EV PA Lesson 1

Current	Updated Content	Updated Image
	Welcome to the E-Verify Tutorial This tutorial is designed for Program Administrators of employers participating in E-Verify. In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the following topics: **Lesson 1: Introduction** Introduction E-Verify Background and Overview Privacy Statement and Guidelines Rules and Responsibilities Civil Rights and Civil Liberties Form I-9 and E-Verify Verification Process Overview {Review Lesson 1} **Lesson 2: Initial Verification** Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results {Review Lesson 2}	

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

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

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

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.

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.
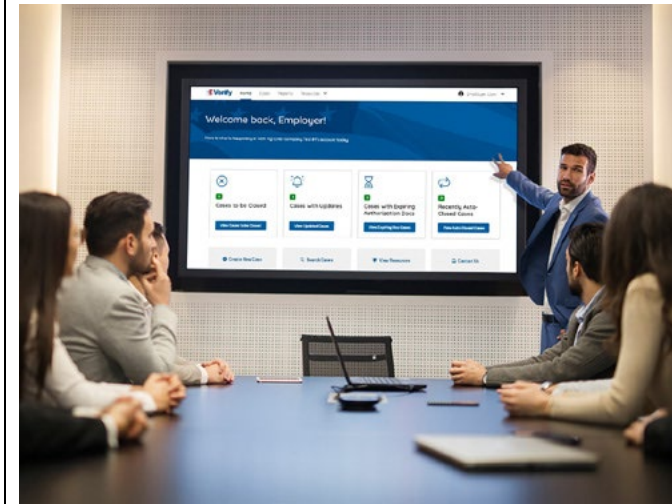
How E-Verify Works

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

Privacy Statement and Guidelines

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

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.

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

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.

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.

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.

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

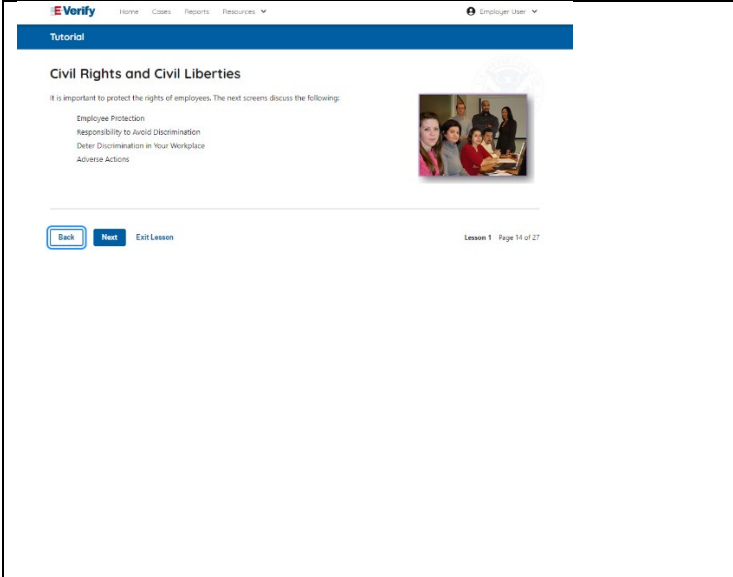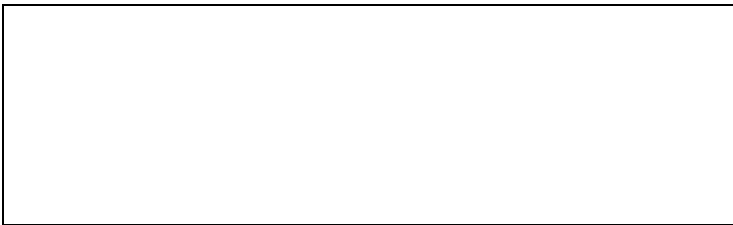|		
	because of a mismatch, until the mismatch becomes a Final Nonconfirmation. • Share any user ID or password. **NOTE:** Additional information on each rule and responsibility is provided throughout this tutorial.	
	Civil Rights and Civil Liberties It is important to protect the rights of employees. 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.	
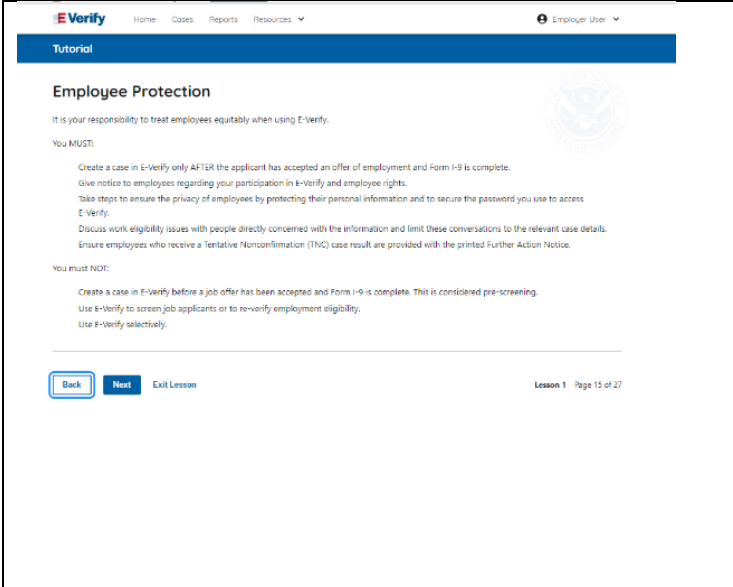
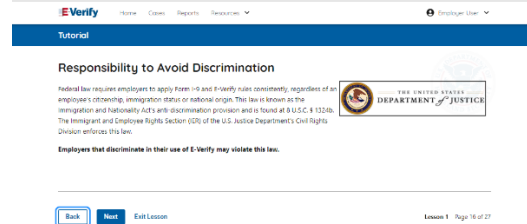|		
	• Ensure employees who receive a mismatch are provided with the printed Further Action Notice. **You must NOT:** • Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening. • Use E-Verify to screen job applicants or to reverify employment 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.	
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.	
	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.	

Civil Rights and Civil Liberties – Adverse Actions

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

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

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

Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 within three business days after the employee's first day of employment and keep a record of Form I-9 on file. This requirement does **NOT** change for employers enrolled in E-Verify.

Employers enrolled in E-Verify have chosen to take the additional step of electronically confirming that their employees' Form I-9 information matches official government records that E-Verify can access, thereby helping ensure a legal workforce.

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

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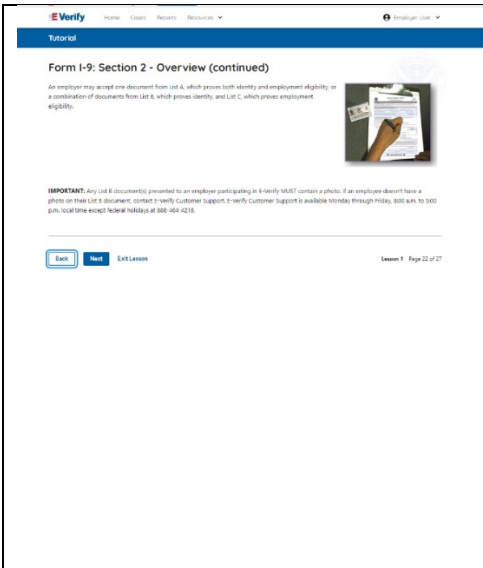
Form I-9 and E-Verify – Form I-9, Section 2 – Documents

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.
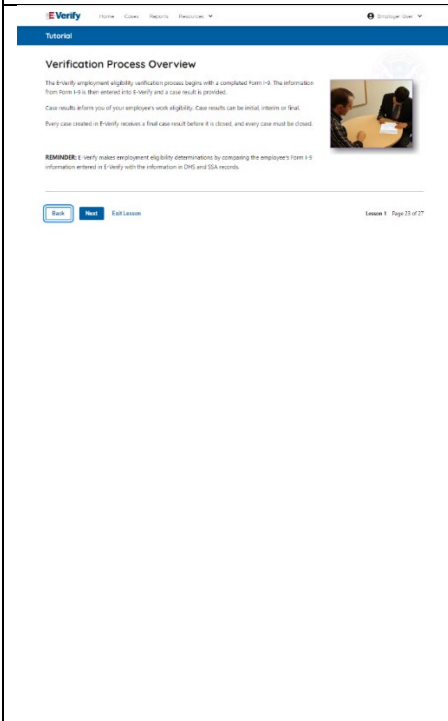
Verification Process Overview

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.

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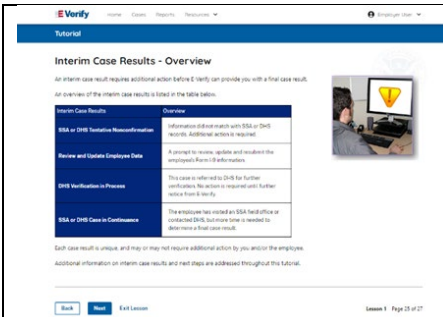
An overview of the initial case results is listed in the table below.

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.
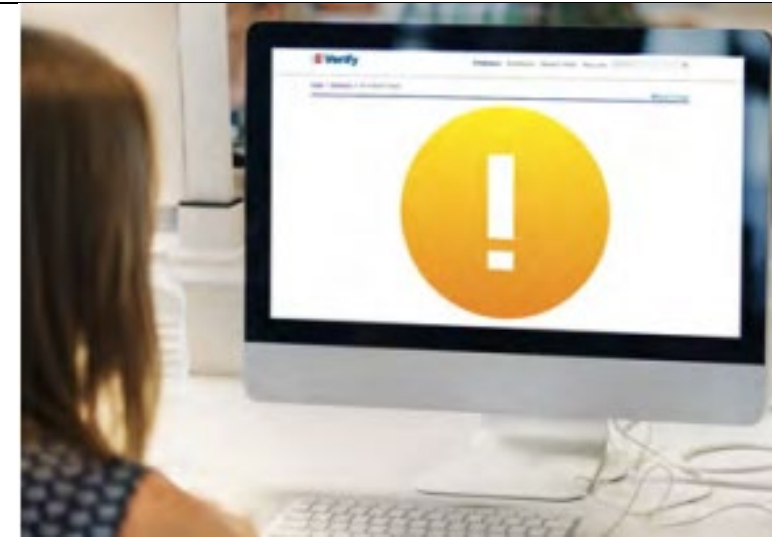
Verification Process – Interim Verification Case Results Overview

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
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not 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.
DHS or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result. No action is required until further notice from E-Verify.

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

**Verification Process – Final Case Results Overview**

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

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

Final Case Results	Overview
Employment Authorized	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
DHS or SSA Final Nonconfirmation	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.
Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. passport, passport card or driver's license is incorrect. Close the case in E-Verify and create a new case.

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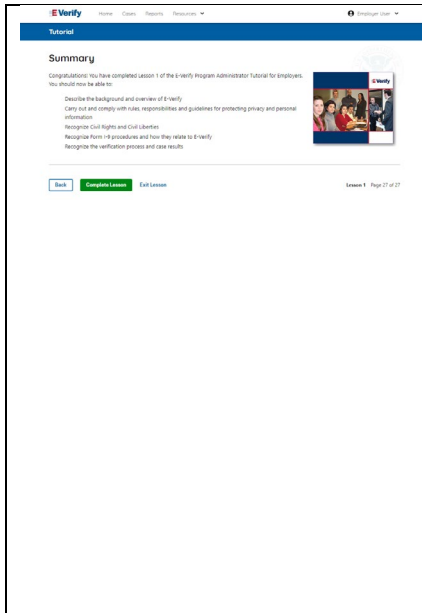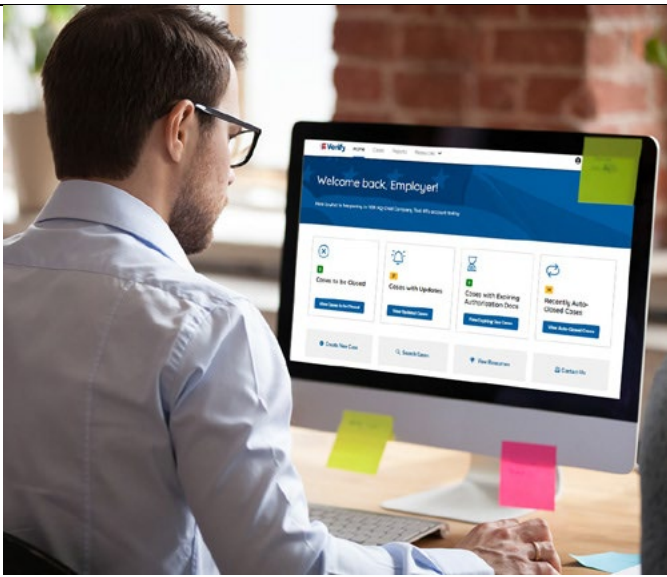
Summary

Congratulations! You have completed Lesson 1 of the E-Verify Program Administrator Tutorial for 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
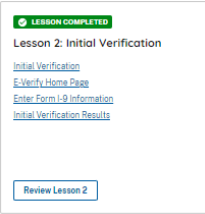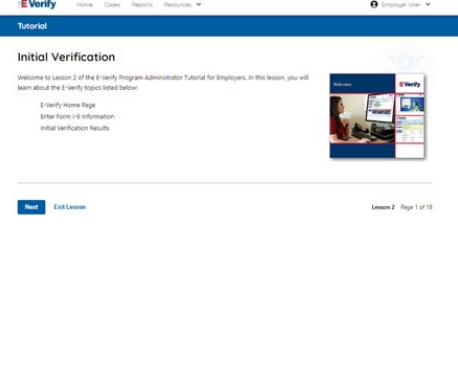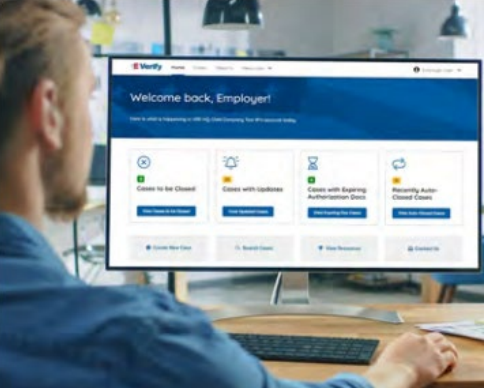- Recognize the verification process and case results.

