason for continuing a duplicate case.



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Enter Form I-9 Information - Check Information

In some cases, after you enter the employee's Form I-9 information and click 'Continue,' the next screen asks you to check the employee's information before E-Verify provides an initial case result.

To complete this step, ensure that the information you entered in E-Verify matches with the employee's Form I-9. The information you entered in E-Verify **MUST** match with the employee's Form I-9.

After this information is verified and/or corrected, click 'Continue.'

NOTE: If you think you have made an error or no longer need to continue the verification process, you can close any case by clicking 'Close Case.'

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Enter Form I-9 Information – Review Case

In some cases, after you enter the employee's Form I-9 information and click **Continue**, the Review Case screen asks you to check the employee's information before E-Verify provides an initial case result.

To complete this step, you must ensure that the information you entered in E-Verify matches the employee's Form I-9.

- You can change information before receiving case results by clicking **Edit Case Details**;
- After this information is verified or corrected, click **Submit Case**;
- If you need more time, click **Save and Exit**; or
- If you think you have made an error or no longer need to continue the verification process, you can click **Close Case** and the case will automatically close without being submitted.

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Enter Form I-9 Information - Error: Unexpired Document Required

If an expired U.S. Passport, Passport Card or driver's license was entered, E-Verify will display the 'Error: Unexpired Document Required' screen. 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.

To start a new case, 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. First, obtain an unexpired document and then re-enter the case in E-Verify. Then, E-Verify will verify the employment eligibility of this employee.

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Enter Form I-9 Information - Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches DHS records.

The photo matching step happens automatically. This may occur when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion.

NOTE: You will need to get a clear copy of the employee's Form I-9 document from your client.

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Enter Form I-9 Information – E-Verify Photo Matching

In some cases, E-Verify prompts you to compare the photo on an employee's Form I-9 photo document with a photo displayed on the E-Verify screen. This helps you ensure that the document provided matches government official records.

The photo matching step happens automatically when an employee presents a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551, also known as a Green Card), or an Employment Authorization Document (Form I-766) for Form I-9 completion.

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Enter Form I-9 Information - Photo Matching (continued)

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, account for minor variances in shading and detail and select:

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.

OR

No: the photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

Then, click 'Continue.'

NOTE: 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.

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Enter Form I-9 Information – E-Verify Photo Matching Overview

Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee's Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

Determine if the photos appear reasonably identical, accounting for minor variances in shading and detail, then select:

Yes, this photo matches - 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, this photo does not match - The photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

OR

No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. You should select this option when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.

Then, click **Continue to Case Results**.

Review the [E-Verify User Manual, 2.2.2 E-Verify Photo Matching](#) for more information.

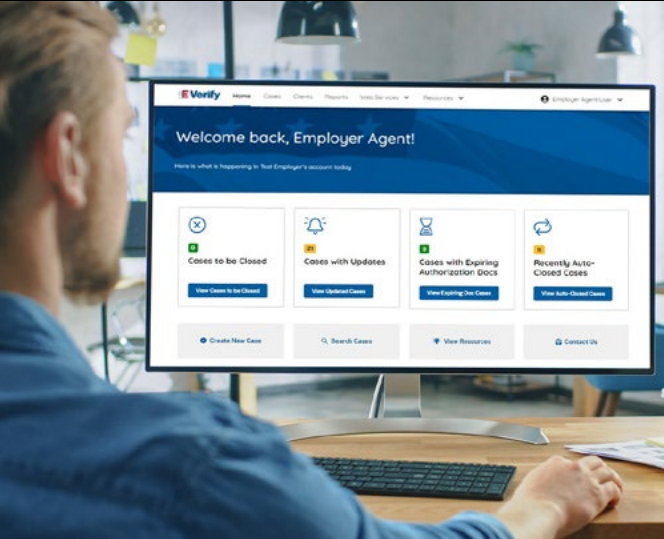
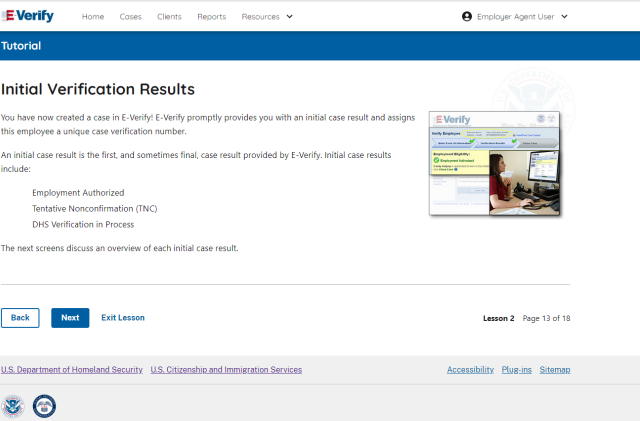
Verification Process - Initial Verification Case Results Overview

After you enter Form I-9 information into E-Verify and submit the information to create the case, E-Verify promptly provides you an initial case result. An initial case result is the first, and sometimes final, case result provided by E-Verify.

An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched official government records. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records. Additional action is required.
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.



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Tentative Nonconfirmation (TNC)

A Tentative Nonconfirmation (TNC) means that the employee's information does not initially match with Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) records.

There are two types of TNCs:

SSA Tentative Nonconfirmation (SSA TNC)

DHS Tentative Nonconfirmation (DHS TNC)

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

This case result is also considered an interim case result because it requires additional action by you and the employee.

The next lesson discusses the steps required for a TNC.

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Tentative Nonconfirmation (Mismatch) – Process Overview

The Tentative Nonconfirmation (mismatch) process can be simple; however, it requires action by you and the employee.

Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Download the Further Action Notice.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct.
- If the information is incorrect, select the statement indicating the information was not correct and close the case. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case if your employee tells you they will take action to resolve the mismatch and refer the case to DHS and/or SSA.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

Review the [E-Verify User Manual, 3.3 Tentative Nonconfirmation \(Mismatch\)](#) for more information.

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DHS Verification in Process

A case result of 'DHS Verification in Process' means that the employee's information did not initially match DHS records. E-Verify automatically sends this case to DHS for further verification.

'DHS Verification in Process' does not require action. DHS responds within 3 Federal Government working days with an updated case result. You can review the result through Case Alerts on your E-Verify user home page. Your next step is determined by the case result provided.

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Delete – now covered on Verification Process - Initial Verification Case Results Overview slide

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Summary

Congratulations! You have completed Lesson 2 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

Recognize the E-Verify home page

Use Form I-9 information to create an employment eligibility case in E-Verify

Recognize initial case results

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Summary

Congratulations! You have completed Lesson 2 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

Recognize the E-Verify home page

Use Form I-9 information to create a case in E-Verify

Recognize initial case results.

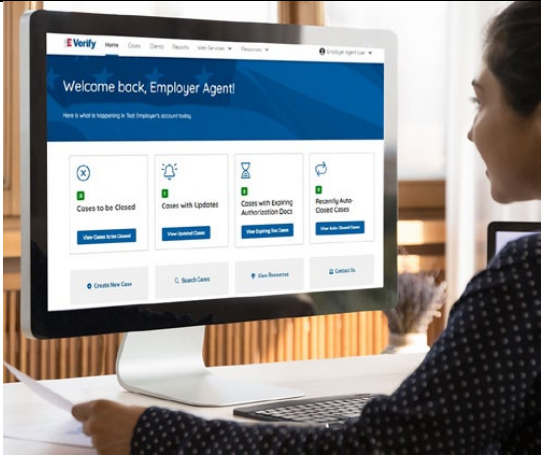
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Lesson 3: Interim Case Results

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[Interim Case Results-Overview](#)
[SSA and DHS Tentative Nonconfirmation](#)
[Review and Update Employee Data](#)
[DHS Verification in Process](#)
[SSA/DHS Case in Continuance](#)

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✔ LESSON COMPLETED Lesson 3: Interim Case Results Interim Case Results Interim Case Results -Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Review Lesson 3	Lesson 3: Interim Case Results Interim Case Results Interim Case Results – Overview DHS and SSA Tentative Nonconfirmation (Mismatch) E-Verify Needs More Time DHS or SSA Case in Continuance	
E-Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Interim Case Results Welcome to Lesson 3 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below: Interim Case Results SSA and DHS Tentative Nonconfirmation (TNC) Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance Next Exit Lesson Lesson 3Page 1 of 17 	Interim Case Results Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about these E-Verify topics: - Interim Case Results - DHS and SSA Tentative Nonconfirmation (Mismatch) - E-Verify Needs More Time - DHS or SSA Case in Continuance	

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Learning Objectives

Upon completing this lesson, you should be able to:

- Complete an SSA and DHS Tentative Nonconfirmation
- Recognize interim case results
- Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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Learning Objectives

Upon completing this lesson, you should be able to:

- Complete a DHS and SSA Tentative Nonconfirmation (Mismatch);
- Recognize interim case results
- Describe E-Verify interim case results:
 - E-Verify Needs More Time; and
 - DHS or SSA Case in Continuance
- Complete Photo Matching Process



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Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide a final case result. All cases must receive a final case result. You must close every case to complete the E-Verify process.

Interim case results include:

- SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation
- Review and Update Employee Data
- DHS Verification in Process
- SSA Case in Continuance and DHS Case in Continuance

The next screens discuss each case result in detail.

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Verification Process - Interim Verification Case Results

An interim case result requires additional action before E-Verify can provide you with a final case result.

An overview of the interim case results is listed in the table below.

Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records. Additional action is required.
E-Verify Needs More Time	DHS cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.
DHS or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case driver's license result. No action is required until further notice from E-Verify.

Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on interim case results and next steps are addressed throughout this tutorial.

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SSA and DHS Tentative Nonconfirmation

A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States.

The table below provides possible reasons a TNC may occur.

SSA TNC	- Citizenship or immigration status was not updated with SSA - Name change was not reported to SSA - Name, SSN or date of birth is incorrect in SSA records - SSA record contains another type of error - Information was not entered correctly by the employer
DHS TNC	- Name, A-number and/or I-94 number are incorrect in DHS records - U.S. Passport, Passport Card or driver's license information could not be verified - ID photo document differs from the photo in DHS records - 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

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DHS and SSA Mismatch

A Department of Homeland Security (DHS) and/or Social Security Administration (SSA) mismatch means that the employee's information does not match official government records.

A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States.

The table below provides some possible reasons a mismatch may occur.

DHS MISMATCH	- Name, A-number and/or I-94 number are incorrect in DHS records - U.S. Passport, Passport Card or driver's license information could not be verified - ID photo document differs from the photo in DHS records - 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
SSA MISMATCH	- Citizenship or immigration status was not updated with SSA - Name change was not reported to SSA - Name, SSN, or date of birth is incorrect in SSA records - SSA record contains another type of error - Information was not entered correctly by the employer



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Tentative Nonconfirmation (TNC) - Process Overview

The TNC process can be simple; however, it requires action by you, your client and the employee.

First, your client must notify the employee in private of the TNC case result. To do this, you print the Further Action Notice and provide it to your client to review and sign. This Notice provides additional instruction to your client and the employee on next steps.

The next step is driven by the employee's choice to:

CONTEST - take action; or,

NOT CONTEST - not take action

If the employee chooses to contest, then you refer him or her to either SSA or DHS. The Further Action Notice provides additional instruction to your client and the employee on next steps.

After the employee is notified and referred, E-Verify provides you an updated case result within 10 Federal Government working days.

The next screens walk you through the TNC process in detail.

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Mismatch – Process Overview

The mismatch process can be simple; however, it requires action by you, your client, and the employee.

E-Verify employer agent, client and employee must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Give your employee a copy of the Further Action Notice.
- Review the Further Action Notice with your employee in private and have them confirm whether the information listed is correct.
- If the information is incorrect, close the case and select the statement indicating the information was not correct. After the case is closed, create a new case for your employee with the correct information.
- If the information is correct, the employee will decide whether to take action on the mismatch. Tell your employee they have 10 days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

The next screens walk you through the mismatch process in detail.

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Begin the TNC Process

When E-Verify provides a case result of SSA or DHS Tentative Nonconfirmation (TNC), you start the TNC process when you click 'Continue' from the verification result page.

The next screens take you through the steps listed below:

Notify Employee of TNC

Confirm Employee Decision

Refer Employee or Close Case

Check for Case Status Updates

Enter: Pass ID Invalid

No Action Results

Close Case

Employment Eligibility

USA Tentative Nonconfirmation (TNC)

The employee does not meet the requirements for employment in the United States. However, the employee has the opportunity to contest the TNC and may not take adverse action against the employee until the TNC is resolved. The employee must provide the TNC and the TNC case is pending.

It is suggested that you provide the employee the opportunity to contest the TNC.

If you created this case in error or no longer need to continue this verification, click [Close Case](#).

If you created this case in error or no longer need to continue this verification, click [Close Case](#).

Close Case

Close Case

Continue

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Mismatch - Begin Mismatch Process

If E-Verify provides a case result of DHS and/or SSA mismatch, you will begin the mismatch process. The next screens take you through the steps listed below:

The next screens take you through the steps listed below:

- Notify Employee of Mismatch
- Confirm Employee Decision
- Refer Employee or Close Case
- Check for Case Status Updates

IMPORTANT: A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. You **MUST** provide the employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.

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Notify the Employee of the TNC – Further Action Notice

The first step is to notify the employee of a TNC as soon as possible.

To notify the employee, follow the steps listed below:

Select a language to print the Further Action Notice and click "Print Notice."

Send the Further Action Notice to the employer and instruct them to review the Further Action Notice privately with the employee.

Indicate that the employee has been notified by selecting the check box "I have notified this employee of the TNC."

NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under "View Essential Resources," accessible on your user home page.

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Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice

The first step is to have your client notify their employee of their mismatch result as soon as possible within the 10 days.

To notify the employee, follow these steps:

- Select a language to print the Further Action Notice and click Download Further Action Notice.
- Send the Further Action Notice to your client and instruct them to review the Further Action Notice privately with the employee.

NOTE: A sample of the Further Action Notice is available any time you log into E-Verify under View Essential Resources, accessible on your user home screen.

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Confirm Employee Decision

The next step is to confirm the employee's decision to contest or not contest the TNC.

The employee chooses to contest or not contest the case result and acknowledges this decision on the Further Action Notice.

To confirm the employee's decision:

Instruct the employer to have the employee indicate whether he or she will contest or not contest the TNC on the Further Action Notice.

Ensure that the employer and the employee sign and date the English version of the Further Action Notice.

Instruct the employer to give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.

If your employee chooses to not contest the TNC and take no further action, then you can close the case and employment can be terminated with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

A sample of the Further Action Notice is available in "View Essential Resources."

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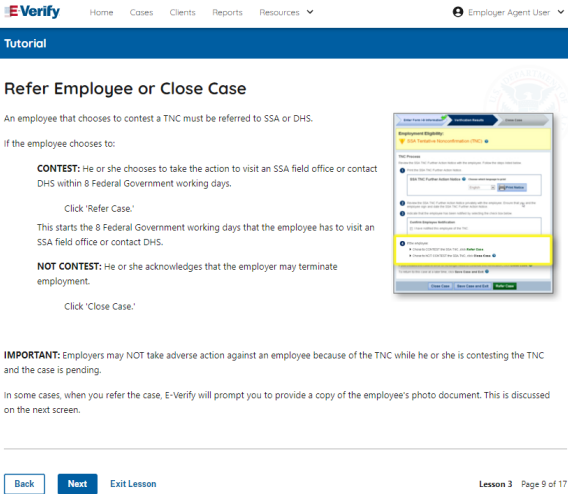
Mismatch – Confirm Employee Decision

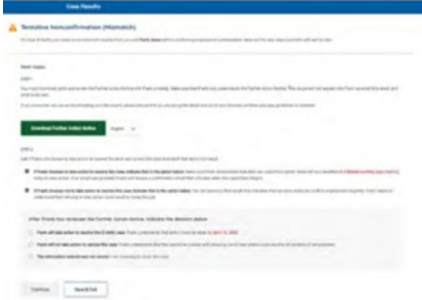
The next step is to confirm the employee’s decision to take action to resolve the mismatch or not take action to resolve the mismatch.

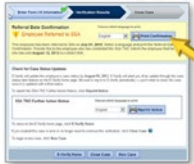
The employee chooses whether they will take action or not to resolve the mismatch and acknowledges this decision on the Further Action Notice.

To confirm the employee's decision:

- Have the employee indicate on the Further Action Notice whether they will take action to resolve the mismatch.
- Ensure that you and the employee sign and date the English version of the Further Action Notice.
- Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.
- If the employee chooses to take action to resolve the mismatch, make the appropriate selection on the case and click **Continue**.
- Download the Referral Date Confirmation and provide a copy to the employee. The Referral Date Confirmation provides the date by which the employee must call DHS and/or visit SSA. The employee should bring the Further Action Notice when they visit a SSA field office.

	• If your employee chooses to not to take action to resolve the mismatch or does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee. A sample of the Further Action Notice is available in View Essential Resources.	
	Mismatch – Refer Employee or Close Case • Ask the employee if they will choose to take action to resolve the mismatch or not and indicate their choice. ○ The employee chooses to take action to resolve this case. ○ The employee chooses not to take action to resolve this case. • Indicate the employee’s decision below: ○ The employee will take action to resolve this E-Verify case. The employee understands that action must be taken by {date will auto populate}. ○ The employee will not take action to resolve this case. The employee understands that this cannot be undone and choosing not to take action could result in termination of employment. ○ The information entered was not correct. I am choosing to close this case. • Click Continue or Save & Exit. IMPORTANT: In some cases, when you refer the case, E-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next slides.	
	E-Verify Photo Matching Overview E-Verify photo matching will prompt the E-Verify user to compare the employee’s photo document with a photo displayed during creation of the E-Verify case. This helps ensure that the document the employee provided for Form I-9 matches records available to DHS. The four List A documents that will trigger photo matching are: • U.S. passport; • U.S. passport card; • Permanent Resident Card (Form I-551); and • Employment Authorization Document (Form I-766). When the employee presents one of these documents, employers must copy the front and back of the document (or in the case of a U.S. passport, copy the Passport ID screen and the Passport Barcode page) and retain the copies with Form I-9.	

