



U.S. Citizenship
and Immigration
Services



E-Verify User Manual

For General Users, Program Administrators and Designated Agents



E-Verify Program
in partnership with the Social Security Administration



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1. INTRODUCTION

1.1 *Background*

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and the legacy Immigration and Naturalization Service (INS), now the U.S Citizenship and Immigration Service (USCIS) to initiate employment verification pilot programs. Presently, two programs exist to implement this mandate: the Systematic Alien Verification for Entitlements (SAVE) program for government benefits and the Employment Eligibility Verification/Basic Pilot Program recently renamed “E-Verify” for employment authorization for all newly hired employees.

1.2 *Basic Overview of E-Verify*

E-Verify is an Internet-based system operated by USCIS in partnership with SSA. E-Verify is currently free to employers and is available in all 50 states, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. E-verify electronically compares information contained on the Employment Eligibility Verification Form I-9 (herein Form I-9) with records contained in SSA and Department of Homeland Security (DHS) databases to help employers verify identity and employment eligibility of newly hired employees.

This E-Verify User Manual is designed for use by participating employers and/or those who will be performing employment eligibility verifications of newly hired employees. Although participation in E-Verify is voluntary, employers must consent to certain conditions which are detailed in this manual.

<p>Note: This User Manual replaces the April 2004 Basic Pilot and Designated Agent User Manual.</p>
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This User Manual is organized into the following chapters:

1. Introduction
2. Getting Started
3. Case Administration
4. User Administration
5. Reports
6. Site Administration
7. Client Administration (for Designated Agents)

1.3 **Methods of Access**

E-Verify offers four possible access methods:

- (1) E-Verify** - Participants submit verification queries for their own company.
- (2) Designated Agent** - Participants use E-Verify to perform the employment verification process for other companies.
 - To become a Designated Agent, you must register and sign a Memorandum of Understanding (MOU) with SSA and DHS. Once approved as a Designated Agent, you must register the employer(s) who agrees to have your company perform the employment verification on its behalf. An MOU must be signed by the Designated Agent, the employer, USCIS, and SSA before a Designated Agent may begin the verification process for its clients/employers.
- (3) Corporate Administrator** - E-Verify Corporate Administrators have the capability to register, maintain, and oversee companies under the jurisdiction of their Corporate Offices. Corporate Administrators cannot perform employment verification queries. In order to perform verification queries for your Corporate Office, you will need to register for participation in the E-Verify Program.
- (4) Web Services** – The Web-Service access method allows your company to extract information from your existing system or an electronic Form I-9 and transmit the data to SSA and USCIS to verify the employment authorization of newly hired employees. The Web-Services access method requires your company to develop software to interface between your system and the USCIS database.

There are three types of user roles:

- (1) General Users:** This user type performs verification queries, views reports, and has the capability to update his or her personal user profile.
- (2) Program Administrators:** This user type is responsible for creating user accounts at his or her site for other Program Administrators and General Users. Program Administrators have the capability to view reports, perform queries, update profile information, and unlock user accounts.
- (3) Corporate Administrators:** This user type is responsible for managing multiple company accounts from a central location. Corporate Administrators have the ability to unlock accounts, view reports for multiple company sites, as well as register and administer company sites and user accounts.

User roles determine which functions are available. The following table shows the full navigation menu, and which users have access to the various menus.

Note: Only functions to which a user has access appear in a user's menu navigation area.

	Case Administration Initial Verification View Cases	Client Administration Add Client View Clients	User Administration Change Password Change Profile	Site Administration Add User View Users Maintain Employers Request Termination	Reports View Reports
General User	X		X		X
Program Administrator	X	X	X	X	X
Corporate Administrator			X	X	X
Method of Access	E-Verify Designated Agent	Designated Agent	E-Verify Designated Agent	E-Verify Designated Agent	E-Verify Designated Agent

1.4 **Contacting DHS for Assistance**

If you need help operating E-Verify, please feel free to call the Verification Division of DHS for assistance.

Contact Us for Help:

Technical Help Desk
Policy or Procedural Questions
Assistance by E-mail

(800) 741-5023
(888) 464-4218
Employer.Pilots@dhs.gov

2. GETTING STARTED

2.1 *Participating in E-Verify*

E-Verify is voluntary and free of charge to participating employers.

2.1.1 **Notifying Prospective Employees of your E-Verify Participation**

As an employer participating in E-Verify, you are required to post the notice provided by DHS indicating your company's participation in the program, as well as the anti-discrimination notice issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, in an area that is clearly visible to prospective employees. Both of these notices must be posted prior to using E-Verify. These notices are available in the **On-line Resources** section of E-Verify.

Note: If posting notices is impossible due to the setup of your business, you may print these notices and ensure that all prospective employees receive them with their application materials.

2.2 *Preventing Discrimination: The E-Verify Rules of Use*

It is important that employers follow these E-Verify Rules of Use very carefully:

- Employers may not use the system to pre-screen applicants for employment.
- The employee must be newly hired and the Form I-9 completed before the employer initiates a verification query.
- Employers may not verify selectively, and must follow E-Verify procedures for all new hires.
- Employers must perform a verification query within 3 business days of hiring a new employee.
- Employers may accept only those List B identity documents that contain a photograph.
- Employers may not use the system to re-verify employment authorization.
- Employers must provide employees with an opportunity to challenge Tentative Non-confirmation responses and may not take adverse action against an employee while the case is being resolved.
- Employers may not verify employees hired before the company signed the MOU with DHS and SSA.

2.3 Protecting Passwords

Every system user will receive a User ID and password.

For security purposes, passwords need to be protected. You should not:

- Share your password with anyone, or
- Post or write down your password where it can be viewed by others.

Passwords expire every 90 days. E-Verify will automatically ask you to create a new password when the old one expires. However, if you feel your password has been compromised, you should change it immediately (see Paragraph 4.1 of this Manual for step-by-step instructions on how to change your E-Verify password).

If you attempt to log on with an incorrect password three times, the system will lock your user account. If this happens, contact your Program Administrator, who is able to unlock your user account.

2.3.1 Forgotten Password

If you forget your password and you have not set up your password challenge questions, contact your Program Administrator in order to obtain a temporary password. Enter the temporary password provided by your Program Administrator in the **Old Password** field. E-Verify will ask you to create a new password.

If the Program Administrator cannot update or unlock your password, contact the Technical Help Desk at 800-741-5023.

If you are a Program Administrator and you have forgotten your password, contact another Program Administrator at your site. If you are the only Program Administrator at your site, contact the Technical Help Desk at 800-741-5023 or the E-Verify Program at 888-464-4218.

2.4 E-Verify Navigation Basics

Screens within the E-Verify Program are called pages. Each E-Verify page has five distinct areas.

Exhibit 2-1 shows a typical page with each of the five areas labeled.

Exhibit 2-1: E-Verify Home Page



Banner Area

The Banner area contains the E-Verify name and logo.

Options Area

The Options area contains five navigational controls: **On-Line Resources**, **Tutorial**, **Return to Home**, **About** and **Exit**.

- If you select **On-Line Resources**, the system will display additional information relating to employment verification, including the E-Verify Participation Poster, the Right to Work Poster, and the E-Verify User Manual.
- If you select **Tutorial**, the system will display the Web-based tutorial.
- If you select **Return to Home**, the system will display the E-Verify home page.
- If you select **About**, the system will display a link to an E-Verify Web page with contacts for assistance
- If you select **Exit**, the system will log off from E-Verify and display the “Verification Information System Logon” page.

Note: To exit the E-Verify system you should always select **Exit** from the Options area, otherwise the system will consider you logged on.

Message Area

Although the Message area does not appear on every page, it often displays the results of an action. For example, the Message area may display a page reference when there are multiple pages. In addition, the Message area will display each case's verification number.

News Ticker

The News Ticker contains information affecting employment verification and related articles.

Navigation Area

The Navigation area contains menus that list various options. Selecting an option from a menu is the first step of a task or function and displays the page that is needed for completion. The menus that are available depend on your role (General User, or Program Administrator) and which version of the E-Verify you are using. Exhibit 2-2 shows the full menu for the E-Verify and Designated Agent Program Administrator.

Exhibit 2-2: E-Verify and Designated Agent Menus in the Navigation Area (for Program Administrators)

E-VERIFY	Designated Agent
<p>Case Administration</p> <p>Initial Verification View Cases</p> <p>User Administration</p> <p>Change Password Change Profile</p> <p>Site Administration</p> <p>Add User View Users Maintain Company Request Termination</p> <p>Reports</p> <p>View Reports</p>	<p>Case Administration</p> <p>Initial Verification View Cases</p> <p>Client Administration</p> <p>Add Client View Clients</p> <p>User Administration</p> <p>Change Password Change Profile</p> <p>Site Administration</p> <p>Add User View Users Maintain Company Request Termination</p> <p>Reports</p> <p>View Reports</p>

3. CASE ADMINISTRATION

3.1 E-Verify Requirements for Use

When using E-Verify to verify the employment eligibility of newly hired employees, users must adhere to the following requirements:

- Employees must be newly hired and the Form I-9 must be completed before the employer initiates a verification query. Please see additional instruction on the the Form I-9 below in section 3.2.
- Employers must initiate verification inquiries within 3 business days of hire for each new employee.
- Employers cannot verify selectively, and must follow the E-Verify procedures for all new hires while their company is participating.
- Employers cannot use the system to pre-screen applicants for employment.
- Employers cannot go back and verify employees hired before the company signed the Memorandum of Understanding (MOU) with the Department of Homeland Security (DHS) and the Social Security Administration (SSA).
- Employers should not use the system to re-verify employment authorization.
- Employers must provide employees with an opportunity to challenge tentative Non-confirmations, and cannot take adverse action against an employee while his or her case is being resolved.

3.1.1 Overview of the Verification Process

The verification process consists of a series of steps, including:

1. Submitting an initial verification
2. Viewing the results
3. Acknowledging the employee's response (Notice of Tentative Non-confirmation)
4. Referring the case, and
5. Resolving the case

3.2 Completion of the Form I-9

Employers are responsible for ensuring that their newly hired employees fully complete Section 1 of the Form I-9 when hired. Unless the employee attests in Section 1 of the Form I-9 that he or she is a citizen or national of the United States, the employee must provide his or her Alien Number or I-94 Number.

Employers must complete Section 2 of the Form I-9 by examining evidence of identity and employment eligibility. The employer may not specify which document(s) from the approved list of documents shown on the Form I-9 an employee may present.

An employer may accept one document from List A, which proves both identity and work authorization, or a combination of documents from List B and List C. Any List B document presented to an employer participating in the E-Verify Program must contain a photograph.

If the employee is a non-citizen and provides an Alien Number but not a supporting immigration document, you may not ask to see a document that shows the employee's Alien Number. However, if the employee presents a Social Security card with a legend "VALID FOR WORK ONLY WITH DHS AUTHORIZATION," then the employer may ask to see the immigration document authorizing employment.

Note: Some older Social Security cards may have the legend "VALID FOR WORK ONLY WITH DHS AUTHORIZATION."

If you need further information relating to Form I-9 procedures, please refer to the online resource, *Handbook for Employers*; or you may call the E-Verify Program at 888-464-4218 for assistance.

3.3 Submitting an Initial Verification Query

Once a newly hired employee has completed the Form I-9, Employment Eligibility Verification, the employer may then initiate a verification query for that employee. Employers must conduct this initial verification query *within three business days* of hire.

Note: You must follow E-Verify procedures for all new hires while you are participating in the program. You may not verify selectively.

Employers use the **Case Administration** menu to verify employment eligibility for all newly hired employees, regardless of citizenship. It is also used to manage any open or closed cases. The **Case Administration** menu provides the following 2 options:

- Initial Verification
- View Cases

Employers will enter the newly hired employee's information onto the **Initial Verification** page.

Exhibit 3-1 displays the **Initial Verification** page.

Exhibit 3-1: Initial Verification Page

The screenshot shows a web browser window titled "Initial Verification - Windows Internet Explorer". The address bar shows the URL "https://test.via-dhs.com/WebEpl/vWizard.aspx". The page header features the "E-Verify Employment Eligibility Verification" logo and navigation links for "On-Line Resources", "Tutorial", "Home", "Contact Us", and "Exit".