EV PA Tutorial Lesson 2

Current	Update	Image
	Lesson 2: Initial Verification Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results	
	Initial Verification Welcome to Lesson 2 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about: • E-Verify Home Page • Entering Form I-9 Information • Initial Verification Results	

Learning Objectives

Upon completing this lesson, you should be able to:

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

E-Verify Home Page

Each time you log in to E-Verify you will see a welcome back banner with your name and company, or entity listed.
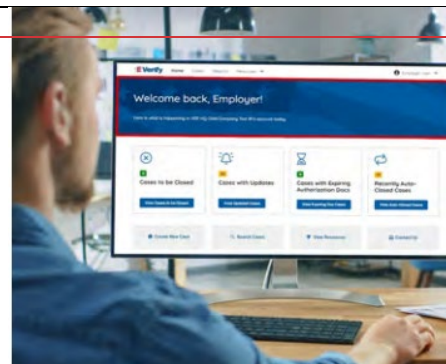
Under the welcome banner are case alert boxes with important information about your cases, including Cases to be Closed, Cases with Updates, Cases with Expiring Authorization Docs, and Recently Auto-Closed Cases.

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

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Create an E-Verify Case

The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and Form I-9 is complete. After the Form I-9 is complete, your next step is to create a case in E-Verify. An E-Verify case must be created 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.

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.
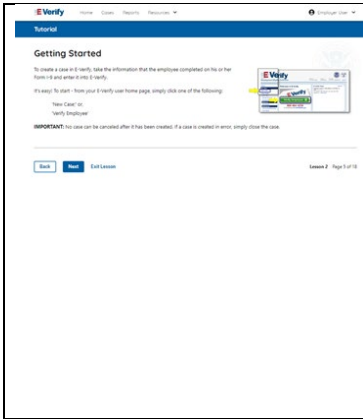
Getting Started

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.

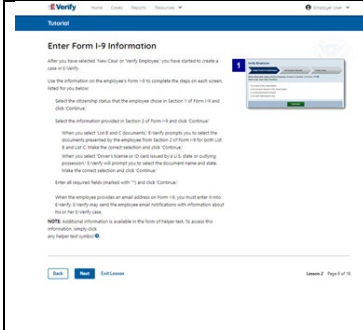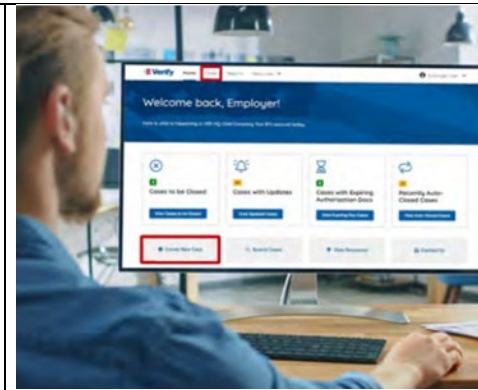**IMPORTANT:** No case can be deleted after it has been created. If a case is created in error, simply close the case. All draft cases will be automatically closed after 180 days.

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 ❓.
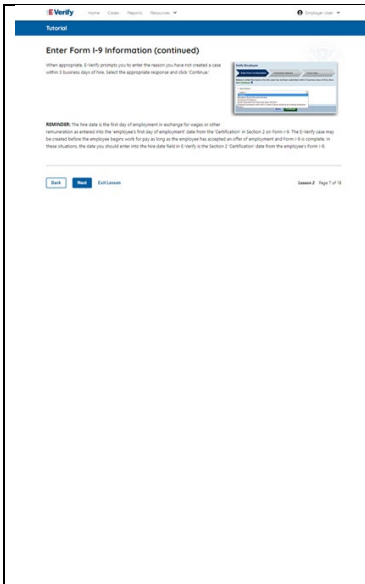
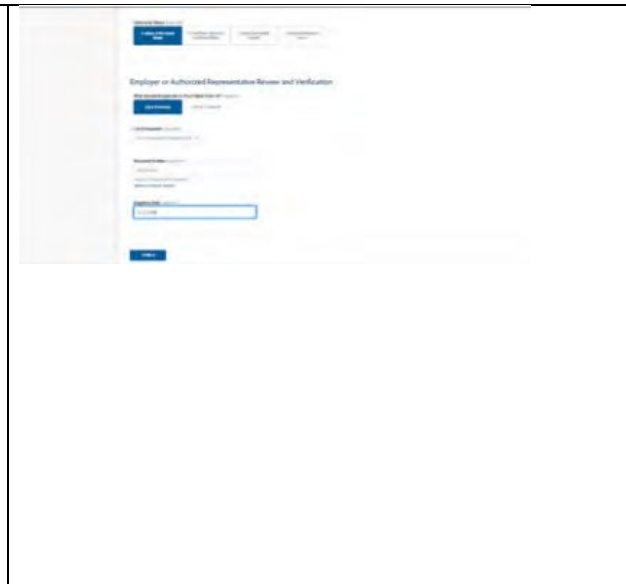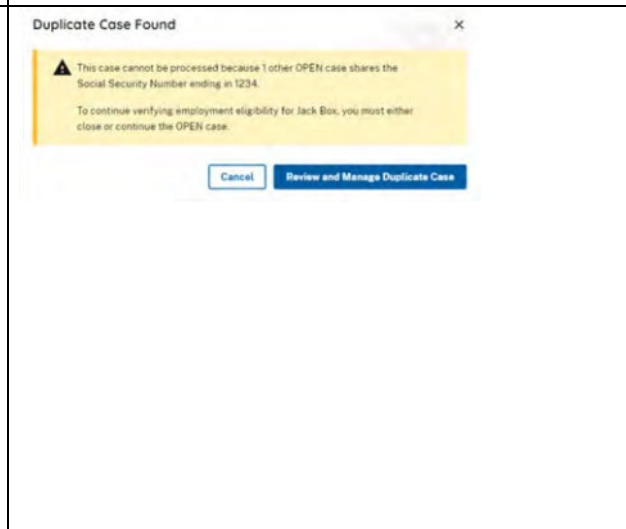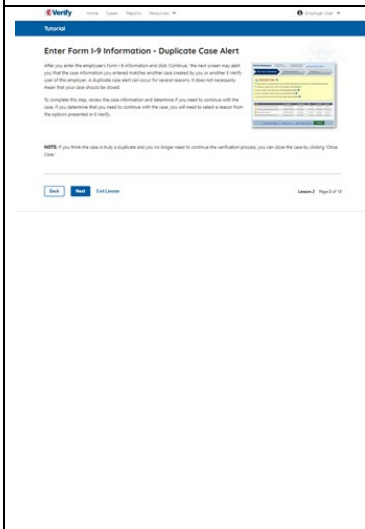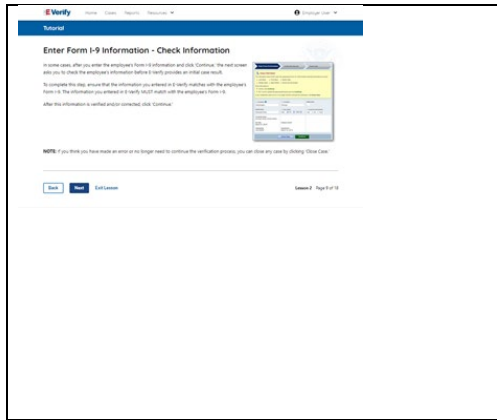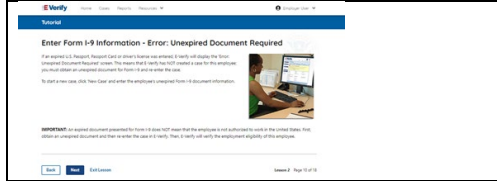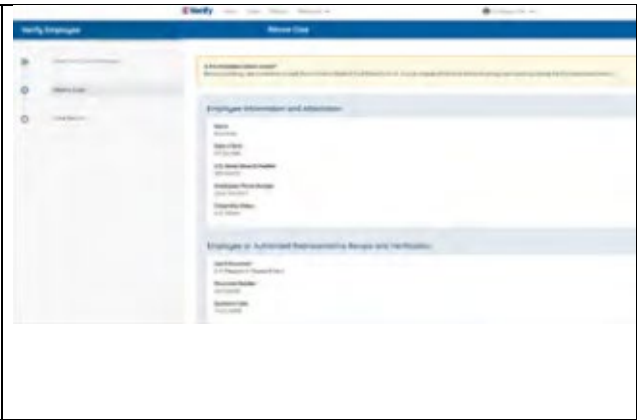|	**Enter Form I-9 Information – Additional Case Details**	
	Under the Additional Case Details section, type the employee's first day of employment as recorded in Section 2 of Form I-9 into the Employee's First Day of Employment field in the Hire Date field in E-Verify. Alternatively, you may click **Today**, **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.	

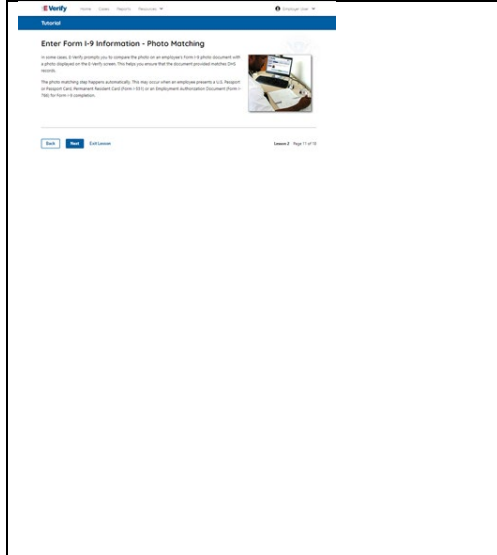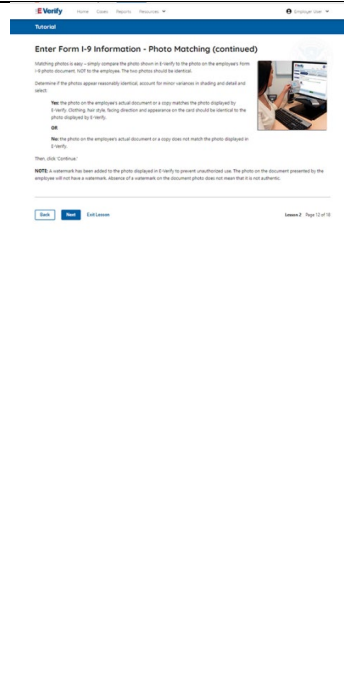|	**Enter Form I-9 Information – Review Case**	
	In some cases, after you enter the employee's Form I-9 information and click **Continue**, the Review Case screen asks you to check the employee's information before E-Verify provides an initial case result.	
	To complete this step, you must ensure that 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.	

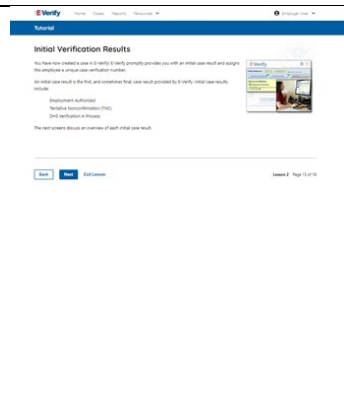**Enter Form I-9 Information – E-Verify Photo Matching Overview**

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**.

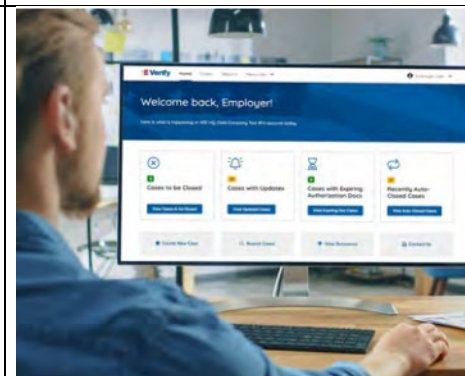Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.

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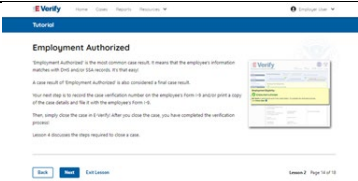
An overview of the initial case results is listed in the table below.

