



I-9 Management Services

User Manual

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Table of Contents

| | |
|---|----|
| Recommendation | 5 |
| Overview | 5 |
| Employee Site | 6 |
| Access | 6 |
| Employee Receipt | 7 |
| Account Login | 9 |
| Section 1 Errors | 9 |
| Employer Site | 9 |
| Access | 10 |
| Risk Based Authentication | 10 |
| User ID | 10 |
| PIN | 11 |
| PIN Reset | 11 |
| Main Menu | 12 |
| Action Items | 12 |
| I-9 Pending Completion | 13 |
| Reverification Due | 13 |
| SSN Applied For | 14 |
| Receipt Due | 15 |
| E-Verify Issues | 16 |
| Missing I-9 | 19 |
| Completing Section 1 | 20 |
| Preparer and/or Translator Electronic Signature | 22 |
| Employee Electronic Signature | 22 |
| Completing Section 2 | 23 |
| Employer Electronic Signature | 25 |
| Errors | 26 |
| Duplicate SSN | 26 |
| Navigation | 28 |
| Start New I-9 | 29 |
| Upload I-9 | 29 |

| | |
|-------------------------------------|----|
| Search For Employees..... | 30 |
| First Name..... | 31 |
| Last Name..... | 31 |
| SSN..... | 31 |
| Type of I-9..... | 32 |
| Group..... | 32 |
| Location..... | 32 |
| Date Range..... | 32 |
| Include..... | 32 |
| User Defined Field..... | 33 |
| Reports..... | 33 |
| Compliance Reports:..... | 35 |
| Help..... | 35 |
| I-9 History..... | 35 |
| View PDF..... | 35 |
| View History..... | 36 |
| Attach Documentation..... | 36 |
| Upload Feature..... | 36 |
| Mobile Attach (Upload)..... | 37 |
| Edit Attached Data..... | 38 |
| Delete Attached File..... | 39 |
| Comments..... | 39 |
| Employee Detail Page..... | 39 |
| Changing Values..... | 40 |
| Audit Report..... | 41 |
| Function Buttons..... | 41 |
| E-Verify..... | 41 |
| E-Verify Late Reason..... | 41 |
| Extension of Stay..... | 42 |
| Form I-129 240 Day Extension..... | 42 |
| I-766 EAD 180 Day Extension..... | 45 |
| Administration..... | 47 |
| PIN/Password Reset..... | 48 |
| Administration Section Enabled..... | 48 |

| | |
|--|----|
| Administration Section Disabled, PIN Reset Enabled | 49 |
| Invalid SSN Maintenance..... | 49 |
| Termination Date Maintenance..... | 51 |
| Close Multiple E-Verify Cases..... | 52 |
| Custom Dashboards | 54 |

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 Employee site, also referred to as the CAPTCHA site, 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 Employer 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.

Employee Site

The use of the Employee or CAPTCHA site is optional. Your employer will decide if this site will be part of your electronic Form I-9 process. ***Skip this section if you are not using the Employee site.***

The Employee site is designed for employers who;

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

By using this site, an employee can independently complete Section 1 of the Form I-9 and sign it with an electronic signature. This creates a Pending I-9 within the Employer Site. The employer must complete and electronically sign Section 2 of the Pending I-9 to complete the employee's Form I-9.

Access

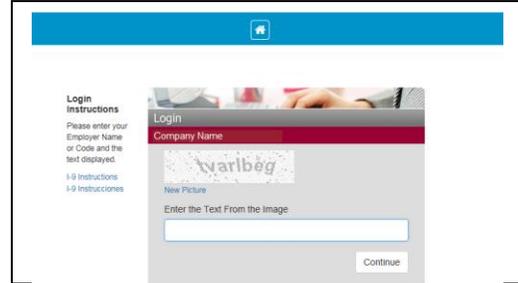
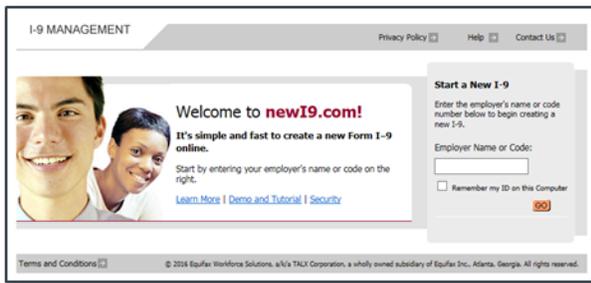
To access the Employee Site:

1. Go to: **www.newI9.com**
2. Enter your five-digit **Employer Code** assigned by Equifax Workforce Solutions (EWS)

3. Click **Go**

The new hire is prompted to enter the Employer Code or the employer's name and click **Go**. Your Employer Code is assigned by EWS and will be provided to you by your Implementation Manager or Account Manager.

Next, the employee is prompted to enter the CAPTCHA text that appears on the screen. CAPTCHA is used to ensure the user is a person and not a hacker's computer. If the employee cannot read the text, they can click the "New Picture" link for a different option.

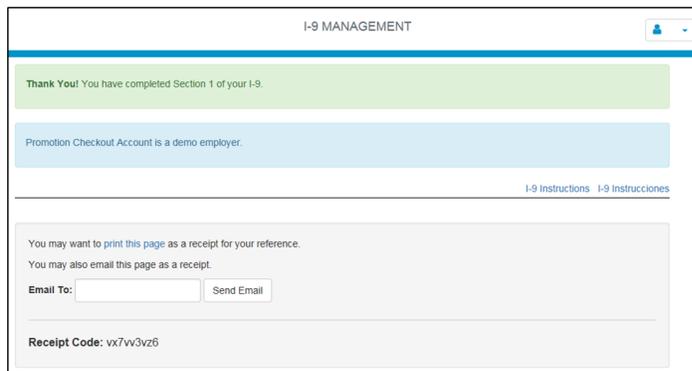


Note: The term CAPTCHA (Completely Automated Public Turing Test To Tell Computers and Humans Apart) was coined in 2000 by Luis von Ahn, Manuel Blum, Nicholas Hopper and John Langford of Carnegie Mellon University.

Employee Receipt

The Thank You page is the employee's receipt and provides instructions for the employee to correct a mistake on their Form I-9. The electronic Form I-9 rule published by Immigration and Customs Enforcement (ICE) in the Federal Register requires the employer to provide the employee a receipt for the completion of Section 1, if requested by the employee. Completing a new Form I-9 will replace the old one, provided the SSN is the same on both Pending I-9s.

The Thank You page includes a time and date stamp indicating when Section 1 was electronically signed by the employee. The employee's SSN, if entered, is masked to prevent identity theft if the receipt is printed on a shared printer and picked up by mistake or if the employee misplaces the receipt.



The Thank You page also includes the list of acceptable documents that pertain to the employee based on the citizenship/immigration status the employee attested to in Section 1 of Form I-9. The employee must prove their identity and employment eligibility to work in the United States by presenting:

- a) One document from List A, **OR**
- b) One document from List B **AND** one document from List C.

The employer is required to inspect the employee's documentation and complete Section 2 to finish Form I-9. Printing the Thank You page serves as a reminder to the employee to bring their documents with them when they begin work. Now, the employee should close the browser or click the **Logout** button.

Qualifying Documents:

- You must present **ORIGINAL** documentation to prove your identity and authorization to work in the United States for your employer to complete Section 2 of your Form I-9.
- You may present 1 document from List A to prove identity and work authorization.

OR

- You may present 1 document from List B to prove identity **AND** 1 document from List C to prove work authorization.
- All documents must be unexpired.
- E-Verify requires that your identity document include a **photograph** for your employer to complete Section 2 of your Form I-9.
- After your employer completes Section 2 of your Form I-9, your employer will electronically verify your work authorization with the United States government.
- You have authorized your Section 1 electronic signature to be automatically applied to the documents the employer will provide to you, should you contest/not contest the verification results.

List A - Identity and work authorization U.S. Passport or U.S. Passport Card

OR

List B - Identity

Driver's License Issued by State or Possession with Photo
ID Card Issued by State or Possession with Photo
ID Card Issued by Federal, State, Possession or Local Government with Photo
School ID Card with Photo

Voter's Registration Card with Photo
U.S. Military Card
Military Dependent's ID Card
U.S. Coast Guard Merchant Mariner Card
Native American Tribal Document with Photo
Canadian Driver's license

AND

List C - Work authorization

Social Security Account Number Card Without Employment Restriction
Original Birth Certificate or Certified Copy with Official Seal
Form FS-545 - Certification of Birth Abroad from Dept. of State
Form DS-1350 - Certification of Report of Birth from Dept. of State
Form FS-240 - Consular Report of Birth Abroad from Dept. of State
Native American Tribal Document
Form I-197 - U.S. Citizen ID Card
Form I-179 - ID Card for Use of Resident Citizen in the U.S.
Employment authorization document issued by DHS (US Citizen or Non-Citizen)

[Logout](#)

Note: A List A document or document combination proves both identity and employment eligibility. A List B document proves identity. A List C document proves employment eligibility. This screen will provide the list of documents the employee is eligible to present based on the citizenship status they selected.

Account Login

The final page is the Account Login page. This page displays if the employee clicks the **Logout** button on the Thank You page. The Account Login page instructs the employee to close the browser to clear activity from the browser's memory. It also allows the employee to log back in to the Employee site to complete a new Pending I-9.

LOGIN

Thank you for using I-9 Management. You have successfully ended your online session. To log back in, [click here](#).

To completely clear your activity from your Internet browser's memory, we recommend that you close this window. Closing the window is especially important if you use a shared or public computer.

[Account Login](#)

Section 1 Errors

If errors are made, the employee will not be allowed to continue to the review page until those errors are corrected. Error fields will be outlined in red with an exclamation mark and description of the error. The employee will not be able to move forward until those fields are properly completed.

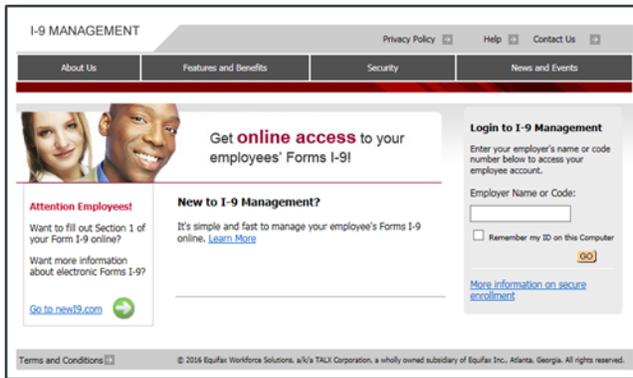
Section 1. Employee Information and Attestation

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

| | | | | |
|---|---------------------------------------|--|--|---|
| Last Name (Family Name) ? Sample | First Name (Given Name) ? Sue | Middle Initial ? <input type="text"/> <small>Please enter your middle initial or N/A if you do not</small> | Other Last Names Used (if any) ? <input type="text"/> | |
| Address (Street Number and Name) ? 123 Main St | Apt. Number ? <input type="text"/> | City or Town ? St Louis | State ? MO | Zip Code ? 6314 <small>Please enter a valid Zip Code. Zip</small> |

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. To begin:

1. Go to www.i9express.com
2. Enter your five-digit **Employer Code** (*assigned by EWS*) or your employer's name
3. Click **Go**

You will enter your Employer Code or your employer's name and click **Go**. Your Employer Code is assigned by WS and will be provided to you by your Implementation Manager or Account Manager. Next, you are prompted to enter your credentials on two Risk Based Authentication pages.