The main content area is titled "Enter Employee Information from Form I-9" and contains the following fields:

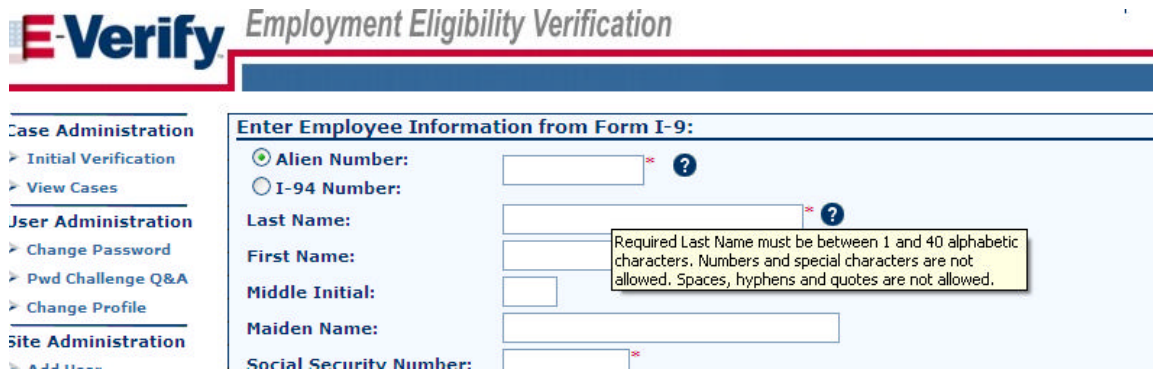
- Alien Number: [text box]
- I-94 Number: [text box]
- Last Name: [text box]
- First Name: [text box]
- Middle Initial: [text box]
- Maiden Name: [text box]
- Social Security Number: [text box]
- Date of Birth: [text box] (format: mm/dd/yyyy)
- Hire Date: [text box] (format: mm/dd/yyyy)
- Doc. Expiration Date: [text box] (format: mm/dd/yyyy)
- Case Label: [text box]

At the bottom of the form area are "Back" and "Next" buttons. A sidebar on the left contains navigation links for Case Administration, User Administration, Site Administration, and Reports. The footer of the page reads "U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services".

Employers may obtain the data to fill in the **Initial Verification Page** fields from the employee's Form I-9. When entering data onto a page, you may type it directly into a field, select an option button, or select from a field's drop-down list. If there is an asterisk (*) to the right of a field's text box, then the field is required.

In addition, each text box in the content area has a helper text feature. When you place your cursor over the box, the helper text gives you a brief explanation, as illustrated in Exhibit 3-2.

Exhibit 3-2: Helper Text



E-Verify Employment Eligibility Verification

Case Administration
 > Initial Verification
 > View Cases

User Administration
 > Change Password
 > Pwd Challenge Q&A
 > Change Profile

Site Administration
 > Add Users

Enter Employee Information from Form I-9:

Alien Number: ?

I-94 Number:

Last Name: ?

First Name:

Middle Initial:

Maiden Name:

Social Security Number:

Required Last Name must be between 1 and 40 alphabetic characters. Numbers and special characters are not allowed. Spaces, hyphens and quotes are not allowed.

At the bottom of each page, there are command buttons. In addition to the command button(s) specific to the displayed page, some of the pages associated with a task or function may contain one or more of the following buttons: **Back**, **Next**, or **Cancel**.

The **Back** button will take you to the previous page.

The **Next** button will take you to the next page.

The **Cancel** button will stop a task and return you to the E-Verify system home page.

Note: On certain pages, selecting **Cancel** takes you to the previous page.

To submit an initial verification, perform the following steps:

1. Select **Initial Verification** from the **Case Administration** menu. The **Initial Verification** page will appear.
2. Type the employee's name exactly as it appears in Section 1 of the Form I-9 in the **Last Name**, **First Name**, **Middle Initial**, and **Maiden Name** fields. For assistance in recording compound and hyphenated names, select the **View Instructions for Entering** link located to the right of the **Last Name** field.
3. Type the employee's Social Security number as it appears in Section 1 of the Form I-9 in the **Social Security** field. You have 3 options for entering an SSN: with spaces, without spaces, or with hyphens.
4. Type the employee's date of birth as it appears in Section 1 of the Form I-9 in the **Date of Birth** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
5. Type the date when the employee was hired as it appears in Section 2 of the Form I-9 in the **Hire Date** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)

6. In the **Citizenship Status** field, select the appropriate citizenship, residency, or work authorization status as indicated in Section 1 of the Form I-9.
 - If you select **Lawful Permanent Resident**, the **Alien Number** is a required field.
 - If you select **Alien Authorized to Work**, the **Alien Number** or **I-94 Number**, depending on which number was provided by the employee, is a required field.

Note: Alien Numbers vs. I-94 Numbers

? Alien numbers consist of nine digits or less; whereas, I-94 numbers consist of eleven digits.

? Because the Alien Number field requires a nine-digit number, add leading zeros if the Alien Number is less than nine digits.

? Alien numbers are preceded by the letter "A," but do not type the letter "A" into the Alien Number field.

? For example, an employer would enter the Alien Number A1234567 as "001234567."

7. Select the type of document(s) presented by the employee as shown in Section 2 of the Form I-9 from the **Document Type** drop-down list.
8. Type the expiration date for the presented document(s), if applicable, in the **Document Expiration Date** field. (Enter the date in mm/dd/yyyy format. Slashes (/) must be included in the date field.)
9. Select **Submit Initial Verification**. The **Confirm Initial Verification Information** page will appear.
10. Review the information you entered, and select **Submit Initial Verification**. If necessary, you may return to the previous page to edit the information by selecting **Back**. The **Case Details** page will appear, and the verification number will appear in the Message area.

Note: The Case Verification Number is a unique number returned by the E-Verify system. Employers participating in E-Verify are required to write the Case Verification Number on the employee's Form I-9; or print the **Case Details** page, which consists of the Case Verification Number, and attach it to the employee's Form I-9. E-Verify analysts use Case Verification Numbers to assist employers in researching queries, therefore it is important for employers to retain this number for their records.

3.3.1 Viewing the Results of an Initial Verification

Within seconds of submitting an initial verification, the **Case Details** page appears, displaying the results in the **Initial Verification Results** section of the page. The initial eligibility statement will be one of the following responses:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified and the case may be resolved.
- **SSA TENTATIVE NON-CONFIRMATION:** This response indicates that the employee's Social Security information could not be verified. The employee **must be notified** of the Tentative Non-confirmation response and referred to SSA if he or she contests.
- **DHS VERIFICATION IN PROCESS:** This response indicates that the non-citizen's information provided to SSA matches the information contained in SSA records. The case is then referred to DHS for employment eligibility verification. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 Federal Government workdays. You should check the system daily for a response.

Exhibit 3-3 shows the results of an initial verification query.

Exhibit 3-3: Case Details Page

The screenshot displays the E-Verify Employment Eligibility Verification interface. At the top, the E-Verify logo and navigation links (On-line Resources, Tutorial, Home, About, Exit) are visible. The main content area is titled 'Case Verification Number: 2007229120430UG'. On the left, a sidebar menu lists various administrative functions. The main content is divided into three sections: 'Initial Verification', 'Initial Verification Results', and 'Case Documents for Printing'. The 'Initial Verification' section contains a table of personal and identification details. The 'Initial Verification Results' section shows the 'Initial Eligibility' as 'SSA TENTATIVE NONCONFIRMATION' with the note 'SSN does not match'. The 'Case Documents for Printing' section provides links to notification templates and buttons for 'Initiate SSA Referral', 'Resolve Case', and 'Close'.

Initial Verification			
Last Name:	Nutt	First Name:	Coco
Middle Initial:		Maiden Name:	
Social Security Number:	222-22-2222	Date of Birth:	07/31/1926
Hire Date:	04/07/2006	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/17/2007

Initial Verification Results	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN does not match

Case Documents for Printing

[Case Details](#)
[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(English version\)](#)
[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(Spanish version\)](#)

3.3.2 Requesting an Additional Verification for DHS Employment Authorized (Optional)

In the **Initial Verification Results** section, you should make sure that both the first and last name matches the information that you provided. If they do not match, you should request additional verification.

When you request an additional verification, E-Verify will forward the case to a DHS Immigration Status Verifier. A message will appear at the bottom of the **Case Details** page within seconds, indicating that the request is in process. DHS usually returns a response to a request for additional verification within 24 hours of receipt; however, DHS has up to 3 Federal Government workdays to respond.

Exhibit 3-4 shows the **Case Details** page prior to submitting a request for additional information.

Exhibit 3-4: Case Details Page

Initial Verification			
Last Name:	Ester	First Name:	Paul
Middle Initial:		Maiden Name:	
Social Security Number:	777 77 7777	Date of Birth:	05/30/1925
Hire Date:	02/22/2004	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOJPAU1	Initiated On:	03/17/2007
Initial Verification Results			
Initial Eligibility	EMPLOYMENT AUTHORIZED		
Case Documents for Printing			
Case Details			
Receive Case		Close	

To request an additional verification, perform the following steps:

1. Select **Request Additional Verification**. A Comments field and the Submit Additional Verification button will appear on the **Case Details** page.
2. Type the reason for the additional verification request in the **Comments** field.
3. Select **Submit Additional Verification**. An updated **Case Details** page will appear, and the verification response will be DHS VERIFICATION IN PROCESS.
4. Check the system daily for a response.

3.4 Notifying an Employee of a Tentative Non-confirmation Response

A Tentative Non-confirmation response indicates neither SSA and/nor DHS were able to confirm that the employee's personal information matches SSA and/or DHS records. **It is the employer's responsibility to contact the employee, as soon as possible, to provide them the opportunity to contest the Tentative Non-confirmation. The employee should continue to work during the verification process.**

A Tentative Non-confirmation response does not imply that the employee is not authorized to work. When you receive a Tentative Non-confirmation response, you should notify the employee as soon as possible and provide them with a copy of the

“Notice to Employee of Tentative Non-confirmation.” You should review the *Notice* with the employee and instruct him or her to provide written confirmation of their choice to contest the *Notice*. Then you and the employee should sign the *Notice*. File the original *Notice* with the employee’s Form I-9 and give a copy to the employee.

Note: The Tentative Non-confirmation *Notice* is record of notification to the employee of the Tentative Non-confirmation response. The *Notice* does not provide instructions to the employee on how to contact the appropriate agency to resolve the discrepancy in his or her records. If the employee contests the Tentative Non-confirmation Response, it is the employer’s responsibility to initiate a referral.

Exhibit 3-5 displays a **Case Details** page with a Tentative Non-confirmation response.

Exhibit 3-5: Case Details Page with an SSA Tentative Non-confirmation Response

Initial Verification			
Last Name:	Nutt	First Name:	Coco
Middle Initial:		Maiden Name:	
Social Security Number:	222 22 2222	Date of Birth:	07/31/1926
Hire Date:	04/07/2006	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated by:	MSOJ/PAC1	Initiated On:	09/17/2007
Initial Verification Results			
Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN does not match		
Case Documents for Printing			
Case Details Notification to Employee - Social Security Administration Tentative Nonconfirmation (English version) Notification to Employee - Social Security Administration Tentative Nonconfirmation (Spanish version)			
<input type="button" value="Initiate SSA Referral"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

To notify an employee of a Tentative Non-confirmation response, follow these steps:

1. Select **View Tentative Non-Confirmation and Print Non-confirmation Notice**. The “Notice to Employee of Tentative Non-confirmation” will appear (See Exhibit 3-6).

Exhibit 3-6: SSA Tentative Non-confirmation Notice

E-VERIFY	
NOTICE TO EMPLOYEE OF TENTATIVE NONCONFIRMATION	
Employee Name:	Nutt, Coco
SSN:	222-22-2222
Date of Tentative Nonconfirmation:	08/17/2007
Agency Providing Tentative Nonconfirmation:	Social Security Administration

This employer is participating in a pilot project with the Social Security Administration (SSA) and the Department of Homeland Security to verify employment eligibility information you provided when you completed the Form I-9. When your information was compared electronically to government records, SSA could not confirm that you are eligible to work in the United States. This tentative nonconfirmation does not mean that you are not work authorized, or that the information you provided is incorrect. There are many reasons why a work authorized employee could be the subject of a tentative nonconfirmation. The tentative nonconfirmation means, however, that you must contact the SSA to resolve the situation if you wish to continue your employment.

You have a voluntary choice. You may **Contest** the tentative nonconfirmation, or you may choose to **Not Contest** the tentative nonconfirmation.

