



I-9 Management

Employer User Manual

November, 2019

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Recommendation

Before using this manual it is recommended that you review the Form I-9, Employment Eligibility Verification form issued by the Department of Homeland Security, U.S. Citizenship and Immigration Services and the Handbook for Employers, Guidance for Completing Form I-9 (Employment Eligibility Verification Form) M-274.

Overview

I-9 Management allows a user to perform a variety of functions such as:

- Complete a new Form I-9 using electronic signatures
- Retrieve electronic Forms I-9, supporting documents, and audit trails
- Access reports
- Reverify (complete Section 3) an existing Form I-9 online
- Verify an employee's eligibility to work in the United States through E-Verify®

I-9 Management contains two sites that will help you eliminate paper, reduce costs, and maintain compliance with immigration laws and regulations governing Form I-9 and E-Verify.

The Employment Center allows an employee to independently complete Section 1 of their Form I-9 and sign it electronically. This process creates what I-9 Management refers to as a Pending I-9. (The employee can also complete a Pending I-9 using the Employer site, also referred to as the webManager site.)

The Employee site is designed for employers who:

- Have the employee complete Section 1 of Form I-9 on their own, and/or
- Provide a new hire packet prior to the first day of work, and/or
- Onboard multiple employees at a single orientation meeting, and/or
- Utilize I-9 Management for remote employees to complete Form I-9, and/or
- Integrate I-9 Management with an employer or a third party system.

The Employer site is designed for HR professionals, hiring managers, and administrators. This site allows authorized users to create a Pending I-9, complete Section 2, reverify an employee's work authorization, and process E-Verify cases. Users can also complete a new Form I-9, view and print Forms I-9, supporting documents, and audit trails to respond to audits, and access reports. The functions available depend on the user's Role and Location access.

Federal immigration laws make it mandatory for employers to verify the employment eligibility of all workers hired after November 6, 1986. This requirement is fulfilled through the completion and storage of a Form I-9 Employment Eligibility Verification form. **Completed Forms I-9 must be maintained by the employer for three years after the date of hire or one year after employment ends, whichever is later.** An individual may not begin employment unless Form I-9 is completed. Failure to comply with the Immigration Reform and Control Act of 1986, as amended, will subject employers to civil or criminal penalties including fines. For more information see:

- I-9 Central website at: <http://www.uscis.gov/I-9Central> Because immigration law and employment eligibility verification regulations can change over time, we encourage you to periodically check I-9 Central at www.uscis.gov for updated Form I-9 information.

- U.S. Department of Homeland Security (DHS) website at: <http://www.dhs.gov>
- U.S. Citizenship and Immigration Services (USCIS) website at: <http://www.uscis.gov>
- E-Verify website at: <http://www.dhs.gov/e-verify>
- Handbook for Employers Guidance for Completing Form I-9 (Employment Eligibility Verification Form) M-274 (Rev. 03/08/2013) N at: <http://www.dhs.gov/e-verify>
- English and Spanish versions of Form I-9 from the U.S. Citizenship and Immigration Services (USCIS) site at www.uscis.gov. To order Forms I-9 or a print copy of the Handbook for Employers (M-274) by telephone, call the USCIS Forms Request Link toll-free at 1-800-870-3676.

I-9 Management allows you to efficiently complete, maintain, and retrieve Forms I-9 electronically for every individual you hire. I-9 Management also helps eliminate liability and maintain compliance with federal regulations to avoid penalties and fines.

Employer Site

The Employer or webManager site is a separate site for HR professionals, hiring managers, and administrators. This site allows the user to create a Pending I-9, complete Section 2, reverify an employee's work authorization, and process E-Verify cases. Authorized users can also complete a new Form I-9, view and print Forms I-9, supporting documents, audit trails to respond to audits, and access reports. The functions available depend on the user's Role and Location access.

The screenshot shows the Equifax Compliance Center WebManager Login interface. At the top, there is a red header bar with the 'EQUIFAX' logo on the left and a 'COMPLIANCE CENTER' button with a house icon on the right. The main content area is light blue and features a white login box. Inside the box, the title 'WEBMANAGER LOGIN' is at the top. Below it is the label 'Employer Code:' followed by a text input field. Under the input field is a checkbox labeled 'Remember my Employer Code on this computer?'. At the bottom of the box is a blue 'Continue' button. The footer of the page is dark grey and contains the 'EFX' logo, a link to 'Privacy Policy | Terms and Conditions', and the tagline 'Powering the World with Knowledge™'. A copyright notice at the bottom left reads: '© 2018 Equifax Workforce Solutions, a/k/a Talx Corporation, a wholly owned subsidiary of Equifax Inc., Atlanta, Georgia. All Rights Reserved.'

Access

To login to the employer site, you will need your Employer Code, User ID, and Password (*unless your organization uses Single Sign On*).

To Begin:

1. Login to WebManager

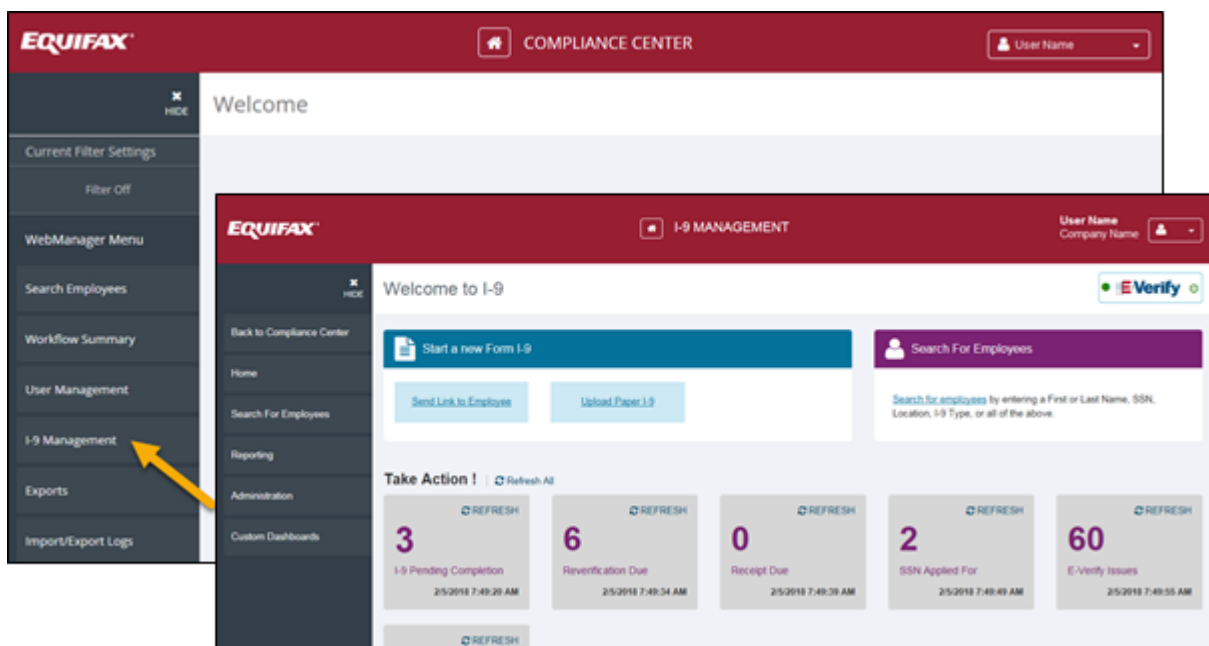
- Compliance Center Client URL:
<https://hrx.talx.com/HRX/webmanager/LoginClientKey.aspx>
 - I-9 Management URL: <https://www.i9express.com/>
2. Enter your five-digit **Employer Code** (*assigned by EWS*) or your employer's name
 3. Click **Continue**

You will need your user ID and Password to login to the site. Follow the prompts to change your original Password, retrieve a new password, or go through additional authentication.

If PIN reset options do not work for your organization, an Employer Super User may also have the ability to reset user PINs or unlock user accounts in the User Management section of Compliance Center.

Main Menu

After logging in, click on the I-9 Management link to access the Main Menu for handling your company I-9s. The options displayed on the Main Menu page depend on your assigned user Role. You will typically use the Employer site for such functions as creating a Pending I-9, completing Section 2, reverifying an employee's employment eligibility, accessing Forms I-9, and closing E-Verify cases. Let's take a look at the options on the Main Menu page and navigational features.



Action Items

The dashboard on your Main Menu contains a variety of action items that you are responsible for. These will vary based on your user role and company configurations. These options serve two purposes. First, it gives you a real-time view of the number of Forms I-9 that require action or follow-up of some kind. Second, it gives you one-click access to specific categories of Forms I-9. The different action items are described below.

Take Action ! Refresh All	
3 I-9 Pending Completion 1/16/2018 11:06:52 AM	12 Reverification Due 1/16/2018 11:07:02 AM
1 Receipt Due 5/11/2017 12:54:55 PM	0 SSN Applied For 5/11/2017 12:54:56 PM
5 E-Verify Issues 5/11/2017 12:55:12 PM	

I-9 Pending Completion

The I-9 Pending Completion option means that Section 1 of the Form I-9 has been completed electronically and it is awaiting the completion of Section 2. The reason for creating a Pending I-9 is that Section 1 and Section 2 have different timing requirements for completion. Section 1 must be completed on or before the employee's first day of work. Section 2 may be completed any time after Section 1 is completed, but must be completed no later than 3 business days after the employee's first day of work. Since signature dates are automatically populated when each section is signed, a Pending I-9 has to be created to preserve the date the employee actually signed Section 1.

A Pending I-9 is not retained forever. A Pending I-9 is removed in the following situations.

- Section 2 is NOT completed within the retention period defined in your I-9 Management configuration and, if the integration with The Work Number is turned **ON**, the employee does not have a record in The Work Number indicating that they are being paid.
- Section 2 has been completed.

The retention period for a Pending I-9 is a configuration setting that is determined by your employer. A common setting is 30 days or less.

Location entry in Section 1 is also an I-9 Management configuration setting. If the Location is entered in Section 1, the I-9s Pending Completion will be listed by Location. If the Location is not entered in Section 1, the I-9s Pending Completion are assigned to the Default Location and can be seen by all users with access to the Default Location.

Click in **I-9 Pending Completion** action item box to display the list of Pending I-9s. Click the employee's name to complete Section 2 of their Form I-9.

Reverification Due

A Form I-9 is categorized as Reverification Due if an alien employee's employment eligibility is about to expire. When I-9 Management is configured, a Reverification Window for reverification notifications is defined. For example, you may want to be notified that an employee needs to be reverified 90 days before the employee's employment eligibility expires. When an employee enters the Reverification Window, the employee will be listed in the Reverification Action Items and a notification email is sent, if you opted for that configuration. Users will only see employees in the Reverification Due section that fall within their location access.

