

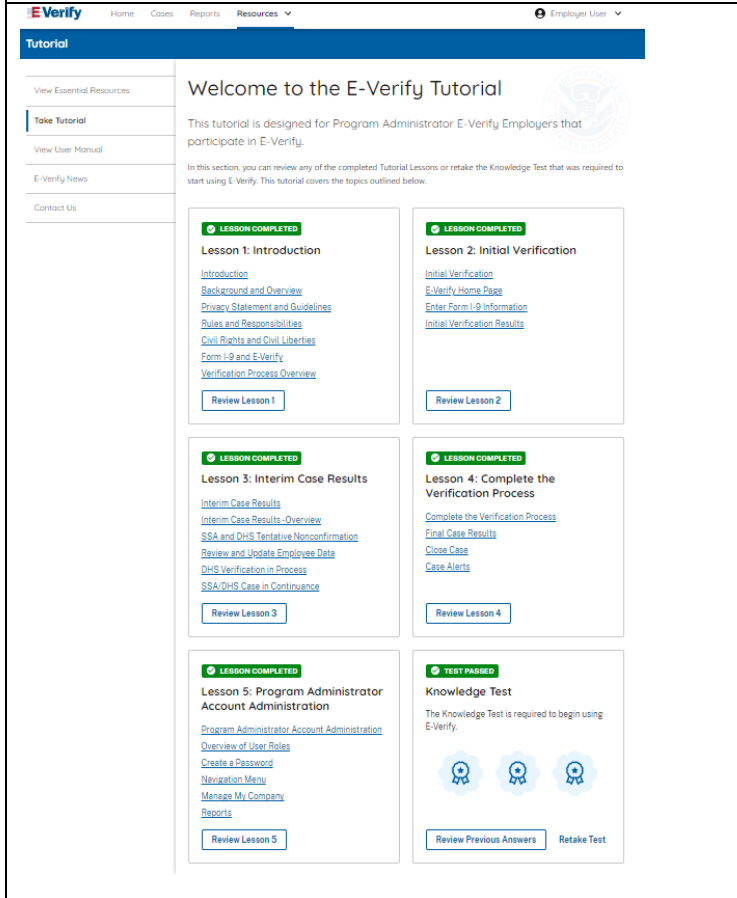
**EV PA Lesson 1**

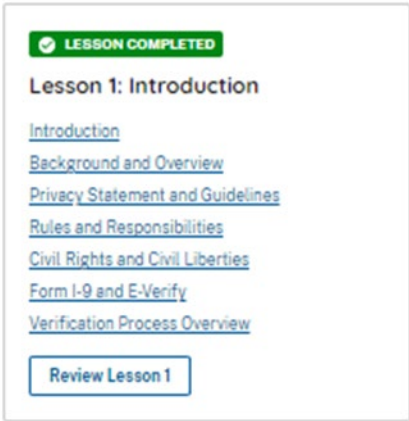
**LESSON COMPLETED**

**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	Updated Image
 <p>The screenshot shows the E-Verify Tutorial interface. At the top, it says 'Welcome to the E-Verify Tutorial' and provides an overview of the tutorial's purpose. Below this, there are five lesson cards, each with a 'LESSON COMPLETED' status and a list of topics. Lesson 1 (Introduction) includes Introduction, Background and Overview, Privacy Statement and Guidelines, Rules and Responsibilities, Civil Rights and Civil Liberties, Form I-9 and E-Verify, and Verification Process Overview. Lesson 2 (Initial Verification) includes Initial Verification, E-Verify Home Page, Enter Form I-9 Information, and Initial Verification Results. Lesson 3 (Interim Case Results) includes Interim Case Results, Interim Case Results-Overview, SSA and DHS Tentative Nonconfirmation, Review and Update Employee Data, DHS Verification in Process, and SSA/DHS Case in Continuance. Lesson 4 (Complete the Verification Process) includes Complete the Verification Process, Final Case Results, Close Case, and Case Alerts. Lesson 5 (Program Administrator Account Administration) includes Program Administrator Account Administration, Overview of User Roles, Create a Password, Navigation Menu, Manage My Company, and Reports. A Knowledge Test card is also present, indicating that the test is required to begin using E-Verify.</p>	<p><b>Welcome to the E-Verify Tutorial</b></p> <p>This tutorial is designed for Program Administrators of employers participating in E-Verify.</p> <p>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:</p> <p><b>Lesson 1: Introduction</b>  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}</p> <p><b>Lesson 2: Initial Verification</b>  Initial Verification  E-Verify Home Page  Enter Form I-9 Information  Initial Verification Results  {Review Lesson 2}</p>	

	<p><b>Lesson 3: Interim Case Results</b>  Interim Case Results  Interim Case Results - Overview  DHS and/or SSA Tentative Nonconfirmations (Mismatches)  E-Verify Needs More Time  DHS or SSA Case in Continuance  {Review Lesson 3}</p> <p><b>Lesson 4: Complete the Verification Process</b>  Complete the Verification Process  Final Case Results  Close Case  Case Alerts  {Review Lesson 4}</p> <p><b>Lesson 5: Program Administrator Account Administration</b>  Program Administrator Account Administration  Overview of User Roles  Create a Password  Navigation Menu  Manage Company Account  Reports  {Review Lesson 5}</p> <p>Each user must successfully complete the online E-Verify tutorial before they can create or manage cases.</p>	
	<p><b>Lesson 1: Introduction</b>  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}</p>	

**E-Verify** Home Cases Reports Resources Employer User

**Tutorial**

### 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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**Tutorial**

### 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
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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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## 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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**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.

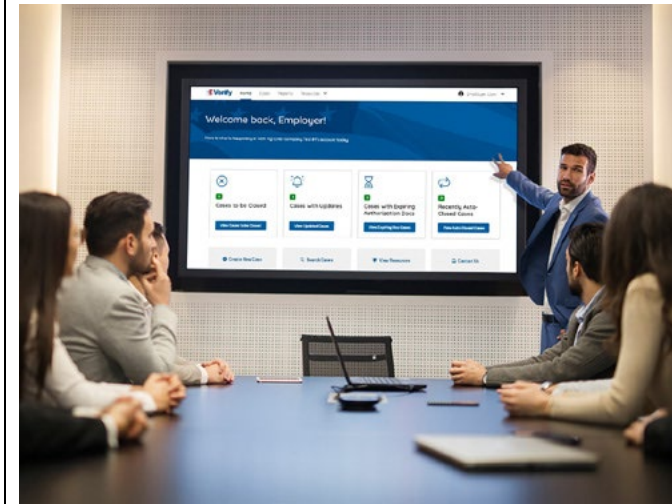


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## E-Verify Overview

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, federal agencies, and legislative offices, as well as employers subject to certain court orders, may be required to participate in E-Verify.




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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.



**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.

**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
<b>Allow ONLY authorized users to use E-Verify.</b> Ensure that only the appropriate users handle information and perform verification cases.
<b>SECURE access to E-Verify.</b> Protect passwords used to access E-Verify and ensure that unauthorized persons do not gain access to the system.
<b>PROTECT and STORE individuals' information properly.</b> Ensure that employees' information is stored in a safe and secure location and that only authorized users have access to the information.
<b>Discuss E-Verify results in PRIVATE.</b> 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 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 PII is safeguarded.



**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 Employers and this tutorial.

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

## 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, 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)**

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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**Tutorial**

**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, Employment Eligibility Verification, 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 within three business days after the employee's first day of employment.
- ✓ Enter the employee's email address in E-Verify if they provided it on Form I-9.
- ✓ Download the Further Action Notice before referring the case.
- ✓ Provide each employee with notice of and the opportunity to take action on a mismatch.
- ✓ Ensure that all PII is safeguarded.

**IMPORTANT:** For more information, review the E-Verify User Manual 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 clearly display the following in all languages provided by DHS:

- "Notice of E-Verify Participation;" and
- "Right to Work" posters.

Both notices are found in "View Essential Resources."

**IMPORTANT:** Notices and/or posters that cannot be displayed should be printed and distributed 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 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.



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### 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.

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### Rules and Responsibilities - E-Verify Employers 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.

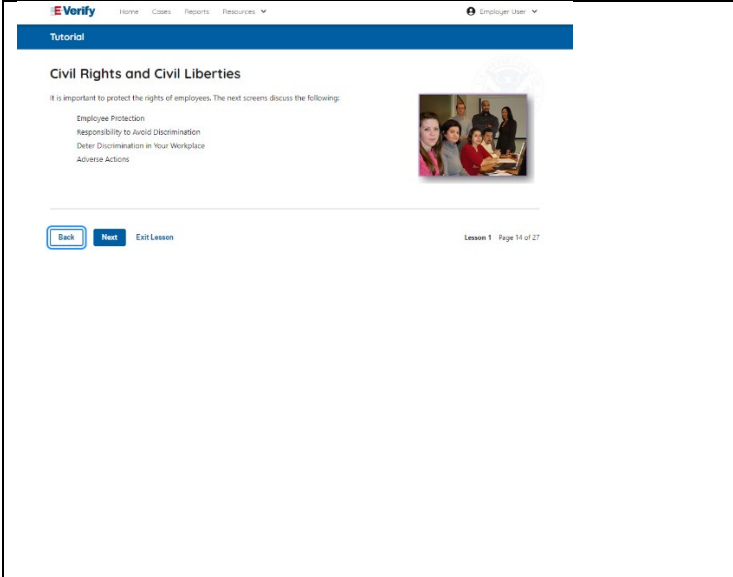
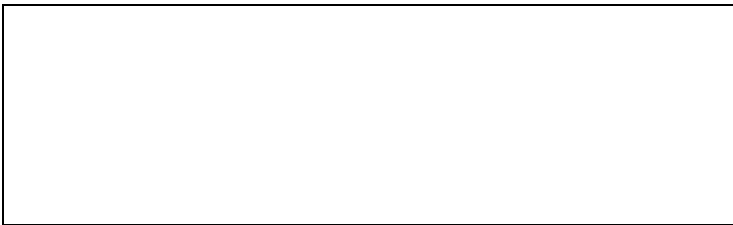
- Share any user ID or password.

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

### Civil Rights and Civil Liberties

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

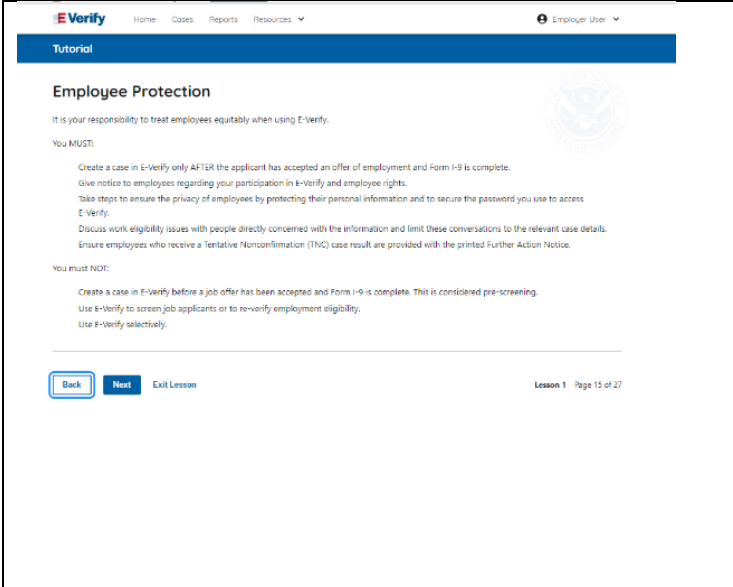
- Employee Protection
- Responsibility to Avoid Discrimination
- Deter Discrimination in Your Workplace
- Adverse Actions



### 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:**

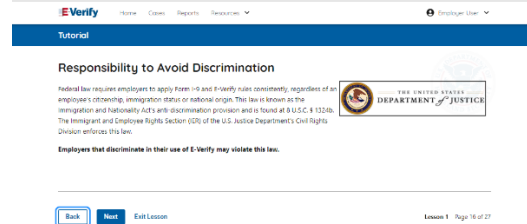
- Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening.
- Use E-Verify to screen job applicants or to reverify employment eligibility.
- Use E-Verify selectively to discriminate against applicants or employees.

**Protecting Civil Rights: The Department of Justice’s (DOJ) 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 might be in violation of this law.**

For more information on how to avoid discrimination, contact IER’s Employer Hotline at 800-255-8155 (TTY: 800-237-2515) or visit [justice.gov/ier](https://www.justice.gov/ier).



No Image

**Civil Rights and Civil Liberties – U.S. Equal Employment Opportunity Commission (EEOC)**

You may not discriminate against employees because of race, color, religion, sex (including pregnancy, gender identity, 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](http://eeoc.gov).

### Civil Rights and Civil Liberties - Deter Unlawful Discrimination in Your Workplace

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 their case is pending with DHS or SSA.

The screenshot shows the E-Verify website's tutorial page titled "Deter Discrimination in Your Workplace". It includes instructions on how to display the DOJ Right to Work poster and the DHS E-Verify Participation poster to prospective employees and new hires. The page lists several key guidelines: do not treat applicants or employees differently based on citizenship or immigration status; do not ask for specific documents beyond what is required for Form I-9 or E-Verify; do not request additional or different documents; do not use E-Verify selectively; and do not take adverse action based on citizenship or national origin. An information section at the bottom provides contact details for EEOC and E-Verify support.

The image displays two posters. The left poster, titled "IF YOU HAVE THE RIGHT TO WORK", features an American flag and the slogan "DON'T LET ANYONE TAKE IT AWAY". It contains text about the right to work and a QR code. The right poster, titled "This Organization Participates in E-Verify", features the E-Verify logo and text in both English and Spanish explaining the organization's participation in the E-Verify program. It includes contact information for E-Verify support.




**E-Verify** Home Cases Reports My Account 0 Employee Case

Tutorial

### 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 SSA. This can delay the three-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.

**E-Verify** Home Cases Reports My Account 0 Employee Case

Tutorial

### 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.



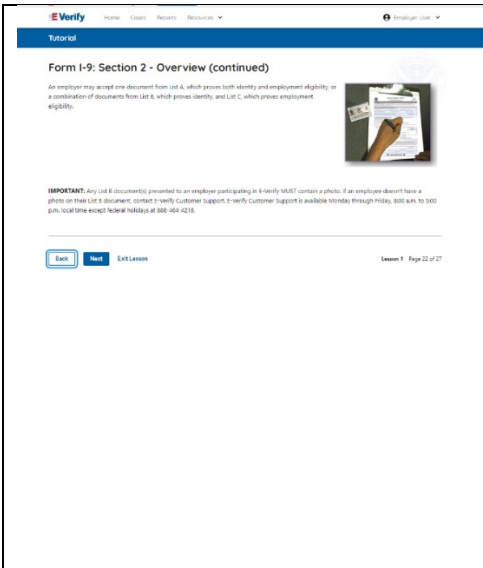
**IMPORTANT:** You may NOT specify which document(s) from the list of acceptable documents on Form I-9 an employee may choose to present.

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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, examine the documents presented by the employee physically or remotely per the alternative procedure authorized by the Secretary of DHS to establish their identity and employment authorization. An employer cannot specify which document(s) their employee may present from the List of Acceptable Documents. Follow this process consistently, regardless of your employee's citizenship, immigration status, or national origin.

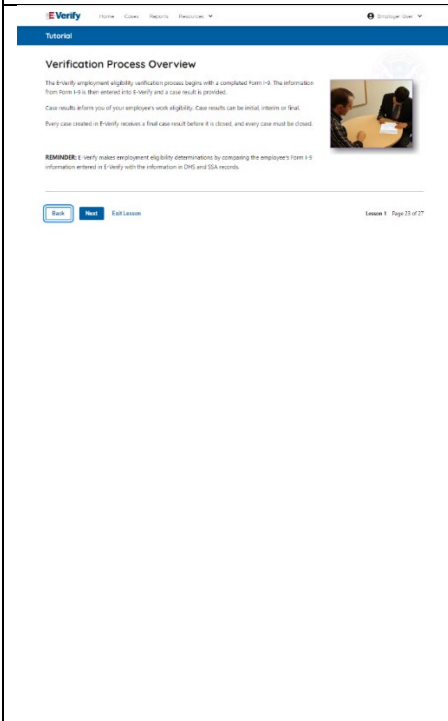
**Important:** You may **NOT** specify which document(s) from the Form I-9 List of Acceptable Documents that the employee may choose to present. This tutorial uses examples to explain some common document features; however, you cannot ask employees to show any specific type of document.



