

Client Training HQ

I-9 HQ Training Resources

Connections and Knowledge Base Tools

Connections- Links to I-9 HQ Training Resources

Our Connections site provides training resources for several different topics pertaining to the I-9 HQ™ platform. Below is a list of available resources and a brief description of the topics covered.

Connections and Main Platform Resources	
Connections	The main welcome page with a holistic view of resources for all Equifax solutions, including links for upcoming webinars and thought leadership events. Use the Services dropdown menu to navigate all products.
I-9 HQ Main Page	The home page for I-9 HQ contains all current training tools for the platform, with new tools added regularly.

Live Monthly Webinars <i>(Sessions led by a Product Trainer that include a Q&A session at the end of each presentation)</i>	
Introduction to PeopleHQ® I-9 Basics	Covers I-9 process basics, I-9 HQ dashboard overview, sending an I-9, the new hire Section 1 experience, Section 2 steps, and Reporting options.
I-9 HQ E-Verify® Overview	Provides an overview of the E-Verify program, locating E-Verify tasks, and reviewing/managing different E-Verify responses.
I-9 Administration and Reporting in PeopleHQ	Covers administrative settings in Organization Setting and User Management, and a thorough overview of Reporting options.

Support Guides *(Interactive guides providing a step-by-step overview of I-9 HQ topics and functionality)*

I-9 HQ Support Guide	A quick reference guide providing basic information and process tutorials for managing Form I-9s within I-9 HQ.
I-9 Anywhere Virtual Completion	Learn to initiate a new hire packet using the I-9 Anywhere® Virtual Completion method and view an end-to-end demonstration with an Equifax Virtual Completer resource.
Form I-9 Optional Alternative Procedure- Virtual I-9 Completion	Learn how internal resources can complete required Form I-9 functions virtually via webinar with new hires.
Supplement B: Expiring work Authorizations	Learn to complete Form I-9 Supplement B for employees with expiring work authorizations in I-9 HQ.
I-9 HQ Data Management Support Guide	Walks through the steps to download templates, enter data, save, and upload to I-9 HQ for bulk processing.
I-9 HQ Reporting: Identifying Employees Impacted by TPS/EAD Revocations	Aids in pulling reports to identify employees within I-9 HQ that may be impacted by TPS/EAD revocations.

Videos *(On-demand webinars available when the time works best for you)*

Introduction to PeopleHQ I-9 Basics	On-demand version of the monthly live training session.
I-9 Administration and Reporting in PeopleHQ	On-demand version of the monthly live training session.
I-9 HQ E-Verify Overview	On-demand version of the monthly live training session.
Merging Employee Profile Records	Teaches how to merge employee profile records, including editing an employee profile and preserving data that matches existing records in I-9 HQ.
How to Run the Expiring Work Authorization report in I-9 HQ	Walks through the steps to run the Expiring Work Authorization report in I-9 HQ.

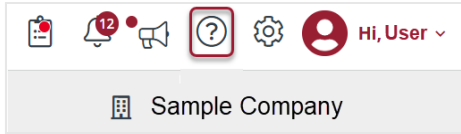
Documents *(High-level overviews providing a quick learning tool on topics)*

I-9 HQ Notice of Inspection Information	Provides recommended steps to take if you receive a Notice of Inspection (NOI) from the U.S. Immigration and Customs Enforcement Agency.
I-9 HQ Reports Guide	Learn about the reporting available in I-9 HQ, including standard reports and custom reporting options.

