New E-Verify Design

February 2016

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1.0 INTRODUCTION

This overview of the new E-Verify design introduces enhancements that improve the user experience on desktop and mobile devices. While the screen design and login address for employers and corporate administrators have changed, the E-Verify process and policies remain the same. All users must follow the guidelines in the Memorandum of Understanding for Employers and the E-Verify User Manual.

The new login URL for employers and corporate administrators is https://e-verify.uscis.gov/web. We recommend saving this to your browser's bookmarks or favorites.

For the purpose of this overview, the terms:
- "New E-Verify design" refers to the updated E-Verify website, at https://e-verify.uscis.gov/web;
- "Employer" means any person, company, or other entity that is required to complete Form I-9, Employment Eligibility Verification, including any individual with an E-Verify user account; and
- "Original website" refers to the original E-Verify website, at https://e-verify.uscis.gov/emp.

To provide feedback, write to E-Verify@dhs.gov with "New E-Verify Design" in the subject line.

1.1 OVERVIEW

Below are highlights of the changes on the E-Verify home page:

1. **MENU BAR:** When you log in, you will notice the left-side navigation menu now appears at the top of the screen. Select any heading to show a list of related actions. The process for creating a case is the same; for guidance, review the E-Verify User Manual.
2. **ROTATING BANNER:** This will introduce new features, news stories and announcements for all users.
3. **COMPANY INFORMATION:** The company name now appears at the top of the desktop screen, so managers of multiple accounts can immediately know which account is active.
4. **QUICK LINKS:** These links provide direct access to four commonly used E-Verify features: Verify Employee, Search Cases, View Resources, and Contact Us.
5. **MESSAGE CENTER:** This center for news and announcements replaces E-Verify News.
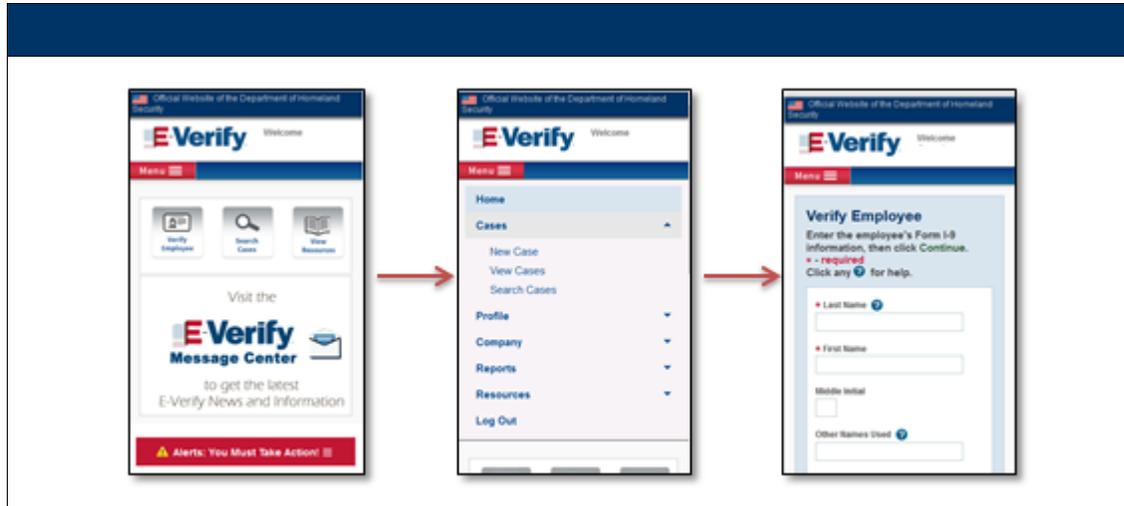
1.2   MOBILE DEVICES HOME PAGE

On a mobile device, the new home page automatically adjusts itself to the size of the screen.

1.   **MENU BAR:** The left-hand navigation menu now appears at the top. Select "Menu" to show all the categories that appear at the top of the home page for desktop computers.

2.0 FORM I-9 INFORMATION SCREENS

The screens for the employee's Form I-9 information have been reordered to follow the order on the form, making it easier to transfer the data to E-Verify.

3.0 RESOURCES AND CONTACT INFORMATION

The primary resource for information about E-Verify is the public website, but do not hesitate to call or email us if you have a question. USCIS suggests that you bookmark or save the following URLs as favorites for easy access in the future.

E-VERIFY RESOURCES	
E-Verify Public Website • General information about E-Verify • Program information and statistics • Frequently asked questions • E-Verify user manuals • E-Verify quick reference guides • Information about employee rights and employer obligations	www.dhs.gov/E-Verify
E-Verify Enrollment Application • Website for initial employer enrollment	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators • User access to E-Verify	https://e-verify.uscis.gov/web
E-Verify Access for E-Verify Employer Agents • User access to E-Verify	https://e-verify.uscis.gov/esp

E-VERIFY CONTACT INFORMATION	
E-Verify Customer Support E-Verify Customer Support is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. Eastern time to 5 p.m. Pacific time, except on federal holidays.	
For E-Verify Employer Agents:	888-464-4218 877-875-6028 TDD (for deaf and hard of hearing) E-VerifyEmployerAgent@dhs.gov
For Clients:	888-464-4218 877-875-6028 TDD E-Verify@dhs.gov

E-VERIFY CONTACT INFORMATION

For Employees:	888-897-7781 877-875-6028 TDD E-Verify@dhs.gov

Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC)

OSC is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

Employer Hotline:	800-255-8155 800-362-2735 TDD
Employee Hotline:	800-255-7688 800-237-2515 TDD
Website:	www.justice.gov/crt/about/osc