	E-Verify Photo Matching – Process To match photos, compare the photo displayed by E-Verify to the photo on the employee’s actual document or a copy of the employee’s document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail based upon the age and wear of the employee’s document. Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the photo on the document to the employee during Form I-9 completion and prior to creating the E-Verify case. Photo Matching - Process Overview provides a summary.	
	E-Verify Photo Matching – Review Case You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee’s document. You will check the appropriate answer: • Yes, this photo matches - The photo on the employee's actual document or copy of the document 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, this photo does not match - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or • No photo displayed - No photo was displayed for the E-Verify user to compare with the employee’s document provided. This option should be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.	
	E-Verify Photo Matching – Case Results • For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the Passport ID screen and the Passport Barcode page. • If you select No, this photo does not match or No photo displayed, E-Verify prompts you to upload a photo of your employee’s document and click Continue. • If you select Save & Exit, any uploaded documents will not be saved and must be uploaded again. Click Continue or SAVE & Exit.	

	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. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.	
 E-Verify Home Cases Clients Reports Resources Employer Agent User Tutorial Referred Employee Once the employee has chosen to contest and you click 'Refer Case,' print the Referral Date Confirmation and provide it to the employer. Instruct the employer to provide the Referral Date Confirmation to the employee. The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which he or she must visit SSA or contact DHS.  IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if he or she chooses to visit an SSA field office. Back Next Exit Lesson Lesson 3 Page 11 of 17	Mismatch – Referred Employee Once the client informs you the employee has chosen to take action to resolve the case and you indicate the employee will take action to resolve this case in E-Verify, print the Referral Date Confirmation and send it to the client. Instruct your client to provide the Referral Date Confirmation to the employee. The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which they must contact DHS and/or visit a SSA field office. IMPORTANT: The employee must present a copy of the signed Further Action Notice to SSA if they choose to visit an SSA field office.	

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TNC Process Summary

Below is a summary of actions required of you, your client and the employee during the TNC process.

YOUR ACTION

Notify employer of TNC case result

Print Further Action Notice and send to employer

Instruct employer to review Further Action Notice privately with the employee

Instruct employer to have employee indicate whether he or she will contest the TNC on the Further Action Notice

Instruct employer and employee to sign and date Further Action Notice after the employee has indicated choice

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

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

If the employee contests:

Print the Referral Date Confirmation and provide it to the employer

THE CLIENT'S ACTION

Review the Further Action Notice privately with your employee

Have your employee indicate whether he or she will contest the TNC on the Further Action Notice

Instruct employee to sign and date Further Action Notice

Sign and date the Further Action Notice after your employee has indicated his or her choice

Provide copy of signed Further Action Notice to employee

Keep original signed Further Action Notice on file with employee's Form I-9

Send a copy of the Further Action Notice to the E-Verify employer agent

If the employee chooses to contest the TNC, provide him or her with the Referral Date Confirmation

THE EMPLOYEE'S ACTION

Decide to contest or not contest and indicate choice on signed Further Action Notice

Acknowledge receipt of TNC by signing and dating Further Action Notice

Take next action based on decision to contest or not to contest

If he or she contests:

Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days

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Mismatch Process Summary

Below is a summary of actions required of you, your client and the employee during the mismatch process.

YOUR ACTION
• Notify your employee of their mismatch result as soon as possible within the 10 day government working day after E-Verify issued the mismatch. • Confirm employee's choice to take action to resolve the case or not. • Instruct employee to sign and date Further Action Notice. • Keep original signed Further Action Notice on file with Form I-9. • If employee chooses to take action to resolve the case, refer employee. • Print the Referral Date Confirmation and provide it to the employee. • If prompted, attach and upload a copy of employee's Form I-9 photo document (from SSA field office) to E-Verify. • If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may tell the employee.
THE CLIENT'S ACTION
• Review the Further Action Notice privately with the employee as soon as possible within 10 day government working days after E-Verify issued the mismatch case result. • Have the employee indicate whether they will take action to resolve the mismatch on the Further Action Notice. • Instruct employee to sign and date Further Action Notice. • Sign and date the Further Action Notice after their employee has indicated their choice. • Provide copy of signed Further Action Notice to employee. • Keep original signed Further Action Notice on file with employee's Form I-9. • Send a copy of the Further Action Notice to you (the E-Verify employer agent). • If the employee chooses to take action to resolve the mismatch, provide them with the Referral Date Confirmation.
THE EMPLOYEE'S ACTION
• Decide to take action or not to resolve their mismatch within 10 days of issuance and indicate choice on Further Action Notice. • Acknowledge receipt of mismatch by signing and dating the Further Action Notice. • Take next action based on decision to take action to resolve case or not. • If the employee decides to take action to resolve the mismatch, contact DHS or visit SSA field office with a copy of the Further Action Notice within 8 federal government working days.

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Check for Case Status Updates

Once your client informs the employee that the case is referred, you have completed the TNC process.

Next, E-Verify provides a case result update through Case Alerts on your user home page within 10 Federal Government working days.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

You or your client may NOT ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.



NOTE: You can search for the case using 'Search Cases' on the left navigation menu.

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Mismatch - Check for Case Status Updates

Once your client informs the employee that the case is referred, you have completed the mismatch process.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

You or your client may **NOT** ask the employee for additional evidence or confirmation that DHS and/or SSA resolved their case.

NOTE: You can select Cases to search for your case.

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Review and Update Employee Data

E-Verify provides a case result of 'Review and Update Employee Data' when SSA finds a discrepancy in the information from an E-Verify referral.

'Review and Update Employee Data' happens because of typographical errors and/or incorrect information provided on Form I-9.

This requires that you or your client review the information the employee completed on Form I-9 with the employee, correct any errors and click 'Continue.'

Check E-Verify periodically for a change in case result. E-Verify informs you of a change of status through Case Alerts on your user home page. Your next step is determined by the case result provided.



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DHS Verification in Process

A case result of 'DHS Verification in Process' is both an initial and interim case result and does not require action by you. E-Verify automatically sends this case to DHS for further verification.

DHS responds within 3 Federal Government working days with an updated case result through Case Alerts on your E-Verify user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.



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E-Verify Case Result - E-Verify Needs More Time

A case result of E-Verify Needs More Time is both an initial and interim case result and does not require action by you.

DHS could not immediately verify the data and needs more time. E-Verify automatically sends this case to DHS for further action. No action is required until further notice from E-Verify.

DHS usually responds within 3 federal government working days with an updated case result through Case Alerts on your E-Verify user home screen.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

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SSA/DHS Case in Continuance

An SSA or DHS 'Case in Continuance' means that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result.

The reason SSA/DHS needs more time varies with each situation.

E-Verify provides a case result update through Case Alerts on your user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: Employers cannot terminate or take adverse action against the employee based on the employee's decision to contest a TNC or because the employee's case is pending with DHS or SSA.

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DHS or SSA in Continuance

An DHS or Case in Continuance means that the employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result.

The reason DHS or SSA needs more time varies with each situation.

E-Verify provides a case result update through case alerts on your user home page.

Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.

IMPORTANT: You may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch or because the employee's case is pending with DHS and/or SSA, until the mismatch becomes a Final Nonconfirmation.

Doc, Jane

Link to case information (links)

View

Close Case

Case Number	Date of Case Creation	First Day of Employment
2025000000000000	Nov 30, 2023 10:00am	Nov 30, 2023

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Summary

Congratulations! You have completed Lesson 3 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

- Complete an SSA and DHS Tentative Nonconfirmation
- Recognize interim case results
- Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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SSA Case in Continuance

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Summary

Congratulations! You have completed Lesson 3 of the General User Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

- Complete an DHS or SSA Tentative Nonconfirmation (Mismatch)
- Recognize interim case results
- Describe E-Verify interim case results:
 - E-Verify Needs More Time; and
 - DHS or SSA Case in Continuance
- Complete Photo Matching Process

EEA PA Lesson 4

✔ LESSON COMPLETED

Lesson 4: Complete the Verification Process

[Complete the Verification Process](#)

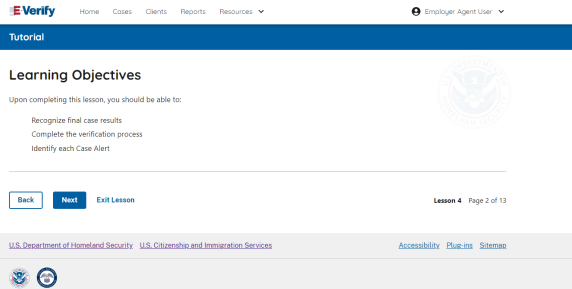
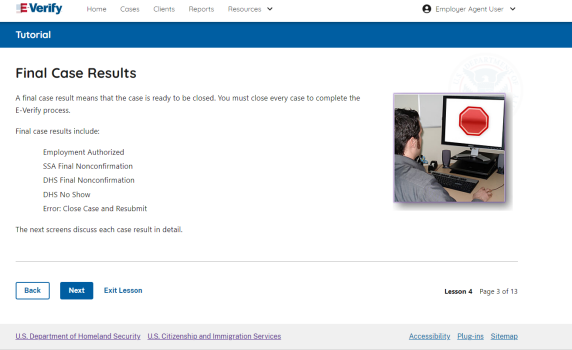
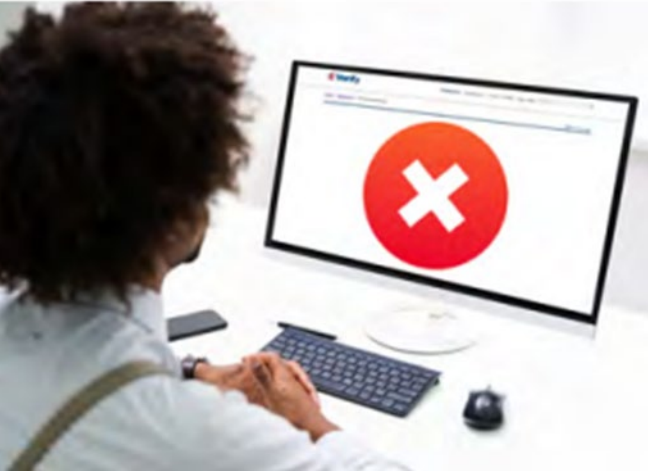
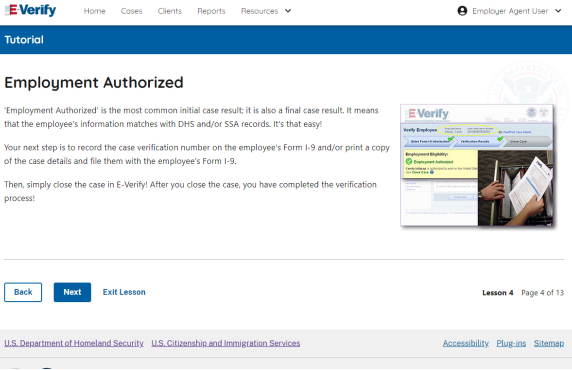
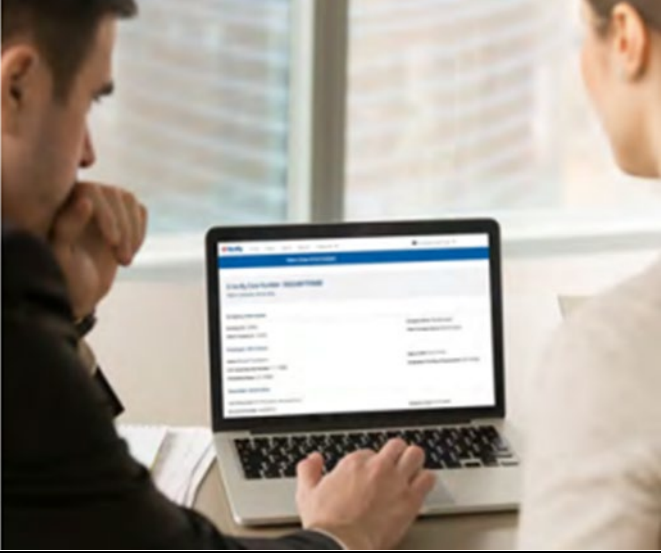
[Final Case Results](#)

[Close Case](#)

[Case Alerts](#)

Review Lesson 4

Current Update	Updated Content	Updated Images
✔ LESSON COMPLETED Lesson 4: Complete the Verification Process Complete the Verification Process Final Case Results Close Case Case Alerts Review Lesson 4	Lesson 4: Complete the Verification Process • Complete the Verification Process • Final Case Results • Close Case Alerts	
E-Verify HomeCasesClientsReportsResources Employer Agent User Tutorial Complete the Verification Process Welcome to Lesson 4 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below: Final Case Results Close Case Case Alerts Next Exit Lesson Lesson 4Page 1 of 13	Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about: • Final Case Results • Close Case • Case Alerts	

		Learning Objectives Upon completing this lesson, you should be able to: • Recognize final case results • Complete the verification process • Identify each case alert	
		Final Case Results A final case result means that the case is ready to be closed. You must close every case to complete the E-Verify process. Final case results include: • Employment Authorized • DHS Final Nonconfirmation • SSA Final Nonconfirmation • Close Case and Resubmit The next screens discusses each case result in detail.	
		Final Case Results - Employment Authorized Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches with official government records. It's that easy! Your next step is to record the E-Verify case number on the employee's Form I-9 and/or print a copy of the case details and file them with the employee's Form I-9. E-Verify automatically closes cases that result in Employment Authorized. Lesson 4 discusses the steps required to close a case.	

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SSA/DHS Final Nonconfirmation

An SSA or DHS 'Final Nonconfirmation' case result means that E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or SSA. It can also mean that the employee did not visit an SSA field office or contact DHS within 8 Federal Government working days.

Your client 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 MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.

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Final Case Results - DHS or SSA Final Nonconfirmation

A DHS and/or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chose to try to resolve a mismatch, it can also mean that the employee did not contact DHS or visit an SSA field office within 8 federal government working days.

You may terminate employment based on a case result of DHS or SSA Final Nonconfirmation.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

REMINDER: You may not ask the employee for additional evidence or confirmation that DHS or SSA resolved their case.

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Case Results

Final Nonconfirmation

Unfortunately we were unable to confirm Elaine Goddard's authorization for employment. Please close Elaine's case below to indicate whether or not you intend to continue Elaine's employment.

Close case

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Close Case

Closing a case is the last step in the verification process. To close a case, first click 'Close Case' and then follow the steps listed below:

Indicate if the employee is still working for your company by selecting 'Yes' or 'No' and click 'Continue.' This question is asked to correctly prompt the statements on the next screen.

Select the appropriate statement and click 'Continue.' Select the helper text for additional information on each statement.

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

It is that simple! You have now completed the verification process and the case is closed.

NOTE: A case can be closed any time by simply clicking 'Close Case' and following the steps above.

1Verify Employee

Indicate if the employee is still working for your company by selecting 'Yes' or 'No' and click 'Continue.' This question is asked to correctly prompt the statements on the next screen.

Select the appropriate statement and click 'Continue.' Select the helper text for additional information on each statement.

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

It is that simple! You have now completed the verification process and the case is closed.

NOTE: A case can be closed any time by simply clicking 'Close Case' and following the steps above.

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Close Case

Closing a case is the last step in the E-Verify process. To close a case, first click **Close Case** and then follow the steps listed below:

- Select the statement indicating whether or not you will continue to employ this individual.
- If you select the option indicating you will continue to employee this individual, you must provide the reason why. Type the reason in the text box provided.
- If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case.
- If Other is selected as the reason, you must type the reason in the text box provided.
- After you have typed a reason, click **Close Case**.
- E-Verify displays an alert indicating the case was successfully closed.
- Click **View/Print Case Details** and either record the E-Verify Case Number on the employee's Form I-9 or click Print Information to print and attach a copy of the case details to the Form I-9.
 - Click **Create New Case** to create a new case or click **Continue** to be redirected to view all your cases.

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Case Results

Final Nonconfirmation

Unfortunately we were unable to confirm Elaine Goddard's authorization for employment. Please close Elaine's case below to indicate whether or not you intend to continue Elaine's employment.

Close case

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DHS No Show

A 'DHS No Show' means that the employee did not contact DHS within the 8 Federal Government working days and, therefore, E-Verify cannot verify the employee's employment eligibility.

Your client 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 MOU.

The next step is to close the case in E-Verify. After you close the case, you have completed the verification process.

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Error: Close Case and Resubmit

A case result of 'Error: Close Case and Resubmit' means that the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect.

A new case must be created for this employee. To do this, simply close the case and create a new case for this employee using the correct document expiration date.

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.

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Final Case Result – Close Case and Resubmit

A case result of Close Case and Resubmit means that the expiration date entered for the employee’s U.S. Passport, Passport Card, or driver’s license is incorrect. A new case must be created for this employee. To do this, close the case and create a new case for this employee.

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.

A screenshot of the E-Verify 'Case Results' page. The header shows the E-Verify logo and navigation links. The main content area has a blue banner that says 'Resubmit this Case'. Below the banner, a message states: 'Submitting is required in the daily submission. E-Verify needs you to close this case and to enter a new case.' At the bottom of the message area is a blue button labeled 'Close and Create New Case'. The footer contains links to 'U.S. Department of Homeland Security', 'U.S. Citizenship and Immigration Services', 'Accessibility', 'Plug-ins', and 'Sitemap'.

