



# I-9 HQ: Managing E-Verify Tasks

E-Verify® Task Management Process Guide for I-9 HQ™ Users

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*This is just an example of a client's experience, but might not be representative of your future success — since your success is dependent upon the unique facts and circumstances of your individual company. Some features may not be available with certain plans. Screenshots are for informational purposes only.*

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

## Managing E-Verify Tasks

After Section 1 and Section 2 of the Form I-9 have been completed, and if all necessary data points and document images have been entered into I-9 HQ™, data will be automatically sent to E-Verify® for processing. Data submitted is compared to data at the Department of Homeland Security (DHS) and the Social Security Administration (SSA) to determine employment eligibility. The vast majority of E-Verify responses are **Employment Authorized**, which is displayed in the Form I-9 tab of the Employee Profile page and requires no further action.

The screenshot shows the 'Form I-9' overview page. At the top, there's a 'Profile' tab and a 'Form I-9' tab. Below the tabs, the 'Overview | Form ID: 01' section displays key information: Date Completed (07/24/20XX), Status (Section 2 Complete), Work Start Date (07/28/20XX), Last Modified (07/24/20XX), Work Status (A Noncitizen Authorized To Work), and Work Location (ADMIN - West Cement Admin). A 'Document Summary' section lists the document title (Form I-766 - Employment Authorization Document that contains a photograph), issuing authority (DHS/USCIS), document number (AAA1111111111), and expiration date (07/31/20XX). Below this, 'List A Document Images' shows two images: 'Front (required)' and 'Back (required)'. A dropdown menu is open on the right, showing options like 'Complete Supplement B', 'Edit Section 2', 'Send Section 1 Review', 'Edit Termination Date', 'Archive', and 'Add Document'. At the bottom, the 'E-Verify' section shows the submission date (07/24/20XX) and the status 'Employment Authorized', which is highlighted with a red arrow. The E-Verify logo is also present.

Other E-Verify status responses may require users to take additional actions, and will have corresponding tasks listed on the dashboard home page in the E-Verify tile.

The screenshot shows the 'My Dashboards' page. At the top, there's a search bar. Below it, the 'Task Overview' tab is selected, showing a 'Form I-9' filter. The dashboard is divided into four main sections: 'Past Due' (No Tasks Available), 'Due Today' (Total 1, Onboarding Packet Sent 1, View All), 'Due Soon' (Total 5, Pending I-9: In-office 5, View All), and 'E-Verify' (Total 4, E-Verify Photo Match 4, View All). The 'E-Verify' section is highlighted with a red box.

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## Accessing E-Verify Tasks

E-Verify tasks that need to be completed will be displayed as hyperlinked tasks (organized by task type) in the E-Verify tile on the dashboard homepage.

The screenshot displays the E-Verify dashboard interface. At the top, there is a search bar and a 'My Dashboards' section with tabs for 'Task Overview' and 'Form I-9'. The 'Task Overview' tab is active, showing three summary cards: 'Past Due' (No Tasks Available), 'Due Today' (Total 1, Onboarding Packet Sent), and 'Due Soon' (Total 5, Pending I-9: In-office). A red box highlights the 'E-Verify' tile, which shows a total of 4 tasks, with 1 task of type 'E-Verify Photo Match' (indicated by a red arrow and the number 1). Below the dashboard is the 'Tasks' section, which includes a filter bar, a search bar, and an 'Export List' button. A table displays the task list with columns for Employee Name, Task Type, Due Date, Location, and Actions. The table shows four tasks, all of type 'E-Verify Photo Match'. A red box highlights the first row of the table, and a red arrow points to the 'E-Verify Photo Match' task type in the first row of the table. A red box also highlights the 'Export List' button.

| Employee Name       | Task Type            | Due Date   | Location          | Actions |
|---------------------|----------------------|------------|-------------------|---------|
| Sample Employee     | E-Verify Photo Match | 08/04/20XX | Sample Location 1 | >       |
| Example Employee    | E-Verify Photo Match | 08/05/20XX | Sample Location 2 | >       |
| Sample Testemployee | E-Verify Photo Match | 08/06/20XX | Sample Location 1 | >       |
| Sample Example      | E-Verify Photo Match | 08/06/20XX | Sample Location 3 | >       |

1. Click the E-Verify task type hyperlink to open the pre-filtered task list.
2. The filtered list of records is displayed. Click the task row to begin resolving the E-Verify task.
3. The results list can be exported if desired.

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## E-Verify Photo Match Tasks

The Photo Match response occurs when a new hire presents one of the following identity/work authorization documents:

- Permanent Resident Card (I-551)
- Employment Authorization Document (EAD) Card (I-766)
- U.S. Passport Booklet or U.S. Passport Card

The screenshot shows the E-Verify interface. On the left, the 'Tasks' panel has a search bar and a filter dropdown set to 'E-Verify Photo Match'. Below this is a table with one row for 'Sample Employee' and a task type of 'E-Verify Photo Match' with a due date of '08/23/20XX'. On the right, the 'Task Summary' panel shows employee details (Sample Employee, XXX-XX-1111) and the task type 'E-Verify Photo Match'. At the bottom of the summary panel, there is a 'Complete Now' button.

1. From the task list view, filter the task type to **E-Verify Photo Match**.
2. Click the employee record row to open the **Task Summary** panel.
3. Click the **Complete Now** button to begin resolving the task.

## Photo Comparison Process

Review the Photo Match case to determine if the image provided from E-Verify matches the employee-presented document.

The screenshot shows the 'E-Verify Photo Match' comparison screen. It displays the 'E-Verify Image' and the 'Employee Document' side-by-side for comparison. Below the images are three buttons: 'Match', 'No Match', and 'No Photo Displayed'. At the bottom, there are 'Close Case' and 'Submit' buttons.

1. Compare the E-Verify Image displayed with the employee-presented document.
2. Select one of the photo match options:
  - **Match** - The photo on the employee-presented document matches the E-Verify image.
  - **No Match** - The photo on the employee-presented document does not match the E-Verify image.
  - **No Photo Displayed** - No photo is displayed for comparison with the employee-presented document.
3. After selecting the appropriate photo match option, click **Submit**.

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Once submitted, a confirmation message is displayed. Check the Employee Profile page for an updated E-Verify response for further action if necessary.

**Note:** Be sure to review the Form I-9 tab on the Employee Profile page after submitting the completed Photo Match task for a new E-Verify case response. Additional tasks requiring further action steps may be required.

