



I-9 Management

Employer User Manual

September, 2021

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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.

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/>

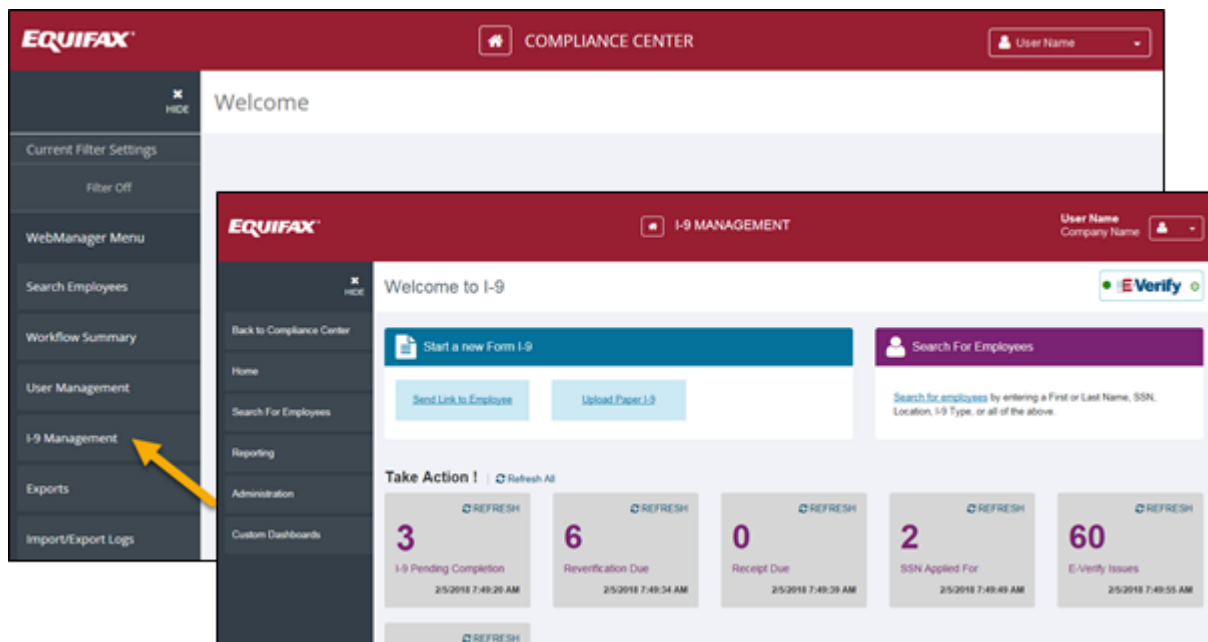
2. Enter your five-digit **Employer Code** (*assigned by EWS*) or your employer's name
3. Click **Continue**

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.



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.
- 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?](#)

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.

SSN Applied For

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 of their hire date.

U.S. Social Security Number

Employee's Telephone Number (optional)

SSN Applied For

I-9 Management will automatically track these employees for you in the SSN Applied for tile on your dashboard, or SSN Applied for filter in your Search option.

Take Action! | Refresh All

<p>3</p> <p>I-9 Pending Completion</p> <p>12/7/2020 7:56:01 AM</p>	<p>-</p> <p>Receipt Due</p> <p>None</p>	<p>0</p> <p>SSN Applied For</p> <p>8/31/2020 11:08:08 AM</p>
---	--	---

To update an SSN applied for record, locate the employee and click on their record to access the Employee Detail page. Click on the 'Change SSN' link.

Name: Anne A. Example	Other Names Used:	U.S. Social Security Number: Applied For Change SSN
Address: 123 Main St	City, State & Zip Saint Louis, MO 63146	E-mail Address:
Employment Date: 05/19/2020 Change Employment Date	TWN Hire Date	Termination Date: Change Termination Date

Select the Edit SSN option and enter the employee's SSN. Click 'Continue' to move forward. The next screen will ask you to attest to the information you entered and apply your electronic signature.

Name:
Anne A. Example

Social Security #:

Edit SSN Mark SSN as bad
 Exclude from I-9 PDF

You should receive a banner message stating this has been successfully updated. This employee will now be removed from the SSN Applied for list. Please note that if your account uses E-Verify, then you will also receive an E-Verify response at this time. If it requires action from you, please take it.

The Employee Social Security Number was successfully updated.

Name: Anne A. Example	Other Names Used:	U.S. Social Security Number: XXX-XX-8444 Change SSN
---------------------------------	--------------------------	---

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

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 in the 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.

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

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. Please note that when using the Receipt Due option, most cases may not automatically go to E-Verify until after the receipt is updated through this process. On the same screen, you should look for an E-Verify response and take action where necessary.

Original I-9 Receipt was updated successfully.

File Entry	Type (click to view)	E-Verify	Actions
6/28/2017	Original I-9 Receipt	View History	Attach File
01/17/2018	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)

Verify Information — **Print Notice** — Close Case — Complete — Refer — Print Confirm — Complete — Employee

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 — Complete — Refer Employee — 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.

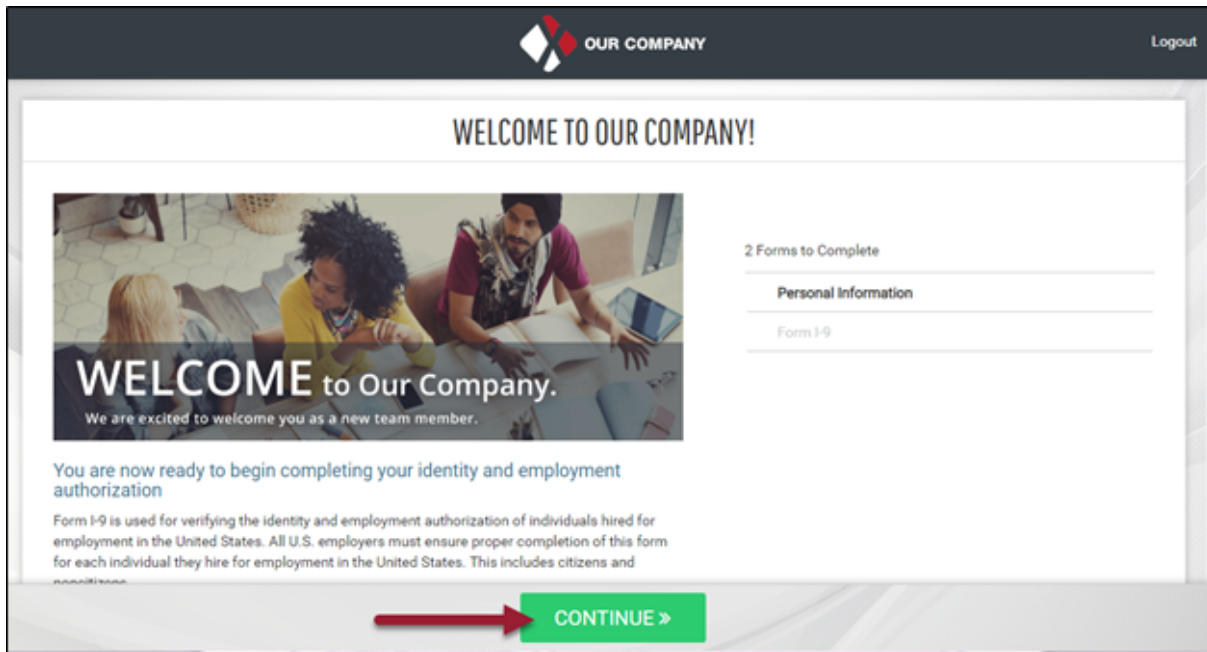
Click the **Missing I-9** action items to display the list of employees with a payroll record in The Work Number that do not have a matching Form I-9 on file for the current period of employment. Next, click the employee's name to access the Employee Detail page for the employee. From there you can click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