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Case Alerts

E-Verify Case Alerts are found on your user home page. This feature is designed to bring your attention to cases that need your action.

When you log into E-Verify, Case Alerts may inform you of one of the following:

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

Each Case Alert indicates the number of cases that require your attention by a number in a red circle on the alert. Each Case Alert can be accessed by a simple click.

The next screen discusses each Case Alert in detail.

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Case Alerts

Case alert boxes with important information about your cases appear under the welcome banner:

- Cases to be Closed
- Cases with Updates
- Cases with Expiring Authorization Docs
- Recently Auto-Closed Cases

To view the updates, click the blue box in each case alert.

The next screen discusses each case alert in detail.

A photograph of a person sitting at a desk, looking at a computer monitor. The monitor displays the E-Verify 'Welcome back, Employer Agent!' dashboard. The dashboard features a blue header with the E-Verify logo and navigation links. Below the header, a message says 'Here is what is happening in Your Employer's account today'. The main area contains four case alert boxes, each with an icon and a title: 'Cases to be Closed' (with a red circle around the number 2), 'Cases with Updates' (with a red circle around the number 1), 'Cases with Expiring Authorization Docs' (with a red circle around the number 1), and 'Recently Auto-Closed Cases' (with a red circle around the number 1). Each box has a blue button to view the cases. At the bottom of the dashboard are four buttons: 'Create New Case', 'Search Cases', 'View Resources', and 'Contact Us'.

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Case Alerts - 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

Option to view up to 100 cases per page

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Case Alerts - Cases to be Closed

Any case created in E-Verify and assigned an E-Verify case number must be closed.

The Cases to be Closed case alert provides quick access to all cases that need to be closed.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

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Case Alerts - 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 cases must receive a final result and be closed. This Case Alert is an easy way to manage these cases.

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

Option to view up to 100 cases per page

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Case Alerts – Cases With Updates

The Cases with Updates case alerts provides quick access to all open cases that have had a change in case result.

All interim cases must be closed. This case alert is an easy way to manage these cases.

Each case status is highlighted and you can click **Continue Case** button to resume.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver’s License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

You can also click **Create New Case** from this screen.

Case Alerts – Cases With Expiring Authorization Docs

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

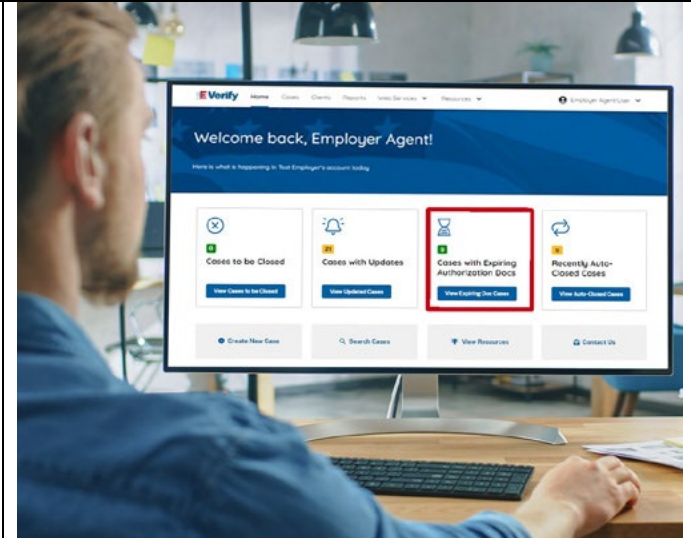
This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **Dismiss Alert**.

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).

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver's License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page.

You can also click **Create New Case** from this screen.



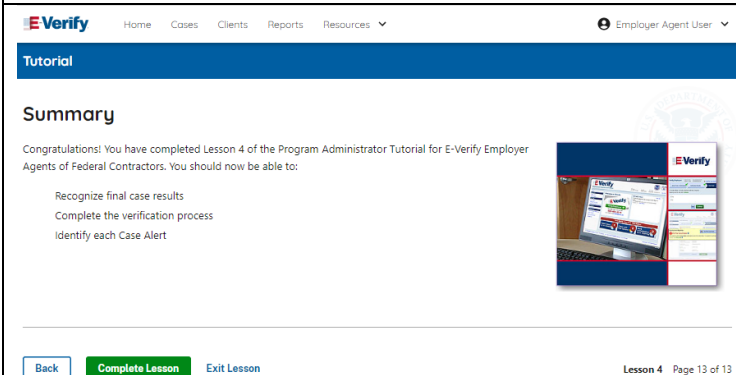
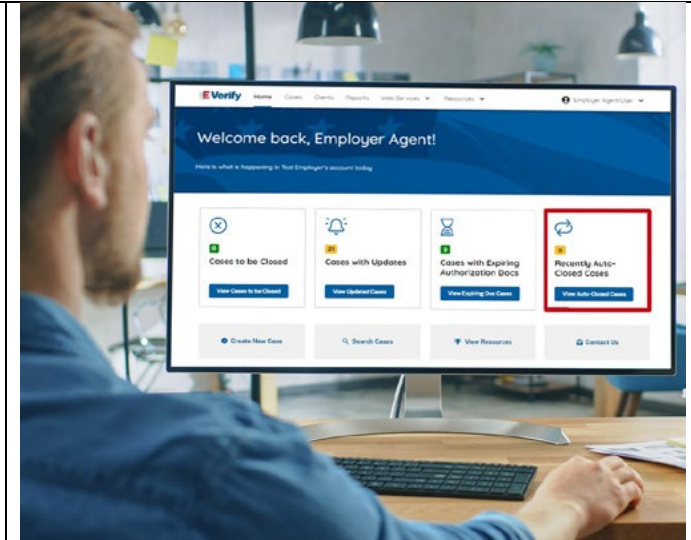
Case Alert - Recently Auto-Closed Cases

The Recently Auto-Closed Cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result. This is notification your case was closed. Be sure to record the case information as required on Form I-9 or print the case details page.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver's License Number, I-94 Number or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case status, Last Name or First Day of Employment
- Option to view up to 50 cases per page

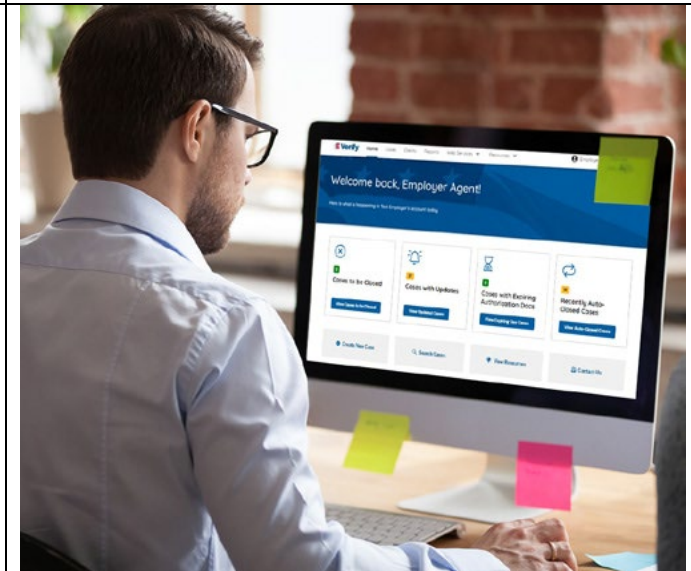
You can also click **Create New Case** from this screen.



Summary

Congratulations! You have completed Lesson 4 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

- Recognize final case results
- Complete the verification process
- Identify each case alert



EEV PA FC Lesson 5

LESSON COMPLETED

Lesson 5: Program Administrator Account Administration

[Program Administrator Account Administration](#)
[Overview of User Roles](#)
[Create a Password](#)
[Navigation Menu](#)
[Manage My Clients](#)
[Manage My Company](#)
[Reports](#)

Review Lesson 5

Current	Update	Image
LESSON COMPLETED Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage My Clients Manage My Company Reports Review Lesson 5	Lesson 5: Program Administrator Account Administration Program Administrator Account Administration Overview of User Roles Create a Password Navigation Menu Manage Clients Manage Company Reports {Review Lesson 5}	
EVerify Home Cases Clients Reports Resources Employer Agent User Tutorial Program Administrator Account Administration Welcome to Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below: Overview of User Roles Create a Password Navigation Menu Manage My Clients Manage My Company Reports Next Exit Lesson Lesson 5 Page 1 of 29	Program Administrator Account Administration Welcome to Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. In this lesson, you will learn about these E-Verify topics: • Overview of User Roles • Create a Password • Navigation Menu • Manage Clients • Manage Company • Reports	

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Learning Objectives

Upon completing this lesson, you should be able to:

Identify the role of Program Administrator in support of your company's users

Recognize requirements to create a password

Use your left navigation menu

Manage the information in 'My Clients' and 'My Company'

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Exit Lesson

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Learning Objectives

Upon completing this lesson, you should be able to:

- Understand the role of program administrator
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in My Clients and My Company

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

General User

Program Administrator

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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. There are 2 user roles:

- General User
- Program Administrator

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Program Administrator

You are registered as a Program Administrator. Every company is required to have at least 1 Program Administrator.

As a Program Administrator, you:

Create and manage cases in E-Verify

Add and delete user accounts

Create and manage client accounts

Oversee cases created by the company's users

Create reports

Update company profile information

Unlock passwords for your company's users

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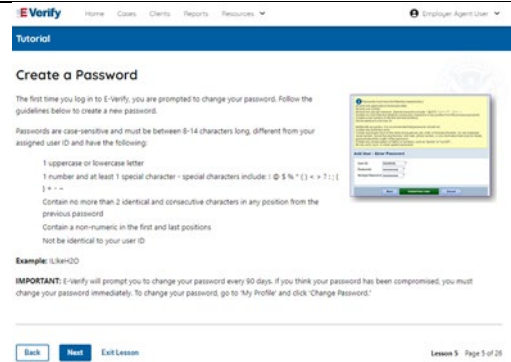
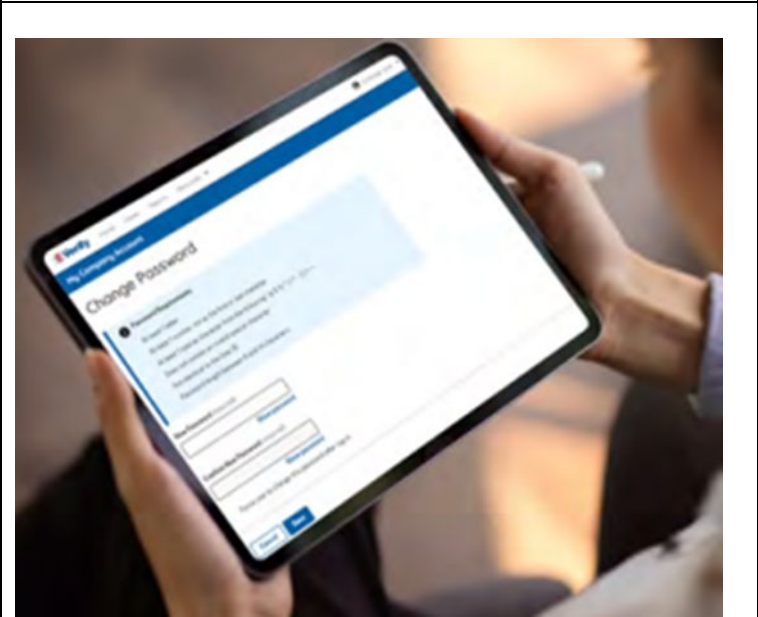
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Program Administrator

You are registered as a program administrator. Every E-Verify participant is required to have at least one program administrator.

As a program administrator, you:

- Create and manage cases in E-Verify
- Add and delete user accounts
- Create and manage client accounts
- Oversee cases created by the company's or entity's users
- Create reports
- Update company profile information, including points of contact
- Unlock passwords for user(s)

	This lesson provides additional detail on how to perform the functions listed above.	
	Program Administrator - Create a Password The first time you log in to E-Verify, you are prompted to change your password. Passwords are case-sensitive, different from the assigned user ID, and have the password requirements below to create a new password. • At least 1 letter • At least 1 number, not as the first or last character • At least 1 special character from the following: ! @ \$ % * () ? : ; { } + - ~ • Does not contain an invalid special character • Not identical to the User ID • Password length between 8 and 14 characters • No more than two consecutive characters from the prior password. Example: IL!keH2O IMPORTANT: • E-Verify will prompt you to change your password every 90 days. • If you think your password has been compromised, you must change your password immediately. To change your password, access the user profile options from the drop-down menu under your username in the top right corner of the account.	

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Create a Password (continued)

Password policy also recommends that passwords should not contain a:

- Dictionary word
- Proper noun or the name of any person, pet, child or fictional character, employee serial number, Social Security number, birth date, phone number or any information that could be readily guessed about the creator of the password
- Simple pattern of letters or numbers
- Word, noun or name spelled backwards

IMPORTANT: Passwords should NEVER be shared. Every E-Verify user must have a user ID and password.

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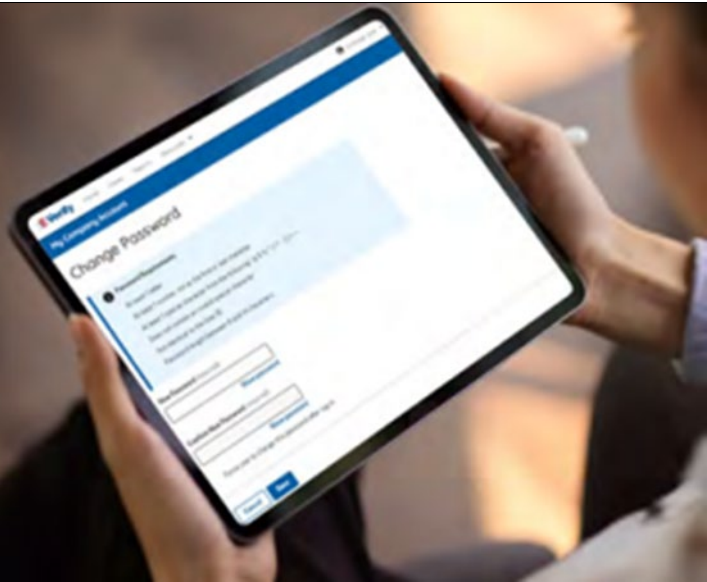
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Program Administrator – Password Hints

Password **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.

IMPORTANT: You **should** NEVER share your E-Verify password. Every E-Verify user must have their own unique user ID and password.



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Password Help

If you try to log in with an incorrect password 3 consecutive times, E-Verify will lock you out.

If you are locked out, first try to change your password using the link **Forgot your password!** on the user log in screen.

If you are unable to change your password automatically, contact E-Verify Customer Support at 888-464-4216.



NOTE: As a Program Administrator, it is important to know that your General Users contact you to unlock their user password.

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Program Administrator – Password Help

- If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.
 - If you are locked out, first try to change your password using the link Forgot Password on the user log in screen.
 - If you are unable to change your password with Forgot Password link, contact another program administrator in your company or entity.
- Each user must create password challenge questions.
 - You will need to correctly answer these questions to reset your password if you ever forget it.

Important:

- E-Verify will prompt you to change your password every 90 days.
- To comply with federal security guidelines, USCIS is required to deactivate any user ID that has not been accessed within the past 270 days. A deactivated user ID will not affect the status of your E-Verify account.

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Navigation Menu

You should become familiar with the links found on your user home page. Outlined below is additional information about each link:

Link Name	Function
My Cases	
New Case	Select to create a new case and start the verification process.
View Cases	Provides various search functions and all Case Alert tabs.
My Clients	
Add New Client	Add clients for which you will create and manage cases in E-Verify.
View Existing Client	Manage your client's profile information, upload E-Verify Employer Agent -Client MOU and terminate client companies.
My Profile	
Edit Profile	Update your user information, including name, address and contact information.
Change Password	Change your user password at any time.
Change Security Questions	Change the security questions to assist you with a password reset.
My Company	
Edit Company Profile	Update your company's information, including name, address and contact information.
Add New User	Add new users to create and manage cases in E-Verify.
View Existing Users	Manage your company's user profile information, including resetting user passwords.
Close Company Account	Select if your company decides to no longer participate in E-Verify.

Continued on the next screen.

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Program Administrator E-Verify Home Page - Navigation Menu

Each time you log in to E-Verify you will see a Welcome Back banner with your name and company, or entity listed.

Case alert boxes with important information about your cases are under the welcome banner, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs and Recently Auto-Closed Cases.

Convenient quick links in gray boxes are directly below the case alert boxes, including Create New Case, Search Cases, View Resources and Contact Us.

Below the quick links, you will find the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page.

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E-Verify Employer Agent Program Administrator - Navigation Menu (continued)

Outlined below is additional information about each link:

Link Name	Function
My Reports	
View Reports	Provides options to create reports.
My Resources	
View Essential Resources	Provides important information and resources, including: E-Verify Posters Manuals and Guides Further Action Notices Form I-9 Resources Memorandums of Understanding (MOUs) Other Resources
Take Tutorial	Takes you to this user tutorial.
View User Manual	Accesses the E-Verify User Manual.
Contact Us	Provides important contact information.

NOTE: You should log out of E-Verify after every use. To log out, simply click 'Log Out' from your user home page.

