

I-9 Administrative Users Quick Reference Guide

Website	https://hrx.talx.com/webmanager/LoginClientKey.aspx
Employer Code	15716

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ACCESSING THE APPLICATION

Log In

1

- Log into the application – the web address is on the first page of the document.
- The employer code is always 15716.
- Check the “Remember my Employer Code on this Computer?” box.



User ID

2

- User ID = your 3 initials (small letters)+ the last 5 digits of your EIN. If you do not have a middle initial, use the letter “x”.
- Example: John H. Smith, EIN 123456 – User ID = jsh23456
- Example Marie Parker, EIN 87457 – User ID = mxp87457



3

PIN

- The default pin is the 4-digit year you were born + the last 4 of your social security number.
- Click Log in after entering your PIN.
- After you log in for the first time, you will be invited to answer 6 security questions and change your PIN.



Forgot PIN

3

- Follow steps 1 and 2 above.
- Click on the “Forgot your PIN?” link
- One of your security questions will pop up
- After you correctly answer the security question, a screen inviting you to create a new PIN will appear

COMPLIANCE CENTER [Home](#) [Privacy Policy](#)

Log In

State of Arizona

Enter your PIN.

PIN:

[Forgot your PIN?](#)

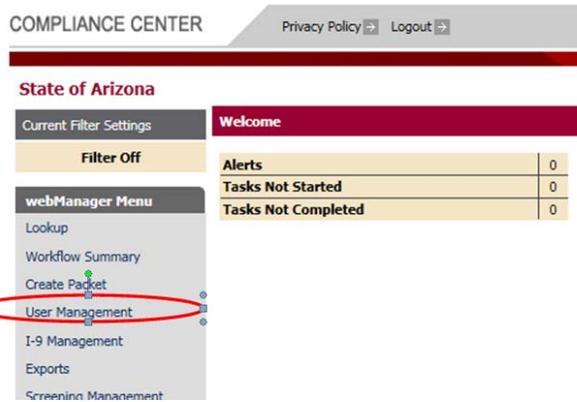
[Terms and Conditions](#) [y of Equipm](#)

USER MANAGEMENT

Create a User

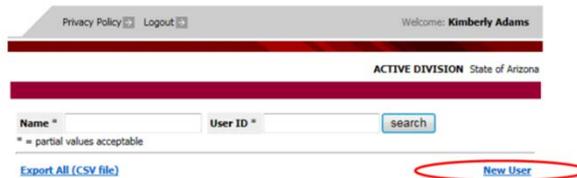
4

- Log into the application
- Click on User Management



5

- Click on "New User"



6

- Enter the user information

User Information

User Id	abc12345
Default PIN	19805555
Confirm PIN	19805555
First Name	Jane
Last Name	Doe
Job Title	
Phone	() - -
Email	jane.doe@azdoa.gov
Role	Select one

Cancel/Back Save

- User ID = 3 initials + last five digits of EIN
- PIN = 4-digit year of birth + last 4 of social security number

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- Role = select a role from one of the following:

[CCViewNoI9](#) - User has Compliance Center access only (Onboard AZ only – no I9 access) with view only access of new hire forms. They have no access to the I9 application.

[CCCreateNoI9](#) – User has Compliance Center access only (Onboard AZ only – no I9 access) with the ability to Create and modify packets for new hires, reset their passwords, and resend their packets. They have no access to the I9 application.

[CCNoneI9Ver](#) – User only has access to Compliance Center to verify I9s (I9 Verifier access only). They are unable to access any other functions of the Compliance Center (Onboard AZ).

[CCCreateI9Ver](#) - User has Compliance Center access (Onboard AZ and I9) with the ability to Create and modify packets for new hires, reset their passwords, and resend their packets. They also have access to verify I9s.

* [CCAdminNoI9](#) – User has Compliance Center access only (Onboard AZ only – no I9 access) with the ability to Create and modify packets for new hires, reset their passwords, and resend their packets. They also have Administrator access to Compliance Center to create new power users (can create new power users for the above roles only- they cannot create other Administrative users or select any role with Admin in it- this must be done through ADOA). They have no access to the I9 application and are not able to reset power user's passwords.

