

EV FC Tutorial Lesson 1

LESSON COMPLETED

Lesson 1: Introduction

[Introduction](#)

[Background and Overview](#)

[Privacy Statement and Guidelines](#)

[Rules and Responsibilities](#)

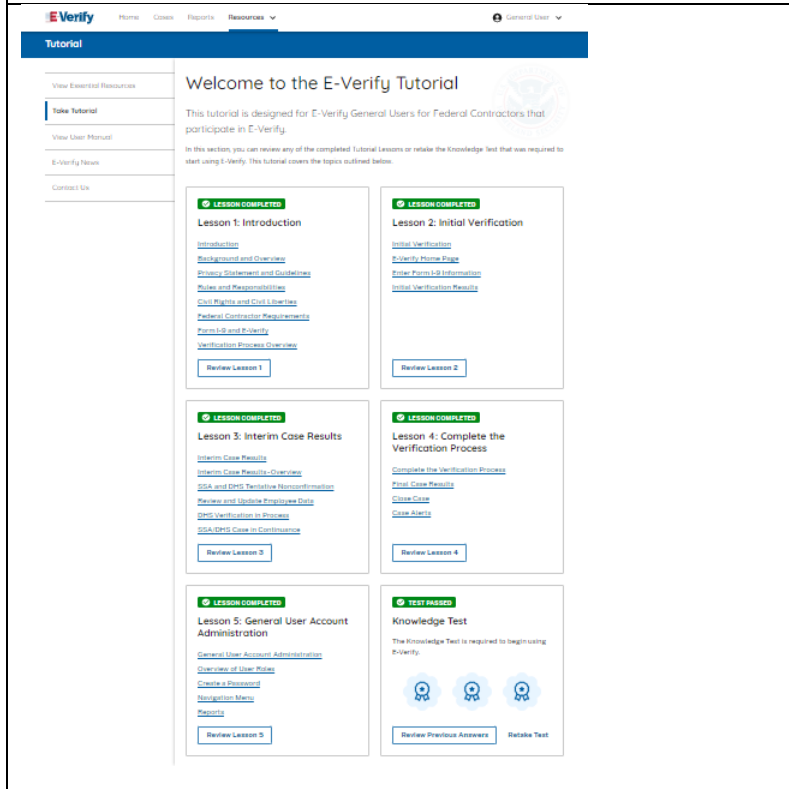
[Civil Rights and Civil Liberties](#)

[Federal Contractor Requirements](#)

[Form I-9 and E-Verify](#)

[Verification Process Overview](#)

[Review Lesson 1](#)

Current	Update	Image
 <p>The screenshot shows the E-Verify Tutorial interface. At the top, it says 'Welcome to the E-Verify Tutorial'. Below this, there are five lesson cards, each with a 'LESSON COMPLETED' badge. Lesson 1: Introduction, Lesson 2: Initial Verification, Lesson 3: Interim Case Results, Lesson 4: Complete the Verification Process, and Lesson 5: General User Account Administration. Each card lists sub-topics and a 'Review Lesson' button. Lesson 5 also includes a 'Review Lesson 5' button. A 'Knowledge Test' section is visible at the bottom right, indicating that the test is required to begin using E-Verify.</p>	<p>Update</p> <p>Welcome to the E-Verify Tutorial</p> <p>This tutorial is designed for General Users, E-Verify employers of Federal Contractors that participate in E-Verify.</p> <p>In this section, you can review any of the completed tutorial lessons or retake the knowledge test that was required to start using E-Verify. This tutorial covers the topics outlined below.</p> <p>Lesson 1: Introduction</p> <p>Introduction</p> <p>E-Verify and Federal Contractor Background</p> <p>E-Verify Overview</p> <p>Privacy Statement and Guidelines</p> <p>Rules and Responsibilities</p> <p>Civil Rights and Civil Liberties</p> <p>Federal Contractor Requirements</p> <p>Form I-9 and E-Verify</p> <p>Verification Process Overview</p> <p>{Review Lesson 1}</p>	<p>Image</p>

Lesson 2: Initial Verification

Initial Verification
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Complete the Verification Process
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General User Account Administration
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Lesson 1: Introduction

Introduction
E-Verify and Federal Contractor Background
E-Verify Overview
Privacy Statement and Guidelines
Rules and Responsibilities
Civil Rights and Responsibilities
E-Verify and Federal Contractor
Federal Contractor Requirements
Form I-9 and E-Verify
Verification Process Overview
{Review Lesson 1}



LESSON COMPLETED

Lesson 1: Introduction

- [Introduction](#)
- [Background and Overview](#)
- [Privacy Statement and Guidelines](#)
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- [Form I-9 and E-Verify](#)
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The screenshot shows the E-Verify tutorial interface. At the top, there is a navigation bar with 'Home', 'Class', 'Reports', and 'Resources'. Below this is a 'Tutorial' header. The main content area is titled 'Introduction' and contains a welcome message: 'Welcome to Lesson 1 of the E-Verify General User Tutorial for Federal Contractors. In this lesson, you will learn about the E-Verify topics listed below:'. A list of topics follows: 'Background and Overview', 'Privacy Statement and Guidelines', 'Rules and Responsibilities', 'Civil Rights and Civil Liberties', 'Federal Contractor Requirements', 'Form I-9 and E-Verify', and 'Verification Process Overview'. There is a small thumbnail image of a group of people. At the bottom, there are 'Next' and 'Exit Lesson' buttons, and a page indicator 'Lesson 1 Page 1 of 31'.

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

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

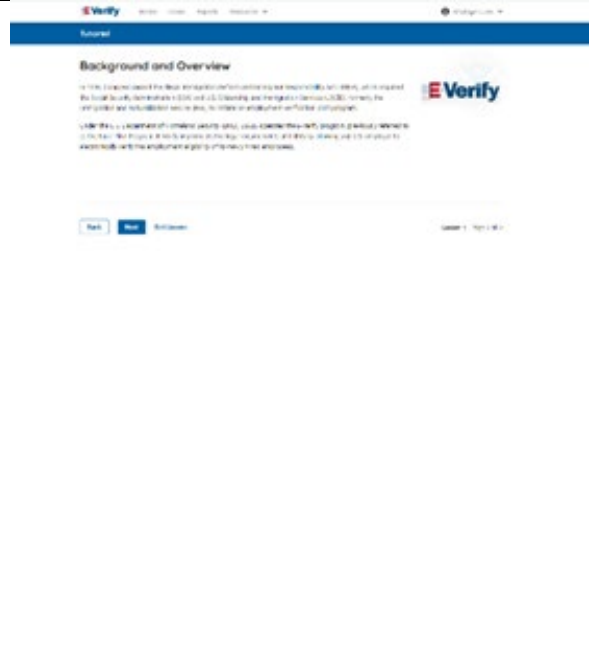
The screenshot shows the E-Verify tutorial interface for the 'Learning Objectives' section. It features the same navigation bar as the previous page. The main content area is titled 'Learning Objectives' and contains the text: 'Upon completing this lesson, you should be able to:'. Below this, there is a list of objectives: 'Describe the background and overview of E-Verify', 'Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information', 'Recognize Civil Rights and Civil Liberties', 'Identify federal contractor requirements', 'Recognize Form I-9 procedures and how they relate to E-Verify', and 'Recognize the verification process and case results'. There is a small E-Verify logo. At the bottom, there are 'Back', 'Next', and 'Exit Lesson' buttons, and a page indicator 'Lesson 1 Page 2 of 31'.

Learning Objectives

Upon completing this lesson, you should be able to:

- Describe the background and overview of E-Verify and the Federal Contractor E-Verify Rule

- Carry out and comply with rules, responsibilities and guidelines for protecting privacy and personal information
- Recognize civil rights and civil liberties
- Identify federal contractor requirements
- Recognize Form I-9 procedures and how they relate to E-Verify
- Recognize the verification process and case results

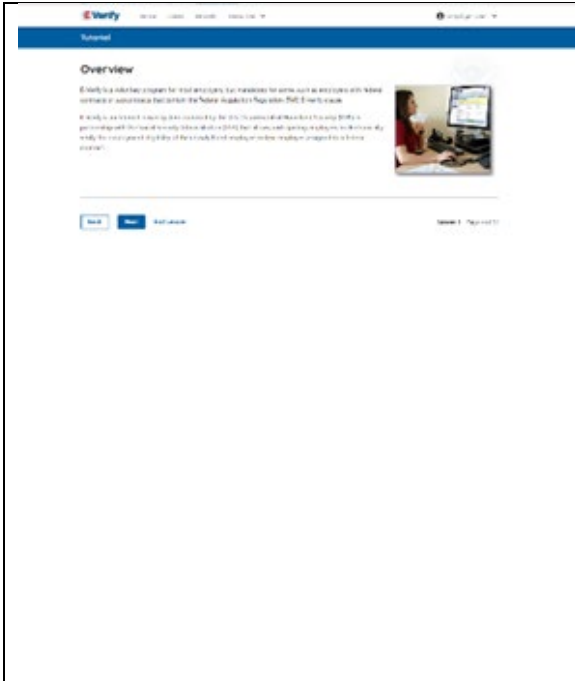


E-Verify and Federal Contractor Background

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

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

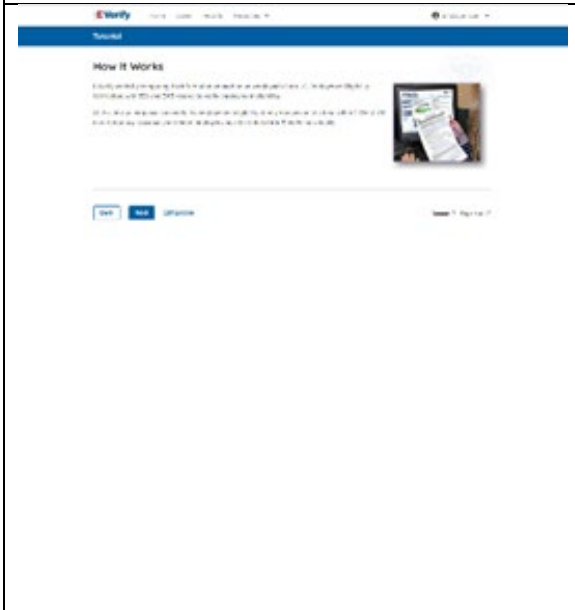
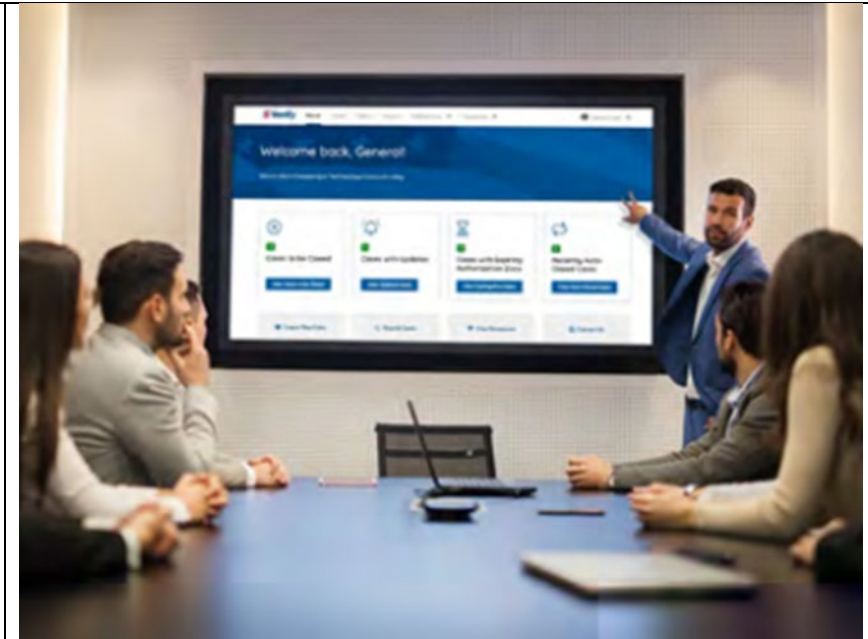




E-Verify Overview

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

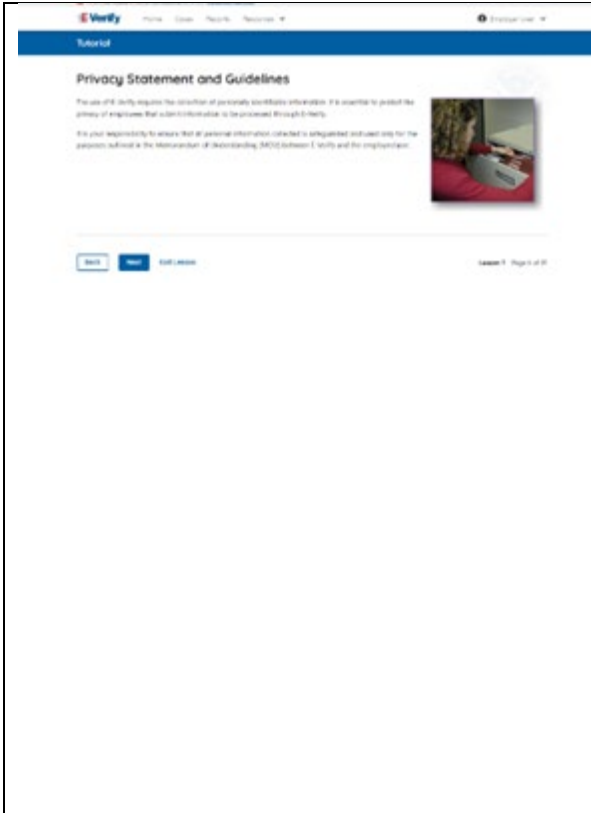
E-Verify is a voluntary program. Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that requires participation 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.



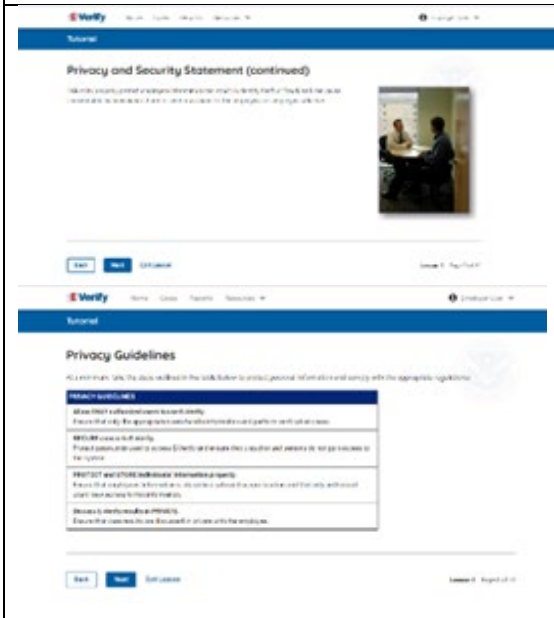


Privacy Statement and Guidelines

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

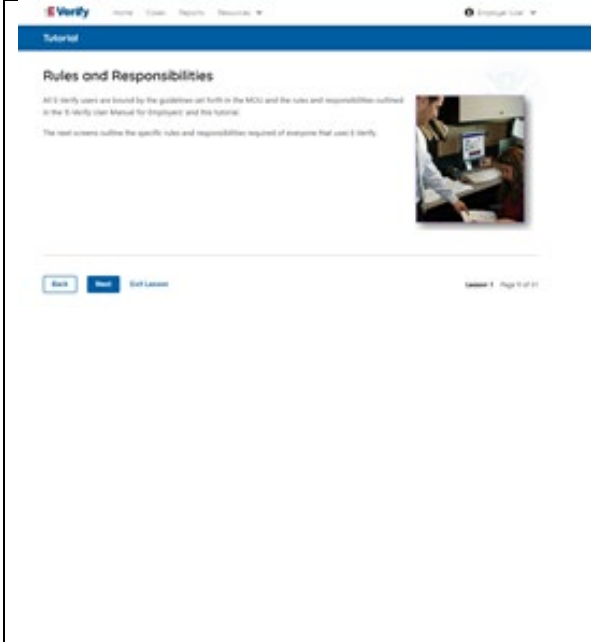
- **Allow only authorized users to use E-Verify.** Ensure that only authorized users handle information and create cases.
- **Secure access to E-Verify.** Protect passwords used to access E-Verify and ensure that unauthorized persons do not access E-Verify.
- **Protect and store employee information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



and Final Nonconfirmations are discussed in private with the employee.

REMINDER

You must ensure that all PII is safeguarded.

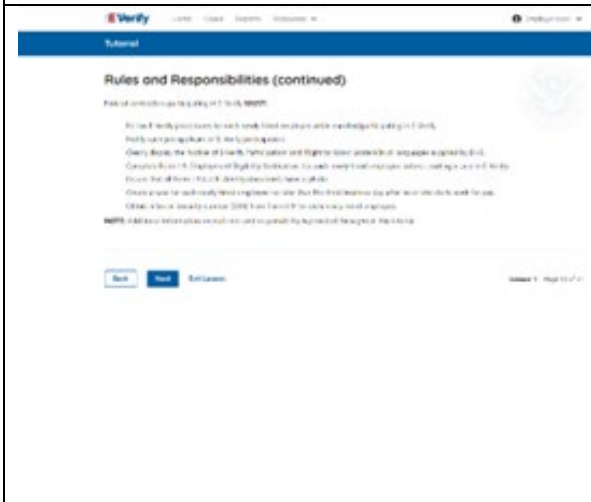


Rules and Responsibilities

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

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

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



Rules and Responsibilities – E-Verify Employers Must

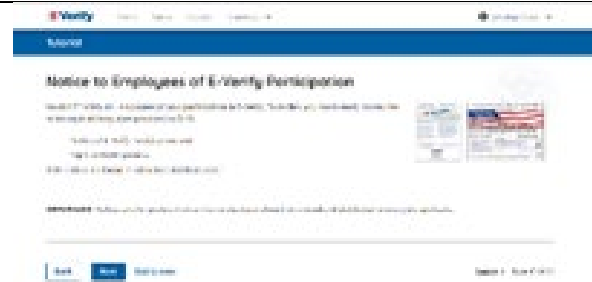
Employers participating in E-Verify **MUST**:

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly displaying the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9, 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 it was provided 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 for Employers and the E-Verify Supplemental Guide for Federal Contractors located in View Essential Resources.