Click the **Reverification Due** action item to display the list of employees with employment eligibility expiring within your Reverification Window. Next, click the employee's name to access the employee's

Employee Detail page. From there, depending on your internal policies, click the **Section 3** button or the **New I-9** button to complete a reverification for the employee.

Updating and Reverification

Enter new name, or select a document.

Name:

Adam Adams

Address:

123 Main St.
Albany, NY 63011

Birth Date:

12/8/1972

Social Security #:

XXX-XX-8702

Last Name:

First Name:

Middle Initial:

Visa Type Label:

List A or C Documents:

☐ Receipt (e.g., replacement) [What's This?](#)

Cancel

Continue

Note: The *Rehire option (Rehire Date)* in Section 3 is turned **OFF** if the employee's current Location uses E-Verify. You must complete a new Form I-9 to rehire an employee in a Location using E-Verify.

Reverification Due

This is a list of Forms I-9 with Section 1 completed using the **SSN Applied For** option. This option should be used if the employee does not have a Social Security number or the employee has applied for a Social Security number and it has not yet been issued. The employee should provide their SSN to you within 90 days. I-9 Management will track these employees for you.

U.S. Social Security Number ?

Employee's Telephone Number (optional) ?

☒ SSN Applied For

Click the **SSN Applied For** action item to display a list of employees with a Form I-9 that was completed using the **SSN Applied For** option in Section 1. Next, click the employee's name to access their Employee Detail page. From there you can click the **Change SSN** link to enter the employee's SSN and satisfy the **SSN Applied For** status. Once you have entered the employee's SSN the employee is removed from this category.

Name:

Anne Example

Address:

123 Main St

Employment Date:

01/16/2018 [Change Employment Date](#)

Other Names Used:

00000003

City, State & Zip:

St. Louis, MO 63146

TWN Hire Date:

U.S. Social Security Number:

Applied for [Change SSN](#)

E-mail Address:

Termination Date:

[Change Termination Date](#)

Date of Birth:

05/05/1985

Telephone Number:

Work Status:

An alien authorized to work

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Receipt Due

The receipt due option can be selected when completing Section 2 for the following reasons:

- A receipt for a replacement of a lost, stolen, or damaged document - the employee must present the actual document for which the receipt was issued
- The arrival portion of the Form I-94 or I-94A containing a Temporary I-551 stamp and photograph - the employee must present the actual Form I-551 (Permanent Resident Card, or "green card")
- The departure portion of Form I-94 or I-94A with an unexpired refugee admission stamp - the employee must present an unexpired EAD (Form I-766) or a combination of a valid List B document and an unrestricted Social Security card

List A
List A proves identity AND work authorization: ☐ Receipt (e.g., replacement) [What's This?](#)

List B and C
List B proves identity: ☐ Receipt (e.g., replacement) [What's This?](#)
Driver's License Issued by State or Possession With Photo

List C proves work authorization: ☐ Receipt (e.g., replacement) [What's This?](#)
Social Security Account Number Card Without Employment Restriction

☐ Employee terminated before completing I-9

[Cancel](#) [Back](#) [Continue](#)

Receipts
IMPORTANT! DO NOT click the receipt box if the employee presents an original document. Only click the receipt box if the document presented by the employee meets the following criteria:
1. A receipt for a replacement of a lost, stolen, or damaged document - the employee must present the actual document for which the receipt was issued.
2. The arrival portion of the Form I-94 or I-94A containing a Temporary I-551 stamp and photograph - the employee must present the actual Form I-551 (Permanent Resident Card, or "green card").
3. The departure portion of Form I-94 or I-94A with an unexpired refugee admission stamp - the employee must present an unexpired EAD (Form I-766) or a combination of a valid List B document and an unrestricted Social Security card.

If the employee falls into one of these circumstances, you will select the document from the drop down menu and click the Receipt box. Continue with completing Section 2 of the Form I-9. The record will be placed on in Receipt Due action item box on your dashboard for follow-up. If configured, you will also receive email reminders of employees that have receipts due.

To update a receipt, click on the Receipt Due action item(s) and access the Employee Detail page. Select the Receipt Update option to enter the new information.

Group: None
Location: 626Promo [Change Location](#)

Form I-129 Filing Date: [Change Extension Of Stay](#)
Audit Report: [View/Download](#)

[Back](#) [Section 3](#) [New I-9](#) [Upload Paper I-9](#) [Send to E-Verify](#) [Receipt Update](#)

It will show you which document was flagged as a receipt so that you know what you are updating. After clicking Continue, you will enter in the document information and save your entry.

Update a receipt on the Employee's I-9 with the original document.

Name:
Promo Receipt Due

The Employee's I-9 contains the following receipts:

- Receipt for Driver's License Issued by State or Possession with Photo

Select which receipts are being updated:

☒ Driver's License Issued by State or Possession with Photo

[Cancel](#) [Continue](#)

Once you have completed the task, you should see a success banner at the top of the screen and a Receipt Update entry in the I-9 History.

Original I-9 Receipt was updated successfully.

I-9 History			
RecEntry	Type (click to view)	E-Verify	Actions
6282917	Original I-9 Receipt	View History	Attach File
01172018	Receipt Update	View History	Attach File

E-Verify Issues

E-Verify is a federal government program that verifies the information on an eligible employee's Form I-9 with the Social Security Administration (SSA) and the Department of Homeland Security (DHS) databases to determine if the employee is eligible for employment in the United States. If you are using E-Verify, the employees listed in this category have an open E-Verify case attached to their current/active Form I-9. This could include cases such as Final Nonconfirmations, that have not been closed.

Click the **E-Verify Issues** action items to display the list of employees with an open E-Verify case. Next, click the employee's name to access the employee's Employee Detail page. Depending on the E-Verify response, you may have the following options:

- The **History** button displays the history of this E-Verify case.
- The **Close Case** button to close the case. Once you have closed the case the employee is removed from the **E-Verify Issues** action items list.
- The **Continue** button will guide you to the next action required for that specific E-Verify response.
- The **Photo Matching** button will allow you to view a copy of the photo that the SSA/DHS has for the photo match document the employee presented.
- The **Refer** button to refer the employee to the appropriate government agency to correct the mismatch identified as a Tentative Nonconfirmation (TNC) by E-Verify.
- The **No Action** button to indicate that the employee does not wish to contact the appropriate government agency to correct the mismatch, which is considered the employee's admission that they are not authorized to work in the United States and can be terminated.

E-Verify issues such as SSA/DHS Tentative Nonconfirmations should be resolved within 10 government work days. The first step in resolving an issue is to inform the employee in private that their Form I-9 data did not match government databases. One of the following actions should then be taken:

1. Work with you, SSA, and/or DHS to resolve the data mismatch (Refer), or
2. Confirm that they are not eligible to work (No Action), or
3. Leave and not return to work (No Action).
4. Close case due to data entry error(s) on the Form I-9 (No Action)

Print & Give to Employee

1. Print the SSA Further Action Notice (FAN).
2. Review the SSA FAN privately with the employee.
3. Confirm you have given the employee a printed copy of the signed SSA FAN.
☒ I have notified the employee and given them a printed copy of the signed SSA FAN.
4. After printing the FAN, the employee should manually check the Refer or No Action checkbox, sign and date the form.
5. After these steps are complete, click **Refer** to refer the employee OR **No Action** to close the case.
6. E-Verify Further Action Notices have been translated into several languages and are available via I-9 Management Help.

Additional information can be found on the USCIS web site <http://www.uscis.gov/e-verify/publications/notices-and-letters/further-action-notices-and-referral-date-confirmations>

7. I authorize my electronic signature to be applied to this E-Verify document being provided to the employee.

[SSA Further Action Notice \(English\)](#)
[SSA Further Action Notice \(Español\)](#)

[Cancel](#) [Back](#) [Refer](#) [No Action](#)

If the employee wants to correct the mismatch, you have to click the **Refer** button (above). Follow the instructions of the E-Verify wizard. You are required to print the Further Action Notice and the Referral Date Confirmation and give them to the employee. You have completed the process when you receive the message, "You have successfully referred this employee to SSA or DHS."

SSA Referral - Case Number: 2019308191311EE

Demo Site is a demo employer.>

[Verify Information](#) [Print Notice](#) [Close Case](#) [Refer Employee](#) [Complete](#) [Print Confirm](#) [Complete](#)

☒ You have successfully referred this employee to SSA.

[Return to Employee Detail Page](#)

All E-Verify cases must be closed. There are two ways to close an E-Verify case.

To close a case for an individual employee, click the **Close Case** button in the E-Verify section on the employee's Employee Detail page. Be careful to select the proper closure code when closing the case because you cannot change it once the case is closed. Depending on your E-Verify response, the case closure options may vary. *The sample below depicts the option you would select if you received a TNC for an employee and determined it was due to data entry error(s):

**Please note that if you close a case due to incorrect information, you must complete a new I-9 for that employee.*

To close cases for multiple employees you can access the [Close Multiple E-Verify Cases](#) feature from the Administration tab on the Main Menu. Only certain user Roles that have access to the Administration feature may close multiple E-Verify cases at the same time. Not all E-Verify cases can be closed at the same time.

Missing I-9

The Missing I-9 feature is available to clients who provide data to The Work Number. If you have this feature, you will see an action item box labeled **Missing**, which will display the number of employees who do not have a Form I-9 on file for the current period of employment. Missing I-9s are identified by comparing an employee's SSN in The Work Number database with the SSN on the current Form I-9 in I-9 Management. An email message may be configured to be sent out to the employee, the Location, and the employer, if requested.

Click the **Missing I-9** action items to display the list of employees with a payroll record in The Work Number that do not have a matching Form I-9 on file for the current period of employment. Next, click the employee's name to access the Employee Detail page for the employee. From there you can click the **New I-9** button to complete a Form I-9 for the employee.

Note: *The employee identified as a Missing I-9 may already have a Form I-9 on file. However, if the hire date in The Work Number is considerably later than the hire date on the employee's current Form I-9, the employee's Form I-9 is determined to be missing. An employee may also appear as Missing if the SSN on the Form I-9 does not match is being sent on the Work Number file.*

The Missing I-9 feature can also help with gathering a new Form I-9 for rehires. If the difference between the Most Recent Hire Date (this can also be configured to be the Original Hire Date or Adjusted Hire Date) in The Work Number and the hire date on the employee's current Form I-9 is greater than the configured New Hire Window, then I-9 Management will prompt you to complete a new Form I-9 for the employee.

Completing Section 1

Section 1 is for the employee to enter the information necessary to complete Form I-9. The new hire will access their packet, review the instructions and 'Continue' to the Personal Information Page.

OUR COMPANY Logout

WELCOME TO OUR COMPANY!

WELCOME to Our Company.
We are excited to welcome you as a new team member.

