Guardian Employment Eligibility Verification (EEV) I-9 and E-Verify Solution FAQ's

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ACCOUNT SETUP - SETTINGS, USERS and HIERARCHY

What is the purpose of the Hide tooltips for employees setting?	The Hide tool tips for employees setting is found in the Employee Preferences section of the System Preferences tab. Allows organizations to provide the 1-Minute Electronic I-9 entry interface without the use of Section 1 tooltips as prompts for remote employees.
What is the purpose of the Calendar Blocking setting?	The Calendar Blocking setting is found in the Calendar Blocking section of the Calendar tab. Use these colored labels to define common types of events for color coding users' calendars. Enter an appropriate description for any of the 8 available color labels. Note: Labels left blank will not be available for selection within the calendar module.
What is the purpose of the H-1B Portability Days setting?	The H-1B Portability Days setting is found in the I-9 Preferences section of the System Preferences tab. H-1B portability is a provision that allows non-immigrant workers who are in H-1B status and already working for an approved H-1B employer to change employers (port) and actively start work for a new H-1B employer as soon as an I-129 Change of Employer (COE) Petition is filed with USCIS. Under the American Competitiveness Act in the Twenty-First Century (AC-21), an H-1B employee who is changing employers within the H-1B program may begin working for the new employer upon receiving confirmation that a COE petition has been filed without having to wait for the pending petition to be approved. To qualify for AC-21 benefits, the COE petition must have been filed prior to the expiration of the individual's period of authorized stay as recorded on his or her I-94/I-94A card with the previous employer. The employee's unexpired foreign passport together with his or her existing I-94/I-94A record with the previous employer (whether unexpired or not) serve to satisfy the Form I-9 documentation requirements under List A. Guardian allows employers to set an I-9 expiration date for new hires working pursuant to H-1B portability status based on the date the H-1B Change of Employer Petition was filed. If no value is entered here, 30 days after the filing date of the I-129 petition is the Guardian default date for an employer to determine whether the employee's pending H-1B petition has been approved and if so Reverify the employee. If a different value is entered here, that date will be controlling as to the expiration date for checking on the status of the pending petition. Reminder emails will trigger ahead of this expiration date based on the Expiration Lead Days and Subsequent Reminder Lead Days set by the organization under Task Reminders.

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What is the purpose of the Expiration Reminder Lead Days setting?	The Expiration Reminder Lead Days setting is found in the Task Reminders section of the System Preferences tab. Allows the organization to set how many days prior to the expiration of a foreign national's temporary status it would like to receive the first re-verification reminder email.
What is the purpose of the Password Expire Days setting?	The Password Expire Days setting is found in the Employee Security section of the System Preferences tab. Enter a value in Password Expire Days to require users to reset their passwords at the specified interval.
What is the purpose of the Do not use sender info setting?	The Do not use sender info setting is found in the E-Mail Preferences section of the E-Mail tab. This setting is used in conjunction with the "Use Do Not Reply Email Method" setting. When selected, emails generating from Guardian utilizing the "do not reply" email method will not include the following text in the email description: "Please Note This E-Mail was sent by (user). Please do not reply to this email...". This setting is often enabled by organizations that do not wish to send data related to the original sender.
What is the purpose of the Employee Logout URL & HR Logout URL setting?	The Employee Logout URL & HR Logout URL setting is found in the User Logout Preferences section of the System Misc. tab. This setting allows the organization to provide a custom logout page for users and employees in place of the Guardian login page (default webpage user receives after clicking the "Logout" button). An administrator should enter the URLs that should be jumped to when a user logs out. The URL must be complete, starting with http or https.
What is the purpose of the Require upload of State Affidavit documents setting?	The Require upload of State Affidavit documents setting is found in the I-9 Preferences section of the System Preferences tab. When this option is enabled company representatives processing I-9s for employees whose location is in a state that requires an Employer Affidavit be completed, (e.g. Colorado) will be required to affirm the retention (upload) of the employee's Section 2 supporting documents prior to marking the I-9 complete. The additional affirmation appears on the employee's I-9 Details tab following Section 2 completion.

What is the purpose of the Custom Fields for Employees setting?	The Custom Fields for Employees setting is found in the Custom Fields for Employees section of the System Custom Fields tab. This section allows organizations to designate up to 8 employee custom fields. The custom fields, when enabled, are visible within the employee record-->Custom Fields tab. Custom fields appear as additional report filters within the Interactive report type. Custom fields can be configured as free-text fields or choice lists. They can also be configured to be required (i.e. requiring a user to update the field prior to employee creation). To create a custom field: 1. Enter the field description in the Field Name field. 2. Indicate whether or not the field is required. 3. Click the "Choices" link to designate specific values if utilizing a choice list in lieu of free text. 4. Click Update Info to save the changes. In order to suppress the display of the custom fields on the One Minute I-9 screen (utilized by users to start an I-9), enable "Hide Custom Fields". This selection is often made by organizations that want to control custom field population through established data integration (data feed) methods.
What is the purpose of the I-9 Style setting?	The I-9 Style setting is found in the I-9 Preferences section of the System Preferences tab. This option effects how non-form Items are displayed in section 1 and 2 of the I-9 form, in order to differentiate these controls from the actual form. Guardian: Light Blue Highlighting Gray: Light Gray Highlighting User: User's Theme highlighting color White: White highlighting Plain No highlighting
What is the purpose of the Employee Can Pre-Select Section 2 Documents setting?	The Employee Can Pre-Select Section 2 Documents setting is found in the Employee Preferences section of the System Preferences tab. If checked, after a remote employee fills out Section 1 of the I-9, he or she is required to indicate in advance which documents the employee intends to present from the List of Acceptable Documents when meeting with a company representative to fill out Section 2. The screen will include popup menus for pre-selecting the List A and List B/C document choices which will populate Section 2 of the I-9. If this option is not checked, the employee is presented with the List of Acceptable Documents as a reference source only, but is not required to make any pre-selections from the List.
What is the purpose of the Amend existing I-9 after data changes made during E-Verify process setting?	The Amend existing I-9 after data changes made during E-Verify process setting is found in the E-Verify Settings section of the E-Verify tab. If unchecked, a new I-9 with the existing, updated information is created instead. If checked, amendments are made to the existing I-9 to reflect the changes made for the E-Verify submission and those amendments must then be approved.

What is the purpose of the Require Strict Password setting?	The Require Strict Password setting is found in the Security section of the System Preferences tab. By default, the Guardian system requires the use of strong passwords which must be 8 characters long and must contain at least one number or special character not located in the last two positions. If Require Strict Passwords is enabled, Guardian users will be required to create a password that is at least 8 characters long, contains 1 upper case letter, 1 lower case letter, 1 number, and 1 special character.
What is the purpose of the Do Not Auto Populate Section 1 setting?	The Do Not Auto Populate Section 1 setting is found in the I-9 Preferences section of the System Preferences tab. When checked, this option prevents any information including address and social security number from pre-populating Section 1 of the I-9 from the employee's Guardian record. The employee must manually complete Section 1.
What is the purpose of Require HRs to observe E-Verify rules and scan/upload certain work authorization documents setting?	The Require HRs to observe E-Verify rules and scan/upload certain work authorization documents setting is found in the E-verify settings section of the E-verify tab. This setting can be checked, in order to comply with the terms of E-Verify, to require Users to scan/upload documents required by E-Verify to be retained. Before an I-9 can be marked completed, Users will have to confirm that they have retained copies of any List A documents presented and used for Section 2. They indicate affirmation of document retention on the I-9 Details tab of the I-9 record.
What is the purpose of the Employee Minimum Age setting?	The Employee Minimum Age setting is found in the Employee Preferences section of the System Preferences tab. The legal minimum age of employment can differ across industries. For example, employers in the Gaming industry may only be able to hire individuals over 21 years of age. This feature allows for a customizable setting for each organization to determine the minimum permissible age for new hires. If the employee's Date of Birth in Section 1 of the I-9 is more recent than the minimum age set here, users will be prompted and will not be able to proceed with completing the I-9 for those employees under the minimum age limit.
What is the purpose of the Allow deletion of non-current I-9s setting?	The Allow deletion of non-current I-9s setting is found in the I-9 Preferences section of the System Preferences tab. When checked, if an employee has more than one I-9 record, Admin users can choose to delete earlier completed I-9s that are not controlling. (Note: This option is best used to delete multiple I-9s created on the same day then one of the I-9s was completed in error. However, it should not be used to delete a non-current I-9 that demonstrates the organization met its three day deadline.)

What is the purpose of the Allow Expired Documents setting?	The Allow Expired Documents setting is found in the I-9 Preferences section of the System Preferences tab. When checked employees will be able to enter an expired alien authorized to work date in Section 1 and company representatives will be permitted to enter an expired validity date for a Section 2 document that would normally not be allowed. The user will be restricted from approving the I-9 or submitting to E-Verify until certain attestations are validated and issues exempted by the company rep. This setting is recommended ONLY for documenting special circumstances with the advice of counsel.
What is the purpose of the Require HRs to Confirm List B Documents have Valid photo setting?	The Require HRs to Confirm List B Documents have Valid photo setting is found in the E-verify settings section of the E-verify tab. This setting can be checked, in order to comply with the terms of E-Verify, to require HRs confirm List B documents include a photograph of the employee. To confirm, a checkbox will be presented during Section 2 List B document review and disallow users from electronically signing Section 2 if the box is not checked when a List B document is presented.
How can I find our company's E-Verify ID number?	Companies enrolled in E-Verify receive a unique E-Verify ID number issued by DHS for each legal entity (EIN) activated. To identify the EIN(s) E-Verify ID access the Reports module and perform the following: 1. Select Interactive from the "Report Types" and click "New" 2. On the "Settings" tab select "Business Units" from the "Base Table" drop down 3. On the "Columns" tab click "Business Units" in the "Tables" section and drag and drop "Business Unit E-Verify ID" from column 2 to column 3 4. Add any additional column selections (e.g. Business Unit Name) and click "Update Settings" when finished 5. The "Preview" tab will show the first 100 results of the report. 6. To run and download the report click the "Settings" tab and click the "Run Report Now" button. The report results may be viewed on screen or downloaded and opened in Excel.
How can we create an HR Group?	System Administrators may add new HR Groups. To do so: 1. Access the Administration module. 2. Click the HR Groups link. 3. Click the Add button located in the upper-right corner of the page to start a new HR Group record. 4. Enter the name in the Group Name field. 5. Click Update Info to save the change. The HR Group is now ready for use. Administrators may add users as group members (through the Add Members to Group button located in the HR Group record).

What is the purpose of the Use Pre-defined Remote Agents setting?	The Use Pre-defined Remote Agents setting is found in the Remote Hire Preferences section of the Remote Hire tab. This setting relates to I-9 processing that involves remote agents (non-Guardian users). If Use Pre-defined Remote Agents is enabled on the Remote Hire tab, then those agents must be created in the administration module and assigned to the I-9 record when creating an I-9 for remote hire processing.
How can I change and/or add my title?	The title entered in the Section 2 certification area is controlled within your profile. In order to add or update your title: 1. Access the My Info button/link 2. On the Settings tab adjust the Title field* 3. Click Update Info to save the change If the Settings tab is read-only contact your system administrator to adjust your title.
Can we suppress the Set I9 appointment email message?	The "Set I9 appointment" email message is sent to users assigned to the employee when the employee completes Section 1 of the I-9 remotely. This email notification can be disabled by an administrator. To disable the notification: 1. Access Administration 2. On the System Preferences tab deselect "Auto Task I-9 Review" 3. Click "Update Info" to save the change
What is the purpose of the Subsequent Reminder Lead Days setting?	The Subsequent Reminder Lead Days setting is found in the Task Reminders section of the System Preferences tab This setting allows the organization to determine the additional reminder lead days associated to Tasks (prior to the task's expiration date). Multiple values may be entered separated by commas. Entering values here allows multiple email notifications per task. As example, "30,10,1" will send reminders 30 days, 10 days, and one day prior to expiration.
What is the purpose of the Do not process State Affidavits setting?	The Do not process State Affidavits setting is found in the I-9 Preferences section of the System Preferences tab. When checked, this option bypasses the state law requirement that an Employer Affidavit be completed prior to approving the I-9 even if the worksite location is in that state (e.g. Colorado). This option is recommended only if companies choose to comply with the state affidavit requirements by using another method outside of the Guardian system.

Can reminder intervals for tasks be adjusted?	Yes, reminder notifications related to tasks created in Guardian may be adjusted by a system administrator. Administrators may indicate the subsequent reminder intervals. To adjust subsequent reminder intervals: 1. Access the Administration module. 2. Navigate to System Preferences-->Task Reminders-->Subsequent Reminder Lead Days. 3. Multiple values can be entered in this field, each separated with a comma. These values are used to determine the reminder date for the task based on the task's expiration date. As example, an organization may designate 30, 14, 7, 1 as the subsequent reminder lead day values. Once the initial reminder date of the task is reached the task will reset to the next appropriate interval (e.g. 30 days prior to expiry, 14 days prior to expiry, etc.). 4. Click Update Info to save the changes. The subsequent reminder lead days values may be adjusted by an administrator at any time. However, it is important to note that changes made in the Administration area do NOT impact current tasks. Instead, tasks in existence will follow their original subsequent reminder lead day track. For instance, if the administrative settings had been 45, 20, 10 and were changed to 30,14,7,1 then Tasks in existence would follow the former settings (45,20,10) while tasks created moving forward from the change would follow the updated settings.
Why does this SSO user profile show a login name and password?	Companies that utilize single sign on to access Guardian also have the option to allow users to access Guardian through traditional login name and password methods. This is determined on a user by user basis. In the user's profile within the Administration module is an option: Allow user to login manually. This setting is visible on the user's Personal Information page. When enabled, the login name and password fields display and the user can utilize this information in lieu of SSO to access Guardian.
What is the purpose of the Do Not show Announcements to Location Managers setting?	The Do Not show Announcements to Location Managers setting is found in the Dashboard Preferences section of the Misc. tab. When checked, the Announcements module will not be visible in the Location Manager interface. The Announcement module is used to convey messages from LawLogix as well as custom announcements by the organization. Some organizations may wish to filter such communications from users utilizing the Location Manager interface.
How can we restrict users from changing their username or password?	Administrators may set the policy for the organization to prevent Guardian users from changing their login information. In order to prevent users from adjusting their login data: 1. Access the Administration module 2. Navigate to Preferences > General > Employee Preferences > Personal Info 3. Select the Personal Info field 4. Click Update Info to save the changes Moving forward the "Personal" tab located in each user's "My Info" section will be read-only.

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What is the purpose of the Allow Archival I-9s to be Completed Despite Issues setting?	The Allow Archival I-9s to be Completed Despite Issues setting is found in the I-9 Preferences section of the System Preferences tab. To allow for flexibility in how organizations choose to address I-9 issues that Guardian identifies on historical paper I-9s after they are entered as Archival records, users can either: 1) choose to complete and approve the Archival I-9 despite outstanding issues and then use Guardian tools to electronically amend the Archival I-9 or complete a new I-9 after the I-9s is approved to resolve the issues; or 2) choose not to complete or approve the Archival I-9 if issues are identified and remediate the issues on the paper I-9 first before conforming the archival record in Guardian to the handwritten updates on the paper I-9. To help distinguish these two different approaches, if the option is checked to allow archival I-9s to be completed despite issues, Archival I-9s can be completed and approved (locked) despite unresolved issues; conversely, if left unchecked, Archival I-9s cannot be completed until the issues are first resolved on the underlying paper I-9.
What is the purpose of the Work Days setting?	The Work Days setting is found in the Work Days section of the Calendar tab. Since regulations require your company to process I-9s in a timely matter and the "Three Day Rule" is dependent upon the actual days of the week your company is open and doing business, this feature allows your organization to indicate your normal business days. Within this setting administrators may Indicate when the company is conducting business by checking the days of the week business is conducted Mon-Sun. In addition, your organization may indicate whether or not you do business on federal holidays. Select the "Federal Holidays" option if your business is open on Federal holidays as well. Selections made in this section will be used by Guardian to indicate the I-9 deadlines displaying on the Dashboard.
How do I add a new user?	Note: This function is reserved for System Administrators. You must be an administrator to do this. To create a new user please do the following: 1. Click on the "Administration" link 2. Click on the "HR Users" link 3. Click on the "Add" button on the top right of the screen 4. Enter the User information and click "Update Info" button 5. Click on "Privileges" Tab and set the required privileges for this User, and click "Update Info" button. 6. Click on the "Permissions" tab and set the appropriate permission level and group membership/location access as necessary. 7. Return to the "Personal Information" Tab and click "Reset Password" button to send the User the welcome email. 8. The E-mail preview will open up. You can edit the welcome email message here. When done, click on "Send E-Mail" button. The New user will get one email with the user name and an additional email with the temporary password.

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How can a user be given E-Verify permissions?	The ability to access and process E-Verify records is a user privilege that can be enabled by administrators. Once enabled, the user gains access to the E-Verify module (E-Verify link becomes visible on the vertical toolbar), the Top Pending E-Verify Actions dashboard view, as well as the E-Verify record within the employee file. To adjust user privileges: 1. Access the Administration Module 2. Select the HR Users link and locate the applicable user record 3. Access the users Privileges tab 4. Select "E-Verify Access" and click "Update Info" to save the change
What is the purpose of the Require upload of all I-9 supporting documents setting?	The Require upload of all I-9 supporting documents setting is found in the I-9 Preferences section of the System Preferences tab. When this option is enabled, the company representatives will be required to upload copies of all Section 2 supporting documents that the employee presents before being able to complete the I-9. After uploading the documents, company representatives must affirm the retention of the documents provided by clicking a checkbox. This option is recommended if the organization has a company policy to upload all supporting documents regardless of whether this is required by state or federal requirements, such as E-verify.
Why does an individual user's name show as the Responsible HR for this employee?	The user populating the Responsible HR/Group field on the Job Details tab of the employee's record is based on the location and occupation class assignments. When an individual user's name populates this field for organizations that have deployed HR Groups this is an indication that an adjustment must be made by a system administrator to the location configuration. When no user or group has been assigned to an occupation class within a given location the Guardian system assigns a default user to the employee as a safety net to ensure visibility and delivery of system generated notifications regarding the employee To update a location record: 1. Access the Administration module 2. Navigate to Locations and click the applicable location's name 3. Review the Responsible HRs/HR Groups by Occupation Class section, making selections in the Responsible Group column for the applicable occupation classes 4. Click Update Info to save the changes
How can the Set I9 Appointment task be disabled?	The "Set I9 Appointment" task is a feature enabled in the Guardian Administration module. If such tasks are being created then the "Auto Task I-9 Review" setting has been enabled. This setting triggers the creation of a task when an employee utilizes the employee module to remotely login and complete Section 1. Upon Section 1 completion a task is created within the system and an email sent to the assigned user(s). To disable an administrator should: 1. Access the Administration module-->Preferences-->System Preferences-->I-9 Preferences 2. De-select Auto Task I-9 Review 3. Click Update Info to save the change

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How can we add Business Units?	System Administrators may add or retire business units, if enabled for your organization. In order to add a new business unit: 1. Access the Administration module. 2. Click the Business Units link. 3. Click the Add button displayed in the upper-right. 4. Enter the name of the Business Unit in the Name field. (Type over the "undefined..." placeholder number.). 5. Enter the EIN Number, as applicable. 6. Click Update Info to save the new Business Unit. Note: E-Verify activation is managed by your E-Verify designated agent. In order to activate E-Verify for the new business unit please contact Support.
What is the purpose of the Do Not Use SS# as Login setting?	The Do Not Use SS# as Login setting is found in the Employee Preferences section of the System Preferences tab. To accommodate the preference of some organizations to refrain from using employees' social security numbers as their log in name, if this option is checked, Guardian will generate its own unique login name for each employee.
What is the purpose of the Privacy Policy setting?	The Privacy Policy setting is found in the Privacy Policy section of the Privacy Policy tab. Organizations can use this feature to provide information related to their own privacy policies. An administrator may re-direct the user to a hosted privacy policy (by providing the URL in the "URL to Page" field) or type text directly in the Guardian administrative interface. If you are hosting your own Privacy Policy page, fill in the complete URL (including http:// or https://). When a custom privacy policy is set, users and employees can access the information through the "Our Privacy Policy" link that appears in the upper-right header of the webpage.
What is the purpose of the Default Occupation Class Only setting?	The Default Occupation Class Only setting is found in the Employee Self Creation section of the Remote Hire tab. This setting relates to those employee records created through use of the kiosk feature in circumstances when the employee creates his/her own record. When applicable, all self-created employees will use selected Occupation Class.
What is the purpose of the Link Business Unit to Location setting?	The Link Business Unit to Location setting is found in the Employee Preferences section of the System Preferences tab. When checked, Business Unit is determined by default according to the assigned location. If left unchecked Business Unit must be determined manually for each I-9. When enabled, Administrators must confirm the appropriate business unit has been assigned to each location within the database.

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What is the purpose of the Use SureID setting?	The Use SureID setting is found in the Security section of the System Preferences tab. If Use SureID is enabled, Guardian users will be required to create an "ID" and based on a selection of a portraits in a visual display and identification of these faces as a secondary login procedure following successful username and password entry.
What is the purpose of the Section 2 Deadlines same as Section 1 setting?	The Section 2 Deadlines same as Section 1 setting is found in the Dashboard Preferences section of the Misc. tab. When checked, Section I Completion Deadline will be used for completion deadline date in dashboard "Top Pending I-9s" and "Top I-9s needing expert advice".
What is the purpose of the Use "Do Not Reply" E-Mail Method setting?	The Use "Do Not Reply" E-Mail Method setting is found in the E-Mail Preferences section of the E-Mail tab. Some email systems reject/hold/block emails generated from a third-party sender such as Guardian. Enabling this setting often resolves issues related to the receipt of emails generated from Guardian. When checked, all email sent to your users and employees will have a from address of "donotreply@perfectcompliance.com". If left unchecked, email will be from the person sending it at your company.
Can we require that all supporting documents be uploaded?	Yes, organizations have the option of requiring the retention of all supporting documents provided in Section 2. Administrators can enable this feature by access the Administration module and selecting "Require upload of all I-9 supporting documents" in the I-9 Preferences section. When this option is enabled the user will be required to confirm the upload of the Section 2 document(s) provided regardless of the document type. This confirmation check box appears on the I-9 Details tab in the "Documents" section. The user must select "I confirm that the appropriate supporting document has been scanned and uploaded to the employee's OnDocs record" for each document presented. Only after the check box has been selected can the user proceed to the next step to mark the I-9 "Completed".
How can we assign an HR Group to an Occupation Class at a location?	System administrators may make changes to location records. In order to assign an HR Group to an occupation class within a location: 1. Access the Administration module. 2. Click the Locations link. 3. Access the applicable location. 4. In the Responsible HRs/HR Groups by Occupation Class section find the appropriate occupation class and select the HR Group from the Responsible Group dropdown. 5. Scroll to the bottom of the page and click Update Info to save the change and remain on the same page, or Update and Go Back to save and return to the Locations main page.

What is the purpose of the HR cannot alter Section 1 data via Amendments setting?	The HR cannot alter Section 1 data via Amendments setting is found in the I-9 Preferences section of the System Preferences tab. If this option is checked, only employee can input the corrected data in Section 1 and company representative is prevented from inputting corrected data in the Section 1 amendment interface. Note: Users will still control which Section 1 I-9 fields the employee must amend.
What is the purpose of the E-Verify Enabled as of setting?	The E-verify Enabled as of setting is found in the E-verify information section of the E-verify tab. If blank, you are not setup for E-Verify Services. This section includes the effective start date of your E-Verify participation and includes a link to review and sign the E-Verify MOU (Memorandum of Understanding) for each legal entity (EIN) enrolled with E-Verify. IMPORTANT! Contact your Account Coordinator to obtain the E-Verify MOU to be completed and signed by both your company representative and LawLogix. This step is required in order to activate your account with E-Verify.
How do I update an employee's Occupation Class?	To update the employee's job location: 1. Access the employee's record. 2. Navigate to the Job Details tab. 3. Select the applicable occupation class from the dropdown or type ahead menu. 4. Click Update Info to save the change.
What is the purpose of the Allow Future Termination Date?	The Allow Future Termination Date setting is found in the Employee Preferences section of the System Preference tab. Entering a value in the future termination box allows a user to enter an employee termination date in the future (provided the date falls within the maximum number of days set here) in the Employment History Section of the employee's Job Details page. If the value is set to 0, no future termination date is allowed. This setting is used in limited situations for those organizations that have temporary workers. It is important to note that regardless of the date, if a termination date is present in an employee record that employee's status will appear as "terminated".
How can I locate retired users?	Administrators are able to search the Users module within the Administration section to view active and retired users. Within Administration-->HR Users adjust the "HR Status" search field from the default "Active" view to either "All" or "Retired". A selection of "All" will return results of both active and retired users while "Retired" will only return those users who have been retired (not active). When viewing both active and retired results note that retired users will appear in italics within the search results.

