I-9 HQ: Managing E-Verify Tasks

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

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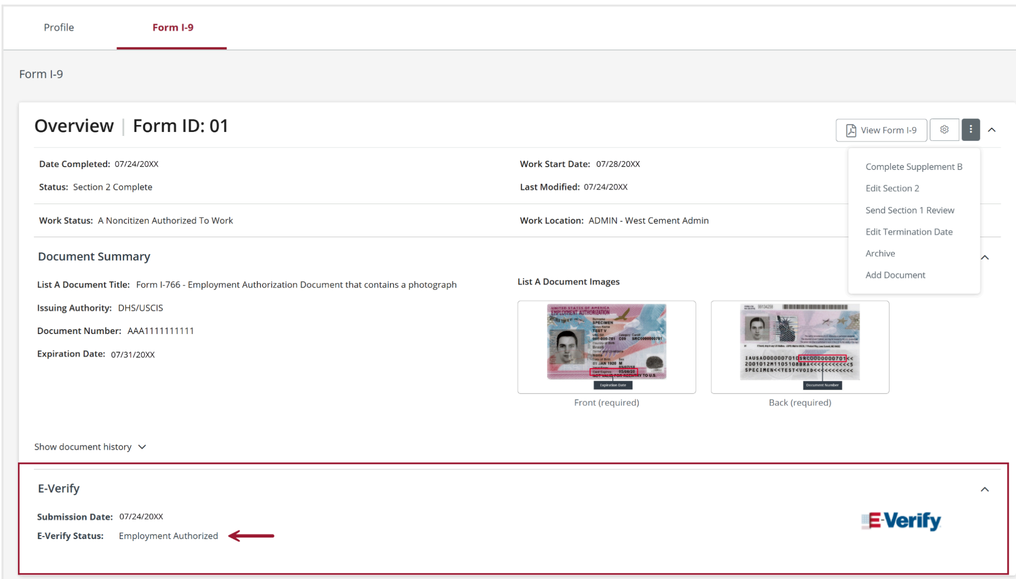
This is just an example of a client's experience, but might not be representative of your future success — since your success is dependent upon the unique facts and circumstances of your individual company. Some features may not be available with certain plans. Screenshots are for informational purposes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

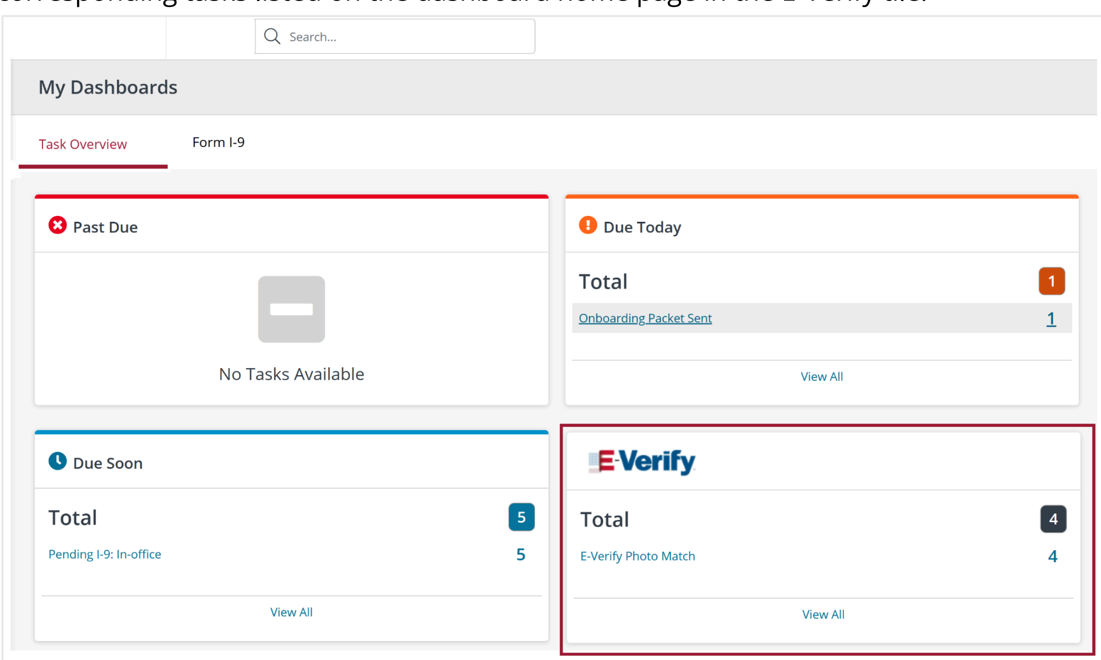
Images are examples and for information purposes only. They may vary across platforms and are subject to change.

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.



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.



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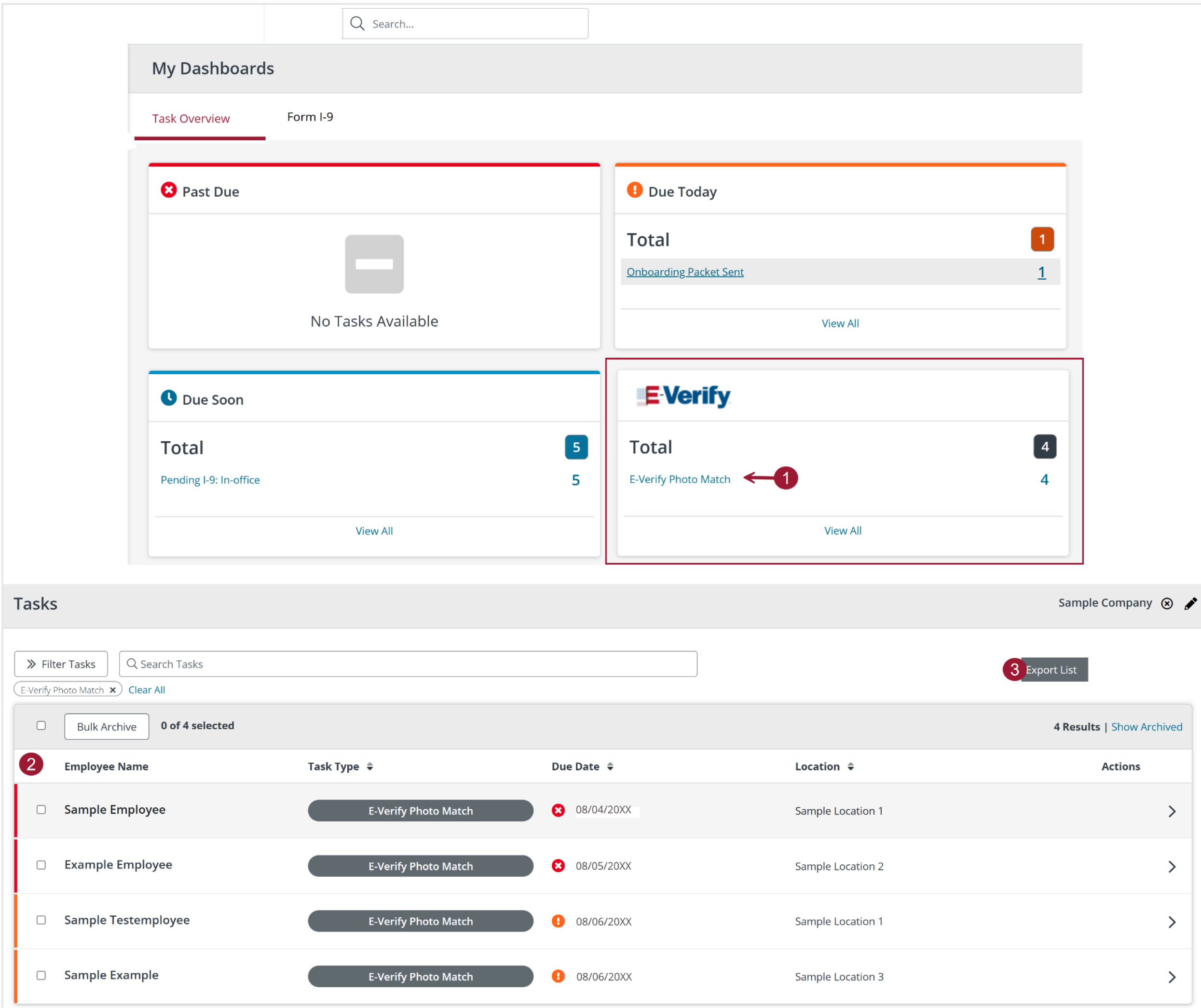
Accessing E-Verify Tasks

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.