You are now ready to begin completing your identity and employment authorization

Form I-9 is used for verifying the identity and employment authorization of individuals hired for employment in the United States. All U.S. employers must ensure proper completion of this form for each individual they hire for employment in the United States. This includes citizens and

2 Forms to Complete

- Personal Information
- Form I-9

CONTINUE >

Employees will complete the personal information page, including the signature at the bottom and 'Continue' to Section 1 of the Form I-9.

OUR COMPANY

EMPLOYMENT CENTER

- Personal Information
- Form I-9

PERSONAL INFORMATION

Summary Logout

*** REQUIRED FIELD**

Please use this form to ensure all of your personal information is correct. Fields that are labeled with an **asterisk*** are required. Information that you have provided to us already is pre-populated for your review and confirmation.

IMPORTANT: Please verify your SSN and alert your hiring manager if the number is incorrect. Please enter your name(s) as it appears on your social security card.

This form is used to populate fields on subsequent forms.

PERSONAL IDENTIFICATION

Social Security Number* Confirm Social Security Number* - OR - SSN Applied For

Please check if you are a Foreign National authorized to work in the US:

Yes No

First Name* Middle Initial Last Name* Other Last Name Used

BACK CONTINUE >

The first block is for demographic information such as the employee's name, address, date of birth, and Social Security number as well as optional information such as middle initial, other last names used, apartment number, email address, and telephone number. Information provided on the Personal Information Page will automatically populate these fields.

On this screen, the new hire may:

1. Review the instructions in both English and Spanish
2. Click the View Employee Information link to review their demographic information that was imported from the Personal Information Page.

Edit Personal Information.

OUR COMPANY

EMPLOYMENT CENTER

Personal Information

Form I-9

FORM I-9

Summary Logout

USCIS
Form I-9
OMB No. 1615-
0047
Expires
09/31/2019

START HERE. Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Attestation

Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.

[View Employee Information](#)

Citizenship Attestation

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

[Edit Personal Info](#)

« BACK

CONTINUE »

The employee will be required to (1) complete their citizenship status and (2) indicate whether or not a preparer/translator assisted in preparing Section 1. Depending on the employee's response, additional fields may populate if more information is required.

OUR COMPANY

EMPLOYMENT CENTER

Personal Information

Form I-9

FORM I-9

Summary Logout

Citizenship Attestation

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am

☐ 1. A citizen of the United States

☐ 2. A noncitizen national of the United States (see instructions)

☐ 3. A lawful permanent resident

☐ 4. An alien authorized to work until

Preparer and/or Translator Certification

☐ I did not use a preparer or translator.

☐ A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

[Edit Personal Info](#)

« BACK

CONTINUE »

(1) A citizen of the United States – the employee will click this option if he/she is a citizen of the United States.

(2) A noncitizen national of the United States – the employee will click this option if he/she is an individual born in American Samoa, certain former citizens of the Trust Territory of the Pacific Islands, and certain children of non-citizen nationals born abroad. (See Form I-9 instructions for details).

(3) A lawful permanent resident – the employee will click this option if he/she is a lawful permanent resident with a “green card” and enter the employee’s Alien/USCIS number in the box provided.

(4) An alien authorized to work – the employee will click this option if he/she is an alien. In most cases the employee will be authorized to work in the U.S. until a specified date, but some

employees may be authorized to work indefinitely. This employee will be required to enter one of the following:

- Alien Registration Number/USCIS Number
- Form I-94 Admission Number
- Foreign Passport Number and Country of Issuance

The last block is the Preparer and/or Translator block. The employee must indicate whether or not a Preparer and/or Translator assisted in the completion of Section 1.

If one or more preparers or translators assist the employee in completing Section 1, the preparer or translator must select the second box marked “A preparer(s) and/or translator(s) assisted the employee in completing Section 1” and complete the remaining fields. Multiple preparers can be added by clicking the “Add” button.

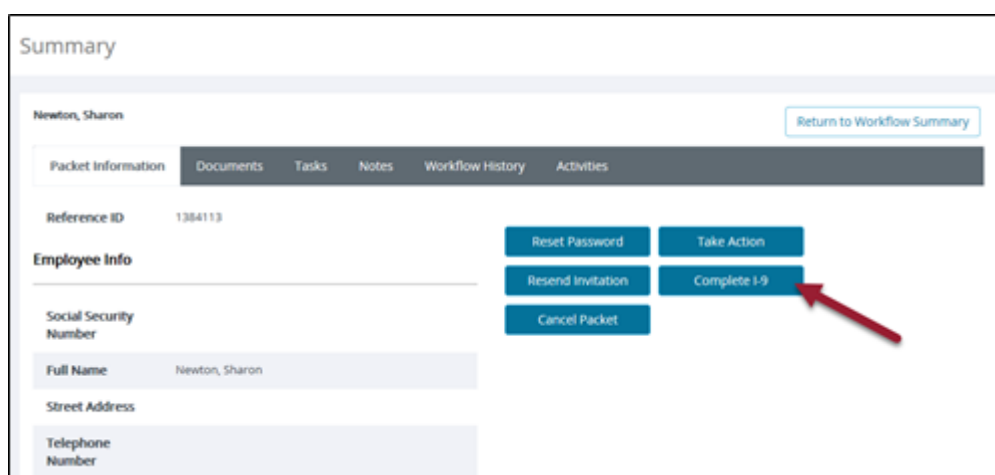
Preparer and/or Translator Electronic Signature

If the Preparer and/or Translator block is completed, the Preparer and/or Translator must electronically sign Form I-9. They will need to click the checkbox to indicate the individual has read, understands, and agrees with the perjury statement.

Completing Section 2

Section 2 is where the HR professional, hiring manager, administrator, or employer representative/agent enters the information on the employee’s documentation and electronically signs Form I-9. You can access the Pending I-9 in two ways:

- Clicking on the **Complete I-9** button within the Workflow Summary in Compliance Center
- Clicking the [I-9 Pending Completion](#) option on the I-9 Management dashboard, or
- [Searching](#) for the employee in I-9 Management



First, you should enter the employment date. If the new hire has already entered the employment date in Section 1, then the employer should verify this is correct before moving forward. The **Auto-fill** link or **Calendar Options** are configurable by employer.

Select one or more search criteria below to search for employees.

First Name: <input type="text"/>	Last Name: <input type="text"/>	SSN: <input type="text"/>	Type of I-9: <input type="text" value="(All)"/>
UDFFieldName: <input type="text" value="12345"/>	Group: <input type="text" value="(All)"/>	Location: <input type="text" value="(All)"/>	
Date Range: (mm/dd/yyyy)			
Start Date: <input type="text" value="6/8/2006"/>	End Date: <input type="text"/>		
Include:			
<input checked="" type="checkbox"/> Active Employees	<input type="checkbox"/> Terminated Employees	<input checked="" type="checkbox"/> Current Location Only	
<input type="button" value="Search"/>			

NOTE: The UDF search option is only available if the UDF option is active for the employer and configuration is turned ON. If the UDF option is turned ON, the Search by UDF feature will be activated.

Next, you may assign the employee to a Location, if appropriate. If the location has already been selected in Section 1, but you determine that information is incorrect, you can click the **Review/Change Section 1 Information** link to allow the employee to correct the information and electronically re-sign Section 1.

Please enter the employment information and the document(s) presented by the employee. * Required Field

The employee must provide a photo ID to prove their identity.

Employee: Sue Sample	* Employment Date: <input type="text"/>	Location: <input type="text" value="Default"/>
<input type="checkbox"/> FICA exempt	UDFFieldName: <input type="text"/>	Visa Type Label: <input type="text"/>

There may be up to three configurable fields provided in Section 2. These include the Visa Type, FICA eligibility, and an employer defined field to enter other information such as an employee ID. These fields are included in certain reports, but are not searchable or displayed on the Form I-9 PDF.

To complete Section 2, you must select the acceptable document(s) that were presented by the employee to verify identity and employment eligibility. There are three lists of documents. The employee can present one List A document to establish both identity and employment eligibility. Or, the employee can present one document from List B to establish identity and one document from List C to establish employment eligibility. You or your representative/agent must personally inspect, in the physical presence of the employee, the employee's original documentation that establishes the employee's identity and employment eligibility to work in the United States. Except for a certified copy of a United States birth certificate, or a List C document issued by a state, county, municipal authority, or outlying possession of the United States bearing an official seal, photocopies or numbers representing original documents are not acceptable. (It is also acceptable for the employee to present a receipt instead of the original document. There are follow-up actions the employee and the employer must take to update a receipt used to complete Form I-9.)

Select the set of document(s) presented by the employee:

The employee must prove their identity and authorization to work in the United States by presenting to the employer either 1 List A -OR- 1 List B and 1 List C document. Sometimes, you must accept a receipt in lieu of a List A, List B, or a List C document if the employee presents one. New employees who choose to present a receipt(s) must do so within three business days of their first day of employment. Receipts are not acceptable if employment lasts less than three business days. Acceptable Section II documents should match the citizenship status selected by the employee in Section I and the corresponding applicable List A or List B and C documents. A full list of documents is available in the Form I-9 instructions, which are accessible in Help (Knowledge Base).

☒ **List A**

List A proves identity AND work authorization: ☐ Receipt (e.g., replacement) [What's This?](#)

U.S. Passport or U.S. Passport Card

☐ **List B and C**

List B proves identity: ☐ Receipt (e.g., replacement) [What's This?](#)

List C proves work authorization: ☐ Receipt (e.g., replacement) [What's This?](#)

☐ Employee terminated before completing I-9

[Cancel](#) [Back](#) [Continue](#)

After inspecting the documentation presented by the employee, you will select the appropriate list of documents and then the specific document or combination of documents from the drop-down list. When you are finished, click the **Continue** button.

Next, you will enter information from the documentation presented by the employee. The information you are prompted to enter will match the document(s) you selected on the previous page. Enter the information and click the **Continue** button.

To help you determine if a document appears to be genuine, you can click the **Sample Document** link to the right.

List A document - U.S. Passport or U.S. Passport Card

Issuing Authority:

U.S. Department of State

Passport #:

12345678

Expiration Date (mm/dd/yyyy):

08/08/2020

[Sample Document](#)

[Cancel](#) [Back](#) [Continue](#)



There are samples available for most documents and there may be several examples, especially for state driver's licenses and state ID cards. When you click the **Sample Document** link a Lightbox opens in the middle of the page to display the sample document(s). The Lightbox will tell you if there are multiple examples of the document and how many there are. Click the **Next** and **Prev** links to view the document examples. Since documents change from time to time there may not be an example of the document the employee presents. This does not mean the document is not valid. When you are finished, click the **Close** link to return to the Section 2 page.

Employer Electronic Signature

The last step is for you to electronically sign Section 2. This is done in a similar fashion to the electronic signatures in Section 1, but you may be prompted to enter other information such as your PIN, Password, SSN, Login ID, or initials as an additional security feature. The process includes four simple steps.