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Navigation Menu – Links Above the Welcome Banner

The links above the welcome banner include:

Link	Function
Home	Employer Agent Home Page
Cases	- Search - Create New Cases
Clients	- Search - Terminate Cases - Add New Company
Reports	Run Quick Audit Report
Resources	- View Essential Resources - Take Tutorial - View User Manual - E-Verify News

		• Contact Us	
	Account Options	• Company Account • User Account • Log Out	
	Navigation Menu – Case Alert Boxes		
	Case alerts boxes are located below the welcome banner:		
	Link	Function	
	Case Alert	• The case alert boxes bring attention to cases that need action or provide important information regarding your cases.	
	Cases to be Closed	• Any case created in E-Verify and assigned an E-Verify case number must eventually be closed. • The Cases to be Closed case alert provides quick access to all cases that need to be closed.	
	Cases with Updates	• All open cases that have had a change in case result. • All cases must eventually be closed. This case alert is an easy way to manage these cases. • Click Continue Case to take action.	
	Cases with Expiring Doc	• This is simply a reminder; no action is required in E-Verify. • 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).	
	Recently Auto – Closed Cases	• The Recently Auto-Closed cases case alert provides quick access to all cases that were automatically	

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My Clients - Add New Client

Both General Users and Program Administrators for E-Verify employer agents can add new clients. All clients are required to sign the E-Verify Employer Agent - Client Memorandum of Understanding (MOU).

To add new clients, follow the steps outlined in the "E-Verify User Manual for E-Verify Employer Agents" found in "View Essential Resources."

Company Information

Company Name

Company Address

City

State

Zip

Country

Phone Number

Fax Number

Website

NAICS Code

DUNS Number

DBA

EIN

UEI

Number of Employees

Save & Continue

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Manage Clients – Add New Client

Both general users and program administrators for E-Verify employer agents can add new clients.

Click Client and select Add New Company.

From the Add New Client screen enter:

- Company Category
- DBA
- EIN
- UEI
- DUNS number
- Number of employees
- NAICS code
- Click Save & Continue.

An email is sent to the MOU signing authority assigned during enrollment. Your client will need to electronically sign the MOU once the client receives the email. The client has 7 federal business days to view, sign or decline the MOU. If the client accidentally declines the MOU or the link expires, you can resend the request for the client to sign the MOU.

For more information review the E-Verify User Manual for E-Verify Employer Agents found in View Essential Resources.

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My Clients - View Existing Clients

View Existing Clients allows you to do the following:

Display all client companies

Edit client company information (Name, address, NAICS, Hiring Sites, POCs)

View MOU

Upload MOU signature page

Close Client Company

Enter Client Company Search Criteria

Company Name

Client Company Name

NAICS

Address

Search

Search Results

Company Name

Client Company Name

NAICS

Address

Search

IMPORTANT:

Before you can create and manage cases in E-Verify, you must first upload a signed client MOU. The next screen provides additional information.

INFORMATION:

Instructions on how to navigate each function is detailed in the "E-Verify User Manual for E-Verify Employer Agents" located in "View Essential Resources."

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Manage Clients – Edit Client Information

The Clients page allows you to do the following:

- Display all client companies
- Edit client company information
- Reject Enrollment
- Resend MOU Email
- View MOU
- Upload MOU signature page
- Close Client Company

IMPORTANT:

- Before you can create and manage cases in E-Verify, the MOU must be electronically signed or manually uploaded. The next screen provides additional information.
- Instructions on how to navigate each function is detailed in the E-Verify User Manual for E-Verify Employer Agents located in View Essential Resources.

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View Existing Clients - Upload MOU Signature Page

To complete the process of adding a new client, you must upload your client's signed MOU. To complete this step, follow the steps outlined in the "E-Verify User Manual for E-Verify Employer Agents" located in "View Essential Resources."

Client Company List

Company Name

Client Company Name

NAICS

Address

Search

Search Results

Company Name

Client Company Name

NAICS

Address

Search

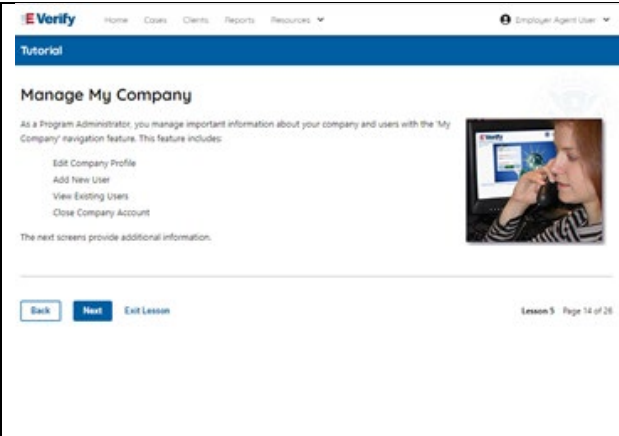
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Delete – covered under ‘Manage Client – Add New Client’

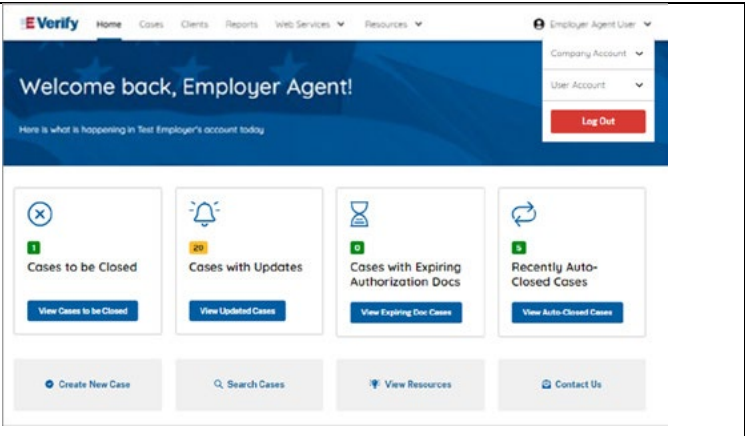


Program Admininstrator - Manage Company Account

As a program administrator, you manage important information about your company and users with the Company Account navigation feature. This feature includes:

- Edit Company Profile
- Mange Users
- Close Company Account

The next screens provide additional information.

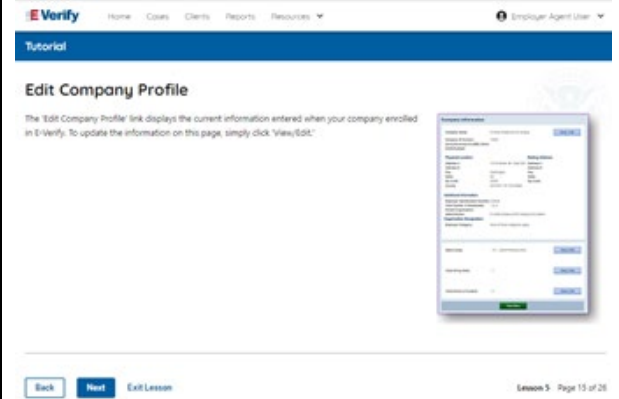


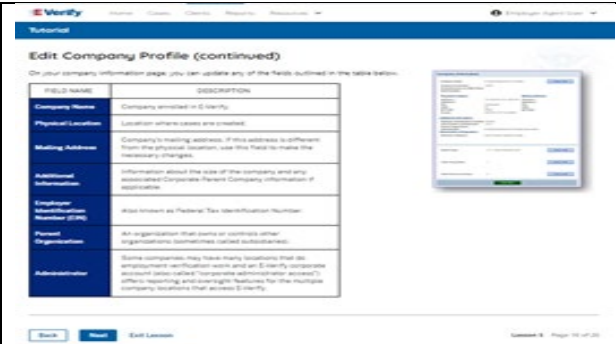
Manage Company Account - Edit Company Profile

The Company Profile screen allows you to view and/or edit the current information entered when your company, or entity, enrolled in E-Verify.

Click the edit option under the section you wish to modify.

To view your MOU, click View Current MOU.

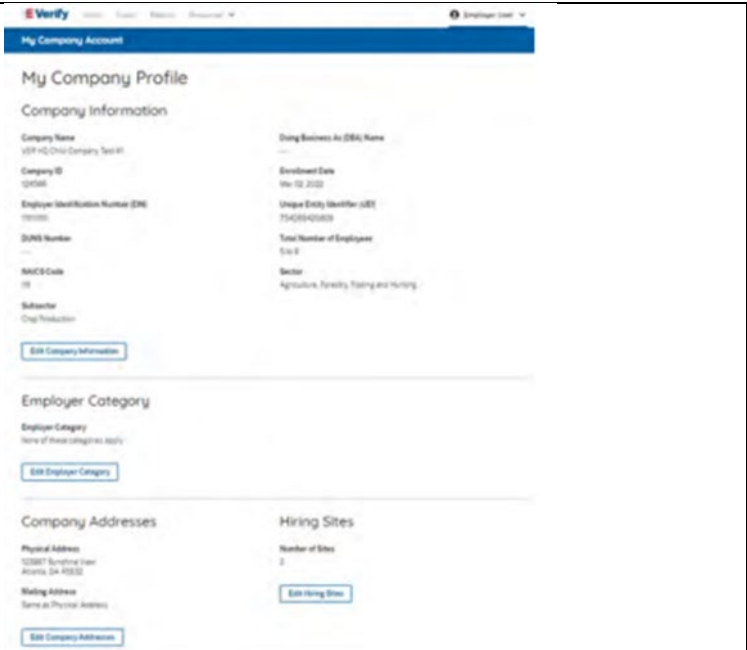




Manage Clients – Edit Company Profile Fields Table

On your client company screen, you can update any of the fields outlined in the table below:

FIELD NAME	DESCRIPTION
Company Name	Company/entity enrolled in E-Verify.
Doing Business As (DBA) Name	The Doing Business As (DBA) Name is the name under which a company/entity operates. The DBA is visible to the public, but is not the legal, registered name of that organization.
Employer Identification Number (EIN)	An Employer Identification Number (EIN) is also known as the Federal Tax Identification Number and is used to identify a business entity. An EIN is required for an employer to enroll in E-Verify. Employers who do not have an EIN can <u>apply online</u> with the IRS to receive an EIN immediately.
Unique Entity Identifier (UEI)	A UEI is a 12-digit alphanumeric identifier that is provided by SAM.gov to all entities who register to do business with the federal government. <u>Learn more about the UEI.</u>
DUNS Number	A DUNS number is a unique, 9-digit identifier issued and maintained by Dun & Bradstreet that can help verify the existence of a business entity. <u>Learn more about the DUNS Number.</u>
Total Number of Employees	Indicate total number of company/entity employees from 1 to 10,000 and over.



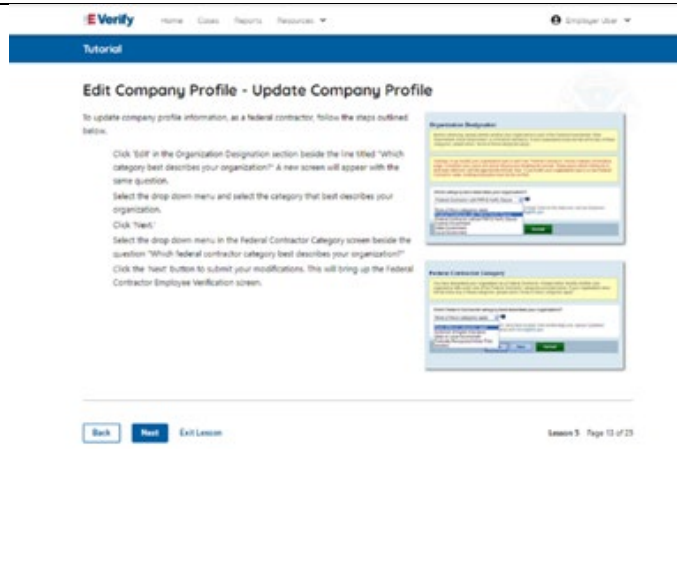
NAICS Code(s)	The North American Industry Classification System (NAICS) classifies businesses by industry to collect, analyze, and publish statistical data related to the U.S. business economy. A three-digit NAICS code is required for an employer to enroll in E-Verify.
Employer Category	Employer category that best describes your organization.
Physical Address	Location where cases are created.
Mailing Address	Company's/entity's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Hiring Sites	A hiring site is the location where employees are hired and they complete Form I-9.

Manage Company Account – Edit Employer Category

To update company profile information, as a federal contractor, follow the steps outlined below.

- From the Company Account, Company Profile screen Click Edit Employer Category section.
- From the Edit Employer Category under Which category best describes your organization? Select the category that best describes your organization.
- Select your organization Federal Contractor type.
- Select your organization Federal Contractor with FAR E-Verify Clause type.
- Select which employees your organization will verify.

Click Save to submit your modifications.



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Employee User

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Edit Company Profile - Update Company Profile (continued)

If you selected Institution of Higher Education, State or Local Government, Federally Recognized Indian Tribe or Surety, the following options will appear for your selection:

Employees assigned to a covered federal contract only: As an institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you only need to verify employees (both new and existing) assigned to a covered federal contract. By selecting this option, you have elected to only verify employees assigned to a federal contract as required by the regulation.

Employees assigned to a covered federal contract and new hires throughout the organization: As an institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you are only required to verify employees assigned to a covered federal contract. However, you have the option to verify all of your company's new hires in addition to those employees assigned to a covered federal contract. This option exceeds what is required by the regulation.

Select "Next" to submit your updates.

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Manage Company Account – Federal Contractor Type

If you selected Institution of Higher Education, State or Local Government, Federally Recognized Indian Tribe or Surety, the following options will appear for your selection:

- Employees assigned to a covered federal contract only: As an Institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you only need to verify employees (both new and existing) assigned to a covered federal contract. By selecting this option, you have elected to only verify employees assigned to a federal contract as required by the regulation.
- Employees assigned to a covered federal contract and new hires throughout the organization: As an Institution of Higher Education, a State or Local Government, a Federally Recognized Indian Tribe or a Surety, you are only required to verify employees assigned to a covered federal contract. However, you have the option to verify all of your company's or entity's new hires in addition to those employees assigned to a covered federal contract.

Select Next to submit your updates.

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Edit Company Profile - Update Company Profile (continued)

If you select **None** of these categories apply, the following options will appear for your selection:

All new hires and all existing employees assigned to a federal contract: Federal contractors who select this option will be required to verify all new hires throughout the company and all existing employees who are assigned to their federal contracts.

Entire workforce (all new hires and all existing employees throughout the entire company): You should select this option only if you wish to verify your entire workforce. By selecting this option, you are providing notification to DHS that you have elected to verify your entire workforce.

Select **Next** to submit your updates.

NOTE: For more information, review the information in the "E-Verify Supplemental Guide for Federal Contractors" found in "View Essential Resources."

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Manage Company Account – Decide which employees the employer will verify.

To comply with the FAR E-Verify clause, a federal contractor must verify all new hires and existing employees assigned to the federal contract.

Federal contractors may also opt to verify their entire workforce with E-Verify.

You must decide which employees the employer will verify:

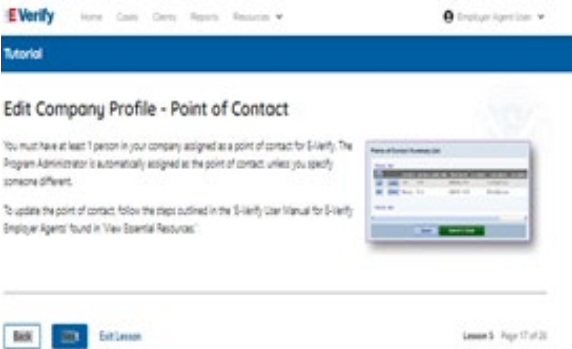
- All new hires and all existing employees assigned to a federal contract: Federal contractors who select this option will be required to verify all new hires (throughout the company or entity) and all existing employees who are assigned to their federal contracts.

OR

- Entire workforce (all new hires and all existing employees throughout the entire company or entity): You should select this option only if you wish to verify your entire workforce. By selecting this option, you are providing notification to DHS that you have elected to verify your entire workforce.

NOTE: If you choose Entire Workforce at the time of enrollment or when updating your Company Information page, you must verify all existing employees except those that are exempt from E-Verify as described in [E-Verify Supplemental Guide for Federal Contractors, Section 3.3](#) found in View Essential Resources. You are not permitted to change this decision once you begin verifying your existing workforce.

NOTE: For more information, review the information in the E-Verify Supplemental Guide for Federal Contractors found in View Essential Resources.

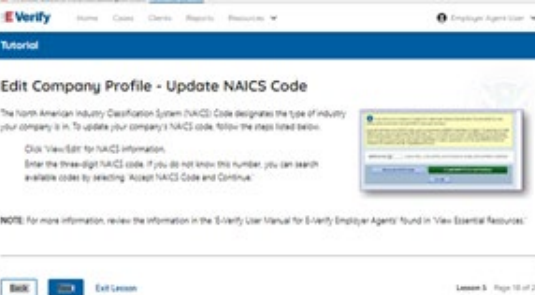
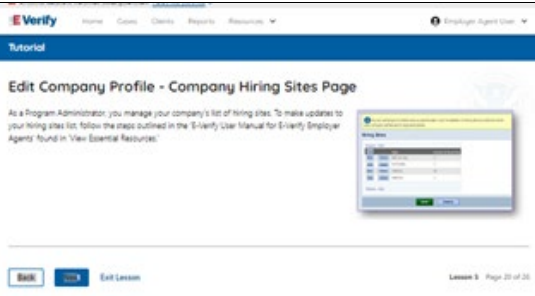
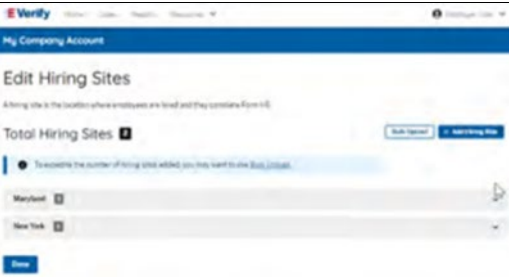


Manage Company Account - Edit Company Profile – Point of Contact

You must have at least one person in your company or entity assigned as a point of contact for E-Verify.