Caution: I-9 Management system access is intended for authorized users only, describing Employer Code, default PIN or user ID in a public place is not recommended. Electronic communications about login procedures should only be made to known employees and if placed on webs sites preferably only on intranet sites that are secured by employee login, VPN, or similar security. HR and Payroll team members should be trained and / or advised to only release to default PIN or user ID information to known and authorized individuals.

Risk Based Authentication

The first time you login using Risk Based Authentication (RBA) you will be required to enroll, which means you will be entering the answers to your security questions. RBA determines your risk level at the point of login. If your risk level is high enough you will be asked to answer your security questions to complete your login. If your risk level is determined to be too high, you will not be allowed to complete your login.

User ID

RBA will prompt you to enter your User ID. The name used to describe your User ID is configurable, so the description you see may be different from the information presented in this manual and different from the description used by other employers. Enter your User ID and click **Continue**.

The screenshot shows a window titled "Log In" with a red header bar. Below the header, the text "I-9 Ops and PD" is displayed. Underneath, it says "Enter your User ID to log in." There is a label "User ID:" followed by a white rectangular input field. At the bottom left, there is a blue button with the text "Continue >" in white.

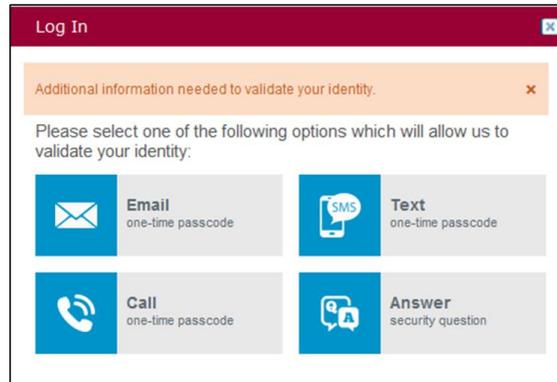
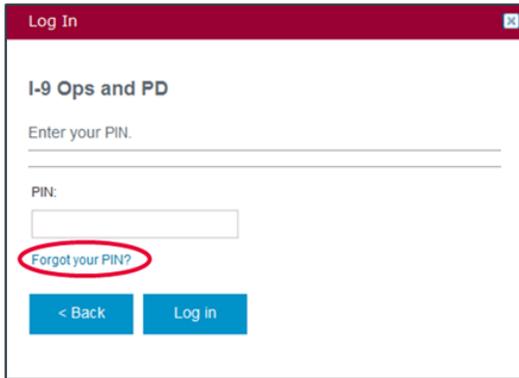
PIN

RBA will prompt you to enter your PIN/Password. The name used to describe your PIN is configurable, so the description you see may be different from the information presented in this manual and different from the description used by other employers. Enter your PIN and click **Log in**.

The screenshot shows a window titled "Log In" with a red header bar. Below the header, the text "I-9 Ops and PD" is displayed. Underneath, it says "Enter your PIN." followed by a white rectangular input field. Below the input field, there is a link that says "Forgot your PIN?". At the bottom, there are two blue buttons: one with "< Back" and one with "Log in", both in white text.

PIN Reset

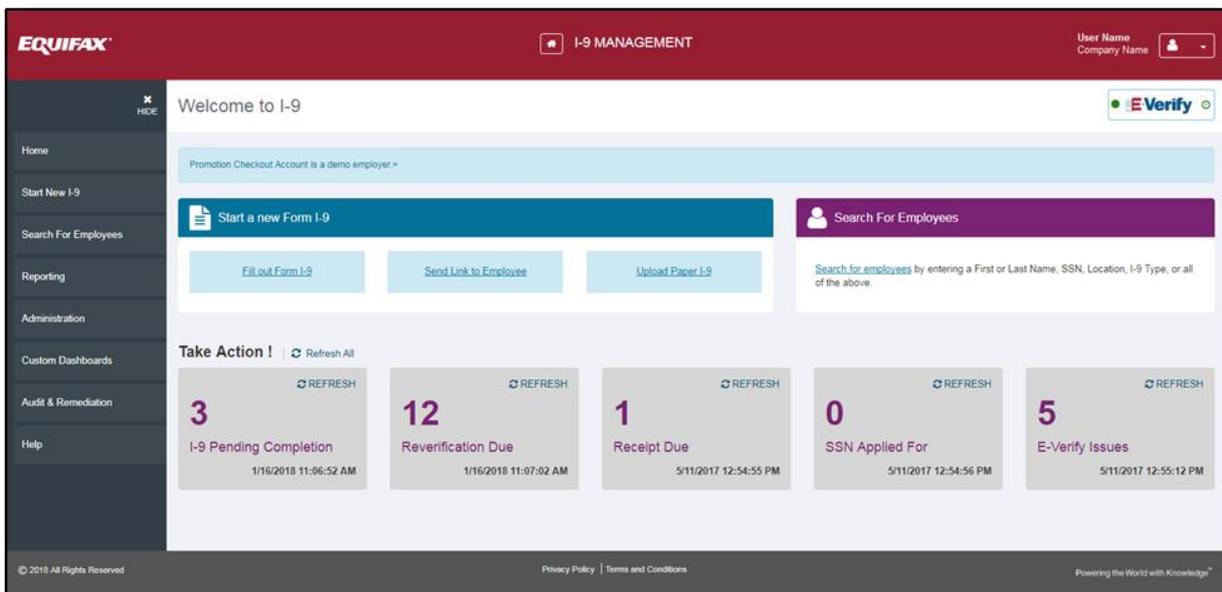
If a user has completed the initial RBA process and later forgets their PIN, they can click the "Forgot your PIN?" link located under the PIN entry field. This will allow the user to receive a one-time passcode via email, phone, text or by answering a set of security questions.



If these 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. Please review the [PIN/Password Reset](#) instructions in the Administration Section.

Main Menu

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 starting a new 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 serves 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.

| Count | Category | Timestamp |
|-------|------------------------|-----------------------|
| 3 | I-9 Pending Completion | 1/16/2018 11:06:52 AM |
| 12 | Reverification Due | 1/16/2018 11:07:02 AM |
| 1 | Receipt Due | 5/11/2017 12:54:55 PM |
| 0 | SSN Applied For | 5/11/2017 12:54:56 PM |
| 5 | E-Verify Issues | 5/11/2017 12:55:12 PM |

I-9 Pending Completion

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

There are two ways to complete Section 1 and create a Pending I-9:

- Through the completion of Section 1 in the Employee (CAPTCHA) site
- By completing Section 1 in the Employer Site through the Start New I-9 or Fill out Form I-9 option on the Main Menu.

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

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

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

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

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

Reverification Due

A Form I-9 is categorized as Reverification Due if an alien employee's employment eligibility is about to expire. When I-9 Management is configured, a Reverification Window for reverification notifications is defined. For example, you may want to be notified that an employee needs to be reverified 90 days

before the employee's employment eligibility expires. When an employee enters the Reverification Window, the employee will be listed in the Reverification Action Items and a notification e-mail 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. I-9 Management will track these employees for you.

U.S. Social Security Number [?](#)

Employee's Telephone Number (optional) [?](#)

SSN Applied For

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

| | | | |
|--|--|---|--|
| Name: Anne Example | Other Names Used: 00000003 | U.S. Social Security Number: Applied for 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: An alien authorized to work |

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

The screenshot shows the 'List B and C' section of the Form I-9 completion process. Under 'List B proves identity:', the 'Receipt (e.g., replacement) What's This?' checkbox is selected. An inset window titled 'Receipts' contains the following text:

Receipts

IMPORTANT! DO NOT (tick the receipt box if the employee presents an original document. Only tick 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 then drop down menu and click the Receipt box. Continue with completing Section 2 of the Form I-9. The record will be placed on in Receipt Due action item box on your dashboard for follow-up. If configured, you will also receive email reminders of a receipt due employee.

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

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

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

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



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

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

Name:
Promo Receipt Due

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

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

Select which receipts are being updated:

Driver's License Issued by State or Possession with Photo

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

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

Original I-9 Receipt was updated successfully.

| Hire/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 includes EMPLOYMENT AUTHORIZED, DHS NO SHOW, and FINAL NONCONFIRMATION cases 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 Match** 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 **Contest** button to refer the employee to the appropriate government agency to correct the mismatch identified as a Tentative Nonconfirmation (TNC) by E-Verify.
- The **Not Contest** 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 Tentative Nonconfirmation and DHS Tentative Nonconfirmation 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. The employee will likely take one of the following actions.

1. Work with you, SSA, and/or DHS to resolve the data mismatch (Contest), or
2. Confirm that they are not eligible to work (Not Contest), or
3. Leave and not return to work (Close Case).

ACTION REQUIRED

The employee received a Tentative Nonconfirmation (TNC) response from E-Verify. This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required. Employers must allow the employee to contest a TNC and may not take adverse action against the employee because of the TNC while the employee is contesting the TNC and the E-Verify case is pending.

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>.

To begin the TNC process click the **Continue** button below.
If you created this case in error or no longer need to continue this verification, click the **Close Case** button below.

If the employee wants to correct the mismatch, you have to refer the employee to SSA or DHS by clicking the **Continue** button in the E-Verify section of the Employee Detail page (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 "You have successfully referred this employee to DHS."

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

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 Contest or Not Contest checkbox, sign and date the form.
5. After these steps are complete, click **Contest** to refer the employee OR **Not Contest** 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 Contest Not Contest

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.

Select Case Closure Option

E-Verify requires that you confirm that the employee is or is not currently employed before you can close the case.

1. Select **Yes** or **No** to indicate if the employee is currently employed.
2. Select the closure option for this employee.
3. Click **Close Case**.

Is the employee currently employed?

Yes - The employee IS currently employed with this company.

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

No - The employee IS NOT currently employed.

Back Close Case

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. 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. For example, the employee must be notified of a TNC and given an opportunity to correct the data mismatch with the appropriate government agency before the case can be closed.

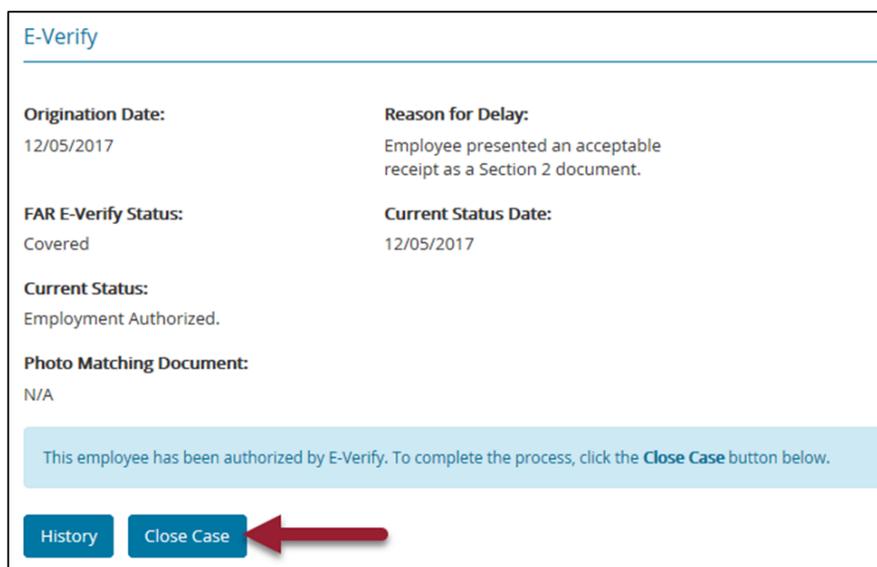
The employee is required to make a decision to contest or not contest the E-Verify case within 10 business days of being notified by the employer or the employer may terminate the employee.

