

E-Verify Quick Reference Guide for Employers



Quick Reference Guide for Employers | Current as of June 2018

[How to Download Our Manuals in PDF \(PDF, 152.73 KB\)](#)



U.S. Citizenship
and Immigration
Services

Last Reviewed/Updated: 06/06/2018

1.0 Introduction

This guide provides a high level overview of the E-Verify process that employers follow when using E Verify. All users must follow the guidelines set forth in the E Verify Memorandum of Understanding for Employers (MOU). This guide should be used as a supplement to the [E Verify User Manual](#).

For the purpose of this manual, the term 'employer' means any person, company, or other entity that is required to complete Form I-9, Employment Eligibility Verification (Form I-9) including any individual with an E-Verify user account.

E-Verify works by electronically comparing the information from an employee's Form I 9 with records available to SSA and/or DHS to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

Last Reviewed/Updated: 06/06/2018

1.1 User Roles And Employer Responsibilities Overview

Enrolled employers can assign their users with different permissions and functions, depending upon the user's role. There are two types of users: program administrators and general users. Program administrators provide support for the general user and manage the company profile. Employers are required to have at least one program administrator, and can have as many program administrators as they choose.

General users and program administrators must successfully complete the online E Verify tutorial before they can create or manage cases. Review the permissions of each user role in the User Role Overview below.

IMPORTANT: All users must read and understand the MOU and the [E-Verify User Manual](#) before accessing E-Verify. Failure to abide by the terms of use may lead to employer liability for the violation of employee rights.

USER ROLE OVERVIEW

USER ROLE

PERMISSIONS

Every E-Verify account must have at least one program administrator. The program administrator is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures.

The program administrator role includes functions of a general user.

Program Administrator

(at least one required)

Permissions include:

- Registering new users
- Creating user accounts for other program administrators and general users
- Creating and managing cases
- Viewing reports
- Updating profile information for other program administrators, general users, and themselves
- Unlocking user accounts
- Closing company and user accounts

Employers can have as many or no general users as they desire. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures.

General User

(optional)

Permissions include:

- Creating and managing cases
- Viewing reports
- Updating their own user profile

E-Verify users must follow the guidelines specified in the Rules and Responsibilities Overview.

RULES AND RESPONSIBILITIES OVERVIEW

Employers who participate 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 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 no later than the third business day after he or she starts work for pay.
- ✓ Enter the employee's email address in E-Verify if it was provided on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a Tentative Nonconfirmation (TNC).
- ✓ Ensure that all personally identifiable information is safeguarded.

Employers participating in E-Verify **MUST NOT**:

- ✗ Use E-Verify to pre-screen an applicant for employment.
- ✗ Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo.
- ✗ Use E-Verify to discriminate against any job applicant or employee on the basis of his or her 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.
- ✗ Take adverse action against or terminate an employee because he or she received a TNC result, unless E-Verify issues a case result of Final Nonconfirmation.
- ✗ Share any user ID and/or password.



For more information on E-Verify procedures, rules and responsibilities for federal contractors with the FAR E-Verify clause, refer to the [E-Verify Supplemental Guide for Federal Contractors](#).

Last Reviewed/Updated: 06/06/2018

1.2 Privacy And Security Statement

The use of E-Verify 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 MOU.

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.

At a minimum, follow the steps in the 'Privacy Guidelines Overview' to protect personal information and comply with the appropriate requirements.

PRIVACY GUIDELINES OVERVIEW

- ▶ **Allow *only* authorized users to use E-Verify.**
Ensure that only appropriate 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 gain access to 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 Tentative Nonconfirmations (TNCs) and Final Nonconfirmations are discussed privately with the employee.

Last Reviewed/Updated: 06/06/2018

2.0 Company – Program Administrators

Program administrators manage the site administration of their E-Verify employer account. A program administrator uses the Company menu to:

- Add general users
- Add other program administrators
- Change or update company profile information
- Request termination participation in E-Verify

Last Reviewed/Updated: 06/06/2018

2.1 Add New User

Only program administrators can add E-Verify users. To add a user, the program administrator must provide the user's name, phone number, fax number (optional) and email address.

ADD NEW USER – PROCESS OVERVIEW

- ▶ From Company, select **Add New User**.
- ▶ Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and email address and click **Next**.
- ▶ Accept the system-generated user ID or create a new user ID.
- ▶ Review the information and then click **Submit New User**.
- ▶ The new user will receive their user ID and password by email.

