



VerifyNow! User Manual

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Introduction

Welcome to the *VerifyNow!* User Manual. This manual was written for coworkers at Roth Staffing Companies who will be using the Company's proprietary *VerifyNow!* system! This manual provides guidance on the form processes and outlines the rules and responsibilities for our coworkers who are enrolled to use *VerifyNow!*.

Our *VerifyNow!* product performs two **separate** functions seamlessly: (1) it is an electronic Form I-9 process and (2) the information input from the electronic Form I-9 is automatically routed and linked to the Department of Homeland Security's (DHS) EVerify database. Thus, our coworkers using *VerifyNow!* are filling out a Form I-9 **and** running an E-Verify on newly hired employees in **one** transaction. Because we as a company are utilizing a direct link to the DHS's E-Verify system, all users must follow the guidelines set forth in the Memorandum of Understanding (MOU) and rules and responsibilities outlined in the DHS's E-Verify User Manual (available on RothNET > Library > Browse the Document Library > Branch Operations > E-Verify - VerifyNow! > User Guides > E-Verify User Manual) and this *VerifyNow!* User Manual.

Definitions

Form I-9: the electronic version of the Employment Eligibility Verification (Form I-9 or I-9 Form).

E-Verify: the internet based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of newly hired employees. E-Verify works by electronically comparing the information on an employee's Form I-9 with SSA and DHS records to verify the identity and employment eligibility of each newly hired employee.

VerifyNow!: Roth Staffing Companies' proprietary system which is an electronic Form I-9 that automatically routes information and links to the E-Verify database to run an E-Verify on each newly hired employee. The use of *VerifyNow!* requires the collection of Personally Identifiable Information (PII). It is essential to protect the privacy of individuals that submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purpose of verifying eligibility to work. Failure to properly protect individuals' information can result in identity theft or fraud and can cause considerable inconvenience, harm, or embarrassment to the individuals affected. At a minimum, take the steps outlined in the Privacy Guidelines Overview to protect personal information and comply with the appropriate regulations.

Privacy Guidelines Overview

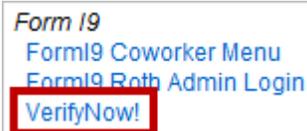
- Allow **ONLY** authorized employees to use *VerifyNow!*.
- Ensure that only the appropriate employees handle information and create cases.
- **SECURE** access to *VerifyNow!*.
- Protect the password you use to access *VerifyNow!* and ensure that unauthorized users do not gain access to *VerifyNow!*.
- **PROTECT** and **STORE** individuals' information properly.
- Ensure that employees' information is stored in a safe and secure location and that only authorized individuals have access to this information.
- Discuss *VerifyNow!* results in **PRIVATE**. Specifically ensure that Tentative Nonconfirmation and Final Nonconfirmation results are discussed with the employee in private.



Basic Navigation

Accessing a Form I-9

1. To access the online Form I-9s, go to <http://www.rothstaffing.net/> and log in with your username and password.
2. Go to Access Me and click **VerifyNow!**.



3. Click on the **Active I9Forms** tab and select your branch from the dropdown menu.

Active I9Forms Completed I9Forms

Costa Mesa-Newport U 001

Case Number:

Search I9Forms

First Name: Last Name:

Employee ID: Date of Birth: MM DD YYYY

[Advanced Search](#)

Search Clear

4. This will generate a list of active Form I-9s for your branch sorted alphabetically by last name. Along with the employee's name and last four digits of the social security number is a list of actions from which you can choose.



Searching for a Form I-9

1. To search for a Form I-9, select whether you are searching for an active or completed Form I-9 and select your branch from the dropdown menu.

Active I9Forms | Completed I9Forms

Costa Mesa-Newport U 001

Case Number:

Search I9Forms

First Name: Last Name:

Employee ID: Date of Birth: MM DD YYYY

[Advanced Search](#)

Search Clear

2. Enter search criteria in the applicable fields. When complete, click **Search**.

Costa Mesa-Newport U 001

Case Number:

Search I9Forms

First Name: Joe Last Name: Smith

Employee ID: Date of Birth: MM DD YYYY

[Advanced Search](#)

Search Clear

NOTE: Employee ID ONLY refers to old Form I-9s that were transferred over to the electronic system on 12/16/2011. You will NOT be able to use this field to find any new Form I-9s you create after 12/16/2011 since the new system does not allow you to input any Employee ID information. Employee IDs should only be referenced for past Form I-9s and should not be used after 12/16/2011.

3. Click the **Advanced Search** button if you would like to use more specific criteria when searching Form I-9s.

Search I9Forms

First Name: Last Name:

Employee ID: Date of Birth: MM DD YYYY

[Advanced Search](#)

Search Clear



4. Enter the appropriate data for each field and click **Search** to find Form I-9s that meet those criteria.

Search I9Forms

First Name: Last Name:
 Employee ID: Date of Birth:

[Advanced Search](#)

Middle Initial: Maiden Name:
 SSN: Last Four Digits Of SSN:
 Alien Or Admission #: Legal Status:

Alien Auth. To Work Until: Street Address:
 Apt#: City:
 State: Zip Code:
 Translator Street Address: Translator City:
 Translator State: Translator Zip Code:
 Translator Name:

Viewing, Printing and Saving a Form I-9

1. Locate the Form I-9 that you would like to view, print, or save and click **View/Print** under the **Action** column. This will open an electronic version of the Form I-9 for you to view.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action
Olympia	Hunter	6789	5/1/2013	Get Case Details <input type="button" value="View/Print"/>

2. Depending on the internet browser that you use, click either the print or save button at the top of the screen or in the toolbar that appears. You can print and save both an “active” (non-verified) form and a completed form in this way.





Getting Case Details

- To view the case details for a completed Form I-9, click on the **Completed I9Forms** tab and select your branch from the dropdown menu.

Active I9Forms **Completed I9Forms**

Costa Mesa-Newport U 001

Case Number:

Search I9Forms

First Name: Last Name:

Employee ID: Date of Birth:

[Advanced Search](#)

NOTE: You can only use this action for a completed form, so it only appears under the **Completed I9Forms** tab.

- Locate the Form I-9 for which you would like to see more detailed information, such as how the form was processed, and click **Get Case Details**.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action
Olympia	Hunter	6789	5/1/2013	Get Case Details View/Print

- This option gives detailed information about how the form was submitted; whether the employee was authorized, referred to the SSA, or went through photo verification; the employee's eligibility and DHS results; as well as any notes made during the process. Like the "View" function, you can only use this option under the **Completed I9Forms** tab.

[Back](#) [Print](#)

Case Number: 2013248131335EC

Initial Verification

Last Name:	Hunter	First Name:	Olympia
Middle Initial:		Maiden Name:	
Social Security Number:	*** ** 6789	Date Of Birth:	3/4/1976
Email Address:		Hire Date:	9/5/2013



- From the Case Detail screen, click **Back** to return to the list of Form I-9s, or click **Print** to open a printer-friendly version of the case details.

Back	Print
Case Number: 2013248131335EC	
Initial Verification	
Last Name: Hunter	First Name: Olympia
Middle Initial:	Maiden Name:
Social Security Number: *** ** 6789	Date Of Birth: 3/4/1976
Email Address:	Hire Date: 9/5/2013

NOTE: You cannot edit a form once it has been submitted. The “Get Case Details” option only allows you to view and print the information submitted, and should be used for reference only.

Hiding a Form I-9

- Hiding a Form I-9 means that the form no longer shows up in your **Active I9Forms** tab or **Completed I9Forms** tab. You should only hide a form if the information is inaccurate, incomplete, unverified after 3 federal government business days, or unverifiable for some other reason. To hide a form, locate the Form I-9 and click **Verify** or **Reverify**, depending on the case.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action
Karen	Smith	6789	5/1/2013	Verify Get Case Details View/Print

- Scroll down to the bottom of the form and click **Hide**.

