

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.

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Duplicate Cases Found

There are currently 5 existing cases for **John Doe** with **Excelsa Test Employer**. Before proceeding with a new case, you should close all previous duplicate cases. To view additional case details for any of the cases below, click on the Case Number. You can also continue those cases from there.

Name	Case Creator	Case Number	
test case	Matt Acors	2018051203809SZ	Close case
test case	Matt Acors	2018051203945TA	Close case
test case	Matt Acors	2018051204040TB	Close case
test case	Matt Acors	2018051204152TC	Close case
test case	Matt Acors	2018051204224TD	Close case

Continue anyway Close all cases

E-Verify

Continue with Existing Case

You have opted to continue with the existing case for **John Doe** without closing the previous duplicate cases. Please enter a reason for continuing with this case without closing the previous duplicate cases.

Reason for Continuing Case

Required

Back Continue

