E-Verify

User Manual

For Federal Contractors

September 8, 2009

U.S. Citizenship
and Immigration
Services

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1.0 INTRODUCTION
1.1 BACKGROUND

E-Verify is a free, Internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). E-Verify is currently free to participating employers and is available in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

Beginning September 8, 2009, certain Federal contractors and subcontractors will be required to use E-Verify to verify the employment authorization of their employees, regardless of citizenship. This requirement was published in Federal Acquisition Rule; Case 2007-013; Employment Eligibility Verification (E-Verify Federal contractor rule) on November 14, 2008 and applies to solicitations and contracts issued after the effective date of the E-Verify Federal contractor rule, September 8, 2009. Beginning on this date, contracting officers will insert the E-Verify requirement into applicable Federal contracts.

This User Manual is designed specifically for Federal contractors who have the FAR E-Verify clause for E-Verify in their contracts.

1.2 WHO SHOULD BE VERIFIED AND EXCEPTIONS

Federal contractors that are required to use E-Verify must use the program to verify the employment eligibility of:

- All new hires
- Only those existing employees who are assigned to a Federal contract

An employee assigned to the contract is any employee who was hired after November 6, 1986, who is directly performing work in the United States under a contract that includes the FAR E-Verify clause requiring use of E-Verify.

Option to verify entire workforce:

Federal contractors that are required to use E-Verify have the option of verifying their entire workforce, both new and existing employees, who were hired after November 6, 1986, including those not working on a Federal contract. This option includes:

- All new hires
- All existing employees, including those not assigned to a Federal contract

If your company elects to do this, you must notify DHS either when you enroll or by updating your company profile through the **Maintain Company** page.

Exceptions:

There are exceptions to this E-Verify Federal contractor rule for certain Federal contractors. A contractor need only verify employees (both existing and new) assigned to a Federal contract if the contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond. This exception requires that E-Verify be used to verify the employment eligibility of the following employees:

- Only new hires assigned to a Federal contract
- Only existing employees assigned to a Federal contract

	IMPORTANT
	You are <u>not required</u> to verify the following employees:
	1. Any employee who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or
	2. Any employee who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

	IMPORTANT
	You are not permitted to use E-Verify for any employee who you previously verified through E-Verify.

	IMPORTANT
	If you are a Federal contractor who was using E-Verify before it was a required condition of your contract, please log into E-Verify and update your profile on the **Maintain Company** page. You must change your Organization Designation to reflect **Federal Contractor**.
	• By changing your Organization Designation to reflect Federal contractor, you will be subject to the rules and requirements specific to Federal contractors using E-Verify.
	• You should only change your Organization Designation if you have a contract awarded after September 8, 2009, that includes the FAR E-Verify clause for employment eligibility verification through E-Verify.
	• See Section 5.4 of this user manual for more information on how to change your Organization Designation.

1.3 PRIVACY STATEMENT

It is essential to protect the privacy of individuals submitting information for processing through E-Verify. Since E-Verify involves collecting and using an individual's personal information, it is your responsibility to ensure that this information is safeguarded, and that it is used only for the purposes outlined in the Memorandum of Understanding (MOU) between the E-Verify Program administrators (DHS) and you. 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. In addition, if you do not comply with the Privacy Act or other applicable laws and regulations, you may be subject to criminal penalties. At a minimum, you should take the following steps to protect personal information and comply with the appropriate regulations:

- Allow only authorized employees to use E-Verify. Ensure that only appropriately trained employees handle information and perform verification queries.

- Secure access to E-Verify. Protect the password you use to access E-Verify and ensure that unauthorized users do not gain access to the system.

- Protect and store individuals' information properly. Ensure that applicants' information is stored in a safe and secure location and that only authorized individuals have access to this information.

1.4 USER ROLES

Enrolled Federal contractors can provide employees access to E-Verify by assigning them a user role. Permissions and functions in E-Verify granted to the user depend upon the user role. The table below provides an explanation of each user role.

General Users and Program Administrators must successfully complete the online E-Verify tutorial before privileges to create or manage cases are granted. There are three types of user roles, these include:

- **General Users:** This user type performs verification queries, views reports, and can update his or her personal user profile.

- **Program Administrators:** This user type creates user accounts at his or her site for other Program Administrators and General Users. Program Administrators can view reports, perform queries, update profile information, and unlock user accounts.

- **Corporate Administrators:** This user manages multiple company accounts from a central location. Corporate Administrators can unlock accounts, view reports for multiple company sites, and register and administer company sites and user accounts.

	IMPORTANT
	The Corporate Administrator user role is accessible only when a company is registered under a certain heading. To access the Corporate Administrator user role, please go to the E-Verify registration page: https://www.vis-dhs.com/EmployerRegistration/StartPage.aspx

User Role / Permission	General User	Program Administrator	Corporate Administrator
Perform verification queries	√	√	
Enroll Verification Locations		√	√
Create accounts for new users		√ Other Program Administrators/ General Users at their site	√ Other Corporate Administrators/ Program Administrators and General Users for all sites)
View Reports	√	√	√ (for all Sites)
Update personal user profile	√	√	√
View Users		√	√
Request Company Termination		√	√

1.5   CONTACT DHS FOR ASSISTANCE

For help using E-Verify, contact the DHS Verification Division.

CONTACT US	
Technical Help Desk	(800) 741-5023
E-Verify General Information	(888) 464-4218
E-Verify Support E-mail	e-verify@dhs.gov
E-Verify Web site	www.dhs.gov/E-Verify

2.0 GETTING STARTED

2.1 PARTICIPATING IN E-VERIFY

To participate in E-Verify, your company must enroll in the program. Federal contractors should designate themselves as such during enrollment.

2.1.1 NOTIFY EMPLOYEES OF E-VERIFY PARTICIPATION

As a Federal contractor, you must post the English and Spanish notice provided by DHS indicating your company's participation in the program, and the Right to Work Poster issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC). Both notices must be clearly displayed at your hiring site(s) to inform prospective employees that your company participates in E-Verify.

Both notices are found in the E-Verify user webpage under the Online Resources link.

	IMPORTANT
	Notices/posters that cannot be displayed should be printed and distributed to every job applicant.

2.2 PREVENT DISCRIMINATION: E-VERIFY RULES OF USE

Federal contractors must adhere to the program rules outlined below.

- You may not use E-Verify to prescreen applicants for employment.

- You may not use E-Verify to discriminate against any job applicant or employee on the basis of his or her national origin, citizenship, or immigration status.

- Newly hired employees must complete an Employment Eligibility Verification, Form I-9 before you can create a case in E-Verify.

- Form I-9 requirements remain the same, with the exception that all List B identity documents must bear a photograph, and the employee must provide his or her Social Security number on the form. Employees who do not have a Social Security number must obtain one. This will delay creating a case in E-Verify until the employee is issued his or her Social Security number. Be sure to document the reason for this delay on the employee's Form I-9.

- You may not request that an employee present certain documentation for Form I-9 or E-Verify purposes except for requiring that a List B document contain a photograph.

- Federal contractors may only use E-Verify for existing employees under limited circumstances. For more details about verifying existing employees, log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review *the Supplemental Guide for Federal Contractors.*

- When deciding how to, and whether, to verify your existing employees there are special discrimination considerations. For more information log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review *the Supplemental Guide for Federal Contractors.*

- You are required to initiate a verification query within a specified period of time. If a verification query is not initiated within those timeframes, you must note the reason for the delay and attach it to Form I-9. For more information log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review the *Supplemental Guide for Federal Contractors*.

- You may not verify employees selectively, and must follow E-Verify procedures for all newly hired employees and all existing employees assigned to a Federal contract while your company is participating in the program.

- You may not use E-Verify to reverify the employment eligibility of an employee once that employee's employment authorization has been verified in E-Verify.

- You must notify employees of a Tentative Nonconfirmation (TNC) and provide them the opportunity to contest the TNC.

- You may not ask the employee to obtain a printout or other written verification from either SSA or DHS.

- Employees must be allowed to continue to work without penalty during the verification process.

	IMPORTANT
	You may not take any adverse action against an employee including: termination; denying, reducing, or extending work hours; delaying or preventing training; requiring an employee to work in poorer conditions; refusing to assign the employee to a Federal contract or other assignment; or otherwise subjecting an employee to any assumption that he or she is unauthorized to work during the E-Verify employment eligibility process.

	IMPORTANT
	For more information on preventing discrimination or unfair treatment of employees, call OSC at 1-800-255-8155 (employer hotline) or 1-800-237-2515 (TDD for the hearing impaired) or visit OSC's Web site at http://www.usdoj.gov/crt/osc.

2.3   PROTECT PASSWORDS

Each user will receive a User ID and password. For security purposes, all users must protect their passwords. You should not:

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

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

If you attempt to log on with an incorrect password 3 times, the system will lock your user account. If this happens, contact your program administrator, who is able to unlock your user account or use the Password Challenge feature to unlock your account. For information on changing, retrieving or unlocking your password, see Section 4 of this user manual.

2.4 E-VERIFY NAVIGATION BASICS

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the employer user web page. Screens within E-Verify are called pages. Each E-Verify page has four distinct areas:

- Options Area
- Message Area
- News Ticker
- Navigation Area

Exhibit 2-1: E-Verify Home Page
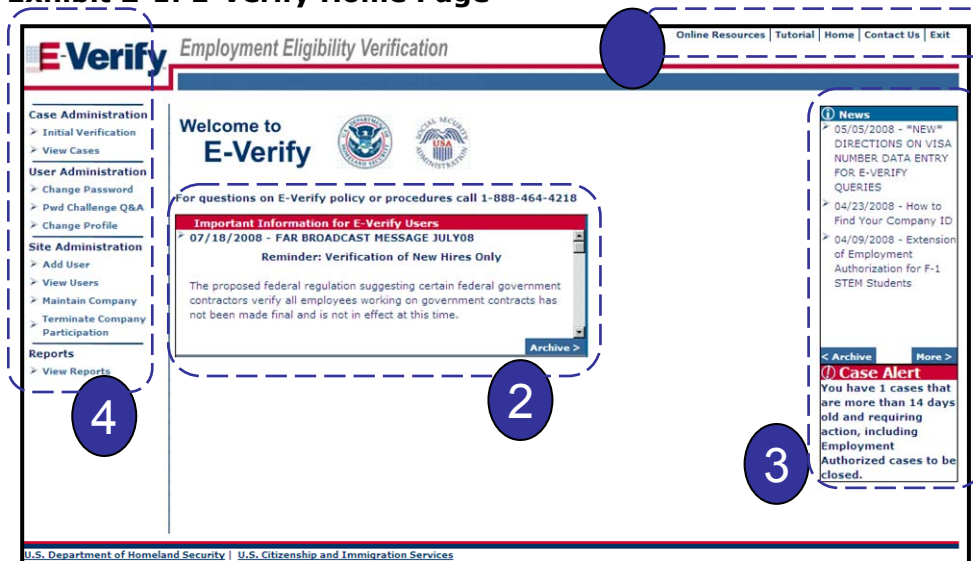
1. **Options Area**

The Options area contains five navigational controls: Online Resources, Tutorial, Home, Contact Us, and Exit.

- If you select **Online Resources**, the system will display additional information relating to employment verification, including the E-Verify participation poster, the Right to Work poster, and the *E-Verify User Manual for Federal Contractors*.

- If you select **Tutorial**, E-Verify will display the Web-based tutorial for Federal contractors.

- If you select **Home**, the system will display the E-Verify home page.

- If you select **Contact Us**, the screen will display important customer contact information..

- If you select **Exit**, you will be logged out of E-Verify and the **Verification Information System Logon** page will be displayed.

IMPORTANT
To exit E-Verify, you should always select **Exit** from the **Options** area. Otherwise, the system will consider you logged in.

2. **Message Area**

The Message area provides important updates on E-Verify and displays the number of cases requiring action.

3. **News Ticker**

The News Ticker provides information affecting employment verification and best practices.

4. **Navigation Area**

The Navigation area contains menus that list various options. Selecting an option from a menu is the first step of a task or function and displays the page you must complete. The menus that are available depend on your role (General User or Program Administrator) and which access method of E-Verify you are using.

Exhibit 2-2: E-Verify Menus in the Navigation Area

EMPLOYER MENU	DESIGNATED AGENT MENU
Case Administration ➤ Initial Verification ➤ View Cases **User Administration** ➤ Change Password ➤ Pwd Challenge Q&A ➤ Change Profile **Site Administration** ➤ Add User ➤ View Users ➤ Maintain Company ➤ Terminate Company Participation **Reports** ➤ View Reports	**Case Administration** ➤ Initial Verification ➤ View Cases **Client Company Administration** ➤ Add Client Company ➤ View Client Companies **User Administration** ➤ Change Password ➤ Pwd Challenge Q&A ➤ Change Profile **Site Administration** ➤ Add User ➤ View Users ➤ Maintain Company ➤ Terminate DA Participation **Reports** ➤ View Reports

3.0 CASE ADMINISTRATION

This section provides information about the verification process, including how to submit an initial verification, view the verification results, acknowledge an employee's response, refer a case, and resolve a case.