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

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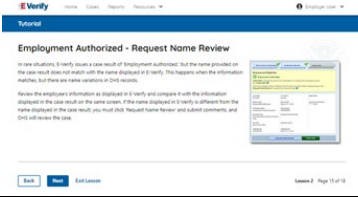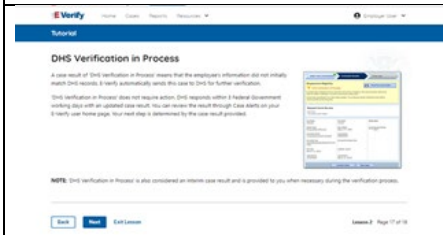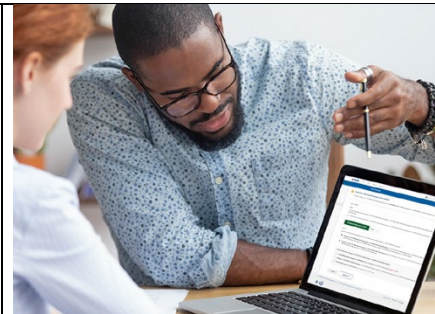

DELETE OBE
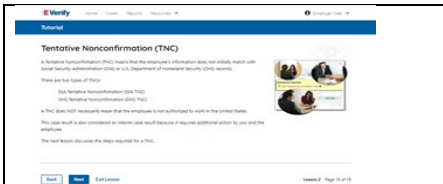
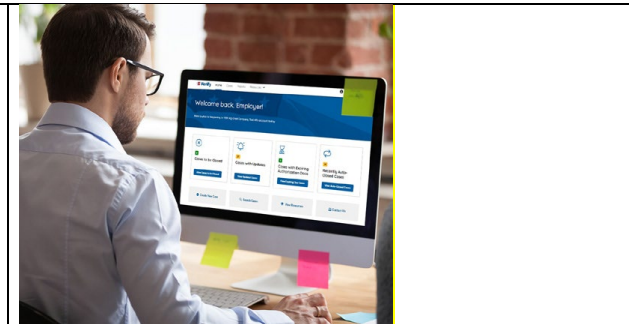|		
	Tentative Nonconfirmation (Mismatch) – Process Overview The mismatch process can be simple; however, it requires action by you and the employee. Employers must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result: • Notify your 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	
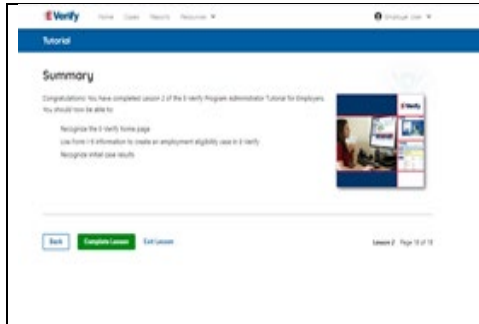
Summary

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
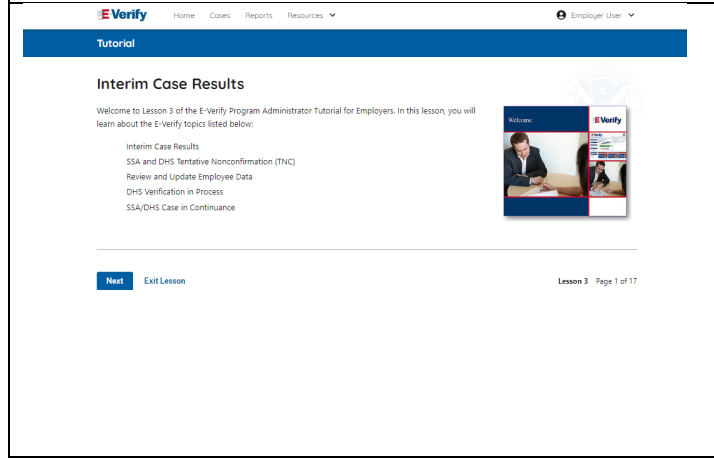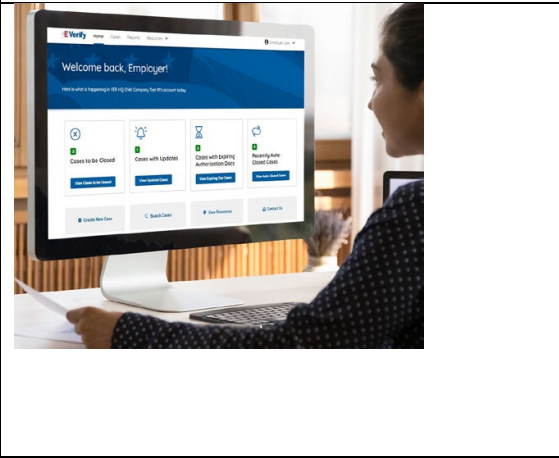- Recognize initial case results
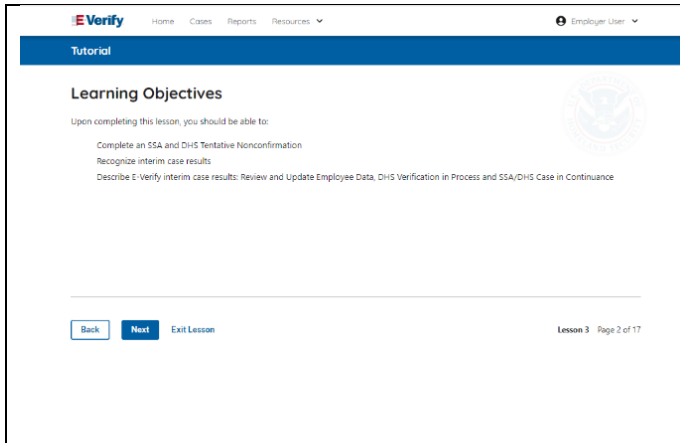
EV PA Lesson 3

Current	Updated Content	
	Lesson 3: 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 Photo Matching Overview {Review Lesson 3}	
	Interim Case Results Welcome to Lesson 3 of the E-Verify Program Administrator Tutorial. In this lesson, you will learn about these E-Verify topics: • Interim Case Results • DHS and/or SSA Tentative Nonconfirmations (Mismatches) • E-Verify Needs More Time • DHS or SSA Case in Continuance • Photo Matching	

Learning Objectives

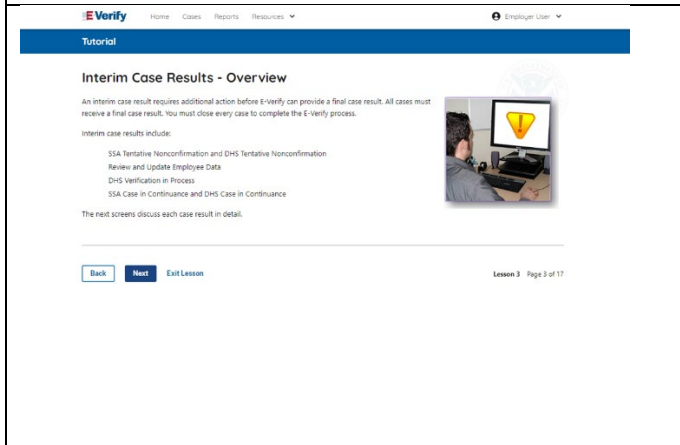Learning Objectives

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

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

Interim Case Results - Overview

An interim case result requires additional action before E-Verify can provide you with 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
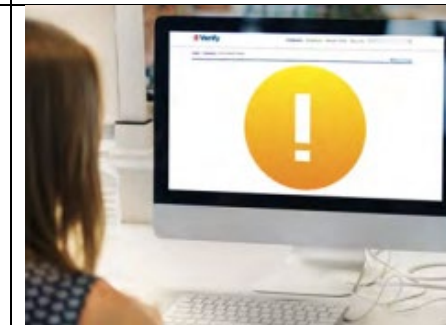
The next screens discuss each case result in detail.

Verification Process – Interim Verification Case Results Overview

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

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

Interim Case Results	Overview
DHS or SSA Tentative Nonconfirmation (Mismatch)	Information did not 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.
DHS or SSA Case in Continuance	The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case 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

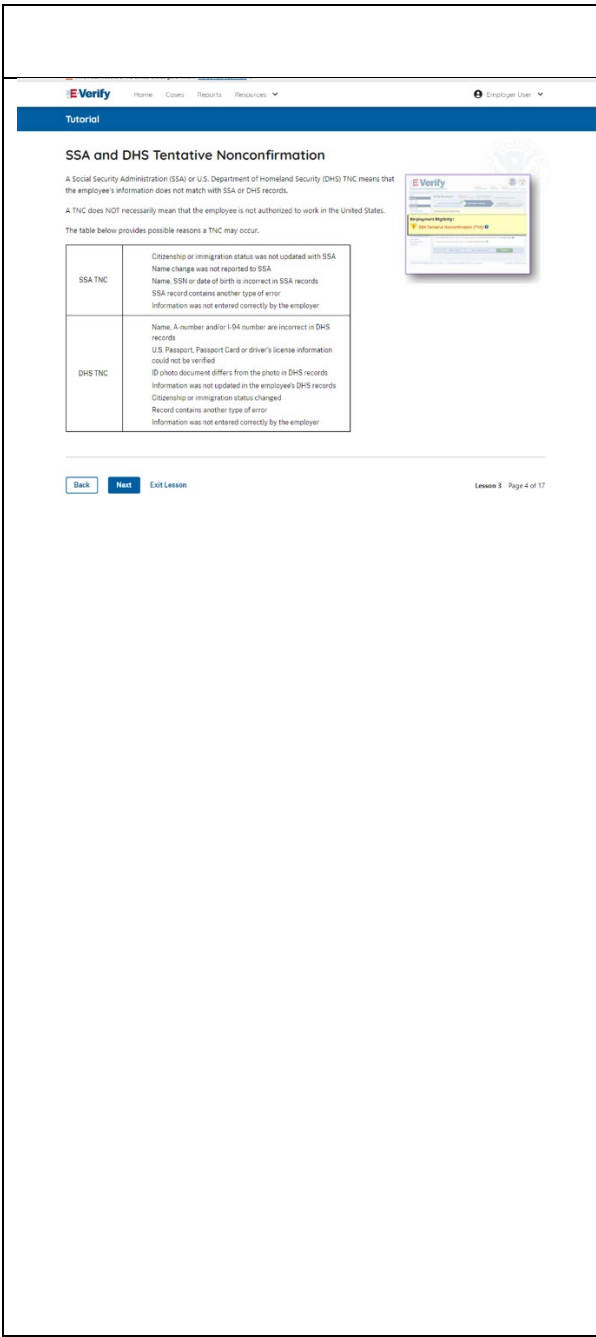|		
	interim case results and next steps are addressed throughout this tutorial.	
	DHS and/or SSA Mismatch A DHS and/or SSA mismatch means that the employee's information does not match official government records that E-Verify can access. A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. The table below provides some possible reasons a mismatch may occur.	

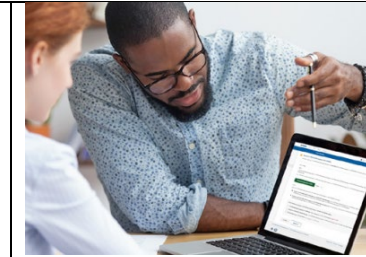| DHS MISMATCH	• Name, A-Number and/or I-94 Number are incorrect in DHS records • U.S. passport, passport card or driver's license information could not be verified • ID photo document differs from the photo in DHS records • Information was not updated in the employee's DHS records • Citizenship or immigration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

Mismatch – Process Overview

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

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

- Notify your employee of their mismatch result as soon as possible within the 10 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.