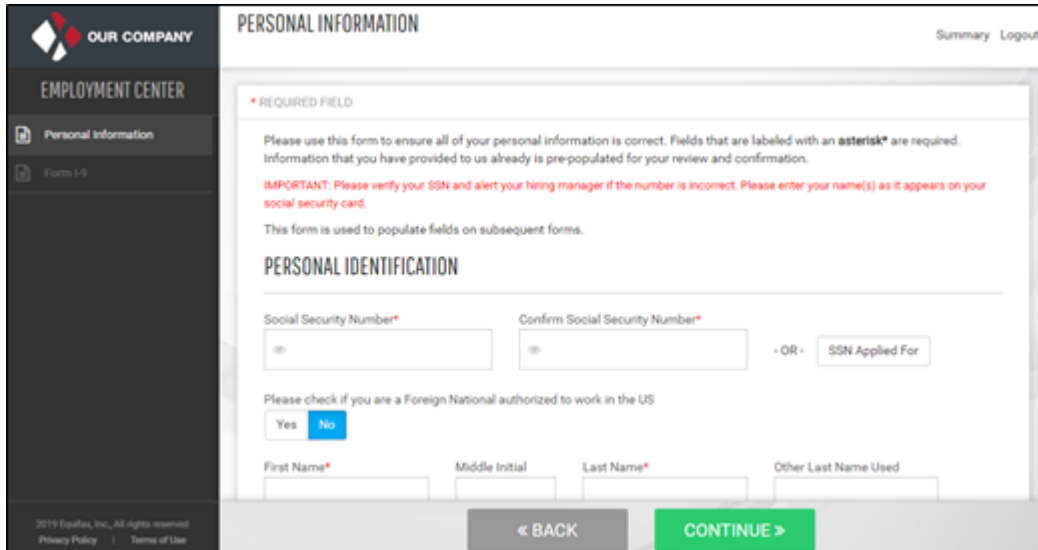
The Missing I-9 feature can also help with gathering a new Form I-9 for rehires. If the difference between the Most Recent Hire Date (this can also be configured to be the Original Hire Date) in The Work Number and the hire date on the employee's current Form I-9 is greater than the configured New Hire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



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



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 and apartment number. Information provided on the Personal Information Page will automatically populate these fields in Section 1 of the Form I-9.

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.
3. Edit Personal Information.

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.

- (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

The screenshot shows a web interface titled "Summary" for an employee named "Newton, Sharon". At the top right, there is a button labeled "Return to Workflow Summary". Below the name, there is a navigation bar with tabs for "Packet Information", "Documents", "Tasks", "Notes", "Workflow History", and "Activities". The "Packet Information" tab is active, showing a "Reference ID" of "1384113". Below this, there is an "Employee Info" section with fields for "Social Security Number", "Full Name" (filled with "Newton, Sharon"), "Street Address", and "Telephone Number". To the right of the "Employee Info" section, there is a vertical stack of action buttons: "Reset Password", "Take Action", "Resend Invitation", "Complete I-9", and "Cancel Packet". A red arrow points to the "Complete I-9" button.

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: Last Name: SSN: Type of I-9: (All)

UDFFieldName: Group: (All) Location: (All)

Date Range: (mm/dd/yyyy)

Start Date: End Date:

Include:

Active Employees Terminated Employees Current Location Only

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:

Location: Default

FICA exempt

UDFFieldName:

Visa Type Label:

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:

Errors

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

U.S. Passport or U.S. Passport Card: Passport # Please enter a valid value (8-9 alphanumeric)

The employer must examine the document(s) presented by the employee and record the issuing authority, document number, and document expiration date, if any.

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

Issuing Authority:
U.S. Department of State Sample Document

Passport #:
1234

Expiration Date (mm/dd/yyyy):
09/09/2020

Cancel Back Continue

Completing Section 3

Section 3 of the Form I-9 can be used to reverify, rehire and change the name of an existing employee who already has a completed I-9 on file.

Reverification

Reverification is required when your employee's work authorization document expires. The reverification process must be completed prior to the expiration of the document to ensure your employee is authorized to work in the United States. Information on completing the reverification process can be found in the [Reverification Due](#) section of this document.

Rehire

Section 3 of the Form I-9 can be used when rehiring employees. It's important to review your company policy to determine if you should rehire someone using Section 3 or by completing a new I-9. If your organization uses Section 3, you can complete this in I-9 Management if the original I-9 is not more than three years old.

To do so, start by locating the employee that is being rehired. From the Main Menu, you can click the 'Search for Employees' tab on the Navigation Menu or the 'Search for Employees' link on the main dashboard. Then enter the full first name, last name or social security number.

Once you have found the employee that is being rehired, click on their name to access the employee detail page. You will then click on the Section 3 button, enter the new hire date, and update any List A or List B documents as needed.

Prior to signing Section 3, you will be able to review the document for accuracy before completing the electronic signature. Back on the employee detail page, you will see the new entry captured in the I-9 History Section.

Rehires can only be completed in I-9 Management if a termination date is on file.

Name Changes

If you are using Section 3 for a name change, you will go through the same process to search for the employee and click the Section 3 button. From here, you will enter the new first name or last name and click on the Continue button.

Enter new name, or select a document.

Name:
Jordon W. Binnington

Address:
14 Market St
Saint Louis, MO 63146

Birth Date:
1/8/1999

Last Name:

First Name:

Middle Initial:

List A or C Documents: Receipt (e.g., replacement) [What's This?](#)

After clicking the continue button, you will be directed to review and electronically sign. A name change will display in the I-9 History section as a Reverified I-9.

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.

Duplicate SSN

A duplicate SSN has been detected. If Person A and Person B are the same person, click Same. If they are not the same person, click Different.

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

Group: None **Location:** Default

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;

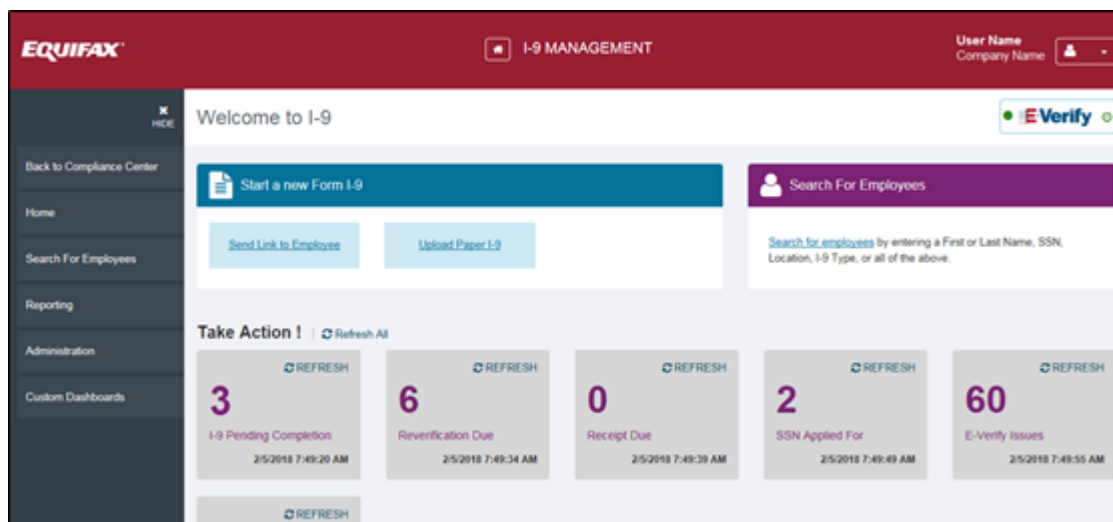
1. If the Form I-9 *IS* for a SSN already on file
 - a. Click the **Same** button on the Duplicate SSN page
 - b. Complete Section 2 for the Form I-9
 - c. Electronically sign Section 2 to complete the Form I-9
2. If the Form I-9 is *NOT* for the employee already on file
 - a. The SSN in Section 1 of 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 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
 - 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 to 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.