3.1 OVERVIEW OF THE VERIFICATION PROCESS

The E-Verify employment eligibility verification process begins with a completed Form I-9. It is driven by whether the employee's information entered in E-Verify matches or mismatches the information contained in DHS and SSA database(s).

Information from Form I-9 is entered into E-Verify and a case result is provided. Case results ultimately determine an employee's work eligibility. E-Verify determines case results based on information compared with SSA and DHS database(s). Every case created in E-Verify receives a final case result before it is completed/resolved, and every case must be completed/resolved. This section outlines the verification process.

3.2 FORM I-9 AND E-VERIFY

All Federal contractors are required to complete Form I-9 and keep a record of the form on file. This requirement does not change for Federal contractors enrolled in E-Verify. There are specific rules and procedures for Federal contractors described below.

3.2.1 FORM I-9 AND NEW HIRES

Federal contractors must ensure that all newly hired employees fully complete Section 1 of Form I-9. Unless the employee attests in Section 1 of Form I-9 that he or she is a citizen or noncitizen national of the United States, the employee must provide his or her Alien Number or I-94 Number.

IMPORTANT
Providing a Social Security number on Form I-9 is mandatory for employees hired by Federal contractors that participate in E-Verify.

Federal contractors must complete Section 2 of Form I-9 by examining the documents that verify the employment authorization and identity of the employee. You may not specify which document(s) from the List of Acceptable Documents on Form I-9 an employee may present.

You may accept one document from List A, which proves both identity and employment authorization, or a combination of one document from List B, which proves identity, and one from List C, which proves employment authorization.

IMPORTANT
Any List B document an employee presents to an E-Verify employer participating in E-Verify must contain a photograph.

If the employee presents a Form I-551 (Permanent Resident Card) or I-766 (Employment Authorization Document) for his or her Form I-9, you must make a copy of his or her document, which is required for the Photo Matching Tool. (See Section 3.3 of this user manual for more information on the Photo Matching Tool).

To view or download Form I-9, visit: http://www.uscis.gov/files/form/i-9.pdf.

3.2.2 Form I-9 and Existing Employees

Federal contractors must follow specific rules if they are verifying existing employees. For more information log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review the *Supplemental Guide for Federal Contractors.*

	For more information on Form I-9 procedures, refer to the Online Resources (Section 1.2) page of your E-Verify account, where you will find the *Handbook for Employers.*
	To view or download the *Handbook for Employers*, go to the following URL:
	http://www.uscis.gov/files/form/I-9.pdf
	For assistance in finding additional Form I-9 resources, contact E-Verify Customer Support Monday through Friday 8 am – 8 pm 1-888-464-4218.

	For questions about preventing discrimination in Form I-9 process, contact OSC at 1-800-255-8155 (employer hotline) or 1-800-237-2515 (TDD for the hearing impaired) or visit OSC's Web site at http://www.usdoj.gov/crt/osc.

3.3 INITIAL VERIFICATION

After Form I-9 is completed, the next step is to initiate a case in E-Verify. This is done by taking the information that the employee completed on his or her Form I-9 and entering it into E-Verify. To enter this information into E-Verify, employers must first log in with his or her assigned user ID and password and then follow the steps outlined in the Initial Verification Steps below. Submitting an Initial Verification creates a case in E-Verify.

INITIAL VERIFICATION STEPS		
1	From the E-Verify Welcome page – find Case Administration and select: **>>>>Initial Verification**	

2	From Section 1 of the employee's Form I-9, choose the correct option button. **>> A citizen of the United States** **>> A national of the United States** **>> A Lawful Permanent Resident** **>> An alien authorized to work** Then select **Next**	**Enter Employee Information from Form I-9:** The employee attests to be (select one of the following): ○ A citizen of the United States ○ A national of the United States ○ A Lawful Permanent Resident ○ An alien authorized to work [Next]
3	In E-Verify, a red asterisk (*) to the right of a text box indicates a required field. From Section 1 and 2 of Form I-9, enter all required information into each text field. *Required Fields Include: **>>> Alien Number/I-94 Number/Passport Number** **>>> Last/First Name** **>>> Social Security Number** **>>> Date of Birth** **>>> Hire Date** Then select **Next** **Employer Case ID** is an optional field for users that wish to assign an internal tracking code to a case.	**Enter Employee Information from Form I-9:** ● Alien Number: ○ I-94 Number: Passport Number: Visa Number: Last Name: First Name: Middle Initial: Maiden Name: Social Security Number: Date of Birth: (mm/dd/yyyy) Hire Date: (mm/dd/yyyy) Employer Case ID: Passport Exp. Date: (mm/dd/yyyy) [Back] [Next]

To view HELP text, click on the question mark icons.
Do not use the **Back** button on your browser. This will start a new case.

INITIAL VERIFICATION TIMEFRAMES

Federal contractors have specific time periods to initiate a verification which depends on your enrollment status. This applies when you verify new hires and existing employees. For more information log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review the *Supplemental Guide for Federal Contractors*.

3.4 INITIAL VERIFICATION CASE RESULTS

The information entered into E-Verify is checked against records found in the SSA and DHS databases. After this information is entered and submitted, a result for each case is displayed.

If the information that you entered matches the information in SSA and DHS databases, you will receive the results in 3 to 5 seconds.

If the information that you entered does not match the information in SSA or DHS databases, you will be asked to review the information entered to ensure that it is correct. If the information does not match the employee's Form I-9, *e.g.* you may have made a typing error, enter the changes on this page. When finished, select **Continue Verification**, Exhibit 3-1.

	IMPORTANT
	Do not select the **Back** button on your browser, as this will initiate a new query.

Exhibit 3-1: Verification Information

Case Verification Number: 20080221039422M

Review the entered employee information for correctness. Ensure that you correctly entered the name, birth date, and social security number from the Form I-9.

If the data was correctly entered, select the 'Continue Verification' button. If corrections need to be made, make the necessary corrections and select the 'Continue Verification' button. If this case was entered in error, select the 'Resolve Case' button to close it as an invalid query.

SSA Verification Information

Last Name: Doe

First Name: John

Middle Initial:

Maiden Name:

Social Security Number:

Date of Birth: 01/01/1965

Hire Date: 01/01/2008

Citizenship Status: Citizen or National of the United States

Document Type: List B, C Documents

Doc. Expiration Date:

Employer Case ID:

[Continue Verification] [Resolve Case]

After selecting **Continue Verification**, you will receive one of the following responses:

- **EMPLOYMENT AUTHORIZED**: This response indicates that employment authorization is verified and the case may be resolved.

- **SSA TENTATIVE NONCONFIRMATION** (SSA TNC): This response indicates that the employee's Social Security information could not be verified. The employee must be notified of the TNC response and referred to SSA if he or she contests the SSA TNC. See Section 3.2.6 for how to refer the employee to SSA to resolve a TNC.

- **DHS VERIFICATION IN PROCESS**: This response indicates that the non-citizen's information matches the information contained in SSA records, but did not match DHS records. The case is then automatically referred to DHS for further verification. You do not need to take any action at this point. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 Federal government workdays. You should check the system daily for a response.

	IMPORTANT
	The **Case Verification Number** is a unique number returned by E-Verify. Write the **Case Verification Number** on the employee's Form I-9 or print the **Case Details** page, which includes the **Case Verification Number**, and attach it to the employee's Form I-9. Keep the **Case Verification Number** in your records so that DHS can help you resolve any problems that arise in the case.

3.4.1 REQUEST ADDITIONAL VERIFICATION

Occasionally, the name displayed by E-Verify in the **Initial Verification** section is different from the name you submitted to E-Verify. Ensure that both the first and last names in E-Verify match the information that you provided. If they do not match, you should request additional verification (Exhibit 3-2).

When you request additional verification, E-Verify will forward the case to a DHS management and program analyst (MPA). A message will appear at the bottom of the **Case Details** page (Exhibit 3-3) within seconds, indicating that the request is in process. DHS usually returns a response to a request for additional verification within 24 hours of receipt; however, DHS has up to 3 Federal government workdays to respond.

Exhibit 3-2: Request Additional Verification

Exhibit 3-3: Case Details Page

To request additional verification, perform the following steps:

1. Select **Request Additional Verification**

2. Type the reason for the additional verification request in the **Comments** field.

3. Select **Submit Additional Verification**. An updated **Case Details** page will appear, and the verification response will be **DHS VERIFICATION IN PROCESS**.

4. Check E-Verify daily for a response.

3.5   NOTIFY AN EMPLOYEE OF A TENTATIVE NONCONFIRMATION (TNC)

A Tentative Nonconfirmation (TNC) response indicates SSA and/or DHS could not confirm that the employee's personal information matches SSA and/or DHS records. A TNC does not mean that the employee is not authorized to work in the United States.

It is the Federal contractor's responsibility to contact the employee as soon as possible to provide the employee with the opportunity to contest the TNC and resolve the discrepancy in his or her record. Under the law, the employee must be allowed to continue working while resolution of a TNC is pending.

3.5.1 SSA TENTATIVE NONCONFIRMATION

An SSA TNC results when the information submitted in E-Verify does not initially match the information in the SSA database. An SSA TNC does not mean that the employee is not authorized to work in the United States.

An SSA TNC case result may occur because the employee's:

- Name, SSN, or date of birth is incorrect in SSA records
- Name change was not reported to SSA
- Citizenship or immigration status was not updated with SSA

If you receive an SSA TNC case result, perform the following steps:

1. Notify the employee of the TNC as soon as possible.

2. Select **Notification to Employee** to display the TNC notice in either English or Spanish. The **Notice to Employee of Tentative Nonconfirmation** will appear.

3. Print the **Notice to Employee of Tentative Nonconfirmation** using your browser's print option.

4. Provide the notice to your employee and review it with him or her. Instruct the employee to indicate whether he or she wants to contest the TNC by clicking **Contest** or **Not Contest**.

5. Instruct the employee to sign and date the notice in the **Signature of Employee** area.

6. The Federal contractor also must sign and date the notice in the **Signature of Employer Representative** area.

7. Give a copy of the signed notice to the employee.

<table>
<tr><td rowspan="2"></td><td>IMPORTANT</td></tr>
<tr><td>The Notice to Employee of Tentative Nonconfirmation notifies the employee of the TNC response, but does not provide instructions on how to resolve the discrepancy in the employee's records. If the employee contests the TNC, you must give an SSA or DHS Referral letter to the employee.</td></tr>
</table>

8. File the signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.

9. If the employee does not contest the TNC, select **Resolve Case**. (See Section 3.4). You may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

10. If the employee contests the TNC, you must electronically refer the employee to the appropriate agency. Select **Initiate SSA Referral** at the bottom of the screen, which allows SSA electronic access to the employee's case when he or she visits the SSA field office to resolve the discrepancy in his or her record. You **may not** take action against the employee while the employee resolves his or her case within the time allotted.

<table>
<tr><td rowspan="2"></td><td>IMPORTANT</td></tr>
<tr><td>The employee must visit an SSA office within 8 Federal government workdays of referral to initiate resolution of his or her TNC.</td></tr>
</table>

Two buttons will appear on the **Confirm Employee Notification** page: **Notified** and **Not Notified**.

Exhibit 3-4: Notification Buttons

- If the employee has been notified of the TNC and has signed the **Notice to Employee of Tentative Nonconfirmation**, then select **Notified**. The **Case Details** page will appear.

- If you click **Not Notified**, the **SSA Referral** (Referral to the Social Security Administration) letter will not appear. You will be returned to the **Case Details** page so that you can view and print the TNC notice and discuss it with the employee.

3.5.2 REFER EMPLOYEE TO SSA

After being notified of the SSA TNC, the employee chooses to contest or not contest the case result and acknowledges his or her decision on the SSA TNC Notice. An employee that chooses to contest an SSA TNC is referred to SSA.

- If an employee contests an SSA TNC, you must refer him or her to SSA by providing him or her with the **SSA Referral** letter.

To complete the SSA referral process, perform the following steps:

1. Access the employee's **Case Details** page, Exhibit 3-8.

Exhibit 3-5: Case Details Page to Initiate an SSA Referral

2. Select the **Notification to Employee – Referral to Social Security Administration** document in either English or Spanish.

3. Print the **SSA Referral** letter using your browser's print option.

4. Sign and date the **SSA Referral** letter.

5. Instruct the employee to sign and date the referral letter.

6. Give a copy of the **SSA Referral** letter to the employee and instruct him or her to take it to the SSA office within 8 Federal government workdays. See Attachment A for instructions on locating the correct SSA office for the employee. The **SSA Referral** letter provides specific instructions for the employee on how to contact SSA in order to correct his or her records.

7. File a copy of the **SSA Referral** letter with the employee's Form I-9.

8. Check E-Verify regularly for a change in an employee's status for a contested SSA TNC case. This is similar to the process for DHS referrals. If the employee

does not visit SSA within 8 days, E-Verify will automatically send an SSA Final Nonconfirmation response to you 10 days after the referral was generated, unless SSA notifies you that the case is still pending.

E-VERIFY CASE RESULTS TO SSA REFERRALS

E-Verify will respond with one of the following messages:

- **EMPLOYMENT AUTHORIZED:** This response indicates that employment authorization is verified. You should resolve the case, ending the verification process.