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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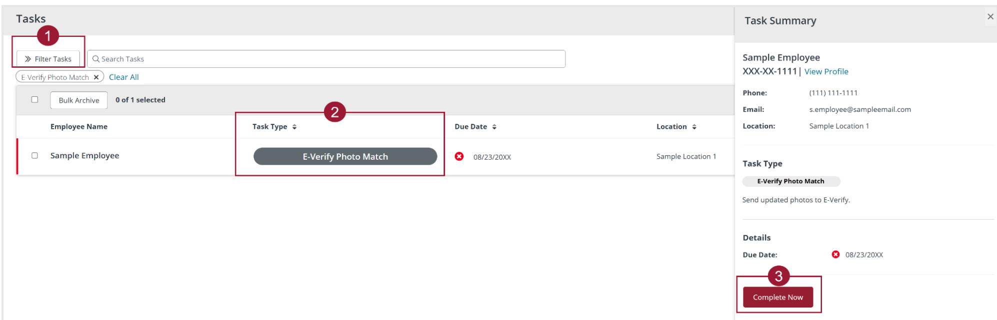
E-Verify Photo Match Tasks

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

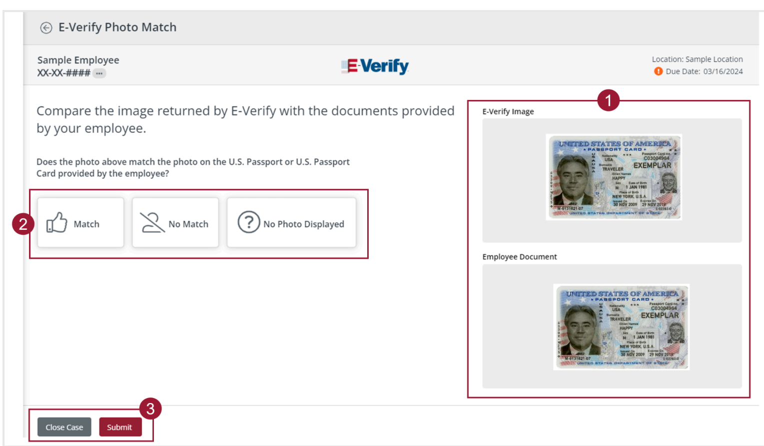
- Permanent Resident Card (I-551)
- Employment Authorization Document (EAD) Card (I-766)
- U.S. Passport Booklet or U.S. Passport Card



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.



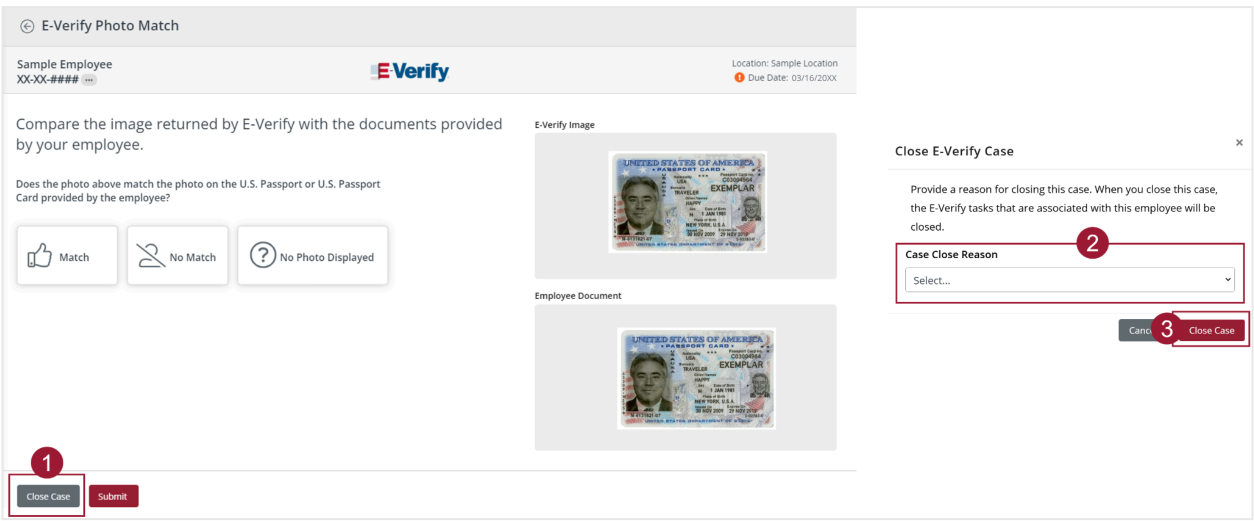
1. Compare the E-Verify Image displayed with the employee-presented document.
2. Select one of the photo match options:
   - **Match** - The photo on the employee-presented document matches the E-Verify image.
   - **No Match** - The photo on the employee-presented document does not match the E-Verify 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**.

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

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:



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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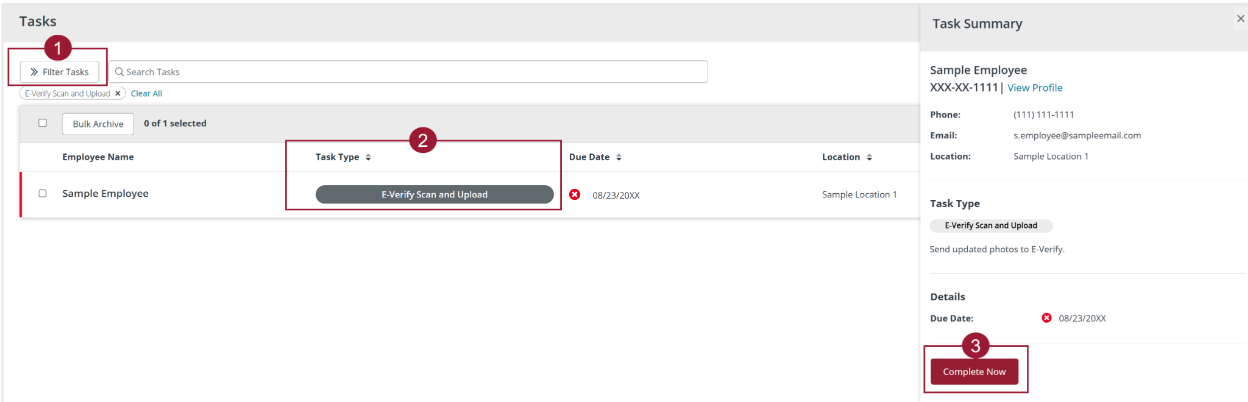
E-Verify Scan and Upload Tasks

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



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.