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How can I reset a user's Password?	A system administrator can reset users' passwords. To reset the user's password please do the following: 1. Access Administration 2. Click HR Users 3. Select the appropriate user 4. Click the Reset Password button Two emails will be issued to the user: the first containing the login information and the second containing a temporary password. Please note that both the login and password are case sensitive.
How is the Date Purgeable date calculated?	Within the employee's Job Details tab exists the field, "Date Purgeable". This field populates based on the employee's most recent period of employment (most recent hire and termination date). When both a hire and termination date exist Guardian determines when the record can be purged based on the 3 year/1 year rule. This date is visible in the Date Purgeable field and is utilized by the system to determine the employee's status, i.e. Terminated-Retain versus Terminated-Purgeable.
How can I identify which locations users are assigned?	Many times organizations choose to assign users to specific locations within the Guardian Administration module. The following instructions can be used to create a report which includes those location assignments. The information provided below includes the minimum recommended columns to be utilized in the report. It is important to note that the report may be customized further by selecting additional available columns. 1. Access the Reports module and create a new Interactive report 2. Select "HR Locations" as the base table and click "Update Settings" 3. Access the "Columns" tab of the report and make the following column selections (at minimum): 4. Select the "HRs" table and add "HR Name" or "Last Name" and "First Name" (if necessary to export to separate columns) and "View Emps Privs" 5. Select the "HR Locations" table and add "Location Privilege" 6. Select the "Locations" table and add Location Name (or Location Number) 7. Click "Update Settings" to save the information 8. On the "Settings" tab click "Run Report Now" The above will return one row per location the user is assigned. Export the results to Excel for further manipulation or to save locally.
What is the purpose of the Receipt Reminder Lead Days setting?	The Receipt Reminder Lead Days setting is found in the Task Reminders section of the System Preferences tab This setting allows the organization to set how many days prior to the 90 day from hire deadline it would like to receive a reminder email to verify that the employee has been issued a replacement document with which to update the I-9.

What is the purpose of the Notify of document selection on step 3 setting?	The Notify of document selection on step 3 setting is found in the Remote Hire Preferences section of the Remote Hire tab. When selected, a task (and corresponding email) will be sent to the user(s) assigned to the employee once the method of document retention has been indicated in the remote agent I-9 process.
How can we adjust the document list for supporting document uploads?	When users upload documents through the Guardian interface they often must make a selection to indicate the type of document being uploaded. Guardian includes multiple default selections. However, organizations may add to this list. A user with access to the Administration module can add to the list of document types. To add custom document types for uploaded supporting documents: 1. Access the Administration module > Preferences > Custom Fields tab. 2. Locate the "Supporting Document Types" field and add one document type per line in the field. 3. Click the Update Info button at the bottom of the page to save the changes.
What is the purpose of the Employee can enter amended values in Sec 1 setting?	The Employee can enter amended values in Sec 1 is found in the I-9 Preferences section of the System Preferences tab. If this option is checked in conjunction with Option 1, employee can modify the data the company representative entered as a Section 1 amendment before approving it. If left unchecked, employee can only review the data inputted by the company representative and approve the changes, but not be able to modify them.
What is the purpose of the Default Location Only setting?	The Default Location Only setting is found in the Employee Self Creation section of the System Remote Hire tab. This setting relates to those employee records created through use of the kiosk feature in circumstances when the employee creates his/her own record. When applicable, all self-created employees will use selected Location.
What is the purpose of the Allow Future Hire Date setting?	The Allow Future Hire Date setting is found in the Employee Preference section of the System Preference tab. When checked, users will be able to create employees with hire dates into the future. This is helpful for those organizations that complete the onboarding process prior to the first day of work or wish to have the employee complete Section 1 remotely before meeting with a company representative.
What is the purpose of the Do not use Notary Affidavit setting?	The Do not use Notary Affidavit setting is found in the Remote Hire Preferences section of the Remote Hire tab. This setting relates to remote agent I-9 processing. When checked, notary information will not be included in the remote agents interface.

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What is the purpose of the Allow Current Archival Dates setting?	The Allow Current Archival Dates setting is found in the I-9 Preferences section of the System Preferences tab. Typically an Archival I-9 is used to create an electronic record in the Guardian system of a historical paper I-9 for an existing employee. As a result, the Start Date for an existing employee with a historical paper I-9 is usually PRIOR to the organization's use of Guardian. Therefore the system does not allow archival I-9s to be created for employees with start date that is on or after the organization's "active" date. To bypass this restriction, check the option to allow current start dates for Archival I-9s.
What is the purpose of the Remote Hire Document Templates setting?	The Remote Hire Document Templates setting is found in the Remote Hire Document Templates section of the Remote Hire tab. The Remote Hire process utilizes various documents to support the remote hire process. Guardian provides default instructions for both the employee and remote agent. However, administrators may customize the instructions to make the process specific to the organization. Employees completing the I-9 with a remote agent will receive an email with the information contained in the "Employee Instructions" template in lieu of a welcome email (template configurable in Templates-->Employee Login E-Mail/Password). Two sets of instructions are configurable: Employee Instructions: These are instructions to the employee providing information related to completing the I-9 with a remote agent. The instructions, when generated for the employee, will include a unique URL that the employee will use to access the employee interface for the purposes of Section 1 completion. Remote Agent Instructions: These instructions contain information related to the I-9 process and remote agent processing. Like the employee instructions, the remote agent instructions include a unique URL that the remote agent will use to access the remote agent interface in order to complete Section 2 of the employee's I-9. These instructions can be emailed to the remote agent. A link to the instructions (for printing purposes) is also available within the employee's interface. Notary Affidavit: This template includes an Affidavit that may be made visible in the remote agent interface. When active, the remote agent has the opportunity to review and print the affidavit.

Which Users will receive Guardian email notifications?	Email notifications are sent to users based on the employee's location and/or occupation class assignments. Email recipients are determined by their individual user permissions as defined below: View/Edit All: A user with this permission will receive system generated emails related to any employee the user is assigned as either the "Responsible HR" or as a member of the group assigned to the employee. View/Edit HR Assigned Only: A user with this permission will receive system generated emails related to any employee the user is assigned as the "Responsible HR" regardless of location. View/Edit HR Group Assigned Only: A user with this permission will receive system generated emails related to any employee the user is assigned as a member of the group assigned to the employee regardless of location. View/Edit Restricted Locations Only: A user with this permission will receive system generated emails related to any employee the user is assigned as either the "Responsible HR" or as a member of the group assigned to the employee AT the location(s) identified within the user's Permissions tab. View/Edit Assigned Plus Locations: A user with this permission will receive system generated emails related to any employee the user is assigned as either the "Responsible HR" or as a member of the group assigned to the employee regardless of location. User will only receive email notifications for employees assigned to the location(s) identified within the user's Permissions tab if the user is also assigned as either the "Responsible HR" or as a member of the group assigned to the employee.
What is the purpose of the Rehires must complete a new I-9 setting?	The Rehires must complete a new I-9 setting is found in the I-9 Preferences section of the System Preferences tab. When checked, all Re-Hires must complete a new I-9. The system will prevent users from creating Section 3 records for the purpose of re-hiring employees.
What is the purpose of the Incomplete I-9s can be Parked setting?	The Incomplete I-9s can be Parked setting is found in the I-9 Preferences section of the System Preferences tab. If checked, an incomplete I-9 can be 'Parked' or saved in the incomplete state. Once Parked, it cannot be modified, amended, or used again. Use this option if employees cannot produce Section 2 documents within 3 days, and end up being terminated. This provides a record of the incomplete I-9 for future reference. New Hire and Electronic I-9 type records can be parked.

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What is the purpose of the Show All Documents in Section 2 setting?	The Show All Documents in Section 2 setting is found in the I-9 Preferences section of the System Preferences tab. If checked, the dropdown menus in List A/B/C of Section 2 of the I-9 will show all possible documents from the List of Acceptable Documents regardless of employee's attestation in Section 1. If this option is unchecked, only those documents that are consistent with the employee's current Section 1 attestation will display.
What is the purpose of the Employee must approve Section 1 amendments setting?	The Employee must approve Section 1 amendments setting is found in the I-9 Preferences section of the System Preferences tab. If this option is checked, only the employee can approve Section 1 amendments, but company representative has the ability to input the corrected data as an amendment to Section 1 before employee reviews and approves the corrections. If left unchecked, either employee or user can approve Section 1 amendments.
What is the purpose of the Auto Book I-9 Review Appt setting?	The Auto Book I-9 Review Appt setting is found in the I-9 Preferences section of the System Preferences tab. When checked, an appointment for the company representative to meet with the employee and complete Section 2 will be created automatically on the Guardian Calendar for the "Responsible HR" within the three day deadline. Leave this option unchecked if the company representative wishes to schedule the Section 2 appointment manually or by using another calendaring system.
How can we edit the Employee I-9 Completion Instructions (Step 4)?	Employees utilizing the employee interface to complete Section 1 of the I-9 go through 4 steps to complete the process: 1. Review/enter personal information 2. Complete Section 1 of the I-9 3. Review the List of Acceptable Documents 4. Review the completion message Step 4 (completion message) may be customized by an administrator of the organization. To edit the Employee I-9 Completion Instructions (Step 4) do the following: 1. Click on the Administration Tab. 2. Once opened, click or make sure you are on the Preferences tab > System Preferences sub-tab. 3. Under the "Employee Preferences" section find the field "Employee I-9 Completion Instructions (Step 4)". After making changes, click the "Update Info" button to save. Changes do not save unless the "Update Info" button is clicked. The text entered in this section will be made visible to the employee in step 4.
What is the purpose of the Default HR Contact setting?	The Default HR Contact setting is found in the Remote Hire Preferences section of the System Remote Hire tab. Use this drop down menu to designate an HR user as a primary contact for Remote Agents.

How can I set default search criteria in the Employees module?	The Employees module contains a Search Option section that includes multiple filters to narrow or expand a given search including location name, employee status, I-9 Status, and HR Group to name a few. Users may create a custom default that can be used for future employee searches. To create the default search options: 1. Access the Employees module. 2. Expand the Search Options in the upper section. 3. Adjust the filter fields as needed. 4. Click the Set Defaults button to save the selection. To use in the future: 1. Access the Employees module. 2. Expand the Search Options section. 3. Click the Use Defaults button. The default filter selections will be used while the session is active.
How can we provide a user View Only access to employees?	The Location Manager interface, when configured as described below, will allow the user to search for any employee and view information from the "Personal" and "Job Details" tabs without being able to edit the data. To set this up please follow the steps below: 1. In the Administration module, click on HR Users. 2. Click the Add button in the upper-right corner of the page. 3. Enter the required information and click the Update and Continue button. 4. On the new user's Privileges tab, select Location Manager HR as the HR Type. The page will reload to show Location Manager HR Privileges. 5. Select any desired search defaults. (No defaults are required.) Uncheck the Can Enter Electronic I-9s and Can Enter New Hire Paper I-9s (based on your description of this user's responsibilities in Guardian). 6. Check the box for Can work with employees outside of assigned locations. 7. Click the Update Info button. 8. Move to the Permissions tab. 9. Under Location Permissions select View/Edit Restricted Locations Only. 10. Click Update and Go Back to save and leave the user profile and return to the HR Users main page.
What is the purpose of the Allow Employee Creation w/o SS # setting?	The Allow Employee Creation w/o SS # setting is found in the Employee Preferences section of the System Preferences tab. When this option is checked, Guardian is configured to allow for timely I-9 completion in the event the employee's social security number (SSN) is not available at the time of hire by assigning the employee a unique identification number (beginning with letter T) to replace temporarily the SSN at the time of the I-9 creation. Because E-Verify requires an SSN in order to process a submission, once an I-9 without an SSN marked for E-Verify submission is approved, Guardian queues up the I-9 for later submission and flags it as needing further action; the E-Verify case is not submitted until the I-9 is later updated to provide the SSN.

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What is the purpose of the Number of Passwords Remembered setting	The Number of Passwords Remembered setting is found in the Security section of the System Preferences tab. The Guardian System will keep a history of passwords up to the number specified in this field and indicate the acceptability of previously used passwords.
What is the purpose of the Personal Info setting?	The Personal Info setting is found in the Employee Preferences section of the System Preferences tab. Certain personal information for HR system users including login name, password and email address as well as default user settings such as location, occupational class and I-9 type are stored in each user's profile in the My Info tab. Checking this box will restrict Guardian users from being able to edit these settings unless they are assigned the appropriate Administrative privileges.
What is the purpose of the Hide HR Appointment Info setting?	The Hide HR Appointment Info setting is found in the I-9 Preferences section of the System Preferences tab. If this option is left unchecked, the new hire will be notified at the bottom of Step 4 of the remote interface that they must meet with the company representative by the three day deadline and that the company representative will be contacting them to schedule an appointment.
What is the purpose of the Remote Agent Handles Documents setting?	The Remote Agent Handles Documents setting is found in the Remote Hire Preferences section of the Remote Hire tab. If Remote Agent Handles Documents is enabled and selections are made in the Document Retention Options the remote agent will be presented with the available methods for disposition and must make a selection as the final step on the remote agent interface.
What is the purpose of the Remote Agents must be a Notary setting?	The Remote Agents must be a Notary setting is found in the Remote Hire Preferences section of the Remote Hire tab. This setting works in conjunction with "Use Pre-Defined Remote Agents". If Remote Agents must be a Notary is enabled all remote agents defined in the Administration section must be designated as type "notary". This designation requires that license information be included in the Notary's affidavit.
What is the purpose of the Require Employee ID setting?	The Require Employee ID setting is found in the Employee Preferences section of the System Preferences tab. When checked, employee records cannot be created without an employee ID. This setting is helpful for those organizations that utilize data feeds and use the employee ID as the unique identifier to create and update employee records.

What is the purpose of the Auto Task I-9 Review setting?	The Auto Task I-9 Review setting is found in the I-9 Preferences section of the System Preferences tab. When checked, an email reminder task is automatically generated by the system to notify the appropriate company representative(s) that the employee has completed Section 1 of the I-9 using the remote interface and to schedule an appointment to meet with the employee to review documents and complete Section 2 within the three day deadline. This feature helps ensure that the Section 2 completion deadline is timely met for all new hires completing an I-9 using the remote interface. If left unchecked, the auto- notification is not generated.
What is the purpose of the Deadline to Inquire into issuance of new SSN setting?	The Deadline to Inquire into issuance of new SSN setting is found in the Dashboard Preferences section of the Misc. tab. This setting allows the organization to designate the number of days before the user should contact the employee to inquire about whether or not the social security number has been issued. The setting impacts the Top I-9s Needing Further Action Dashboard if the reason the employee displays is due to "No SS". In such instances, Guardian will utilize the value entered in this field to determine the "Date Expires" and "Days Left" display. If no value is entered then the default value is 0 days.
How can we add a user or users to an HR Group?	System administrators may manage HR Group membership. To add a user or users to an existing HR Group: 1. Access the Administration module. 2. Click the HR Group link. 3. Access the applicable HR Group record. 4. Click Add Member to Group button to move to the Choose HR Contact screen. 5. Search for a user to add to the group by entering a value to any of the available search criteria fields and clicking the Find button. 6. When the user name is found by the system, check the box in the Select column and then click Choose Selected. 7. After adding users as needed, click the Go Back button to return to the HR Group record.
How can we remove users from an HR Group?	In order to remove certain users from an HR Group, please follow the steps outlined below: 1. Click the "Administration" tab in the vertical navigation bar on the left side of your screen. 2. Once the Administration module opens, click the "HR Groups" tab on the left side of the screen. 3. Click on the name of the group you want to edit. 4. To remove a member from the HR Group, check the box in the "Select" column that corresponds to the user's name. You may check multiple boxes to remove several group members at once. 5. Scroll to the bottom of the page and click the "Remove Selected Members" button.* * Please note that if a non-administrator HR user is removed from a Group and his Location permission is set to "View/Edit Restricted Locations Only" or "View/Edit HR Group Assigned Only" it will affect his ability to view certain employees.

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Can we suppress Section 1 auto population?	Yes, your organization may elect to not auto populate Section 1 information. When enabled, no information entered via the One Minute I-9 start screen or already existing within the employee record will populate Section 1 (including the SSN). To enable this feature: 1. Access Administration-->Preferences-->System Preferences-->I-9 Preferences 2. Select Do not auto populate Section 1 3. Click Update Info to save the change No data will flow to Section 1 including temporary (T) numbers issued by the system in instances in which the employee does not have a social security number. In order to electronically sign Section 1 the T number must be entered in the social security field. Instruct the employee to insert the letter "t" in that field.
Can the name change notification email be suppressed?	The auto-generated name change notification is a feature deployed for those organizations utilizing data integration/data feeds. In instances in which the organization submits an employee update data feed to update data values within the employee's Guardian record (information on the Personal and Job Details tabs), an email notification is generated to those users assigned to the employee when the update registers a change to the employee's first or last name. This is universal to the Guardian data integration feature and is not customizable.

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COMPLIANCE and NOTICE OF INSPECTION AUDIT

Should we complete an I-9 for an employee working abroad?	No, employees working abroad (regardless of citizenship status) are not subject to form I-9 rules. As a result, US employees working abroad do not need to complete an I-9. An I-9 should only be completed if the employee transfers to work in the US.
What is the purpose of the I-9 completion deadline warning message?	When completing an electronic I-9 in which the hire date specified in Section 2 is beyond the three day compliance deadline, Guardian presents the following warning message to the user: Warning: Section 2 has been signed after the employee's I-9 completion deadline. Please verify that the employee's start date in Section 2 is correct. This warning is specific to the electronic I-9 process (there is not a similar warning for New Hire Paper I-9s) and is intended to alert the user of the compliance deadline and provide an additional opportunity for the user to review the start date and ensure its accuracy. This warning does not prevent the user from electronically signing Section 2 or completing and approving the I-9. Additionally, since the warning is intended to alert the user at the time of Section 2 completion, the item will be cleared from the I-9's Issues tab any time the form is re-checked by the system. This may occur by the user electing to "re-check I-9" via one of the available buttons or links, or when an amendment is made to the form (Guardian automatically re-checks the I-9 for issues).
Should we complete an I-9 for an employee transferred to the US?	Yes, employees transferred to the United States must complete form I-9. The date the employee begins working in the US should be used as the start date in Section 2 of the form.
How are grandfathered employees managed in Guardian?	Grandfathered employees are employees who were hired on or before November 6, 1986 and who are not required to complete form I-9. Since Guardian is subject to very specific regulations and guidelines, which includes granting unfettered access to the Department of Homeland Security in the event of an audit, we discourage the storage of grandfathered employees within Guardian. Keeping grandfathered records separate will help avoid confusion since DHS and other agencies view systems such as Guardian as being solely related to I-9 management, such that if an employee record exists in the system, it should have an I-9 attached to it (unless purged under the rules). As a result, should grandfathered records exist in the system the employees will appear on the Dashboard "Top New Employees without I-9s".

Does the Guardian system meet all government standards for electronic I-9s?	The Guardian system currently meets or exceeds all of the federal regulations under 8 CFR 274a.2 I, (f), (g), (h), and (i). as published by Immigration and Customs Enforcement on July 22, 2010 which includes the standards for: electronic retention of I-9s, inspection and documentation, security and data protection, and electronic signatures of employee, employer, recruiter or referrer, or representative.
What is a grandfathered employee?	An employee is considered grandfathered from the I-9 form requirement if they were hired on or before November 6, 1986 and have been continuously employed by the organization. Such employees must not complete an I-9 form and should not be submitted to E-Verify.
Is there an SOP for I-9 Completion?	LawLogix does not publish a document related to standard I-9 completion practices. Establishing procedures and policies regarding a compliance sensitive item such as I-9s is best accomplished with the advice of counsel whom is most familiar with your internal structure and needs. In lieu of providing direct guidance of this type we do provide a very popular blog entitled www.electronici9.com. On this site we have many high profile attorney guest bloggers who provide helpful insight regarding some of the more difficult areas of I-9 compliance. One article that may be helpful is the following article published in March 2011 and can be accessed here: http://www.electronici9.com/everify/going-electronic-the-seven-ws-for-developing-an-effective-sop-for-electronic-i-9-implementation/. In all cases we recommend that our clients consult with counsel for the best advice possible for their particular situation.
Where can I obtain E-Verify Posters?	All employers participating in the E-Verify Program must notify job applicants of participation and clearly display both the English and Spanish Notice of E-Verify Participation and the Right to Work Poster at all hiring locations that participate in E-Verify. Links to the posters E-Verify requires can be found within the Guardian Tutorials section. Tutorials→Online Resources→E-Verify Posters section.
Who is required to complete form I-9?	Any employee working in the United States and receiving wages or remuneration hired after November 6, 1986 should have an I-9 form on file. Employees hired before this date or considered grandfathered from the I-9 process and must not complete an I-9 form or be submitted to E-Verify.

| How can I run an E-Verify Audit report in Guardian | Use of Guardian as a web services designated agent allows organizations to run E-Verify reports within the system to review data submitted to E-Verify and the results of those submissions. At times an agency may request that the organization provide an E-Verify Audit report. This is a report type available through the E-Verify interface for those organizations that access E-Verify directly in lieu of a designated agent. The following is a set of instructions to create an equivalent audit report within Guardian: 1. Access the Reports module and create a new Interactive report 2. Select "E-Verify" as the base table 3. Access the "Columns" tab of the report and make the following column selections: a. If your organization utilizes multiple business units select the "Employee" table and add the "Business Unit" field as a report column b. Highlight the "i9"• table and select the "S2 Company Name" field c. Highlight the E-Verify table and select the following fields: EV Date Initially Submitted EV Submitted by EV Case No EV Last Name Submitted EV First Name Submitted EV SS No Submitted EV I-94 No Submitted EV A No Submitted EV Card No Submitted EV Date Hired Submitted EV Overdue Reason EV Overdue Reason Other EV Initial Eligibility EV DHS Response EV Last Return Msg EV Case Resolved EV Final Option 4. Click "Update Settings" on the Columns tab to save the changes 5. On the Settings tab click "Run Report Now" 6. Export the results to Excel for further manipulation or to save locally If running the report for a specific location the employee location may be added as a report column as well. Otherwise, utilize the "Filter Options" on the report "Settings"• tab to narrow down the report results (e.g. location, occupation class, EV date hired submitted). |

How can I run an E-Verify report to meet South Carolina's E-Verify Audit request?	The Department of Homeland Security (DHS) is now permitting E-Verify Employers in the State of South Carolina to disclose information received from E-Verify to the South Carolina Department of Labor, Licensing and Regulation (LLR). If your organization receives a request to audit your E-Verify records you may generate a report from Guardian. 1. Access the Reports module and create a new Interactive report 2. Select E-Verify as the base table 3. Access the Columns tab of the report and make the following column selections (Click the applicable table, highlight the desired field and drag/drop the field to the third column): Note: If your organization does not use Business Units in Guardian add the field: S2 Company Name from the i9 table instead. Business Unit Table: Business Unit Name Business Unit E-Verify ID i9 Table: S2 Company Address* S2 Company City* S2 Company State* E-Verify Table: EV Submitted by EV Date Initially Submitted Date EV Created EV Case No EV Last Name Submitted EV First Name Submitted EV Date Hired Submitted EV Initial Eligibility EV DHS Response EV TNC Final EV Case Resolved EV Final Option * I-9 versions prior to April 2013 include the entire address in the S2 Company Address field. The April 2013 I-9 version separates the street address and city and state to individual fields. Selecting all three ensures that address data populates the report. 4. Click Update Settings on the Columns tab to save the changes 5. On the Settings tab click Run Report Now 6. Export the results to Excel for further manipulation or to save locally If running the report for a specific location the employee location may be added as a report column as well. Otherwise, utilize the Filter Options on the report Settings tab to narrow down the report results (e.g. location, occupation class, EV date hired submitted).