- **SSA FINAL NONCONFIRMATION:** This indicates that the SSA could not verify the furnished information. You should resolve the case, ending the verification process. Employers or employees with questions about a Final Nonconfirmation may call E-Verify at 1-888-464-4218, or OSC at 1-800-255-8155 (employers) or 1-800-255-7688 (employees) or 1-800-237-2515 (TDD for the hearing impaired). Also, you may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

- **SSA CASE IN CONTINUANCE:** This response indicates that the employee has visited SSA, but that SSA needs more than 10 Federal government workdays to confirm employment authorization. Check the system daily to see if the case status has been updated with any of the other responses listed on this page. During this time, you may not take adverse action against the employee (See Section 2.2 for examples). You **may not** terminate the employee **until** E-Verify returns a response of **SSA FINAL NONCONFIRMATION** (or **DHS FINAL NONCONFIRMATION** or **DHS NO SHOW**, as explained in Section 3.2.7.2 of this manual).

- **DHS VERIFICATION IN PROCESS:** This response indicates that the noncitizen's information provided to SSA matches the information contained in SSA records. The case is then electronically referred to DHS to verify employment authorization. DHS responds to most of these cases within 24 hours, although it is permitted up to 3 Federal government workdays to respond. You should check the system daily for a response.

- **REVIEW AND UPDATE EMPLOYEE DATA:** In some cases, SSA will prompt you to review and update the employee information you entered into E-Verify and resubmit the case (see Section 3.2.6.1.2). This means that SSA has determined that there appears to be a discrepancy in the data you entered into E-Verify.

- **SSA NO SHOW:** This response indicates that the employee did not contact SSA, and 10 Federal government workdays have passed since the date of referral. This response is considered a Final Nonconfirmation, and if received, you should resolve the case. Also, you may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

INITIATE A RESUBMITTAL CASE TO SSA

If the response **Review and Update Employee Data then Resubmit** appears, there was an error found in the employee's data that you submitted for the initial verification. Review the employee's Form I-9 and correct the information in E-Verify as needed before you continue the case. You will receive a response immediately.

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

1. Review with the employee the accuracy of the information he or she provided on Form I-9. If the employee made a mistake on Form I-9, update Form I-9 for your records.

2. Access the employee's **Case Details** page to ensure that you entered the information on the employee's Form I-9 correctly into E-Verify.

3. If you need to make changes to the employee's information in E-Verify, select **Initiate SSA Resubmittal** on the **Case Details** page.

Exhibit 3-6: Initiate SSA Resubmittal

4. The **Modify SSA Information** section will appear on the **Case Details** page. Edit the information confirmed by the employee in the **Modify SSA Information** section, Exhibit 3-7.

Exhibit 3-7: Case Details Page to Modify SSA Information

5. Select **Submit SSA Resubmittal**. The **Confirm SSA Resubmittal** page appears with a warning message and a **Submit SSA Resubmittal** button.

6. Read the warning message on the **Confirm SSA Resubmittal** page, Exhibit 3-8. You may only resubmit a case once; therefore, you must make sure that you meet the resubmittal criteria in the warning message before proceeding with the resubmittal.

Exhibit 3-8: Case Warning

⚠ Warning! The case may only be resubmitted once.

Are you sure you want to resubmit this case at this time?
Has the employee informed you that he or she has visited the SSA office to resolve their case?
Has it been 24 hours since the employee visited the SSA?

If you answered yes, resubmit the query now.
If 10 Federal Government work days have passed since you referred the employee and the employee has not indicated to you that they visited SSA, you may resubmit the case now.

7. Select **Submit SSA Resubmittal**. When you do so, the information is compared to SSA records and E-Verify will provide a response within seconds.

3.6   DHS VERIFICATION IN PROCESS

A case result of DHS Verification in Process indicates that the employee has contacted DHS but additional time to determine a final case result is needed, Exhibit 3-9.

Exhibit 3-9: DHS Verification in Process

A DHS VERIFICATION IN PROCESS could have the following results:

- **EMPLOYMENT AUTHORIZED**: This response indicates that employment authorization is verified and the case can be resolved.

- **DHS TENTATIVE NONCONFIRMATION:** This response indicates that employment authorization could not be verified; therefore the employee must be notified and referred to DHS if he or she contests.

- **DHS TENTATIVE NONCONFIRMATION (Photo Tool Non-Match):** This response indicates that you determined that the photo on the employee's document does not match the photo supplied by E-Verify. At this point, inform the employee of the DHS TNC and the option to contest. See Section 3.3 for more information on using the photo matching tool.

- **DHS CASE IN CONTINUANCE:** This response indicates that DHS needs more than 10 Federal government workdays to resolve employment authorization. You must wait until DHS provides a definitive response before resolving the case.

	IMPORTANT
	You must allow the employee to continue working during the verification process.

3.7   DHS TNC

A DHS TNC results when the information submitted to E-Verify differs from the DHS database. A DHS TNC does not necessarily indicate that the employee is not authorized to work in the United States.

An employee who is authorized to work may receive a DHS TNC because the employee's:

- Information does not match DHS records
- ID photo differs from the photo in DHS records
- Citizenship or immigration status changed

If you receive a DHS TNC case result, perform the following steps:

1. Notify the employee of the TNC as soon as possible.

Exhibit 3-10: DHS TNC Case Result

Case Verification Number: 200724112430MK			
Initial Verification			
Last Name:	▓▓▓	First Name:	▓▓▓
Middle Initial:		Maiden Name:	
Social Security Number:	▓▓▓-▓▓-▓▓▓▓	Date of Birth:	08/28/2000
Hire Date:	08/08/2007	Citizenship Status:	Alien Authorized to Work (Alien or I94 ↓ required)
Alien Number:	111111111	I-94 Number:	
Document Type:	Unexpired Foreign Passport with I-94 Stamp	Doc. Expiration Date:	
Initiated By:	RJON9865	Initiated On:	08/29/2007
Verification Response			
Eligibility:	DHS Tentative Nonconfirmation	Response Date:	02/22/2008
Case Documents for Printing			

Case Details
Notification to Employee – Department of Homeland Security Tentative Nonconfirmation (English version)
Notification to Employee – Department of Homeland Security Tentative Nonconfirmation (Spanish version)

[Initiate DHS Referral] [Resolve Case] [Close]

2. Select **Notification to Employee** to display the TNC notice in either English or Spanish. The **Notice to Employee of Tentative Nonconfirmation** will appear.

3. Print the **Notice to Employee of Tentative Nonconfirmation** using your browser's print option.

4. Provide the notice to your employee and review it with him or her. Instruct the employee to indicate whether he or she wants to contest the TNC by clicking **Contest** or **Not Contest**.

5. Instruct the employee to sign and date the notice in the **Signature of Employee** area.

6. You also must sign and date the notice in the **Signature of Employer Representative** area.

7. Give a copy of the signed notice to the employee.

	IMPORTANT
	The **Notice to Employee of Tentative Nonconfirmation** notifies the employee of the TNC response, but does not provide instructions on how to resolve the discrepancy in the employee's records. If the employee contests the TNC, you must give the employee an **SSA** or **DHS Referral** letter.

8. File the original signed **Notice to Employee of Tentative Nonconfirmation** with the employee's Form I-9.

9. If the employee does not contest the TNC, select **Resolve Case**. (See Section 3.2.8). You may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the Memorandum of Understanding (MOU).

10. If the employee contests the TNC, you must electronically refer the employee to the appropriate agency. Select **Initiate DHS Referral** at the bottom of the screen, which allows DHS electronic access to the employee's case when he or

she calls DHS to resolve the discrepancy in his or her record. You **<u>may not</u>** take action against the employee while the employee resolves his or her case within the time allotted.

	IMPORTANT
	The employee must contact DHS by phone within 8 Federal government work days of referral to initiate resolution of his or her TNC.

	IMPORTANT
	If an employee does not contest a DHS TNC, you may terminate employment.

3.7.1 REFER EMPLOYEE TO DHS

If the employee contests the DHS TNC, you must refer him or her to DHS to resolve the discrepancy in the employee's record. To refer an employee to DHS, perform the following steps:

1. Access the **Case Details** page, then select **Initiate DHS Referral**. The **Confirm Employee Notification** page will appear with the question: "Has the employee been notified of the Tentative Nonconfirmation Notice?" Two buttons also appear: **Notified** and **Not Notified**.

2. If the employee has been notified of the referral, select **Notified**. The **DHS Referral** letter will appear.

3. Print the **DHS Referral** (Referral to the Department of Homeland Security) letter using your browser's print option and review it with the employee. The letter provides specific instructions for the employee on how to contact DHS in order to remedy the TNC. Failure to provide the letter to the employee may constitute unlawful discrimination.

4. Instruct the employee that he or she has 8 Federal government work days from the date of referral to initiate resolution of his or her TNC. You may not ask the employee to provide written documentation from DHS.

5. Both you and the employee will sign the referral letter. Provide a copy to the employee and file it with his or her Form I-9.

6. Check E-Verify daily for a response.

E-Verify will provide one of the following responses, depending on whether the employee contacts DHS:

- **EMPLOYMENT AUTHORIZED**: This response indicates that the employee contacted DHS and is authorized to work. You should resolve the case in E-Verify.

- **DHS FINAL NONCONFIRMATION:** A DHS Final Nonconfirmation case result is received when E-Verify cannot provide a specific finding after an employee has contacted DHS. The employer may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

- **DHS CASE IN CONTINUANCE**: A DHS Case in Continuance indicates that the employee has contacted DHS, but more time is needed to determine a final employment eligibility case result. The reason DHS needs more time is unique and varies with each situation. The employer must check E-Verify daily for case status updates. Employers may not terminate or take adverse action against the employee while DHS is reviewing an employee's case.

- **DHS NO SHOW**: This response indicates that the employee did not contact DHS, and 10 Federal government workdays have passed since the date of referral. This response is considered a Final Nonconfirmation, and if received, you should resolve the case. Also, you may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

3.8   PHOTO MATCHING TOOL

Photo matching is an automatic part of the initial verification in E-Verify that prompts Federal contractors to compare an employee's photo ID with a photo displayed on the E-Verify screen. This helps ensure that the IDs provided are valid.

The photo matching step occurs automatically when an employee presents a Permanent Resident Card (I-551) or an Employment Authorization Document (I-766) for his or her Form I-9 documentation. When either of these two documents is provided, the employee's photo automatically displays on the E-Verify screen. Specific rules may apply to Federal contractors that are verifying existing employees with an expired I-551. For more information log in to E-Verify, select the **Online Resources** link at the top of the **Home** page and review the *Supplemental Guide for Federal Contractors.*
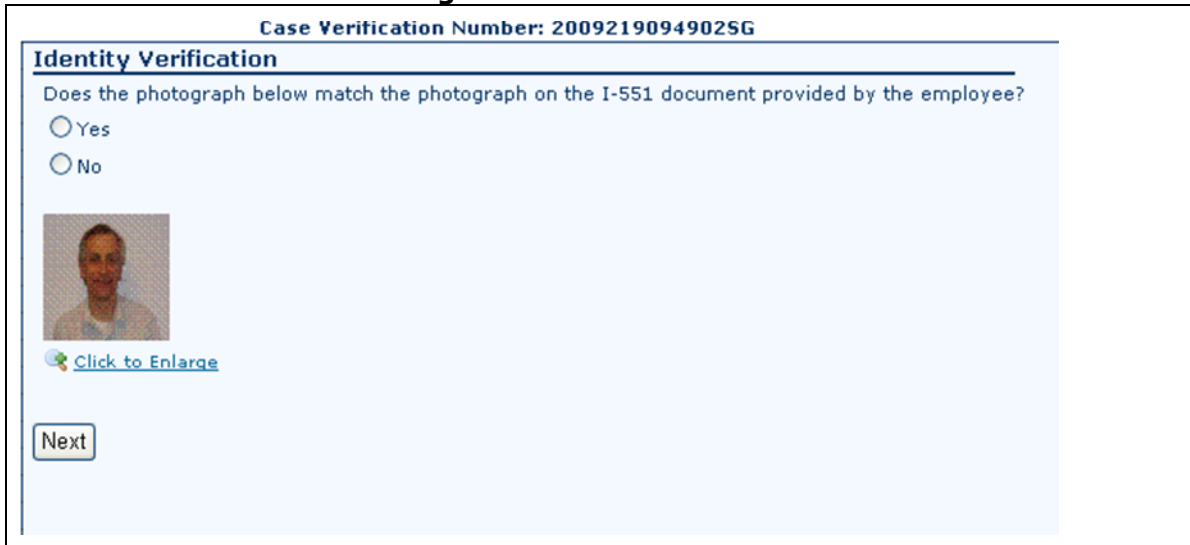
Matching photos is easy—you compare the photo shown by E-Verify to the photo on the employee's ID (not to the employee). The two photos should be identical. Employers must not compare the photo exhibited by E-Verify to the employee directly. Federal contractors are required to make a direct comparison of the employee's photo document to the in-person employee when completing Section 2 of Form I-9, but should not do so for the E-Verify photo match comparison.