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. <input type="checkbox"/>	Date (mm/dd/yyyy)	Print Name of Employer or Authorized Representative:
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Form I-9 03/08/13 N

[Verify](#) [Hide](#)

- Enter the reason for hiding the form and click **Submit**. This field is required, and the explanation will appear in the Comments section of the form when viewed.

Reason for hiding the I9Form

You have 978 characters remaining

Was not verified within three business days.



- To access a hidden form, click the **Completed I9Forms** tab, select your branch from the dropdown menu, check the **Show Hidden Forms** box, and click **Search**.

Active I9Forms **Completed I9Forms**

Costa Mesa-Newport U 001

Case Number:

Search I9Forms

First Name: Last Name:

Employee ID: Date of Birth: MM DD YYYY

Show Hidden Forms

[Advanced Search](#)

Search Clear

Verification Process: Step by Step Instructions

Newly hired employees must complete Section 1 of the Form I-9 in its entirety. Providing a Social Security number (SSN) on the Form I-9 is usually voluntary; however, our Company utilizes E-Verify and a case cannot be created in E-Verify through *VerifyNow!* without a SSN. Therefore, all newly hired employees including seasonal, temporary, and rehires **MUST** have a SSN. If a newly hired employee does not have an SSN, he or she must obtain one from the SSA.

1. Have the Employee Fill out Section 1 of an Electronic Form I-9

- Use the desktop shortcut or go to <https://i9.rothstaffing.com/> for a new electronic Form I-9.
- Select your branch from the dropdown menu and click **Go to Form I-9**.

Costa Mesa-Newport U 001

Go to Form I-9

- Have the employee read through the instructions and click **Continue to Section 1** when complete.

Form I-9 Instructions 03/08/13 N Page 6 of 9

Continue To Section 1



- This will open a blank Form I-9 for the employee to fill out. Have the employee fill out his or her name, contact information, birth date, and Social Security Number in the first section of the form.

Section 1. Employee Information and Attestation <i>(Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.)</i>					
Last Name (Family Name)		First Name (Given Name)		Middle Initial	Other Names Used (if any)
Smith		Sally			
Address (Street Number and Name)			Apt. Number	City or Town	State
1234 Main Street				Orange	CA
Zip Code		Date of Birth (mm/dd/yyyy)		U.S. Social Security Number	E-mail Address
92868		01 01 1970		123 - 45 - 6789	ssmith@email.com
			Telephone Number		
			1234567890		

NOTE: When entering his or her address, the employee has the option of selecting “Canada” or “Mexico” from the State dropdown menu. Both email address and telephone number are optional fields, and the employee can opt to leave these fields blank. If the employee enters an email address, he or she will receive email notifications from the USCIS throughout the verification process.

- The employee must select their citizenship status by checking the correct box. If the employee selects “lawful permanent resident”, they must enter their alien registration number in the adjoining field.

I attest, under penalty of perjury, that I am (check one of the following):

A citizen of the United States

A noncitizen national of the United States *(See instructions)*

A lawful permanent resident (Alien Registration Number/USCIS Number):

An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) .Some aliens may write "N/A" in this field.

If the employee selects “alien authorized to work”, they must enter the date in the adjoining field. If their authorization does not have an expiration date, they must enter “N/A”.

I attest, under penalty of perjury, that I am (check one of the following):

A citizen of the United States

A noncitizen national of the United States *(See instructions)*

A lawful permanent resident (Alien Registration Number/USCIS Number):

An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) .Some aliens may write "N/A" in this field.



If the employee selects “alien authorized to work”, they must also enter either their alien registration number or their Form I-94 admission number. If they enter a Form I-94 admission number *and* they received the number from Customer Border Protection (CBP), they must enter their foreign passport information. If they did not receive the number from CBP upon their arrival, then they must enter “N/A” in the foreign passport number field. This field cannot be left blank.

I attest, under penalty of perjury, that I am (check one of the following):

A citizen of the United States

A noncitizen national of the United States *(See instructions)*

A lawful permanent resident (Alien Registration Number/USCIS Number): _____

An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) 04/30/2017 . Some aliens may write "N/A" in this field. *(See instructions)*

For aliens authorized to work, provide your Alien Registration Number/USCIS Number OR Form I-94 Admission Number:

1. Alien Registration Number/USCIS Number: _____

OR

2. Form I-94 Admission Number: 48974654131

If you obtained your admission number from CBP in connection with your arrival in the United States, include the following:

Foreign Passport Number: SA489765

Country of Issuance: AUSTRALIA - AUS

Some aliens may write "N/A" on the Foreign Passport Number and Country of Issuance fields. (See instructions)

3-D Barcode
Do Not Write in This Space

6. When the employee has entered all of his or her information, they must check the box, type “AGREE”, and click **Submit**.

Signature of Employee: Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. **AGREE** Date (mm/dd/yyyy) 1/8/2014

Preparer and/or Translator Certification *(To be completed and signed if Section 1 is prepared by a person other than the employee.)*

I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

Signature of Preparer or Translator: _____ Date (mm/dd/yyyy) _____

Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. _____

Last Name (Family Name) _____ First Name (Given Name) _____

Address (Street Number and Name) _____ City or Town _____ State --State-- Zip Code _____

Form I-9 03/08/13 N



2. Fill out section 2 with Documents Presented by Employee

Once an employee has submitted Section 1 of the Form I-9, employers have 3 federal government business days to verify employment eligibility. If you do not verify work eligibility within that time, the employee must fill out a new Form I-9. *VerifyNow!* will not allow you to submit a Form I-9 to the E-Verify database after 3 days; you will receive an error message that prompts you to hide the expired Form I-9. Hide the form as it is no longer valid and start a new Form I-9.

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. <input type="checkbox"/>	Date (mm/dd/yyyy)	Print Name of Employer or Authorized Representative:
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Form I-9 03/08/13 N

**Please correct the following errors:
 Three business days has expired. Please close case and have candidate complete new Form I9/EVerify.**

Employers must complete Section 2 of the Form I-9 in its entirety. To complete Section 2, the employer must examine documents that prove the identity and employment eligibility of the hired employee. The employer may not specify which documents from the list of acceptable documents on the Form I-9 an employee may choose to present.

To see a list of all employees whose forms need verification, click the **Active I9Forms** tab. All employees with "Verify" under the Action column need to have their employment eligibility verified. This means you have not seen their documents or filled in Section 2 of their forms yet.

- To complete Section 2 for a specific employee, use the Search I9Forms feature to find the employee's Form I-9. Click **Verify**.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action
Karen	Smith	6789	5/1/2013	<input style="border: 2px solid red;" type="button" value="Verify"/> Get Case Details View/Print

- If an employee is a Colorado resident, an additional screen will appear asking that you confirm the employee's information. Check each of the four boxes as you comply with each step. Once all four boxes have been checked, type **AGREE** on the Signature line, type in your job title, and confirm that the company phone number is correct. Finally, click **Submit**.

Affirmation Of Legal Work Status

Pursuant to § 8-2-122 Colorado Revised Statutes

Employee Name: Test	Test		1/5/1979
Last	First	Middle	Date of Birth



3. Select whether the employee is using a foreign passport as a List A document, a driver's license as a List B document, or neither by clicking the appropriate radio button and clicking **Next**.

What type of documentation is used by the employee as a form of identification?

Driver's License/ID issued by a state department of motor vehicles or similar agency
 Foreign Passport
 Other

Next

NOTE: If you select "Foreign Passport", you will also be prompted to enter whether the employee is a J-1 visitor or student. Select the appropriate radio button before clicking **Next**.