* [CCNoneI9Admin](#) – User has Compliance Center access only to create new power users in Compliance Center but cannot create or modify new hire packets (No Onboard AZ- I9 access only). They have Administrator access to I9 Management allowing them to reset passwords for power users though the I9 Management link, in addition to all I9 functions including I9 verifier. They can create new power users (for the above non-Admin roles only- they cannot create other Administrative users or select any role with Admin in it- this must be done through ADOA). They have full access to the I9 application.

* [CCAdminI9Admin](#) -_User has Compliance Center access to both create new power users in Compliance Center and also create or modify new hire packets (Onboard AZ and I9). They have Administrator access to both Compliance Center and I9 Management allowing them to create new power users and also reset their passwords though the I9 Management link. They have access to all I9 functions including I9 verifier. They can create new power users (for the above non-Admin roles only- they cannot create other Administrative users or select any role with Admin in it- this must be done through ADOA).

* [CCNoneI9None](#) – User has no access to either the Compliance Center or I-9

*All requests for roles with [Admin](#) in them must be submitted via the ADOA I9help mailbox at I9help@azdoa.gov.

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- Check the box next to the location the user should have access to- either an agency or a process level within the agency.
- If the agency is selected all the process levels under that agency will automatically be selected.

Locations

State of Arizona

- STATEWIDE SYSTEMS PROCESSING
- BOARD OF ACCOUNTANCY
- RADIATION REGULATORY AGENCY
- OFFICE OF EQUAL OPPORTUNITY
- DEPT OF AGRICULTURE
- COMMISSION OF AFRICAN-AMERICAN AFFAIRS
- ACUPUNCTURE BOARD OF EXAMINERS
- BOARD OF APPRAISAL
- ARIZONA STATE UNIVERSITY
- AUTOMOBILE THEFT AUTHORITY
- AUDITOR GENERAL
- BOXING COMMISSION
- DEPT OF ADMINISTRATION
 - ADAZGAD-ARIZONA GOVERNMENT UNIVER
 - ADSDAD-BENEFITS SERVICES DIVISION
 - ADCAPAD-CAPITOL POLICE (disabled)
 - ADDIAAD-GRRC
 - ADDIRAD-DIRECTOR'S OFFICE
 - ADFSGAD-FINANCIAL SERVICES DIV GAO
 - ADFSRAD-FINANCIAL SERVICES DIV RM
 - ADFSSAD-FINANCIAL SERVICES DIV SPO
 - ADGSAAD-GSD ACCOUNTING

- Click on Save
- Look for the “Web Manager Created” at the top of the screen
- The user is now active

User Information

 Web Manager created!

User Id	<input type="text" value="abc12345"/>
First Name	<input type="text" value="Jane"/>
Last Name	<input type="text" value="Doe"/>
Job Title	<input type="text"/>
Phone	<input type="text" value="() -"/>
Email	<input type="text" value="jane.doe@azdoa.gov"/>
Role	<input type="text" value="CCSharedService"/>

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Change a User's Permissions

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- Log into the application
- Click on User Management

10

- Enter the name and user ID of the user (partial values are acceptable), then click "search."

ACTIVE DIVISION State of Arizona

Name * jane User ID * abc search

* = partial values acceptable

11

- Click on the user name

ACTIVE DIVISION State of Arizona

Name * jane User ID * abc search

* = partial values acceptable

[Export All \(CSV file\)](#) [New User](#)

Name	User Id	Role	Last Login
Jane Doe	abc12345	CCSharedService	

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- Follow steps 7 and 8 above to change the role and/or the location to which the user has access.
- Save
- Look for the "Web Manager Updated" message