Federal contractors determine if the photograph displayed by E-Verify appears reasonably identical to the photograph on the employee's document. Employers account for minor variances in shading and detail between the two photographs based upon the following non-exhaustive list of factors:

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

It is recognized that Federal contractors are not experts in comparing documents or photographs. However, because the photograph transmitted by E-Verify should be identical to the photograph that appears on an employee's DHS-issued document, Federal contractors should be able to reasonably determine if the photographs match.

Exhibit 3-11: Photo Matching Screen

- **Yes**: This means the photo on the employee's document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.

- **No:** This means the photo on the employee's document is not identical to the photo displayed by E-Verify.

After a selection is made, a case result will display one of the following:

- **EMPLOYMENT AUTHORIZED:** This response indicates that the employee contacted DHS and is authorized to work. You should resolve the case in E-Verify.

- **DHS VERIFICATION IN PROCESS:** This response indicates that the noncitizen's information provided to SSA matches the information contained in SSA records. The case is then electronically referred to DHS to verify employment authorization. DHS responds to most of these cases within 24 hours, although it is permitted up to 3 Federal government workdays to respond. You should check the system daily for a response.

3.8.1 PHOTO NON-MATCH: REFER EMPLOYEE TO DHS

If the employee contests a DHS TNC because of a photo non-match, you must refer him or her to DHS to resolve the discrepancy in his or her record according to the steps below:

1. Select the **Initiate DHS Referral** button.

2. Select **Notified** if the employee has been notified of the TNC and has signed the **Notice to Employee of Tentative Nonconfirmation**.

3. Determine how you will submit a copy of the DHS-issued document provided by the employee: scan and upload or mail. Indicate your selection in E-Verify by selecting **Submit Electronic Document** or **Mail Paper Copy**. If you choose to scan and upload an electronic copy of the document, the file must be in .GIF format. To mail the document, Section 3.3.6.

4. The next page, select **Notification to Employee: Referral to the Department of Homeland Security** at the bottom of the screen. The referral letter is available in English and Spanish.

5. Print the referral letter using your browser's print option.

6. Sign and date the referral letter.

7. Instruct the employee to read, sign, and date the referral letter.

8. Make two copies of the signed referral letter – one for the package that will be sent to DHS and one for the employee.

9. Give the referral letter to the employee. Do not ask the employee to provide written documentation from DHS.

10. Follow the instructions in Section 3.3.6 to send paper copies of documents to DHS.

3.8.2 Photo Non-Match: Mailing Documents to DHS

To complete a DHS photo non-match referral you must scan and upload, or express mail a copy of the photo non-match document to E-Verify. Follow the steps below to complete this part of the referral process.

> **SCAN AND UPLOAD:** Use the scan and upload function found in E-Verify to scan and upload a copy of the photo document. This option is available after selecting the **Initiate DHS Referral** button. Files must be in GIF format and no larger than 1.5 MB
>
> **-**OR-
>
> **EXPRESS MAIL:** Send a copy of the photo document along with a copy of the employee's referral letter to:
>
> Status Verification Unit / Photo Tool
> Verification Division Mail Stop 2610
> US Citizenship and Immigration Services
> 490 L'Enfant Plaza East, SW Suite 8001,
> Washington, DC 20529-2610

Inform all hiring sites of USCIS's shipping information. USCIS will **not** pay for any shipping costs. Participants are free to use an express shipping carrier of their choice at their own expense.

IMPORTANT
Do NOT send original documents to USCIS.

3.8.3 REFERRAL TO DHS: E-VERIFY CASE RESULTS

The employee has 8 Federal government workdays from the date of referral to initiate resolution of the discrepancy in his or her case by calling a toll-free number provided on the referral letter and providing DHS with his or her verification number and other information on the referral letter.

E-Verify will provide one of the following case results within 10 days of the referral:

- **EMPLOYMENT AUTHORIZED**: This response indicates that the employee contacted DHS and is authorized to work. You should resolve the case in E-Verify.

- **DHS FINAL NONCONFIRMATION:** A DHS Final Nonconfirmation case result is received when E-Verify cannot provide a specific finding after an employee has contacted DHS. The employer may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

- **DHS CASE IN CONTINUANCE:** DHS Case in Continuance indicates that the employee has contacted DHS, but more time is needed to determine a final employment eligibility case result. The reason DHS needs more time is unique and varies with each situation. The employer must check E-Verify daily for case status updates. Employers cannot terminate or take adverse action against the employee while DHS is reviewing an employee's case.

- **DHS NO SHOW**: This response indicates that the employee did not contact DHS, and 10 Federal government workdays have passed since the date of referral. This response is considered a Final Nonconfirmation, and if received, you should resolve the case. Also, you may now terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.

3.9 RESOLVE CASE

The final step in the E-Verify process is to resolve the case. Resolving cases will:

- Remove cases from your screen
- Assist DHS with maintaining statistics

If you do not resolve your cases, E-Verify will indicate that you have cases requiring action and that some of the cases may need to be closed. You may resolve a case under the following circumstances:

- When the SSA response is either **EMPLOYMENT AUTHORIZED** or **SSA FINAL NONCONFIRMATION**.

- When the DHS response is **EMPLOYMENT AUTHORIZED**, **DHS FINAL NONCONFIRMATION** or **DHS NO SHOW**.

- When the employee does not contest a response of SSA TNC or DHS TNC.

- When the employee quits or has been terminated for reasons unrelated to immigration status while the verification query is in process.

- When a duplicate case or case with incorrect data was entered into the system, you should resolve as an invalid query.

After you resolve the case, the **Case Resolution** section appears on the **Case Details** page, which includes the case resolution, the user ID of the person who resolved the case, and the date of resolution. The **Case Details** page also includes the information on the case in the order in which it was entered or supplied by the system. It is recommended that you print the case information for your records.

Exhibit 3-12: Case Details Page

To resolve a case, perform the following steps:

1. Access the **Case Details** page if it is not already displayed.

2. Select **Resolve Case**.

3. In the **Enter Case Resolution** section, select the appropriate resolve option.

Exhibit 3-13: Case Details Page with Resolution Options

- **Resolved Authorized**: Select this option when employment is authorized.

- **Resolved Unauthorized/Terminated**: Select this option when employment is not authorized (SSA FINAL NONCONFIRMATION, DHS FINAL

NONCONFIRMATION or DHS/SSA NO SHOW), or when there is an uncontested TNC response and employment is terminated.

- **Self Terminated:** Select this option if an employee quits or is terminated for reasons unrelated to employment authorization status while the verification query is in process.

- **Invalid Query:** Select this option if you discover that you sent a duplicate query, or a query with incorrect data.

- **Employee Not Terminated:** Select this option to notify DHS that you are not terminating an employee whose employment is not authorized (SSA FINAL NONCONFIRMATION, DHS FINAL NONCONFIRMATION, or DHS NO SHOW), or who is not contesting a TNC response.

If you continue to employ an employee after they receive a Final Nonconfirmation, you must notify DHS by appropriately resolving the case in E-Verify as **Employee Not Terminated**. If you fail to notify DHS that you have not terminated the employee, you may be subject to a civil penalty.

4. Select **Submit Resolve Case**. The **Enter Case Resolution** section changes to the **Case Resolution** section, and the **Print Case Details** button returns to the **Case Details** page.

IMPORTANT
Once you resolve a case, no further changes may be made to the case.

5. Select **Print Case Details**.

6. The **Case Details Report** appears on another page.

7. Print the report by selecting your browser's print option.

8. Select **Back** on the browser's toolbar to return to the Case Details page.

9. Select **Close** to return to the **Case Summary List**.

10. File the report with the employee's Form I-9.

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

3.9.1   HOW TO SEARCH FOR CASES

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

Exhibit 3-14: Case Search Page

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

- **All Open Cases**-This feature allows the user to see all open cases.

- **Cases Requiring Action**-This feature informs users that some cases that exist require their attention. Some cases may still need to be resolved, or an additional step may be required..

- **Cases in Process**-This feature allows the user to see pending cases in E-Verify.

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

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

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

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

3.5.1 Navigating the Case Summary List Page

After entering the case search criteria, each row on the **Case Summary List** page displays information for a single case, which is identified by the verification number. Click the row of the case you wish to examine to open the case summary.
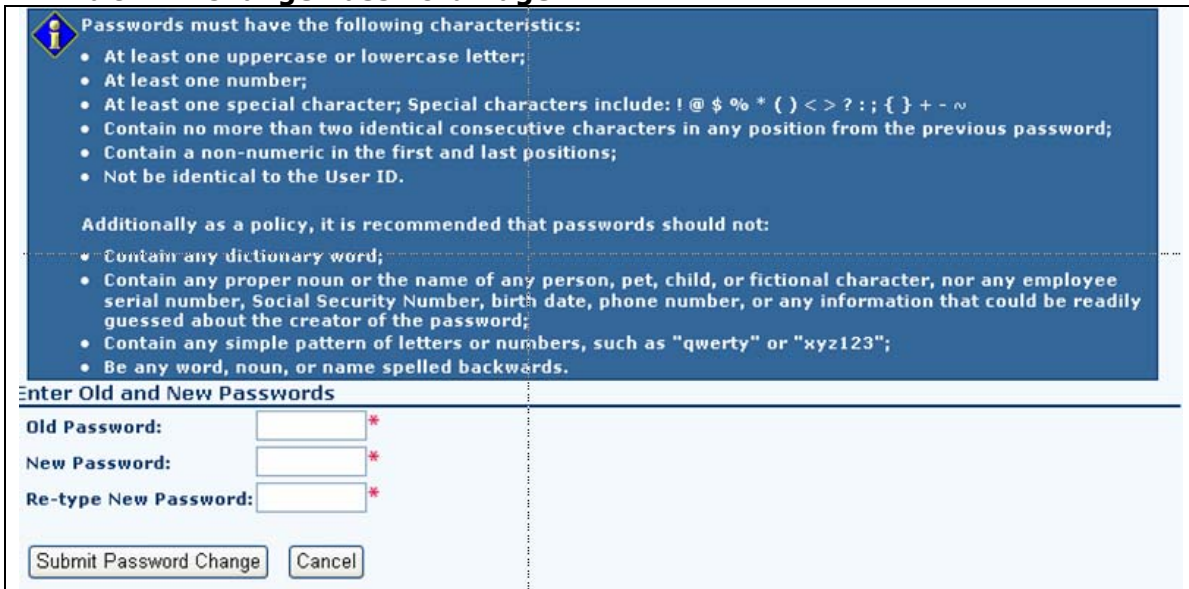
4.0 USER ADMINISTRATION

Federal contractors may use the **User Administration** menu to change passwords and update personal profiles.

4.1 CHANGING YOUR PASSWORD

Passwords need to be protected; therefore, do not write down passwords or share them with anyone. If you feel that your password may have been compromised, change it immediately.

Exhibit 4-1: Change Password Page

To change your password, perform the following steps:

1. Select **Change Password** from the **User Administration** menu. The Change Password page will appear.

2. Type your existing password in the **Old Password** field.

3. Type your new password in the **New Password** and the **Re-Type New Password** fields. The new password cannot be the same as any of your last 6 passwords.

4. View the confirmation message:

   - If the system processed the password change, then use the new password for the next E-Verify session.
   - If the system was unable to process the password change due to user error, carefully repeat the steps for changing your password.
   - If the system was unable to process the password change, try changing your password later.

4.1.2 PASSWORD REQUIREMENTS

Passwords must be at least 8 characters but no more than 14 characters in length and must include at least 3 of the 4 following characteristics:

1. At least 1 uppercase letter;

2. At least 1 lowercase letter;

3. At least 1 number;

4. At least 1 special character (Special characters include: ! @ $ % * ( ) < > ? : ; { } + - ~).

Additionally, as a policy, passwords shall not:

1. Contain any dictionary word;

2. Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security number, birth date, phone number, or any information that could be readily guessed about the creator of the password;

3. Contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123";

4. Be any word, noun, or name spelled backwards;

5. Contain more than 2 identical consecutive characters in any position from the previous password;

6. Contain a non-numeric in the first and last positions;

7. Be appended with a single digit or with a 2-digit year string, such as "Welcome98"; or,

8. Be identical to the user ID.

IL!keH2O is an example of a password that is 8 characters in length and contains all of the required characteristics.

Passwords are case-sensitive.

