Electronic I-9/E-Verify Ordering Guide
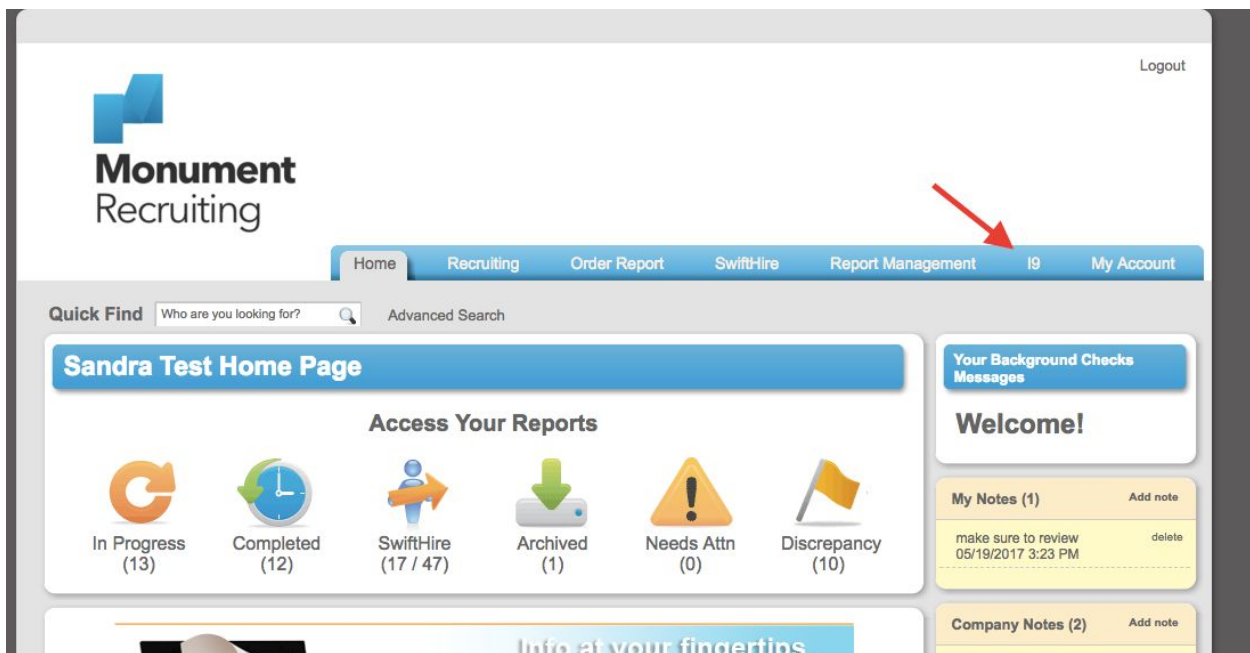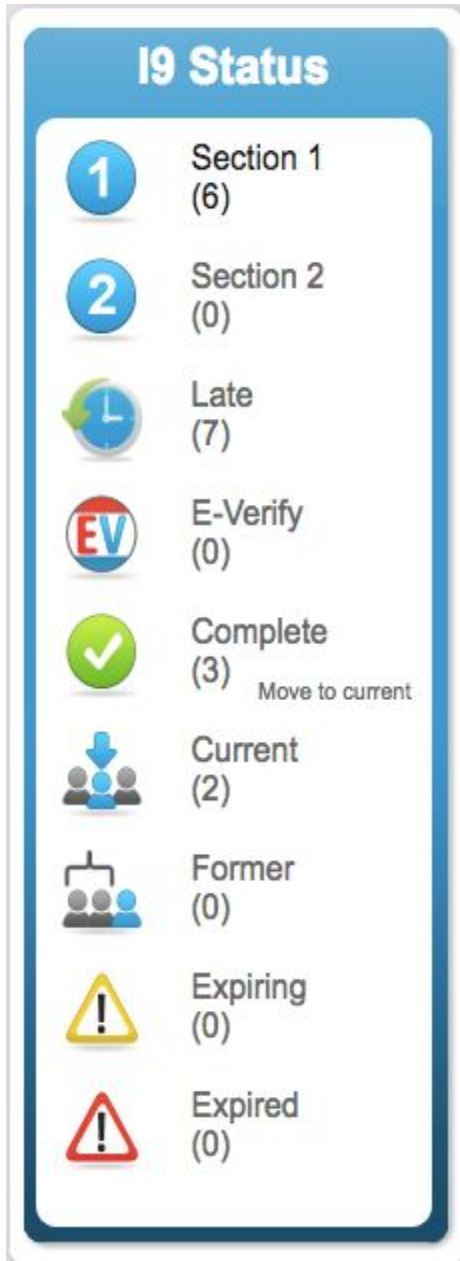
Electronic I-9 How-To Guide