To close an individual employee's E-Verify case, you will follow the steps below:

1. Search for the employee or click the **E-Verify Issues** action items..
2. Click the employee's name to access the Employee Detail page for the employee.
3. Click the **view case details** link in the banner at the top of the Employee Detail page or scroll down to the E-Verify section and click the **Close Case** button.
4. Follow the online instructions to close the case.
5. Indicate if the employee is currently employed or if the employee is not currently employed. Then, select the appropriate closure code for the case and click the **Close Case** button. Be careful to select the proper closure code when closing the case because you cannot change it once the case is closed.



or



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 e-mail 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 was is being sent on the Work Number file.

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

Completing Section 1

Section 1 is for the employee to enter the information necessary to complete Form I-9. New hires will have the same experience whether they are completing Section 1 in the Employee/CAPTCHA site or under the Start New I-9 tab in the Employer Site.

The first block is for demographic information such as the employee's name, address, date of birth, and Social Security number as well as optional information such as middle initial, other last names used, apartment number, e-mail address, and telephone number. The new hire may click on the smart tag at the top right-hand corner of each field for additional information.

The second block is to indicate the employee's citizenship/immigration status and is required. The employee must click the radio button that corresponds to the citizenship/immigration status the employee will attest to by signing Section 1.

- (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.

Preparer and/or Translator Certification (check one):

I did not use a preparer or translator.
 A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

(Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)

Last Name (Family Name) | First Name (Given Name)

Address (Street Number and Name) | City or Town

State | Zip Code

Buttons: Add Preparer, Cancel, Continue

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 Preparer” button.

Preparer and/or Translator Certification (check one):

I did not use a preparer or translator.
 A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

(Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)

Last Name (Family Name) | First Name (Given Name)

Sample | Sue

Address (Street Number and Name) | City or Town

123 Main St | St Louis

State | Zip Code

MO | 63146

Buttons: Add Preparer, Cancel, Continue

When all the Section 1 information has been entered, click the **Continue** button.

Preparer and/or Translator Electronic Signature

If the Preparer and/or Translator block is completed, the next step after clicking the **Continue** button is for the Preparer and/or Translator to electronically sign Form I-9. On the electronic signature page, the individual assisting the employee **MUST** first review the information at the top of the page to make sure it is correct. The individual **MUST** then sign Form I-9 electronically. The electronic signature is a two-step process. First, click the checkbox to indicate the individual has read, understands, and agrees with the perjury statement. Next, click the **Continue** button to electronically sign Form I-9.

(English | Español) [I-9 Instructions](#) [I-9 Instrucciones](#)

This information should be reviewed and completed by the person who helped prepare and/or translate your I-9 form.
After verifying that the information is correct, complete the signature block at the bottom of the page. You can make changes to the information by clicking on the link below the information.

| | | | |
|-----------------------------|---------------------------------|--|----------------|
| Name | Ann Example | Other Names Used | 00000003 |
| U.S. Social Security Number | 999-22-8272 | Date of Birth | 07/13/1955 |
| Address | 123 Main St St. Louis, MO 64146 | | E-mail Address |
| Telephone Number | | Employment Date | 01/15/2018 |
| Work Status | A Citizen of the United States | Alien Registration Number/USCIS Number | |
| I-94 # | | Receipt Due Date | |
| Receipt Due Document | | Alien Work Until Date | |
| Reverification Due Reason | | Foreign Passport Number | |
| Country of Issuance | | | |
| Obtained I-94 from USCIS | | | |

[Change Information](#)

Preparer Summary

| | |
|---------------------|---------------------------------|
| Preparer Last Name | Sample |
| Preparer First Name | Sue |
| Preparer Address | 123 Main St, St Louis, MO 63146 |

Preparer Electronic Signature (English | Español)

By checking this checkbox I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

[Change Information](#)

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

Employee Electronic Signature

After the Preparer and/or Translator signs Form I-9 or if the Preparer and/or Translator block is blank, the employee electronically signs Form I-9. The employee should review the information at the top of the electronic signature page to make sure it is correct and then electronically sign the Form I-9.

The electronic signature is a simple process. First, click the checkbox to indicate the employee has read, understands, and agrees with the perjury statement. Next, enter the information required, if applicable, and click the **Continue** button to complete the electronic signature. There are a variety of configurable electronic signature methods available in I-9 Management.

Employee Electronic Signature (English | Español)

By checking this checkbox, I attest that I have read, understand, and agree to the statements appearing on the Form I-9 above in addition to the following:

- By clicking Continue, I agree to electronically sign this document.
- I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.
- I understand that the employer may electronically verify my work authorization with the United States government.

Cancel Back Continue

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 three ways:

- Clicking the [I-9 Pending Completion](#) action item box on the Main Menu
- [Searching](#) for the employee, or
- If you complete Section 1 using the [Start New I-9](#) link in the Employer site, it will automatically launch Section 2 after the employee electronically signs Section 1.

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.

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 change the location here.

If it is determined that the new hire made an error when completing Section 1, you can click the **Review/Change Section 1 Information** link and allow the employee correct the information and electronically re-sign Section 1. This can only be done prior to the completion of Section 2.

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.

[Review/Change Section 1 Information](#) [View and Print or Email Employee Receipt](#)

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

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

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

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

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

List A

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

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

List B and C

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

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

Employee terminated before completing I-9

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.

Employer Electronic Signature (English | Español)

*I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States. **The employee's first day of employment (mm/dd/yyyy): 1/15/2018**

I also attest to the following:

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

I have read and agree with the certification statement above.

Enter Password:

••••••••

Cancel Back Continue

Errors

If errors are made, a message for each error displays at the top of the page. I-9 Management will identify errors on certain document types and format issues, however the Section 2 completer is still responsible for validating the accuracy of their data entry.

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):
09/08/2020

Cancel Back Continue

Duplicate SSN

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

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.

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

| | |
|--------------------|--------------------------|
| 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.

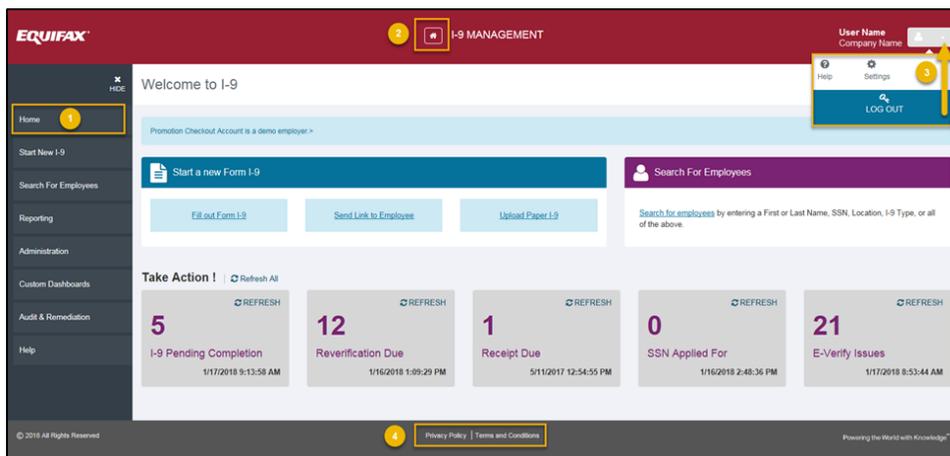
Entering a Form I-9 when the SSN already exists;

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 or mark the existing employee's SSN invalid before you can complete the Form I-9
 - i. Click the [Search for Employees](#) link on the left side menu
 - ii. Perform a search to find the existing employee
 - iii. Click the employee's name in the Search Results page to access the employee's Employee Detail page
 - iv. Click the [Change SSN](#) link and either enter the correct SSN or mark the SSN as invalid
 - v. Return to the Pending I-9 with the correct SSN and follow the normal process to complete Section 2

Navigation

There are several navigation links that are standard throughout the Employer site. You can return to the Main Menu at any time by click the Home Tab (1) on the left-hand navigation menu or the Home Icon (2) at the top of the screen. Select the drop down menu in the top right-hand corner (3) to access your Setting, the Help link, or log out. The site's Privacy Policy and Terms and Conditions (4) can be found at the bottom of the screen.



The navigation options menu on the left side of the page allows you 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 and/or locations access.

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

Start New I-9

You can complete a new Form I-9 online by filling out the form and signing it electronically. There are three sections on Form I-9. Section 1 is for the employee to complete and sign. Section 2 is for the employer to complete and sign. And Section 3 is for the employer to complete and sign to change an employee's name or to reverify an employee's eligibility to work in the United States. Section 3 is covered in the [Reverification Due](#) section of this manual.

Upload I-9

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

1. To access the Upload I-9 feature, click the **Upload Paper I-9** link on the Main Menu or click the **Upload I-9** button on the Employee Detail page.
2. After you click the **Upload Paper 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.



Upload Paper I-9

There is a maximum size of 1536 KB for the scanned Form I-9 image file you will upload. To complete the Upload Paper I-9 you will enter the Form I-9 information, upload the scanned image of the Form I-9, and then confirm the transaction.

Section 1. Employee Information

* Required Field

| | | | | | |
|----------------------------------|--|----------------------------|------------------------|----------------------|----------------------|
| * Last Name | * First Name | Middle Initial | Maiden and Other Names | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | |
| Address (Street Number and Name) | | Apt. Number | City or Town | State | Zip Code |
| <input type="text"/> | | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| * Date of Birth (mm/dd/yyyy) | U.S. Social Security Number | E-mail Address | Telephone Number | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | |
| | <input type="checkbox"/> SSN Applied For | | | | |
| * Citizenship/Immigration Status | Alien/USCIS Number | Form I-94 Admission Number | | | |
| <input type="text"/> | A <input type="text"/> | <input type="text"/> | | | |

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 an individual'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:

UDField Name: Group: Location:

Date Range: (mm/yyyy)

Start Date: End Date:

Include: Active Employees Terminated Employees Current Location Only

Search Results: (All)

Type:

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

| Type | Name | Location | SSN | Employment | E-Verify Status |
|------|-----------------|----------|------|------------|-----------------|
| E | Sample, Sue | Default | 1122 | 01/15/2018 | SSA Incomplete |
| C | SHAMBHUL 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

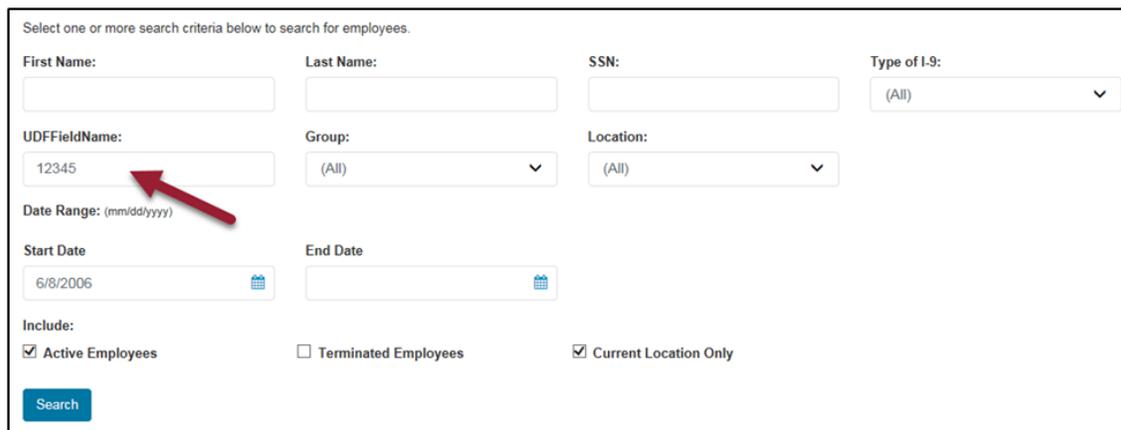
There are three additional options available to filter your search.