NOTE: Most new users receive a confirmation email from E-Verify within a few minutes and should check their email inbox as well as spam or junk mail folders. If the email is not received within 48 hours, call E-Verify Contact Center at 888-464-4218 for assistance.

Last Reviewed/Updated: 06/06/2018

2.2 View Existing Users

Only program administrators can view user information and reset passwords. View Existing Users allows program administrators to view, search and maintain the general users and program administrators assigned to the company, as demonstrated in the View Existing Users – Process Overview.

VIEW EXISTING USERS – PROCESS OVERVIEW

- ▶ From Company, select **View Existing Users**.
- ▶ Search for a user using the criteria displayed in each field. You can enter a partial name and a percent sign (%) as a wildcard character.
- ▶ Click **Search**.
- ▶ This displays a list of user accounts. You can view or modify a user account by selecting the User ID link.

Last Reviewed/Updated: 06/06/2018

2.3 Edit Company Profile

Program Administrators must maintain accurate company information in the company profile. The company profile should be updated whenever there is a change in any information contained in the company profile.

To update employer information in E-Verify, complete the steps in the Edit Company Profile – Process Overview. Users may also view the MOU between E-Verify and the employer. Once a program administrator has updated the company's profile, he or she will be subject to the rules and requirements associated with the profile and have access to all online resources specific to the profile.

EDIT COMPANY PROFILE – PROCESS OVERVIEW

- ▶ From Company, select **Edit Company Profile**.
- ▶ To update any section of the Company Information page, click **View / Edit** in the section you want to edit (e.g., company name and physical location, Employer Identification Number, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact).
- ▶ Make the required changes and click **Save & Continue**.
- ▶ Click **View MOU** to see the MOU between E-Verify and the employer. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the latest version of your PDF viewer software.

IMPORTANT: After clicking **Save & Continue**, the program administrator cannot undo any changes that have been entered without manually re-entering the original information.

Last Reviewed/Updated: 06/06/2018

3.0 Initial Verification

The E-Verify verification process begins with a completed Form I-9. E-Verify confirms employment eligibility by comparing the employee's Form I-9 information entered in E-Verify by the employer with the information in records available to SSA and/or DHS.

When E-Verify checks the employee's information with records available to SSA and/or DHS, a case result is provided. Case result statuses can be initial, interim or final. Proper use of E-Verify requires users to close all cases when they receive a final case result of Final Nonconfirmation or Close Case and Resubmit. Cases resulting in Employment Authorized are automatically closed by the system.

Last Reviewed/Updated: 06/06/2018

3.1 Form I-9 And E-Verify

Employers are required to timely and properly complete and retain Form I-9 for each employee they hire. The first day of employment means the first day an employee works in exchange for wages or other remuneration. These Form I-9 requirements also apply to E-Verify employers. With the goal of ensuring a legal workforce, employers enrolled in E-Verify have chosen to take the additional step of electronically confirming that information their employees provide match government records.

Newly hired employees must complete Section 1 of Form I-9 in its entirety on the first day of employment. They may complete Section 1 before this date, but only after acceptance of an offer of employment. Under general Form I-9 practice, employees can voluntarily provide their Social Security numbers (SSNs) on Form I-9. However, because SSNs are required for employers to create E-Verify cases, all employees whose employment eligibility will be verified in E-Verify **must** provide their SSNs.

Employers must complete Section 2 of Form I-9 in its entirety within three days of the employee's date of hire. To complete Section 2, physically examine documents presented by the employee that establish his or her identity and employment authorization. Do not specify which documents from the "Lists of Acceptable Documents" on Form I-9 the employee must present. Employers may reject a document if it does not reasonably appear to be genuine or to relate to the person presenting it.

Last Reviewed/Updated: 06/06/2018

3.1.1 Receipts

If the employee presents an acceptable receipt for Form I-9 showing that he or she applied to replace a document that was lost, stolen or damaged, the employer must wait to create a case in E-Verify. When the employee provides the actual document for which the receipt was presented, the employer must update the employee's Form I-9 and then create a case in E-Verify for the employee. However, employers must create the E-Verify case by the third business day after the employee starts work for pay if the employee presents the following receipts:

- The arrival portion of Form I-94/ with a temporary I-551 stamp and a photograph of the individual.
- The departure portion of Form I-94/ with a refugee admission stamp or computer-generated printout of I-94 with admission code "RE."