The I-9 Portal is available to manage your I-9 documents easily while maintaining the highest level of compliance and efficiency. In this section, you will learn how utilize the Electronic I-9 portal.

Accessing the I-9 Portal

Once enabled by the CRA, the **I-9 tab** can be found on the Home Screen.

Understanding the Electronic I-9 Icons

I9 Status

1 Section 1 (6)

2 Section 2 (0)

Late (7)

EV E-Verify (0)

✓ Complete (3) Move to current

Current (2)

Former (0)

⚠ Expiring (0)

⚠ Expired (0)

Section 1: I-9's where section 1 has been sent to the applicant but has not been completed.

Section 2: The applicant has completed Section 1 and is awaiting for Section 2 to be completed.

Late: Incomplete I-9's will automatically move here 3 days after the hire date.

E-Verify: If E-Verify is requested, I-9's will automatically move here until completed.

Complete: I-9's are moved here once both Section 1 and 2 have been completed. (And E-Verify if requested)

Current: Here is where you would keep your existing employees I-9's. *Bulk movement from complete option

Former: Here is where former employees I-9's can be stored. (USCIS requires former employees for 2 years)

Expiring: I-9's accessible here when List of Acceptable Documents used in I-9 are expiring within 90 days.
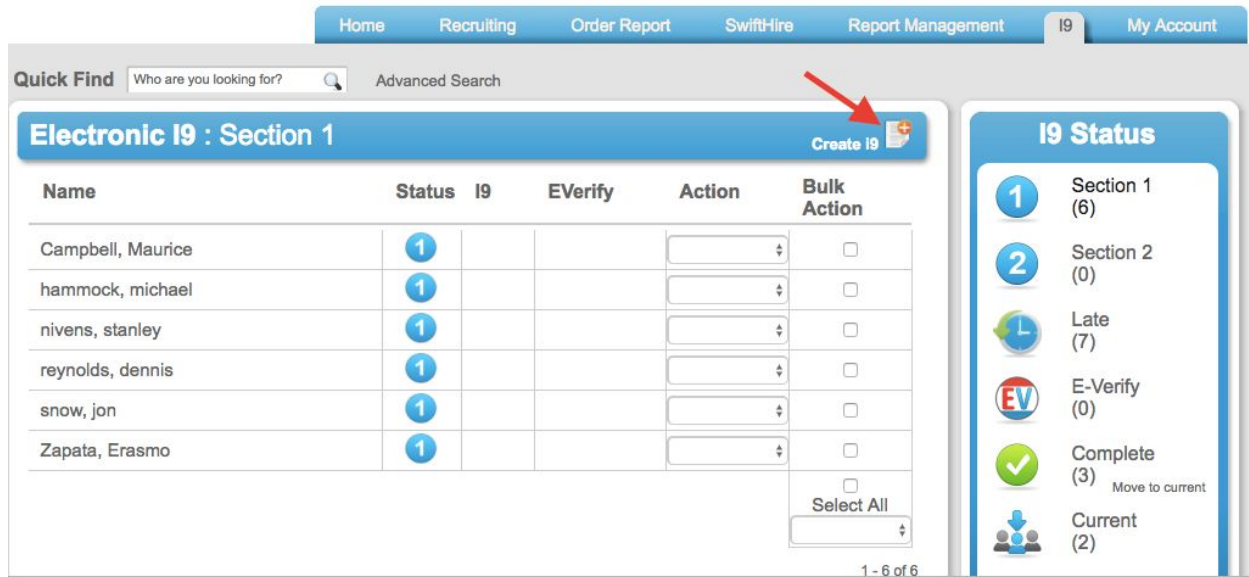
Expired: I-9's accessible here when List of Acceptable Documents used in I-9 are expired.

