

Complete Photo Match

If an employee presents a U.S. passport, a passport card, a Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for Form I-9, you must obtain a copy of the front and back of the employee's document and retain it with their Form I-9.

1

Compare the photo displayed in E-Verify with the employee's Form I-9 photo document or copy of the document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail between the two photos. Select the option next to the appropriate response and click **Continue to Case Results**.



Note: Compare the photo displayed in E-Verify with the employee's Form I-9 photo document, not to the actual employee.



Note: Only select **No photo displayed** if E-Verify displays nothing at all or it displays something other than a photo of a person, such as a photo of a document.

If you need more time, you may click **Save & Exit** to exit the case. You can locate the case later under *View/Search Cases*. See the **View/Search Cases Job Aid** for instructions on how to view and search cases in E-Verify.

The screenshot shows the 'Review Case' interface. Under the 'Photo Match' heading, there is a circular placeholder for a photo. To the right, the question asks: 'Does the photo displayed match the photo displayed on John Doe's U.S. Passport or Passport Card?'. Three radio button options are listed: 'Yes, this photo matches', 'No, this photo does not match', and 'No photo displayed'. A red circle with the number '1' is positioned over the 'No, this photo does not match' option. At the bottom, there are two buttons: 'Continue to Case Results' and 'Save & Exit'.

2

If you select **No, this photo does not match** or **No photo displayed**, E-Verify prompts you to upload a copy of your employee's document and click **Continue**.



Note: E-Verify will request a copy of the front and the back of your employee's Permanent Resident Card (Form I-551) or Employment Authorization Document (Form I-766). If the document presented is a U.S. passport or passport card, E-Verify will request a copy of the passport ID page and the passport barcode page.

You're all set! If the case receives a Tentative Nonconfirmation (TNC) result, it's okay. E-Verify just needs more information from you and the employee before confirming employment authorization.

See the **Process TNC and Refer Case Job Aid** for instructions on how to process a TNC result in E-Verify.

The screenshot shows the 'Review Case' interface with the heading 'Upload John's U.S. Passport or Passport Card'. Below this, a message states: 'Because there was no photo found for John Doe, submit a valid photo of John's Passport by uploading images from your computer. The file can be a .jpg, .pdf, or .png file no greater than 4MB.' There are two numbered steps: '1. Please upload the Passport ID page.' with a 'Browse' button, and '2. Please upload the Passport Barcode page.' with a 'Browse' button. A red circle with the number '2' is positioned over the second 'Browse' button. A 'Continue' button is at the bottom.