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

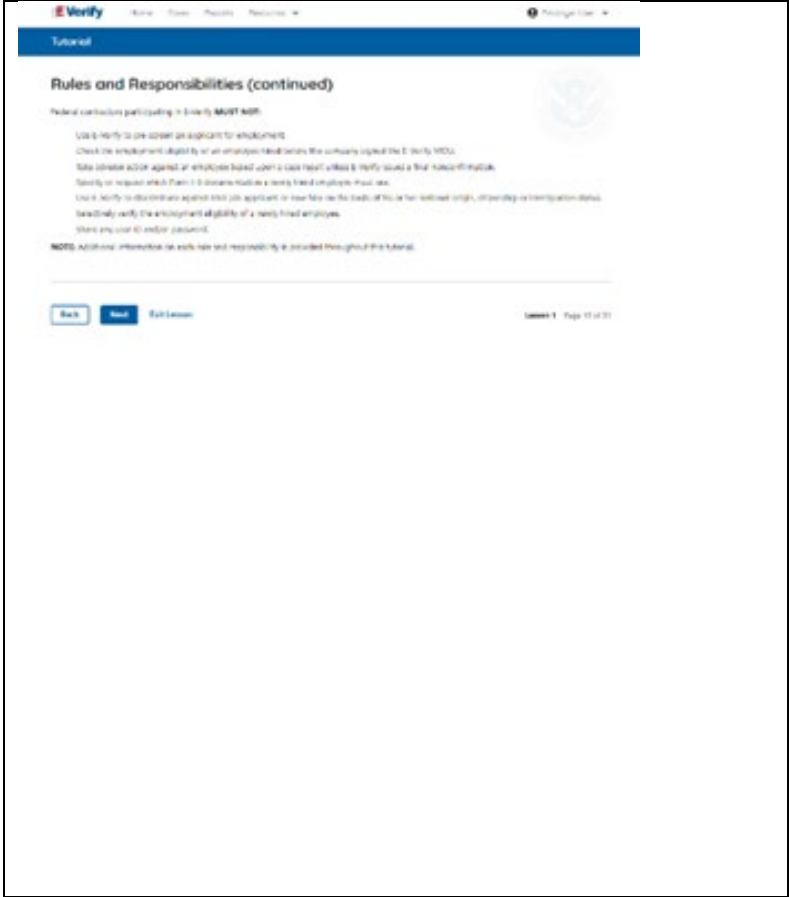


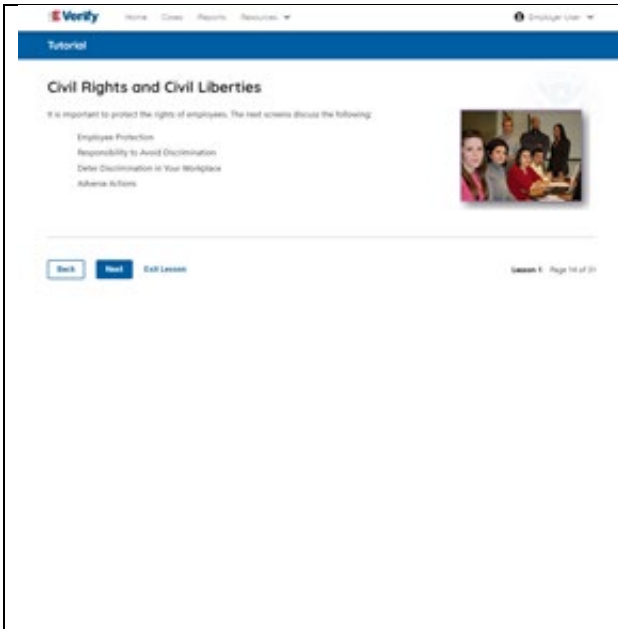
Rules and Responsibilities - Notice to Employees of E-Verify Participation

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

- Provide the following posters to your company locations:
 - Notice of E-Verify Participation; 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,



	<p>and the public have the most recent and complete information regarding E-Verify.</p> <ul style="list-style-type: none"> E-Verify recommends providing a copy of these posters with job application materials, either electronically or in hard copy. 	
	<p>Rules and Responsibilities – E-Verify Employers Must Not:</p> <p>Employers participating in E-Verify MUST NOT:</p> <ul style="list-style-type: none"> 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 the mismatch, until the mismatch becomes a Final Nonconfirmation. Share any user ID or password. <p>NOTE: Additional information on each rule and responsibility is provided throughout this tutorial.</p>	



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



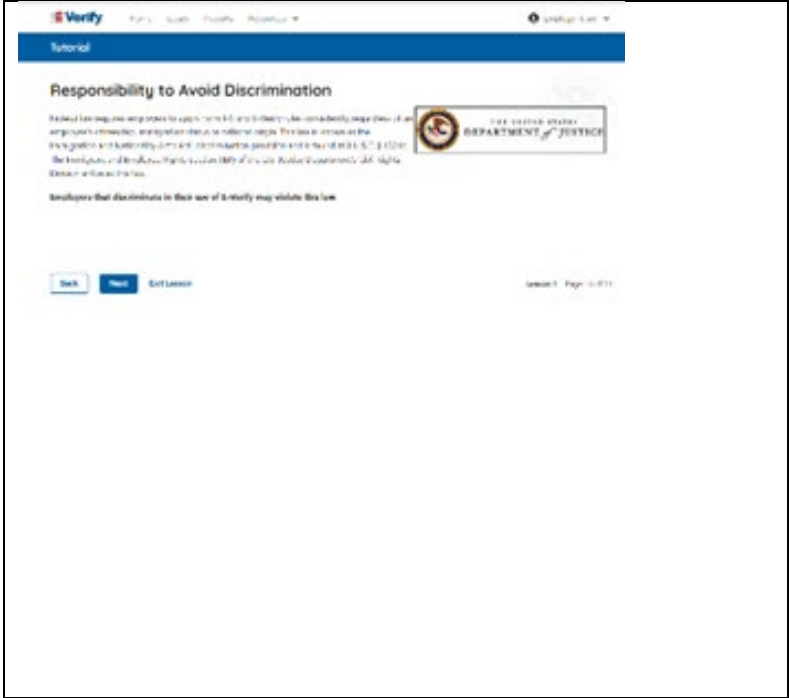

Civil Rights and Civil Liberties - Employee Protection

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

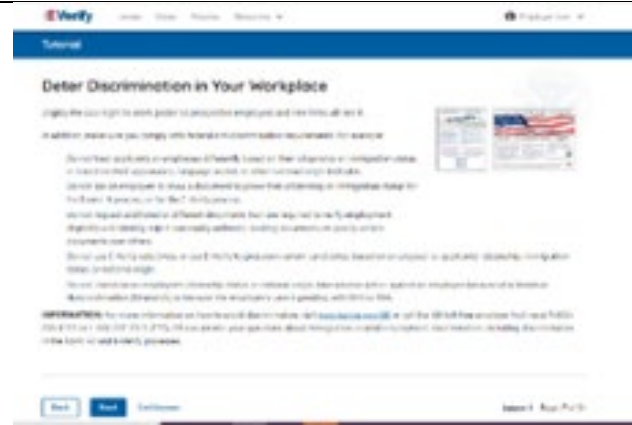
You MUST:

- 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 work 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:

	<ul style="list-style-type: none"> • Create a case in E-Verify before a job offer has been accepted and Form I-9 is complete. This is considered pre-screening. • Use E-Verify to screen job applicants or to re-verify employment eligibility. • Use E-Verify selectively to discriminate against applicants or employees. 	
 <p>The screenshot shows a web page with a blue header containing the 'Verify' logo and navigation links. The main content area is titled 'Responsibility to Avoid Discrimination' and includes a small graphic of the Department of Justice seal. The text on the page discusses the legal requirements for employers to use E-Verify and E-Verify rules consistently, regardless of an employee's citizenship, immigration status, or national origin. It also mentions that the Department of Justice Civil Rights Division enforces this law. At the bottom of the page, there are 'Back', 'Next', and 'Exit Lesson' buttons, and a page number 'Page 1 of 11'.</p>	<p>Protecting Civil Rights: The Department of Justice’s Immigrant and Employee Rights Section (IER)</p> <p>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.</p> <p>Employers that discriminate in their use of E-Verify might violate this law.</p> <p>For more information on how to avoid discrimination, contact IER Employer Hotline at 800-255-8155 (TTY: 800-237-2515) or visit justice.gov/ier.</p>	 <p>The seal of the Department of Justice is circular, featuring a bald eagle with its wings spread, perched on a shield with red and white stripes. The eagle is surrounded by a blue ring with the words 'DEPARTMENT OF JUSTICE' in gold. Below the eagle, the Latin motto 'QUI PRO DOMINA JUSTITIA SEQUITUR' is written in gold. The entire seal is encircled by a gold rope-like border.</p>
<p>NO IMAGE</p>	<p>Civil Rights and Civil Liberties – U.S. Equal Employment Opportunity Commission (EEOC)</p> <p>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.</p> <p>Employers that discriminate in their use of E-Verify may be in violation of this law.</p>	

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.



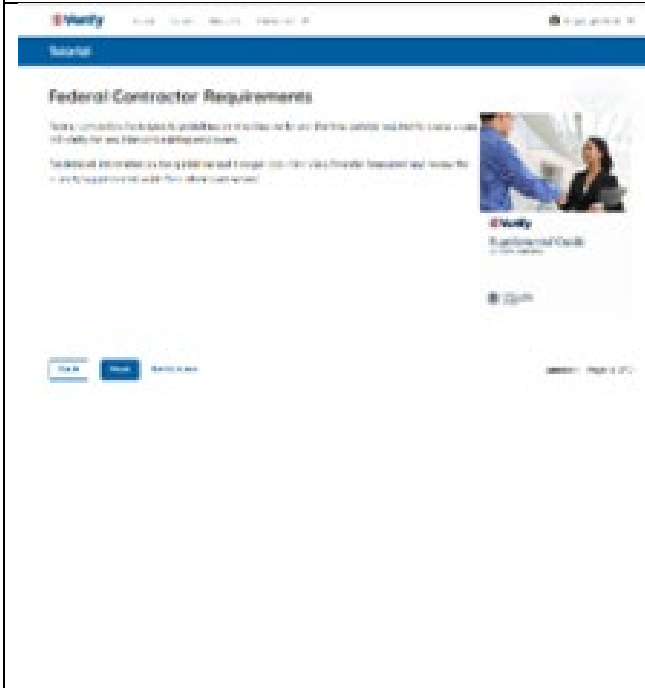


Civil Rights and Civil Liberties – Adverse Actions

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 take action to resolve a mismatch as you would treat any other employee.



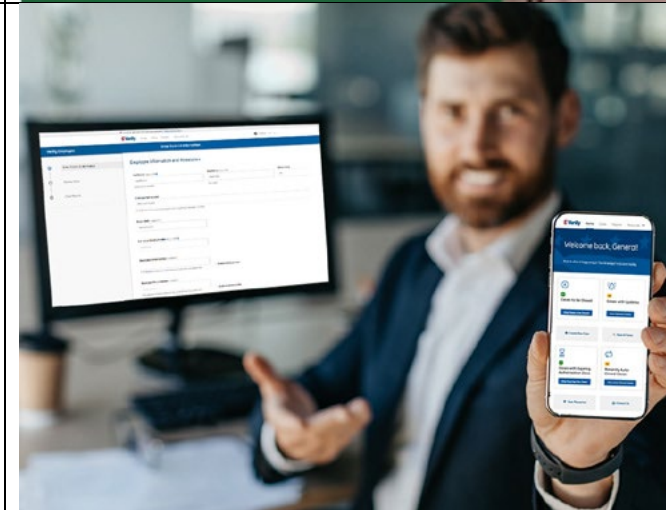
E-Verify and Federal Contractor Requirements

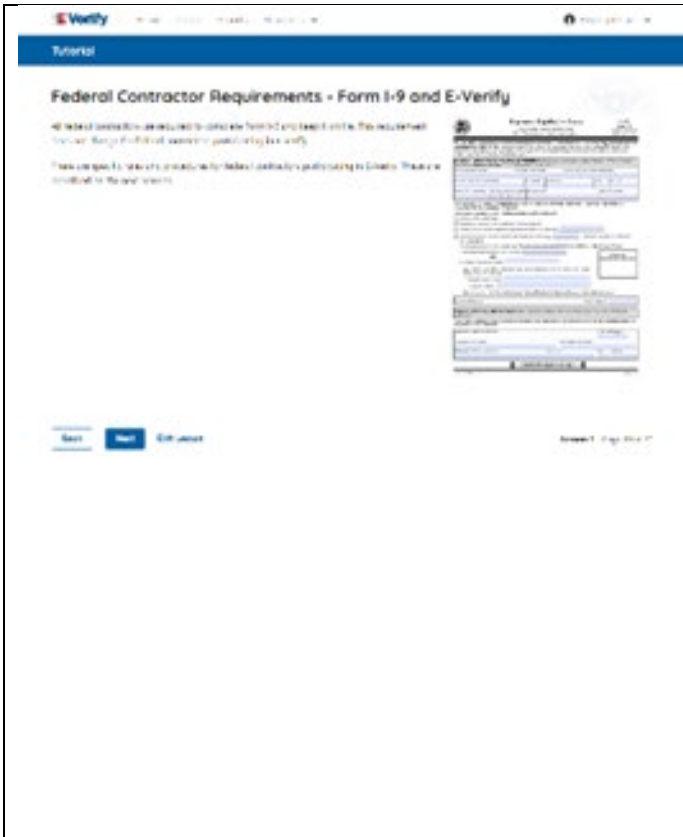
All E-Verify users are bound by the guidelines set forth in the E-Verify MOU and the rules and responsibilities outlined in the E-Verify User Manual for Employers, E-Verify Supplemental Guide for Federal Contractors, and this tutorial.

Federal contractors with the FAR E-Verify clause have specific guidelines for:

- Exemptions and exceptions
- Timeframes for enrollment and use
- Contractors Already Enrolled in E-Verify; and
- Subcontractors & others.

For detailed information on the guidelines and time periods, click View Essential Resources and review the [E-Verify Supplemental Guide for Federal Contractors](#).



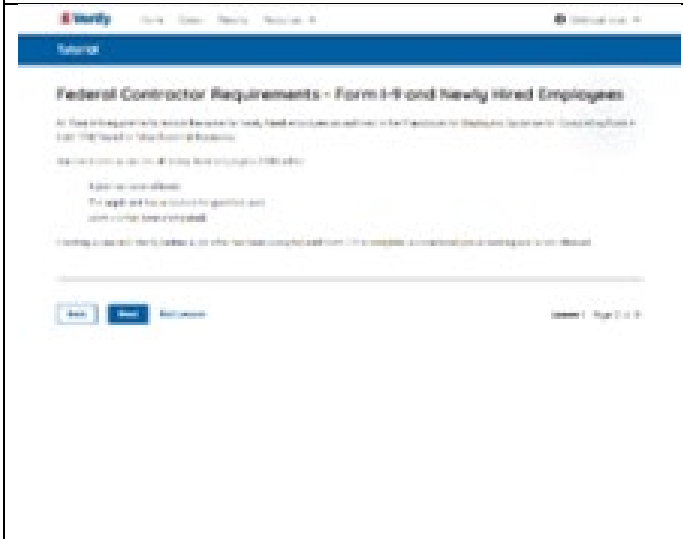


Federal Contractor Requirements – Form I-9 and E-Verify

All federal contractors in the United States are required to complete Form I-9, Employment Eligibility Verification, no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does **NOT** change for federal contractors enrolled in E-Verify.

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

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

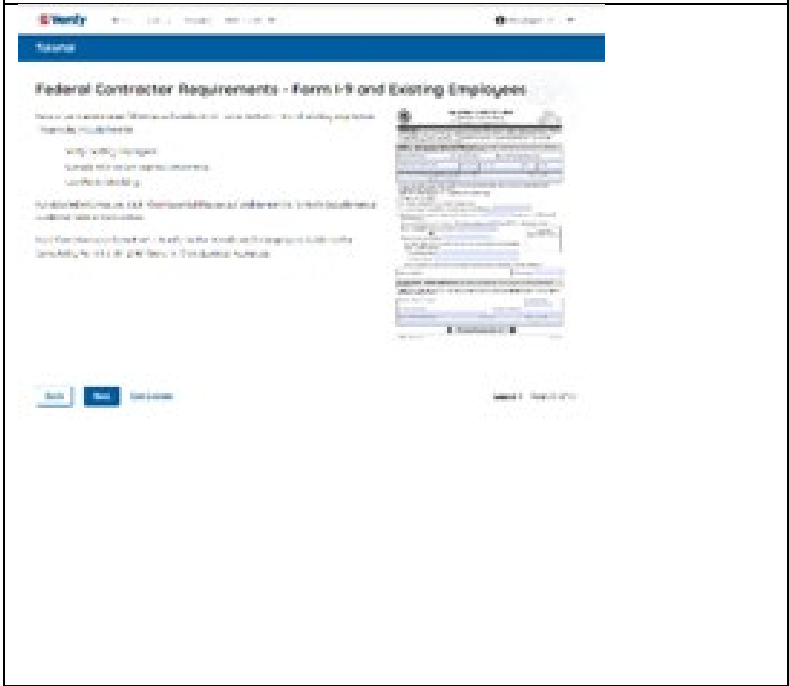
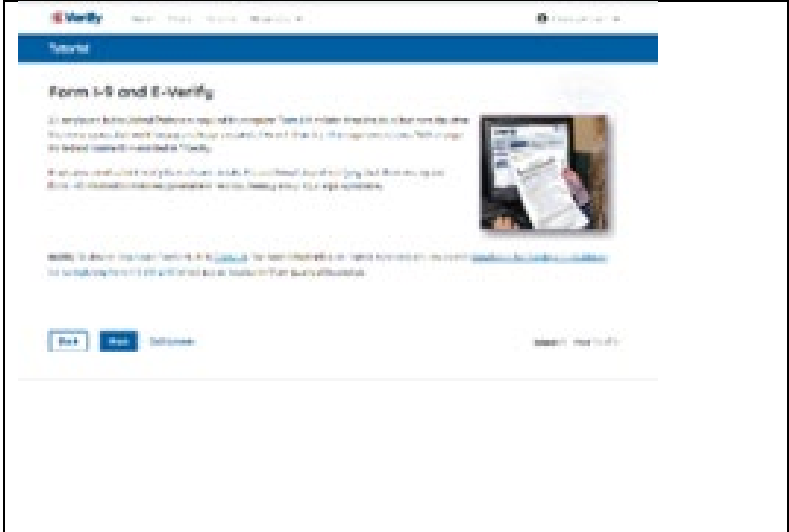



Federal Contractor Requirements – Verifying New Employees Using Form I-9

Newly hired employees must complete Form I-9, regardless of whether they are assigned to a federal contract.

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

As a Federal Contractor, you also have additional employment verification requirements for Form I-9 that other employers do not have.

	<p>For detailed information, click ‘View Essential Resources’ and review the Supplemental Guide for Federal Contractors, 2.1 Verifying New Employees using Form I-9.</p>	
 <p>The screenshot shows a webpage titled "Federal Contractor Requirements - Form I-9 and Existing Employees". It includes a navigation menu with "Home", "Help", and "Feedback" buttons. The main content area contains several sections of text and a small image of a document. The text discusses the requirements for federal contractors regarding Form I-9 and existing employees.</p>	<p>Federal Contractor Requirements – Verifying Existing Employees using Form I-9</p> <p>Federal contractors must follow specific rules which relate to Form I-9 and existing employees.</p> <p>Employers must comply with Form I-9, procedures found in the M-274 which is found in the View Essential Resources link on the navigation menu.</p> <p>To comply with the FAR rule, you must verify all new hires and existing employees assigned to a covered contract. You may also choose to verify your entire workforce.</p> <p>For detailed information, click View Essential Resources and review the Supplemental Guide for Federal Contractors, 2.2 Verify Existing Employee using Form I-9.</p>	
 <p>The screenshot shows a webpage titled "Form I-9 and E-Verify". It includes a navigation menu with "Home", "Help", and "Feedback" buttons. The main content area contains text explaining the requirements for Form I-9 and E-Verify, along with a small image of a person holding a document. The text states that 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.</p>	<p>Form I-9 and E-Verify</p> <p>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.</p> <p>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.</p>	

	<p>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.</p>	
	<p>Form I-9 and E-Verify – Form I-9, Section 1 – Overview</p> <p>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.</p> <p>IMPORTANT: If an employee does NOT provide an SSN, they must obtain one from the Social Security Administration. 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.</p>	



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 his or her 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

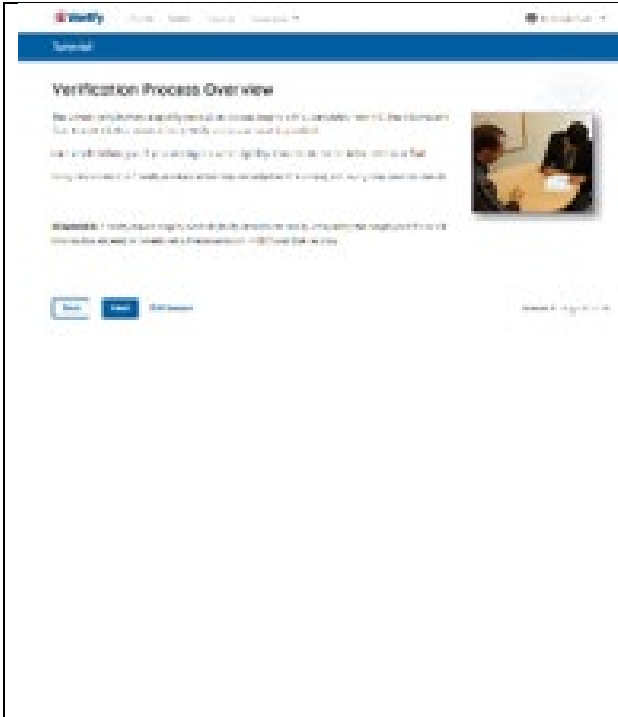
Important: You may **NOT** specify which document(s) from the Form I-9 List of Acceptable Documents that the employee may choose to present. This tutorial uses examples to explain some common document features; however, you cannot ask employees to show any specific type of document.