If you **Contest** this tentative nonconfirmation, you must contact the SSA. By contesting, your employer will refer your case through E-Verify, and provide you with a referral notice that will tell you how to contact the SSA. You will be provided 8 Federal government work days from the date of that referral notice to resolve your situation with SSA. At the SSA office, you may have to provide additional information or documents that will permit the SSA to notify your employer that you are work authorized. During the 8 Federal government work days your employer may not terminate your employment or take adverse action against you based upon your employment eligibility status or because you have chosen to contest the tentative nonconfirmation.

If you do **Not Contest** the tentative nonconfirmation, you are making a choice voluntarily to give up your opportunity to correct the tentative nonconfirmation. If you do not contest the tentative nonconfirmation, it automatically becomes a final nonconfirmation. That means that your employer may terminate you immediately as an unauthorized employee. If you do not contest the tentative nonconfirmation, a legal presumption is created that your employer is in violation of the law if it continues your employment.

If you have questions or concerns about immigration-related unfair employment practices, you may call the Office of Special Counsel for Immigration-Related Unfair Employment Practices toll free at 1-800-255-7688 or 1-800-237-2515 (TDD) for the hearing impaired.

Choose to (check one):

Contest the tentative nonconfirmation. I understand that I must contact the Social Security Administration within 8 Federal Government work days from the date shown on the referral notice which is to be provided by my employer.

Not Contest the tentative nonconfirmation. I choose voluntarily to give up my opportunity to correct the tentative nonconfirmation. I understand that my voluntary choice not to contest the tentative nonconfirmation authorizes my employer to terminate my employment immediately.

Signature of Employee: _____ Date: _____

E-VERIFY	
NOTICE TO EMPLOYEE OF TENTATIVE NONCONFIRMATION	

Employer's Certification

I certify that this employer has received a tentative nonconfirmation relating to the employee whose name and signature appear above and that the employee has made the choice indicated. I also certify that the employee has executed and signed this document, that the employee's choice to the best of my knowledge was a knowing and voluntary choice, and that the employee has not been coerced or pressured in any way by this employer regarding his or her choice whether to contest the tentative nonconfirmation.

Name of Employer: Marks Company

Signature of Employer Representative: _____

Date: _____

- Print the "Notice to Employee of Tentative Non-confirmation" using your browser's print option.
- Instruct the employee to check the space to the left of either **Contest** or **Not Contest**.
- Instruct the employee to sign and date the *Notice* in the **Signature of Employee** area.
- Sign and date the *Notice* in the **Signature of Employer Representative** area.
- Give a copy of the signed *Notice* to the employee.
- File the original signed *Notice* with the employee's Form I-9.

8. If the employee contests the SSA Tentative Non-confirmation response, you must refer the employee to the SSA to resolve his or her employment eligibility. The employee should continue to work while eligibility is being resolved.
9. If the employee does not contest the Tentative Non-confirmation response, resolve the case (See Resolving Cases, Section 3.6 below).
 - Employment may be terminated without the company being civilly or criminally liable for the termination as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding.

3.4.1 Referring an Employee to the Social Security Administration

If the employee contests an SSA TENTATIVE NON-CONFIRMATION response, you must refer the employee to the Social Security Administration to resolve any discrepancies in their record. **You must also provide a referral letter to the employee, which will provide employees with specific instructions on how to contact SSA to resolve any discrepancies.** The employee has 8 Federal Government workdays from the date of referral to resolve the discrepancy in his or her case by visiting his or her local Social Security Administration office. The employee should take the SSA referral letter and any documentation proving his or her status to the local SSA office.

After the employee visits the SSA, you must wait 24 hours to resubmit the case. If the employee does not notify the employer of the SSA visit or did not visit the SSA, you should resubmit the case after 10 Federal Government workdays of the referral date.

To begin the referral process, begin with the **Case Details** page, displayed in Exhibit 3.7.

Exhibit 3-7: Case Details Page to Initiate an SSA Referral

The screenshot displays the E-Verify Employment Eligibility Verification interface. At the top, the logo 'E-Verify' and the text 'Employment Eligibility Verification' are visible, along with navigation links for 'On-line Resources', 'Tutorial', 'Home', 'About', and 'Exit'. The main content area is titled 'Case Verification Number: 2007229120430UG'. On the left, a sidebar menu lists various administrative functions such as 'Initial Verification', 'View Cases', 'User Administration', 'Site Administration', and 'Reports'. The main content area is divided into several sections: 'Initial Verification' with a table of personal and identification details; 'Initial Verification Results' showing the status as 'SSA TENTATIVE NONCONFIRMATION'; and 'Case Documents for Printing' with links to download notification letters in English and Spanish. At the bottom of the page, there are three buttons: 'Initiate SSA Referral', 'Resolve Case', and 'Close'.

Initial Verification	
Last Name:	Nutt
Middle Initial:	
First Name:	Coco
Social Security Number:	222-22-2222
Maiden Name:	
Date of Birth:	07/31/1926
Hire Date:	04/07/2006
Citizenship Status:	Citizen or National of the United States
Alien Number:	
I-94 Number:	
Document Type:	List B, C Documents
Doc. Expiration Date:	
Initiated By:	MSOLPA01
Initiated On:	08/17/2007

Initial Verification Results	
Initial Eligibility:	SSA TENTATIVE NONCONFIRMATION SSN does not match

Case Documents for Printing

[Case Details](#)
[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(English version\)](#)
[Notification to Employee - Social Security Administration Tentative Nonconfirmation \(Spanish version\)](#)

Buttons:

To refer an employee to the SSA, perform the following steps:

1. Select **Initiate SSA Referral**. The **Confirm Employee Notification** page will appear with the question: "Has the employee been notified of the Tentative Non-confirmation Notice?" Two buttons will also appear: **Notified** and **Not Notified**.
2. If the employee has been notified of the Tentative Non-confirmation and has signed the "Notice to Employee of Tentative Non-confirmation," then select **Notified**. When you select the **Notified** button, the **Case Details** page will appear, with the **Referral Date** field and the **Submit SSA Referral** button. The SSA referral letter will also appear (see Exhibit 3-8).

Exhibit 3-8: SSA Referral Letter

E-VERIFY

Notification to the Employee
REFERRAL TO THE SOCIAL SECURITY ADMINISTRATION

Name of Employee: Vaughn, Steven

Social Security Number (SSN): 000-00-0002 Month/Year of Birth: 01/1930

Reason for Referral: SSN does not match
 SSN is invalid
 SSA unable to confirm U.S. Citizenship
 SSN record does not verify, Other Reason
 SSA unable to process data

This employee is participating in a pilot project with the Social Security Administration (SSA) and the Department of Homeland Security to verify employment eligibility information provided when you completed the Form I-9. When your information was compared to SSA's records, SSA could not confirm that you are work eligible for the reason shown above. You're chosen to contest SSA's tentative non-confirmation. The tentative non-confirmation does not mean that the information you provided is incorrect, but it means you must visit the SSA to res your case. When you visit SSA, you must bring proof of your age, identity, and citizenship or alien status. (You must submit original documents.) Please call SSA at 1-800-772-1213, 800-325-0778 (TDD) for the hearing impaired, if you have any questions or to find out the location of the nearest SSA office.

It is your responsibility to visit SSA within 6 Federal Government work days from today to clarify your employment eligibility status. **TAKE THIS FORM WITH YOU TO SSA.** If, as a result of your visit to SSA, any of the information you gave your employer changes, you must notify your employer of those changes immediately.

Your employer may not terminate your employment or take adverse action against you because your case has been referred to the SSA.

If you do not understand what you are required to do, please call the SSA toll free number and they will assist you.

If you have questions or concerns about immigration-related unfair employment practices, you may call the Office of Special Counsel for Immigration-Related Unfair Employment Practice free at 1-800-255-7668 or 1-800-237-2515 (TDD) for the hearing impaired.

Date Referred to SSA: 08/29/2007
Name of Employer: Mark's Company
Name of Employer Representative: Mark Soliday Phone #: (111) 111-1111

Employer Official's Signature: _____ Date Signed: _____
Employee's Signature: _____ Date Signed: _____

3. Print the referral letter using your browser's print option.
4. Select **Close** to close the referral letter.
5. Sign and date the referral letter.
6. Instruct the employee to sign and date the referral letter.

7. Give the referral letter to the employee, and instruct the employee to return the referral letter to you after the SSA representative signs and dates the letter.

The referral letter provides instructions about how the employee can contact the SSA.

3.4.2 Resubmitting a Case to the Social Security Administration

After the employee visits the SSA and notifies you of the visit, you must wait 24 hours before resubmitting the case. This allows the SSA time to update its records. You should ask the employee what updates were made to his or her record. When you resubmit the case, the information is compared to SSA records, and within seconds the system will return a response.

Note: The employee is responsible for notifying the employer of any changes made to his or her Social Security Administration record.

A case resubmitted to the SSA could have the following results:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment eligibility is verified. You should resolve the case, ending the verification process.
- **SSA FINAL NON-CONFIRMATION:** This indicates that the SSA could not verify the furnished information. You should resolve the case, ending the verification process.

If an employee provides you with the SSA referral letter initialized by a SSA representative, you may want to call the SSA's toll-free number, (800)772-6270, to inquire about the case.

- **DHS VERIFICATION IN PROCESS:** This response indicates that the non-citizen's information provided to SSA matches the information contained in SSA records. The case is then referred to DHS for employment eligibility verification. DHS responds to most of these cases within 24 hours, although DHS is permitted up to 3 Federal Government workdays to respond. You should check the system daily for a response.
- **DHS TENTATIVE NON-CONFIRMATION – (Photo Tool Non-Match):** This response indicates that SSA and DHS determined that the photo on the employee's document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS Tentative Non-confirmation and give him or her the option to contest.

Note: If the employee does not visit a SSA office, or does not return the referral letter stamped and signed by the SSA, the employer should resubmit the case after 10 Federal Government workdays from the date of referral.

To resubmit a case to the SSA, begin with the **Case Details** page, as shown in Exhibit 3-9.

Exhibit 3-9: Case Details Page Prior to Resubmittal to the Social Security Administration

Case Details - Windows Internet Explorer
 https://test.vic-dhs.com/Web/CaseDetails.aspx?CaseVerNum=2007241144217MZ

E-Verify Employment Eligibility Verification
 On-Line Resources | Tutorial | Home | Contact Us | Exit

Case Verification Number: 2007241144217MZ

Initial Verification

Last Name:	Vaughn	First Name:	James
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0001	Date of Birth:	12/12/1950
Hire Date:	10/23/2006	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/29/2007

Initial Verification Results

Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN is invalid
---------------------	---

SSA Referral

Referral By:	MSOLPA01	Referral Date:	08/29/2007
--------------	----------	----------------	------------

Verification Response

Eligibility:	Review and Update Employee Data then Resubmit Invalid SSN	Response Date:	08/29/2007
--------------	---	----------------	------------

Case Documents for Printing

[Case Details](#)
[Notification to Employee - Referral to Social Security Administration \(English version\)](#)
[Notification to Employee - Referral to Social Security Administration \(Spanish version\)](#)

Initiate SSA Resubmittal Resolve Case Close

U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services

To resubmit a case to SSA, perform the following steps:

1. Select **Initiate SSA Resubmittal** on the **Case Details** page. The **Modify SSA Information** section will appear on the **Case Details** page.

Exhibit 3-10: Case Details Page to Modify Social Security Administration Information

The screenshot shows the E-Verify Case Details page for Case Verification Number: 2007241144217KZ. The page is divided into several sections:

- Initial Verification:**

Last Name:	Vaughn	First Name:	James
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0001	Date of Birth:	12/12/1950
Hire Date:	10/23/2006	Citizenship Status:	Citizen or National of the United States
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSOLPA01	Initiated On:	08/29/2007
- Initial Verification Results:**

Initial Eligibility: SSA TENTATIVE NONCONFIRMATION
SSN is invalid
- SSA Referral:**

Referral By:	MSOLPA01	Referral Date:	08/29/2007
--------------	----------	----------------	------------
- Verification Response:**

Eligibility:	Review and Update Employee Data then Resubmit Invalid SSN	Response Date:	08/29/2007
--------------	---	----------------	------------
- Modify SSA Information (revise if necessary):**

Form fields for updating employee information:

 - Last Name:
 - First Name:
 - M. I.:
 - Maiden Name:
 - Social Security Number:
 - Date of Birth:

Buttons:

2. Update the information provided by the employee in the fields of the **Modify SSA Information** section for agreement with any changes that were made to the employee's record at the time of his or her visit to the SSA.
3. Select **Submit SSA Resubmittal**. The **Confirm SSA Resubmittal** page appears with a warning message and a **Submit SSA Resubmittal** button.
4. Read the warning message on the **Confirm SSA Resubmittal**. Because a case may only be resubmitted once, be sure to verify that you have met the criteria for proceeding with the resubmittal.
5. Select **Submit SSA Resubmittal**.
6. The response will be one of the following:
 - EMPLOYMENT AUTHORIZED
 - SSA FINAL NON-CONFIRMATION
 - DHS VERIFICATION IN PROCESS

7. Resolve the case if the response is EMPLOYMENT AUTHORIZED or SSA FINAL NON-CONFIRMATION. If the response is DHS VERIFICATION IN PROCESS, you should check the system daily for a response.