Search For Employees

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

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

UDFForkName: Group: Location:

Date Range:

Start Date: End Date:

Include:

Active Employees Terminated Employees Current Location Only

Search Results: (All)

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

Type	Name	Location	SSN	Employment	E-Verify Status
E	Sample, Sue	Default	1122	01/15/2018	SSA Incomplete
C	SHAMBLIN, MARINA	Default	3015	03/16/2016	

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 – Clicking this checkbox will include active employees (i.e., employees with no termination date) in the search results.
- Terminated Employees – 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.

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.*

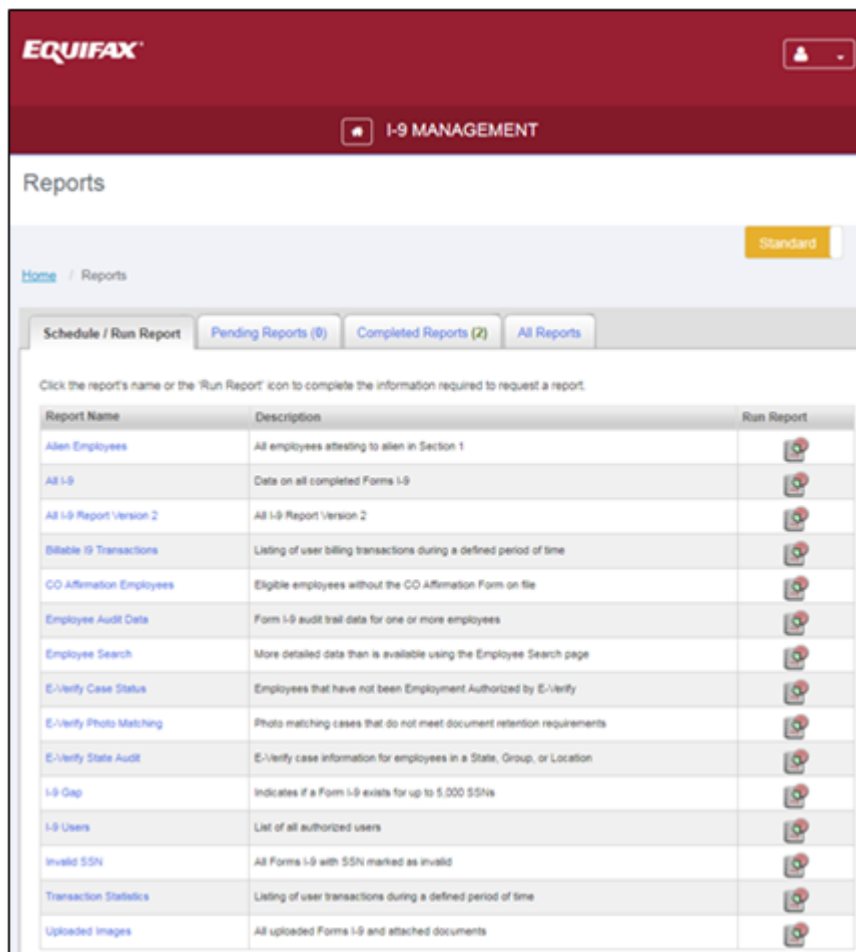
Reports

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 and have the I-9 Compliance feature enabled. 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.
- 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 Employees – 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	<input type="button" value="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 **Choose file** 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

SI 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:

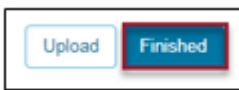
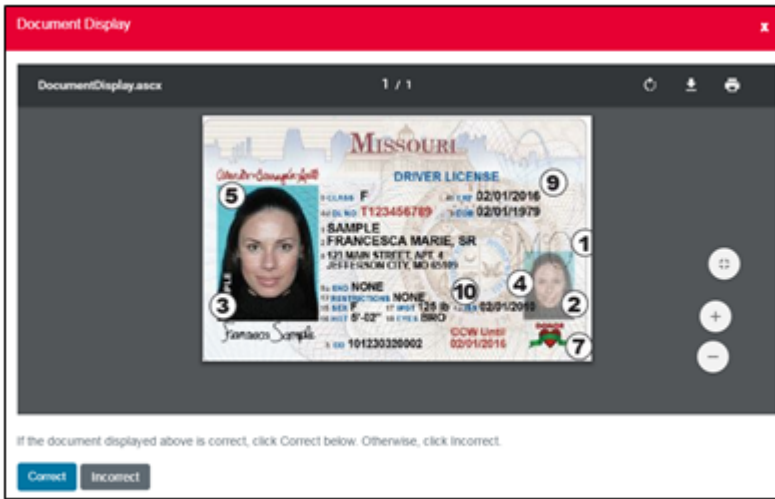
Image file to attach:

(TIF, GIF, JPG, JPEG, PDF)

Document Name:

First Name: Middle Initial: Last Name: SSN:

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.

Hire/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

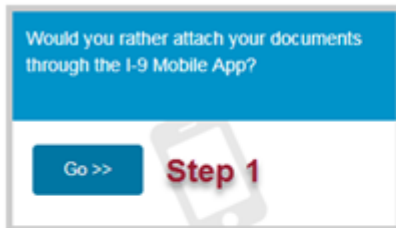
Note: The document upload feature will support TIF, GIF, JPG, and PDF formats and the maximum file size is 1536 KB.

Mobile Attach (Upload)

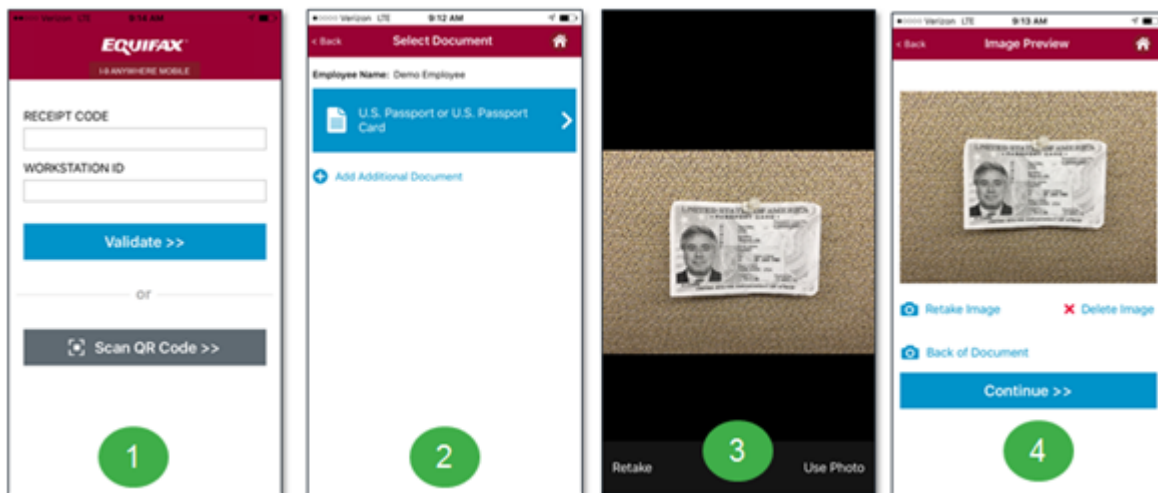
If configured for your account, documents may also be attached by utilizing the I-9 Anywhere app. This can be downloaded for free on your Apple or Android devices.

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 be able to attach the documents using the Browse functionality from their mobile device. The I-9 Anywhere app will not be accessible accessing I-9 Management through a mobile device. This feature is used in conjunction with logging on from your desktop browser.

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

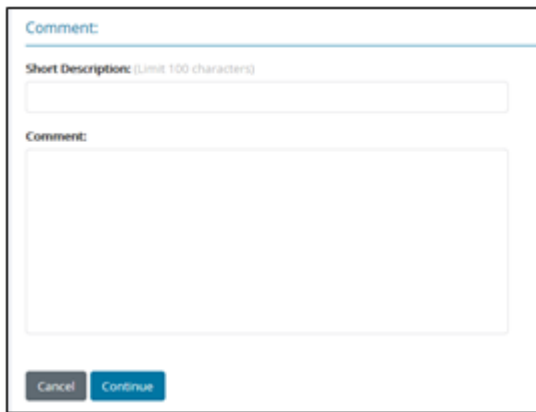
You can only delete a file entered using the Attach File or a Form I-9 entered using the Upload I-9 function.