1. Review the information entered on the Form I-9 to make sure it is correct.
2. Click the checkbox to agree with the perjury statement.
3. Enter any information required (this depends on your configuration settings).
4. Click the **Continue** button to complete your electronic signature.

Employer Electronic Signature (English | Español)

*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): 1/15/2018**

I also attest to the following:

- I understand the employee's work authorization may be verified electronically with the United States government.
- If the employee's work authorization is verified with the United States government, I authorize my Section 2 electronic signature to be automatically applied to the documents provided to the employee should the employee contest/not contest the verification results.
- I am not using government verifications for pre-screening purposes or discriminating against any employee who receives a tentative nonconfirmation response.

☒ I have read and agree with the certification statement above.

Enter Password:

Cancel Back Continue

Errors

If errors are made, a message for each error displays at the top of the page. Any field in error is highlighted in green. All errors must be corrected before the user is allowed to continue.

Duplicate SSN

When you create a Form I-9 with an SSN in Section 1, a check is done when you start to complete Section 2 to determine if the SSN entered in Section 1, matches the SSN for one of your employees on file. This check is done to prevent more than one employee from using the same SSN. If the SSN in Section 1 of the new Form I-9 matches the SSN of one of your existing employees on file, the Duplicate SSN page displays. The Duplicate SSN page may also be referred to as the Same or Different page.

Person A (already on file)		Person B (new entry)	
First Name:	Sue	First Name:	Sue
Middle Initial:		Middle Initial:	N/A
Last Name:	Sample	Last Name:	Sample

Group: None Location: Default

Same Different

When you receive the Duplicate SSN page, you need to indicate if the two employees are the same person or different people. This is done by checking the **Same** or **Different** buttons.

Because an employee's name can change, the SSN is the only unique employee identifier. I-9 Management will not allow a SSN to be used by more than one employee. As you know, names are not unique (e.g. John Smith), you can have employees and Forms I-9 with the same name. However, you cannot have more than one employee using the same SSN. The **Same** and **Different** buttons are explained below.

- **Same** – Click this button to indicate that the Form I-9 you are completing *IS* for an existing employee already on file with the SSN. The Form I-9 you are completing will be stored with any Forms I-9 already on file for the existing employee. You will be allowed to proceed and complete Section 2 of the Form I-9.

- **Different** – Click this button to indicate that the Form I-9 you are completing is *NOT* for an existing employee already on file with the SSN. You will be returned to Section 1 of the Form I-9 to enter the correct SSN in Section 1.

You will not be allowed to continue unless the SSN in Section 1 of the new Form I-9 is unique or the Form I-9 is for one of your existing employees.

It is important to note that by clicking the **Different** button you are indicating that there is a SSN mismatch situation. Resolving this issue may be a simple process (SSN typo) or it may require some research to determine which person is the rightful owner of the SSN. Participating in E-Verify can help eliminate the possibility of having Forms I-9 on file with incorrect SSNs.

After you determine which employee rightfully owns the SSN, follow the necessary steps to resolve the SSN mismatch.

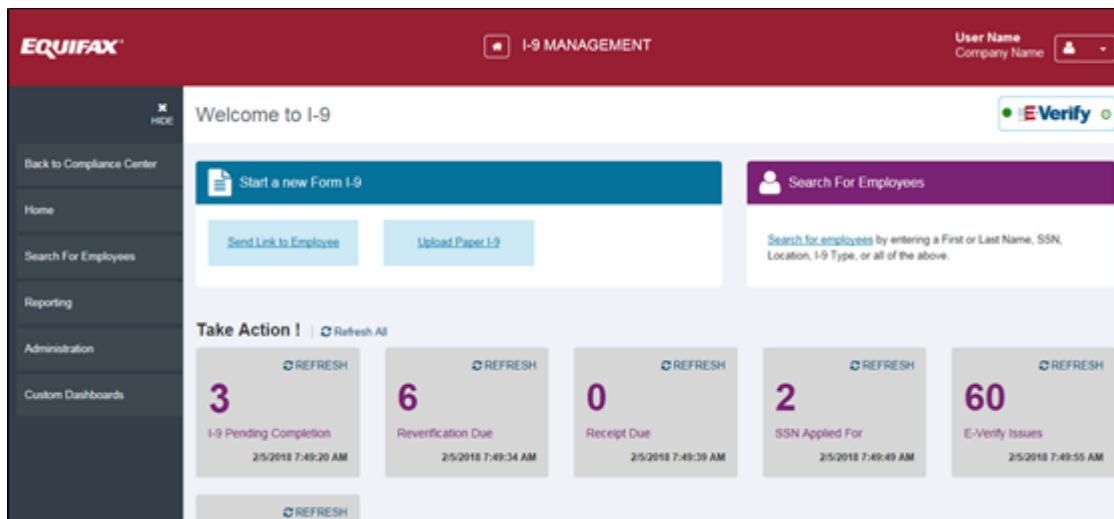
Entering a Form I-9 when the SSN already exists;

1. If the Form I-9 *IS* for a SSN already on file
 - a. Click the **Same** button on the Duplicate SSN page
 - b. Complete Section 2 for the Form I-9
 - c. Electronically sign Section 2 to complete the Form I-9
2. If the Form I-9 is *NOT* for the employee already on file
 - a. The SSN in Section 1 of the Form I-9 is incorrect
 - i. Click the **Different** button on the Duplicate SSN page
 - ii. You will return to Section 1 of the Form I-9
 - iii. Have the employee correct the SSN in Section 1
 - iv. Have the employee re-sign Section 1
 - v. Complete Section 2 of the Form I-9
 - b. If the existing employee's SSN is incorrect, you **MUST** correct the SSN on the existing employee's Form I-9 or mark the existing employee's SSN invalid before you can complete the Form I-9
 - i. Click the **Search for Employees** link on the left side menu
 - ii. Perform a search to find the existing employee
 - iii. Click the employee's name in the Search Results page to access the employee's Employee Detail page
 - iv. Click the **Change SSN** link and either enter the correct SSN or mark the SSN as invalid
 - v. Return to the Pending I-9 with the correct SSN and follow the normal process to complete Section 2

Navigation

The navigation links at the top of the page are standard throughout the Employer site. These links allow you to view the site's Privacy Policy, access Help, and Logout of the site. The navigation link at the bottom of the page is also standard throughout the site. It allows you to view the Terms and Conditions of use for the site. The menu on the left side of the page is standard throughout the Employer site. This menu allows you to easily navigate the site and jump to any area of the site at any time. The options on this menu may vary based on your user Role, which determines the functions you are authorized to perform on the employees and Forms I-9 that your Location access allows.

Let's take a look at each of the menu options individually and see how they work.



Upload I-9

The Upload I-9 feature allows you enter the information on a paper Form I-9 and then upload a scanned copy of the paper Form I-9 to enter it into I-9 Management. This feature allows you to convert paper Forms I-9 on your own and add them to I-9 Management. This allows all Forms I-9 to be retained in a centralized database for tracking and reporting purposes. The instructions below explain how to upload a Form I-9 into I-9 Management.

1. To access the Upload I-9 feature, click the **Upload I-9** link on the left navigation bar or click the **Upload I-9** button on the Employee Detail page.
2. After you click the **Upload I-9** link or button you will enter the Section 1 information and click the **Continue** button. The required fields are first and last name, date of birth, and citizenship/immigration status.



3. Enter the Section 2 information by selecting the documents entered on the Form I-9 and clicking the **Continue** button.
4. Enter the document information and click the **Continue** button.
5. Click the **Browse** button, select the scanned copy of the Form I-9 to upload, and click the **Upload I-9** button.

6. Confirm the information you entered and the scanned Form I-9 you uploaded are correct before you electronically sign to confirm and complete the upload process. You can view the uploaded image of the Form I-9 by clicking the link at the top of the page. You will need to electronically sign Section 2 and click **Continue** to complete the upload process.

Search For Employees

The Search For Employees feature serves several purposes. First, use this feature to find a specific employee and access the employee's Employee Detail page. Second, the Search Results page identifies employees with Forms I-9 that need attention. The Type field on the Search Results page is color coded. A red letter indicates a problem and a bold red letter indicates an urgent problem. You can also export the Search Results as a Comma Separated Value (CSV) format file that is compatible with Microsoft Excel and other third party applications. This will allow you to manipulate the data to create custom reports. The export function is a configuration option.

Select one or more search criteria below to search for employees.

First Name: Last Name: SSN: Type of I-9:

Work Number: Group: Location:

Date Range: (mm/dd/yyyy)

Start Date: End Date:

Include:

☒ Active Employees ☐ Terminated Employees ☒ Current Location Only

Search Results: (All)

Type:

E-Verify: C=Complete, P=Pending, R=Reverification, S=SSN Applied For, D=Receipt Due, M=Missing, I=Invalid, F=Verify with I-9 (Red=Problem, Bold=Urgent)

Type	Name	Location	SSN	Employment	E-Verify Status
E	Samuel, Sue	Default	1122	01/15/2018	SSA Incomplete
C	StasMILIN, Mariya	Default	3015	07/16/2016	

Showing 1-2 of 2

There are a variety of criteria you can use to complete a search. If you are using the Location feature and you only have authorization for one Location, the criteria will default to your Location. You MUST enter at least one specific criterion. For example, the default shows (All) as the criteria for both Location and Type of I-9. Searching for all types of Forms I-9 in all Locations with no other criteria is not permitted. If you provide data to The Work Number, you also have the ability to indicate whether you would like the Search Results page to include active employees, terminated employees, or both.

First Name

You can search using only the employee's first name. However, be aware that this search may take a long time and that the results may not be exactly what you are looking for. The reason for this is that this search uses the Oracle Soundex feature, which assumes you do not know how to spell the name and returns

names it thinks 'sounds like' the name you are looking for. This search is not recommended to be used by itself.

Last Name

You can search using only the employee's last name. However, be aware that this search may take a long time and that the results may not be exactly what you are looking for. The reason for this is that this search uses the Oracle Soundex feature, which assumes you do not know how to spell the name and returns names it thinks 'sounds like' the name you are looking for. This search is not recommended to be used by itself.

SSN

You can search for an employee by entering the employee's SSN. This is the fastest way to find an employee. This is the recommended search option for finding an employee.

Type of I-9

The search field labeled Type of I-9 allows you to narrow your search to return results that include only Forms I-9 with the status selected. While the statuses of Pending, E-Verify Issues, Reverification Due, and Missing include only Forms I-9 with those specific statuses, the Completed and All categories actually include Forms I-9 in multiple status categories. This is because it is possible for a Form I-9 to satisfy more than one status. For example, a Reverification Due Form I-9 and an E-Verify Issues Form I-9 are also a Completed Form I-9. Below is a description of the Completed and All category contents.