The **Close Case** button is also available on an E-Verify Photo Match task if deemed necessary. For example, if the new hire decided not to take employment, the case could be closed. If deemed appropriate, follow these steps to close a Photo Match case:

The screenshot displays the E-Verify Photo Match interface. At the top, it shows 'Sample Employee' and 'Location: Sample Location'. Below this, there's a section for comparing the E-Verify image with the employee's document. The 'E-Verify Image' and 'Employee Document' are both shown as 'EXEMPLAR' photos. Below the images are three buttons: 'Match', 'No Match', and 'No Photo Displayed'. At the bottom left, there's a 'Close Case' button (labeled 1) and a 'Submit' button. On the right, a 'Close E-Verify Case' popup window is open. It contains a 'Case Close Reason' dropdown menu (labeled 2) and a 'Close Case' button (labeled 3) at the bottom right.

1. Click the **Close Case** button.
2. A popup window is displayed to select a **Close Case Reason**. Select one of the options displayed:
  - **Duplicate Case Data Exists** - Select if another case with the same employee information exists.
  - **Other** - Select to enter a free-form text reason for the case closure.
3. Click the **Close Case** button to close the Photo Match case.

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## E-Verify Scan and Upload Tasks

The Scan and Upload task type may occur after selecting **No Match** or **No Photo Displayed** during the completion of the Photo Match task.

The screenshot shows the E-Verify Tasks interface. On the left, a 'Tasks' panel contains a search bar and a table of tasks. A red box labeled '1' highlights the 'Filter Tasks' button. The table has columns for 'Employee Name', 'Task Type', 'Due Date', and 'Location'. A red box labeled '2' highlights the 'E-Verify Scan and Upload' task type in the table. On the right, a 'Task Summary' panel shows details for a 'Sample Employee'. A red box labeled '3' highlights the 'Complete Now' button in the 'Details' section.

1. From the task list view, filter the task type to **E-Verify Scan and Upload**.
2. Click the employee record row to open the **Task Summary** panel.
3. Click the **Complete Now** button to begin resolving the task.

The screenshot shows the 'E-Verify Scan and Upload' task summary page. It displays the employee's name and ID, the E-Verify logo, and the location. A message states: 'E-Verify was unable to find a photo. Upload the front and back of the document your employee provided to complete the E-Verify process.' Below this, there are two upload tiles labeled 'Document Front' and 'Document Back'. A red box labeled '1' highlights these tiles. At the bottom, there are 'Close Case' and 'Submit' buttons. A red box labeled '2' highlights the 'Submit' button.

1. Drag and drop saved images of employee-presented documents to the corresponding tiles for front and back. Alternatively, click the browse files hyperlink to browse the computer's file explorer to locate the saved images.
2. After images are uploaded, click **Submit**.

**Note:** Be sure to review the employee record after submitting the completed Scan and Upload task for a new E-Verify case response. Additional tasks requiring further actions steps may be required.

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The **Close Case** button is also available on a Scan and Upload task if deemed necessary. For example, if the new hire decided not to take employment, the case could be closed. If deemed appropriate follow these steps to close a Scan and Upload case:

The screenshot displays the 'E-Verify Scan and Upload' interface. At the top, it shows 'Sample Employee' and 'Sample Location 1'. The main area contains two upload boxes for 'Document Front' and 'Document Back'. A red circle with the number '1' highlights the 'Close Case' button at the bottom left. A red circle with the number '2' highlights the 'Case Close Reason' dropdown in the 'Close E-Verify Case' popup window. A red circle with the number '3' highlights the 'Close Case' button in the bottom right of the popup window.

1. Click the **Close Case** button.
2. A popup window is displayed to select a **Close Case Reason**. Select one of the options displayed:
  - **Employee Quit** - Select if the employee is no longer employed.
  - **Incorrect Data** - Select if data originally entered was incorrect.
  - **Other** - Select to enter a free-form text reason for the case closure.
3. Click the **Close Case** button to close the Scan and Upload case.

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## E-Verify Duplicate Cases Tasks

The E-Verify Duplicate Case task is generated when the same information for an individual is submitted to E-Verify twice for processing. When this occurs, it is necessary to determine which case to close and which to proceed with.

The first time data is submitted, the E-Verify case number is created. Subsequent information later submitted is deemed as a duplicate case.

### Example:

A = the duplicate case

B = the original case

| Case Status        | Case Number | Created Date | Case Creator | Work Start Date   | Work Location |        |
|--------------------|-------------|--------------|--------------|-------------------|---------------|--------|
| Case Not Processed | 08/06/20XX  | Sample User  | 08/06/20XX   | Sample Location 1 |               | Delete |

| Case Status      | Case Number     | Created Date | Case Creator | Work Start Date | Work Location     |       |
|------------------|-----------------|--------------|--------------|-----------------|-------------------|-------|
| Unconfirmed Data | 1111111111111AA | 08/05/20XX   | Sample User  | 08/05/20XX      | Sample Location 1 | Close |

Options to resolve the duplicate case:

1. Delete the duplicate case (A) and proceed with managing the original case (B) result.
2. Close the original case (B) and proceed with managing the duplicate (A) case.

### Option 1: Delete the Duplicate Case

Click the **Delete** button on the duplicate case row. A confirmation box is displayed to confirm the deletion.

Delete Case

This duplicate case will not be submitted to E-Verify for review.  
Are you sure you want to delete this duplicate case created on February 13, 20XX ?

Cancel

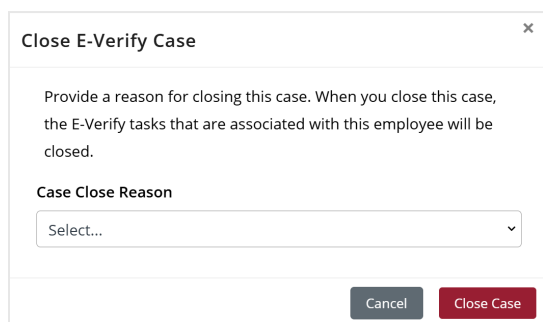
Delete Case

**Note:** After deleting the duplicate case (A), proceed with managing the original E-Verify case (B) if applicable.

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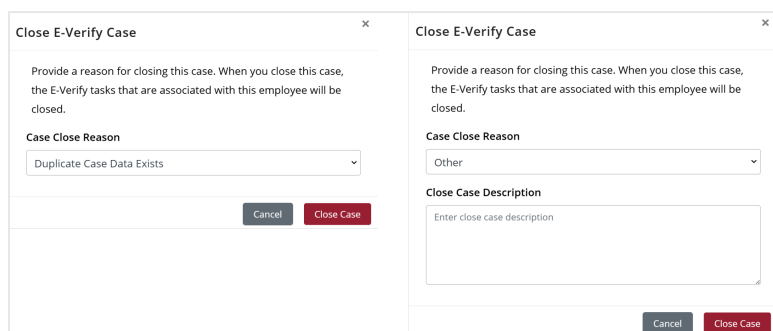
## Option 2: Close the Original Case

Click the **Close** button on the original case row. A popup box is displayed to select a reason for closing the original case.