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
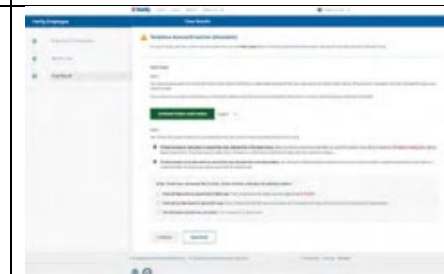- Check for Case Status Updates

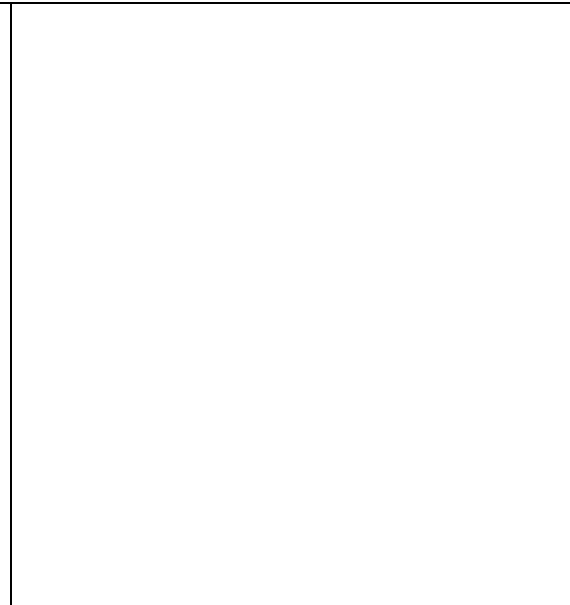|		
	IMPORTANT: A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. You MUST provide the employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other 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.	
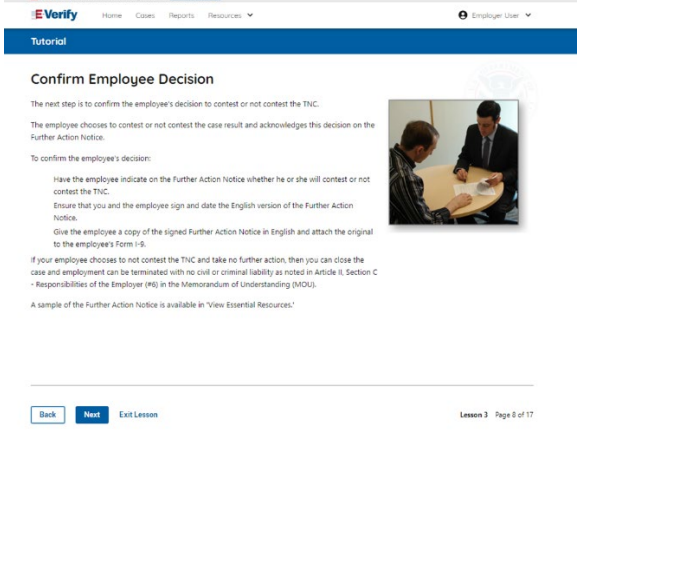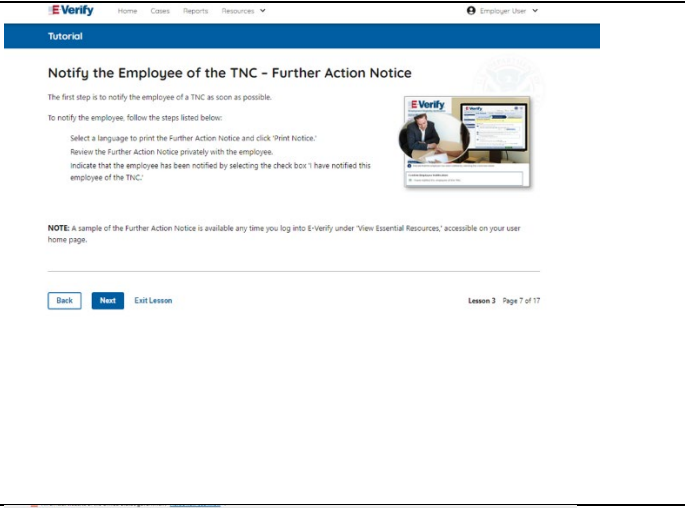
- Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.
- If the employee chooses to take action to resolve the mismatch, make the appropriate selection on the case and click **Continue**.
- Download the Referral Date Confirmation 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.

Mismatch – Refer Employee or Close Case

- Ask the employee if they will choose to take action to resolve the mismatch or not and indicate their choice.
  - The employee chooses to take action to resolve this case.
  - The employee chooses not to take action to resolve this case.

- Indicate the employee's decision below:
  - The employee will take action to resolve this E-Verify case. The employee understands that action must be taken by {date will auto-populate}.
  - The employee will not take action to resolve this case. The employee understands that this cannot be undone and choosing not to take action could result in termination of employment.
  - The information entered was not correct. I am choosing to close this case.

- Click **Continue** or **Save & Exit**.

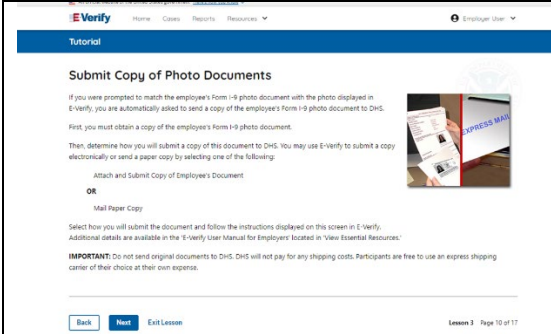|	**IMPORTANT:** In some cases, when you refer the case, E-Verify will prompt you to provide a copy of the employee's photo document. This is discussed on the next slides.	
	E-Verify Photo Matching Overview E-Verify photo matching will prompt the E-Verify user to compare the employee's photo document with a photo displayed during creation of the E-Verify case. This helps ensure that the document the employee provided for Form I-9 matches 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	**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**	

	You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee's document. You will check the appropriate answer: • **Yes, this photo matches -** The photo on the employee's actual document or copy of the document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify; • **No, this photo does not match -** The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or • **No photo displayed -** No photo was displayed for the E-Verify user to compare with the employee's document provided. This option should be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.	
E-Verify Photo Matching – Case Results	**E-Verify Photo Matching – Case Results** • For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the passport ID page and the passport Barcode page. • If you select **No, this photo does not match** or **No photo displayed**, E-Verify prompts you to upload a photo of your employee's document and click **Continue**. • If you select **Save & Exit**, any uploaded documents will not be saved and must be uploaded again. Click **Continue** or **Save & Exit**. Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual. Review the E-Verify User Manual, 2.2.2 E-Verify Photo Matching for more information.	

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.

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

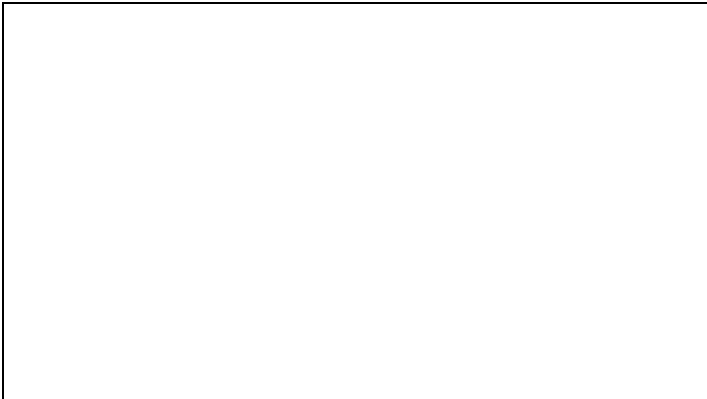|		
	- Decide to take action or not to resolve their mismatch within 10 days of issuance and indicate decision on the Further Action Notice - Acknowledge receipt of mismatch by signing and dating the Further Action Notice - Take next action based on decision to take action to resolve case or not - If 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.	
	Delete OBE	

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

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

DHS could not immediately 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.

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.

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
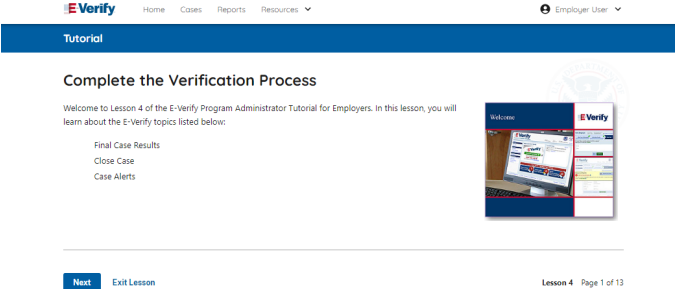
EV PA Lesson 4

Current	Updated Content	Updated Images
	Lesson 4: Complete the Verification Process • Complete the Verification Process • Final Case Results • Close Case • Case Alerts	
	Complete the Verification Process Welcome to Lesson 4 of the E-Verify Program Administrator Tutorial for employers. In this lesson, you will learn about: • Final Case Results • Close Case • Case Alerts	
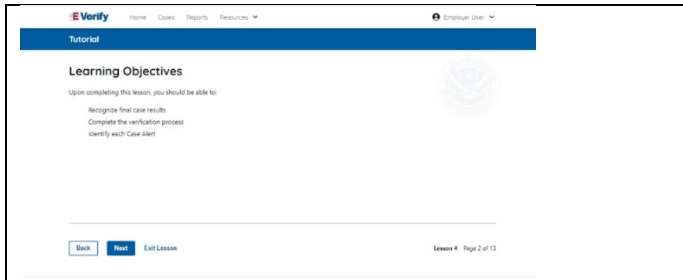
Learning Objectives

Upon completing this lesson, you should be able to:

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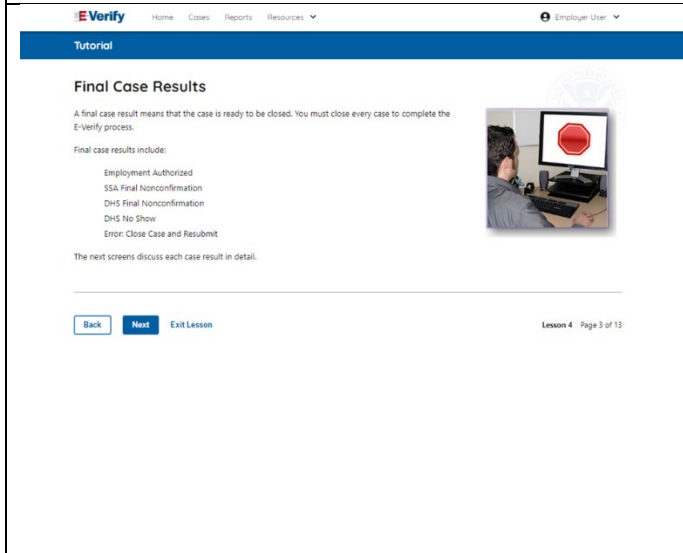
Final Case Results

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

Final case results include:

- Employment Authorized
- DHS and/or SSA Final Nonconfirmation
- Close Case and Resubmit

The next screens discuss each case result in detail.
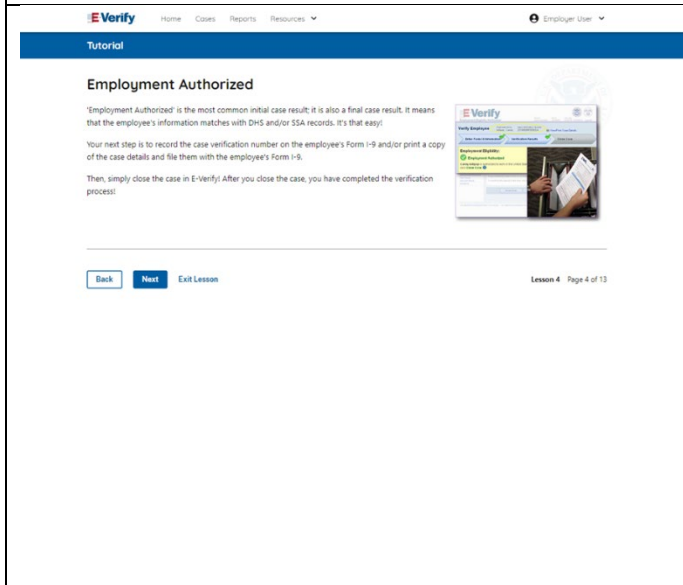
Final Case Results - Employment Authorized