4. Scroll up to view Section 1 of the Form I-9 as completed by the employee. Section 1 of the form should already be filled out accurately for the employee. You CANNOT edit information in Section 1; if information is inaccurate you must close the case and have the employee fill out and submit a new Form I-9.
5. Fill out the appropriate document information under List A or List B and List C depending on the documents that an employee presents. To see a list of acceptable documents in each list, click on the button that is shaped like a hand holding a pencil.

List A Identity and Employment Authorization	OR	List B Identity	AND	List C Employment Authorization
Document title: 		Document title: 		Document title: 
Issuing authority:		Issuing authority:		Issuing authority:

NOTE: An employer may accept one document from List A, which proves both identity and employment eligibility, or one document from List B, which proves identity, and one from List C, which proves employment eligibility.

6. If an employee presents a List A document, click the hand holding a pencil button. Select the document from the list by clicking the appropriate radio button and clicking **Submit**.

List A Documents

U.S. Passport
 U.S. Passport Card

Pressing Cancel/Clear will remove the selected document.

Submit Cancel/Clear



NOTE: The documents acceptable for List A will vary depending on which citizenship the employee selected: if the employee checked the “A citizen or national of the United States” box, then list A will give you the options of U.S. Passport or U.S. Passport Card; if the employee marked that they are “A lawful permanent resident” or “An alien authorized to work,” a different list of acceptable documents will appear. The type of documentation selected during the questionnaire (whether the employee presented a driver’s license, foreign passport, or other documentation) also affects the list of documents that appear.

- Enter the rest of the document information accordingly, ensuring all information is accurate and matches the documents provided by the employee. There are three sets of List A document fields, but only the first set is required. The others are used in situations that involve foreign passport and visa documents that must be listed separately. For example, those with a J-1 student work visa who present List A documents will require document information be entered into all three sets of List A document fields. Besides these specific situations, these fields will be blank in MOST cases.

List A Identity and Employment Authorization	OR	List B Identity	AND	List C Employment Authorization
Document title: U.S. Passport 		Document title: _____ 		Document title: _____ 
Issuing authority: Department of State		Issuing authority: _____		Issuing authority: _____
Document Number: SA123456798		Document #: _____		Document Number: _____
Expiration Date (if any)/(mm/dd/yyyy): 04/30/2017 		Expiration Date (if any)/(mm/dd/yyyy): _____ 		Expiration Date (if any)/(mm/dd/yyyy): _____ 
Document title: _____ 		<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;"> <p>3-D Barcode Do Not Write In This Space</p> </div>		
Issuing authority: _____				
Document Number: _____				
Expiration Date (if any)/(mm/dd/yyyy): _____ 				
Document title: _____ 				
Issuing authority: _____				
Document Number: _____				
Expiration Date (if any)/(mm/dd/yyyy): _____ 				

NOTE: The Issuing Authority field will differ depending on the citizenship the employee selected and the document type selected during the questionnaire. For example, if U.S. Passport is selected the field is free form, while it is a dropdown list of countries if a foreign passport is selected.



8. The List B column will differ depending on whether you selected that the employee is or is not using a driver's license. If you selected that they are not, use the hand holding a pencil button to select the appropriate document type and enter the rest of the document information, ensuring that all information is accurate and matches the documents provided by the employee.

List B Identity	
Document title:	U.S. Military card 
Issuing authority:	U.S. Military
Document #:	123456789
Expiration Date (if any) (mm/dd/yyyy):	04/30/2015 

If you selected that the employee is using a driver's license, the List B fields are no longer free form but require that you include the state, the driver's license number, and the expiration date. Ensure that all driver's license information is filled out accurately and that it matches the information provided by the employee.

List B Identity	
Document title:	Driver's license issued by a state or out 
Issuing authority:	CA 
Document #:	S123456789
Expiration Date (if any) (mm/dd/yyyy):	04/30/2015 

NOTE: It is required that all List B documents presented to an employer participating in VerifyNow! MUST contain a photograph.



- If an employee presents a List B document, you must also require a List C document. Use the hand holding a pencil button to select the document type and then fill in the information accurately, ensuring the information exactly matches the information on the documents provided by the employee.

List B Identity	AND	List C Employment Authorization
Document title: Driver's license issued by a state or out		Document title: U.S. Social Security card (other than a
Issuing authority: CA		Issuing authority: Social Security Administration
Document #: S123456789		Document Number: 987654321
Expiration Date (if any) (mm/dd/yyyy): 04/30/2015		Expiration Date (if any) (mm/dd/yyyy):

NOTE: If you select U.S. Social Security card as the document for List C, then you MUST fill in the document number in proper format (exactly 9 numbers with no dashes). Once the information is submitted, the form will encrypt the SSN to only show the last 4 digits when the document is viewed.

3. Enter Your Electronic Signature and Branch Address

After you have filled out all the necessary document information, you must provide an electronic signature stating that you have examined the documents and have ensured to the best of your ability that they are genuine and accurate.

- Check the box and type **AGREE** in the field next to it in all capital letters. Then, type your full name in the **Last Name** and **First Name** fields along with your title. Ensure that the business fields represent your branch's address.

Certification			
I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.			
The employee's first day of employment (mm/dd/yyyy): 4/16/2013 (See instructions for exemptions.)			
Signature of Employer or Authorized Representative Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. <input checked="" type="checkbox"/> AGREE	Date (mm/dd/yyyy) 4/16/2013	Title of Employer or Authorized Representative Business Solutions Specialist	
Last Name (Family Name) Bernstein	First Name (Given Name) Abby	Employer's Business or Organization Name Roth Staffing Companies L.P.	
Employer's Business or Organization Address (Street Number and Name) 333 City Blvd West 100	City or Town Orange	State CA	Zip Code 92868



- When all document information has been entered and your electronic signature is complete, click **Verify**.

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. <input type="checkbox"/>	Date (mm/dd/yyyy)	Print Name of Employer or Authorized Representative:
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Form I-9 03/08/13 N

Verify

4. Process Potential Duplicates

If E-Verify determines that it is possible the Ambassador whose case you are trying to verify has been verified by you or someone else at Roth Staffing Companies within the last 30 days, you will be directed to the Duplicate Case screen.

I9Form Details First Name: Test Last Name: Ambassador SSN: XXX-XX-6789 Date Of Birth: 1/2/1983 Street Address: 123 Main Street Apt. Number: City: Orange State: CA Zip Code: 92868 Employee Hire Date: 10/6/2014	Everify Details Case Number: 2014279170536QM Last User Action: Initial Verify Current Case Status: Duplicate Case Current Employment Status: Duplicate Case
---	---

Duplicate Case ?

The information you entered for this case matches information from another case entered by this employer.

- To continue to create a new case for this employee, click **Continue**.
- To view or edit the case information, click **View/Edit Case Details**. ?
- If you do not need to continue this case, click **Close Case**. ?
- To return to this case at a later time, click **Back**.

This screen provides a list of all cases created within the last 30 days that may be for the same Ambassador, and includes the following case information: status, case number, created date, social security number, hire date, and branch number.

Status	Case Number	Created Date	SSN	Hire Date	Branch #
Photo Matching Required	2014279165211PX	10/6/2014	***-**-6789	10/6/2014	Web
Photo Matching Required	2014279161730ZZ	10/6/2014	***-**-6789	10/6/2014	Web
Photo Matching Required	2014279160443ZC	10/6/2014	***-**-6789	10/6/2014	Web
Photo Matching Required	2014279141606TA	10/6/2014	***-**-6789	10/6/2014	Web

Review the case information listed to determine whether or not the case you are creating is a duplicate of a previously created case, and use the buttons at the bottom of the screen to act accordingly.

a. Process Case Later

If you need to return to this case at a later time, click **Back**. The case will now have a status of "Action Required".



b. Continue Verification

If the case is not a duplicate case, or if you have a valid reason for creating a duplicate case, follow these steps to complete the verification process:

1. Click **Continue**.

Back View/Edit Case Details Close Case **Continue**

2. Use the radio buttons to select the reason for creating a case with duplicate Ambassador information, and click **Continue**.