I-9 Administrative Users Quick Reference Guide

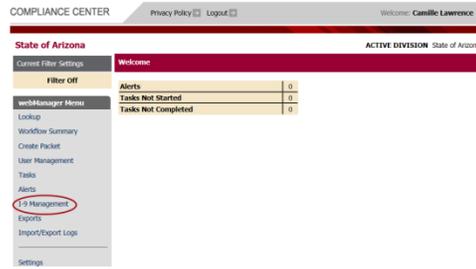
Inactivate a User	
13	<ul style="list-style-type: none">• Log into the application• Click on User Management
14	<ul style="list-style-type: none">• Follow steps 10 and 11 above to find the user
15	<ul style="list-style-type: none">• Next to the employee's last name, type "DO NOT USE" in capital letters.• Select the following role: "CCNoneI9None"• Under "Locations" uncheck all the location boxes that the employee has access to.
16	<ul style="list-style-type: none">• Save• Look for the "Web Manager Updated" message.• The user is no longer active <p><i>Note: Some staff members may have more than one profile in the system. It is recommended to inactivate all but the most current profile.</i></p>

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Reset Password

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- Logon to the application
- Click on I-9 Management



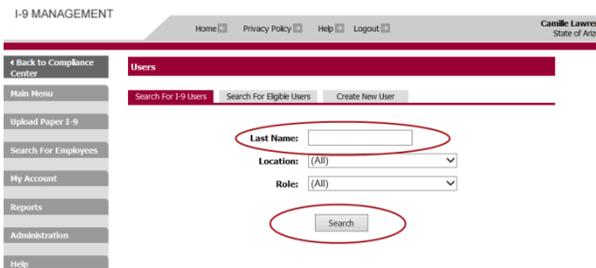
18

- Under the Administration block, click on Users.



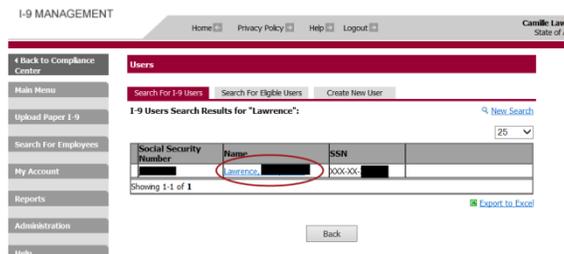
19

- Enter the user's last name, click Search



20

- Click on the user's name



I-9 Administrative Users Quick Reference Guide

21

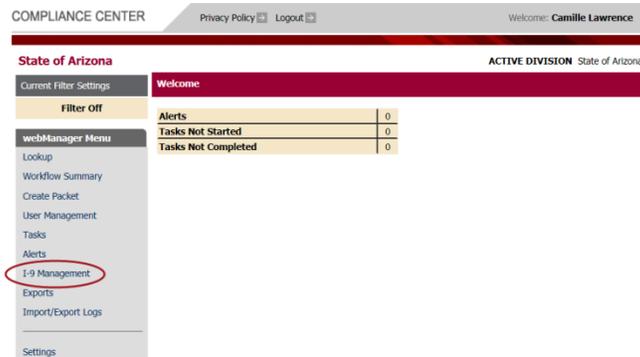
- Click on Reset PIN to Default
- The user's PIN is now reset to the default 4-digit year of birth + last 4 of social security number

The screenshot displays the 'I-9 MANAGEMENT' interface. At the top, there are navigation links for Home, Privacy Policy, Help, and Logout. A sidebar on the left contains menu items: Back to Compliance Center, Main Menu, Upload Paper I-9, Search For Employees, My Account, Reports, Administration, and Help. The main content area is titled 'User Management' and shows the user 'Josephine Lawrence'. Below the user name are three tabs: 'User Information' (selected), 'Current Groups and Locations', and 'Add Groups and Locations'. A message states: 'You can edit a user's Last Name, First Name and Middle Initial. You can also reset a user's PIN.' The form fields are: Last Name: Lawrence; First Name: [redacted]; Middle Initial: A; SSN: XXX-XX-XXXX; Social Security Number: [redacted]; Lock Status: Unlocked; PIN Reset: [Reset PIN to Default](#) (circled in red). At the bottom are 'Cancel' and 'Save' buttons.