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

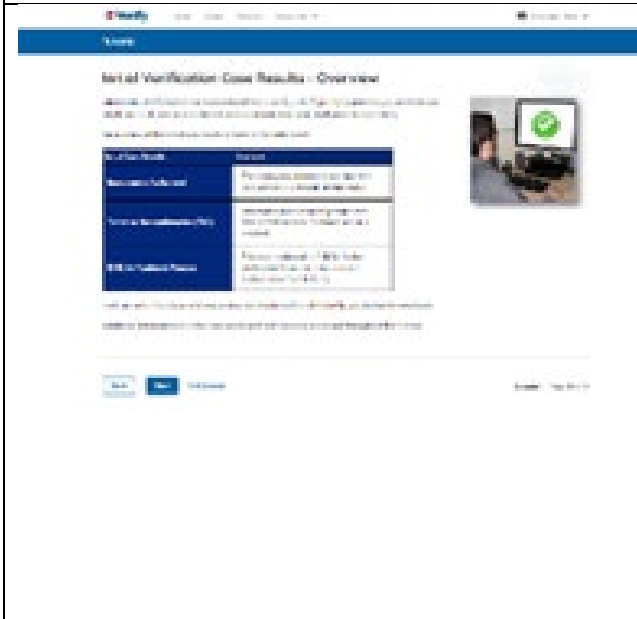
The E-Verify employment eligibility confirmation process begins with a completed Form I-9. The information from Form I-9 is then entered into E-Verify and a case result is provided.

Case results inform you of your employee's work eligibility. Case results can be initial, interim, or final.

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

Every case must be closed.

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

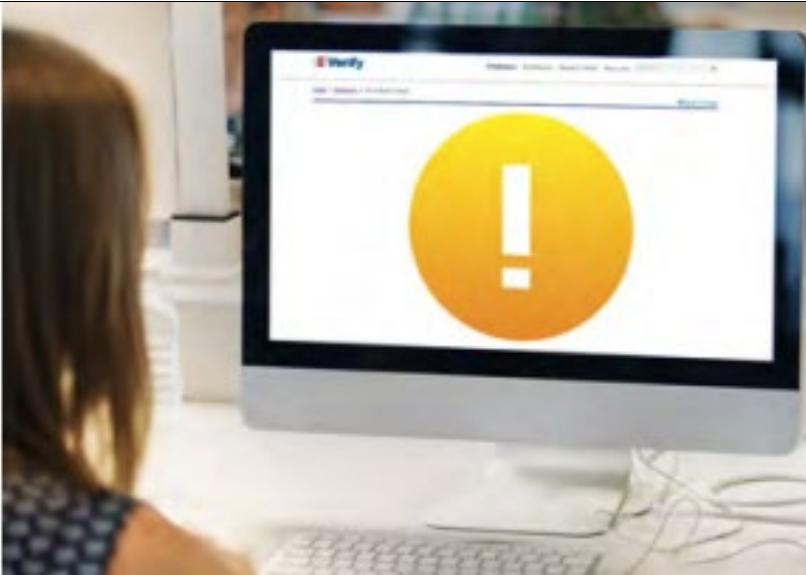


Verification Process – Interim Verification Case Results Overview

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.

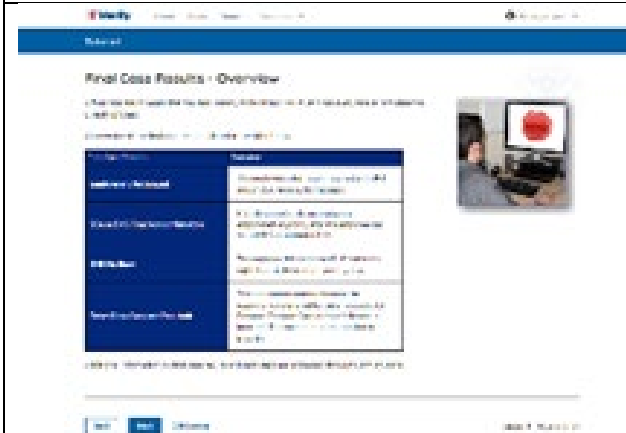
Interim Case Results	Overview
DHS and/or SSA Tentative Nonconfirmation (Mismatch)	Information did not match official government records that E-Verify can access. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.



DHS and/or SSA Case in Continuance

The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result. No action is required until further notice from E-Verify.

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



Verification Process – Final Case Results Overview

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

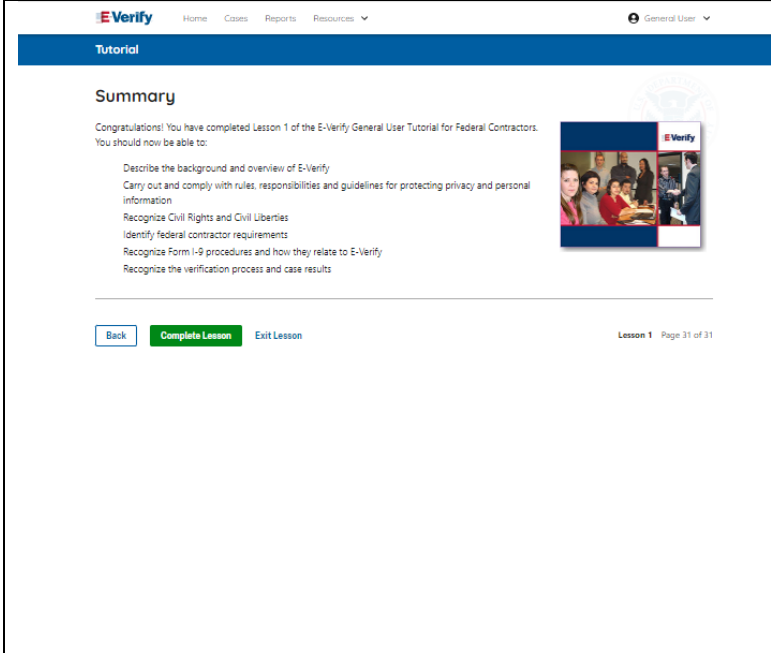
An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official government records that E-Verify can access. Case will automatically close. No action needed.
DHS and/or SSA Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has contacted DHS and/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.

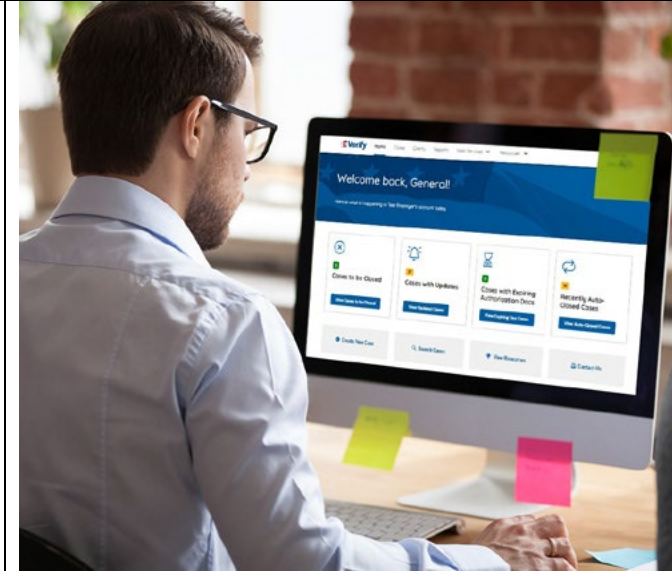
Each case result is unique and may or may not require additional action by you. Additional information on final case results and next steps are addressed throughout this tutorial.



Summary

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

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



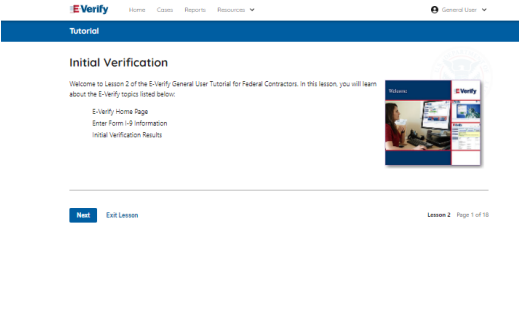
EV FC Tutorial Lesson 2

LESSON COMPLETED

Lesson 2: Initial Verification

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

[Review Lesson 2](#)

Current	Update	
<div><p>LESSON COMPLETED</p><h3>Lesson 2: Initial Verification</h3><p>Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results</p><p>Review Lesson 2</p></div>	<p>Lesson 2: Initial Verification</p> <p>Initial Verification E-Verify Home Page Enter Form I-9 Information Initial Verification Results</p>	
	<p>Initial Verification</p> <p>Welcome to Lesson 2 of the E-Verify General User Tutorial for Federal Contractors. In this lesson, you will learn about:</p> <ul style="list-style-type: none">• 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	<ul style="list-style-type: none"> • Employer User Home Page
Cases	<ul style="list-style-type: none"> • Create New Case • Search Cases
Reports	<ul style="list-style-type: none"> • Run Reports
Resources	<ul style="list-style-type: none"> • View Essential Resources • Take Tutorial • View User Manual • E-Verify News • Contact Us
Account Options	<ul style="list-style-type: none"> • User Profile • Change Password

- Change Security Questions
- Log Out

Create an E-Verify Case

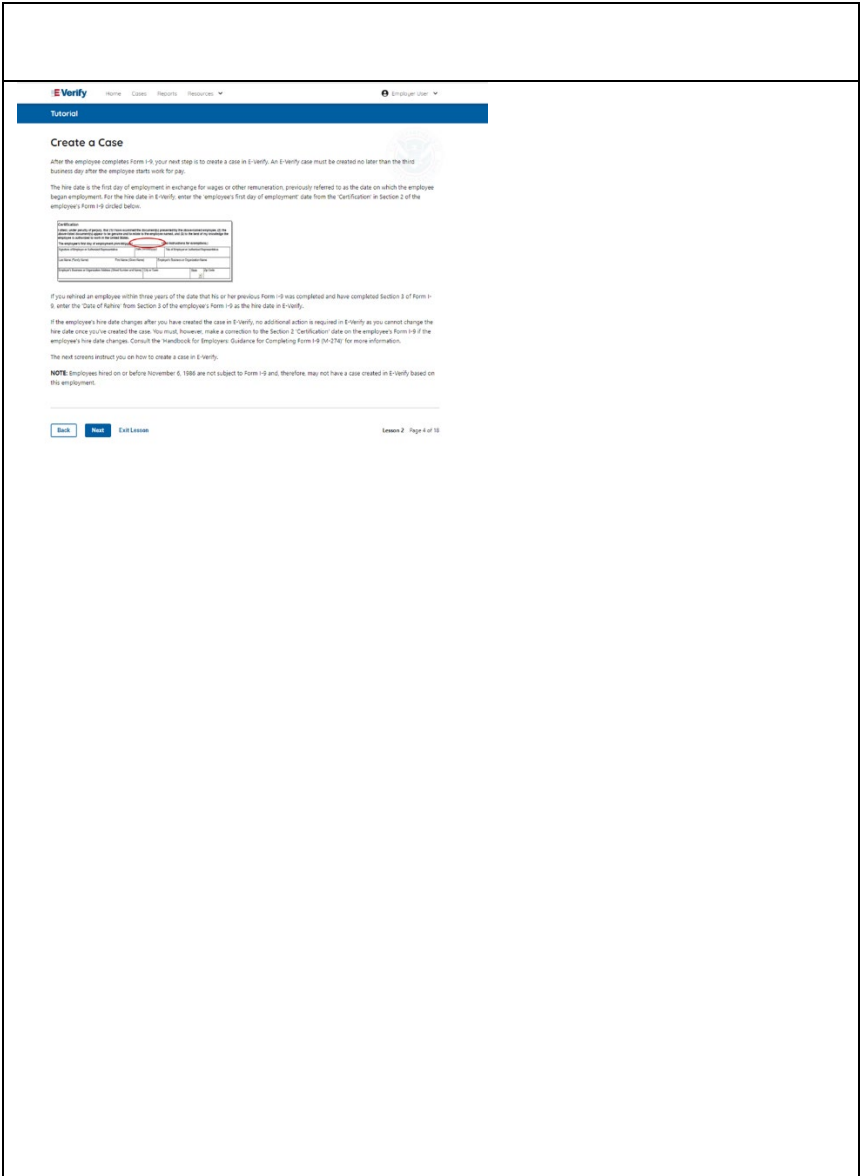
The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and Form I-9 is complete. After the Form I-9 is complete, your next step is to create a case in E-Verify. An E-Verify case must be created within three business days after the employee's first day of employment.

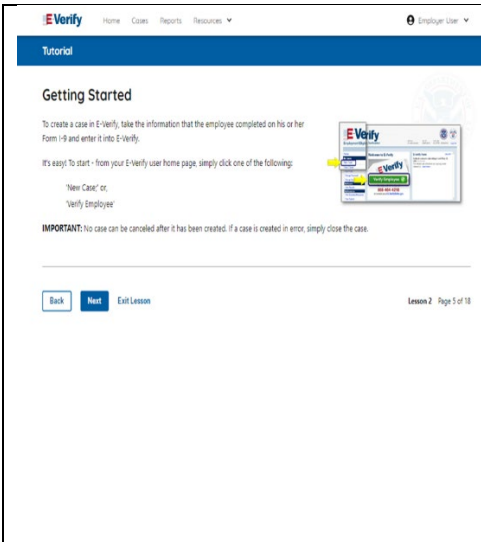
You can find the employee's first day of employment in Section 2 of Form I-9. The employee's first day of employment is circled below.

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

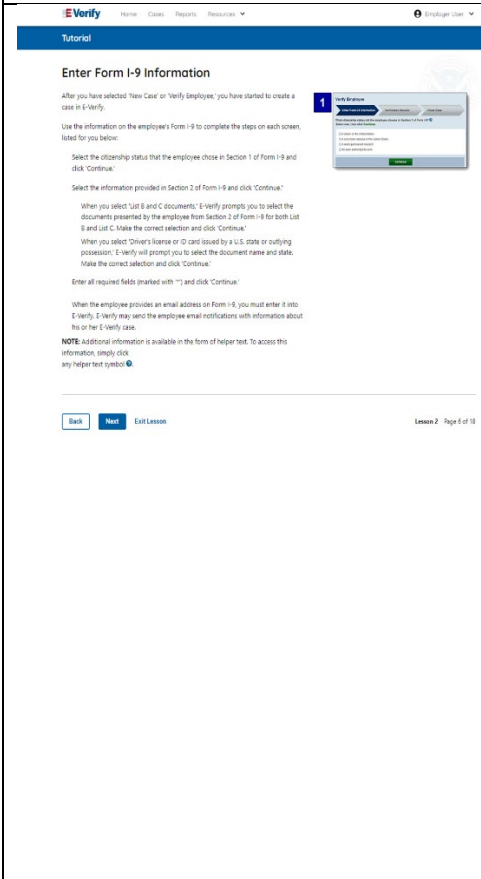
To create a case in E-Verify, use the information from the employee's Form I-9 and enter it into E-Verify.

From the E-Verify homepage:

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

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

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




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 status;
- Click **List A Document** or **List B & C Document** when asked what documents 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 .

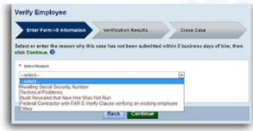


E-Verify Home Cases Reports Resources Employer User

Tutorial

Enter Form I-9 Information (continued)

When appropriate, E-Verify prompts you to enter the reason you have not created a case within 3 business days of hire. Select the appropriate response and click 'Continue.'



REMINDER: The hire date is the first day of employment in exchange for wages or other remuneration as entered into the 'employee's first day of employment' date from the 'Certification' in Section 2 on Form I-9. The E-Verify case may be created before the employee begins work for 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 into the hire date field in E-Verify is the Section 2 'Certification' date from the employee's Form I-9.

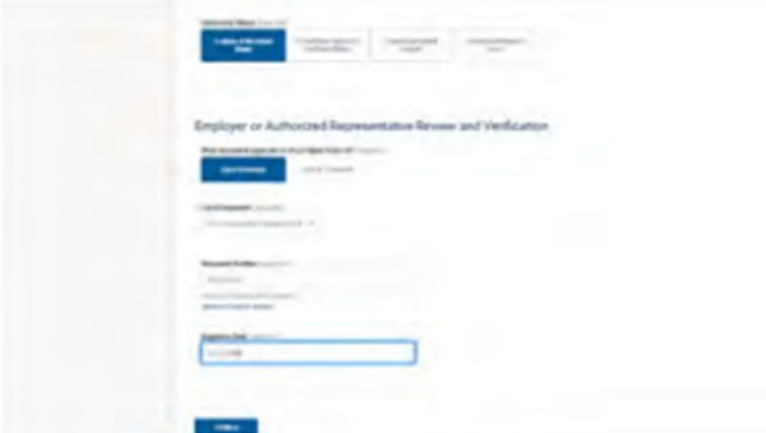
[Back](#) [Next](#) [Exit Lesson](#) Lesson 2 Page 7 of 18

Enter Form I-9 Information – Additional Case Details

Under the Additional Case Details section, type the employee's first day of employment as recorded in Section 2 of Form I-9 into the Employee's First Day of Employment field. Alternatively, you may click **Today**, **1 Day Ago**, or **2 Days Ago** and the corresponding date automatically populates in the Employee's First Day of Employment field.

If the case is being created 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 portion of Section 2 from the employee's Form I-9.



Employer or Authorized Representative Review and Verification

[Continue](#)


E-Verify Home Cases Reports Resources Employer User

Tutorial

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.

To complete this step, review the case information and determine if you need to continue with the case. If you determine that you need to continue with the case, you will need to select a reason from the options presented in E-Verify.



NOTE: If you think the case is truly a duplicate and you no longer need to continue the verification process, you can close the case by clicking 'Close Case.'

[Back](#) [Next](#) [Exit Lesson](#) Lesson 2 Page 8 of 18

Enter Form I-9 Information – Duplicate Case Alert

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

If you receive a new duplicate case alert, you must close all open duplicate cases created for this employee before either this or another case can proceed:

- Select **Review and Manage Duplicate Cases** to see a list of all duplicate cases (open and closed).
- To close an individual case, click **Close Case**.
- Select **Cancel** if you wish to completely discontinue with this case that you have started. Nothing will be saved.