- Completed – This status includes Forms I-9 that have both Section 1 and Section 2 signed. This includes Forms I-9 with a status of E-Verify Issues and Reverification Due because these Forms I-9 are also Completed. Therefore, E-Verify Issues and Reverification Due Forms I-9 will appear in the results when Completed is selected as the Type of I-9.
- All – The results returned depend on the other search criteria selected.
 1. If you specify a First Name, Last Name, or SSN in your search criteria and you select All as the Type of I-9, the results returned will include any Forms I-9 that satisfy the search criteria (e.g., name and SSN) entered. The search results will include all Pending, Missing, Reverification Due, Completed, and E-Verify Issues Forms I-9 that satisfy the search criteria. The purpose for this search is to find an employee's Form I-9 when you know who the employee is, but you do not know the status of the employee's Form I-9.
 2. If you do **NOT** specify a First Name, Last Name, or SSN in your search criteria and you select All as the Type of I-9, the search results will **NOT** include Pending I-9s. The search results will include all other possible Form I-9 types.

Group

You can narrow your search by selecting a Group. The search will only be performed on employees within the Group. If you select a Group and a Location, the search will be performed on the employees within the Location.

Location

You can narrow your search by selecting a Location. The search will only be performed on employees within the Location. If you select a Location and a Group, the search will be performed on the employees within the Location.

Date Range

You can narrow your search to only employees with an employment date (hire date) within the range you specify. If you exclude one of the dates, the search will start or stop at the date you have specified.

Include

There are three additional options available to filter your search.

- Active Employees – This filter is only available if your employer provides data to The Work Number. Clicking this checkbox will include active employees (i.e., employees with no termination date) in the search results.
- Terminated Employees – This filter is only available if your employer provides data to The Work Number. Clicking this checkbox will include terminated employees (i.e., employees with a termination date) in the search results.
- Current Location Only – This filter will only return the employee's current Location. If not checked, the search results will include the employee's current Location (bolded) and all prior Locations.

User Defined Field

If configured, this will allow users to search for employees by the employer's custom "User Defined Field" (UDF). Searching by UDF will allow users to retrieve a list of employees matching the UDF search criteria. The search options of "First Name", "Last Name", and "SSN" will remain as additional search options. The following details apply to the Search by UDF feature:

- UDF search will only accept exact matches (no partial results) and is *not* case sensitive.
- When using the UDF search, any information entered into the "First Name" and "Last Name" fields will not be utilized in the search.
- In cases where both the SSN and UDF are used in the search, only employees matching both search criteria will be returned in the list.
- See the Configuration Options and Settings section of the release notes for details on restricting the SSN search to SuperUsers.

If one or more preparers or translators assist the employee in completing Section 1, the preparer or translator must select the second box marked "A preparer(s) and/or translator(s) assisted the employee in completing Section 1" and complete the remaining fields. Multiple preparers can be added by clicking the "Add" button.

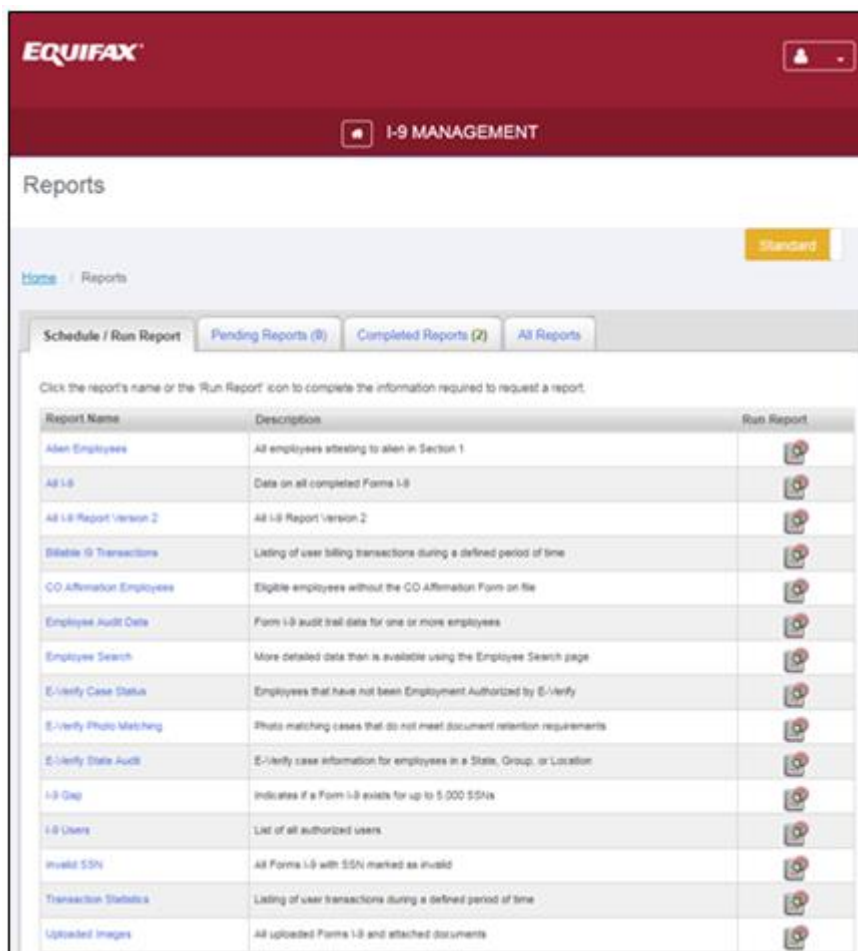
NOTE: *The UDF search option is only available if the UDF option is active for the employer and configuration is turned ON. If the UDF option is turned ON, the Search by UDF feature will be activated.*

Reports

To access the report feature you need to have an appropriate user Role. There are Standard Reports that are available to all employers. In addition to the Standard Reports, Compliance Reports are available to employers that provide data to The Work Number. The following is a description of the available reports.

Standard Reports:

- All I-9 – This report includes data for all completed Forms I-9 on file. This report can be automated by contacting your Implementation Manager or your Account Manager.
- I-9 Statistics – Provides a list of all Form I-9 activity during a defined period of time.
- Employee Search Exports – Allows you to generate a report using the same Employee Search criteria available in I-9 Management. However, the report includes additional information not displayed in the Search Results page.
- Export All Invalid SSNs – This report provides a list of all SSNs marked as invalid via the Invalid SSN Maintenance feature. This feature and report are only available if your employer provides data to The Work Number.
- E-Verify Case Status Report – This report provides you with a list of employees who have not been determined to be employment authorized by E-Verify.
- Alien Authorized to work – This report provides you with a list of all employees with the citizenship/immigration status of Alien Authorized to Work at the time of the report.



To return to the I-9 Management Service from the Reports screen, click the "Home" link at the top of the screen.

Note: Reports only include employees with a Form I-9 in the I-9 Management Service.

Compliance Reports:

- I-9 Compliance Summary – This report provides a summary of your overall Form I-9 compliance status including a breakdown by Location.
- Missing I-9 – This report provides a list of employee records on The Work Number that do not have a matching Form I-9 on file.
- Missing Payroll – This report provides a list of Forms I-9 that do not have a matching employee record in The Work Number.

Note: The matching of employee records in The Work Number and Forms I-9 on file is done by SSN since the employee name is not a unique identifier. Therefore, a Form I-9 that does not contain a SSN cannot be matched to employee records in The Work Number.

Help

Access to the Help feature is only available after you login to I-9 Management. Help is provided for educational purposes and to assist you in completing Forms I-9 that comply with applicable laws and regulations.

Help includes the following:

- Demos – Instructional videos in Adobe Flash format help show you how to perform basic I-9 Management functions.
- I-9 Instructions – View/print a PDF of the Form I-9 instructions in English and Spanish.
- Identity and Work Authorization Documents – You can access sample pictures and explanations of most documents that are acceptable to prove an employee's identity and work authorization.
- Documents and Regulations – View/print PDFs of the Form I-9 regulations.
- Frequently Asked Questions – Answers to many questions about Form I-9 and I-9 Management.
- Application Features – A summary description of the I-9 Management features.
- Government Resources – Other government resources for more Form I-9 information.
- E-Verify® Documents – PDF versions of the E-Verify posters that employers are required to post for all potential employees to see.

I-9 History

You can view/print the employee's documents and take other actions as described below.

View PDF

You can view the PDF of a Form I-9 or an attachment by clicking on the document name in the Type column. The PDF will be opened in a separate browser window. The documents are stored in a Documentum image repository so you are *not* able to right click on the document name and save it.

I-9 History			
Hire/Entry	Type (click to view)	E-Verify	Actions
7/1/2013	Original I-9	View History	Attach File

View History

You can access the E-Verify History page for a Form I-9 by clicking this link.

I-9 History			
Hire/Entry	Type (click to view)	E-Verify	Actions
7/1/2013	Original I-9	View History	Attach File

Attach Documentation

You can only attach supporting documents to a completed Form I-9. The attach document feature is located in the I-9 History section of the [Employee Detail page](#). This means, you must access the Employee Detail page to attach a scanned supporting document to an employee's Form I-9.

Upload Feature

Once you have accessed the Employee Detail page for the employee, click the **Attach File** link in the I-9 History section of the Employee Detail page.

I-9 History			
Hire/Entry	Type (click to view)	E-Verify	Actions
7/1/2013	Original I-9	View History	Attach File

Select the document you are adding from the drop down menu. The options in the menu should mirror the documents you entered when completing Section 2 of the Form I-9. If you are entering a different document, you may choose the **Other** option and add a title in the **Document Name** field.

Click the **Browse** button to locate the scanned supporting document you wish to attach to the Form I-9. The document must be saved as an electronic image file in one of the supported (TIF, GIF, JPG, PDF) formats.

Uploaded Documents

Sl No.	Document Name	Upload Status
1	Driver's License issued by State or Possession with Photo	
2	Social Security Account Number Card Without Employment Restriction	

File Information

Select document:

Image file to attach:

Choose file

(TIF, GIF, JPG, JPEG, PDF)

Document Name:

First Name: Text

Middle Initial:

Last Name: Text

SSN: XXX-XX-7755

Upload

Finished

Once you have selected the document you wish to add, click the **Upload** button. This will launch a preview screen of the image you just added. Click on **Correct** or **Incorrect** to move forward.



If the image was correct, click on the **Finished** button to complete the upload. You will now be able to view the documents you uploaded in the I-9 History section of the Employee Detail Page by clicking on the corresponding hyperlink.

I-9 History			
File/Entry	Type (click to view)	E-Verify	Actions
8/3/2017	Original I-9	View History	Attach File
01/16/2018	Driver's License Issued by State or Possession with Photo		Edit Data Delete File

Note: The document upload feature will support TIF, GIF, JPG, and PDF formats and the maximum file size is 1536 KB.

