



# Fact Sheet

March 15, 2018

## **E-Verify and E-Verify Services are Temporarily Unavailable**

E-Verify will be unavailable from March 23 at 12 a.m. to March 26 at 8 a.m. Eastern due to system enhancements.

### **Employer Accounts**

While E-Verify is unavailable, employers will not be able to access their E-Verify accounts to:

- Enroll in E-Verify;
- Create an E-Verify case;
- View or take action on any case;
- Add, delete, or edit any user account;
- Reset passwords;
- Edit company information;
- Request to terminate an account; and
- Run reports.

Also, employees will be unable to resolve E-Verify Tentative Nonconfirmations (TNCs) with the Department of Homeland Security (DHS) or the Social Security Administration (SSA).

### **E-Verify Policies That Will Minimize Impact**

We understand that E-Verify's unavailability may have a significant impact on employer operations. To minimize the burden on both employers and employees, we have implemented the following policies:

- The "three-day rule" for creating E-Verify cases is suspended for cases affected by E-Verify's unavailability.
- If an employee's first day of employment occurs at any time between March 20 and 26, employers will have until March 29 to create their E-Verify case.
- The time period during which employees may resolve TNCs will be extended by two federal working days.

- DHS and SSA will not be able to assist employees with any case resolution issues from March 23 to 26. Employees will be given two additional federal working days from the date listed on their Referral Date Confirmation to contact DHS or SSA.
- **Employers may not take adverse action against an employee because the E-Verify case is in an interim case status (such as a TNC, DHS Verification in Process, or a Case in Continuance), including while the employee's case is in an extended interim case status due to E-Verify's unavailability.**
- Federal contractors with the Federal Acquisition Regulation (FAR) E-Verify clause should contact their contracting officer to inquire about extending [federal contractor deadlines](#).
- E-Verify employer agent clients will have an additional two federal working days to electronically sign their Memorandum of Understanding (MOU).

### **Available E-Verify Resources**

For your convenience, several free E-Verify resources are still available:

- We recommend all employers and employees refer to the [E-Verify User Manuals or Guides](#) and the [E-Verify website](#) for additional questions and answers.
- We encourage E-Verify Employer Agents to see the [Supplement Guide for E-Verify Employer Agents](#).

### **Form I-9 Requirements**

The E-Verify outage does not affect the requirements for Form I-9, Employment Eligibility Verification. Employers must still complete Form I-9 no later than the third business day after employment and comply with all other Form I-9 requirements outlined in the [Handbook for Employers \(M-274\)](#) and on [I-9 Central](#).

### **myE-Verify Accounts**

myE-Verify will be unavailable and employees will not be able to access their myE-Verify accounts to use:

- Self Check
- Self Lock
- Case History
- Case Tracker

However, employees may visit the [Resource Center](#) and [Employee Rights Toolkit](#) for information on their rights and roles in the Form I-9 and E-Verify processes.