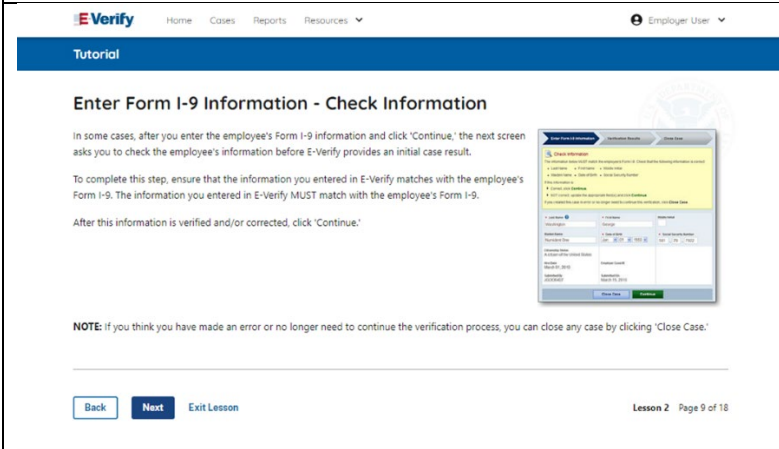
Duplicate Case Found

⚠ This case cannot be processed because 1 other OPEN case shares the Social Security Number ending in 1234.

To continue verifying employment eligibility for Jack Box, you must either close or continue the OPEN case.

[Cancel](#) [Review and Manage Duplicate Cases](#)

- 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.

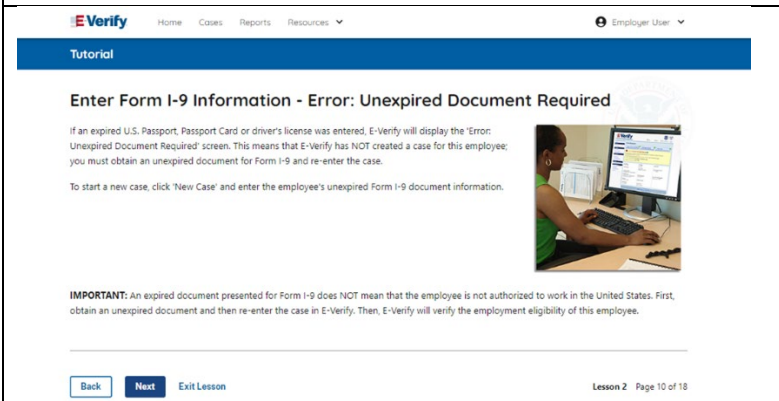
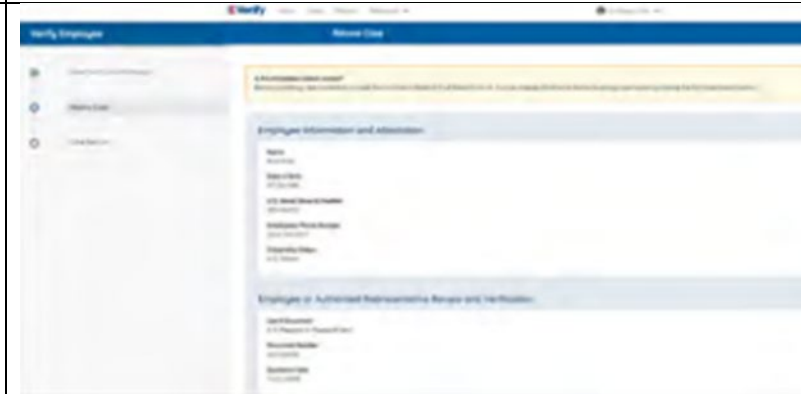


Enter Form I-9 Information – Review Case

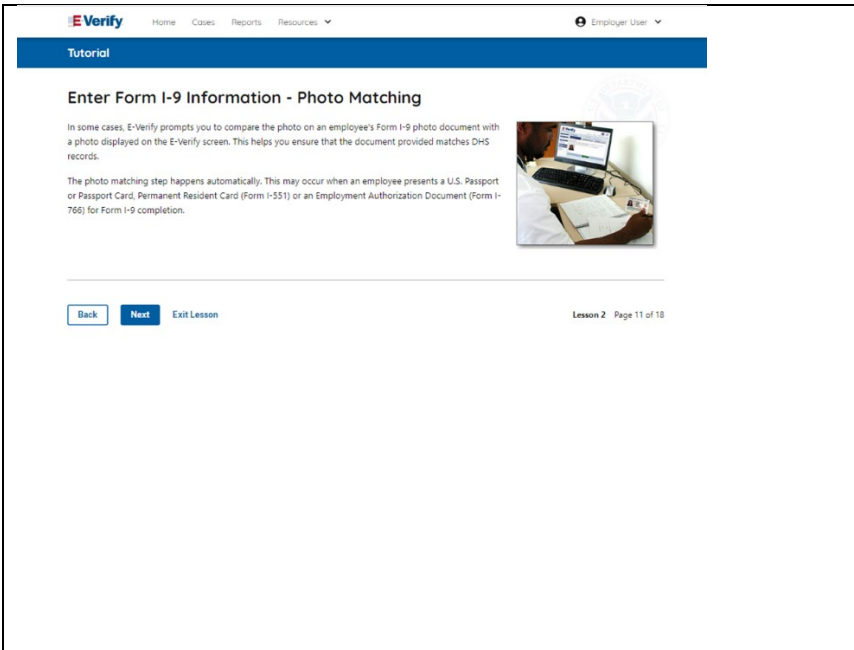
In some cases, after you enter the employee's Form I-9 information and click **Continue**, the Review Case screen asks you to check the employee's information before E-Verify provides an initial case result.

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.



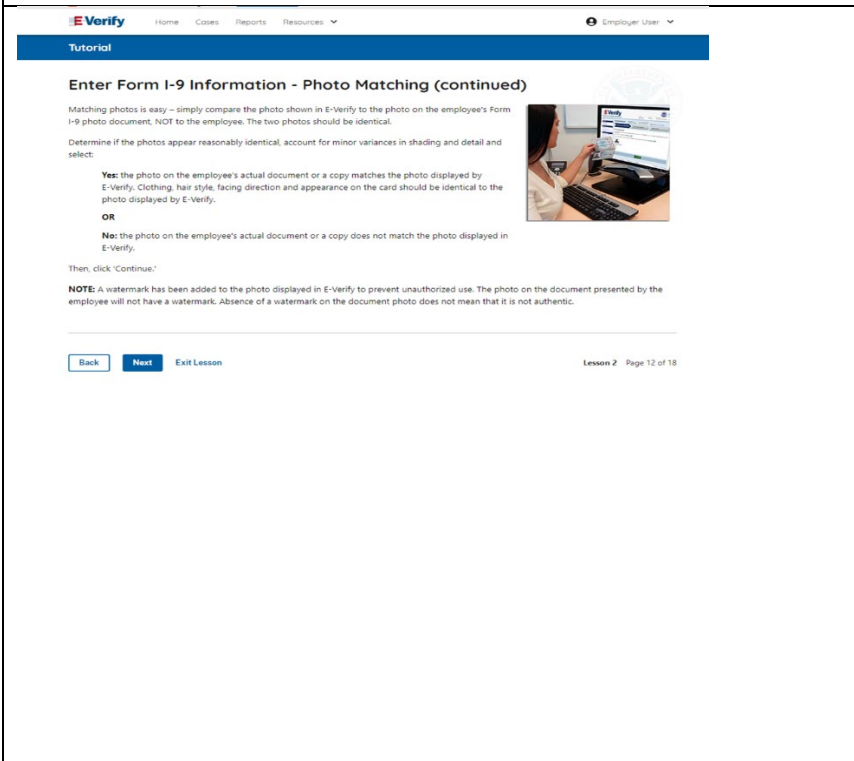
Delete OBE



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.

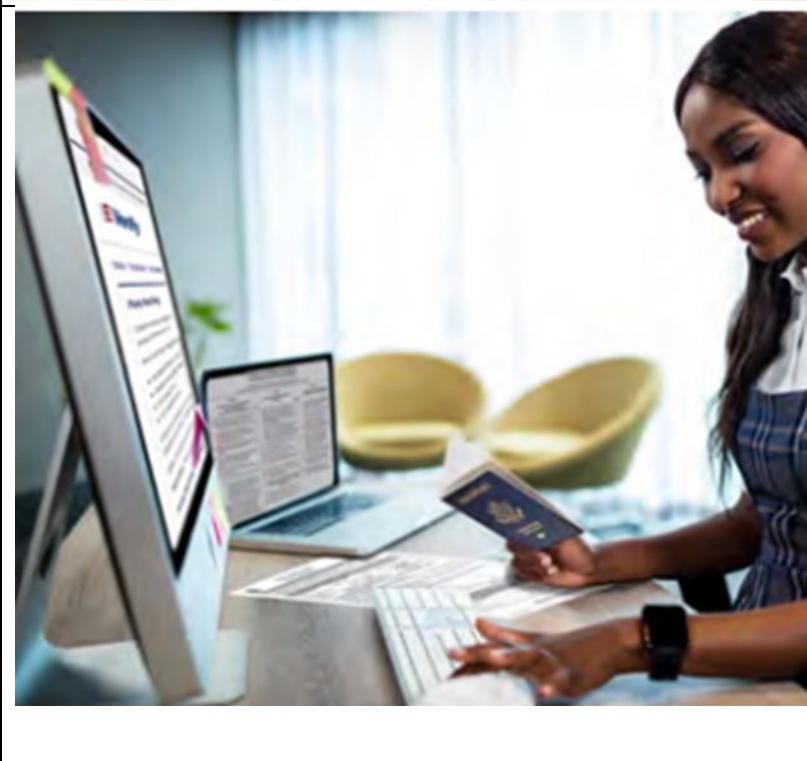


Enter Form I-9 Information – E-Verify Photo Matching Overview

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, account 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 a copy does not match the photo displayed in E-Verify; or
- **No photo displayed** - No photo was displayed for the E-Verify user to compare with the employee's document provided. 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.

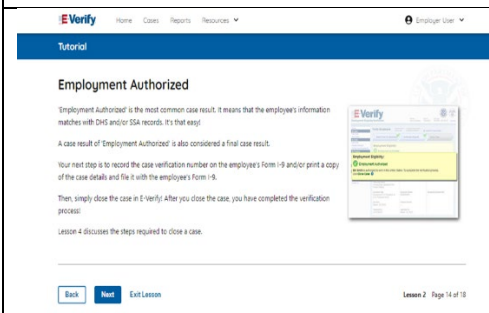
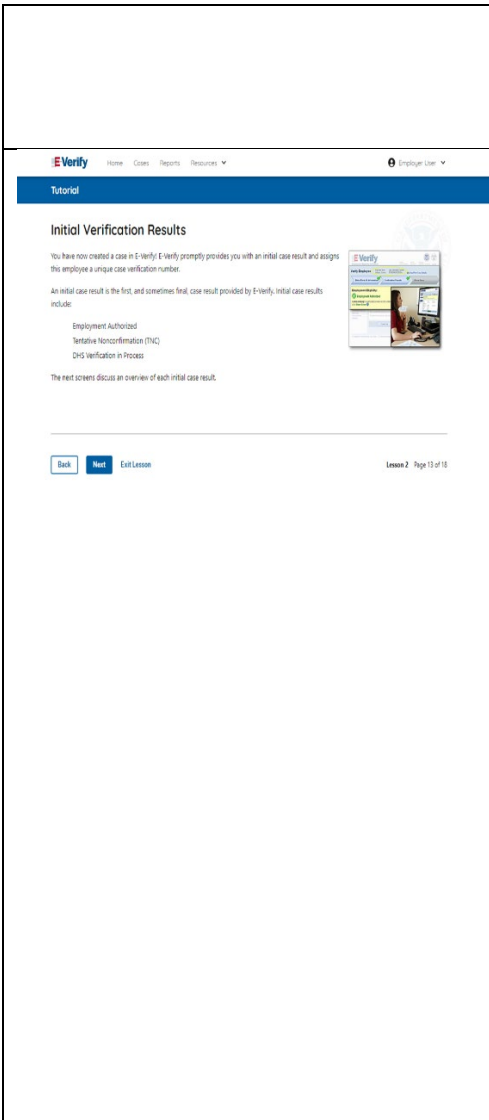
Initial Case Results	Overview
Employment Authorized	The employee's information matched official government records that E-Verify can access. Case will automatically close. No action needed.
Tentative Nonconfirmation (Mismatch)	Information does not initially match official government records that E-Verify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

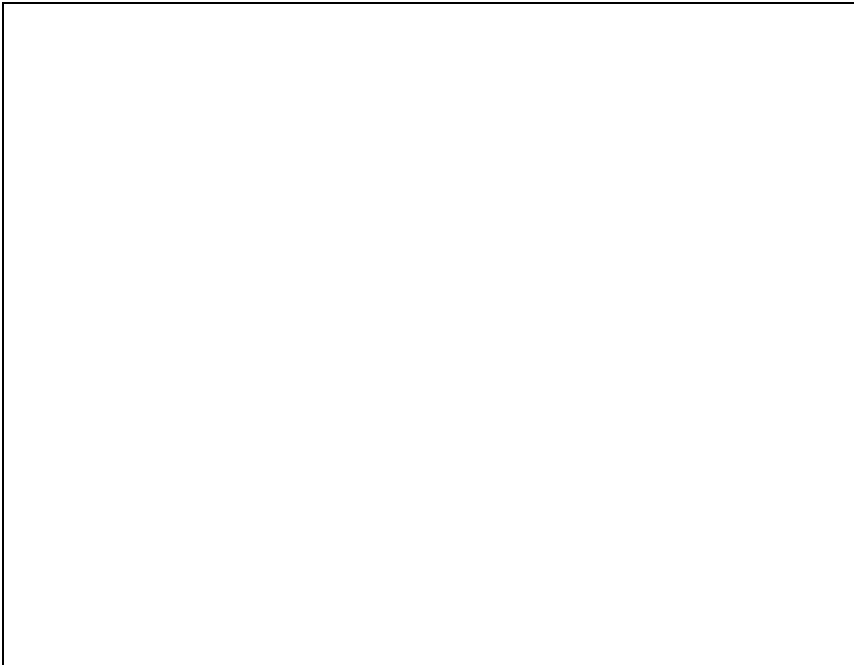
Each case result is unique and may or may not require additional action by you and/or the employee. Additional information on initial case results and next steps are addressed throughout this tutorial.

Verification Process – Final Case Results Overview

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

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

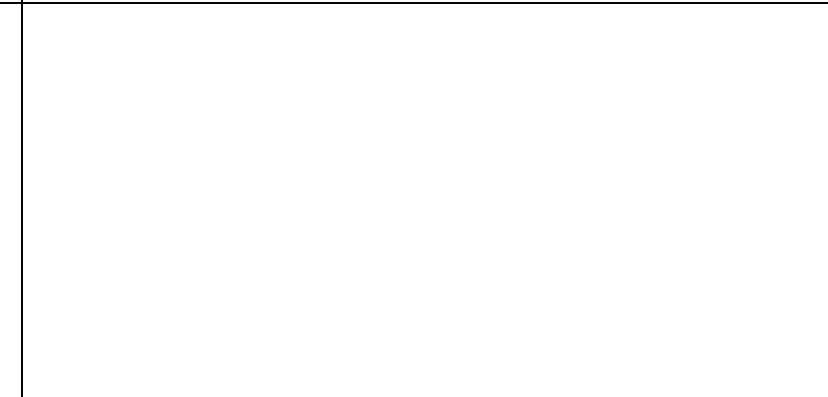
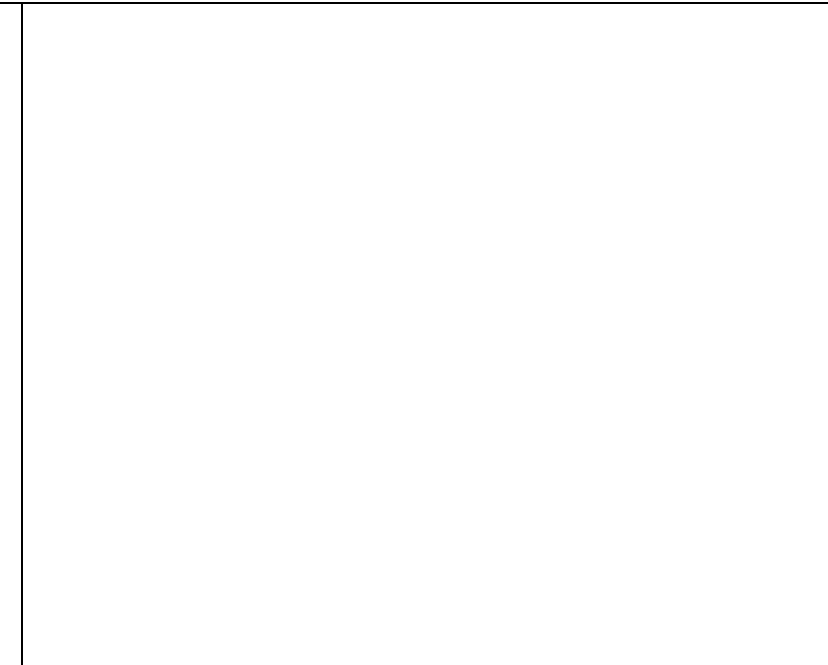




Final Case Results	Overview
Employment Authorized	The employee's information matched with official government records that E-Verify can access. Case will automatically close. No action needed.
DHS or SSA Final Nonconfirmation	E-Verify cannot confirm an employee's employment eligibility. You may close 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



E-Verify Home Cases Reports Resources Employee User

Tutorial

Tentative Nonconfirmation (TNC)

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

There are two types of TNCs:

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

A TNC does NOT necessarily mean that the employee is not authorized to work in the United States. This case result is also considered an interim case result because it requires additional action by you and the employee.

The next lesson discusses the steps required for a TNC.