For more information on acceptable receipts, see the [Handbook for Employers \(M-274\)](#) or visit www.uscis.gov/i-9central.

Last Reviewed/Updated: 06/06/2018

3.1.2 Rehires

Employers have the option of treating all rehired employees as new hires by completing a new Form I-9 and creating a case in E-Verify. However, employers also have the option of completing Section 3 for all rehires and only completing a new Form I-9 and creating an E-Verify case upon rehiring employees for whom no previous E-Verify cases were created.

If you rehire a former employee within three years of the initial execution of the previous Form I-9, but did not create an E-Verify case, or if you created a case and did not receive a result of employment authorized, have the employee complete a new Form I-9 and create a case in E-Verify.

If you rehire a former employee within three years of the date of the initial execution of the previous Form I-9, created a case from that Form I-9, and received a result of employment authorized, you may be able to rely on the information from the employee's previous Form I-9. Follow the steps outlined below when rehiring an employee who previously had a case created in E-Verify and received an employment authorized result.

If the previously created E-Verify case received a result of employment authorized and the Form I-9 has:	Then:
No expired documents	Write the employee's rehire date in Section 3 of the existing Form I-9. Do not create a new case in E-Verify. or Complete a new Form I-9 for the employee and create a new E-Verify case for the employee.

If the previously created E-Verify case received a result of employment authorized and the Form I-9 has:	Then:
An expired: <ul style="list-style-type: none"> • U.S. passport or • U.S. passport card or • Permanent Resident Card or • Alien Registration Receipt Card (Form I-551) • List B document 	Write the employee's rehire date in Section 3 of the existing Form I-9. Do not create a case in E-Verify. or Complete a new Form I-9 for the employee and create a new E-Verify case for the employee.
An expired List A or List C document that triggers reverification	Write the employee's rehire date and the updated employment authorization document information in Section 3 of the existing Form I-9. Do not create a case in E-Verify. or Complete a new Form I-9 for the employee and create a new E-Verify case for the employee.

Last Reviewed/Updated: 06/06/2018

3.2 Create A Case

E-Verify cases must be created no later than the third business day after the employee starts work for pay. Employers who learn that they inadvertently failed to create a case by the third business day after the employee started work for pay should bring themselves into compliance immediately by creating a case for the employee.

Do not create a case for an employee whose first day of employment is before the effective date of the employer's MOU.

To create a case, you will take the information from the employee's completed Form I 9 and enter it into E-Verify. To enter this information into E-Verify, you must first log in with your assigned user ID and password and then follow the steps outlined in How to Create a Case – Process Overview.

HOW TO CREATE A CASE – PROCESS OVERVIEW

- ▶ From the E-Verify Welcome page, click the drop-down arrow next to Cases, and select **New Case**.
- ▶ Enter the employee's information from Section 1 of Form I-9. If you do not enter required information, E-Verify generates a field error message and you must enter the required information to continue with the case.
- ▶ 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 his or her E-Verify case. If the employee did not provide an email address on Form I-9, click the box next to **No email address provided**.
- ▶ Employer Agents can type part or all of the company name in the **Company Name** field and select the company from the drop-down menu that appears. Click **Continue**.
- ▶ From Section 1 of the employee's Form I-9, choose the appropriate option for Citizenship Status. Click **Continue**.
- ▶ Click **List A Document** or **List B & C Document**, using information provided in Section 2 of the employee's Form I-9. Then select the document or combination of documents provided in Section 2. Click **Continue**.
- ▶ 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 you select **Other**, the system requires you to manually enter the employee's first day of employment.

- ▶ If the case is being created 3 or more days past the employee's first day of employment, you must provide a reason for the delay. Select a reason from the drop-down menu.
- ▶ Provide Visa Number when applicable.
- ▶ **Employee ID** is an optional field for users who wish to assign an internal tracking code to a case. If desired, enter a unique identifier assigned to this case. Click **Continue**.

Last Reviewed/Updated: 06/06/2018

3.2.1 Employee's First Day of Employment

The employee's first day of employment is the date the employee begins working in exchange for wages or other remuneration. The employee's first day of employment is recorded in Section 2 of Form I-9.