CREATING AND MANAGING EMPLOYEE RECORDS AND I-9's

How can I document a TPS auto extension of work authorization?	Employees who are TPS (temporary protected status) beneficiaries may receive an auto extension of their work authorization status by the federal government as published in the Federal Register. When the employee's work authorization as noted on their EAD (employment authorization document) card expires before the document can be re-issued, the auto extension as published in the Federal Register provides authorization for the employee to continue to work. In such instances the Special Amendment Option in Guardian can be used to document the auto extension. To document the work authorization during the EAD auto-extension period and before the new EAD card is issued: 1. Access the employee's I-9 record and click on the Amendments tab 2. Click "Show Special Amendments Option" icon within the tab 3. Select TPS Auto Extension 4. Enter the EAD auto-extension date as noted in the Federal Register in the "New Expiration Date" field 5. Click "Update Info" to save the pending Amendment The special amendment will adjust the Section 1 work until expiration date as well as the Section 2 document expiration date. The user and employee should approve the corresponding pending amendments to finalize the changes. Upon approval of the changes the new reverification date becomes controlling.
How can we document a TPS new hire who presents an expired EAD card?	To document a new hire in TPS status who presents an expired EAD card: 1. The employee selects "an alien authorized to work until" and enters the TPS auto extension expiration date from the Federal Register. 2. The employee enters the A# from the EAD card in the Alien Registration Number/USCIS Number field. 3. In Section 2 the user selects "Unexpired Employment Auth Document issued by DHS w/ Photo (I-766)". 4. In the Special Rules box appearing at the top of Section 2 the user selects "Temporary Protected Status with Auto-extended EAD" from the dropdown selection. 5. The user completes the remaining document fields, entering the document card number and expiration date published in the Federal Register. Once complete, the I-9 PDF will include a notation in Section 2 indicating the work authorization was the result of the auto-extension published in the Federal Register (notation appears to the right of the Expiration Date field).

What is the Employee Access link used for within the employee record?	An "Employee Access" hyperlink appears within the employee record above the employee tabs. This link is used to provide quick access to the Employee interface for purposes of Section 1 completion. This link can be used in place of generating login information. It is especially useful for those organizations that create employee records prior to the first date of work/onboarding and who intend to complete Section 1 with the I-9 verifier. Users may click the Employee Access link and then click Direct Link to open the employee's interface in a new tab. This allows the employee to complete Section 1 of the I-9 from within the employee interface environment instead of the Minute I-9 process.
Are we prohibited from pre-populating Section 1 with employee data?	Guardian provides administrative flexibility to determine how Section 1 information will appear, specifically whether or not to pre-populate or auto populate data. Organizations may allow for the pre-population of employee data in Section 1. When it is allowed, any applicable data contained within the employee record or entered within the One Minute I-9 screen will populate the corresponding I-9 fields. If, however, your organization would like to prevent the auto population of data to Section 1 then an administrator may enable this restriction by selecting the following field in the "I-9 Preferences" section of the Administration module: Do Not Auto Populate Section 1. It is important to note that the electronic pre-population of Section 1 remains a somewhat gray area of I-9 practice, with differing opinions and an absence of concrete guidance from the government. LawLogix knows of some attorneys who argue quite vehemently that USCIS' current interpretation (no pre-population) is not supported by the law, whereas others recommend "playing it safe". Ultimately, we recommend your organization talk with counsel regarding the issue. The Guardian solution can then be configured to suit your desired policy.
How can I add an employee?	There are three main ways to add an employee to the system. If the employee is not present then the employee record can be added by clicking the Create New Employee link visible in the upper right of the Dashboard, or via the Add button in the Employees module search. If the employee is present then the record can be created simultaneously as the I-9 is being completed. To initiate the I-9 (and creation of the employee record) click the Minute I-9 link and begin the I-9 process.

How can an employee access and complete Section 1?	Employees may be given login credentials to access an employee interface for purposes of completing Section 1 of the I-9. Many organizations utilize this feature to allow the employee to complete Section 1 prior to the first day of work. Users can generate the welcome email by performing the following steps: 1. Access the employees record and navigate to the Login Info tab 2. Enter the employee's email address, if not already displayed, and click Update Info 3. Login information will appear on the tab once an email address is available, click the "Reset Login and Password" button to generate an email to the employee. The employee may then access the remote interface to complete Section 1. The employee will be prompted to enter a new password. If the employee navigates away from the site prior to electronically signing Section 1 then he/she may utilize their login information to re-access the site and electronically sign. Once all Section 1 steps have been completed, the employee will be presented a message indicating that their I-9 information is current and no further action is required. From the interface, the employee may print a copy of their I-9. The employee login remains valid until the setting "Employee May not login to system" is enabled on the employee's Login Info page.
How can I process a New Hire Paper I-9 when it includes the Colorado Affidavit?	The following instructions provide a workflow for those situations in which the company representative completed a paper state affidavit. Within Guardian, when an employee is assigned to a location in the state of Colorado the system directs the user to an interface to electronically complete the Colorado Affidavit after completion of Section 2 for both electronic and new hire paper I-9 types. Guardian does not prevent the I-9 from being marked completed/approved if the Colorado affirmation is not completed/signed electronically. When the user is directed to the affirmation page the user may choose to use the "Go Back" button to return to the "I-9 Details" page and finish the I-9 process. If the user leaves the electronic affidavit using the Go Back button, the document will not be attached to the New Hire Paper I-9. The paper state affidavit should be scanned and upload separately from the I-9. This allows the document to be retained with the employee's I-9. Additionally, an Administrator user, if desired, may add a custom document type named for the state affidavit. The custom document type can then be selected for the state affidavit during the upload process and allows for easy visibility within reports. To add a custom document type for uploaded supporting documents: 1. Access the Administration module > Preferences > Custom Fields tab. 2. Locate the "Supporting Document Types" field and add one document type per line in the field. 3. Click the Update Info button at the bottom of the page to save the changes.

Are we required to document an employee name change on the I-9?	USCIS does not require the employer to update the I-9 when an employee's name changes. However, depending on your organization's protocol, you may be required to document the name change on the I-9. If this is the case, the name change can be documented by: 1. Access the applicable employee's I-9 record 2. On the I-9 Details tab scroll to the Section 3 area and click the Add button 3. Specify the reason for the Section 3 update (Name Change Only) 4. Click the Add Section 3 Entry 5. Input the updated name in the New Name field 6. Electronically sign the Section 3 7. On the I-9 Details tab click the Approve link to finalize the entry 8. Enter your password and click to Electronically Approve The Section 3 update does NOT change the employee record. To update the name in the employee record: 1. Navigate to the Personal tab 2. Enter the updated name in the Last Name field 3. Click Update Info to save the change
Why is the Employee Receipt link disabled?	The Employee Receipt option allows employees to print a receipt of the I-9 transaction (i.e. electronic completion and signature in Section 1). The option is visible in the Print Center section of the employee's I-9 Details tab. The link is enabled when an Electronic I-9 record is created and Section 1 has been electronically signed.
Why am I receiving the error message Number is Not Valid when entering a Social Security Number?	Guardian flags SSNs with the error "Number is Not Valid" when the number does not meet the formatting requirements. The SSN must be 9 digits in length and cannot begin with the series 000, 666, or 900-999 as SSA is not issuing numbers with these series. If the number that has been entered is 9 digits in length and begins with one of the series mentioned above it is possible that the number is an individual taxpayer ID number ("ITIN") which has the same number of digits as a social security number. ITINs are issued to individuals for income tax purposes who are not eligible to receive an SSN, and are not valid for I-9 purposes. For more about the ITIN from the IRS see: http://www.irs.gov/Individuals/General-ITIN-Information

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How do we complete an I-9 for a new hire who is an F-1 Student or J-1 Exchange Visitor who presents an I-94 with an expiration date of D/S?	Background: Certain employees who are working pursuant to their F-1 Student Status and are not required to apply for an EAD work authorization card as well as certain J-1 Exchange Visitors who are pursuing an internship or training program will not have an expiration date written on their I-94 card but instead have D/S for Duration of status annotated on the I-94. In this case, employees must present an additional document besides their foreign passport and I-94 record to document the expiration of their temporary work status. This additional document is typically issued by SEVIS (Student Exchange Visitor Information System) and contains a number beginning with the letter "N" and a program expiration date which should be used for the alien authorized to work date in Section 1 and the re-verification date in Section 2. To complete the I-9 in this situation: 1. The employee selects "an alien authorized to work until" and enters the expiration date from the I-20/DS-2019. 2. The employee enters the I-94 admission number and corresponding foreign passport information, when applicable. 3. In Section 2 the user selects "Unexpired foreign passport w/attached I-94 or I-94A form" 4. In the Special Rules box appearing at the top of Section 2 the user selects "Student/Exchange Visitor" from the drop down selection. This action inserts "D/S" to the I-94 document expiration date field. 5. The user completes the remaining document fields, entering the passport document number, expiration date, selecting I-20 or DS-2019 as the third document title, and entering the corresponding document number and expiration date.
How do I change a historical I-9 to the primary I-9?	To make a historical I-9 into the primary I-9 please do the following: 1. Access the employee record. 2. Click the I-9 Forms tab. 3. Click the date created for the historical I-9. 4. On the I-9 Details tab click the Make I-9 Primary button. The historical I-9 should now be marked as the primary I-9. The primary I-9 will be indicated as [P] in the [Primary] Type [*] Setup HR/RA column on the employee's I-9 Forms tab (historical I-9s are noted with an [H]. The primary I-9 is used for reporting purposes and dashboard population. When an I-9 record is made primary Guardian re-checks the I-9 data against current rules and any issues identified populate the I-9s Issues tab.
How can I update an employee's business unit assignment?	For those organizations that do not determine business unit assignment based on the location, a user may update the business unit. To update the employee's business unit: 1. Access the employee's record. 2. Navigate to the Job Details tab. 3. Select the applicable business unit available in the dropdown menu. 4. Click Update Info to save the change.

How can we correct an I-9 in which the H-1B Portability condition was used incorrectly?	In a case where an I-9 was completed and approved with documentation for H-1B Portability when that special rule did not apply, we recommend that a new I-9 be completed for the employee. We recommend that you retain the original I-9 to show timeliness, and create a case note in the employee's OnDocs explaining what occurred.
How does the purge feature work with multiple periods of employment?	When an individual is terminated in the Guardian system, the software will automatically calculate the I-9 retention period (what we call the "Purge Eligibility Date") utilizing the later of 3 years after hire or one year after termination. Once the Purge Eligibility Date is reached, the I-9 can be purged through our administrative "Purge Data"• screen. However, if the employee is rehired before a purge has occurred, the Guardian system will reset the purge flag - meaning that the employee will no longer appear on the Purge List. We do this for a few reasons: (1) in some instances, you may wish to retain the original I-9 at the advice of counsel; (2) you may have used a section 3 for rehire purposes and so the original I-9 should most likely still be retained; and (3) when it comes to purging, we always like to take the most conservative approach so you don't inadvertently delete information which may be needed. So when you decide to purge a large number of I-9s identified by Guardian, you won't have to worry that you have a situation that falls into one of the above categories. Now, if you still wish to purge the original "old" I-9, •you may do so by browsing to the I-9 record, clicking delete, and confirming the deletion. Please note this is only available to administrators.
How can I change the user or group assigned to the employee?	The user or group listed in the Responsible HR/Group field within the employee record is determined based on the location and occupation class assignment. Your database has been configured to assign one user or group to each occupation class for each location. To change the assigned user or group one or both the Job Location and Occupation Class may need to be adjusted within the employee's record. If adjusting the occupation class or location does not result in the correct user/group assignment, please consult with your system administrator as adjustments may be needed to your database configuration.

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How do we update an I-9 for an existing employee in F-1/OPT status who has been sponsored for an H-1B but cannot begin work in H-1B status until Sept 1 of that calendar year because of the cap?	Background: If an employee in F-1/OPT status is sponsored for an H-1B and I-129 petition has been filed on the employee's behalf by the employer, the employee is authorized to work beyond the expiration date on his or her EAD card until September 30 of that year which is when the fiscal year ends. Starting October 1, the employee must start working under H-1B status (assuming the H-1B petition is approved) and should be re-verified at that time. To document the CAP GAP situation: 1. Access the employee's I-9 record (that reflects the expiring/expired EAD work authorization) 2. Select the Amendments tab 3. Click the Special Amendments header at the bottom of the page to expand the section 4. Click the Cap Gap Extension button 5. Enter the SEVIS No. of the employee's I-20 that has been properly endorsed by a DSO recommending the Cap Gap extension and click Update Info to save the change. (The basis for the interim extension will automatically populate on the Special Amendment interface and a new September 30 re-verification date will be auto-calculated.) 6. On the Amendment tab select "Approve Non Section 1 Amendments" from the Actions drop down. Upon updating, the I-20 SEVIS No. and the words "Cap Gap" will show on the PDF image of the I-9 in red font (indicating this is an update to the original approved I-9) in Section 2 adjacent to List A, and the new re-verification date becomes controlling.
How can I access an audit trail?	Administrators have the ability to view audit information related to data changes made within the system. Audit trail access is available throughout the system and the information contained within the audit trail is dependent on the location of the audit log being accessed. Audit information is visible by accessing the audit "bubble". This bubble appears at the top or bottom of the page depending on the area of the system. To access an I-9 audit trail: 1. Access the employee record. 2. Navigate to the I-9 Forms tab. 3. Click the Created Date link of the applicable I-9 record. 4. Click the Audit Bubble appearing above the Details tab. 5. Within the Audit log click a line item to view the details of the action.

| How do we complete an I-9 for a new hire who is an F-1/OPT student and has applied for a 17 month STEM Extension? | Background: An F-1 academic student who received a bachelor's, master's, or doctoral degree in Science, Technology, Engineering, or Mathematics (a STEM field) may apply for a one-time 17-month extension of his or her initial 1 year period of work authorization pursuant to Optional Practical Training or (OPT) provided the employer is enrolled in E-Verify. If the student's Employment Authorization Document (Form I-766) expires while his or her STEM extension application is pending, he or she is authorized to work until USCIS makes a decision on his or her application, but not more than 180 days from the date the student's initial Employment Authorization Document (Form I-766) expires. The student's expired Employment Authorization Document (Form I-766), together with his or her Form I-20 endorsed by the designated school official recommending the STEM extension are acceptable proof of identity and employment authorization for Form I-9 purposes. Solution: To document the period of Interim work authorization on a new I-9, the employee will complete Section 1 per usual, including the expired work authorization date from the I-766 document. The Section 2 verifier will then select the provided document (I-766) and input the document information, including the expired work authorization date. Once the expired work authorization is entered, Section 2 will refresh and the Special Rules section visible at the top of the screen will have an option for a Student/Exchange Visitor Special Rule. The Section 2 verifier should select Student/Exchange Visitor special rule for field: Select Special rule (if any) that applies to this I-9. In the Work Authorization field the Section 2 verifier should select F-1/OPT STEM Extension as well as enter the SEVIS number of the I-20 document presented which has been endorsed by a Designated School Official for the STEM extension. Guardian will determine the 180 interim work authorization based on the I-766 expiration date. The Section 2 verifier should proceed with I-9 completion per usual. The reverification date for the employee will also be based on this 180 day extension. Once the new EAD card is issued, the employee should be re-verified in Section 3 with the EAD as the basis of the re-verification and the 17 month STEM Extension date as shown on the EAD card serving as the new re-verification date. |

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How can we use the amendment tool to correct over documentation?	If a historical I-9 has been identified as containing additional document information (over documentation) in Section 2 you may choose to utilize the electronic amendment feature to strike through items. To strike through an item without replacing it simply enter a space in the corresponding field in the amendment area. As example: 1. Access the Amendments tab within the I-9 record and click the Add button 2. Click the appropriate I-9 section (Section 2) and click the desired field in the Field to Amend column (e.g. List C Issuing Authority) 3. Click Edit Field 4. Select Strike-out original value, enter a space in the New Value field and click Create Amendment The system will display this as a strike through on the I-9 PDF. If however, you do not wish to amend the I-9 you may utilize the exemption tool to waive the item(s).
How can I create an I-9 for a rehired employee?	In order to create and complete a new I-9 for a rehired employee the following steps must be taken: 1. Ensure the employee's status is reflected as "Active" in Guardian. If the employee's employment history has not been update: a. Access the employee's "Job Details" tab b. Click the "Re-Hire Employee" button in the "Employment History" section c. Enter the re-hire date and click "Update Info" 2. On the employee's "I-9 Forms" tab click "Add I-9" 3. On the One Minute I-9 screen click "Create new I-9" 4. Complete the I-9 per usual
Why doesn't the I-9 information match the scanned I-9?	LawLogix migrates historical I-9 records to Guardian via a data import routine that utilizes humans to transcribe I-9 information. Paper based migrations are subject to statistical and transposition errors such as you mention. However, the Guardian data import method was developed with this in mind to provide organizations the utmost flexibility. When a legibility or transcription discrepancy is found the following actions can be performed by a member of your organization: 1.Access the applicable I-9 record 2.On the I-9 Details tab click either View Section 1 or View Section 2 button to access the desired section 3.Edit* the I-9 field (to update the electronic data to match the scanned image) 4.Within Section 1 or Section 2 click the Complete Section button to save the change *This is a unique attribute of imported I-9 records. Despite each record being "approved" users may edit the data. Such behavior was deployed to assist organizations with clean-up efforts following the migrations. An example image of an editable archival I-9 record is attached.

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Why am I unable to approve a pending amendment?	There are several reasons why an amendment may not be approved: 1. There are "valid" issues appearing on the Amendments tab within the "Issues with I-9 Amendments" section: If there are any issues listed that are not exempted or deferred (status appears as valid) you will be unable to approve pending amendments. This can be resolved by either resolving the issue or exempting the issue. Users with the appropriate privilege can exempt the issue by clicking the "Valid" link for the issue within this Issues with Amendments section (note-the exemption should occur in the Amendments tab and not the Issues tab). 2. You do not have the appropriate privileges to approve amendments: Administrators grant permission on a user by user basis to approve amendments. If you do not have the permission to approve amendments then that action will not be enabled within the Amendments tab. 3. The pending amendment relates to Section 1: Organizations may restrict Section 1 approval to employees only. If your database has been configured in this way then the "Approve Section 1" action within the Amendments tab will not be enabled. In these instances, you may initiate the approval step by selecting the action "Employee Approve Section 1" if the employee is present or "Notify Employee by E-Mail" if the employee is not present.

| How can a location manager user amend an I-9? | Location Manager users only have access to the amendment feature under very specific circumstances: Circumstance A: 1. The Location Manger User must have amendment privileges 2. The Location Manager User must have E-Verify access 3. The Location Manager User must be making an amendment to an approved I-9 in order to successfully submit the data to E-Verify (e.g. post I-9 approval the user identifies an inaccuracy on the I-9 during the E-Verify submission process). If the above are true: 1. The employee will appear in the To Do List with the "Next Action" Review E-Verify Case 2. Click the Next Action hyperlink to access the E-Verify Manual Processing tab 3. On the E-Verify Manual Processing tab click the "View I-9" button at the bottom of the screen 4. Within the I-9 record click the Amendments tab 5. Select the "Add" button to insert an amendment 6. Select the appropriate I-9 section and field and click "Edit Field" 7. Insert the "New Value" and click the "Create Amendment" button 8. On the Amendments tab in the "Actions" dropdown select "Approve Non Section 1 Amendments" to finalize the amendment 9. Once the amendment is finalized the Location Manager user should click the "Go Back" button to return to the To Do List to re-access the E-Verify record and complete E-Verify submission (click the Next Action link again to return to the E-Verify Manual Processing tab). or Circumstance B 1. The Location Manager User must have amendment privileges 2. The full-featured Guardian user added a Section 2 amendment for completion by the Location Manager. If situation B applies: 1. The employee will appear in the To Do List with the "Next Action" Complete/Approve Amendments 2. Click the Next Action hyperlink to access the Amendments tab 3. Double-click the amendment field line item to access the proposed amendment 4. Insert the "New Value" and click the "Update Amendment" button 5. On the Amendments tab in the "Actions" dropdown select "Approve Non Section 1 Amendments" to finalize the amendment (only applies to users with amendment approval privileges) 6. Click Go Back to return to the To Do List Note: Pending Section 1 amendments display in the Location Manager To Do List regardless of Amendment privileges (in order to help facilitate Section 1 amendment completion by the employee. These appear in the To Do List with the Status "Pending Amendments" and Next Action "Employee to Amend I-9". |

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How can I park an I-9?	The term Park or Parked within the Guardian system refers to an I-9 that has been locked though not through the traditional approval process. This functionality is used to lock an incomplete I-9. Any New Hire Paper or Electronic I-9 that has not been marked approved can be parked (e.g. only Section 1 complete, Section 1 and 2 complete, I-9 marked "Completed"). Users with incomplete Archival Paper I-9s should utilize the complete and approve process to "complete despite issues" incomplete historical I-9 records. Users may park I-9s if 1. the organization has enabled the feature and 2. the user profile has been provided the privilege to park I-9.s When both items 1 and 2 are met a user may park an I-9 record by doing the following: 1. Access the I-9 Details tab of the I-9 in question 2. Click the "Park this I-9" button (If the button is not immediately available click View-->All Panels to confirm that it is not hidden. If you are unable to see the button please contact your Guardian Administrator to confirm that you are configured to park I-9s) 3. Select "Yes" within the popup dialogue box to confirm the action Once the action is completed the I-9 is locked from further editing.
Why is there no I-9 number displayed for a document in OnDocs?	Documents may or may not be associated to an I-9. Employee records include two OnDocs (online documents) tabs. One is located at the employee level and the other within the I-9 record itself. Documents uploaded to the employee-level OnDocs folder are associated to the employee, but not a specific I-9 record. On the other hand, documents uploaded in the OnDocs tab located within the I-9 record are associated with the I-9 (each I-9 is identified in Guardian by a unique number). All documents are visible within the employee OnDocs tab. A user can distinguish between "employee" documents and "I-9" documents based on the presence or absence of a number in the "I-9 Number" column within the tab. A document that does not include an I-9 number indicates that it was uploaded to the general employee OnDocs tab. Whereas documents that include an I-9 number were uploaded from within an individual I-9 record.

How do we document a Cap Gap Extension?	To document the CAP GAP situation: 1. Access the employee's I-9 record (that reflects the expiring/expired EAD work authorization) 2. Select the Amendments tab 3. Click the Special Amendments header at the bottom of the page to expand the section 4. Click the Cap Gap Extension button 5. Enter the SEVIS No. of the employee's I-20 that has been properly endorsed by a DSO recommending the Cap Gap extension and click Update Info to save the change. (The basis for the interim extension will automatically populate on the Special Amendment interface and a new September 30 re-verification date will be auto-calculated.) 6. On the Amendment tab select "Approve Non Section 1 Amendments" from the Actions drop down. Upon updating, the I-20 SEVIS No. and the words "Cap Gap" will show on the PDF image of the I-9 in red font (indicating this is an update to the original approved I-9) in Section 2 adjacent to List A, and the new re-verification date becomes controlling.
Why are question marks ??? appearing on my amended I-9?	Electronic amendment functionality is a two part process. The first part includes the "staging" of the amendment in which the amendment is created (and information added or removed). This first step creates a "pending" amendment. When the I-9 includes pending amendments and the PDF image is viewed the amended values appear along with question marks (???) and the date next to each amendment value. This latter information is the placeholder for the amendment approver's initials and date. In order to populate the amendment with actual initials and date the amendment or amendments must be approved. The approval step locks the amendments from further editing (similar to the approval process for I-9 records) and records the amender's initials and date on the I-9 PDF.
How can we delete a Non-primary I-9?	Guardian provides the flexibility to delete extraneous (erroneous) I-9 records from employee files. This feature must be enabled by a system administrator. To enable: 1. Access the Administration module 2. Navigate to Preferences-->System Preferences-->I-9 Preferences section 3. Select "Allow deletion of non-current I-9s" 4. Click Update Info to save the change Moving forward ADMINISTRATORS may delete "non-primary" I-9 records (i.e. non-primary records exists when more than one I-9 record is present within an employee's file; when this is the case one record is the Primary record used for reporting and dashboard purposes while the remaining are historical or non-primary records). To delete an extraneous I-9 record: 1. Confirm the I-9 is not marked as Primary (It should appear with an [H] on the I-9 Form tab). 2. Click the Created Date to access the I-9 record. 3. On the I-9 Detail page, click the Delete button. 4. At the Warning, Click the Delete! button. Caution should be used when deleting I-9 records.

