

## EEA Lesson 1

**LESSON COMPLETED**

Lesson 1: Introduction

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## Welcome to the E-Verify Tutorial

This tutorial is designed for General User for E-Verify Employer Agents that participate in E-Verify.

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

### Lesson 1: Introduction

Introduction

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

{Review Lesson 1}

### Lesson 2: Initial Verification

Initial Verification

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

{Review Lesson 2}

### Lesson 3: Interim Case Results


Interim Case Results

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

{Review Lesson 3}

### Lesson 4: Complete the Verification Process

Complete the Verification Process  
 Final Case Results  
 Close Case

	<p>Case Alerts {Review Lesson 4}</p> <p><b>Lesson 5: General User Account Administration</b>  General User Account Administration  Overview of User Roles  Create a Password  Navigation Menu  Manage Clients  Manage Company  Reports  {Review Lesson 5}</p> <p>Each user must successfully complete the online E Verify tutorial before they can create or manage cases.</p>	
	<p><b>Lesson 1: Introduction</b></p> <p>Introduction  E-Verify Background and Overview  E-Verify Employer Agent Overview  Privacy Statement and Guidelines  Rules and Responsibilities  Civil Rights and Civil Liberties  Form I-9 and E-Verify  Verification Process Overview  {Review Lesson 1}</p>	

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

**Tutorial**

### Introduction

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

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

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### Introduction

Welcome to Lesson 1 of the General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about:

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



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### Learning Objectives

Upon completing this lesson, you should be able to:

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

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### Learning Objectives

Upon completing this lesson, you should be able to:

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



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### Background and Overview

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S. Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service (INS), to initiate an employment verification pilot program.

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

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## E-Verify Background

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



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### Overview

E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause.

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

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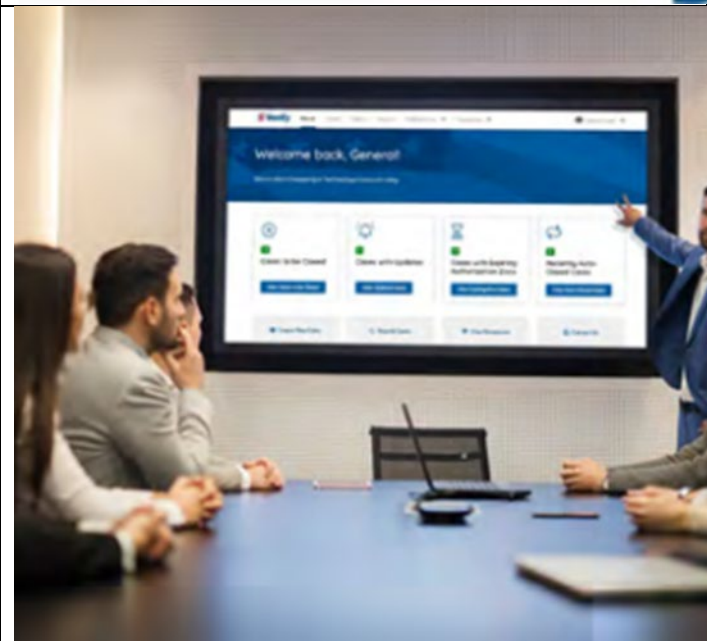
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## E-Verify Overview

E-Verify is an internet-based system that electronically verifies the 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.



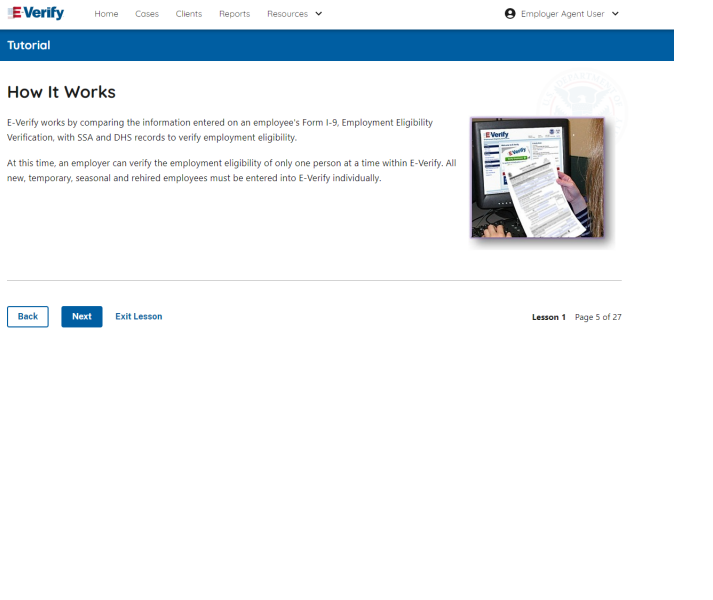
## E-Verify Overview - E-Verify Employer Agent (EEA)

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

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

### How E-Verify Works

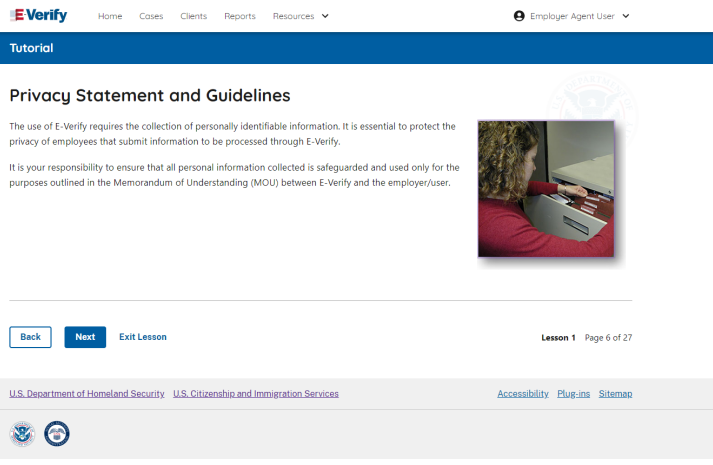
E-Verify works by electronically comparing the information from an employee's Form I-9, Employment Eligibility Verification, with official government records that E-Verify can access to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal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



### Privacy Statement and Guidelines

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

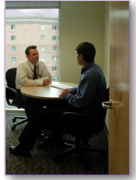


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### Privacy and Security Statement (continued)

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



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### Privacy Guidelines

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

PRIVACY GUIDELINES
<b>Allow ONLY authorized employees to use E-Verify.</b> Ensure that only the appropriate employees handle information and perform verification cases.
<b>SECURE access to E-Verify.</b> Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to the system.
<b>PROTECT and STORE individuals' information properly.</b> Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.
<b>Discuss E-Verify results in PRIVATE.</b> Ensure that case results are discussed in private with the employee.

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### Rules and Responsibilities

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

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



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## Rules and Responsibilities

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

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

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



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### Rules and Responsibilities (continued)

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

- Follow E-Verify procedures for each newly hired employee while enrolled/participating in E-Verify.
- Notify each job applicant of E-Verify participation.
- Clearly display the 'Notice of E-Verify Participation' and 'Right to Work' posters in all languages supplied by DHS.
- Complete Form I-9, Employment Eligibility Verification, for each newly hired employee before creating a case in E-Verify.
- Ensure that all Form I-9 List B identity documents have a photo.

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

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## Rules and Responsibilities – E-Verify Employers Must

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

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

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### Rules and Responsibilities (continued)

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

- Create a case for each newly hired employee no later than the third business day after he or she starts work for pay.
- Ensure that clients obtain a Social Security number (SSN) from Form I-9 for each newly hired employee.
- Provide each employee with notice of and the opportunity to contest a Tentative Nonconfirmation (TNC).
- Not terminate the employee during the E-Verify verification process because he or she receives a TNC.
- Ensure that all personally identifiable information is safeguarded.

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

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✓ Ensure that all PII is safeguarded.

**IMPORTANT:** For more information, review the E-Verify User Manual and the E-Verify Supplemental Guide for E-Verify Employer Agents located in View Essential Resources.

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

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### Notice to Employees of E-Verify Participation

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

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

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

**IMPORTANT:** If your clients cannot display either notice, they should print and distribute them to every job applicant.

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

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

- Provide your clients the following posters to your company locations:
  - Department of Homeland Security (DHS) Notice of E-Verify Participation; and
  - Department of Justice (DOJ) Right to Work.
- Your clients must 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.
- Your clients should replace the participation posters when updates are provided by DHS to ensure employees, applicants, and the public to have the most recent and complete information regarding E-Verify.
- E-Verify recommends providing a copy of these posters with your clients' job application materials, either electronically or in hard copy.




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### Rules and Responsibilities (continued)



E-Verify employer agents participating in E-Verify **MUST NOT**:

- Use E-Verify to pre-screen an applicant for employment.
- Check the employment eligibility of an employee hired before the company signed the E-Verify MOU.
- Take adverse action against an employee based upon a case result unless E-Verify issues a final nonconfirmation.
- Specify or request which Form I-9 documentation a newly hired employee must use.
- Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status.
- Selectively verify the employment eligibility of a newly hired employee.
- Share any user ID and/or password.

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

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### Rules and Responsibilities – E-Verify Employers Must Not:

E-Verify employer agents participating in E-Verify **MUST NOT**:

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

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


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### Civil Rights and Civil Liberties


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

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



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## Civil Rights and Civil Liberties

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

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### Employee Protection

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

You MUST:

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

You must NOT:

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

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## Civil Rights and Civil Liberties - Employee Protection

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

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

**You must NOT:**

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

**Protecting Civil Rights: The Department of Justice’s Immigrant and Employee Rights Section (IER)**

Federal law requires employers to apply Form I-9 and E-Verify rules consistently, regardless of an employee’s citizenship, immigration status or national origin. This law is known as the Immigration and Nationality Act’s anti-discrimination provision and is found at 8 U.S.C. § 1324b. The Immigrant and Employee Rights Section (IER) of the U.S. Justice Department’s Civil Rights Division enforces this law.

**Employers that discriminate in their use of E-Verify might violate this law.**

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](http://justice.gov/ier).



**Civil Rights and Civil Liberties – US Equal Employment Opportunity Commission (EEOC)**

You may not discriminate against employees because of race, color, religion, sex (including pregnancy, gender identify, and sexual orientation), national origin, age (40 or older), disability or genetic information.

**Employers that discriminate in their use of E-Verify may be in violation of this law.**

For more information on how to avoid discrimination, contact EEOC at 800-669-4000 (TTY: 844-234-5122) or visit [eoc.gov](http://eoc.gov).

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### Deter Discrimination in Your Workplace

Display the DOJ Right to Work poster so prospective employees and new hires will see it.

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 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 authentic-looking documents or specify certain documents over others.
- Do not use E-Verify selectively, or use E-Verify 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 Tentative Nonconfirmation (Mismatch) or because the employee's case is pending with DHS or SSA.

**INFORMATION:** For more information on how to avoid discrimination, visit [www.justice.gov/IEB](http://www.justice.gov/IEB) or call the IER toll-free employer hotline at 1-800-255-8155 or 1-800-237-2515 (TTY). IER can answer your questions about immigration-related employment discrimination, including discrimination in the Form I-9 and E-Verify processes.

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## 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 and/or SSA.



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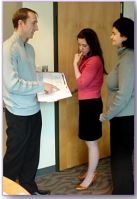
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### Adverse Actions

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

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

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



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## Civil Rights and Civil Liberties – Adverse Actions

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

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

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



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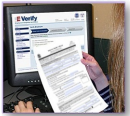
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### Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 no later than the third business day after their employees start work for pay and keep a record of Form I-9 on file. This requirement does NOT change for E-Verify employer agents and their clients enrolled in E-Verify.

E-Verify employer agents enrolled in E-Verify have chosen to take the additional step of verifying that their client's employees' Form I-9 information matches government records, thereby ensuring a legal workforce.