### 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 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 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 that E-Verify can access.



**E-Verify** Home Cases Reports Resources Employee Case

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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
<b>Employment Authorized</b>	The employee's information matched with DHS and/or SSA records. It's that easy!
<b>Tentative Nonconfirmation (TNC)</b>	Information does not initially match with SSA or DHS records. Additional action is required.
<b>DHS Verification in Progress</b>	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.

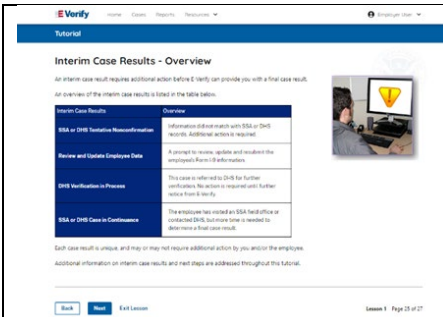
An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records that E-Verify can access. 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 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.







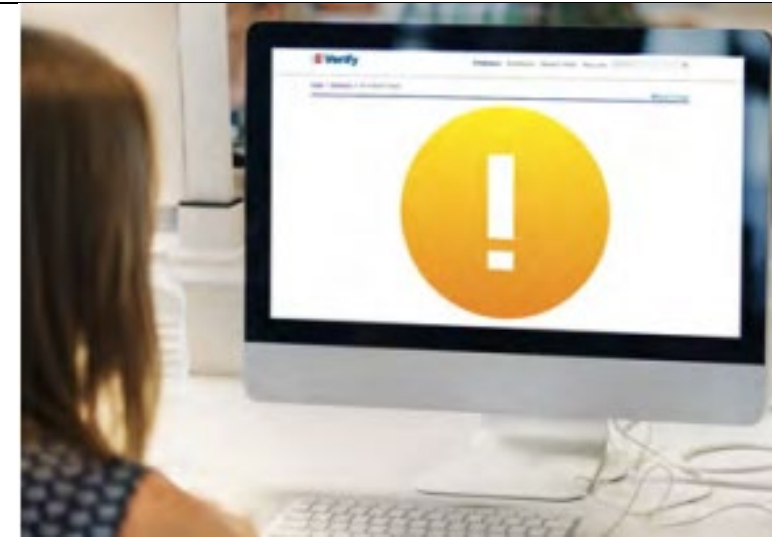
## Verification Process – Interim Verification Case Results Overview

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
<b>DHS and/or SSA Tentative Nonconfirmation (Mismatch)</b>	Information did not match official government records that E-Verify can access. Additional action is required.
<b>E-Verify Needs More Time</b>	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.
<b>DHS or SSA Case in Continuance</b>	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.



**E-Verify** Home Cases Reports Resources

**Tutorial**

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

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

Back Next Exit Lesson

Lesson 1 Page 16 of 22

## Verification Process – Final Case Results Overview

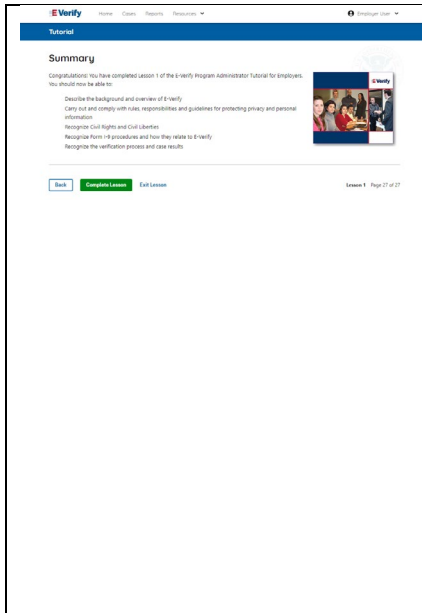
A final case result means that the case is ready to be closed. You must close a case to complete the E-Verify process.

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

Final Case Results	Overview
<b>Employment Authorized</b>	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
<b>DHS or SSA Final Nonconfirmation</b>	E-Verify cannot confirm an employee's employment eligibility after the employee has contacted DHS or visited an SSA field office. You may close the case.
<b>Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the employee's U.S. passport, passport card or driver's license is incorrect. 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.

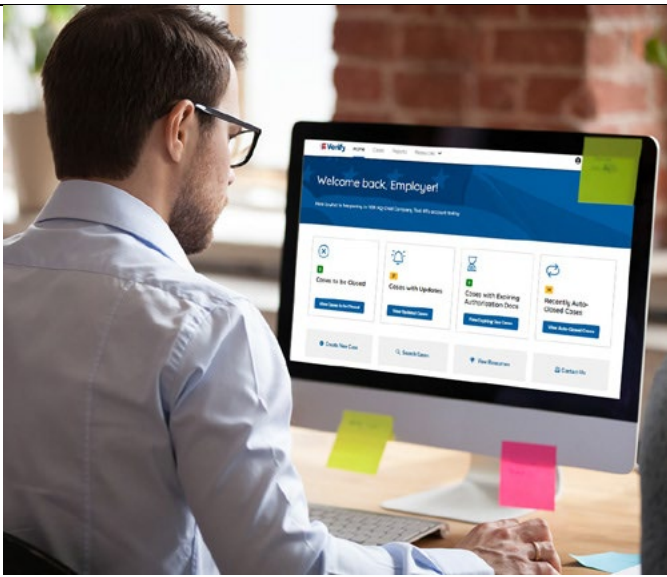




### Summary

Congratulations! You have completed Lesson 1 of the E-Verify Program Administrator Tutorial for 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.



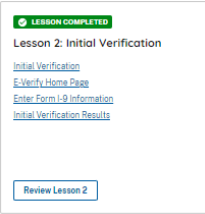
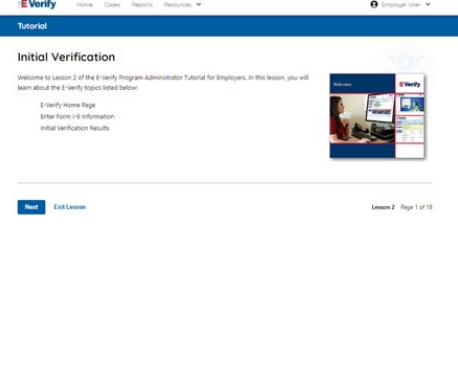
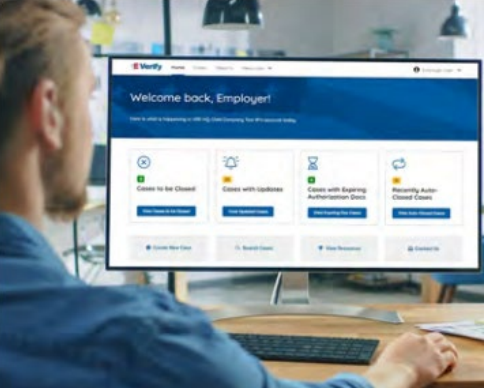
## EV PA Tutorial Lesson 2

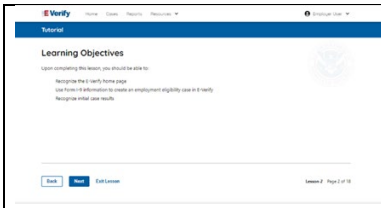
**LESSON COMPLETED**

Lesson 2: Initial Verification

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

[Review Lesson 2](#)

Current	Update	Image
 <p><b>LESSON COMPLETED</b></p> <p>Lesson 2: Initial Verification</p> <p><a href="#">Initial Verification</a>  <a href="#">E-Verify Home Page</a>  <a href="#">Enter Form I-9 Information</a>  <a href="#">Initial Verification Results</a></p> <p><a href="#">Review Lesson 2</a></p>	<p><b>Lesson 2: Initial Verification</b></p> <p>Initial Verification  E-Verify Home Page  Enter Form I-9 Information  Initial Verification Results</p>	
 <p><b>E-Verify</b> Home Cases Reports Resources</p> <p>Tutorial</p> <p><b>Initial Verification</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>E-Verify Home Page</li> <li>Enter Form I-9 Information</li> <li>Initial Verification Results</li> </ul> <p><a href="#">Next</a> <a href="#">Exit Lesson</a></p> <p>Lesson 2 Page 1 of 18</p>	<p><b>Initial Verification</b></p> <p>Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about:</p> <ul style="list-style-type: none"> <li>E-Verify Home Page</li> <li>Entering Form I-9 Information</li> <li>Initial Verification Results</li> </ul>	 <p>The image shows a person from behind, looking at a computer monitor. The monitor displays the E-Verify 'Welcome back, Employer!' dashboard. The dashboard includes a navigation bar with 'Home', 'Cases', 'Reports', and 'Resources'. Below the navigation bar, there are four main sections: 'Cases to be Closed', 'Cases with Updates', 'Cases with Expiring Authorization Dates', and 'Security Alert - Closed Cases'. Each section has a corresponding icon and a 'View Details' button. At the bottom of the dashboard, there are buttons for 'Home My Data', 'Search Cases', 'View Resources', and 'Logout'.</p>



### 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, or entity listed.

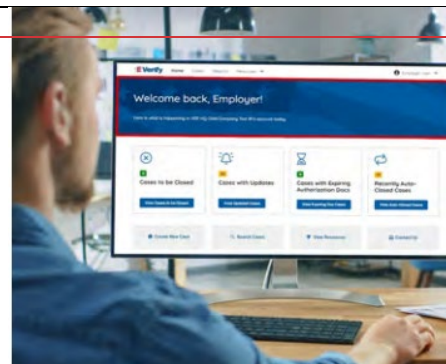
Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs, and Recently Auto-Closed Cases.

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	<ul style="list-style-type: none"> <li>• Employer User Home Page</li> </ul>
Cases	<ul style="list-style-type: none"> <li>• Create New Case</li> <li>• Search Cases</li> </ul>
Reports	<ul style="list-style-type: none"> <li>• Run Reports</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• View Essential Resources</li> <li>• Take Tutorial</li> <li>• View User Manual</li> <li>• E-Verify News</li> <li>• Contact Us</li> </ul>
Account Options	<ul style="list-style-type: none"> <li>• Company Account</li> <li>• User Account</li> <li>• Log Out</li> </ul>



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**Verify** Home > Cases > 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 you.

The hire date is the first day of employment or change of status or other immigration protection 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 listed below.



If you hired an employee within three years of the date that his or her previous Form I-9 was completed and have completed Section 2 of Form I-9, enter the Date of Hire from Section 2 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 until 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: Handbook for Completing Form I-9 (M-274) for more information.

The next screen instructs 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](#) Screen 3 Page 4 of 10

### 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 within three business days after the employee's first day of employment.

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 so relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.

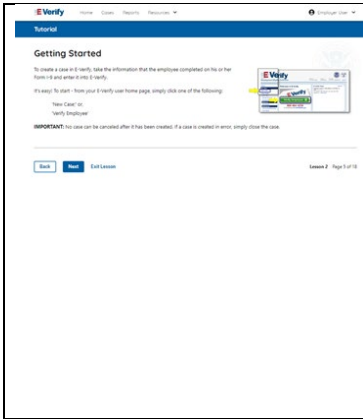
The employee's first day of employment (mm/dd/yyyy):                      (See instructions for exemptions)

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, should not have a case created in E-Verify based on this employment.



## Getting Started

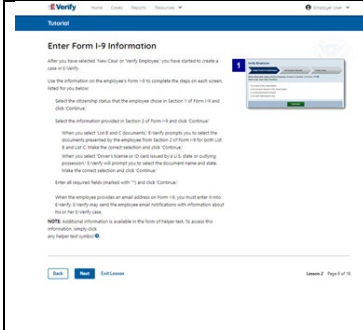
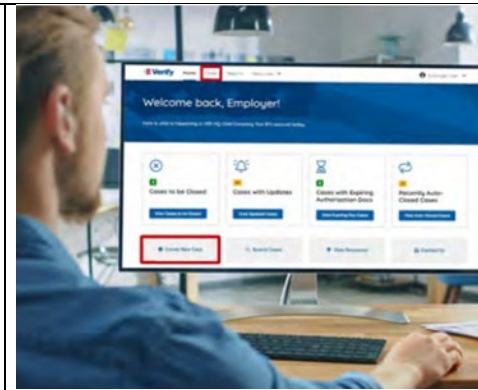
To create a case in E-Verify, use the information from the employee's Form I-9 and enter it into E-Verify.

From the E-Verify 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

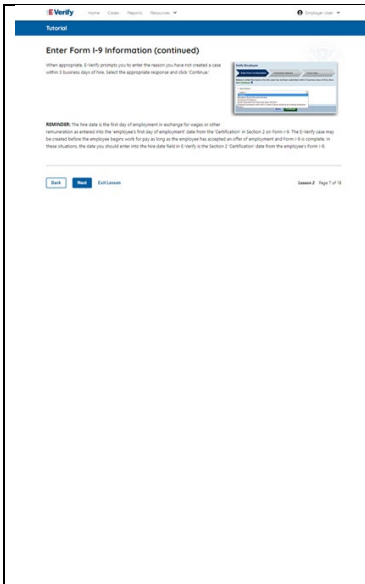
Enter the employee's information from Section 1 of Form I-9. If you do not enter required information, or enter non-standard information, E-Verify generates a field error message and you must enter the required information to continue with the case.

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 .



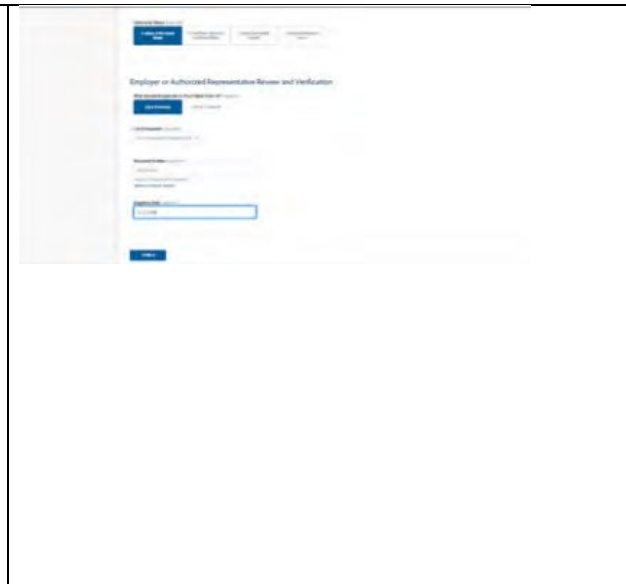


### Enter Form I-9 Information – Additional Case Details

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 in 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 three 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 block of Section 2 from the employee's Form I-9.

