



www.E-Verify.gov

# E-Verify Modernization Overview Webinar

The screenshot displays the E-Verify website interface, which is the official portal of the Department of Homeland Security. The top navigation bar includes the E-Verify logo, a welcome message, and user information. The main content area is divided into sections for 'Verify Employee' and 'Employer or Authorized Representative Review and Verification'. The 'Verify Employee' section is currently active, showing a sidebar with options like 'Enter Form I-9 Information', 'Review Case', and 'Case Results'. The main form area is titled 'Employee Information and At...' and contains fields for 'Last Name', 'First Name', 'Other Last Names Used', and 'Date of Birth'. A red arrow points to a button labeled 'Open Cases to be Closed' in the bottom left corner. The 'Employer or Authorized Representative Review and Verification' section is also visible, showing a dropdown menu for 'List A Document' and a text input for 'Alien Number'.

Official Website of the Department of Homeland Security

E-Verify

Welcome [User Name] Company [Company Name] User ID [User ID]

HOME CASES PROFILE COMPANY

Verify Employee Enter Form I-9 Information

Enter Form I-9 Information

Review Case

Case Results

Employee Information and At...

Last Name [Last Name] First Name [First Name]

Family name or surname Given name

Other Last Names Used

Other Last Names [Other Last Names]

If multiple last names, type each one and hit "Enter" to submit and hit "Enter" to add another last name.

Date of Birth [MM/DD/YYYY]

Employer or Authorized Representative Review and Verification

What document types are on your Form I-9?

List A Document [List A Document]

List B & C Document [List B & C Document]

List A Document

Employment Authorization Document (Form I-766)

Alien Number [Alien Number]

Must be exactly 9 digits. Prefix number with 0 if it is shorter.

Must be exactly 9 digits (21-12). Leading zeros will be added if number is shorter or less than 9 digits.

Document Number [Document Number]

Required

You must 9 digits must be alphanumeric characters followed by 10 numeric characters.

Where can I find this number?

Open Cases to be Closed

# Disclaimer

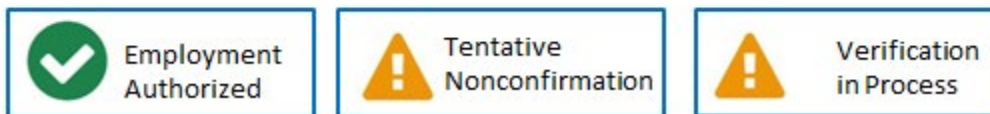
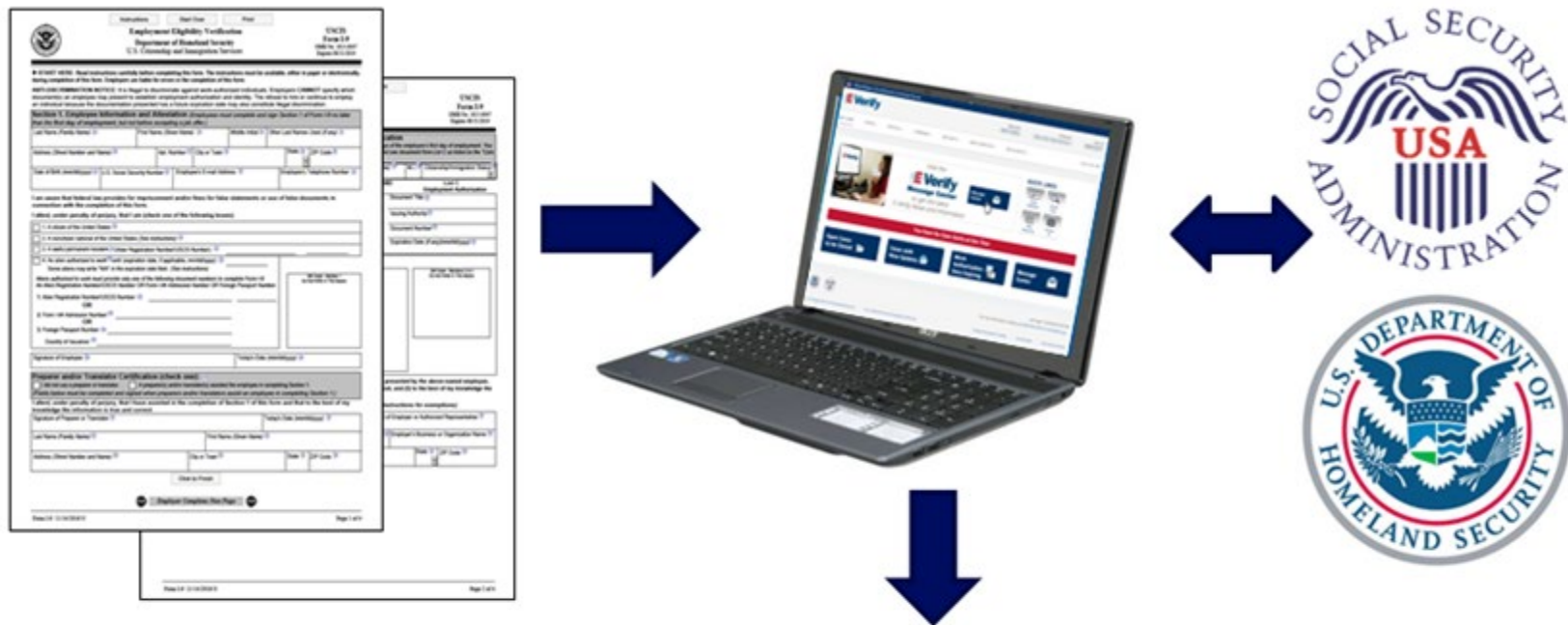
*This presentation is intended for E-Verify employers and their designated agents. This presentation provides basic guidance about the rules and responsibilities during the employment eligibility verification process. For more information visit the [e-verify.gov](https://e-verify.gov) website.*