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

User Defined Field

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

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



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

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

UDFFieldName: Group: Location:

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.

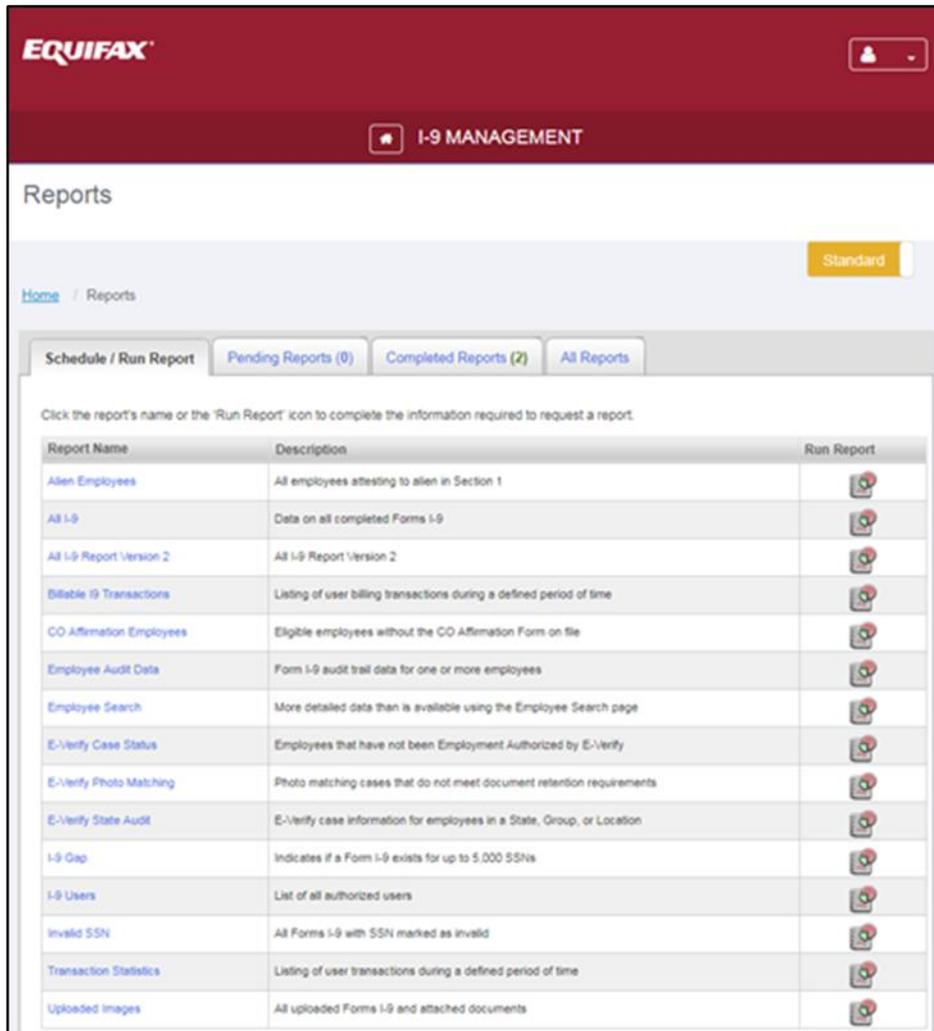
Reports

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

Standard Reports:

- All I-9 – This report includes data for all completed Forms I-9 on file. This report can be automated by contacting your Implementation Manager or your Account Manager.
- I-9 Statistics – Provides a list of all Form I-9 activity during a defined period of time.
- Employee Search Exports – Allows you to generate a report using the same Employee Search criteria available in I-9 Management. However, the report includes additional information not displayed in the Search Results page.

- Export All Invalid SSNs – This report provides a list of all SSNs marked as invalid via the Invalid SSN Maintenance feature. This feature and report are only available if your employer provides data to The Work Number.
- E-Verify Case Status Report – This report provides you with a list of employees who have not been determined to be employment authorized by E-Verify.
- Alien Authorized to work – This report provides you with a list of all employees with the citizenship/immigration status of Alien Authorized to Work at the time of the report.



You can build your own custom report by sliding the yellow **Standard** tab at the top of the page to the right. This will reveal the word **Custom** along with a new screen to create a report with the data that you wish to view.

To return to the I-9 Management Service from the Reports screen, click the “Home” icon 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.

| Hire/Entry | Type (click to view) | E-Verify | Actions |
|------------|------------------------------|------------------------------|--|
| 7/1/2013 | Original I-9 | View History | <input type="button" value="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** button in the I-9 History section of the Employee Detail page.

| Hire/Entry | Type (click to view) | E-Verify | Actions |
|------------|------------------------------|------------------------------|--|
| 7/1/2013 | Original I-9 | View History | <input type="button" value="Attach File"/> |

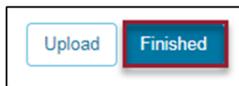
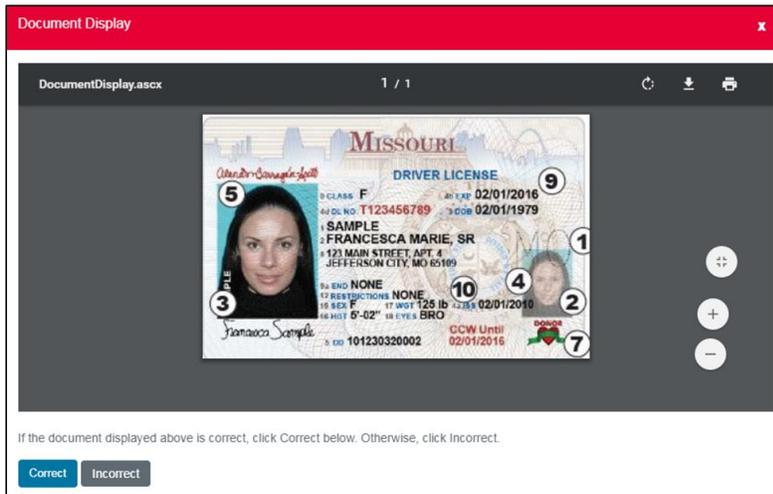
Select the document you are adding from the drop down menu. The options in the menu should mirror the documents you entered when completing Section 2 of the Form I-9. If you are entering a different document, you may choose the **Other** option and add a title in the **Document Name** field.

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

| 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: <input type="text"/> <input type="checkbox"/> Receipt | | | |
| Image file to attach: | | | |
| <input type="button" value="Choose file"/> <input type="button" value="Upload"/> | | | |
| (TIF, GIF, JPG, JPEG, PDF) | | | |
| Document Name: <input type="text"/> | | | |
| First Name: | Middle Initial: | Last Name: | SSN: |
| Test | | Newton | XXX-XX-7755 |
| <input type="button" value="Upload"/> <input type="button" value="Finished"/> | | | |

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



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

| 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.

Would you rather attach your documents through the I-9 Mobile App?

[Go >>](#) **Step 1**

Scan the QR Code below or use the given Receipt Code and Workstation ID.

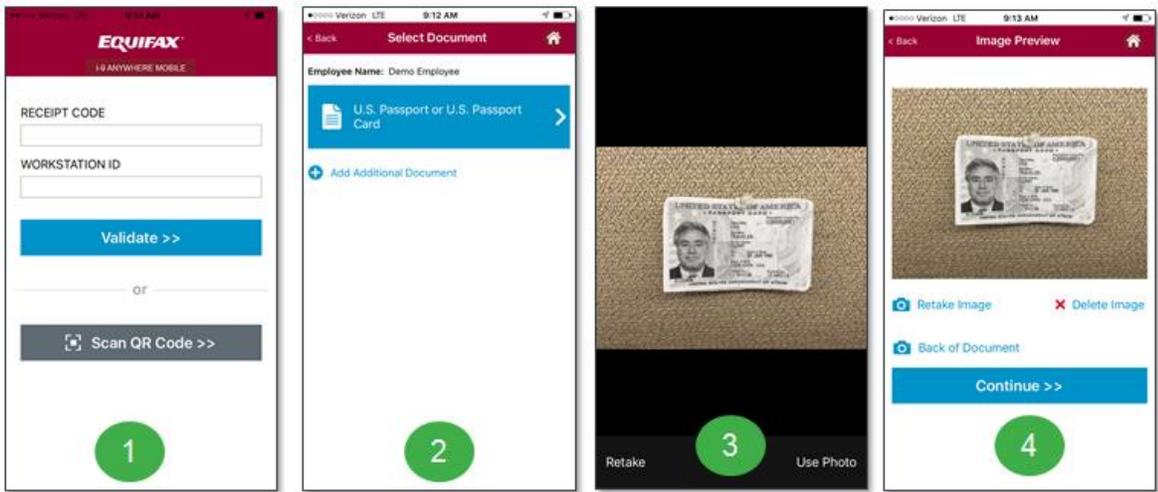
Step 2



Receipt Code: **xkfgemhun**
Workstation ID: **egkKH**

[<< Back](#)

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 smart phone or iPad will only be able to attach documents through the I-9 Anywhere App. Once the user clicks on the Attach File link, the App will automatically launch with the unique credentials for the employee's file they are working on.

Edit Attached Data

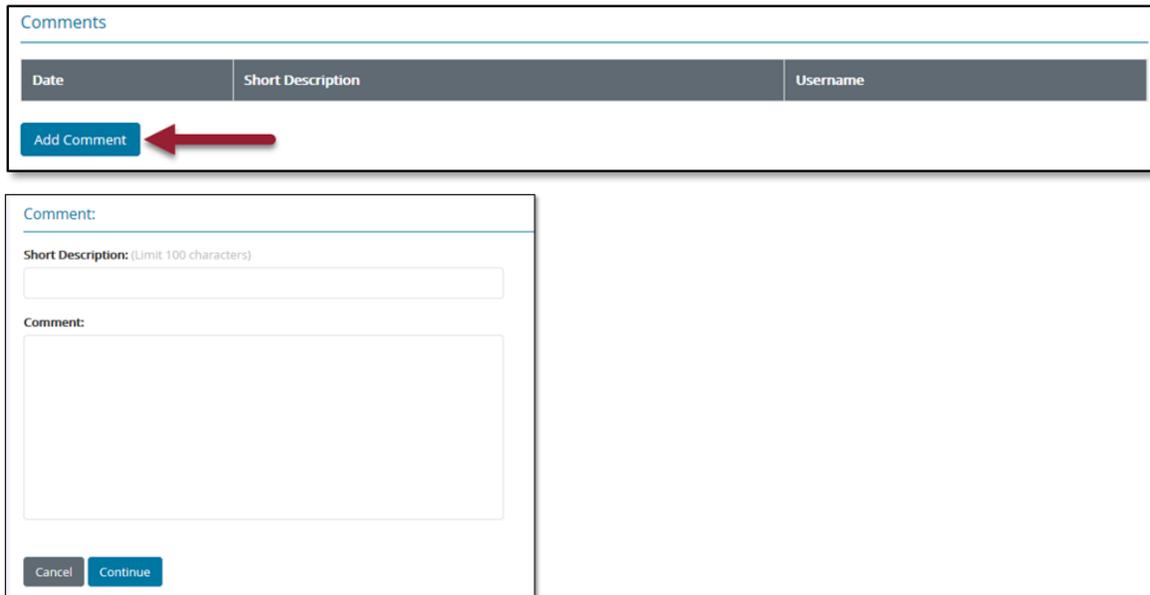
You can edit the name of a file that has been attached. You can also edit data of a Form I-9 entered using the Upload I-9 function.