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.
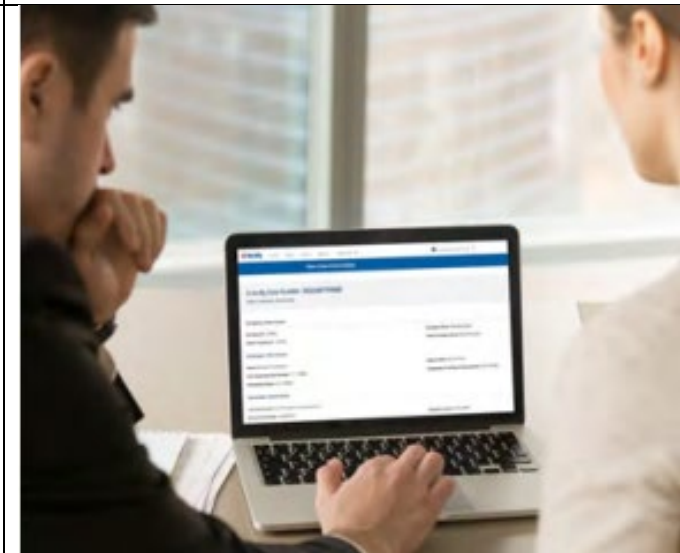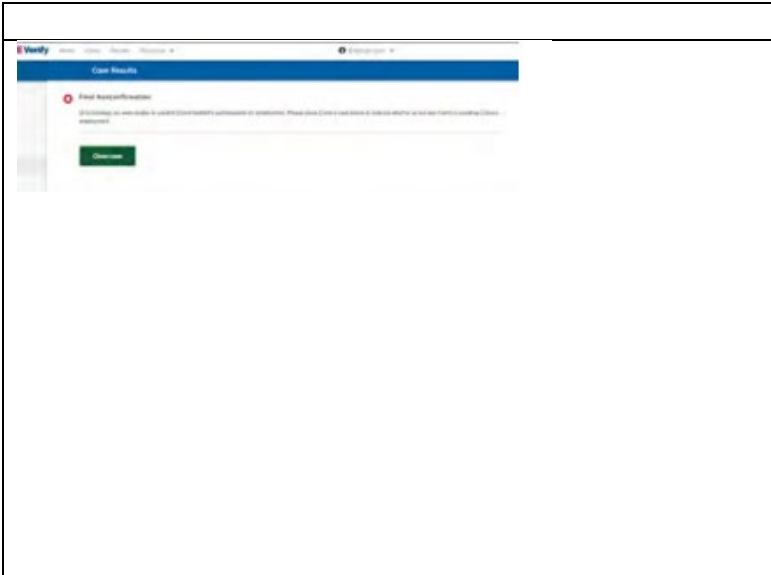
	Final Case Result - DHS or SSA Final Nonconfirmation A DHS or SSA Final Nonconfirmation case result means that E-Verify cannot verify an employee's employment eligibility. If the employee chooses to try to resolve a mismatch, it can also mean that the employee did not contact DHS or visit an SSA field 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.	
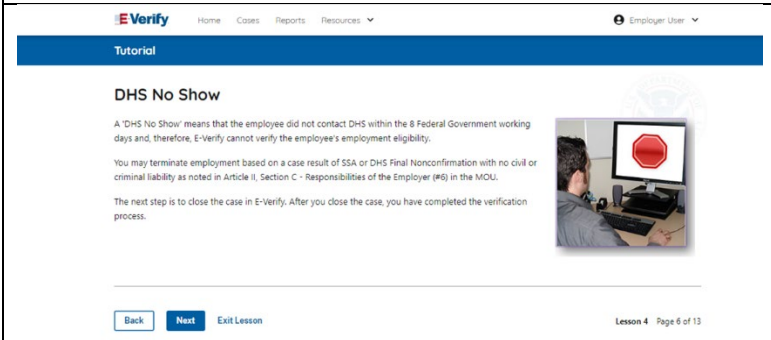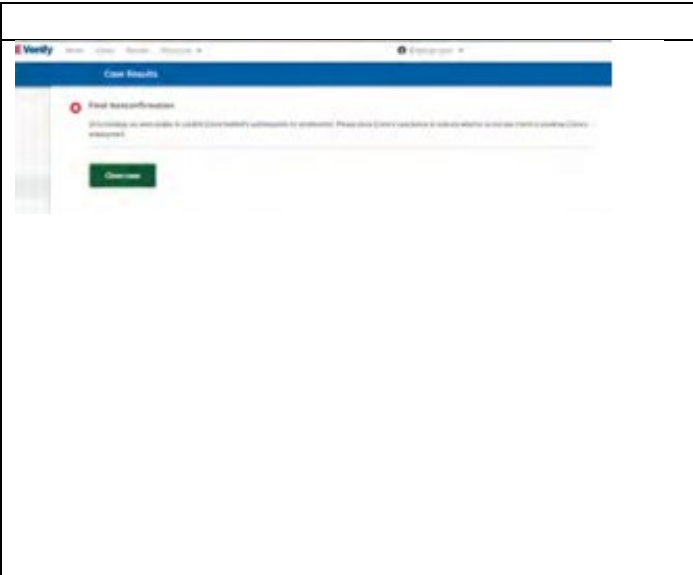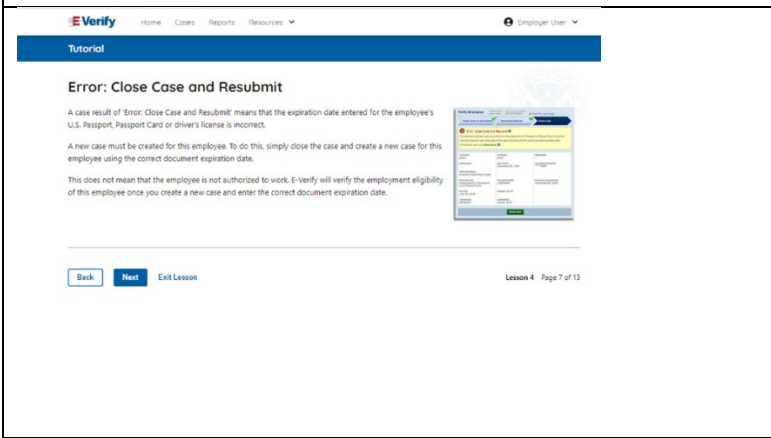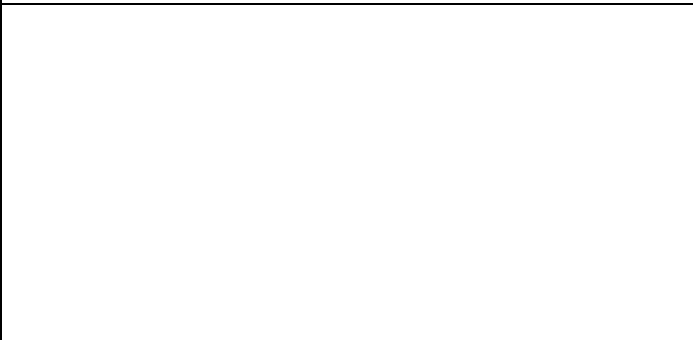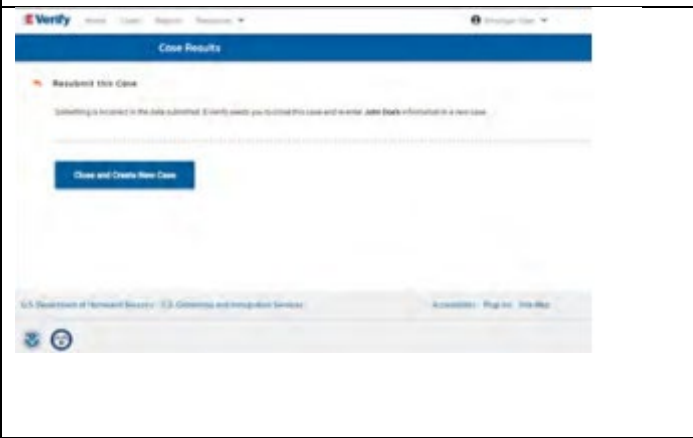
Close Case

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

- Select the statement indicating whether or not you will continue to employ this individual.
- If you select the option indicating you will continue to employee this individual, you must provide the reason why. Type the reason in the text box provided.
- If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case.
- If Other is selected as the reason, you must type the reason in the text box provided.
- After you've typed a reason, click **Close Case**.
- E-Verify displays an alert indicating the case was successfully closed.
- Click **View/Print Case Details**, 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.

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.
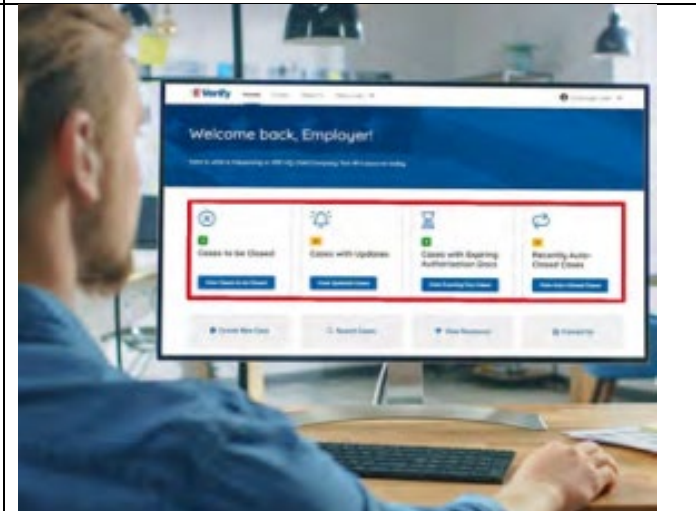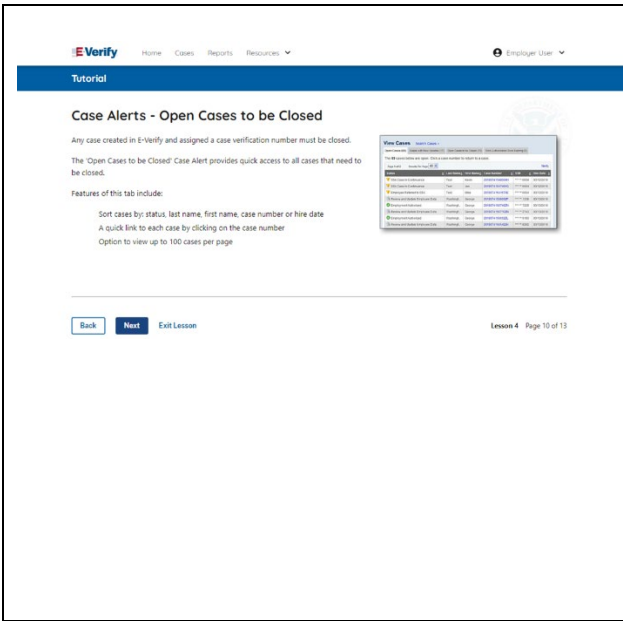
| | **Case Alerts - Cases to be Closed**

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
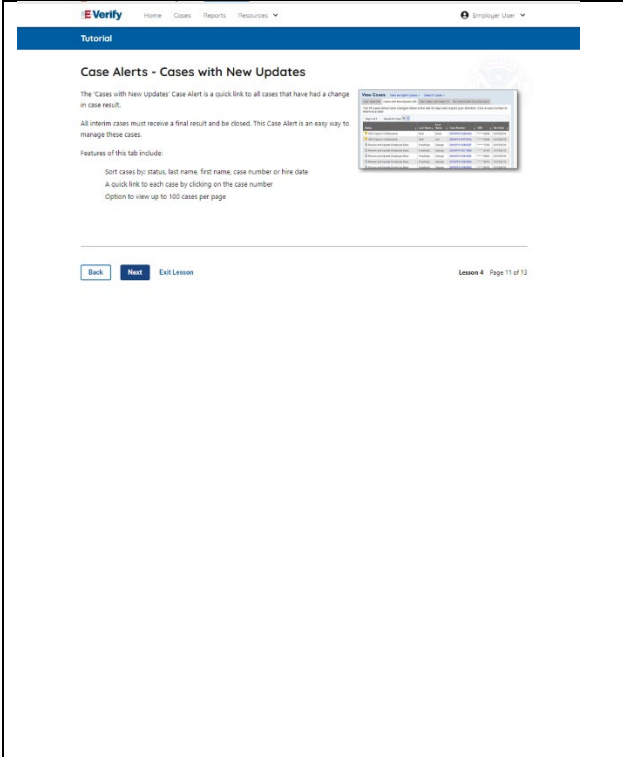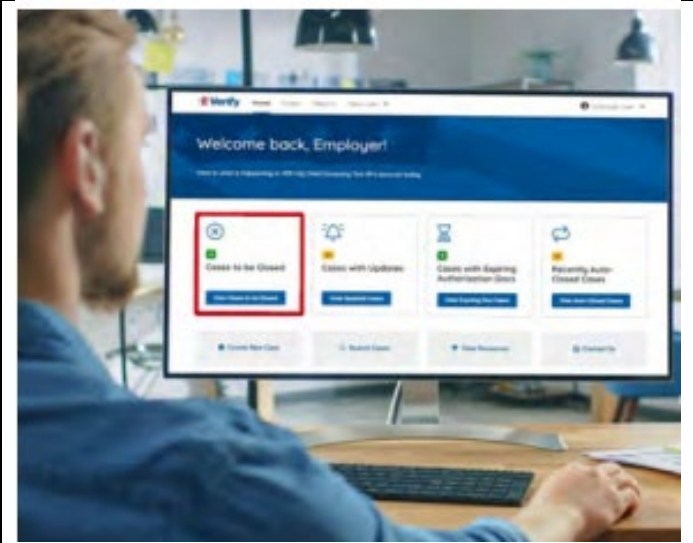
You can also click **Create New Case** from this screen. | |
| | **Case Alerts – Cases With Updates**