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E-Verify Home Cases Reports Resources Employee User

Tutorial

DHS Verification in Process

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

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

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

Lesson 2 Page 17 of 18

Tentative Nonconfirmation (Mismatch) – Process Overview

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

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

- Notify your employee of their mismatch result as soon as possible within the 10 days.
- Download the Further Action Notice 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 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



E-Verify Home Cases Reports Resources

Tutorial


Summary

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

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

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

Lesson 2 Page 18 of 18



Summary

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

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

EV FC Lesson 3

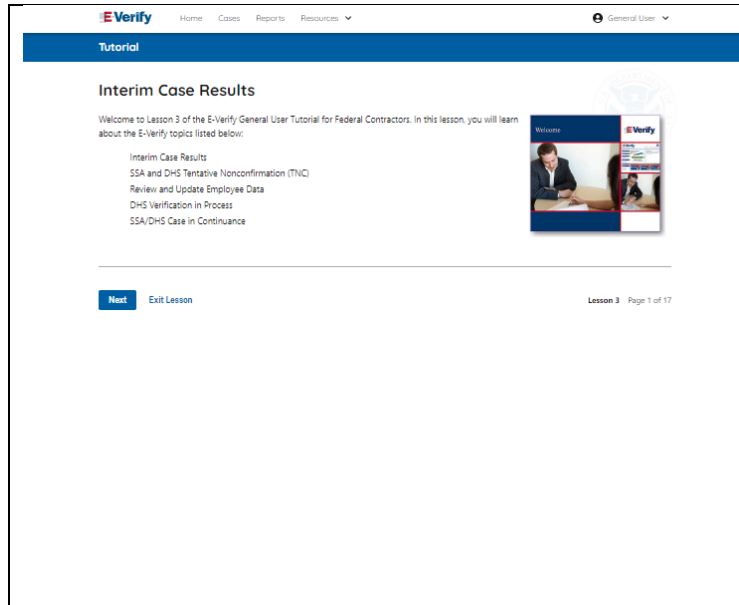
✔ LESSON COMPLETED

Lesson 3: Interim Case Results

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

[Review Lesson 3](#)

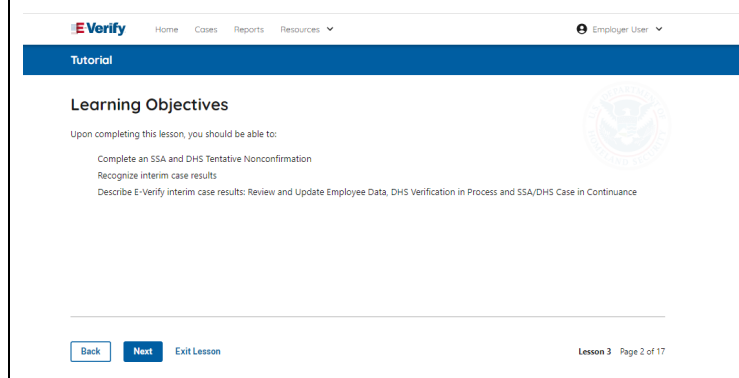
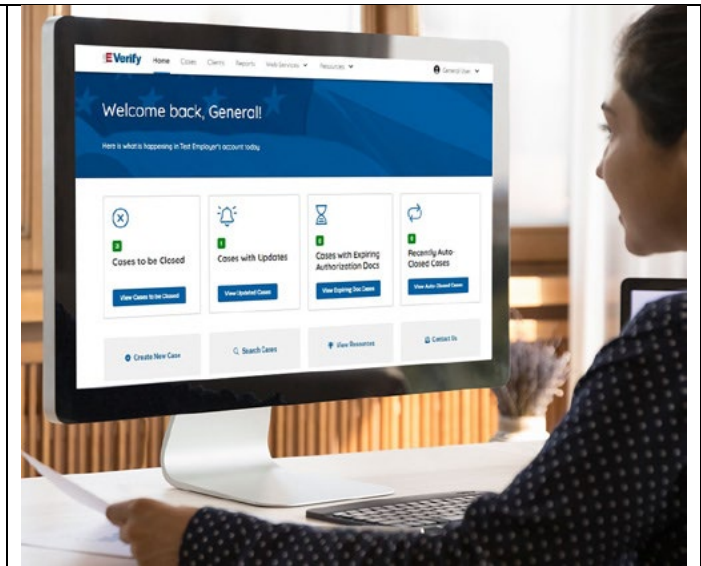
Current	Updated Content	Updated Image
<p>✔ LESSON COMPLETED</p> <p>Lesson 3: Interim Case Results</p> <p>Interim Case Results Interim Case Results-Overview SSA and DHS Tentative Nonconfirmation Review and Update Employee Data DHS Verification in Process SSA/DHS Case in Continuance</p> <p>Review Lesson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



Interim Case Results

Welcome to Lesson 3 of the E-Verify General User Tutorial. In this lesson, you will learn about these E-Verify topics:

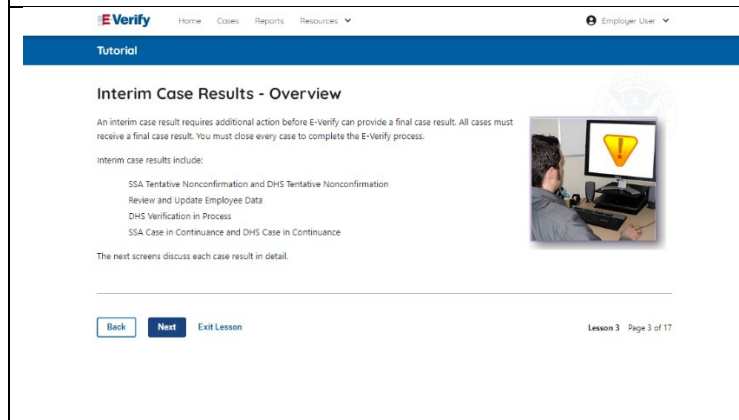
- Interim Case Results
- DHS and/or SSA Tentative Nonconfirmation (Mismatch)
- E-Verify Needs More Time
- DHS or SSA Case in Continuance
- Photo Matching



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

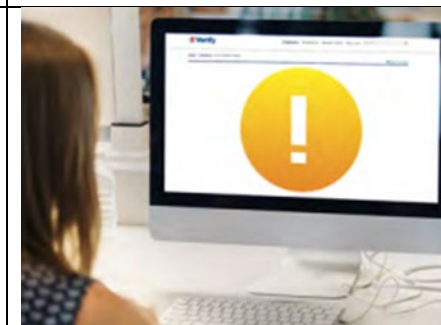


Verification Process – Interim Verification Case Results Overview

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 cannot verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.

DHS or SSA Case in Continuance

The employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case 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 Department of Homeland Security (DHS) and/or Social Security Administration (SSA) mismatch means that the employee's information does not match with official government records that E-Verify can access.

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

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

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



SSA and DHS Tentative Nonconfirmation

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

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

The table below provides possible reasons a TNC may occur.

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

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DHS and/or SSA Mismatch

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

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

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

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

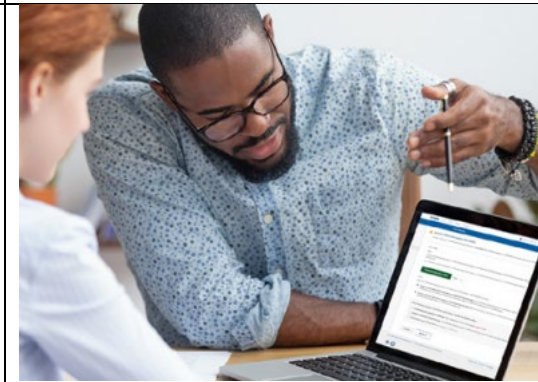
Mismatch – Process Overview

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.
- 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.



E-Verify Home Cases Reports Resources Employer User

Tutorial

Tentative Nonconfirmation (TNC) - Process Overview

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

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

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

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

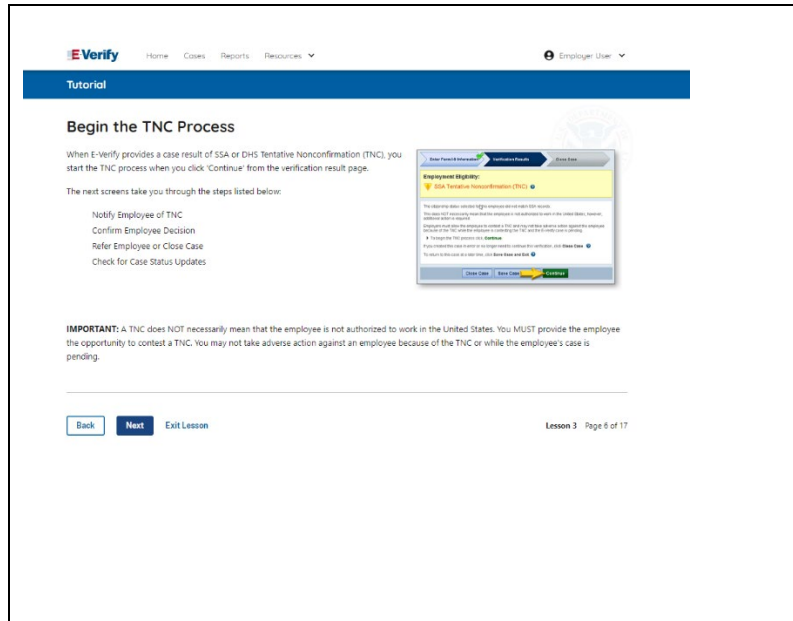
If the employee chooses to contest, then you refer him or her to either SSA or DHS. The Further Action Notice provides additional instruction to you and the employee on next steps.

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

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

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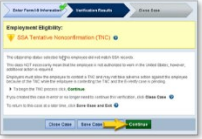
Tutorial

Begin the TNC Process

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

The next screens take you through the steps listed below:

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



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

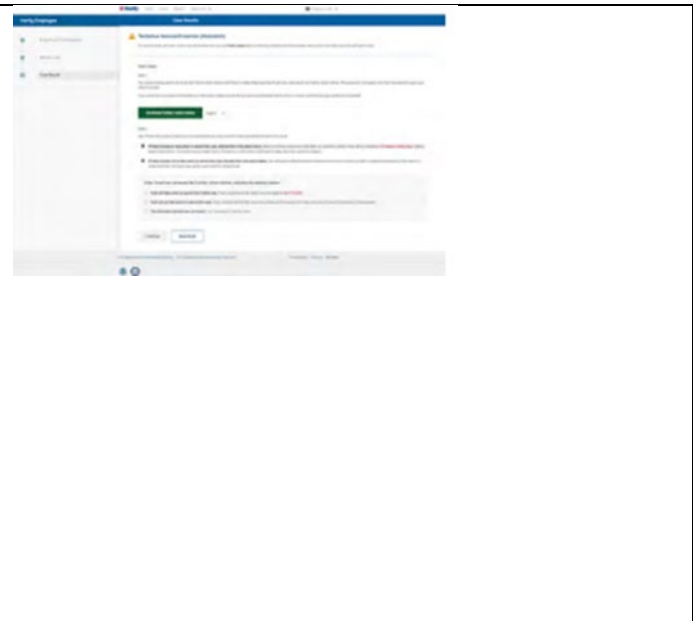
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Mismatch - Begin Mismatch Process

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

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

IMPORTANT: A mismatch does **NOT** necessarily mean that the employee is not authorized to work in the United States. You **MUST** provide the employee the opportunity to take action to resolve the mismatch. Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because of the mismatch, until the mismatch becomes a Final Nonconfirmation.



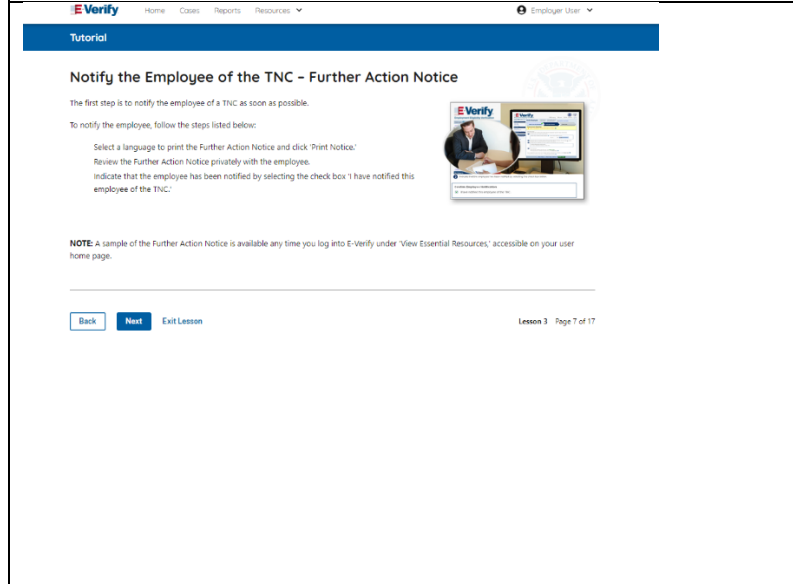
E-Verify Home Cases Reports Resources Employer User

Tutorial

When 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.



E-Verify Home Cases Reports Resources Employer User


Tutorial

Notify the Employee of the TNC - Further Action Notice

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

To notify the employee, follow the steps listed below:

- Select a language to print the Further Action Notice and click 'Print Notice.'
- Review the Further Action Notice privately with the employee.
- Indicate that the employee has been notified by selecting the check box 'I have notified this employee of the TNC.'



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

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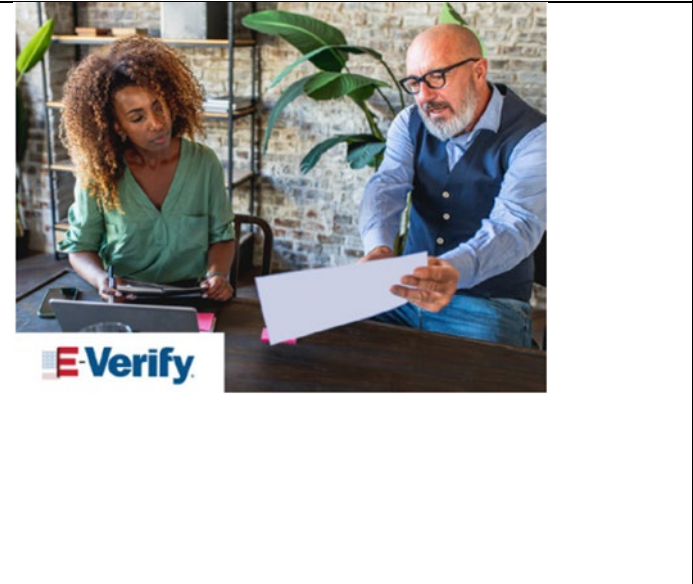
Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice

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



E-Verify Home Cases Reports Resources Employer User

Tutorial

Confirm Employee Decision

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


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

To confirm the employee's decision:

- Have the employee indicate on the Further Action Notice whether he or she will contest or not contest the TNC.
- Ensure that you and the employee sign and date the English version of the Further Action Notice.
- Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.

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

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



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Mismatch – Confirm Employee Decision

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

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

To confirm the employee's decision:

- Have the employee indicate on the Further Action Notice whether they will take action to resolve the mismatch.
- Ensure that you and the employee sign and date the English version of the Further Action Notice.
- Give the employee a copy of the signed Further Action Notice in English and attach the original to the employee's Form I-9.
- If the employee chooses to take action to resolve the mismatch, make the appropriate selection on the case and click **Continue**.
- Download the Referral Date Confirmation and provide a copy to the employee. The Referral Date Confirmation provides the date by which the employee must call DHS and/or visit SSA. The employee should bring the Further Action Notice when they visit an 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.



E-Verify Home Cases Reports Resources Employer User

Tutorial

Refer Employee or Close Case

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

If the employee chooses to:

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

Click 'Refer Case.'


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

NOT CONTEST: He or she acknowledges that the employer may terminate employment.

Click 'Close Case.'

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

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

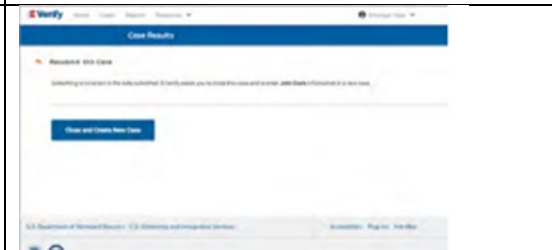


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Mismatch – Refer Employee or Close Case

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

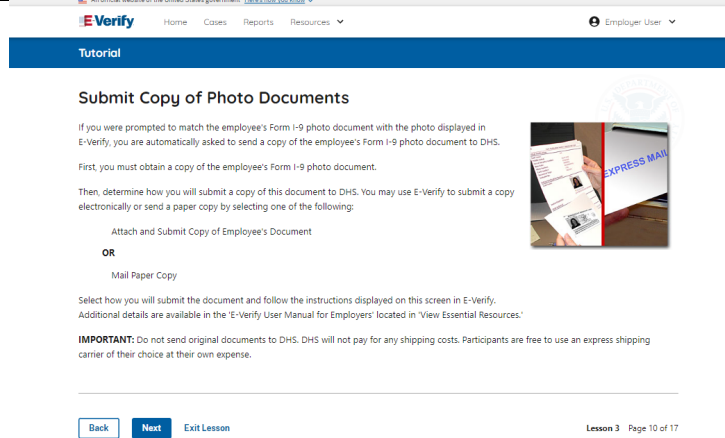
E-Verify Photo Matching Overview

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.

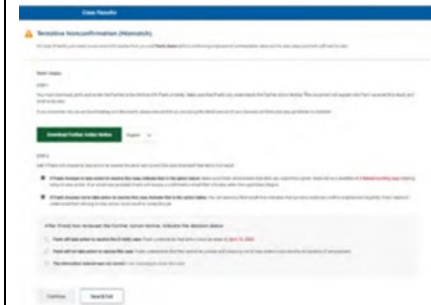


E-Verify Photo Matching – Process

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



	<p>the employee during Form I-9 completion and prior to creating the E-Verify case. Photo Matching - Process Overview provides a summary.</p>	
<p>E-Verify Photo Matching – Review Case</p>	<p>E-Verify Photo Matching – Review Case</p> <p>You will be asked if the photo displayed in the E-Verify matches the photo displayed on the employee’s document. You will check the appropriate answer:</p> <ul style="list-style-type: none"> • 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. 	
<p>E-Verify Photo Matching – Review Case</p>	<p>E-Verify Photo Matching – Case Results</p> <ul style="list-style-type: none"> • 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. <p>Click Continue or SAVE & Exit.</p> <p>Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.</p>	

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 an SSA field office.

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

The screenshot shows the 'Case Results' page for a 'Tentative Nonconfirmation (Mismatch)'. It includes instructions for the user and Frank Jones, a 'Next Steps' section with two steps, and a decision form for Frank Jones to indicate his choice of action.

The screenshot shows a tutorial page titled 'Referred Employee'. It explains the process of providing a Referral Date Confirmation to the employee and includes an 'IMPORTANT' note about presenting a signed Further Action Notice to SSA.

Mismatch Process Summary

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

YOUR ACTION
<ul style="list-style-type: none"> Notify the employee of the TNC in private Instruct employee to sign and date Further Action Notice Confirm employee's choice to contest or not contest TNC Keep original signed Further Action Notice on file with Form I-9 If employee chooses to contest TNC, refer employee Print the Referral Date Confirmation and provide it to the employee If prompted, attach and submit or mail a copy of employee's Form I-9 photo document to E-Verify
THE EMPLOYEE'S ACTION
<ul style="list-style-type: none"> Decide to contest or not contest and indicate choice on signed Further Action Notice Acknowledge receipt of TNC by signing and dating Further Action Notice Take next action based on decision to contest or not to contest if he or she contests Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days
YOUR ACTION
<ul style="list-style-type: none"> Notify your employee of their mismatch result as soon as possible within the 10 federal government working days in private. Confirm employee's choice to take action to resolve the case or not. Instruct employee to sign and date Further Action Notice. Keep original signed Further Action Notice on file with Form I-9. If employee chooses to take action to resolve the case, refer employee. Print the Referral Date Confirmation and provide it to the employee. If prompted, attach, and upload a copy of employee's Form I-9 photo document (front and back) to E-Verify. If your employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case and may terminate the employee.
THE EMPLOYEE'S ACTION

The screenshot shows a tutorial page titled 'TNC Process Summary'. It provides a summary of actions required for both the user and the employee during the TNC process, organized into two sections: 'YOUR ACTION' and 'THE EMPLOYEE'S ACTION'.

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

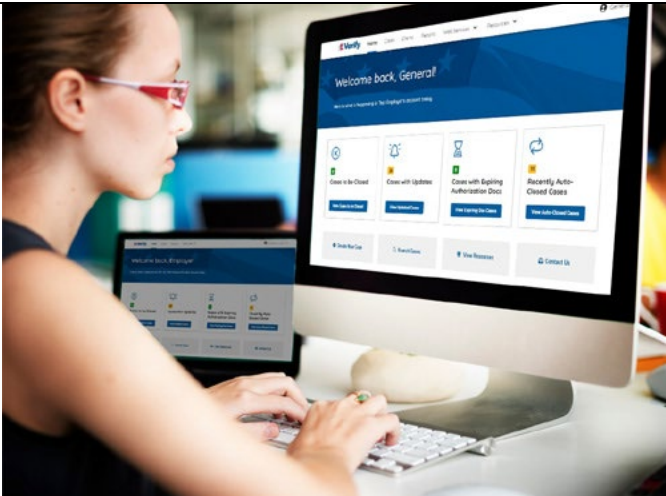
Mismatch - Check for Case Status Updates

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

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

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

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



E-Verify Home Cases Reports Resources Employer User

Tutorial

Check for Case Status Updates

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

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

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

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

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

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Delete OBE

E-Verify Home Cases Reports Resources Employer User

Tutorial

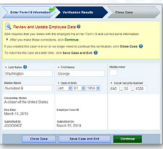
Review and Update Employee Data

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

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

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

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



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DHS Verification in Process

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

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

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

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

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

DHS could not immediately 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.