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



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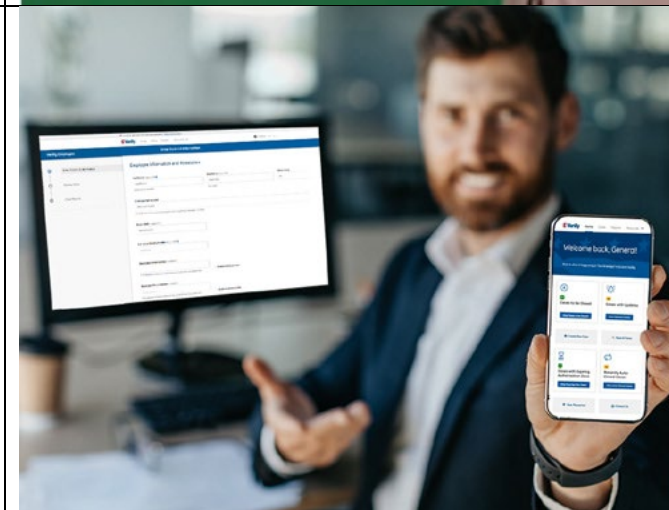
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## Form I-9 and E-Verify

All employers in the United States are required to complete Form I-9 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 E-Verify employer agents and their clients enrolled in E-Verify.

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

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

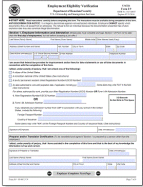


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### Form I-9: Section 1 - Overview

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



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

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

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


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

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Tutorial

### Form I-9: Section 2 - Overview

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



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

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

Employers must complete Section 2 of Form I-9 in its entirety. To complete Section 2, examine the documents presented by the employee physically or remotely per the alternative procedure authorized by the Secretary of DHS to establish 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.




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

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



**IMPORTANT:** Any List B document(s) presented to an employer participating in E-Verify MUST contain a photo. If an employee doesn't have a photo on their List B document, contact E-Verify Customer Support. E-Verify Customer Support is available Monday through Friday, 8:00 a.m. to 5:00 p.m. local time except federal holidays at 888-464-4218.

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

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

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

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Tutorial

### Verification Process Overview

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

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

Every case created in E-Verify receives a final case result before it is closed, and every case must be closed.



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

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### Verification Process Overview

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

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

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

Every case must be closed.

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





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

**Tutorial**

### Initial Verification Case Results - Overview

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

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

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

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

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## Verification Process - Initial Verification Case Results Overview

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

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

Initial Case Results	Overview
Employment Authorized	The employee's information matched 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 records. Additional action is required.
E-Verify Needs More Time	DHS could not immediately verify the data and needs more time. This case is referred to DHS for further action. No action is required until further notice from E-Verify.

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



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

**Tutorial**

### Interim Case Results - Overview

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


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

Interim Case Results	Overview
<b>SSA or DHS Tentative Nonconfirmation</b>	Information did not match with SSA or DHS records. Additional action is required.
<b>Review and Update Employee Data</b>	A prompt to review, update and resubmit the employee's Form I-9 information.
<b>DHS Verification in Process</b>	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
<b>SSA or DHS Case in Continuance</b>	The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

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

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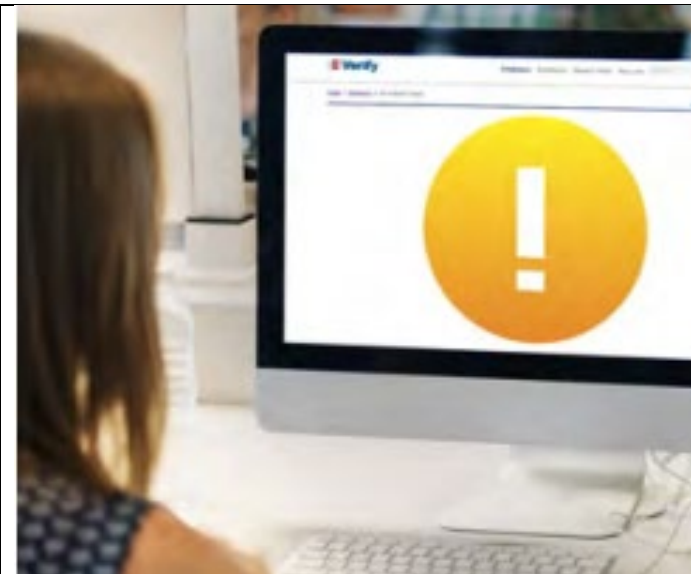
## Verification Process – Interim Verification Case Results Overview

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

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

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

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



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

Employer Agent User

**Tutorial**

### Final Case Results - Overview

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


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

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

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

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## Verification Process – Final Case Results Overview

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

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

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

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




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

### Tutorial

#### Summary

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

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

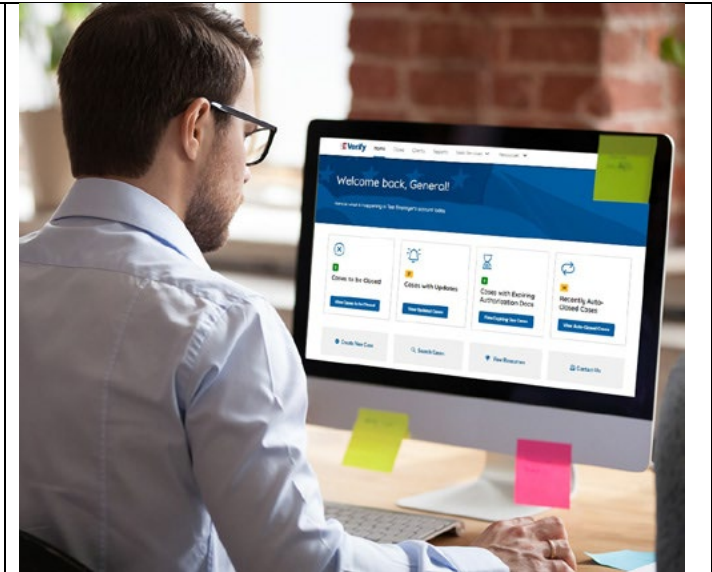


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## Summary

Congratulations! You have completed Lesson 1 of the General User tutorial for E-Verify Employer Agents. You should now be able to:

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





EEA Lesson 2



Current	Updated Content	Updated Image
	<p><b>Lesson 2: Initial Verification</b></p> <p>Initial Verification            E-Verify Home Page            Entering Form I-9 Information            Initial Verification Results</p>	
	<p><b>Initial Verification</b></p> <p>Welcome to Lesson 2 of the General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about:</p> <ul style="list-style-type: none"> <li>• E-Verify Home Page</li> <li>• Enter Form I-9 Information</li> <li>• Initial Verification Results</li> </ul>	

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

**Tutorial**

### Learning Objectives

Upon completing this lesson, you should be able to:

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

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## Learning Objectives

Upon completing this lesson, you should be able to:

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

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**Tutorial**

### E-Verify Home Page

Any time you log into E-Verify, you are provided your user home page. Your user home page has important information and navigation links that you should become familiar with. To do this, review the information in the table below as it relates to the screen shot.

Important home page areas to be familiar with include the following:

1	Welcome to E-Verify	Click 'New Case' or 'Verify Employee' to start the verification process.
2	E-Verify News	Provides important information and updates about E-Verify.
3	E-Verify Navigation Menu	Specific navigation links vary depending upon the user.
4	Case Alerts	Alerts you of actions needed to complete the E-Verify process.

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## E-Verify Home Page

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

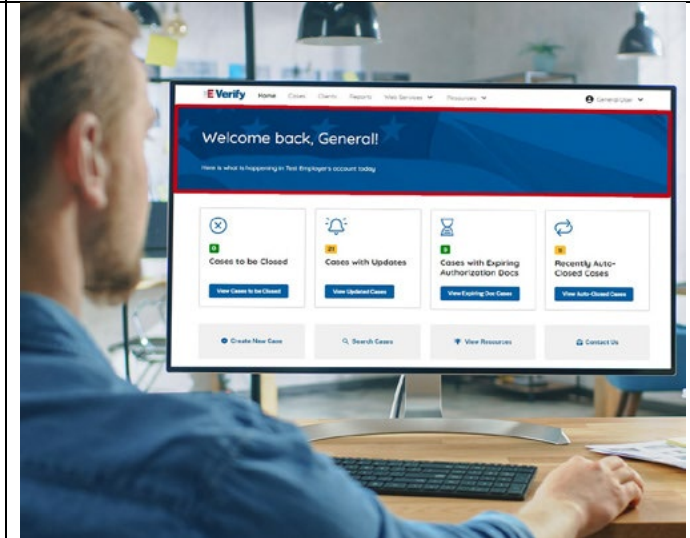
Directly below the case alert boxes are convenient quick links in gray boxes, including Create New Case, Search Cases, View Resources and Contact Us.

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 and provide additional information about each link.

Navigation buttons above the banner include:

MENU	FUNCTIONS
Home	<ul style="list-style-type: none"> <li>Employer Agent User Home Page</li> </ul>
Cases	<ul style="list-style-type: none"> <li>Search Cases</li> <li>View All Cases</li> <li>Create New Case</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Search Cases</li> <li>Client Company Terminate Account</li> <li>Add New Company</li> </ul>
Reports	<ul style="list-style-type: none"> <li>Run Reports</li> </ul>
Resources	<ul style="list-style-type: none"> <li>View Essential Resources</li> <li>Take Tutorial</li> </ul>



- View User Manual
  - E-Verify News
  - Contact Us
- 
- User Profile
  - Change Password
  - Change Security Questions
  - Log Out

### Create an E-Verify Case

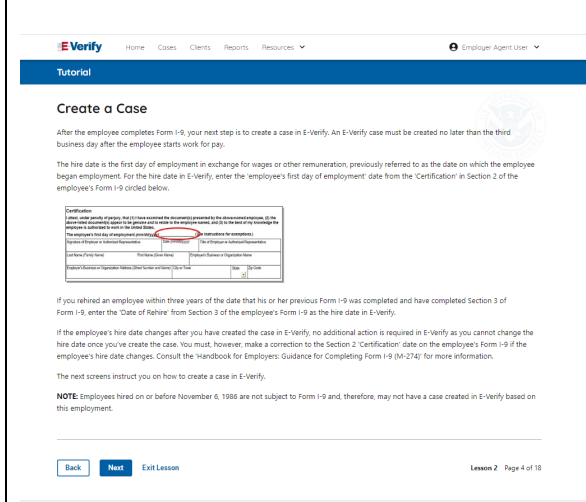
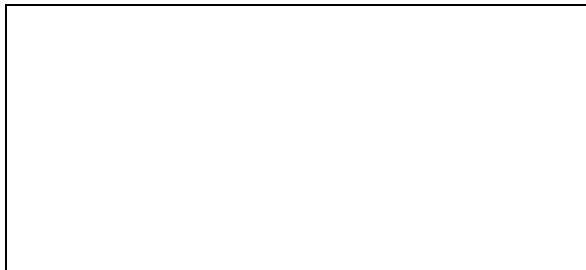
The earliest you may create a case in E-Verify is after the employee accepts an offer of employment and Form I-9 is complete. After the Form I-9 is complete, your next step is to create a case in E-Verify. An E-Verify case must be created within three business days after the employee's first day of employment.

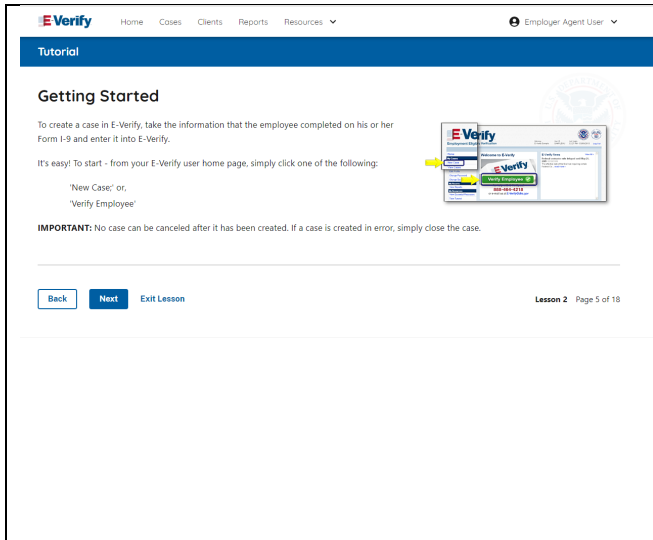
You can find the employee's first day of employment in Section 2 of Form I-9. The employee's first day of employment is circled below.

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.

