

Client Training HQ

I-9 Management: I-9 Anywhere® Virtual Completion

Organization Settings

I-9 Anywhere® and E-Verify®

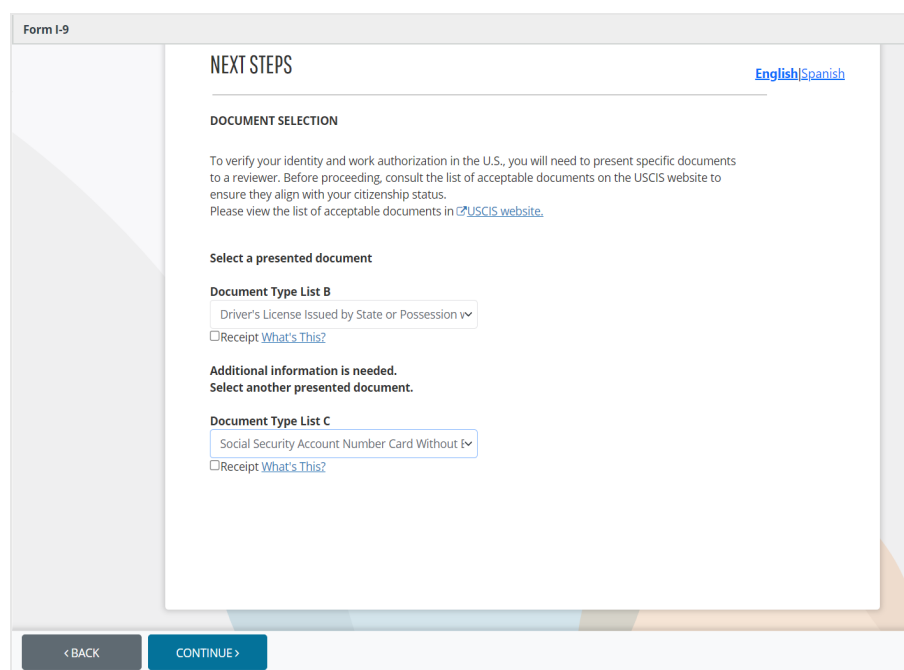
In order to utilize the I-9 Anywhere Virtual option, I-9 Anywhere and E-Verify must both be enabled in the Organization Settings area. These options should be made active for all applicable work locations. For assistance with your organization settings, please contact your Account Executive or WorkforceSolutionsSupport@Equifax.com.

New QuickStart Link

To utilize the I-9 Anywhere Virtual completion feature, a new QuickStart link will be provided. This allows employees to complete Section 1, upload their document images, and meet virtually over a live video conference with a trained Equifax® representative to complete Section 2.

I-9 Anywhere Virtual Completion

After the employee signs Section 1, the **Document Selection** page will be displayed for the employee to select the document type they will present during the virtual (video) document review.



Form I-9

NEXT STEPS [English](#) [Spanish](#)

DOCUMENT SELECTION

To verify your identity and work authorization in the U.S., you will need to present specific documents to a reviewer. Before proceeding, consult the list of acceptable documents on the USCIS website to ensure they align with your citizenship status.
Please view the list of acceptable documents in [USCIS website](#).

Select a presented document

Document Type List B

Driver's License Issued by State or Possession v▼

☐ Receipt [What's This?](#)

Additional information is needed.
Select another presented document.

Document Type List C

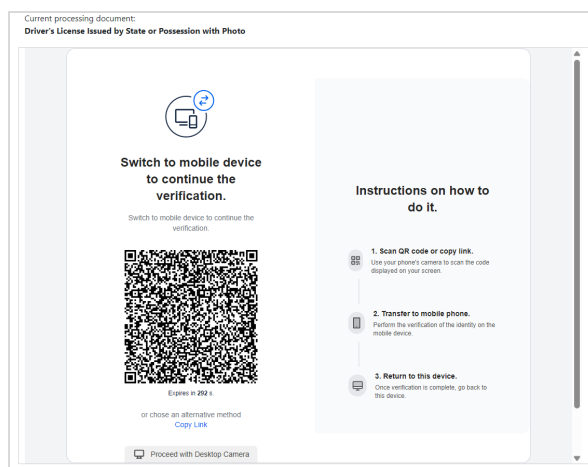
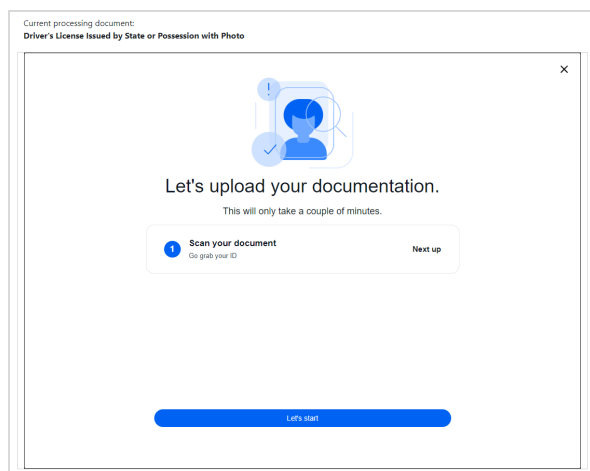
Social Security Account Number Card Without f▼