4.1.3 HOW TO RETRIEVE A FORGOTTEN PASSWORD OR RESET A LOCKED PASSWORD

The password challenge option enables you to reset your password if you forget your password, or if your account is locked after 3 consecutive, unsuccessful login attempts.
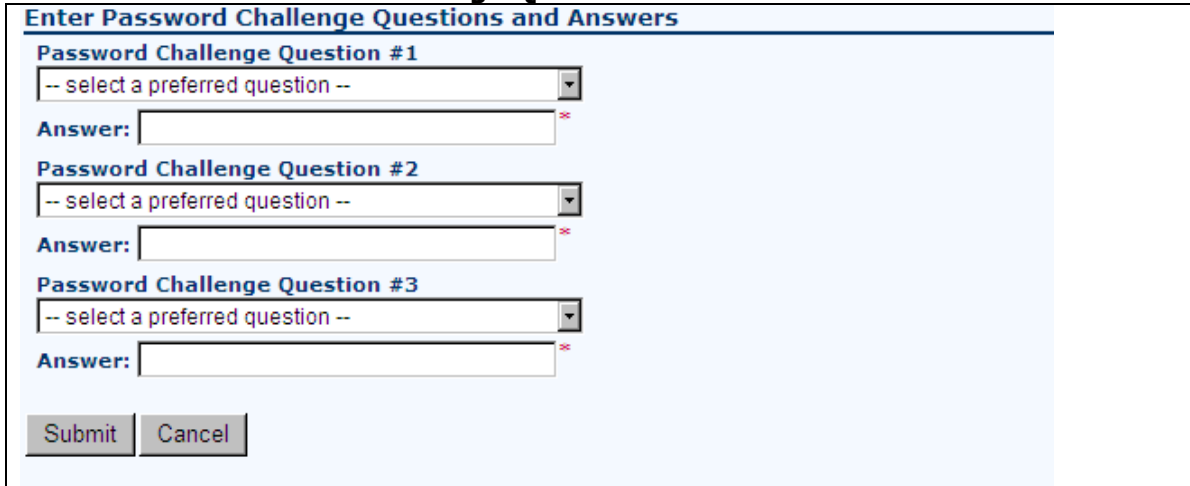
To activate the password challenge, you must select the **Forgot Your Password Link** on the login page and correctly answer 3 questions that you have chosen beforehand. Once you have selected **Password Challenge Q&A**, select the question you want to use for each of the 3 challenge questions and enter the answer in the **Answer** field and then select **Submit**.

All new users are required to set up their password challenge questions and answers when they first log in to E-Verify. However, if you haven't set up your questions and answers or if you feel your answers have been compromised, select **Change Password** from the **User Administration** menu. The **Change Password** page will appear. If the system processed the password change, use the new password for your next E-Verify session.

4.2   PASSWORD CHALLENGE Q&A

The password challenge Q & A enables you to reset your password without having to contact a Program Administrator if you forget your password or if your account is locked after 3 consecutive, unsuccessful login attempts.

Exhibit 4-2: Password Challenge Q&A

To activate the Password Challenge Q & A, perform the following steps:

1. Select **Password Challenge Q&A** from the **User Administration** menu.

2. Select the question you want to use for each of the 3 challenge questions, enter the answer in the **Answer** field, and select **Submit**.

If you decide to change any of the questions at a later time, you must reset the other questions and answers. You can reuse any questions and answers. Like passwords, you should not share answers to these questions since these enable you to change your password.

4.3   UPDATING YOUR PROFILE

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

Exhibit 4-3: Change User Profile Page

Enter User Profile Information

User ID:	MRAA0986
Last Name:	Doe *
First Name:	John *
M.I.:	
Phone Number:	(111) 111 - 1111 ext. *
Fax Number:	( ) -
E-mail Address:	fake@fake.org *

[Submit User Profile Changes]   [Cancel]

To update your profile, perform the following steps:

1. Select **Change Profile** from the **User Administration** menu. The **Change User Profile** page will appear.

2. Add information or edit the fields as necessary. An asterisk (*) next to a field indicates that it is a required field.

3. Select **Submit User Profile Changes**. The **Change User Profile Results** page, which contains the confirmation message and your profile information, will appear.

4. Review the confirmation message to see whether the request for profile updates was successful. If the system was unable to process the user profile updates, the user should update his or her profile at a later time. If the second profile update attempt fails, contact the Technical Help Desk at 1-800-741-5023.

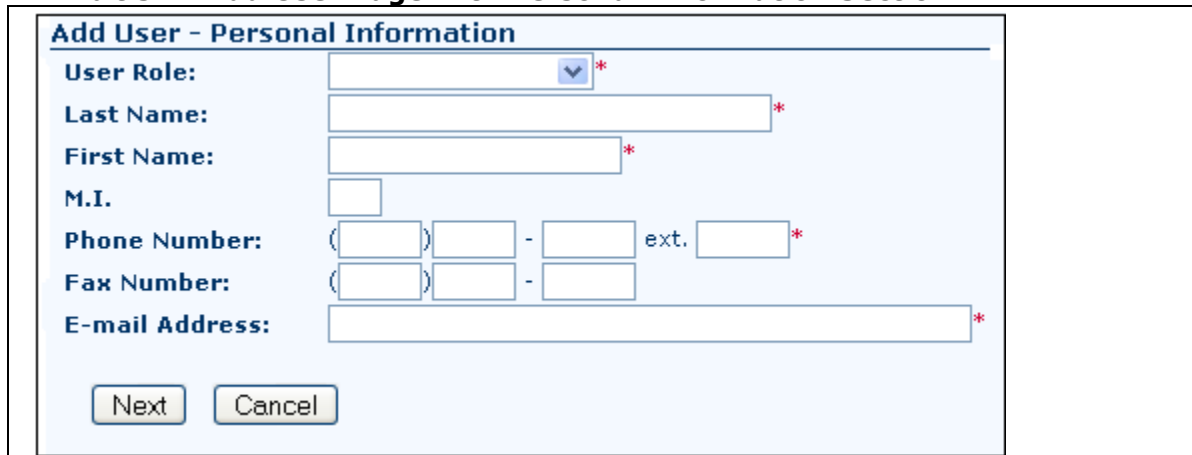# 5.0 PROGRAM ADMINISTRATORS: SITE ADMINISTRATION

Program Administrators use the **Site Administration** menu to:

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

5.1 ADDING A USER ACCOUNT

The Program Administrator may add E-Verify user accounts on the **Add User – Personal Information** page.

Exhibit 5-1: Add User Page with Personal Information Section

To enter a new user's information, perform the following steps:

1. Click the **Add User** button.

2. Enter the user's role, first and last name, telephone number and e-mail address, and optional fax number in the provided fields, then select **Next.**

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

      General Users: Perform verification queries, view reports, and update their personal user profiles.

      Program Administrators: Create user accounts at their sites for other Program Administrators and General Users, view reports, perform verification queries, update profile information, and unlock user accounts. New users must be located at the site with the Program Administrator.

E-Verify will generate a User ID for the new user, which will appear in the **User ID** field on the **Add User – Enter Password** page. You may either accept or change this user ID. This is the only opportunity you will have to modify the user ID.

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

Exhibit 5-2: Add User – Enter Password Section

Add User – Enter Password

User ID:	DKIS3920	*
Password:		*
Re-type Password:		*

[Back] [Submit New User] [Cancel]

3. Enter a temporary password in the **Password** and **Retype Password** fields. Create the password using the password requirements in Section 4.1.2. When the user logs into the system for the first time, he or she will be prompted to change the password.

4. Select **Submit New User**.

	IMPORTANT
	All E-Verify users at your site must have their own user IDs and passwords. For security purposes, passwords must not be shared, posted or written down.

5.2 VIEW AND MODIFY USER ACCOUNTS

The **View Users** option allows you to view and maintain user accounts, including deleting users, changing or updating user information, and resetting user passwords.

To search for a user, perform the following steps:

1. Select **View Users** from the **Site Administration** menu to access the **Enter User Search Criteria** page.

Exhibit 5-3: Enter User Search Criteria Page

Enter User Search Criteria

User Role:
- ⦿ All Roles
- ○ Program Administrators
- ○ General Users

User Status:
- ⦿ All
- ○ Locked
- ○ Password Change Required

User: [▾]
Last Name: [ ]
First Name: [ ]
Phone Number: ([ ]) [ ] - [ ] ext. [ ]
E-mail Address: [ ]

[Display User Summary List] [Cancel]

2. To search by user ID, select the person's user ID from the **User** list.

3. To search by first or last name, type up to 30 alphabetic characters (hyphens and spaces allowed) or enter a partial name and use the percent (%) sign before or after as a wildcard character.

   For example, to find all users whose name begins with "JU", enter "Ju%" in the **First Name** field. The search results will include users with names such as June, Juan and Juanita.

4. Select **Display User Summary List**, which will take you to the **User Summary List** page.

To view and modify a user's account, perform the following steps:

1. On the **User Summary List** page, select the user ID of the user for which you searched to open the user's **View/Modify User Information** page.

2. Modify the user's information in the **View/Modify User Information** fields provided and select **Submit User Modifications**.

Exhibit 5-5: Administer Users Page

View / Modify User Information

User ID:	LLOPPA44
User Role:	Program Administrator *
Last Name:	Last Name *
First Name:	Name *
M.I.	
Phone Number:	(202) 824 - 7904 ext. *
Fax Number:	( ) -
E-mail Address:	email@aol.com *
Force Change Password:	☐

Reset User Password

New Password:	
Re-type New Password:	

[Submit User Modifications] [Delete User] [Cancel]

3. Reset a user's password by typing a temporary password into the **New Password** and **Re-type New Password** fields, then select **Submit User Modifications**.

5.3   HOW TO DELETE USER ACCOUNTS

If a user leaves the company or will no longer access E-Verify, a Program Administrator **must** delete the user's account.

To delete a user account, perform **either** of the following steps:

1. Select **Delete** in the row of the user's account you wish to delete on the **User Summary List** page (See Exhibit 5-4).

2. Select **Delete User** on the **View/Modify User Information** page (See Exhibit 5-5).

In both instances, the **User Deletion Information** page will open, which displays the information for the user whom you want to delete. Select **Delete User** to delete the user's account.

Exhibit 5-6: User Deletion Information Page

5.4 MAINTAINING COMPANY INFORMATION

To update your company's information in E-Verify, perform the following steps:

1. Select **Maintain Company** from the **Site Administration** menu. The **Company Information** page will display the existing information for your company.

Exhibit 5-7: Company Information Page

2. To modify any section of the **Company Information** page, select **View/Edit** in the section you want to modify, i.e. **Company Name** and **Physical Location**, **Points of Contact**, **NAICS Code, Total Hiring Sites and Total Points of Contact**.

	IMPORTANT
	If you are a Federal contractor who was using E-Verify before it was a required condition of your contract, please log into E-Verify and update your profile (via the **Maintain Company** page). You must change your **Organization Designation** to reflect **Federal Contractor**.
	• By doing so, you will be subject to the rules and requirements specific to Federal contractors using E-Verify.
	• You should only change your organizational designation if you have a contract awarded after September 8, 2009 that includes the FAR E-Verify clause for employment eligibility verification through E-Verify.
	• If you are a designated agent with a client company that is a Federal contractor, please change your client company's organization designation to reflect **Federal Contractor**. See Section 7 of this user manual for more information.

3. To update your **Organization Designation**, select **View/Edit** to the right of **Company Name**. The **Company Information** page is displayed again with an **Edit** button next to **Organization Designation**. If you select **Edit**, a series of pages will be displayed allowing you to choose your **Federal Contractor Category** and which employees your company will verify.

Exhibit 5-8: Organization Designation Page

Organization Designation

Before continuing, please identify whether your organization is part of the Federal Government, State Government, Local Government, or a Federal Contractor. If your organization does not fall within any of these categories, please select "None of these categories apply".

Warning: If you modify your organization type to and from "Federal Contractor" on the company information page, it will affect your users who are in the process of taking the tutorial. These users will be redirected to and must start over with the appropriate tutorial. Also, if you modify your organization type to a non-Federal Contractor value, existing employees must not be verified.

Which category best describes your organization?

State Government *

If you are unsure which category to select, we're here to help! Click on the help icon, call our Customer Support line at 1-888-464-4218, or email us at E-Verify@dhs.gov.

[Next] [Cancel]

4. Make the required changes and select **Submit**.

Exhibit 5-9: Company Summary Screen

5.5   TERMINATE E-VERIFY PARTICIPATION

5.5.1 HOW TO TERMINATE YOUR E-VERIFY ACCOUNT

If your company is no longer engaged in a Federal contract(s) that requires your participation in E-Verify, you may terminate your account in E-Verify.

To request termination of your company's participation in E-Verify, perform the following steps:

1. Select **Terminate Company Participation** from the **Site Administration** menu. The **Terminate Company Participation** page will open.

Exhibit 5-10: Terminate Company Participation Page

2. In the **Termination Request Reason** field, be sure to type: No longer engaged in a Federal contract(s) that requires my participation.

3. Select **Request Termination**.

A message will appear informing you that the E-Verify office will be notified of your request to terminate your company's participation in the program.