Certification				
I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.				
The employee's first day of employment (mm/dd/yyyy) (See instructions for exemptions.)				
Signature of Employer or Authorized Representative		Date (mm/dd/yyyy)	Title of Employer or Authorized Representative	
Last Name (Family Name)		First Name (Given Name)	Employer's Business or Organization Name	
Employer's Business or Organization Address (Street Number and Name)		City or Town	State	Zip Code

If Form I-9 is completed after the employee accepts the offer of employment, but before the actual start of work for pay or other remuneration, it is possible that the first day of employment recorded on Form I-9 could change after the employer created the case in E-Verify. If this happens, no additional action is required in E-Verify as the first day of employment cannot be changed once the case has been submitted. If the employee's first day of employment changes, employers should correct the date originally indicated as the employee's first day of employment in the certification block in Section 2 on the employee's Form I-9 first. Consult the [Handbook for Employers \(M-274\)](#) or visit www.uscis.gov/i-9central for more information.

Employees whose first day of employment was on or before November 6, 1986, are not subject to Form I-9. Therefore, employers may not create E-Verify cases for these employees based on this employment. Individuals hired for employment in the Commonwealth of the Northern Mariana Islands (CNMI) on or before November 27, 2009, are not subject to Form I-9 and their employers may not create cases in E-Verify for them based on this employment.

Last Reviewed/Updated: 06/06/2018

3.2.2 E-Verify Photo Matching

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 matches records available to DHS.

The four List A documents that will trigger photo matching are the U.S. passport, passport card, Permanent Resident Card (Form I-551) and Employment Authorization Document (Form I-766). When the employee presents one of these documents, employers must copy the front and back of the document (or in the case of a U.S. passport, copy the Passport ID page and the Passport Barcode page) and retain the copies with Form I-9. If

the employee's Form I-9 information matches records available to DHS, E-Verify displays the employee's photo from the document presented.

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 between the two photos based upon the age and wear of the employee's document and the quality of your computer monitor.

Note that 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 should not have a watermark. Absence of a watermark on the photo from the employee's document does not mean that the document is not genuine.

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.

PHOTO MATCHING – PROCESS OVERVIEW

- ▶ E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I 9 photo document. You must obtain a copy of the employee's document and retain it with Form I-9.
- ▶ Account for minor variations in shading and detail between the two photos.
- ▶ Select the option next to the appropriate response.
- ▶ Click **Continue to Case Results**.

REMINDER

- Employees always have a choice of which acceptable documents to present for Form I-9; employers must **not** require workers to present documents that activate photo matching.
- Make a copy of all U.S. passports, passport cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (Form I-766) presented by employees and retain them with Form I-9.
- The photo will display automatically in E-Verify during the verification process.
- Only compare the employee's Form I-9 photo document to the photo displayed in E-Verify.

Last Reviewed/Updated: 06/06/2018

3.2.3 Review Case- And Are you Sure? Alert

Users are prompted to review and confirm that the information entered is correct and may edit case details before submitting the case. If the information entered does not immediately match records available to SSA and/or DHS, the Review Case – Are You Sure? screen appears so the user can confirm that the information entered matches the Form I-9. Users may either confirm that the information matches Form I-9 or change the information in the prompted fields if the information was entered incorrectly.

DUPLICATE CASES FOUND ALERT

A duplicate cases found alert appears for a case that contains the same information found in one or more cases created within the last 30 days under the same employer account. Receiving a duplicate cases found alert does not necessarily mean that you should not proceed with the new case you are creating. There may be valid reasons for an employer to create a new case for the same employee, such as if the previous case contains incorrect information. However, all cases must be closed in order for the cases to be considered complete.

Review the situation and decide whether to continue with the present case and close any open duplicate cases that may have been created in error or by mistake.

Last Reviewed/Updated: 06/06/2018

4.0 Case Results

E-Verify checks information entered against records available to SSA and DHS. Once a case is created, a result is displayed. The chart below provides an overview of the case results that E-Verify may return. This section provides additional information on each case result.

CASE RESULTS - OVERVIEW

Employment Authorized

The employee's information matched records available to SSA and/or DHS.

Verification In Process

This case was referred to DHS for further verification.