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

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





## Getting Started

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

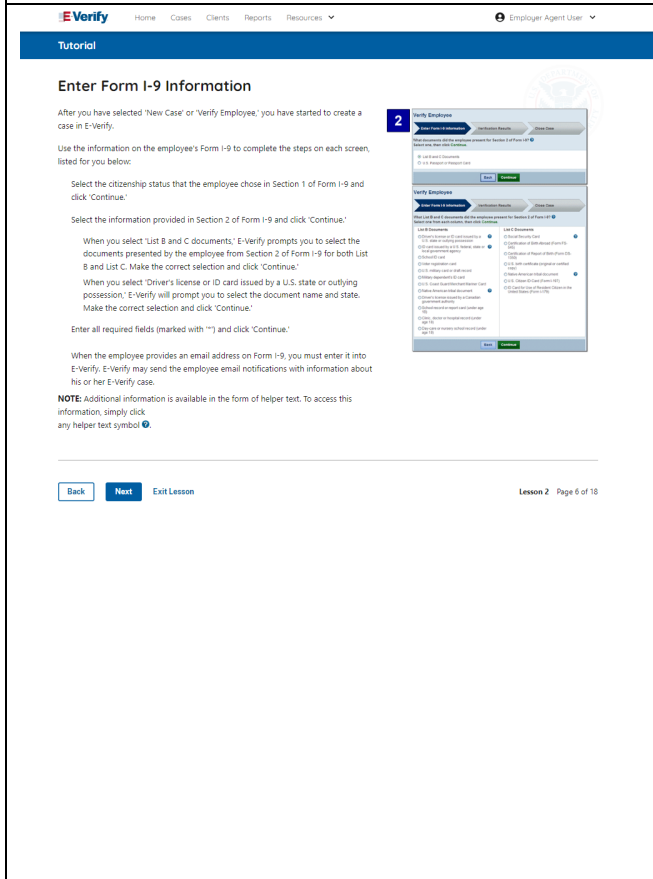
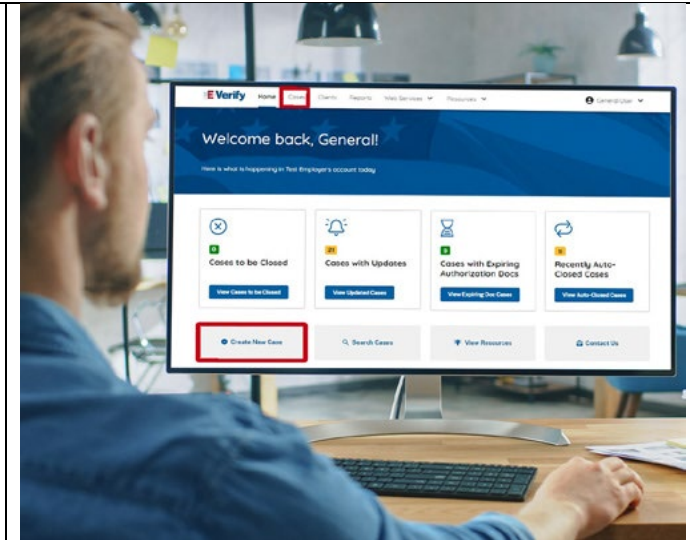
From the E-Verify home page:

Click **Cases** above the banner and select **Create New Case**.

or

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

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




## Enter Form I-9 Information

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

In the Enter Form I-9 Information screen:

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

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

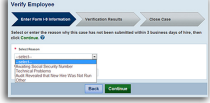


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**Tutorial**

### 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.

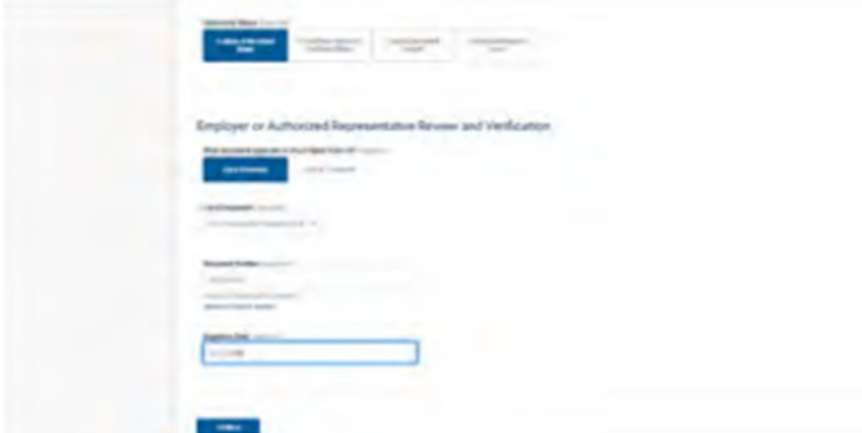
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## Enter Form I-9 Information – Additional Case Details

Under the Additional Case Details section, type the employee's first day of employment 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.




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**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.'

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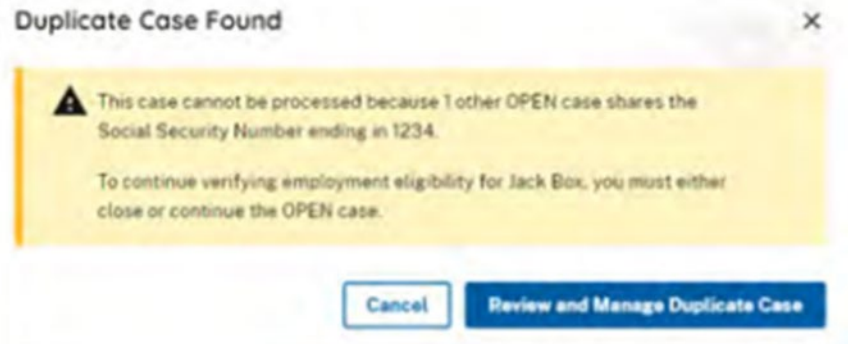
## Enter Form I-9 Information – Duplicate Case Alert

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

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

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

**Duplicate Case Found**



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



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


**Tutorial**

### Enter Form I-9 Information - Check Information

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

To complete this step, ensure that the information you entered in E-Verify matches with the employee's Form I-9. The information you entered in E-Verify **MUST** match with the employee's Form I-9.

After this information is verified and/or corrected, click 'Continue.'



**NOTE:** If you think you have made an error or no longer need to continue the verification process, you can close any case by clicking 'Close Case.'

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- 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**.
- If after this information is verified and/or corrected, click **Submit Case**.
- If you need more time, click **Save and Exit**; or
- If you think you have made an error or no longer need to continue the verification process, you can click **Close Case** and the case will automatically close without being submitted.




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**Tutorial**

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

If an expired U.S. Passport, Passport Card or driver's license was entered, E-Verify will display the 'Error: Unexpired Document Required' screen. This means that E-Verify has NOT created a case for this employee; you must obtain an unexpired document for Form I-9 and re-enter the case.

To start a new case, click 'New Case' and enter the employee's unexpired Form I-9 document information.



**IMPORTANT:** An expired document presented for Form I-9 does NOT mean that the employee is not authorized to work in the United States. First, obtain an unexpired document and then re-enter the case in E-Verify. Then, E-Verify will verify the employment eligibility of this employee.

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### Delete OBE

**Enter Form I-9 Information - Photo Matching**

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

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

**NOTE:** You will need to get a clear copy of the employee's Form I-9 document from your client.

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

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

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

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

**Yes:** the photo on the employee's actual document or a copy matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.

**OR**

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

Then, click 'Continue.'

**NOTE:** A watermark has been added to the photo displayed in E-Verify to prevent unauthorized use. The photo on the document presented by the employee will not have a watermark. Absence of a watermark on the document photo does not mean that it is not authentic.

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

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

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

- **Yes, the photo matches** - The photo on the employee's actual document or a copy matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- **No, this photo does not match** - The photo on the employee's actual document or a copy does not match the photo displayed in E-Verify; or
- **No photo displayed** - No photo was displayed for the E-Verify user to compare with the employee's document provided. 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.

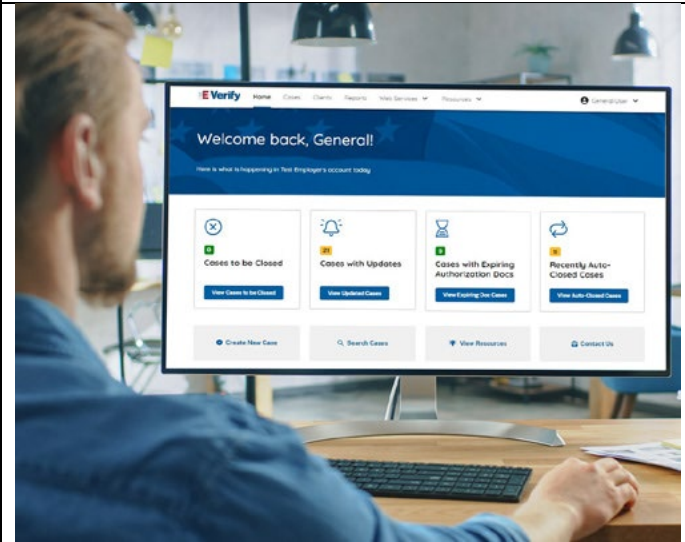
### Verification Process - Initial Verification Case Results Overview

After 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 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 verification. No action is required until further notice from E-Verify.

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



### Verification Process – Final Case Results Overview

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

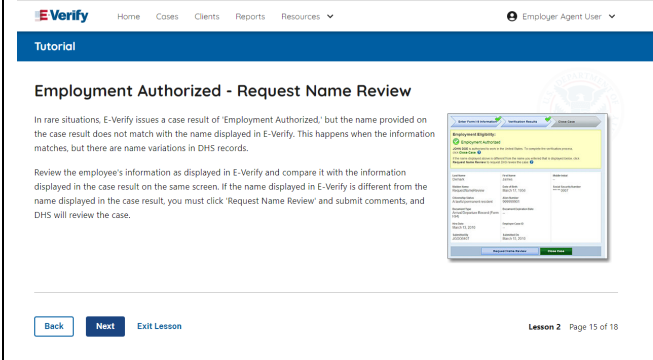
An overview of the final case results is listed in the table below.

Final Case Results	Overview
Employment Authorized	The employee's information matched with official government records that E-Verify can access. Case will automatically close. No action needed.

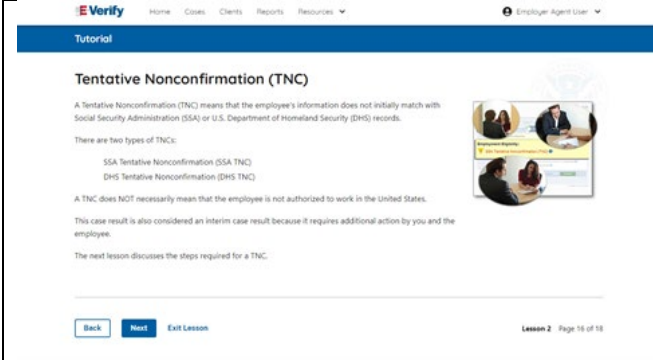


<b>DHS and/or SSA Final Nonconfirmation</b>	E-Verify could not immediately verify an employee's employment eligibility after the employee has contacted DHS and/or visited a SSA field office. You may close the case.
<b>Close Case and Resubmit</b>	This case cannot continue because the expiration date entered for the employee's U.S. passport, passport card or driver's license is incorrect. Close the case in E-Verify and create a new case.