*This presentation is not intended for members of the media. For all media inquiries visit the [U.S. Citizenship and Immigration Services Media Contacts](#) webpage.*

# Agenda

- ✓ Form I-9 & E-Verify Work Together
- ✓ E-Verify Modernization
- ✓ How to Create an E-Verify Case
- ✓ Duplicate Case Alert
- ✓ Streamline Tentative Nonconfirmation (TNC) Process
- ✓ E-Verify Resources

# Form I-9 & E-Verify Work Together



# Form I-9 & E-Verify Work Together

## Form I-9 Compliance

### All employees **MUST**

- ✓ Complete Form I-9, Section 1 by 1st day of work for pay
- ✓ Choose and present acceptable documents by 3rd business day after work for pay

### All employers **MUST**

- ✓ Have Form I-9 for all current employees and those within retention period (hired after November 6, 1986)
- ✓ Use Form I-9 with revision dated 07/17/17 N, for new hires and reverifications
- ✓ Complete Form I-9, Section 2 by 3rd business day after work for pay
- ✓ Not use Form I-9 to prescreen

# Form I-9 & E-Verify Work Together

## E-Verify Compliance

### All employees of E-Verify employers:

- ✓ Must provide Social Security number on Form I -9
- ✓ Select acceptable List B document with photo, if provided for Form I -9

### All E-Verify employers MUST:

- ✓ Use completed Form I-9
- ✓ Create E-Verify case by 3rd business day after work for pay
- ✓ Enter employee e-mail address into E-Verify if provided on Form I-9
- ✓ Keep copy of photo matching document, if provided
- ✓ Reverify Section 3 of Form I-9 only



# E-Verify Modernization

In April 2018, E-Verify released a modernized system that helps employers navigate through the system easily, save time and improves system integrity:

- ✔ Comprehend and navigate system easily
- ✔ Save time during the verification process
- ✔ Improve system integrity

Some of the enhancements made were made based on feedback from E-Verify users.