Ordering an Electronic I-9

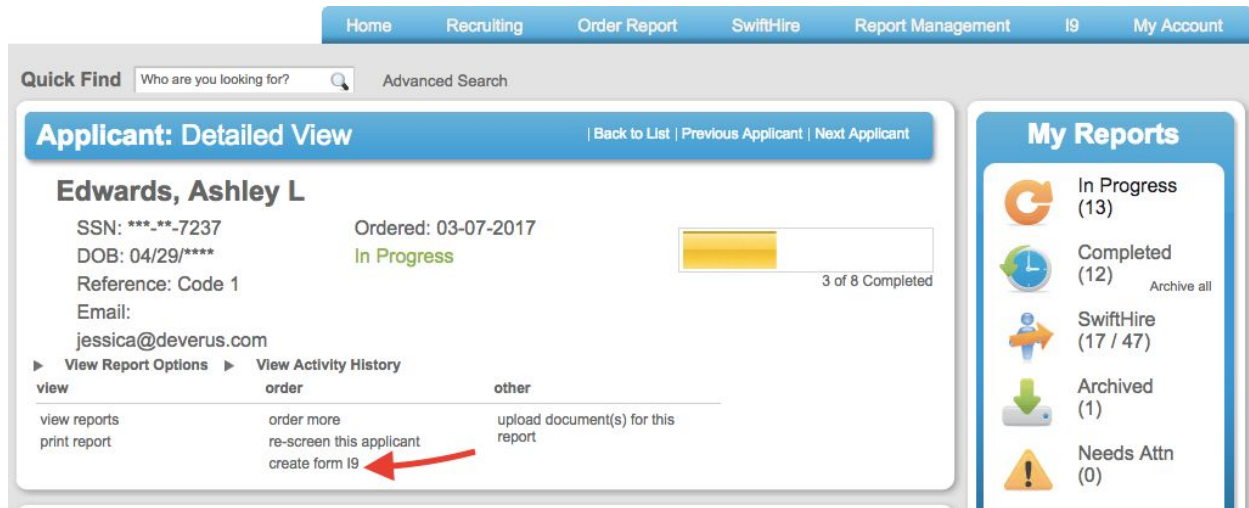I-9 Ordering can be executed **two** different ways.

From I-9 tab:
Click the "**Create I-9**" icon in the I-9 Portal (See Image Below)

From the Applicant Detail View both "In Progress" or "Completed":
Click "**Create Form I-9**" (See Image Below)

Understanding the I-9 Ordering Screen:

To order an Electronic I-9 for an applicant, there are 4 required fields shown in yellow with red arrows.

The **Employee Email** is where the request for Section 1 to be completed will be sent for the applicant.

*Notice the "**An E-Verify search will be ordered**". This shows up when an E-Verify account number is submitted to the CRA.

Simply click "**Submit**" when all fields are complete.

Section 1 Completion by Applicant

Once all required information is entered and submitted in the previous step, an email will be sent to the applicant with a link to complete **Section 1**.
**The I-9 can also be completed directly from the I-9 portal in two ways:

1. **Immediately after ordering an I-9**: Once the I-9 is ordered, the next screen (below), will have the links to both Section 1 and Section 2 to complete if the applicant is present.