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



**DELETE OBE**



**Tentative Nonconfirmation (Mismatch) – Process Overview**

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

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

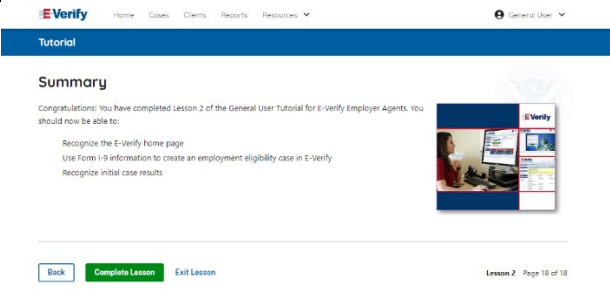
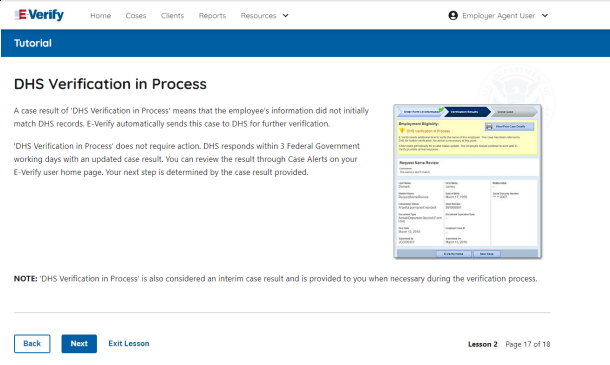
- Notify the client of their mismatch result as soon as possible within the 10 federal government working days.
- Download the Further Action Notice before referring the case.
- Instruct the client to give the employee a copy of the Further Action Notice with your employee in private and have them confirm 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, instruct the client to tell your employee they have 10 federal government working days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case to DHS and/or SSA if the employee tells your client they will take action to resolve the mismatch.
- If the employee does not give your client their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

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

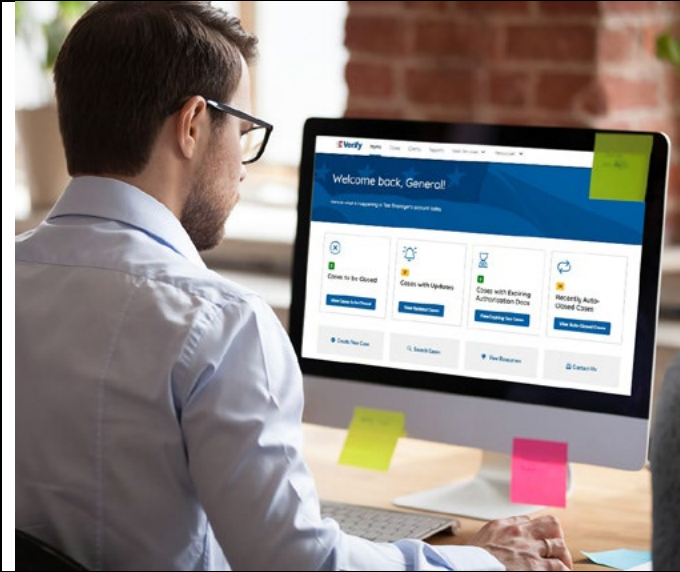
**Delete – now covered on Verification Process - Initial Verification Case Results Overview slide**



**Summary**

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

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



### EEA 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

**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](#)

#### Updated Content

##### Lesson 3: Interim Case Results

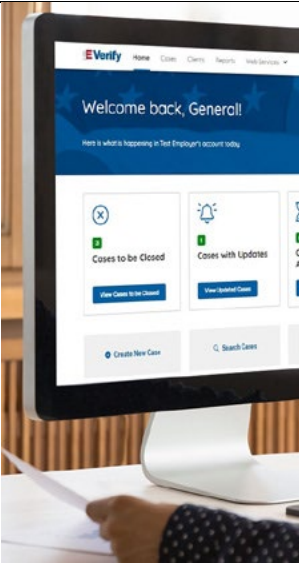
Interim Case Results  
Interim Case Results – Overview  
DHS and SSA Tentative Nonconfirmation (Mismatch)  
E-Verify Needs More Time  
DHS or SSA Case in Continuance

The screenshot shows the E-Verify General User Tutorial interface. At the top, there is a navigation bar with 'E-Verify' logo and links for Home, Cases, Clients, Reports, and Resources. Below this is a 'Tutorial' header. The main content area is titled 'Interim Case Results' and includes a welcome message: 'Welcome to Lesson 3 of the General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below:'. A list of topics is provided: Interim Case Results, SSA and DHS Tentative Nonconfirmation (TNC), Review and Update Employee Data, DHS Verification in Process, and SSA/DHS Case in Continuance. A small video thumbnail is visible on the right side of the list. At the bottom, there are 'Next' and 'Exit Lesson' buttons, and a page indicator 'Lesson 3 Page 1 of 17'.

##### 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 SSA Tentative Nonconfirmation (Mismatch)
- E-Verify Needs More Time
- DHS or SSA Case in Continuance
- Photo Matching



E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Learning Objectives

Upon completing this lesson, you should be able to:

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

Back Next Exit Lesson Lesson 3 Page 2 of 17

### Learning Objectives

Upon completing this lesson, you should be able to:

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

E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Interim Case Results - Overview

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

Interim case results include:

- SSA Tentative Nonconfirmation and DHS Tentative Nonconfirmation
- Review and Update Employee Data
- DHS Verification in Process
- SSA Case in Continuance and DHS Case in Continuance

The next screens discuss each case result in detail.

Back Next Exit Lesson Lesson 3 Page 3 of 17

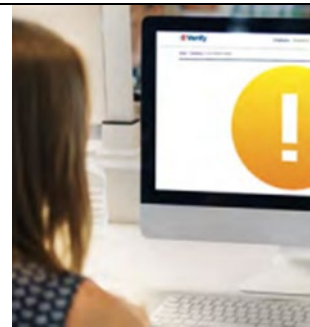
### Verification Process - Interim Verification Case Results – Overview

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

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

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

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



**EVerify** Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### SSA and DHS Tentative Nonconfirmation

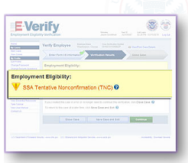
A Social Security Administration (SSA) or U.S. Department of Homeland Security (DHS) TNC means that the employee's information does not match with SSA or DHS records.

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

Back Next Exit Lesson Lesson 3 Page 4 of 17



## DHS and SSA Mismatch

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

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





The screenshot shows the E-Verify 'Tutorial' page for 'Employer Agent User'. The main heading is 'Tentative Nonconfirmation (TNC) - Process Overview'. The text explains that the TNC process can be simple but requires action from the employer, client, and employee. It states that the client must notify the employee in private of the TNC result, print the Further Action Notice, and provide it to the employee for review and signature. The next step is determined by the employee's choice: 'CONTEST - take action' or 'NOT CONTEST - not take action'. If the employee contests, the employer must refer the case to either SSA or DHS. The Further Action Notice provides additional instructions. The employer will receive an updated case result within 10 federal government working days. The page concludes by stating that the next screens will walk through the TNC process in detail. At the bottom, there are 'Back', 'Next', and 'Exit Lesson' buttons, and the page number 'Lesson 3 Page 5 of 17'.

## Tentative Nonconfirmation (Mismatch) – Process Overview

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

E-Verify employer agent, client and employee must complete the following steps in E-Verify within 10 federal government working days after issuance of the mismatch result:

- Notify the client of the mismatch result as soon as possible within the 10 federal government working days.
- Download the Further Action Notice before referring the case.
- Instruct your client to give the employee a copy of the Further Action Notice.
- Instruct your client to review the Further Action Notice with the 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, instruct the client to tell your employee they have 10 federal government working days from issuance of the mismatch to notify you whether they will take action to resolve the mismatch.
- Refer the case to DHS and/or SSA if the employee tells the client they will take action to resolve the case.
- If the employee does not give your client their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, then you close the case.

The next screen walks you through the mismatch process in detail.



The screenshot shows the E-Verify 'Tutorial' page for 'Employer Agent User'. The main heading is 'Begin the TNC Process'. The text explains that when E-Verify provides a case result of SSA or DHS Tentative Nonconfirmation (TNC), the employer starts the TNC process by clicking 'Continue' from the verification result page. It lists the next steps: 'Notify Employee of TNC', 'Confirm Employee Decision', 'Refer Employee or Close Case', and 'Check for Case Status Updates'. An inset image shows a screenshot of the E-Verify interface with a yellow banner for 'USA - Tentative Nonconfirmation (TNC)'. Below the banner, there is text explaining that the employee's status is 'Unauthorized' and they are not authorized to work in the United States. It provides instructions on how to proceed, including a link to 'View Case and Exit'. At the bottom, there are 'Back', 'Next', and 'Exit Lesson' buttons, and the page number 'Lesson 3 Page 6 of 17'.

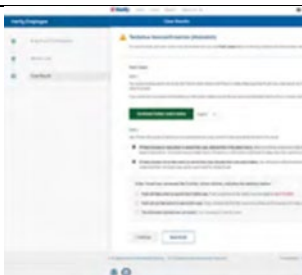
## Mismatch - Begin Mismatch Process

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

The next screens take you through the steps listed below:

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

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



E-Verify Home Cases Clients Reports Resources Employer Agent User


**Tutorial**

### Notify the Employee of the TNC – Further Action Notice

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

To notify the employee, follow the steps listed below:

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



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

Back Next Exit Lesson Lesson 3 Page 7 of 17

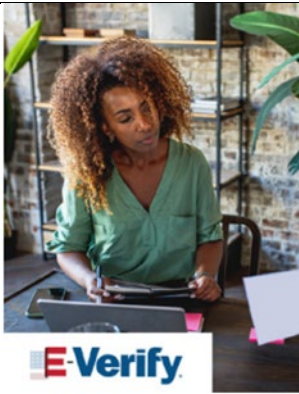
### Mismatch - Notify the Employee of the Mismatch and provide the Further Action Notice

The first step is to notify your client's employee of a 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**.
- Send the Further Action Notice to your client and instruct them to review the Further Action Notice privately with the employee.

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



E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Confirm Employee Decision

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


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

To confirm the employee's decision:

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

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

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



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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.

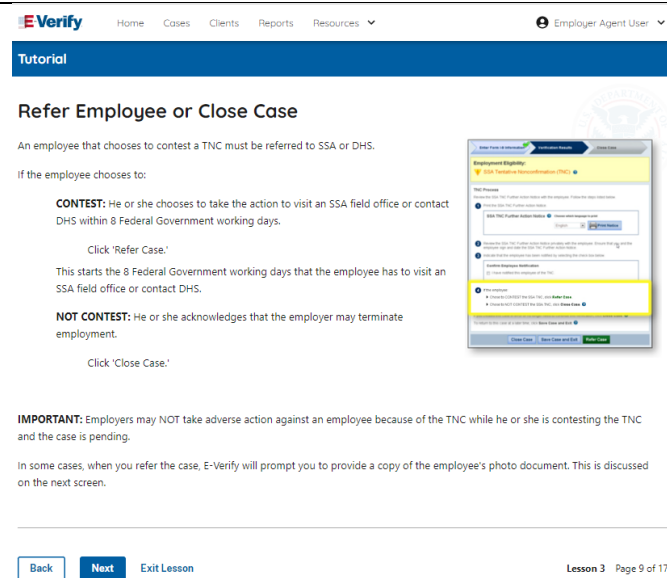
The employee chooses whether to take action to not to resolve the mismatch and acknowledges this decision on the Further Action Notice.

To confirm the employee's decision:

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



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



### Mismatch – Refer Employee or Close Case

- Instruct the client to ask the employee if they 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 understand that action must be taken by {date will auto-populate}.
  - The employee will not take action to resolve this case. The employee understand that this cannot be undone and choosing not to take action could result in termination of employment.
  - The information entered was not correct. I am choosing to close this case.
- Click **Continue** or **Save & Exit**.

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

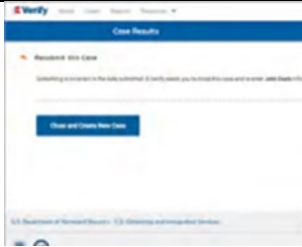
### E-Verify Photo Matching Overview

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

The four List A documents that will trigger photo matching are:

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

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

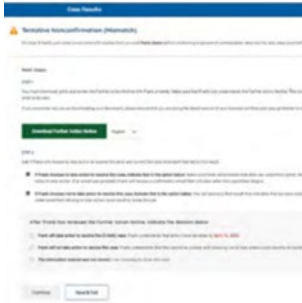




### E-Verify Photo Matching – Process

To match photos, compare the photo displayed by E-Verify to the photo on the employee’s actual document or a copy of the employee’s document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail based upon the age and wear of the employee’s document and the quality of your computer monitor.

Do not compare the photo displayed by E-Verify to the actual employee. Employers should have directly compared the photo on the document to the employee during Form I-9 completion and prior to creating the E-Verify case. [Photo Matching - Process Overview](#) provides a summary.