I9Form Details
First Name: Test
Last Name: Ambassador
SSN: XXX-XX-6789
Date Of Birth: 1/2/1983
Street Address: 123 Main Street
Apt. Number:
City: Orange
State: CA
Zip Code: 92868
Employee Hire Date: 10/6/2014

Everify Details
Case Number: 2014279172803SD
Last User Action: Initial Verify
Current Case Status: Duplicate Case
Current Employment Status: Duplicate Case

Enter the reason for the duplicate case, then click Continue. ?

I am creating a duplicate case because:

- The employee is a rehire and I am required to create a new case.
- The previous case is invalid because of incorrect data.
- Other

Other Reason

Back **Continue**

3. Continue with the case verification process as outlined in the rest of the User Manual.

c. Close Case

If the case is a duplicate, you must close this case. To do so, complete the following steps:

1. Click **Close Case**.

Back View/Edit Case Details **Close Case** Continue

2. You will receive a warning message. Click **Continue** to proceed.

WARNING

You should only close a case if you have received one of the following case results:

- Employment Authorized
- SSA or DHS Final Nonconfirmation
- DHS No Show
- Error: Close Case and Resubmit

Are you sure you want to close this case?

Continue Cancel



3. Use the radio button to select that the reason you are closing the case is that it is a duplicate, and click **Submit**.

Close Case Options

The case is a duplicate because the employer created a case with the same data within the past 30 days.

The case is invalid because the data entered is incorrect.

4. You will receive confirmation that the case has been closed.

[Back](#)

Thank you for closing the case and finishing the Everify Process

 **Employment Eligibility Verification**
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS Form I-9
OMB No. 1615-0047
Expires 03/31/2016

d. Update Case Information

If you need to review the information to determine whether it is a duplicate, complete the following steps:

1. Click **View/Edit Case Details** to return to update the case information.



2. Review the information and click **Continue** or **Close Case** depending on whether you would like to continue with the case creation or like to close the case.

I9Form Details First Name: Test Last Name: Ambassador SSN: XXX-XX-6789 Date Of Birth: 1/2/1983 Street Address: 123 Main Street Apt. Number: City: Orange State: CA Zip Code: 92868 Employee Hire Date: 10/6/2014	Everify Details Case Number: 2014279172803SD Last User Action: Initial Verify Current Case Status: Duplicate Case Current Employment Status: Duplicate Case
---	--

Duplicate Case - View Case Details

The information you entered for this case matches information from another case entered by this employer.

Check that the following information is correct:

- Last Name
- Middle Initial
- Date of Birth
- First Name
- Maiden Name
- Social Security Number

If this information is:

- Correct, click **Continue**
- NOT correct, update the appropriate field(s) and click **Continue**.

If the information entered is not correct and cannot be updated, click **Close Case**.
If you created this case in error or no longer need to continue this verification, click **Close Case**.

First Name:	<input type="text" value="Test"/>	Last Name:	<input type="text" value="Ambassador"/>
Middle Initial:	<input type="text"/>	Maiden Name:	<input type="text"/>
SSN:	<input type="text" value="123456789"/>	Birth Date:	<input type="text" value="01"/> <input type="text" value="02"/> <input type="text" value="1983"/>

Back

3. Follow the steps outlined in the previous “Continue Verification” and “Close Case” sections for steps following your selection.

5. Perform a Photo Match

The photo matching step occurs automatically when you create a case for an employee that presents a U.S. Passport or Passport Card, a Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation. This helps ensure that the documents provided are valid.

When the employee presents one of these documents and the Form I-9 information entered by the employer matches DHS records, the employee’s photo automatically displays on the *VerifyNow!* screen.

1. Make a copy of the employee’s document and retain it with the Form I-9 in order to match the photos. Please note that Roth Staffing Companies does not support photocopying Form I-9 documentation generally – this is the only exception. You must also print a copy of the Form I-9, so you can attach the copy of the document to it. Please store both the Form I-9 and copy of the List A documents in a secure Form I-9 file organized alphabetically by employee last name.
2. To match the photos, compare the photo displayed by *VerifyNow!* to the photo on the employee’s document and determine if the photos are reasonably identical. This means that the photos should be identical when taking into account minor variances in shading and detail based upon the age and wear of the employee’s document, the quality of your computer monitor, and the watermark on the photo in *VerifyNow!* to protect it from unlawful use. Do not compare the photo displayed by *VerifyNow!* to the employee directly.



- When you have determined whether the photos match, click either the **Yes** or **No** radio button and click **Continue**.

I9Form Details First Name: Elaine Last Name: Goodell SSN: XXX-XX-0006 Date Of Birth: 6/9/1977 Street Address: Test Apt. Number: City: Test State: TN Zip Code: 11111 Employee Hire Date: 1/8/2014 Employee ID:	Everify Details Case Number: 2014008102337YF Last User Action: Initial Verify Current Case Status: Photo Matching Required Current Employment Status: Verification Incomplete
--	--

Photo Matching

Does the photograph below match the photograph in the document provided by the employee?



NO:
YES:

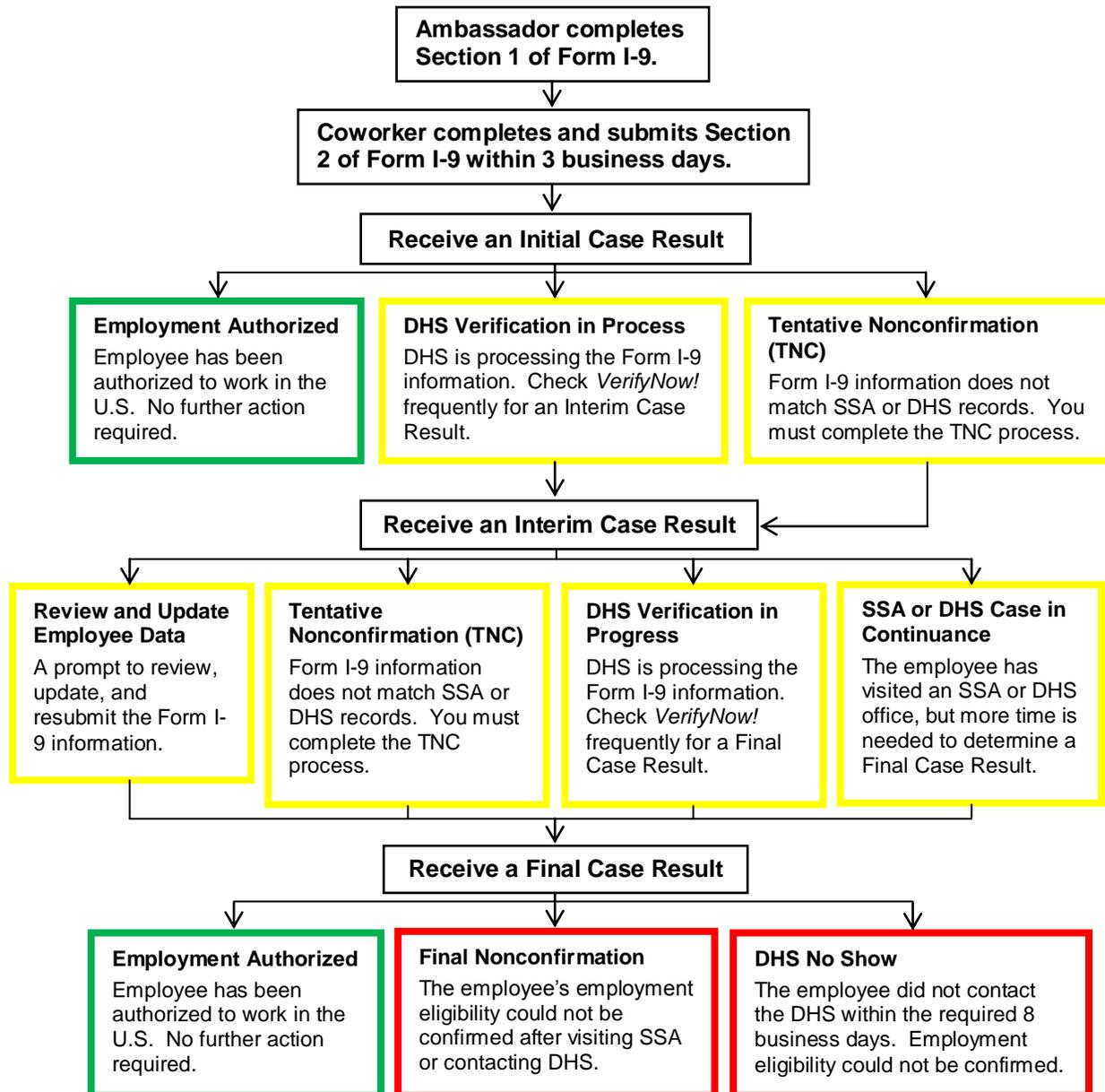
Back

NOTE: If a photo matching screen appears but no picture is included, select that the picture does match and click **Continue**.



6. Process Form I-9 Based on Case Result

Each *VerifyNow!* case will receive an initial case result which determines the necessary follow up action. Below is a flow chart of the initial, interim, and final case results that occur.





e. Initial Case Results

Employment Authorized

An **Employment Authorized** case result means all of the employee's information matches the SSA or DHS records and the employee is eligible to work in the United States. Even with an Employment Authorized case result, you must close the case to complete the process. Click **Close Case**.

<p>I9Form Details First Name: Elaine Last Name: Goodell SSN: XXX-XX-6789 Date Of Birth: 6/9/1977 Street Address: Test Apt. Number: City: Test State: TN Zip Code: 10101 Employee Hire Date: 4/16/2013 Employee ID:</p>	<p>Everify Details Case Number: 2013106055226JD Last User Action: Photo Verified</p> <p>Current Case Status: Employment Authorized Current Employment Status: Employment Authorized</p>
--	---

Employment Authorized

Elaine Goodell is authorized to work in the United States. To complete the verification process, click Close Case.

Answer the two questions on the “Verification was a success, please close the case” screen and click **Submit**.

Close Case Options

Is the employee currently employed? Yes ▾

- The employee continues to work for the employer after receiving an Employment Authorized result.
- The case is invalid because another case with the same data already exists.
- The case is invalid because the data entered is incorrect.

You will receive confirmation that the case has been closed. No further action is required.

Thank you for closing the case and finishing the Everify Process



Employment Eligibility Verification

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

**USCIS
Form I-9**

OMB No. 1615-0047
 Expires 03/31/2016

Tentative Nonconfirmation (TNC)

A **Tentative Nonconfirmation (TNC)** case result means that the information from the Form I-9 differs from SSA and/or DHS records. *VerifyNow!* identifies the agency associated with the mismatch when the TNC result is provided. See instructions on how to deal with a TNC under **SSA or DHS Tentative Non-Confirmation** (page 21).



DHS Verification In Process

A **DHS Verification in Process** case result means that the information did not match DHS records. For example, the employee’s SSN may be correct, but his or her other documents (Passport, I-776, I-551, etc.) did not match DHS.

DHS Verification in Process

DHS Verification in Process

E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.

Be sure to log in periodically — you'll need to close the case once it's updated with a final status.

[Back](#)

These cases are automatically referred to the DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses take up to 3 federal government workdays. Use the **Active I9Forms** tab to check for a response daily: the status will change from “Waiting” to “Action Required” when the DHS responds.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action	
Elain	Goodell	6789	9/8/2011	Action Required	Get Case Details View/Print
Tim	Saleh	6789	4/30/2013	Waiting	Get Case Details View/Print

When the DHS does respond and provides you with an interim case result, complete the appropriate next steps.



f. Interim Case Results

After the initial verification result, you will receive one of the following interim case results:

Review and Update Employee Data

When you submit a Form I-9 and information does not initially correspond with SSA or DHS records, a screen appears that says “The Social Security number entered in E-Verify is not valid according to SSA records” or “The employee’s information did not match U.S. Department of Homeland Security (DHS) records.” Confirm that the information is correct or edit any inaccurate information and click **Continue**. If the information still does not correspond with the SSA or DHS records, you will receive an SSA or DHS Tentative Nonconfirmation (TNC) case result.

<p>I9Form Details First Name: Elaine Last Name: Goodell SSN: XXX-XX-6798 Date Of Birth: 6/9/1977 Street Address: Test Apt. Number: City: test State: AK Zip Code: 11111 Employee Hire Date: 1/9/2014 Employee ID:</p>	<p>E-Verify Details Case Number: 2014009061701RN Current Case Status: Case Incomplete Last User Action: Initial Verify Current Employment Status: Verification Incomplete</p> <p>The Social Security number entered in E-Verify was not valid according to SSA records.</p> <div style="background-color: #ffffcc; padding: 5px;"> <p>Check Information</p> <p>The information below MUST match the employee’s Form I-9. Please check and make sure the information is correct.</p> <p>If the information is:</p> <ul style="list-style-type: none"> • Correct, click Continue • NOT correct, update the appropriate field(s) and click Continue <p>If you created this case in error or no longer need to continue this verification, click Close Case</p> </div> <p>First Name: <input type="text" value="Elaine"/> Last Name: <input type="text" value="Goodell"/> Middle Initial: <input type="text"/> Maiden Name: <input type="text"/> SSN: <input type="text" value="123456798"/> BirthDate: 06 ▾ 09 ▾ 1977 ▾</p> <p>Back Close Case Continue</p>
---	--

NOTE: If the incorrect information is in a field that you cannot edit, click **Close Case**, select that the “case is invalid because the data entered is incorrect,” and click **Submit**. Open a new case for the employee.

Close Case Options

Is the employee currently employed?

The case is invalid because another case with the same data already exists.
 The case is invalid because the data entered is incorrect.

SSA or DHS Tentative Nonconfirmation (TNC)

A. SSA TNC

An SSA TNC occurs when the social security number entered into *VerifyNow!* does not match SSA records.



1. When you submit a Form I-9, you will first receive the Review and Update Employee Data screen that says “The Social Security number entered in E-Verify is not valid according to SSA records.” Review the employee’s information and click **Close Case**, **Continue**, or **Back**. If you click **Continue** and the information still does not correspond with the SSA, you will receive an SSA Tentative Nonconfirmation (TNC) case result.

I9Form Details First Name: Elaine Last Name: Goodell SSN: XXX-XX-6798 Date Of Birth: 6/9/1977 Street Address: Test Apt. Number: City: test State: AK Zip Code: 11111 Employee Hire Date: 1/9/2014 Employee ID:	Everify Details Case Number: 2014009061701RN Last User Action: Initial Verify Current Case Status: Case Incomplete Current Employment Status: Verification Incomplete
--	--

The Social Security number entered in E-Verify was not valid according to SSA records.