REPORTS

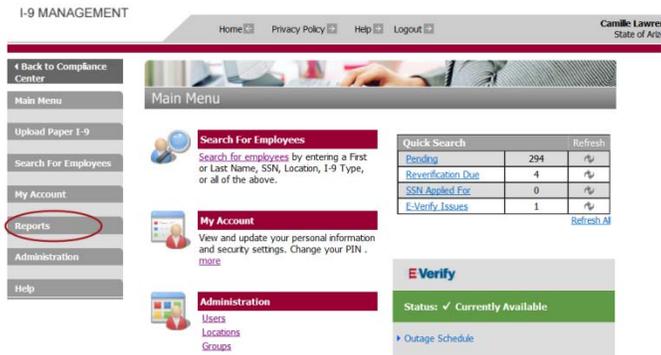
22

- Logon to the Compliance Center and click on I-9 Management



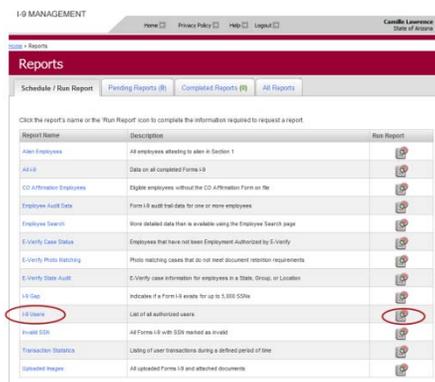
23

- Click on Reports



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- Find the report you want to run and click on the Run Report icon.



I-9 Administrative Users Quick Reference Guide

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- Give a name to your report
- To pull a report of all your agency's information, leave all the criteria field blank
- Select an output format
- Enter your e-mail address
- Click on Continue

The screenshot shows the 'I-9 Users' report configuration page. The 'Parameters' step is active, with a sidebar on the left containing 'Parameters', 'Scheduling', and 'Finish'. The main area contains the following fields:

- Report Nickname:** A text input field, circled in red.
- Group:** A dropdown menu set to 'All'.
- Location:** A dropdown menu set to 'All'.
- User Last Name:** A text input field.
- Userid:** A text input field.
- User SSN:** A text input field.
- User Role:** A dropdown menu.
- Report Format:** Four radio button options: CSV, EXCEL, PDF, and WORD. This section is circled in red.
- Notification Email:** A text input field, circled in red.

At the bottom, there are 'Cancel' and 'Continue >' buttons, with the 'Continue >' button circled in red.

26

- Click on Next Available run time
- Click on Submit

The screenshot shows the 'Scheduling' step of the report configuration. The sidebar on the left now highlights 'Scheduling'. The main area contains:

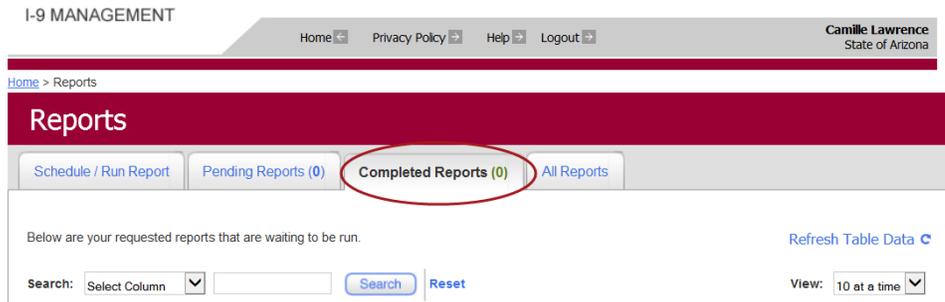
- Run Report:** Two radio button options: 'Next available run time' (selected and circled in red) and 'Scheduled date/time'.

At the bottom, there are '< Back' and 'Submit' buttons, with the 'Submit' button circled in red.

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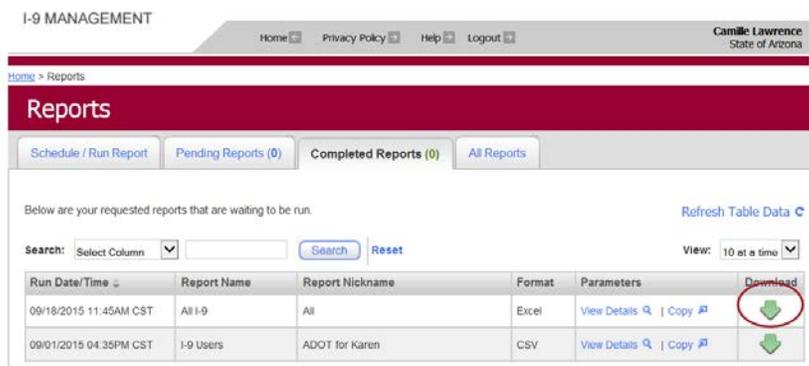
- You will receive an e-mail when the report is ready
- Log back in to the Reports section of the application – step 23 above
- Click on the Completed Reports tab