The MOU signatory will be added on your accounts during the enrollment process as the point of contact on the E-Verify account.

To update the point of contact, follow the steps outlined in the E-Verify User Manual for E-

	Verify Employer Agent found in View Essential Resources.	
	Delete – covered under ‘View Existing Clients’	
	Delete – covered under ‘View Existing Clients’	
	Manage Company Account – Edit Hiring Sites As a program administrator, you can manage your company’s/entity’s list of hiring sites. From Company Account, click Company Profile. From the Company Profile screen select Edit Hiring Sites. Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site. Select Add Hiring Site and enter the street address, city, state, and ZIP code and click Add Hiring Site to add your hiring sites one at a time.	

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Employer Agent User

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Add New User

As a Program Administrator, you are responsible for adding new users. You must provide each user with his or her user ID, temporary password and iVerity web site address. To do this, follow the steps outlined in the iVerity User Manual for iVerity Employer Agents found in "View Essential Resources."

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Manage Company Account – Add New User

Enrolled accounts can assign their users with different permissions and functions.

There are two types of users: Program Administrators and General Users.

You can also create Web Services credentials that will provide developer access to a suite of features that can integrate into proprietary software.

To review more detailed permissions of the user roles and Web Service access, please [read more here](#).

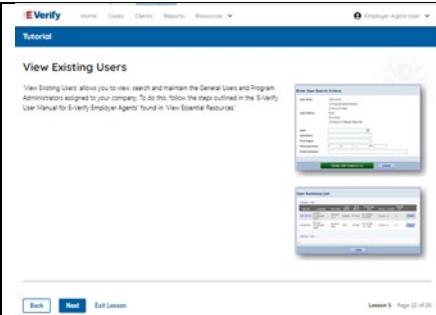
When they open the drop-down menu under User Role, Web Services Access is also an option

Enter the user information including the email address, last name, first name and phone number and click Next.

E-Verify will automatically generate an Access ID for the user. Users may accept the system generated ID or create their own. To accept the system generated ID, they click Submit New ID.

To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive.

When they are finished, click **Submit New ID**.



Manage Company Account – Manage Users

Manage Users allows you to view, search and maintain the general users and program administrators assigned to your company.

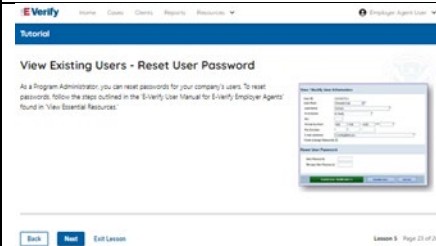
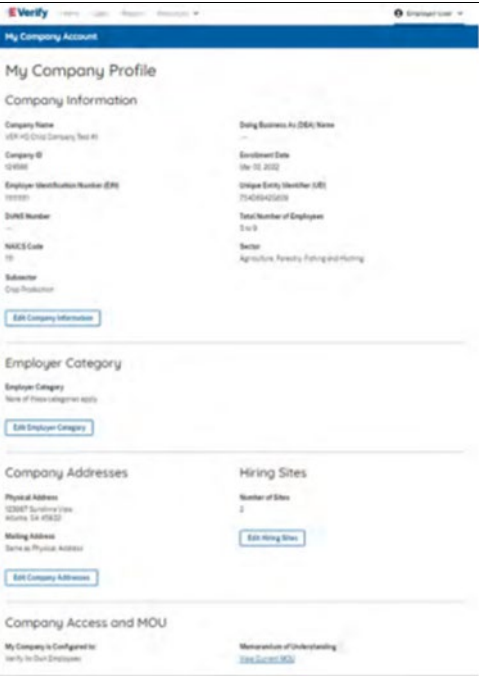
From Company Account, Click Manage Users.

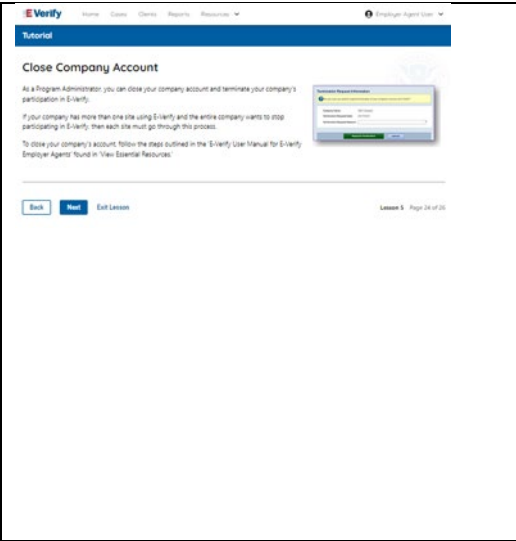
The Users page allows you to manage your users' accounts.

You can:

- View Web Services Access and Add Access;
- Search by User ID, First and Last Name;
- Filter by User Roles and/or User Status;
- View users whose password change is required or is pending reactivation;
- Edit user information; or
- Delete users.

You can also add users by clicking + **Add User**.





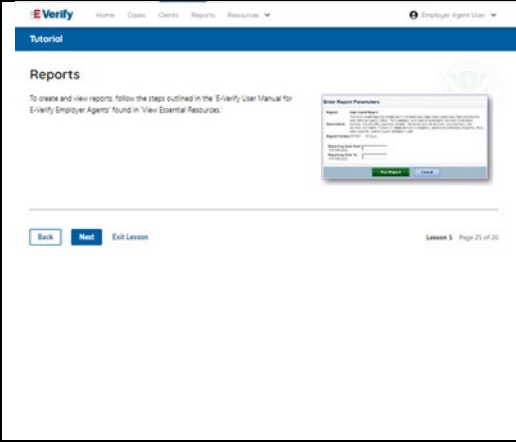
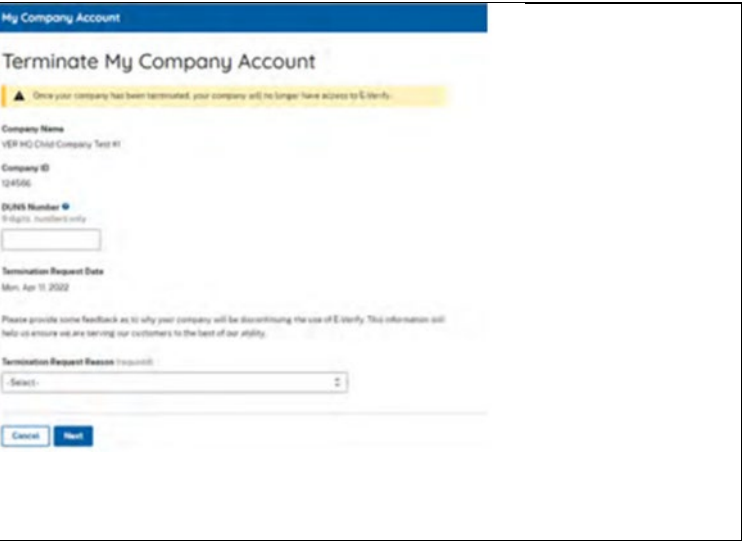
Manage Company Account – Close Company Account

As a program administrator, you can close your company's, or entity's, account with E-Verify.

From the Close Company Account page:

The information about the company's or entity's account to be closed, note the prepopulated closure (termination) request date, provide account closure request reason and click **next**.

If you do not want to request termination for this account at this time, click **Cancel**.



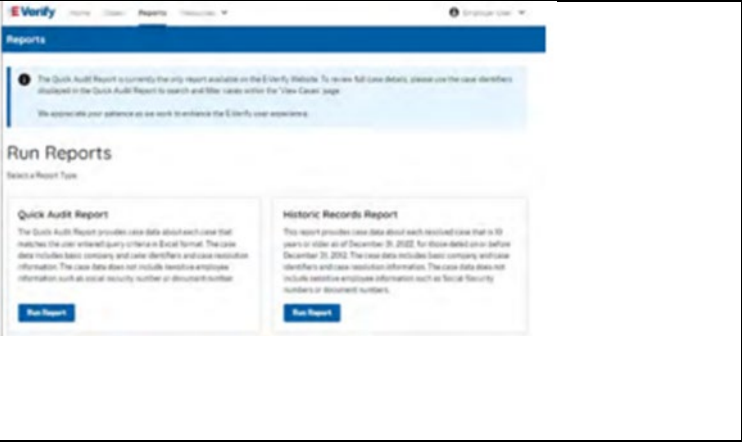
Reports

On the home page, above the welcome banner, click Reports.

Select the report you want to create from the options available.

A description of the report is provided on the report screen.

For more information review please review the [E-Verify User Manual](#).



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Summary

Congratulations! You have completed Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents of Federal Contractors. You should now be able to:

Identify the role of Program Administrators in support of your company's users

Recognize requirements to create a password

Use your left navigation menu

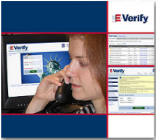
Manage the information in 'My Clients' and 'My Company'

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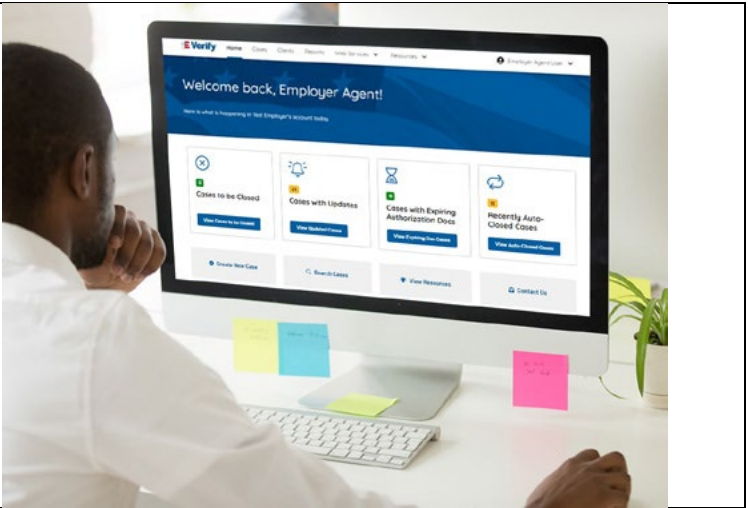
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Congratulations! You have completed Lesson 5 of the Program Administrator Tutorial for E-Verify Employer Agents. You should now be able to:

- Understand the role of program administrator in support of your company's, or entity's, users
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in clients and company account information



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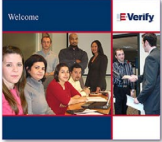
LESSON COMPLETED

Lesson 1: Introduction

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Current	Updated Content	Updated Image
U.S. Department of Homeland Security U.S. Citizenship and Immigration Services E-Verify HomeCompany Locations▼ReportsResources▼ John Doe▼ Tutorial View Essential Resources Take Tutorial View User Manual E-Verify News Contact Us Welcome to the E-Verify Tutorial This tutorial is designed for Corporate Administrators that participate in E-Verify. In this section, you can review any of the completed Tutorial Lessons or retake the Knowledge Test that was required to start using E-Verify. This tutorial covers the topics outlined below. LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Corporate Administrator Overview Overview of User Roles E-Verify Home Page Review Lesson 1 LESSON COMPLETED Lesson 2: Company Location Administration Configure Location Administration Verification Locations vs. Hiring Sites Enroll Verification Locations Manage Company Locations Resources Review Lesson 2 LESSON COMPLETED Lesson 3: Corporate Administrator Account Administration Corporate Administrator Account Administration Create a Password Verification Menu Manage My Corporate Administrator Account Reports Resources Review Lesson 3 NOT STARTED Knowledge Test The Knowledge Test is required to begin using E-Verify. 95% 95% 95% Start Knowledge Test U.S. Department of Homeland Security U.S. Citizenship and Immigration Services AccessibilityPrivacyTerms	Welcome to the E-Verify Tutorial This tutorial is designed for Corporate Administrators that participate in E-Verify. In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the topics outlined below: Lesson 1: Introduction Introduction E-Verify Background and Overview Privacy Statement and Guidelines Corporate Administrator Overview E-Verify User Roles Overview E-Verify Home Page [Review Lesson 1] Lesson 2: Company Location Administration Company Location Administration Verification Locations vs. Hiring Sites Enroll Verification Locations Manage Company Location Resources [Review Lesson 2] Lesson 3: Corporate Administrator Account Administration Corporate Administrator Account Administration	

	Create a Password Navigation Menu Manage my Corporate Administration Account Reports Resources [Review Lesson 3]	
✔ LESSON COMPLETED Lesson 1: Introduction Introduction Background and Overview Privacy Statement and Guidelines Corporate Administrator Overview Overview of User Roles E-Verify Home Page Review Lesson 1	Lesson 1: Introduction Introduction E-Verify Background and Overview Privacy Statement and Guidelines Corporate Administrator Overview E-Verify User Roles Overview E-Verify Home Page [Review Lesson 1] Each user must successfully complete the online E Verify tutorial before they create or manage cases.	
An official website of the United States government. Here's how you know. E-Verify HomeCompany Locations▼ReportsResources▼ John Doe▼ Tutorial Introduction Welcome to Lesson 1 of the E-Verify Tutorial for Corporate Administrators. In this lesson, you will learn about the E-Verify topics listed below: Background and Overview Privacy Statement and Guidelines Corporate Administrator Overview Overview of User Roles E-Verify Home Page Welcome 	Introduction Welcome to Lesson 1 of the E-Verify Tutorial for Corporate Administrators. In this lesson, you will learn about: - E-Verify Background and Overview - Privacy Statement and Guidelines - Corporate Administrator Overview - E-Verify User Roles Overview - E-Verify Home Page	

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Learning Objectives

Upon completing this lesson, you should be able to:

Describe the background and overview of E-Verify

Carry out and comply with guidelines for protecting privacy and personal information

Describe the purpose of a Corporate Administrator account

Identify the different E-Verify user roles

Recognize the E-Verify home page

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Learning Objectives

Upon completing this lesson, you should be able to:

- Describe E-Verify’s background and overview
- Comply with privacy guidelines
- Describe a corporate admininstrator’s role
- Identify the different E-Verify user roles
- Recognize the E-Verify home page

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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 (INS), to initiate an employment verification pilot program.

Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as Basic Pilot. E-Verify implements the legal requirement in IIRIRA by allowing any U.S. employer to verify the employment eligibility of its newly hired employees.

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E-Verify Background

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Department of Homeland Security (DHS) and Social Security Administration (SSA) to develop an employment eligibility confirmation process now known as E-Verify.



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Overview

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 the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employee and/or employee assigned to a federal contract.



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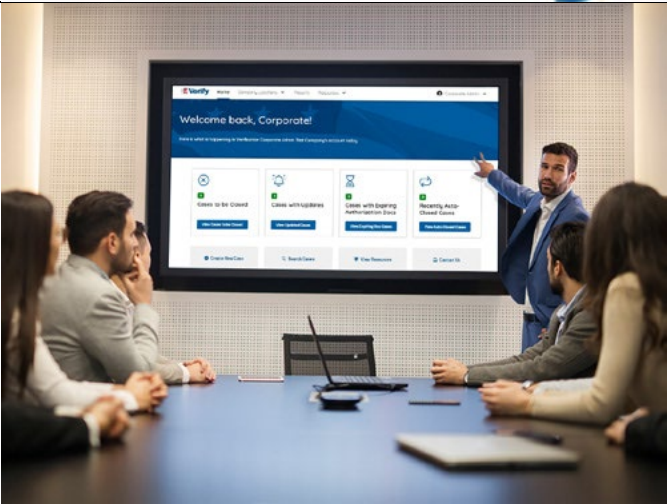
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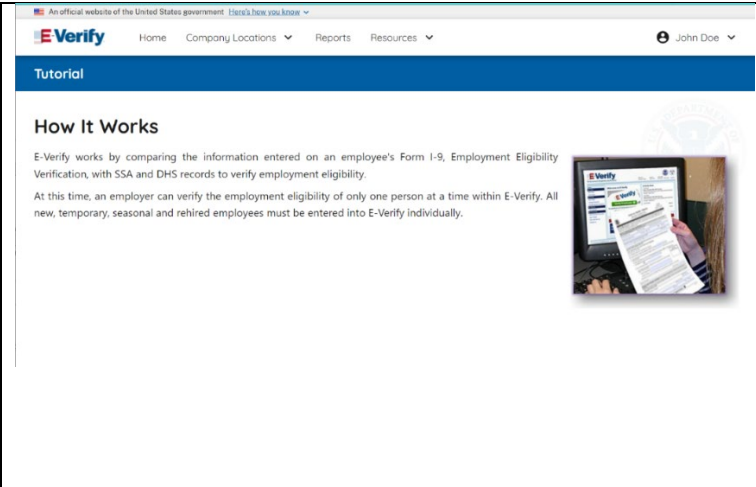
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E-Verify Overview

E-Verify is an internet-based system that electronically confirms the identity and employment eligibility of newly hired employees to work in the United States.