A popup box titled "Close E-Verify Case" with a close button (X) in the top right corner. The text inside says: "Provide a reason for closing this case. When you close this case, the E-Verify tasks that are associated with this employee will be closed." Below this is a section labeled "Case Close Reason" with a dropdown menu currently showing "Select...". At the bottom are two buttons: "Cancel" and "Close Case".

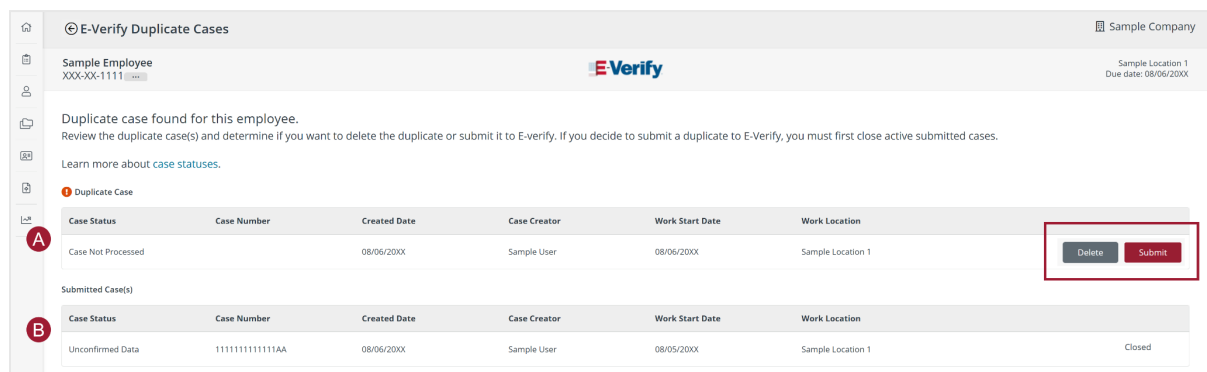
Select one of the Case Close reason options: **Duplicate Case Data Exists** or **Other**. If Other is selected, a free-form text entry field is displayed to type in a close case description.



Two side-by-side examples of the "Close E-Verify Case" popup box. The left example shows the "Case Close Reason" dropdown set to "Duplicate Case Data Exists". The right example shows the dropdown set to "Other", which has revealed a "Close Case Description" text area with the placeholder text "Enter close case description". Both examples have "Cancel" and "Close Case" buttons at the bottom.

**Note:** After closing the original case (B), proceed with submitting or deleting the E-Verify duplicate case (A).

After closing the original case, the screen refreshes to display Closed on the original case and provides Delete and Submit buttons for proceeding with the duplicate case. Click the **Delete** button to delete the duplicate case, or click the **Submit** button to proceed with submitting the duplicate case to E-Verify for processing.



The "E-Verify Duplicate Cases" screen for "Sample Company". It shows a "Sample Employee" (XXX-XX-1111) and a message: "Duplicate case found for this employee. Review the duplicate case(s) and determine if you want to delete the duplicate or submit it to E-verify. If you decide to submit a duplicate to E-Verify, you must first close active submitted cases. Learn more about case statuses." Below this is a table with two sections: "Duplicate Case" and "Submitted Case(s)".

| Case Status        | Case Number | Created Date | Case Creator | Work Start Date | Work Location     |                             |
|--------------------|-------------|--------------|--------------|-----------------|-------------------|-----------------------------|
| Case Not Processed |             | 08/06/20XX   | Sample User  | 08/06/20XX      | Sample Location 1 | <b>Delete</b> <b>Submit</b> |

| Case Status      | Case Number      | Created Date | Case Creator | Work Start Date | Work Location     |        |
|------------------|------------------|--------------|--------------|-----------------|-------------------|--------|
| Unconfirmed Data | 11111111111111AA | 08/06/20XX   | Sample User  | 08/05/20XX      | Sample Location 1 | Closed |

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## E-Verify Unconfirmed Data Tasks

The Unconfirmed Data task type may be received due to data entry errors. The task resolution process allows users to review and confirm data entered is accurate before proceeding with case submission. Or, if data is deemed inaccurate, edits can be performed as needed to help prevent unnecessary Tentative Nonconfirmation status results. Updated data is automatically resent to E-Verify for further processing when the entire Unconfirmed Data task resolution process is completed.

The screenshot shows the E-Verify Unconfirmed Data Tasks interface. The 'Tasks' panel on the left contains a 'Filter Tasks' dropdown (1) and a table of tasks. The table has columns for 'Employee Name', 'Task Type', and 'Due Date'. Two tasks are listed: 'Sample Employee' and 'Sample Employeetwo', both with the task type 'E-Verify Unconfirmed Data' and due dates. A red box labeled '2' highlights the 'Task Type' dropdown in the table. The 'Task Summary' panel on the right shows details for 'Sample Employee', including email and location. It also displays the task type 'E-Verify Unconfirmed Data' and a description: 'E-Verify could not confirm the data the employee provided.' At the bottom of the 'Task Summary' panel, a red box labeled '3' highlights the 'Complete Now' button.

1. From the task list view filter the task type to **E-Verify Unconfirmed Data**.
2. Click the employee record row to open the **Task Summary** panel.
3. Click the **Complete Now** button to begin resolving the task.

## Reviewing Section 1 and Section 2 Data for Accuracy

Depending on the data that needs to be reviewed and confirmed or edited, the E-Verify Unconfirmed Data details page may display fields to confirm from Section 1 only, Section 2 only, or both. If both are displayed, selections to proceed with case or edit options must be made in both sections prior to clicking the **Continue** button.

The screenshot shows the E-Verify Unconfirmed Data details page. The page is titled 'E-Verify Unconfirmed Data' and shows information for 'Sample Employee'. It displays two sections: 'Section 1' and 'Section 2'. Section 1 shows fields for Name, Date of Birth, and SSN, with a red box labeled '1' highlighting the 'Proceed with Case' button. Section 2 shows a field for US Passport Number, with a red box labeled '2' highlighting the 'Edit Fields' button. At the bottom, a red box labeled '3' highlights the 'Continue' button.

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### 1. Review Section 1 Data For Accuracy

On the E-Verify Unconfirmed Data task page, review the Section 1 data for accuracy then select an action based on the review results.

- **If the Data is Accurate** - If the data appears to be accurate, click **Proceed with Case** to confirm the accuracy.
- **If the Data is Inaccurate** - If the data appears to be inaccurate, request an update from the employee. Click **Notify Employee**.

**Section 1**  
 No match found for the following fields.  
Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111   
Select what to do with this E-Verify case.  