Can we change the start date in Section 2 before the I-9 is processed?	Yes, Guardian provides a method for users to adjust the start date in Section 2 that is independent of Section 2 completion. This functionality is helpful when the employee has completed Section 1 in advance and the employee's start date changes. In order to reflect the I-9s appropriate priority within the Top Pending I-9s dashboard it is helpful to update the Section 2 start date to reflect the new date. To adjust the hire date so that the Dashboard is updated (without processing the I-9): 1. Click the Date I-9 Created link from the Top Pending I-9s dashboard section to access the applicable I-9 record. 2. On the I-9 Details tab click the Edit Date button in the Employee Information section 3. Enter the new start date in the Date Hired field and click Update Info to save the change The above actions update both the start date in Section 2 of the I-9 as well as the hire date in the Employment History. Please note, if the hire date has already been adjusted in the Employment History section, these actions cannot be taken.
How do we update an I-9 for an existing employee on F-1/OPT who has applied for a STEM Extension?	Background Certain employees working pursuant to F-1/OPT status may be eligible for a 17 month STEM Extension if their major is in the fields of Science, Technology Engineering or Math (STEM) and their employer is enrolled in E-Verify. Employee files a Form I-765 application to renew their EAD prior to the expiration of their current status. Pending the adjudication of the I-765 application, the employee is allowed to work for a period of 180 days beyond the expiration of their EAD expiration or until the new EAD card is issued. Outlined below is how to document this 180 day interim extension on the Form I-9. How to document a STEM Extension: 1. Access the employee's I-9 record (that reflects the expiring/expired EAD work authorization) 2. Select the Amendments tab 3. Click the Special Amendments header at the bottom of the page to expand the section 4. Click the F-1/OPT STEM Extension button 5. Enter the SEVIS No. of the employee's I-20 that has been properly endorsed and click Update Info to save the change. (The basis for the interim extension will automatically populate on the Special Amendment interface and a new re-verification date will be auto-calculated based on 180 days from the current EAD expiration date.) 6. On the Amendment tab select "Approve Non Section 1 Amendments" from the Actions drop down. Upon updating, the I-20 SEVIS No. and the words "180 day Ext." will appear on the PDF image of the I-9 in red font (indicating this is an update to the original approved I-9) adjacent to List A and the new re-verification date is reflected.

Why can employees under a certain age not complete Section 1?	Employees who receive an error message relating to their age which prevents them from electronically signing Section 1 receive this error based on your organization's configuration. Specifically, an administrator may designate the minimum age allowed for employment (with the Administration module-->Employee Minimum Age field). If the date of birth entered in Section 1 is less than the minimum age allowed, the employee will be prevented from completing the I-9. Since the minimum age for employees is determined by individuals at your organization, we recommend that you follow up with a system administrator.
How do we complete an I-9 for a minor who does not have an identity document?	Background: The M-274 Employer Handbook includes instructions related to minors. Specifically, minors who do not have an identity document (List A or List B) are exempt from providing such document for I-9 purposes. For those meeting this exemption specific steps and documentation are necessary in order to properly complete the I-9. To complete the I-9 for a minor without an identity document: 1. The employee must respond to the popup box that appears in Section 1 once the date of birth (indicating he/she is a minor) has been entered by answering "No- I do not have an identity document, only a document from List C". Note that the employee will NOT be prompted to sign Section 1. 2. The minor's guardian will then be prompted to fill out the Preparer/Translator Certification by entering his or her name, address and PIN number to electronically sign the certification. 3. The company representative completes Section 2 per usual except that List B has "Individual under 18" already pre-selected in the drop down box so there is no need to enter anything additional in List B. 4. The user marks the I-9 complete and approves per usual. If the company location is set up for E-verify submission, the I-9 will submit to E-Verify and be accepted even though there is no List B document selected because of the special accommodation for minors. For more information, please see the tutorial, "Minors under 18 with no identity doc" in the system.

How do we complete an I-9 for an employee that qualifies under the H-1B Portability rule?	Background: Under a Law Called "AC21" H-1B employees can transfer or "port" to a new employer and start work as soon as the I-129 change of employer petition is filed by the new employer and proof of filing is received. Under the portability provisions, the employee does not have to wait until the pending I-129 petition is approved to start work. To document an H-1B portable employee: 1. The employee selects "an alien authorized to work until" and enters the expiration date from the I-94 record from his/her previous employer. 2. The employee enters the I-94 admission number and corresponding foreign passport information, when applicable. 3. In Section 2 the user selects "Unexpired foreign passport w/attached I-94 or I-94A form 4. In the Special Rules box appearing at the top of Section 2 the user selects "H-1B Portability" from the dropdown selection, and enters the date the I-129 petition was filed. 5. The user completes the remaining document fields, entering the passport and I-94 document numbers and expiration dates. The AC-21 notation and the filing date will display adjacent to Sec. 2 List A on the PDF image of the I-9. A reminder to check on the status of the pending I-129 petition and re-verify the employee when approval is issued will be auto generated starting at 30 days from the filing date of the I-129 or at another customizable period after filing.
Why did the completed date change for the receipt I-9?	Receipt I-9s are marked completed in order to prepare the I-9 for updating once the employee presents the actual document(s) for Section 2 completion. When the receipt I-9 is updated (through the Update Receipt I-9 function) the "completed" date for the receipt I-9 is changed to the date of the action. In addition, the receipt I-9 is parked (and approved) to prevent future editing and preserve the receipt status and documentation. Guardian automatically generates an updated I-9 to allow the user to input the appropriate Section 2 documentation and finalize the I-9.
How can we create a new I-9 for an employee?	Users may add additional I-9 records to an employee file. To add an I-9 to an existing employee: 1. Access the employee record. 2. Click the I-9 Forms module. 3. Click Add I-9. 4. Make any necessary adjustments to the pre-populated information within the Minute I-9 screen. 5. Click the Create New I-9 button. Complete the I-9 per usual. The new I-9 will be the controlling (primary) I-9 within Guardian.

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Why can't I see the View Section 1 or View Section 2 buttons in the I-9 record?	Within the I-9 record the Details tab may not show all information available. To streamline and re-enforce the I-9 workflow Guardian general presents the "Next Step" needed to process the I-9 record. The next step view collapses those sections not immediately applicable. To see all sections and information related to the I-9 on the I-9 Details tab: 1. Click the View button appearing horizontally on the left side of the I-9 Overview 2. When View Details expands, click All Panels. All sections become visible (not just those related to the next step).
Can an incomplete I-9 be edited?	Users may edit an I-9 record if it is not approved. If the section is edited after it has been electronically signed then it will require the user or employee to re-electronically sign. To access and edit the I-9: 1. Access the applicable employee record. 2. Navigate to the employee's I-9 Forms tab. 3. Click the Date Created link. 4. On the I-9 Details tab click either the View Section 1 or View Section 2 button. If the button is not immediately visible hover over the View tab in the upper left of the screen and select All Panels. 5. Once in the section click Edit Section 1 or Edit Section 2 as necessary. If the section being accessed has been electronically signed a pop up warning will display explaining that the electronic signature will be removed and require re-signing. 6. Update or correct any necessary fields and follow normal procedures to electronically sign (if applicable).
Am I able to Complete the I-9 Before the Hire Date?	Yes, form I-9 can be completed prior to the employee's first day of work. As indicated in the M-274 Handbook for Employers, an I-9 can be completed in advance of the start date as long as an offer has been made and is accepted.
How can I change an electronic I-9 to paper?	When creating an I-9 record you must select what type of record to use: electronic, new hire paper, or archival paper I-9. Once the selection has been made and the I-9 started, the I-9 type cannot be changed. If the type was selected incorrectly you should Cancel the current record and start again. If the record cannot be cancelled (no cancel button in Section 1 or Section 2) consult with your system administrator to remove or park the current record to add a new I-9 record.
How should I correct an I-9 issue?	Within Guardian there are three ways to deal with I-9 issues: exempt, amend, complete a new I-9. The specific method used is dependent on the I-9 issue and should be decided in conjunction with advice from legal counsel. The employee status (terminated or active) as well as any FAR E-Verify implications must also be considered and become factors when determining the appropriate course of action.

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Why is the F-1 OPT special amendment not available?	The STEM Extension option is for an employee who has already worked 1 year post graduation on an EAD card. Then if he is in a STEM field he can apply for an additional 17 months STEM extension and work 180 days past the expiration date on his EAD card. As a result, Guardian analyzes the information provided in Section 2 and enables the special amendment if the criteria has been met (Employment Authorization Document provided in List A). If the criteria is not met, the feature will not be available as the feature does not apply if the employee has not been working already on his EAD card.
Why is a late employee signature not flagged as issue on Electronic I-9?	Guardian does not flag the late employee signature on the electronic I-9. Guardian flags historical records for timeliness of I-9 completion so that organizations may see past patterns. Because Electronic I-9s are completed in real time, signature-related warnings are not generated, as they are being completed "in the moment". In order to review completion timeliness, users may run an I-9 Summary report.

| Why does the system allow the employer to amend Section 1 data? | The best practice from both USCIS and ICE is to require the new hire employee to enter AND approve any changes or corrections in section 1 of the I-9. Although there is no regulatory language which states this rule, USCIS has provided guidance on I-9 Central to this effect: http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=f82e1a48b9a2e210VgnVCM100000082ca60aRCRD&vgnextchannel=f82e1a48b9a2e210VgnVCM100000082ca60aRCRD. In addition, ICE has stated that they are generally not comfortable with section one corrections being made by anyone other than the employee due to possible fraud implications. For example, they have seen instances where the employee states that he or she had no knowledge of the information inserted on the I-9 (and this would be hard to refute if the HR had entered the information). However, we have a few clients who expressed how burdensome it can be for an employee to make a correction in section 1 after the fact, especially in instances when they are frequently out in the field or away from a computer. These employers, under the advice of counsel, argue that certain types of information in section 1 should be correctable by the employer if the employee has provided the information in some other format and provided the employer with "authorization" to make the changes. This position has been brought to ICE's attention, and on at least one occasion, the head of worksite enforcement indicated that such a practice would be acceptable if the employer could document that the employee had given prior written authorization to make the change in section 1. Based on the above discussion, we added several options in Guardian which enable a company to allow an HR (or other authorized representative) to make corrections on behalf of an employee in these limited situations. By and large though, most of our clients will follow the safer route, and always require the employee to make changes in section 1. This would be reflected by enabling the following system preference settings: Employee must approve Section 1 amendments HR cannot alter Section 1 data via Amendments Employee can enter amended values in Sec 1 In all instances, the organization (and user) will oversee the process and control which field or fields to be amended. |

Why is the TPS Auto Extension special amendment not available?	Employees who are TPS (temporary protected status) beneficiaries may receive an auto extension of their work authorization status by the federal government as published in the Federal Register. When the employee's work authorization as noted on their EAD (employment authorization document) card expires before the document can be re-issued, the auto extension as published in the Federal Register provides authorization for the employee to continue to work. Guardian provides a Special Amendment Option to document the auto extension as it relates to the employee's work authorization status (and amends the Section 1 and 2 work authorization expirations). As a result, any employee's I-9 that has been subsequently reverified (Section 3 completed) following initial employment and prior to the auto extension will be ineligible for the special amendment as it adjusts both the work authorization expiration date documented in Section 1 as well as Section 2 of the current I-9 record (that also contains a later reverification and work authorization expiration date). In such instances when the TPS auto extension button is disabled in the Special Amendments section of the Amendments tab, it is recommended that a new I-9 be completed in order to reflect the new work authorization expiration date in Section 1 and 2 as well as invoke the special I-9 processing for auto extended work authorization to document that the this is the result of an auto extension published in the Federal Register. When completing the new I-9 the employee should utilize the expiration date indicated in the Federal Register for the work authorization expiration date. The user should then select "Unexpired Employment Authorization Document issued by DHS with photograph (I-766)" from List A in Section 2. Once a selection is made a Special Rules box will display at the top of Section 2. The user should select Temporary Protected Status with Auto-extended EAD" from the special rule dropdown selection ("Federal Register Notice") will appear by default in the Document Name Field. The user should then complete and sign Section 2 per usual, being sure to enter the EAD auto extension date in the List A expiration date field.
Can the address in section 2 be edited?	The address fields in Section 2 related to the business/organization address pre-populate based on the address information recorded in the location that is assigned to the employee. While this information flows in to the section automatically the address fields are editable. As a result, a user may make changes to the address information when completing section 2. Any changes made during section 2 completion will save to the form only.

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How can we add a note to an I-9 record?	There may be occasions in which additional documentation is required or helpful to support the information on an I-9 record and timing of completion. To add a case note to an I-9 record: 1. Access the employee's record. 2. Navigate to the I-9 Forms tab. 3. Click the Date Created link of the applicable I-9. 4. Within the I-9 record navigate to the OnDocs tab. 5. Click the Add Case Note button. 6. Select the appropriate Activity Type, enter a Subject/Reference, and provide the details in the Notes field. 7. Click Update and Go Back to save the changes. Case notes are reportable within the Interactive Report type-->Documents base table.
Why Can't I Create an Archival I-9 for the Employee?	If you are unable to create an Archival I-9 record it could be due to your privilege settings or your organization's configuration. Only users with the privilege to add Archival I-9 record types will see that I-9 type as an available option on the I-9 Type field dropdown when creating a new record. Please consult your system administrator to update your I-9 privileges. If you are attempting to add an Archival I-9 for an employee and receive a message indicating that the employee's start date must be before xx date then a setting must be adjusted by a system administrator. By default, the Archival I-9 type is intended to be used to capture historical I-9s (those I-9s completed on paper prior to utilizing Guardian). Consequently, if the employee's hire date is AFTER your company's "go live" date, the system will prevent creation of the Archival I-9. To permit the creation of Archival I-9s for new/recent hires a setting: 1. Access Administration-->Preferences-->System Preferences 2. Scroll to the I-9 Preferences section and click the option Allow Current Archival Dates. 3. Click Update Info to save the change. When this option is enabled Guardian will permit the use of the Archival Paper I-9 type regardless of the employee's hire date.
Why does Section 2 now show my name as the signer?	When an electronic I-9 is incomplete and Section 2 has not been electronically signed, the certification section reflects the information related to the logged in user who accesses Section 2. In this way, Guardian prepares Section 2 for electronic signature should the logged in user be completing that section. Once Section 2 has been electronically signed, the certification area will no longer auto populate with the logged in user's information upon successively accessing the section.

How do I create an employee with the last name Null?	When creating an employee record or adding an I-9 for an employee with the last name "Null" you may find that the last name field within the employee record does not retain the value (instead reflects "Undefined"). This situation is specific to the term "null" as it is interpreted as a non-value. To correct the undefined field or create the employee record, enter the last name "null" in the corresponding field followed by a space. This allows the value to be retained.
Where can employees access the I-9 instructions?	Access to the complete set of instructions written by USCIS as well as the List of Acceptable documents is available to employees during the Section 1 completion process. Within the interface the top of Section 1 contains the text from the I-9 including the "START HERE" statement. Employees may click the hyperlinked term "instructions" within the statement: Read instructions carefully before completing this form. When clicked, an additional window opens with all of the I-9 instructions including the List of Acceptable documents.
What is the purpose of the Display Issues on I-9 entry screens setting?	The Display Issues on I-9 entry screens setting is found in the I-9 Preferences section of the System Preferences tab. When checked, any Section 1 or Section 2 Issues will be identified at the bottom of each section of the 1-Minute Electronic I-9. An onscreen arrow link at the bottom of each section of the 1-Minute Electronic I-9 entry interface page can be clicked to reveal those issues. If not checked, the Issues will only display in the Issues tab of the I-9 details summary page outside of the 1-Minute Electronic I-9 entry interface. Many organizations choose to disable this functionality in lieu of the real-time field-level error messages that appear as the employee and user complete Section 1 and 2 respectively.
Can I amend a field a second time?	Amendments are used to make post completion changes to an I-9. Amendments follow the I-9 process in that an amendment is not finalized until the amendment is approved. The approval step locks the amendment and makes it permanent. In order to maintain visibility on the I-9 PDF as well as actions taken, a field may only be amended one time. If a field has been amended and the amendment approved, no further actions can be taken on that field. If the amendment was in error, the user may wish to create a new I-9 to document the correction.

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How can we create a login for the employee to complete Section 1?	Please access the following Guardian tutorial for a step by step guide on creating an employee record: http://uploads.lawlogix.com/Training_I9/CreateEmployeeLogin.pdf. If the employee record already exists, perform the following to create the login information: 1. Access the employee's record. 2. Navigate to the Login Info tab. 3. Enter an email address in the designated field (if not present) and Update Info to save the change. 4. Click the Create Login button. This will generate a draft email. 5. Review the email and make any necessary changes. 6. Click Send the Email button to send the login information to the employee. The employee will receive two emails - the first containing the login name and second containing the password.
Why am I receiving an error message that the social security number does not match section 1?	When a user selects Social Security Card as the List C document and enters the SSN in the document number field Guardian analyzes the data and compares it to the value entered in Section 1 of the I-9. When the number in Section 1 and 2 do not match an error is presented to the user. This could be due to a transposition issue in which the number in either Section 1 or 2 needs to be corrected or could be the result of no social security number present in Section 1. If no social security number is provided Guardian inputs a temporary (T number) number in the Section 1 field to prevent the flagging of an issue. If this T number is present and the Social Security card provided as a Section 2 document an issue will be triggered given the inconsistency. We recommend that since the SS card (and number) was provided by the employee for Section 2 purposes that the user have the employee re-access Section 1, enter the SSN and re-sign (note that the audit trail will maintain a history of each time the employee electronically signs Section 1).
How can we terminate an employee?	Managing the employment status of the individual is crucial in maintaining an accurate database. To indicate that an employee has been terminated: 1. Access the employee record and navigate to the Job Details tab. 2. Click the Terminate Employee button. 3. Enter a Date Terminated and click the "Update Info" button to save the entry. Once a termination date is entered the system will automatically calculate the purge date of the employee record based on the 3yr/1yr rule. Terminated employees will appear in the system as either Terminated-Retain or Terminated-Purgeable. Purgeable records can be permanently removed from the system by an administrator.

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How can we delete a duplicate employee?	Thank you for your inquiry. Once an I-9 is created, Guardian references the employee's hire and termination dates to determine when the employee/I-9 may be purgeable. Purgeability is based on the 3yr/1yr rule. That is, an I-9 may be purged for a terminated employee 3 years after the hire date or 1 year after the termination date, whichever is later. Accordingly, the "Employment History" in the "Job Details" page of the employee record is the driver for determining purgeability. The employment history section must conform to this 3yr/1yr rule in order to delete an employee/I-9. To modify the Date Hired, click the date (active link) in the "Employment History" section of the "Job Details" page. Change the "Date Hired" and update the page. To add a date of termination, click on the "Date Hired" link, add a termination date and update the page. After the dates have been modified/added a "Date Purgeable" will be added to the "Job Information" section of the "Job Details" page. After this has been done and the purgeable date is today or prior to today, you will be able to Purge the employee record. To purge the employee, click on the Administration link then click on the Purge Emps and I-9s link. From here you will see the employees that are available to be purged.
Why is the receipt I-9 reflected as parked	The term Parked within the Guardian system refers to an I-9 that has been locked though not through the traditional approval process. In the instance of the receipt I-9, Guardian automatically Parks (locks) the I-9 record when the user clicks to update the receipt (clicks "Update Receipt" button on the I-9 Details tab). When this action takes place the receipt I-9 (indicating that a receipt was provided in Section 2 in lieu of an actual document) is locked as is and a second I-9 is generated automatically to allow the user to enter the actual document provided. In this way both the receipt I-9 and I-9 reflecting the actual document are represented in the employee's record. Additionally, the parked I-9 provides an additional layer of visibility should the subsequent I-9 be deleted. Guardian does not recognize parked I-9s as valid so if a parked I-9 remains the only I-9 in an active employee's record than that employee will become visible on the Dashboard to indicate that an I-9 is needed.
When should I select New Hire Paper I-9 versus Archival Paper I-9?	In general, the New Hire Paper I-9 type is reserved for employees hired on or after your organization began using the Guardian system. It is used to electronically represent those I-9s completed on paper outside of the system. For organizations enrolled with E-Verify, the I-9 data submits to E-Verify upon Approval of the I-9 record (when applicable). The Archival Paper I-9 type denotes those historical I-9s (in general, paper I-9s completed prior to going live with Guardian). As an exception, if a SUBSEQUENT paper I-9 is completing for any employee the Archival Paper I-9 type should be selected.

How do we update an I-9 for an existing employee who has filed an extension or change of their nonimmigrant status but the petition has not yet been approved?	Background: An employee who is working pursuant to non-immigrant status (alien authorized to work) may be eligible to renew their work authorization based on the same status or file a petition to change their status to some other non-immigrant status (e.g. from L-1 to H-1B). For example, employees in H-1B status can file an extension of status petition before the first 3 years in H-1B status have elapsed to request an additional 3 years of H status for a total of 6 years. As long as the extension of status I-129 is filed prior to the employee's work authorization expiration, the employee can continue working past the I-94 expiration date up to an additional 240 days , or until the extension of status petition is approved, whatever comes first. To document the Extension of Stay situation: 1. Access the employee's I-9 record (that reflects the expiring work authorization) 2. Select the Amendments tab 3. Click the Special Amendments header at the bottom of the page to expand the section 4. Click the Extension of Stay button 5. Enter the date the I-129 petition was filed in the Date Petition Filed field 6. Guardian will auto calculate the 240 day extension based on the I-94 expiration date from Section 2 (listed in the Current Expiration Date field within the special amendment). 7. Click Update Info to save the changes 8. On the Amendment tab select "Approve Non Section 1 Amendments" from the Actions drop down. Upon updating, the notation "240 day Ext" and the I-129 filing date appear on the PDF image of the I-9 in red font (indicating this is an update to the original approved I-9) in Sec. 2 adjacent to List A, and the new re-verification date becomes controlling.
Why is an exempted issue now appearing as valid?	Guardian maintains issues based on the status of the I-9. Guardian only identifies and lists issues for "primary" I-9s (that is the I-9 designated as controlling). When multiple I-9s exist within an employee's record only the I-9 marked primary/current includes issues. When the I-9 is not primary/current no issues are displayed. If multiple I-9 records exist for an employee and a historical I-9 is made primary Guardian will re-run the issue check and display the issues found for that I-9. When the I-9 is made primary the system treats all issues found as "new" and thus their status shows as "Valid". When an I-9 record is no longer controlling (marked as "primary") all issues previously identified are cleared from the record. Instead, Guardian will identify any issues found on the primary I-9 within the employee record. If the historical I-9 is later designated as the primary record then Guardian will re-evaluate the I-9 and display any issues found with the record. Any previous designations (i.e. exemptions) will not be automatically applied.

How do we document a work authorization extension for a pending I-129 application?	The 240-day extension allows employees to be eligible to work up to 240 days past their I-94 expiration if they have an I-129 extension pending. To document the Extension of Stay situation: 1. Access the employee's I-9 record (that reflects the expiring work authorization) 2. Select the Amendments tab 3. Click the Special Amendments header at the bottom of the page to expand the section 4. Click the Extension of Stay button 5. Enter the date the I-129 petition was filed in the Date Petition Filed field 6. Guardian will auto calculate the 240 day extension based on the I-94 expiration date from Section 2 (listed in the Current Expiration Date field within the special amendment). 7. Click Update Info to save the changes 8. On the Amendment tab select "Approve Non Section 1 Amendments" from the Actions drop down. Upon updating, the notation, 240 day and the I-129 filing date appear on the PDF image of the I-9 in red font (indicating this is an update to the original approved I-9) in Sec. 2 adjacent to List A, and the new re-verification date becomes controlling.
What does "Cancel I-9" mean?	Guardian allows users to cancel an I-9 during the record's initial access. This action is intended to be used when the transaction was in error (I-9 started unintentionally) and is exclusive to the One Minute I-9 process. Cancelling the I-9 record removes the record from the database and the action is not reversible. When utilizing the One Minute I-9 functionality to create and complete an I-9 a "Cancel I-9" button appears at the bottom of Section 1 and Section 2 upon first access. This button displays upon first accessing Section 1 from the One Minute I-9 interface. The button is also visible when navigating to Section 2 after Section 1 is electronically signed. If the user navigates away from the I-9 record prior to completion, or the I-9 record was created by the employee (e.g. the employee accessed the employee interface to complete Section 1) then no "Cancel I-9" button will be present in either section.
What is the purpose of the employee receipt?	One of the requirements by USCIS for the electronic signature process is the ability of the system to, upon request, provide printed confirmation of the transaction to the individual providing the signature (as outlined in the Handbook for Employers (M-274) Electronic Signature of Forms I-9 section. In Guardian this is achieved through the "employee receipt". This receipt is customizable by the organization and serves as the confirmation of the transaction. As noted above, it must only be produced if requested by the employee.

