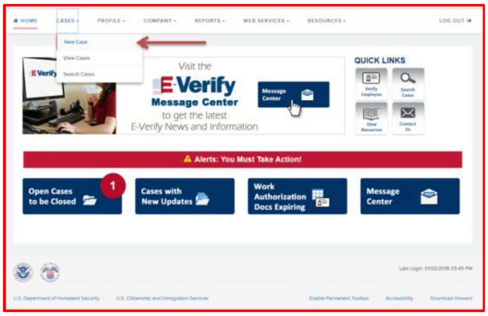
Create and Submit a Case

General users and program administrators can create and submit cases in E-Verify by following the steps below.

1

From the E-Verify Home Page, click the drop-down arrow next to *Cases* and select **New Case**.



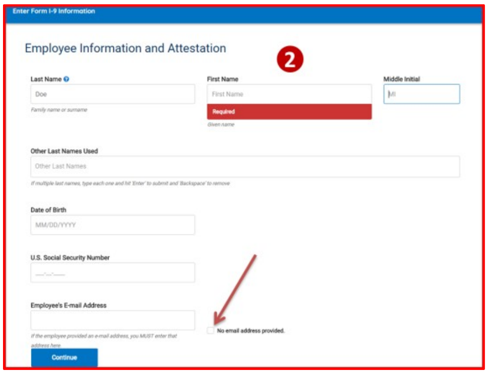
2

Enter the employee's information from Section 1 of Form I-9.

Note: If you don't enter required information in the appropriate fields, E-Verify displays an error message and prevents you from continuing with the case.

If the employee provided an email address on Form I-9, you must enter it into E-Verify because E-Verify may send the employee email notifications with information about their E-Verify case. If the employee did not provide an email address on Form I-9, click the box next to ***No email address provided****.*

Click **Continue**.



3

Select the same box the employee marked in the attestation section in Section 1 of Form I-9.

Click **Continue**.

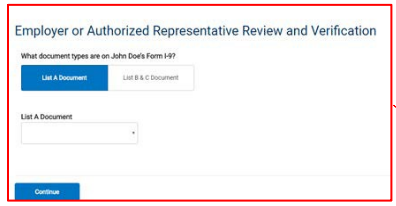
Create and Submit a Case - Continued

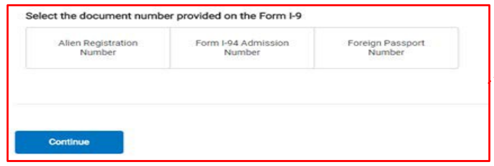
4

Click **List A Document** or **List B & C Document**, and select the document or combination of documents the employee provided in Section 2 of Form I-9.

Enter the information requested based upon the documents selected.

Click **Continue**.





5

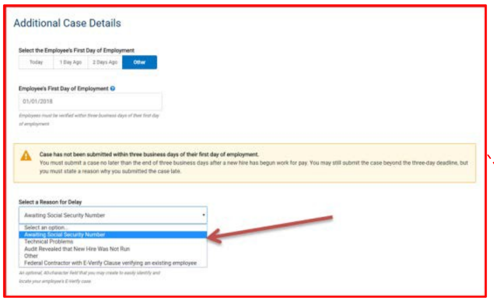
Enter the employee's first day of employment from Section 2 of Form I-9. Alternatively, you may click **Today**, **1 Day Ago**, or **2 Days Ago** and the corresponding date automatically populates in the Employee's First Day of Employment field. If you select **Other**, you must manually enter the employee's first day of employment.

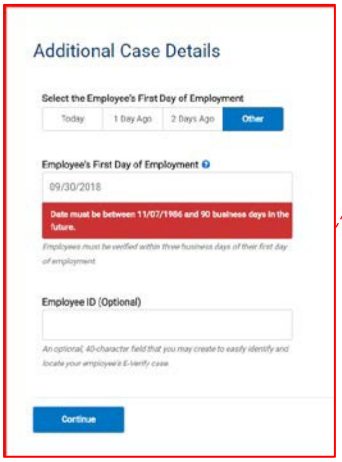
NOTE: If you are creating the case 3 or more days past the employee's first day of employment, you must provide a reason for the delay. Select one of the available reasons from the **Select a Reason for Delay** drop-down menu. If you select **Other**, you must type a reason in the Reason for Delay text box.

Note: If you enter a date more than 90 business days beyond the current date, E-Verify displays a red error message informing the date entered must be between 11/07/1986 and 90 business days in the future.

Employee ID is an optional field for users who wish to assign an internal tracking code to a case. If desired, enter a unique identifier assigned to this case.

Click **Continue**.





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Create and Submit a Case - Continued

6

Review the information you entered into E-Verify and confirm it matches the information entered on the employee's Form I-9.

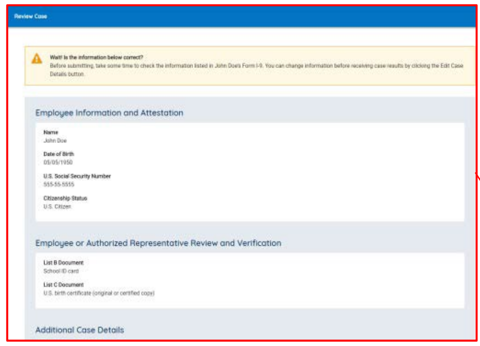
Click **Edit Case Details** if you need to make corrections. **Click Continue** to return to the *Review Case* screen.

Once you confirm the information is correct, click **Submit Case**.

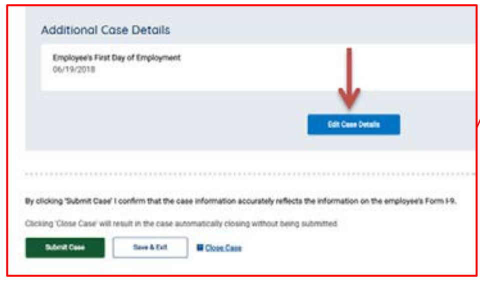
NOTE: If you need more time to verify the information is correct, you may click **Save & Exit** to exit the case. You can locate the case later under *View/Search Cases*.

NOTE: If you determine you no longer need to submit this case, you may click the **Close Case** link and the case will be closed without being submitted.

See the ***View/Search Cases Job Aid*** for instructions on how to view and search cases in E-Verify.



6



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