2. As discussed in the "Understanding the I-9 Portal Icons" section, once you click on **Section 1**, you are then able to click the drop-down under the **Action** column to **Complete Section 1**. This option can be used if the applicant is present at a later date than the I-9 was originally ordered. (See Below)

From the Applicant's email: The applicant has the ability to access **Section 1** of the I-9 from their email once ordered. With easy instructions, the applicant can fill in the form on any computer. (See Image Below).
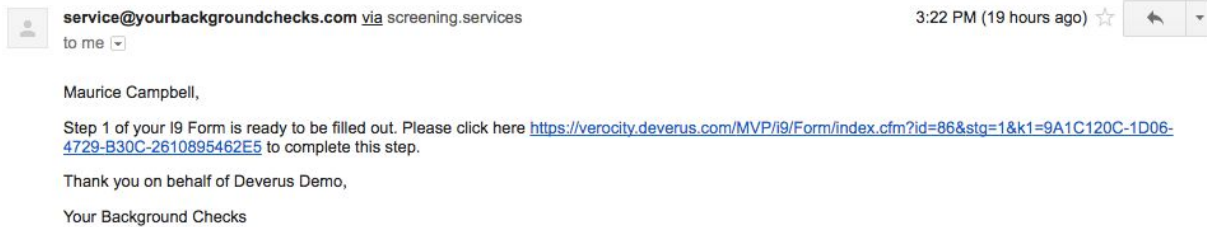
Form I-9 Section 1 - Things to Note

-The USCIS site is monitored regularly to ensure the Form I-9 is updated with the current version and enhancements.

-The Electronic Signature is an enhancement so there is no need for printing the Form I-9

-Instant Verification during the data entry process will eliminate errors and incomplete I-9's.

-There is an **Instructions** icon at the top of Section 1 that is a direct link to the USCIS site for compliant completion. See below.
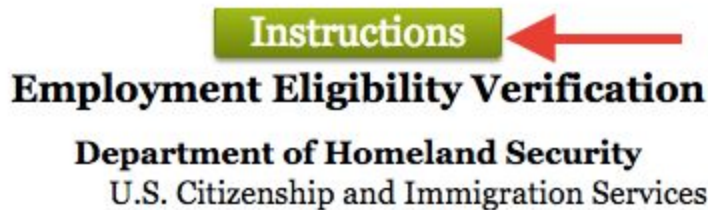
Once the form is filled out by the applicant, the checkbox next to "click to add signature" must be selected. Once the name is entered, a validation question and answer must be input. If there are errors, it will alert the applicant. If there are no errors, Section 1 is now complete and will be ready for Section 2.

Signature of Employee: ☑ **click to add signature**
Warren D Haynes

Today's Date *(mm/dd/yyyy)*:08/07/2017

By entering the information below, the person named acknowledges, agrees and attests that they (1) have read and agree to the statements above, (2) reviewed and confirmed that the information in the Section and signature block referenced is true and correct, (3) freely intend to create and are adopting as their own a legally binding electronic signature on this electronic document that carries the same legal effect and endorceability as their handwritten signature; and (4) understand that they may refuse to sign this document electronically by not completing the form, but instead have freely elected to sign electonically.

First Name: Warren
Middle Initial: D
Last Name: Haynes

Validation Question:
Validation Answer:

Preparer and/or Translator Certification (check one):
○ I did not use a preparer or translator. ○ A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

STOP **Employer Completes Next Page** STOP

Form I-9 11/14/2016 N
Page 1 of 2

Submit

If a Preparer Was Used

In the event of a preparer being used. Click the "A preparer(s) and/or translator(s) assisted the employee" checkbox. The preparer will also need to add their electronic signature to the form along with their address.

Preparer and/or Translator Certification (check one):
○ I did not use a preparer or translator. ◉ A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

(Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)
I attest, under penalty of perjury, that I have assisted in the completion of Section 1 of this form and that to the best of my knowledge the information is true and correct.

Signature of Preparer or Translator: ☑ **click to add signature**

Today's Date *(mm/dd/yyyy)*: 08/08/2017

By entering the information below, the person named acknowledges, agrees and attests that they (1) have read and agree to the statements above, (2) reviewed and confirmed that the information in the Section and signature block referenced is true and correct, (3) freely intend to create and are adopting as their own a legally binding electronic signature on this electronic document that carries the same legal effect and endorceability as their handwritten signature; and (4) understand that they may refuse to sign this document electronically by not completing the form, but instead have freely elected to sign electonically.

