

Client Training HQ

New to I-9 HQ?

I-9 HQ Training Resources

Connections Links to I-9 HQ Training Resources

Find the essential training materials on our Connections site to build your core understanding of the I-9 HQ™ platform. Below is a recommended sequence of available resources, complete with direct links and brief overviews of the covered topics.

Connections I-9 HQ Main Page	
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- Registration Options and On-Demand Recordings <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.	Registration Options	On-Demand Recording
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.	Registration Options	On-Demand Recording
I-9 HQ: Administration Overview - Covers administrative settings of Organization Setting and User Management within the I-9 HQ platform.	Registration Options	On-Demand Recording
I-9 HQ: Reports Overview - Provides guidance on how to request, download, archive and schedule reports.	Registration Options	On-Demand Recording

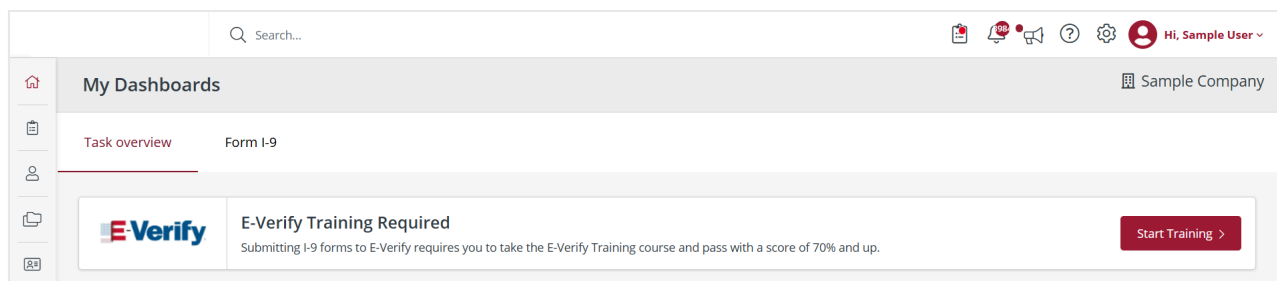
Support Guides <i>(Interactive guides providing a step-by-step overview of I-9 HQ topics and functionality)</i>	
I-9 HQ Support Guide	A quick reference guide providing basic information and process tutorials for managing Form I-9s within I-9 HQ.
I-9 HQ E-Verify Support Guide	Learn about E-Verify®, including common E-Verify case responses, when to take action, and how to manage steps 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.
I-9 HQ I-9 Anywhere Support Guide	Learn how your employees can meet offsite and in person using our Local Completer Network for completion of their Section 2 and Supplement B needs.
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.

Additional Videos <i>(On-demand webinars available when the time works best for you)</i>	
Supplement B: Expiring Work Authorizations	Learn to complete Form I-9 Supplement B for employees with expiring work authorization documentation.
How to Run the Expiring Work Authorization report in I-9 HQ	Walk through the steps to run the Expiring Work Authorization report in I-9 HQ.
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.
I-9 HQ: I-9 Anywhere Virtual-Employee Mobile Experience	This guide walks an employee through completing a basic onboarding packet on a desktop computer to launch the I-9 Anywhere® Virtual process.
I-9 HQ: I-9 Anywhere Virtual-Employee Desktop Experience	This guide walks an employee through completing a basic onboarding packet using a mobile device for the I-9 Anywhere Virtual process.

Documents <i>(High-level overviews providing a quick learning tool on topics)</i>	
I-9 HQ: Managing E-Verify Tasks	Provides process guidance for managing E-Verify tasks.
I-9 HQ Training Resources	Organized by content format, this reference supplies links to all active I-9 HQ training materials found on Connections.
I-9 HQ Reports Guide	Learn about the reporting available in I-9 HQ, including standard reports and custom reporting options.
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.