3.4.3 DHS Verification in Process

A DHS VERIFICATION IN PROCESS could have the following results:

- EMPLOYMENT AUTHORIZED: This response indicates that employment eligibility is verified, and the case can be resolved.
- DHS TENTATIVE NON-CONFIRMATION: This response indicates that employment eligibility could *not* be verified, so the employee must be notified of the response and referred to DHS if he or she contests.
- DHS TENTATIVE NON-CONFIRMATION – (Photo Tool Non-Match): This response indicates that SSA and DHS determined that the photo on the employee’s document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS Tentative Non-confirmation and give him or her option to contest.
- CASE IN CONTINUANCE: This response indicates that DHS needs more than 10 Federal Government workdays to resolve employment eligibility. You must wait until a DHS provides a definitive response before resolving the case.

Note: The employee continues to work during the verification process.
--

3.4.4 Referring an Employee to the Department of Homeland Security

If DHS sends a DHS TENTATIVE NON-CONFIRMATION response, you must notify the employee *within 3 Federal Government workdays*.

By agreeing to participate in E-Verify, you must provide the employee a copy of the “Notice to Employee of Tentative Non-confirmation”, review it with him or her and explain the right to contest the Tentative Non-confirmation or risk being fired.

After you have explained the referral letter to the employee, ask the employee to indicate on the Notice whether or not he or she contests. If the employee contests the DHS TENTATIVE NON-CONFIRMATION response, you must refer him or her to DHS in order to resolve the discrepancy in the employee’s record. You must provide the referral letter to the employee, which provides specific instructions for the employee on how to contact DHS in order to remedy their records.

Instruct the employee that he or she has *8 Federal Government workdays* from the date of referral to resolve the discrepancy in his or her case by calling a toll-free number and providing the Immigration Status Verifier with his or her verification number and other information on the referral notice.

Both you and the employee will sign the notice. Before filing with the employee’s Form I-9 provide a copy to the employee.

Note: When employees do not contest the DHS Tentative Non-confirmation, employers can terminate employment without being liable for civil penalties. Information about resolving cases is discussed below, in Section 3.6.

Note: The toll free telephone number provided to employees listed on the E-Verify Referral Notice is staffed by Immigration Status Verifiers located in Los Angeles, California. Their office hours are 7:00 AM until 5:30 PM, Pacific Standard Time. The toll free number is (888) 897-7781. The toll free fax number is (888) 265-0999.

If the employee contacts DHS, the E-Verify system will provide one of the following responses:

- EMPLOYMENT AUTHORIZED
- DHS EMPLOYMENT UNAUTHORIZED

For either of these responses, you should resolve the case, which ends the verification process.

If the employee does not contact DHS to resolve his or her case and 10 Federal Government workdays have passed since the date of referral, the system automatically provides the following response:

- DHS NO SHOW

The DHS NO SHOW response is considered a Final Non-confirmation. You should resolve the case, ending the verification process.

To begin the referral process, begin on the **Case Details** page, displayed in Exhibit 3-11.

Exhibit 3-11: Case Details Page

Case Verification Number: 2007233101713XN

Initial Verification:			
Last Name	Yangle	First Name:	Steven
Middle Initial	R	Middle Name:	
Social Security Number:	999-99-9999	Date of Birth:	01/01/1950
Issue Date	10/25/2006	Citizenship Status:	Alien Authorized to Work (Alien or I94 # required)
Alien Number:		I-94 Number:	28374651087
Document Type:	I-766	Doc. Expiration Date	12/31/2008
Initiated By:	MSOLPA01	Initiated On:	08/21/2007
SSA Referral:			
Referral By:		Referral Date:	
SSA Resubmittal:			
Last Name		First Name:	
Middle Initial		Middle Name:	
Social Security Number:		Date of Birth:	
Initiated By		Initiated On:	
Resubmittal Verification Results:			
Eligibility:			
Verification Response:			
Eligibility:	DHS Verification in Process	Response Date:	

Exhibit 3-13 shows an example of an Employment Authorization Card



3.5.2 Rules for Use of the Photo Screening Tool

It is important that you follow these rules on the use of the Photo Screening Tool:

- Employers are required to use photo screening when a new hire presents a DHS-issued “Permanent Resident Card” or “Employment Authorization Card” as his/her I-9 documentation.
- Employers may not require non-citizens to use Permanent Resident Cards (PRC) or Employment Authorization Cards (EAD) for their I-9 documentation. The employee may choose what documentation to use when completing the Form I-9.
- Employers will be required to make photocopies of the new hire’s PRC or EAD cards.
- Employers will also be required to keep these photocopies on file with the Form I-9 for each employee.
- Employers may use the Photo Screening Tool **only for new hires**; employers may not use the tool for applicants or existing employees.

3.5.3 Submitting an Initial Verification using the Photo Screening Tool

To submit an initial verification using the Photo Screening Tool, follow these steps:

1. Select **Initial Verification** from the **Case Administration** menu. The **Initial Verification** page will appear.
2. Select the status that the employee is attesting to. There are 3 choices:
 - a. Citizen of the United States
 - b. Lawful Permanent Resident
 - c. Alien Authorized to Work
3. Once you select the employee’s status, the **Enter Employee Information from the Form I-9** screen will appear. Here, select the document the employee has provided for his/her I-9 verification.

4. After selecting the document(s) that were provided to the employer for the Form I-9, you will enter the employee information from the form I-9 on the next screen.
5. After you enter the employee's I-9 information, a confirmation screen appears which gives you a chance to check for typos. If any information has been entered incorrectly, use the **Back** button at the bottom of the screen. Do not use your browser's back button. If the information has all been entered correctly, click the **Next** button.

Note: It is important to always check your work; typos will lead to Tentative Non-confirmations and delay the verification process.

6. If the employee provides documentation other than a Permanent Resident Card or Employment Authorization Card, the Photo Screening Tool will not activate, and the E-Verify process will continue as usual. If the employee presents one of the above cards, and the information provided is found to match the SSA and DHS databases, E-Verify will present a screen asking the employer to make one of three determinations:
 - Photo Match – This response indicates the photo on the employee's document matches the photo supplied by E-Verify.
 - Photo Non-match – This response indicates the photo on the employee's document does not match the photo supplied by E-Verify.
 - "Cannot be determined" – This response means that the employer is unable to determine whether the photo on the employee's document matches the photo supplied by E-Verify upon query.

3.5.4 Standard for Photographic Comparison

USCIS recognizes that employers are not document or photographic comparison experts. However, because the photograph transmitted by E-Verify should be the same (identical) photograph that appears on an employee's USCIS-issued document, employers should be able to determine whether or not the photographs do match.

Employers should determine if the photograph transmitted by E-Verify reasonably appears identical to the photograph on the USCIS-issued document produced to complete the Form I-9. Employers must recognize that 100 percent certainty is not required to determine that the photographs are identical. For example, employers should account for minor variances in shading and detail between the two photographs based upon the following non-exhaustive list of factors:

- The age and wear of the employee's DHS-issued document, and
- The quality of your computer monitor,

- Whether you are comparing the E-Verify generated photograph with a copy or faxed copy of an employee's document

3.5.5 Viewing the Results of a Photo Verification

Within seconds of submitting photo verification, the **Case Details** page will appear and display the results in the **Initial Verification Results** section of the page.

Exhibit 3-14 displays the Initial Verification page with a sample photograph

The screenshot shows the E-Verify web application interface. The page title is "Case Details - Microsoft Internet Explorer". The address bar shows the URL: https://test.vts-dhs.com/webapp/CaseDetails.aspx?CaseVerNum=2007241141101MQ. The page header includes "E-Verify Employment Eligibility Verification" and navigation links for "On-line Resources", "Tutorial", "Home", "Contact Us", and "Exit".

The main content area is titled "Case Verification Number: 2007241141101MQ". It is divided into several sections:

- Case Administration:** Includes links for "Initial Verification", "View Cases", "User Administration", "Change Password", "Pwd Challenge Q&A", "Change Profile", "Site Administration", "Add User", "View Users", "Maintain Company", "Request Termination", "Reports", and "View Reports".
- Initial Verification:** A table of case details:

Last Name:	Lin	First Name:	SU
Middle Initial:		Maiden Name:	
Social Security Number:	000-00-0007	Date of Birth:	03/05/1987
Hire Date:	08/01/2007	Citizenship Status:	Lawful Permanent Resident (Alien # required)
Alien Number:	89889888L	I-94 Number:	
Card Number:	MSC1234567891	Doc. Expiration Date:	
Document Type:	1-SS1	Initiated On:	08/29/2007
Initiated By:	TDONBP01		
- Initial Verification Results:** Shows the employee's name (Last Name: LIN, First Name: SU) and a sample photograph. Below the photo is a link "Click to Enlarge" and the text "Initial Eligibility EMPLOYMENT AUTHORIZED".
- Case Documents for Printing:** Includes a link for "Case Details" and two buttons: "Resolve Case" and "Close".

The footer of the page reads "U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services". The Windows taskbar at the bottom shows the system clock as 2:05 PM.

The initial eligibility statement will be one of the following responses:

- **EMPLOYMENT AUTHORIZED:** This response indicates you checked YES, indicating a Photo Match, and that employment eligibility is verified. You may now resolve the case. (See above exhibit)
- **TENTATIVE NON-CONFIRMATION:** This response indicates you checked NO, indicating the photo did NOT match. The employer must notify the employee of the Tentative Non-confirmation response and refer him or her to DHS if he or she

contests. You may not take adverse action against the employee based on the Tentative Non-confirmation until it is resolved. This response does NOT indicate the employee is not authorized to work.

- **DHS VERIFICATION IN PROCESS:** This response indicates that you could not determine if the employee's photo on his or her document matched the photo displayed in E-Verify. The system automatically refers these cases to DHS for additional photo verification. You should submit a copy of the employee's document to DHS using either the scan and upload function in the system or the express courier provided by DHS. DHS responds to most of these cases within 24 hours of receiving a copy of the employee's document. You should check the system daily for a response. You may not take adverse action against the employee because additional verification is required.

To notify an employee of a Tentative Non-confirmation or DHS Verification in Process response, you must follow the procedures discussed below in Section 3.5.5.

3.5.6 Referring an Employee to the Department of Homeland Security

If the employee contests a USCIS TENTATIVE NON-CONFIRMATION or DHS VERIFICATION IN PROCESS response, you must refer him or her to DHS to resolve the discrepancy in his or her record. You must provide the referral letter to the employee. The referral letter provides specific instructions on how to contact DHS to resolve the discrepancy in the employee's record. Failure to provide the letter to the employee may constitute unlawful discrimination.

Also, you must send a photocopy of the documentation that the employee provided to you. You may do this by using the scan and upload function found in E-Verify or you may mail a copy of the document along with a copy of the employee's referral letter to the USCIS address below:

U.S. Citizenship and Immigration Services
Verification Division
Attn: Status Verification Unit
490 L'Enfant Plaza East, SW, Suite 8001
Washington, DC 20024

To refer an employee to DHS, perform the following steps:

1. Select the **Initiate DHS Referral** button. The **Confirm Employee Notification** page appears with the question: "Has the employee been notified of the Tentative Non-confirmation Notice?" Before continuing, you will be asked to confirm whether you have notified the employee or not by selecting either **Notified** or **Not Notified**.
2. Select **Notified**, if the employee has been notified of the Tentative Non-confirmation and has signed the "Notice to Employee of Tentative Non-confirmation."
3. The **Case Details** page appears, with the **Referral Date** field and the **Submit DHS Referral** button added. The DHS referral letter appears.
4. Print the referral letter using your browser's print option.
5. Select **Close** to close the referral letter screen.
6. Sign and date the referral letter.
7. Instruct the employee to read, sign, and date the referral letter.
8. Give the referral letter to the employee.
9. Make a copy of the signed referral letter for the package that will be sent to USCIS.
10. Include in the DHL package (see details for DHL Account usage and instructions later in this manual) the referral letter and the photocopy of the employee's document used for matching. Send the package through DHL to USCIS Verification Division, 875 Frontage Rd., SW Washington, D.C. 20024

To use the DHS express courier account:

Register your user profile:

<https://sso.dhl-usa.com/sso/register.asp?nav=Reg>

Please use: 799649141 as the Account Number and Zip Code: 20529

Prepare to ship:

<http://www.dhl-usa.com/shipping/shipstart.asp?nav=PrepareShip>

For general information about the DHL shipping account:

<http://www.dhl-usa.com/dhs/homeland/index.asp>

Forward this shipping information to all of your hiring sites. USCIS will pay for the shipping costs associated with E-Verify through its DHL account. However, participants are free to use the carrier of their choice at their own expense.