DHS or SSA Case in Continuance

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

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

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

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

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

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

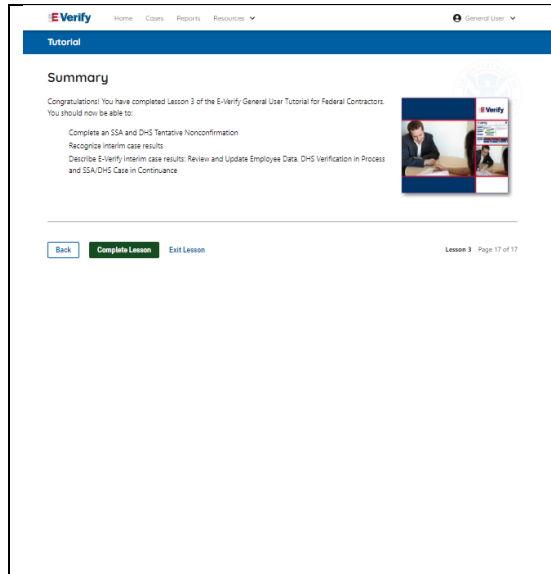
A DHS or SSA Case in Continuance means that the employee has contacted DHS or visited an SSA field office, but more time is needed to determine a final case result.

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

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

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

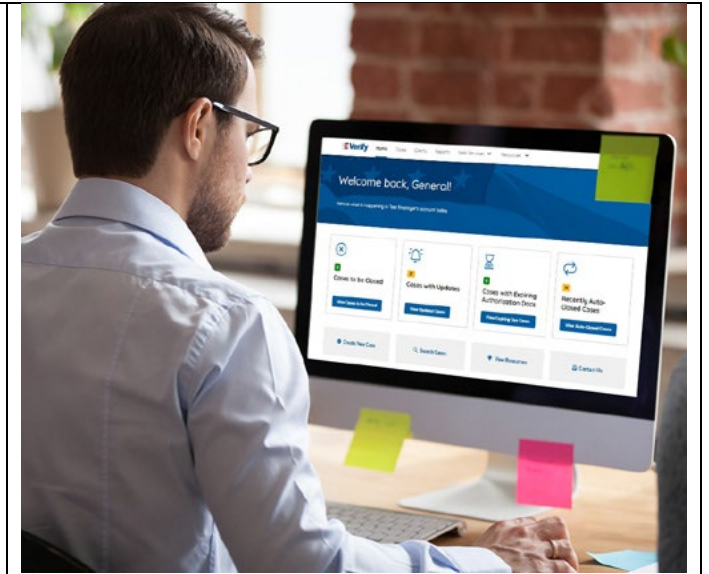
Case Number	Date of Case Creation	First Day of Employment
2018022000000	Nov 21, 2015 1:08pm	Nov 20, 2015



Summary

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

- Complete an 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



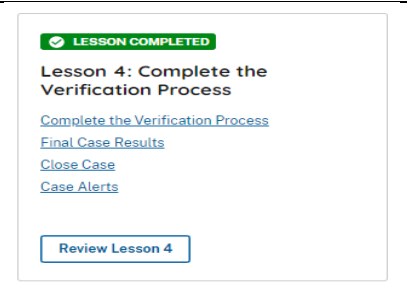
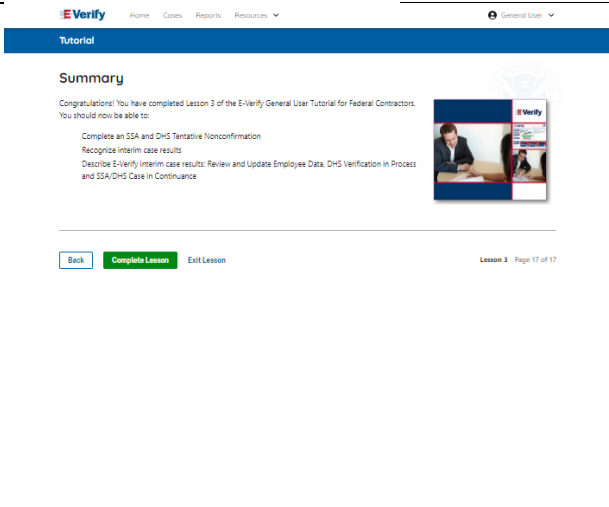
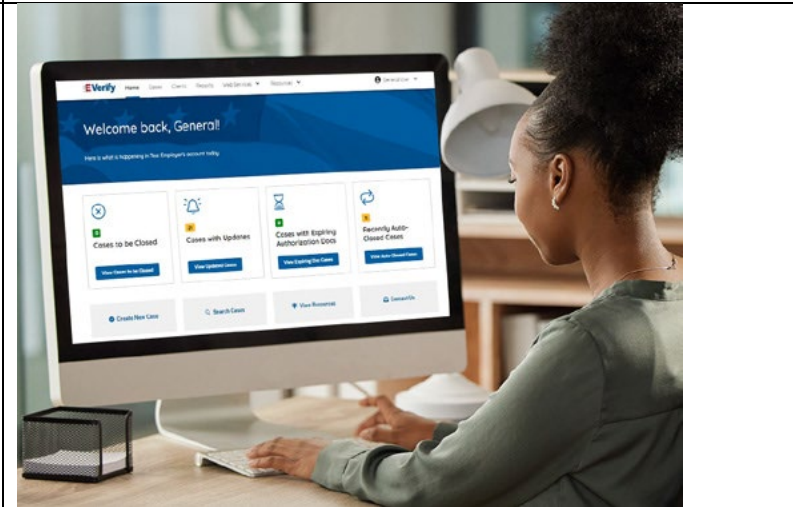
EV FC Lesson 4

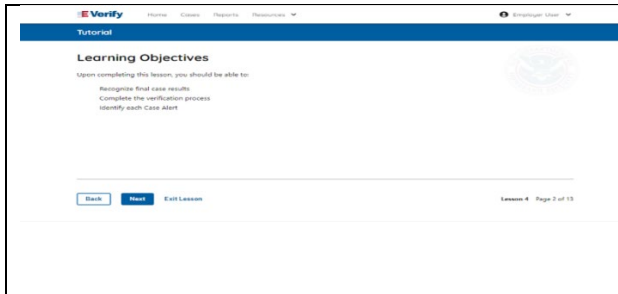
LESSON COMPLETED

Lesson 4: Complete the Verification Process

[Complete the Verification Process](#)
[Final Case Results](#)
[Close Case](#)
[Case Alerts](#)

[Review Lesson 4](#)

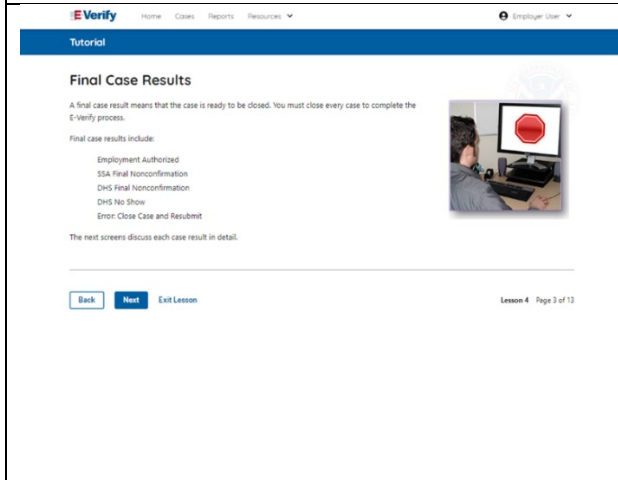
Current	Update	Image
	<p>Lesson 4: Complete the Verification Process</p> <ul style="list-style-type: none">• Complete the Verification Process• Final Case Results• Close Case• Case Alerts	
	<p>Complete the Verification Process</p> <p>Welcome to Lesson 4 of the E-Verify General User Tutorial for Federal Contractors.</p> <p>In this lesson, you will learn about:</p> <ul style="list-style-type: none">• 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



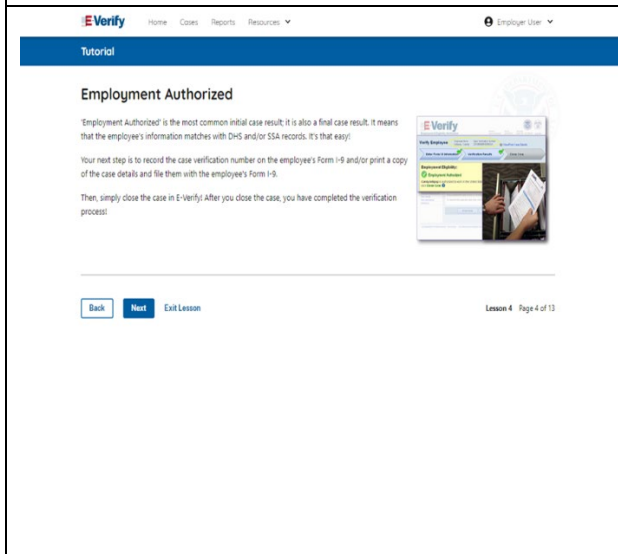
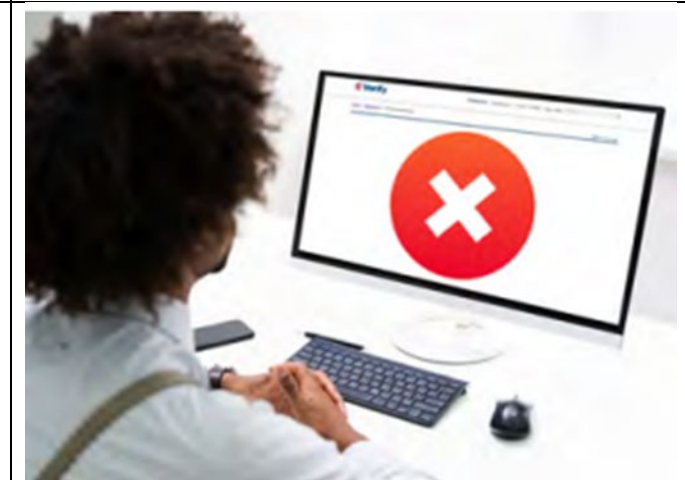
Final Case Results

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 or SSA Final Nonconfirmation
- Close Case and Resubmit

The next screens discuss each case result in detail.



Final Case Result - Employment Authorized

Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches 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.



SSA/DHS Final Nonconfirmation

An SSA or DHS 'Final Nonconfirmation' case result means that E-Verify cannot verify an employee's employment eligibility after an employee has contacted DHS or SSA. It can also mean that the employee did not visit an SSA field office or contact DHS within 8 Federal Government working days. You may terminate employment based on a case result of SSA or DHS Final Nonconfirmation with no civil or criminal liability as noted in Article II, Section C - Responsibilities of the Employer (#6) in the MCOU.

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

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

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Final Case Result – DHS or SSA Final Nonconfirmation

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

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

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

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

Case Results

Final Nonconfirmation

Click on the case to view details or click on the case number to download the document. Please close the case once you have reviewed the case details and resolved the case.

Close Case

DHS No Show

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

You may terminate employment based on a case result of SSA or DHS Final Nonconfirmation with no civil or criminal liability as noted in Article II, Section C - Responsibilities of the Employer (#6) in the MCOU.

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

Lesson 4 Page 6 of 13

Delete OBE

Error: Close Case and Resubmit

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

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

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

Lesson 4 Page 7 of 13

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.

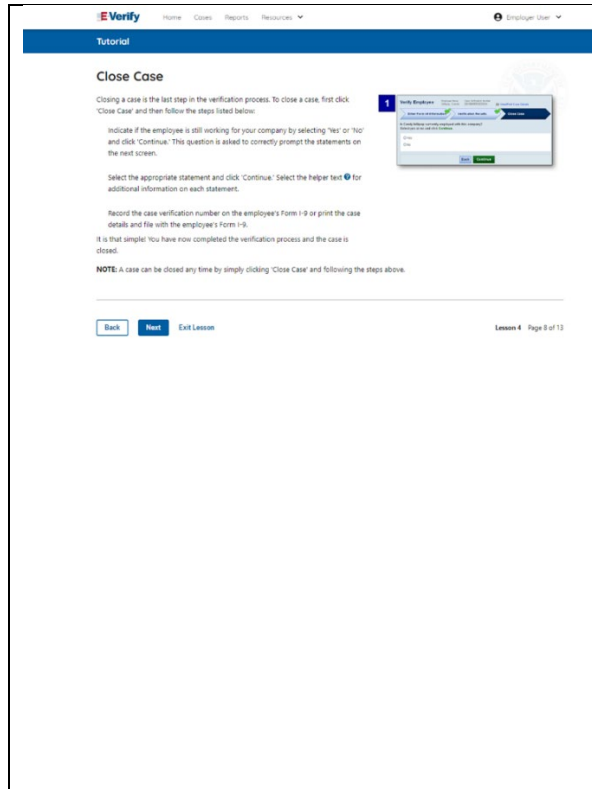
This does not mean that the employee is not authorized to work. E-Verify will confirm the employment eligibility of this employee once you create a new case.

Close Results

Resubmit the Case

Submitting is incorrect in the data submitted. If verify needs you to close this case and re-enter. After data is reentered in a new case.

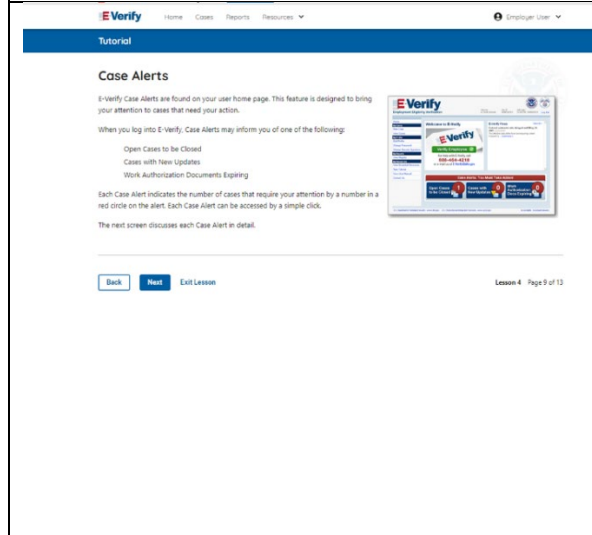
Close and Create New Case



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 employ this individual, you must provide the reason why. Type the reason in the text box provided.
- If you select the option indicating that neither of the above applies and you are closing this case for a different reason, you must select the reason you are closing the case.
- If Other is selected as the reason, you must type the reason in the text box provided.
- After you've typed a reason, click **Close Case**.
- E-Verify displays an alert indicating the case was successfully closed.
- Click **View/Print Case Details**, then either record the E-Verify Case Number to retain with the employee's Form I-9 or click **Print Information** to print and attach a copy of the case details to the Form I-9.
- Click **Create New Case** to create a new case or click **Continue** to be redirected to view all your cases.



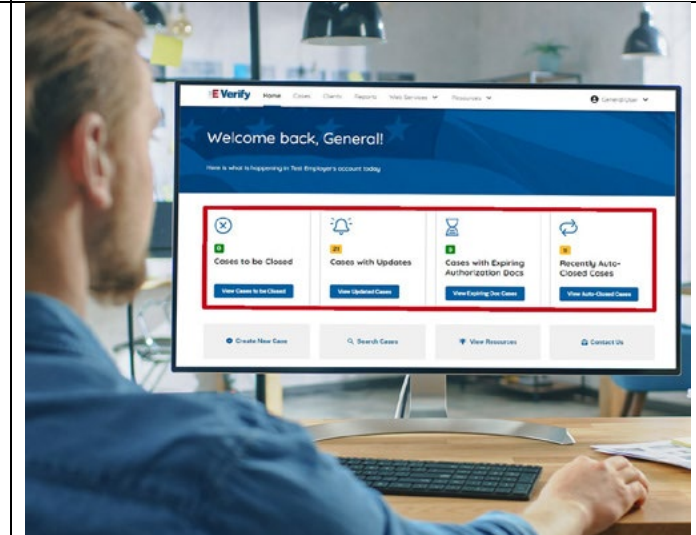
Case Alerts

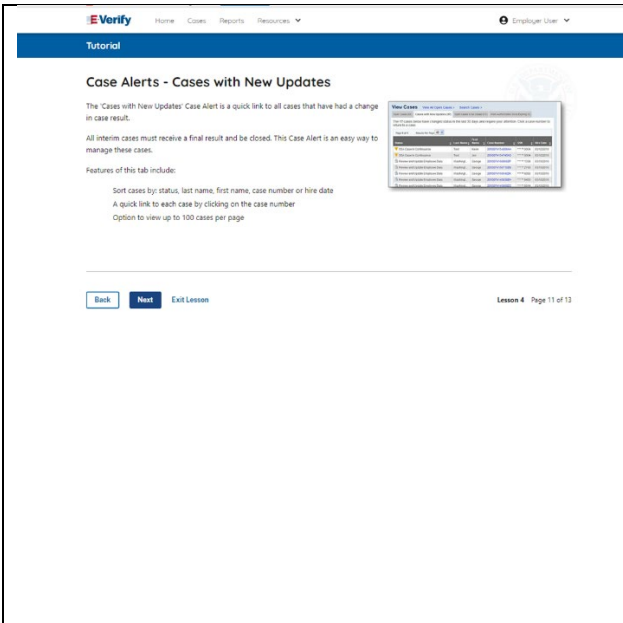
Under the welcome banner are case alert boxes with important information about your cases:

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

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

The next screen discusses each case alert in detail.





Case Alert - Cases to be Closed

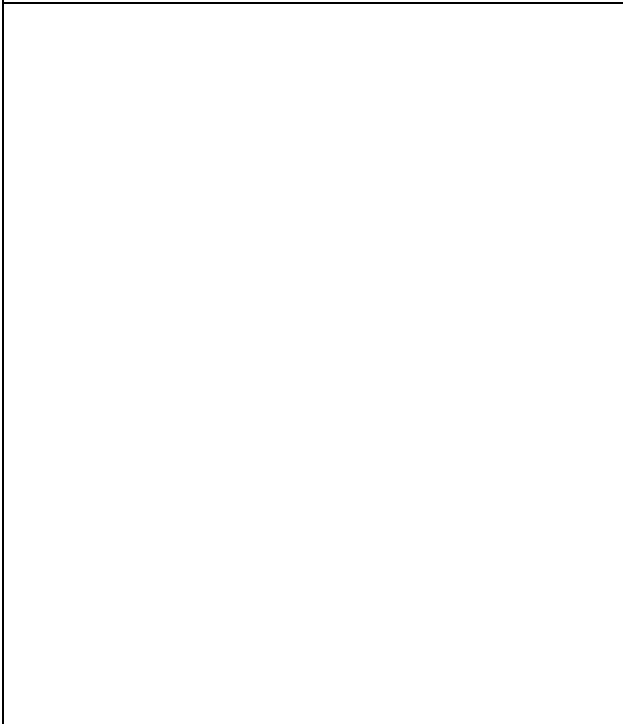
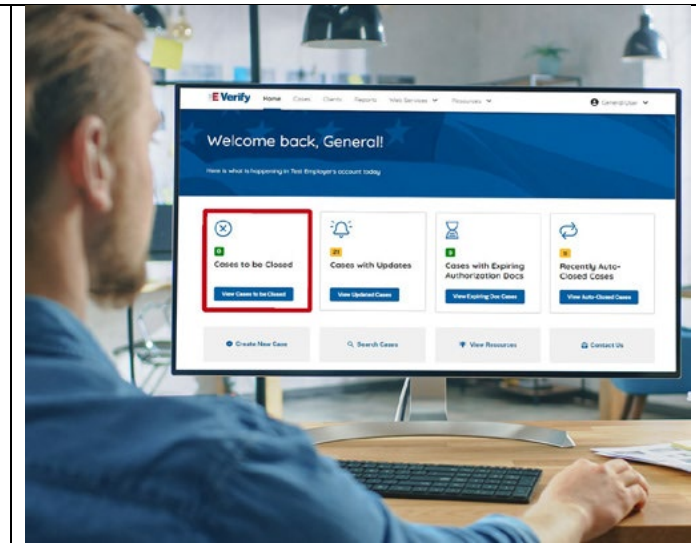
Any case created in E-Verify and assigned an E-Verify case number must be closed.