# E-Verify Modernization: Comprehend and Navigate System Easily

- ✓ Incorporate more plain language for instructions
- ✓ Enhance the document number helper text and visuals
- ✓ Make the photo matching process more compatible with smart phone and tablets
- ✓ Streamline the TNC process so that cases are sent to SSA and DHS simultaneously
- ✓ Reduce the steps needed to close a case
- ✓ Update the 'View/Search Cases' process



# E-Verify Modernization:

## Save Time During the Verification Process

- ✔ Provide real-time feedback on errors
- ✔ Implement an auto-scroll feature that automatically advances to the next section on the page that needs to be completed
- ✔ Created an “Are You Sure?” alert that is personalized to the user and only shows fields that may have triggered a TNC rather than showing all fields.
- ✔ Relax permissions to allow general users to see all cases created by a company
- ✔ Prevent user in Pending Termination status from submitting new cases

# E-Verify Modernization:

## Improve System Integrity

- ✔ Alert users earlier in the case creation process when a case is created and duplicate is found
- ✔ Change the “Hire Date” to the employee’s first day of employment
- ✔ Update photo matching selection to accommodate situations when a photo display is not of a person
- ✔ Update the process to improve the initial match rate
- ✔ Require users to enter reason why employee is working after receiving a Final Nonconfirmation (FNC)

# E-Verify Case Processing

## Verification Process Overview

### CREATE A CASE



1

The employer uses information from the employee's Form I-9 to create a case in E-Verify.

### GET RESULTS



2

E-Verify displays an initial case result within a few seconds, though some cases may require additional action.

### CLOSE THE CASE



3

The employer closes the case once E-Verify displays a final case result.

# E-Verify Case Processing

## Biographic

Verify Employee

Enter Form I-9 Information

Review Case

Case Results

Enter Form I-9 Information

### Employee Information and Attestation

Last Name

Looney

Family name or surname

First Name

Tunes

Given name

Middle Initial

MI

Other Last Names Used

Smith

Platt

Heart

If multiple last names, type each one and hit 'Enter' to submit and 'Backspace' to remove

Date of Birth

01/31/1958

U.S. Social Security Number

123-45-6789

### Modernization Highlights

- Easier data entry on one page
- Screens auto-scroll down
- Progress bar on left
- Enter or tab to add multiple last names
- Cannot advance without SSN.

# E-Verify Case Processing

## E-mail Address

**Date of Birth**  
01/31/1958

**U.S. Social Security Number**  
556 123-45-6789

**Employee's E-mail Address**  
looneytunes@gmail.com

*If the employee provided an e-mail address, you MUST enter that address here.*

☐ No email address provided.

**Continue**

**Modernization Highlights**  
Enter employee's e-mail address or select "No email address provided" before continuing

# E-Verify Case Processing

## Attestation and Documents

### Citizenship Status

A citizen of the United States	A noncitizen national of the United States	<b>A lawful permanent resident</b>	An alien authorized to work
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### Employer or Authorized Representative Review and Verification

What document types are on Tunes Looney's Form I-9?

<b>List A Document</b>	List B & C Document
------------------------	---------------------

List A Document

Permanent Resident Card or Alien Registration Receipt Card (Form I-551) ▼

**Modernization Highlights**  
Selected "Citizenship Status" determines available List A, or B and C options.



# E-Verify Case Processing

## Helper Text

### Alien Number

A458744555

Must be exactly 9 digits [0-9]. Leading zeroes will be added if number on document is less than 9 digits.

### Document Number

AAA0123456789

The first 3 digits must be alphabetic characters followed by 10 numeric characters.

Where can I find this number?

☐ No Document Number Was Provided

Continue

**Modernization Highlights**  
Helper text and pictures  
available to support  
document number entry



photo, document/card number, alien/DOCID number, birth date and card expiration date.

**Document Number:** The document number, also called a card number, is printed on the back of the current version of the card. The document number is exactly 13 alphanumeric characters (letters and numbers).

Do not enter any special characters.

### Document Number

LIN4555555555

Enter the document number exactly as it appears on the document your employee provided you. The first 3 digits must be alphabetic characters followed by 10 numeric characters.

Continue

Cancel

### Other Versions



# E-Verify Case Processing

## First Day of Employment

### Additional Case Details

Select the Employee's First Day of Employment

Today	1 Day Ago	2 Days Ago	Other
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Employee's First Day of Employment ?

02/27/2018

*Employees must be verified within three business days of their first day of employment.*

#### Modernization Highlights

If you select "Other", the system requires you to manually enter the employee's first day of employment between 11/07/1986 and 90 business days into the future.

# E-Verify Case Processing

## Data Entry

### Employer or Authorized Representative Review and Verification

What document types are on john doe's Form I-9?