Proceed with CaseNotify Employee

### 2. Review Section 2 Data for Accuracy

After Section 1 data has been reviewed and an action selection has been made, proceed to review Section 2 data for accuracy then select an action based on the review results.

**Note: If there is no Section 2 data presented to review, proceed to step 3.**

- **Accurate Data** - If the data appears to be accurate, click **Proceed with Case** to confirm the accuracy.
- **Inaccurate Data** - If the data appears to be inaccurate, click **Edit Fields**, then click the **Continue** button.

**Section 2**  
 No match found for the following fields.  
US Passport Number: AA11111  
Select what to do with this E-Verify case.  

Proceed with CaseEdit Fields

### 3. Data Review Completed and Actions Designated

After reviewing all data presented and designating the appropriate action for both Section 1 and Section 2, click the **Continue** button.

**Note:** If an action is not designated in both sections, an alert banner will be displayed at the top of the page.

Please select correct options

Review the Unconfirmed Data Section 1 and Section 2 selections to ensure a selection has been made in both sections.

| Section 1 Error                                                                                                                                                                     | Section 2 Error                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Select what to do with this E-Verify case.<br><div><button>Proceed with Case</button><button>Notify Employee</button></div> <div>You must make a selection before continuing.</div> | Select what to do with this E-Verify case.<br><div><button>Proceed with Case</button><button>Edit Fields</button></div> <div>You must make a selection before continuing.</div> |

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## Section 1 Notify Employee Action

If the option to **Notify Employee** is selected during the Section 1 review, verify the employee email address is correct, or edit as needed. This prompt will appear after both sections have been reviewed and the **Continue** button is clicked. After confirming or editing the employee email address, click **Send Request** to send an email to the employee at the address displayed. The employee will receive an email to access their Form I-9 Section 1 to review and confirm or correct the data.

The screenshot shows the 'E-Verify Unconfirmed Data' interface. On the left is a sidebar with icons for home, document, employee, and messages. The main header area includes a home icon, the title 'E-Verify Unconfirmed Data', and a 'Sample Employee' section with ID 'XXX-XX-1111' and a 'Send' button. The E-Verify logo is on the right. The main content area is titled 'Notify employee to review Section 1' with the instruction 'Confirm the employee's contact information and send request'. It contains a form with 'Email Address' (s.employee@samplemail.com), 'Phone Number (optional)' (with a dropdown and a checkbox 'Also send by text message'), and a 'Message to Employee (optional)' text area with a 0/250 character count. At the bottom are 'Cancel' and 'Send Request' buttons.

**Note:** Data is resubmitted to E-Verify only after being confirmed as accurate or edited if needed in all displayed Sections.

## Section 2 Edit Fields (HR/Employer Action)

If the option to **Edit Fields** is selected during the Section 2 review, verify the fields displayed and edit as needed. Then sign and click the **Submit** button to apply an electronic signature and save the changes.

The screenshot shows the 'E-Verify Unconfirmed Data' interface for the 'Sample Company'. The header includes a home icon, the title 'E-Verify Unconfirmed Data', the 'Sample Employee' section, the E-Verify logo, and location/due date information. The main content area is titled 'Update the details for your employee's document and send it back to E-Verify.' It contains a form for 'U.S. Passport or U.S. Passport Card' with a 'US Passport Number' field (111111). Below this is the 'Electronic Signature' section, which includes a 'Need Assistance?' link, a statement of attestation, a signature line, and a 'Sign' button. At the bottom are 'Complete Later' and 'Submit' buttons.

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## Example Scenario Actions for Unconfirmed Data Tasks

**Section 1**  
 No match found for the following fields.  
Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111   
Select what to do with this E-Verify case.

**Section 2**  
 No match found for the following fields.  
US Passport Number: AA11111  
Select what to do with this E-Verify case.

### Selecting Proceed with Case in Section 1 and Proceed with Case in Section 2

If **Proceed with Case** was selected in both Section 1 and Section 2, data is deemed accurate and is submitted to E-Verify for processing.

Review the employee record for an E-Verify response for further action if necessary.

**Section 1**  
 No match found for the following fields.  
Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111   
Select what to do with this E-Verify case.

**Section 2**  
 No match found for the following fields.  
US Passport Number: AA11111  
Select what to do with this E-Verify case.

### Selecting Proceed with Case in Section 1 and Edit Fields in Section 2

If **Proceed with Case** was selected for Section 1, and **Edit Fields** was selected in Section 2, the Section 1 data is deemed as accurate and the process of editing Section 2 must be completed. When the Edit Fields process has been completed, data is submitted to E-Verify for processing.

Review the employee record for an E-Verify response for further action if necessary.

**Section 1**  
 No match found for the following fields.  
Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111   
Select what to do with this E-Verify case.

**Section 2**  
 No match found for the following fields.  
US Passport Number: AA11111  
Select what to do with this E-Verify case.

### Selecting Notify Employee in Section 1 and Proceed with Case in Section 2

If **Notify Employee** was selected for Section 1, and **Proceed with Case** was selected in Section 2, the employee must complete the process of reviewing and confirming the Section 1 data. Section 2 data is deemed as accurate, but the data will not be sent to E-Verify until the Section 1 data is confirmed. When the employee has completed the Section 1 review confirmation, data is submitted to E-Verify for processing.

Wait for the employee to complete their review of the Section 1 data. The Unconfirmed Data task will remain on the dashboard for tracking purposes. Once completed data is sent to E-Verify for processing, review the employee record for an E-Verify response for further action if necessary.

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Section 1

No match found for the following fields.

Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111

Select what to do with this E-Verify case.

Proceed with Case
Notify Employee

Section 2

No match found for the following fields.

US Passport Number: AA11111

Select what to do with this E-Verify case.

Proceed with Case
Edit Fields

**Selecting Notify Employee in Section 1 and Edit Fields in Section 2**

If **Notify Employee** was selected for Section 1, and **Edit Fields** was selected in Section 2, the employee must complete the process of reviewing and confirming the Section 1 data and Section 2 data must also be edited. Proceed with completing the Edit Fields for Section 2. The data will not be sent to E-Verify until both Section 1 and Section 2 data is confirmed. When the employee has completed the Section 1 review confirmation, and the Section 2 Edit Fields has been completed, data is submitted to E-Verify for processing.

Complete Edit Fields for Section 2 and wait for the employee to complete their review of the Section 1 data. The Unconfirmed Data task will remain on the dashboard for tracking purposes. Once completed data is sent to E-Verify for processing, review the employee record for an E-Verify response for further action if necessary.