Tentative Nonconfirmation (TNC)

Information did not match records available to SSA and/or DHS. Additional action is required.

Case in Continuance

The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

Close Case and Resubmit

SSA or DHS requires that you close the case and create a new case for this employee. This result may be issued when the employee's U.S. passport, passport card, or driver's license information is incorrect.

Final Nonconfirmation

E-Verify cannot confirm the employee's employment eligibility after the employee visited SSA or contacted DHS.

Last Reviewed/Updated: 06/07/2018

4.1 Employment Authorized

Most E-Verify cases receive a case result of Employment Authorized. Employment Authorized means that the information entered into E-Verify matched records available to SSA and/or DHS confirming employment eligibility of the employee whose information was entered. E-Verify automatically closes cases resulting in Employment Authorized. You can locate the closed case and view case details in View/Search Cases. See Section 4.2 Case Alerts and View/Search cases for guidance on how to search for and view existing cases in E-

Verify. At this stage, you should record the case number on this employee's Form I-9 or print out the Case Details page and attach it to the Form I-9.

NOTE: *Automatic closure only applies to employers directly accessing E-Verify to create cases. If you are using web service software to create cases, you must manually close all cases, including cases resulting in employment authorized.*

Last Reviewed/Updated: 06/07/2018

4.2 Verification In Process

Verification in Process means that DHS cannot verify the data and needs more time. The case is automatically referred for further verification. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 federal government working days. No action is required by either you or the employee at this time, but you can check E-Verify daily for a response.

IMPORTANT: Federal law prohibits employers from taking any adverse action against an employee because his or her case receives a Verification in Process case result

VERIFICATION IN PROCESS SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Follow next steps based on case result provided

EMPLOYEE ACTION

- None

Last Reviewed/Updated: 06/07/2018

4.3 Tentative Nonconfirmation (TNC)

A TNC means that the information entered into E-Verify does not match records available to SSA and/or DHS. It is possible for an employee to receive a dual TNC, which means the case received a TNC result from both agencies at the same time because information entered into E-Verify does not match records available to both SSA and DHS. E Verify identifies the agency or agencies associated with the mismatch in the TNC Further Action Notice.

NOTIFY EMPLOYEE OF TNC

The employee must be notified of the TNC result as soon as possible.

NOTIFY EMPLOYEE OF TNC SUMMARY

EMPLOYER ACTION

- Download and print the Further Action Notice and confirm that the information listed at the top is correct

- Privately notify employee of the TNC
- Have employee review and confirm that his or her information listed at the top is correct
- Instruct the employee to indicate his or her decision to take action or not and to sign and date the Further Action Notice
- Provide the employee with a copy of the signed Further Action Notice in English (and a translated version, if appropriate)
- Keep the original signed Further Action Notice on file with Form I-9

EMPLOYEE ACTION

- Confirm that the information on the Further Action Notice is correct
- Decide whether to take action to resolve the TNC or not and indicate choice on the Further Action Notice
- Acknowledge the TNC case result by signing and dating Further Action Notice

CONFIRM EMPLOYEE DECISION AND REFER CASE

After the employee is notified of the TNC and decides whether to take action to resolve the case result, the employee should acknowledge the decision on the Further Action Notice. Employees who choose to take action on a TNC are referred to SSA and/or DHS. If a dual TNC is received, the employee will be referred to both SSA and DHS. Follow the steps outlined in the Confirm Employee Decision and Refer Case – Process Overview.

An employee who chooses to take action to resolve an SSA TNC must visit an SSA field office within 8 federal government working days to begin resolving the TNC. An employee who chooses to take action to resolve a DHS TNC must call DHS within 8 federal government working days to begin resolving the TNC. An employee who chooses to take action to resolve a dual TNC is only given 8 federal government work days to visit SSA and call DHS to begin resolving both TNCs. Federal government working days are Monday through Friday (except for federal holidays).

Give the employee the Referral Date Confirmation from E-Verify. The Referral Date Confirmation provides the date by which the employee must visit SSA and/or call DHS. The employee should bring the TNC Further Action Notice when he or she visits a SSA field office.

If the photos do not match during E-Verify photo matching, E-Verify will prompt the employer to upload copies of the employee's photo document and the case may result in a TNC. When this happens, the employer must notify the employee of the TNC and allow the employee to choose whether to take action to resolve the TNC. If the employee decides to take action on the photo mismatch TNC, the employer must refer the case in E-Verify and the employee must contact DHS to begin resolving the TNC.