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:

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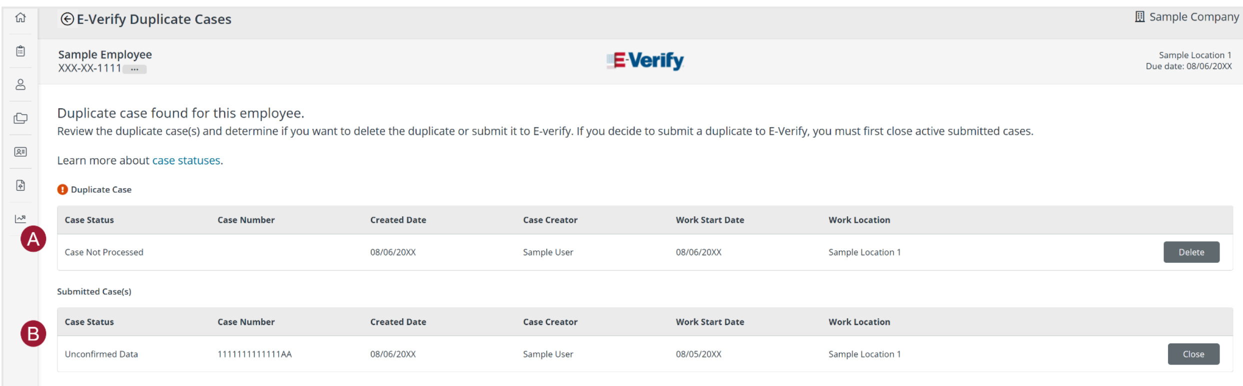
E-Verify Duplicate Cases Tasks
The E-Verify Duplicate Case task is generated when the same information for an individual is submitted to E-Verify twice for processing. When this occurs, it is necessary to determine which case to close and which to proceed with.

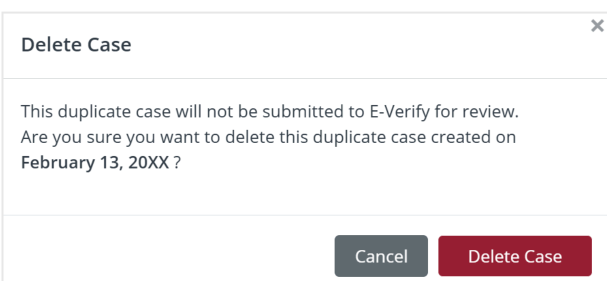
The first time data is submitted, the E-Verify case number is created. Subsequent information later submitted is deemed as a duplicate case.

Example:
A = the duplicate case
B = the original case



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.



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

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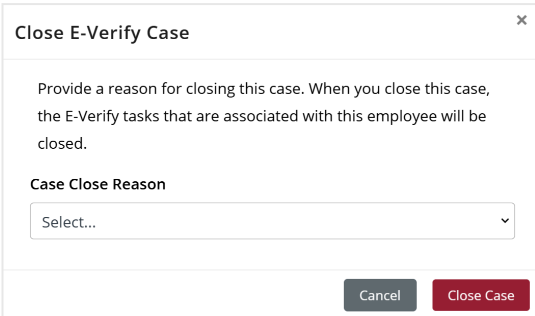
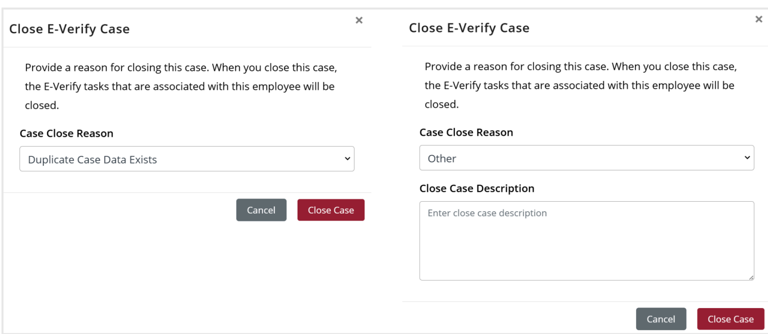
Option 2: Close the Original Case

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

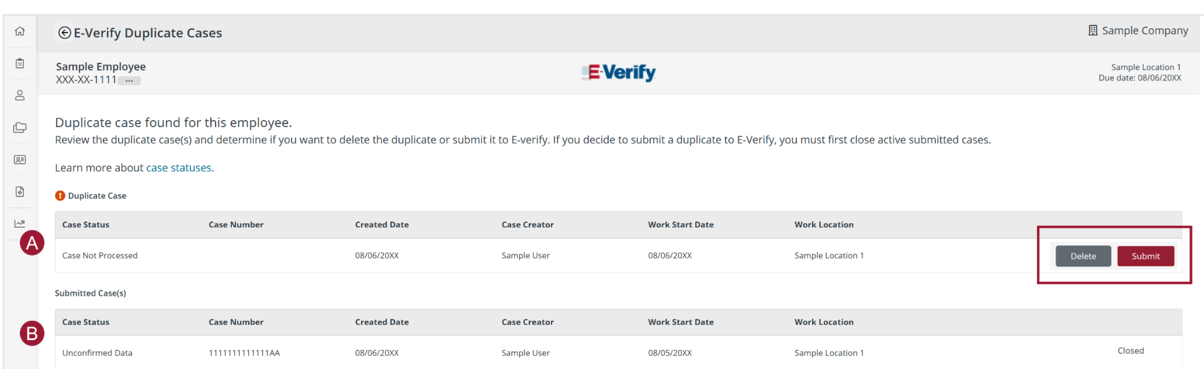


Select one of the Case Close reason options: **Duplicate Case Data Exists** or **Other**. If Other is selected, a free-form text entry field is displayed to type in a close case description.



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.



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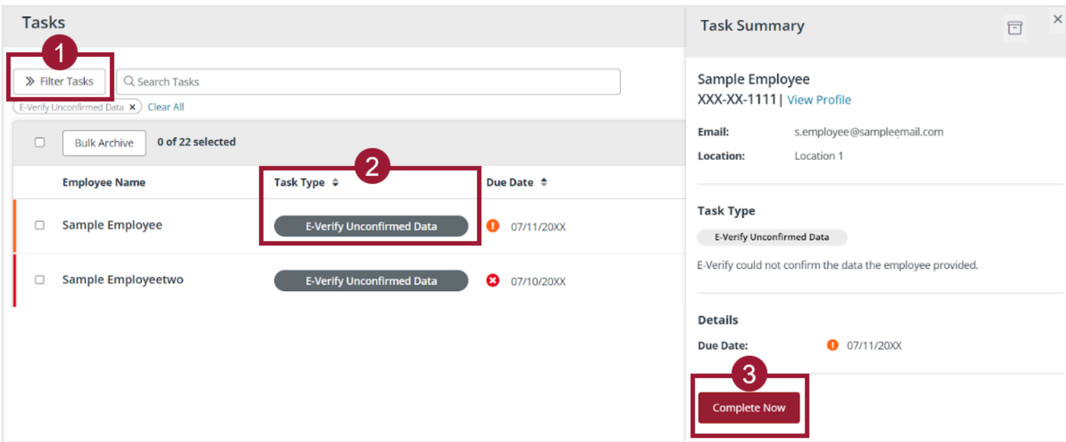
E-Verify Unconfirmed Data Tasks

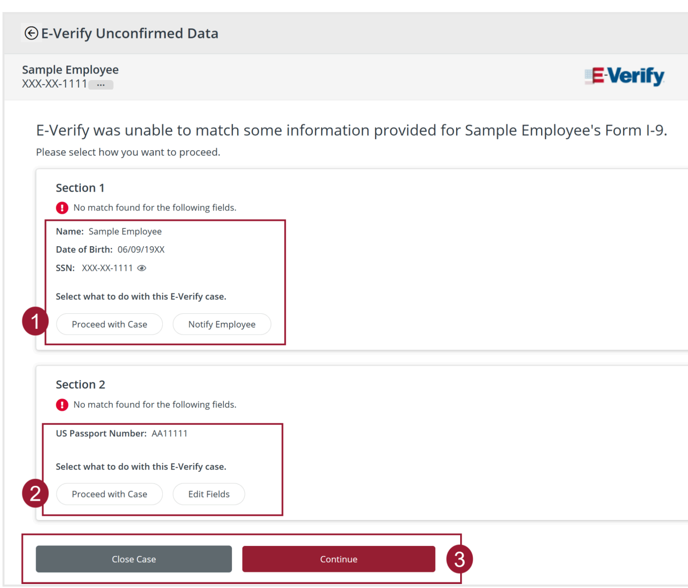
The Unconfirmed Data task type may be received due to data entry errors. The task resolution process allows users to review and confirm data entered is accurate before proceeding with case submission. Or, if data is deemed inaccurate, edits can be performed as needed to help prevent unnecessary Tentative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



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.