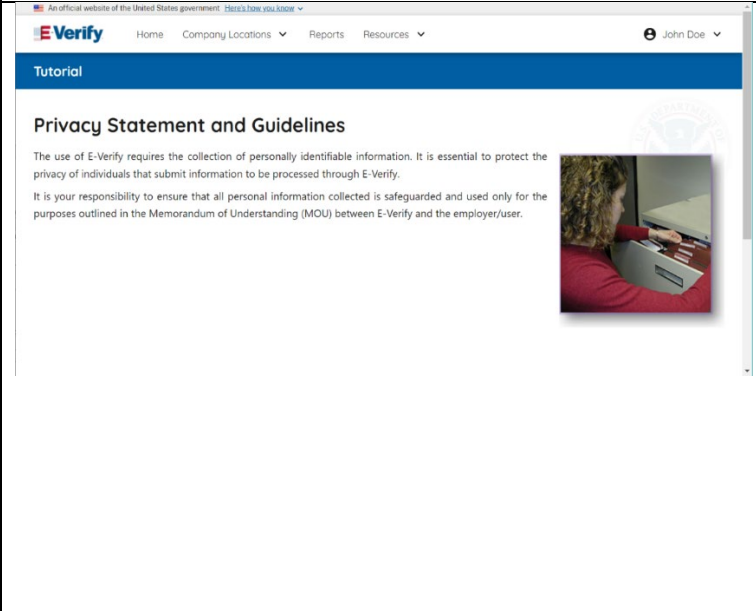
E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that requires participation in E-Verify, for example, as a condition of business licensing, may also be required to participate in E-Verify. In addition, an employer may be required to participate in E-Verify pursuant to a court order.





How E-Verify Works

E-Verify works by electronically comparing the information from an employee's Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.



Privacy Statement and Guidelines

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

E-Verify protects PII in accordance with the National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

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



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Privacy and Security Statement (continued)

Failure to properly protect the personally identifiable information collected for the purposes of verifying employment eligibility in E-Verify can result in identity theft or fraud, and can cause considerable inconvenience, harm or embarrassment to the individual(s) affected.

Privacy Guidelines

At a minimum, take the steps outlined in the table below to protect personal information and comply with the appropriate regulations:

PRIVACY GUIDELINES
Allow ONLY authorized employees to use E-Verify. Ensure that only the appropriate employees handle information and perform verification 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 the system.
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 case results are discussed in private with the employee.

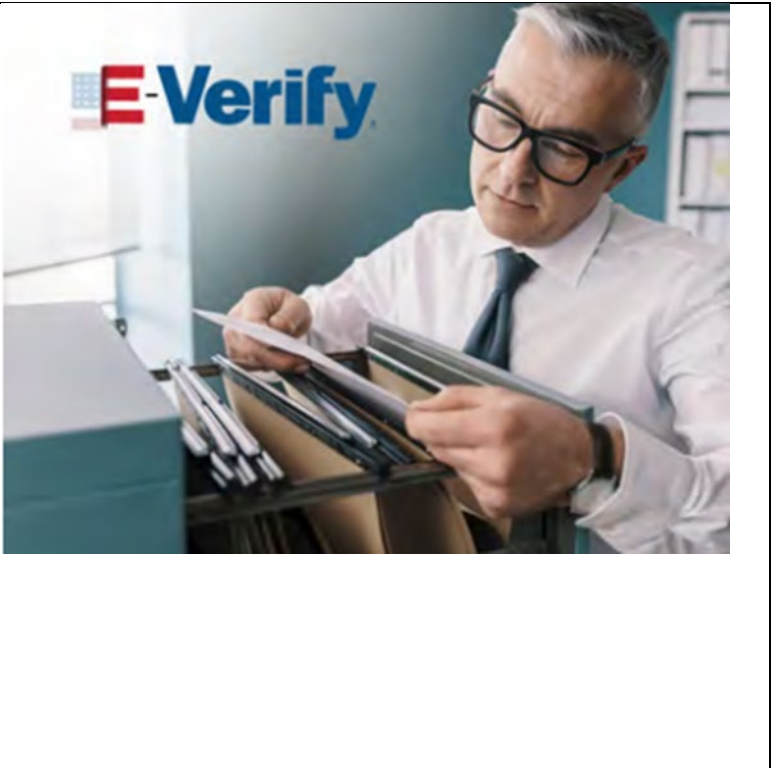
Privacy Statement and Guidelines

Privacy Guidelines Overview

- Allow only authorized users to use E-Verify.
Ensure that only appropriate users handle information and create cases.
- Secure access to E-Verify.
Protect passwords used to access E-Verify and ensure that unauthorized persons do not access to E-Verify.
- Protect and store employee information properly.
Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
- Discuss E-Verify results in private.
Ensure that all case results including mismatches and Final Nonconfirmations are discussed in private with the employee.

REMINDER

You must ensure that all PII is safeguarded.



Corporate Administrator Overview

The Corporate Administrator account is an optional management tool that enables a company to manage and create reports for multiple E-Verify Employer accounts. An Employer account is an account that exists in E-Verify with functions to create and manage E-Verify cases.
A Corporate Administrator account is useful to a company that plans to create E-Verify cases from multiple locations and wants to link those sites to a single central account for management and reporting.
If a company has only one location where they will create E-Verify cases, that company may simply enroll with an Employer account.

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Corporate Administrator Overview

The corporate admininstror account is an optional management tool that enables an organization to manage and create reports for multiple E-Verify Employer accounts. Corporate administrators can:

- Oversee E-Verify Employer accounts and provide support to all enrolled verification locations and registered users at these locations;
- Enroll the employer’s verification locations in E-Verify; and
- Manage the information and users that are linked to your corporate administrator account.

A corporate administrator account on its own cannot: create, view or manage cases in E-Verify.

Note:

Users who wish to create and manage cases should enroll in an employer account.



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Corporate Administrator Overview

The Corporate Administrator account is an optional management tool that enables a company to manage and create reports for multiple E-Verify Employer accounts. An Employer account is an account that exists in E-Verify with functions to create and manage E-Verify cases.

A Corporate Administrator account is useful to a company that plans to create E-Verify cases from multiple locations and wants to link those sites to a single central account for management and reporting.

If a company has only one location where they will create E-Verify cases, that company may simply enroll with an Employer account.



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E-Verify Verification Locations

A verification location is where the employer’s staff takes the information from an employee’s Form I-9 and creates a case in E-Verify. Generally, each verification location has its own employer account. A corporate administrator account is useful to an organization that plans to create E-Verify cases from multiple locations and want to link these sites to a single central account for management and reporting.

- Corporate administrators are the only user role with access to the corporate administrator account.
- Each verification location (employer account) must have at least one program administrator who provides support for general users and manages the location’s profile.
- A verification location can choose to have general users, in addition to program administrators, who will only be able to create and manage their cases.
- Corporate administrators oversee E-Verify use and provide support to all enrolled verification locations and users at these locations.
- A corporate administrator’s primary functions are to enroll the employer’s verification locations in E-Verify and to manage the information and users that are linked to your corporate administrator account.
- The corporate administrator account on its own does not allow you to create, view, or manage cases in E-Verify. If a company or entity has only one location where they will create E-Verify cases, that company or entity may simply enroll with an E-Verify account.



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Overview of User Roles

A user role determines the functions and permissions you have when you log into E-Verify. As a Corporate Administrator you:

- Enroll new verification locations (Employer accounts)
- Update corporate and verification location profile information
- Create user accounts for other Corporate Administrators, Program Administrators and General Users
- Create reports
- Unlock/delete user accounts
- Close Corporate Administrator and Employer accounts

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Corporate Administrator User Roles Overview

As a corporate administrator you may:

- Enroll new verification locations (Employer accounts)
- Update corporate and verification location profile information
- Create user accounts for other corporate admininstrators and program administrators and general users
- Create reports
- Update profile information for other program administrators, general users, and themselves
- Unlock and/or delete user accounts
- Close corporate admininstrator and Employer accounts



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User Roles – Corporate Administrators (continued)

As a Corporate Administrator, it is important to know the following:

You **CANNOT** create and manage E-Verify cases.

A Corporate Administrator account allows you to oversee E-Verify accounts for multiple verification locations.

Another Corporate Administrator in your company can assist you if you have been locked out of E-Verify due to a password issue.

You may use your Corporate Administrator account to either enroll your verification locations in E-Verify, or your verification locations may enroll in E-Verify as an Employer and link to your account.

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Corporate Administrator User Roles

As a corporate administrator, it is important to know:

- You **CANNOT** create or manage E-Verify cases
- A corporate administrator account allows you to oversee E-Verify accounts for multiple verification locations.
- Another corporate administrator in your company or entity can assist you if you have been locked out of E-Verify due to a password issue
- You may use your corporate administrator account to enroll your verification locations in E-Verify.

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User Roles – For Verification Locations (Employer Accounts)

There are two user roles that can be assigned to a verification location (Employer account):

General User	General Users create, manage and close their own E-Verify cases, update their user profile, change their password and view reports.
Program Administrator	A Program Administrator can also create and manage cases in E-Verify. In addition, he or she adds and deletes user accounts, oversees cases created by the verification location's users, creates reports, updates company profile information and resets user passwords. Every verification location enrolled in E-Verify is required to have at least 1 Program Administrator.

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Corporate Administrator Rules and Responsibilities – Verification Locations (Employer Accounts)

There are two user roles that can be assigned to a verification location (Employer account):

General User	General users create, manage and close E-Verify cases, update their user profile, change their password and view reports.
Program Administrator	A program administrator can also create and manage cases in E-Verify. In addition, program administrators add and delete user accounts, oversees cases created by the verification location's users, creates reports, updates company or entity profile information and resets user passwords.

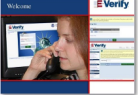
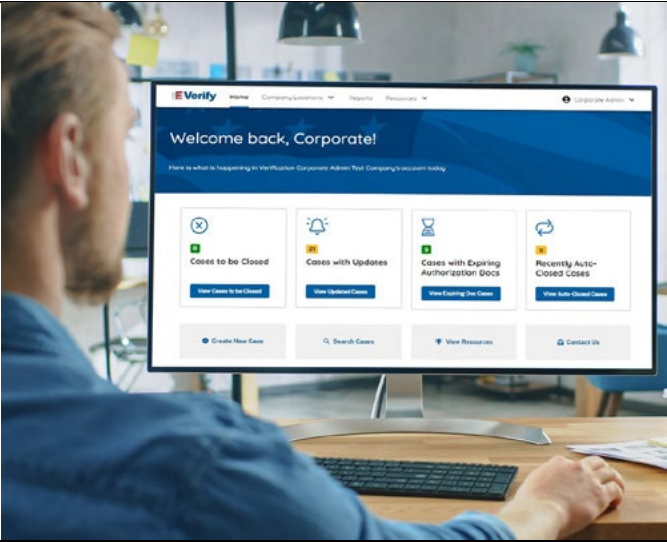
CA Lesson 2

✔ LESSON COMPLETED

Lesson 2: Company Location Administration

[Company Location Administration](#)
[Verification Locations vs. Hiring Sites](#)
[Enroll Verification Locations](#)
[Manage Company Locations](#)
[Resources](#)

Review Lesson 2

	Updated Content	Updated Image
✔ LESSON COMPLETED Lesson 2: Company Location Administration Company Location Administration Verification Locations vs. Hiring Sites Enroll Verification Locations Manage Company Locations Resources Review Lesson 2	Lesson 2: Company Location Administration - Company Location Administration - Verification Locations vs. Hiring Sites - Enroll Verification Locations - Manage Company Locations - Resources	
Verify Home Company Locations Reports Resources Corporate Admin Tutorial Company Location Administration Welcome to Lesson 2 of the E-Verify Tutorial for Corporate Administrators. In this lesson, you will learn about the E-Verify topics listed below: Verification Locations vs. Hiring Sites Enroll a Verification Location Manage Company Locations Welcome Verify  Next Exit Lesson Lesson 2Page 1 of 23	Company Location Administration Welcome to Lesson 2 of the E-Verify Corporate Administrator Tutorial. In this lesson, you will learn about: - Verification Locations vs. Hiring Sites - Enrolling a Verification Location - Managing Company Locations - Resources	

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Learning Objectives

Upon completing this lesson, you should be able to:

Recognize the difference between a verification location and a hiring site

Enroll a verification location

Manage the information in 'My Company Locations'

Identify the role of Corporate Administrators in support of users at your company locations

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Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize the difference between a verification location and a hiring site
- Enroll a verification location
- Manage the information in Company Locations
- Identify the role of Corporate Administrators in support of users at your company locations
- Terminate Company Locations

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Company Location Administration

As a Corporate Administrator, your primary functions are to:

Enroll your company's verification locations in E-Verify as Employer accounts, and

Manage the information and users that are linked to your Corporate Administrator account.

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Company Location Administration

As a Corporate Administrator, your primary functions are to:

1. Enroll your company's verification locations in E-Verify as Employer accounts; and
2. Manage the information and users that are linked to your Corporate Administrator account.
3. Terminate company Locations

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Welcome back, Corporate!

Here is what is happening in Verification Corporate Admin Test Company's account today

Company Account

User Account

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View Cases to be Closed

Cases with Updates

View Updated Cases

Cases with Expiring Authorization Docs

View Expiring Doc Cases

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View Auto-Closed Cases

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Verification Locations vs. Hiring Sites

There are two types of company locations in E-Verify: verification locations and hiring sites.

It is important to recognize the difference between verification locations and hiring sites to determine how to organize your company's E-Verify accounts.

The next screens discuss verification locations and hiring sites in more detail.

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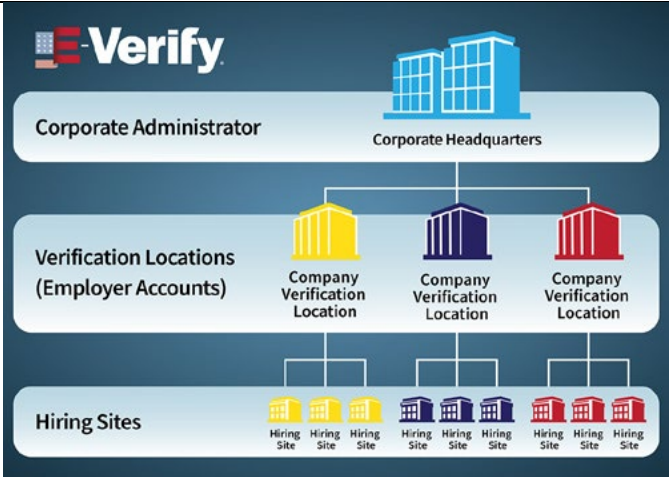
Verification Locations vs. Hiring Sites

There are two types of company locations in E-Verify:

- Verification locations; and
- Hiring sites.

It is important to recognize the difference between verification locations and hiring sites to determine how to organize your company's or entity's E-Verify accounts.

The next screen discusses verification locations and hiring sites in more detail.



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Verification Location

A verification location is where your company's staff takes the information from an employee's Form I-9 and creates a case in E-Verify.

This is where General Users and Program Administrators create cases in E-Verify. Generally, each verification location has its own Employer account. However, it is important to know that:

If your company has staff at each location that uses E-Verify, then each location is considered a verification location.

OR

If your company centralizes the use of E-Verify to certain locations, then only those locations are considered verification locations.

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Corporate Administrator

Company Headquarters

Verification Locations (Employer Accounts)

Hiring Sites

Company Verification Location

Company Verification Location

Company Verification Location

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Verification Location

A verification location is where your company's or entity’s staff takes the information from an employee's Form I-9 and creates a case in E-Verify.

This is where General Users and Program Administrators create cases in E-Verify.

Generally, each verification location has its own Employer account. However, it is important to know that:

- If your company or entity has staff at more than one location, and each one uses E-Verify, then each location is considered a verification location.

OR

- If your company or entity centralizes the use of E-Verify to certain locations, then only those locations are considered verification locations.

The diagram illustrates the E-Verify organizational structure. At the top is the Corporate Administrator at Corporate Headquarters. Below this, the structure branches into Verification Locations (Employer Accounts) and Hiring Sites. The Verification Locations section shows three Company Verification Locations. The Hiring Sites section shows nine individual Hiring Sites. The entire structure is contained within a red-bordered box.

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Hiring Site

A hiring site is the location where your company's employees are hired and they complete Form I-9.

If your company creates cases in E-Verify at the same location that an employee completes Form I-9, it is a verification location AND a hiring site.

Companies select which sites participate in E-Verify on a hiring site by hiring site basis. This means that if you decide to have a hiring site participate in E-Verify, you must verify all newly hired employees for that hiring site. If you decide NOT to have a hiring site participate, you are not permitted to verify ANY employees at that location.

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Corporate Administrator

Company Headquarters

Verification Locations (Employer Accounts)

Hiring Sites

Company Verification Location

Company Verification Location

Company Verification Location

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Hiring Site

Hiring Site

A hiring site is the location where the employer hires employees and they complete Form I-9. If your company or entity creates cases in E-Verify at the same location, it is a verification location and a hiring site.

Companies and entities may individually select which hiring sites participate in E-Verify. This means that if you decide to have a hiring site participate in E-Verify, you must verify all newly hired employees for that hiring site. If you decide not to have a hiring site participate, you are not permitted to verify any employees at that location.

The diagram illustrates the E-Verify organizational structure. At the top is the Corporate Administrator at Corporate Headquarters. Below this, the structure branches into Verification Locations (Employer Accounts) and Hiring Sites. The Verification Locations section shows three Company Verification Locations. The Hiring Sites section shows nine individual Hiring Sites. The entire structure is contained within a red-bordered box.

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Enroll Verification Locations

As a Corporate Administrator, you may enroll your new verification locations in E-Verify.

To enroll a verification location, from 'My Company Locations,' click 'Add New Location.'

The next screens discuss the steps to enroll a verification location in E-Verify.



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Enroll Verification Locations

As a corporate administrator, you may enroll your new verification locations in E-Verify.

To enroll a verification location, from Company Locations click **Manage Company Locations**.

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Welcome back, Corporate!

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User Account

Log Out

Here is what is happening in Verification Corporate Admin Test Company's account today

1

Cases to be Closed

View Cases to be Closed

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Cases with Updates

View Updated Cases

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Cases with Expiring Authorization Docs

View Expiring Doc Cases

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View Auto-Closed Cases

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Enroll a Verification Location – Select Employer Category

The organization designation (employer category) identifies your verification location as either federal, state, local government or a federal contractor with or without the FAR E-Verify clause.