CONFIRM EMPLOYEE DECISION AND REFER CASE SUMMARY

EMPLOYER ACTION

- **Take next steps in E-Verify based on the employee's decision to take action or not regarding the TNC.**
- If employee decides to take action, refer the case.
- If referred:
 - Print the Referral Date Confirmation, provide it to the employee and attach a copy to the employee's Form I-9
 - Check E-Verify for case result updates and follow steps based on case result provided.
- If the employee decides not to take action, close the case.

EMPLOYEE ACTION

- Take next steps based on decision to take action or not
- If referred, visit a SSA field office and/or contact DHS within 8 federal government working days and present the Further Action Notice and applicable original documents listed on the Further Action Notice
- Follow SSA or DHS instructions or next steps

Last Reviewed/Updated: 06/19/2018

4.4 Case In Continuance

A Case in Continuance status indicates 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 or DHS needs more time varies with each situation. Employers should check E-Verify periodically for case result updates. The employer may not terminate or take adverse action against an employee because of the TNC while SSA or DHS is reviewing the employee's case.

CASE IN CONTINUANCE SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates and follow steps based on case result provided

EMPLOYEE ACTION

- None

Last Reviewed/Updated: 06/19/2018

4.5 Close Case And Resubmit

Your employee's case may receive a Close Case and Resubmit case result if SSA and/or DHS are unable to process the case and confirm employment eligibility. The employer should close the case in E-Verify and create a new case. When the user clicks **Close and Create a New Case**, the case is automatically closed and E-Verify opens a new case for the user to begin entering the employee's information from Form I-9.

CLOSE CASE AND RESUBMIT SUMMARY

EMPLOYER ACTION

- Receive Close Case and Resubmit Case Result
- Click Close and Create a New Case
- Create new case

EMPLOYEE ACTION

- None

Last Reviewed/Updated: 06/19/2018

4.6 Final Nonconfirmation

A case receives a Final Nonconfirmation case result when E-Verify cannot confirm an employee's employment eligibility after:

- The employee has visited a SSA field office and/or contacted DHS during the TNC referral process, OR
- The employee failed to visit SSA and/or call DHS within 8 federal government working days.

Employers must close the case once a case receives a Final Nonconfirmation result. The employer may terminate employment based on a case result of Final Nonconfirmation with no civil or criminal liability as noted in "Responsibilities of the Employer," Article II, Section A, paragraph 13 of the MOU.

FINAL NONCONFIRMATION SUMMARY

EMPLOYER ACTION

- Receive Final Nonconfirmation case result
- Close case

EMPLOYEE ACTION

- None

Last Reviewed/Updated: 06/19/2018

5.0 Case Resolution

To complete the E-Verify case process, every case must receive a final case result and then be closed. E-Verify guides you through the process after you receive a final case result.

Last Reviewed/Updated: 06/07/2018

5.1 Close Case

To properly complete the E-Verify process, employers must close *every* case they create, except for cases that result in Employment Authorized, which E-Verify will automatically close.

Last Reviewed/Updated: 06/07/2018

5.2 Case Alerts And View/Search Cases

Case alerts are found at the bottom of the home page when a user logs in to E Verify. The alerts bring attention to cases that need action and provide the following information:

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

The E-Verify home page indicates the number of cases that require attention by a number in a red circle on the alert. Cases needing attention can be accessed by clicking on the alert or through View Cases and Search Cases from the navigation menu in E-Verify.

Last Reviewed/Updated: 06/07/2018

5.3 Open Cases To Be Closed

Any E-Verify case assigned a case verification number must be closed. The Open Cases to be Closed case alert provides quick access to all cases that must be closed.

Last Reviewed/Updated: 06/07/2018

5.4 Cases With New Updates

The Cases with New Updates case alert is a quick link to all cases that have had a change in case result. This case alert is an easy way to manage these cases.

Last Reviewed/Updated: 06/07/2018

5.5 Work Authorization Documents Expiring

The Work Authorization Docs Expiring case alert is a notification that an employee's Employment Authorization Document (Form I-766) or Arrival-Departure Record (Form I 94) document is expiring. This alert is intended as a reminder to reverify the employee by completing Section 3 of Form I-9. However, E-Verify should not be used for reverification, so do not use E-Verify to create a new case.