The **Close Case** button is also available on an E-Verify Unconfirmed Data task if deemed necessary. For example, if the new hire decided not to take employment, the case could be closed. If deemed appropriate follow these steps to close an Unconfirmed Data case:

E-Verify Unconfirmed Data

Sample Employee  
XXX-XX-1111

E-Verify was unable to match some information provided for Sample Employee's Form I-9.  
Please select how you want to proceed.

Section 1

No match found for the following fields.

Name: Sample Employee  
Date of Birth: 06/09/19XX  
SSN: XXX-XX-1111

Select what to do with this E-Verify case.

Proceed with Case
Notify Employee

Section 2

No match found for the following fields.

US Passport Number: AA11111

Select what to do with this E-Verify case.

Proceed with Case
Edit Fields

Close Case
Continue

Close E-Verify Case

Provide a reason for closing this case. When you close this case, the E-Verify tasks that are associated with this employee will be closed.

Case Close Reason

Select...

Cancel
Close Case

1. Click the **Close Case** button.
2. A popup window is displayed to select a **Close Case Reason** from the drop-down menu provided.
  - **Duplicate Case Data Exists** - Select if another case with the same employee information exists.
  - **Other** - Select to enter free-form text reason for the case closure.
3. Click the **Close Case** button to close the Unconfirmed Data case.

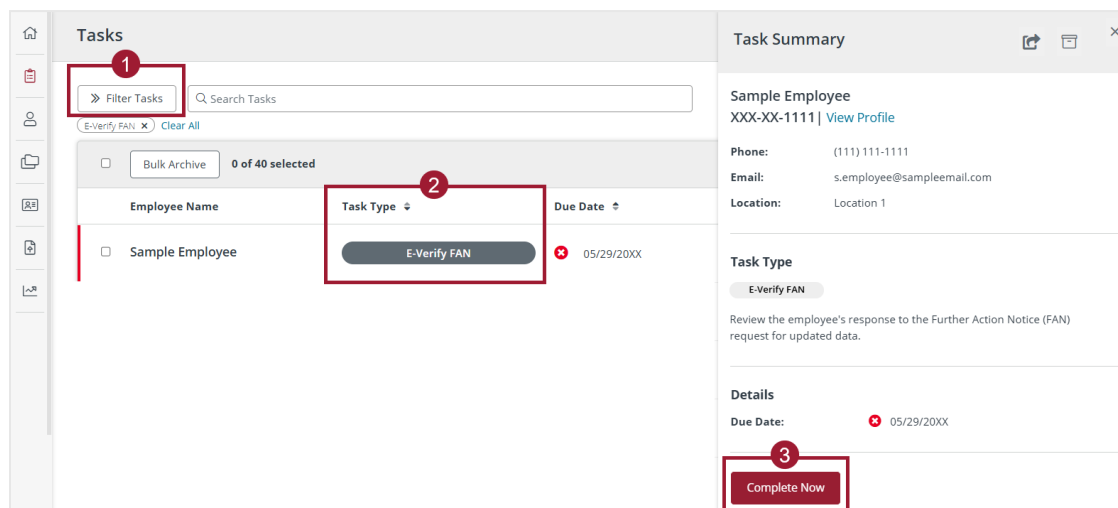
*Images are examples and for information purposes only. They may vary across platforms and are subject to change.*

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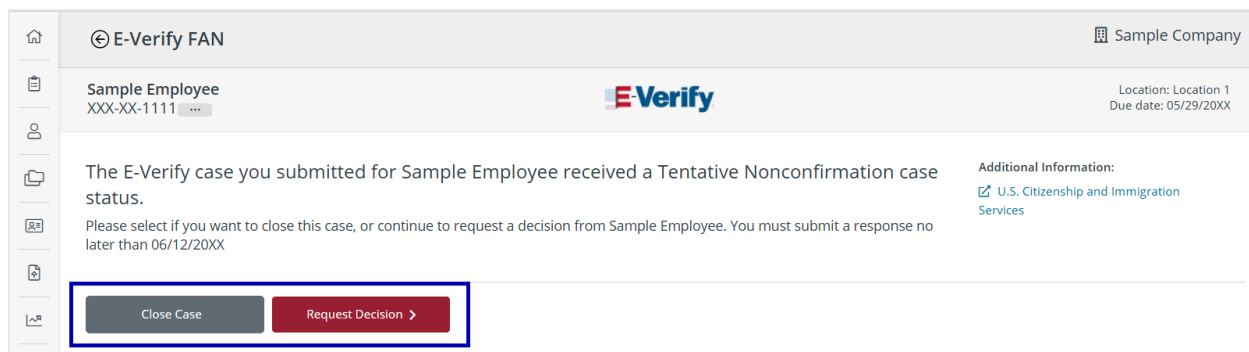
## E-Verify Further Action Notice (FAN) Tasks

The **E-Verify FAN** task is the first step in a Tentative Nonconfirmation response from E-Verify. This task requires the User to send the Further Action Notice (FAN) to the employee.



1. From the task list view filter the task type to **E-Verify FAN**.
2. Click the employee record row to open the Task Summary panel.
3. Click the **Complete Now** button to begin resolving the task.

The E-Verify FAN task page is displayed to reveal two options for managing the task:



- **Option 1: Request Decision** - To notify the employee of the E-Verify status and provide the required Further Action Notice, click the **Request Decision** button to proceed with sending the notice to the employee.
- **Option 2: Close Case** - If the case is deemed inaccurate or should be closed for any other reason, click the **Close Case** button to proceed with closing the case.

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

### Option 1: E-Verify FAN > Request Decision

After clicking the **Request Decision** button on the E-Verify FAN task, the page refreshes to display the employee's email address to which the request for decision and Further Action Notice will be sent. If the email address displayed is accurate, click the **Send to Employee** button.

**Note:** After sending the request for decision and FAN to the employee, an **E-Verify Tentative Nonconfirmation** task is created for tracking purposes.

The screenshot shows the 'E-Verify FAN' task page for 'Sample Employee XXX-XX-1111'. The page header includes 'Sample Company' and 'Location: Location 1 Due date: 05/29/20XX'. The main content area states: 'The employee must review and make a decision on the Further Action Notice (FAN). Select the employee's email address that you want this to be sent to.' Below this is a text input field containing 's.employee@sampleemail.com' with a pencil icon for editing. To the right is a tile labeled 'Further Action Notice (FAN)' with a document icon. At the bottom are two buttons: '< Back' and 'Send to Employee'.

**Note:** The following actions are optional or used if needed:

- **Edit the employee email address** - It may be necessary to edit the employee email address prior to sending the request for decision and Further Action Notice to the employee. Click the **Pencil** icon to open the email address field for editing if needed.