First Name:
Middle Initial:
Last Name:

Validation Question:
Validation Answer:

Last Name *(Family Name)*:
First Name *(Given Name)*:

Address *(Street Number and Name)*:
City or Town:
State:
Zip Code:

Form I-9 Section 2 - Completion by Hiring Entity

-**Section 2** completion is similar to Section 1 in that the same electronic signature process will be followed for signing and it has instant verification to catch errors and incomplete information.

-The applicant's data from Section 1 will automatically transfer to Section 2.

-Included in the form is a checkbox if a receipt for a lost or stolen document was used.

Employee Info from Section 1	Last Name (Family Name) Haynes	First Name (Given Name) Warren	M.I. D	Citizenship/Immigration Status 1

| **List A** Identity and Employment Authorization	OR	**List B** Identity	AND	**List C** Employment Authorization
☐ Check if this is a receipt for a lost/stolen/damaged document Document Title: Issuing Authority: Document Number: Expiration Date (if any)(mm/dd/yyyy):		☐ Check if this is a receipt for a lost/stolen/damaged document Document Title: Issuing Authority: Document Number: Expiration Date (if any)(mm/dd/yyyy):		☐ Check if this is a receipt for a lost/stolen/damaged document Document Title: Issuing Authority: Document Number: Expiration Date (if any)(mm/dd/yyyy):

-A checkbox is available to autofill the company address taken from account settings.

Last Name of Employer or Authorized Representative	First Name of Employer or Authorized Representative	
Employer's Business or Organization Address (Street Number and Name) 902 East 5th Street 202	City or Town Austin	Sta Te

☑ Use the company address associated with my account

-Instructions are available at the top of the form that will direct you to the USCIS website

-A list of acceptable documents is included in both Section 1 and Section 2.

-There is a link embedded to upload documents if needed.

Click to upload employee documents
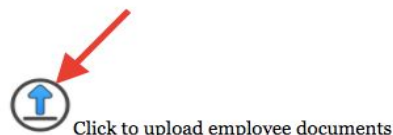
Submit

Workflow Management

The I-9 Portal is designed to easily manage all status' of the I-9 process. As shown in the "Understanding the Electronic I-9 Icons" section earlier in the how-to guide, once complete, this section will show how to move the I-9 Form to the appropriate status.

Canceling an I-9

At any time during the **Section 1**, **Section 2,** or **Late** status, you will have the ability of canceling an I-9. This will remove the record from the status' but can still be accessed through Audit Management shown later in the guide.
-You can cancel an I-9 individually or in a bulk action.

Editing or Re-Verifying a Completed I-9

By clicking the **Complete** Icon, it will show all completed I-9's and then allow for editing, re-verifying, and moving to current or former employee status. Note: You will only be able to edit Section 2 of the I-9.

Accessing and Uploading Documents In the I-9 Portal:

In cases when documents from the I-9 process must be accessed, you can find them in the **I-9 column** seen below. You can also upload documents to the applicant's profile including scanned paper I-9's.

Uploading Docs

If choosing to upload documents, click the **Upload Docs** icon. An upload screen will pull up where any of the following file types can be uploaded from the computer.
Bmp,csv,doc,docx,gif,jpeg,jpg,pdf,pdfx,png,rtf,txt,tif,tiff
Once uploaded be sure to click **Save Document**

Audit Management

The I-9 Portal has build in Audit Management for both self audits and actual audits. Located at the bottom of any of the I-9 Status' you will find an "**Audit Export**" and a "**Summary Export**".

"**Summary Export**" will give the ability to export all I-9's as a .csv file in an email.

"**Audit Export**" will allow for exporting all or only those since the last export, which will make an audit more efficient in that it will only export newly added I-9's.