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.



Date	Short Description	Username
Add Comment		



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 Check: Account is a demo employer ->

Name: Sue Sample	Other Names Used: 00000003	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-9 #:	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-929 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

RecEntry	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. 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 allow 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.

DACA Extensions

Per [USCIS guidelines](#), when completing Form I-9, employees may choose to present their unexpired Form I-766, Employment Authorization Document (EAD) with Category code of C33 that was issued on or after July 28, 2020, along with an I-797 Extension Notice issued by USCIS that shows a one-year extension of their deferred action and work authorization under Deferred Action for Childhood Arrivals (DACA). In Section 1, employees may enter the end validity date from the notice in the “Authorized to Work Until” field.

If your employee presents this document combination, you must enter the end validity date from their notice in the Expiration Date field in Section 2. Enter DACA Ext. in the Additional Information field. You may reverify a current employee before reverification is required if they present this document combination to you. Enter the end validity date from their notice as the Expiration Date in Section 3. Enter DACA Ext. in the Additional Information field in Section 2.

The I-9 Management service will support DACA extensions the following way:

- Select Form I-766 - Employment Authorization Document that contains a photograph under List A
- Fill out the I-766 Document Number, Expiration Date & Alien Number fields
- Select C33 under the Category drop down
- Enter Employment Authorization Document Issue Date

List A document - Form I-766 - Employment Authorization Document that contains a photograph

Issuing Authority:
 Sample Document

Document #:

Expiration Date (mm/dd/yyyy):

Alien #:
 123456789
 The number on the document is the same

Category:

Employee has an I-797 Extension

Employment Authorization Document Issue Date (mm/dd/yyyy):

Cancel Back Continue

- Sign Section 2
- Completed I-9 will show DACA Ext in the Additional Information Section
- I-9 will be presented for Reverification

Section 2. Employer or Authorized Representative Review and Verification
(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")

Employee Info from Section 1	Last Name (Family Name)	First Name (Given Name)	M.I.	Citizenship/Immigration Status
Sample	DACA		N/A	4

List A Identity and Employment Authorization OR **List B Identity** AND **List C Employment Authorization**

Document Title: Form I-766 - Employment Authorization Document that contains a photograph
 Issuing Authority: DHS/USCIS
 Document #: aaa1111111111
 Expiration Date: 10/20/2021
 Alien #: 123456789

Employment Authorization Document Issue Date: 08/08/2020

Additional Information
 DACA Ext.

QR Code - Sections 2 & 3
 Do Not Write in This Space

Name:
DACA Sample

Address:
123 Main St

Employment Date:
09/10/2021 [Change Employment Date](#)

Alien Registration Number/USCIS Number:
123456789

Reverification Due Date:
10/20/2022

Obtained I-94 from USCIS:

Notice to Replace Sticker - Lawful Permanent Residents

[USCIS is replacing the currently issued sticker](#) that extends the validity of a Form I-551, Permanent Resident Card (PRC), or Green Card, with a revised Form I-797, Notice of Action, receipt notice of Form I-90, Application to Replace Permanent Resident Card. The revised notice will extend the validity of a PRC for 12 months from the "Card Expires" date on the front of the PRC. This change ensures that certain lawful permanent residents have documentation for completing Form I-9, Employment Eligibility Verification. Employees may present their expired PRC together with this notice as an acceptable List A document that establishes identity and employment authorization for Form I-9 purposes. When completing a Form I-9, employers should enter the information from this document combination in Section 2, under List A:

- In the Document Number field, enter the card number provided on the expired PRC.
- In the Expiration Date field, enter the date that is 12 months from the "Card Expires" date on the expired PRC.
- In the Additional Information box, write "PRC Ext" and the I-90 receipt number from the Form I-797.

Employers who retain copies of documents should retain copies of both the PRC and Form I-797 with the employee's Form I-9. Employers may not reverify Lawful Permanent Residents who present this document combination.

To complete this action in I-9 Management, you will take the following actions:

- Select Form I-551 Permanent Resident Card or Alien Registration Receipt Card under List A
- Fill out I-551 Document Information
- Select I-797 Notice of Action Receipt Notice Form I-90
- Enter I-797 with I-90 Receipt Number & Expiration

List A document - Form I-551 - Permanent Resident Card or Alien Registration Receipt Card

Issuing Authority:
DHS/USCIS Sample Document

Alien #:
11111111
 The number on the document is the same

Expiration Date (mm/dd/yyyy):
12/20/2021
 The document does not have an expiration date

Document #:
aaa111111111
 No Document Number Was Provided

Document Title:
I-797 Notice of Action Receipt Notice of Form I-90

I-797 with I-90 Receipt Number:
123456789

Receipt Date (mm/dd/yyyy):
12/20/2020

- Sign Section 2
- Completed I-9 will show I-90 Receipt information in the Additional Information Section
- I-9 will not be presented for Reverification

Employee Info from Section 1	Last Name (Family Name) Demo	First Name (Given Name) LPR	M.I. N/A	Citizenship/Immigration Status 3		
List A Identity and Employment Authorization	OR		List B Identity	AND	List C Employment Authorization	
Document Title: Form I-551 - Permanent Resident Card or Alien Registration Receipt Card Issuing Authority: DHS/USCIS Alien #: 11111111 Expiration Date: 12/20/2022 Document #: aaa111111111						
<table border="1"> <tr> <td style="width: 50%; vertical-align: top;"> Additional Information PRC Ext, I-90 Receipt Number 123456789 </td> <td style="width: 50%; vertical-align: top;"> QR Code - Sections 2 & 3 Do Not Write In This Space </td> </tr> </table>					Additional Information PRC Ext, I-90 Receipt Number 123456789	QR Code - Sections 2 & 3 Do Not Write In This Space
Additional Information PRC Ext, I-90 Receipt Number 123456789	QR Code - Sections 2 & 3 Do Not Write In This Space					

Name: LPR Demo
Address: 123 Main St
Employment Date: 09/13/2021 Change Employment Date
Alien Registration Number/USCIS Number: 11111111
Reverification Due Date:
Obtained I-94 from USCIS:

Temporary Protected Status (TPS) - Exception Liberia

According to the [USCIS](#), the secretary of Homeland Security may designate a foreign country for Temporary Protected Status (TPS) if conditions in the country meet statutory requirements regarding ongoing armed conflict, natural disasters (including epidemics), or other extraordinary and temporary conditions in the country that temporarily prevent its nationals from returning safely. See 8 U.S.C. section 1254a(b)(1). USCIS may grant TPS to eligible nationals of a designated country, and eligible individuals without nationality who last resided in the designated country and are already in the United States. Individuals who are granted TPS are authorized to work. For additional information on TPS designations, please visit the [TPS webpage](#).

The president may authorize Deferred Enforced Departure (DED) in his discretion and as part of his constitutional power to conduct foreign relations. Individuals covered by DED are not subject to removal from the United States for a designated period of time. Individuals may also request employment authorization if it is provided as a benefit of DED.

Employees do not have to provide proof they are a national of a country that has been designated for TPS or DED when completing Form I-9.