E-Verify Certification Training

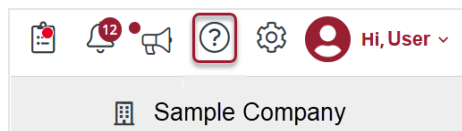
The Equifax® E-Verify Certification Training course within I-9 HQ is required to satisfy E-Verify training requirements. The training course consists of four (4) modules and a certification exam at the end. Each learner must earn a score of 70% or better to pass and obtain the certification. Users granted access to manage E-Verify tasks for the organization must obtain their certification before they will be authorized to take action to resolve E-Verify tasks. Alerts are presented in the portal to users who still need to obtain certification. A completion report may be obtained by requesting the **E-Verify Training and Certification** report in the Reports menu.



I-9 HQ Platform Knowledge Base Resources

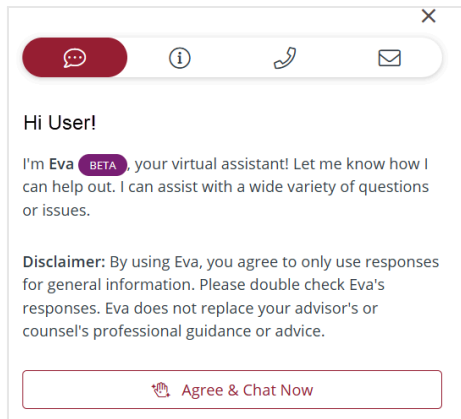
There are helpful resources that are always accessible within the I-9 HQ platform that can be found by clicking on the **question mark icon** in the upper right corner of the screen. This in-app **Knowledge Base** allows you to continue working within the application while getting answers to your Form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

Click the question mark icon to open 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](#) website.

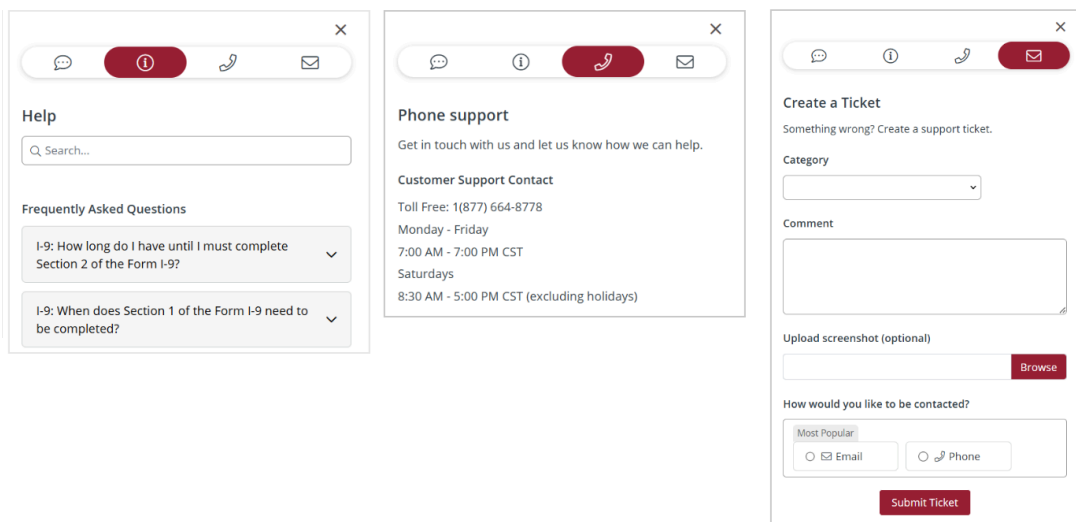
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*Available in select products, packages and plans.

Also in the Help menu, the **Information** icon which provides access to FAQs and articles based on the user 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.

The final two options offer ways for connecting with the Workforce Solutions Support (WSS) team. Engage this **technical support** team via **phone** or **submit a support ticket by email** to utilize their expertise to assist with technical questions about the I-9 HQ platform.



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

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel. Links to sources may be to third party sites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third party sites or services.

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