Delete Attached File

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

Comments

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



The screenshot shows two parts of the interface. The top part is a table with the following structure:

| Date | Short Description | Username |
|-----------------------------|-------------------|----------|
| Add Comment | | |

A red arrow points to the 'Add Comment' button. Below the table is a form titled 'Comment:' with the following fields:

- Short Description: (Limit 100 characters) - A text input field.
- Comment: - A larger text area for the main comment.
- Buttons: 'Cancel' and '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

Promotor CheckOut Account is a demo employer.

| | | | |
|---|---|--|--|
| Name: Sue Sample | Other Names Used: 00000000 | U.S. Social Security Number: XXX-XX-9999 Change SSN | Date of Birth: 05/05/1985 |
| Address: 123 Main St | City, State & Zip: St Louis, MO 63145 | E-mail Address: | Telephone Number: |
| Employment Date: 01/16/2018 Change Employment Date | TWV Hire Date: | Termination Date: Change Termination Date | Work Status: A Citizen of the United States |
| Alias Registration Number/USCIS Number: | ISM #: | Receipt Due Date: | Receipt Due Document: |
| Reverification Due Date: | Reverification Due Reason: | Foreign Passport Number: | Country of Issuance: |
| Obtained ISM from USCIS: | Current E-Verify Case Status: Case Resolved: Employee continues to work after receiving an Employment Authorized result. | Previous Locations: | |
| Group: None | Location: December Change Location | | |
| Form I-9 Filing Date: Change Extension Of Stay | Audit Report: View/Download | | |

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

E-Verify

| | |
|---|---|
| Origination Date: 01/16/2018 | Reason for Delay: Initial query submitted on time. |
| Current Status Date: 01/16/2018 | |
| Current Status: Case Resolved: Employee continues to work after receiving an Employment Authorized result. | |
| Photo Matching Document: N/A | |

[History](#)

I-9 History

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

Changing Values

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

- Change SSN – You can edit the employee’s SSN or mark it as invalid. Because I-9 Management only allows one employee to be associated with a SSN it could be necessary to mark an employee’s SSN as invalid to be able to complete a Form I-9 for the true SSN owner. You can also use this function to enter the SSN for a Form I-9 completed using the SSN Applied For option.
- Change Employment Date – You can change the employment date on the employee’s current/active Form I-9. DHS asks that the employment date on the Form I-9 match the hire date in your payroll system.
- Change Termination Date – You can enter or change the employee’s termination date. This date will be used to determine when the Form I-9 has satisfied retention requirements and can be purged. This feature is designed to provide you with a simple way to edit the termination date for a specific employee. Since the Termination Date Maintenance feature on the Administration

menu requires SSN, this feature is useful if you need to enter or change a termination date for an employee that does not have their SSN (e.g., SSN Applied For) on file.

- Change Location – You can assign the employee to a different Location. Only users with access to the employee's current Location will be able to perform functions for the employee. Users with access to the employee's prior Location(s) have view only access for auditing purposes.
- Change FICA Exempt – You can change an employee's FICA Exempt status.
- Change Visa Type – You can change an employee's Visa Type.
- Change User Defined Field – You can change an employee's User Defined Field value.

Audit Report

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

Function Buttons

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

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

E-Verify

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

E-Verify Late Reason

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

- The Configuration Option is turned OFF by default and the system will function the same as previous versions allowing the E-Verify Late Reason to be automatically chosen for the user based upon rules setup in the application.
- When the Configuration Option is turned ON and a case is submitted outside of the 3 day window, a new E-Verify Late Reason page will be displayed after the user signs Section 2. On the new E-Verify Late Reason page, users will be prompted to select the late reason from a drop-down and the option of "Other" has been added to the list. Drop-Down options now include:

- Operational or technical issue encountered.
 - Waited for SSN to be issued.
 - Audit Revealed that New Hire Was Not Run.
 - Federal Contractor verifying an existing employee.
 - Employee presented an acceptable receipt as a Section 2 document.
 - Other
- Users will be able to select from any of the options in the drop-down list. If the option of “Other” is selected, a new text field will require the user to type an E-Verify Late Reason (up to 200 characters).
 - The “Send to E-Verify” button on the Employee Detail page will also bring the user to the E-Verify Late Reason page (when applicable).

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

Extension of Stay

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

Form I-129 240 Day Extension

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

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

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

| | | | |
|---|---|--------------------------|----------------------|
| Alien Registration Number/USCIS Number: 74567800 | I-94 #: | Receipt Due Date | Receipt Due Document |
| Reverification Due Date: 08/16/2017 | Reverification Due Reason: Section 1 Work Until Date | Foreign Passport Number: | Country of Issuance: |
| Obtained I-94 from USCIS: | Current E-Verify Case Status: The current I-9 is not eligible for verification through E-Verify. | | |
| Group: None | Location: Default Change Location | Previous Locations: | |
| Form I-129 Filing Date: Change Extension Of Stay | Audit Report: View/Download | | |

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

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

EQUIFAX
I-9 MANAGEMENT User Name
Company Name

Change Extension of Stay

I9 not eligible for Expired I-766 Employment Authorization Document Extension.

Select the Change Extension of Stay.

- Expired I-766 Employment Authorization Document (EAD) - 180 day extension
Requires: I-766 Employment Authorization Document (EAD) + I-797C Notice of Action document
- Form I-129 extensions - 240 day extension
Requires: Government filed Form I-129, Petition for a Nonimmigrant Worker

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

Name:
VIVIAN C. ROMERO

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

Response received from USCIS:
 (Select a response) ▼

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

- 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 |
|---|--|

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

Name:
VIVIAN C. ROMERO

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

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

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

Name:
VIVIAN C. ROMERO

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

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

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

- 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 | <input type="button" value="Attach File"/> <input type="button" value="Delete All"/> |
| 01/16/2018 | Extension of Stay I-9 (240 days) | |

- 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 | <table border="1" style="width: 100%;"> <tr> <td style="width: 60%; padding: 5px;"> 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 </td> <td style="width: 40%; padding: 5px; text-align: center;"> QR Code - Sections 2 & 3 Do Not Write In This Space </td> </tr> </table> | 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 | QR Code - Sections 2 & 3 Do Not Write In This Space |
| 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 | QR 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

Cancel Continue

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

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/IUSCIS
Document #: aaa11111111111

Expiration Date: 08/08/2020
Alien #: 11111111
Category: Other

Country: Other
Document Title: I-797C Notice of Action
NOA Receipt Number: [empty field]

Extension Expiration: 2/4/2021
NOA Category: Please Select a Category...
NOA Received Date: (mm/dd/yyyy) [empty field]

Cancel Save

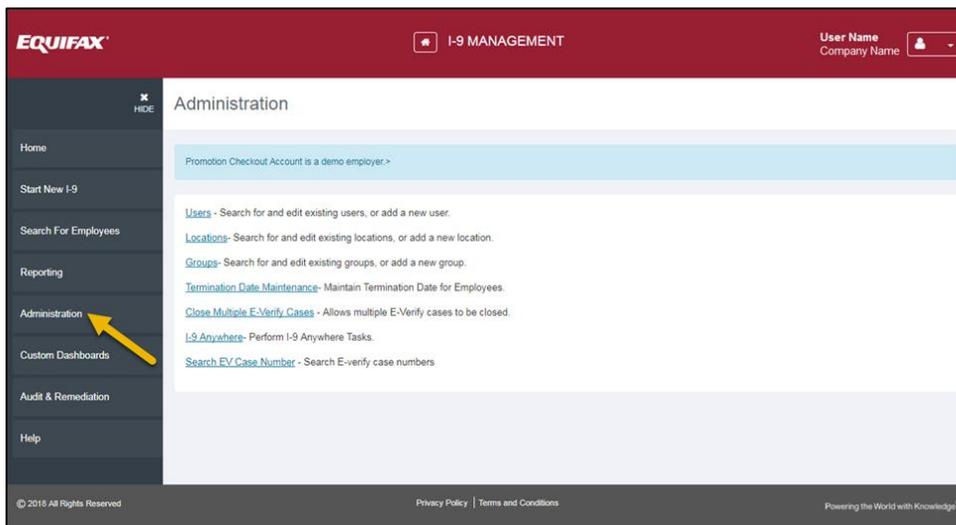
It will also check the "received date" on the Form I-797C and make sure it is on or before the "card expires" date on the EAD. Finally it will verify the category code on the EAD is the same category code on Form I-797C. Employers should consider category codes A12 and C19 to be the same code.

Some category codes on the EAD may include the letter 'P' such as C090. Employers should disregard the letter 'P' when comparing the category code on the EAD with the category code on the receipt notice.

Please notes 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.

Administration

You must have an appropriate user role to access the Administration features. Many times the Users, Locations, and Groups 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:

- **Users** – This feature allows you to search for existing users or add new users to I-9 Management. For existing users, you can view a user's current level of access, change a user's Role, grant a user access to a Location, grant a user access to a Group, block or unblock the user's access, and reset the user's Password to the default. As for adding users, you can add a new user that is already in your database on The Work Number, or add a new user that is not in your database on The Work Number. For example, you might use this feature to enable a new assistant store manager to use the Employer site prior to a file feed being submitted to The Work Number that contains the new employee's record. If you do not subscribe to The Work Number employment verification service, all new I-9 Management users will be enabled using this feature or by submitting a file feed to I-9 Management.
- **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.

PIN/Password Reset

To reset a user’s PIN/Password you must have a user Role that authorizes you to access this feature. The process to reset a user’s PIN/Password is dependent upon your I-9 Management configuration settings.

Administration Section Enabled

Employers with the Administration section turned **ON** for User, Location, and Group features have the ability to reset a user PIN/Password via the **User** link in the Administration menu. To reset a user’s PIN to the following.

1. Click the **User** link in the Administration menu on the Main Menu.
2. Click the **Search for I-9 Users** tab, enter your search criteria, and click the **Search** button.

3. Click the user’s name on the Search Results page.

| User ID | Name | SSN |
|-----------|----------------------------|-------------|
| suesample | Sample_Sue | XXX-XX-6456 |

The User Information page displays the user’s basic information including the **Reset Password to Default** link that allows you to:

- Reset the user's PIN/Password to the default value, OR
- Unlock the users account.

Administration Section Disabled, PIN Reset Enabled

If your I-9 Management configuration has the Administration section turned **OFF** for User, Location, and Group features, but has the PIN/Password reset option turned **ON**, you can access the feature by clicking the **PIN Reset** link.

1. Click the **PIN Reset** link on the Administration menu.
2. Enter the search criteria to find the user and click the **Search** button.
3. The User Information page displays the user's basic information including the **PIN Reset** link that allows you to either;
 - Reset the user's PIN/Password to the default value, OR
 - Unlock the user's account.

Click the **Reset** link to reset the user's PIN to the default setting. Click the **Unlock** link to unlock the user's account.
4. A banner message will display on the screen when the **Reset** or **Unlock** action has been successfully completed.

Note: The search criteria options and field labels are configurable and determined by your I-9 Management configuration settings.

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.

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**.

The **New I-9** button is disabled on the Employee Detail page when the employee's SSN is marked as invalid.

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



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

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

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

Termination Date Maintenance

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

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

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

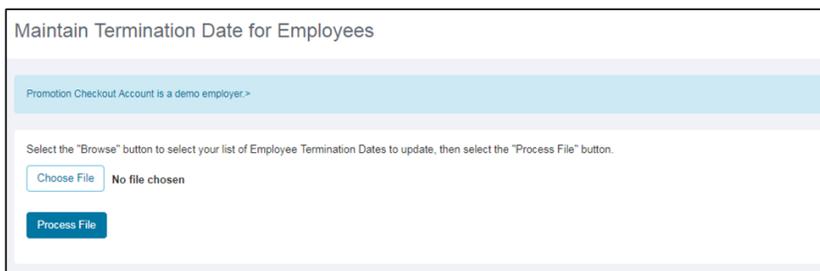
To access this feature click the **Termination Date Maintenance** link in the Administration section of the Main Menu page or the Administration menu.