The I-9 Management service will automatically extend these TPS countries for you. To ensure you have properly completed a Form I-9 for someone that falls into the TPS category, follow the instructions below:

- Select Form I-766 - Employment Authorization Document that contains a photograph under List A
- Fill out the I-766 Document Number, Expiration Date & Alien Number fields

- Select A12 or C19 under the Category drop down
- Pick the TPS Country from the drop down list

List A document - Form I-766 - Employment Authorization Document that contains a photograph

Issuing Authority:
 [Sample Document](#)

Document #:

Expiration Date (mm/dd/yyyy):

Alien #:

 The number on the document is the same

Category:

TPS Country:

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

- Sign Section 2
- The reverification due date will automatically be extended to the appropriate date for that TPS country
- Reverification Due Reason will be listed as 'TPS AutoExtend Date'

Name: TPS Framework	Other Names Used:
Address: 123 Main St	City, State & Zip Saint Louis, MO 63146
Employment Date: 09/20/2021 Change Employment Date	
Alien Registration Number/USCIS Number: 11111111	I-94 #:
Reverification Due Date: 12/31/2022	Reverification Due Reason: TPS AutoExtend Date

Temporary Protected Status (TPS) - Liberia

Liberia extensions operate slightly differently due to the regulations behind the DED in place. On Jan. 20, 2021, President Joe Biden issued a [memorandum](#) to the secretary of Homeland Security directing the secretary to reinstate DED for eligible Liberians, or persons without nationality who last habitually resided in Liberia, and to provide for continued work authorization through June 30, 2022. Eligible Liberian nationals covered under DED as of Jan. 10, 2021, may remain in the United States through June 30, 2022.

This notice extends employment authorization through June 30, 2022 for Liberians covered under DED and also automatically extends DED-related Employment Authorization Documents (EADs) for those who already have an EAD with a printed expiration date of March 30, 2020, or Jan. 10, 2021.

Current Liberia DED-related EADs bearing a March 30, 2020, or Jan. 10, 2021, expiration date and an A-11 category are automatically extended through June 30, 2022. Affected individuals may present their EADs bearing a March 30, 2020, or Jan. 10, 2021, expiration date as evidence of identity and employment authorization for purposes of Employment Eligibility Verification (Form I-9). Employees may show the Federal Register notice to demonstrate that their EADs have been automatically extended through June 30, 2022.

To complete an I-9 for an employee that falls in this category, follow the steps below:

- Select Form I-766 - Employment Authorization Document that contains a photograph under List A
- Fill out the I-766 Document Number, Expiration Date & Alien Number fields
- Select A11 under the Category drop down
- Enter Liberia as the TPS Country

List A document - Form I-766 - Employment Authorization Document that contains a photograph

Issuing Authority:
 [Sample Document](#)

Document #:

Expiration Date (mm/dd/yyyy):

Alien #:

 The number on the document is the same

Category:

TPS Country:

- Sign Section 2
- The reverification due date will automatically be extended to the current extension period.
- Reverification Due Reason will be listed as 'DED EXT'

Name: Liberia Expired	Other Names Used:
Address: 123 Main St	City, State & Zip: Saint Louis, MO 63146
Employment Date: 09/22/2021 Change Employment Date	
Alien Registration Number/USCIS Number: 11111111	I-94 #:
Reverification Due Date: 06/30/2022	Reverification Due Reason: DED EXT

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.

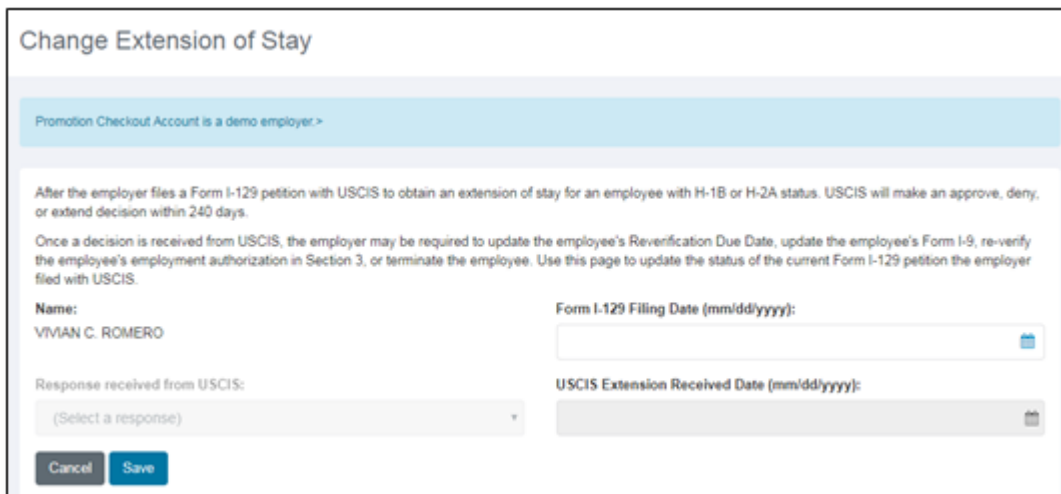
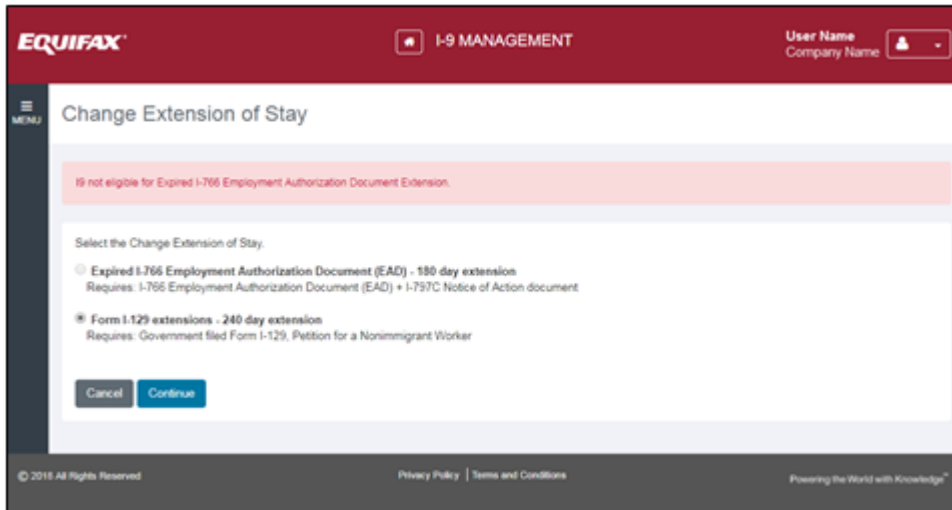
Below is a step-by-step flow of how the Change Extension of Stay is displayed when this feature is turned ON.

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

Alien Registration Number/USCIS Number: 1123057971	I-94 #: Section 1 Work Until Date	Receipt Due Date	Receipt Due Document
Reverification Due Date: 07/30/2018	Reverification Due Reason: Section 1 Work Until Date	Foreign Passport Number:	Country of Issuance:
Obtained I-94 from USCIS:	Current E-Verify Case Status:	Receipt Code: tuctnabyn	I9 Data Id: 147489
Group: None	Location: Default Change Location	Previous Locations:	
Visa Type: Change Visa Type	Form I-129 Filing Date: Change Extension ←	Audit Report: View/Download	

[Back](#) [Section 3](#) [New I-9](#) [Upload Paper I-9](#) [Send to E-Verify](#) [Receipt Update](#) [Covid19 Update](#)

2. Clicking on “Change Extension” 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.



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

Promotion Checkout Account is a demo employer.

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 Re-verification 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 Of Change Date

Response received from USCIS: (Select a response) USCIS Extension Received Date (mm/dd/yyyy):

(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.

Name: VIVIAN C. ROMERO Form I-129 Filing Date (mm/dd/yyyy): 1/8/2018 Of 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

CR 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.

Change Extension of Stay

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

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.

Expired I-766 Employment Authorization Document (EAD) - 180 day extension

Foreign nationals in certain employment eligibility categories who file an EAD renewal application may receive automatic extensions of their expiring EAD for up to 180 days. The extension begins on the date the EAD expires and continues for up to 180 days unless the renewal application is denied.

The employee's expired EAD in combination with the Form I-797C Notice of Action showing that the EAD renewal application was timely filed and showing the same qualifying eligibility category as that on the expired EAD is an acceptable document for Form I-9.

Reverification is required when the employee's automatic extension ends, no later than 180-days after the expiration date of the Employment Authorization Document (Form I-766). Reverification can also be done before the end of the 180-day extended time period, upon receipt of any document that shows current employment authorization, such as any document from List A or List C.