The screenshot shows the 'I-9 MANAGEMENT' interface. At the top right, it says 'Camille Lawrence State of Arizona'. Below the navigation bar, there are tabs for 'Schedule / Run Report', 'Pending Reports (0)', 'Completed Reports (0)', and 'All Reports'. The 'Completed Reports (0)' tab is circled in red. Below the tabs, there is a search bar and a 'View: 10 at a time' dropdown.

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- Click on the Download arrow



The screenshot shows the 'I-9 MANAGEMENT' interface with the 'Completed Reports (0)' tab selected. Below the search bar, there is a table of reports. The table has columns for 'Run Date/Time', 'Report Name', 'Report Nickname', 'Format', 'Parameters', and 'Download'. The 'Download' column contains a green downward arrow icon, which is circled in red.

Run Date/Time	Report Name	Report Nickname	Format	Parameters	Download
09/18/2015 11:45AM CST	All I-9	All	Excel	View Details Copy	
09/01/2015 04:35PM CST	I-9 Users	ADOT for Karen	CSV	View Details Copy	

29

- Click on Open

Do you want to open or save **All I9 Data_20150918133942_15716_19715_c33ece89-b21a-45ba-bbd....xls** from **secure.i!**

Open

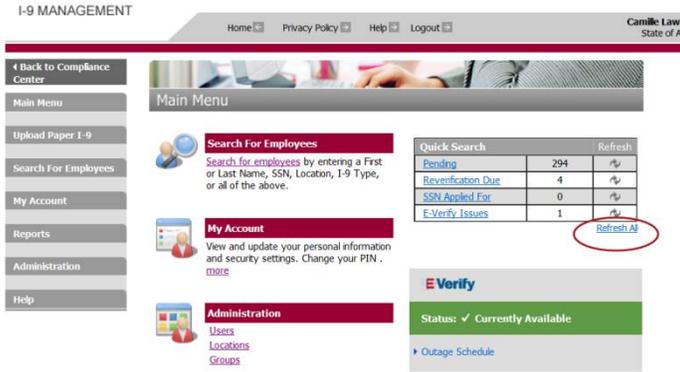
Save

THE I-9 DASHBOARD

Daily Monitoring the I-9 Activity for your Agency

30

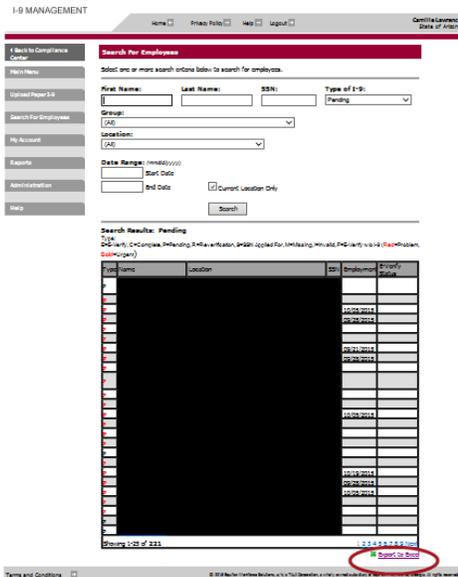
- Logon to the Compliance Center and click on I-9 Management – step 22 above.
- The Dashboard screen displays
- Click on Refresh All



Dashboard Quick Search Box – Pending

31

- Click on Pending
- Pending I-9s are future hires. They completed section 1 and waiting for section 2 to be verified.
- Check the “Employment” column. If the record is still pending 3 days after the Employment date, then section 2 is past due verification (if employee started to work on Monday, section 2 must be completed by Thursday at the latest).
- You can also export these records to an Excel spreadsheet. Scroll to the bottom of the screen and click on “Export to Excel”



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Dashboard Quick Search Box – Reverification Due

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- Click on Reverification Due
- Cases that require reverification will populate.
- To see the reverification deadline, click on “Export to Excel”
- The deadline is shown in the “EE Work Expiration Date” column. Reverification must be completed before that deadline.