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

1. Create the CSV file.
 - a. The file **MUST** be a plain text file with the SSN and the termination date.
 - b. Do **NOT** include a header row in the file.
 - c. Sample file:
333333337,02/01/2013

333333336,01/15/2012

000000000,03/01/2011
2. Click the **Browse** button and select the file to upload.



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

Select the "Browse" button to select your list of Employee Termination Dates to update, then select the "Process File" button.

Choose File No file chosen

Process File

Your file has been processed and the results are as follows:
Rows Processed: 3 Rows Invalid: 0

[Export to Excel](#)

| SSN | Termination Date | Message |
|-----------|------------------|---------|
| 999554170 | 01/16/2018 | Updated |
| 999664545 | 01/16/2018 | Updated |
| 999669999 | 01/16/2018 | Updated |

Showing 1-3 of 3

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

Close Multiple E-Verify Cases

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:

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

Showing 1 - 2 of 2 Total Cases Selected: 2

- 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.

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

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

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

E-Verify Status: Employment Authorized

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

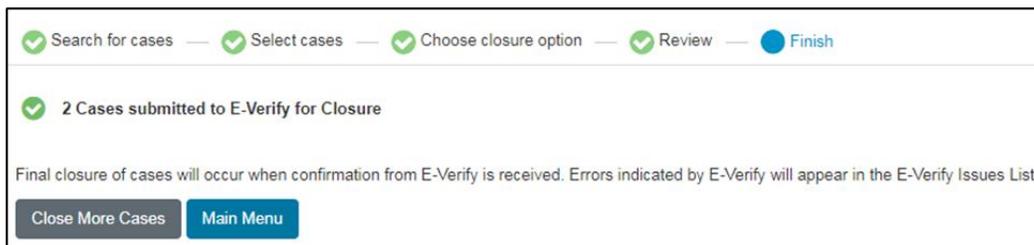
Showing 1 - 2 of 2 Display 25

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

Showing 1 - 2 of 2

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

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

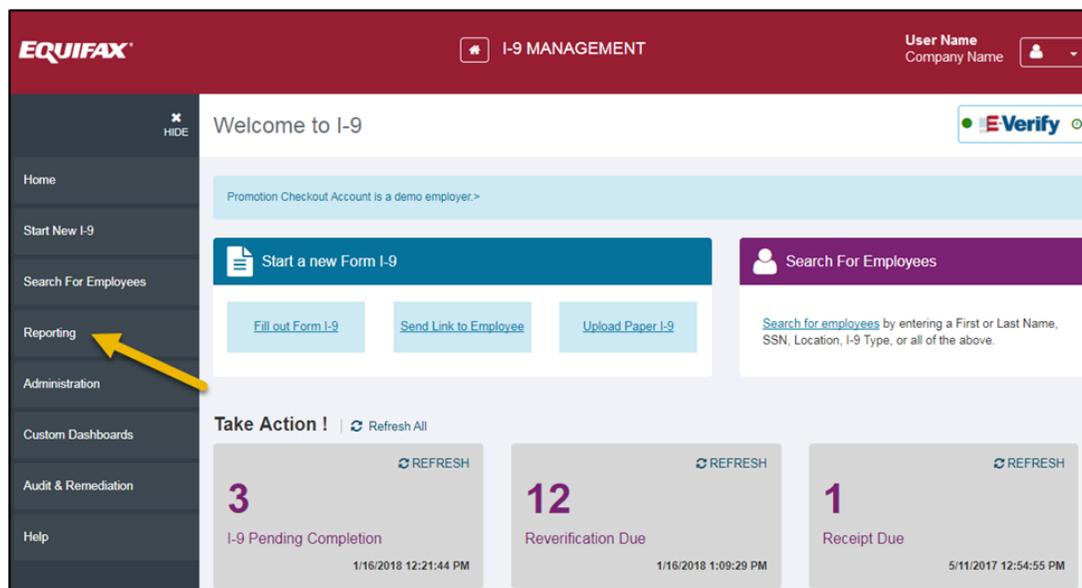


Don't forget that you can check on the status of the cases you submitted to E-Verify for closure by clicking the **Close More Cases** button to take you back to the Close Multiple E-Verify Cases page. You can also check on the closure status of the cases you have submitted for closure by clicking the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

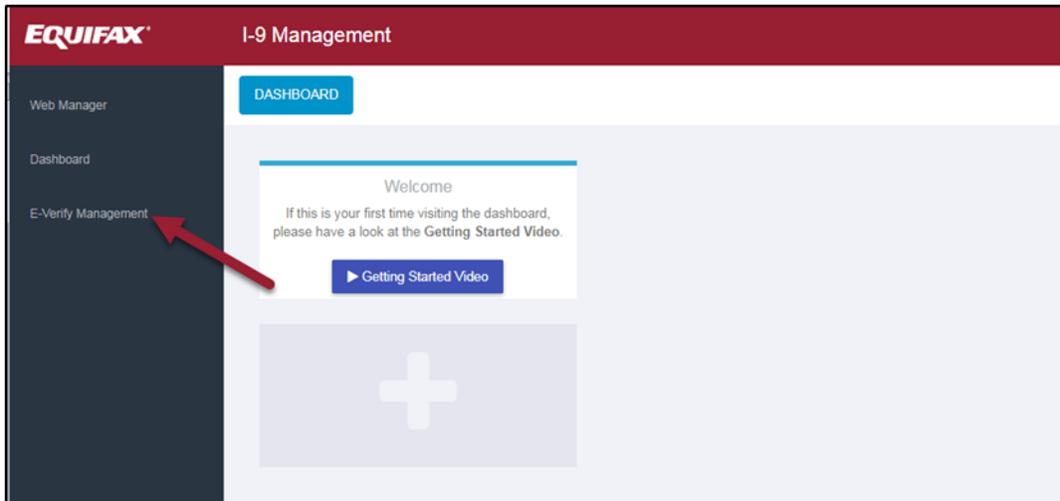
Custom Dashboards

Custom dashboards are currently available to all Employer Super Users within the I-9 Management application. This will allow users to customize the data they want to see in the format they want to see it in. ([See video demonstration](#))

To begin, login to I-9 Management and navigate to “Custom Dashboards” link:



To setup and configure your first dashboard widget, please select the E-Verify Management module on the left hand side of your screen:

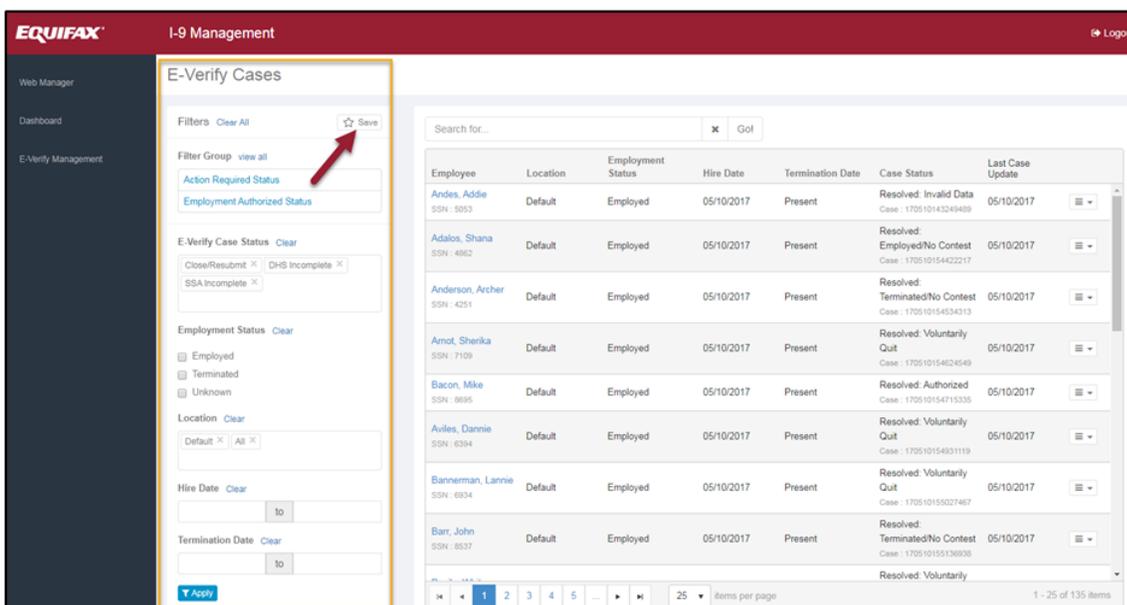


The E-Verify Management page displays all available E-Verify case information available to you based on your user role. The yellow highlighted area shows the available data filters that can be applied, in order to create a customized dashboard widget display.

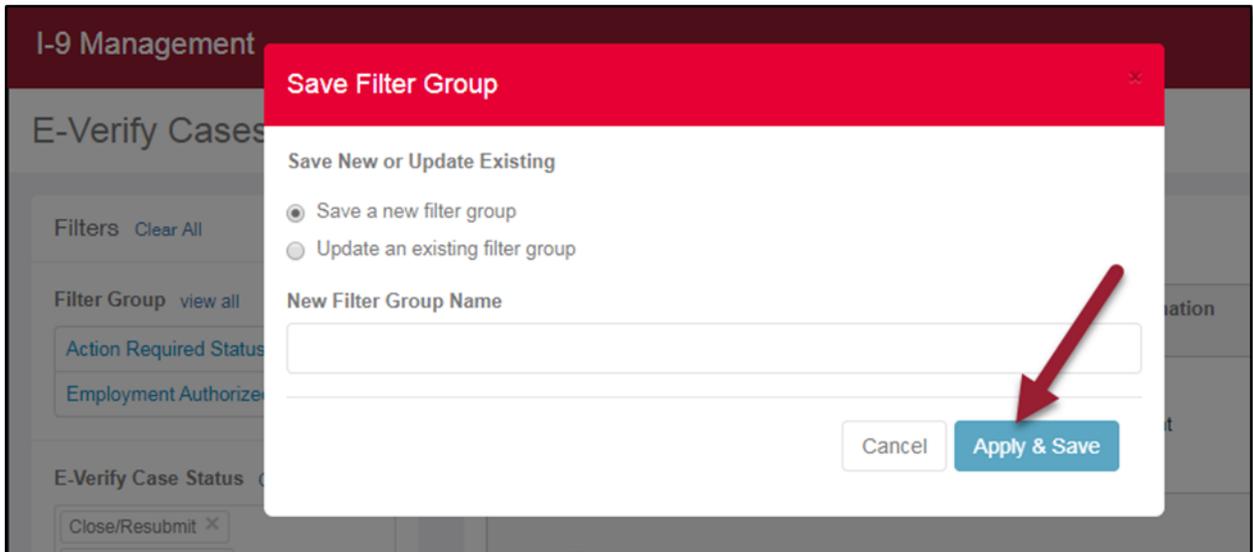
Once you have determined the filters you would like to have displayed, please click the “Apply” button on the bottom portion of your screen.

The data set visible on the right hand side of your screen should refresh to display the filtered data set based on your parameters.