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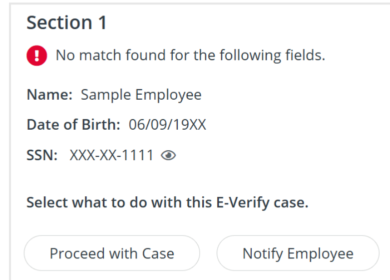
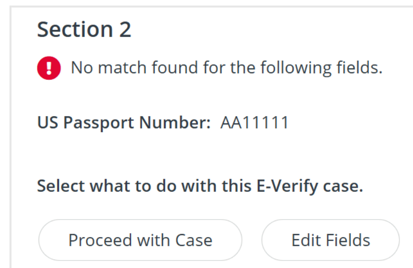
1. ***Review Section 1 Data For Accuracy***
   On the E-Verify Unconfirmed Data task page, review the Section 1 data for accuracy then select an action based on the review results.

   - **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**.



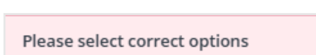
2. ***Review Section 2 Data for Accuracy***
   After Section 1 data has been reviewed and an action selection has been made, proceed to review Section 2 data for accuracy then select an action based on the review results.
   Note: If there is no Section 2 data presented to review, proceed to step 3.

   - **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.

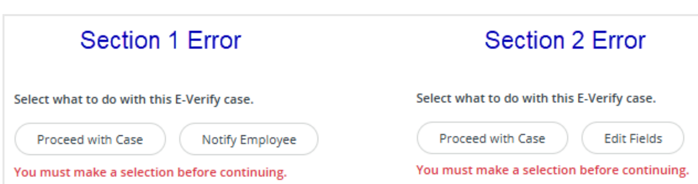


3. ***Data Review Completed and Actions Designated***
   After reviewing all data presented and designating the appropriate action for both Section 1 and Section 2, click the **Continue** button.

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



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



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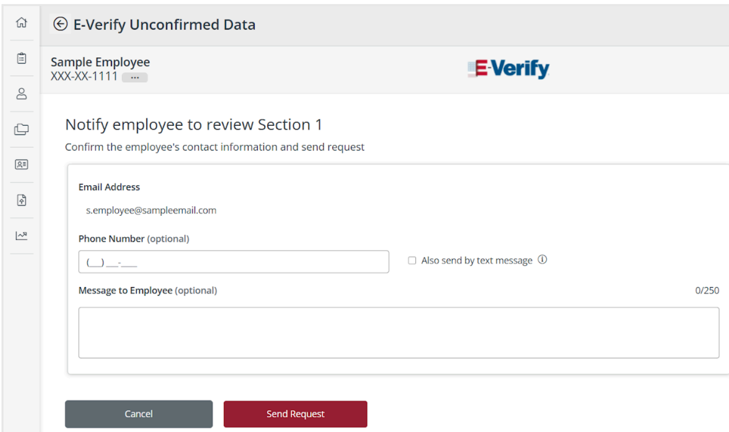
Section 1 Notify Employee Action

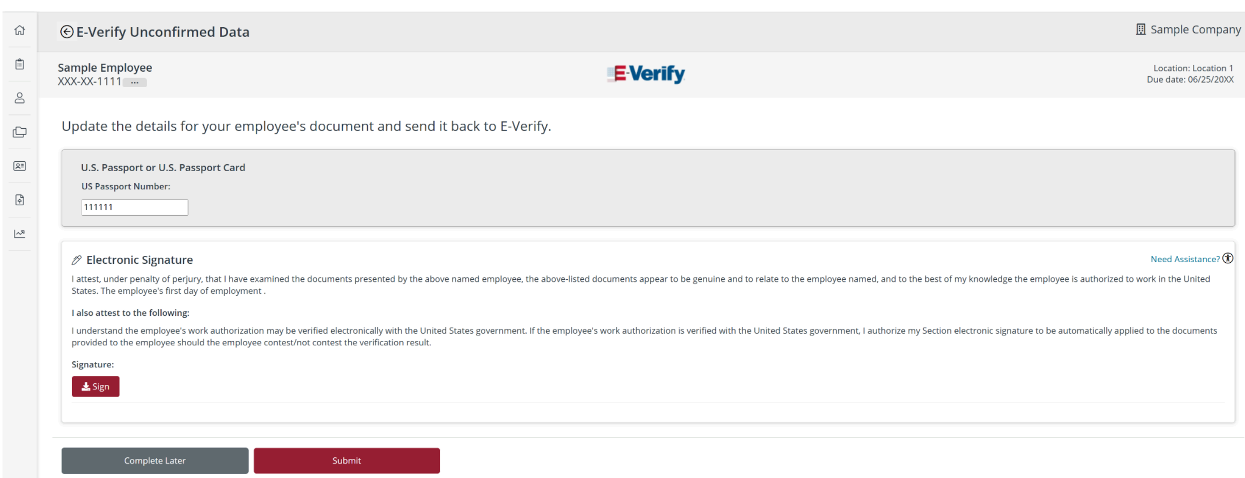
If the option to **Notify Employee** is selected during the Section 1 review, verify the employee email address is correct, or edit as needed. This prompt will appear after both sections have been reviewed and the **Continue** button is clicked. After confirming or editing the employee email address, 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.



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.



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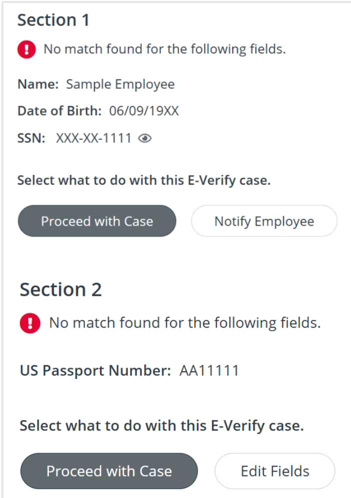
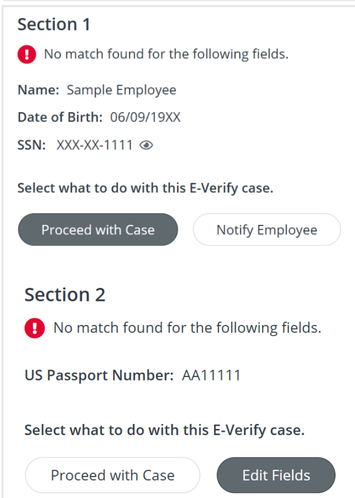
Example Scenario Actions for Unconfirmed Data Tasks



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.

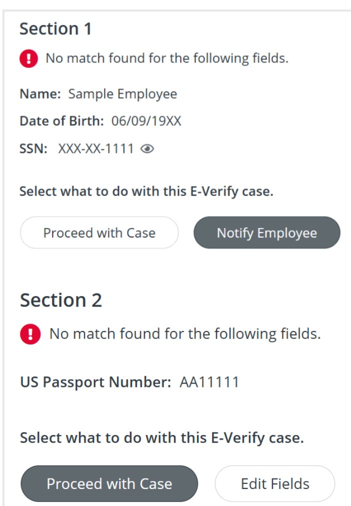
Review the employee record for an E-Verify response for further action if necessary.



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.