Audit Export also provides all reports and documents within each applicant including Audit Log's and E-Verify. This will most likely be exported as a .zip file due to the size of the file.
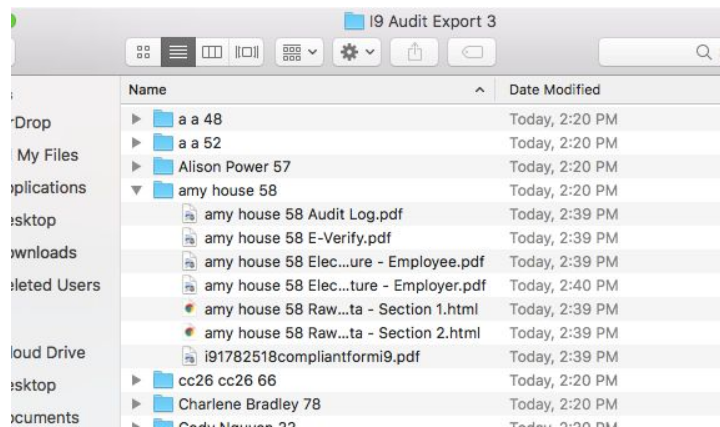
E-Verify

E-Verify Overview

E-Verify is an Internet-based, free program run by the United States government that compares information from employee's Employment Eligibility Verification Form I-9 to data from U.S. government records. If the information matches, that employee is eligible to work in the United States. If there is a mismatch, E-Verify alerts the employer and the employee is allowed to work while he or she resolves the problem; they must contact the appropriate agency to resolve the mismatch within eight federal government workdays from the referral date. The program is operated by the Department of Homeland Security (DHS) in partnership with Social Security Administration. All employers, by law, must complete Form I-9. E-Verify is closely linked to Form I-9, but participation in E-Verify is voluntary for most employers. After an employee is hired to work for pay, the employee and employer complete Form I-9. After an employee begins work for pay, the employer enters the information from Form I-9 into E-Verify. E-Verify then compares that information against millions of government records and returns a result.

Setup

If you have setup an E-Verify account and you must provide your background screening company the following information:

1. Company ID
2. Employer MOU point of contact with name, telephone, address and email.
3. Agent must print (download) the new MOU that auto-populated with the Agent AND Employer information. The Agent must print, sign, then scan and email the document for the Employer to sign.
4. The Employer must sign and then scan and send the signed MOU back to the Agent, who is then required to upload the document to the Agent's web account, and then wait for DHS (E-Verify) to approve. Once approved, the client can begin ordering via Verocity.
5. The Employer's E-Verify Company ID must be added to Deverus.

Using E-Verify with i9 Form

E-Verify with Once the setup is complete, you will kick off the i9 in the same manner as usual. Now as the i9passes through the stages it will stop in the E-Verify bin to await completion. Usually you will have an authorization and the E-Verify is completed. The E-Verify results are available as a report (the same type of report as a criminal background) or will attach to a report if it was ordered on top of an existing report. These will be available based on how you receive your results.

Using E-Verify without the i9 Form

E-Verify can also be ordered individually without the electronic i9. Setup is exactly the same. Please review setup for instructions.

When ordering you can now just add E-Verify to a package or order it exactly like a search. This method does not send an email out to the candidate to fill out. Instead the hiring employer must fill out the information when ordering this search:

Photo Matching

E-Verify's photo matching is an important part of the employment eligibility verification process. It requires the employer to verify that the photo displayed in E-Verify is identical to the photo on the document that the employee presented for section 2 of Form I-9. Photo matching is activated automatically if an employee has presented his or her Form I-9 a:

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

An email should notify the employer that photo matching is required. The I9 status will also state that "photo matching is required".

Clients can verify the photo by pulling up the report in 2 ways. The E-Verify search requiring photo matching will always be flagged in the "needs attention bin" in the dashboard or report management.

Or you can always do a quick search for the name. Once you have the applicant pulled up, click on the E-Verify search. You will be prompted to review the photo and then choose to match or not match.

SSA Tentative Nonconfirmation

When a verification comes back as "**SSA Tentative Nonconfirmation"** this means records did not match government SSA records. You are provided a form attached to the search that you will need to send to your client (SSA FAN Letter) This will be emailed to you or visible in needs attention and report management, documents attached.