List A Document

List B & C Document

List A Document

Employment Authorization Document (Form I-766)

Alien Number

A4565\_\_\_\_\_

Must be exactly 9 digits. Prefix number with 0 if it is shorter.

Must be exactly 9 digits [0-9]. Leading zeroes will be added if number on document is less than 9 digits.

Document Number

AAA0123456789

Required

The first 3 digits must be alphabetic characters followed by 10 numeric characters.

[Where can I find this number?](#)

**Modernization Highlights**  
Immediate prompts for  
inaccurate data entry

# E-Verify Case Processing

## Photo Match

Verify Employee

✓

Enter Form I-9 Information

✓


Review Case

○

Case Results

Review Case

Photo Match



Does the photo displayed match the photo displayed on Test Test's U.S. Passport or Passport Card?

☐ Yes, this photo matches

☐ No, this photo does not match

☐ No photo displayed

Continue to Case Results

Save & Exit

### Reminder

To help reduce document fraud, when Photo Matching is activated, employers must compare the photo on the document provided by the employee to the photo that appears in E-Verify.

# E-Verify Case Processing

## Submit Case

Citizenship Status  
Lawful Permanent Resident

Alien Number  
A458744555

Employee or Authorized Representative Review and Verification

List A Document  
Permanent Resident Card or Alien Registration Receipt Card (Form I-551)

Document Number  
LIN455555555

Additional Case Details

Employee's First Day of Employment  
02/27/2018

Edit Case Details

By clicking 'Submit Case' I confirm that the case information accurately reflects the information on the employee's Form I-9.

Submit Case Save & Exit

### Modernization Highlights

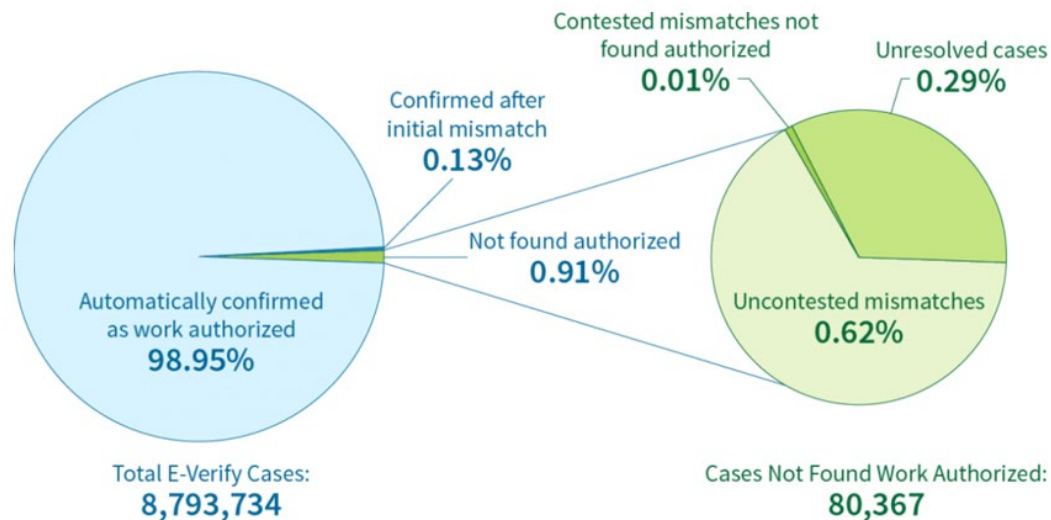
Review all information and click "Submit Case", "Edit Case Details" to update information, or "Save & Exit".



# E-Verify Case Processing

## Case Result

Verify Employee	Case Results	<a href="#">Print Case Details</a>
<div>Enter Form I-9 Information</div> <div>Review Case</div> <div>Case Results</div>	<div><b>Employment authorized - Case 2018123162</b> <b>Closed</b></div> <div>is authorized to work in the United States and the case has been automatically closed.</div> <div><a href="#">View/Print Case Details</a></div> <div><a href="#">View All Cases</a></div>	





# Duplicate Case Alert

Users enter limited information and then the system checks for duplicate cases. If one or more duplicates are found, the user will be notified.