Check Information

The information below **MUST** match the employee’s Form I-9. Please check and make sure the information is correct.

If the information is:

- Correct, click **Continue**
- NOT correct, update the appropriate field(s) and click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**

First Name:	<input type="text" value="Elaine"/>	Last Name:	<input type="text" value="Goodell"/>
Middle Initial:	<input type="text"/>	Maiden Name:	<input type="text"/>
SSN:	<input type="text" value="123456798"/>	BirthDate:	<input type="text" value="06"/> <input type="text" value="09"/> <input type="text" value="1977"/>

2. Promptly notify the employee of the SSA TNC case result. Print out the TNC Further Action Notice in either English or Spanish by clicking on the PDF links provided.

SSA Tentative Nonconfirmation (TNC) ?

The Social Security number entered in E-Verify is not valid according to SSA records.

This does **NOT** necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Make sure to:

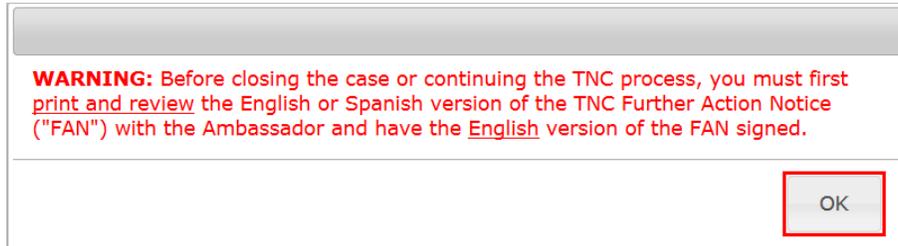
- Print the **SSA TNC Further Action Notice**
 - [TNC Further Action Notice - English](#)
 - [TNC Further Action Notice - Spanish](#)
- Review the SSA TNC Further Action Notice privately with the employee
- Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
- **Confirm Employee Notification**
 - I have notified this employee of the TNC.
- Have the employee indicate whether he or she will contest the SSA TNC on the SSA TNC Further Action Notice.

If you will be referring the employee to SSA please click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**.



NOTE: You must print out the TNC Further Action Notice before continuing with the TNC process, regardless of whether the employee decides to contest or not contest the case result. If you try to close the case or continue the process without printing the TNC Further Action Notice, you will receive a warning message. Click OK to return to the screen and print the TNC Further Action Notice.



- Both you and the employee must sign and date the TNC Further Action Notice. Make a copy of the Notice to give to the employee, and keep the original for your records.
- Check the **I have notified this employee of the TNC** box and select an action based on the employee's decision to contest the results or not. If the employee chooses not to contest the results, click **Close Case**. By deciding not to contest the results, the employee acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU. If the employee chooses to accept the case result and take no further action, then you may terminate employment without penalty.

If the employee decides to contest the results, click **Continue**.

SSA Tentative Nonconfirmation (TNC) ?

The Social Security number entered in E-Verify is not valid according to SSA records.

This does **NOT** necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Make sure to:

- Print the SSA TNC Further Action Notice
 - TNC Further Action Notice - English
 - TNC Further Action Notice - Spanish
- Review the SSA TNC Further Action Notice privately with the employee
- Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
- Confirm Employee Notification**
 - I have notified this employee of the TNC.
 - Have the employee indicate whether he or she will contest the SSA TNC on the SSA TNC Further Action Notice.

If you will be referring the employee to SSA please click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**.

Back Close Case Continue



5. If you click **Continue**, a screen will appear confirming that the case has been referred to the SSA. Print out the SSA Referral Date Confirmation by clicking on one of the PDF links provided. The employee must have this letter to visit the SSA office and contest the case result.

Employee Referred to SSA

Check for Case Status Updates

This employee has been referred to SSA. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.

Print and provide the Referral Date Confirmation to the employee

- [Referral Date Confirmation - English](#)
- [Referral Date Confirmation - Spanish](#)

[Reprint the SSA TNC Further Action Notice](#)

6. Review the Referral Date Confirmation privately with the employee and then sign it. The employee has 8 federal government business days to bring this letter to the SSA.
7. When you have finished reviewing the Referral Date Confirmation, click **Back**. The Form I-9 will now have a status of “Waiting.”

Employee Referred to SSA

Check for Case Status Updates

This employee has been referred to SSA. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.

Print and provide the Referral Date Confirmation to the employee

- [Referral Date Confirmation - English](#)
- [Referral Date Confirmation - Spanish](#)

[Reprint the SSA TNC Further Action Notice](#)

8. You will receive a final case result within 10 federal government workdays. Check daily for the result: the Form I-9 status will change from “Waiting” to “Action Required” when the SSA responds. Complete the appropriate next steps depending on the final case result.

B. DHS TNC

A DHS TNC means that the information entered into *VerifyNow!* does not match DHS records; however, it does not mean that the employee is not authorized to work in the United States. A DHS TNC interim case result can occur if the employee's:

- Name, A-number, and/or I-94 number are incorrect in DHS records
- ID photo document differs from the photo in DHS records
- Information was not updated in the employee's DHS records
- Citizenship or immigration status changed



- Record contains another type of error
1. When you submit a Form I-9, you will first receive the Review and Update Employee Data screen. Review the information and click **Close Case**, **Continue**, or **Back**. If you clicked **Continue** and the document information still does not correspond with the DHS, you will receive a DHS Tentative Nonconfirmation (TNC) case result.

I9Form Details	Everify Details
First Name: Elaine Last Name: Goodell SSN: XXX-XX-6789 Date Of Birth: 4/8/1972 Street Address: Test Apt. Number: City: Test State: TN Zip Code: 12345 Employee Hire Date: 1/9/2014 Employee ID:	Case Number: 2014009063628SN Last User Action: Initial Verify Current Case Status: Case Incomplete Current Employment Status: Verification Incomplete
Check Information The information below MUST match the employee's Form I-9. Please check and make sure the information is correct. If the information is: <ul style="list-style-type: none">• Correct, click Continue• NOT correct, update the appropriate field(s) and click Continue If you created this case in error or no longer need to continue this verification, click Close Case	
Birth Date: 04 08 1972 Passport Number: 441209749	
<input type="button" value="Back"/> <input type="button" value="Close Case"/> <input type="button" value="Continue"/>	

2. Promptly notify the employee of the DHS TNC case result. Print out the TNC Further Action Notice in either English or Spanish by clicking on the PDF links provided.

DHS Tentative Nonconfirmation (TNC)

The employee's information did not match U.S. Department of Homeland Security (DHS) records.

This does **NOT** necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Make sure to:

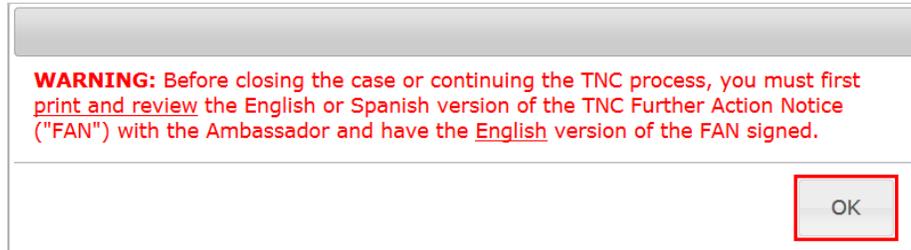
- Print the **DHS TNC Further Action Notice**
 - **TNC Further Action Notice - English**
 - **TNC Further Action Notice - Spanish**
- Review the DHS TNC Further Action Notice privately with the employee
- Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
- **Confirm Employee Notification**
 - I have notified this employee of the TNC.
- Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Further Action Notice.

If you will be referring the employee to DHS please click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**.