Mobile Attach (Upload)

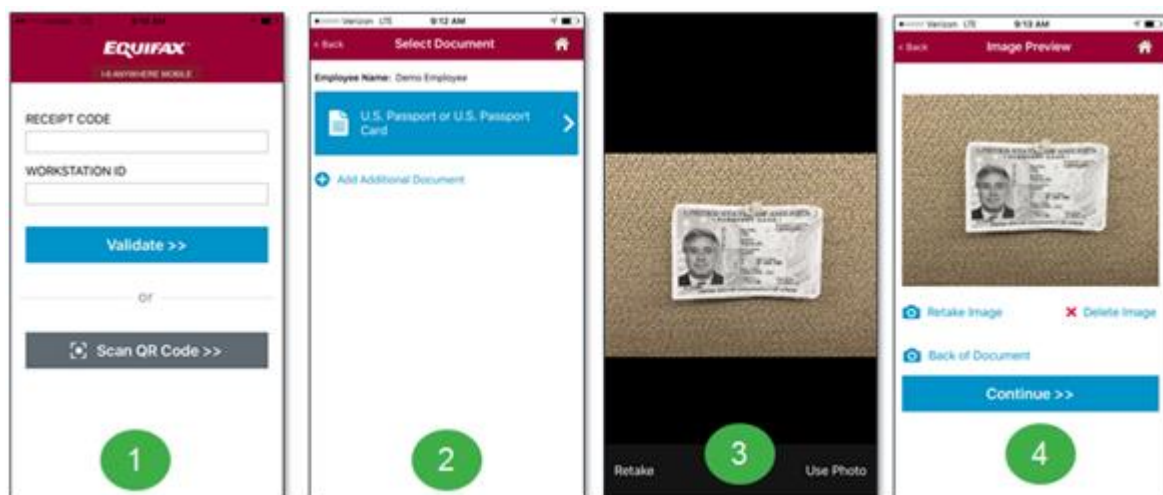
If configured for your account, documents may also be attached by utilizing the I-9 Anywhere app. This can be downloaded for free on your Apple or Android devices.

Just as in the [Upload Feature](#), you will click on the **Attach File** link in the I-9 History section. On the next screen, you will find an option to upload through the Mobile App. Click the **Go** button.

The next screen will supply you with the unique Receipt Code, Workstation ID and QR Code for this particular employee. You will need this in order to successfully attach documents through the Mobile App.



Next, you will launch the I-9 Anywhere App on your mobile device and enter either the Receipt Code and Workstation ID or scan the QR Code. Select the document you are capturing and follow the instructions to capture the image. Please note that pictures taken in the I-9 Anywhere App will **not** save in the user's camera or document library.



Once you have successfully captured the image, it will be available to view in the I-9 History section.

Note: Employers accessing I-9 Management from a smartphone or iPad will only be able to attach documents through the I-9 Anywhere App. Once the user clicks on the Attach File link, the App will automatically launch with the unique credentials for the employee's file they are working on.

Edit Attached Data


You can edit the name of a file that has been attached. You can also edit data of a Form I-9 entered using the Upload I-9 function.

Delete Attached File

You can only delete a file entered using the Attach File or a Form I-9 entered using the Upload I-9 function.

Comments

You can enter or view a comment if the Comments feature is turned **ON** in your configuration and if you have a user Role that allows you to access the Comments feature.

Comments		
Date	Short Description	Username
<div> Add Comment  </div>		

Comment:

Short Description: (Limit 100 characters)

Comment:

Cancel Continue

Only the comments added in the **Short Description** field will be visible in your [Audit Report](#).

Employee Detail Page

The Employee Detail page is your view to an employee's current information on file, Form I-9 and, if used, E-Verify status and history. There are two ways to access the Employee Detail page.

1. After clicking the **Continue** button to electronically sign Section 2.
2. By searching for an employee and clicking on the employee's name in the Search Results page. This will take you to the Employee Detail page for the employee unless the search result is a Pending I-9. Clicking the employee's name for a Pending I-9 launch Section 2 of the pending I-9 for you to complete.

There are four sections on the page. The employee's most current information is displayed at the top. If you participate in E-Verify, the next section displays the information for the employee's most recent E-Verify case. The employee's I-9 History is the third section. If you use the Comments feature, the fourth section allows you to enter or view comments. From the Employee Detail page you can perform a number of functions depending on your user Role.

The full list of functions available on the Employee Detail page includes:

- Complete Section 3 to reverify the employee.
- Create a new Form I-9 for the employee.
- Change this employee's current Location, if using the Location feature.
- View/print a Form I-9 and supporting documents for the employee.
- Resolve open E-Verify cases for the employee and view E-Verify history.
- View and add comments, if using the Comments feature.
- View and download the Audit Report which is the audit trail for the employee.

Employee Detail

Promotion: Checkout Account is a demo employer >

Name: Sue Sample	Other Names Used: 00000000	U.S. Social Security Number: XXX-XX-9999 Change SSN	Date of Birth: 05/05/1985
Address: 123 Main St	City, State & Zip: St. Louis, MO 63146	E-mail Address:	Telephone Number:
Employment Date: 01/16/2018 Change Employment Date	TWN Hire Date	Termination Date: Change Termination Date	Work Status: A Citizen of the United States
Alien Registration Number/USCIS Number:	I-94 #:	Receipt Due Date	Receipt Due Document
Reverification Due Date:	Reverification Due Reason:	Foreign Passport Number:	Country of Issuance:
Obtained I-94 from USCIS:	Current E-Verify Case Status: Case Resolved: Employee continues to work after receiving an Employment Authorized result		
Group: None	Location: December Change Location	Previous Locations:	
Form I-9 Filing Date: Change Extension of Stay	Audit Report: View Download		

Section 3 **New I-9** Upload Paper I-9 Send to E-Verify Receipt Update

E-Verify

Origination Date:
01/16/2018

Reason for Delay:
Initial query submitted on time.

Current Status Date:
01/16/2018

Current Status:
Case Resolved: Employee continues to work after receiving an Employment Authorized result

Photo Matching Document:
N/A

[History](#)

I-9 History

Hire/Entry	Type (click to view)	E-Verify	Actions
1/16/2018	Original I-9	View History	Attach File

Changing Values

The Employee Detail page allows you to change certain values for the employee. The values you can change are listed below.

- [Change SSN](#) – You can edit the employee's SSN or mark it as invalid. Because I-9 Management only allows one employee to be associated with a SSN it could be necessary to mark an employee's SSN as invalid to be able to complete a Form I-9 for the true SSN owner. You can also use this function to enter the SSN for a Form I-9 completed using the SSN Applied For option.
- [Change Employment Date](#) – You can change the employment date on the employee's current/active Form I-9. DHS asks that the employment date on the Form I-9 match the hire date in your payroll system.
- [Change Termination Date](#) – You can enter or change the employee's termination date. This date will be used to determine when the Form I-9 has satisfied retention requirements and can be purged. This feature is designed to provide you with a simple way to edit the termination date for a specific employee. Since the Termination Date Maintenance feature on the Administration menu requires SSN, this feature is useful if you need to enter or change a termination date for an employee that does not have their SSN (e.g., SSN Applied For) on file.
- [Change Location](#) – You can assign the employee to a different Location. Only users with access to the employee's current Location will be able to perform functions for the employee. Users with access to the employee's prior Location(s) have view only access for auditing purposes.
- [Change FICA Exempt](#) – You can change an employee's FICA Exempt status.
- [Change Visa Type](#) – You can change an employee's Visa Type.
- [Change User Defined Field](#) – You can change an employee's User Defined Field value.

Audit Report

You can access the audit trail for this employee. The audit trail documents the actions taken related to this employee including the completion of Form I-9, reverifications, and other actions. The report is provided in the Comma Separated Value (CSV) format that is compatible with Microsoft Excel and other third party applications.

Function Buttons

There are several buttons on the Employee Detail page that allow you to take specific actions.

- Back – This button returns you to the Search Results page.
- Section 3 – This button allows you to complete Section 3 for the employee's current/active Form I-9. You cannot complete Section 3 for a prior Form I-9.
- Upload I-9 – This button allows you to upload a scanned paper Form I-9 for the employee.
- Send to E-Verify – This button allows you to manually submit the employee's current/active Form I-9 to E-Verify. This button will only be active if the employee's current/active Form I-9 is 'data ready' for E-Verify and has not already been submitted to E-Verify. This function is normally used to submit a Form I-9 to E-Verify if it was completed outside of your New Hire Window configuration or to submit a Form I-9 to E-Verify to comply with the Federal Acquisition Regulation (FAR) E-Verify clause for federal contractors.
- Receipt Update – This button allows you to update a receipt used to complete the employee's current/active Form I-9. This button will only be active if the employee's current/active Form I-9 was completed with a receipt and the receipt has not already been updated.

E-Verify

The information for the employee's current E-Verify case is displayed here. If there are actions required to resolve this case, there will be buttons that allows you to take those actions. Instructions on [how to close individual E-Verify cases](#) and [how to close multiple E-Verify cases](#) are highlighted in this document.

E-Verify Late Reason

If configured, this will enhance the process for submitting a late reason to E-Verify when the E-Verify case is submitted outside of the 3 day window. The following details apply to the E-Verify Late Reason feature:

- The Configuration Option is turned OFF by default and the system will function the same as previous versions allowing the E-Verify Late Reason to be automatically chosen for the user based upon rules setup in the application.
- When the Configuration Option is turned ON and a case is submitted outside of the 3 day window, a new E-Verify Late Reason page will be displayed after the user signs Section 2. On the new E-Verify Late Reason page, users will be prompted to select the late reason from a drop-down and the option of "Other" has been added to the list. Drop-Down options now include:
 - o Operational or technical issue encountered.
 - o Waited for SSN to be issued.
 - o Audit Revealed that New Hire Was Not Run.
 - o Federal Contractor verifying an existing employee.
 - o Employee presented an acceptable receipt as a Section 2 document.
 - o Other

- Users will be able to select from any of the options in the drop-down list. If the option of “Other” is selected, a new text field will require the user to type an E-Verify Late Reason (up to 200 characters).
- The “Send to E-Verify” button on the Employee Detail page will also bring the user to the E-Verify Late Reason page (when applicable).

Note: Users must have the “E-Verify” configuration in order to use the E-Verify Late Reason functionality. For users without the “E-Verify” option, the system will function the same as previous versions allowing the E-Verify Late Reason to be automatically chosen for the user based upon rules setup in the application.

Extension of Stay

If configured, this will provide functionality to “Change Extension of Stay” related to Nonimmigrant workers. For employees classified in Section 1 of their current Form I-9 as “An alien authorized to work” functionality will be provided on the Employee Detail page to allow for “Change Extension of Stay” information to be entered.

Form I-129 240 Day Extension

When utilizing the “Change Extension of Stay” feature, users will be able to enter the “Form I-129 Filing Date” and I-9 Management will extend the “Reverification Due Date” by 240 days. Once the user receives notification on the status of the Form I-129 petition (Form I-129 must be filed outside of the I-9 Management application), the final resolution of the petition will be able to be entered and I-9 Management will update with the appropriate “Reverification Due Date”. New PDF’s will be generated to provide the I-129 filing date and response received.