Document Title: Expired EAD	Issuing Authority: DHS/USCIS	Document #: aaa111111111
Expiration Date: 08/08/2020	Alien #: 11111111	Category: Other
Country: Other	Document Title: I-797C Notice of Action	NOA Receipt Number: <input type="text"/>
Extension Expiration: 2/4/2021	NOA Category: <input type="text" value="Please Select a Category..."/>	NOA Received Date: (mm/dd/yyyy) <input type="text"/>

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 qualifying category code on Form I-797C. Employers should consider category codes A12 and C19 to be the same code.

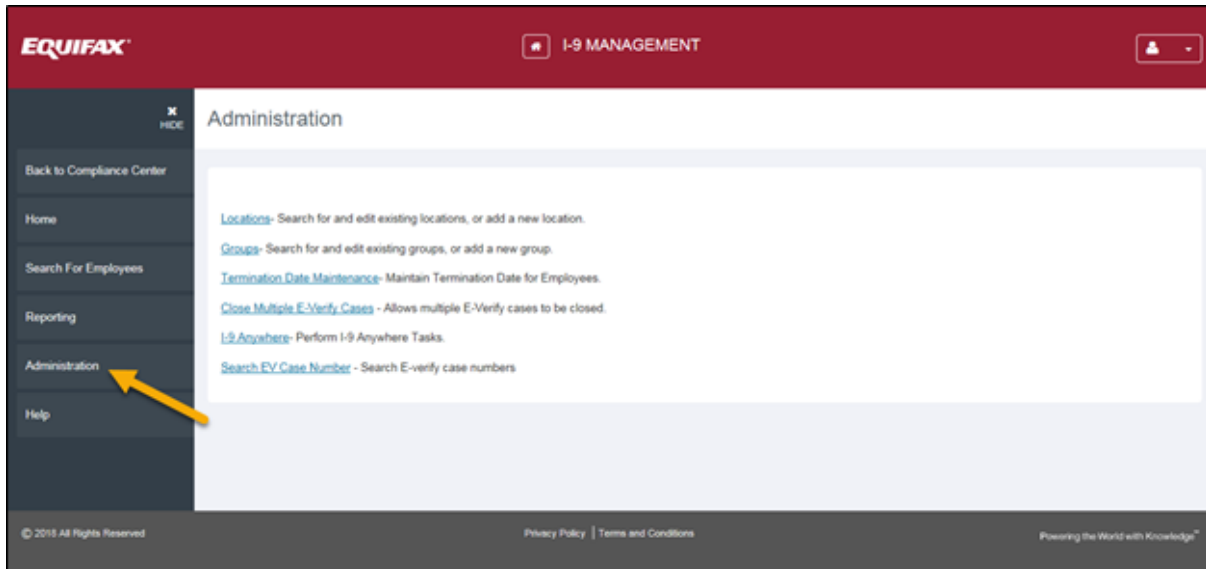
Some category codes on the EAD may include the letter 'P' such as C09O. Employers should disregard the letter 'P' when comparing the category code on the EAD with the category code on the receipt notice.

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:

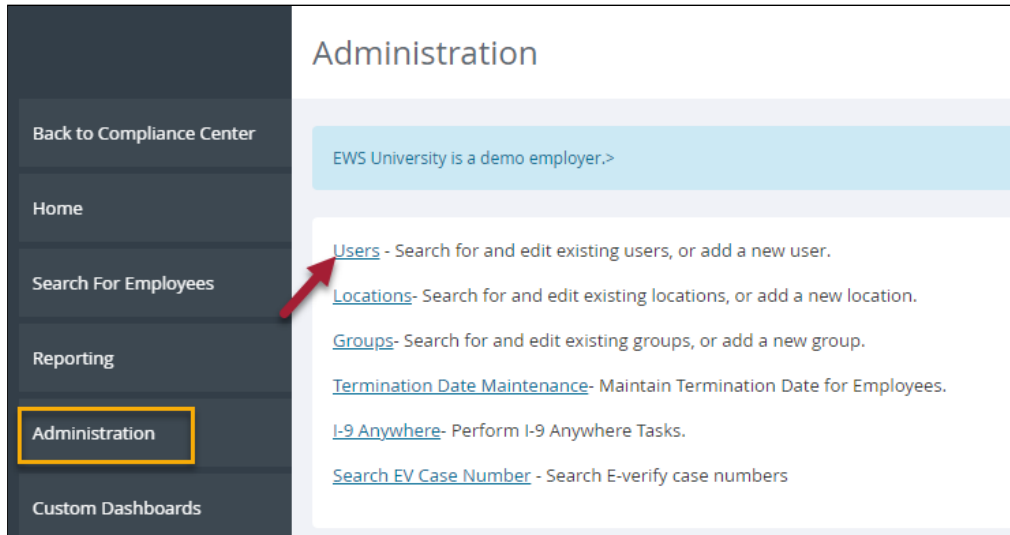
- [Locations](#) – This feature allows you to search for existing Locations, or add new Locations to I-9 Management. When searching for a Location, you can make changes to fields describing the Location. You can also create a new Location in I-9 Management by defining the necessary fields.
- [Groups](#) – 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.

Manual User Management

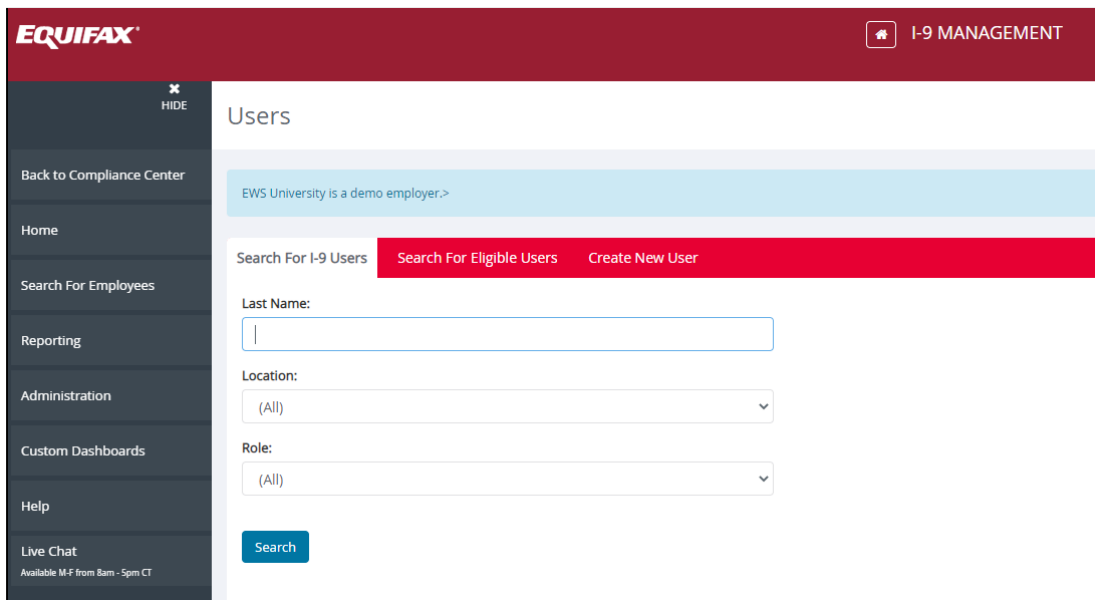
Clients that do not log in through SSO will have the ability to manage user access manually in our service. The first thing you will need to do is determine if your organization logs directly into [I-9 Management](#) and only needs access to that service, or if your users login through [Compliance Center](#) and needs access to both I-9 and Compliance Center.

Managing Users in I-9 Management

WebManagers with an authorized user role will be able to add new users, modify existing user profiles or revoke access to existing users under the Administration menu in I-9 Management. Please note that adding a user in this system will only allow them permission to login through the I-9 Management URL.



From here you can search for existing users to change their access or update their profile, and you can create a brand new user. If you are adding a new user, you will need to supply some information about the employee, create a user ID, and a default password. The first time this employee logs in, they will need to click the Register Now! Option to be authenticated into the system. They will then create their own user ID and Password to use moving forward.