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. | |

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.
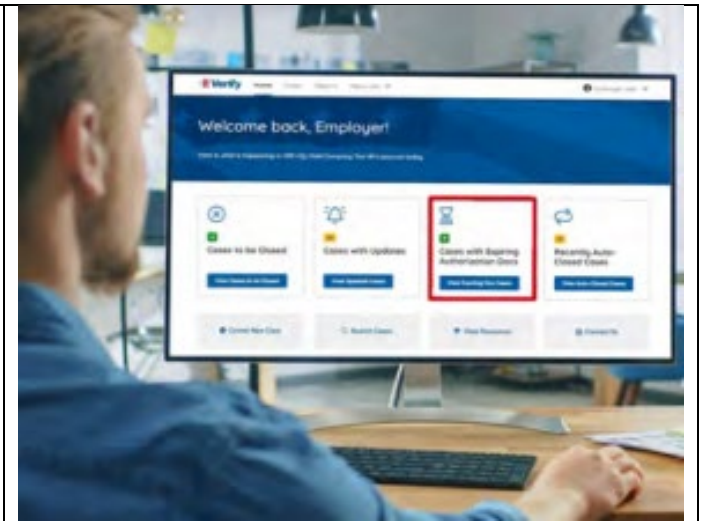
New Slide	**Case Alert - Recently Auto–Closed Cases**	
	The Recently Auto-Closed Cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result. This is notification your case was closed. Be sure to record the case information as required 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	
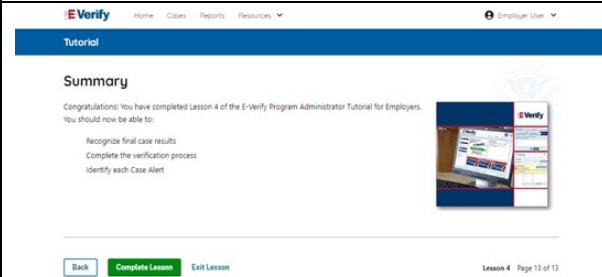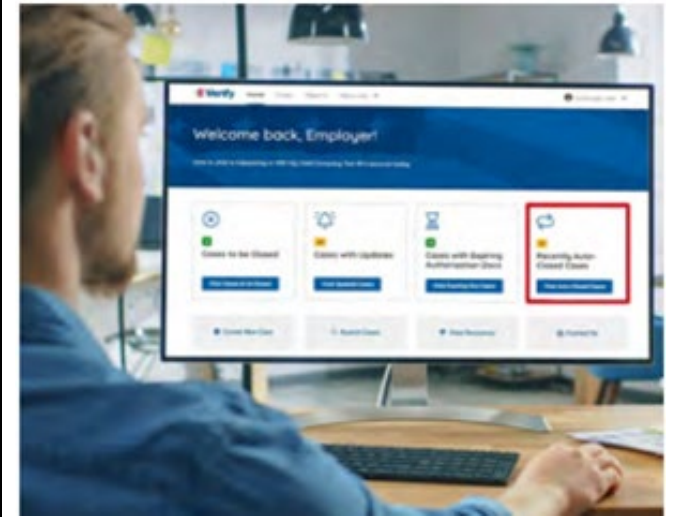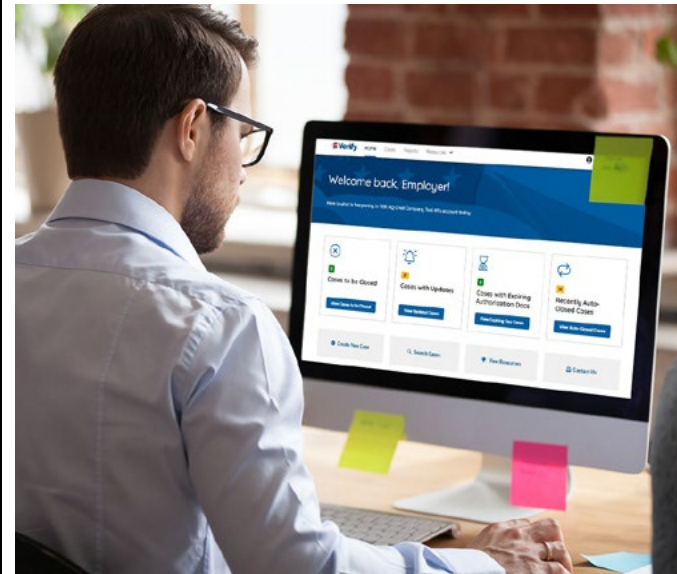
EV PA Lesson 5

Current	Updated Content	Updated Images
	Lesson 5: Program Administrator Account Administration • Program Administrator Account Administration • Overview of User Roles • Create a Password • Navigation Menu • Manage Company • Reports	
	E-Verify Program Administrator Account Administration Welcome to Lesson 5 of the E-Verify Program Administrator Tutorial for Employers. In this lesson, you will learn about: • Overview of User Roles • Create a Password • Navigation Menu • Manage Company • Reports	
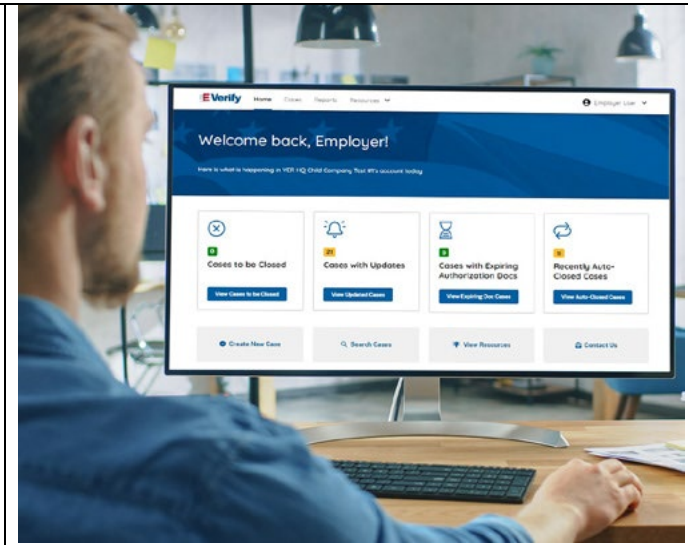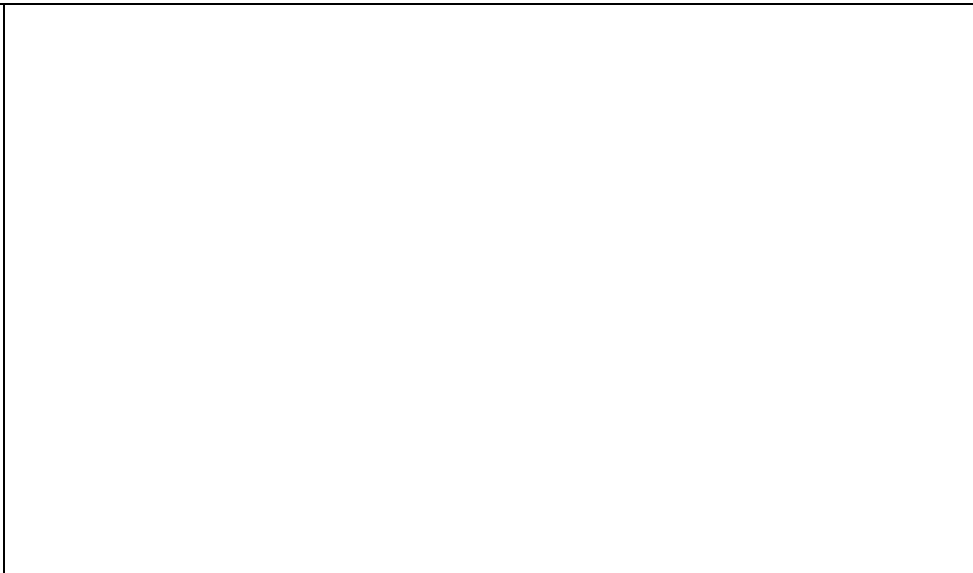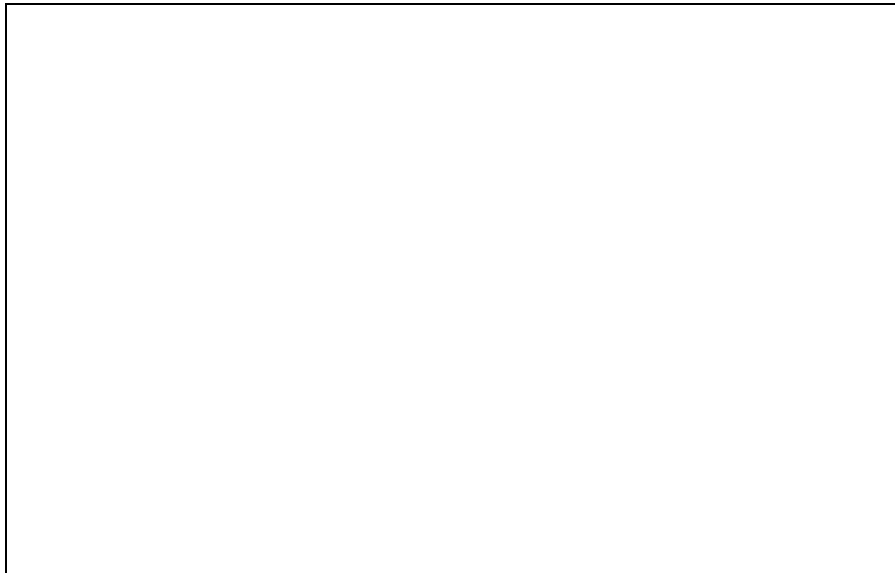
Learning Objectives

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
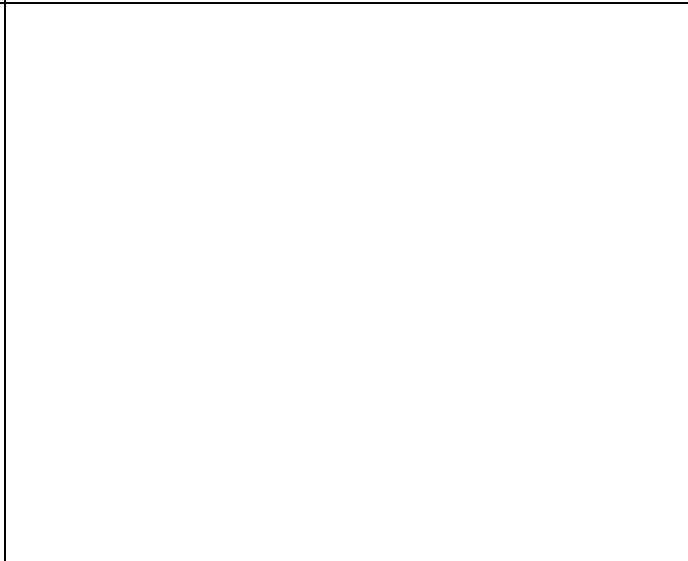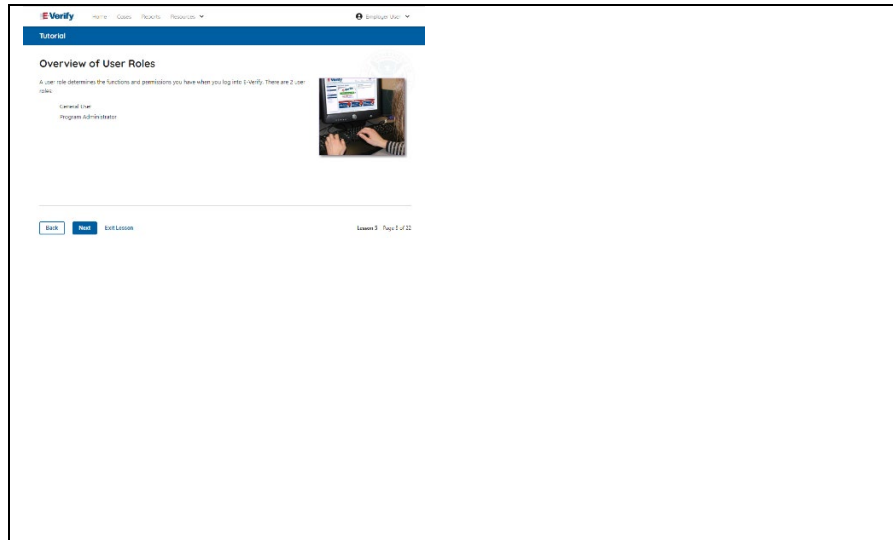
	Overview of User Roles A user role determines the functions and permissions you have when you log into E-Verify. There are two user roles: • General User • Program Administrator	
	Program Administrator You are registered as a program administrator. Every E-Verify participant is required to have at least 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.	
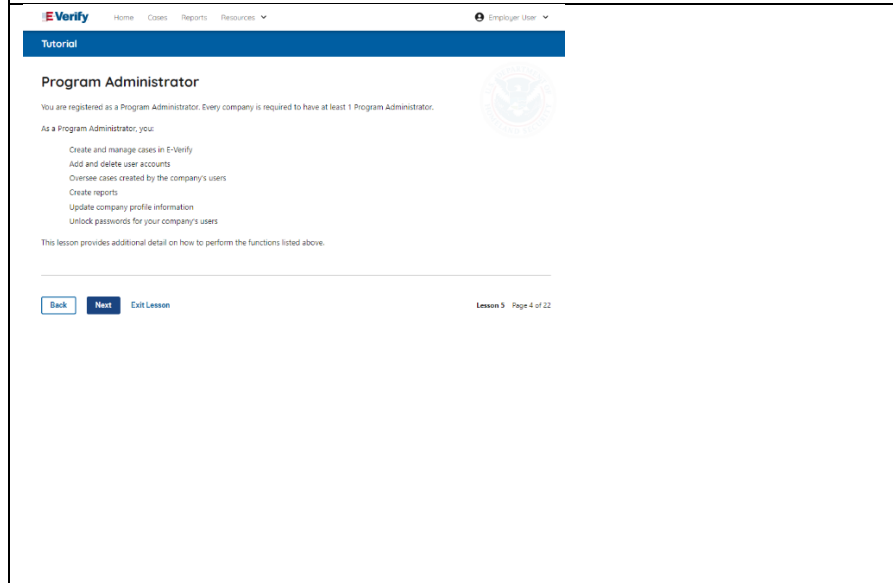
Program Administrator - Create a Password