5.5.2 HOW TO TERMINATE E-VERIFY PARTICIPATION AS A FEDERAL CONTRACTOR

If your company is no longer engaged in a Federal contract, but you would like to continue using E-Verify, you must update your company profile on the **Maintain Company** page. You must change your organization designation from **Federal Contractor** to **None of these Apply**.
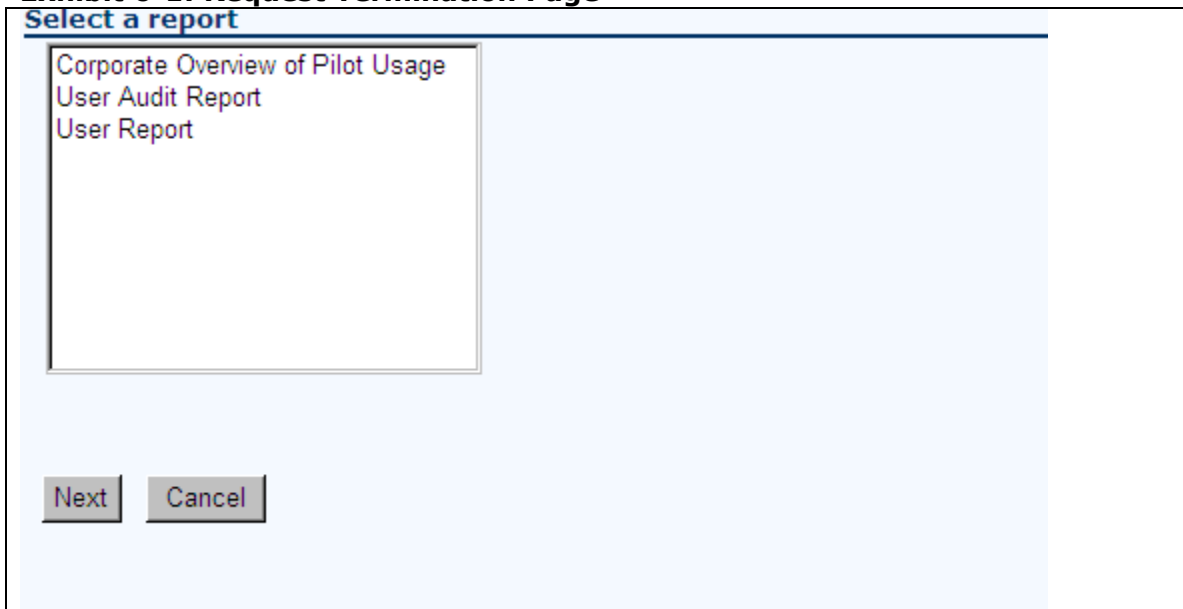
	IMPORTANT
	If your company is no longer engaged in a Federal contract(s) that requires your participation in E-Verify, but you would like to continue using E-Verify, you are ONLY allowed to use E-Verify for new hires.

6.0 REPORTS

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

There are three types of reports that may be generated:

Exhibit 6-1: Request Termination Page

Corporate Overview -This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals

This report is available to Corporate Administrators and Program Administrators.

User Audit Report- The User Audio Report provides general data on cases. The summary includes the case verification number, the date the case was initiated, the Social Security number, Alien Registration number, I-94 number, last name, first name, initial verification eligibility, additional verification eligibility, third-step eligibility, and employer resolution code.

User Report-This report displays a detailed list of your company's users that access E-Verify.
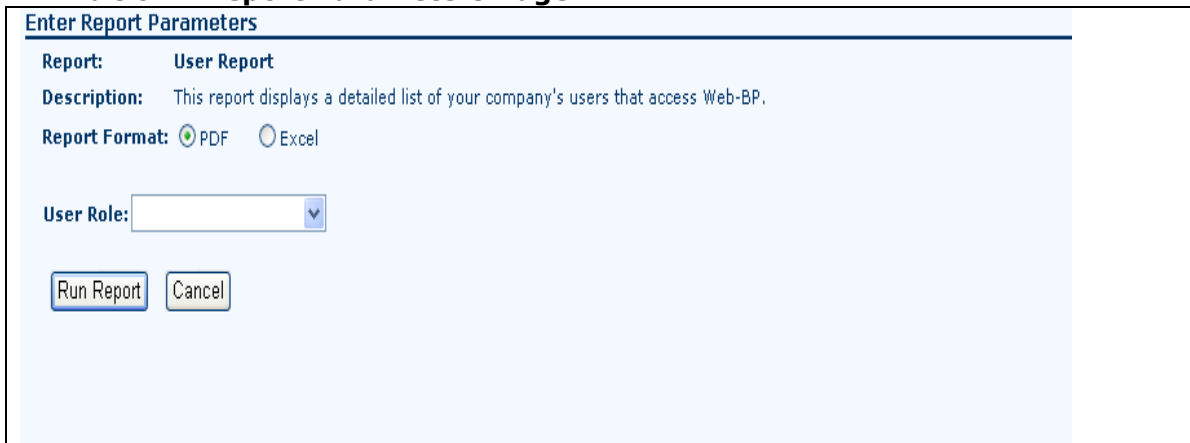
6.1 GENERATE, PRINT, AND SAVE REPORTS

You can select a variety of predefined reports and set parameters for the generation of those reports.

To generate a report, perform the following steps:

1. Select **View Reports** from the **Reports** menu. The **Report Selection** page will appear.

2. Select the appropriate report from the list and view the description if necessary; the description will appear on the lower half of the page.

3. Select **Next**. The **Report Parameter Data Entry** page will appear with fields for the parameters and a **Run Report** button.

4. Enter the parameters for the selected report. Refer to the table on the previous page(s) for the list of appropriate parameters.

Exhibit 6-2: Report Parameters Page

5. Select **Run Report**. The report will appear as an Adobe Portable Document Format (PDF) file.

6. Select **Print** to print the report.

7. Select **Save** to save the report.

7.0 CLIENT COMPANY ADMINISTRATION FOR DESIGNATED AGENTS

	IMPORTANT
	Designated Agent: an individual or company that performs E-Verify inquiries for another organization(s).
	This section contains information specific to the functions of Designated Agents. Please continue only if you are a Designated Agent.

The **Client Company Administration** menu is available to Designated Agents to add clients, view client information, update client information and terminate clients.

	IMPORTANT
	If you are a Designated Agent and one of your client companies is a Federal contractor that is required to use E-Verify as a condition of its contract, please change your client company's **Organization Designation** (via the **Client Company Administration** page) to reflect **Federal Contractor**. See Section 7.3 of this user manual for more information.
	You should only change your client's organizational designation if it has a contract awarded after September 8, 2009 that includes the FAR E-Verify clause for employment eligibility verification through E-Verify.

7.1 ADDING A CLIENT

7.1.1 ADDING COMPANY INFORMATION TO E-VERIFY

To add a client to E-Verify, perform the following steps:

1. Select **Add Client Company** from the **Client Company Administration** menu. The **Organization Designation** page will appear.

Exhibit 7-1: Client Company Organization Designation Page

Organization Designation

Before continuing, please identify whether your client's company is part of the Federal Government, State Government, Local Government, or a Federal Contractor. If your client's company does not fall within any of these categories, please select "None of these categories apply".

Which category best describes your client company's organization?

None of these categories apply
Federal Contractor
Federal Government
State Government
Local Government

to select, we're here to help! Click on the help icon, call our Customer Support line at 1-888-464-4218,

2. On the **Organization Designation** page, choose your client company's organization type. If your client is a Federal contractor who is required to use E-Verify as a condition of his or her contract, choose **Federal Contractor** as your client company's organization type. Click **Next**.

3. On the **Federal Contractor Category** page, choose the category that best describes your client company's organization: **Institution of Higher Education**, **State or Local Government**, **Federally Recognized Indian Tribe**, **Sureties**, or **None of these categories apply**. Click **Next**.

Exhibit 7-2: Client Company Federal Contractor Category Page

Federal Contractor Category

You have designated your client's company as a Federal Contractor. Please further identify whether your client's company falls under one of the Federal Contractor categories provided below. If your client's company organization does not fall within any of these categories, please select "None of these categories apply".

Which Federal Contractor category best describes your client company's organization?

None of these categories apply
Institution of Higher Education
State or Local Government
Federally Recognized Indian Tribe
Sureties

select, we're here to help! Click on the help icon, call our Customer Support line at 1-888-464-4218,

4. On the **Federal Contractor Employee Verification** page, identify which employees your client company intends to verify. Click **Next**.

Exhibit 7-3: Client Company Federal Contractor Employee Verification Page

5. The **Company Information** page will appear.

Exhibit 7-4: Company Information Page

6. Enter the client company's name in the **Client Company Name** field.

7. Enter the client company's physical address (the location where E-Verify queries will be performed) in the **Physical Location** section. If regular mail is delivered to an alternate address, you should also complete the **Mailing Address** section.

8. Under **Enter Additional Information**, enter the client company's employer identification number in the **Employer Identification Number** field. This number is also known as the Federal Tax ID Number.

9. Select the Client company's number of employees from the **Total Number of Employees** drop-down box.

10. Enter the name of a client company's corporate or parent company in the **Enter Corporate/Parent Company** field. You may also select **Search** to see

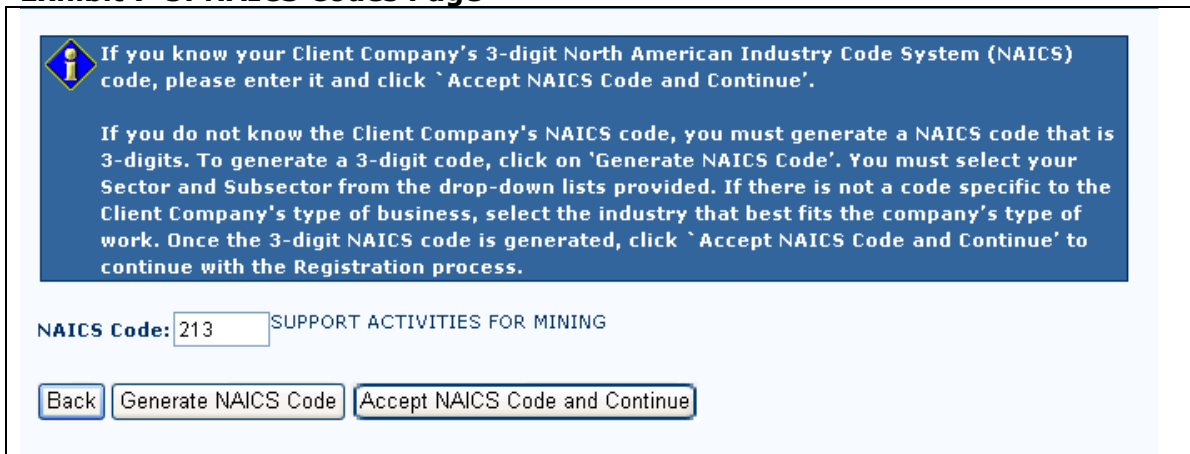a list of your client's corporate/parent companies. If there is no corporate or parent, leave the field blank.

11. Select **Next.**

7.1.2 ADDING THE NAICS CODE TO E-VERIFY

To add your client company's North American Industry Code System (NAICS) Code to E-Verify, perform the following steps:

1. **The NAICS Code** page will appear after selecting **Next** on the **Company Information Page**.

Exhibit 7-5: NAICS Codes Page

2. If you know the company's 3-digit NAICS Code, enter it in the **NAICS Code** field and select **Accept NAICS Code and Continue**.

3. If you do not know the company's NAICS Code, select **Generate NAICS Code**.

    a. On the **NAICS Code – Sector** page that appears, select your company's sector from the dropdown box.

    b. On the following **NAICS Code – Subsector** page, select your client company's subsector from the drop-down box.

    c. E-Verify will generate the NAICS code and automatically enter it in the **NAICS code** field.

    d. Select **Continue**.

7.1.3 ADDING HIRING SITES

To add your client company's hiring sites to E-Verify, perform the following steps:

1. The **Site Verification** page will appear after selecting **Continue** on the **NAICS Code** page.

Exhibit 7-6: Site Verification Page

2. Select **Single Site Verification** to verify a single client company verification site. The **Additional Company Information** page will appear.

3. Select **Multiple Sites Verification** to verify multiple client company verification sites. On the **Multiple Sites Verification** page, choose the locations of the client company's hiring sites, and enter the number of hiring sites per location. Select **Next**.

7.1.4 ADD POINTS OF CONTACT TO E-VERIFY

To add your client company's contact information to E-Verify, perform the following steps:

1. The **Point of Contact** page will appear after selecting **Next** on the **Multiple Site Verification** page or by entering a single verification site.

Exhibit 7-7: Client Company Point of Contact

2. Enter the client company's point of contact information in the fields provided, then select **Next**. The **Point of Contact Summary List** page appears.

3. Make revisions, if necessary, by selecting the point of contact you wish to edit from the **Point of Contact Summary List**, and then select **Next**.

IMPORTANT
E-Verify requires at least one point of contact per client company. If the client's company is verifying for multiple sites click **Multiple Sites Verification** and follow the same instructions above.

7.1.5 EDIT POINTS OF CONTACT

To edit the existing Points of Contact for a client, select **Edit** from the **Client Company Point of Contact Summary List** and enter the updates.

Exhibit 7-8 Points of Contact Summary List

Select **Next** and this updates the client's company information.