From the drop down list, select which category best describes your verification location.

If your verification location does not fall within any of these categories, select 'None of these categories apply.'



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Add New Company Location – Choose Account Access

From Company Locations click **Manage Company Locations** and select **Add New Company**. Add the account access method that best describes how you company or entity plans to use E-Verify and click **Next**.

To learn more, click the arrow on the right of each option.

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Enroll a Verification Location – Sign Memorandum of Understanding (MOU)

The Memorandum of Understanding (MOU) is an agreement between the employer, the Department of Homeland Security and the Social Security Administration. All users must follow the guidelines set forth in it.

Select 'Agree' if you agree to the terms and conditions of the MOU.

NOTE: If you do not agree with the terms and conditions of the MOU, you will not be able to enroll your verification location.

After agreeing to the terms and conditions of the MOU, click 'Next.' This action electronically signs the MOU.



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Add New Company Location – Employer Category

From the Employer Category page, select the employer category that best describes your organization and click **Next**.

	• Provide the following posters to your company locations: • Notice of E-Verify Participation • Right to Work. • Ensure all locations display the posters (in both English and Spanish) in a prominent place that is clearly visible to all current and prospective employees. • Replace their participation posters when updates are provided by DHS to ensure employees, applicants, and the public have the most recent and complete information regarding E-Verify. • E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.	
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Manage Company Locations

As a Corporate Administrator, you manage important information about your company locations and users with 'My Company Locations' navigation features. In addition to 'Add New Location,' other features includes:

View Existing Locations

Add New User

View Existing Users

Close Company Accounts

The following screens provide additional information.

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Manage Company Locations – View Existing Locations

The 'View Existing Locations' link allows you to search for the verification locations linked to your Corporate Administrator account. You can use this link to view and update the verification location's:

Company information,

Hiring sites,

Point(s) of contact, and

NAICS code.

To view and update the verification location's profile, follow the steps outlined in the 'E-Verify User Manual for Corporate Administrators' found in 'View Essential Resources.'

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Company Locations – Terminate Company

As a Corporate Administrator, you may terminate a company verification location in E-Verify.

To terminate a verification location, from Company Locations click **Manage Company Locations**.

Use the Sort by Function or Review and check the box next to the company or companies to be terminated and click Terminate Selected.

Company Locations – Terminate Company Locations

From the Terminate Company Locations page:

Review the selected company to be terminated, note the prepopulated termination request date, provide the termination request reason and click **Next**.

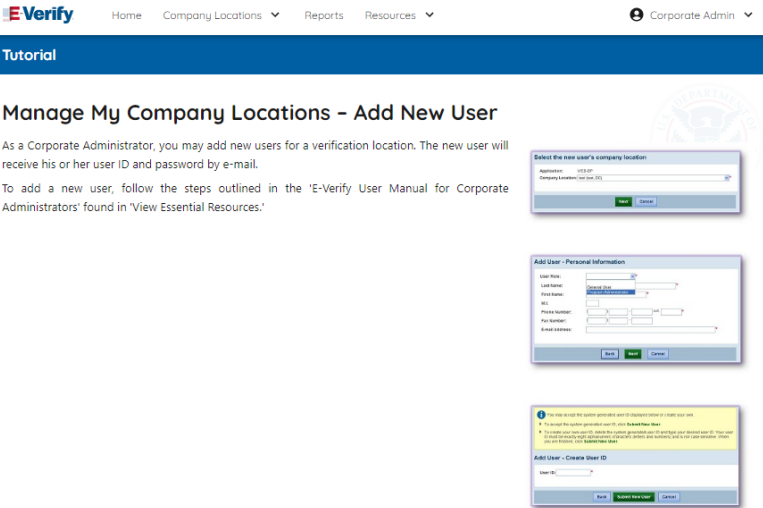
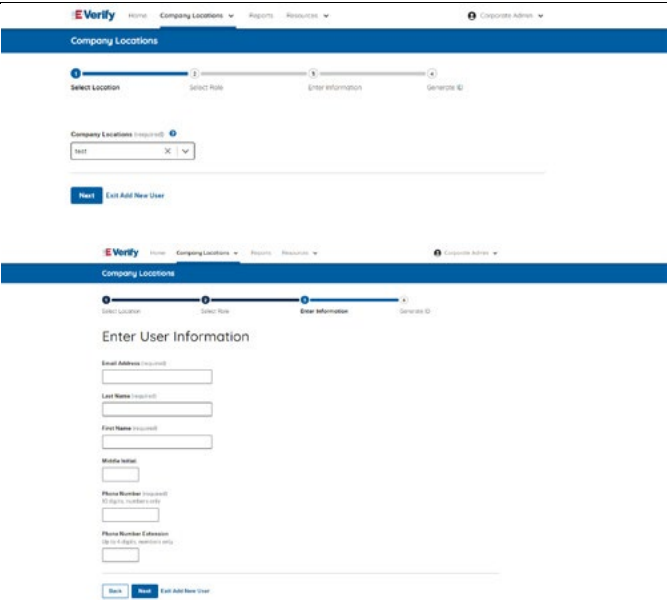
If you do not want to request termination for this account at this time, click **Cancel**.

Manage Company Location Users

As a corporate administrator, you manage important information about your company locations and users. Manage Company Location Users navigation features include:

- View existing locations and users;
- Add new users and assign user roles;
- Edit user information and delete users; and
- Change user passwords.

The following screens provide additional information.



Manage Company Locations Users

The Users page allows you to manage users linked to your Corporate Administrator account. You can:

- 1) View company locations;
- 2) Search by User ID, First and Last Name;
- 3) Add users;
- 4) View users whose password change is required and pending reactivation;
- 5) Edit user information; and/or
- 6) Delete users.

The next few slides will give you more information.

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Manage My Company Locations – Close Verification Location Account

As a Corporate Administrator, you can close your corporate account and terminate the verification locations' participation in E-Verify.

If the entire company wants to stop participating in E-Verify, then you must close the account for each location.

To close a verification locations' account, follow the steps outlined in the 'E-Verify User Manual for Corporate Administrators' found in 'View Essential Resources.'

Termination Request Information

Termination Request ID: 00000000

Termination Request:

Access:

Enter Company Location:

Enter Company Location:

Enter Date:

Enter Date:

Request Termination

Cancel

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Manage Company Locations Users – Enter User Information

Enter the user information including the email address, last name, first name and phone number and click **Next**.

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Company Locations

1 Select Location

2 Select Role

3 Enter Information

4 Generate ID

Enter User Information

Email Address (Required)

Last Name (Required)

First Name (Required)

Middle Initial

Phone Number (Required)

XX digits, numbers only

Phone Number Extension

Up to 10 digits, numbers only

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Exit Add New User

Manage Company Locations Users – Generate ID

E-Verify will automatically generate an Access ID for the user.

You may accept the system generated Access ID or create your own.

To accept the system generated Access ID, click **Submit New ID**.

To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive.

When you are finished, click **Submit New ID**.

Manage Company Locations Users – User Information

As a corporate administrator you can edit user information, reset passwords for your verification locations users and delete users.

To reset passwords, follow the steps outlined in the E-Verify User Manual for Corporate Administrators found in View Essential Resources.

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[Company Locations](#)
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Corporate Admin

Company Locations

[View Existing Users](#)

Chimp Fly

User Information

User ID CFLY2172	Email Address Tested@hyper.net
User Role General User	Company Name test
Last Name Fly	First Name Chimp
Middle Initial ---	
Phone Number (213) 243-8767	

Edit User Information

Password

Password Expires
 June 21, 2023 (in 89 days)

Change Password

Access

User Account Status
 Password Change Required

Delete User

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Company Locations

Change Password

1 Password Requirements

- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following: @ \$ % ^ ' ! ? , () - +
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters

New Password (required)

 Show password

Confirm New Password (required)

 Show password

Force user to change this password after login

Cancel

Save

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Summary

Congratulations! You have completed Lesson 2 of the E-Verify Tutorial for Corporate Administrators. You should now be able to:

- Recognize the difference between a hiring site and verification location
- Enroll a verification location
- Manage the information in 'My Company Locations'
- Identify the role of Corporate Administrators in support of users at your company locations



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Summary

Congratulations! You have completed Lesson 2 of the E-Verify Tutorial for Corporate Administrators. You should now be able to:

- Recognize the difference between a verification location and a hiring site
- Enroll a verification location
- Manage the information in Manage Company Locations Users
- Identify the role of corporate administrators in support of users at your company locations
- Terminate company locations

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[Corporate Administrator Company Location Administration Job Aid](#)

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Complete Lesson

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Job Aid for Corporate Administrator – Add Company Location – EVG Task to Update Job Aid

See link to updated version.

Resources

[Corporate Administrator Company Locations Administration Job Aid](#)

CA Tutorial Lesson 3

✔ LESSON COMPLETED

Lesson 3: Corporate Administrator Account Administration

[Corporate Administrator Account Administration](#)
[Create a Password](#)
[Navigation Menu](#)
[Manage My Corporate Administrator Account](#)
[Reports](#)
[Resources](#)

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Current	Updated Content	
✔ LESSON COMPLETED Lesson 3: Corporate Administrator Account Administration Corporate Administrator Account Administration Create a Password Navigation Menu Manage My Corporate Administrator Account Reports Resources Review Lesson 3	Lesson 3: Corporate Administrator Account Administration - Corporate Administrator Account Administration - Create a Password - Navigation Menu - Manage Corporate Administrator Account - Reports - Resources	

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Corporate Administrator Account Administration

Welcome to Lesson 3 of the E-Verify Tutorial for Corporate Administrators. In this lesson, you will learn about the E-Verify topics listed below:

Create a Password

Navigation Menu

Manage My Corporate Administrator Account

Reports

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Exit Lesson

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Corporate Administrator Account Administration

Welcome to Lesson 3 of the E-Verify tutorial for Corporate Administrators. In this lesson, you will learn about these E-Verify topics:

- Create a Password
- Navigation Menu
- Manage Corporate Administrator Account
- Reports

E-Verify

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Corporate Admin

Tutorial

Learning Objectives

Upon completing this lesson, you should be able to:

Recognize requirements to create a password

Use your left navigation menu

Manage the information in 'My Corporate Account' and 'My Reports'

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Lesson 3 Page 2 of 16

Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize requirements to create a password
- Navigate Menus
- Manage the information in Corporate Account and Reports
- Create Reports

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Tutorial

Create a Password

The first time you log in to E-Verify, you are prompted to change your password. Follow the guidelines below to create a new password.

Passwords are case-sensitive and must be between 8-14 characters long, different from your assigned user ID and have the following:

One uppercase or lowercase letter

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 be identical to your user ID

Example: iLlkeH2O

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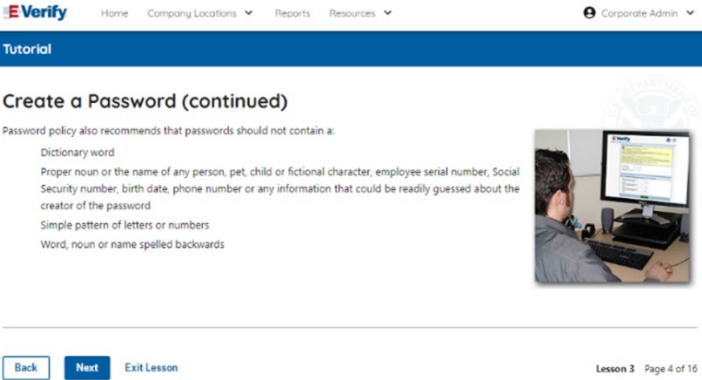
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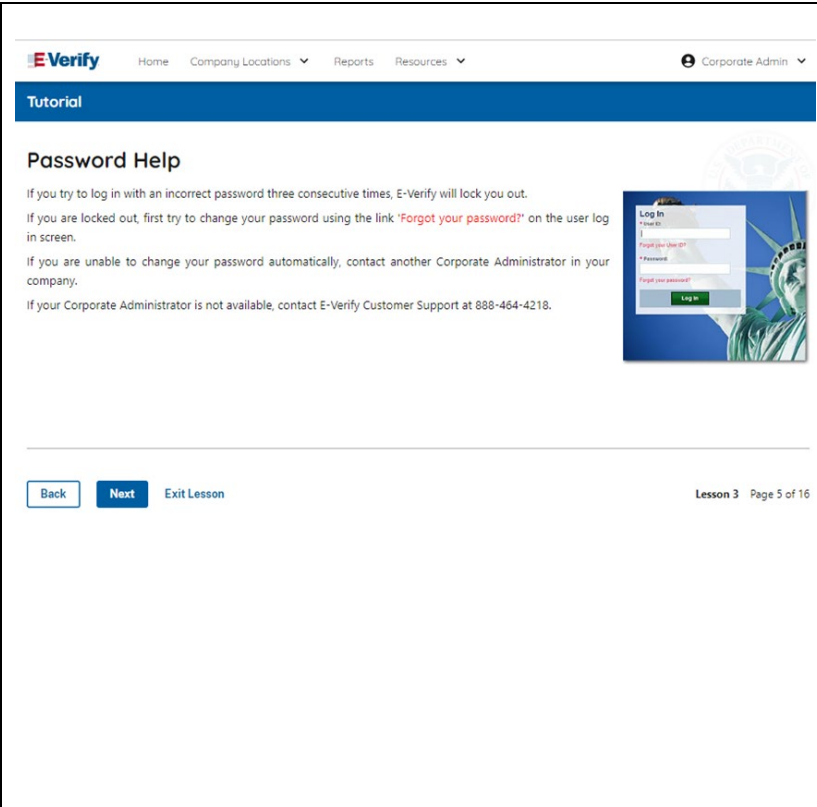
Corporate Administrator - Create a Password

The first time you log in to E-Verify, you are prompted to change your password.

Passwords are case-sensitive, different from the assigned user ID, and have the password requirements below to create a new password.

- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following: ! @ \$ % * () ? ; ; { } + - ~
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters

	No more than two consecutive characters from the prior password. Example: IL!keH2O IMPORTANT: If you think your password has been compromised, you must change your password immediately. To change your password, access the user profile options from the drop-down menu under your username in the top right corner of the account.	
	Corporate Administrator – Password Hints 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. IMPORTANT: NEVER share your password. Every E-Verify user must have their own unique user ID and password.	



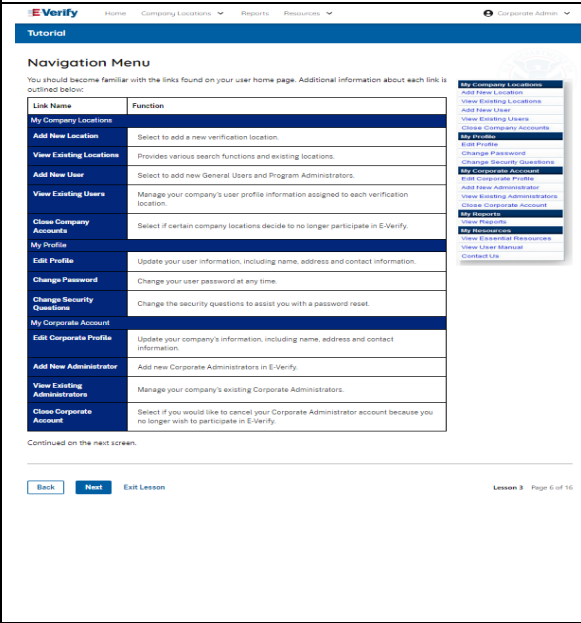
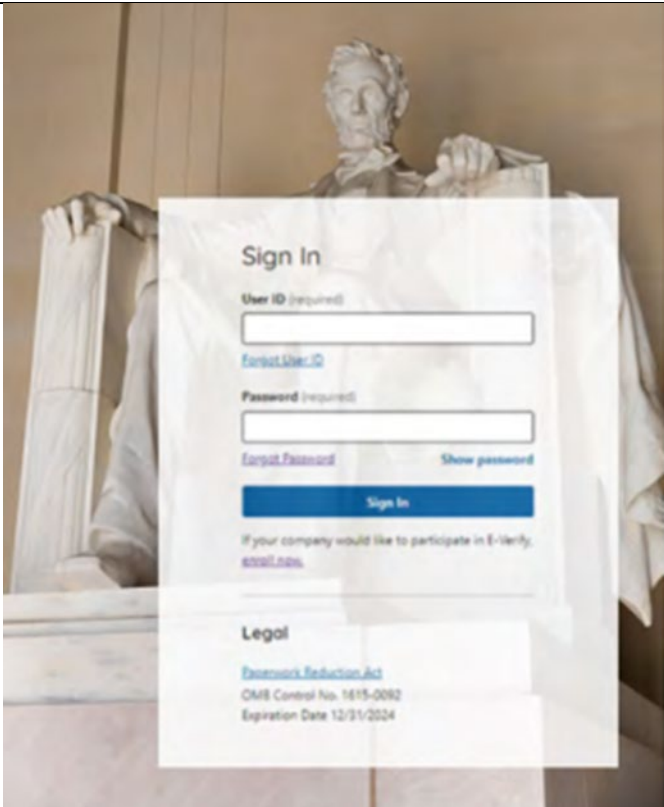
Corporate Administrator – Password Help

If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.

- If you are locked out, first try to change your password using the link **Forgot Password** on the user log in screen.
- If you are unable to change your password with **Forgot Password** link, contact another program administrator in your company.
- Each user must create password challenge questions.
- You will need to correctly answer these questions to reset your password if you forget it.

IMPORTANT:

E-Verify will prompt you to change your password every 90 days. To comply with federal security guidelines, USCIS is required to deactivate any user ID that has not been accessed in the past 270 days.