This screenshot shows the same 'E-Verify FAN' task page, but the email address field is open for editing. A red box highlights the 'Email' input field containing 's.employee@sampleemail.com', along with 'Cancel' and 'Add' buttons. The rest of the page, including the 'Further Action Notice (FAN)' tile and the 'Send to Employee' button, remains the same.

- **Download the Further Action Notice** - If desired, hover the mouse cursor over the **Further Action Notice (FAN)** tile to reveal the download action. The downloaded FAN can be printed or saved as desired.

This screenshot shows the 'E-Verify FAN' task page with the 'Further Action Notice (FAN)' tile highlighted by a red box. The tile now shows a download icon (a document with a downward arrow) below the text 'Further Action Notice (FAN)'. The email address field and the 'Send to Employee' button are also visible.

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

Please refer to the [Employee Experience in the E-Verify FAN Decision Process](#) to assist employees as needed as they make a decision on whether or not they will take action on the case.

### Option 2: E-Verify FAN > Close Case

There may be circumstances where it is necessary to close the E-Verify case, rather than proceed with requesting a decision from the employee. (For example, if the employee is no longer employed).

The screenshot displays the E-Verify FAN interface. On the left, a sidebar contains navigation icons. The main content area shows a case for 'Sample Employee' (ID: XXX-XX-1111) with a 'Tentative Nonconfirmation case status'. Below this, a message states: 'The E-Verify case you submitted for Sample Employee received a Tentative Nonconfirmation case status. Please select if you want to close this case, or continue to request a decision from Sample Employee. You must submit a response no later than 06/12/20XX'. At the bottom of this section, there are two buttons: 'Close Case' (highlighted with a red box and a red circle with the number 1) and 'Request Decision >'. To the right, a modal titled 'Close E-Verify Case' is open. It contains the text: 'Provide a reason for closing this case. When you close this case, the E-Verify tasks that are associated with this employee will be closed.' Below this is a 'Case Close Reason' dropdown menu (highlighted with a red box and a red circle with the number 2). At the bottom of the modal, there are two buttons: 'Cancel' and 'Close Case' (highlighted with a red box and a red circle with the number 3).

To resolve the E-Verify FAN task by closing the case:

1. Click the **Close Case** button.
2. Select the **Close Case Reason** from the drop-down menu provided.
  - **Incorrect Data** - Select if incorrect data was submitted.
  - **Other** - Select to enter free-form text reason for the case closure.
3. Click the **Close Case** button.

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

## E-Verify Tentative Nonconfirmation Tasks

The E-Verify Tentative Nonconfirmation Task type is created when the E-Verify FAN task has been completed using **Option 1: E-Verify FAN > Request Decision** workflow. This task is for tracking purposes to provide insight as to the status the case is in until the employee takes action or indicates they will take no action.

Please refer to the **Employee Experience in the E-Verify FAN Decision Process** to assist employees as needed as they make a decision on whether or not they will take action on the case.

While waiting for the employee decision, the E-Verify Tentative Nonconfirmation Task provides three options to take action on the task:

- **Option 1:** Close Case.
- **Option 2:** Resend the request for a decision to remind the employee to make a decision.
- **Option 3:** Send a response to E-Verify indicating that the employee quit or did not make a decision within 10 days.

The screenshot shows the 'E-Verify Tentative Nonconfirmation' task interface. At the top, it says 'Sample Employee' with ID 'XXX-XX-1111' and 'Location: Location 1' with 'Due date: 05/29/20XX'. Below this, a message states: 'The E-Verify case you submitted for Sample Employee received a Tentative Nonconfirmation case status. Please select if you want to close this case, or continue to request a decision from Sample Employee. You must submit a response no later than 05/29/20XX'. To the right, under 'Additional Information', there is a link to 'U.S. Citizenship and Immigration Services'. At the bottom, there are three options: a 'Close Case' button, a 'Request Decision >' button, and a checkbox labeled 'Employee Quit or Did Not Take Action within 10 days'.

### Option 1: E-Verify Tentative Nonconfirmation > Close Case

To resolve the E-Verify Tentative Nonconfirmation task by closing the case:

This screenshot shows the same E-Verify task interface as before, but with the 'Close Case' dialog box open. The dialog box has a title bar 'Close E-Verify Case' and a close button. Inside, it says 'Provide a reason for closing this case. When you close this case, the E-Verify tasks that are associated with this employee will be closed.' Below this is a 'Case Close Reason' dropdown menu with a 'Select...' option. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Close Case'. Red numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1 points to the 'Close Case' button on the main interface, 2 points to the 'Case Close Reason' dropdown, and 3 points to the 'Close Case' button in the dialog box.

1. Click the **Close Case** button.
2. Select the **Close Case Reason** from the drop-down menu provided.
  - **Incorrect Data** - Select if incorrect data was submitted.
  - **Other** - Select to enter free-form text reason for the case closure.
3. Click the **Close Case** button.

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### Option 2: E-Verify Tentative Nonconfirmation > Request Decision

To send a reminder to the employee to request a decision to take action on the E-Verify Tentative Nonconfirmation, verify the employee's email address is correct. Click the **Pencil** icon to edit and correct the email address if necessary. Then, click the **Send to Employee** button.

The screenshot shows the 'E-Verify Tentative Nonconfirmation' interface for 'Sample Company'. At the top, it displays 'Sample Employee' with ID 'XXX-XX-1111' and the E-Verify logo. On the right, it shows 'Location: Location 1' and 'Due date: 05/29/20XX'. The main text states: 'The employee must review and make a decision on the Further Action Notice (FAN). Select the employee's email address that you want this to be sent to.' Below this is a text input field containing 's.employee@samplemail.com' with a pencil icon to its right. To the right of the input field is a box labeled 'Further Action Notice (FAN)' with a document icon. At the bottom, there are two buttons: 'Back' and 'Send to Employee'.

### Option 3: E-Verify Tentative Nonconfirmation > Employee Quit or Did Not Take Action

If the employee quit or did not take action within 10 days, select the checkbox to indicate the status. A popup window is displayed. Click the **Send to E-Verify** button.

The screenshot shows the 'E-Verify Tentative Nonconfirmation' interface for 'Sample Company'. At the top, it displays 'Sample Employee' with ID 'XXX-XX-1111' and the E-Verify logo. On the right, it shows 'Location: Location 1' and 'Due date: 05/29/20XX'. The main text states: 'The E-Verify case you submitted for Sample Employee received a Tentative Nonconfirmation case status. Please select if you want to close this case, or continue to request a decision from Sample Employee. You must submit a response no later than 05/29/20XX'. Below this are three buttons: 'Close Case', 'Request Decision >', and a checkbox labeled 'Employee Quit or Did Not Take Action within 10 days'. To the right of the checkbox is a popup window titled 'Employee Quit or Did Not Take Action'. The popup contains the following text: 'By continuing, you are confirming that the employee: • Is not actively employed • Was notified of the Tentative Nonconfirmation case status • Will not take action to resolve'. Below this, it states: 'Your decision cannot be reversed and will result in the case moving to a Final Nonconfirmation status. An E-Verify Case Closure task will be created for you.' At the bottom of the popup, it asks 'Do you want to send this case to E-Verify?' with 'Cancel' and 'Send to E-Verify' buttons.