- ✓ Reduces data entry
- ✓ Improves users' ability to close cases



## Duplicate Cases Found

There are currently 5 existing cases for **John Doe** with **Excella 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	<a href="#">Close case</a>
test case	Matt Acors	2018051203945TA	<a href="#">Close case</a>
test case	Matt Acors	2018051204040TB	<a href="#">Close case</a>
test case	Matt Acors	2018051204152TC	<a href="#">Close case</a>
test case	Matt Acors	2018051204224TD	<a href="#">Close case</a>

[Continue anyway](#)

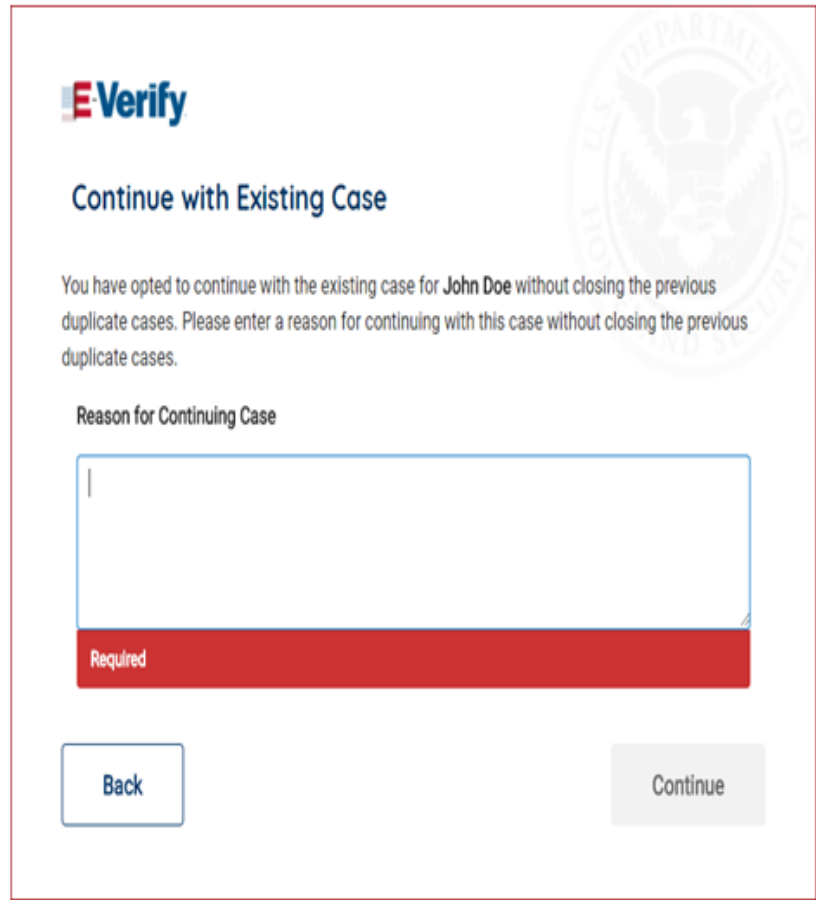
[Close all cases](#)

# Duplicate Case Alert

## Continue with Existing Case

If the employer chooses “continue anyway” he or she will have to provide a reason for continuing with this case without closing the previous duplicate cases.

✔ Allows for better record keeping



**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](#)

# Streamline TNC Process



Employer reviews the Further Action Notice with the employee.



If the employee decides to contest the TNC, the Further Action Notice will explain the next steps.



