

Close a Final Nonconfirmation Case



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

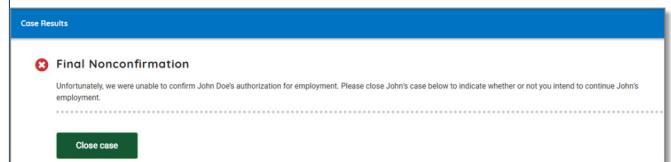
- Visited a Social Security Administration (SSA) field office and/or contacted Department of Homeland Security (DHS) during the Tentative Nonconfirmation (TNC) referral process;
- Failed to visit SSA and/or call DHS within eight federal government working days after the employee contested the TNC and 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:

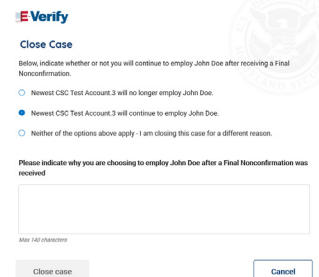
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- Click **Close case** from the Case Result Final Nonconfirmation screen;



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- Select the statement indicating whether you will continue to employ this individual;
 - o If you select the statement indicating you will no longer employ this individual, click **Close case**. The case is now closed.
 - o 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 Case

Below, indicate whether or not you will continue to employ John Doe after receiving a Final Nonconfirmation.

- Newest CSC Test Account.3 will no longer employ John Doe.
- Newest CSC Test Account.3 will continue to employ John Doe.
- Neither of the options above apply - I am closing this case for a different reason.

Select an option.

SSA (Social Security Administration) asked me to re-run this case
DHS (Department of Homeland Security) asked me to re-run this case
The information entered was not correct.
Other

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Close a Final Nonconfirmation Case



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- o 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.
- o If you select **Other**, you must type the reason in the text box.
- o 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:
 - o Administrative/Employee Unavailable; or
 - o Employee chose not to make a decision.

Close case. The case is now closed.

Close Case

Below, indicate whether or not you will continue to employ John Doe after receiving a Final Nonconfirmation.

- Newest CSC Test Account.3 will no longer employ John Doe.
- Newest CSC Test Account.3 will continue to employ John Doe.
- Neither of the options above apply - I am closing this case for a different reason.

Other

Please indicate why you are closing this case below:

Max 140 characters

Close case

Cancel

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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](#).

Case Closed

You have successfully closed John Doe's case. Click 'Continue' to be redirected to view all your cases.

[View/Print Case Details](#)

Create New Case

Continue

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