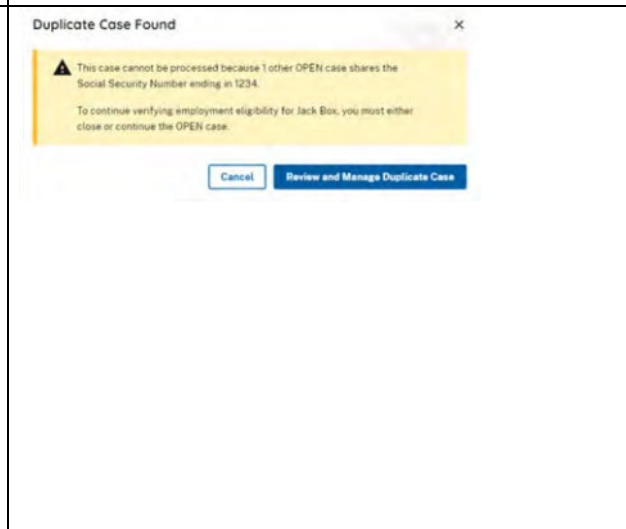
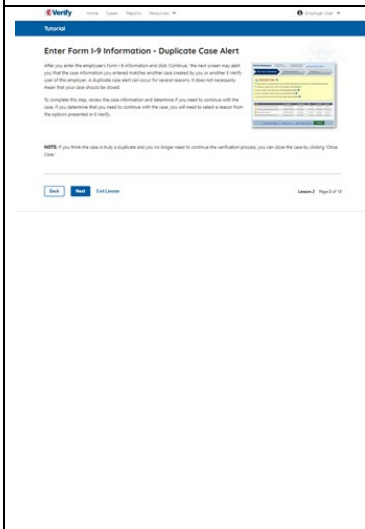


### Enter Form I-9 Information – Duplicate Case Alert

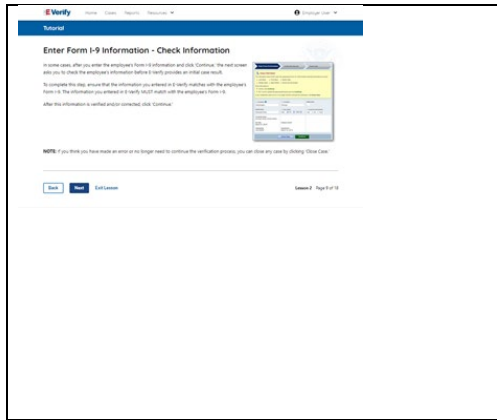
After you enter the employee's Form I-9 information and click **Continue**, the next screen may alert you that the case information you entered matches another case created by you or another E-Verify user of this employer. A duplicate case alert can occur for several reasons. It does not necessarily mean that your case should be closed.

If you receive a duplicate case alert, you must close all open duplicate cases created for this employee before 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.





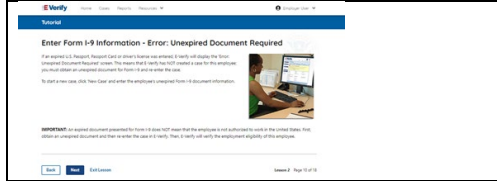
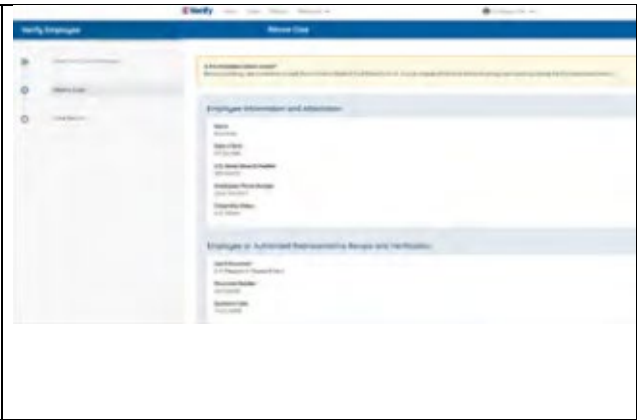


**Enter Form I-9 Information – Review Case**

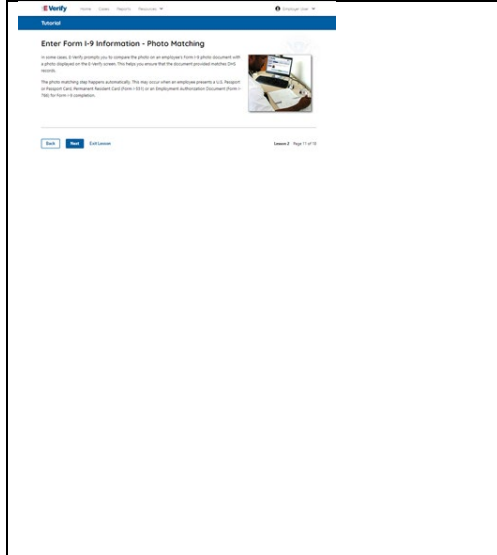
In some cases, after you enter the employee's Form I-9 information and click **Continue**, the Review Case screen asks you to check the employee's information before E-Verify provides an initial case result.

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**

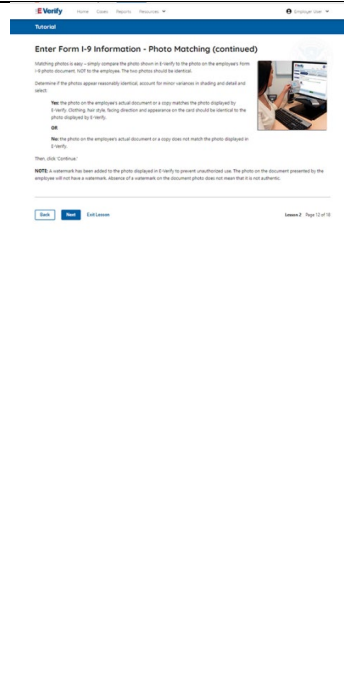


**Enter Form I-9 Information – E-Verify Photo Matching**

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 that E-Verify can access.

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

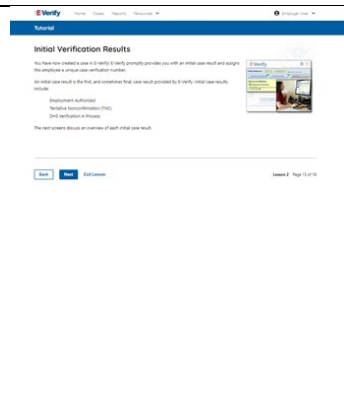
Matching photos is easy – simply compare the photo shown in E-Verify to the photo on the employee’s Form I-9 photo document, **NOT** to the employee. The two photos should be identical.

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 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.

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

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

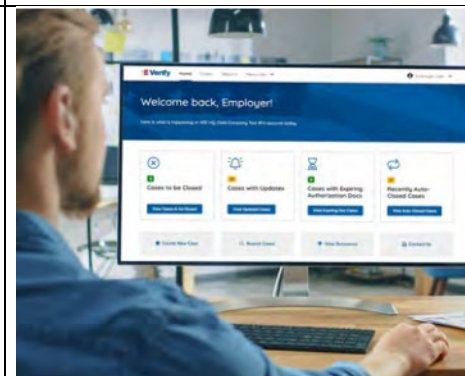


### Verification Process - Initial Verification Case Results Overview

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.

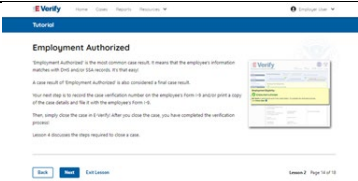
An overview of the initial case results is listed in the table below.

Initial Case Results	Overview
Employment Authorized	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records that E-Verify can access. 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.



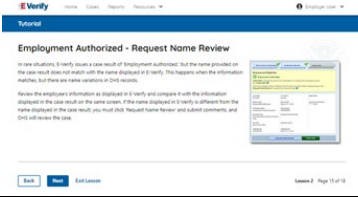
**Verification Process – Final Case Results Overview**

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

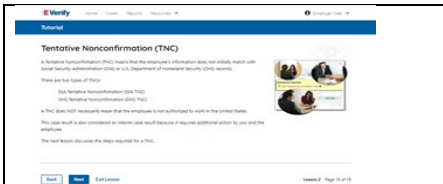
An overview of the final case results is listed in the table below.

Final Case Results	Overview
<b>Employment Authorized</b>	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
<b>DHS and/or SSA Final Nonconfirmation</b>	E-Verify cannot confirm an employee's employment eligibility. You may close the case.
<b>Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the employee's U.S. passport, passport card or driver's license is incorrect. 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.



**DELETE OBE**



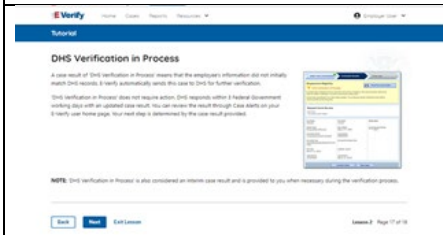
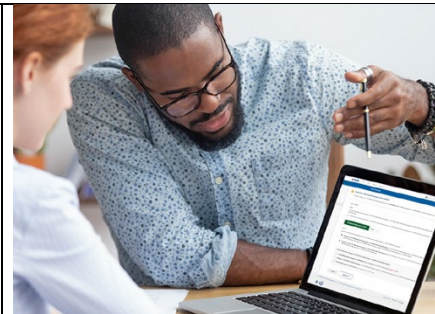
### Tentative Nonconfirmation (Mismatch) – Process Overview

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

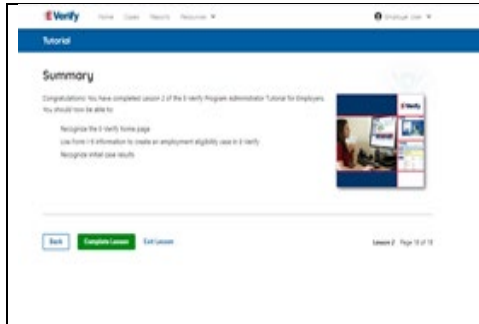
Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify your employee of their mismatch result as soon as possible within the 10 federal government working days.
- Download the Further Action Notice before referring the case.
- 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 federal government working 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.
- 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.



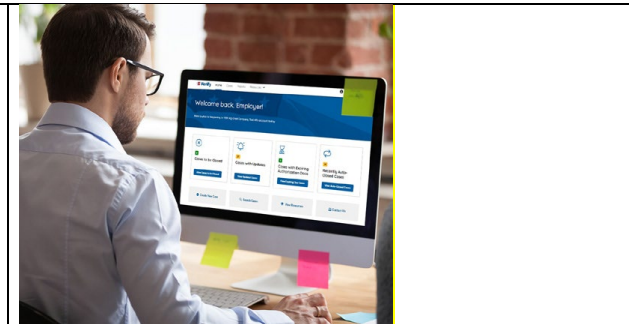
### Delete – now covered on Verification Process - Initial Verification Case Results Overview slide



## 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



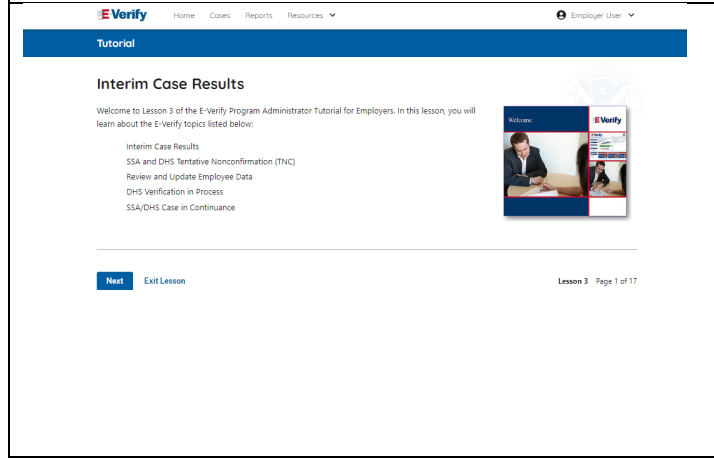
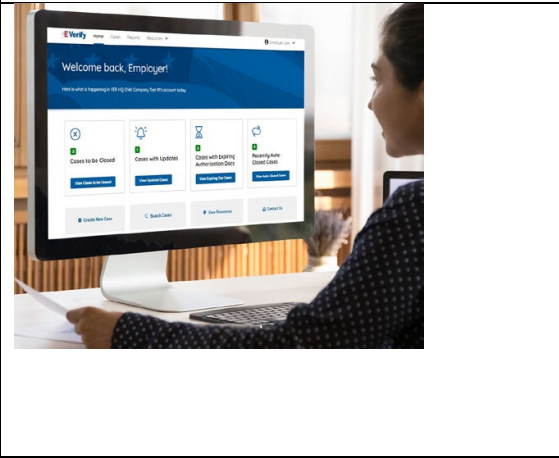
# EV PA Lesson 3

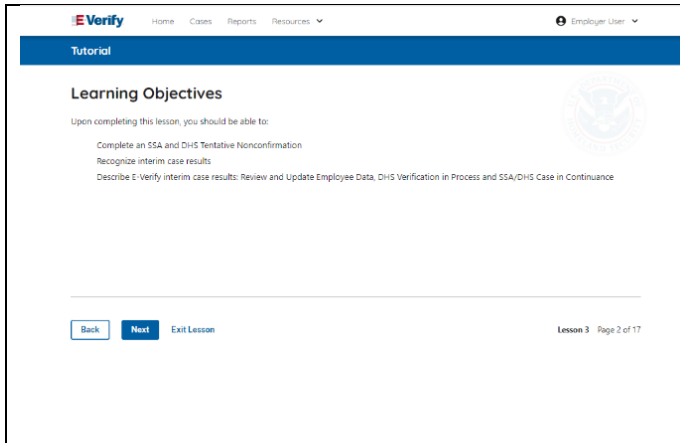
**LESSON COMPLETED**

**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	
<p><b>LESSON COMPLETED</b></p> <p><b>Lesson 3: Interim Case Results</b></p> <p><a href="#">Interim Case Results</a>  <a href="#">Interim Case Results - Overview</a>  <a href="#">SSA and DHS Tentative Nonconfirmation</a>  <a href="#">Review and Update Employee Data</a>  <a href="#">DHS Verification in Process</a>  <a href="#">SSA/DHS Case in Continuance</a></p> <p><a href="#">Review Lesson 3</a></p>	<p><b>Lesson 3: Interim Case Results</b></p> <p>Interim Case Results Overview  DHS and/or SSA Tentative Nonconfirmations (Mismatches)  E-Verify Needs More Time  DHS or SSA Case in Continuance  Photo Matching Overview  {Review Lesson 3}</p>	
	<p><b>Interim Case Results</b></p> <p>Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about these E-Verify topics:</p> <ul style="list-style-type: none"> <li>• Interim Case Results</li> <li>• DHS and/or SSA Tentative Nonconfirmations (Mismatches)</li> <li>• E-Verify Needs More Time</li> <li>• DHS or SSA Case in Continuance</li> <li>• Photo Matching</li> </ul>	



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**Tutorial**

### Learning Objectives

Upon completing this lesson, you should be able to:

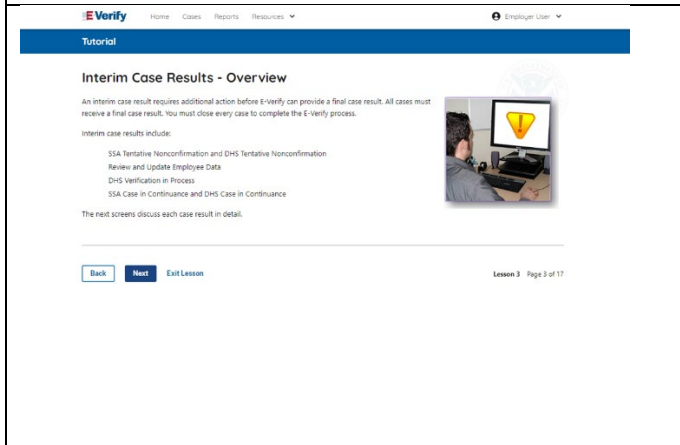
- Complete an SSA and DHS Tentative Nonconfirmation
- Recognize interim case results
- Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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### Learning Objectives

Upon completing this lesson, you should be able to:

- Complete a DHS and/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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### 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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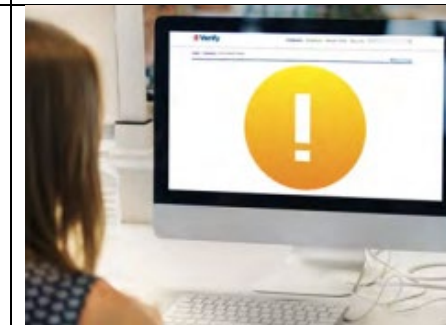
### Verification Process – Interim Verification Case Results Overview

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
<b>DHS or SSA Tentative Nonconfirmation (Mismatch)</b>	Information did not match official government records that E-Verify can access. Additional action is required.
<b>E-Verify Needs More Time</b>	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.
<b>DHS or SSA Case in Continuance</b>	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.