How do we complete an I-9 for a new hire working under TPS (Temporary Protected Status) when the Designated Period of TPS authorization has been extended, but the employee presents an expired EAD card?	Background: Upon approval by Congress, USCIS may grant TPS for a Designated Period to eligible foreign nationals of certain countries already residing in the US when it is determined that conditions in the country such as civil war or a national disaster temporarily prevent foreign nationals of that country from returning safely. During a Designated Period, individuals who are TPS beneficiaries can obtain employment authorization by applying for an EAD card. If Congress extends the Designated Period of TPS authorization for a specific country, DHS may issue a blanket automatic extension of expiring EAD cards for TPS beneficiaries of that country in order to allow time for a new EAD card to be issued. The auto-extension date is published in the Federal Register Notice announcing the extension of the designated period for that country. To document a new hire in TPS status who presents an expired EAD card: 1. The employee selects "an alien authorized to work until" and enters the TPS auto extension expiration date from the Federal Register. 2. The employee enters the A# from the EAD card in the Alien Registration Number/USCIS Number field. 3. In Section 2 the user selects "Unexpired Employment Auth Document issued by DHS w/ Photo (I-766)". 4. In the Special Rules box appearing at the top of Section 2 the user selects "Temporary Protected Status with Auto-extended EAD" from the dropdown selection. 5. The user completes the remaining document fields, entering the document card number and expiration date published in the Federal Register. Once complete, the I-9 PDF will include a notation in Section 2 indicating the work authorization was the result of the auto-extension published in the Federal Register (notation appears to the right of the Expiration Date field).
How can I purge I-9 records?	When an individual is terminated in Guardian, the software automatically calculates the I-9 retention period (the "Purge Eligibility Date") utilizing the later of 3 years after hire or one year after termination. Those employee records eligible for purging have the status "terminated-purgeable". Employees in this status and/or their I-9 records can be purged through the "Purge Data"• interface within the Administrative module. To purge eligible records: 1. Access the Administration Module 2. Click the Purge Data link 3. Select the applicable employee(s) to purge (Mark for purging) 4. Click "Purge I-9 forms only" if you wish to retain the employee record or "Purge Employees & I-9 Forms" to remove both the I-9 information and the employee record from the system Up to 100 records can be marked for purging at a time (1 page) by clicking the "Mark" box at the top of the screen. Guardian designed the purge function in this way as to provide an additional layer of oversight and confirmation for the purge process, keeping in mind that the purge action is irreversible. I-9 and employee records purged from Guardian are irretrievable.

What are the STEM OPT Extension guidelines for University federal contractors?	Educational institutions with FAR qualifying federal contracts may enroll in E-Verify and choose to either E-Verify ALL new hires (as is normal protocol for companies) or E-Verify ONLY new hires attached to FAR qualifying federal contracts. The following FAQ posted by USCIS is helpful in determining whether an educational institution may take advantage of the STEM OPT 17 month extension. This answer varies depending on their E-Verify enrollment selection. The FAQ was taken from the following website (which lists a variety of FAQs related to Federal Contractors and E-Verify): http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66 f614176543f6d1a/?vgnextchannel=75bce2e261405110VgnVCM100000 4718190aRCRD&vgnextoid=30edde1d67ee4210VgnVCM100000082ca6 0aRCRD Question: I am a university that has a Federal contract with the FAR E-Verify clause but I have not yet enrolled in E-Verify. I have one or more employees who are F-1 OPT STEM students who are seeking a 17-month extension of their OPT status. Do I need verify these employees in E-Verify? Answer: If your organization has a Federal contract with the FAR E-Verify clause and wants to hire students on a STEM extension, you must enroll in E-Verify and use E-Verify for all new hires, not just a student on a STEM extension. Since you are an organization that is an institution of higher education, you must enroll in E-Verify and verify the employment authorization of your existing and new employees assigned to the Federal contract, but not all newly hired employees. However, your organization may choose to use E-Verify for all new hires. If your organization is both a Federal contractor and wishes to hire F-1 OPT STEMs, it must verify all new hires plus existing employers assigned to the Federal contract as required by the Federal contractor rule. From this FAQ it appears that you may not take advantage of the STEM OPT extension if you choose to only E-Verify new hires attached to a contract.
What should be entered in the First Name field of the I-9 if the employee has no first name?	The first name field on the I-9 and E-Verify is required. In instances in which the employee has no first name the following should be entered in the field on Form I-9: FNU.

How do I process a rehire in Guardian?	First, ensure that the employee's status is reflected as "Active" in Guardian and the "Employment History" table on the employee's Job Details tab reflects the recent hire date (as well as previous period of employment). If the employee's employment history has not been update: a. Access the employee's "Job Details" tab b. Click the "Re-Hire Employee" button in the "Employment History" section c. Enter the re-hire date and click "Update Info" Next, depending on your organization's protocol, either a Section 3 may be completed (first scenario), or you may be required to complete a new I-9 (second scenario). Section 3 completion: 1. Access the employee's record 2. Access the employee's I-9 Forms tab 3. Click the "Date Created" link of the active I-9 4. Within the I-9 Details tab scroll to the Section 3 section and click the "Add" button 5. Select the reason for the Section 3 entry 6. Complete the applicable Section 3 fields and electronically sign the document To Approve the Section 3 entry: 1. On the I-9 Details tab scroll to the Section 3 section 2. Click the "*Approve" link for the Section 3 entry 3. Enter your password and click "Electronically Approve" New I-9 completion: 1. Access the employee's record 2. On the employee's "I-9 Forms" tab click "Add I-9" 3. On the One Minute I-9 screen click "Create new I-9" 4. Complete the I-9 per usual
What purpose do the View Section 1 and View Section 2 buttons serve on the I-9 Details tab?	The "View Section 1" and "View Section 2" buttons on the"I-9 Details" tab are available for users to drill down in to those corresponding sections. Depending on the stage of the I-9 "Edit Section 1" or "Edit Section 2" buttons may appear once the user selects to view that section. In general the edit buttons appear for those I-9 records that are not locked and approved. Open I-9s can be edited by using the "Edit Section 1" or "Edit Section 2". When an I-9 section is edited and has already been signed the user will receive a warning message indicating that the electronic signature will be cleared. This action will ONLY happen if the user clicks to Continue. Once the section is edited the employee (Section 1) or user (Section 2) may re-electronically sign the form. The PDF image of the I-9 will reflect the new signature(s).
What should be entered in the Last Name field of the I-9 if the employee has no last name?	The last name field on the I-9 and E-Verify is required. In instances in which the employee has no last name the following should be entered in the field on Form I-9: LNU.

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How do we complete an I-9 for an H-1B Portable employee?	The M-274 Handbook for Employers includes special rules related to I-9 completion, including certain exceptions for foreign nationals in H-1B status who change employers under AC-21 (American Competitiveness Act in the Twenty-First Century), also described as H-1B Portability. For this exception, employers are advised to record additional information and make certain annotations on the I-9 in order to sufficiently document the employee's work authorization. To facilitate the documentation of H-1B portable new hires, Guardian includes enhanced workflow measures as described below. To document an H-1B portable employee: 1. The employee selects "an alien authorized to work until" and enters the expiration date from the I-94 record from his/her previous employer. 2. The employee enters the I-94 admission number and corresponding foreign passport information, when applicable. 3. In Section 2 the user selects "Unexpired foreign passport w/attached I-94 or I-94A form 4. In the Special Rules box appearing at the top of Section 2 the user selects "H-1B Portability" from the dropdown selection, and enters the date the I-129 petition was filed. 5. The user completes the remaining document fields, entering the passport and I-94 document numbers and expiration dates. The AC-21 notation and the filing date will display adjacent to Sec. 2 List A on the PDF image of the I-9. A reminder to check on the status of the pending I-129 petition and re-verify the employee when approval is issued will be auto generated starting at 30 days from the filing date of the I-129 or at another customizable period after filing. For additional help, please see the "H-1B Portability" tutorial in Guardian.
How can I insert a missing signature on a historical I-9?	While electronic amendment functionality can be used in many instances to correct (insert, replace, strike through) data, the electronic signature method is specific to the I-9 completion process (rather than post completion remediation). Accordingly, I-9 forms cannot be electronically signed through the amendment feature (any Section). Instead, if a signature is missing LawLogix recommends printing the form and manually signing (wet signature). The updated form should then be scanned and re-uploaded to the employee's I-9 OnDocs tab. If an issue is present regarding a missing signature a user with appropriate privileges may exempt the issue.

How do I send the welcome email to the employee?	To send the welcome emails to an employee please do the following: 1. Do a search for the employee record and click on the name. 2. Access the Login Info tab. 3. Click Reset Login & Password This will send the welcome email to the employee's email address entered in the Personal Tab. An email address is required in order to generate the login information. If the email address was not previously entered: 1. Enter the employee's email address in the E-Mail field on the Personal tab and click Update Info to save the change 2. Click Create Login on the Login Info tab 3. The email preview will display. Click Send the E-mail to send the welcome email.
How can we resend an employee login instructions?	Users may resend the welcome email to the employee that provides the login name and password necessary to access Guardian and complete Section 1. To re-send the login information: 1. Access the applicable employee's record 2. Navigate to the Login Info tab 3. Click the Reset Password button (Note: this generates a new password) 4. Click the Send the Email button to initiate email 1 of 2 (a password email will also be sent to the user) Please note, the employee should be warned to disregard any emails received previously as the password has been changed.
What text is included in the employee welcome email?	Both the employee login and password emails may be customized by your organization. To view your custom text or see the system default text, access the Templates section within the Administration module. The template in question is Employee Login E-mail/Password. Custom text will appear on the left portion of the screen under the "Custom Template" heading. Text appearing outside of the editable fields (e.g. Login URL) will be included in the email automatically and is not customizable. The right side of the screen includes the default template text (used when nothing has been entered in the custom template area).
How can we amend archival I-9 records?	There are two options for amending historical (paper) I-9 records: electronic amendments and manual amendments. If someone manually amends (corrects the paper I-9) then a NEW archival record should be created, and the amended data transcribed to the new archival record. The scanned, amended paper copy should then be uploaded as the PDF of the new archival I-9 record. This results in 2 records within the employee's record. Most users choose the electronic option so that everything is completed in the system, no additional transcription is necessary, and the employee record only contains 1 I-9 record.

DASHBOARD AND REPORTING

What information is provided in the I-9 Issues report?	The I-9 Issues report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type includes employees who have issues flagged on their primary I-9 record. The specific issues flagged are included in the report results. Report columns include I-9 number, employee name, employee ID, I-9 type, hire date, termination date, user/group responsible, error class, issue reason and explanation, occupation class and location. This report type is often used by organizations as a remediation tool to identify those I-9s requiring further attention.
How Can I identify employees without an I-9?	Guardian reports can assist in identifying employee records that contain no I-9. To run the report access the Reports module and do the following: 1. Select Interactive from the "Report Types" list and click "New". 2. Enter a report name in the "Report name" field, if desired. 3. Select "Employee" as the Base Table and click "Update Settings". 4. On the Columns tab select the desired fields to include on the report (e.g. employee name, employee ID, location, etc.) and click "Update Settings". 5. On the Settings tab in the "Filter Options" section select "Without I-9" for the Employee filter. Adjust any additional filters that may be applicable and click "Update Settings". 6. When all filters and columns are set click "Run Report Now" on the Settings tab. Note: If the report is large and contains over 10,000 cells of data the exportable report will appear as a zipped text file. In order to open the zipped file in Excel, do the following: 1. Open the zip file and click on the txt document. It will open in Notepad or similar text editor. 2. Save the document as a .txt file and close the file. 3. In Excel select Open, change "Files of type" to "All Files" and locate the .txt file. 4. In the Text Import Wizard select "Delimited" and click "Next". 5. For "Delimiters" select "Tab" and click "Finish'. 6. Manipulate the report as desired and upon saving, save the document as type "Excel".
What information is provided in the Pending Receipts report?	The Pending Receipts report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type includes employees who have presented receipts in lieu of actual documents for Section 2 of the I-9 (and require follow up). Report columns include employee name, user/group assigned, hire date, receipt deadline, and days left (to update the receipt).

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How do I open large interactive reports exported from Guardian?	The Guardian Interactive report type allows users to customize report creation and pick and choose columns to display in the report results. As a result, the number of columns and rows for a given report may be rather large. If the report is large and contains over 10,000 cells of data the exportable report will appear as a zipped text file. In order to open the zipped file in Excel, do the following: 1. In Guardian, click the "Download Report" link that displays once the report has run and save the file to an appropriate location (for further access and retrieval. 2. Open the zip file and click on the txt document. It will open in Notepad or similar text editor. 3. Save the document as a .txt file and close the file. 4. In Excel select Open, change "Files of type" to "All Files" and locate the .txt file. 5. In the Text Import Wizard select "Delimited" and click "Next". 6. For "Delimiters" select "Tab" and click "Finish'. 7. Manipulate the report as desired and upon saving, save the document as type "Excel".
How can I create a reverification report that contains more columns?	The Pending Reverifications report is an off-the-shelf report that does not allow users to remove or add report columns. However, the Interactive report type can mirror the data providing in the Pending Reverifications report and can include additional data points selected by the organization. To mirror the Pending Reverification report: 1. Access the Reports module 2. Select Interactive as the Report Type and click New 3. On the report Settings tab select "I9" as the Base Table and click Update Settings 4. Navigate to the Columns tab (2nd tab) 5. In the 1st Tables selection select Employee a. In the 2nd Field Name selection drag and drop: Employee Name, Responsible HR/Group, and Date Hired to the 3rd Field Names column 6. In the 1st Tables selection select I-9 a. In the 2nd Field Name selection drag and drop: I-9s Days to Expiration and I-9 Expiration Date to the 3rd Field Names column 7. Repeat step 6 for any other columns of data to be added as columns for the report 8. Click Update Settings to save the information 9. Return to the 1st Settings tab to adjust the Date Range filter a. Select I-9 Expiration Date from the Date to Search dropdown b. Enter a value in the "From" field to filter out I-9s that have NO expiration date (e.g. 1/1/1980). By adding an old value (that is not applicable) only those I-9s with expirations on or after the filter date will be displayed. If you wish to search for only those with future expiration dates then add a current date value. 10. Click Update Settings to save the filter selection 11. Click Run Report Now to generate the report

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When do the indicators turn yellow on the Reverification and Needing Further Action Dashboards?	The Reverification and Needing Further Action Dashboards display employees who either have temporary work authorization or have provided receipts in lieu of actual documents for Section 2. These employees appear within the Dashboards and require action by a specific date. A color indicator is utilized to provide a visual "temperature" of the pending action. The color indicator turns yellow for these Dashboard sections 29 days before the "due" date (i.e. before the employee's work authorization has expired or the 90 days has been reached for receipt I-9s). The color indicator will then turn red the day following the due date.
Why is an employee who is a US citizen appearing on the Reverification Dashboard?	Some times when organizations migrate historical I-9 records to Guardian there are erroneous entries on archival I-9s that trigger reverification tracking. The Guardian system interprets Section 3 entries as reverification entries when data is entered in the document fields. When the documents entered are unknown OR not of a document type that ends reverification then the employee populates the Reverification dashboard. If a document was entered in Section 3 in error (e.g. an updated driver's license) users with the appropriate privileges may electronically amend the I-9 to strike through the incorrect data. Such an action removes the employee from the Reverification dashboard. To "remove" the Section 3 entry via electronic amendments: 1. Access the employee's I-9 Amendments tab 2. Click Add 3. Within the Amend I-9 screen click Section 3 to view all Section 3 fields 4. Click the applicable field that contains data to be struck out and then click "Edit Field" (if the field is to be struck through without entering new information then do not enter data in the "New Value" field) 6. Click "Create Amendment" or if adding an additional amendment select "Create Amendment and Add Another" button instead 7. Repeat for each field to be amended To approve the amendment(s): 1, Click the "Actions" dropdown on the Amendments tab 2. Select "Approve Non Section 1 Amendments" 3. Enter your password and click "Approve Amendments" to approve and lock the amendment

How can I run an interactive I-9 issues report?	Guardian flags I-9s requiring further attention based on the error-checking mechanisms in the system. Users may choose to run an "I-9 Issues" report from the Reports module to generate a list of employee I-9s and the corresponding issues identified by the system. This is an "off-the-shelf" type report that does not allow the removal or addition of other columns of data. Users wishing to review additional data points such as the Section of the I-9, creation of the record, etc., can generate an interactive I-9 issues report. The interactive report type allows the user to select data points related to the employee and I-9 record. To create an interactive I-9 issues report: 1. Access the Reports module 2. Select "Interactive" from the "Report Types" list 3. Click +New from the "Reports" section 4. Name the report as desired and select "I9 Issues" from the "Base Table" dropdown 5. Click "Update Settings" to save the changes 6. Navigate to the "Columns" tab to select the columns to appear in the report 7. To add data points, select a table and drag and drop each desired field name to the third column. 8. Repeat with each applicable table and click "Update Settings" to save the column selections. 9. Navigate to the "Settings" tab to select any filtering options prior to running the report. If a date driven data point was selected, enter a date range to limit the number of results, if desired. Click "Update Settings" to save the changes. 10. On the "Settings" tab click "Run Report Now" to generate the document. If the report is large and contains over 10,000 cells of data the exportable report will appear as a zipped text file. In order to open the zipped file in Excel, do the following: 1. In Guardian, click the "Download Report" link that displays once the report has run and save the file to an appropriate location (for further access and retrieval. 2. Open the zip file and click on the txt document. It will open in Notepad or similar text editor. 3. Save the document as a .txt file and close the file. 4. In Excel select Open, change "Files of type" to "All Files" and locate the .txt file. 5. In the Text Import Wizard select "Delimited" and click "Next". 6. For "Delimiters" select "Tab" and click "Finish'. 7. Manipulate the report as desired and upon saving, save the document as type "Excel".
How is the Imported link on the Dashboard used?	The Guardian dashboard includes two different views of data for those organizations that migrate their historical I-9s. When LawLogix migrates historical I-9s they are identified as imported records. So as to not disrupt the new hire process, migrated I-9s meeting the dashboard sections' criteria are displayed within the Imported view. As a result, imported I-9 data related to Tasks, Issues, and Reverifications will appear on the Imported dashboard display and not Current display. Users wishing to see both types of data at the same time can use the Mine, All, or Analyze options available within each dashboard section (from the Current dashboard view).

Why do the deadlines in the Top Pending I-9s dashboard not reflect the new hire date?	The green/yellow/red visual indicators as well as Section 1 and Section 2 deadlines are determined based on the start date indicated in Section 2. When the hire date has been updated in the employee's Employment History section, but not within the I-9, the visual indicators and deadlines will remain the same. To adjust the hire date so that the Dashboard is updated (without processing the I-9): 1. Click the Date I-9 Created link from the Top Pending I-9s dashboard section to access the applicable I-9 record. 2. On the I-9 Details tab click the Edit Date button in the Employee Information section 3. Enter the new start date in the Date Hired field and click Update Info to save the change The above actions update both the start date in Section 2 of the I-9 as well as the hire date in the Employment History. Please note, if the hire date has already been adjusted in the Employment History section, these actions cannot be taken.
Is there a report to identify expired documents?	Yes, Guardian tracks employees who require reverification to update their work authorization document. To run a report of expired or expiring documents: 1. Access the Reports module. 2. Click Pending Reverifications from the Report Types menu. 3. Select New from the reports menu to add the report. 4. Name the report and select any necessary filter options (at minimum, set Employee Status to Current). 5. To see a list of employees with expired documents include the current date in the To field within the Date Range filter. Alternatively, enter a date range to see a list of employees with work authorization documents expiring within that period. 6. Click Update Settings to save the changes. 7. Click Run Report Now to generate the report. View on screen or download the completed report to Excel.
What information is provided in the Pending Reverification report?	The Pending Reverification report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type includes employees with temporary work authorization that require reverification. Report columns include employee name, user/group assigned, hire date, expiration date, and number of days left (before document expires).
What does the Analyze button on the Dashboard do?	The dashboard sections are intended to show the most urgent items. Depending on the number of items meeting the criteria, the list may be incomplete. Those dashboard sections that include an Analyze button allow the user to see the complete list of affected employees within the appropriate module. As example, the Analyze button for the Top Pending I-9s will take the user to the I-9 Forms module and return a list of all pending I-9 records. While the Top New Employees without I-9s dashboard will take the user to the Employees module and list all employees that do not have an I-9 record or non-Parked I-9.

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What information is provided in the Completed I-9s report?	The Completed I-9s report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report includes employees whose Section 1 and Section 2 have been completed. Employee I-9s in this report type have been marked Approved and/or Completed. Information in the report includes the employee name, user/group assigned, hire date, date I-9 completed, date approved, ontime margin, location, and occupation class.
Why can't I see another user's report?	A user may be unable to view a report within Guardian for a variety of reason: 1. The user does not have permission to access the Reports Module. 2. The user does not have permission to access Interactive Reports. 3. The user is not an administrator. In order to prevent inadvertent access to data outside of a user's permission set only administrators may view other users' reports. Non-administrator users with view/edit report privileges may create their own reports. Both reports marked "Private" or "Shared" are accessible by administrators.
What information is provided in the E-Verify Status report?	The E-Verify Status report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type provides information related to E-Verify submissions, including E-Verify case number, status, and resolution. Report columns include employee name, employee ID, location, occupation class, I-9 number, I-9 type, FAR Batch, current status, case number, initial E-Verify eligibility, TNC contested, TNC final result, resolution, user/group assigned.
What information is provided in the Pending I-9s report type?	The Pending I-9s report is an "off-the-shelf" style report that provides a list of employees whose I-9s have not been marked Approved. The report includes the employee's name, assigned user/group, date hired, location, and occupation class.
What information is provided in the Users report?	The Users report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type provides information related to active Guardian users. Report columns include user name, title, email address, work phone, and user privilege settings (e.g. E-Verify, Admin, etc.).

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Why am I unable to find an employee record?	There may be many different reasons why you are unable to see some or all employee records within the Guardian system. Following is a list of troubleshooting measures we recommend when encountering this issue. 1. Review your filter settings. If your permissions are location based the recommended filter setting in the Employee module is HR=My Locations. This setting will display all employees across the locations in which you are assigned. If your permissions are group based the recommended setting in the Employee module is HR Group=My Groups. This setting will display the employees that are assigned to the groups in which you are a member. 2. If you have adjusted your filters and you are still unable to locate the employee or employees record contact your system administrator and request that they confirm your permission settings and/or the employee's assignments (visible on the Job Details tab). As example, if your permissions are location based, do you have access to the location assigned to the employee record? If your permissions are group based, are you a member of the group assigned to the employee's record?
What is the purpose of the Ontime Margin column in the Completed I-9 Report?	The Ontime Margin is referring to the completion of the I-9 in relation to the employee's hire date. Numbers ranging from -3 to 0 indicate that the I-9 was completed within three days of the employee's start date. Numbers greater than 0 indicate that the I-9 was completed more than three days from the employee's hire date. These figures are provided for informational purposes only.
How do I-9 Interactive report columns differ between the I-9 form versions?	Most I-9 report columns available within the interactive report will pull the same information regardless of the I-9 form version. However, with the 2013 form revision several fields were separated out. When running an I-9 interactive report it is helpful to know the following: For I-9 form versions prior to 2013: - the HR's full name will be populated into S2 HR Last Name. - the full company address will be populated into S2 Company Address. - the full preparer/translator address will be populated into P/T Address. For the 2013 I-9 form revision, columns are split into: - S2 HR Last Name and S2 HR First Name - S2 Company Address, S2 Company City, S2 Company State, S2 Company Zip Code - P/T Address, P/T City, P/T State. P/T Zip Code
What does the I-9 Error Count column on the Employee Report represent?	The I-9 Error Count column relates to the items Guardian identified when processing the I-9 (i.e. issues/warnings). These are visible when you access the employee's I-9 record and review the I-9 Issues tab.