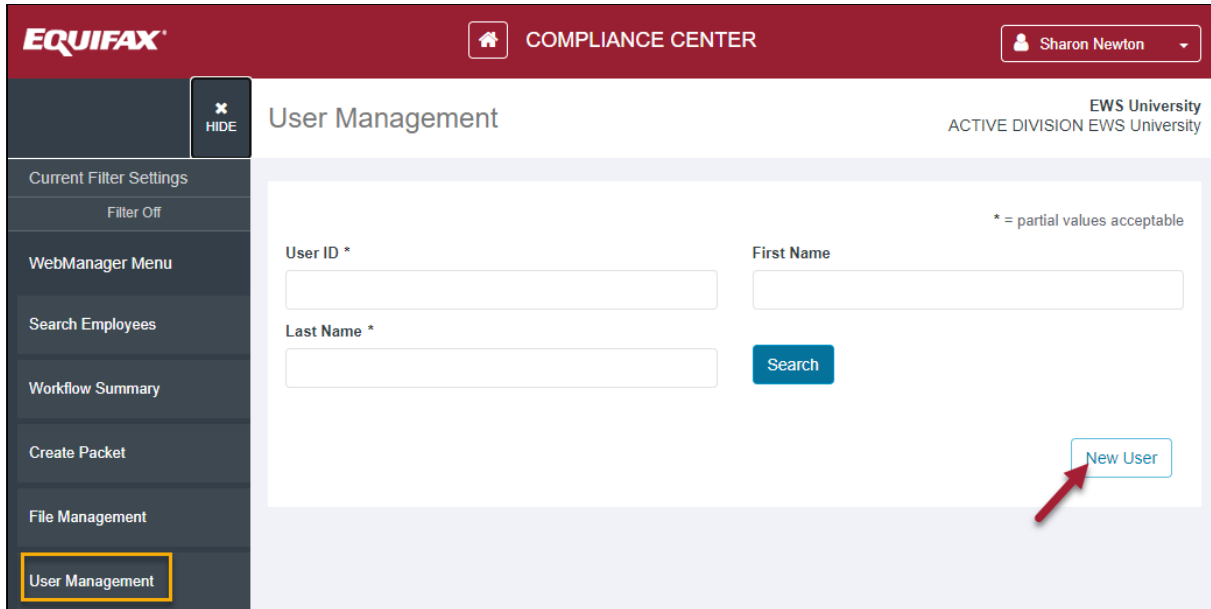


Managing Users in Compliance Center

WebManagers with an authorized user role will be able to add new users, modify existing user profiles or revoke access to existing users under the User Management menu in Compliance Center. Please note user roles for Compliance Center must have already been configured during the implementation process for

your organization. If you do not show user roles and want to leverage this option, please contact your support team for assistance.

From the User Management screen, you can search for existing users to change their access or update their profile, and you can create a brand new user by clicking the 'New User' button.



If you are adding a new user, you will need to supply some information about the employee, create a user ID, and a default password. After selecting the Role you want to assign this person, please ensure you go to the 'Edit Location Access' button to grant access to the location(s) this user should be allowed to view. Then Save the profile you created. ***If you do not grant access to at least one location, the user will not be able to log in.***

The screenshot shows the 'User Information' form. At the top, there is a light blue box with the heading 'Complexity Requirements' and the text: 'Password should contain lowercase, uppercase, numbers and special characters, but should not contain username or 9 consecutive digits or a character repeated more than twice consecutively.' Below this, the form has several input fields: 'User Id', 'Default PIN', 'Confirm PIN', 'Social Security Number*' (with a copy icon), 'Re-Enter Social Security Number*' (with a copy icon), 'First Name', 'Last Name', 'Job Title', 'Phone' (with three separate input boxes), and 'Email'. At the bottom left, there are three buttons: 'Cancel/Back', 'Save', and 'Edit Location Access'. At the bottom right, there is a 'Role' dropdown menu with a blue highlight on the 'Select one' option. The dropdown list includes: 'Select one', 'AnywhereCompleter', 'EmployerSuperUser', and 'TALXSuperUser'.

The first time this employee logs in, they will need to click the Register Now! Option to be authenticated into the system. They will then create their own user ID and Password to use moving forward.

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.

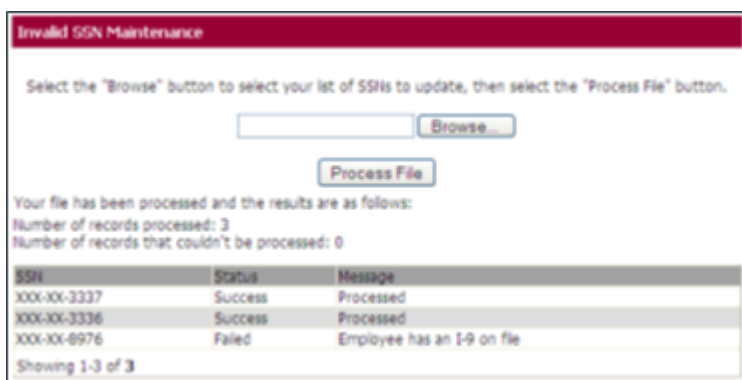
The **Invalid SSN Maintenance** feature is only available if your employer provides data to The Work Number. In addition, only users with a Role of Employer Super User can use this feature.

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' web interface. At the top, there is a red header with the title. Below the header, there is a text instruction: 'Select the "Browse" button to select your list of SSNs to update, then select the "Process File" button.' There are two buttons: 'Browse...' and 'Process File'. Below the buttons, there is a message: 'Your file has been processed and the results are as follows:'. This is followed by two lines of summary text: 'Number of records processed: 3' and 'Number of records that couldn't be processed: 0'. Below this is a table with three columns: 'SSN', 'Status', and 'Message'. The table contains three rows of data. At the bottom of the table, 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 arises 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. The Change Termination Date feature 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:

33333337,02/01/2013

33333336,01/15/2012

00000000,03/01/2011

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.



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 has 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

Promotion Checkout Account is a demo employer.

● 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: Group: Location:

Employment Authorized
 SSA FNC
 DHS FNC
 DHS No Show

Employees Only Terminated Employees Only

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 Samois	Default	7898	11/01/2017	
<input checked="" type="checkbox"/>	Bob Smith	Default	7674	06/19/2017	

Showing 1 - 2 of 2 Total Cases Selected: 2

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

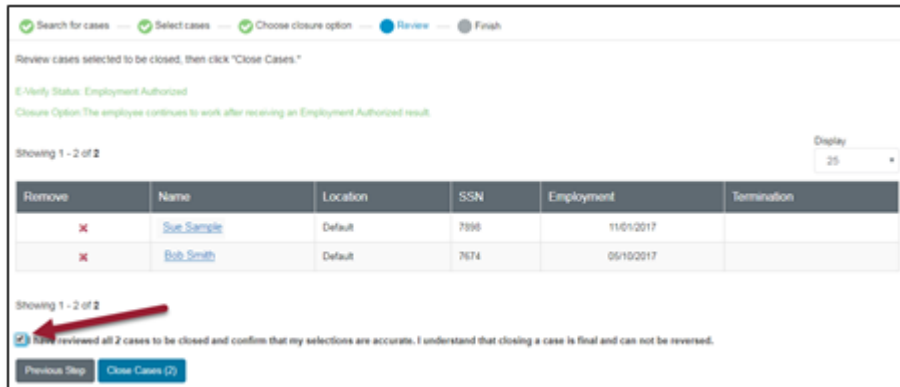
Are the employees currently employed?