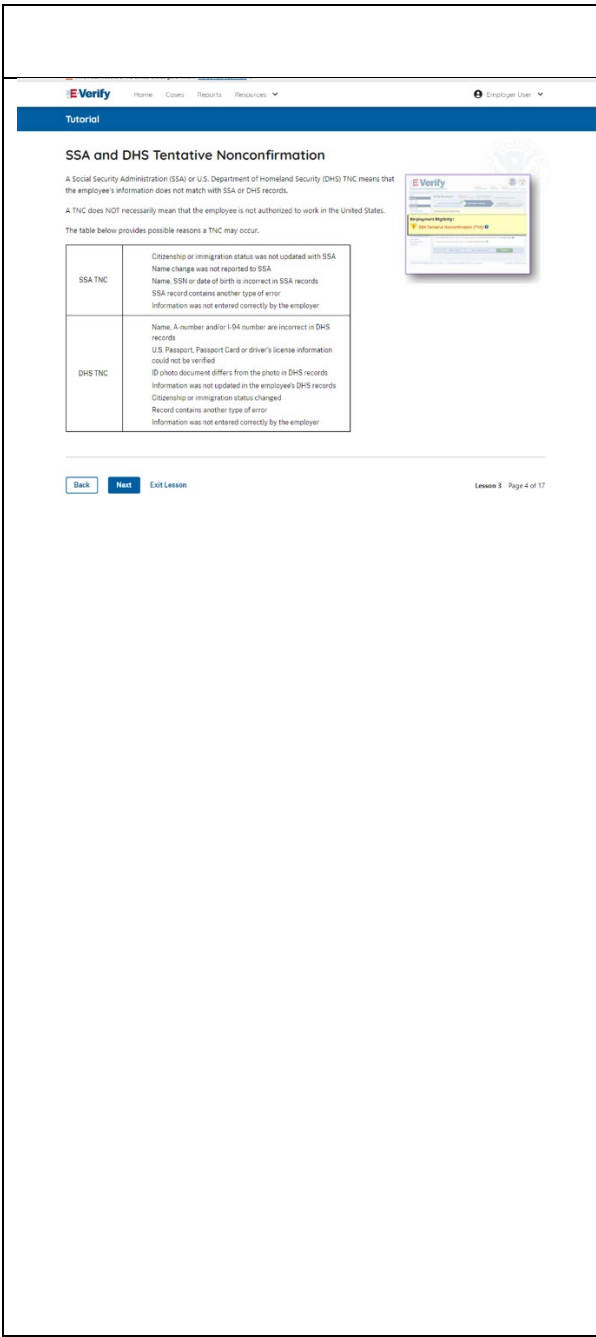
### DHS and/or SSA Mismatch

A DHS and/or 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.

<p><b>DHS MISMATCH</b></p>	<ul style="list-style-type: none"> <li>• Name, A-Number and/or I-94 Number are incorrect in DHS records</li> <li>• U.S. passport, passport card or driver's license information could not be verified</li> <li>• ID photo document differs from the photo in DHS records</li> <li>• Information was not updated in the employee's DHS records</li> <li>• Citizenship or immigration status changed</li> <li>• Record contains another type of error</li> <li>• Information was not entered correctly by the employer</li> </ul>
<p><b>SSA MISMATCH</b></p>	<ul style="list-style-type: none"> <li>• Citizenship or immigration status was not updated with SSA</li> <li>• Name change was not reported to SSA</li> <li>• Name, SSN, or date of birth is incorrect in SSA records</li> <li>• SSA record contains another type of error</li> <li>• Information was not entered correctly by the employer</li> </ul>





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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 employer'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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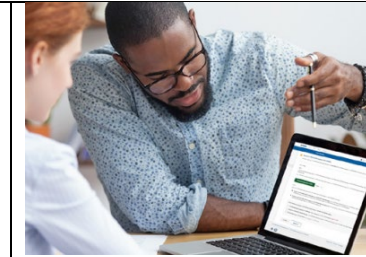
## Mismatch – Process Overview

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.
- Download the Further Action Notice before referring the case.
- 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 federal government working 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.
- 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

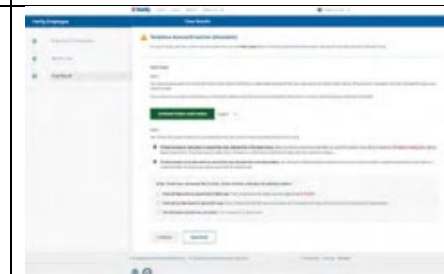
**IMPORTANT:** A TNC does NOT necessarily mean that the employee is not authorized to work in the United States. You MUST provide the employee the opportunity to contest a TNC. You may not take adverse action against an employee because of the TNC or while the employee's case is pending.

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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:

- 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.



### 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:
- 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.

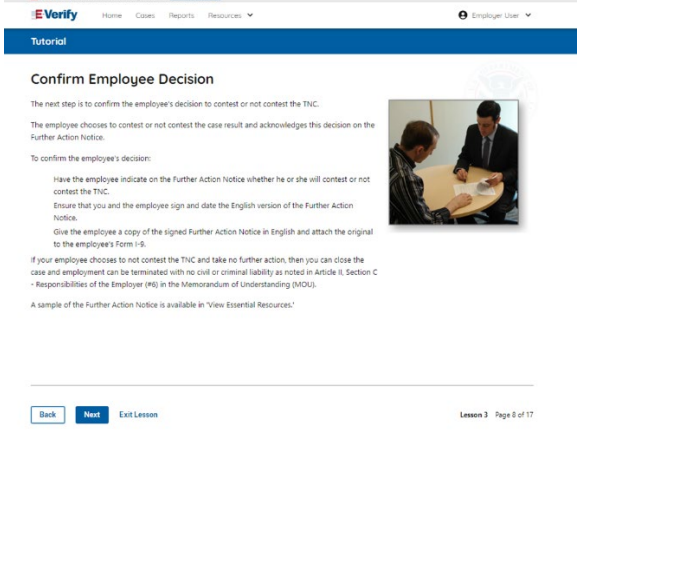
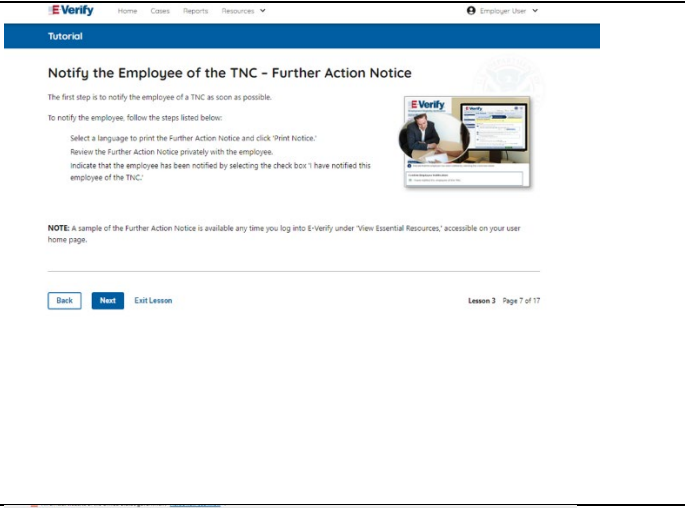
**NOTE:** A sample of the Further Action Notice is available in View Essential Resources.

### Mismatch – Confirm Employee Decision

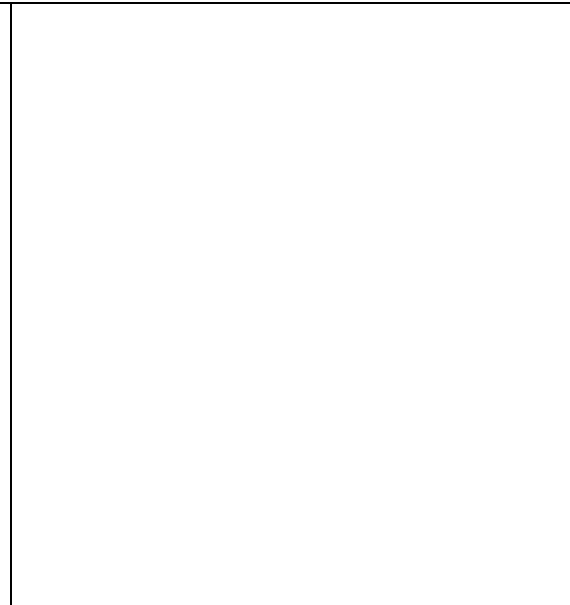
The next step is to confirm the employee’s decision to take action to resolve the mismatch or not take action to resolve the mismatch.

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 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.



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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}.
  - 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**.

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**Case Results**

**Resolved With Case**

Submitting a response to the case is required. If you do not provide a response, your case will be closed. You may be prompted to do so.

[Close and Continue With Case](#)

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services | [Accessibility](#) | [Privacy](#) | [Help](#)

**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.



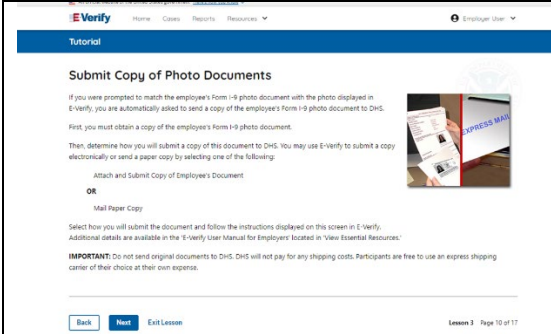
### E-Verify Photo Matching Overview

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 official government records that E-Verify can access.

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 page 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

### E-Verify Photo Matching – Review Case

	<p>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:</p> <ul style="list-style-type: none"> <li>• <b>Yes, this photo matches</b> - 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;</li> <li>• <b>No, this photo does not match</b> - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or</li> <li>• <b>No photo displayed</b> - 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.</li> </ul>	
<p><b>E-Verify Photo Matching – Case Results</b></p>	<p><b>E-Verify Photo Matching – Case Results</b></p> <ul style="list-style-type: none"> <li>• 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 page and the passport Barcode page.</li> <li>• If you select <b>No, this photo does not match</b> or <b>No photo displayed</b>, E-Verify prompts you to upload a photo of your employee’s document and click <b>Continue</b>.</li> <li>• If you select <b>Save &amp; Exit</b>, any uploaded documents will not be saved and must be uploaded again.</li> </ul> <p>Click <b>Continue</b> or <b>Save &amp; Exit</b>.</p> <p>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.</p> <p>Review the <a href="#">E-Verify User Manual, 2.2.2 E-Verify Photo Matching</a> for more information.</p>	


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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.

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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
<ul style="list-style-type: none"> <li>Notify the employee of the TNC in private</li> <li>Instruct employee to sign and date Further Action Notice</li> <li>Confirm employee's choice to contest or not contest TNC</li> <li>Keep original signed Further Action Notice on file with Form I-9</li> <li>If employee chooses to contest TNC, refer employee</li> <li>Print the Referral Date Confirmation and provide it to the employee</li> <li>If prompted, attach and submit or mail a copy of employee's Form I-9 photo document to E-Verify</li> </ul>
THE EMPLOYEE'S ACTION
<ul style="list-style-type: none"> <li>Decide to contest or not contest and indicate choice on signed Further Action Notice</li> <li>Acknowledge receipt of TNC by signing and dating Further Action Notice</li> <li>Take next action based on decision to contest or not to contest</li> <li>If he or she contests:               <ul style="list-style-type: none"> <li>Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days</li> </ul> </li> </ul>

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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 the 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

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### Case Results

**Terminated Noncontestable (Mismatches)**

An error or data problem caused case information from your Form I-9 to not match employment information. You or the user may contest or terminate the case.

Next steps:

**STEP 1**

You must download, print, and review the Further Action Notice with your employee. Make sure that Form I-9 photo document the Further Action Notice. This document will explain why Form I-9 information did not match and what to do next.

If an employee has chosen to contest, please advise them on using the biometric services of your device and that your device is enabled.

Download Further Action Notice

**STEP 2**

After Form I-9 has been reviewed, you must print the document and correct the data presented that leads to the mismatch.

If you choose to terminate the case, you must indicate that the case is closed. You must also indicate that you will not re-verify the employee. There will be a deadline of 10 federal government working days to take action. If an error or data problem exists, you will need a confirmation that the employee has been notified.

If you choose not to take action to resolve the case, you must indicate that the case is closed. You will receive a final result that indicates that you were unable to resolve the employment eligibility. You must re-verify the employee for all mismatches that occur within 90 days of the date.

After Form I-9 has been reviewed, the Further Action Notice, indicate the decision below:

- Print and take action to resolve the mismatch. From information that you must be able to print it to SSA.
- Print and take action to resolve the case. From information that you must be able to print it to SSA.
- The information entered was not correct. I am choosing to close the case.

Continue Save & Exit

- Decide to take action or not to resolve their mismatch within 10 days of issuance and indicate decision on the 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 and/or visit an SSA field office with a copy of the Further Action Notice within 8 federal government working days

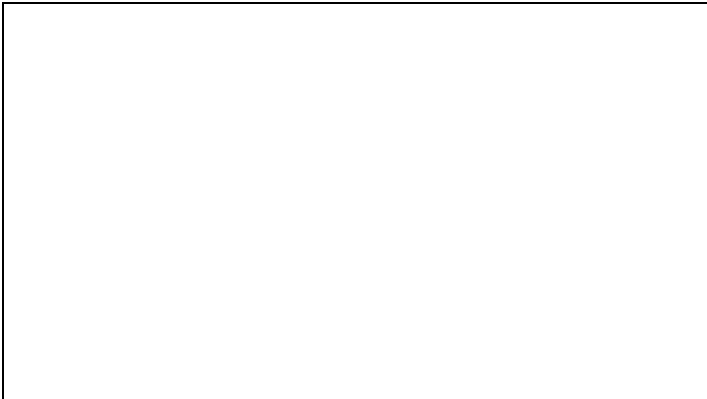
### Mismatch - Check for Case Status Updates

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 THIC 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.

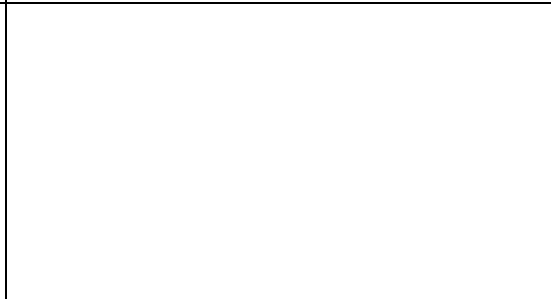
"Review and Update Employee Data" happens because of typographical errors and/or incorrect information provided on Form I-9.

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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### Delete OBE



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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 confirm 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 three 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 or SSA Case in Continuance

A DHS or SSA Case in Continuance means that the employee has contacted DHS or visited a 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 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.