☐ Receipt [What's This?](#)

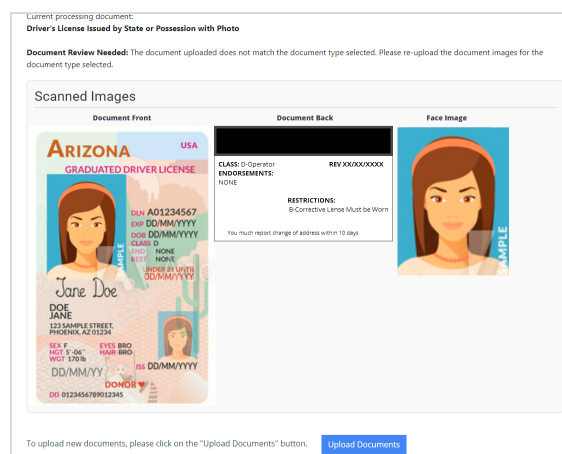
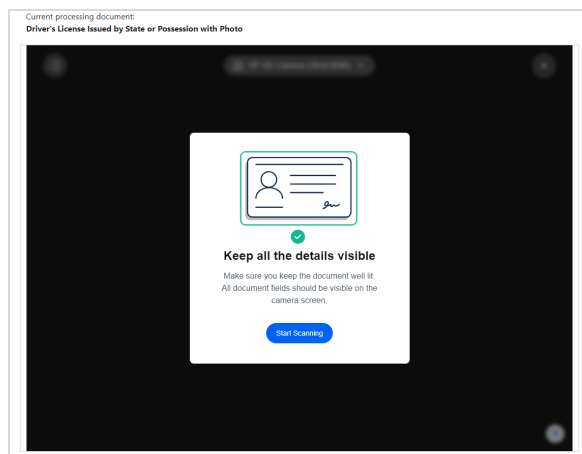
< BACK CONTINUE >

Images are examples and for information purposes only. They may vary across platforms and are subject to change.

The employee will be prompted to upload digital images of the identification document(s). Click the **Let's start** button to proceed. The following screen will offer the option of document capture by a mobile device or to proceed with a desktop camera. If a mobile device is preferred, use the **QR code** to switch, or click **Proceed with Desktop Camera** if using a computer system.



Once making the choice if a computer system or a mobile device will be used, the employee will encounter a screen that will prompt each side of the document image to upload (either via computer or mobile device) with additional instructions appearing to guide the employee on field clarity, positioning and lighting. This will be repeated for each document (if List B was chosen as shown below, the process will proceed for the List C document).



Employee Connects with an Agent

After uploading the digital images of their document(s), the employee will be prompted to connect with an agent. Agents are available Monday through Friday from 7 a.m. - 7 p.m. CST and Saturday from 8:30 a.m. to 5 p.m. CST.

A chat window in the lower right corner of the employee's device screen will launch to connect to the agent. The chat window will be utilized for initial communication between the employee and virtual agent. The agent will provide a link to begin a video conference meeting. During the video conference, the agent will enter document details into I-9 Management to complete Section 2 of the Form I-9 on behalf of your organization.

The screenshot displays the 'NEXT STEPS' section of the I-9 Management interface. It includes a language selector for 'English' and 'Spanish'. The main heading is 'Document Review Live Video Meeting: Read Carefully!'. Below this, it states: 'To complete your document review, a chat window will open to connect you with an I-9 Agent. This may take a moment.' A 'Caution!' note advises not to click 'Continue' before connecting with an I-9 Agent. It then explains that when an agent is available, they will send a secure link in the chat to share documentation. A 'Be sure to:' section lists three requirements: being in a quiet, well-lit room; being ready to share documentation; and having the camera and microphone turned on. A red box asks 'Are you ready?' and instructs to confirm having the original card or paper version of documentation. At the bottom, there is an 'Information!' banner with the text 'Please click Connect with Agent to complete your document review.' and three buttons: 'CONNECT WITH AGENT' (green), '<< BACK' (grey), and 'CONTINUE >>' (green). To the right, a 'Chat' window is open, showing fields for 'First Name', 'Last Name', 'Email', and 'Phone', and a 'Start Conversation' button.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.