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.
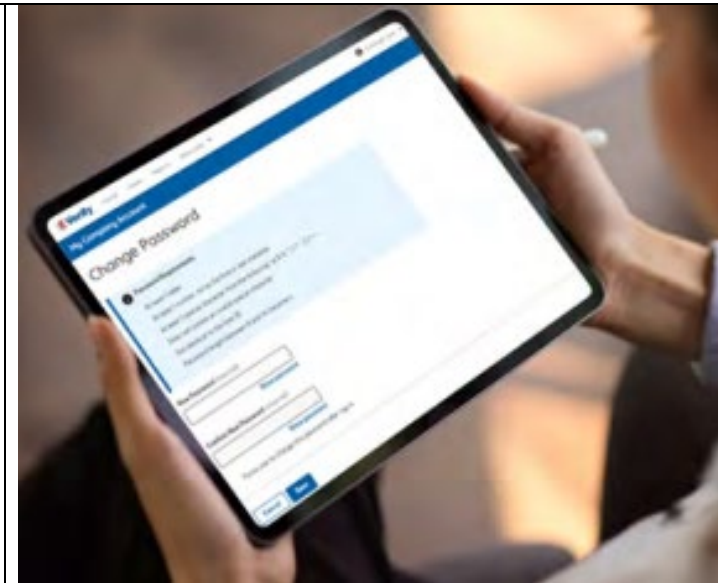
Program Administrator – Password Hints

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.
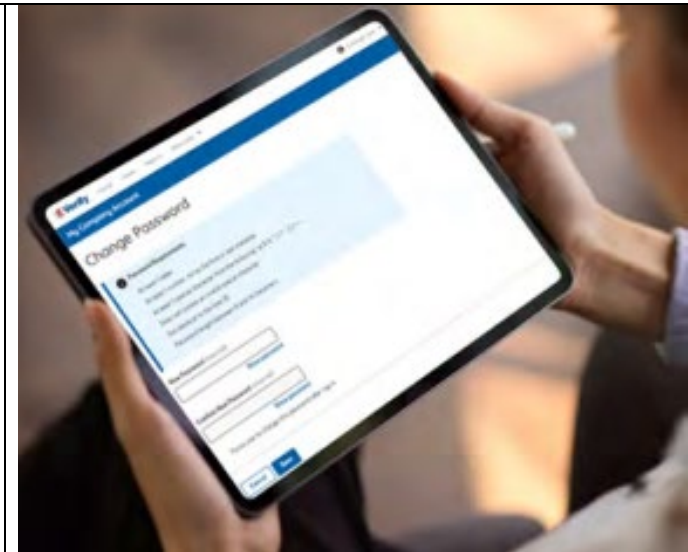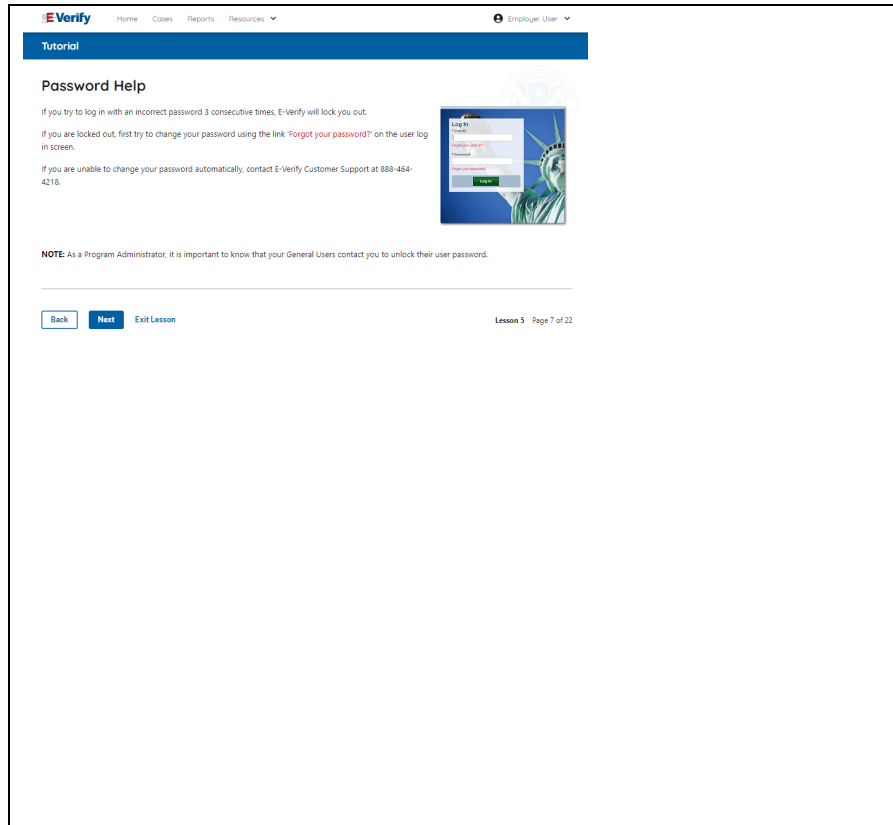
Program Administrator – Password Help

- 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.
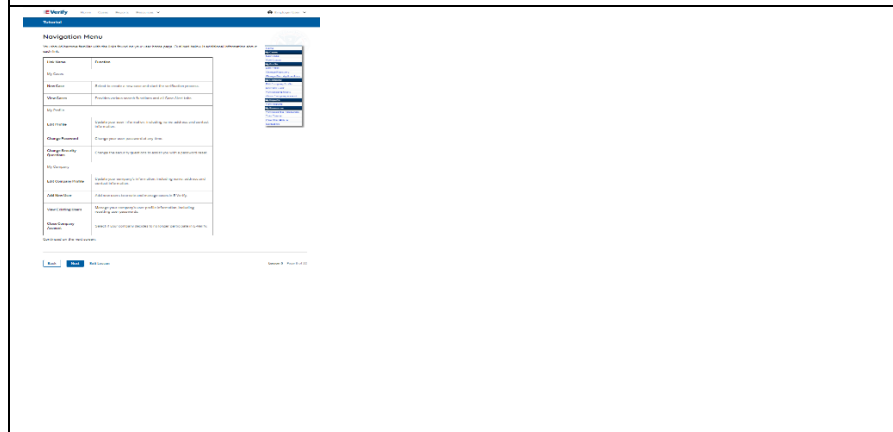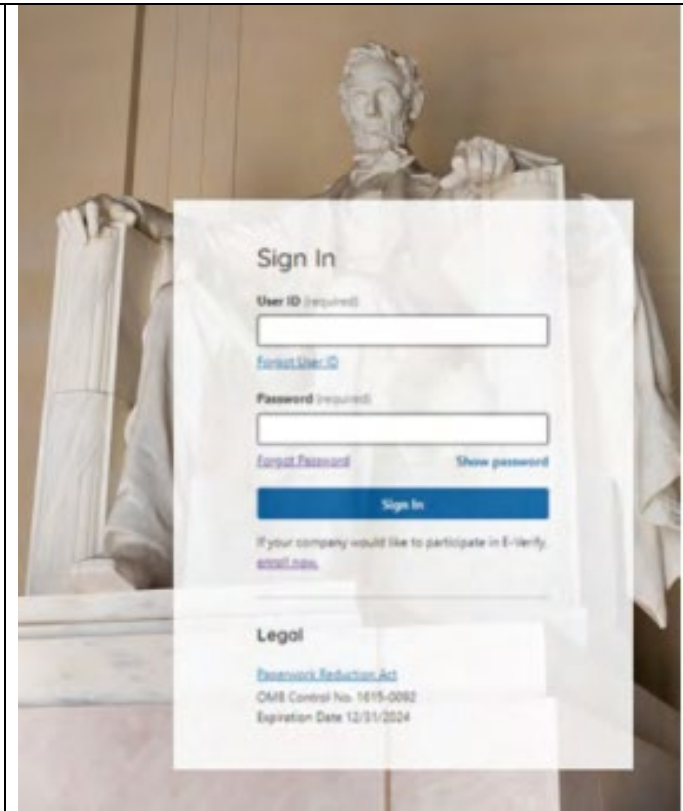
Program Administrator E-Verify Home Page - Navigation Menu

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

Navigation Menu – Case Alerts Boxes

Case alert boxes are located below the welcome banner:

Link	Function
Case Alert	• The case alert boxes bring attention to cases that need action or provide important information regarding your cases.
Cases to be Closed	• Any case created in E-Verify and assigned an E-Verify case number must eventually be closed. • The Cases to be Closed case alert provides quick access to all cases that need to be closed.
Cases with Updates	• All open cases that have had a change in case result. • All cases must eventually be closed. This case alert is an easy way to manage these cases. • Click **Continue Case** to take action.
Cases with Expiring Doc	• This is simply a reminder; no action is required in E-Verify. • This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival/Departure Record (Form I-94).
Recently Auto-Closed Cases	• Notification of the cases that were automatically closed after receiving an Employment Authorized result. • This is notification your case was closed. Be sure to record the E-Verify case number as required on Form I-9 or print the case details page and attach it to the Form I-9.

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	• Create new E-Verify cases
Search Cases	• Search Cases
View Resources	• Access E-Verify Resources
Contact Us	• Contact E-Verify
E-Verify News	• Stay up to date with the latest E-Verify News		
	Program Administrator - Manage Company Account As a program administrator, you manage important information about your company, or entity and users with the Company Account navigation feature. This feature includes: • Company Account • Manage Users • Close Company Account The next screens provide additional information about these features.	
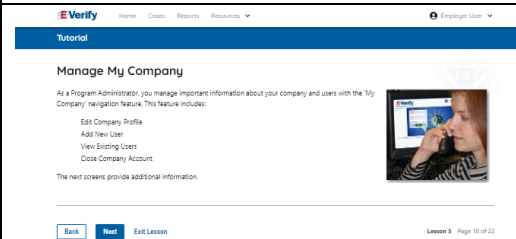
Tutorial

Edit Company Profile

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

Back | Next | Exit Lesson   Lesson 5   Page 11 of 22

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**.

My Company Account

My Company Profile

Company Information

Company Name	Doing Business As (DBA) Name
VER HQ Child Company Test #1	---
Company ID	Enrollment Date
124566	Mar 02, 2020
Employer Identification Number (EIN)	Unique Entity Identifier (UEI)
125120	754086420606
DUNS Number	Total Number of Employees
---	5 to 8
NAICS Code	Sector
11	Agriculture, Forestry, Fishing and Hunting
Subsector	
Crop Production	

Edit Company Information

Tutorial

Edit Company Profile (continued)