Case Number	Date of Case Creation	First Day of Employment
20230000000000000000	Mar 31, 2023, 1:30am	Mar 31, 2023



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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:

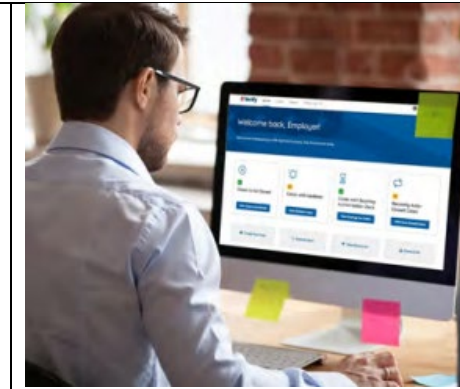
- Complete an SSA and DHS Tentative Nonconfirmation
- Recognize interim case results
- Describe E-Verify interim case results: Review and Update Employee Data, DHS Verification in Process and SSA/DHS Case in Continuance

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## Summary

Congratulations! You have completed Lesson 3 of the Program Administrator Tutorial for employers. You should now be able to:

- Complete a DHS and/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



EV PA Lesson 4

**LESSON COMPLETED**

**Lesson 4: Complete the Verification Process**


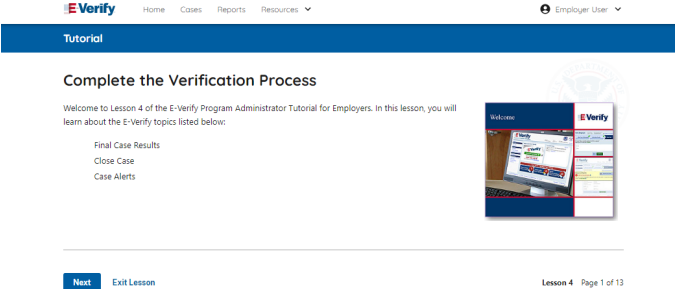

[Complete the Verification Process](#)

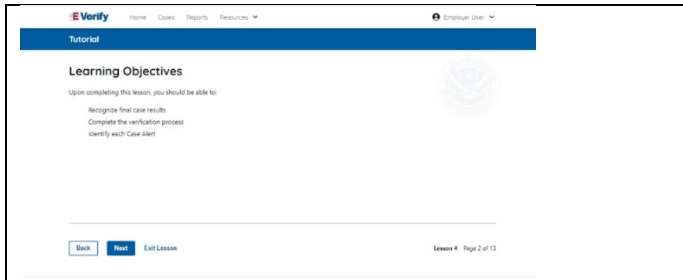
[Final Case Results](#)

[Close Case](#)

[Case Alerts](#)

[Review Lesson 4](#)

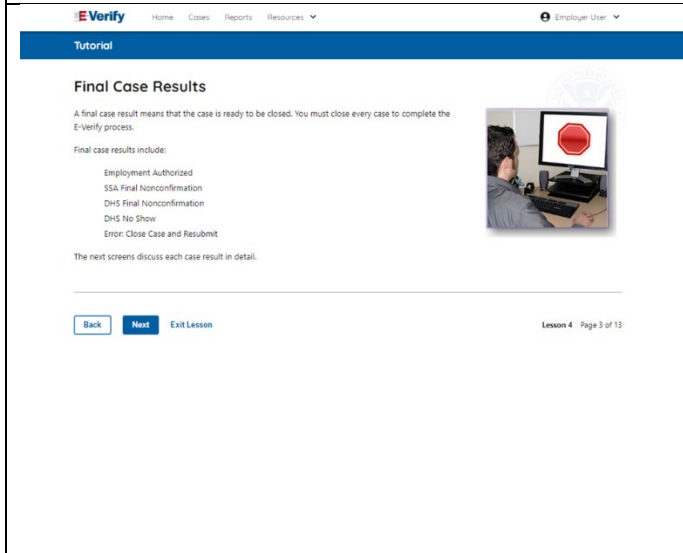
Current	Updated Content	Updated Images
	<p><b>Lesson 4: Complete the Verification Process</b></p> <ul style="list-style-type: none"> <li>• Complete the Verification Process</li> <li>• Final Case Results</li> <li>• Close Case</li> <li>• Case Alerts</li> </ul>	
	<p><b>Complete the Verification Process</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Final Case Results</li> <li>• Close Case</li> <li>• Case Alerts</li> </ul>	



## Learning Objectives

Upon completing this lesson, you should be able to:

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



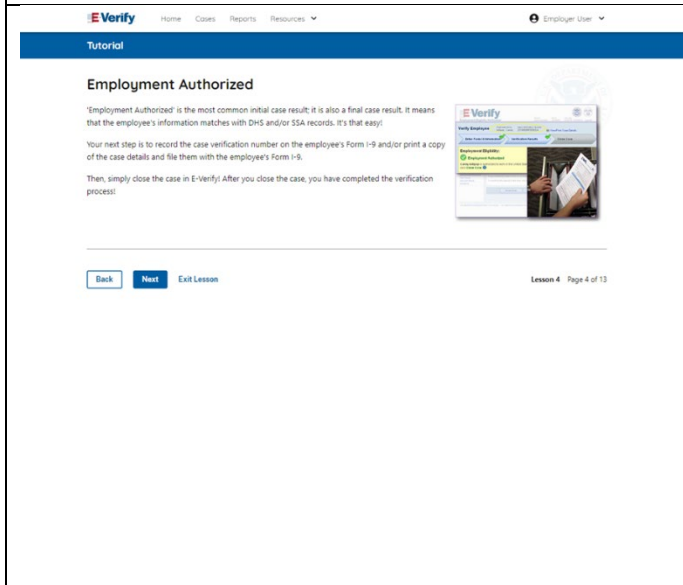
## Final Case Results

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 and/or SSA Final Nonconfirmation
- Close Case and Resubmit

The next screens discuss each case result in detail.



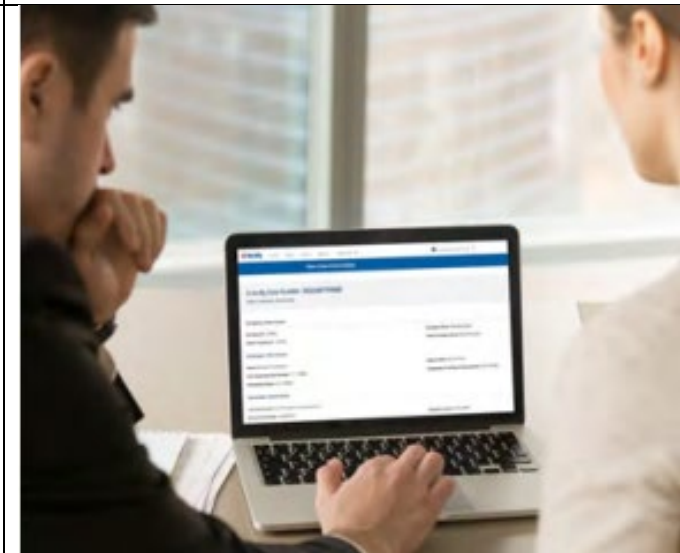
## Final Case Results - Employment Authorized

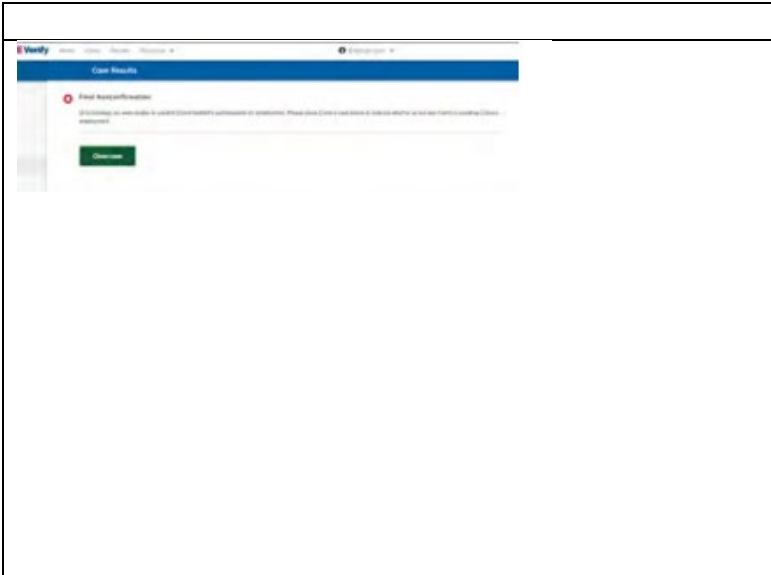
Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches official government records that E-Verify can access. It's that easy!

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.





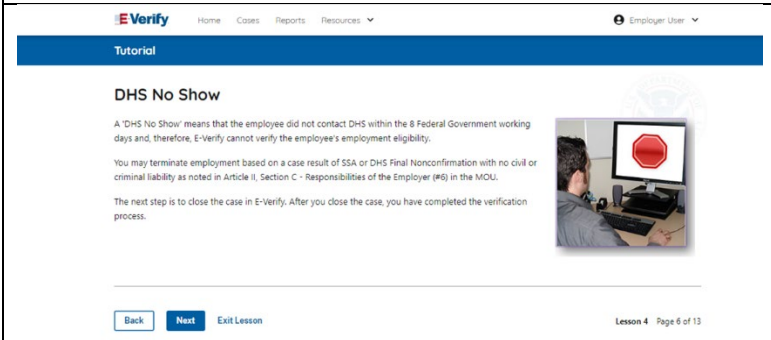
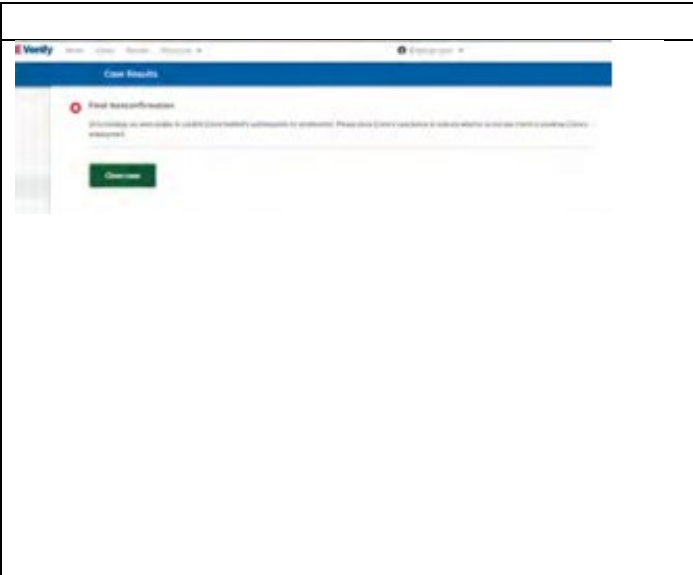
**Final Case Result - DHS or SSA Final Nonconfirmation**

A DHS or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chooses 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.

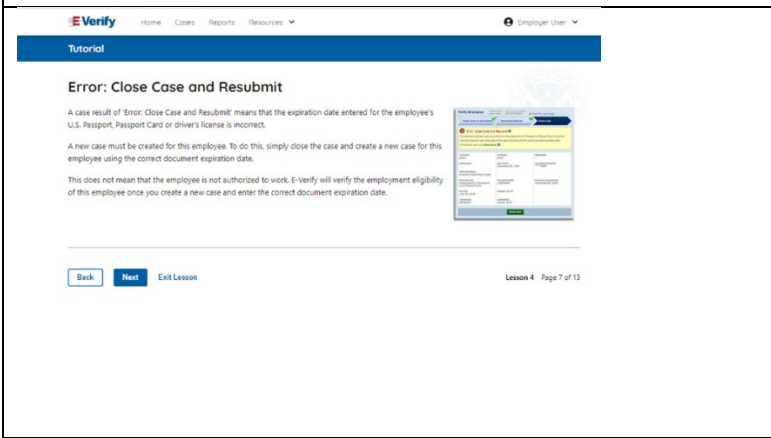
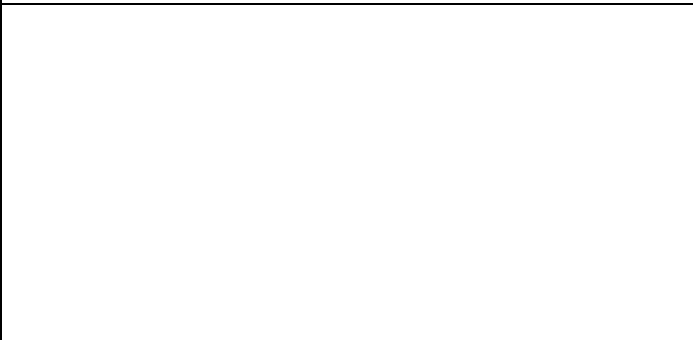
You may terminate employment based on a case result of DHS or SSA Final Nonconfirmation.

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.



**Delete OBE**

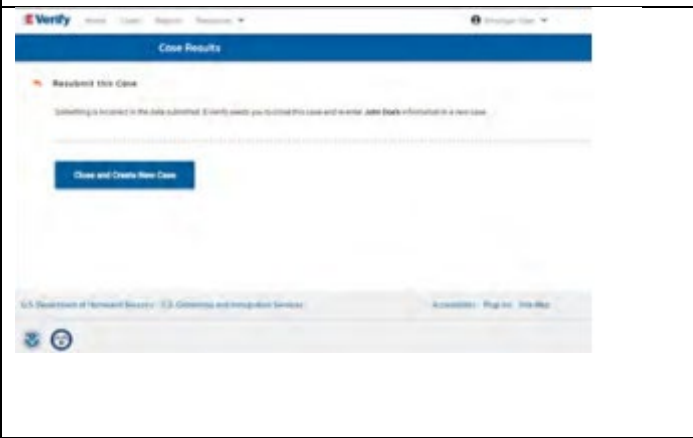


**Final Case Result - Close Case and Resubmit**

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 confirm the employment eligibility of this employee once you create a new case.



**E-Verify** Home Cases Reports Resources Employer User

**Tutorial**

### 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:

1. 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.

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

3. 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 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**, then either record the E-Verify Case Number to retain with 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.

**E-Verify** Home Cases Reports Resources Employer User

**Tutorial**

### 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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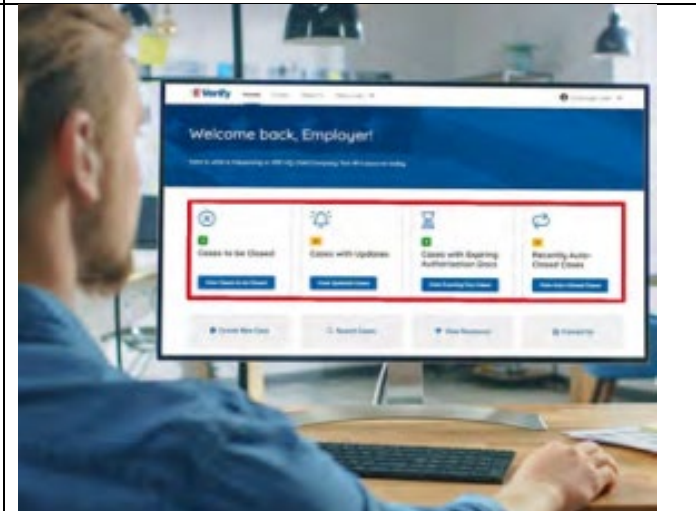
## Case Alerts

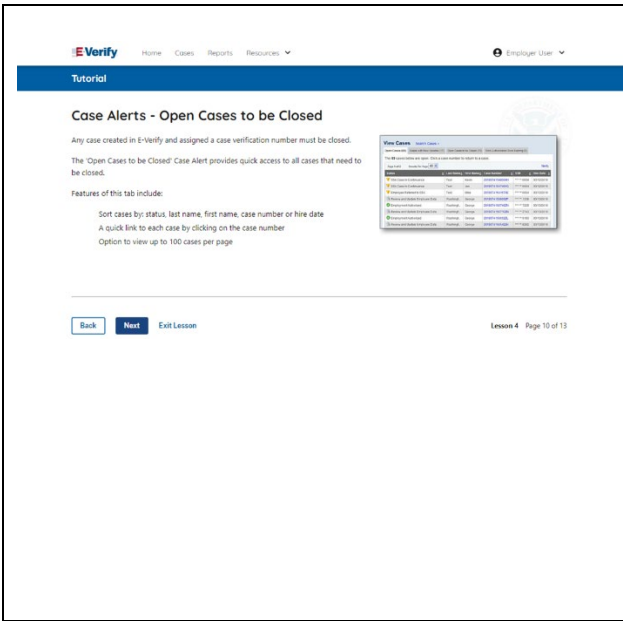
Under the welcome banner are case alert boxes with important information about your cases:

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

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

The next screen discusses each case alert in detail.





