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### PREREQUISITES

- Before a user is authorized to work in the application, the following prerequisites must be met:
  - The ADI9 Computer Based Training (CBT) must be taken. Your agency HR will show you how to register for and take this class.
  - A user profile must be created: advise your agency I-9 Lead after you have taken the CBT so he or she knows to create your profile in the application.
ACCESSING THE APPLICATION

Log In
1
• Log into the application – the web adress 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

PIN
3
• 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

- 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
COMPLETING SECTION 2 OF THE I-9

Lookup the New Hire

5

- Click on the Lookup link.

6

- Find the new hire by either
  - Entering the last 4 digits of the new hire’s social security number
  - Entering the first name and last name – not that partial values will work. So for John Parker only the letters Jo (first name) and Pa (last name) will yield a result.
- Click View

7

- All employees that meet the lookup criteria will display. Click on the employee name for the I-9 you wish to complete.
Completing Section 2

8

- The employee summary page will display.
- Click on the Complete I-9 button

9

- Ensure the Employment Date field is populated. If not, enter the first day of work.
- Click on “Review/Change Section 1 Information”
10. Review the Section 1 information and correct any errors or typos.
   11. Click “Continue”

11. Enter the document names from the drop down menus
   11. Click Continue
   11. If the document presented is a receipt, don’t forget to click the “receipt” box
12

- Enter the document information
- Click Continue

**Below is an example of what appears if “passport” (list A document) was selected at step 10.**

![Example of passport document](image1)

**Below is an example of what appears if “driver’s license and social security card” (list B and C documents) were selected at step 10.**

*Note the warning: acceptable social security cards should have nothing but the name and SSN of the new hire printed on them.*

![Example of driver's license and social security card](image2)

13

- Check the “I have read and agree with the certification statement above” box.
- Digitally sign the I-9 by entering your PIN
- Click Continue
E-Verify Employment Authorized Message

14

- Various messages may appear at the top of the Employee Detail page. The most common is: Employment Authorized.
- Click on the view case details link

![Image of Employment Authorized message]

Close the Case

15

- Click on Close Case
- Answer YES or NO (most common answer is YES)
- Click on Close case

![Image of Close Case link]

DHS or SSA Verification in process E-Verify Message

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- **DHS Verification in process**: the process may take up to 3 days. Check back on the status of this I-9 later. No further action is required at this time.
- **SSA Verification in process**: the process may take up to 3 days. Check back on the status of this I-9 later. No further action is required at this time.
Tentative Non-Confirmation Process (TNC)

17

• If E-Verify indicates a SSA or DHS Tentative Non-Confirmation
• First, review all the information entered in both sections 1 and 2 for accuracy. Correct any errors you may find.
• If no errors or typos are found in the I-9, contact the new hire and inform him or her that there is a discrepancy between the information provided on the I-9 and what is on file at either DHS (Department of Homeland Security) or SSA (Social Security Administration), the employee must be contacted and he/she must make a decision on how to proceed.
• The employee must decide whether or not they want to contact either the SSA or DHS to have the error corrected (Contest or Not Contest).

Employee Contests Tentative Non-Confirmation

18

• If the employee wants to contest the finding, click on the Contest button.
19

- Review the I-9 information with the employee.
- Click Continue

20

- Check the box under # 3.
- Click on SSA or DHS Further Action Notice (English)- (depending on if the Tentative Non-Confirmation originates from SSA or DHS).
• Click on Refer Case

• Click on the SSA (or DHS) Referral Date Confirmation link.
• The referral will print
• Review the Referral privately with the employee
• The employee must take this document when they visit the SSA (or DHS)
• Check the box under # 4
• Click Complete

• A Successful Referral message will display
### Successful Resolution of Tentative Non-Confirmation

24

- No further action is required by the Verifier until the employee advises that the issue has been corrected by SSA or DHS.
- When the employee advises that the issue is corrected, the Verifier must:
  - Log into the application and look the employee up by completing steps 1 to 7 above.
  - Ensure that the Employment Authorized appears on the Employee Detail page
  - Close the case – follow step 14 above.

### Unsuccessful Resolution of Tentative Non-Confirmation

25

- Being authorized to work in the USA is a condition of continued employment. If an employment authorized message cannot be received for the employee, he or she must be terminated. **NEVER take any adverse action without consulting your agency’s Human Resources Management.**

### Employee Does Not Contest Tentative Non-Confirmation

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- Being authorized to work in the USA is a condition of continued employment. If an employee decides not to contest a tentative non-confirmation, the employee must be terminated. **NEVER take any adverse action without consulting your agency’s Human Resources Management.**
Uploading Documents and Photo-Matching

- The application will prompt the Verifier to perform the photo-match action depending on what document information is keyed in section 2.
- When photo-matching is required, a copy of the document must be uploaded to the I-9. 
  
  *Note: do not upload any documents for which the photo-match process is not required (for example: do not upload copies driver’s licenses or social security cards).*

- Certify that the photo displayed on your screen is the same one as the document presented by the employee. *DO NOT directly compare the photo on the screen to the employee.

- Upload a copy of the document to the I-9 case.
- Scan and e-mail yourself a copy of the document.
- Save the document to your computer.
- Click on the BACK button
- Scroll down to the bottom of the screen.
- Click on Attach File

- Click on the arrow to select the name of the document
- Click on Browse and get the document saved on your computer
- Click on Upload
31. Confirm that the photo you uploaded is the correct one for this case.
   If the photo is incorrect, click Incorrect and go back to step 30.
   If the photo is correct, click Correct.

32. Click Finished.

33. Verify that the “employment authorized” message displays.
   Close the case – see step 15 above.