### E-Verify Photo Matching – Review Case

You will be asked if the photo displayed in E-Verify matches the photo displayed on the employee’s document. First, you must obtain a copy of the employee's Form I-9 photo document. You will check the appropriate answer:

- **Yes, this photo matches** - The photo on the employee's actual document or copy of the document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- **No, this photo does not match** - The photo on the employee's actual document or copy of the document does not match the photo displayed in E-Verify; or
- **No photo displayed** - No photo was displayed for the E-Verify user to compare with the employee’s document provided. This option should be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person, such as an image of a document.

### E-Verify Photo Matching – Case Results

- For most documents presented, E-Verify requests an image of both the front and back. If the document is a U.S. passport or passport card, E-Verify will request an image of the Passport ID page and the Passport Barcode page.
- If you select **No, this photo does not match** or **No photo displayed**, E-Verify prompts you to upload a photo of your employee’s document and click **Continue**.
- If you select **Save & Exit**, any uploaded documents will not be saved and must be uploaded again.

Click **Continue** or **SAVE & Exit**.

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

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

### Mismatch – Referred Employee

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

Instruct your client to provide the Referral Date Confirmation to the employee.

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

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

The screenshot shows the E-Verify 'Tutorial' page for 'Referred Employee'. It includes a navigation menu with 'Home', 'Cases', 'Clients', 'Reports', and 'Resources'. The main content area explains the process: 'Once the employee has chosen to contest and you click "Refer Case," print the Referral Date Confirmation and provide it to the employer. Instruct the employer to provide the Referral Date Confirmation to the employee.' It also states: 'The Referral Date Confirmation informs the employee that the case is referred and provides the employee the date by which he or she must visit SSA or contact DHS.' An inset image shows a 'Referral Date Confirmation' form with a yellow arrow pointing to the 'Print' button. At the bottom, there are 'Back', 'Next', and 'Exit Lesson' buttons, and the text 'Lesson 3 Page 11 of 17'.

The screenshot shows the E-Verify 'Case Results' page for a 'Tentative Nonconfirmation (Mismatch)'. It includes a warning icon and the text: 'It's time to verify just needs some more information from you and Frank Jones before confirming.' Below this, it lists 'Next steps' and 'STEP 1: You must download, print and review the Further Action Notice with Frank privately. Make sure you understand what to do next.' There is a 'Download Further Action Notice' button. 'STEP 2: Ask if Frank will choose to take action to resolve this error and correct the data mismatch. That is, if Frank chooses to take action to resolve this case, indicate that in the option below. If Frank will take action, if an email was provided, Frank will receive a confirmation email to help take action. If Frank chooses not to take action to resolve this case, indicate that in the option below. Understand that refusing to take action could result in losing the job.' At the bottom, there are 'Continue' and 'Save & Exit' buttons.

### Mismatch Process Summary

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

YOUR ACTION
Notify employer of TNC case result Print Further Action Notice and send to employer Instruct employer to review Further Action Notice privately with the employee Instruct employer to have employee indicate whether he or she will contest the TNC on the Further Action Notice Instruct employer and employee to sign and date Further Action Notice after the employee has indicated choice Indicate that the employee has been notified by selecting the check box "Confirm Employee Notification." Take next action based on employee decision to contest or not contest the TNC If the employee contests: Print the Referral Date Confirmation and provide it to the employer
THE CLIENT'S ACTION
Review the Further Action Notice privately with your employee Have your employee indicate whether he or she will contest the TNC on the Further Action Notice Instruct employee to sign and date Further Action Notice Sign and date the Further Action Notice after your employee has indicated his or her choice Provide copy of signed Further Action Notice to employee Keep original signed Further Action Notice on file with employee's Form I-9 Send a copy of the Further Action Notice to the E-Verify employer agent If the employee chooses to contest the TNC, provide him or her with the Referral Date Confirmation
THE EMPLOYEE'S ACTION
Decide to contest or not contest and indicate choice on signed Further Action Notice Acknowledge receipt of TNC by signing and dating Further Action Notice Take next action based on decision to contest or not to contest If he or she contests: Visit SSA field office with a copy of the Further Action Notice or contact DHS within 8 Federal Government working days

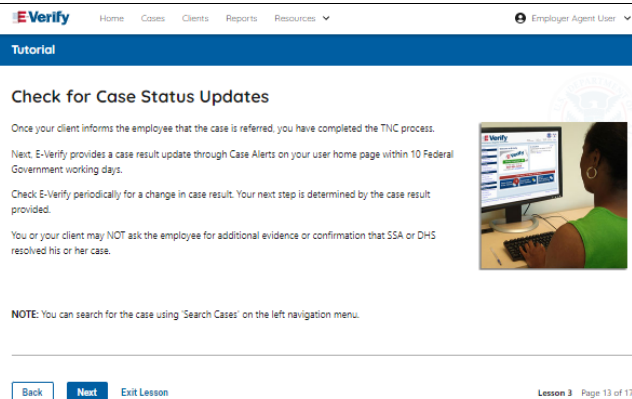
The screenshot shows the E-Verify 'Tutorial' page for 'TNC Process Summary'. It includes a navigation menu with 'Home', 'Cases', 'Clients', 'Reports', and 'Resources'. The main content area explains the process: 'Below is a summary of actions required of you, your client and the employee during the TNC process.' It lists actions for 'YOUR ACTION', 'THE CLIENT'S ACTION', and 'THE EMPLOYEE'S ACTION'. At the bottom, there are 'Back', 'Next', and 'Exit Lesson' buttons, and the text 'Lesson 3 Page 12 of 17'.

#### THE CLIENT'S ACTION

- Notify the employee of the mismatch result as soon as possible within 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.
- Sign and date the Further Action Notice after your employee has indicated their choice.
- Provide copy of signed Further Action Notice to employee.
- Keep original signed Further Action Notice on file with employee's Form I-9.
- Send a copy of the Further Action Notice to the E-Verify employer agent.
- If the employee chooses to take action to resolve the mismatch, provide them with the Referral Date Confirmation.
- If the employee does not give you their decision by the end of the 10th federal government working day after E-Verify issued the mismatch, your E-Verify employer agent may then you close the case.

#### 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 and/or visit an SSA field office with a copy of the Further Action Notice within 8 federal government working days.



The screenshot shows the E-Verify Employer Agent User interface. At the top, there is a navigation bar with links for Home, Cases, Clients, Reports, and Resources. Below this is a blue header with the word 'Tutorial'. The main content area is titled 'Check for Case Status Updates'. It contains several paragraphs of text: 'Once your client informs the employee that the case is referred, you have completed the TNC process.', 'Next, E-Verify provides a case result update through Case Alerts on your user home page within 10 Federal Government working days.', 'Check E-Verify periodically for a change in case result. Your next step is determined by the case result provided.', and 'You or your client may NOT ask the employee for additional evidence or confirmation that SSA or DHS resolved his or her case.' There is a small image of a person at a computer. At the bottom, there is a 'NOTE: You can search for the case using 'Search Cases' on the left navigation menu.' and navigation buttons for 'Back', 'Next', and 'Exit Lesson'. The page number 'Lesson 3 Page 13 of 17' is visible in the bottom right corner.

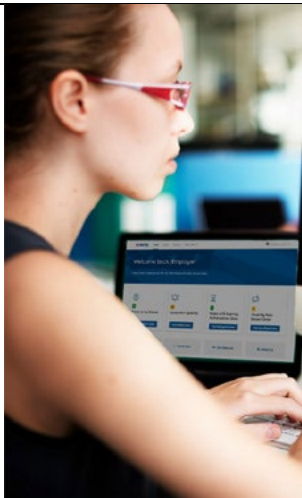
#### Mismatch - Check for Case Status Updates

Once your client informs the employee that the case is referred, you have completed the mismatch process.

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

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

**NOTE:** You can select Cases to search for your case.



E-Verify Home Cases Clients Reports Resources Employer Agent 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 or your client review the information the employee completed on Form I-9 with the employee, correct any errors and click 'Continue.'

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



Back Next Exit Lesson Lesson 3 Page 14 of 17

### Delete OBE

E-Verify Home Cases Clients Reports Resources Employer Agent User


**Tutorial**

### 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.



Back Next Exit Lesson Lesson 3 Page 15 of 17

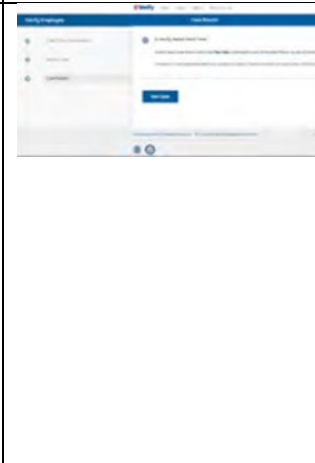
### E-Verify Case Result - E-Verify Needs More Time

A case result of E-Verify Needs More Time is both an initial and interim case result and does not require action by you, your client and/or the employee.

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

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

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



E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### SSA/DHS Case in Continuance


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

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

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

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

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



Back Next Exit Lesson Lesson 3 Page 16 of 17

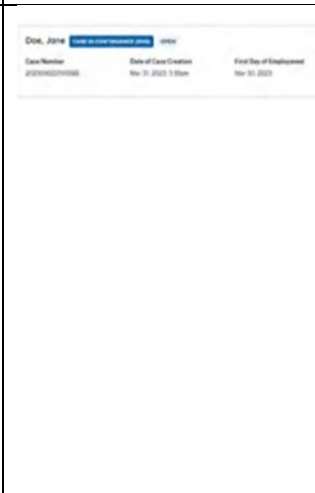
### E-Verify Case Result - DHS or SSA Case in Continuance

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

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

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

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




**EVerify** Home Cases Clients Reports Resources ▾ General User ▾

**Tutorial**

### Summary

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

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

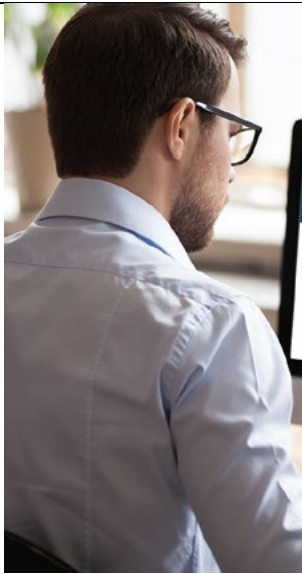


[Back](#) [Complete Lesson](#) [Exit Lesson](#) Lesson 3 Page 17 of 17

## Summary

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

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





EEA 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**

**LESSON COMPLETED**

**Lesson 4: Complete the Verification Process**

[Complete the Verification Process](#)

[Final Case Results](#)

[Close Case](#)

[Case Alerts](#)

**Review Lesson 4**

**Updated Content**

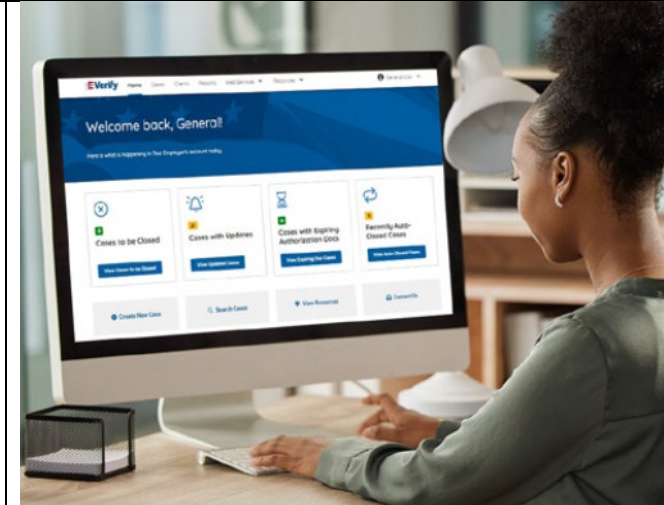
**Lesson 4: Complete the Verification Process**

- Complete the Verification Process
- Final Case Results
- Close Case
- Case Alerts

**Complete the Verification Process**

Welcome to Lesson 4 of the E-Verify General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about:

- Final Case Results
- Close Case
- Case Alerts



E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize final case results
- Complete the verification process
- Identify each Case Alert

Lesson 4 Page 2 of 13

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap

### Learning Objectives

Upon completing this lesson, you should be able to:

- Recognize final case results
- Complete the verification process
- Identify each Case Alert

E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Final Case Results

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

Final case results include:

- Employment Authorized
- SSA Final Nonconfirmation
- DHS Final Nonconfirmation
- DHS No Show
- Error: Close Case and Resubmit

The next screens discuss each case result in detail.

