Client Training HQ

Guardian Case Notes and Audit Notes

What are Case Notes?

Case Notes are notations made to an Employee Profile or I-9 record that can be used to document important information or events relating to an employee's Form I-9 or E-Verify® case.

Creating a Case Note

1. Navigate to the Employee Profile (or the I-9 record) requiring a Case Note. Click on the **OnDocs** tab.
2. On the **OnDocs** tab, click on the **Add Case Note** button.
3. On the **Case Note** screen, select an appropriate Activity Type for future reference and reporting purposes.
4. Enter a Subject/Reference and the desired notes. Click the **Update** button to save, and click the **Go Back** button to close the note.
5. The Case Note will appear in the listing on the **OnDocs** tab screen.
6. To edit or delete a Case Note, click the **date link** in the **Date Created** column.
7. Once on the **Case Note menu**, make the desired change and click the **Update** button, or delete the entire note by clicking the **Delete** button.

What is an Audit Note?

An Audit Note is a specific I-9 Case Note Activity Type within the Guardian system. When added, Audit Notes become a formal part of the I-9 record and are automatically included in the Notice of Inspection (NOI) response package produced by Guardian in the event of an ICE audit.

When are Audit Notes used?

Audit Notes may be applied to an I-9 record to document information that the employer believes should be provided to an auditor in the event of an NOI. For example, if an I-9 was completed late, employers may consider documenting the reason by using an Audit Note.

How are Audit Notes applied?

Audit Notes are added in chronological order to the Addendum page on the given I-9 record. Audit Notes will be automatically included in the NOI package that is exported from Guardian.

> ***Note:*** NOI response packages include: Audit Notes, the Form I-9, supporting documents, and E-Verify information where applicable.

Creating an Audit Note

1. Navigate to the I-9 record requiring an Audit Note. Click on the **OnDocs** tab.
2. Click the **Add Case Note** button.
3. Set the activity type to **Audit Note**.
4. Enter a Subject/Reference and the desired notes. Click the **Update** button to save, and click the **Go Back** button to close the note.
5. The **Audit Note** will appear in the listing on the **OnDocs** tab screen.
6. To edit or delete an **Audit Note**, click the **date link** in the **Date Created** column.
7. Once on the **Audit Note menu**, make the desired change and click the **Update** button, or delete the entire note by clicking the **Delete** button.
8. At the **Details** tab of the I-9 record, click the **View I-9** link to open and view the Audit Note.

More Training Available!

Check out additional training resources available on our site, Connections.

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