NOTE: You must print out the TNC Further Action Notice before continuing with the TNC process, regardless of whether the employee decides to contest or not contest the case result. If you try to close the case or continue the process without printing the TNC Further Action Notice, you will receive a warning message. Click OK to return to the screen and print the TNC Further Action Notice.



- Both you and the employee must sign and date the TNC Further Action Notice. Make a copy of the TNC Further Action Notice to give to the employee, and keep the original for your records.
- Check the **I have notified this employee of the TNC** box and select an action based on the employee's decision to contest the results or not. If the employee chooses not to contest the results, click **Close Case**. By deciding not to contest the results, the employee acknowledges that you may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU. If the employee chooses to accept the case result and take no further action, then you may terminate employment without penalty.

If the employee decides to contest the results, click **Continue**.

DHS Tentative Nonconfirmation (TNC) ?

The employee's information did not match U.S. Department of Homeland Security (DHS) records.

This does **NOT** necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

Make sure to:

- Print the DHS TNC Further Action Notice
 - TNC Further Action Notice - English
 - TNC Further Action Notice - Spanish
- Review the DHS TNC Further Action Notice privately with the employee
- Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
- Confirm Employee Notification**
 - I have notified this employee of the TNC.
 - Have the employee indicate whether he or she will contest the DHS TNC on the DHS TNC Further Action Notice.

If you will be referring the employee to DHS please click **Continue**

If you created this case in error or no longer need to continue this verification, click **Close Case**.

Back Close Case Continue



5. If you click **Continue**, a screen will appear confirming that the case has been referred to the DHS. Print out the DHS Referral Date Confirmation by clicking on one of the PDF links provided. The employee must have this letter to visit the DHS office and contest the case results.

Employee Referred to DHS

Check for Case Status Updates

This employee has been referred to DHS. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.

Print and provide the Referral Date Confirmation to the employee

- [Referral Date Confirmation - English](#)
- [Referral Date Confirmation - Spanish](#)

[Reprint the DHS TNC Further Action Notice](#)

6. Review the Referral Date Confirmation privately with the employee and then sign it. The employee has 8 federal government business days to bring this letter to the DHS.
7. When you have finished reviewing the Referral Date Confirmation, click **Back**. The Form I-9 will now have a status of "Waiting."

Employee Referred to DHS

Check for Case Status Updates

This employee has been referred to DHS. Be sure to log in periodically — you'll need to close the case once it is updated with a final status.

Print and provide the Referral Date Confirmation to the employee

- [Referral Date Confirmation - English](#)
- [Referral Date Confirmation - Spanish](#)

[Reprint the DHS TNC Further Action Notice](#)

8. You will receive a final case result within 10 federal government workdays. Check daily for the result: the Form I-9 status will change from "Waiting" to "Action Required" when the DHS responds. Complete the appropriate next steps depending on the final case result.



DHS Verification in Process

A **DHS Verification in Process** case result means that the information did not match DHS records. For example, the employee’s SSN may be correct, but his or her other documents (Passport, I-776, I-551, etc.) did not match DHS.

DHS Verification in Process

DHS Verification in Process

E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.

Be sure to log in periodically — you'll need to close the case once it's updated with a final status.

[Back](#)

These cases are automatically referred to the DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses take up to 3 federal government workdays. Use the **Active I9Forms** tab to check for a response daily: the status will change from “Waiting” to “Action Required” when the DHS responds.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date		Action
Elain	Goodell	6789	9/8/2011	Action Required	Get Case Details View/Print
Tim	Saleh	6789	4/30/2013	Waiting	Get Case Details View/Print

When the DHS responds with a final case result, complete the appropriate next steps.

SSA or DHS Case in Continuance

A **SSA or DHS Case in Continuance** case result means the employee has visited a Social Security Administration field office and/or contacted the U.S. Department of Homeland Security, but more time is needed to determine a final case result. The reason SSA or DHS needs more time varies with each situation. Check *VerifyNow!* daily until you receive a final case result.

g. Final Case Results

Employment Authorized

After the SSA or DHS received further information from the employee, the employee’s employment eligibility has been confirmed. In the “Active I9Forms” tab, the status will read “Action Required.” Click on the status to open the employee’s case result and close the case.

SSA or DHS Final Nonconfirmation

A final case result of **SSA or DHS Final Nonconfirmation** means that *VerifyNow!* cannot verify an employee’s employment eligibility even after an employee visited a Social Security Administration field office or contacted the U.S. Department of Homeland Security during the Tentative Nonconfirmation (TNC) referral process. Once an SSA or DHS Final Nonconfirmation result occurs, you must close the case in *VerifyNow!*.



You may terminate employment based on a case result of SSA or DHS Final Nonconfirmation with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the E-Verify Memorandum of Understanding for Employers (MOU).

DHS No Show

A final case result of **DHS No Show** means that the employee did not contact the DHS within the required 8 federal government business days. A DHS No Show case result is considered a Final Nonconfirmation, meaning you must close the case in *VerifyNow!*.

You may terminate employment based on a case result of DHS No Show with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the E-Verify Memorandum of Understanding for Employers (MOU).

7. Close the Case

Every case, no matter the result, must be finalized and closed. When you click on “Close Case,” a screen will appear asking whether the employee is still employed and the reason for closing the case. Answer the questions accordingly and click **Submit** to complete the verification process.

Close Case Options
Is the employee currently employed? Yes ▾

- The employee continues to work for the employer after receiving an Employment Authorized result.
- The case is invalid because another case with the same data already exists.
- The case is invalid because the data entered is incorrect.

Submit Cancel

NOTE: If you select that the employee is still working, and select the radio button for “The employee continues to work for the employer after receiving a Final Nonconfirmation result”, you will receive a warning message. It is against company policy to continue to employ an employee who receives a Final Nonconfirmation case result, and you must discuss this decision with the Legal Department before moving forward. Click OK on this warning message to return to the screen and make the correct selection.

WARNING: You selected the Close Case option of "The employee continues to work for the employer after receiving a Final Nonconfirmation result." It is **against company policy** to put any Ambassador on assignment, or continue to have the Ambassador working on assignment, who has received a Final Nonconfirmation case result. Please contact the Legal Department before moving forward with this selection.

Click "OK" to return to the previous screen and select the correct option.

OK



8. Re-verify an Employee

If an employee's documentation for work eligibility expires, then the employee's work eligibility needs to be re-verified. This case currently only occurs with temporary work documentation, such as an I-776, I-94, and DS-2019.

1. To re-verify an employee, click on the **Active I9 Forms** tab and use the dropdown menu to select your branch.

2. All employees whose documentation will expire soon will have "Reverify" under the Action column. Locate the appropriate Form I-9 and click **Reverify**.

First Name	Last Name	SSN (Last 4 digits)	Employee Signature Date	Action
Karen	Smith	6789	5/1/2013	Verify Get Case Details View/Print
Tim	Salek	6789	4/10/2013	Reverify Get Case Details View/Print

3. Fill out and update the information in Section 3 accordingly, provide an electronic signature, and click **ReVerify**.

Section 3. Reverification and Rehires (To be completed and signed by employer or authorized representative.)		
A. New Name (if applicable) Last Name (Family Name) First Name (Given Name)		Middle Initial
B. Date of Rehire (if applicable) (mm/dd/yyyy)		
C. If employee's previous grant of employment authorization has expired, provide the information for the document from List A or List C the employee presented that establishes current employment authorization in the space provided below.		
Document Title: Form I-94 w/ same name as passport & endorsement of	Document Number: 123456788	Expiration Date (if any)(mm/dd/yyyy): 04/30/2017
I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.		
Signature of Employer or Authorized Representative Click on the checkbox to accept and enter the word 'AGREE' in the textbox provided. <input checked="" type="checkbox"/> AGREE	Date (mm/dd/yyyy) 4/16/2013	Print Name of Employer or Authorized Representative: Abby Bernstein
Form I-9 03/08/13 N		
<input type="button" value="ReVerify"/> <input type="button" value="Hide"/>		

NOTE: VerifyNow! DOES NOT use the E-Verify system to verify new documents presented for re-verification. It is currently up to the user/employer to make sure these documents are



accurate and complete. Re-verifying through *VerifyNow!* ONLY updates document information and does not verify new work eligibility.

