E-Verify for Existing Users Webinar
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 website.

This presentation is not intended for members of the media. For all media inquires visit the U.S. Citizenship and Immigration Services Media Contacts webpage.
Agenda

- Form I-9 Reminders
- E-Verify Reminders
- How to Create an E-Verify Case
- Tentative Nonconfirmation (TNC)
- Best Practices
- Compliance
- Additional Resources
Form I-9 Reminders

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 1st day of work for pay

All employers MUST

✔ Have Form I-9 for all current employees (hired after November 6, 1986)
✔ Use Form I-9 with revision date July 17, 2017 N for new hires and reverifications
✔ Complete Form I-9, Section 2 by 3rd business day after 1st day of work for pay
E-Verify Reminders

All employees of E-Verify employers MUST
✓ Provide Social Security number (SSN) on Form I-9
✓ Select List B documents 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 1st day of work for pay
✓ Enter employee e-mail address into E-Verify, if provided for Form I-9
✓ Keep copy of photo matching document, if provided
✓ Reverify in Section 3 of Form I-9 only; do not create another E-Verify case
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

Employee Information and Attestation

Last Name: Looney
First Name: Tunis
Middle Initial: MI

Other Last Names Used:
- Smith
- Platt
- Heart

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

Modernization Highlights
Enter employee’s e-mail address or select “No email address provided” before continuing.

Date of Birth
01/31/1958

U.S. Social Security Number
566 123-45-6789

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.
Citizenship Status

- A citizen of the United States
- A noncitizen national of the United States
- A lawful permanent resident
- An alien authorized to work

Employer or Authorized Representative Review and Verification

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

- List A Document
- List B & C Document

List A Document

Permanent Resident Card or Alien Registration Receipt Card (Form I-55

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

Modernization Highlights
Helper text and pictures available to support document number entry
Additional Case Details

Select the Employee's First Day of Employment

- **Today**
- 1 Day Ago
- 2 Days Ago

**Employee's First Day of Employment**

02/11/2019

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

**Employee ID (Optional)**

An optional, 40-character field that you may create to easily identify and locate your employee's E-Verify case.

[Continue]
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.

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

Review Case

Case Results

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

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 for Existing Users

E-Verify Case Processing
Submit Case

Modernization Highlights
Review all information and click “Submit Case”, “Edit Case Details” to update information, or “Save & Exit”.

Citizenship Status
Lawful Permanent Resident

Alien Number
A498744555

Employee or Authorized Representative Review and Verification

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

Document Number
LIN4555555555

Additional Case Details

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

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
E-Verify Case Processing

Case Result

Verify Employee

Case Results

Enter Form I-9 Information

Review Case

Case Results

View All Cases

Employment authorized - Case 2018123162

Closed

is authorized to work in the United States and the case has been automatically closed.

View/Print Case Details

Employment authorized 98.95%

Confirmed after initial mismatch 0.13%

Not found authorized 0.91%

Contested mismatches not found authorized 0.01%

Unresolved cases 0.29%

Uncontested mismatches 0.62%

Total E-Verify Cases: 8,793,734

Cases Not Found Work Authorized: 80,367
<table>
<thead>
<tr>
<th>Verify Employee</th>
<th>View Case Information</th>
</tr>
</thead>
</table>
| Enter Form I-9 Information | Case Verification Number: 2018072211416HF  
Report prepared: 03/13/2018 |
| Review Case | Company Information  
Company ID: 78529  
Company Name: Excella Test Employer |
| Case Results | Employee Information  
Name: Tunes Looney  
Date of Birth: 1958-01-31  
Employee’s First Day of Employment: 2018-03-13  
Alien/USCIS Number: A458744555 |
| Case Results | Other Last Names Used: smith, Platt  
U.S. Social Security Number: ***-**-7741  
Citizenship Status: Lawful Permanent Resident |
| Case Results | Document Information  
List A Document: Permanent Resident Card or Alien Registration Receipt Card (Form I-551)  
Document Number: LIN4555555555 |

E-Verify for Existing Users
<table>
<thead>
<tr>
<th>Case Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Authorized</td>
<td>The employee’s information matched records available to SSA and/or DHS.</td>
</tr>
<tr>
<td>Verification In Process</td>
<td>This case was referred to DHS for further verification.</td>
</tr>
<tr>
<td>Tentative Nonconfirmation (TNC)</td>
<td>Information did not match records available to SSA and/or DHS. Additional action is required.</td>
</tr>
<tr>
<td>Case in Continuance</td>
<td>The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.</td>
</tr>
<tr>
<td>Close Case and Resubmit</td>
<td>SSA or DHS requires that you close the case and create a new case for this employee. This result may be issued when the employee’s U.S. passport, passport card, or driver’s license information is incorrect.</td>
</tr>
<tr>
<td>Final Nonconfirmation</td>
<td>E-Verify cannot confirm the employee’s employment eligibility after the employee visited SSA or contacted DHS.</td>
</tr>
</tbody>
</table>
Please respond to the poll question that will pop up on your screen.
Tentative Nonconfirmation (TNC)

SSA TNC

- The SSA could not confirm the employee's information. The employer must notify the employee of the TNC and refer him or her to SSA.