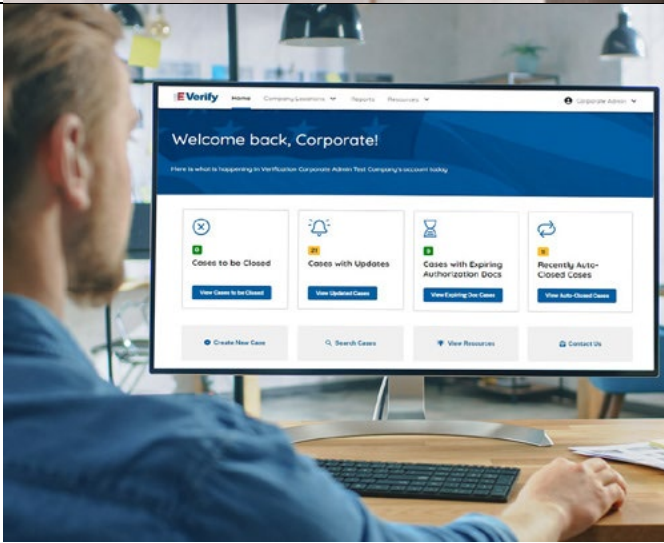
Each time you log in to E-Verify you will see a welcome back banner with your name and company listed.

Under the welcome banner are convenient quick links in gray boxes, including **Manage Company Locations**, **View Resources** and **Contact Us**.

Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

The next slides will help you become familiar with the links found on your user home page and provide additional information about each link.

Link	Function
Home	Corporate Administrator User Home Page



EVerify

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Corporate Admin

Tutorial

Manage My Corporate Administrator Account

As a Corporate Administrator, you manage important information about your company and other Corporate Administrators with 'My Corporate Account' navigation features. These features include:

- Edit Corporate Profile
- Add New Administrator
- View Existing Administrators
- Close Corporate Account

The next screens provide additional information.

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Tutorial

Manage My Corporate Administrator Account - Edit Corporate Profile

The 'Edit Corporate Profile' link displays the current information entered when your company enrolled in E-Verify. To update the information on this page, simply click 'View/Edit.'

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Corporate Administrator Account Management

As a corporate administrator, you manage important information about your company and other corporate administrators. The navigation features include:

- Corporate Profile
- Manage Administrators
- Close Corporate Account

The next screens provide additional information.

Corporate Administrator – Corporate Profile

The Corporate Profile link displays the current information entered when your company enrolled in E--Verify.

To make edits to your company information and/or address, select the option to edit under the appropriate section, make necessary updates and click **Save**.

EVerify

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Corporate Admin

Welcome back, Corporate!

Here is what is happening in Verification Corporate Admin Test Company's account today

Corporate Account

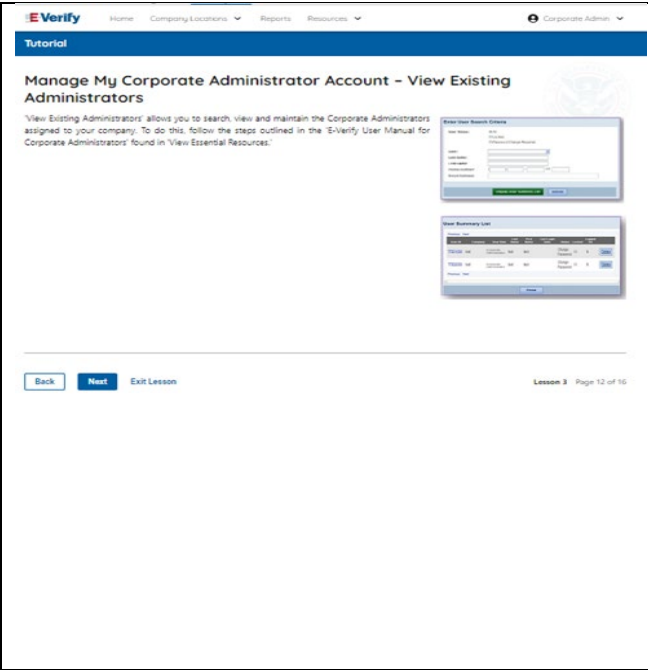
User Account

Log Out

Manage Company Locations

View Resources

Contact Us



Manage Corporate Account – Manage Administrators

From **Company Account**, select **Manage Administrators**.

You can search for existing users by User ID, First Name and Last Name, filter by user status or select from the list of users listed.

Edit User Profile

Edit User Information

Email Address (required)

johndoe@test.com

Last Name (required)

Admin

First Name (required)

Corporate

Middle Initial

j

Phone Number (required)

10 digits, numbers only

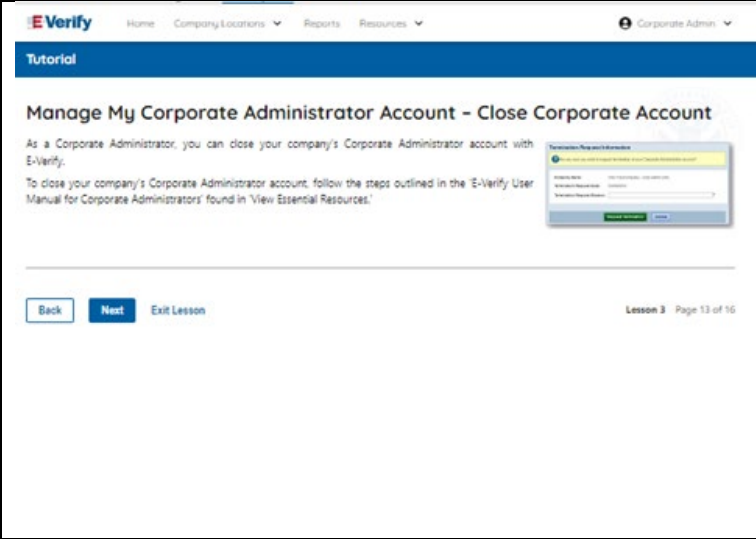
2222223344

Phone Number Extension

Up to 4 digits, numbers only

Cancel

Save



Corporate Administrator – Terminate My Company Account

As a corporate administrator, you can close your company's corporate administrator account with E--Verify.

From the **Terminate Company Account** page:

Review the company information to be terminated, note the prepopulated termination request date, provide a termination request reason and click next.

If you do not want to request termination for this account at this time, click **Cancel**.

My Corporate Account

Terminate My Company Account

Once your company has been terminated, your company will no longer have access to E-Verify.

Company Name

Verification Corporate Admin Test Company

Company ID

124564

DUNS Number

9 digits, numbers only

Termination Request Date

Tue, Apr 25, 2023

Please provide some feedback as to why Verification Corporate Admin Test Company will be discontinuing the use of E-Verify. This information will help us ensure we are serving our customers to the best of our ability.

Termination Request Reason (required)

-Select-

Cancel

Next

Add Company Location Job Aid: How a Corporate Administrator adds a Company Location

To Add New Company Location:

1. From the Company Locations tab, Select Manage Company Locations.
2. Click Add New Company
3. Choose Account Access and select Next.

Note: Account access describes how your company plans to use E-Verify

4. Select the Category that describes your organization and select Next

Note: *If you indicate Federal Contractor with FAR E-Verify Clause, you will be required to select the federal contractor*

5. Enter Company Information and the 3-digit Classification System (NAICS) code(s). If you are not sure of your NAICS code, select look up a NACIS code. From the drop-down list select choose which sector and sub-sector best describes your organization, select DONE and then Next

6. Enter the physical Addresses for your company and select Next

7. In the Hiring Sites screen, click Add Hiring Site, enter the hiring site address, select Add Hiring Site and then Next

Note: For bulk upload, use the download CSV template and follow the CVS guidelines and select Bulk Upload Hiring Sites

8. From the E-Verify Users screen, select Add User and enter user contact information, select Add User and then Next

Note: A company must have one Memorandum of Understanding (MOU) Signatory and at least one Program Administrator.

9. From the Review and Submit Enrollment screen. Review and/or edit any information you have entered, agree to the Terms of Use by clicking in the white box next to I Agree and then select Submit Enrollment

10. Once your MOU has been approved. Click View Current MOU. Print a copy of the memorandum of understanding (MOU) you electronically signed.

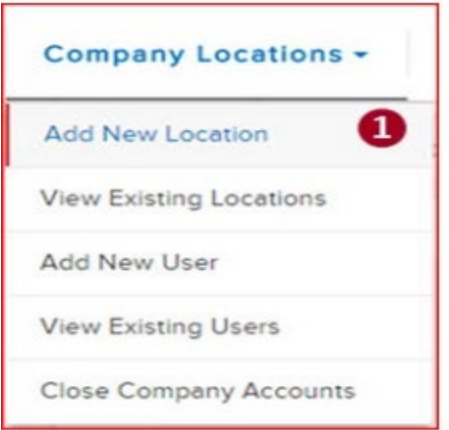
How to search view and/or search Company Information:

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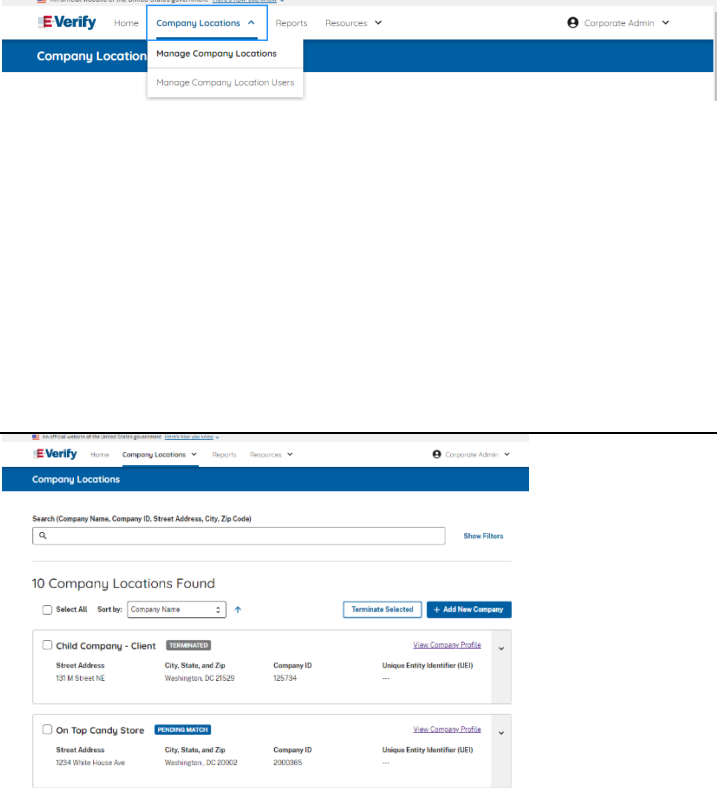
From the Company Locations tab. You can view company profile, search, view, edit terminate your company information.

Related Link: [CA Job Aid Images](#)

Current Image



Update Image



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The image displays four screenshots from the E-Verify website, illustrating the 'Add New Location' process. The screenshots are arranged in a 2x2 grid.

- Top Left:** The 'Add New Location' page, 'Company Information' step. It shows a sidebar with navigation links: COMPANY INFORMATION (selected), EMPLOYER CATEGORY, HIRING SITES, CONTACTS, and REVIEW & SUBMIT. The main content area has a 'Company Overview' section with fields for 'Company Name', 'Doing Business As', 'Employer ID Number', and 'DUNS Number'. A red circle with the number '3' is placed next to the 'Doing Business As' field.
- Top Right:** The 'Add New Company Location' page, 'Choose Account Access' step. It shows a sidebar with navigation links: COMPANY LOCATIONS (selected), Reports, and Resources. The main content area has a 'Choose Account Access' section with two radio button options: 'Employer' (selected) and 'Web Services - Employer'. A red circle with the number '4' is placed next to the 'Employer' option.
- Bottom Left:** The 'Add New Location' page, 'Employer Category' step. It shows a sidebar with navigation links: COMPANY INFORMATION, EMPLOYER CATEGORY (selected), HIRING SITES, CONTACTS, and REVIEW & SUBMIT. The main content area has a 'Which category best describes test?' section with three radio button options: 'Government', 'Federal Contractor', and 'Other'. A red circle with the number '4' is placed next to the 'Federal Contractor' option.
- Bottom Right:** The 'Add New Company Location' page, 'Company Information' step. It shows a sidebar with navigation links: COMPANY LOCATIONS, Reports, and Resources. The main content area has a 'Company Information' section with fields for 'Company Name', 'Doing Business As', 'Employer Identification Number', 'Unique Entity Identifier', 'DUNS Number', and 'Total Number of Employees'. A red circle with the number '5' is placed next to the 'Employer Identification Number' field.

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[illegible]

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	Add Hiring Site To expedite the number of hiring sites added, you may want to use Bulk Upload. Street Address (required) Suite/Other City (required) State (required) - Select - Zip Code (required) 5 digits, numbers only Cancel Add Hiring Site
	An official website of the United States government Department of Justice E-Verify Home Company Locations Reports Resources Corporate Admin Add New Company Location 1 Create Company 2 Company Information 3 Company Addresses 4 Hiring Sites 5 Verify Users 6 Review & Submit Hiring Sites A hiring site is the location where employees are hired and completes Form I-9. Employees select which hiring sites participate in E-Verify and must verify all newly hired employees for that hiring site. If you decide not to have a hiring site participate, you are not permitted to verify any employees at that location. Hiring sites can be added or deleted at any time after enrollment is complete. Total Hiring Sites 2 Bulk Upload Add Hiring Site To expedite the number of hiring sites added, you may want to use Bulk Upload. One hiring site has successfully been added below. Alabama Back Next
	Bulk Upload Hiring Sites Make sure your CSV column headers include: Street Address, Suite/Other, City, State, and Zip Code to help ensure a successful upload. Download CSV template View CSV Guidelines Select a CSV file (required) Must be a CSV Drag file here or choose from folder Cancel Bulk Upload Hiring Sites

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E-Verify Users

A company must have one Memorandum of Understanding (MOU) Signature and at least one Program Administrator.

- The MOU Signatory** must have authority to sign the MOU in behalf of your company and will be added as the Point of Contact in the E-Verify account. The MOU signatory can also optionally be registered as a Program Administrator.
- Program Administrators** have the ability to create and manage users and user accounts, request updates account information, and attach agreements for other user accounts.
- Review accounts** is not allowed, as users must have been given individual user accounts.



If you will need access to e-verify once your company is awarded, please add yourself as a Program Administrator. Note a user limit of 10 will be provided by us.

Administrators below designate which one is the MOU Signatory and the Program Administrators are Program Administrators can be added or deleted at any time after enrollment is complete.

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Add E-Verify User

X

Email Address (required)

Last Name (required)

First Name (required)

Middle Initial

Phone Number (required)
(10 digits, numbers only)

Phone Number Extension
(Up to 4 digits, numbers only)

Is this person the MOU Signatory? (required)

☐ Yes

☐ No

Does this user need Program Administrator access to E-Verify?
(required)

☐ Yes

☐ No

Cancel

Add User

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Add New Company Location

1 Employer Category
 2 Company Information
 3 Company Address
 4 Hiring Info
 5 **E-Verify Users**
 System & Search

E-Verify Users

A company must have one Memorandum of Understanding (MOU) Signature and at least one Program Administrator.

- The **MOU Signature** user has authority to sign the MOU on behalf of your company and will be listed as the **Point of Contact on the Policy Document**. The MOU Signature can also optionally be designated as a Program Administrator.
- Program Administrators** have the ability to create and manage cases and user accounts, run reports, update account information, and attach approvals for other user accounts.
- Sharing accounts is not allowed at users must have their own individual user accounts.

If you will need access to E-Verify, you will need your company's verified phone and email and a Program Administrator. Note: a new User ID is provided for you.

Add user last names and signatures such as the MOU Signature and the Program Administrator as Program Administrator users can be deleted at any time after you're finished to complete.

[Next Step](#)

Last Name	First Name	M.I.	Phone Number	Email Address	MPO Signature	Program Admin
Smith	Jones		(000) 000-0123	starr@map.gov	Yes	No
			000-000-0000			

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Review and Submit Enrollment

Company Information

Company Name	Doe's Business As (DBA) Name
Cookin' and Creatin'	---
Employer Identification Number (EIN)	Unique Entity Identifier (UEI)
023456789	023456789
SUNW Number	Total Number of Employees
023456789	5 to 9
NACCS Code	Sector
721	Accommodation and Food Services
Subscriber	
Accommodation	

Edit Company Information

Employer Category

Employer Category
None of these categories apply.

Edit Employer Category

Company Addresses

Physical Address	Hiring Sites
1080 Main Street Richmond, VA 23261	Number of Sites
	2
Mailing Address	
Same as Physical Address	Edit Hiring Sites

Edit Company Addresses

E-Verify Users

MOU Signatory	Program Administrator(s)
SMITH Cookin' (223@gmail.com)	SMITH Cookin' (223@gmail.com)

Edit Users

Company Access and MOU

Cookin' and Creatin' is Configured to: Verify its Own Resources	Memorandum of Understanding View MOU
Please Employees Managed and Verified by My Company	

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Add New Company Location

Enrollment Pending

It's okay! We are temporarily unable to approve your enrollment at this time.

We couldn't immediately approve your enrollment in E-Verify because we were unable to verify the information you entered. Please contact the E-Verify Customer Support team at 800-464-4210 or e-mail us at E-Verify@DHS.gov, within five federal government workdays in order to confirm the information provided during enrollment. Do not enroll your company again in E-Verify. If you attempt to re-enroll, your enrollment may be further delayed.

Thanks for signing up for E-Verify. Your participation is vital in ensuring a legal U.S. workforce. We look forward to hearing from you shortly to confirm your enrollment information.

[Manage Company Locations](#)