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How can we run basic reports?	Guardian provides several "off-the-shelf" report types in which the columns of data have been established. Following are the available report types: Pending I-9s: report type includes employees whose I-9s have not been "Mark Approved". Completed I-9s: This report type includes employees whose Section 1 and Section 2 have been completed. Employee I-9s in this report type have been marked "Approved" and/or "Completed". I-9 Summary: This report type provides a summary view of the number of "Pending" and "Completed" I-9s. Users can see at-a-glance the percent of I-9s timely completed. Pending Reverifications: This report type includes employees with temporary work authorization that require reverification. Pending Receipts: This report type includes employees who have presented receipts in lieu of actual documents for Section 2 of the I-9. I-9 Issues: This report type includes employees who have issues flagged on their primary I-9 record. The specific issues being flagged are included in the report results. E-Verify Status: This report type provides information related to E-Verify submissions, including E-Verify case number, status and resolution. Employee: A comprehensive report of employee, I-9, E-Verify, and FAR data Users: A report of active users and their privileges Please do the following to run a report: 1. Click the Reports link in the tool bar on the left side of your screen. 2. Select the type of report from the available report types. Then click the New button. 3. Make modifications to the report from the Right side of the screen (such as Report name, Filter options, and Sort Options). 4. Once the settings are selected, click Update Settings to save the changes 5. Click Run Report now to generate the report 6. Once the report is generated two links will be available: View Report and Download Excel Report
How do I close a task?	Tasks will appear on the Top Pending Tasks dashboard and/or trigger email notifications to the user(s) assigned to the employee until the task has been closed. To complete a task: 1. Access the employee's record. 2. Navigate to the Tasks tab. 3. Click the Reminder Date to access the record. 4. Click the Mark Completed button.
Is there a report to see completed I-9s?	Yes, Guardian tracks the status of I-9 records. Those I-9 records that have been marked approved and/or completed are included in the Completed I-9s report. To run a Completed I-9s report: 1. Access the Reports module. 2. Click Completing I-9s from the Report Types menu. 3. Select New from the reports menu to add the report. 4. Name the report and select any necessary filter options. 5. To narrow the results select a date range to search (search date range by Section 1 sign date, Section 2 sign date, date completed, date approved, or expiration date). 6. Click Update Settings to save the changes. 7. Click Run Report Now to generate the report.

Why am I not able to see some employee records on the dashboard?	There may be many different reasons why you may be unable to see some or all employee records within the Guardian system. Following is a list of troubleshooting measures we recommend when encountering this issue. 1. Review your filter settings. If your permissions are location based the recommended Dashboard view setting is "HR"-->My Locations. This setting will display all employees across the locations in which you are assigned. If your permissions are group based the recommended Dashboard view setting is "Group"-->My Groups. This setting will display the employees that are assigned to the groups in which you are a member. 2. If you have adjusted your filters and you are still unable to locate the employee or employees record contact your system administrator and request that they confirm your permission settings and/or the employee's assignments (visible on the Job Details tab). As example, if your permissions are location based, do you have access to the location assigned to the employee record? If your permissions are group based, are you a member of the group assigned to the employee's record?
What information is provided in the Employee report?	The Employee report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type provides information related to general employee data, I-9s, and FAR status (if enabled). Report columns include employee name, SSN, date of birth, location, occupation class, business unit (if applicable), user/group assigned, attestation, email address, employee ID, date hired, termination date, date purgeable, I-9 type, I-9 status, date I-9s status last changed, E-Verify status, Section 2 documents provided, I-9 error count, employee exemption (related to FAR), and work authorization expiration date.
How can I change the Number of Dashboards to View on my screen?	To change the number of Dashboards to view, click on "My Info" tab. Once the tab opens, under the Miscellaneous Preferences, you will see the "Number of Dashboards to View". You can select from 2 or 4 (if screen is large enough to show). You can select which dashboard to display right below this setting.
Why was an employee with an I-9 included in the Top New Employees without I-9s dashboard?	The Top New Employees without I-9s dashboard is intended to show all active (not terminated) employees who need an I-9. This includes employee records that do not have an I-9 as well as those employee records that only include a parked I-9 because the Park feature indicates the I-9 was locked and could not be completed.

What do the results in the I-9 Status report column mean?	The column "I-9 Status" is found in the Employee report type and can be added as a column selection within the Interactive report type (when I-9 fields are available). This report column indicates the last step reached for the I-9 in question (or employee if running the "Employee" report type). I-9 Status includes: None: No I-9 has been created for this employee (this status is only visible on the Employee report type) Started: An I-9 record has been created, but no section completed Signed Sec 1: Section 1 of the I-9 has been signed, but Section 2 not completed Signed Sec 2: Both Section 1 and 2 have been signed Completed: Both Section 1 and 2 have been signed and the I-9 has been marked "Completed" Approved: The I-9 has been marked completed and approved Park: The I-9 record has been parked and locked (state of completion may vary)
How can we run a report of employees without I-9s?	There are a few Reports options for extracting a list of employees without I-9s from the system: 1. Use the Employee report type, selecting to "Group By" "I-9 Status". This will return a list of employees with those who do not have I-9s grouped together. Note: this report will be overly inclusive and also contain a list of employees with an I-9 record. 2. An Interactive Report with a base table of Employee: When you create the report and select "Employee" as the base table, you will see "Filter Options" on the "Settings" tab. The "Employee" filter has a choice of "Without I-9". Remember to click "Update Settings" after making your filter selections. You must also select columns to be included on your report on the "Columns" tab of the report template. After you click "Update" on the "Columns" page, you will be directed to the "Preview" tab of the report template. This is only a sample of the report results. In order to see the actual, complete results of your report you must go to the "Settings" tab and click the "Run Report Now" button. A good reference for help with reports is the "Reports" guide that is available in the Guardian "Tutorials" > "User Guides and Tutorials" page under the "General Information" subheading. The "Reports" user guide has an appendix that explains the functions of all the Interactive Report's base table options.
What is the Interactive Reports "I-9 Days to File" Column Calculation and Significance?	The data populating the I-9 Days to File report column is calculated at the time the report is run. The calculation is based on the report's run date and the employee's date hired. A negative value indicates that the I-9 should have already been completed and submitted to E-Verify when applicable. A positive value indicates that the I-9 and E-Verify compliance deadline is in the future and there is still time to complete the I-9 and submit to E-Verify within the required three day window. These values do NOT take into account the I-9 or E-Verify current status (e.g. whether or not they have been completed).

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What is the significance of the Interactive Report "I-9 Ontime margin" column?	The I-9 Ontime margin report column is calculated based on the employee's hire date and the I-9 date completed. A positive value indicates that the I-9 was completed later than the rule and a negative number or 0 indicates that the I-9 was completed ontime.
What information is provided in the I-9 Summary report?	The I-9 Summary report is an "off-the-shelf" style report in which the columns of data are pre-determined. This report type provides a summary view of the number of "pending" and "completed" I-9s. Users can see at-a-glance the percent of I-9s timely completed. Information can be summarized by user/group assigned, location, or occupation class. Report columns include number of I-9s pending, number of I-9s completed, percent completed ontime, average ontime margin.
What is the key to the Pending I-9s Dashboard color code?	The Pending I-9s color indicator will change based on the time frame to or past the deadline to complete the I-9. The indicator will remain green until the day prior to the Section 2 deadline. The indicator will turn yellow on the Section 2 deadline date, and the indicator will turn red after that deadline date.

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E-VERIFY

Why did I receive a system error when trying to submit to E-Verify?	There are several possible errors users may encounter when submitting data to E-Verify. Errors appearing similar to the following are the result of a communication issue between E-Verify and other government databases such as the Department of State or Social Security Administration. 1001 - System error submitting Initial Verification.System.Web.Services.Protocols.SoapException: Server was unable to process request. ---> TIBCO.EMS.IllegalStateException: Connection is being closed at Csc.Vis.DataAccess.TibcoVerify.SendVerificationRequest(Cache& currentSession, Double connCacheTimeOutMin, String xmlRequest, String targetSystem, Int32 requestTimout) in c:\Cps Development\ESBGateway\ESBQuery\TibcoVerify.cs:line 127 at Csc.Vis.ESBQuery.CbpPassVer15.PassportQuery(String passportNumber, String firstName, String lastName, String middleName, DateTime birthdate, Boolean requestImage, String requestorLogin, String transId) in c:\Cps Development\ESBGateway\ESBQuery\CbpPassVer15.asmx.cs:line 140 --- End of inner exception stack trace --- Communication issues between E-Verify and government databases are temporary and resolve on their own. When E-Verify is unable to access one of the government databases it normally uses to confirm employment authorization an error is returned to Guardian because the information cannot be processed. Since the issue is temporary, the user should utilize the "Try Again" button on the Manual Processing tab of the E-Verify record to re-send the information to E-Verify.
What should we do if an employee first and last names transposed and submitted to E-Verify?	If an employee's first and last names are transposed on an I-9, but he is still authorized to work by E-Verify, the E-Verify submission was not rejected because E-Verify is programmed to account for minor discrepancies such as name transposition. However, the I-9 should be amended to reflect the correct first and last name.
Can we change an E-Verify TNC case that was closed incorrectly as "still employed after choosing not to contest"?	Once a case is closed E-Verify does not allow the case to be re-opened or changed. However, new cases may be generated with E-Verify. If you have consulted with counsel and would like to open a new case, you should be able to do so from the employee's E-Verify Overview tab. At the bottom of the screen should be a "Resubmit to E-Verify" button. Clicking the button will resend the I-9 data to E-Verify and create a new case with them. You should then be able to proceed per usual with case processing.

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What are the E-Verify requirements for complex surnames?	1. Hyphenated names and names with apostrophes are permitted. Enter the entire surname, including prefixes or name stems (excluding periods). Example: Correct De La Cruz O'Donoghue Lopez-Garcia 2. Do not include suffixes. This includes Jr., Sr., III, etc. Example: Correct: Garcia Not Correct: Garcia, Sr. 3. Do not use periods for abbreviations. Example: Correct: St John Not Correct: St. John 4. Individuals from some cultures may write their surnames first and their given names last. Always enter the surname in the Last Name field.
Will a new electronic I-9 submit to E-Verify?	The data from Electronic and New Hire Paper I-9s submits to E-Verify upon I-9 approval when the hire date indicated in Section 2 is on or after the organization's E-Verify effective date AND no E-Verify record exists in Guardian for the employee. If an employee remains continuously employed and has already been submitted to E-Verify (or the employee's hire date is PRIOR to the organization's E-Verify effective date) then the I-9 information will not be submitted when a new electronic I-9 record is added and approved. However, if an employee has been terminated and re-hired then the I-9 data will be submitted to E-Verify upon I-9 approval even if an E-Verify record exists as long as that E-Verify record was created prior to the rehire date.
Why are we unable to submit to E-Verify when we receive The I-94 Number must be NULL. error message?	The following error message: The I-94 Number must be NULL may be visible on the E-Verify Overview tab when information is submitted to E-Verify unexpectedly. Normally this situation arises when an employee attests to being an alien authorized to work, presents an EAD card (I-766 Employment Authorization Document) in Section 2 and includes an 11-digit Admission number in Section 1. In such circumstances E-Verify is expecting to receive a 9-digit A# (Alien Number) rather than an admission number. In order to resolve the error and submit the data to E-Verify: 1. Access the Manual Processing tab in the E-Verify record 2. In the Check Information section-->Information to Resubmit clear the value from the I-94 Number field and enter the A# in the Alien number field 3. Click "Continue Case" to submit the updated data
How can I close an E-Verify case?	Users with E-Verify privileges can close E-Verify cases. E-Verify cases can be accessed directly from the Top Pending E-Verify Actions dashboard, the E-Verify module, or from within the employee's record (E-Verify tab). 1. Navigate to the employee's E-Verify tab. 2. Click the Date Created link to access the record (if not taken directly to the record). 3. Click the Close Case tab. 4. Answer the question related to the employee's status. 5. Select the applicable closure option. 6. Click the Close This Case button to submit the information to E-Verify.

Am I able to batch close E-Verify cases?	Guardian requires a user to review each E-Verify case and interaction to determine the appropriate case closure code. The E-Verify MOU for developers generally prohibits over-automating the E-Verify process, which could include batch closing of cases. Guardian has followed this conservative approach throughout the closure process regardless of the final case statement returned from E-Verify.
Why is E-Verify flagging this submission as late?	When I-9 data is submitted E-Verify compares the I-9 hire date to the current date (date of submission) and flags any submission in which the hire date is more than three business days in the past. There may be many reasons why I-9 data was not submitted within the three day window including waiting for the issuance of a social security number and instances in which the employee presented a receipt in lieu of an actual document in Section 2. I-9 data will only be submitted to E-Verify once the receipt is replaced. Once the receipt is replaced and documented in Guardian, I-9 data will be submitted to E-Verify. Currently, E-Verify provides the following reasons for the late submission: Awaiting social security number Technical problems Audit revealed that new hire was not run Federal contractor with E-Verify clause verifying an existing employee Other (specify reason) In instances in which submission is delayed due to the presence of a receipt document the user may wish to select "Other" and indicate the reason.
What do the emails from E-Verify to the employee say?	E-Verify has implemented technology to email the employee in certain situations if the employee provides his/her email in Section 1. If that email address is provided on the I-9 and entered in E-Verify during the case creation then E-Verify will send an email to the employee in the event of a Tentative Nonconfirmation (TNC). Additional information related to the employee correspondence and example email test provided to the employee by E-Verify can be found at the following site: http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=f516af02994af310VgnVCM100000082ca60aRCRD&vgnextchannel=f516af02994af310VgnVCM100000082ca60aRCRD

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How can we correct an attestation and close an E-Verify TNC?	The amendment tool does not allow an employee to change his attestation on an electronic I-9. Therefore, if an employee makes an incorrect attestation on an electronic I-9 it will be necessary to complete a new I-9. Once the new I-9 has been approved, the data can be resubmitted to E-Verify. The steps for closing the E-Verify case, completing a new I-9, then resubmitting to E-Verify are as follows: 1. Open the Employee's most recent E-Verify record. 2. Navigate to the "Close Case" tab. 3. Select "Yes" or "No" to answer the question "Is (employee) currently employed with this company?" Upon a selection being made Guardian will retrieve available closure codes from the E-Verify system. 4. Select the appropriate closure code. For example, if a data entry error was identified, then "... invalid because data entered is incorrect" could be selected. 5. Click the "Close This Case" button. After the E-Verify case has been closed a "Resubmit to E-Verify" button will be displayed on the "Overview" tab of the E-Verify record. DO NOT CLICK THE BUTTON AT THIS TIME. As noted above, because the error was made on the attestation the only means for correcting it is to have the employee and HR user complete a new I-9. Add and complete the new I-9. After the I-9 has been approved the user can return to the "Overview" tab of the existing E-Verify record and click the "Resubmit to E-Verify" button which will initiate a new E-Verify case for the employee.
What are the Illinois DOL additional attestation requirement for companies who E-Verify?	Illinois DOL requires employers who E-Verify to sign an additional IL DOL attestation. This attestation form can be found at the following link and must be completed by the IL company: http://www.state.il.us/Agency/idol/forms/pdfs/attest.pdf Guardian clients use LawLogix as the DHS approved Designated Agent to submit to E-Verify. Consequently, employers are not required to take the E-Verify online tutorial or pass the Mastery Test. Instead, they must fill out the attestation with the DA's E-Verify Company ID Number and every company representative with E-Verify privileges should be familiar with the E-Verify User Manual. LawLogix E-Verify Company ID is 40635. Following is a link to the USCIS manuals and guides publications. Those interacting with E-Verify should be familiar with the E-Verify User Manual that can be accessed at this link: http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac8 9243c6a7543f6d1a/?vgnextoid=e2410f4752f0a210VgnVCM100000082 ca60aRCRD&vgnextchannel=e2410f4752f0a210VgnVCM100000082ca6 0aRCRD As is required for all E-Verify employers, they must display the Right To Work and E-Verify poster. Links to E-Verify posters can be found in Guardian Tutorials-->Online Resources-->E-Verify posters.

Why did the name returned from E-Verify not match the name submitted?	It is possible that the SSA records do not exactly match what is submitted to E-Verify. According to the Westat E-Verify evaluation, the E-Verify name-matching routines do not require exact matching of full name to avoid an excessive number of erroneous TNCs attributable to minor variations in names. Consequently, it is possible that SSA does not have the complete name as submitted to E-Verify, but E-Verify may "pass" the record (assuming all other information is correct). There is a mechanism to request additional verification. If the record is returned as Employment Authorized, but there is a name variation you may elect to click the "Request Additional Verification" button on the I-9 Manual Processing tab. This is sent to E-Verify and an additional manual verification is performed by an Immigration Status Verifier. For more information on the Westat report, access the document at http://www.uscis.gov/USCIS/E-Verify/E-Verify/Final%20E-Verify%20Report%2012-16-09_2.pdf. The section of note is 2.1.2.3.3 Employers Requesting Additional Verification on pg. 138.
Can a new E-Verify case be created if we believe the FNC is in error?	DHS advises not to create a new case within E-Verify when disputing a final nonconfirmation. Instead, DHS recommends that the employer/employee call them directly to contest the FNC. If the person's status has changed or information in E-Verify was incorrect, the USCIS representative will resolve the case in their system and provide the employer with a letter for their records (which can be uploaded to Guardian). The E-Verify employee hotline number is 888-897-7781. The employee should select the prompt to "Contest an FNC".
Should the I-9 be resubmitted to E-Verify if the employee's hire date changes?	I-9s completed and approved are submitted to E-Verify even if the start date is in the future. The hire date is the date the employee begins work for pay and the information submitted to E-Verify is taken from Section 2 of the I-9. If the employee's start date changes after the information has been submitted to E-Verify, no additional action is required in E-Verify. However, the I-9 form should be amended to indicate the correct hire date. A user with the appropriate privileges may access the I-9's Amendments tab and take the following actions: To add the amendment: Click Add Select Section 2-->Employment Start Date Click "Edit Field" Insert the updated start date in the "New Value" field If desired, make a note in the "Note of record" field (information will display as a footer on the I-9 PDF) Click "Create Amendment" to add the pending amendment To approve the amendment: Click the "Actions" dropdown on the Amendments tab Select "Approve Non Section 1 Amendments" Enter your password and click "Approve Amendments" to approve and lock the amendment

Why does the Photo Matching tab for E-Verify Submission Indicate No Photo on This Document?	E-Verify requires photo matching for several document types that may be provided by the employee for Section 2 completion. In instances in which I-9 information is submitted that includes a document that triggers photo matching and no photo exists within the government database, E-Verify will return the message: No Photo on this Document. DHS instructs user to indicate "yes" that the photo matches the document provided by the employee in instances such as this (documented in the Photo Match section of the E-Verify User Manual).
When closing a case with E-Verify how should I indicate the employee's status if he or she has not begun work?	When users close cases with E-Verify they must first indicate the employee's status (active or terminated). Once providing the employee's status, E-Verify returns the appropriate case closure statements available for use. Users are initially presented with a question similar to below on the E-Verify Manual Processing tab: If you wish to close this case, please answer the following question: Is [Employee Name] currently employed with this company? The above question is presented regardless of the employee's hire date (e.g. if it is in the future). E-Verify provides the following guidance when considering the employee's status: When answering the question, "Is the employee currently employed with this company?" it is important to consider the following: If you have an employee who didn't contest a tentative nonconfirmation (TNC), or who received a final nonconfirmation or "DHS No Show" decide whether you will allow the employee to continue working. If you decide to: Continue the employee's employment, then select "Yes" Terminate the employee's employment, do so, then select "No" If you have an employee who has accepted a job offer, but hasn't yet started work, decide whether you will allow the employee to start working. If you decide to: Allow the employee to start work as planned, then select "Yes" Terminate the employee's employment offer, do so, then select "No"
How does Guardian store E-Verify information?	Guardian stores the employee's entire E-Verify case submission record including the case number together with the employee's I-9 in an easily accessible electronic case file. In the event of an audit, both the I-9 and the E-verify case history can be provided and printed out as needed.
How can we contest a final nonconfirmation (FNC)?	DHS recommends that the employer/employee call them directly to contest the FNC. If the person's status has changed or information in E-Verify was incorrect, the USCIS representative will resolve the case in their system and provide the employer with a letter for their records (which can be uploaded to Guardian). The E-Verify employee hotline number is 888-897-7781. The employee should select the prompt to "Contest an FNC".

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When should I expect E-Verify to respond to the TNC?	For TNC processing, once the case is referred to E-Verify and the employee visits the SSA office/contacts DHS to resolve the TNC the next step for the employer is to await the response from E-Verify regarding the case. E-Verify has up to 10 federal government workdays to update the case within the system. Most times, the expected response date by E-Verify is displayed on the E-Verify Status tab within the employee's E-Verify record in the field: Response Due Date. This information pulls directly from the E-Verify database. That is the date E-Verify expects to have the case updated. This tab can be updated to get up-to-the-minute results from E-Verify by clicking the "Get Updated Case Details" button at the bottom of the page. Guardian is in continuous communication with the E-Verify system and will display the response from E-Verify when it is returned. The response will appear on the employee's E-Verify Overview tab and the final result will also display on the Close Case tab within the E-Verify record. Until the response is returned from E-Verify there is nothing more to do within the system unless the employee quits or is terminated unrelated to the TNC. If that were ever the case you could close the case via the Close Case button, selecting the appropriate case closure code.
How can we submit an amended I-9 to E-Verify?	When an employee begins work without a social security number, the I-9 must be amended in order to successfully submit to E-Verify. Normally this procedure follows the steps outlined in the following tutorial: http://uploads.lawlogix.com/Training_I9/I-9_for_Employee_With_No_SSN.pdf However, if the I-9 has been amended (the social security number has been added and the amendment approved), but the Manual Processing tab still expects an amendment in order to process (i.e. the Amend This I-9 button remain available) complete the following steps: 1. Access the most recent E-Verify record (current status=Not Ready...) 2. On the Manual Processing tab click Cancel E-Verify Submission (note-no case was ever created on E-Verify as the employee did not have an SSN) 3. Once the case reflects as "closed" navigate to the Overview tab within the E-Verify record 4. Scroll to the bottom of the page and click Re-Submit to E-Verify This will send the amended data to E-Verify and create a case (a new E-Verify record will display in the employee's file).
What is the E-Verify Employer Hotline Number?	The E-Verify employer hotline number is 888-464-4218. Many times this is used when employers have questions regarding specific E-Verify cases. E-Verify Customer Support is available Monday through Friday, from 8 a.m. to 5 p.m. local time, except on federal holidays.

What does the E-Verify case status Case Invalid Due to Duplicate case mean?	Guardian returns all available case closure statements from E-Verify that may be used to close a case. These options vary based on the state of the E-Verify case and the employee's status. The user may select from the available options to close the E-Verify case. The statement "case invalid due to duplicate case" is a case closure option available to users. Normally, it is selected to indicate that another E-Verify case has been submitted and the current submission is "invalid". Because the user makes the determination of the case closure statement to use, the selection may or may not be correct. If there is not another E-Verify case associated with the employee's record then no other submission to E-Verify was made from Guardian through that specific employee's record. This could reflect an error by the user or indicate that a submission was completed by the user in another method. If there is no other E-Verify case within the employee's record in Guardian, the system will display the employee on the Top Pending E-Verify Actions dashboard/ open E-Verify cases module to alert users that the employee does not have an E-Verify case (i.e. only an E-Verify case closed as invalid is reflected in Guardian). Since the case closure option is a determination made by the user, should the case closure statement is incorrect then a new E-Verify case must be created. In this instance, to resubmit the employee's data to E-Verify please contact First Advantage Support via the envelope icon requesting that the employee be re-submitted to E-Verify. Please include the employee's name and reason for the re-submission within the inquiry.
How can I document an E-Verify submission that happened prior to using Guardian?	Users can document previous E-Verify submissions that may have occurred prior to Guardian usage by adding a manual record to the employee's file. To add the record: 1. Access the employee's E-Verify tab 2. Click "Add Previous E-Verify Submission" 3. Enter the date the information was submitted to E-Verify (date case initiated), E-Verify case number, and Final Status 4. Click "Update Info" to save the information
How can a remote employee electronically sign a TNC?	Functionality exists within the Guardian system to allow employees to review and electronically sign Tentative Nonconfirmation Notices and Referral letters issued by E-Verify. To initiate remote processing of a TNC the user must click the "Send Email" button on the Manual Processing tab. Employees will either use their existing login information (username and password) or unique URL link (link provided to employees who completed the I-9 with a remote agent) to gain access to the employee interface to review and electronically sign the documents. Users assigned to the employee will receive an auto-generated e-mail notification from Guardian once the employee electronically signs the notice and then again after the employee later electronically signs the referral letter.