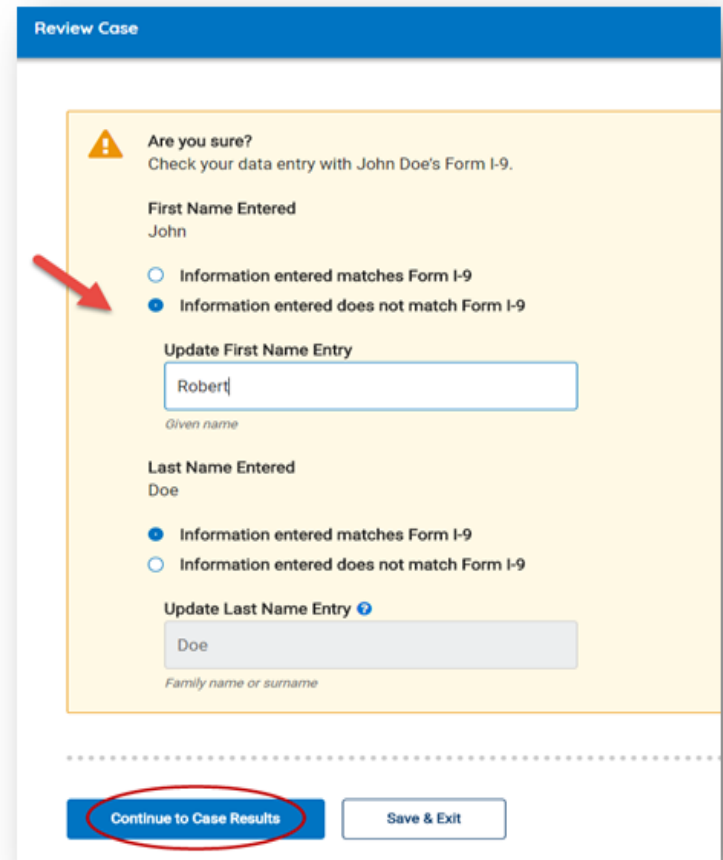
The employee has eight federal working days to contact SSA or DHS.

# Streamline TNC Process

## “Are You Sure?” Alert

TNC enhancements include an alert to identify which field(s) should be reviewed and updated if needed.

✔ Allows users to identify errors and typos more easily



The screenshot shows a 'Review Case' form with a yellow alert box. The alert box contains a warning icon and the text 'Are you sure? Check your data entry with John Doe's Form I-9.' Below this, the 'First Name Entered' field is shown with the value 'John'. Two radio buttons are present: 'Information entered matches Form I-9' (unselected) and 'Information entered does not match Form I-9' (selected). A red arrow points to the selected radio button. Below the radio buttons is a text input field labeled 'Update First Name Entry' with the value 'Robert'. Below the text input field is the label 'Given name'. Below the 'First Name Entered' section is the 'Last Name Entered' section with the value 'Doe'. Two radio buttons are present: 'Information entered matches Form I-9' (selected) and 'Information entered does not match Form I-9' (unselected). Below the radio buttons is a text input field labeled 'Update Last Name Entry' with the value 'Doe'. Below the text input field is the label 'Family name or surname'. At the bottom of the form, there are two buttons: 'Continue to Case Results' (highlighted with a red circle) and 'Save & Exit'.

# Streamline TNC

## Common Reasons for a TNC

**A TNC does not necessarily mean employees are not authorized to work; employees may receive a TNC when:**

- ✓ Social Security number (SSN) does not match
- ✓ Citizenship or immigration status change is not reported
- ✓ Name change is not reported
- ✓ Information is not entered correctly



# Streamline TNC Process

## Dual TNC Further Action Notice



### Further Action Notice Tentative Nonconfirmation (TNC)

(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

For SSA Field Office Staff: use EV-STAR and see POMS RM 10245.005ff

Employee's Last Name, First Name	Employee's Social Security Number
Employee's A-Number	Employee's Month/Year of Birth
Date of Tentative Nonconfirmation	Case Verification Number
Reason for this Notice:	

Your employer, [EMPLOYER NAME], participates in E-Verify. E-Verify compares the information that you provided on your Form I-9 (Employment Eligibility Verification) with Social Security Administration (SSA) and Department of Homeland Security (DHS) records to confirm that you are authorized to work in the United States.]

#### Why you received this notice:

You received this Further Action Notice from [EMPLOYER NAME] because it appears that some of the information that your employer entered into E-Verify does not match the records that DHS and SSA currently have for you. This does not necessarily mean you gave incorrect information to your employer, or that you are not authorized to work in the United States. There are several reasons why your information may not have matched – you can read more about these reasons online (<https://www.uscis.gov/e-verify/employees/tentative-nonconfirmation-overview>).

Next, you will need to take a few steps before E-Verify can let your employer know that you are authorized to work in the United States.

#### What you need to do:

1. **Review your information at the top of this page.** Let [EMPLOYER NAME] know if there are any errors. Your employer will be able to close this case and input your information in E-Verify again with the correct information, hopefully resolving this case. If your information is correct, move to step 2.
2. **Decide if you want to take action to resolve this case.** If your information above is correct, then you can choose to take action to correct your record so that DHS and SSA records reflect that you are authorized to work in the United States.