**Note:** If the checkbox is selected to indicate the employee quit or did not take action in 10 days, and the case is sent to E-Verify, it will result in a Final Nonconfirmation. An **E-Verify Case Closure Task** is created to alert users of the required additional action needed to close the case.

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## E-Verify Case Closure Tasks (for Final Nonconfirmation)

The E-Verify Case Closure task is created when E-Verify cases have resulted in a Final Nonconfirmation (FNC) and require the additional action to close the case.

E-Verify Case Closure

Sample Company

Sample Employee  
XXX-XX-1111

E-Verify

Location: Location 1  
Due date: 09/03/20XX

E-Verify was unable to confirm Sample Employee's authorization of employment.  
Please close Sample employee's case below to indicate whether or not you intend to continue Sample Employee's employment. [Learn More](#)

Will you continue to employ Sample Employee after receiving a Final Nonconfirmation?

☒ No, we will no longer employ Sample Employee.

☐ Yes, we will continue to employ Sample Employee.

☐ I am closing the case for a different reason.

Electronic Signature [Need Assistance?](#)

I reviewed the updated information, and I am authorized by the employer to submit the updated information to E-Verify.

Signature:

[Sign](#)

[Close Case](#)

1. Click to select one of the options displayed to Indicate if the employee will continue to be employed:
  - **No, we will no longer employ** (*employee's name will be displayed*).
  - **Yes, we will continue to employ** (*employee's name will be displayed*). If this option is selected, an additional box will be displayed with a free-form text entry box to explain why the employee will be retained after receiving a Final Nonconfirmation status from E-Verify.
  - **I am closing the case for a different reason.** If this option is selected an additional box will be displayed with reasons to choose from. If "Other" is selected, an additional box will be displayed with a free-form text entry box to explain why the case is being closed.

Will you continue to employ Sample Employee after receiving a Final Nonconfirmation?

☐ No, we will no longer employ Sample Employee.

☐ Yes, we will continue to employ Sample Employee.

☒ I am closing the case for a different reason.

What is your reason for closing the case?

The case is being closed because the data entered is incorrect.

The case is being closed because DHS instructed this employer to close the case.

The case is being closed because SSA instructed this employer to close the case.

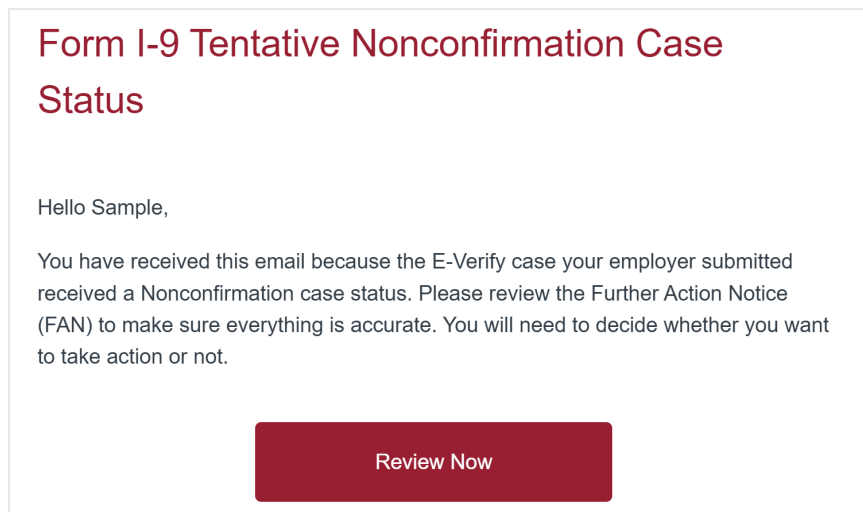
The case is being closed with a reason of "Other".

2. Click the **Sign** button (or use the Need Assistance hyperlink) to apply an electronic signature.
3. Click the **Close Case** button.

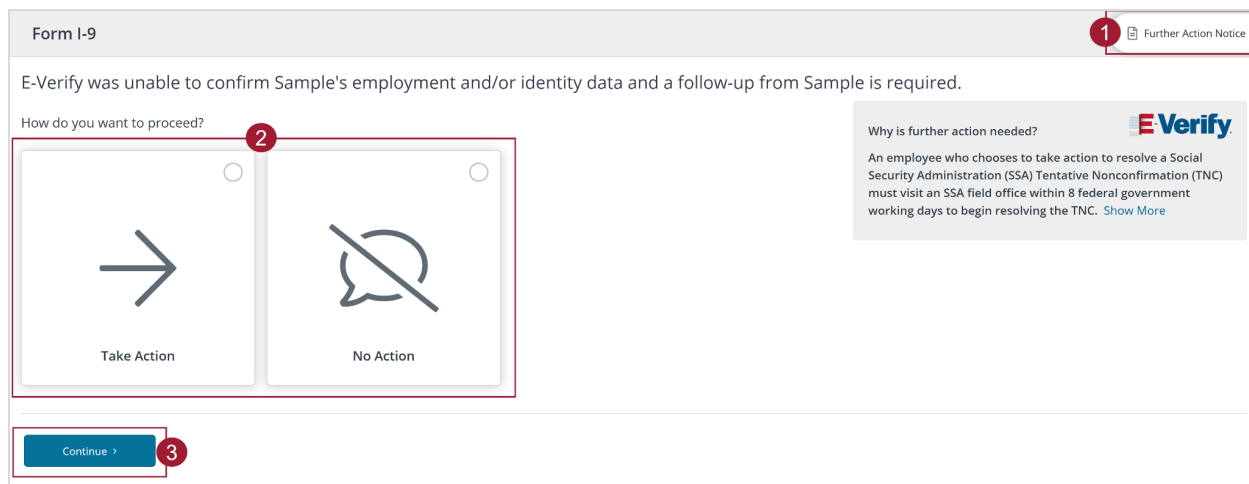
*Images are examples and for information purposes only. They may vary across platforms and are subject to change.*

## Employee Experience in the E-Verify FAN Decision Process

After sending a request for decision to the employee through either the E-Verify FAN task or E-Verify Tentative Nonconfirmation task, the employee receives an email to begin the process of indicating whether or not they will take action to resolve the case. To begin, the employee will click the **Review Now** button in the email they receive.