Lesson 4 Page 3 of 13

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap

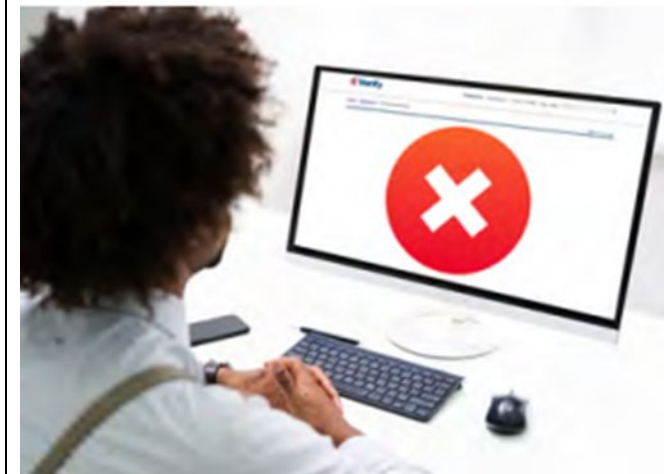
### Final Case Results

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

Final case results include:

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

The next screens discuss each case result in detail.



E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Employment Authorized

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

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

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

Lesson 4 Page 4 of 13

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap

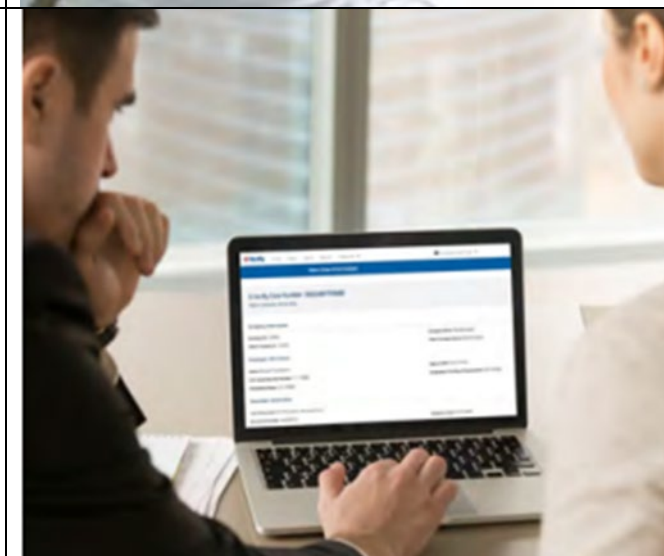
### Final Case Results - Employment Authorized

Employment Authorized is the most common initial case result; it is also a final case result. It means that the employee's information matches with official government records 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 resulting in Employment Authorized.

Lesson 4 discusses the steps required to close a case.



E-Verify Home Cases Clients Reports Resources Employer Agent User

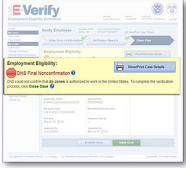
Tutorial

### SSA/DHS Final Nonconfirmation

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

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

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



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

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### Final Case 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.

E-Verify Home Cases Clients Reports Resources Employer User

Case Results

Final Nonconfirmation

Click on the case number to view the case details. Please click on the case number to view the case details.

Continue

E-Verify Home Cases Reports Resources Employer User

Tutorial

### Close Case

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


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

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

3. Record the case verification number on the employee's Form I-9 or print the case details and file with the employee's Form I-9.

It is that simple! You have now completed the verification process and the case is closed.

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



Back Next Exit Lesson Lesson 4 Page 8 of 13

### 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** and either record the E-Verify Case Number on the employee's Form I-9 or click Print Information to print and attach a copy of the case details to the Form I-9.
- Click **Create New Case** to create a new case or click **Continue** to be redirected to view all your cases.

E-Verify Home Cases Clients Reports Resources Employer Agent User


**Tutorial**

### DHS No Show

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

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

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



Back Next Exit Lesson Lesson 4 Page 6 of 13

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap

## Delete OBE

E-Verify Home Cases Clients Reports Resources Employer Agent User

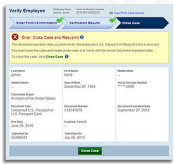
**Tutorial**

### 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.



Back Next Exit Lesson 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 verify the employment eligibility of this employee once you create a new case.

E-Verify Home Cases Clients Reports Resources Employer Agent User

**Case Results**

### Resubmit this Case

Something is incorrect in the data submitted. It needs to be corrected for this case and to enter additional information in a new case.

Close and Create New Case

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services Accessibility Plug-ins Sitemap

E-Verify Home Cases Clients Reports Resources Employer Agent User

**Tutorial**

### Case Alerts


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

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

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

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

The next screen discusses each Case Alert in detail.



Back Next Exit Lesson Lesson 4 Page 9 of 13

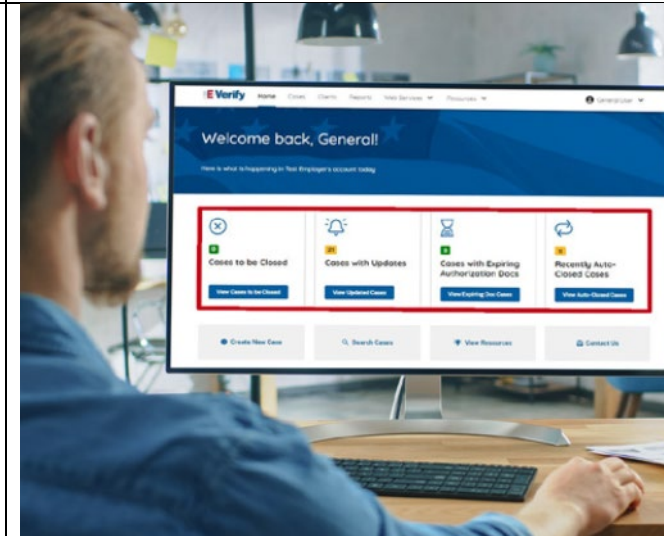
## Case Alerts

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

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

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

The next screen discusses each case alert in detail.



E-Verify Home Cases Clients Reports Resources Employer Agent User

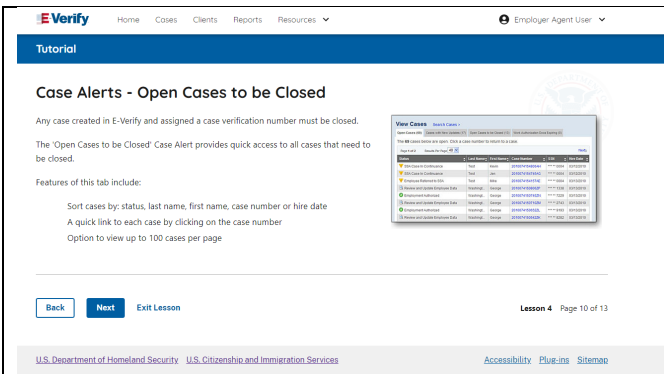
**Welcome back, General!**

Here is what is happening in your Employer's account today.

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

Create New Case Search Cases View Resources Contact Us





## Case Alerts - Cases to be Closed

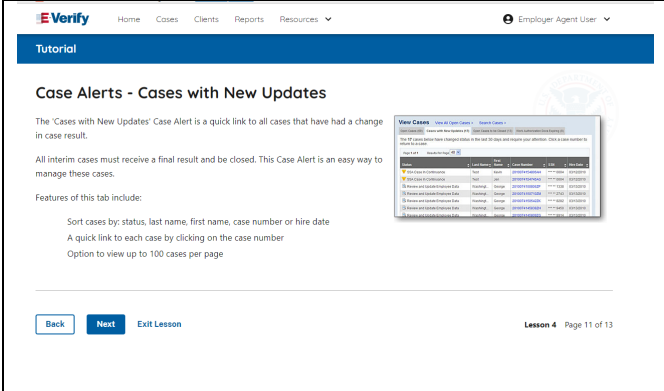
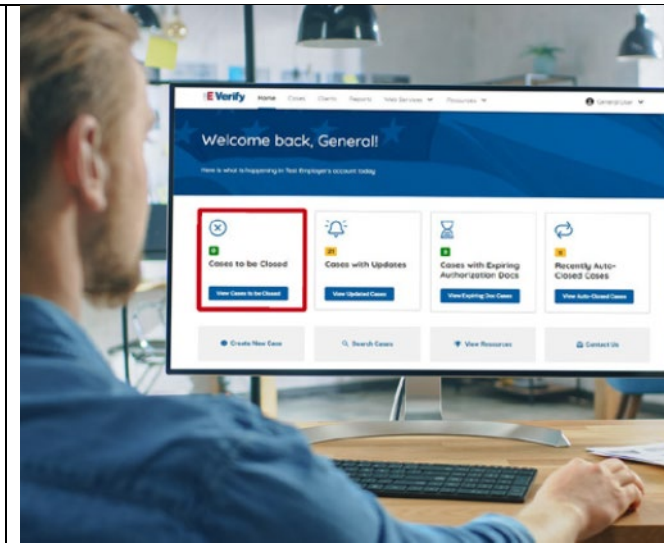
Any case created in E-Verify and assigned an E-Verify case number must be closed.

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

Features of this screen include:

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

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



## Case Alerts – Cases with Updates

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

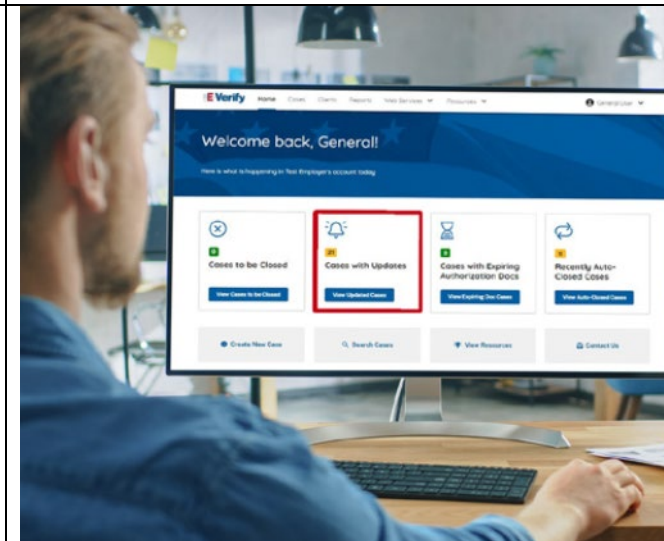
All interim cases must be closed. This case alert is an easy way to manage these cases.

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

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver's License, I-94 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.





EVerify Home Cases Clients Reports Resources Employer Agent User

Tutorial

### Case Alerts - Work Authorization Docs Expiring

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

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

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

Features of this tab include:

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

View Cases | View All Open Cases | Search Cases

Case Status	Case Number	Hire Date	Expiration Date	Days to Expiration	Action
Open	00000000000000000000	11/11/2010	01/01/2011	21	Dismiss
Open	00000000000000000000	11/11/2010	01/01/2011	21	Dismiss
Open	00000000000000000000	11/11/2010	01/01/2011	21	Dismiss
Open	00000000000000000000	11/11/2010	01/01/2011	21	Dismiss
Open	00000000000000000000	11/11/2010	01/01/2011	21	Dismiss

Lesson 4 Page 12 of 13

Back Next Exit Lesson

## Case Alerts – Cases With Expiring Authorization Docs

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

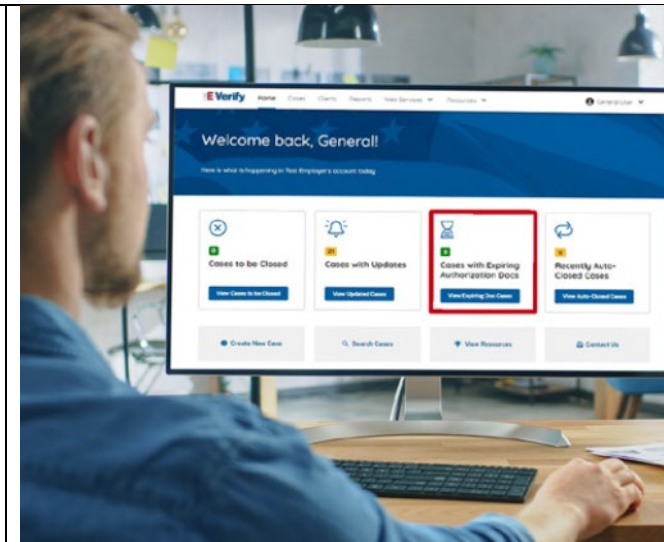
This is simply a reminder; no action is required in E-Verify. You can dismiss each alert by selecting **Dismiss Alert**. Also, even though you receive an alert, some documents may be extended past their original expiration date and remain unexpired. You can find guidance in the Handbook for Employers (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, I-94 or Passport Number
- Click **Show Filters** to filter by Case Status, Submission Date (From) and Submission date (To)
- Sort by: Case Number, Case Status, Last Name or First Day of Employment
- Option to view up to 50 cases per page.