Note: Important: Do **not** send original documents to UCCIS.

After you give the referral letter to the employee, he or she has *3 Federal Government workdays* from the date of referral to resolve the discrepancy in his or her case by calling a toll-free number and providing the Immigration Status Verifier with his or her verification number and other information on the referral notice.

If the employee contacts DHS, E-Verify will provide you with one of the following responses:

- EMPLOYMENT AUTHORIZED
- DHS EMPLOYMENT UNAUTHORIZED

For either of these responses, you should follow the procedures described below to resolve the case, which ends the verification process.

3.6 Resolving Cases

The final step in the employment verification process is to resolve the case. Resolving cases will:

- Remove cases from your screen, and
- Assist DHS with maintaining statistics on the E-Verify program.

If you do not resolve your cases, the system will indicate that you have cases requiring action and that some of those cases need to be closed.

You may resolve a case under the following circumstances:

- When the SSA response is either EMPLOYMENT AUTHORIZED or SSA FINAL NON-CONFIRMATION.
- When the DHS response is EMPLOYMENT AUTHORIZED, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW.
- When the employee does not contest a response of SSA TENTATIVE NON-CONFIRMATION or DHS TENTATIVE NON-CONFIRMATION.
- When the employee quits or been terminated for reasons unrelated to immigration status while the verification query is in process.
- When a duplicate case or case with incorrect data was entered into the system, you should resolve as an invalid query.

After you resolve the case, the **Case Resolution** section appears on the **Case Details** page, which includes the case resolution, the User ID of the person who resolved the case, and the date of resolution. The **Case Details** page also includes the information

on the case in the order in which it was entered or supplied by the system. It is recommended that you print the case information for your records.

Exhibit 3-16 shows the **Case Details** page for a case that may be resolved.

Exhibit 3-15: Case Details Page

Initial Verification			
Last Name:	Null	First Name:	Chris
Middle Initial:		Maiden Name:	
Social Security Number:	222-22-2222	Date of Birth:	07/01/1926
Hire Date:	04/07/2008	Citizenship Status:	Citizen or National
Alien Number:		I-94 Number:	
Document Type:	List B, C Documents	Doc. Expiration Date:	
Initiated By:	MSCLP601	Initiated On:	06/27/2007
Initial Verification Results			
Initial Eligibility	SSA TENTATIVE NONCONFIRMATION SSN does not match		
SSA Referral			
Referral By:	MSCLP601	Referral Date:	06/27/2007
Case Documents for Printing			
Case Details			
Notification to Employee - Referral to Social Security Administration (English version)			
Notification to Employee - Referral to Social Security Administration (Spanish version)			
<input type="button" value="Initiate SSA Recruitment"/> <input type="button" value="Resolve Case"/> <input type="button" value="Close"/>			

To resolve a case, perform the following steps:

1. Display the **Case Details** page if it is not already displayed.
2. Select **Resolve Case**.
3. In the **Enter Case Resolution** section, select the appropriate resolve option. Exhibit 3-17 displays the **Enter Case Resolution** section with the resolution options.

Exhibit 3-16: Case Details Page with Resolution Options


The screenshot shows the E-Verify Case Details page for Case Verification Number: 2007241144217MZ. The page is displayed in a Windows Internet Explorer browser window. The left sidebar contains navigation links for Case Administration, User Administration, Site Administration, and Reports. The main content area is divided into several sections:

- Initial Verification:** A table with fields for Last Name (Vaughn), First Name (James), Middle Initial, Social Security Number (000-00-0001), Date of Birth (12/12/1950), Hire Date (10/23/2006), Citizenship Status (Citizen or National of the United States), Alien Number, Document Type (List B, C Documents), 1-94 Number, Initiated By (HSOLPA01), and Doc. Expiration Date (08/29/2007).
- Initial Verification Results:** Initial Eligibility: SSA TENTATIVE NONCONFIRMATION, SBN is invalid.
- SSA Referral:** Referral By: HSOLPA01, Referral Date: 08/29/2007.
- Verification Response:** Eligibility: Review and Update Employee Data then Resubmit Invalid SBN, Response Date: 08/29/2007.
- Enter Case Resolution:** A section with radio button options: Resolved Authorized, Resolved Unauthorized / Terminated, Self Terminated, Invalid Query, and Employee Not Terminated. Below the options are buttons for "Submit Resolve Case" and "Close".

At the bottom of the page, there is a footer: "U.S. Department of Homeland Security | U.S. Citizenship and Immigration Services".

- **Resolved Authorized:** Select this option when employment is authorized.
- **Resolved Unauthorized/Terminated:** Select this option when employment is not authorized (SSA FINAL NON-CONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or when there is an uncontested Tentative Non-confirmation response *and* employment is terminated.
- **Self Terminated:** Select this option if an employee quits or is terminated for reasons unrelated to employment eligibility status while the verification query is in process.
- **Invalid Query:** Select this option if you discover that you sent a duplicate query, or a query with incorrect data.
- **Employee Not Terminated:** Select this option to notify DHS that you are not terminating an employee whose employment is not authorized (SSA FINAL NON-CONFIRMATION, DHS EMPLOYMENT UNAUTHORIZED, or DHS NO SHOW), or who is not contesting a Tentative Non-confirmation response.

4. Select **Submit Resolve Case**.
5. The **Enter Case Resolution** section changes to the **Case Resolution** section, and the **Print Case Details** button returns to the **Case Details** page.
6. **Note:** Once you have resolved a case, no further changes may be made to the case.
7. Select **Print Case Details**.
8. The **Case Details Report** appears on another page.
9. Select your browser's print option.
10. Your default printer will print the report.
11. Select **Back** on the browser's toolbar to return to the **Case Details** page.
12. Select **Close** to return to the **Case Summary List**.
13. File the report with the employee's Form I-9.

	Tips
	You may print the Case Details Report at any time during the verification process.

3.6.1 Searching for Cases

The **View Cases** option allows you to search for cases, display a list of cases, and access the details of a specific case.

Exhibit 3-18 displays the **Case Search** page, which provides several search options.

Exhibit 3-17: Case Search Page

The screenshot shows a dialog box titled "Enter Case Search Criteria". It contains the following fields and options:

- Case Status:** Four radio button options: "All Open Cases" (selected), "Cases Requiring Action", "Cases In Process", and "Resolved Cases".
- Case Verification Number:** A text input field.
- Alien Number:** A text input field.
- I-94 Number:** A text input field.
- Social Security Number:** A text input field.
- Date Initiated From:** A date input field with the format "(mm/dd/yyyy)".
- Date Initiated To:** A date input field with the format "(mm/dd/yyyy)".
- Initiated By:** A dropdown menu.
- Case Label:** A text input field.

At the bottom of the dialog box are two buttons: "Display Case Summary List" and "Cancel".

You are able to search by Case Status if you choose:

- All Open Cases,
- Cases Requiring Action,
- Cases in Process, or
- Resolved Cases

Once you have selected the appropriate case status, you may search by:

- Case Verification Number
- Alien Number
- I-94 Number
- Social Security Number
- Date Initiated From
- Date Initiated To
- Initiated By

Select **Display Case Summary List** after you have entered your search terms.

3.6.2 Navigating the Case Summary List Page

After entering the case search criteria, each row on the **Case Summary List** page displays information for a single case, which is identified by the verification number.

Exhibit 3-19 displays a **Case Summary List** page with multiple rows.

Exhibit 3-18: Case Summary List Page

Case Summary List											
Previous		Next									
Case Status ¹	Case Verification Number	SSN	Alien Number	I-94 Number	Date of Birth	Last Name	First Name	Date of Hire	Status	Initiated By	Ini
	20072229122308	777-77-7777		000722285831	06/30/1925	Este	Fa	03/22/2004	DIIS VERIFICATION IN PROCESS	MEOLPA01	03/1
	20072229121705UII	777-77-7777			06/30/1925	Este	Fa	03/22/2004	EMPLOYMENT AUTHORIZED	MEOLPA01	03/1
	20072229123430US	222-22-2222			07/31/1926	Nutt	Co	04/07/2006	SSA REFERRED -	MEOLPA01	03/1
08/23/2007											
Previous		Next									
¹ Legend: - Case Requiring Action - Case In Process - Closed Case											
Close											

Note: Use the scroll bars that appear along the bottom and right side of the screen when the list information extends beyond the viewing area.

The column headers identify the types of information that appear for each case. You may view the information listed on the **Case Summary List** page by using the scroll bars along the bottom of the screen. You may also change the order of the listed cases by selecting a column header. For example, if you select the SSN column header, E-Verify will sort the list in ascending order by SSN. If you select the header again, the list will appear in descending order by SSN.

You may access the **Case Details** page of a specific case by selecting the verification number that appears underlined in the **Verification Number** column. When the **Case Details** page appears, you may view the history of the case. You may also use one of the command buttons that appear at the bottom of the **Case Details** page. These buttons change depending on the status of the case; however, the **Print Case Details** button is always available.

4. USER ADMINISTRATION

Employers may use the **User Administration** menu to change passwords and update personal profiles

4.1 Changing Your Password

Passwords need to be protected; therefore, do not write down passwords or share them with anyone. If you feel that your password may have been compromised, change it immediately. Exhibit 4-1 displays the Change Password page.

Exhibit 4-1: Change Password Page



The screenshot shows a web form titled "Enter Old and New Passwords". It contains three text input fields, each followed by a red asterisk (*). The labels for the fields are "Old Password:", "New Password:", and "Re-type New Password:". Below the input fields are two buttons: "Submit Password Change" and "Cancel".

To change your password, perform the following steps:

1. Select **Change Password** from the **User Administration** menu. The **Change Password** page will appear.
2. Type your current password in the **Old Password** field.
3. Type your new password in the **New Password** field. The system will not allow you to reuse your previous 6 passwords. A password must:
 - Be at least 8 characters in length, but no more than 14 characters.
 - Include 3 of the following characteristics:
 - One uppercase letter
 - One lowercase letter
 - One number
 - One of the following special characters: ! @ \$ % * () < > ? : ; { } + - ~
4. Type your new password in the **Re-Type New Password** field.
5. Select **Submit Password Change**. A confirmation message will appear.
6. View the confirmation message.
 - If the system processed the password change, then use the new password for the next E-Verify session.

- If the system was unable to process the password change due to user error, carefully repeat the steps for changing your password.
- If the system was unable to process the password change, try changing your password later.



Tips

- If you forget your password, contact your Program Administrator, who will give you a temporary password. When you log on next, enter your old password, which is the password that your Program Administrator provided. The system will prompt you to create a new password.

4.2 Updating Your Profile

Each person with access to E-Verify has a user profile that includes his or her name, telephone number, fax number, and e-mail address. Users should update this information whenever necessary, using the **Change User Profile** page.

Exhibit 4-2 displays the **Change User Profile** page, which is used to change your profile.

Exhibit 4-2: Change User Profile Page

Enter User Profile Information	
User ID:	MSOLPA01
Last Name:	Solliday *
First Name:	Mark *
M.I.:	
Phone Number:	(111) 111 - 1111 ext. *
Fax Number:	() -
E-mail Address:	msollida@csc.com *
<input type="button" value="Submit User Profile Changes"/> <input type="button" value="Cancel"/>	

To update your profile, perform the following steps:

1. Select **Change Profile** from the **User Administration** menu. The **Change User Profile** page will appear.
2. Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is a required field.