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

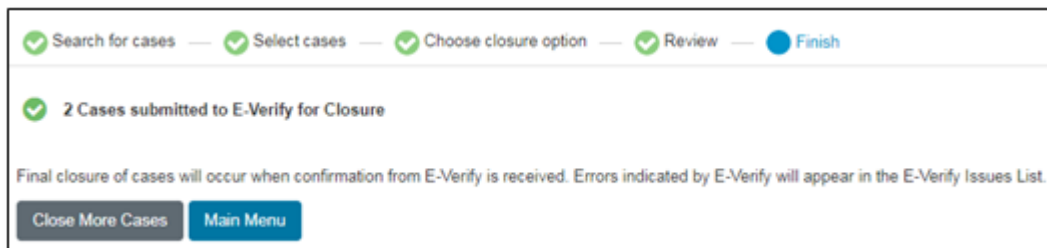
- The employee continues to work after receiving an Employment Authorized result.
- The case is invalid because another case with the same data already exists.
- The case is invalid because the data entered is incorrect.
- No - The employee **IS NOT** currently employed.

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 are 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.



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.



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.

COVID-19 Exceptions - Section 2

The Department of Homeland Security (DHS) has provided [temporary guidance](#) to establish flexibility in requirements for Employers impacted by COVID-19. Updates have been made in the solution accordingly to allow employers to utilize the temporary DHS provision.

Section 2 - Virtual Documentation Review

While completing the selection of documents being presented by an employee for Section 2, you will now see an option to indicate an employee is impacted by COVID-19 and you will be reviewing their documents virtually. For any employee you wish to utilize the DHS provisions for, a checkbox will be available labeled "I want to use COVID-19 exception for this employee".

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 2 documents should match the citizenship status selected by the employee in Section 1 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?](#)

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

COVID-19 Exception

The Department of Homeland Security (DHS) announced flexibility regarding Employment Verification (Form I-9) regulations due to COVID-19. Recognizing that companies and organizations are working remotely, DHS is allowing employers to inspect Section 2 documents remotely (e.g. over video link, fax or email, etc.) and to obtain, inspect and retain copies (rather than originals) of those documents until such time as normal business operations resume.

This policy will remain in effect for 90 days until May 18, 2020 or until three business days after termination of the National Emergency, whichever comes first. This time frame could be extended by the government in a future announcement if necessary.

For more information, including eligibility details, please view the [COVID website](#).

I want to use COVID-19 exception for this employee

Cancel Back Continue

Once the checkbox is marked and you have clicked "Continue", the Section 2 Document information will be entered in following the standard processes. You will then be guided to the Document Attachment page, as document retention for these particular employees is required.

When Section 2 is complete, "COVID-19" will be inserted into the Additional Information field of the I-9 PDF.

Section 2. Employer or Authorized Representative Review and Verification
(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")

Additional Information

COVID-19

OR Code - Sections 2 & 3
Do Not Write in This Space

Search Functionality

Employees that now have "COVID-19" marked on the Additional Information field on Section 2, will also appear within new search options. A new dropdown menu option labeled "COVID-19" under "Type of I-9" has been added to the "Search for Employees" page.

Search For Employees

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

First Name: Last Name: SSN:

ID/Field Name: Group: Location:

Date Range: (mm/dd/yyyy)

Start Date: End Date:

Include: Active Employees Terminated Employees Current Location Only

Search

Search Results: COVID-19

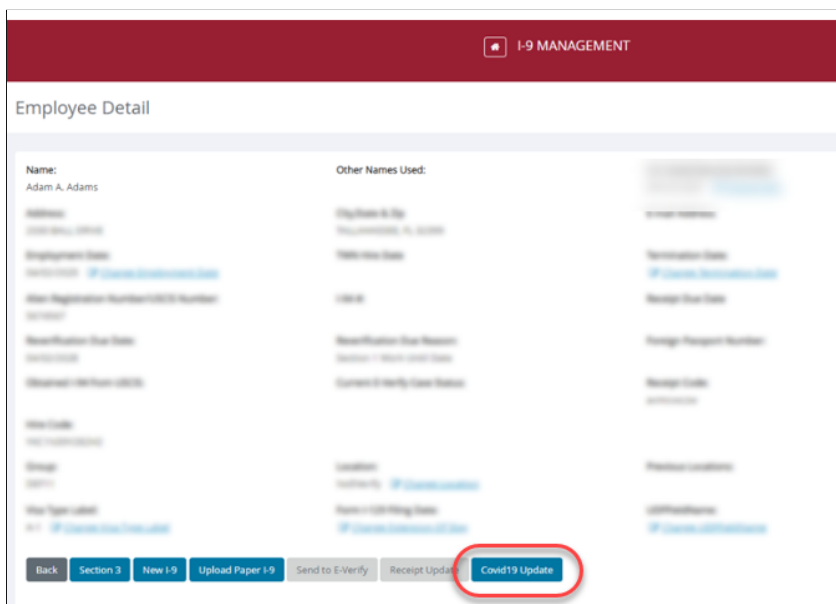
Type of I-9:

Selecting "COVID-19" will then populate all employees that were sent through the workflow in the Search Results Grid.

Section 2 Physical Documents Examination Update

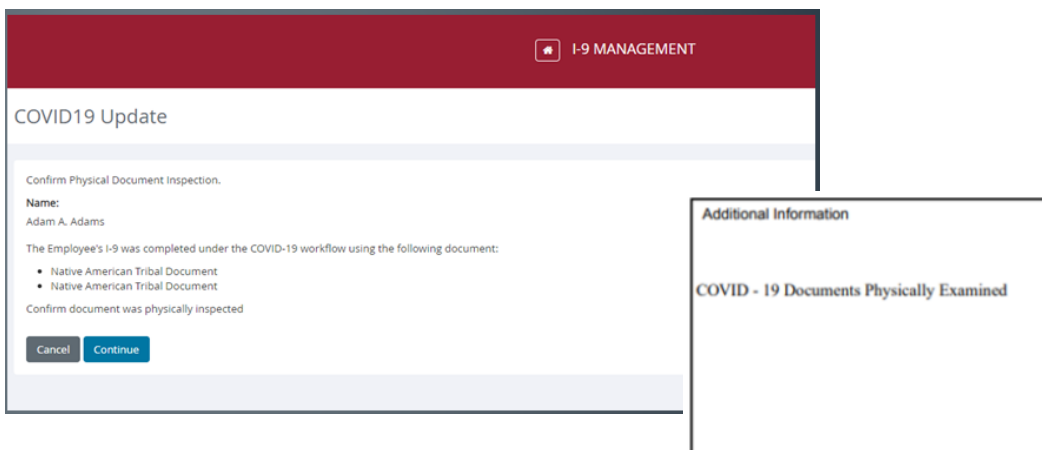
Once the temporary DHS provisions are no longer available, employers must physically inspect the documents for employees that previously were reviewed virtually. A new option is available within the Employee Details page to allow an employer to physically inspect the documents and have the appropriate information populated to follow the DHS guidelines.

A new button labeled "COVID-19 Update" has been added to the Employee Detail Page to allow the employer to confirm that the documents have been physically examined.



The screenshot shows the 'Employee Detail' page in the I-9 Management system. The page header is 'I-9 MANAGEMENT'. The main content area is titled 'Employee Detail' and contains a form with various fields for employee information, including Name, Address, Employment Date, and Social Security Number. At the bottom of the page, there is a navigation bar with several buttons: 'Back', 'Section 3', 'New I-9', 'Upload Paper I-9', 'Send to E-Verify', 'Receipt Update', and 'Covid19 Update'. The 'Covid19 Update' button is highlighted with a red circle.

After selecting the "COVID-19 Update", you will be directed to a new COVID-19 Update screen which will allow you to confirm when documents are physically reviewed.



The screenshot shows the 'COVID19 Update' screen in the I-9 Management system. The page header is 'I-9 MANAGEMENT'. The main content area is titled 'COVID19 Update' and contains a confirmation message: 'Confirm Physical Document Inspection. Name: Adam A. Adams. The Employee's I-9 was completed under the COVID-19 workflow using the following document: Native American Tribal Document. Confirm document was physically inspected.' At the bottom of the page, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted. A callout box on the right side of the page shows the text 'Additional Information' and 'COVID - 19 Documents Physically Examined'.

After selecting "Continue" from the COVID-19 Update page, "Documents Physically Examined" will be entered into the Additional Information field in Section 2 of the I-9 PDF as outlined by DHS guidance.