### Case Alerts - Cases to be Closed

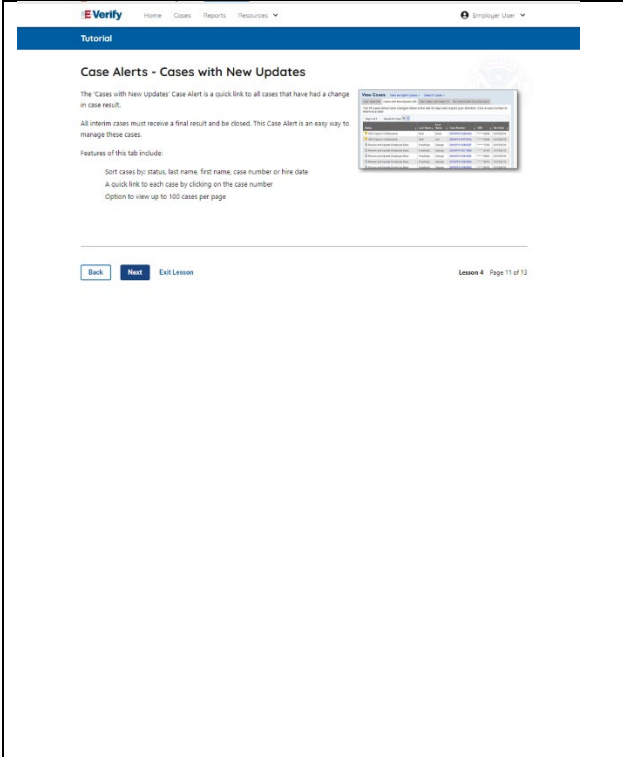
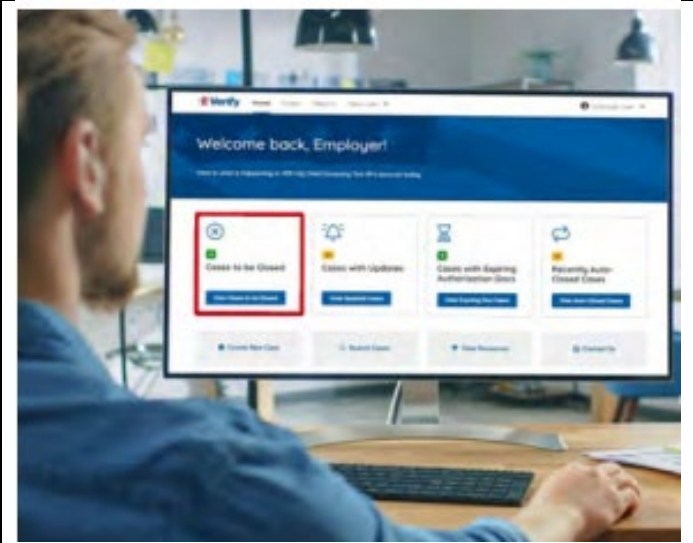
Any case created in E-Verify and assigned an E-Verify Case Number must be closed.

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.



### 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.

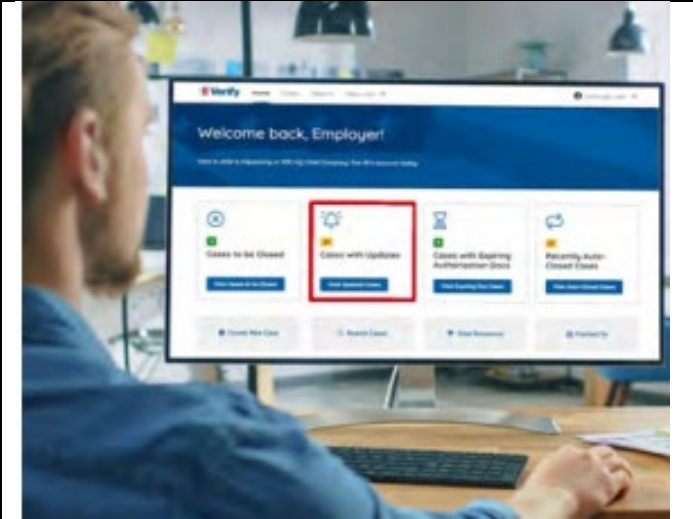
All interim cases must be closed. This case alert is an easy way to manage these cases.

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.



**E-Verify** Home Cases Reports Resources Employer User

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**Tutorial**

### 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

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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 reverify the employee by updating Supplement B, Reverification and Rehire, of Form I-9. The employee cannot be reverified in E-Verify.

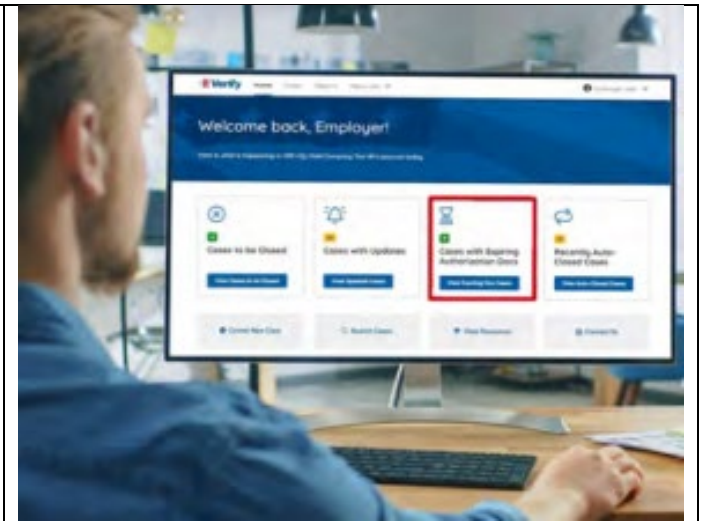
This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **Dismiss Alert**. Also, even though you receive an alert, some documents may be extended past their original expiration date and remain unexpired. You can find guidance in the Handbook for Employers (M-274) and I-9 Central.

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

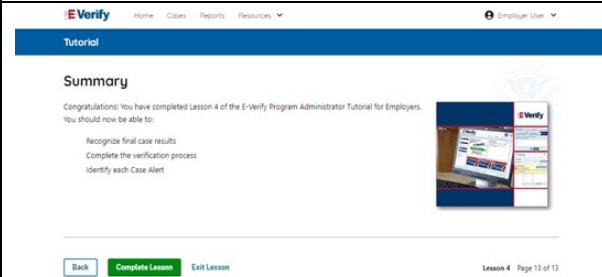
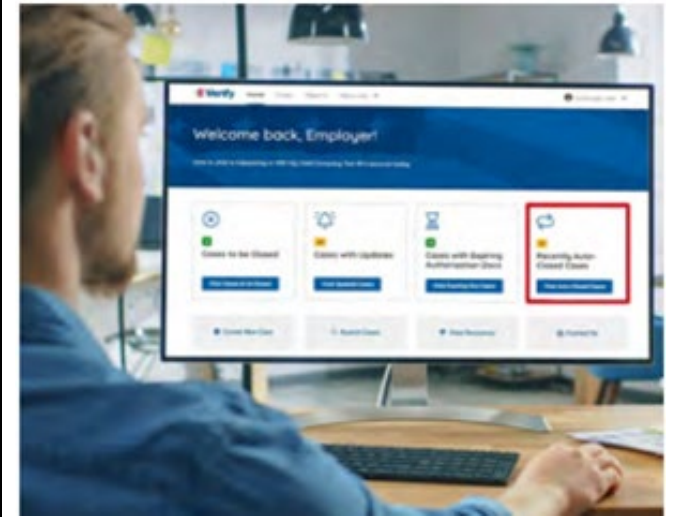
### Case Alert - Recently Auto-Closed Cases

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 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

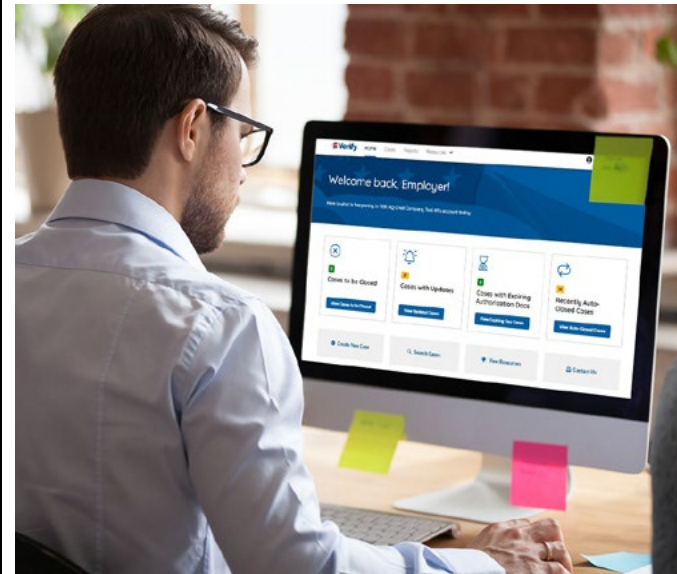
You can also click **Create New Case** from this screen.



### Summary

Congratulations! You have completed Lesson 4 of the 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 PA Lesson 5

**LESSON COMPLETED**

Lesson 5: Program Administrator Account Administration

[Program Administrator Account Administration](#)

[Overview of User Roles](#)

[Create a Password](#)

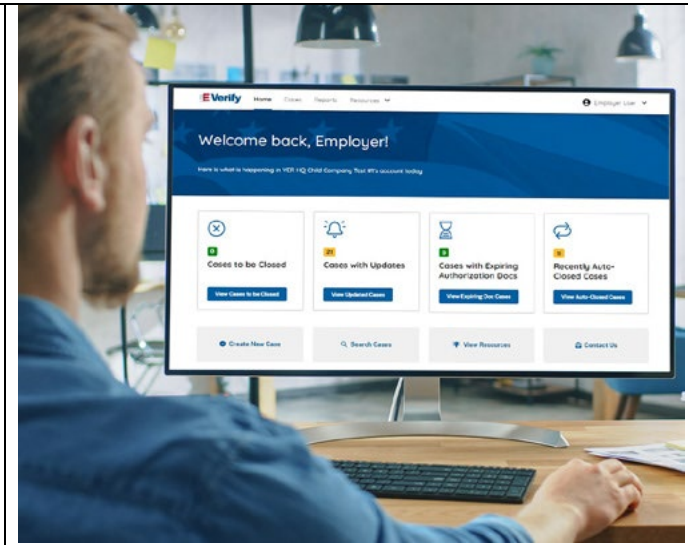
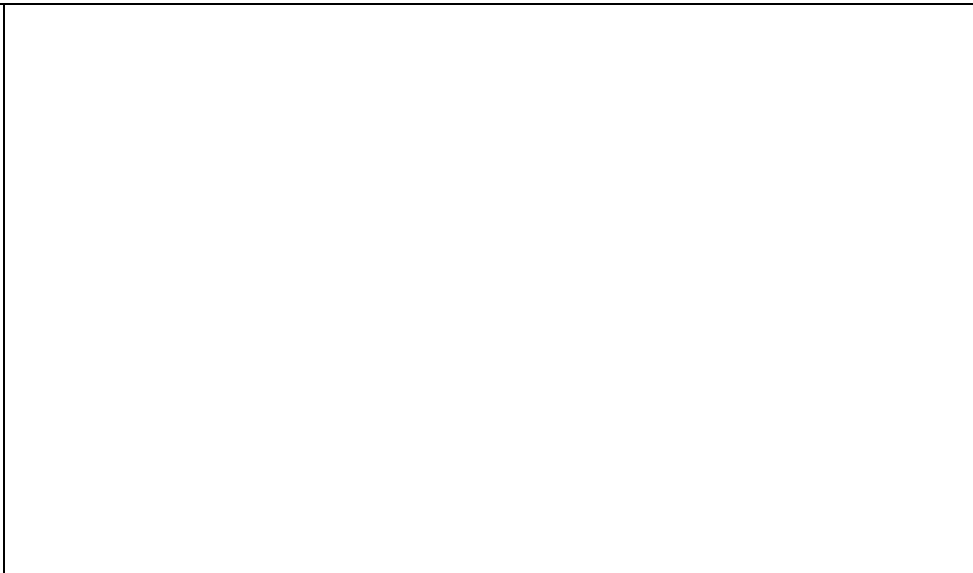
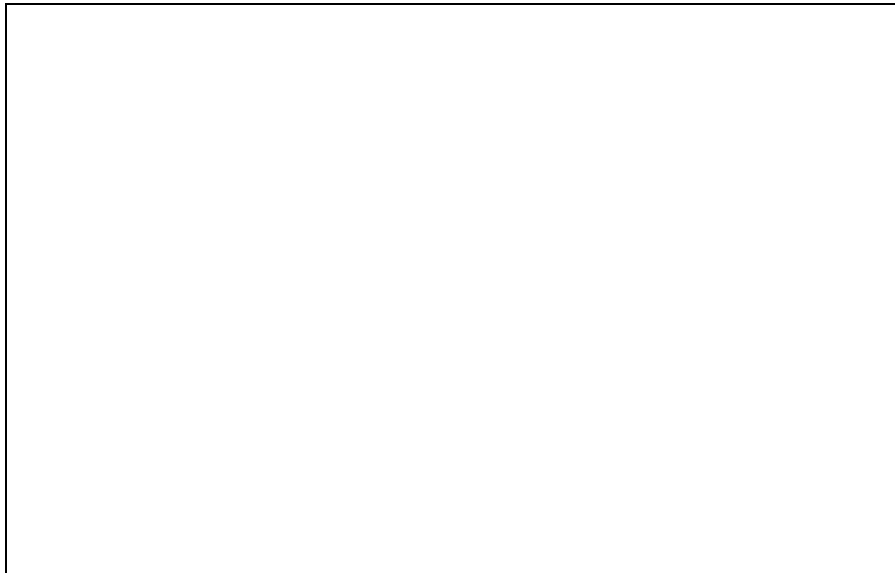
[Navigation Menu](#)

[Manage My Company](#)

[Reports](#)

[Review Lesson 5](#)

Current	Updated Content	Updated Images
	<p><b>Lesson 5: Program Administrator Account Administration</b></p> <ul style="list-style-type: none"> <li>• Program Administrator Account Administration</li> <li>• Overview of User Roles</li> <li>• Create a Password</li> <li>• Navigation Menu</li> <li>• Manage Company</li> <li>• Reports</li> </ul>	
	<p><b>E-Verify Program Administrator Account Administration</b></p> <p>Welcome to Lesson 5 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about:</p> <ul style="list-style-type: none"> <li>• Overview of User Roles</li> <li>• Create a Password</li> <li>• Navigation Menu</li> <li>• Manage Company</li> <li>• Reports</li> </ul>	



**EVerify** Home Cases Reports Resources Employer User

**Tutorial**

### Learning Objectives

Upon completing this lesson, you should be able to:

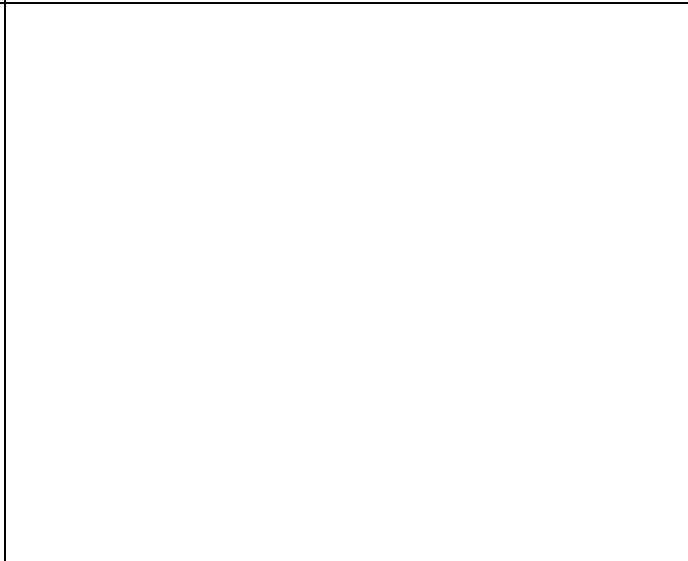
- Identify the role of Program Administrators in support of your company's users
- Recognize requirements to create a password
- Use your left navigation menu
- Manage the information in 'My Company'