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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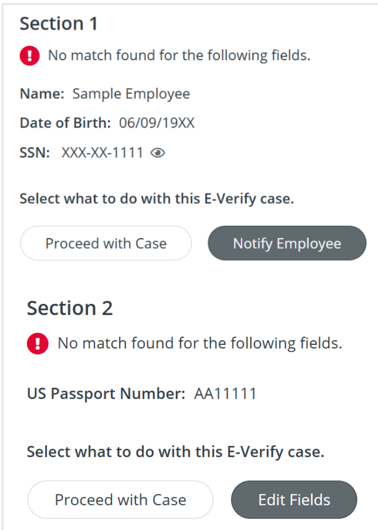
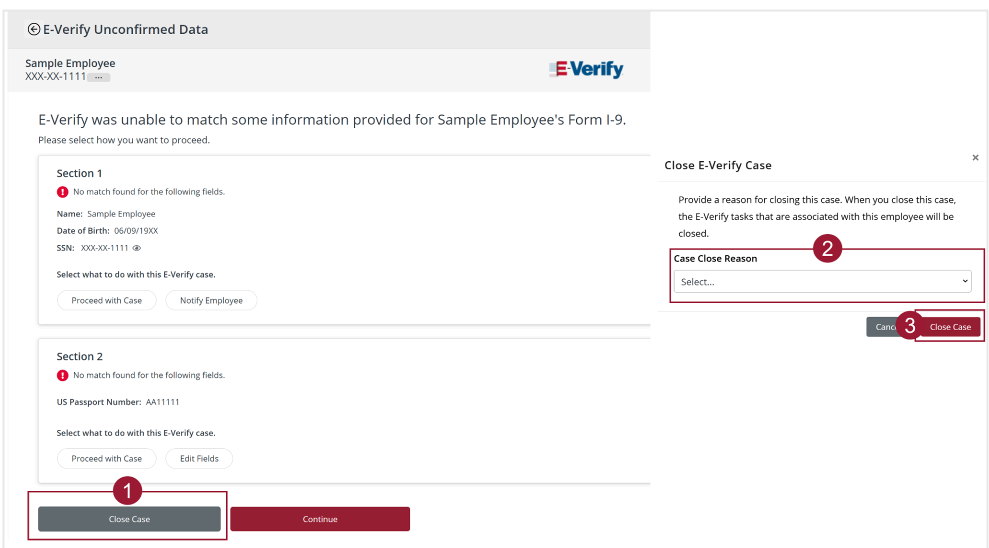


Selecting Notify Employee in Section 1 and Edit Fields in Section 2

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:



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.

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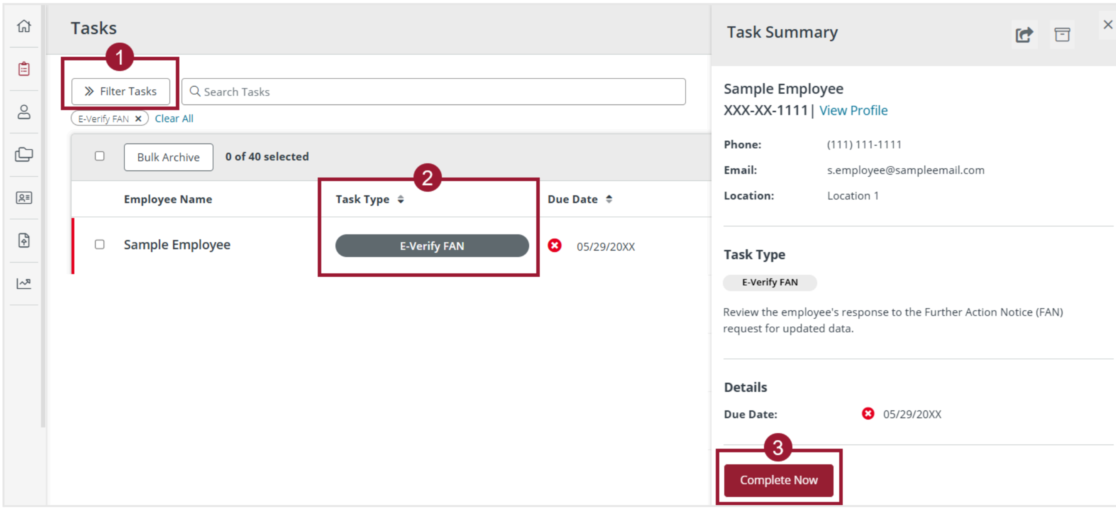
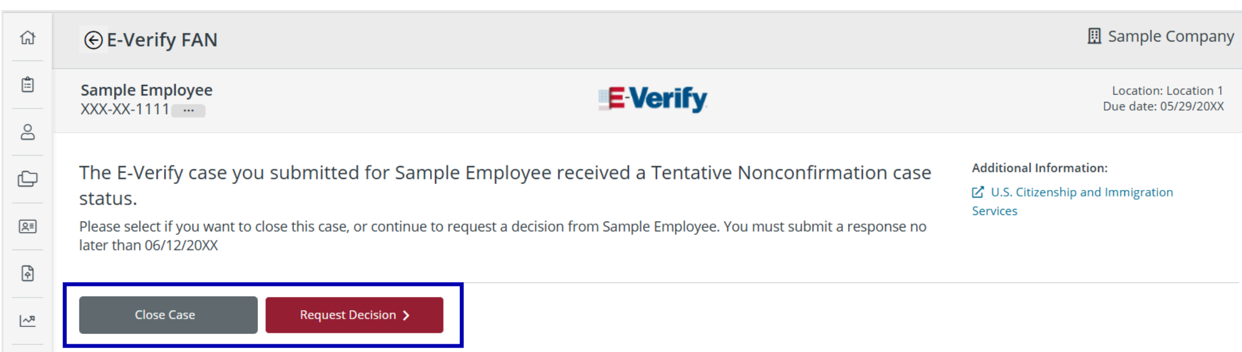
E-Verify Further Action Notice (FAN) Tasks

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.

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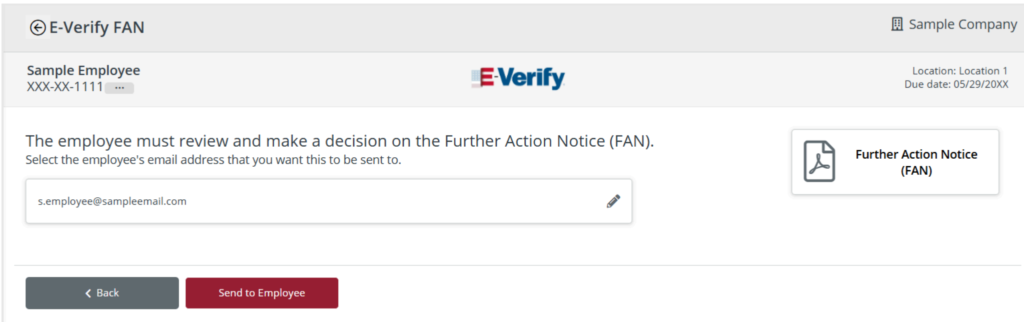
Option 1: E-Verify FAN > Request Decision

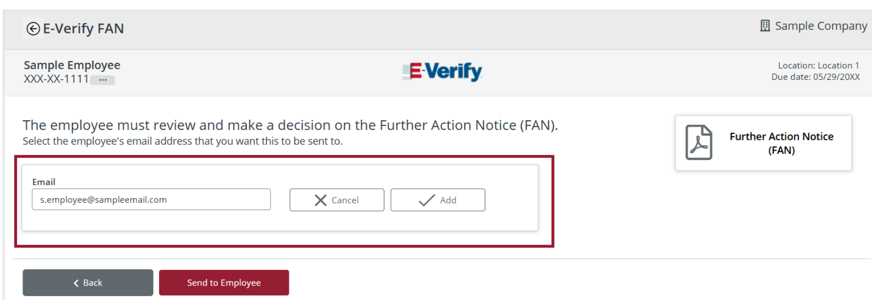
After clicking the **Request Decision** button on the E-Verify FAN task, the page refreshes to display the employee's email address to which the request for decision and Further Action Notice will be sent. If the email address displayed is accurate, click the **Send to Employee** button.

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

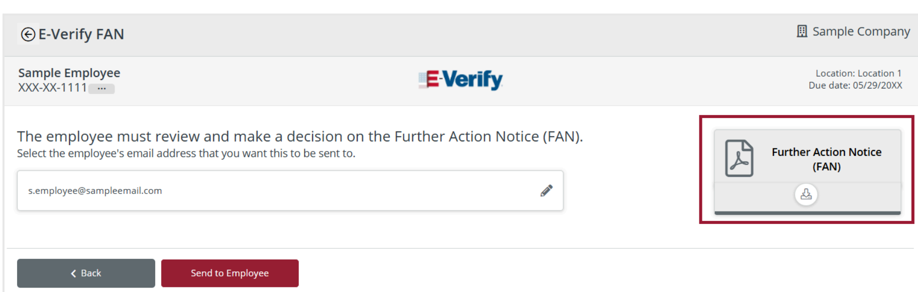


Note: The following actions are optional or used if needed:

- **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.