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



### Case Alert - Recently Auto-Closed Cases

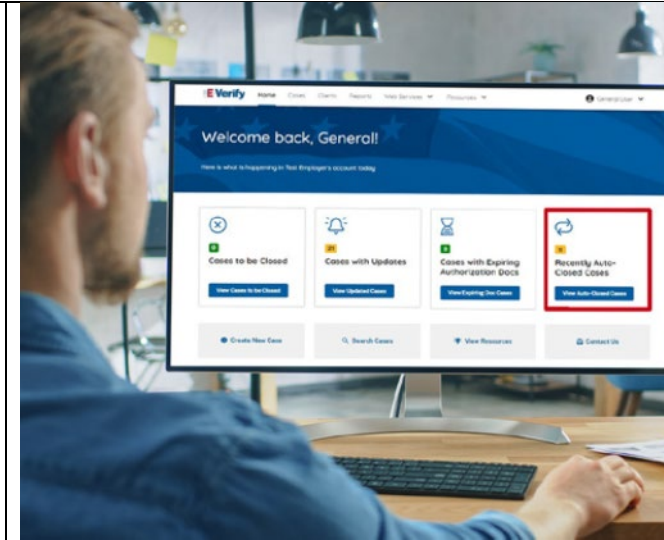
The Recently Auto-Closed cases case alert provides quick access to all cases that were automatically closed after receiving an Employment Authorized result.

This is notification your case was closed. Be sure to record the case information as required on Form I-9 or print the case details page.

Features of this screen include:

- Search: Employee Name, Case Number, Alien Number, Social Security Number, Driver's License, I-94 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.



#### Tutorial

#### Summary

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

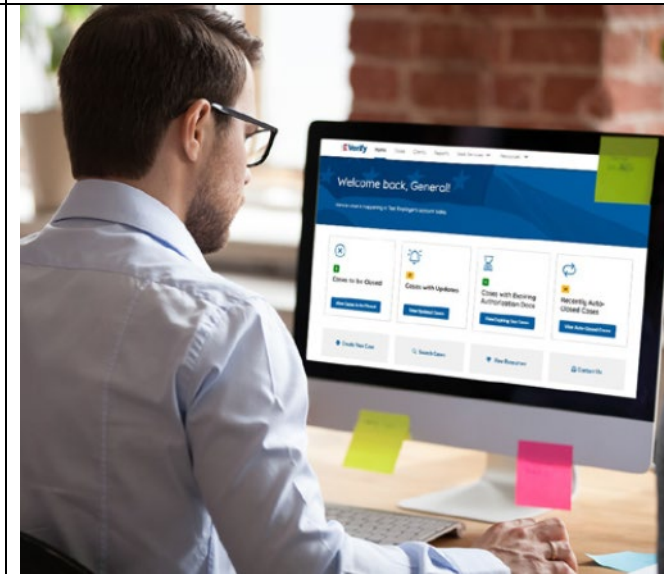
- Recognize final case results
- Complete the verification process
- Identify each Case Alert



### Summary

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

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



EEA Lesson 5

**✔ LESSON COMPLETED**

**Lesson 5: General User Account Administration**

[General User Account Administration](#)  
[Overview of User Roles](#)  
[Create a Password](#)  
[Navigation Menu](#)  
[Manage My Clients](#)  
[Reports](#)

[Review Lesson 5](#)

Current	Update	Image
<p><b>✔ LESSON COMPLETED</b></p> <p><b>Lesson 5: General User Account Administration</b></p> <p><a href="#">General User Account Administration</a> <a href="#">Overview of User Roles</a> <a href="#">Create a Password</a> <a href="#">Navigation Menu</a> <a href="#">Manage My Clients</a> <a href="#">Reports</a></p> <p><a href="#">Review Lesson 5</a></p>	<p><b>Lesson 5: General User Account Administration</b></p> <ul style="list-style-type: none"><li>• General User Account Administration</li><li>• Overview of User Roles</li><li>• Create a Password</li><li>• Navigation Menu</li><li>• Manage Clients</li><li>• Manage Company</li><li>• Reports</li></ul>	

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

**Tutorial**

### General User Account Administration

Welcome to Lesson 5 of the General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below:

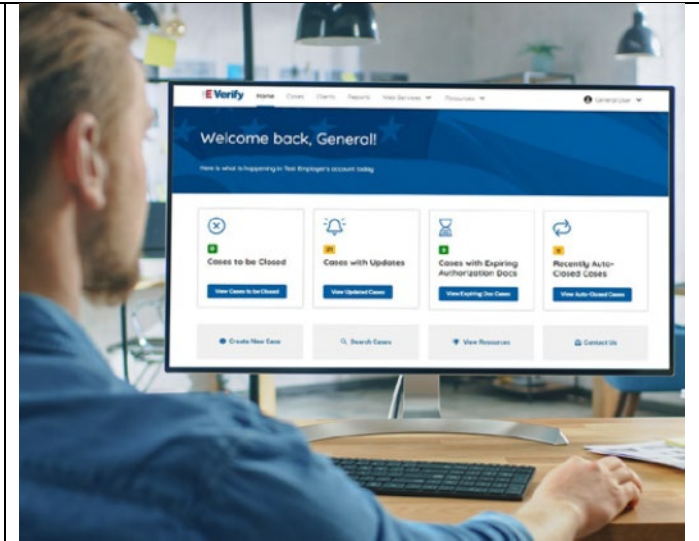
- Overview of User Roles
- Create a Password
- Navigation Menu
- Manage My Clients
- Reports

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## Account Administration

Welcome to Lesson 5 of the General User Tutorial for E-Verify Employer Agents. In this lesson, you will learn about the E-Verify topics listed below:

- Overview of User Roles
- Create a Password
- Navigation Menu
- Manage Clients
- Reports



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**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
- Manage the information in 'My Clients'

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## 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
- Manage the information in Clients.

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**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:

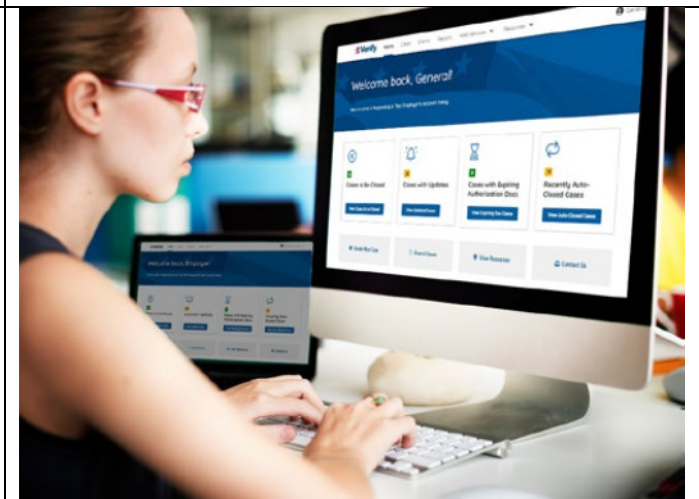
- General User
- Program Administrator

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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



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**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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## Overview of User Roles

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.

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**Tutorial**

## Create a Password


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

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

- 1 uppercase or lowercase letter
- 1 number and at least 1 special character - special characters include: ! @ \$ % ^ ( ) \* + = ; : ; { } + - ~
- 1 = +
- Contain no more than 2 identical and consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions
- Not be identical to your user ID

Example: IL!keH2O

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



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## General User - Create a Password

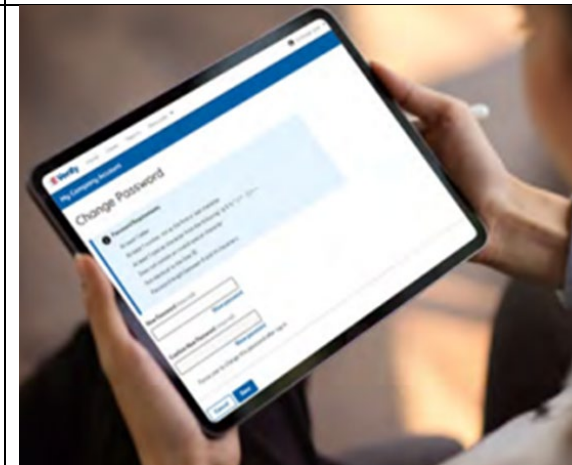
The first time you log in to E-Verify, you are prompted to change your password.

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.

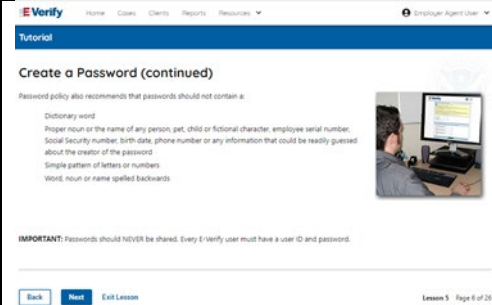
Example: IL!keH2O

**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.



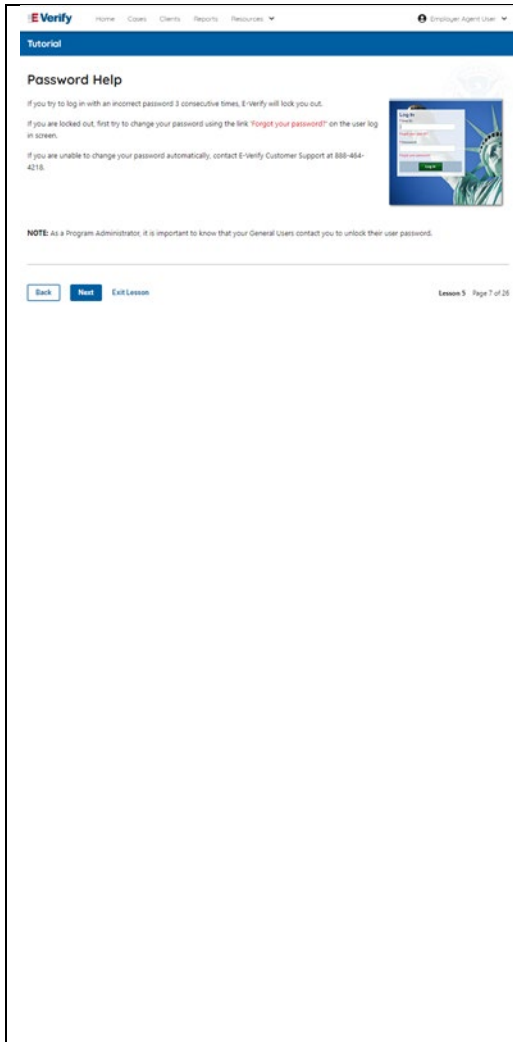
### General User – Password Hints

#### 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.





### General User – Password Help

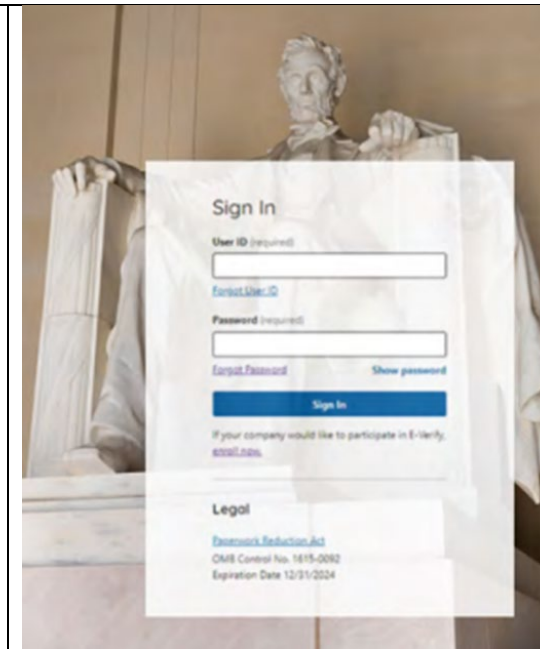
- If you try to log in with an incorrect password three consecutive times, E-Verify will lock you out.
  - If you are locked out, first try to change your password using the link [Forgot Password](#) on the user log in screen.
  - If you are unable to change your password with [Forgot Password](#) link,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



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

**Tutorial**

### Navigation Menu

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

Link Name	Function
<b>My Cases</b>	
<b>New Case</b>	Select to create a new case and start the verification process.
<b>View Cases</b>	Provides various search functions and all Case Alert tabs.
<b>My Clients</b>	
<b>Add New Client</b>	Add clients for which you will create and manage cases in E-Verify.
<b>View Existing Client</b>	Manage your client's profile information, upload E-Verify Employer Agent-Client MOU and terminate client companies.
<b>My Profile</b>	
<b>Edit Profile</b>	Update your user information, including name, address and contact information.
<b>Change Password</b>	Change your user password at any time.
<b>Change Security Questions</b>	Change the security questions to assist you with a password reset.