3. Select **Submit User Profile Changes**. The **Change User Profile Results** page, which contains the confirmation message and your profile information, will appear.
4. Review the confirmation message to see whether the request for profile updates was successful. If the system was unable to process the user profile updates, the user should update his or her profile later. If the second profile update attempt fails, contact the Technical Help Desk at 800-741-5023.

5. REPORTS

Employers may use the Reports menu to generate and view reports, as well as print and save reports.

The Reports menu provides the following option: View Reports

5.1 *Generating, Printing and Saving Reports*

You can choose from a selection of pre-defined reports and set parameters for the generation of the various reports.

To generate a report, perform the following steps:

1. Select **View Reports** from the **Reports** menu. The Report Selection page will appear.
2. Select the appropriate report and view the description if necessary; the description will appear on the lower half of the page.
3. Select **Next**. The **Report Parameter Data Entry** page will appear with fields for the parameters and a **Run Report** button.
4. Enter the parameters for the selected report. Refer to the table on the previous page(s) for the list of appropriate parameters.
5. Select **Run Report**. The report will appear as an Adobe Portable Document Format (PDF) file.
6. Select the **Print** icon to print the report.
7. Select the **Save** icon to save the report.

6. SITE ADMINISTRATION

Program Administrators use the Site Administration menu to:

- Add General Users and other Program Administrators located at their site.
- Change or update their company's profile information.
- Terminate their company's access to the E-Verify.

The person who registered for E-Verify is automatically defaulted as a Program Administrator.

6.1 Adding a User Account

Employers may use the **Add User – Personal Information** page to add a user account. The user account information must include the user's role, name, telephone number, and email address. The fax number is optional.

Exhibit 6-1 displays the **Add User** page with the **Personal Information** section.

Exhibit 6-1: Add User Page with Personal Information Section

Add User - Personal Information

User Role: *

Last Name: *

First Name: *

M.I.

Phone Number: () - ext. *

Fax Number: () -

E-mail Address: *

The user roles relate to what data and functions users may access. They are:

- **General Users** may perform verification queries; view reports; and update their personal user profiles.
- **Program Administrators** may create user accounts at their sites for other Program Administrators and General Users, view reports, perform verification queries, update profile information, and unlock user accounts.

Note: The new user must be located at the site with the Program Administrator.

You must enter the new user's information in the **Personal Information Section** and select **Next**. E-Verify will generate a User ID, which will appear in the **User ID** field. You may either accept or change this User ID. This is the only opportunity you will have to modify the User ID.

Note: The User ID must be exactly 8 characters. The characters may be letters, numbers, or a combination of both. The User ID is not case sensitive.

Next, enter a password in the **Password** and **Re-type Password** fields. You will create a temporary password using the following guidelines:

The password must be between 8 and 14 characters and include at least three of the following characteristics:

- One upper case letter
- One lower case letter
- One number
- One special character (! @ \$ % * () < > ? : ; { } + - ~)

Note: Passwords are case sensitive.

Once you have entered all of the data, select **Submit New User**.

Exhibit 6-2 displays the **Add User** page with **Enter Password** section.

Exhibit 6-2: Add User Page with Enter Password Section

The screenshot shows a web form titled "Add User - Enter Password". It contains three input fields: "User ID:" with the text "DKIS3920" and a red asterisk to its right; "Password:" with an empty field and a red asterisk to its right; and "Re-type Password:" with an empty field and a red asterisk to its right. At the bottom of the form are three buttons: "Back", "Submit New User", and "Cancel".

You, the Program Administrator, will need to provide the User ID and temporary Password to the user you just added. When the user logs into the system for the first time he or she will be prompted to change the password.

Note: Each user at your site, a General User or another Program Administrator, must have his or her own User ID and password. For security purposes passwords should not be shared, posted, or written down.

6.1.1 Viewing User Accounts

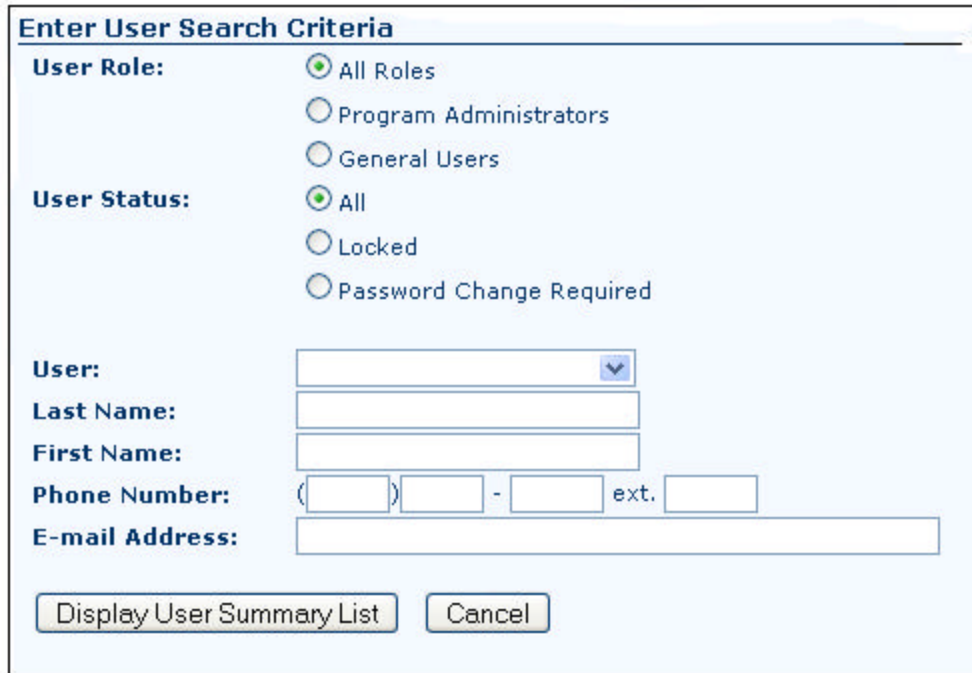
This section instructs employers on how to view and delete users, change or update user information, and reset user passwords.

The **View Users** option allows you to view and maintain user accounts.

Select **View Users** from the **Site Administration** menu in order to access the **User Search** page.

Exhibit 6-3 displays the **User Search** page, which provides several search options.

Exhibit 6-3: User Search Page



The screenshot shows a web form titled "Enter User Search Criteria". It contains the following fields and options:

- User Role:** Radio buttons for "All Roles" (selected), "Program Administrators", and "General Users".
- User Status:** Radio buttons for "All" (selected), "Locked", and "Password Change Required".
- User:** A dropdown menu.
- Last Name:** A text input field.
- First Name:** A text input field.
- Phone Number:** A form with three input boxes for area code, number, and extension, followed by "ext." and another input box.
- E-mail Address:** A wide text input field.
- Buttons for "Display User Summary List" and "Cancel" at the bottom.

You may search for a user by selecting the person's User ID from the **User List**.

If you are searching by user name, you may type up to 30 alphabetic characters (hyphens and spaces allowed). You can also enter a partial name and use the percent (%) sign before or after as a wildcard character. For example, to find all users whose name begins with "JU", you would enter "Ju%" in the **First Name** field. The search results would include users with names such as "June", "Juan", or "Juanita".

After entering the search criteria, select **Display User Summary List**. This takes you to the **User Summary List** page.

6.2 Navigating the User Summary List Page

Select the User ID you want to view.

On the **View/Modify User Information** Screen, the Program Administrator may update the user's profile information, change the user's password, or delete the user.

Exhibit 6-4 displays a User Summary List page with multiple rows.

User Summary List

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged In	
DK.S51E9	Yanks Company	General User	Kistler	David		Change Password	N	N	Delete
MSCLGUC	Yanks Company	General User	Scilicay	Mark		Change Password	N	N	Delete
MSCIPA01	Yanks Company	Program Administrator	Silliday	Mark	08/21/2007 07:06 AM	Current	N	Y	Delete
SMAR1591	Yanks Company	Program Administrator	Mark	Solliday		Change Password	N	N	Delete

Previous Next

Close

6.3 Deleting a User Account

If a user leaves the company or will no longer access the E-Verify, their user account **must** be deleted.

Each row on the User Summary List page contains a **Delete** button, which allows you to delete the user account for that row. Selecting this button takes you to the **Delete User** page, which displays the information for the user whom you want to delete. Select **Delete User** to delete the user's account.

Exhibit 6-5 displays the **Delete User** Page for a specific user.

Exhibit 6-5: Delete User Page

User Deletion Information	
User ID:	DKIS5159
User Role:	General User
Last Name:	Kistler
First Name:	David
M.I.:	M
Phone Number:	(202) 824 - 7929
Fax Number:	
E-mail Address:	dkistler@csc.com
User Status:	

6.3.1 Modifying a User Account

On the Administer Users page, you may access a user's account to modify information or reset the password.

Note: You may also delete a user account from the **Administer Users** page by selecting **Delete User**.

Exhibit 6-6 displays the **Administer Users** page, which has 2 sections: **View/Modify User Information** and **Reset User Password**.

Exhibit 6-6: Administer Users Page

View / Modify User Information	
User ID:	DKIS5159
User Role:	General User <input type="button" value="v"/> *
Last Name:	Kistler *
First Name:	David *
M.I.	M
Phone Number:	(202) 824 - 7929 ext. <input type="text"/> *
Fax Number:	() -
E-mail Address:	dkistler@csc.com *
Reset User Password	
New Password:	<input type="text"/>
Re-type New Password:	<input type="text"/>
<input type="button" value="Submit User Modifications"/> <input type="button" value="Delete User"/> <input type="button" value="Cancel"/>	

Once you have selected the user account you want to modify, update the information as needed and select **Submit User Modifications**.

In addition to modifying user information, you can also reset a user's password. To reset a password type a temporary password into the **New Password** and **Re-type New Password** fields and select **Submit User Modifications**.

6.4 Maintaining Employers

This section provides instructions on using the **Maintain Employer** option to update your company's information.

Select **Maintain Company** from the **Site Administration** menu.

The **Company Summary** page displays the current information for your company. Each section of this page may be modified by selecting **View/Edit** in the section you want to update, i.e. Name and Location, Contacts, Additional Information, NAICS, and Total Hiring Sites.

Make the required changes and submit the modification for updating.

Exhibit 6-7 illustrates the **Company Summary** page.

Exhibit 6-7: Company Summary Screen

Company Information		
Company Name:	Marks Company	<input type="button" value="View/Edit"/>
Physical Location:		Mailing Address:
Address 1:	123 Main Street	Address 1:
Address 2:		Address 2:
City:	any town	City:
State:	AZ	State:
Zip Code:	12345	Zip Code:
County:	APACHE	
Employer Identification Number: 1111-1		
Total Number of Employees: 20 to 99		
Corporate / Parent Company: Marks Corporation		
<hr/>		
NAICS Code:	721 - ACCOMMODATION	<input type="button" value="View/Edit"/>
<hr/>		
Total Hiring Sites:	1	<input type="button" value="View/Edit"/>
<hr/>		
Total Points of Contact:	1	<input type="button" value="View/Edit"/>

6.5 How to Request Termination from E-Verify Participation

You may request termination of your company's participation in the E-Verify Program.

In order to Request Termination, follow these procedures:

1. Begin by selecting **Request Termination** from the **Site Administration** menu. Selecting this option takes you to the **Request Termination** page.

Note: If your company has more than one site using the system and the entire company is dropping out, then each site must go through this process.

Exhibit 6-8 displays the Request Termination page.

Exhibit 6-8: Request Termination Page

? Are you sure you want to request termination of your company's access to E-Verify?

Termination Request Information

Company Name: Mars Company

Termination Request Date: 08/21/2007

Termination Request Reason:

2. Next, type the reason for termination.
3. Select **Request Termination**.
4. A message will appear informing you that the E-Verify office will be notified of your request to stop participating in the program.

7. CLIENT COMPANY ADMINISTRATION (DABP)

This section contains information specific to the functions of Designated Agents. *Please continue reading this section only if you are a Designated Agent.*

The Client Company Administration menu is used to add a client, view client information, update client information, and terminate a client.

The Client Company Administration menu provides the following 2 options:

1. Add Client
2. View Clients

7.1 Adding a Client

To add a client, perform the following steps:

1. Select **Add Client** from the **Client Company Administration** menu. The Client Company Address page appears.
2. Use the Facility Address section for the Client Company's physical address. If regular mail is delivered to an alternate address, you should also complete the Alternate Address section.

Exhibit 7-1 displays the Client Company Address page.