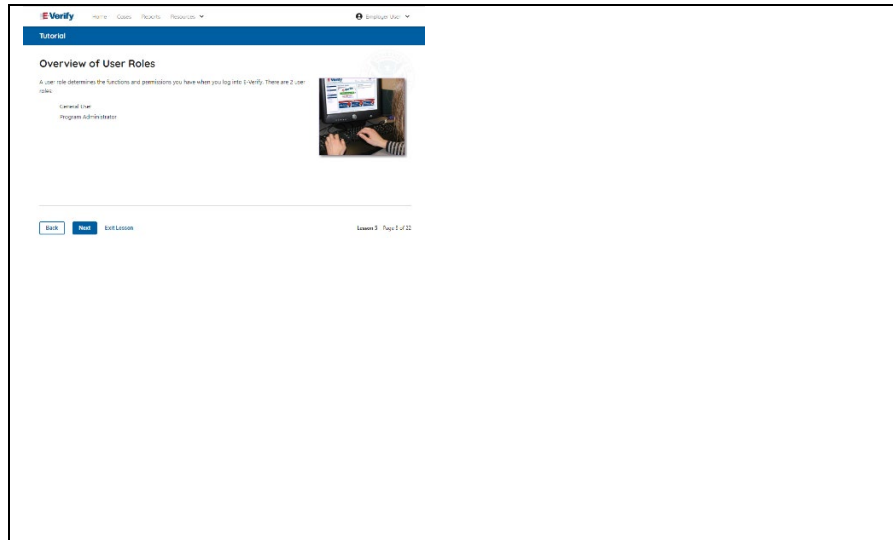
[Back](#) [Next](#) [Exit Lesson](#) Lesson 5 Page 2 of 22

### Learning Objectives

Upon completing this lesson, you should 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 Company Account

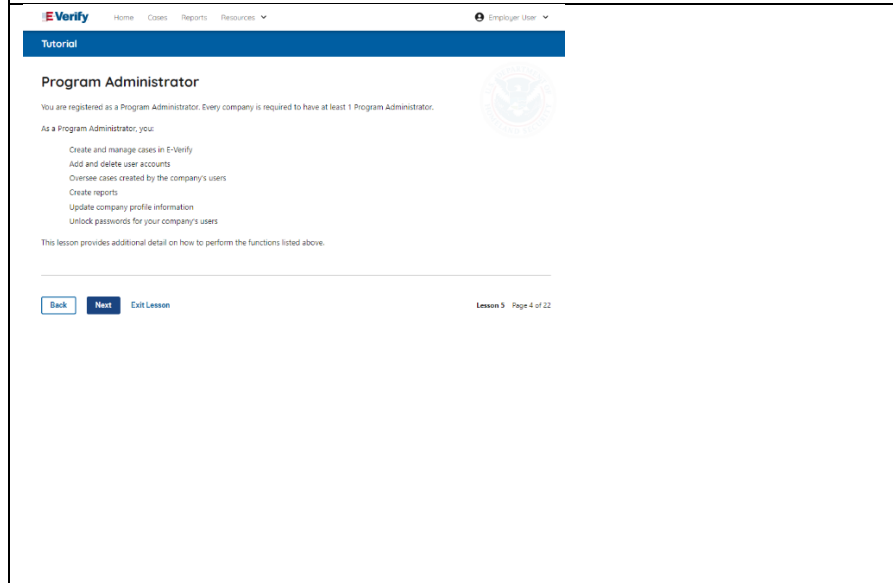




## Overview of User Roles

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 company profile information, including company points of contact (POC)
- Unlock passwords for your company's or entity's users

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

**E-Verify** Home Claims Reports Resources Employee User

**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:

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

Back Next Exit Lesson Lesson 5 Page 5 of 22

## Program Administrator - Create a Password

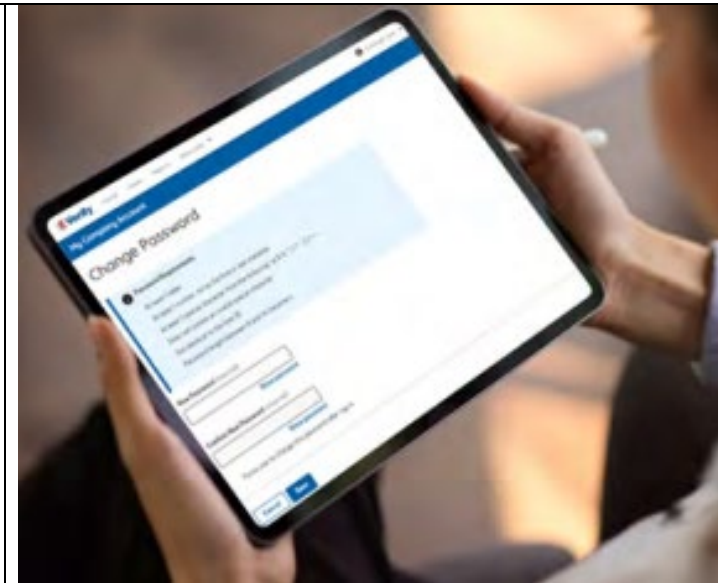
The first time you log in to E-Verify, you are prompted to change your password.

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:** 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.



**EVerify** Home Cases Reports Resources Employer User

**Tutorial**

### 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.

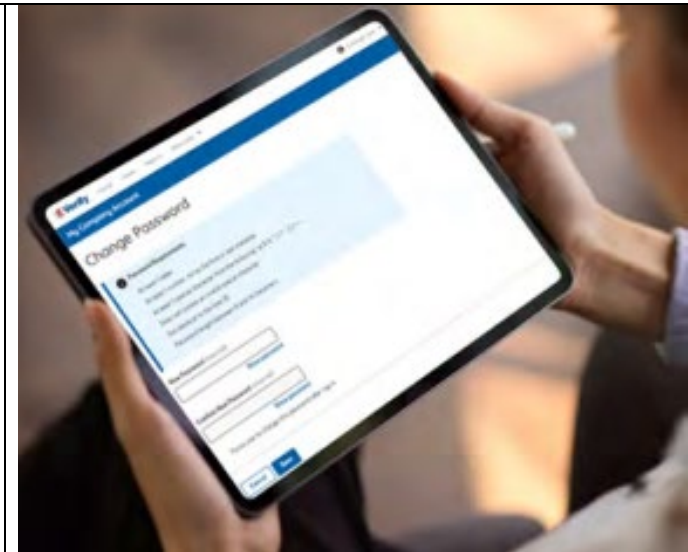
[Back](#) [Next](#) [Exit Lesson](#) Lesson 5 Page 6 of 22

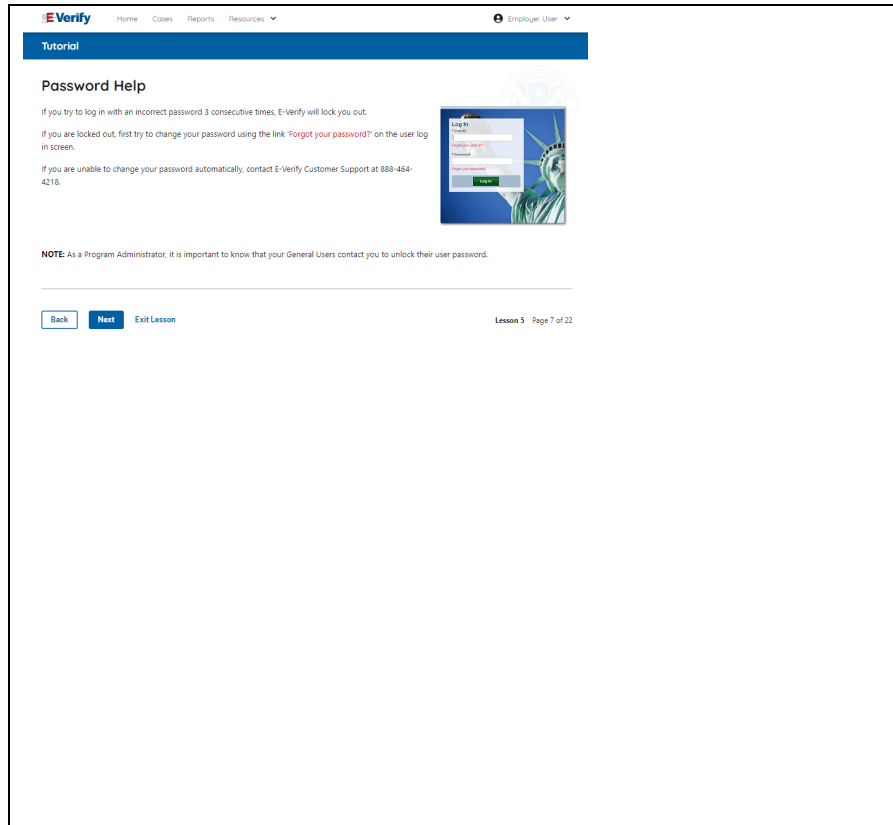
## Program Administrator – Password Hints

### 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.





### Program Administrator – Password Help

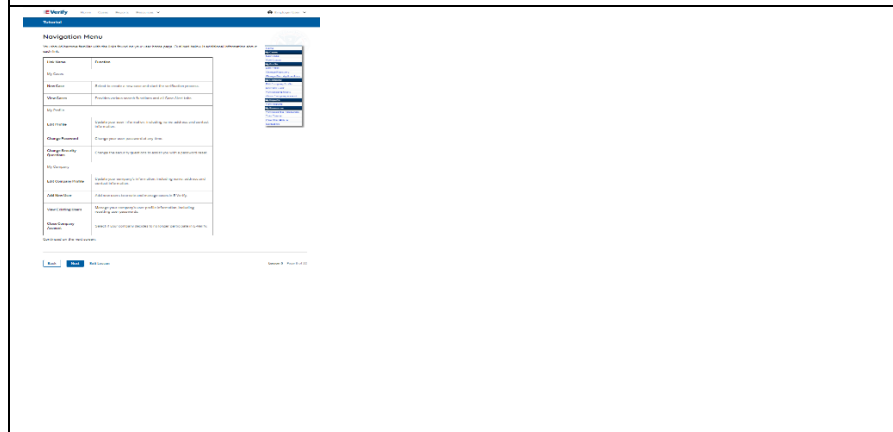
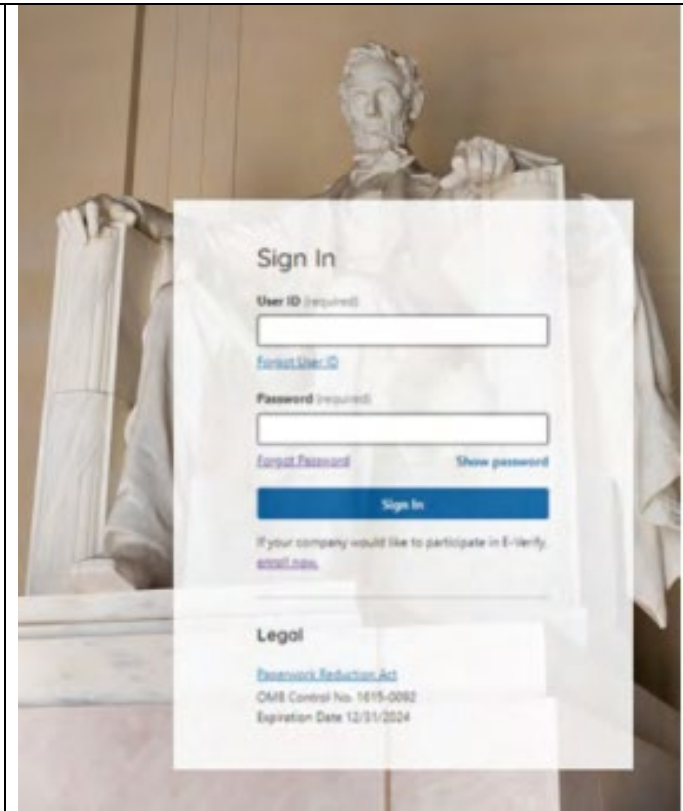
- If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.
  - If you are locked out, first try to change your password using the link [Forgot Password](#) on the user log in screen.
  - If you are unable to change your password with [Forgot Password](#) link, contact a 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.



### 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.

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 that include: **Create New Case**, **Search Cases**, **View Resources**, and **Contact Us**.

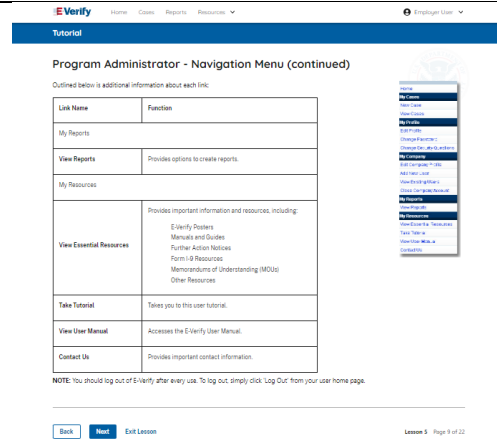
Below the quick links is the E-Verify News section that keeps you up to date on the latest and greatest with E-Verify.

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

**Navigation Menu – Links Above the Welcome Banner**

The links above the welcome banner include:

MENU	FUNCTIONS
Home	<ul style="list-style-type: none"> <li>Employer User Home Page</li> </ul>
Cases	<ul style="list-style-type: none"> <li>Search Cases</li> <li>Create New Cases</li> </ul>
Reports	<ul style="list-style-type: none"> <li>Run Reports</li> </ul>
Resources	<ul style="list-style-type: none"> <li>View Essential Resources</li> <li>Take Tutorial</li> <li>View User Manual</li> <li>E-Verify News</li> <li>Contact Us</li> </ul>
Account Options	<ul style="list-style-type: none"> <li>Company Account</li> <li>User Account</li> <li>Log Out</li> </ul>



**E-Verify** Home Cases Reports Resources E-Verify User

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**Tutorial**

**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.

[Back](#) [Next](#) [Exit Lesson](#) Lesson 5 Page 8 of 22

**Navigation Menu – Case Alerts Boxes**

Case alert boxes are located below the welcome banner:

Link	Function
Case Alert	<ul style="list-style-type: none"> <li>The case alert boxes bring attention to cases that need action or provide important information regarding your cases.</li> </ul>
Cases to be Closed	<ul style="list-style-type: none"> <li>Any case created in E-Verify and assigned an E-Verify case number must eventually be closed.</li> <li>The Cases to be Closed case alert provides quick access to all cases that need to be closed.</li> </ul>
Cases with Updates	<ul style="list-style-type: none"> <li>All open cases that have had a change in case result.</li> <li>All cases must eventually be closed. This case alert is an easy way to manage these cases.</li> <li>Click <b>Continue Case</b> to take action.</li> </ul>
Cases with Expiring Doc	<ul style="list-style-type: none"> <li>This is simply a reminder; no action is required in E-Verify.</li> <li>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).</li> </ul>
Recently Auto-Closed Cases	<ul style="list-style-type: none"> <li>Notification of the cases that were automatically closed after receiving an Employment Authorized result.</li> <li>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.</li> </ul>

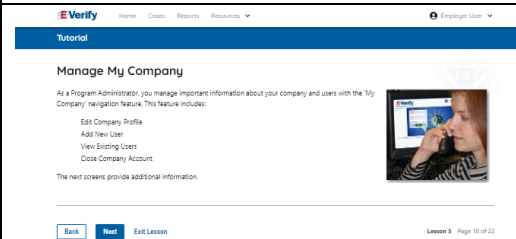


New Slide

### 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	<ul style="list-style-type: none"><li>• Create new E-Verify cases</li></ul>
Search Cases	<ul style="list-style-type: none"><li>• Search Cases</li></ul>
View Resources	<ul style="list-style-type: none"><li>• Access E-Verify Resources</li></ul>
Contact Us	<ul style="list-style-type: none"><li>• Contact E-Verify</li></ul>
E-Verify News	<ul style="list-style-type: none"><li>• Stay up to date with the latest E-Verify News</li></ul>

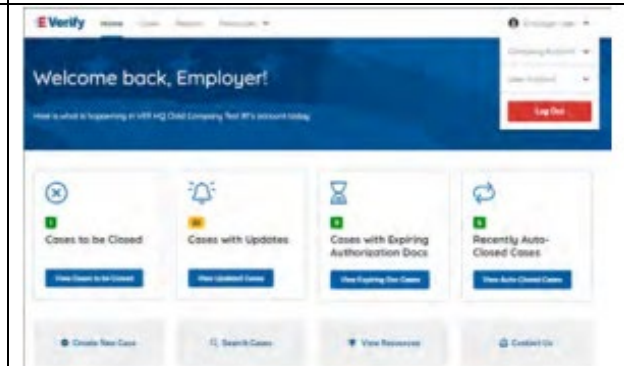


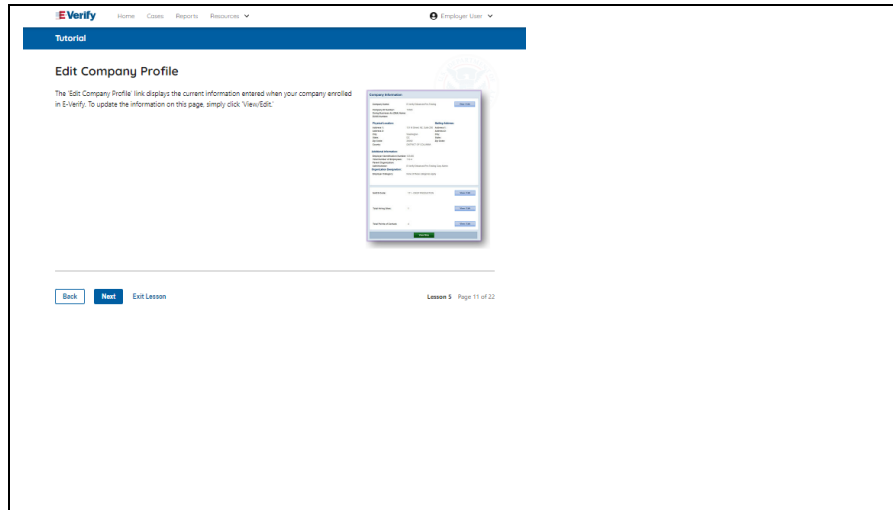
### Program Administrator - Manage Company Account

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.