DHS TNC

- DHS was unable to verify employment eligibility (employer should instruct the employee to call DHS to find out how to resolve the discrepancy), or
- The employer indicated that the photo displayed by E-Verify did not match the photo on the employee's document. If the employee contests this type of TNC, the employer must scan and upload an image of the document to E-Verify.
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
Employer prints the TNC Further Action Notice and reviews it with the employee promptly and privately.

Employer decides whether or not to take action on the TNC.

If employee chooses to take action, employer provides the Referral Date Confirmation.

Employee visits SSA or calls DHS.

Employer receives updated results in E-Verify and closes the case.

<table>
<thead>
<tr>
<th>Chooses to Takes Action</th>
<th>Chooses Not to Take Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer refers employee to appropriate agency.</td>
<td>Employer may terminate employee and close the E-Verify case.</td>
</tr>
</tbody>
</table>
Tentative Nonconfirmation
Notify Employee

E-Verify for Existing Users
Confirmation: John intends to take action to resolve this case.

You have referred John Doe to DHS and SSA on March 12, 2018. To proceed, select a language and download the Referral Date Confirmation below. Provide this to John, who has contested this dual DHS/SSA TNC. John has until to contact DHS and SSA to resolve this issue.

E-Verify will update John’s case status through the case status alert feature on your E-Verify homepage. Be sure to log in to E-Verify periodically — you'll need to close the case once it’s updated with the final status.

You can re-download the Further Action Notice in English or Spanish if needed.

Continue
Tentative Nonconfirmation
Further Action Notice

Further Action Notice
Tentative Nonconfirmation (TNC)
(U.S. Department of Homeland Security (DHS))

<table>
<thead>
<tr>
<th>Employee’s Last Name, First Name</th>
<th>Employee’s Social Security Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee’s A-Number</td>
<td>Employee’s Document Number</td>
</tr>
<tr>
<td>Date of DHS Tentative Nonconfirmation</td>
<td>Case Verification Number</td>
</tr>
<tr>
<td>Reason for this Notice:</td>
<td></td>
</tr>
</tbody>
</table>

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 currently has for you. This does not necessarily mean you have 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 the 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 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 may terminate your employment.

For information on employee rights and responsibilities visit www.uscis.gov/e-verify/employees/employee-rights-and-responsibilities.
Tentative Nonconfirmation

Dual Further Action Notice

Further Action Notice

Tentative Nonconfirmation (TNC)

<table>
<thead>
<tr>
<th>(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))</th>
</tr>
</thead>
<tbody>
<tr>
<td>For SSA Field Office Staff: use E-STAR and see POMS RM 10245.005E</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee’s Last Name</th>
<th>Employee’s Social Security Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee’s A-Number</th>
<th>Employee’s Month/Year of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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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 SSA and DHS 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).

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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.

E-Verify

For information on employee rights and responsibilities, visit 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, or call SSA at 1-800-772-1213 (TTY: 1-800-325-0778).

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 of a change that 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 your 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 1-800-877-8339 (TTY: 1-800-877-8339). A representative will help you work through the details of your case.

Have your Further Action Notice open when you call DHS, so that you can refer to it. The DHS representative may ask 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 1-888-997-7781 within 8 Federal Government working days from the date your employer refers your case (TTY: 1-800-877-8339) 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.
Tentative Nonconfirmation

Dual Referral Date Confirmation

E-Verify for Existing Users 26
Employers should

✔️ Have two or more program administrators
✔️ Be aware that general users can see all cases created by the company
✔️ Use the E-Verify Self-Assessment Guides
✔️ Use E-Verify case reports
## Best Practices

### Case Status Updates

Check E-Verify periodically for one of the following responses:

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Compliance  
E-Verify Monitoring and Compliance (M&C)

**E-Verify Monitoring and Compliance**

- Helps employers comply with Memorandum of Understanding (MOU) and applicable laws.
- Provides guidance on proper use
- Assists employers in avoiding discriminatory practices
- Assists in detecting employer abuses
Creating cases for existing employees

Creating cases after the “three day window”

Open cases

Choosing a case closure statement

Requesting specific documents from employees
Employers must not:

- Use E-Verify selectively or to pre-screen applicants
- Influence employee decision if to contest TNC
- Terminate or take adverse action against an employee contesting a TNC
- Ask for additional documents if employee gets a TNC
Compliance
Employee Rights

Employers should:

- Display E-Verify Participation posters
- Display You Have Rights poster
- Contact Immigrant & Employee Rights (IER) with questions:
  1-800-255-8155 (TDD: 1-800-362-2735)
Engage with us online and via Social Media

- Visit our website 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 #EVerify on www.Twitter.com/EVerify
- Watch us on 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)
Share your feedback

✔️ E-mail webinar comments (with date, time and topic) to E-VerifyOutreachSupport@uscis.dhs.gov

✔️ Submit Form I-9, E-Verify and myE-Verify ideas and feedback on E-Verify Listens
Thank You!