After successfully entering into their record, they will be prompted to make a decision on whether or not they will take action to resolve the case.



1. Employees can view, download, or print the Further Action Notice (FAN) by clicking on the button.
2. Employees will indicate their decision by clicking to select one of the tiles displayed: **Take Action** or **No Action**.
3. Once a decision has been selected, the employee will click the **Continue** button.

**Note:** The following example images display a blank FAN notice, but employees will see information populated in the fields displayed.

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

### Employee TNC Process > Decision to Take Action

If the employee selects the **Take Action** decision tile, they will be instructed to confirm their decision to take action by selecting the checkbox to use the information provided in the FAN document and applying an electronic signature.

Once signed, the employee will click the **Submit** button to send the decision to E-Verify. The employee will have **8 Federal Government working days** to visit the Social Security Administration field office or call the Department of Homeland Security.

Form I-9

Review the Further Action Notice (FAN)  
Then submit your response to E-Verify.

I will take action to resolve this E-Verify case.

I understand that I have to visit a Social Security Administration (SSA) office or call the Department of Homeland Security (DHS).

☐ Use the information I provided to fill in the FAN document.

Electronic Signature

I am aware that federal law provides for imprisonment and/or fines for false statements, or the use of false documents, in connection with the completion of this form. I attest, under penalty of perjury, that this information, including my selection of the box attesting to my citizenship or immigration status, is true and correct.

Employee Signature

Sign

[Need Assistance?](#)

[Back](#) [Submit](#)

### Further Action Notice

**Further Action Notice**

**Why You Received This Notice**

Your employer, [redacted], uses E-Verify to confirm work eligibility in the United States. E-Verify compares the information you provided on your Form I-9, Employment Eligibility Verification, to official government records. The information your employer entered into E-Verify from your Form I-9 does not match records available to the Social Security Administration (SSA), resulting in a mismatch, also called a Tentative Nonconfirmation.

**Reason for Your Mismatch**

SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records.

**Mismatch Date:** [redacted] **E-Verify Case Number:** [redacted]

This does not necessarily mean that you are not authorized to work in the United States. There are many possible reasons why E-Verify could not match your information to available records, listed at <http://www.E-Verify.gov/mismatch>.

**Take Action to Resolve the Mismatch**

**Step 1:** Review your information to make sure it was entered correctly.

**Last Name:** [redacted] **Social Security Number:** [redacted]

**First Name:** [redacted] **Document Number:** [redacted]

**Note:** Once referred, the E-Verify status will update automatically after the employee contacts the respective agency. The case will result in either Employment Authorized, which requires no further action, or it will result in a Final Nonconfirmation, which creates an **E-Verify Case Closure** task to alert the user that additional action is required to close the case.

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## Employee TNC Process > Downloading the Referral Date Confirmation

After the employee has indicated they will take action and has submitted the signed Further Action Notice, they will receive an on-screen confirmation and an email notification of the successful completion.

The screenshot shows the 'Form I-9' interface. At the top, a green checkmark icon is followed by the text 'Your information was sent to your employer!'. Below this, a smaller text block explains that the employee's case has been referred to the SSA and/or DHS, and they will receive a Referral Date Confirmation. A red arrow points from a 'Take Action Decision Confirmation' box to the success message. Another red arrow points from an 'Email Confirmation' box to a 'Success!' message in a separate box. The 'Success!' box contains the text 'Hello, Sample.' and 'This is just to let you know that your I-9 Data update was successfully processed. Thanks for taking the time to complete this request!'.

The employee will also receive an additional email to access the Referral Date Confirmation page.

The screenshot shows an email titled 'Referral Date Confirmation (RDC)'. The body of the email says 'Hello, Sample.' and explains that the employee has received this email because their E-Verify Case was referred to the SSA and/or DHS. It instructs the employee to login to review their Referral Date Confirmation letter. A bolded line of text states: 'Please review and take appropriate action within the next 8 federal government working days.' At the bottom, there is a red button labeled 'Review Now'.

Once signed back into the packet, the employee will be able to download the completed FAN and RDC:

The screenshot shows the 'Form I-9' interface with a section titled 'Please download the Further Action Notice (FAN) and E-Verify Referral Date Confirmation (RDC) letter.' Below this, there are two download links: 'Further Action Notice (FAN)' and 'Referral Date Confirmation (RDC)'. To the right, there is a preview of the 'Referral Date Confirmation' document. The preview shows the E-Verify logo, the title 'Referral Date Confirmation', and fields for 'E-Verify Case Number' and 'Employee Name'. It also includes a section titled 'Why You Received This Document' and a section titled 'Begin Resolving the Mismatch by'.

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

## Employee TNC Process > Decision to Take No Action

If the employee selects the **No Action** decision tile, they will be instructed to confirm their “no action” decision by selecting the checkbox to use the information provided in the FAN document and applying an electronic signature.

Once signed, the employee will click the **Submit** button to send the decision to E-Verify. The No Action decision will result in an E-Verify Final Nonconfirmation response that creates an **E-Verify Case Closure** task to alert the user that additional action is required to close the case.

Form I-9

Review the Further Action Notice (FAN)

Then submit your response to E-Verify.

I will not take action to resolve this E-Verify case.  
I understand that this may result in termination of my employment.

☐ Use the information I provided to fill in the FAN document.

Electronic Signature

I am aware that federal law provides for imprisonment and/or fines for false statements, or the use of false documents, in connection with the completion of this form. I attest, under penalty of perjury, that this information, including my selection of the box attesting to my citizenship or immigration status, is true and correct.

Employee Signature

Sign

[Need Assistance?](#)

< Back

Submit

Further Action Notice

  
E-Verify is a service of DHS and DHA

Further Action Notice

**Why You Received This Notice**  
Your employer, \_\_\_\_\_, uses E-Verify to confirm work eligibility in the United States. E-Verify compares the information you provided on your Form I-9, Employment Eligibility Verification, to official government records. The information your employer entered into E-Verify from your Form I-9 does not match records available to the Social Security Administration (SSA), resulting in a mismatch, also called a Tentative Nonconfirmation.

**Reason for Your Mismatch**  
SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records.  
**Mismatch Date:** \_\_\_\_\_ **E-Verify Case Number:** \_\_\_\_\_

**This does not necessarily mean that you are not authorized to work in the United States.** There are many possible reasons why E-Verify could not match your information to available records, listed at <http://www.E-Verify.gov/mismatch>.

**Take Action to Resolve the Mismatch**  
**Step 1:** Review your information to make sure it was entered correctly.

**Last Name:** \_\_\_\_\_

**First Name:** \_\_\_\_\_

**Month and Year of Birth:** \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**Document Number:** \_\_\_\_\_

**A-Number or USCIS Number:** \_\_\_\_\_

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