When do I-9s with receipts submit to E-Verify	Employees have 90 days to present an actual document when they provide receipt for replacement of a lost, stolen or damaged document. At the time of hire Section 2 should be completed utilizing the provided receipt. Guardian provides a Receipt checkbox beneath each Section 2 list so that users may designate a document as a "receipt" document (and proceed with Section 2 completion). When this occurs the system creates a reminder task and the employee appears in the "Needing Further Action" section of the Dashboard. The I-9 information does not submit to E-Verify until the actual document(s) are presented as there is no designation in E-Verify to denote receipt versus actual document/document number. When the employee returns with the actual document and the I-9 is updated to reflect the new information, the employee will submit to E-Verify upon approval of the I-9. To update a receipt I-9 access the I-9 Details tab of the receipt I-9 (click the created date link on the I-9 Forms tab). Click the "Update I-9 Receipt" button. This action creates a new I-9 and permits the user to enter/adjust the Section 2 documents. Once the documents have been updated the Guardian user must electronically sign Section 2 and proceed to mark the I-9 complete and approve the I-9. Upon approval, the information will submit to E-Verify.
What is the process to Everify employees who begin work without a social security number (SSN)?	E-Verify requires the employee social security number in order to initiate a case. Guardian allows the creation and completion of I-9 records when no SSN is available. To initiate the I-9: 1. The user should select Employee does not have or will not reveal Social Security Number option on the Minute I-9 screen. When the I-9 is created the system inserts a temporary or "T" number to suppress the issue (no SSN), allowing the employee and user to electronically sign the I-9. 2. Upon I-9 approval an attempt is made to submit the data to E-Verify. However, the submission will be unsuccessful due to the lack of an SSN. 3. Once the SSN is received the user can navigate to the E-Verify Manual Processing tab to amend the social security number field and complete the submission process to E-Verify. The following tutorial details this process: http://uploads.lawlogix.com/Training_I9/I-9_for_Employee_With_No_SSN.pdf

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How many days does the employee have to resolve a TNC?	Sometimes when data is submitted E-Verify will return an interim tentative nonconfirmation (TNC) case result. When this occurs Guardian walks the user and employee through processing the TNC. The employee must be given eight federal government work days from the date the TNC is referred to E-Verify (this step follows the signing of the TNC Notice and TNC Referral Letter), to contact the appropriate federal agency to contest the tentative nonconfirmation. Employers may not take any adverse action against any employee based upon the tentative nonconfirmation.
IF DHS Results in an E-Verify record are blank does this mean DHS did not confirm the employee's work authorization?	The E-Verify system is managed and operated by the Department of Homeland Security (DHS) in collaboration with the Social Security Administration (SSA). When an employee's information is electronically submitted for verification, E-Verify will automatically query the appropriate databases based on the employee's citizenship status. For US citizens, E-Verify primarily relies upon information maintained by the SSA; for non-citizens, E-Verify will use a combination of the SSA database and various other DHS databases which track the employee's entry into the U.S. and maintenance of immigration status. Occasionally, an initial E-Verify query will result in a mismatch (known as a tentative nonconfirmation or "TNC" for short), and the case may be referred to the SSA or the DHS for secondary verification. In these instances, the final case E-Verify report will show the resolution under the "DHS Results" section. However, if the case was not referred to the DHS for secondary verification, this section of the report will appear blank. This is perfectly normal, and in fact, is usually the case.
What does E-Verify error code 400 mean?	An error code 400 returned from E-Verify indicates that an attempt was made to transfer I-9 data that contained bad characters. The I-9 data should be reviewed to determine the offending bad character and corrected to successfully submit to E-Verify.

How should an E-Verify case be closed for a new hire who never began work?	In cases where an E-Verify case is open for a new hire who never begins work the Employment History section must first be updated in Guardian to enter the termination date and indicate that the employee is not active. E-Verify provides specific case closure options depending on the employee's employment status. When an open E-Verify case is associated to an employee who is no longer active the following case closure options may be present: The employee was terminated by the employer for receiving a Final Nonconfirmation result. The employee was terminated by the employer for receiving a No Show result. The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation. The employee voluntarily quit working for the employer. The employee was terminated by the employer for reasons other than E-Verify. The case is invalid because another case with the same data already exists. The case is invalid because the data entered is incorrect. For those cases in which the employee never began work users may wish to close the case as "The employee voluntarily quit working for the employer.". However, since the answer is not clear and E-Verify data is reviewed by USCIS compliance officers, LawLogix recommends that the action be reviewed with counsel.

FAR PROCESSING

Are FAR E-Verify eligible employees automatically submitted to E-Verify?	Existing I-9 records do not automatically submit to E-Verify should they be associated with a FAR contract (whether the organization submits only those existing employees attached to a FAR contract or all existing employees). All I-9 records for historical employees (those whose hire date precedes the organization's activation date with E-Verify) are managed through the FAR queue. The FAR queue provides a guided workflow to analyze existing I-9 records to ensure they meet the FAR requirements outlined in the FAR E-Verify Supplemental guide. Based on the organization's configuration (contract only or entire workforce) the FAR queue can be used to identify those employee's requiring further action. For contract only organizations, the queue is a useful tool to identify employees that transfer from non-FAR locations/business units to FAR-eligible locations/business units. To identify such FAR eligible employees the user should adjust the following FAR queue filter settings: Exemption Status=Not Exempt E-Verify Status=Not Started With the above filter selections the results will return those employees who are FAR eligible and who have not been submitted to E-Verify. The "Next Action" column of the FAR queue can be used to determine what is required in order to ready the I-9 for submission to E-Verify. Those with the status "Send to E-Verify" can be submitted to E-Verify.
FAR Rules -- What is the FAR document retention requirement for an existing employee who presented an I-551 permanent resident card?	Retention of I-551 Document If the employee presented an I-551 alien registration card as a List A document on the I-9 form that is controlling, E-Verify requires the company to have retained a photocopy or scan of this document. If the photocopy or scan of this document was not retained at the time the I-9s was completed, the employer should request that the employee provide a copy of the document now. If a copy cannot be retained, it is recommended that a new I-9 be created.
FAR Rules -- What is the FAR requirement regarding an I-9 for an existing employee if the employee's attestation at time of hire was "Lawful Permanent Resident?"	If the employee attested in Section I of the I-9 form to be a Lawful Permanent Resident, FAR requires the employee be contacted by the employer to determine if the employee has since become a naturalized citizen. If the employee has naturalized, it is recommended that a new I-9 be completed so that the employee can check the correct attestation of status in Section 1 before the I-9 is submitted to E-Verify.

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How does Guardian track the FAR Document Expiration Rule?	E-Verify /FAR guidelines indicate that a Section 2 document must not be expired when presented by the employee, but that if a document expires after it is presented, there is no need to amend the I-9 or complete a new I-9 before submitting to E-Verify For historical I-9s that need to be submitted to E-Verify due to FAR contract, the system determines whether the document was expired at the time of presentation by comparing the Section 2 document expiration date with the Section 1 signature date of the I-9. In the event the Section 1 signature date occurs after the document expiration date, then the system flags the expiration as an issue.
What happens if the List B doc on existing I9 does not have a photo (FAR/E-Verify Regulations)?	When organizations are submitting existing employees to E-Verify due to a FAR contract with E-Verify clause, additional requirements are imposed when using historical I-9s. If a current employee presented a list B document without a photo for his/her original I-9 E-Verify requires that a new I-9 be completed in order to submit the I-9 data to E-Verify. The publication M-574A, Supplemental Guide for Federal Contractors indicates: A new form I-9 must be completed if the employee Presented a List B document that did not have a photo when he or she completed the previous Form I-9; Presented a List B document on a previous Form I-9 and you are unable to determine if that document had a photo.
FAR Rules -- What is the FAR requirement regarding an I-9 for an existing employee if the employee's attestation at time of hire was "US Citizen or National" on an older I-9 with only 3 attestation choices instead of 4?	The employee must be asked to verify his or her status at the time he or she completed the attestation. In the event the status was a "National", as opposed to a US Citizen it is recommended that the employee complete a new I-9 with the box checked for Noncitizen National. If the status was US Citizen, the employer should make note of this fact (a case note would be one way to do this within the System) so that it can appropriately answer the related question in the FAR Queue before submitting to E-Verify.

I-9 SUPPORTING DOCUMENTATION

May I accept a List B document that does not contain a photo if I participate in E-Verify?	The List B photo requirement is an additional E-Verify requirement. When organizations enroll with E-Verify they sign a Memorandum of Understanding (MOU) that indicates that the employer will only accept List B documents if they contain a photo. As a result, locations utilizing E-Verify may only accept List B documents if they contain a photo. List B documents that do not contain a photo may not be accepted by employers utilizing E-Verify. This requirement also applies to minors and is stated in the following Q&A resource provided by USCIS:http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=73b9bf795fdba310VgnVCM100000082ca60aRCRD&vgnextchannel=51e6fb41c8596210VgnVCM100000b92ca60aRCRD Guardian includes an affirmation within the I-9 process to confirm that the document provided, if a List B document, contains a photograph.
Is a foreign passport with an I-551 stamp an acceptable document for Section 2?	Lawful permanent residents may be issued temporary I-551 documents. If an employee presents a foreign passport with either a temporary I-551 stamp or I-551 printed notation on a machine-readable immigrant visa (MRIV) this is an acceptable List A document (Unexpired Foreign passport w/ I-551 stamp or I-551 notation on immigrant visa). Employees presenting this type of document will require reverification. Guardian will indicate the reverification date based on the expiration date entered for the document.
Are we able to copy Military ID cards presented in Section 2 if it is our policy to retain copies of all documents?	USCIS posted the following on I-9 Central: http://www.uscis.gov/portal/site/uscis/menuitem.5af9bb95919f35e66f614176543f6d1a/?vgnextoid=91908318c9c64310VgnVCM100000082ca60aRCRD&vgnextchannel=5c1f8318c9c64310VgnVCM100000082ca60aRCRD Q. A Department of Defense security bulletin states that it is prohibited to make copies of military IDs. I need to make copies for Form I-9 purposes. What should I do? A. The employer may make a photocopy of the military ID card for Form I-9 purposes. Under the Immigration and Nationality Act governing the Form I-9 process, the copying of documentation is permitted. Specifically, this provision states: "Notwithstanding any other provision of law, the person or entity may copy a document presented by an individual pursuant to this subsection and may retain the copy, but only (except as otherwise permitted under law) for the purpose of complying with the requirements of this subsection." Furthermore, the prohibition against the copying of military IDs in Title 18 U.S. Code Part 1, Chapter 33, Section 701 referenced by the question does not apply if "authorized by regulations made pursuant to law."

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Where is the card number located on the I-551?	There are several versions of the I-551 card in distribution. On the most recent card, the Card No. is indicated on the reverse of the card on the top shaded half under DOB. In the previous versions, it is part of the machine readable number on the face of the card at the bottom. The card number begins with a three letter abbreviation identifying the USCIS Service Center, (either EAC, SRC, WAC or LIN) followed by 10 digits. On the machine readable version, the number is followed by <
Do I need to enter an expiration date for a List C Social Security Card?	For List C Guardian provides an expiration field for use when appropriate with certain documents that may be presented for List C that may have an expiration date. In the case of the Social Security number the expiration date is not applicable. The User may leave that field blank and proceed with the 'Check Form' step. The system will recognize that that a Social Security card has been presented and that an expiration date is not needed in this case and will not present an error. The user will then be able to electronically sign section 2 without issue.
How can our new hire obtain their I-94 document if it is electronic?	In some instances foreign nationals entering the United States may not receive a paper I-94 record of admission. This is the result of an automation project completed by U.S. Customs and Border Protection (CBP) in which foreign nationals entering the U.S. by air or sea will be issued an electronic arrival record. Foreign nationals who need to provide the I-94 for verification of employment authorization should visit www.cbp.gov/i94 to print a copy of their electronic arrival/departure record. This printed electronic record can be utilized to prove employment authorization like its traditional paper-based counterpart.
What documents can a Non-citizen national present?	A non-citizen national can present a variety of documents from the List of Acceptable documents including a U.S. Passport. The following site provided by USCIS includes a matrix illustrating which category of individuals is issued a specific document type: http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=31d51a48b9a2e210VgnVCM100000082ca60aRCRD&vgnextchannel=31d51a48b9a2e210VgnVCM100000082ca60aRCRD
Is the Certificate of Naturalization an acceptable Form I-9 document?	Per USCIS: Yes. The Certificate of Naturalization (Form N-550 or N-570) is an acceptable List C, #8 Employment authorization document issued by the Department of Homeland Security. In Guardian the Section 2 verifier should select Employment authorization document issued by DHS - Unlimited from the List C dropdown.

Can I accept a report card as a list B document?	Persons under the age of 18 may present a school record or report card which qualifies as a List B document in Section 2. They must also provide one document from List C. However, if the organization or location is enrolled with E-Verify, per the E-Verify Memorandum of Understanding (MOU), the employer may only accept List B documents that contain a photo. If the minor has no List A or List B identity document that contains a photo then the minor should invoke the special rule in Section 1 that allows the minor's parent or legal guardian to verify their identity and complete the Preparer/Translator section of the I-9 in lieu of the minor electronically signing Section 1. To invoke the special rule: 1. Access Section 1 2. Have the employee click "Edit Section 1" and acknowledge the popup box that displays the following text: Do you wish to Continue? This will erase the Section 1 Signature, and allow the employee to make changes requiring section 1 to be resigned. 3. Once Section 1 is editable the employee should adjust the response to the question: Do You have an Identity Document? to "No-- I do not have an Identity document, only a document from List C. ". 4. Guardian will implement the exception as outlined in the M-274 in which Section 1 will display "Individual Under Age 18" within the signature field. 5. The parent or legal guardian should then complete the Preparer/Translator certification section (this section of the form will appear after clicking "Check Form" in Section 1. 6. Following the completion of the Preparer/Translator section the Guardian user should enter a valid List C document in Section 2 (Guardian will automatically indicate "Individual Under Age 18" for List B).
Can I copy the Certificate of Naturalization for I-9 document retention purposes?	The Certificate of Naturalization states you may not make a copy of it. If your organization makes a copy of all I-9 supporting documents then you may make a copy of the Certificate of Naturalization for the purposes of Form I-9. Under the Immigration and Nationality Act governing the Form I-9 process, the copying of documentation is permitted notwithstanding any other provision of law.
What do we enter for the List C Document Number on an I-9 when the document presented has no number?	Certain valid List C Documents may not contain a document number such the following: Original or Certified copy of US Birth Certificate Native American Tribal Document or Certification of Birth Abroad If this is the case, you may enter "not applicable" or NA and the Guardian system will accept this annotation without creating an issue even though a number was not entered.

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Can I accept an I-797 for an expired EAD (I-766) card?	The decision of whether or not a specific document should be accepted generally falls into legal advice that LawLogix cannot give as a software company. Fortunately though, we can refer you to some guidance which may be directly on point. Specifically, if you look at the M-274 Handbook for Employers, it advises that an employer cannot accept a receipt notice for an I-766 employment authorization document which is expired on its face. Specifically: Q. My employee has applied for a new Employment Authorization Document (Form I-766). Is the USCIS receipt notice covered by the Form I-9 receipt rule? A. In this case, the USCIS receipt notice is not an acceptable receipt for Form I-9 purposes. An employee with temporary employment authorization and holding an Employment Authorization Document (Form I-766) should apply for a new card at least 90 days before the expiration of his or her current document. If your employee applied for a new card at least 90 days before his or her current card expired but is nearing the end of the 90-day processing period without a decision from USCIS, instruct your employee to call the National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD) about the status of his or her application. USCIS strongly encourages that employees first call the National Customer Service Center before visiting a USCIS office to prevent possible delays. If your employee prefers to check on the status of his or her application at a USCIS office, he or she may schedule an InfoPass appointment at www.infopass.uscis.gov. When your employee's current Employment Authorization Document (Form I-766) expires, he or she must be able to present a List A document, a List C document, or an acceptable receipt under the receipt rule to satisfy Form I-9 reverification requirements. Please note, however, that there are some situations when an employer can accept an expired I-766 for qualified students who are in F-1 visa status and working pursuant to optional practical training. For more information, please refer to the M-274 handbook which describes these situations.
Is a visa that serves as temporary evidence of permanent residence valid?	Lawful permanent residents may be issued temporary I-551 documents. If an employee presents a foreign passport with either a temporary I-551 stamp or I-551 printed notation on a machine-readable immigrant visa (MRIV) this is an acceptable List A document (Unexpired Foreign passport w/ I-551 stamp or I-551 notation on immigrant visa). Employees presenting this type of document will require reverification. Guardian will indicate the reverification date based on the expiration date entered for the document.

What should I enter if the List C Document does not have a document number?	If a document has been provided by an employee and it does not contain a document number, but Guardian is expecting a value the user may enter "N/A" in the document number field as they complete the electronic I-9 record. If the issue appears for a historical I-9 (e.g. Archival I-9) the user may choose to exempt the issue if they confirm that the document did not contain a document number. Exempting the issue with waive the issue in Guardian without adjusting the I-9 and will prevent the issue from appearing on future run Issues reports.
How can we document an expired Permanent Resident Card with I-797 Notice of Action?	For an employee who presents an expired Permanent Resident card along with a I-797 Notice of Action, which extended her status for 1 year, we have the following guidance from the M-274 manual: If an employee presents an expired Permanent Resident Card along with a Form I-797, Notice of Action that indicates that the card is valid for an additional year, this combination is acceptable List C evidence of employment authorization for one year as indicated on Form I-797. At the end of the one-year period, you must Reverify. The above information indicates that if the employee presents those two documents, that she would also be required to present an acceptable List B document so the I-9 can be completed with a List B/C document combination.
Why is the Foreign Passport and I-94 card not listed as an available List A document for the NIV employee?	When an employee completes Section 1 of Form I-9 and indicates "alien authorized to work" in the attestation area, but does not indicate a work authorization expiration (NA), Unexpired Foreign Passport and I-94 does not appear in the List A dropdown. If Section 1 has been completed correctly, employees with indefinite work authorization general fall in to one of two categories: Asylee or Refugee. USCIS provides the following guidance for completing Section 2 of Form I-9 for an Asylee or Refugee when they present an I-94 card: Completing Section 2 for a Refugee Presenting Form I-94 If a refugee presents the departure portion of a Form I-94 containing an unexpired refugee admission stamp, the employer must accept it as a receipt establishing both employment authorization and identity for 90 days. At the end of this 90-day period, the employee must show the employer either an EAD or a combination of a List B document and an unrestricted social security card. Completing Section 2 for an Asylee Presenting a Form I-94 An asylee may present Form I-94 or Form I-94A with one of the stamps or notations below indicating asylee status: Asylum granted indefinitely 8 CFR 274a.12(a)(5) INA 208 This document is a List C document (Employment Authorization Document Issued by DHS (Unlimited)) and, unlike other Forms I-94, usually does not contain an expiration date. The asylee will need to present a List B identity document with this Form I-94.

REMOTE AGENT

When do the unique links for the remote agent process expire?	When users generate an I-9 for remote processing Guardian generates instructions for both the employee and remote agent. These instructions and access methods differ from the employee "welcome email" and employee login credentials. For remote processing I-9s both the employee and remote agent are given a unique web address to access and complete the I-9. The web links expire one month from generation (the same date of the month following I-9 creation), or when the I-9 is approved by the Guardian user, whichever comes first.
Why are we receiving an email Notification of Remote Agent Document Selection	The system generated email with the subject "Notification of Remote Agent Document Selection" is triggered when the remote agent process is used to complete Section 1 and Section 2 of the I-9 based on an administrative setting. When the setting has been configured within your Administration module an email is sent to the user(s) assigned to the employee after the remote agent indicates the method of disposition for the Section 2 document(s). To disable the notification: 1. Access Administration 2. Navigate to Preferences-->Remote Hire-->Remote Hire Preferences 3. De-select Notify of document selection on step 3. 4. Click Update Info to save the change
How can we re-issue the remote agent login link when the link expires?	Sometimes a remote agent's login link will expire. To issue a new login link the previous remote agent instructions must be deleted. Perform the following steps to delete and re-create the Remote Agent Instruction E-Mail: 1. Access the employee profile. 2. Navigate to OnDocs, locate the remote agent instructions email, and click the Date Created hyperlink to access the record 3. Within the OnDocs Document click the Delete button 4. Access employee's "I-9 Forms" tab. 5. Click [*] to access the "Remote Hire/Remote Agent Settings" page. 6. Click the "Create Agent Instructions" button. You may then send the new e-mail to the agent. The updated instructions will also be available through the Remote Agent Instructions link within the employee's interface.
How can we disable a remote agent I-9?	If an electronic I-9 was created in error to be completed remotely, the remote processing functionality may be disabled or "turned off". To disable remote processing (to allow completion of Section 2 by a Guardian user): 1. Access the employee's record. 2. Navigate to the I-9 Forms tab. 3. Click the * appearing in the [Primary] Type [*] Setup RH/RA column. 4. Scroll to the bottom of the Remote Hire/Remote Agent Settings page and click the Disable Remote Hire Process button.

How can we create an I-9 to be completed by a remote agent?	A specific I-9 designation is used within the system to allow non-Guardian users to electronically complete Section 2 of the I-9. This type of I-9 is referred to as a remote agent I-9 or remote processing I-9. To create an I-9 for remote processing for an existing employee: 1. Access the employee record. 2. Navigate to the I-9 Forms tab. 3. Click the Add I-9 for Remote Processing button. 4. Select the appropriate remote agent (if necessary) and Remote Hire HR Contact (Guardian user to be contacted if questions arise). 5. Create or Review the Agent Instructions. (email the instructions if the agent is known). 6. Create or Review the Employee Instructions. 7. Click the Send or Edit Email button to begin the send process. 8. Click the Send the Email button to send the instructions to the employee. To create the I-9 for a new employee: To create an I-9 for remote processing for an existing employee: 1. Access the Employees module. 2. Click the Add button 3. Enter the new hires social security number or choose to "Create Employee w/o Social Security No 4. Complete the required fields to create the employee including the location, start date and occupation class. 5. Click the Create Employee with Remote Agent button. 6. Select the appropriate remote agent (if necessary) and Remote Hire HR Contact (Guardian user to be contacted if questions arise). 7. Create or Review the Agent Instructions. (Email the instructions if the agent is known). 8. Create or Review the Employee Instructions. 9. Click the Send or Edit Email button to begin the send process. 10. Click the Send the Email button to send the instructions to the employee.
Can another employee act as the company representative to complete an I-9 for a remote employee?	A non-user (non-HR individual) may inspect the documents provided for Section 2 and sign the Certification section. As long as the person inspecting the documents and signing Section 2 can be confirmed as an authorized agent of the company, the procedure is acceptable. Another employee of the company can implicitly act as an Agent. The remote agent I-9 process can be used to provide the agent access to the I-9 record for purposes of Section 2 completion. The following tutorial outlines the process: http://uploads.lawlogix.com/Training_I9/RemoteAgent-Undefined_Agent_I-9_Processing.pdf

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REVERIFICATION and SECTION 3

How do I Reverify an employee's work authorization status before the work authorization date expires?	To Reverify an employee whose alien authorized to work status is expiring, the employer representative should add a Section 3 to an existing Electronic, New Hire, or Archival I-9. To create the Section 3 reverification record: 1. Access the employee's I-9 Forms tab 2. Click the "Date Created" link of the active I-9 3. Within the I-9 Details tab scroll to the Section 3 section and click the "Add" button 4. Select the reason for the Section 3 entry 5. Complete the applicable Section 3 fields (document, title, expiration date) and electronically sign the document To Approve the Section 3 entry: 1. On the I-9 Details tab scroll to the Section 3 section 2. Click the "*Approve" link for the Section 3 entry 3. Enter your password and click "Electronically Approve" Alternatively, a new I-9 can be created for reverification purposes by adding a new I-9 from the I-9 Forms screen if company policy favors completing Sections 1 and 2 of a new I-9 to document the new work authorization status instead of adding Section 3 to an existing I-9.
Why is the system not allowing me to create a Section 3 for a rehire?	Per the USCIS Handbook for Employers (M-274), employers may use the original I-9 if the rehire occurs within 3 years of the date the employee's previous form I-9 was completed. Guardian evaluates the current I-9 (from the initial employment) form to determine if the date is within the 3 year range. When the I-9 record within Guardian is beyond the 3 year requirement users are not able to utilize the Section 3 for rehire purposes. Instead, Guardian instructs the user to create a new I-9 record.
Who can approve electronic Section 3 entries?	Organizations may create electronic Section 3 entries. Section 3 entries act similar to electronic I-9s (Section 1 and 2) in that a secondary step (Approve) is required to lock the entry. Any user type can approve the electronic Section 3 as long as their user permissions includes "Is allowed to approve I-9s" and the user has access to the employee record (based on the user's privileges).