If you decide not to take action to resolve this case, E-Verify will be unable to confirm that you are authorized to work in the United States and your employer can terminate your employment.



For information on employee rights and responsibilities, visit [www.uscis.gov/e-verify/employees/employee-rights-and-responsibilities](http://www.uscis.gov/e-verify/employees/employee-rights-and-responsibilities).

#### Taking action to resolve a case:

You have **8 Federal Government working days** to take action (visit an SSA field office **AND** contact DHS) from the date your employer sends your case in E-Verify. Your employer must give you a Referral Date Confirmation, which will tell you the date by which you must visit SSA and contact DHS.

#### Visit SSA Field Office:

To take action to begin to resolve this case, you must visit an SSA field office to update your information. If you live in an area where there is a SSA Card Center, you are **required** to visit the Card Center. To locate an SSA office, visit [www.socialsecurity.gov/locator](http://www.socialsecurity.gov/locator), or call SSA at 800-772-1213 (TTY: 800-325-0778).

Bring this Further Action Notice when you visit SSA. Tell SSA that you have an E-Verify issue.

SSA cannot update your record without proof that a change is needed. Below are examples of documents you may need to prove your age, identity, name change, and citizenship status. Bring original documents, not photocopies:

- Proof of your age: a birth certificate or passport
- Proof of your identity: a driver's license or passport
- Proof of a legal name change: a marriage certificate, if you current name is not on your SSN card
- Proof of a U.S. citizenship or work-authorized status:
  - If a U.S. citizen – a Naturalization Certificate, U.S. public birth certificate, or U.S. passport, or
  - If you are not a U.S. citizen – a Permanent Resident Card (Form I-551), Employment Authorization Document (Form I-766), or Arrival-Departure Record (Form I-94) showing work-authorized status.

#### Contact DHS:

To take action to resolve this case, call DHS at 800-877-8339 (TTY: 800-877-8339). A representative will help you work through the details of your case.

Have this Further Action Notice open when you call DHS, so that you can refer to it. The DHS representative may ask you for additional information or documents to resolve your case. If you need help in another language, be sure to ask for an interpreter.

**IMPORTANT:** If you are a naturalized U.S. citizen and the reason for this notice on Page 1 is "**SSA is unable to confirm U.S. citizenship**," you do **not** need to visit an SSA field office to resolve the SSA TNC. Instead, call DHS at 888-897-7781 within **8 Federal Government working days** from the date your employer refers your case (TTY: 800-877-8339) to confirm your status as a U.S. citizen. Provide DHS the following information:

- The **case verification number** from Page 1 of this Further Action Notice; **AND**
- Your **Naturalization Certificate Number** or **Alien Number**. If you do not have your Naturalization Certificate Number or your Alien Number, visit an SSA field office with your proof of U.S. citizenship to resolve the SSA TNC.



# Streamline TNC Process

## Referral Date Confirmation



### Referral Date Confirmation

Social Security Administration Tentative Nonconfirmation (SSA TNC)

E-Verify Case Verification Number: 2016278124852RC

Employee Name: [REDACTED]

Your employer referred your E-Verify case to SSA after you decided to contest (take action to resolve) an SSA Tentative Nonconfirmation (SSA TNC). This document confirms that your case was referred to SSA.

#### What you should do

Visit an SSA field office **within 8 Federal Government working days**, by 10/17/2016 (MM/DD/YYYY), to begin to resolve the SSA TNC. If you have not received the SSA TNC Further Action Notice from your employer, contact your employer immediately to obtain this notice.

The SSA TNC Further Action Notice includes information about your E-Verify case and which documents you need when you visit SSA. You must have the SSA TNC Further Action Notice when you visit SSA.

If you do not take action **within 8 Federal Government working days**, by 10/17/2016 (MM/DD/YYYY), a Final Nonconfirmation will be issued and your employer may terminate your employment. Employers must allow you to contest an SSA TNC and may not take adverse action against you because of the SSA TNC while you are contesting the SSA TNC and your E-Verify case is pending.

#### For More Information

If you have questions about what to do, contact E-Verify at 888-897-7781 (TTY: 877-875-6028) or email [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov). If you need assistance in a language other than English, you may ask the E-Verify customer representative for an interpreter. For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).