1. Review this Further Action Notice in private with the employee as soon as possible. IMPORTANT: If the employee does not speak English as his or her primary language or has a limited ability to read or understand the English language, also provide the employee with a translated version of this Further Action Notice. (Spanish is automatically sent).
2. Check that all of the information at the top of this Further Action Notice is correct. If this information is incorrect, close this case in E-Verify and create a new case with the correct information.
3. Ask the employee to indicate whether he or she will contest the SSA Tentative Nonconfirmation (SSA TNC) by signing and dating Page 2 of this Further Action Notice, and then sign and date below as the employer.

4. **You can contact the CRA to now change the status of the E-Verify to close or refer**ral. You can also manage yourself by logging into to E-Verify and search for this case using the information above. Follow the instructions in E-Verify to refer the case to SSA if the employee contests the TNC, or close the case if the employee does not contest the SSA TNC. If the employee chooses not to contest the SSA TNC, you may terminate his or her employment and close the case in E-Verify. IMPORTANT: If the employee contests the SSA TNC, refer the case to SSA, print the Referral Date Confirmation from E-Verify, provide it to the employee, and instruct the employee to visit SSA within 8 Federal Government working days as specified in the Referral Date Confirmation.

5. If the applicant chooses to contest these results, you must refer the case to SSA. **Please notify your CRA.** Applicant has 8 working days to visit office in person and updated results will be updated from E-Verify. If the employee does not contest the "SSA TNC," the TNC result is then considered an "SSA Final Nonconfirmation". If the employee does not visit SSA, E-Verify will automatically change the employee's case status to "SSA Final Nonconfirmation" after 10 Federal Government working days have passed since the case was referred. Only after an employee receives an "SSA Final Nonconfirmation" may the employer terminate the employee based on E-Verify. Updates from E-Verify will be updated in your system.

DHS Tentative Non-Confirmation

There are two types of "DHS TNCs." The first type means that DHS was unable to verify employment eligibility and the employee is instructed to call DHS to find out how to resolve the discrepancy.

The second type is caused by a photographic mismatch, meaning the employer indicated that the photograph displayed by E-Verify did not match the photograph on the employee's document. If the employee contests this type of TNC, the employer must either scan and upload an image of the document or send a copy of the document via express mail at the employer's expense.

1. When E-Verify displays a "DHS TNC" case result, the employer must first notify the employee of the "DHS TNC." To notify the employee, the employer must print the Further Action Notice and provide it to the employee. The Further Action Notice is a critical document that explains the DHS TNC and next steps. This is automatically emailed to client and available as a PDF attachment connected to the search.
2.   Ask the employee to indicate whether he or she will contest the TNT Tentative Nonconfirmation (SSA TNC) by signing and dating Page 2 of this Further Action Notice, and then sign and date below as the employer.
3.   If the employee contests the "DHS TNC," the employer must take the next step in E-Verify and refer the employee to DHS. Please notify your CRA of the referral or take the action in the E-Verify portal.
4. If the employee does not contest the "DHS TNC," the TNC case result is then considered a "DHS Final Nonconfirmation," and the employer may terminate the employee based on E-Verify. In this case, the employer must close the case in E-Verify and indicate whether the employee was terminated. Please note that employers may not discourage the employee from contesting the TNC. Please provide this information to the CRA to close for you if needed.

E-Verify Customer Support

E-Verify Customer Support is available to assist you with using E-Verify, password resets, assistance with cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. to 5 p.m. local time, except on federal holidays.

For Employers:	888-464-4218 877-875-6028 (TTY) E-Verify@dhs.gov
For E-Verify Employer Agents:	888-464-4218 877-875-6028 (TTY) E-VerifyEmployerAgent@dhs.gov
For Employees:	888-897-7781 877-875-6028 (TTY) E-Verify@dhs.gov

Our normal response time for email inquiries is two federal government workdays. If we need more time to respond to your inquiry, we'll contact you within two federal government workdays to explain why we need additional time and provide you with an estimated response time.

E-Verify Technical Support

E-Verify Technical Support is available to help if you experience problems accessing and using E-Verify. We are available 9AM to 8PM E.S.T., Monday through Friday (excluding federal holidays).

For Employers and E-Verify Employer Agents:	800-741-5023