Duplicate Cases Found Alert

If E-Verify detects another case was created from your account within the last 30 days using duplicate information, E-Verify will display a Duplicate Cases Found alert and provide a list of the duplicate cases. You should close all duplicate cases that remain open.

1. View existing cases in the Duplicate Cases Found alert. Open cases will have a blue Close case button next to the Case Number. Click the blue Close case button to close an individual case. Alternatively, you may click the green Close all cases button to close all open cases.

   The case you started to create will not be included in this list. If you switch to a duplicate case listed in the alert, you may abandon the current case with no further action, as the case has not been created yet.

   Closed cases displayed on the list will have a light grey (inactive) Close case button next to the Case Number. If all cases displayed have been closed, the Close all cases button will be inactive.

   **Note:** Any case closed from the Duplicate Cases Found alert will close as an invalid duplicate case.

   To view additional case details, click on the Case Number. You may also continue an open case after you click on the Case Number.

   **Note:** If you select Continue anyway without closing open duplicate cases, E-Verify requires you to type the reason in the text box. Click Continue, or you may click Back to return to the list of duplicate cases found.

2. Once you have closed all duplicate cases, click Continue.

   That’s it! You may now continue entering information to create your case in E-Verify.

   **Note:** You can always go back and view or update cases you created in E-Verify using the View/Search Cases tab.

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