- **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.



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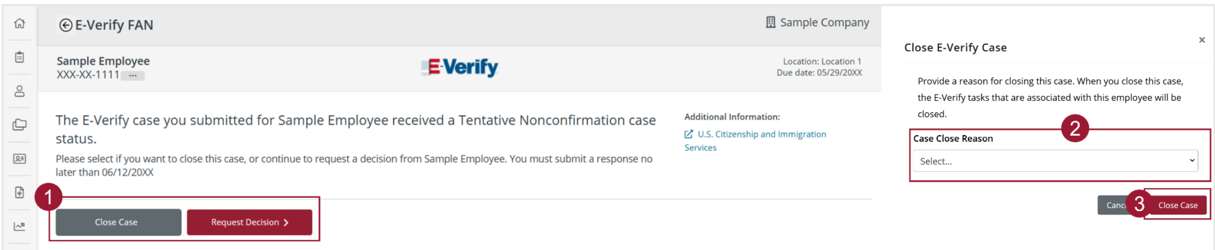
Please refer to the **Employee Experience in the E-Verify FAN Decision Process** to assist employees as needed as they make a decision on whether or not they will take action on the case.

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).



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.

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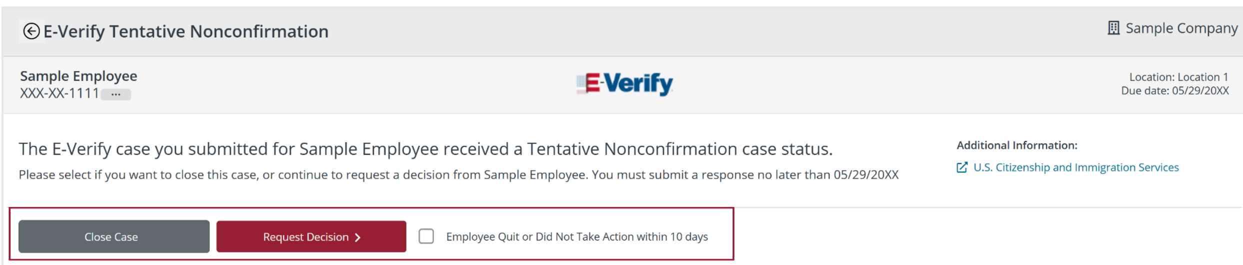
E-Verify Tentative Nonconfirmation Tasks
The E-Verify Tentative Nonconfirmation Task type is created when the E-Verify FAN task has been completed using **Option 1: E-Verify FAN > Request Decision** workflow. This task is for tracking purposes to provide insight as to the status the case is in until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

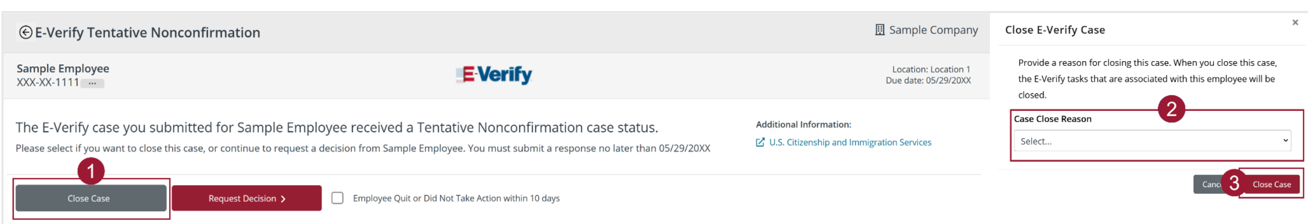
Please refer to the **Employee Experience in the E-Verify FAN Decision Process** to assist employees as needed as they make a decision on whether or not they will take action on the case.

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.



Option 1: E-Verify Tentative Nonconfirmation* > *Close Case
To resolve the E-Verify Tentative Nonconfirmation 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.

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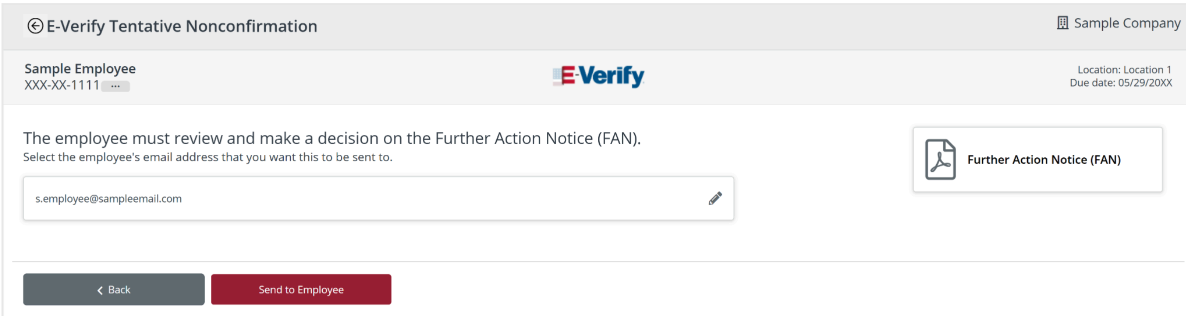
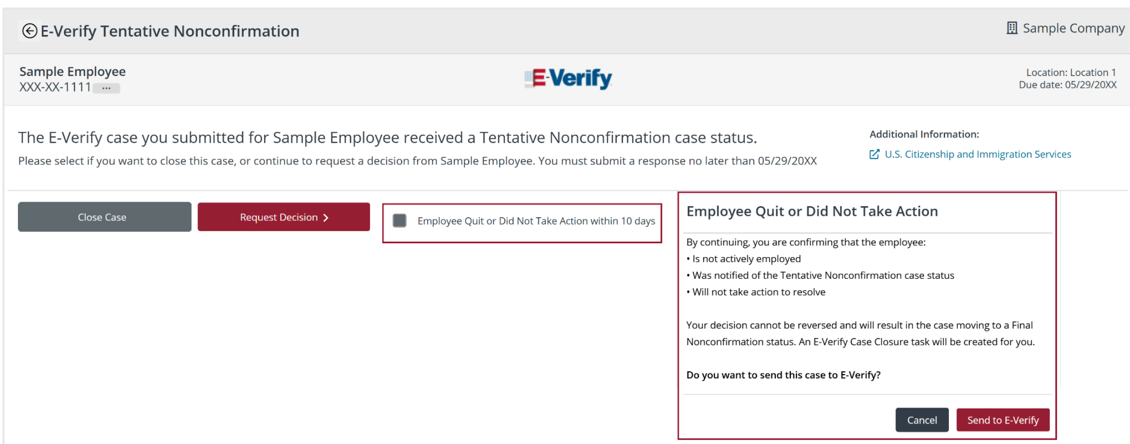
Option 2: E-Verify Tentative Nonconfirmation* > *Request Decision

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.



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.