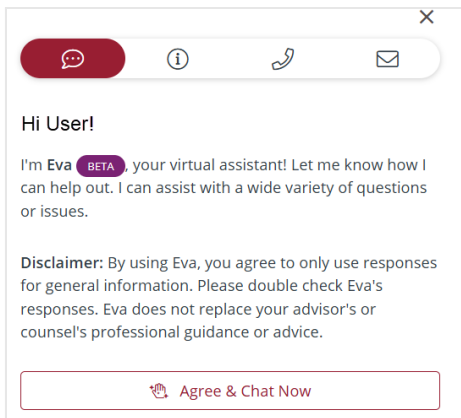
I-9 HQ Platform Knowledge Base Resources

There are helpful resources that are always accessible within the I-9 HQ platform that can be found by clicking on the **question mark icon** in the upper right corner of the screen. This in-app **Knowledge Base** allows you to continue working within the application while getting answers to your Form I-9 process questions.

Clicking the question mark icon opens our virtual assistant, Eva*. Our chatbot is designed to help guide you through standard, step-by-step procedures and respond to routine inquiries.

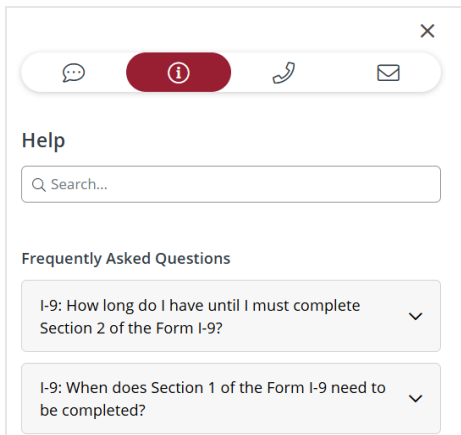


Select **Agree & Chat Now** to ask Eva an I-9 question; it will search for an answer using a combination of information from our knowledge base and the official U.S. Citizenship and Immigration Services .gov web site.



The next option provides access to FAQs and articles based on your role and page in the application. Searching by topic will provide answers and step by step tutorials on Form I-9 and I-9 HQ topics.

*Available in select products, packages and plans.



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

The final two options provide options for connecting with the Workforce Solutions Support (WSS) team. Engage them via phone or email to utilize their expertise to assist with technical questions about the I-9 HQ platform.

The image displays two side-by-side screenshots of a web-based support interface. The left screenshot shows a 'Phone support' section with a header bar containing icons for chat, info, phone, and email. Below the header, it says 'Phone support' and 'Get in touch with us and let us know how we can help.' It then lists 'Customer Support Contact' information: Toll Free: 1(877) 664-8778, Monday - Friday 7:00 AM - 7:00 PM CST, and Saturdays 8:30 AM - 5:00 PM CST (excluding holidays). The right screenshot shows a 'Create a Ticket' form. It has a header bar with the same icons. The form includes a 'Category' dropdown menu, a 'Comment' text area, an 'Upload screenshot (optional)' section with a 'Browse' button, and a 'How would you like to be contacted?' section with radio buttons for 'Email' and 'Phone'. A 'Submit Ticket' button is at the bottom.

Custom Training Options

Equifax provides customized, branded training to fit your organization's specific needs. This helps your team save time and reduce risk, even with changes in staff or team turnover. Your Account Executive can engage the Client Training HQ team to discuss what options would be the best fit for your organization, including:

- Interactive user guides
- On-demand videos
- Job aids
- Custom live training

E-Verify Certification Training Module

Employers can utilize the Equifax E-Verify Certification Training course to satisfy E-Verify training requirements. The training course consists of four (4) modules and a certification exam at the end. Each learner must earn a score of 70% or better to pass and obtain the Certification. Your Account Executive can request for the training course to be delivered in one of two ways:

- **Option 1: SCORM compliant ZIP file (LMS)**
 - **Description:** E-Learning course provided in a zipped project file.
 - **Key Features:** Packaged and ready to host in your Learning Management System (LMS).
 - **Reporting:** Obtained through your LMS.
- **Option 2: Website URL Link**
 - **Description:** E-Learning course provided in an Equifax hosted URL website page.
 - **Key Features:** Shareable link with anytime website access.
 - **Reporting:** Must be managed manually at your organization.

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