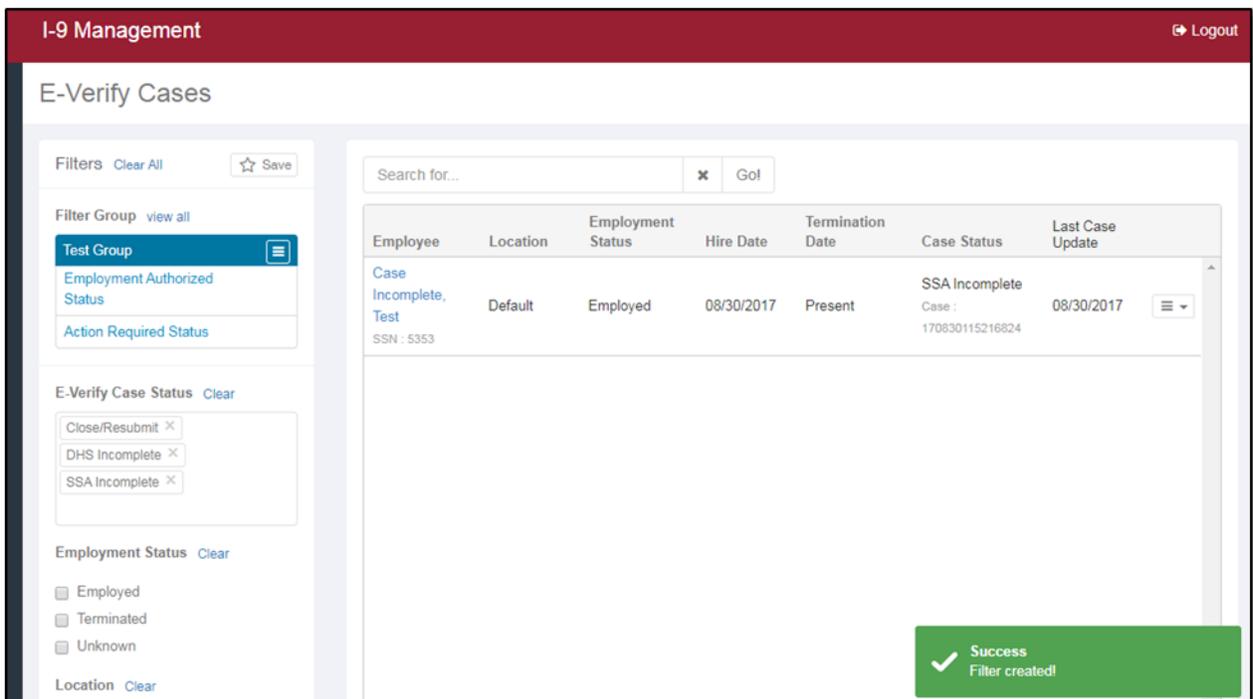
Once the data is refreshed you will need to SAVE your Filter Group



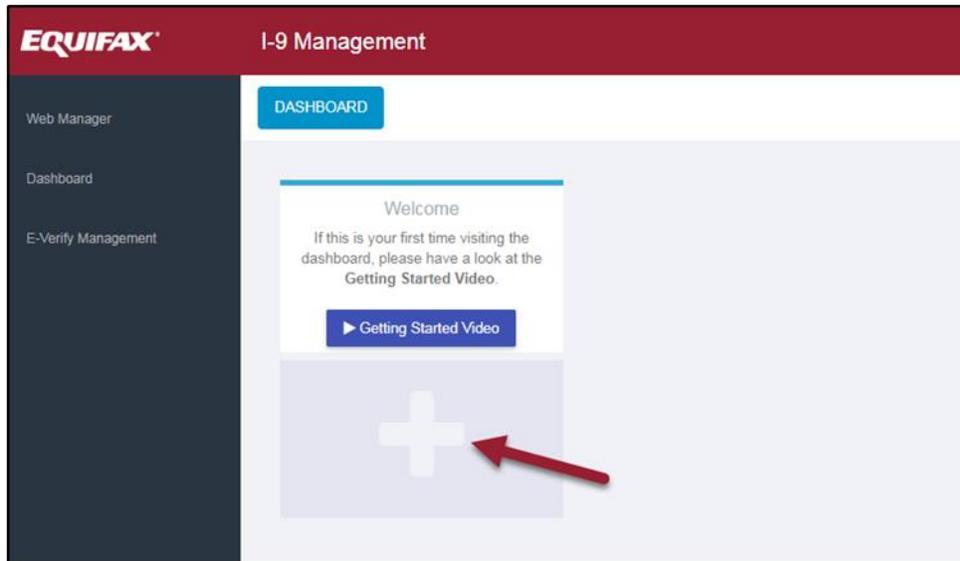
A “Save Filter Group” dialogue box should appear. You will have the option to Save a new filter group or overwrite and existing filter group. You will also have the ability to add a customized name for your filter group. When complete, click the “Apply & Save” button.



You will notice you saved filter under the “Filter Group” section. Clicking on the menu bar will allow you to edit or delete that filter.

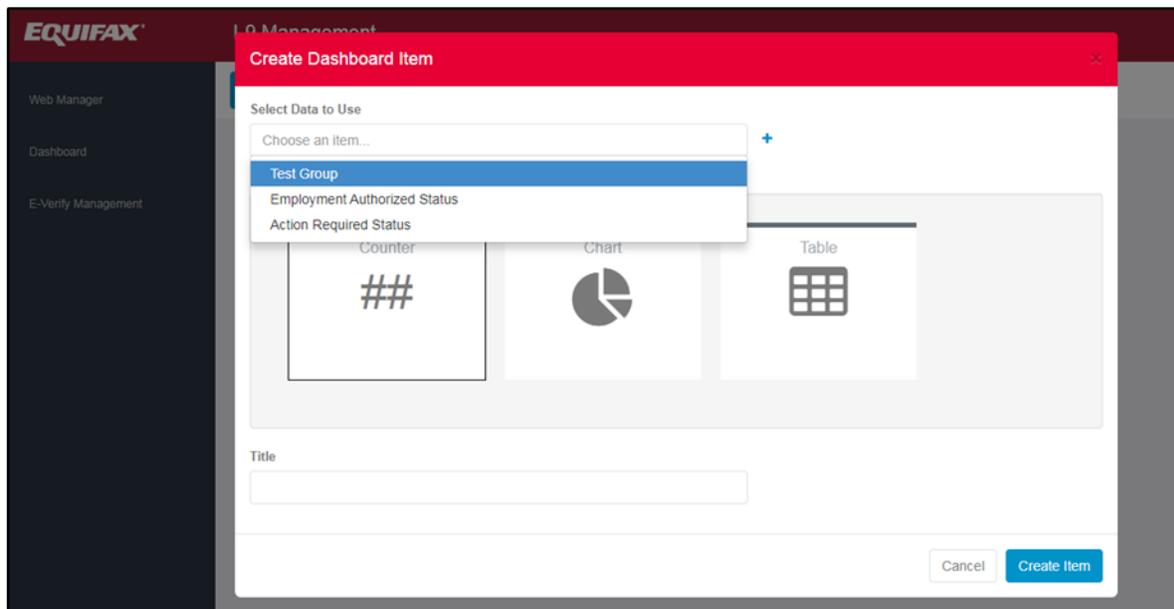


Once you have finished saving your filter group, navigate back to the dashboard page, using the left-hand navigation. To create your first dashboard widget, click on the open widget field as identified in the screenshot below.

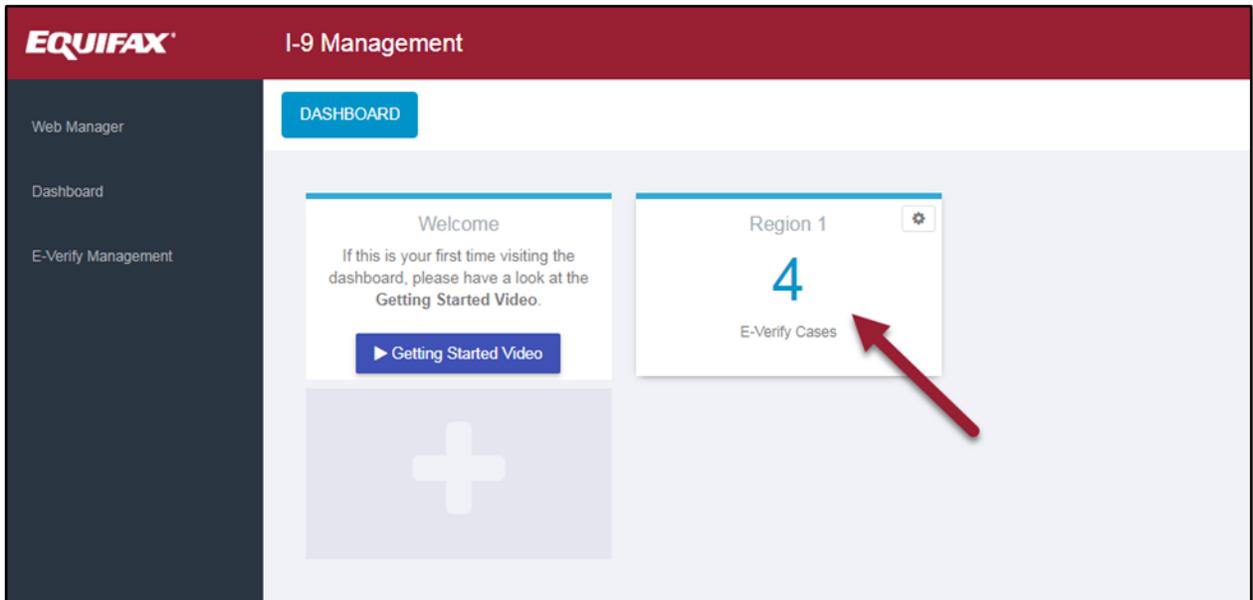


The Create dashboard screen will appear as shown below.

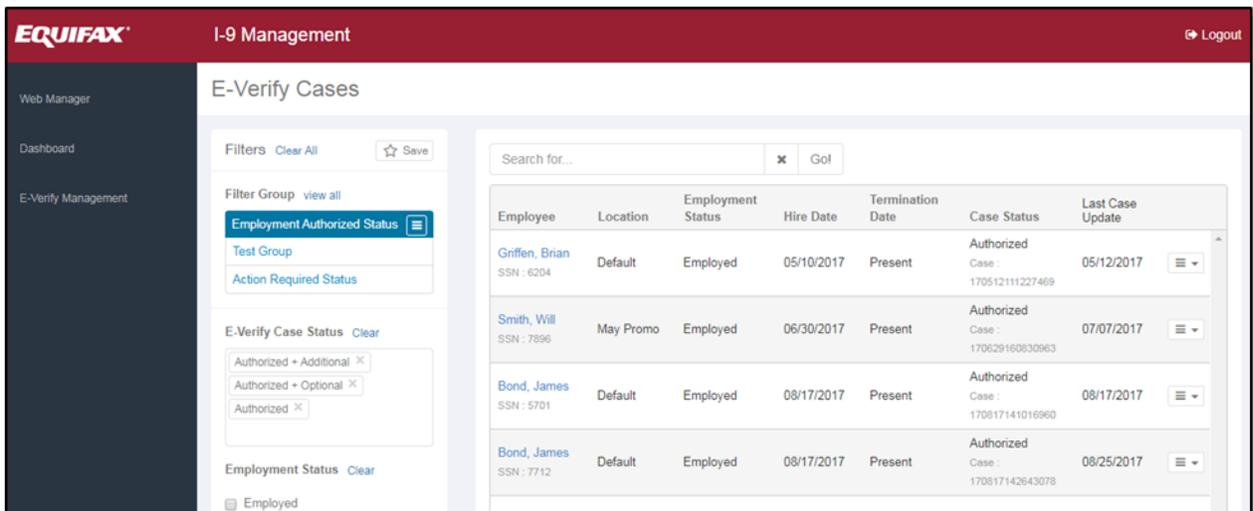
1. Using the drop-down list under “Select Data to Use” you should find the Filter Group that you completed and saved..
2. Once you have selected your filter group, pick which type of widget display you would like to use: Counter, Chart, or Grid
3. Lastly, create a Title for your widget and click the “Create Item” button



Your newly created widget, customized to your data specifications and display type should now show on your dashboard! Clicking on the widget provides drill-down capability to view the specific details behind the summarized widget display.