Below is a step-by-step flow of how the Change Extension of Stay is displayed when this feature is turned ON.

1. After completing Section 2 for “An alien authorized to work”, a new link titled “Change Extension of Stay” will display on the Employee Detail page.

Alien Registration Number/USCIS Number: 74567800	I-94 #:	Receipt Due Date	Receipt Due Document
Reverification Due Date: 09/16/2017	Reverification Due Reason: Section 1 Work Until Date	Foreign Passport Number:	Country of Issuance:
Obtained I-94 from USCIS:	Current E-Verify Case Status: The current I-9 is not eligible for verification through E-Verify.		
Group: None	Location: Default Change Location	Previous Locations:	
Form I-129 Filing Date: Change Extension Of Stay	Audit Report: View/Download		
Back Section 3 New I-9 Upload Paper I-9 Send to E-Verify Receipt Update			

2. Clicking on "Change Extension of Stay" will open the "Change Extension of Stay" page where the user will be able to enter the Form I-129 Filing Date and click Save. NOTE: The I-9 Management system does not file the actual Form I-129. Employers must file the actual Form I-129 outside of the I-9 Management service.

✶ I-9 MANAGEMENT
User Name
Company Name

Change Extension of Stay

I-9 not eligible for Expired I-766 Employment Authorization Document Extension.

Select the Change Extension of Stay.

☐ Expired I-766 Employment Authorization Document (EAD) - 180 day extension
Requires: I-766 Employment Authorization Document (EAD) + I-797C Notice of Action document

☒ Form I-129 extensions - 240 day extension
Requires: Government filed Form I-129, Petition for a Nonimmigrant Worker

[Cancel](#) [Continue](#)

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Change Extension of Stay

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After the employer files a Form I-129 petition with USCIS to obtain an extension of stay for an employee with H-1B or H-2A status, USCIS will make an approve, deny, or extend decision within 240 days.

Once a decision is received from USCIS, the employer may be required to update the employee's Reverification Due Date, update the employee's Form I-9, re-verify the employee's employment authorization in Section 3, or terminate the employee. Use this page to update the status of the current Form I-129 petition the employer filed with USCIS.

Name:
VIVIAN C. ROMERO

Form I-129 Filing Date (mm/dd/yyyy):

Response received from USCIS:
(Select a response)

USCIS Extension Received Date (mm/dd/yyyy):

[Cancel](#) [Save](#)

3. After the "Form I-129 Filing Date" is saved, the Employee Detail page will populate with an updated "Reverification Due Date" that is 240 days past the "Form I-129 Filing Date". The "Form I-129 Filing Date" will also be captured and displayed.

Reverification Due Date: 04/13/2018	Reverification Due Reason: Form I-129 extension date
---	--

4. Once notification on the status of the Form I-129 petition is received (performed outside of I-9 Management) the user will again click “Change Extension of Stay” on the Employee Detail page.

5. On the “Change Extension of Stay” page, the user will select the “Response received from USCIS” from the drop-down, enter the date the notification was received, and click Save.

Change Extension of Stay

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After the employer files a Form I-129 petition with USCIS to obtain an extension of stay for an employee with H-1B or H-2A status, USCIS will make an approve, deny, or extend decision within 240 days.

Once a decision is received from USCIS, the employer may be required to update the employee's Revocation Due Date, update the employee's Form I-9, re-verify the employee's employment authorization in Section 3, or terminate the employee. Use this page to update the status of the current Form I-129 petition the employer filed with USCIS.

Name:
VIVIAN C. ROMERO

Form I-129 Filing Date (mm/dd/yyyy):
1/8/2018 [Change Date](#)

Response received from USCIS:
(Select a response)
(Select a response)
USCIS approved the Form I-129 petition for an extension of stay.
USCIS denied the Form I-129 petition for an extension of stay.
USCIS extended the employee's H-2A status for two weeks.

USCIS Extension Received Date (mm/dd/yyyy):

Name:
VIVIAN C. ROMERO

Form I-129 Filing Date (mm/dd/yyyy):
1/8/2018 [Change Date](#)

Response received from USCIS:
USCIS approved the Form I-129 petition for an extension of stay.

USCIS Extension Received Date (mm/dd/yyyy):
09/26/2018

[Cancel](#) [Save](#)

6. After entering the response and date received, I-9 Management will update the “Reverification Due Date” based on the response selected. Actions related to “Change Extension of Stay” are tracked in the I-9 History section of the Employee Detail Page as well as in audit trails.

I-9 History		
Hire/Entry	Type (click to view)	Actions
5/11/2006	Converted Paper I-9	Attach File Delete All
01/16/2018	Extension of Stay I-9 (240 days)	

7. A new PDF will be generated on the initial filing of the Extension of Stay and when the “Response received from USCIS” is “USCIS extended the employee's H-2A status for 2 weeks”.

Document Title: Unknown document
Issuing Authority: N/A
Document #: 74567800
Expiration Date: 08/10/2017

Additional Information

Extension of Stay: 240 Day Ext
Form I-129 USCIS Filing Date: 1/7/2018
Sharon Newton 1/16/2018 1:22 PM

CIR Code - Sections 2 & 3
Do not write in this space

I-766 EAD 180 Day Extension

An employee can receive an automatic extension of validity periods of certain Employment Authorization Documents (Form I-766) for up to 180 days for individuals who:

- Timely filed to renew an Employment Authorization Document (EAD);
- Are applying to renew an EAD in the same category as the previous EAD (A12 and C19 are considered the same category for this extension); and
- Are in a category that is eligible for the extension.

Within I-9 Management, you can update Section 2 of the Form I-9 with the new expiration date by clicking on the Change Extension of Stay link and select the Expired I-766 Employment Authorization (EAD) – 180 day extension option. Then click continue.

The screenshot shows a web form titled "Change Extension of Stay". Below the title, it says "Select the Change Extension of Stay." There are two radio button options. The first option, "Expired I-766 Employment Authorization Document (EAD) - 180 day extension", is selected. Below it, the requirements are listed: "Requires: I-766 Employment Authorization Document (EAD) + I-797C Notice of Action document". The second option is "Form I-129 extensions - 240 day extension", with requirements: "Requires: Government filed Form I-129, Petition for a Nonimmigrant Worker". At the bottom left, there are two buttons: "Cancel" and "Continue".

On this screen you will need to enter the NOA, Receipt Number, NOA Category and NOA Received Date. To determine if an EAD is auto-extended for 180 days, I-9 Management will check for the category code on the EAD and make sure it's one of the following: A03, A05, A07, A08, A10, C08, C09, C10, C16, C20, C22, C24, C31, and A12 or C19.

The screenshot shows a form titled "Expired I-766 Employment Authorization Document (EAD) - 180 day extension". It contains a paragraph of text explaining the extension process. Below the text, there are several fields for data entry. On the left, "Document Title:" is "Expired EAD", "Expiration Date:" is "08/08/2020", and "Country:" is "Other". In the middle, "Issuing Authority:" is "DHS/USCIS", "Alien #:" is "11111111", and "Document Title:" is "I-797C Notice of Action". On the right, "Document #:" is "aaa1111111111", "Category:" is "Other", and "NOA Receipt Number:" is a text input field. Below these, there is a "NOA Category:" dropdown menu with the text "Please Select a Category..." and a "NOA Received Date: (mm/dd/yyyy)" date input field. Red arrows point to the "NOA Category:" dropdown and the "NOA Received Date:" field. At the bottom left, there are "Cancel" and "Save" buttons.

It will also check the "received date" on the Form I-797C and make sure it is on or before the "card expires" date on the EAD. Finally it will verify the category code on the EAD is the same category code on Form I-797C. Employers should consider category codes A12 and C19 to be the same code.

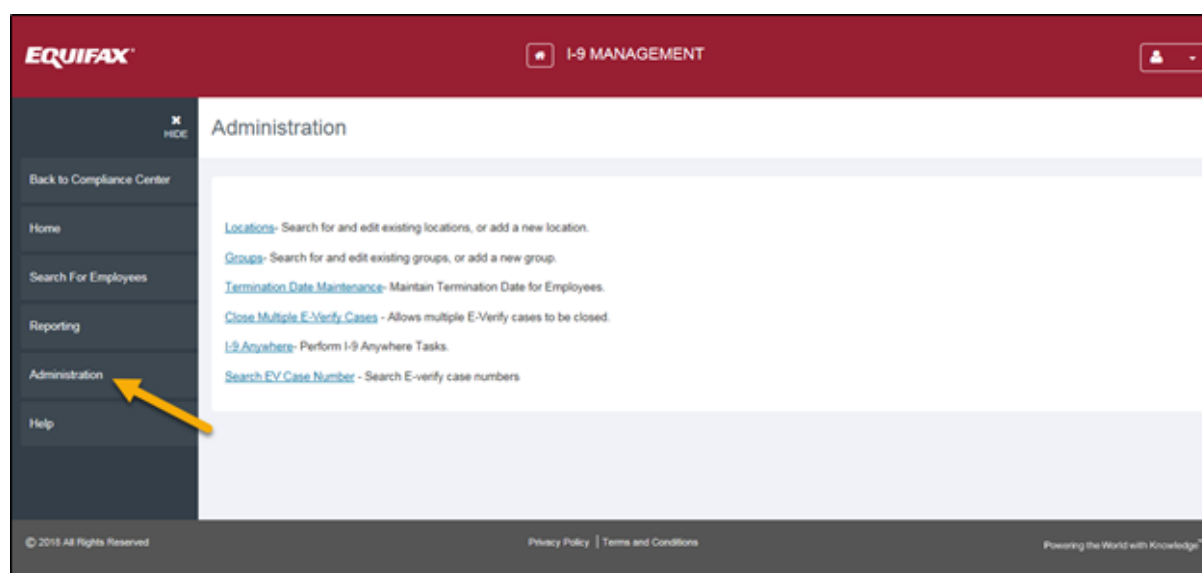
Some category codes on the EAD may include the letter 'P' such as C09O. Employers should disregard the letter 'P' when comparing the category code on the EAD with the category code on the receipt notice.

Please note that this is not considered a reverification. Do not complete Section 3 until either the 180-day extension has ended or the employee presents a new document to show continued employment authorization, whichever is sooner. At the end of the 180-day extension, the employer must Reverify the employee's employment authorization in Section 3 of the Form I-9.

Note: *If this configuration is turned ON, only users with the Employer Super User role will have access to the Change Extension of Stay features.*

Administration

You must have an appropriate user Role to access the Administration features. Many times the Users, Locations, and Groups features will be handled via electronic file feeds from your HR/Payroll system. However, if you have only a few Users, Locations, and Groups you may find it easier to use these online features. Otherwise, you may decide to only use these features when a change needs to be made immediately.