Exhibit 7-1: Client Company Address Page

Company Information	
Company Name:	<input type="text"/>
Physical Location (This is not the mailing address. This is the location where the verification queries will be performed.)	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	ALABAMA <input type="button" value="v"/>
Zip Code:	<input type="text"/>
County / Parish:	<input type="button" value="v"/>
Mailing Address (Provide if different from physical location.)	
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="button" value="v"/>
Zip Code:	<input type="text"/>
Enter Additional Information	
Employer Identification Number: (also known as Federal Tax ID Number)	<input type="text"/>
Total Number of Employees: (including full-time, part-time, and seasonal employees of the site(s) being verified for)	1 to 4 <input type="button" value="v"/>
Corporate / Parent Company:	<input type="text"/>
-- OR --	
Enter Corporate / Parent Company:	<input type="text"/>
<input type="button" value="Next"/> <input type="button" value="Cancel"/>	

3. Enter the Client Company's name and address information, and then select **Next**. The Client Company Point of Contact page appears.
4. Type the Client Company's point of contact information, and then select **Add/Update POC**. The **Point of Contact Summary List** page appears.
5. Update the point of contact list information if necessary, and then select **Next**. The Additional Client Company Information page appears.
 - To add another point of contact select **Add** to add a point of contact. A blank Client Company Point of Contact page appears. After entering the information, select **Add/Update**.
 - To edit an existing point of contact select **Edit** in the same row of the point of contact whose information you want to edit. After entering the information, select **Add/Update**.

- A Client Company Point of Contact page appears for the selected point of contact.
- To delete a point of contact select **Delete** in the same row of the point of contact that you want to delete. A Delete Point of Contact page appears for the selected point of contact. Select **Delete POC** to remove the point of contact.
- Select Submit Modifications to accept

Exhibit 7-2 displays the Point of Contact Summary List page.

Exhibit 7-2: Point of Contact Summary List Page

First Name	Last Name	Middle Name	Phone Number	Fax Number	E-mail Address	Last Updated By	Last Updated Date
Sullivan	Mark		(111) 111 - 1111		E-mail Address	M01MHC01	8/17/2007 10:34:22 AM

6. Enter the Additional Client Company information, and then select **Next**. The North American Industry Classification System (NAICS) Code page appears.

You can:

- Type the Client Company's employer identification number in the **Employer Identification Number** field. This number is also known as the Federal Tax ID Number.
- Type the Client Company's number of employees in the **Number of Employees** field.
- Type or select the name of a Client Company's parent or affiliated company in the Corporate/Parent/Affiliated Company field. If there is no corporate, parent, or affiliated company, you should leave the field blank.

Exhibit 7-3 displays the Additional Client Company Information page.

Exhibit 7-3: Additional Client Company Information Page

Company Information		
Client Company Name:	Marks Da Company Client Company	View/Edit
Client ID Number:	11041	
Physical Location:		Mailing Address:
Address 1:	123 Thank you st	Address 1:
Address 2:		Address 2:
City:	Tinifax	City:
State:	VA	State:
Zip Code:	22032	Zip Code:
County:	-G.R.FAX	
Employer Identification Number:	2345	
Total Number of Employees:	1 to 4	
Corporate / Parent Company:		
NAICS Code:	551 - MANAGEMENT OF COMPANIES AND ENTERPRISES	View/Edit
Total Hiring Sites:	1	View/Edit
Total Points of Contact:	1	View/Edit
Return to Company List View MOU and Agency Agreement		

7. If you know the NAICS Code, enter the code, and select **Accept NAICS Code and Continue**. The Hiring Sites page appears. If you do not know the NAICS Code, select **Generate the NAICS Code**.
8. The NAICS Code, an industry classification system, is a 6-digit code that represents the following information:
 - Sector (first 2 digits)
 - Subsector (third digit)
 - Industry group (fourth digit)
 - NAICS industry (fifth digit)
 - United States industry (sixth digit)

Note: E-Verify requires only a three-digit number be entered for the NAICS Code, up to the subsector.

Exhibit 7-4 displays the NAICS Code page.

Exhibit 7-4: NAICS Code Page

If you know your company's 3-digit North American Industry Code System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.

If you do not know your NAICS code, you must generate a NAICS code that is 3-digits. To generate a 3-digit NAICS code, click on 'Generate NAICS Code'. You must select your Sector and Subsector from the drop-down lists provided. If there is not a code specific to your type of business, select the industry that best fits your company's type of work. Once the 3-digit NAICS code is generated, click 'Accept NAICS Code and Continue' to continue with the Registration process.

NAICS Code: ACCOMMODATION

9. Select **Single Site Verification** to verify a single Client Company site. The Client Company Confirmation page appears.
 - In order to verify multiple Client Company sites, select **Multiple Sites Verification**, and enter the number of hiring sites per state.
10. After entering the site verification information, the Client Company Summary Page appears. Review the information and revise if necessary. Once you have reviewed the information, select **Register Client Company**. The Client Company Confirmation appears.
11. Use the Client Company Confirmation page to generate and print the Memorandum of Understanding (MOU) by selecting **Generate MOU**. The MOU sets forth the responsibilities of the Client Company, the Designated Agent, SSA, and DHS. Your client should sign the Employer's section of the signature page and your company should sign the Designated Agent Section. After obtaining the signatures, select the Scan and Upload button to scan a copy of the signature page. Then.....

Note: You may only verify the employment eligibility of employees hired after signing the MOU.

7.2 Viewing Client Information

Employers will find an overview of client information on the Client Company Summary List page. When accessing this page, you may include all your clients or, instead, group them by their status (Pending, Active, Terminated, Request Termination, or Rejected). Or, you may list just one company or perhaps all those associated with a particular parent or affiliated company.

Exhibit 7-5 shows the Client Company Search page, which is used to generate the Client Company Summary List page.

Exhibit 7-5: Client Company Search Page

Enter Client Company Search Criteria

Company ID Number:

Client Company Name:

City:

State:

Address 1:

Corporate / Parent Company:

Client Company Status:

- Pending Registration
- Active Companies
- Request Termination
- Terminated
- Rejected
- All

To view client information, perform the following steps:

1. In the Navigation area, select **View Clients**. The Client Company Search page appears. You can search by the following criteria:
 - Company ID Number
 - Client Company Name
 - City
 - State
 - Corporate/Parent/Affiliated Company
 - Client Company Status
 - Pending Registration
 - Active Companies
 - Terminated
 - Rejected
 - All

Note: The default option for the Client Company Status is **Pending Registration**. You may use this option or select another. It is important to select the correct client status in order for the system to locate a specific client or group of clients.

2. Select **Display Client Company Summary List**. The Client Company Summary List page appears.

7.3 Navigating the Client Company Summary List Page

The Client Company Summary List page displays the client companies in alphabetical order by Client Company name. Each row on the Client Company Summary List page displays information for a single Client Company, which is identified by its company ID number. The Client Company Summary List page may include multiple rows or may include only one row, depending on the search criteria that you used when you performed your search.

Exhibit 7-6 displays a Client Company Summary List with multiple rows.

Exhibit 7-6: Client Company Summary List Page

Client Company List										
Previous		Next								
Company ID Number	Client Company Name	City	State	Address1	Status	MOI Sign Date	Requested Termination	Rejection / Termination Date	Last Updated By	
<input type="button" value="Edit"/>	<input type="button" value="Terminate"/>	11011	Marks Do Company Client Company	fairfax	VA	120 Thank you st	ACTIVE	03/16/2007	N	HWEB-Q01
Previous		Next								
<input type="button" value="Close"/>										

The column headers identify the types of information that appear for each Client Company and may be used to sort the list. View the information on the Client Company Summary List page, or select **Edit** to view and/or change the information for a specific Client Company. The following table lists each of the column headers and the type of information that is displayed for each of them.

7.4 Updating Information for your Client Company

In addition to viewing clients on the Client Company Summary List page, you may also view and/or update a specific Client Company's record by selecting **Edit** for the corresponding row for the client whose record you want to view or update. This takes you to the Client Company Summary page for the selected Client Company.

Exhibit 7-7 shows the Client Company Summary page, which lists the Client Company's information in 5 sections with a **View/Edit** button for each section.

Exhibit 7-7: Client Company Summary Page

Company Information	
Client Company Name:	Marks Da Company Client Company View / Edit
Client ID Number:	11041
Physical Location:	Mailing Address:
Address 1:	123 Thank you st.
Address 2:	
City:	fairfax
State:	VA
Zip Code:	22032
County:	FAIRFAX
Employer Identification Number:	2345
Total Number of Employees:	1 to 4
Corporate / Parent Company:	
NAICS Code:	551 - MANAGEMENT OF COMPANIES AND ENTERPRISES View / Edit
Total Hiring Sites:	1 View / Edit
Total Points of Contact:	1 View / Edit
Return to Company List View MOU and Agency Agreement	

To update information for one of your clients, perform the following steps:

1. Select **Edit** in the corresponding row for the client you need to update on the Client Company Summary List page. The Client Company Summary page appears.
2. Select **View/Edit** for the section that you want to update.
3. Modify the information on the corresponding page.
 - Company Address page
 - Point of Contact Summary List page
 - Additional Client Company Information page
 - NAICS Code page
 - Client Company Hiring Sites List page
 Each of these pages contains a Submit Company Modifications button.

4. Select **Submit Company Modifications**. The Client Company Summary page appears.
5. Repeat Steps 2 to 4 for each section you want to update.
6. Select **Return to Company List**. The Client Company Summary List page appears.

7.5 Terminating a Client

If you wish to terminate a client's participation in E-Verify, use the Client Company Summary List Page to initiate this request. After selecting **Terminate** in the corresponding row for the client whose account you want to terminate, the **Request Client Company Termination** page appears for the selected Client Company.

Note: If the Client Company has more than one site participating in the E-Verify Program, and all sites are dropping out, you must go through this process for each of the Client Company's sites.

Exhibit 7-8 displays the Request Client Company Termination page.

Exhibit 7-8: Request Client Company Termination

? Are you sure you want to request termination of Marks Da Company Client Company's access to E-Verify?

Client Termination Request Information

Client Company Name: Marks Da Company Client Company
Employer Identification Number: 2345
City: fairfax
State: VA
Corporate / Parent Company:
MOU Sign Date: 03/16/2007
Termination Request Date: 03/21/2007
Termination Request Reason: *

To terminate a client, perform the following steps:

1. Select **Terminate** in the row for the client you need to terminate from the E-Verify Program on the Client Company Summary List page. The Request Client Company Termination page appears.
2. Type the reason for the termination in the **Termination Request Reason** field.
3. Select **Request Client Termination**.

Glossary

A

Acceptable Documents for Verifying Identity and Employment Eligibility

Documents designated for determining employment eligibility under the Immigration & Nationality Act (INA) are listed in the Handbook for Employers (M 274), Part Eight, pages 20 and 21.

The list has been modified since the publication of the Handbook. List A now includes only the following: (1) an Unexpired/Expired United States Passport; (2) an Alien Registration Receipt Card with a photograph or Permanent Resident Card (Form I-551); (3) an Unexpired Foreign Passport with a Temporary I-551 stamp or attached Form I-94 indicating unexpired employment authorization; and (4) an Unexpired Employment Authorization Document (EAD) issued by the Department of Homeland Security which contains a photograph (Form I-766).

List B and C are unchanged from those stated in the Handbook, but list B documents presented to an employer participating in the E-Verify Program **must** contain a photograph.

Admission Number or I-94 Number

An 11-digit number that is found on the Arrival-Departure Record (Form I-94).

Alien (Non-citizen)

Any person who is not a citizen or national of the United States.

Alien File (A-File)

The history file containing data and documentation pertaining to an individual non-citizen. An A-File is created when any one of several Department of Homeland Security actions occur, for example, application for permanent resident status.

Alien Registration Number ("A" Number)/Alien ID Number/or Alien Number

A unique 7-, 8- or 9-digit number assigned to a non-citizen at the time his or her A-File is created.

Alien Registration Receipt Card, Form I-151

This card was introduced in 1946 and issued to lawful permanent residents. Through 18 years of various revisions, it remained primarily green in color causing it to become known as a "green card." As of March 20, 1996, the Form I-151 is no longer acceptable as evidence of lawful permanent resident status. If a non-citizen is in possession of a Form I-151, it does not revoke his or her lawful permanent resident status; however, the document itself is expired and the applicant should be referred to the Department of Homeland Security for a replacement card.