Continued on the next screen.

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## E-Verify Home Page - Navigation Menu

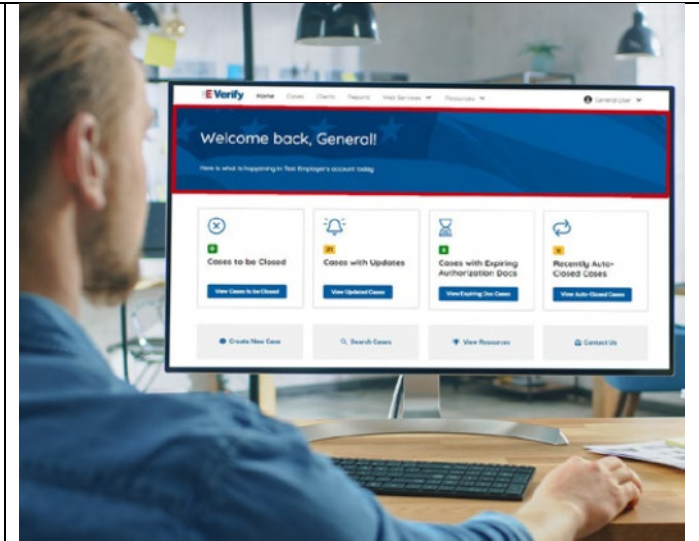
Each time you log in to E-Verify you will see a welcome back banner with your name and company, or entity listed.

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

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

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

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



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

**Tutorial**

### E-Verify Employer Agent General User - Navigation Menu (continued)

Outlined below is additional information about each link:

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

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

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## Navigation Menu – Links Above the Welcome Banner

The links above the welcome banner include:

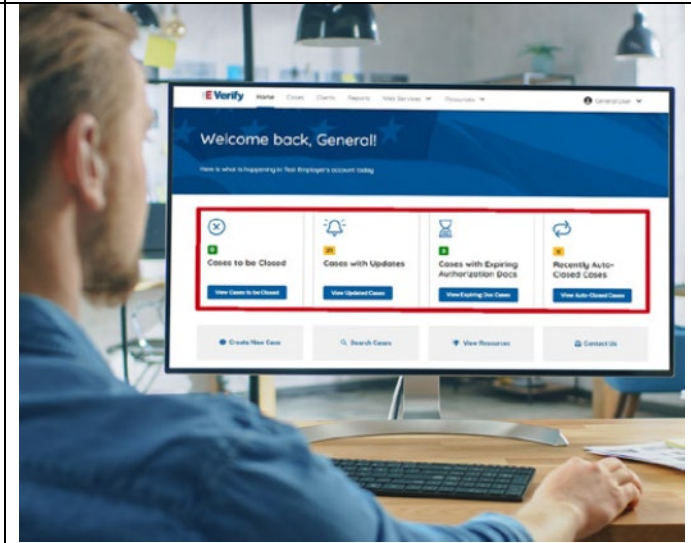
Link	Function
<b>Home</b>	Employer Agent Home Page
<b>Cases</b>	<ul style="list-style-type: none"> <li>Search</li> <li>Create New Cases</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>Search</li> <li>Terminate Cases</li> <li>Add New Company</li> </ul>
<b>Reports</b>	<ul style="list-style-type: none"> <li>Run Quick Audit Report</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>View Essential Resources</li> <li>Take Tutorial</li> <li>View User Manual</li> <li>E-Verify News</li> <li>Contact Us</li> </ul>
<b>Account Options</b>	<ul style="list-style-type: none"> <li>Company Account</li> </ul>

- 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"> <li>• The case alert boxes bring attention to cases that need action or provide important information regarding your cases.</li> </ul>
Cases to be Closed	<ul style="list-style-type: none"> <li>• Any case created in E-Verify and assigned an E-Verify case number must be closed.</li> <li>• The Cases to be Closed case alert provides quick access to all cases that need to be closed.</li> </ul>
Cases with Updates	<ul style="list-style-type: none"> <li>• All open cases that have had a change in case result.</li> <li>• All cases must be closed. This case alert is an easy way to manage these cases.</li> <li>• Click <b>Continue Case</b> to take action.</li> </ul>
Cases with Expiring Doc	<ul style="list-style-type: none"> <li>• This is simply a reminder; no action is required in E-Verify.</li> <li>• This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival/Departure Record (Form I-94).</li> </ul>
Recently Auto – Closed Cases	<ul style="list-style-type: none"> <li>• Notification of the cases that were automatically closed after receiving an Employment Authorized result.</li> <li>• This is notification your case was closed. Be sure to record the E-Verify case number as required on</li> </ul>



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

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

**Tutorial**

### Manage My Clients

As a General User for E-Verify employer agents, you manage important information about your clients from the left navigation menu option 'My Clients.' This menu includes:

- Add New Client
- View Existing Clients

The next screens discuss each link in detail.

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### E-Verify Employer Agents - Manage Clients

As a general user for E-Verify employer agents, you manage important information about your clients from the Clients navigation menu option.

On the Clients Company screen you can:

- Search and View Existing Clients
- Close Company Accounts
- Add New Client

The next screens discuss each link in detail.




E-Verify Home Cases Clients Reports Resources Employer Agent User

Tutorial

### My Clients - Add New Client

Both General Users and Program Administrators for E-Verify employer agents can add new clients. All clients are required to sign the E-Verify Employer Agent - Client Memorandum of Understanding (MOU).

To add new clients, follow the steps outlined in the 'E-Verify User Manual for E-Verify Employer Agents' found in 'View Essential Resources.'



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### Manage Clients – Add New Client

Both general users and program administrators for E-Verify employer agents can add new clients.

Click **Client** and select **Add New Company**.

From the Add New Client screen enter:

- Company Category
- DBA
- EIN
- UEI
- DUNS number
- Number of employees
- NAICS code
- Click **Save & Continue**.

An email is sent to the MOU signing authority that you assigned during enrollment. Your client will need to electronically sign the MOU once they receive the email. The client has 24 hours to view, sign or decline the MOU. If the client accidentally declines the MOU or the link expires, you can resend the request for the client to sign the MOU.

For more information, review the E-Verify User Manual and the E-Verify Supplemental Guide for E-Verify Employer Agents found in View Essential Resources.


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

Tutorial

### My Clients - View Existing Clients

'View Existing Clients' allows you to do the following:

- Display all client companies
- Edit client company information (Name, address, NAICS, Hiring Sites, POC)
- View MOU
- Upload MOU signature page
- Close Client Company



**IMPORTANT:** Before you can create and manage cases in E-Verify, you must first upload a signed client MOU. The next screen provides additional information.

**INFORMATION:** Instructions on how to navigate each function is detailed in the 'E-Verify User Manual for E-Verify Employer Agents' located in 'View Essential Resources.'

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## Manage Clients – Edit Client Information

The Clients page allows you to do the following:

- Display all client companies
- Edit client company information
- Reject Enrollment
- Resend MOU Email
- View MOU
- Upload MOU signature page
- Close Client Company

### IMPORTANT:


- Before you can create and manage cases in E-Verify, the MOU must be electronically signed or manually uploaded. The next screen provides additional information.
- Instructions on how to navigate each function is detailed in the E-Verify User Manual and E-Verify Supplemental Guide for E-Verify Employer Agents found in View Essential Resources.

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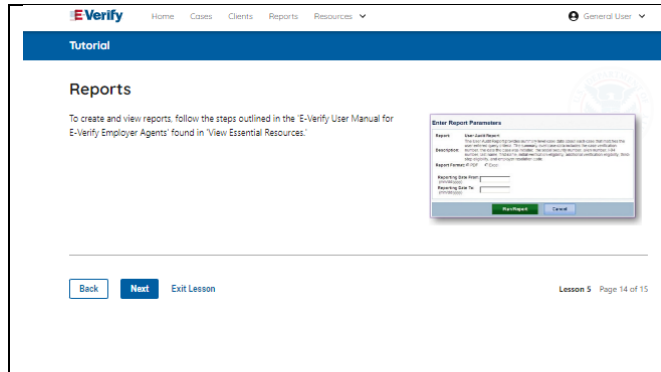
### View Existing Clients - Upload MOU Signature Page

To complete the process of adding a new client, you must upload your client's signed MOU. To complete this step, follow the steps outlined in the 'E-Verify User Manual for E-Verify Employer Agents' located in 'View Essential Resources.'



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## Delete – covered under Manage Client – Add New Client



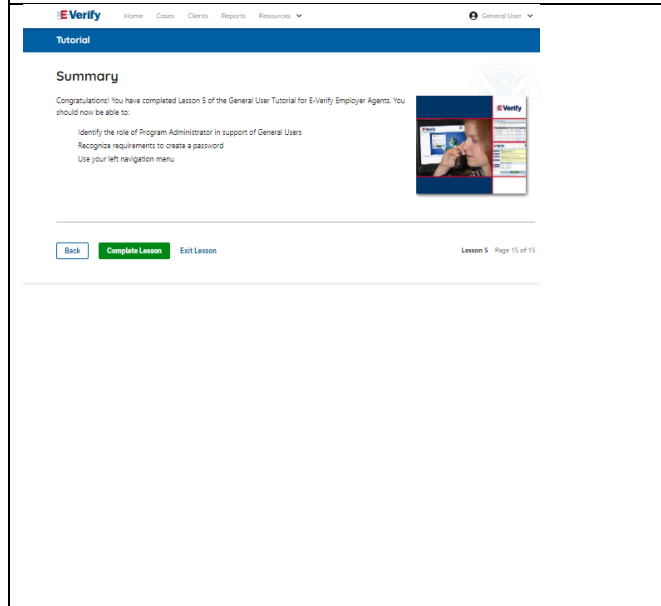
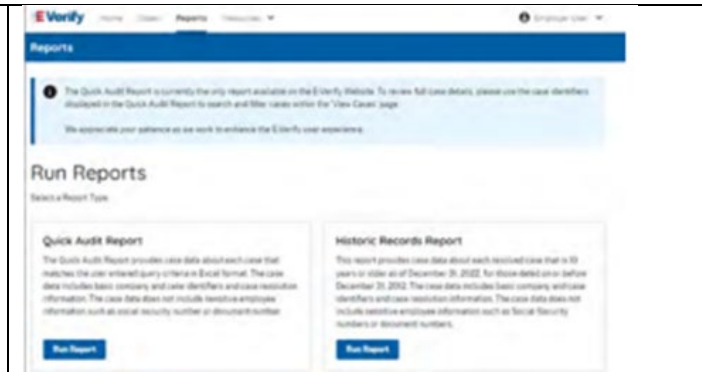
## Reports

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

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

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

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



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

- Understand the role of program administrators in support of your company's or entity's users
- Recognize requirements to create a password
- Use your navigation menu
- Manage the information in clients and company account information