Depending on your configurations and user role, the following functions are available within the Administration Menu:

- [Locations](#) – This feature allows you to search for existing Locations, or add new Locations to I-9 Management. When searching for a Location, you can make changes to fields describing the Location. You can also create a new Location in I-9 Management by defining the necessary fields.
- [Groups](#) – This feature allows you to search for existing Groups, or add a new Group. When searching for a Group, you can make changes to fields describing the Group and change the current locations assigned to an existing Group. You can also create a new Group and select the Location(s) to be included in the Group.
- [Invalid SSN Maintenance](#) – This feature allows you to mark SSNs migrated from The Work Number to I-9 Management as invalid. This feature is only available if your employer provides data to The Work Number.
- [Termination Date Maintenance](#) – This feature allows you to upload a file to set or update termination dates for employees on file in I-9 Management.
- [Close Multiple E-Verify Cases](#) – This feature allows you to close multiple E-Verify cases at the same time. See E-Verify Issues for more information on this feature.

Note: Employer Super Users may manage user access manually in the Compliance Center platform. From I-9 Management, you click “Back to Compliance Center” and then select “User Management”.

Invalid SSN Maintenance

This file-based feature allows you to mark an employee’s SSNs as invalid or reset it to a valid status in I-9 Management. If an employee’s SSN is marked as invalid it is **NOT** counted as a Missing I-9 or listed in the Missing I-9 report.

The need to mark an employee’s SSN as invalid can arise from a variety of situations such as incorrect data in The Work Number, a dummy SSN is used in The Work Number as a placeholder until the payroll system is updated with the employee’s SSN, and when the employee is not the true owner of the SSN. *SSNs that are included on a Form I-9 cannot be marked as invalid using this feature.* You can use the **Change SSN** feature on the Employee Detail page to change an SSN included on a Form I-9 or mark it as invalid.

The **Invalid SSN Maintenance** feature is only available if your employer provides data to The Work Number. In addition, only users with a Role of Employer Super User can use this feature.

To access this feature click the **Invalid SSN Maintenance** link in the Administration section of the Main Menu page or the Administration menu.

You can upload a Comma Separated Value (CSV) file of one or more SSNs along with an indicator to mark each SSN as valid or invalid. You can create the CSV file in a text editor (e.g., Notepad) or third party application such as Microsoft Excel.

1. Create the CSV file.
 - a. The file **MUST** be a plain text file with the SSN and the valid/invalid status.
 - b. Do **NOT** include a header row in the file.
 - c. Sample file:

§ 333333337,VALID

§ 333333336,INVALID

§ 783008976,INVALID
2. Click the **Browse** button and select the file to upload.
3. Click the **Process File** button.
4. The results of the process are presented on the page.

The screenshot shows the 'Invalid SSN Maintenance' interface. At the top, it says 'Select the "Browse" button to select your list of SSNs to update, then select the "Process File" button.' Below this are two buttons: 'Browse...' and 'Process File'. Underneath, it states 'Your file has been processed and the results are as follows:'. It then shows 'Number of records processed: 3' and 'Number of records that couldn't be processed: 0'. A table follows with three columns: 'SSN', 'Status', and 'Message'. The table contains three rows of data. At the bottom, it says 'Showing 1-3 of 3'.

SSN	Status	Message
XXX-XX-3337	Success	Processed
XXX-XX-3336	Success	Processed
XXX-XX-8976	Failed	Employee has an I-9 on file

Note: A SSN can only be marked invalid if it is found in the database and there is not a Form I-9 on file. Otherwise, an error will occur. When an error occurs the SSN is not marked as invalid.

When you search for an employee, the Search Results page will display 'I' in the **Type** column if the employee's SSN is marked as invalid. The **Type of I-9** drop-down does **NOT** include an option to search employees with their SSN marked as invalid.

Employees with SSNs marked as invalid will **ONLY** be returned on the Search Results page when the **Type of I-9** is **All**. The Search for Employees page requires you to enter at least one other search criteria (e.g., SSN or Name) when the **Type of I-9** is **All**.

A report is available through the Report Provider that lists all SSNs marked as invalid.



You can use the **Invalid SSN Report** in Report Provider to identify employees with SSNs marked as invalid. The report contains the following information:

- SSN
- Location
- Employee First Name
- Employee Last Name
- Date the SSN was marked invalid

Name of user that marked the SSN invalid.

Note: The **Missing I-9** report does **NOT** include employees with SSNs marked invalid.

Termination Date Maintenance

This file-based feature allows you to enter or update one or more employee's termination date in I-9 Management.

The need to enter or update an employee's termination date arise from a variety of situations such as incorrect data in The Work Number, an employee who terminated without a record in The Work Number, and for clients who do not yet use The Work Number for all their employees. You can also use the **Change Termination Date** feature on the Employee Detail page to change an SSN included on a Form I-9 or mark it as invalid. The Change Termination Date feature is option is designed to provide you with a simple way to edit the termination date for a specific employee. Since the upload option requires SSN, this option is useful when adding a termination date for an employee that does not have an SSN (e.g., SSN Applied For). Prior to this enhancement it was a challenge for you to mark an employee that does not have a SSN as terminated.

The **Termination Date Maintenance** feature is only available to users with a Role of Employer Super User.

To access this feature click the **Termination Date Maintenance** link in the Administration section of the Main Menu page or the Administration menu.

You can upload a Comma Separated Value (CSV) file of one or more SSNs along with a termination date. You can create the CSV file in a text editor (e.g., Notepad) or third party application such as Microsoft Excel

1. Create the CSV file.
 - a. The file **MUST** be a plain text file with the SSN and the termination date.
 - b. Do **NOT** include a header row in the file.
 - c. Sample file:

333333337,02/01/2013

333333336,01/15/2012

000000000,03/01/2011

2. Click the **Browse** button and select the file to upload.



3. Click the **Process File** button.
4. The results of the process are presented on the page.



SSN	Termination Date	Message
99954170	01/16/2018	Updated
99964545	01/16/2018	Updated
99969999	01/16/2018	Updated

Close Multiple E-Verify Cases

To utilize this feature, you will click the **Close Multiple E-Verify Cases** link on the Main Menu page or the Administration page. Please note that only certain user Roles can access this feature.

Follow the steps below:

1. Identify the list of cases you wish to close by selecting an E-Verify status. You may use the other selections to narrow your case search. This feature will only allow you to close cases with the same status and closure code. Only cases with a status of *EMPLOYMENT AUTHORIZED, SSA FNC, DHS FNC, and DHS NO SHOW may be closed using this feature. Other E-Verify cases require follow-up actions by the employer and possibly the employee before the case can be closed.

**Note: Effective November of 2019, Employment Authorized cases will automatically be closed. This feature will only pull in cases that had not been closed prior to the new version of E-Verify being deployed.*

2. Click the **here** link to see your case closure history. This page will display your history of using this multiple case closure feature. You will only be able to see your own transactions. You will **NOT** be able to see any other user's transactions. Using this page you can see if the case you submitted to E-Verify have been closed or not. A skipped case is one that someone else closed before you completed the multiple case closure process.

Close Multiple E-Verify Cases

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● Search for cases — ● Select cases — ● Choose closure option — ● Review — ● Finish

Search for E-Verify cases to close. All cases must be closed with the **same** closure option.

A summary of your case closure history is available [here](#). * Required Field

* E-Verify Status:

Select One
 Employment Authorized
 SSA FNC
 DHS FNC
 DHS No Show

Group: (All) Location: (All)

Employees Only ☐ Terminated Employees Only ☐

Cancel Search

3. Click the checkbox next to an employee's name mark the employee's E-Verify case for closure. You will be able to remove an employee from the list before you submit the cases to E-Verify for closure.

✔ Search for cases — ● Select cases — ● Choose closure option — ● Review — ● Finish

Check the cases to close with the **same** closure option, then click "Continue."

E-Verify Status: Employment Authorized

Showing 1 - 2 of 2 | Total Cases Selected: 2 Display 25

<input type="checkbox"/>	Name	Location	SSN	Employment	Termination
<input checked="" type="checkbox"/>	Sue Sample	Default	7898	11/01/2017	
<input checked="" type="checkbox"/>	Bob Smith	Default	7674	05/10/2017	

Showing 1 - 2 of 2 Total Cases Selected: 2

Back Continue

4. Next, specify how to instruct E-Verify to close the cases by indicating if the employee is still employed or not as well as the more detailed closure reason. All cases you selected to close with this feature must have the same instructions to E-Verify.

✔ Search for cases — ✔ Select cases — ● Choose closure option — ● Review — ● Finish

Indicate if selected employees are currently employed or not. Then select a closure option and click "Continue."

E-Verify Status: Employment Authorized

Are the employees currently employed?

☒ Yes - The employee **IS** currently employed with this company.

- ☒ The employee continues to work after receiving an Employment Authorized result.
- ☐ The case is invalid because another case with the same data already exists.
- ☐ The case is invalid because the data entered is incorrect.

☐ No - The employee **IS NOT** currently employed.

Back Continue

5. The last step is a final review where you will see the E-Verify status for all of the cases you are submitting to E-Verify for closure as well as the closure option you selected for the cases. If you need to remove a case from the list, click the red **X** next to the employee's name. You are required to confirm your case closure selections by clicking the checkbox indicating that you have reviewed the cases and are confirming that the cases be closed as indicated. Once you click the checkbox the

Close Case button will become active. Click the **Close Case** button to submit the cases to E-Verify for closure.

✓ Search for cases — ✓ Select cases — ✓ Choose closure option — ● Review — ● Finish

Review cases selected to be closed, then click "Close Cases."

E-Verify Status: Employment Authorized

Closure Option: The employee continues to work after receiving an Employment Authorized result.

Showing 1 - 2 of 2

Remove	Name	Location	SSN	Employment	Termination
✗	Sue Sample	Default	7898	11/01/2017	
✗	Bob Smith	Default	7674	06/10/2017	

Showing 1 - 2 of 2

☒ I have reviewed all 2 cases to be closed and confirm that my selections are accurate. I understand that closing a case is final and can not be reversed.

Previous Step Close Cases (2)

6. The final step is when a confirmation page is displayed to let you know that the cases have been submitted to E-Verify for closure.

✓ Search for cases — ✓ Select cases — ✓ Choose closure option — ✓ Review — ● Finish

✓ 2 Cases submitted to E-Verify for Closure

Final closure of cases will occur when confirmation from E-Verify is received. Errors indicated by E-Verify will appear in the E-Verify Issues List.

Close More Cases Main Menu

Don't forget that you can check on the status of the cases you submitted to E-Verify for closure by clicking the **Close More Cases** button to take you back to the Close Multiple E-Verify Cases page. You can also check on the closure status of the cases you have submitted for closure by clicking the **Close Multiple E-Verify Cases** link on the Main Menu page or the Administration page to return to the Close Multiple E-Verify Cases page and clicking the **here** link.