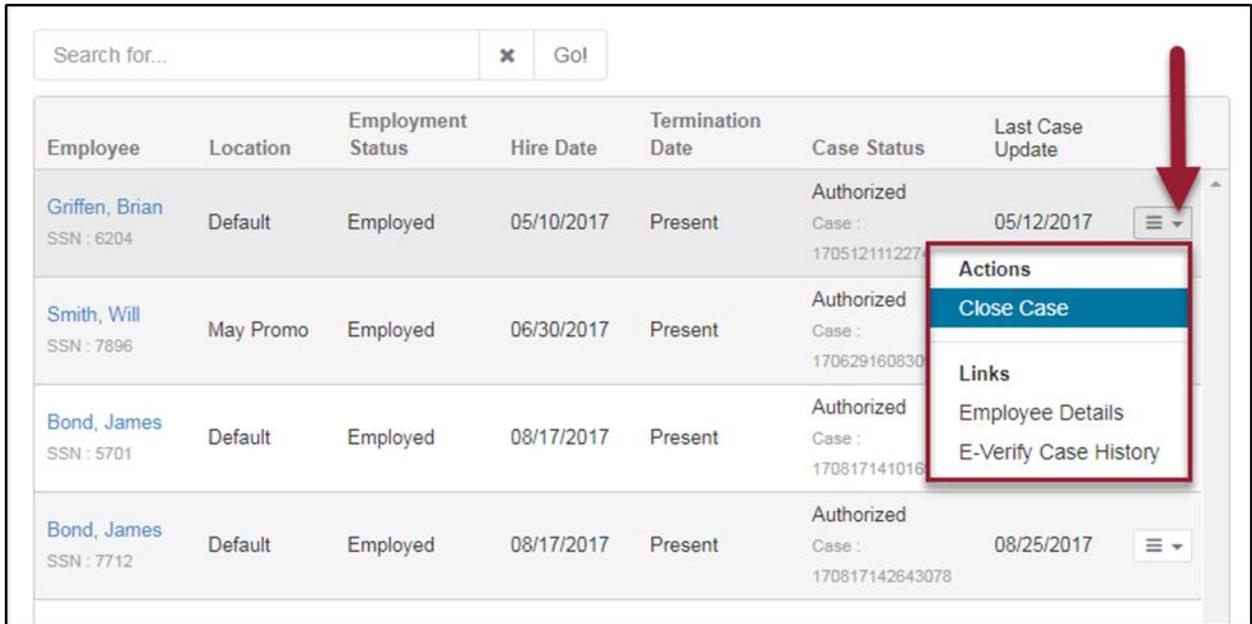


The drill-down view of your widget will display the detail level records associated with the filter group that you created.



From the drill-down view of the widget, into the detail of your filter group, you now have the ability to take action on each of the detail records included in your filter group.

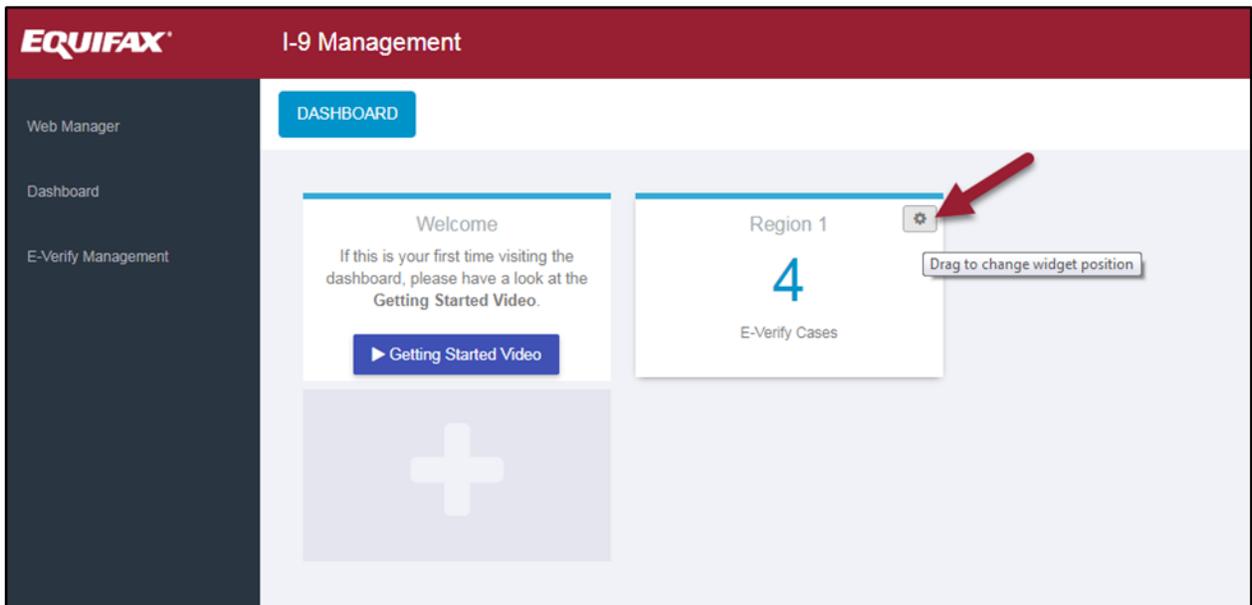
- Available actions will vary dependent upon the filters applied to your data set
- Each action listed will direct you to the corresponding I-9 Management webpage



The screenshot shows a table with columns: Employee, Location, Employment Status, Hire Date, Termination Date, Case Status, and Last Case Update. A red arrow points to a dropdown menu icon on the right side of the table. The menu is open, showing 'Actions' and 'Links' sections. The 'Actions' section includes 'Close Case'. The 'Links' section includes 'Employee Details' and 'E-Verify Case History'.

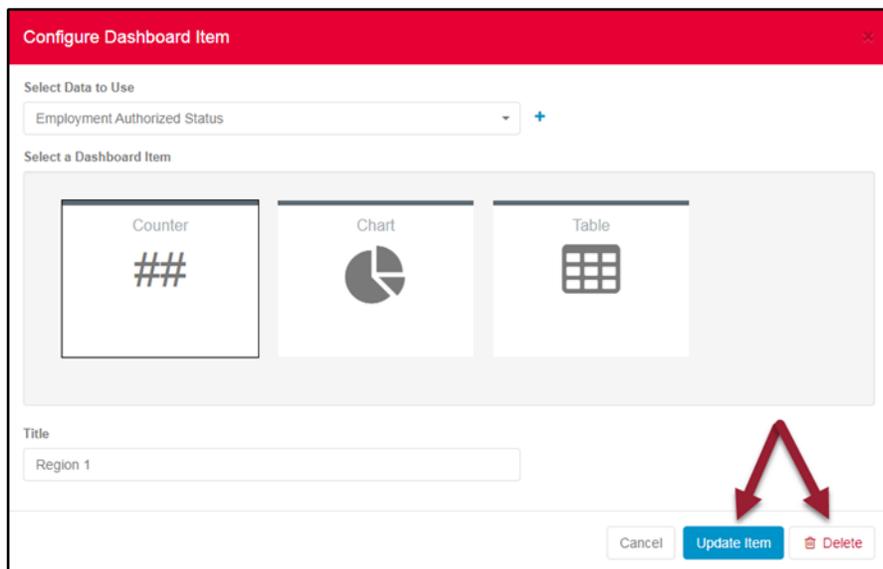
| Employee | Location | Employment Status | Hire Date | Termination Date | Case Status | Last Case Update |
|------------------------------|-----------|-------------------|------------|------------------|--------------------------------------|------------------|
| Griffen, Brian SSN : 6204 | Default | Employed | 05/10/2017 | Present | Authorized Case : 170512111227 | 05/12/2017 |
| Smith, Will SSN : 7896 | May Promo | Employed | 06/30/2017 | Present | Authorized Case : 170629160830 | |
| Bond, James SSN : 5701 | Default | Employed | 08/17/2017 | Present | Authorized Case : 170817141016 | |
| Bond, James SSN : 7712 | Default | Employed | 08/17/2017 | Present | Authorized Case : 170817142643078 | 08/25/2017 |

You also have the ability to edit the widget that you created, should you want to change the title or display type. Simply clicking on the tool button in the upper right hand corner of your widget will open the edit functionality.



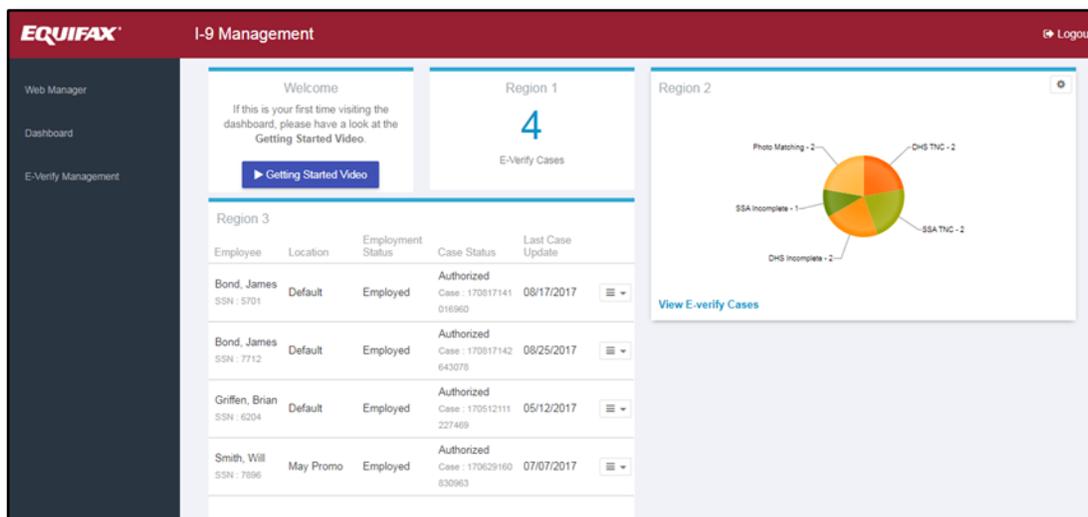
The screenshot shows the Equifax I-9 Management dashboard. The header includes the Equifax logo and 'I-9 Management'. A sidebar on the left contains 'Web Manager', 'Dashboard', and 'E-Verify Management'. The main content area has a 'DASHBOARD' button and a 'Welcome' message with a 'Getting Started Video' button. A widget titled 'Region 1' displays '4 E-Verify Cases'. A red arrow points to a gear icon in the top right corner of the 'Region 1' widget, with a tooltip that says 'Drag to change widget position'.

By selecting a different display type and clicking the “Update Item” button on the bottom of the Configure Dashboard Items, you can easily change your display.



The chart type display option will provide you with additional display configurability, including the usage of location based data display. A change to the chart display will result in a pie chart widget display of your data. Each slice of the pie chart can then be clicked on to drill-down into that specific location level detail.

The grid type display will provide a detailed list view of your filter group. The grid display also allows for additional customization, including the ability to sort the order in which your data is displayed in the dashboard widget.



The grid display widget will enable you to take action directly from the dashboard for any of the records displayed in your filter group.