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

Features of this screen include:

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

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



Case Alert – Cases With Updates

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

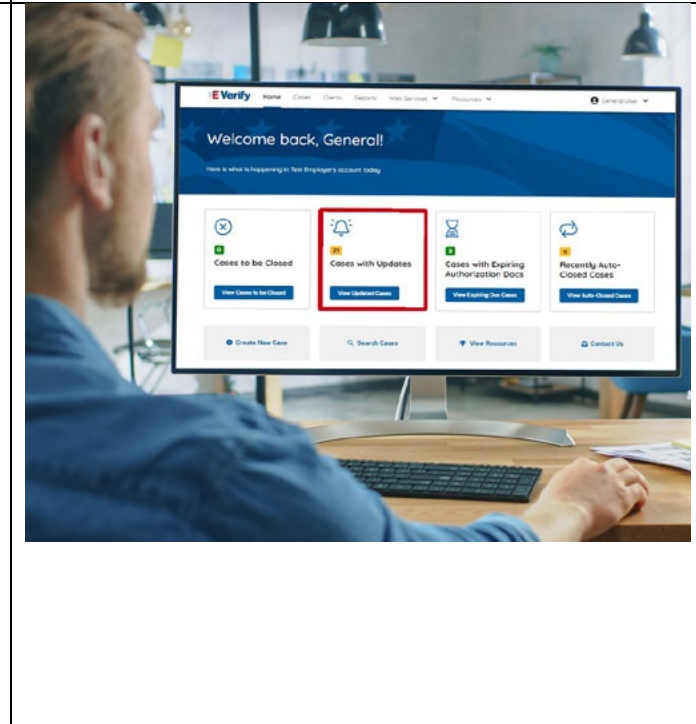
All interim cases must be closed. This case alert is an easy way to manage these cases.

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

Features of this screen include:

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

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



Case Alerts - Work Authorization Docs Expiring

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

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

This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival/Departure Record (Form I-94).

Features of this tab include:

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

Lesson 4 Page 12 of 13

Case Alert – Cases With Expiring Authorization Docs

The Cases With Expiring Authorization Docs Case Alert is just a notification that an employee's Employment Authorization Document (Form I-766) or Arrival/Departure Record (Form I-94) is expiring and to remind you to reverify the employee by updating Supplement B, Reverification and Rehire, of Form I-9. The employee cannot be reverified in E-Verify.

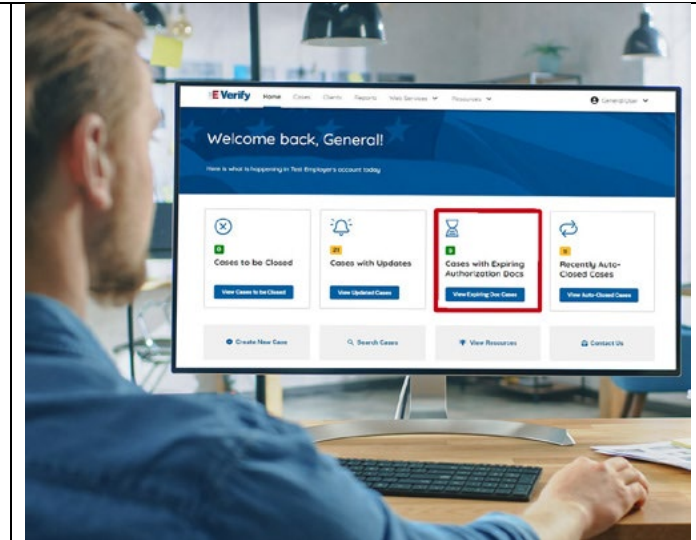
This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **Dismiss Alert**. Also, even though you receive an alert, some documents may be extended past their original expiration date and remain unexpired. You can find guidance in the Handbook for Employers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

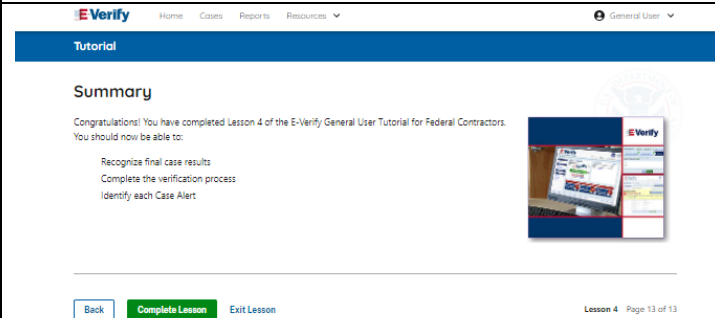
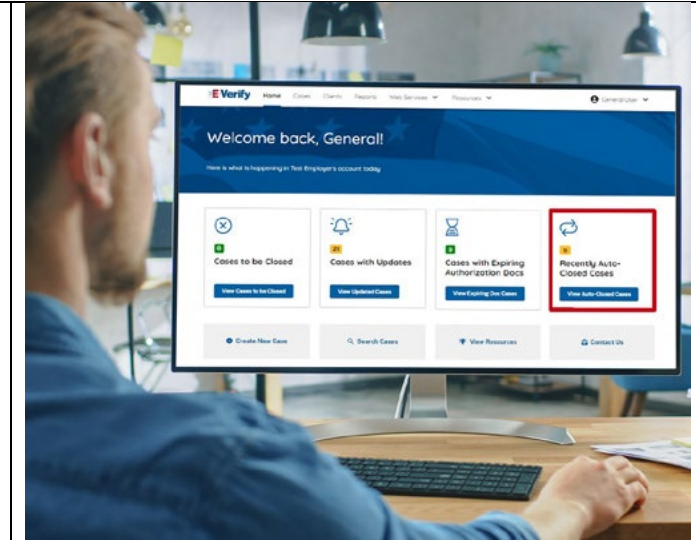
Case Alert - Recently Auto-Closed Cases

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.

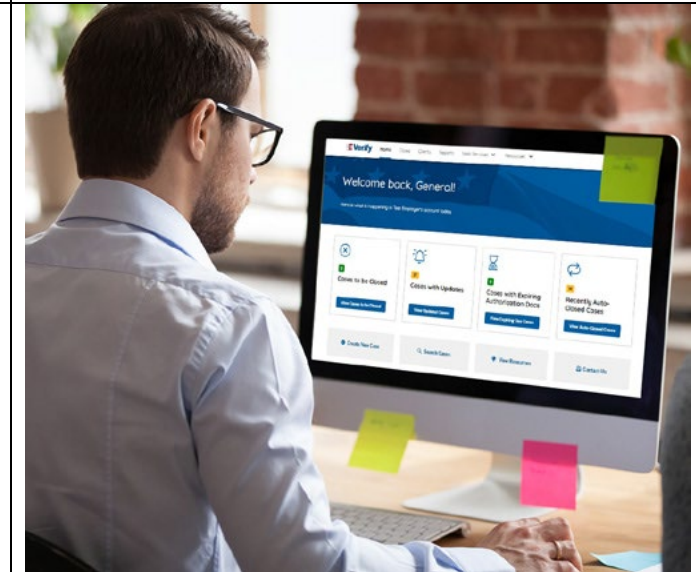
You can also click **Create New Case** from this screen.



Summary

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

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



EV FC Tutorial Lesson 5

LESSON COMPLETED

Lesson 5: General User Account Administration

[General User Account Administration](#)

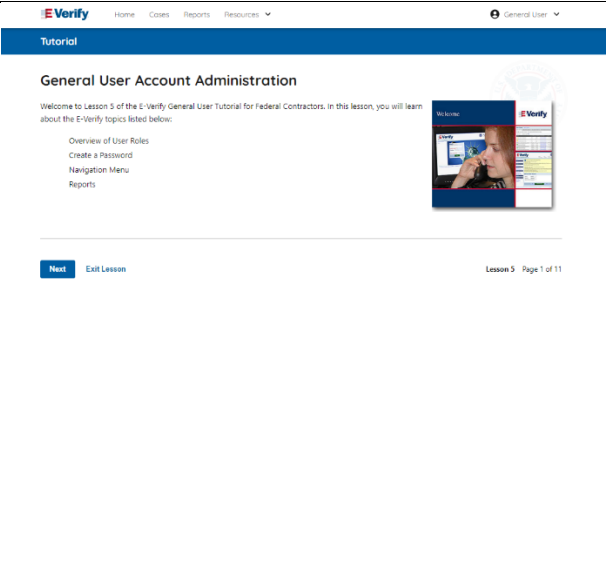
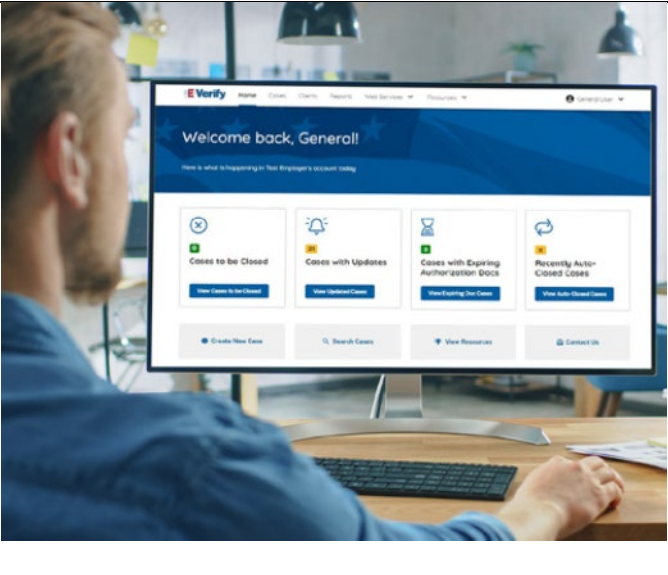
[Overview of User Roles](#)

[Create a Password](#)

[Navigation Menu](#)

[Reports](#)

[Review Lesson 5](#)

Current	Update	Image
<p>LESSON COMPLETED</p> <p>Lesson 5: General User Account Administration</p> <p>General User Account Administration</p> <p>Overview of User Roles</p> <p>Create a Password</p> <p>Navigation Menu</p> <p>Reports</p> <p>Review Lesson 5</p>	<p>Lesson 5: General User Account Administration</p> <ul style="list-style-type: none"> • General User Account Administration • Overview of User Roles • Create a Password • Navigation Menu • Manage Company • Reports 	
	<p>E-Verify General User Account Administration</p> <p>Welcome to Lesson 5 of the E-Verify General User Tutorial for Federal Contractors. In this lesson, you will learn about:</p> <ul style="list-style-type: none"> • Overview of User Roles • Create a Password • Navigation Menu • Manage Company • Reports 	

E-Verify Home Cases Reports Resources General User

Tutorial

Learning Objectives

Upon completing this lesson, you should be able to:

- Identify the role of Program Administrators in support of General Users
- Recognize requirements to create a password
- Use your left navigation menu

Back Next Exit Lesson Lesson 5 Page 2 of 11

Learning Objectives

Upon completing this lesson, you should be able to:

- Identify the role of program administrators in support of general users
- Recognize requirements to create a password
- Use your navigation menu


E-Verify Home Cases Reports Resources Employee User

Tutorial

Overview of User Roles

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

- General User
- Program Administrator

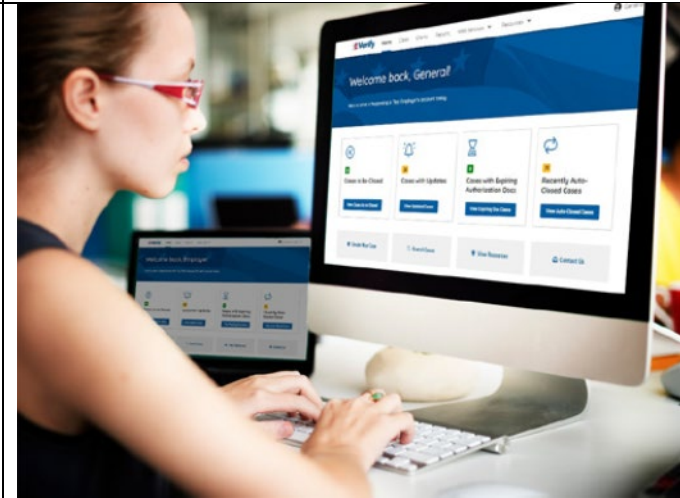


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Overview of User Roles

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

- General User
- Program Administrator



E-Verify Home Cases Reports Resources General User

Tutorial

Overview of User Roles


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

- General User
- Program Administrator

You are registered as a General User. As a General User, you create and manage your cases in E-Verify.

A Program Administrator can also create and manage cases in E-Verify. In addition, a Program Administrator adds and deletes user accounts, oversees cases created by the company's users, creates reports, updates company profile information and resets user passwords.

Every company enrolled in E-Verify is required to have at least 1 Program Administrator.



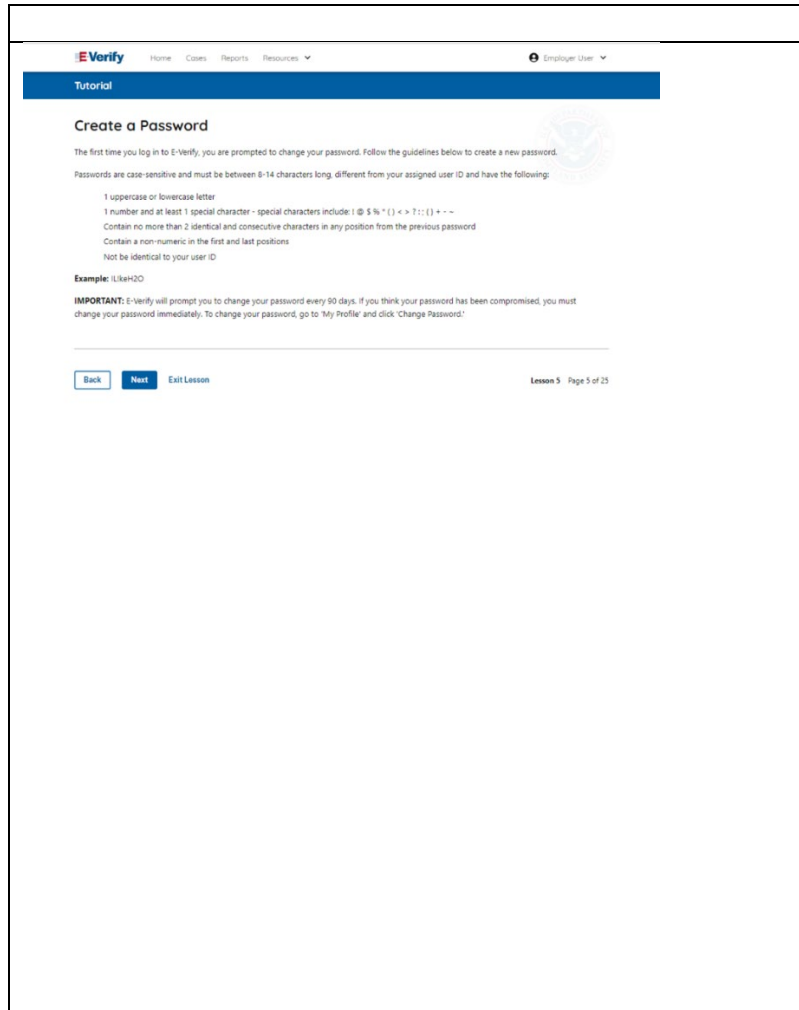
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General User

As a general user, it is important to know the following:

- Your program administrator can assist you if you have been locked out of E-Verify due to a password issue.
- Cases created by you can also be managed by your program administrator.
- Your program administrator can add new users to be general users or program administrators and can delete user accounts when needed.
- Only program administrators can update your company's or entity's profile information.

NOTE: If you do not know who your program administrator is, contact E-Verify Customer Support at 888-464-4218.



General - Create a Password

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

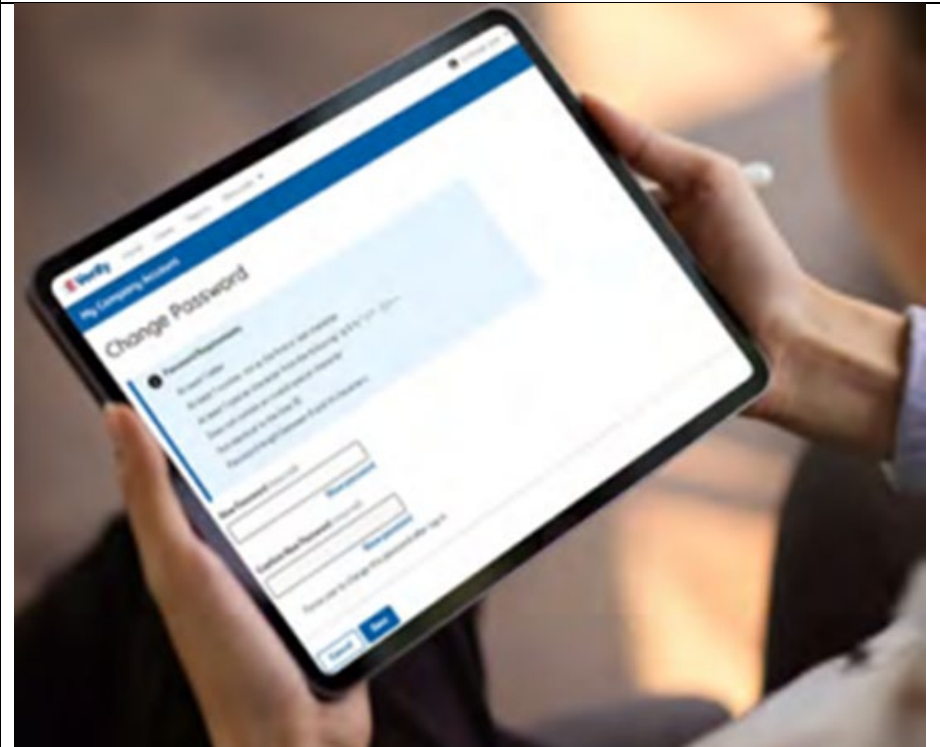
Passwords are case-sensitive, different from the assigned user ID, and have the password requirements below to create a new password.