Anti-discrimination Notice

The Anti-discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice, and provides information to employees concerning discrimination in the workplace. The E-Verify Memorandum of Understanding requires participating employers to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

Arrival/Departure Record (Form I-94)

A document issued to non-citizens when admitted into the United States. Some of these forms are stamped to indicate work authorized status. The Form I-94 contains an 11-digit Admission Number, which may be used as part of the Primary Query verification process if the non-citizen employee does not have an Alien Registration Number.

Asylee

A non-citizen already in the United States or at a port of entry, who is granted asylum in the United States, based on race, religion, nationality, or membership in a particular social group or political opinion. This status is covered by Section 208 of the Immigration and Nationality Act (INA).

Asylum

Asylum may be granted to a person who is unable or unwilling to return to his or her country of nationality, because they fear persecution.

B

C

Card Number

A new field of entry in the initial verification of a new hire who has used a Permanent Residence Card (I-551) or a Employment Authorization Document (I-766). The employer is now required to enter the card number in the first data entry field when typing in the employee's information for verification. Common prefixes for the card number are "WAC" "SRC" or "EAC." Some old cards (i.e. Resident Alien Cards) do not have numbers, so if your employee's card does not have a number on it, please enter all zeroes in that field (like this: 000000000000).

Case in Continuance

The Department of Homeland Security needs more than 10 Federal Government workdays to resolve a case. The employee continues to work until a definitive answer is received from the Department of Homeland Security.

Case Verification Number

The Case Verification Number is a unique number returned by the E-Verify system. Employers participating in the E-Verify Program are required to record the case verification number on the employee's Form I-9, or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Corporate Administrator

This user type can only view reports for the site where they are physically located. They can also update their personal user profile.

Could Not Be Determined

An employer would select "could not be determined" when they are unable to determine whether there was a photographic match/non-match based on a comparison of the document provided by the employee and the picture displayed by E-Verify upon query. As a result, these types of cases will automatically be processed as secondary verifications where the decision as to a photograph match/non-match will be made by DHS and will be a final determination.

Customer Processing System

The Department of Homeland Security's database accessed by benefit issuing agencies, licensing agencies, other entities, and employers to verify immigration and employment eligibility status.

D

DHS Verification in Process

The response given, if the employee's information matches the Social Security Administration records but the Social Security Administration does not have employment eligibility information for the non-citizen employee. The system automatically forwards the case to the Department of Homeland Security for verification of employment eligibility. The Department of Homeland Security responds to most of these cases within 24 hours, but has up to 3 Federal Government workdays to respond. An employer should check the system periodically for response.

Document Type

Type of document(s) presented by the newly hired employee to verify identity and employment eligibility.

E

Employee Not Terminated

A closure option used when the employee is not terminated after the employer receives a SSA Final Non-confirmation; DHS Employment Unauthorized; DHS No Show; or if the employee is not terminated after he or she does not contest a Social Security Administration or Department Homeland Security Tentative Non-confirmation response.

Employment Authorized

A response received from either the Social Security Administration or the Department of Homeland Security indicating the information provided by the employer matched the information contained in the database(s) and work eligibility has been confirmed.

Employment Authorization Document (EAD) I-766

A document issued to non-citizens who are authorized to work temporarily in the United States. The document has been issued since January 1997.

Employment Eligibility Verification (Form I-9)

Every time an employer hires any employee to perform labor or services in return for wages or other remuneration, the employee and the employer must complete the Form I-9. This requirement applies to all employees hired after November 6, 1986.

E-Verify

The E-Verify is a voluntary program (formerly known as the "Basic Pilot Program") in which employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification (Form I-9) has been completed. This involves separate verification checks (if necessary) of databases maintained by the Social Security Administration and the Department of Homeland Security.

E-Verify Participation Notice

The E-Verify Notice informs perspective employees that a company is participating in the E-Verify Program. The Memorandum of Understanding (MOU) requires participating employers to

display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees.

F

Final Non-confirmation

If an employee's work eligibility cannot be confirmed, an employer will receive a Final Non-confirmation response from the Social Security Administration or the Department of Homeland Security. An employer receiving a Final Non-confirmation response may terminate the employment of the employee and shall not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance of the information provided through the E-Verify system.

G

General Users

This user type performs verification queries, views reports, and has the capability to update their personal user profile.

Green Card

A slang term describing the Permanent Resident Card / Resident Alien Card (Form I-551). Many versions of the I-551 are not green in color.

H

Handbook for Employers (M 274)

Provides a step-by-step explanation of what an employer must do to meet its responsibilities under the Employer Sanctions provision of the Immigration and Nationality Act (INA). It also explains the responsibilities and rights of employees in the hiring and verification process and provides expanded information about how to avoid employment discrimination based on citizenship or national origin.

I

Illegal Alien

A foreign national who (1) entered the United States without inspection or with fraudulent documentation or (2) who, after entering legally as a non-immigrant, violated status and remained in the United States without authorization.

Immigrant

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Immigration and Nationality Act of 1952 (INA)

The Act (INA), which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of non-citizens.

Immigration Reform and Control Act of 1986 (IRCA)

Public Law 99-603 (Act of 11/6/86), which was passed in order to control and deter illegal immigration to the United States. Its major provisions stipulate legalization of undocumented

non-citizens who had been continuously unlawfully present since 1982, legalization of certain agricultural workers, and sanctions for employers who knowingly hire undocumented workers, and increased enforcement of U.S. borders.

Immigration Status

The legal status conferred on a non-citizen by immigration law.

Immigration Status Verifier (ISV)

A Department of Homeland Security employee who has the responsibility for verifying immigration and employment eligibility status for SAVE customers.

Immigrant Visa

A document, issued by a United States Department of State consulate or embassy abroad, which authorizes a non-citizen to apply for admission as an immigrant to the United States. This document does not grant work authorization.

Initial Query

The first step of the automated employment verification process.

Initial Verification

An automated query of the Social Security Administration and if necessary the Department of Homeland Security databases. Results will either verify employment eligibility or require additional verification, which is conducted through the E-Verify system.

Invalid Query

A resolution option for a duplicate query or incorrect data input.

J

K

L

Lawful Permanent Resident

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

M

N

Non-Immigrant

A non-citizen who enters the United States temporarily for a specific period of time and purpose. This category includes foreign government officials, visitors for business and pleasure, students and temporary workers.

No Show

A response received when the employee did not contact the Department of Homeland Security to resolve his or her case and 10 Federal Government workdays have passed since the date of referral. The No Show response is considered a Final Non-confirmation.

Notice to Employee of Tentative Non-confirmation

This is a computer generated notice given to an employee after a Tentative Non-confirmation response has been received from the Social Security Administration or the Department of Homeland Security. If an employee contest the Tentative Non-confirmation response, he or she must contact the appropriate Government Agency to resolve the discrepancy to continue employment. An employee has 8 Federal Government workdays to resolve his or her case.

O

P

Parolee

A non-citizen applying for admission to the United States may be paroled into the United States under emergency conditions or when the non-citizen's entry is determined to be in the public interest. Parolee status is covered by Section 212 of the INA.

Passport

Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country. If this document is used for Form I-9 purposes, it must be unexpired with either an I-551 stamp or an attached Form I-94 indicating unexpired employment authorization.

Password

Each person performing verification queries should have his or her own password. The password provided to a new user is temporary and should be changed. A password must be between 8 and 14 characters and include 3 of the following 4 characteristics: an upper case letter, a lower case letter, a number and a special character (i.e. ! @ \$ % * () < > ? : ; { } + - ~). A user will be required to change his or her password every 90 days and will be prompted by the system to do so.

Permanent Resident or Legal Permanent Resident

A non-citizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card, Form I-551, DEC 1997

Issued by the former INS after December 1997, this card is the current version given to Permanent Resident Aliens. The document is valid for 10 years. In this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.

Photo Screening Tool

During the verification query, employers match the photographs on certain documents provided by new employees when completing the Form I-9 with the photograph that appears in the records of U.S. Citizenship and Immigration Services (USCIS). photo screening tool is triggered only when a new hire produces a Permanent Resident Card ("Green Card" (I-551) or an Employment Authorization Card (I-766) for their I-9 documentation

Photo Match

The photograph on the employee's document matches the photograph supplied by E-Verify. The photograph transmitted by the E-Verify should be the same (identical) photograph that appears on an employee's USCIS-issued document, employers should be able to determine whether or not the photographs do match.

Photo Non-match

The photograph on the employee's document does not match the photograph supplied by E-Verify. The photograph transmitted by E-Verify should be the same (identical) photograph that appears on an employee's USCIS-issued document. If the employer determines that it does not, a DHS tentative Non-confirmation is issued and the employee is given the opportunity to contest.

Point of Contact

Someone in your company who can be contacted on E-Verify policy issues. This person may or may not be 1 of the 3 user types.

Primary Verification (Initial Query)

The first step of the electronic verification process.

Program Administrator

This user type is responsible for creating user accounts at their site for Corporate Administrators and General Users. They have the capability to view reports, perform queries, update account information and unlock user accounts.

Q

R

Referral Notice

An employee contesting a Tentative Non-confirmation response from the Social Security Administration or the Department of Homeland Security is provided with the appropriate agency referral notice instructing him or her to contact the Government within 8 Federal Government workdays from the date of referral to resolve any discrepancy in his or her record.

Refugee

Any person who is outside their country of nationality who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the Immigration and Nationality Act.

Request Additional Verification

If the information returned from the Department of Homeland Security database is different from the information provided by the employee on the Form I-9, this feature provides the employer an option to provide additional information on the employee's case to the Department of Homeland Security requiring a further search of the case.

Resident Alien Card, Form I-551, AUG 1989

This card was introduced in August 1989 and was the first Resident Alien Card to contain an expiration date. The card was issued to both conditional and lawful permanent residents. Valid only for a limited period of time – 2 years from the date of admission/adjustment for conditional permanent residents and 10 years from issuance for lawful permanent residents. The expiration date indicates when the card expires and must be renewed. It does not indicate that the non-citizen's status expires. The expiration date is stated on the front of the card. This version is rose-colored with a blue logo. It was modified in January 1992 when a white box was added behind the fingerprint.

Resident Alien Card, Form I-551, JAN 1977

This card was introduced in January 1977 and phased in over a period of time. Although this card is no longer issued, it is valid indefinitely. In addition to the photograph, the I-551 will contain the bearer's signature and photograph. This card was issued to lawful permanent residents.

Resolve Case

This feature allows the user to select the appropriate option to resolve (close) all cases queried through the E-Verify Program.

Resolved Authorized

A resolution option for the cases where an Employment Authorization response is received.

Resolved Unauthorized/Terminated

A resolution option if a Social Security Administration or Department of Homeland Security Final Non-confirmation or No Show response is received, or if the employee does not contest a Social Security Administration or Department of Homeland Security Tentative Non-confirmation response, and **is terminated**.

S

Self Terminated

A resolution option if the employee has quit or been terminated for reasons unrelated to employment eligibility status while the verification query is in process.

SSA Resubmittal

After an employee is referred to the Social Security Administration and visits one of its local offices and 24 hours have passed since they returned the referral letter to the employer, the user must resubmit the case through the E-Verify system to receive a final response.

If the employee does not visit a Social Security Administration office, or does not return the stamped and signed referral letter to the employer, the employer should resubmit the case **after 10** Federal Government workdays from the date of referral.

Social Security Administration

A Federal Government agency that administers a national program of contributory social insurance whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. The Social Security Administration and the Department of Homeland Security are jointly conducting the E-Verify Program.

T

Tentative Non-confirmation

The employee information was compared to Government records and could not be confirmed. This does not mean that the employee is not work authorized, or that the information provided was incorrect. The employee must contact either the Social Security Administration or the Department of Homeland Security to resolve the discrepancy in order to continue employment.

U

U.S. Passport

Document issued by the Department of State to United States Citizens and Nationals.

User ID

Each person performing verification queries should have his or her own User ID. The User ID is a system generated alphanumeric ID, which the Program Administrator can accept or change when adding a new user. The User ID must be 8 characters and may be letters, numbers, or a combination of both. A User ID is not case sensitive.

V

Verification Division

The Verification Division is responsible for administering Department of Homeland Security verification programs involving customer access to the CPS database. The Verification Division administers the SAVE Program itself, which enables federal, state, and local benefit-issuing agencies to obtain immigration status information needed in order to determine applicants' eligibility for many public benefits. In addition, the SAVE program conducts the E-Verify program that enable employers to quickly and easily verify the work authorization of their newly hired employees.

W

X

Y

Z