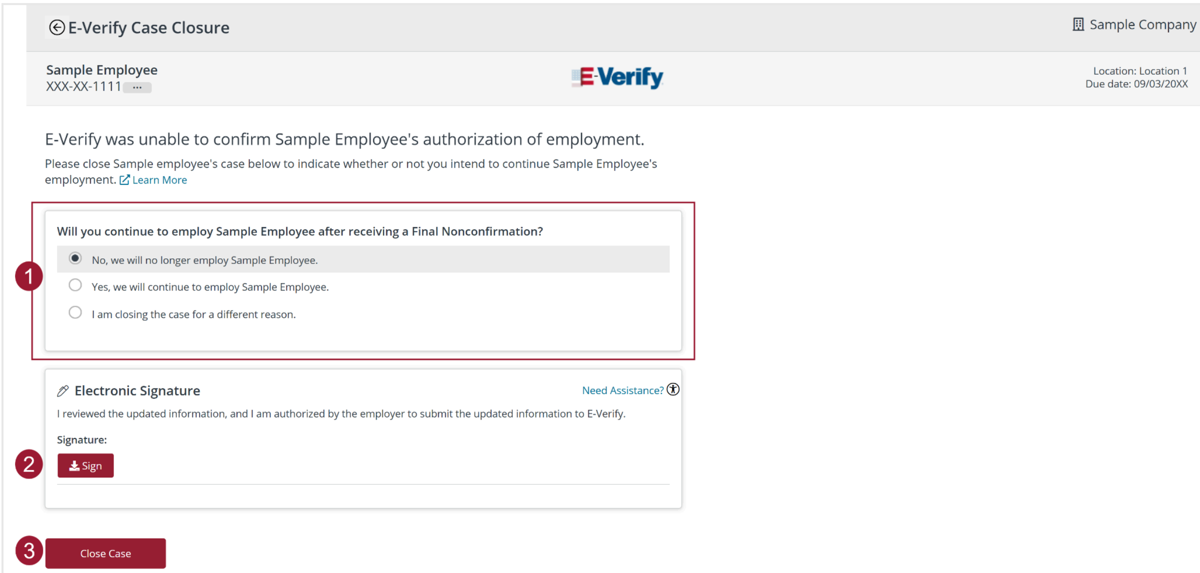


Note: If the checkbox is selected to indicate the employee quit or did not take action in 10 days, and the case is sent to E-Verify, it will result in a Final Nonconfirmation. An **E-Verify Case Closure Task** is created to alert users of the required additional action needed to close the case.

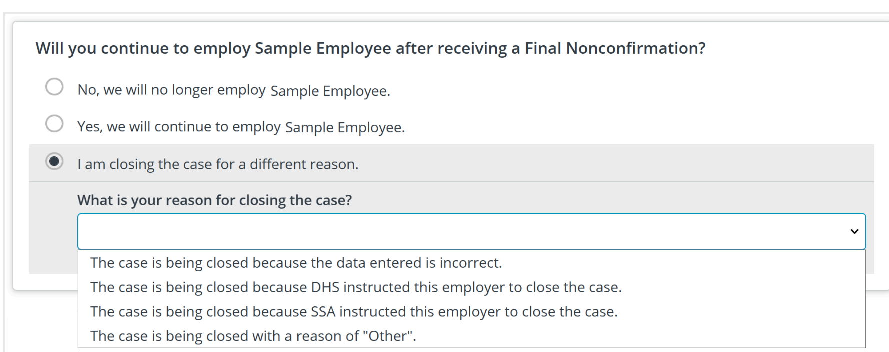
Images are examples and for information purposes only. They may vary across platforms and are subject to change.

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.



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.

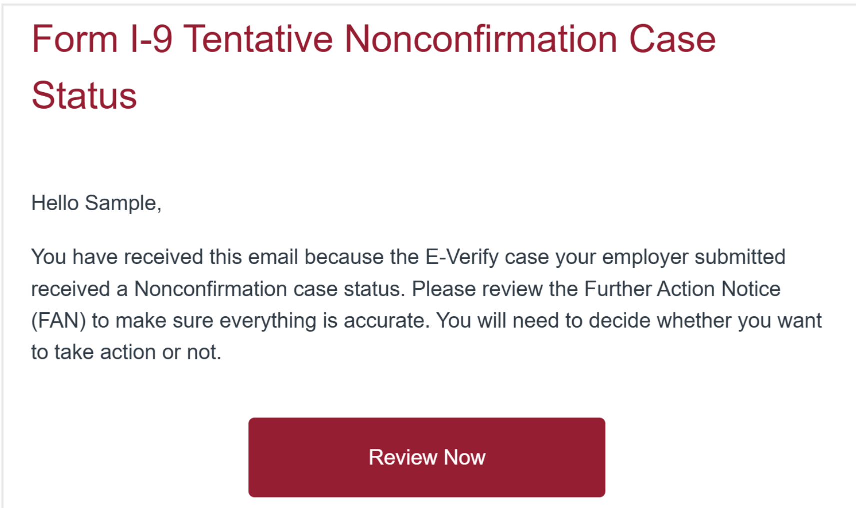


2. Click the **Sign** button (or use the Need Assistance hyperlink) to apply an electronic signature.
3. Click the **Close Case** button.

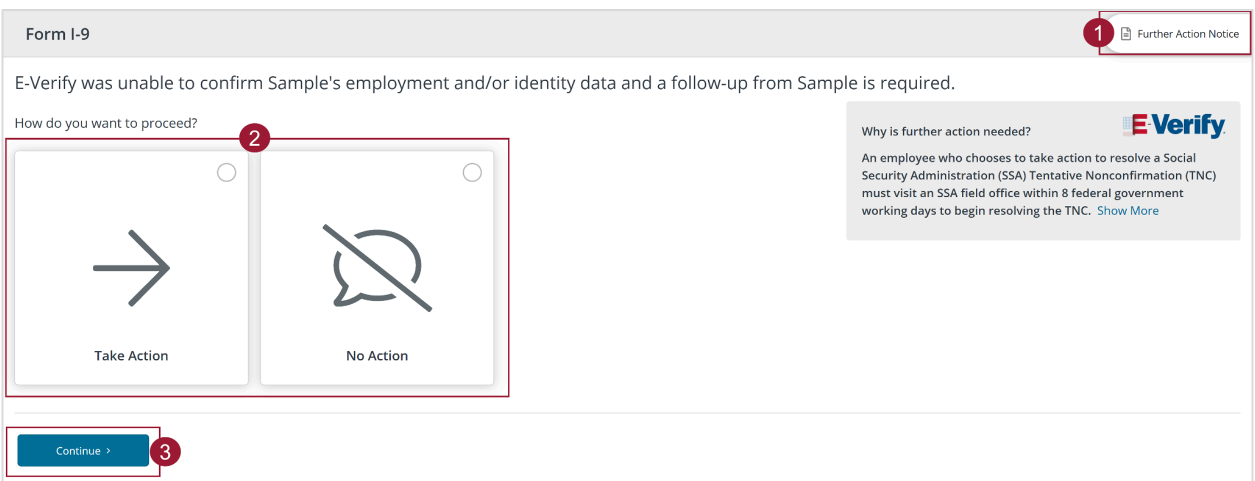
Images are examples and for information purposes only. They may vary across platforms and are subject to change.

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.

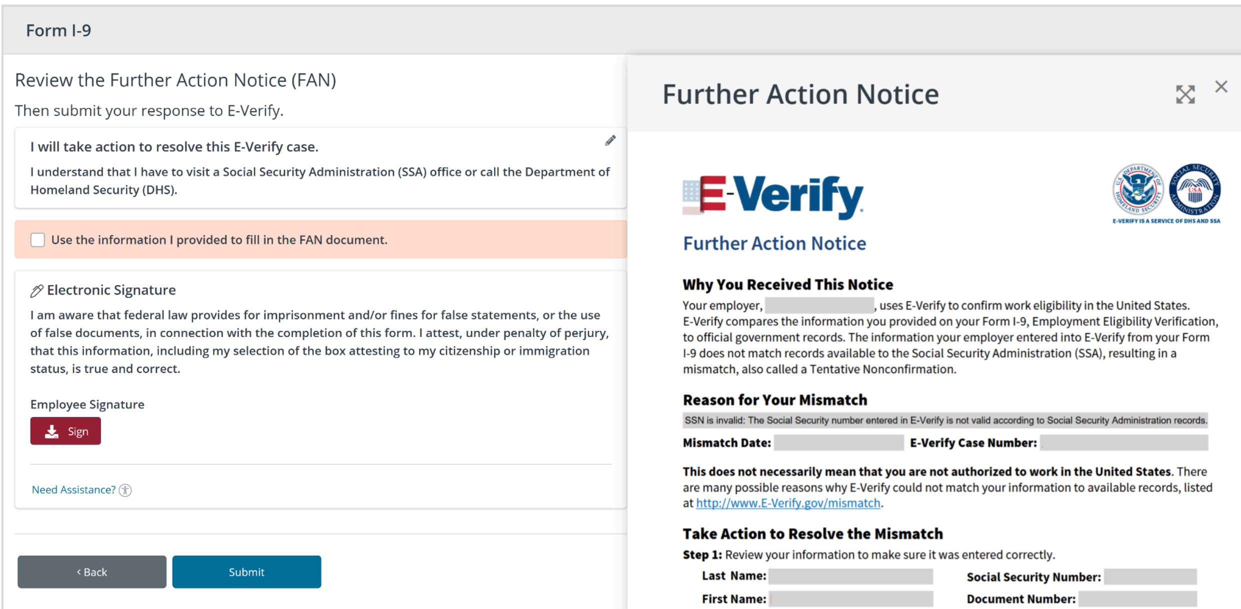
Note: The following example images display a blank FAN notice, but employees will see information populated in the fields displayed.