Selecting **Cancel** returns you to the Client company **Points of Contact Summary List** page without updating the list.
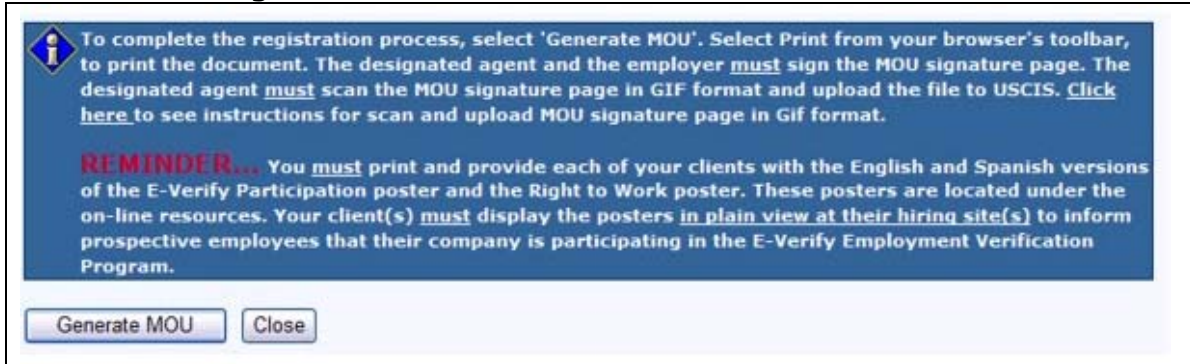
Deleting Client Company Points of Contact

Select **Delete** on the **Point of Contact Summary List**, which will take you to the **Points of Contact Deletion Information** page. Review the information that you want to delete and select **Delete POC**. If you do not need to delete any other point(s) of contact, select **Next.**

Exhibit 7-9 Points of Contact Deletion Information

7.1.6 REGISTER A CLIENT COMPANY

Review the information you entered on the client company **Registration Summary** page to ensure that the information is correct. To continue the registration process, select **Register Employer**.

Exhibit 7-10 Registration Process

To complete the registration process, select 'Generate MOU'. Select Print from your browser's toolbar, to print the document. The designated agent and the employer must sign the MOU signature page. The designated agent must scan the MOU signature page in GIF format and upload the file to USCIS. Click here to see instructions for scan and upload MOU signature page in Gif format.

REMINDER... You must print and provide each of your clients with the English and Spanish versions of the E-Verify Participation poster and the Right to Work poster. These posters are located under the on-line resources. Your client(s) must display the posters in plain view at their hiring site(s) to inform prospective employees that their company is participating in the E-Verify Employment Verification Program.

[Generate MOU]   [Close]

To complete the registration process:

1. Click **Generate MOU**.

2. The client company **must** sign the MOU signature page.

3. The MOU sets forth the responsibilities of the client company, the Designated Agent, SSA and DHS.

4. Obtain your client company's signature in the Employer section and sign the Designated Agent section on the signature page of the MOU.

5. To upload the MOU, click on **View Client Companies.**

6. Select the **Pending Registration** button

7. Click on **Display Client Company Summary** List.

8. Click the **Edit** button next to the appropriate company.

9. Click on **Upload Signature Page**

10. Enter the MOU **date** from the copy sent to you by the client company

11. Upload the document by selecting the **Browse** button and choosing the correct file from your computer. If you need help, click on the blue question mark next to the **Browse** button. The file must be in .GIF format.

12. When finished, select **Submit Electronic Document**

13. Once you have successfully **scanned and uploaded the signature page** of the MOU, your client will automatically be approved.

7.2 VIEW CLIENT INFORMATION

To view client company information in E-Verify, perform the following steps:

1. In the Navigation area, select **View Client Companies**. On the **Client Company Search Criteria** page that appears, you can search by the following criteria:

   • Company ID Number

- Client Company Name
- City
- State
- Client Company Status
  - Pending Registration
  - Active Companies
  - Request Termination
  - Terminated
  - Rejected
  - All

The default option for the **Client Company Status** is **Pending Registration**. You many use this option or select another. To search for a specific client or group of clients, be sure to select your clients' correct status.

2. Select **Display Client Company Summary List**.

7.2.1 NAVIGATE CLIENT COMPANY SUMMARY LIST

The **Client Company Summary List** displays all of your client companies in alphabetical order by name. Each row contains a single client company, which is identified by its company ID number.

Exhibit 7-11: Client Company Summary List Page

You are viewing client companies 1-10 of 40

Client Company List

Previous Next

		Company ID Number	Client Company Name	City	State	Address1	Status	MOU Sign Date	Requested Termination	Rejection / Termination Date	Last Updated By	Last Update Date
Edit		10900	ABC Company	Fairfax	VA	353 Main Ave	REJECTED		N	09/17/2007	LSHADAGU	06/19/2007
Edit		10760	asdf	asdf	CO	asdf	REJECTED		N	07/16/2007	TDONDA01	04/17/2007
Edit		11211	asdfasdf	asdf	CO	asdfasdf	REJECTED		N	01/09/2008	LSHAHQ01	01/09/2008
Edit	Terminate	10759	asdfasdf	asdfsdf	AZ	asdfasdf	ACTIVE	01/01/2007	N		TDONHQ01	04/23/2007
Edit	Terminate	10994	asdfasdf	dfasdfasd	CO	asdfasdf	ACTIVE	10/22/2007	N		LSHADAPA	09/25/2007
Edit		10102	Client Company 1	Anytown	OH	111 One St.	REJECTED		N	07/10/2005	DHOLDABP	05/06/2005
Edit	Terminate	7535	Client Company 1	Washington	DC	2001 L St NW	ACTIVE	06/06/2004	N		LSHAHQ01	06/06/2004
Edit		10101	Client Company 2	Anytown	OH	111 One St.	REJECTED		Y	07/10/2005	MCHIDAPA	04/11/2005
Edit		10103	Client Company 3	Anytown	OH	111 One St.	ACTIVE	05/25/2005	Y		TDONDA01	03/30/2007
Edit		7536	Client Company Two	Washington	DC	2001 L St NW	ACTIVE	07/26/2004	Y		MCHI1092	12/16/2004

Page 1 of 4. Go to [1] [Go]

Previous Next

[Close]

The page may include multiple rows or only one row, depending on the search criteria you used. The column headers identify the types of information that appear for each client company and may be clicked-on to sort the list.

7.3 HOW TO UPDATE INFORMATION FOR YOUR CLIENT COMPANY

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

1. Select **Edit** in the corresponding row for the client you need to update on the **Client Company Summary List** page. The **Company Information** page appears.

Exhibit 7-12: Client Company Summary Page

2. Select **View/Edit** for the section that you want to update. You can update:

   - The client company's name and physical location
   - The NAICS Code
   - Total Hiring Sites
   - Total Points of Contact
   - Organization Designation

3. To change your client company's **Organization Designation** to reflect Federal contractor, select **View/Edit** to the right of **Client Company Name**. The **Company Information** page will redisplay with an **Edit** button next to **Client Company Category** under **Organization Designation**. Select **Edit**.

4. On the **Organization Designation** page, choose your client company's organization type. If your client is a Federal contractor who is required to use E-Verify as a condition of his or her contract, choose **Federal Contractor** as your client company's organization type. Click **Next**.

Exhibit 7-13: Client Company Summary Page

5. On the **Federal Contractor Category** page, choose the category that best describes your client company's organization: **Institution of Higher Education**, **State or Local Government**, **Federally Recognized Indian Tribe**, **Sureties**, or **None of these Categories Apply**. Click **Next**.

6. On the **Federal Contractor Employee Verification** page, identify which employees your client company intends to verify.

7. The **Company Information** page will be displayed. You may make changes to the client company's name and physical location if necessary. Select **Save & Continue**.

8. The **Company Information** page will be redisplayed. You may make changes to another section by selecting **View/Edit** for that section.

9. The **Client Company Summary** page will appear after you have made changes.

10. Select **Return to Company List**. The **Client Company Summary List** page appears.

7.4   HOW TO TERMINATE A CLIENT

If your client company is no longer engaged in a Federal contract(s) that requires its participation in E-Verify, it may ask to terminate its account with you in E-Verify.

IMPORTANT
If the client company has more than one site participating in E-Verify, and all sites will be terminated from E-Verify, you must go through this process for **each** of the client company's verification sites.

To initiate termination of a client's participation in E-Verify, perform the following steps:

1. Select **Terminate** in the row for the client you need to terminate from E-Verify on the **Client Company Summary List** page.

Exhibit 7-14: Request Client Company Termination

2. On the **Termination Request Information** page, enter the reason for the termination in the **Termination Request Reason** field.

3. Select **Request Termination**.

7.4.1 HOW TO REQUEST TERMINATION AS A FEDERAL CONTRACTOR

If your client company is no longer engaged in a Federal contract(s) that requires its participation in E-Verify, but it would like to continue using E-Verify, you must update your client company's profile on its **Company Information** page. You must change its **Organization Designation** from Federal contractor to another designation. See Section 7.3 for more information.

	IMPORTANT
	If your client company is no longer engaged in a Federal contract(s) that requires its participation in E-Verify, but it would like to continue using E-Verify, you are ONLY allowed to use E-Verify for your client company's new hires.

GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Authorization
Documents designated for determining employment authorization and identity under the Immigration & Nationality Act (INA) are listed on Form I-9 and in the *Handbook for Employers* (M-274) found at www.uscis.gov. Employees have the right to choose which document or combination of documents to present. Please note that any List B document presented to a Federal contractor participating in the E-Verify Program **must** contain a photograph.

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

Alien (Noncitizen)
Any person who is not a citizen or national of the United States.

Alien Registration Number ("A" Number) or Alien Number
A unique 7-, 8- or 9-digit number assigned to a noncitizen at the time his or her A-File is created.

Anti-Discrimination Notice
The Anti-Discrimination Notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify Memorandum of Understanding requires participating Federal contractors to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. This notice is available in the online resources section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD for the hearing impaired) or www.usdoj.gov/crt/osc.

Arrival/Departure Record (Form I-94 or I-94A)
A document issued to noncitizens when admitted into the United States. Some of these forms are stamped to indicate work-authorized status. Form I-94 or I-94A contains an 11-digit admission number that may be used as part of the initial E-Verify query if the noncitizen employee does not have an Alien Registration Number.

B

C

Case in Continuance
This response is given if SSA or DHS needs more than 10 federal government workdays to resolve a case. The employee continues to work until a definitive answer is provided in E-Verify from SSA or DHS.

Case Verification Number

The Case Verification Number is a unique number assigned to each employee that is created when an employer submits an initial verification. Federal contractors participating in the E-Verify program are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Client Company

An individual or company that hires a Designated Agent to perform E-Verify inquiries.

Corporate Administrator

This user type can only view reports for all of the company locations affiliated with the corporate account. They may also update user profiles for all users within the company.

D

DHS Verification in Process

The response given if the employee's information matches SSA records but SSA does not have employment authorization information for the noncitizen employee. The system automatically forwards the case to DHS for verification of employment authorization. DHS responds to most of these cases within 24 hours, but has up to 3 Federal government workdays to respond. Employers should check the system periodically for a response.

Document Type

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

Designated Agent

An individual or company that performs E-Verify queries for another organization(s).

E

Employee Not Terminated

A closure option used when the employee is not terminated after the employer receives a SSA Final Nonconfirmation; DHS Final Noncofirmation; DHS No Show; or if the employee is not terminated after he or she does not contest an SSA or DHS Tentative Nonconfirmation response.

Employee Assigned to a Federal Contract

An employee who was hired after November 6, 1986, who is directly performing work in the United States, under a contract that is required to include the FAR E-Verify clause for employment eligibility verification through E-Verify.

Employment Authorized

A response received from either SSA or DHS indicating the information provided by the employer matched the information contained in the database(s) and employment authorization has been confirmed.

Employment Authorization Document (I-766)

A document issued to noncitizens who are authorized to work temporarily in the United States. The I-766 has been issued since January 1997.

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

E-Verify
E-Verify is an Internet-based program in which the employment authorization of a Federal contractor's newly hired employees and existing employees assigned to a Federal contract will be confirmed after the Employment Eligibility Verification (Form I-9) has been completed. This involves separate verification checks (if necessary) of databases maintained by SSA and DHS.

E-Verify Participation Notice
The E-Verify Notice informs perspective employees that a company is participating in the E-Verify Program. The Memorandum of Understanding (MOU) requires participating Federal contractors to display both the English and Spanish versions of the notice in a prominent place that is clearly visible to prospective employees. You must also display these notices in a prominent place that is clearly visible to all employees who are to be verified through the system.

F

Final Nonconfirmation
If an employee's employment authorization cannot be confirmed, an employer will receive a Final Nonconfirmation response from SSA or DHS. An employer receiving a Final Nonconfirmation response may terminate the employment of the employee and will not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance on the information provided through the E-Verify system.

G

General Users
This user type performs verification queries, views reports, and can update a personal user profile.

H

Handbook for Employers (M-274)
Provides detailed instructions on how to complete and retain Form I-9, Employment Eligibility Verification.

I

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

Immigration and Nationality Act of 1952 (INA)

The Act, which, along with other immigration laws, treaties, and conventions of the United States, relates to the immigration, temporary admission, naturalization, and removal of noncitizens.

Immigration Reform and Control Act of 1986 (IRCA)

Public Law 99-603 (Act of November 6, 1986), sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers must ensure that all employees hired after November 6, 1986, are eligible to work in the United States and possess valid work authorization documents. It provides sanctions against employers who knowingly hire undocumented workers or discriminate against employees based on citizenship status, national origin or employment status.

Initial Query

The first step of the automated employment verification process.

Initial Verification

An automated query of SSA and, if necessary, DHS databases. Results will either verify employment authorization or require additional verification, which is conducted through the E-Verify system.