Search Results: Reverification Due

Type:

E=E-Verify, C=Complete, P=Pending, R=Reverification, S=SSN Applied For, M=Missing, I=Invalid, F=E-Verify w/o I-9

(Red=Problem, Bold=Urgent)

Type	Name	Location	SSN	Employment	E-Verify Status
R		CH271CH-TRAINING PROGRAM		09/14/2015	
R		PR400PR-DIRECTOR'S OFFICE		08/24/2015	
R		CH271CH-TRAINING PROGRAM		09/14/2015	
R		CH271CH-TRAINING PROGRAM		09/14/2015	

Showing 1-4 of 4

 [Export to Excel](#)

Dashboard Quick Search Box – SSN Applied For

33

- The State does not use this option.

Dashboard Quick Search Box – E-Verify Issues

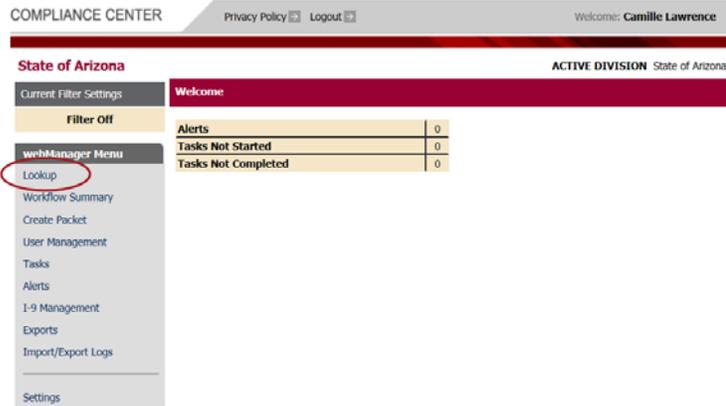
34

- The number showing on this line should always be zero.
- If a number other than zero appears, this means that an E-Verify issue exists and it must be resolved.
- Click on E-Verify Issues
- The name of the employee will populate
- Click on the employee name
- Review all information in both sections 1 and 2 of the I-9 to ensure there are no errors
- Investigate and correct any errors.

REMOVING AN I-9 FROM PENDING STATUS

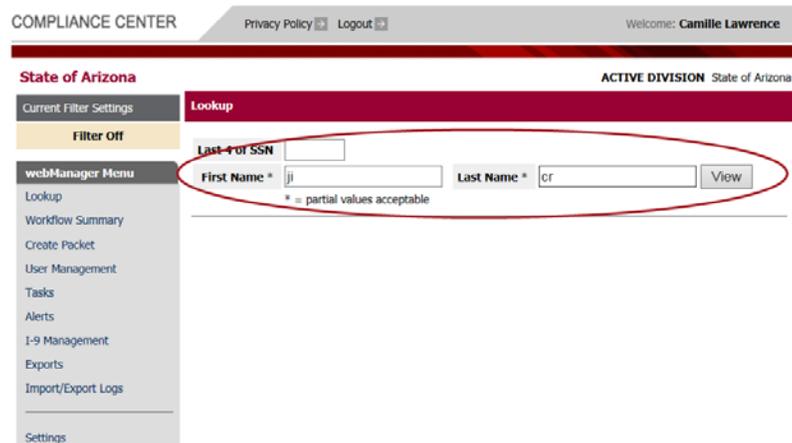
35

- Logon to the Compliance Center
- Click on Lookup



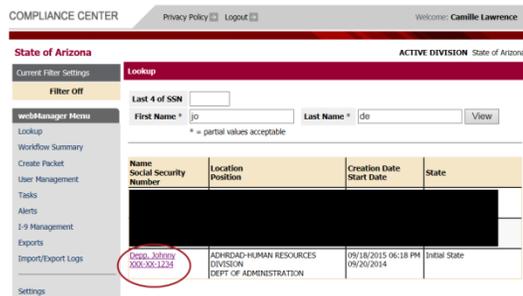
36

- Search for the employee either by entering the last 4 of the SSN or first name + last name (partial values are accepted).
- Click on View