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.

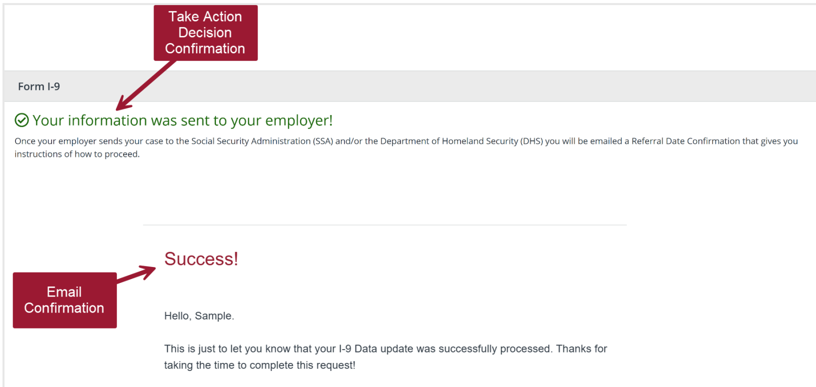
Once signed, the employee will click the **Submit** button to send the decision to E -Verify. The employee will have **8 Federal Government working days** to visit the Social Security Administration field office or call the Department of Homeland Security.



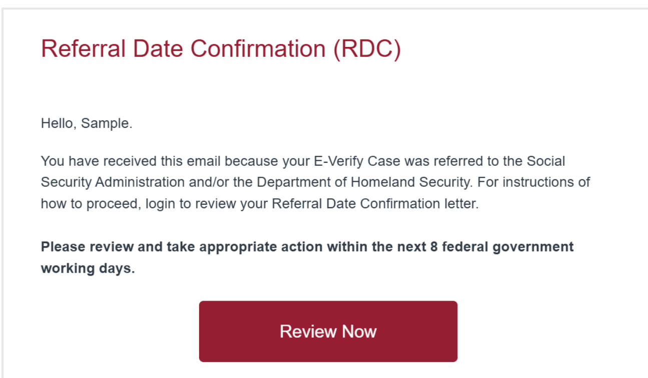
Note: Once referred, the E-Verify status will update automatically after the employee contacts the respective agency. The case will result in either Employment Authorized, which requires no further action, or it will result in a Final Nonconfirmation, which creates an **E-Verify Case Closure** task to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

Employee TNC Process > Downloading the Referral Date Confirmation

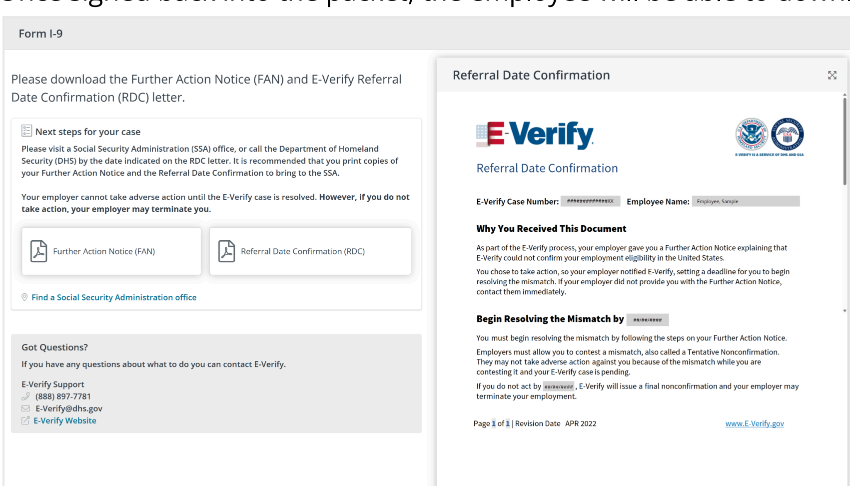
After the employee has indicated they will take action and has submitted the signed Further Action Notice, they will receive an on-screen confirmation and an email notification of the successful completion.



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



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



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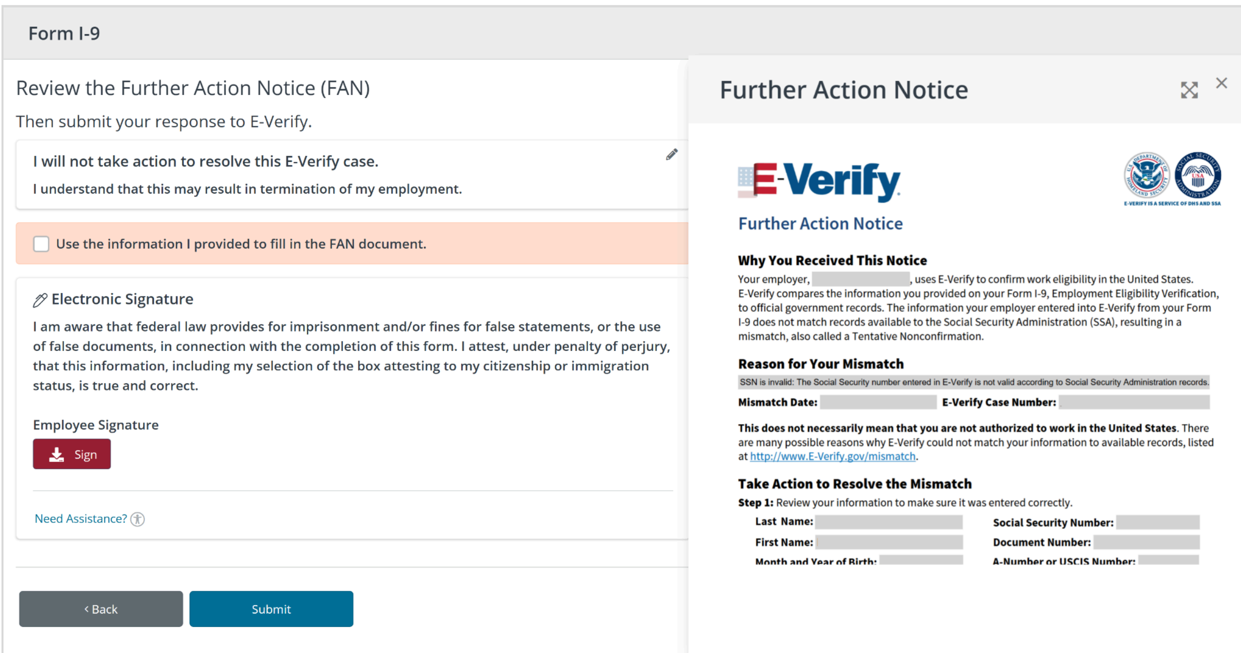
Employee TNC Process > Decision to Take No Action
If the employee selects the **No Action** decision tile, they will be instructed to confirm their "no action" decision by selecting the checkbox to use the information provided in the FAN document and applying an electronic signature.

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.



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