Case Action Statuses Guide

Verify: The verification process has not started and Section 2 of the Form I-9 needs to be completed.

Action Required: Either the SSA or DHS has returned a result for the case or the case is unfinished. In either situation, the case still needs to be closed.

Reverify: The work eligibility documentation has expired and needs to be updated and re-verified.

Waiting: The case is waiting for an SSA or DHS result. Refer back to this case daily until an “Action Required” action is in its place.

View: Clicking on this action allows the user to view a completed Form I-9 for reference.

Queued: This is a rare status that occurs when the user submits a case but the E-Verify system that *VerifyNow!* uses is down. As a result, the case will automatically be put in a submittal queue for when the system is back up, meaning *VerifyNow!* will continue trying to verify eligibility every 15 minutes or so. When the system is back up, the case will go through the verification process until a result successfully occurs. If for some reason a case remains in queue for too long, close the case and complete a new Form I-9 to start the process again.

Frequently Asked Questions

Is the employee required to enter a Social Security Number in Section 1?

While a Social Security Number is not typically required on Form I-9s, it is required for all of our employees because we are an E-Verify employer. If an employee does not have a Social Security Number, they must apply and receive one before they can work for our company.

Is the employee required to enter an email address and phone number?

While the new Form I-9 now includes fields for both email address and phone number, they are not required fields and can be left blank. If the employee enters an email address, he or she will receive email notifications during the process.

What is the “Other Names” field for?

If an employee experienced any sort of name change, this field allows them to enter a maiden name or previous name. Entering maiden names can expedite the verification process, as E-Verify checks work eligibility for this name as well, and may return a Final Confirmation instead of an SSA/DHS TNC.

My employee has an address and phone number from Canada or Mexico. Can they still fill out the Form I-9?

Yes, the Form I-9 has been updated to accept phone number formats from Canada and Mexico, and both Canada and Mexico appear in the “State” dropdown menu so that you can enter the address.



How can I tell the difference between an alien number and a Form I-94 number?

The easiest way to tell the difference between them is that an alien number is 9-digits long, while the Form I-94 number is 11-digits long.

If my employee's citizenship status is "Alien authorized to work", do they need to enter their passport information?

The employee can choose to enter their passport information, but can choose to enter their alien registration number instead. If they do so, they will need to enter "N/A" in the passport number field and leave the country of issuance dropdown menu in the default "Select Country of Issuance".

Why are there three sets of List A document fields?

In certain situations, employees will be required to provide more than one List A document, and this allows you to enter the information for all of these documents. The only situations that require all three sets are for students with a J-1 study abroad student visa or an F-1 foreign exchange student visa, which require that you enter their passport, Form I-94, and J-1 or F-1 document information. For more information on the various forms of documentation and where they should be entered, please refer to the "Form I-9 and E-Verify Documentation Guide" located in the RothNET Library at Branch Operations > E-Verify – VerifyNow! > User Guides.

When should I reverify an employee's documents?

The VerifyNow! system will tell you when an employee's documents are about to expire and require reverification when "Reverify" appears next to an employee's name. You should never decide to reverify an employee's documents, even if they recently experienced a name change, unless the VerifyNow! system tells you to do so. Also, some documents will never require reverification, such as a permanent resident card or a U.S. Passport. **It is against the law to reverify documentation that has not expired or will never expire, and it is important that you only reverify those documents that VerifyNow! tells you to.**

My employee provided a replacement receipt for a lost Social Security Card, but doesn't have a copy of the new Social Security Card itself. Can I accept the receipt?

Receipts can be accepted in certain situations, but must be for the replacement for an *existing* document, not for an application for a *new* document. This difference is important because a receipt for the replacement of an existing document means that the employee was approved for the document previously. A receipt for an application for a new document doesn't guarantee that the employee will receive the official document. Please refer to the table of acceptable receipts in the "Form I-9 and E-Verify Documentation Guide" located in the RothNET Library at Branch Operations > E-Verify – VerifyNow! > User Guides.

What if the employee is in the middle of a name change when I process their Form I-9?

If the employee has not officially changed their name yet, enter their name as it is listed on their documentation. Once they have been verified to work, you do not need to go back and update the Form I-9 with their new name. If their documents have to be reverified at some point, use the employee's new name as it is listed on their new documentation when entering it in Section 3.

The employee presented a Social Security Card that says it is not valid for employment or valid for employment only with DHS approval. Can I still use this as a List C document?

Any Social Security Card that says "Not valid for employment", "Valid for work only with INS authorization", or "Valid for work only with DHS authorization" are for identification purposes only, and are not a valid List C document to verify employment eligibility. The employee must present you with a different List C document for verification.



Can abbreviations be used when filling out Section 2?

When entering the issuing authority for the employee's documents, you can use "SSA" for Social Security Administration and "DHS" for Department of Homeland Security. For any other issuing authority, however, you must spell it out completely. You must also spell out your full title when entering your signature at the end of Section 2 (i.e. Business Solutions Specialist versus BSS).

What if I am presented with documents that don't look legitimate?

Use your best judgment when you receive documents that might not be legitimate. If there are glaring issues that tell you that it is false right away, you can tell the employee that you cannot accept this document and ask that they provide you with a different document. If you think that the document may not be legitimate but cannot be sure, contact the E-Verify team at everify@rothstaffing.com.

Where can I access the VerifyNow! Compliance Report, and what is the significance of the information on this report?

The VerifyNow! Compliance Report is located on Crystal at the following path:
StaffSuite52(Production) > Custom > Branch Compliance > VerifyNow! Compliance Report By Branch.

This report cross references the Ambassadors on assignment in StaffSuite with their VerifyNow! final case result from E-Verify. Any Ambassadors who are on assignment without an Employment Authorized final case result will be flagged for you to resolve. Those that received a Final Nonconfirmation need to be taken off of assignment and terminated immediately, as they are not authorized to work in the U.S. Those with an SSA or DHS TNC, or any other interim case result, should continue working while you resolve their case with the SSA or DHS. Once you receive a final case result you must act accordingly. It is against the law to employ an individual who has not been verified to work in the U.S. and you must act on the information on your report immediately. For more information on accessing this report and acting on the report information, please refer to the *VerifyNow!* Compliance Report QRG located in the RothNET library at the following path: Branch Operations > E-Verify – VerifyNow! > User Guides.

Can I make photocopies of the documents that the employee presents?

Our company policy dictates that we are not to make any copies of the documentation presented by an employee during the *VerifyNow!* process. However, if the employee presents a U.S. Passport, a U.S. Passport Card, a Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) as their List A document, you must make a copy of the document during the Photo Match step, print a copy of their completed Form I-9, and retain both in a Form I-9 file sorted alphabetically by employee last name.

My employee received a Tentative Nonconfirmation (TNC) case result. What do I do now?

The question mark buttons located on both the SSA and DHS Tentative Nonconfirmation screens provide you with instructions and screen shots for exactly how to process a TNC in *VerifyNow!*. If you have questions after reviewing these documents, please email everify@rothstaffing.com.

If you have any questions regarding *VerifyNow!* use or procedures, please submit a Help Desk ticket or email everify@rothstaffing.com.