Invalid Query

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

J

K

L

Lawful Permanent Resident

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

M

Memorandum of Understanding

A Memorandum of Understanding (MOU) is a legal document describing a bilateral or multilateral agreement between parties. It constitutes a legally binding contract when properly executed (e.g., signed) by all the parties.

N

No Show

A response received when the employee did not contact DHS to resolve his or her case and 10 Federal government workdays have passed since the date of referral. The No Show response is considered a Final Nonconfirmation.

Notice to Employee of Tentative Nonconfirmation

This is a computer generated notice given to an employee after a Tentative Nonconfirmation response has been received from SSA or DHS. If an employee

contests the tentative nonconfirmation response, he or she must contact the appropriate agency within 8 Federal government work days to initiate resolution of the discrepancy.

O

P

Passport (Foreign)
Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country.

Passport (United States)
Document issued by the U.S. Department of State to U.S. citizens and noncitizen nationals.

Password
A unique identifier that allows registered E-Verify users access to the system.

Permanent Resident or Lawful Permanent Resident
A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card, Form I-551, December 1997
Issued by the former Immigration and Naturalization Service beginning in December 1997 and now issued by U.S. Citizenship and Immigration Services, this card is the current version given to permanent residents. The document is valid for 10 years. In this version of the I-551, the card title was changed from Resident Alien to Permanent Resident Card.

Photo Matching Tool
During the verification query, employers match the photographs on certain documents provided by employees when completing Form I-9 with the photograph that appears in the records of U.S. Citizenship and Immigration Services (USCIS). The photo matching tool is triggered only when an employee produces a Permanent Resident Card ("Green Card" (I-551)) or an Employment Authorization Document (I-766) during the Form I-9 process.

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

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

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

Primary Verification (Initial Query)
The first step of the electronic verification process.

Program Administrator
This user type creates user accounts at his or her site for corporate administrators and general users. He or she can view reports, perform queries, update account information, and unlock user accounts.

Q

R

Referral Notice
An employee contesting a tentative nonconfirmation response from SSA or DHS is provided with the appropriate agency referral notice instructing him or her to contact the government within 8 Federal government workdays from the date of referral to initiate the resolution of any discrepancy in his or her record.

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

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

Resolved Authorized
A case resolution option for the cases where an Employment Authorized response is received.

Resolved Unauthorized/Terminated
A case resolution option if an SSA or DHS Final Nonconfirmation or No Show response is received, or if the employee does not contest an SSA or DHS Tentative Nonconfirmation response, and is terminated.

S

Self-Terminated
A case resolution option if the employee quits or is terminated for reasons unrelated to employment authorization status while the verification query is in process.

SSA Referral
After an employee is advised of a tentative nonconfirmation and has signed the Notice to Employee of Tentative Nonconfirmation, the employee is referred to SSA to resolve his or her case.

SSA Resubmittal
After an employee is referred to SSA and visits one of its local offices and 24 hours have passed since he or she returned the referral letter to the employer, the user must resubmit the case through E-Verify to receive a final response.

If the employee does not visit an SSA office, or does not return the stamped and signed referral letter to the employer, the employer should resubmit the case after 10 Federal government workdays from the date of referral.

Social Security Administration (SSA)
The Federal government agency that administers a national program of contributory social insurance whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. SSA and DHS jointly conduct the E-Verify program.

T

Tentative Nonconfirmation (TNC)
The employee information was compared to government records and could not be confirmed. This does not mean that the employee is not work-authorized, or that the information provided was incorrect. The employee must contact either SSA or DHS to resolve the discrepancy to continue employment.

U

User ID
The user ID is a system-generated ID with letters and numbers that identifies the user of a computer system or network. All people performing verification queries must have their own user IDs. The user ID must be 8 characters and may be letters, numbers, or a combination of both. A user ID is not case-

V

Verification Information System (VIS)
The DHS database used by benefit-issuing agencies, licensing agencies, other entities, and employers to verify immigration and employment authorization status.

W

X

Y

Z

SSA Appendix: How to Find a Local SSA Office

To locate your local Social Security office using the Internet, perform the following steps:

At your Internet address bar, type: www.ssa.gov or www.socialsecurity.gov and press **Enter** or select **Go**.
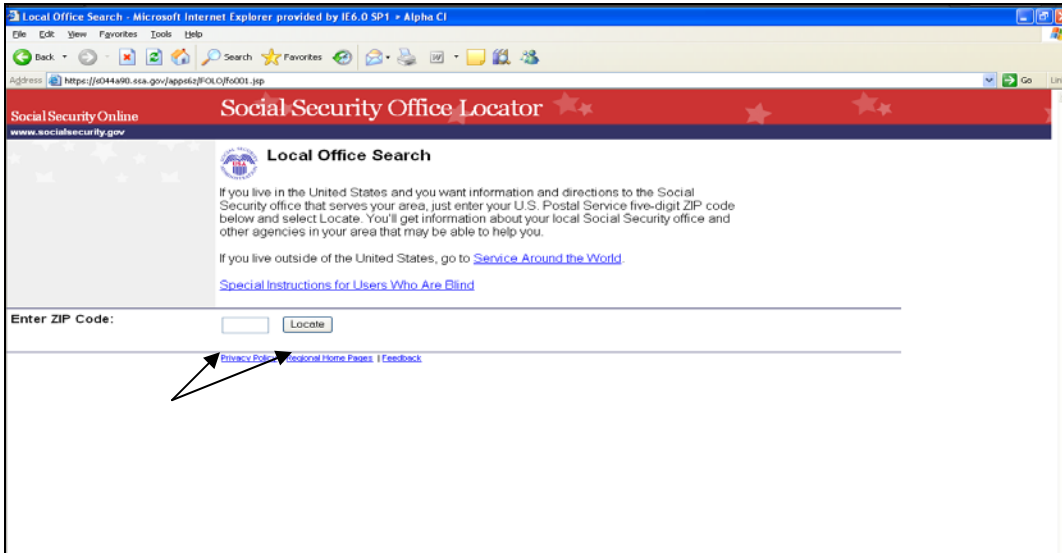

On the left side of the page, select: **Find a Social Security office**.

This presents the **Local Office Search** Web page.

Enter the employee's 5-digit ZIP Code in the box provided.

Select **Locate**.

To bypass the first two steps and go directly to this **Local Office Search** page, enter the following Web address:

https://s044a90.ssa.gov/apps6z/FOLO/fo001.jsp

In certain cities (Brooklyn, N.Y.; Queens, N.Y.; Las Vegas; Orlando, Fla.; or Phoenix), employees who need to contact SSA must go to the Social Security Card Center rather than the Local Office.

A reference to the Social Security Card Center is included on the Local Office Search Results page under "Directions to Our Office."

	IMPORTANT
	There will not be a map for the Card Center address; there is only a map for the local Social Security office. The exception is Phoenix - their Card Centers are located in the same building as their local offices.
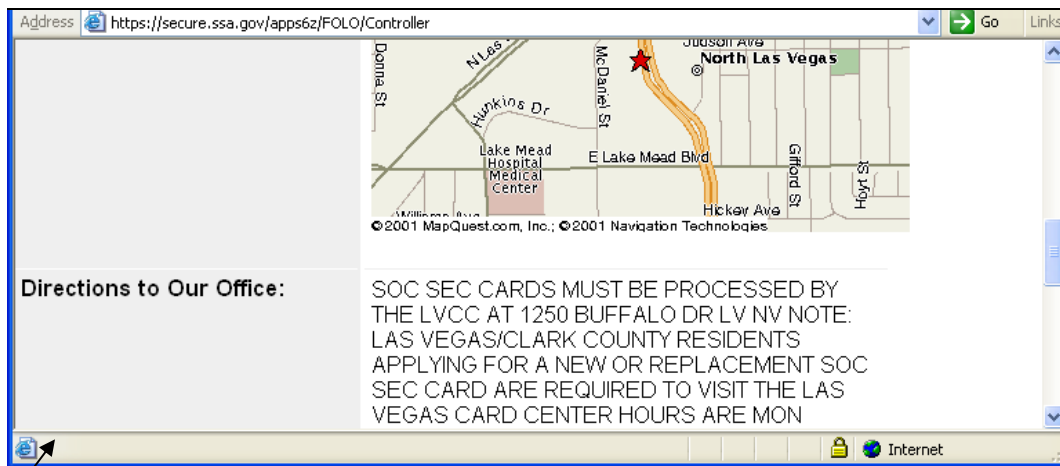
This is part of the North Las Vegas Social Security Office Web page.

Below is a list of the 6 Social Security Card Centers and the local areas that they serve.

Arizona
North Phoenix Card Center
16241 N. Tatum Blvd., Suite B
Phoenix, AZ 85032
The North Phoenix Card Center is located next to the North Phoenix Social Security Office and serves the residents of northern Phoenix and northern Maricopa County.

Downtown Phoenix Card Center
250 N. 7th Ave., Suite 200
Phoenix, AZ 85007
The Downtown Phoenix Card Center is located in the same building as the new Downtown Social Security Office and serves the residents of southern Phoenix, Apache Junction, and the southern portions of Maricopa County.

Florida
Orlando Card Center
5520 Gatlin Ave., Suite 102
Orlando, FL 32812
The Orlando Card Center is located in the same building as the Orlando Field Office and serves the residents of Orlando, Kissimmee, and Longwood.

Nevada
Las Vegas Card Center
1250 S. Buffalo Drive
Las Vegas, NV 89117
The Las Vegas Card Center (LVCC) is located in the same building as the Las Vegas Social Security office and it serves the residents of Las Vegas and Clark County. Lincoln County residents and residents of Mesquite, Logandale, Overton, or Moapa may go to the LVCC or contact the local office serving their area.

New York
Brooklyn Social Security Card Center
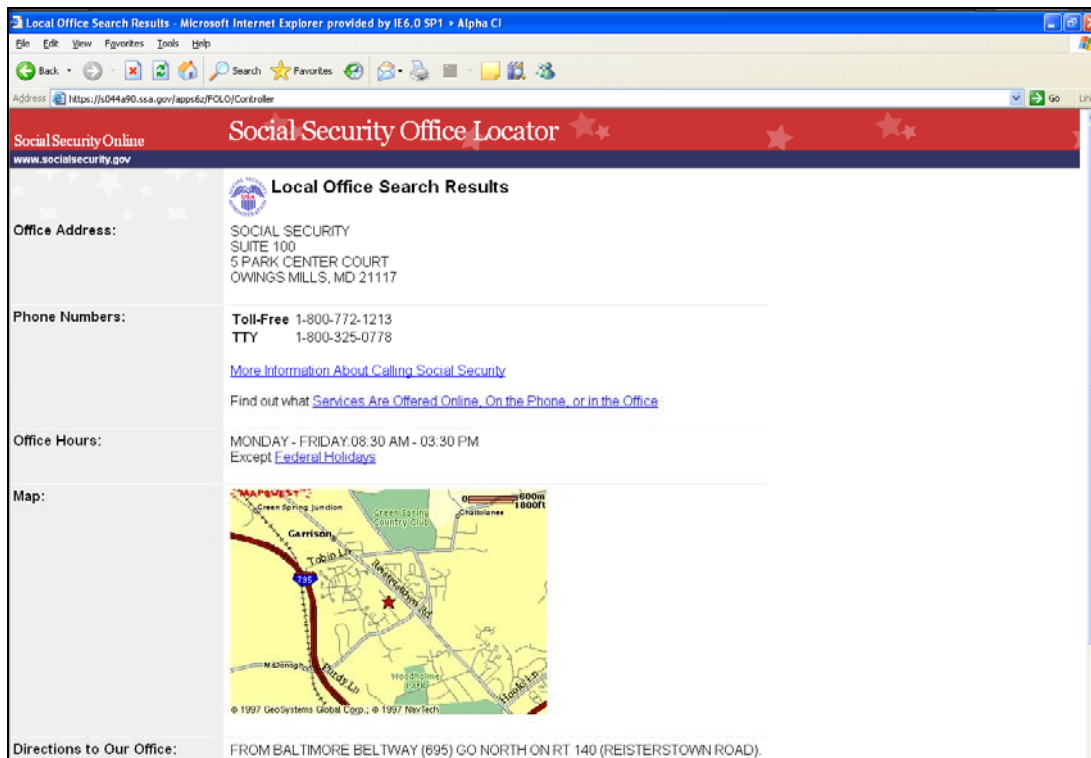625 Fulton St., 6th Floor
Brooklyn, NY 11201
The Brooklyn Social Security Card Center (BSSCC) serves the people who live or receive mail in Brooklyn.

Queens Social Security Card Center
155-10 Jamaica Ave., 2nd Floor
Jamaica, NY 11432
The Queens Social Security Card Center (QSSCC) serves the people who reside or have a mailing address in Queens. However, if the individual prefers he/she may conduct Social Security card business with the Brooklyn Social Security Card Center (BSSCC).

If the employee needs to go to a card center, please provide him or her with the address of the card center.

This presents the **Local Office Search Results** page which has the address, telephone number, office hours, and map of the SSA office closest to the employee's home.

IMPORTANT: There will not be a map for the Card Center address; there is only a map for the local Social Security office.