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

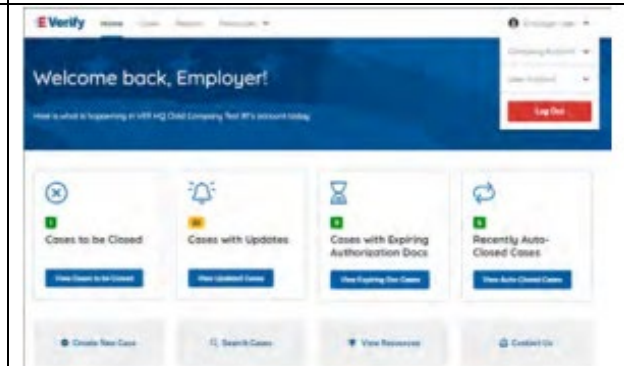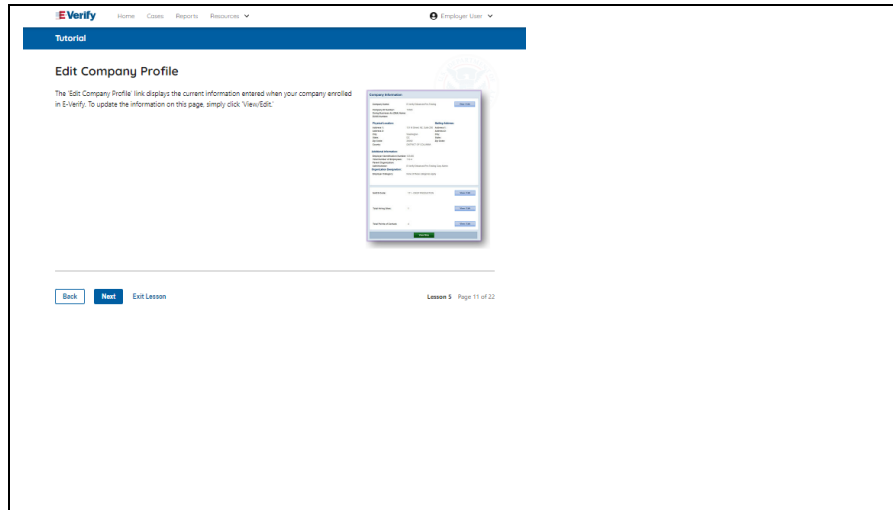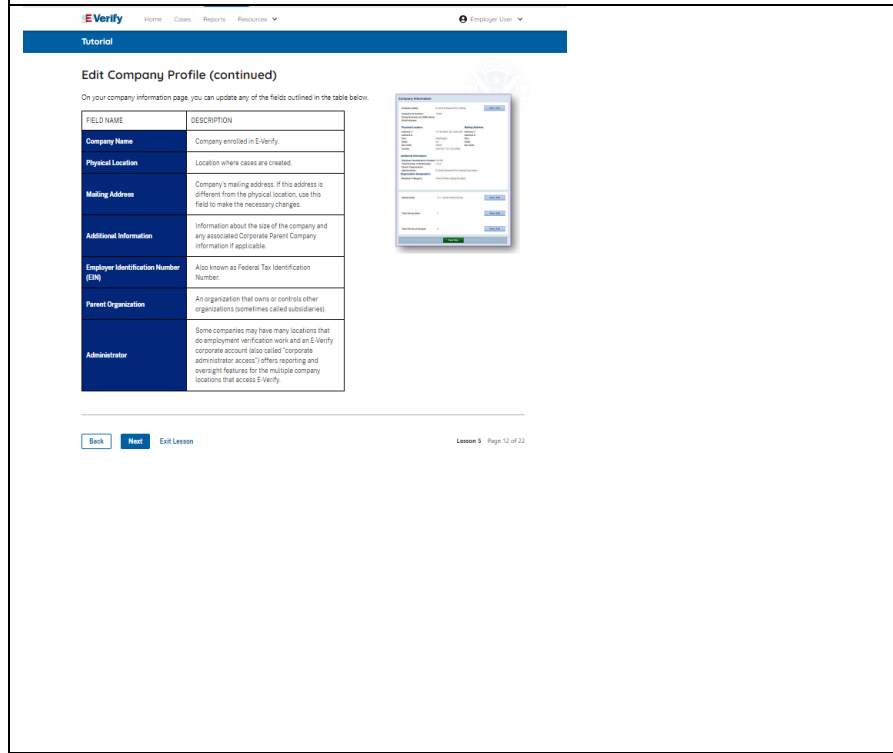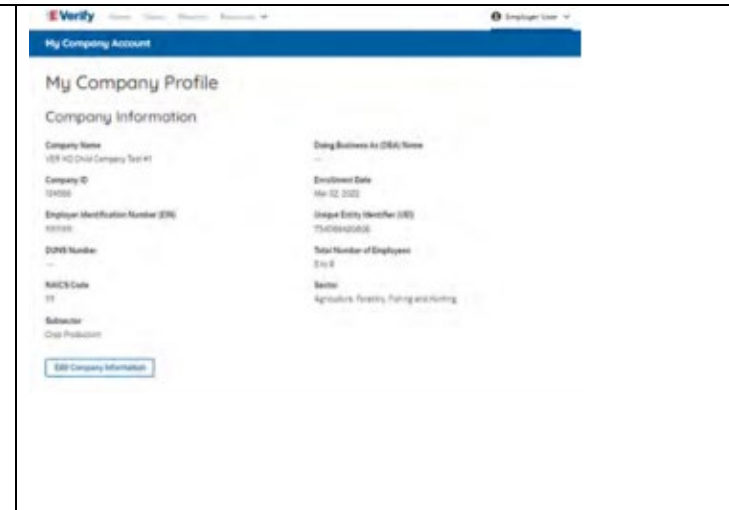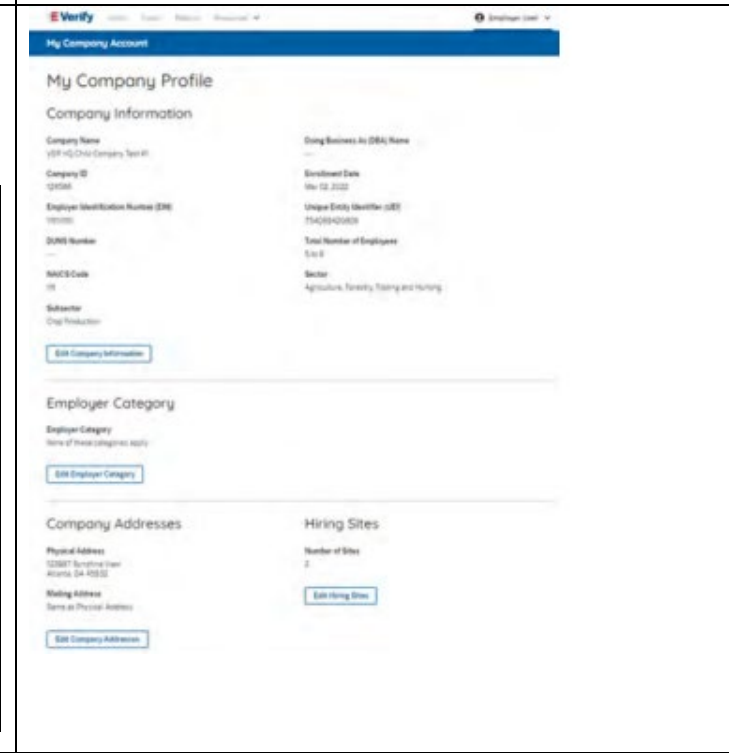| FIELD NAME	DESCRIPTION
Company Name	Company enrolled in E-Verify.
Physical Location	Location where cases are created.
Mailing Address	Company's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Information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

Back | Next | Exit Lesson   Lesson 5   Page 12 of 22

Manage Company Account – Edit Company Profile Fields Table

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

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

---

My Company Account

My Company Profile

Company Information

Company Name	Doing Business As (DBA) Name
VER HQ Child Company Test #1	---
Company ID	Enrollment Date
124566	Mar 02, 2020
Employer Identification Number (EIN)	Unique Entity Identifier (UEI)
125120	754086420606
DUNS Number	Total Number of Employees
---	5 to 8
NAICS Code	Sector
11	Agriculture, Forestry, Fishing and Hunting
Subsector	
Crop Production	

Edit Company Information

Employer Category

Employer Category
None of these categories apply

Edit Employer Category

Company Addresses   **Hiring Sites**

Physical Address   Number of Sites
123687 Sunshine L021   2
Atlanta, GA 30832

Mailing Address   Edit Hiring Sites
Same as Physical Address

Edit Company Addresses

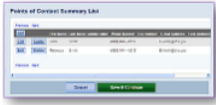|	
	online with the IRS to receive an EIN immediately.
Unique Entity Identifier (UEI)	A UEI is a 12-digit alphanumeric identifier that is provided by SAM.gov to all entities who register to do business with the federal government. Learn more about the UEI.
DUNS Number	A DUNS number is a unique, 9-digit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

Manage Company Account – Edit 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.

Delete – Now on Company Profile Fields Table
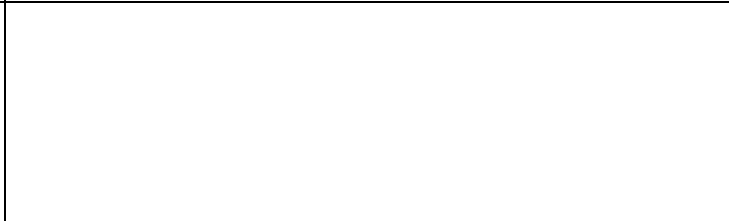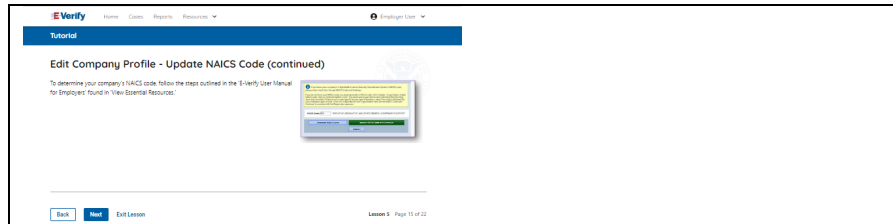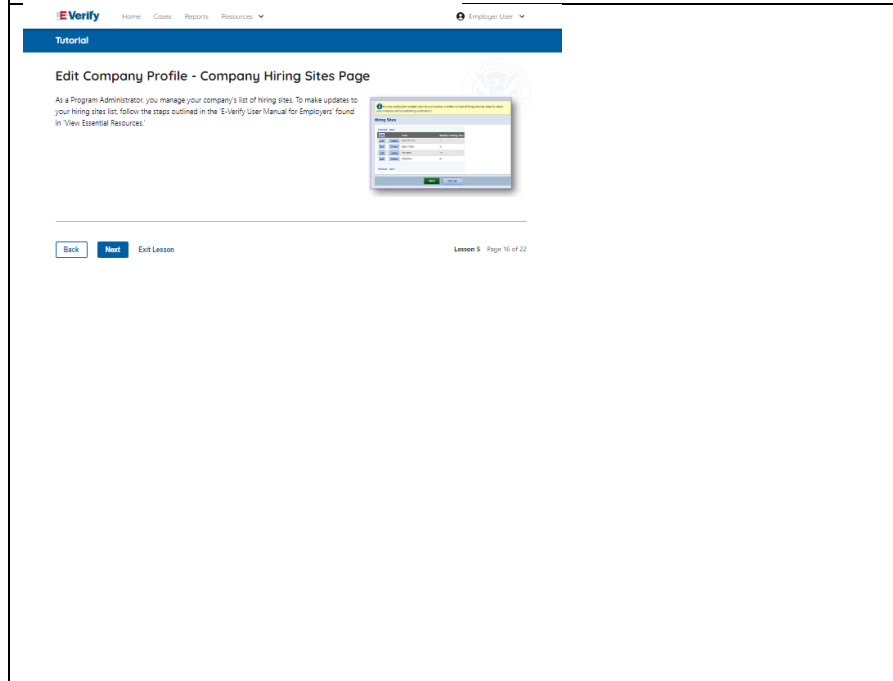
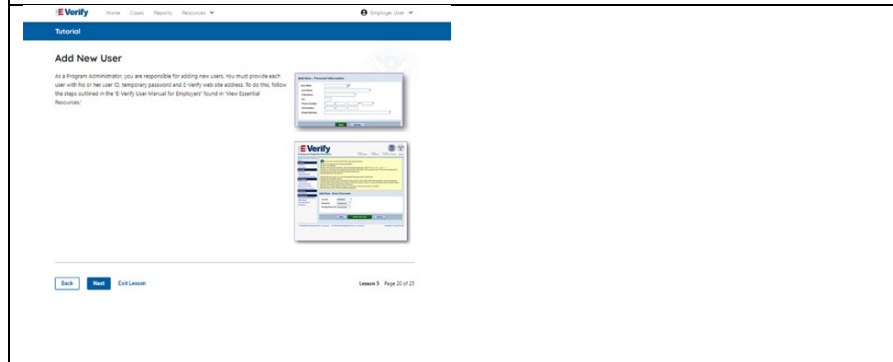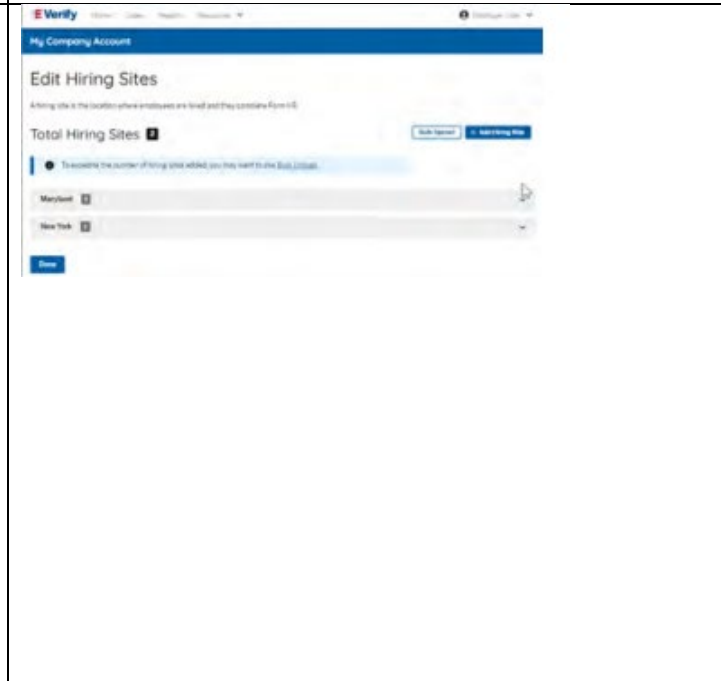|		
	Delete – Now on Company Profile Fields Table	
	Manage Company Account – Edit Hiring Sites As a program admininstrator, you can manage your company's or entity's list of hiring sites. From Company Account, click **Company Profile**. From the Company Profile screen select **Edit Hiring Sites.** Review the Total Hiring Sites section and select the hiring site to be edited. You can review, edit or delete an existing hiring site. Select **Add Hiring Site** and enter the street address, city, state, and zip code and click **Add Hiring Site** to add your hiring sites one at a time. OR Select **Bulk Upload** to add multiple hiring sites by uploading a file. The bulk upload function allows you to add multiple hiring sites by uploading a file. For more information review the E-Verify User Manual found in View Essential Resources.	
	Manage Company Account – 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.
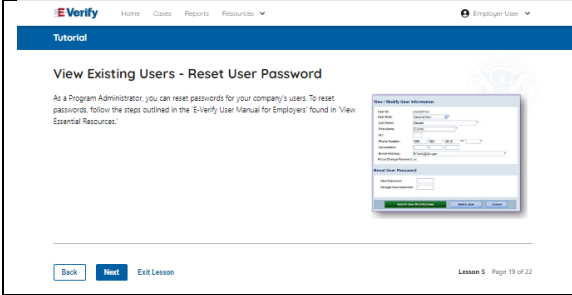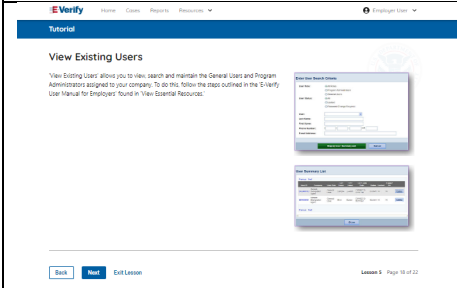
Manage Company Account - Close Company Account

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