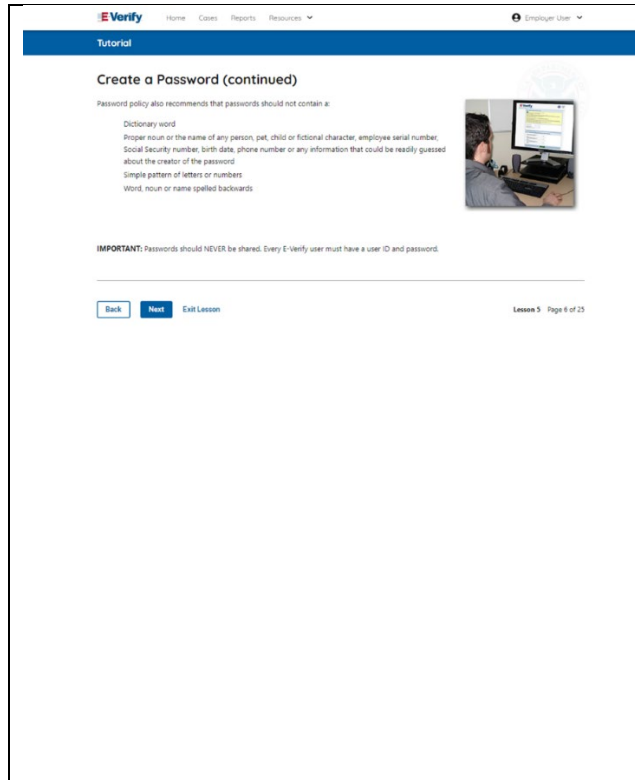
- At least 1 letter
- At least 1 number, not as the first or last character
- At least 1 special character from the following ! @ \$ % * () ? ; ; { } + - ~
- Does not contain an invalid special character
- Not identical to the User ID
- Password length between 8 and 14 characters
- No more than two consecutive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

Example: IL!keH2O

IMPORTANT:

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



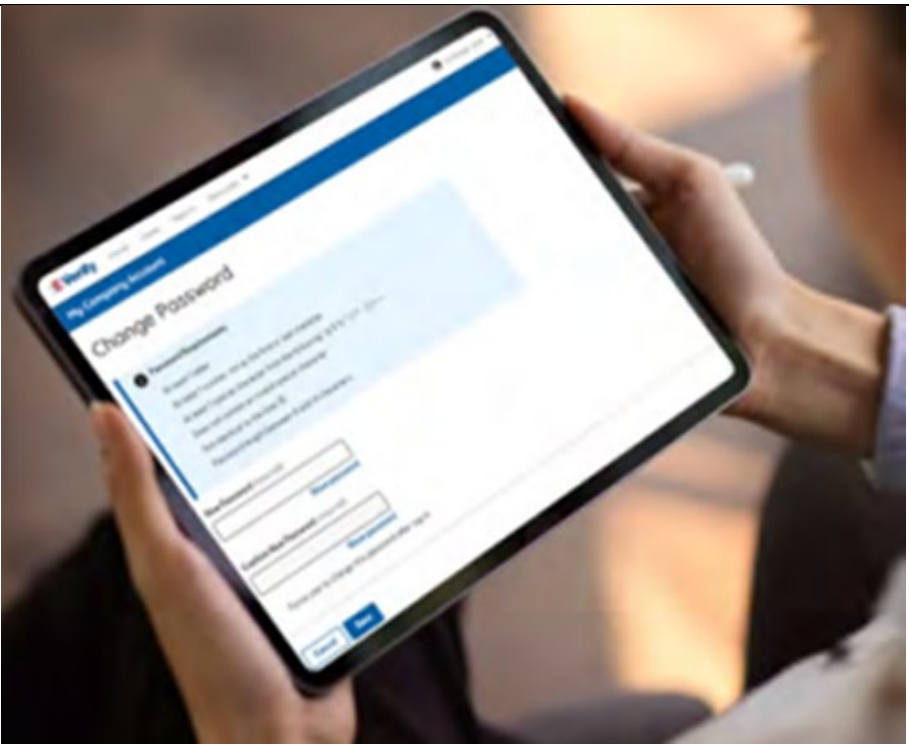


General User – Password Hints

Password **should not**:

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

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



E-Verify Home Cases Reports Resources


Tutorial

Password Help

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

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

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



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

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

Lesson 5 Page 7 of 25

General User – Password Help

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

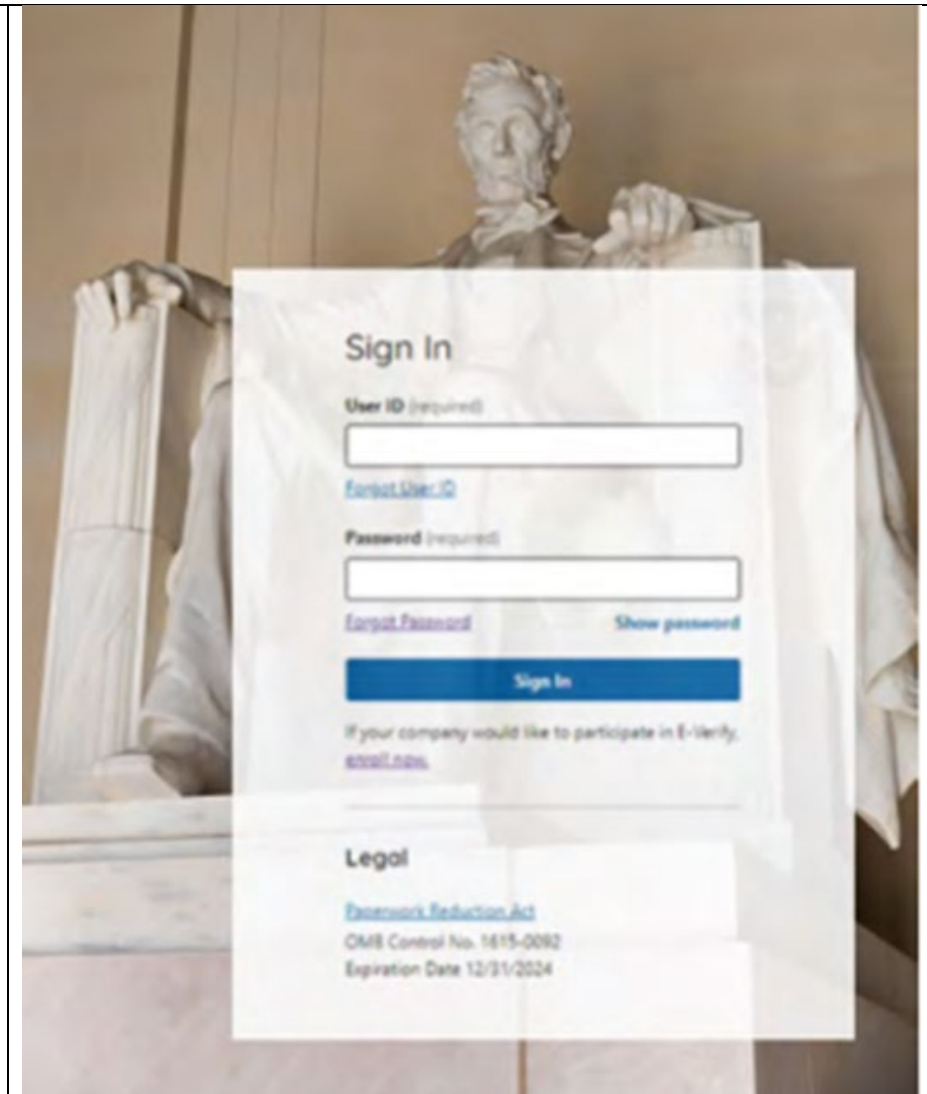
- If you are locked out, first try to change your password using the link **Forgot Password** on the user log in screen.
- If you are unable to change your password with **Forgot Password** link, contact a program administrator in your company.
- Each user must create password challenge questions.
 -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

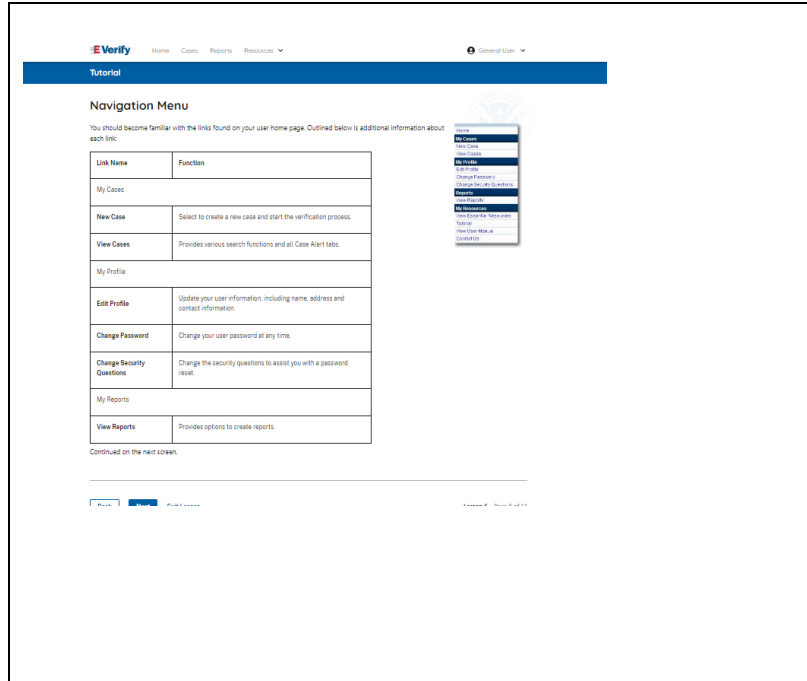
Important:

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

Note:

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





General User E-Verify Home Page - Navigation Menu

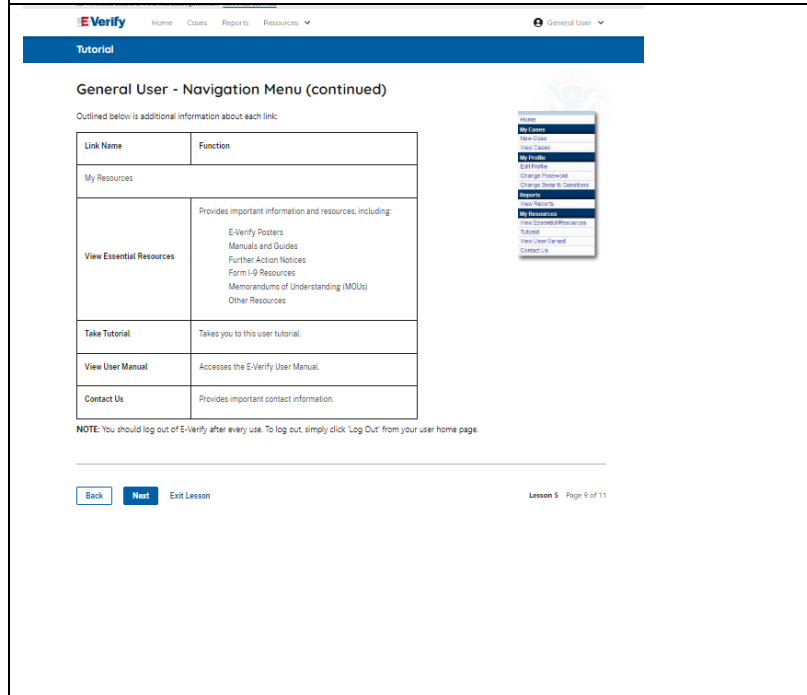
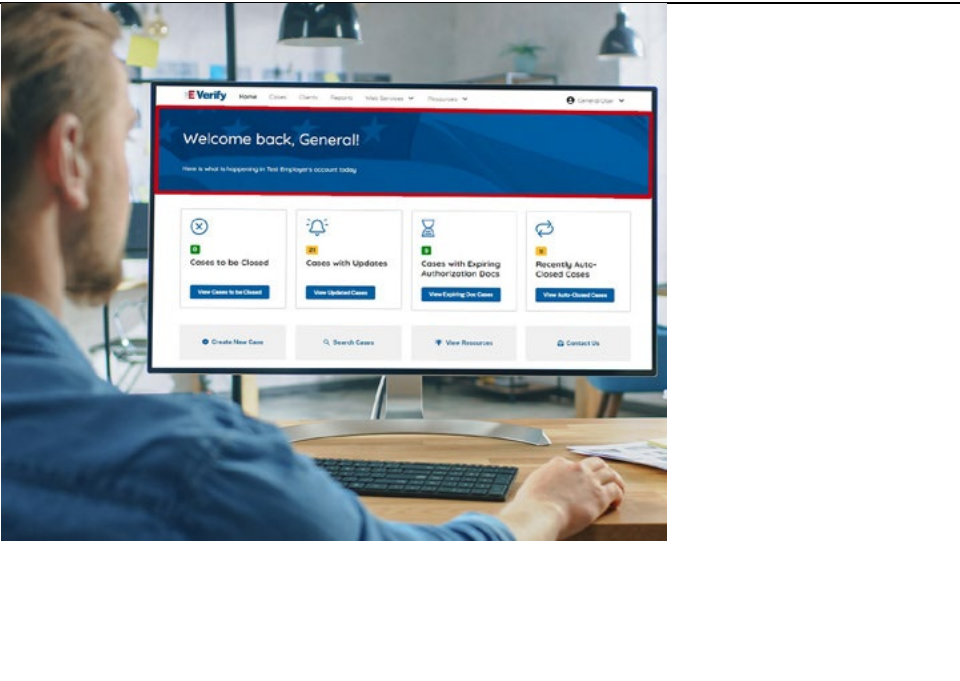
Each time you log in to E-Verify you will see a welcome back banner with your name and company, or entity listed.

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, including Create New Case, Search Cases, View Resources and Contact Us.

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

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



Navigation Menu – Links Above the Welcome Banner

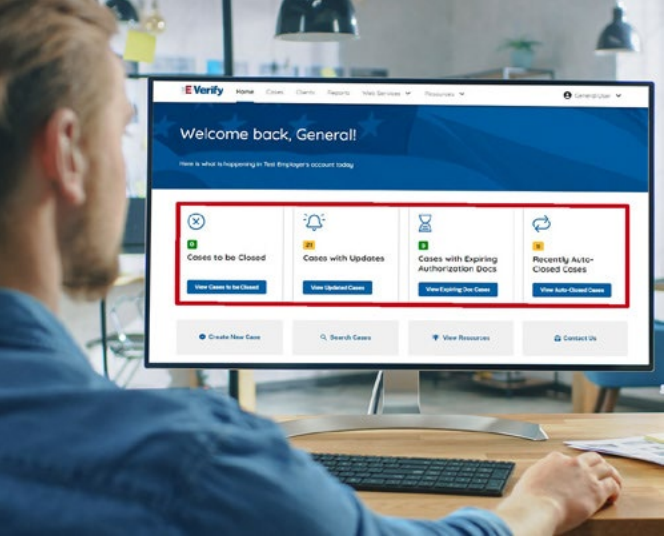
The links above the welcome banner include:

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

Navigation Menu – Case Alert Boxes

Case Alerts Boxes are located below the welcome banner:

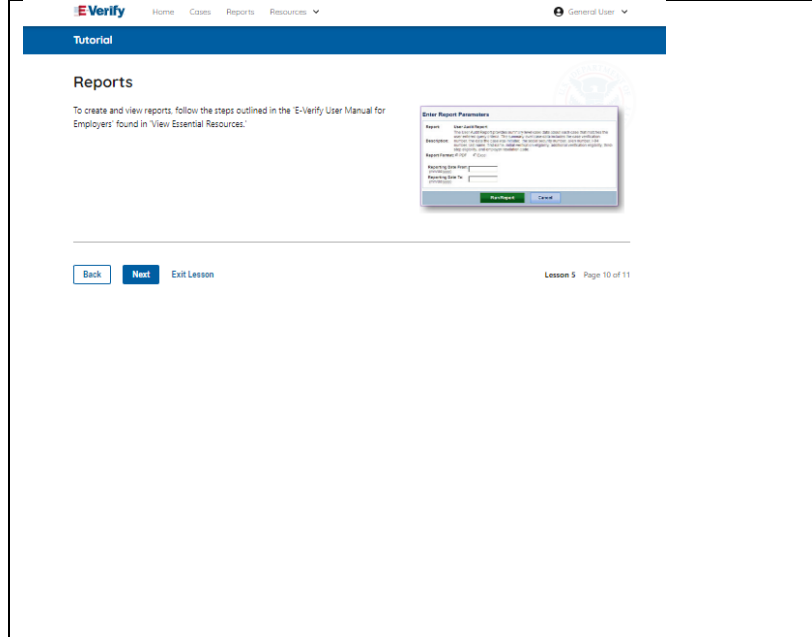
Link	Function
Case Alert	<ul style="list-style-type: none"> The Case Alert boxes bring attention to cases that need action or provide important information regarding your cases.
Cases to be Closed	<ul style="list-style-type: none"> Any case created in E-Verify and assigned an E-Verify case number must eventually be closed. The Cases to be Closed Case Alert provides quick access to all cases that need to be closed.
Cases with Updates	<ul style="list-style-type: none"> All open cases that have had a change in case result. All cases must be closed. This case alert is an easy way to manage these cases. Click Continue Case to take action.
Cases with Expiring Doc	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Notification of the cases that were automatically closed. This is notification your case was closed. Be sure to record the E-Verify case number as required on Form I-9 or print the case details page and attach it to the Form I-9.



Navigation Menu – Quick Links and E-Verify News

Quick Links and E-Verify News are located below the Case Alert Boxes:

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



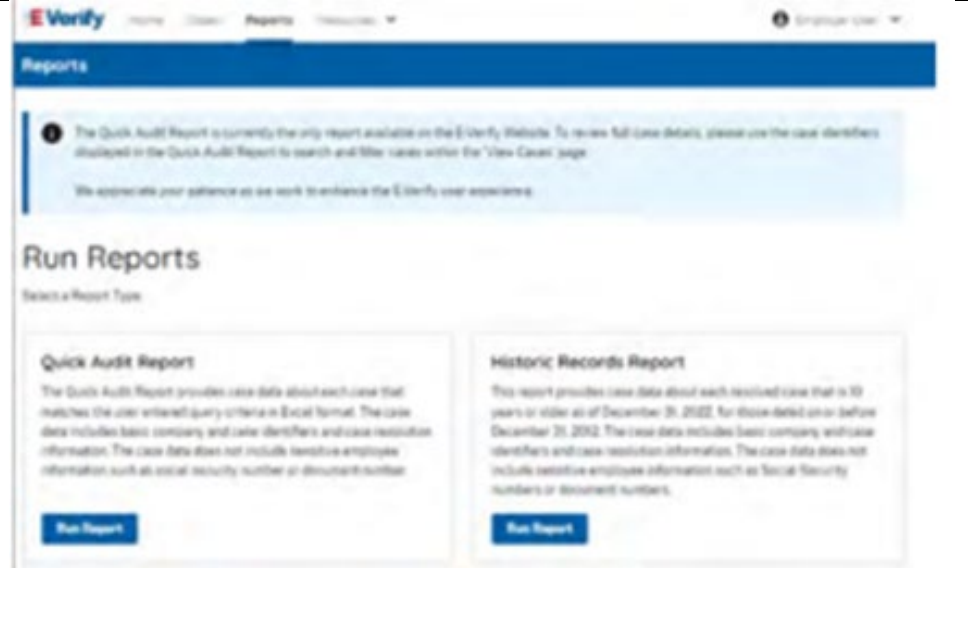
Reports

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, please review the [E-Verify User Manual](#).



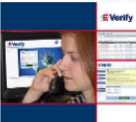
EVerify Home Cases Reports Resources General User

Tutorial

Summary

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

- Identify the role of Program Administrator in support of General Users
- Recognize requirements to create a password
- Use your left navigation menu



[Back](#) [Complete Lesson](#) [Exit Lesson](#) Lesson 5 Page 11 of 11

Summary

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

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