Do I need to complete Section 3 to document an employee name change?	When an employee changes his or her name an organization may note the name change on form I-9, but such documentation is not required unless Section 3 is being completed for reverification or rehire purposes. As a result, this decision is up to the individual organization and users should consult their internal I-9 team regarding specific policies related to Section 3 completion. It is important to note, however, that should Section 3 be completed to note the name change, there is no I-9 requirement that the employee show proof of the name change. Consequently, any company representative may complete Section 3 for name change purposes without having the employee present.
Is an I-797 Approval Notice an Acceptable Document for Purposes of Section 3 Re-Verification?	Background: When Foreign Nationals in non-immigrant status apply for an extension of their NIV status or a change of status to another NIV status (e.g. L to H), the USCIS Service center issues an I-797A Approval Notice documenting the approval. If the Extension of Status or Change of Status is granted, the I-797 will also contain an I-94 Record at the bottom of the Notice with an 11 digit I-94 No. and expiration date. If the employee presents this type of I-797 Approval Notice, is the I-797an acceptable document for re-verification purposes since it is not listed on the List of Acceptable Documents? Solution: Yes. As long as the I-797 contains the I-94 at the bottom, the I-94 information should be used for re-verification purposes because that is what is controlling over the FN's status. The appropriate document to select in this instance is the List A Unexpired Foreign Passport with attached I-94/I-94A. (Note that the distinction between the I-94 and the I-94A is that the I-94A is usually computer generated while the I-94 is hand endorsed and issued at the port of entry.) The document number field should be filled out with the 11 digit I-94 No (and not the I-797 receipt number which generally starts with three letters followed by 10 digits). The document expiration date should be completed with the expiration date of the I-94 record.

Why are there reverification tasks for some of our imported employees that don't have expiring documents?	The reverification task relates to an I-9 expiration (e.g. representing an employee that requires updating of documents to prove work authorization). Reverification tasks are created during the import of historical I-9 records to Guardian when data in Section 1, 2, or 3 indicates temporary work authorization. In some instances employee records contain more than one I-9 and one or more of the I-9 records contains information that triggers a reverification task. Upon further review it may be determined that the reverification task is not applicable as it relates to an older I-9 for the employee, or was automatically created based on erroneous information on the I-9 (e.g. Section 3 reverification of a driver's license). Reverification tasks that are not applicable may be marked completed (or deleted) to remove them from the Top Pending Tasks/Tasks list. To close a task access the task (in the screenshot below click the Reminder Date link) and click the "Mark Completed"• button.
How can I add a Section 3 for Rehire purposes?	If your organization permits the use of Section 3 for rehire perform the following steps: 1. Access the employee's record 2. Ensure the employee's status is reflected as "Active" in Guardian. If the employee's employment history has not been updated: a. Access the employee's "Job Details" tab b. Click the "Re-Hire Employee" button in the "Employment History" section c. Enter the re-hire date and click "Update Info" 3. Access the employee's I-9 Forms tab 4. Click the "Date Created" link of the active I-9 5. Within the I-9 Details tab scroll to the Section 3 section and click the "Add" button 6. Select the reason for the Section 3 entry 7. Complete the applicable Section 3 fields and electronically sign the document To Approve the Section 3 entry: 1. On the I-9 Details tab scroll to the Section 3 section 2. Click the "*Approve" link for the Section 3 entry 3. Enter your password and click "Electronically Approve"
How can we reflect a name change in Guardian?	Employee name changes can be made on Section 3 of the primary I-9 in Guardian. The name change can be documented by: 1. Access the applicable employee's I-9 record 2. On the I-9 Details tab scroll to the Section 3 area and click the Add button 3. Specify the reason for the Section 3 update (Name Change Only) 4. Click the Add Section 3 Entry 5. Input the updated name in the New Name field 6. Electronically sign the Section 3 7. On the I-9 Details tab click the Approve link to finalize the entry 8. Enter your password and click to Electronically Approve The Section 3 update does NOT change the employee record. To update the name in the employee record: 1. Navigate to the Personal tab 2. Enter the updated name in the Last Name field 3. Click Update Info to save the change

Who is notified when a Section 3 record needs approval?	When a Section 3 entry is electronically signed, but not approved, an issue is generated and visible in the "Issues" tab of the employee's I9 record. As a result, the employee should (unless there are too many records) also be included on the "Top Pending Issues" list in the Guardian Dashboard. If there are more than 100 pending issues, however, the employee may not be shown in that list. In that case, the "Analyze" link for that section of the Dashboard will direct the user to the "I9 Forms" module where names of all employees with pending issues will be displayed.
Can the extension of stay special amendment be used with a previous reverification?	Currently the special amendment is designed to operate in situations in which the 240 day extension is applied to the information from Section 2 only. With the amendment, the reason for the extension is included in Section 2. This feature is recommended when no additional reverification has occurred. In those instances the 240 day extension is calculated based on the section 2 expiration. Currently for those I-9s with existing Section 3 entries we suggest amending the reverification to indicate the new extended work authorization expiration date. When amending the Section 3 document expiration field we also recommend adding a "Note of Record" with the text "AC-21, Petition Filed on" and include the date the petition was filed. This amendment note will appear on the I-9 PDF as a footnote related to the amendment.
How should we Reverify an H-1B employee whose extension has been approved?	Upon approval of the I-129 application USCIS will issue an I-797 approval notice. This notice contains the updated I-94# and expiration at the bottom of this document. Utilize the information on this notice to Reverify the employee's work authorization in a new Section 3 entry.
How do I delete Section 3?	Like I-9 records, Section 3 records may be deleted by an administrator if more than one Section 3 exists. To delete a Section 3, please do the following: 1. Access the employee record. 2. Click the I-9 Forms tab. 3. Click the Created Date to access the I-9 record. 4. On the I-9 Details tab scroll down to the Section 3 section and click the Created date link of the applicable Section 3. 5. Click the Delete Section 3 button. 6. At the warning, click the Delete Section 3 button. Section 3 should be deleted at this time

How do I Reverify an employee's new immigration status when they become a lawful permanent resident?	When an alien authorized to work adjusts to lawful permanent resident status, depending on your organization's policy, you may either choose to re-verify them in Section 3 using either the List A document or List C document they present to document the new basis of their work authorization, or complete a new I-9 by clicking the Add I-9 button on the employee's I-9 Forms tab. (A reminder that you cannot ask for any specific document from the employee like a green card to document their LPR status.) If you choose to re-verify the employee's status in Section 3, you are not required to record the employee's LPR status on the I-9 but should simply fill in the document title, document number and expiration date in Section 3 of the new document presented as with any other re-verification. On the other hand, if your company policy is to complete a new I-9 when the employee adjusts status, then Section 1 of the new I-9 will contain the employee's attestation that she or he is now a lawful permanent resident.
What triggers reverification reminders and tasks?	Guardian Reverifications are based on employee work authorization. As a result, the system automatically generates reverification tasks (which appear on the dashboard) and reverification reminders (viewable in the employee file and sent to the responsible user(s) at the designated time prior to the document expiration). Reverifications are triggered based on the data in the I-9 record. Tasks and reminders are automatically generated based on the document expiration date entered for a List A or List C document in Section 2 when the employee attests to being an alien authorized to work until a certain date. In addition, reverification tasks and reminders are triggered if the employee attests to being a legal permanent resident, and provides an unexpired foreign passport with an I-551 stamp (documented in List A of Section 2). Reminder notification lead days can be established in the administration section of Guardian and are customizable based on the organization's needs and protocol.
How can we add a Section 3?	Electronic Section 3s can be added to any I-9 type (Archival, New Hire Paper, Electronic) that has been approved. The entry is made from within the current I-9. To add the Section 3: 1. Access the employee's I-9 record I-9 Details tab 2. Scroll down to Section 3. 3. Click on "Add" button 4. Select "Reason for Section 3 Update" from the options on screen. 5. If Reverification, select Reverification from dropdown list and click "Add Section III Entry! button. 6. Fill out section III of the I-9 and sign electronically. 7. Make sure that the Section 3 gets approved: click the Approve link on the I-9 Details tab and electronically sign to approve and lock the entry.

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Why does an employee with an alien registration card containing an expiration date not appear on the Reverification dashboard or report?	Lawful permanent residents are issued alien registration cards ("green cards" or "I-551 documents"). These cards may contain no expiration date, a 10 year expiration date, or a two year expiration date. Per USCIS, regardless of whether the document contains an expiration date or not, the document should not be reverified. As a result, Guardian indicates that the work authorization noted in the I-9 does not expire and the employee will not appear on the reverification dashboard or report. The exception to this is in instances when the lawful permanent resident presents a receipt document such as the arrival portion of the form I-94 or I-94A containing a Temporary I-551 stamp and photograph. The employee must present the actual I-551 at the time the Temporary I-551 stamp expires, or if no expiration date exists, at one year from the date of issuance. In such instances, Guardian notes the temporary status and the employee will appear on the reverification dashboard and report.
Should a green card or I-551 document be reverified?	Lawful permanent residents are issued alien registration cards ("green cards" or "I-551 documents"). These cards may contain no expiration date, a 10 year expiration date, or a two year expiration date. Per USCIS, regardless of whether the document contains an expiration date or not, the document should not be reverified. As a result, Guardian indicates that the work authorization noted in the I-9 does not expire and the employee will not appear on the reverification dashboard or report. The exception to this is in instances when the lawful permanent resident presents a receipt document such as the arrival portion of the form I-94 or I-94A containing a Temporary I-551 stamp and photograph. The employee must present the actual I-551 at the time the Temporary I-551 stamp expires, or if no expiration date exists, at one year from the date of issuance. In such instances, Guardian notes the temporary status and the employee will appear on the reverification dashboard and report.

Can I Add Section 3 to an Archival I-9 Record?	Once an I-9 has been approved in Guardian, regardless of the I-9 type (Electronic, New Hire Paper, or Archival), companies have the ability to add additional Electronic Section 3s to the I-9 record, if the situation is appropriate. The Electronic Sec 3 will always appear as additional pages to the PDF document and will utilize the current I-9 version. To create an electronic Section 3: 1. Access the applicable employee's I-9 record 2. On the I-9 Details tab scroll to the Section 3 area and click the Add button 3. Specify the reason for the Section 3 update 4. Click the Add Section 3 Entry 5. Input the updated name in the New Name field 6. Electronically sign the Section 3 7. On the I-9 Details tab click the Approve link to finalize the entry 8. Enter your password and click to Electronically Approve The Section 3 update does NOT change the employee record. To update the name in the employee record: 1. Navigate to the Personal tab 2. Enter the updated name in the Last Name field 3. Click Update Info to save the change
Does an electronic section 3 for a rehire employee count as another I-9?	Yes, electronic Section 3 entries are treated like "normal" I-9 records.
Should I Reverify a Lawful Permanent Resident (LPR) who has changed status?	Since lawful permanent residents do not need to be reverified (you should not Reverify an expired U.S. passport or passport card, an Alien Registration Receipt Card/Permanent Resident Card (I-551), or a List B document), this would be a question best answered based on your internal protocols. Since the employee's status has changed, some companies do opt to complete a new I-9 so that the employee has the ability to attest to his current status (and retain the original I-9). However, unless this employee needs to be submitted to E-Verify per a FAR requirement (FAR requires a new I-9 be completed prior to E-Verify submission for those employees who have changed status since their original attestation), this is a company decision.
Do I need to update the employee's I-9 when a Lawful Permanent Resident naturalizes and becomes a US Citizen?	Lawful permanent residents presenting green cards when hired do not need to be reverified when they naturalize (or when their green card expires) because they are granted indefinite work authorization. While generally not required in most circumstances, if it is your company's policy to complete a new I-9 for an employee whose immigration status changes, you can use the "Add I-9" button in the employee's "I-9 Forms" tab to start the new record. You can also choose to use section 3 to re-verify the employee and document his or her proof of US citizenship but again this is up to company policy and not required. The only time an LPR must be re-verified is if the employee presents a temporary I-551 stamp instead of a green card when hired. In that case, the employee must be re-verified in Section 3 or a new I-9 completed before the expiration date of the I-551 stamp.

Does an LPR I-551 Card need to be reverified?	The employment authorization of an employee who attests to being a lawful permanent resident does not change. If the employee presents an I-551 Permanent Resident Card the employee does not need to be reverified even if the card contains an expiration date. When "Permanent Resident card or Alien Registration receipt card with photo (I-551)" is selected as the Section 2 document in Guardian, the system will not flag the I-9 as requiring reverification. Only employees presenting an "unexpired foreign passport with I-551 stamp or I-551 notation on immigration visa" will be required to be reverified as this document type is considered a receipt. The employee must be reverified by the expiration date noted.
What document number should be entered for a reverification?	If a user is completing a Section 3 reverification then the formatting of Section 3 only permits the addition of a single document number. In instances in which an employee presents an unexpired foreign passport and I-94, the I-94 document is evidence of work authorization. As a result, the document number and expiration date should be taken from the I-94.
How can I Reverify an existing employee?	Electronic Section 3s may be created for reverification purposes. The user may complete and electronically sign the Section 3. Guardian automatically utilizes the current I-9 form version. The PDF image displays a separate I-9 page per Section 3 entry with the employee name appearing in Section 1 and at the top of page 2 along with the Section 3 data per I-9 Employee Handbook instructions. To create an electronic Section 3: 1. Access the applicable employee's I-9 record 2. On the I-9 Details tab scroll to the Section 3 area and click the Add button 3. Specify the reason for the Section 3 update (Re-Verification) 4. Click the Add Section 3 Entry 5. Input the updated name in the New Name field 6. Electronically sign the Section 3 7. On the I-9 Details tab click the Approve link to finalize the entry 8. Enter your password and click to Electronically Approve The Section 3 update does NOT change the employee record. To update the name in the employee record: 1. Navigate to the Personal tab 2. Enter the updated name in the Last Name field 3. Click Update Info to save the change Employees may also be reverified by completing a new I-9 in lieu of Section 3. Regardless of the choice, a consistent policy should be practiced.
Does Section 3 information submit to E-Verify?	Section 3 data has never been submitted to E-Verify through Guardian because the data entered to section 3 is not enough to create a new case in E-Verify. While it is appropriate to use section 3 on an I-9 to document a rehire situation, this is not enough data for E-Verify. To submit a rehire to E-Verify, please complete a new I-9. In addition, the employment history of the employee must reflect a rehire situation (i.e. hire, term, re-hire dates within the Employment History section).

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How can we Reverify a Refugee with unrestricted social security card?	To Reverify the employee the user can add an electronic section 3 record. Enter the document that proves work authorization (unrestricted Social Security Card) in Section 3 after selecting Reverification as the reason for the section 3 entry. An unrestricted Social Security card ends reverification (refugees have indefinite work authorization).
Why won't the I-9 submit to E-Verify after completing a reverification?	In most circumstances (FAR federal contract with E-Verify clause excluded) E-Verify is used to submit new hire I-9 information. I-9s that are updated and or reverified do not get submitted to E-Verify.

OTHER FAQ's

Where do users and employees see our privacy policy?	Administrators have the ability to customize the privacy policy for the organization's Guardian database. Customization is made within the Administration module on the Privacy Policy tab. When a privacy policy has been implemented for an organization both Guardian users and employees (utilizing the Employee Interface) will see an active link displayed in the upper right corner of the webpage titled "Our Privacy Policy".
Can a non-administrative user access or launch the kiosk feature?	The kiosk feature provides the organization a unique URL to access the "kiosk" interface. This URL is specific to the organization and does not change. While an administrator must initially launch the kiosk feature from the Administration module to obtain the URL, once the URL is known it can be provided to non-administrator users.
Why am I unable to create an archival I-9 record for a recent hire?	Guardian utilizes the date your organization's database was created to determine "new" versus historical employees. When the hire date entered is after this date you may receive an error message stating that archival records can only be created if the hire date is prior to xx date. In order to override this message a system administrator may adjust your database settings by doing the following: 1. Access the Administration module 2. Navigate to the System Preferences tab 3. Scroll to the I-9 Preferences section 4. Select "Allow current archival I-9 dates" 5. Click Update Info to save the change Once this setting is enabled an archival paper I-9 can be created for any employee regardless of the hire date.
What is the size limit for document uploads in Guardian?	Users may upload files to the employee OnDocs folder as long as they are under 5MB in size. The file name must also be less than 78 characters in length and not contain special characters such as "&".
What is the difference between the Refresh and Update Info buttons?	The Refresh button reloads the page - not saving anything - to show effects of recent changes such as uploading a new document, in the situation where the page does not automatically reflect the changes made by the user. The Update Info button saves new selections or entries, and then reloads the page. The two buttons can perform similar functions depending on the circumstances or changes made by the user prior to the buttons being clicked.

What is the significance of the Preferred Language field within the employee record?	The Preferred Language field is found on the Personal tab within the employee record. The preferred language (English or Spanish) is used to determine how Section 1 of the I-9 and TNC notifications are displayed to the employee. When Spanish is selected Section 1 includes translations for each I-9 field (the normal I-9 displays and includes translated text). When processing Tentative Nonconfirmation for E-Verify, the TNC Notice and TNC Referral letter are printed in Spanish when Spanish is indicated on the Personal Tab.
What is the difference between the Employee general OnDocs and I-9 OnDocs?	The Employee and I-9 OnDocs are separate, but related. The Employee OnDocs tab will display all uploaded documents including those uploaded to the I-9 OnDocs as well as uploaded to the Employee OnDocs. When viewing the employee OnDocs tab you can determine which documents were uploaded to the I-9 OnDocs tab by the "I-9 Form Number" column. If there is no I-9 Form Number listed, then the document was uploaded directly to the Employee OnDocs. This feature provides a central OnDocs page where all uploaded documents can be viewed. This can be especially helpful in situations where the employee has multiple I-9 records. For additional information you might find the "Uploading General Documents to OnDocs" Guardian tutorial to be helpful.
What is the idle timeout setting for Guardian?	The default Guardian idle timeout setting is 30 minutes. If a session remains idle for 30 or more minutes, Guardian will automatically log the person out of the system. This setting applies to any person accessing the database (employee, user, remote agent, expert, etc.). Organizations may contact LawLogix to adjust the setting to an alternate value for the organization's database. That value can range from 3 to 120 minutes.
What is the max inactivity time in Guardian?	The default Guardian idle timeout setting is 30 minutes. If a session remains idle for 30 or more minutes, Guardian will automatically log the person out of the system. This setting applies to any person accessing the database (employee, user, remote agent, expert, etc.). Organizations may contact LawLogix to adjust the setting to an alternate value for the organization's database. That value can range from 3 to 120 minutes.
What does the Do Not Purge when Eligible feature do?	Within the employee's Job Details tab is a checkbox selection, "Do Not Purge when Eligible". This feature relates to the I-9 document retention requirements in which I-9 records must be kept a minimum of 3 years from the date of hire or 1 year from the termination date, whichever is later. When this feature is enabled for the employee, the employee will be exempted from the purge queue visible to system administrators within the Administration module.

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What are the system requirements for joining a webinar?	Following are the system requirements in or to run GoToWebinar: Windows: Operating System: Windows 2003 Server Windows XP Windows Vista Windows 7 Processor 2.4 GHz or more RAM 2 GB or more Internet DSL or better Bandwidth 700Kbps or more for simultaneous screen sharing, video and audio conferencing Browser: Internet Explorer?® 7.0 or newer Mozilla?® Firefox?® 4.0 or newer Google Chrome?„¢ 5.0 or newer Additional software JavaScript?„¢ Java?„¢ 1.6 or higher recommended Mac: Operating System: Mac OS?® X 10.5 (Leopard?®) Mac OS?® X 10.6 (Snow Leopard?®) Mac OS?® X 10.7 (Lion?®) Mac OS?® X 10.8 (Mountain Lion?®) Processor 2.4GHz Intel processor (Core 2 Duo) RAM 1 GB Internet DSL or better Bandwidth 700Kbps or more for simultaneous screen sharing, video and audio conferencing Browser: Safari?„¢ 3.0 or newer Mozilla?® Firefox?® 4.0 or newer Google Chrome?„¢ 5.0 or newer Additional software JavaScript?„¢ To Test Your GoToWebinar Connection prior to a webinar visit the following site and follow the directions: http://support.citrixonline.com/en_US/GoToWebinar/help_files/GTW110003?title=Test+Your+GoToWebinar+Connection%7D
How can I send an email to an employee from Guardian?	In order to send an email to an employee, access the employee's Guardian record and click on the "OnDocs" tab. Click on the "Add E-Mail" active link to open a blank email. If the employee has an email address stored within the record, the new email will show that email address in the "To" field. If no email address exists for the employee then you will be able to enter one directly to the "To" field in the new email record. After composing the email message you will be able to either send the email or save it to the employee's OnDocs without sending. If you choose to save-only, you will be able to return to the employee's OnDocs tab, access the email and send it at a later time. Whether it is saved-only or sent, the email record will be stored in the employee's OnDocs tab for future reference.
How many unsuccessful login attempts does Guardian allow before locking an account?	Guardian restricts the web access of a user account after 5 consecutive unsuccessful log on attempts.
Why did I receive a reminder for a terminated employee?	Emails are generated based on open Tasks. To ensure that reminder emails are not inadvertently sent for terminated employees: 1. Access the employee's Task tab 2. Click the open task 3. Within the task click the Mark Completed button. Tasks marked as completed will suppress future reminder emails.

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How can we activate the kiosk feature for use by our organization?	The employee kiosk feature is provided by Guardian to allow organizations to deploy a "terminal-based" onboarding style in which new hires utilize a computer terminal made available by the organization to complete Section 1. This functionality is often used by organizations that do not create employee records prior to onboarding as the kiosk process allows the employee to "self-create" his or her record in Guardian (though this is not a requirement and the employee record may be pre-defined by the organization). To activate and utilize the feature a system administrator should: 1. Contact Guardian Support to activate the feature for your organization 2. Access the Remote Hire tab in the Administration module 3. Select default assignments in the "Employee Self Creation" section (occupation class and location) Note: it is advised to select a default occupation class and location. These defaults will be used when the employee "self creates" his or her record. Normal user permissions apply (only those with access or assignment will be able to view the employee). Only one default may be assigned per organization. If multiple locations are to utilize the kiosk feature we recommend either creating a "dummy" location that can be used as an interim location (in which users can retrieve and re-assign), or create the employee records (manually or by automated data integration) prior to the new hire's use of the kiosk (in which the assignments within the employee record can be pre-defined). 4. Click the Employee Kiosk link from within the Administration module to launch the kiosk webpage. This pages is specific to your organization and does not change. Administrators may provide this link to users so that it may be utilized in the future. As the URL integrates with your database we stronger recommend that the URL not be widely distributed (e.g. sent to new hires) or bookmarked on public computers.
How long can my session be inactive before I am logged out?	The default Guardian idle timeout setting is 30 minutes. If a session remains idle for 30 or more minutes, Guardian will automatically log the person out of the system. This setting applies to any person accessing the database (employee, user, remote agent, expert, etc.). Organizations may contact LawLogix to adjust the setting to an alternate value for the organization's database. That value can range from 3 to 120 minutes.

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Why does the I-9 PDF say Facsimile?	If you click the I-9 PDF link for an Archival or New Hire Paper I-9 type and see an "electronic" I-9 with the word "facsimile" written across the page, this indicates that the system is not recognizing the scanned (controlling) uploaded I-9 document. When completing a New Hire Paper or Archival I-9 the user should upload a scanned copy of the I-9 to the employee's I-9 OnDocs tab. Once uploaded the "original file name" field of the uploaded document file should be changed to i9.pdf. This naming convention signals to Guardian that the uploaded image should be associated with the I-9 record. If the image is not appearing: 1. Check the naming convention of the document 2. Ensure that the document has been uploaded to the I-9 OnDoc tab (for the I-9 in question) and NOT the Employee "general" OnDoc tab.
What can we do if emails are not being received?	In some instances the user or employee may not receive email generated from Guardian. This is often the result of rules defined on the recipient's email server. Users and employees should first be instructed to review the Spam/Junk folder within their email program. Additional measures can be taken to increase the likelihood of receipt. 1. The "do not reply" email method can be deployed for your organization. When deployed, emails sent from Guardian list donotreply@perfectcompliance.com as the sender. This often resolves issues in which email is not accepted from a third party sender (such as Guardian). To enable this feature a system administrator must: -Access the Administration module-->Preferences-->Email tab -Select Use "Do Not Reply" E-Mail Method -Select Do not use sender info. If your organization wishes to hide the identity/email address of the original sender -Click Update Info to save the changes 2. Your organization may also need to make an exception on your mail server to allow emails sent from the perfectcompliance domain. Please provide the following information to your IT resource: IP: 162.42.200.48 Mail DNS: mail1.perfectcompliance.com

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