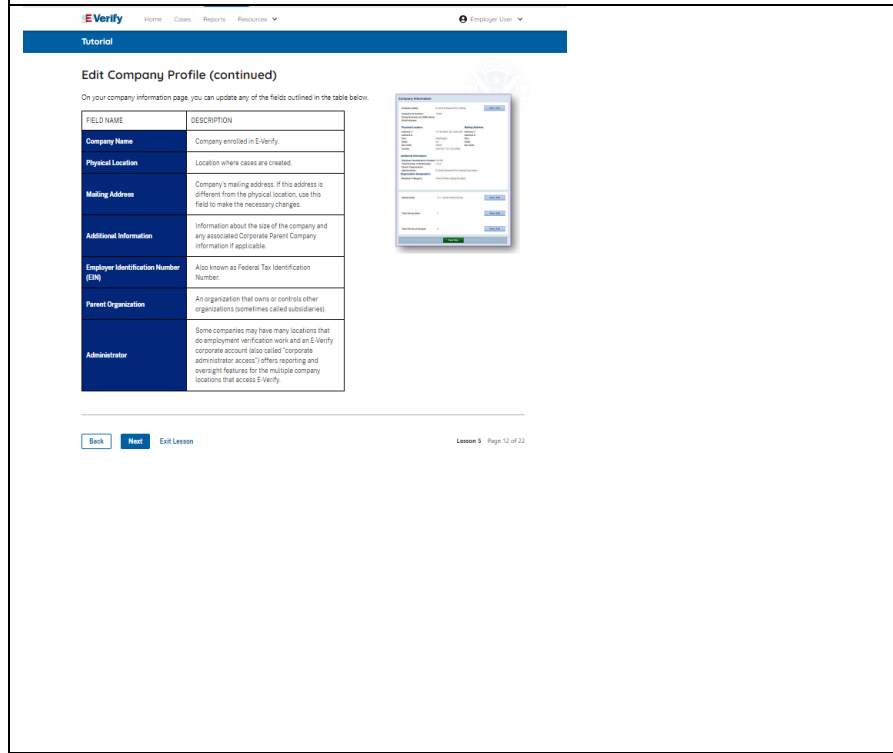
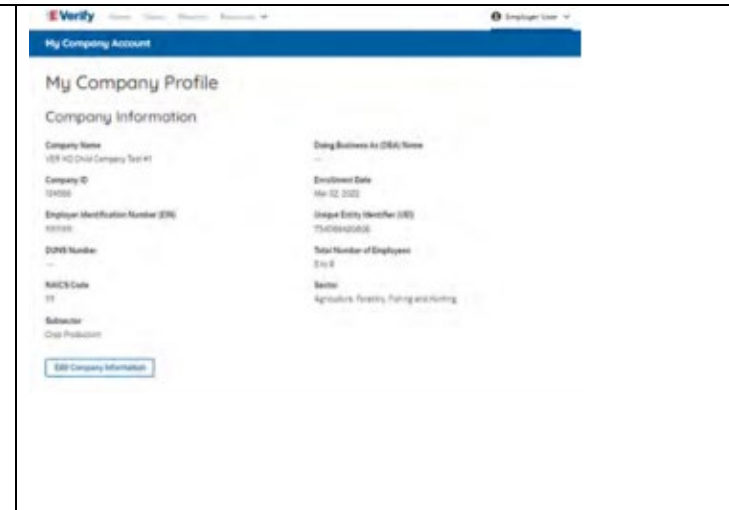
## Manage Company Account – Edit Company Profile

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

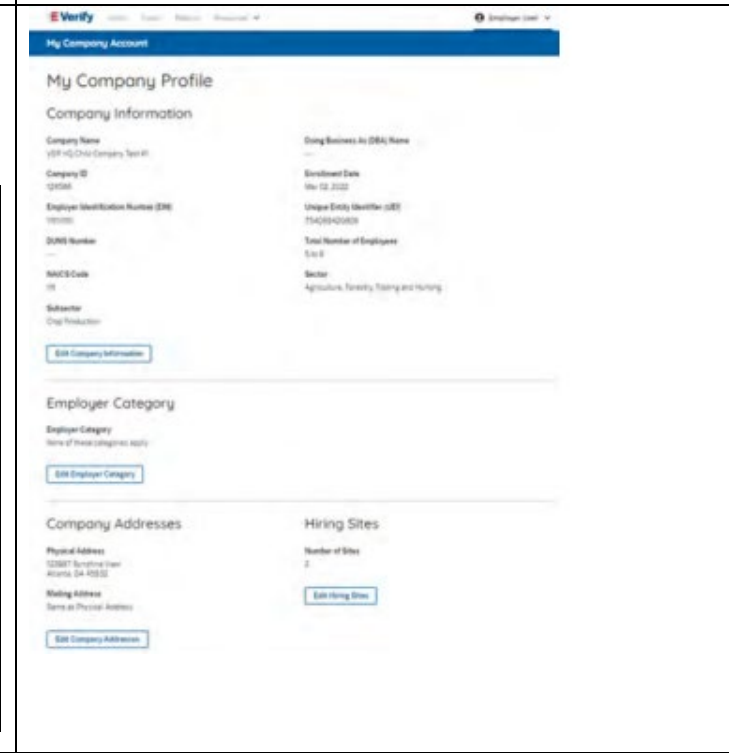
To view your MOU, click **View Current MOU**.



## 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
<b>Company Name</b>	Company/entity enrolled in E-Verify.
<b>Doing Business As (DBA) Name</b>	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.
<b>Employer Identification Number (EIN)</b>	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>



	online with the IRS to receive an EIN immediately.
<b>Unique Entity Identifier (UEI)</b>	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. <a href="#">Learn more about the UEI.</a>
<b>DUNS Number</b>	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.
<b>Total Number of Employees</b>	Indicate total number of company/entity employees from 1 to 10,000 and over.
<b>NAICS Code(s)</b>	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.
<b>Employer Category</b>	Category that best describes your organization.
<b>Physical Address</b>	Location where cases are created.
<b>Mailing Address</b>	Company's or entity's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
<b>Number of Hiring Sites</b>	A hiring site is the location where employees are hired, and they complete Form I-9.



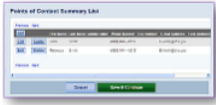
**E-Verify** Home Cases Reports Resources Employer User

**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.'



Back Next Exit Lesson Lesson 5 Page 13 of 22

**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.

**When they open the drop-down menu under User Role, Web Services Access is also an option.**

**E-Verify** Home Cases Reports Resources Employer User

**My Company Account**

### My Company Profile

Company Information

Company Name	Doing Business As (DBA) Name
Company ID	Enrollment Date
Employer Identification Number (EIN)	Original Entry Method (OEM)
SSAN Number	Total Number of Employees
NAICS Code	Sector
Subsector	Agriculture, Forestry, Fishing and Hunting

Employer Category

Company Addresses

Physical Address	Hiring Sites
Number of Sites	

Company Access and MOU

**E-Verify** Home Cases Reports Resources Employer User


**Tutorial**

### 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.

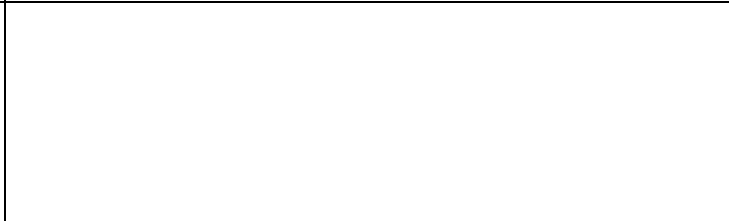
Enter the three-digit NAICS code. If you do not know this number, you can search available codes by selecting 'Accept NAICS Code and Continue.'

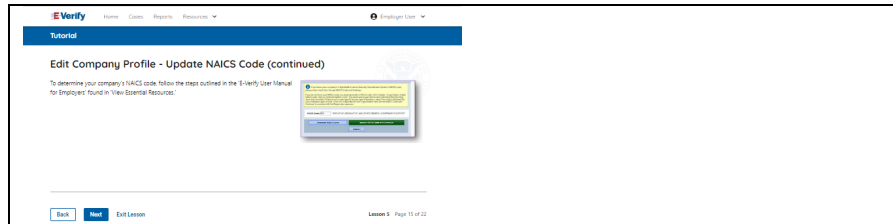


NOTE: For more information, review the information in the 'E-Verify User Manual for Employers' found in 'View Essential Resources.'

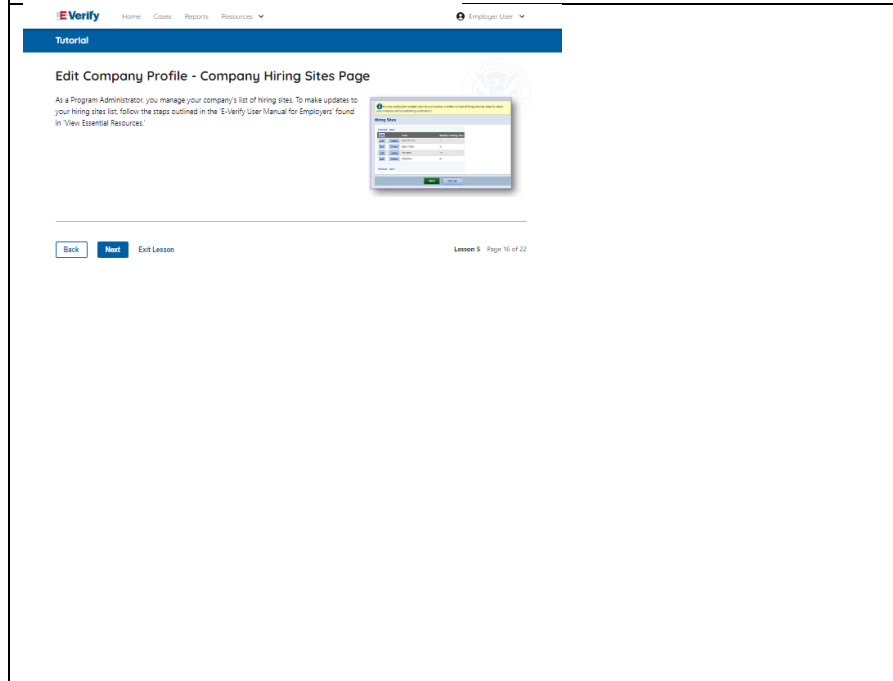
Back Next Exit Lesson Lesson 5 Page 14 of 22

**Delete – Now on Company Profile Fields Table**





### Delete – Now on Company Profile Fields Table



### 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**.

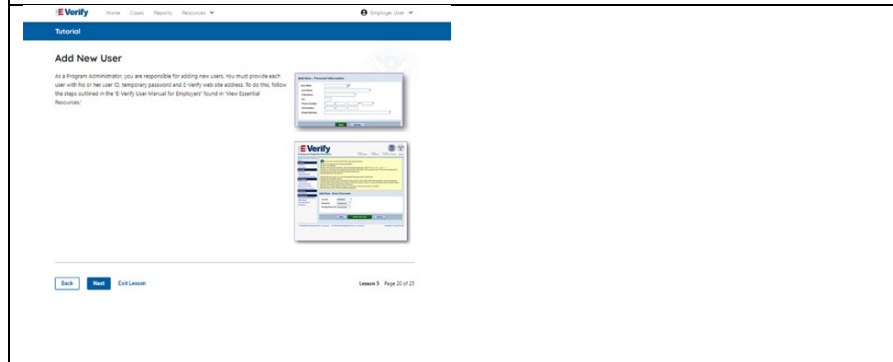
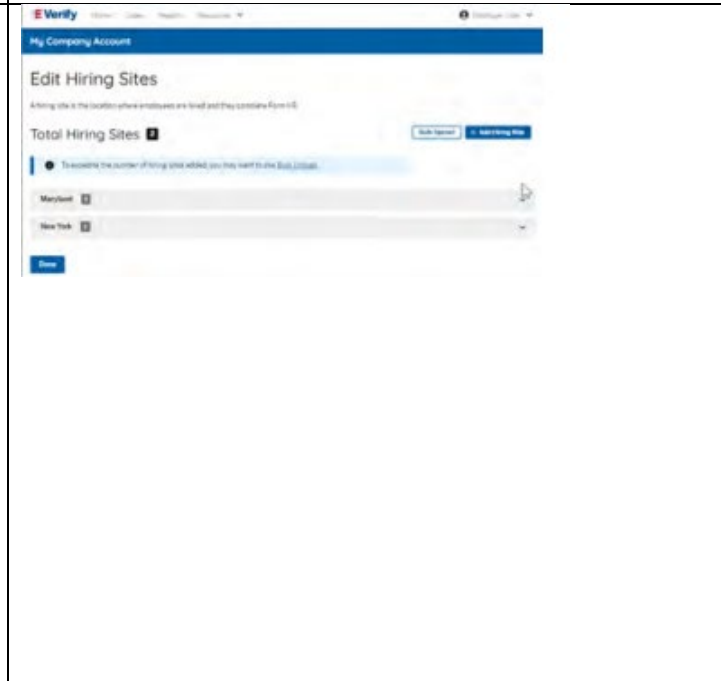
Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site.

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 – User Roles

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

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

If you enrolled using the web services access method, you can also create web services credentials that will provide developer access to a suite of features that can be integrated into proprietary software.



**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**.

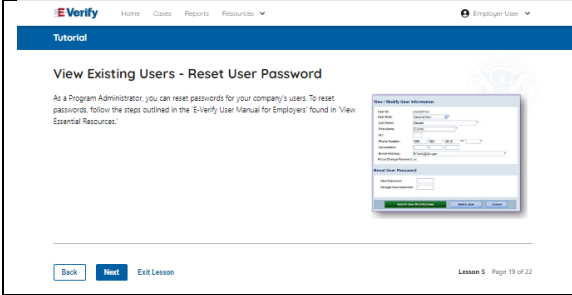
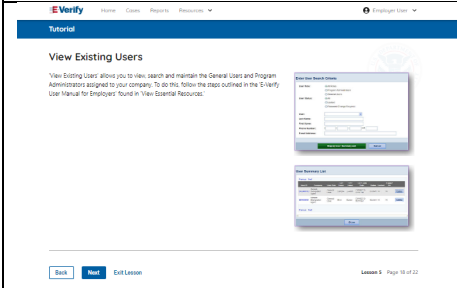
To create their own user ID, they delete the system-generated user ID and type a desired user ID. The user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case-sensitive.

When they are finished, click **Submit New ID**.

**Delete now on Manage Users**

**View Existing Users – Reset User Password**

As a program administrator you can reset passwords for your company's or entity's users. To reset passwords, follow the steps outlined in the E-Verify User Manual for Employers found in View Essential Resources.



## 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**.

## 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 Employers. 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