### Referral Date Confirmation Tentative Nonconfirmation (TNC)

(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

E-Verify Case Verification Number: 2018064194603WZ

Employee Name: Doe, John

Your employer referred your E-Verify case to SSA and DHS after you decided to take action to resolve a Tentative Nonconfirmation. This document confirms that your case was referred to SSA and DHS.

#### What you should do

Visit an SSA field office and call DHS **within 8 Federal Government working days**, by 03/15/2018 (MM/DD/YYYY), to begin to resolve the TNC. If you have not received the E-Verify Further Action Notice from your employer, contact your employer immediately to obtain this notice.

The E-Verify Further Action Notice includes information about your E-Verify case and which documents you need when you visit SSA and contact DHS. Have the E-Verify Further Action Notice when you visit an SSA field office and contact DHS.

**IMPORTANT:** If you are a naturalized U.S. citizen and the reason for this notice on Page 1 is "SSA is unable to confirm U.S. citizenship," you do **not** need to visit an SSA field office to resolve the SSA TNC. Instead, call DHS at 888-897-7781 within **8 Federal Government working days** from the date your employer refers your case (TTY: 800-877-8339) to confirm your status as a U.S. citizen. Provide DHS the following information:

- The **case verification number** from this Referral Date Confirmation; **AND**
- Your **Naturalization Certificate Number** or **Alien Number**. If you do not have your Naturalization Certificate Number or your Alien Number, visit an SSA field office with your proof of U.S. citizenship to resolve the SSA TNC.

If you do not take action **within 8 Federal Government working days**, by 03/15/2018 (MM/DD/YYYY), a Final Nonconfirmation will be issued and your employer may terminate your employment. Employers must allow you to take action to resolve a TNC and may not take adverse action against you because of the TNC while you are contesting the DHS TNC and your E-Verify case is pending.

#### For More Information

If you have questions about what to do, contact E-Verify at 888-897-7781 (TTY: 877-875-6028) or email [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov). If you need assistance in a language other than English, you may ask the E-Verify customer representative for an interpreter. For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at [www.e-verify.gov](http://www.e-verify.gov).

# Employee Rights

## Employers should

- ✓ Display E-Verify participation poster
- ✓ Display You Have Rights posters
- ✓ Contact Immigrant and Employee

Rights (IER) with questions regarding discrimination:

1-800-255-8155 (TDD: 1-800-362-2735)



— U.S. DEPARTMENT OF JUSTICE —  
**IMMIGRANT & EMPLOYEE RIGHTS SECTION**  
— CIVIL RIGHTS DIVISION —



# Additional Resources

- Engage with us online and via Social Media

- ✓ Visit our public website [www.E-Verify.gov](http://www.E-Verify.gov)

- ✓ [Check out our Videos, E-Verify User Manual, Job Aids, Fact Sheets, Reports and more on the Employer Resources page](#)

- ✓ Check out our additional websites [I-9Central](#), [myE-Verify](#)

- ✓ Subscribe to our [E-Verify Connection](#) newsletter

- ✓ Follow #E-Verify on [www.Twitter.com/EVerify](https://www.Twitter.com/EVerify)

- ✓ Watch us on [www.youtube.com/uscis](http://www.youtube.com/uscis)

# Additional Resources

## Outreach Services

### Take advantage of our FREE Outreach services

- ✔ Take additional [public webinars](#)
- ✔ Request event speakers, customized webinars, or content for your publications
- ✔ [Seek approval for E-Verify® Logo Authorization](#)

### Contact our award winning customer service

- ✔ E-Verify e-mail: [E-VerifyOutreachSupport@uscis.dhs.gov](mailto:E-VerifyOutreachSupport@uscis.dhs.gov)



# Additional Resources

## Feedback

### Share your feedback

- ✓ E-mail webinar comments (with date, time and topic) to [E-VerifyOutreachSupport@uscis.dhs.gov](mailto:E-VerifyOutreachSupport@uscis.dhs.gov)
- ✓ Submit Form I-9, E-Verify and myE-Verify idea and feedback on [E-Verify Listens](#)

# E-Verify Modernization Overview

# Thank You!