37

- Click on the employee's name



38

- Click on Cancel Packet

COMPLIANCE CENTER Privacy Policy Logout Welcome: Camille Lawrence

State of Arizona ACTIVE DIVISION State of Arizona

Current Filter Settings Summary

Filter Off Depp, Johnny Return to Lookup

webManager Menu

- Lookup
- Workflow Summary
- Create Packet
- User Management
- Tasks
- Alerts
- I-9 Management
- Exports
- Import/Export Logs
- Settings

Packet Information	Documents	Tasks	Notes	Workflow History	Activities
Reference ID	5851861				Edit Hire Packet
Login ID	jodepp				Reset Password
Social Security Number	XXX-XX-1234				Take Action
Full Name	Depp, Johnny				Resend Invitation
Street Address	1234 Pirate Lane Phoenix, AZ 85007				Employment Center
Telephone Number	(602) 123-4567				Screening
E-mail Address	camille.lawrence@azdhs.gov				Cancel Packet
Location	ADHRDAD-HUMAN RESOURCES DIVISION				
Position	DEPT OF ADMINISTRATION				
Start Date	9/20/2014				
Creation Date	9/18/2015 6:18 PM				
Created By	Camille Lawrence				
Workflow State	Initial State				
Tax Credit Eligibility					
I-9 Status					
Exempt from Overtime *	No				

- Click on OK

Message from webpage

Are you sure you want to "Cancel" this packet? If yes, click on the OK button. Otherwise, click Cancel.

OK Cancel

- Click on OK

Message from webpage

New hire packet has been cancelled.

OK

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- Click on Complete I-9

COMPLIANCE CENTER Privacy Policy Logout Welcome: Camille Lawrence

State of Arizona ACTIVE DIVISION State of Arizona

Current Filter Settings Summary

Filter Off Cricket, Jim Return to Lookup

webManager Menu

- Lookup
- Workflow Summary
- Create Packet
- User Management
- Tasks
- Alerts
- I-9 Management
- Exports
- Import/Export Logs
- Settings

Packet Information	Documents	Tasks	Notes	Workflow History	Activities
Reference ID	5779586				Edit Hire Packet
Login ID	jcricket				Reset Password
Social Security Number	260-100-8608				Take Action
Full Name	Cricket, Jim				Resend Invitation
Street Address	302 Main Street Glen Dale, AZ 85204				Complete I-9
Telephone Number	(623) 333-3333				Employment Center
E-mail Address	Cindy.Shackelford@azdhs.gov				Screening
Location	HCAS/HC DHS DIV OF MEMBER SERVICES				
Position	ANALYST				
Start Date	9/14/2015				
Creation Date	9/31/2015 11:23 AM				
Created By	Cindy Shackelford				
Workflow State	Packet Cancelled				
Tax Credit Eligibility	Pending				
I-9 Status	Pending				
Exempt from Overtime *	Yes				

40

- Select “Employee Terminated before completing I-9”
- Click on Continue
- Digitally sign the I-9
- The packet is now entirely cancelled and the I-9 has been removed from Pending Status

I-9 MANAGEMENT

Home | Privacy Policy | Help | Logout | Camilla Lawrence
State of Arizona

Section 2 - Employer Review and Verification

Please enter the employment information and the document(s) presented by the employee.
The employee must provide a photo ID to prove their identity.

Employee:
Jim Crockett

Employment Date:
9/14/2018

Location:
HCARDHC-DMS DIV OF MEMBER SERVICES

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

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.
A receipt indicating that an individual has applied for an initial Employment Authorization Document (Form I-766) or for an extension of an existing Form I-766 is NOT ACCEPTABLE proof of employment authorization for Form I-9. Receipts are NEVER ACCEPTABLE if employment lasts fewer than three business days.

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

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

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

Employee terminated before completing I-9

Back Cancel Continue