A case can receive a Final Nonconfirmation result when E-Verify cannot confirm your employee’s employment eligibility after they:

- Visited a Social Security Administration (SSA) field office and/or contacted Department of Homeland Security (DHS) during the Tentative Nonconfirmation (TNC) referral process;
- Failed to visit SSA and/or call DHS within eight federal government working days after the employee contested the TNC and the employer referred the case to SSA and/or DHS; or
- Did not give you their decision whether to take action to resolve the case by the end of the 10th business day after E-Verify issued the TNC result.

To complete the E-Verify process, you must close every case you created.

To close a Final Nonconfirmation case:

1. Click Close case from the Case Result Final Nonconfirmation screen;

2. Select the statement indicating whether you will continue to employ this individual;
   - If you select the statement indicating you will no longer employ this individual, click Close case. The case is now closed.
   - If you select the statement indicating you will continue to employ this individual after receiving a Final Nonconfirmation, you must type your reason in the text box.
Close a Final Nonconfirmation Case

- If you select the statement indicating neither of the options apply and you are closing this case for a different reason, you must select the reason you are closing the case.

- If you select **Other**, you must type the reason in the text box.

- If you are closing this case because the employee did not give you their decision on whether they would take action by the 10th federal government working day after E-Verify issued a TNC result, type:
  - Administrative/Employee Unavailable; or
  - Employee chose not to make a decision.

**Close case.** The case is now closed.

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Click **Continue** to be redirected to view all your cases. See the **View/Search Cases Job Aid** for instructions on how to view and search cases.

Click **View/Print Case Details** to view and print the case details page.

Click **Create New Case** to begin a new case.

For instructions on how to close previous duplicate cases, see the **Duplicate Cases Found Alert Job Aid**.