Because this is simply a reminder, no action is required or permitted in E-Verify. You may dismiss each alert by clicking 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). The alert will appear in E-Verify 90 days prior to expiration. Also, the alert only appears when the Form I-766 or Form I-94 used for the E-Verify case expires—subsequent expiration dates will not activate another case alert.

NOTE: *If you have employees who are Temporary Protected Status (TPS) beneficiaries who provided a TPS-related EAD when they first started working for you, you will receive a “Work Authorization Documents Expiring” case alert when the autoextension period for this EAD is about to expire. This alert indicates that at the end of the autoextension period, employment authorization must be reverified in Section 3 of Form I-9. Employers should not use E-Verify for reverification.*

Last Reviewed/Updated: 06/07/2018

6.0 Case Reports

There are five types of case reports available in E-Verify for persons or entities who are enrolled as employers. These include: Corporate Overview of Pilot Usage, Duplicate Case Report, Historic Records Report, Quick Audit Report, User Audit Report, and User Report. This section provides information on these reports and how to create them in E-Verify.

Note: Reports display only the last four digits of an employee's Social Security number for added security and to protect employees' privacy.

REPORTS – OVERVIEW

- **Corporate Overview of Pilot Usage** - This report displays the number of cases created by the employer within a federal government fiscal year, which begins Oct. 1 and ends Sept. 30 of the following calendar year. If the employer has not created any cases during the fiscal year, a report will appear with a total of zero. The report is available to corporate administrators and program administrators.
- **Duplicate Case Report** - This report displays cases that were determined to be a duplicate of cases created in E-Verify with the same Social Security number. If your company has not created any duplicate cases, a report will appear with no rows. This report is available to corporate administrators and program administrators.
- **Historic Records Report** - This report provides case data about each resolved case that is 10 years or older. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as Social Security number or document number. This report is available to corporate administrators and program administrators for 3 months in the fall of each year.
- **Quick Audit Report** - This report provides case data about each case that matches the user-entered search criteria in the .csv file format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as SSNs or document numbers. This report was designed to satisfy the requirement of employers to report their E-Verify activity to federal, state, or local government entities. Users should note that this report may contain up to 5,000 rows and is populated with the city and state that is associated with their account. This report is available to corporate administrators and program administrators.
- **User Audit Report** - This report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, date the case was submitted, last four digits of the employee's SSN, Alien Number, Form I-94 number, last name, first name, case result, referral information and case closure statement. The report is available to program administrators and general users.
- **User Report** - This report displays a detailed list of the employer's users. It includes each user's name, user role, contact telephone number and the last date he or she logged in to E-Verify. The report is available to program administrators and general users, but a general user cannot view user information of other users.

Last Reviewed/Updated: 06/07/2018

7.0 Resource And Contact Information

The E-Verify public website is the primary resource for all E-Verify information, but do not hesitate to contact us via phone or email. For easy access to online resources, USCIS suggests that employers bookmark or save the websites as favorites for easy access to them in the future.

E-VERIFY RESOURCES	URL
E-Verify Public Website <ul style="list-style-type: none"> • General information about E-Verify • Program information and statistics • Frequently asked questions 	www.e-verify.gov

<ul style="list-style-type: none"> • E-Verify user manuals • E-Verify quick reference guides • Information about employee rights and employer obligations 	
E-Verify Enrollment Application <ul style="list-style-type: none"> • Website for initial employer enrollment 	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/emp
E-Verify Access for E-Verify Employer Agents <ul style="list-style-type: none"> • User access to E-Verify 	https://e-verify.uscis.gov/esp

E-VERIFY CONTACT INFORMATION

The E-Verify Contact Center is available to assist you with using E-Verify, password resets, 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 8:00 a.m. to 8:00 p.m. ET., except when the federal government is closed. For users with hearing and speech impairment, TTY phone is available from 8:00 a.m. to 5:00 p.m. ET.

For E-Verify Employer Agents

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-VerifyEmployerAgent@dhs.gov

For Clients

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-Verify@dhs.gov

For Employees

Phone: 888-897-7781

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-Verify@dhs.gov

Last Reviewed/Updated: 06/07/2018