

Managing E-Verify Tasks in I-9 HQ™

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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. 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.

Managing E-Verify Tasks

After Section 1 and Section 2 of the Form I-9 have been completed, and if all the necessary data points and document images have been entered into the system, 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 authorization. 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 displays the 'Form I-9' Overview page. At the top, it shows 'Form ID: 01' and a 'View Form I-9' button. The page is divided into several sections: 'Date Completed: 07/24/2025', 'Status: Section 2 Complete', 'Work Start Date: 07/28/2025', 'Last Modified: 07/24/2025', 'Work Status: A Noncitizen Authorized To Work', and 'Work Location: ADMIN - West Cement Admin'. Below these is a 'Document Summary' section with details like 'List A Document Title: Form I-766 - Employment Authorization Document that contains a photograph', 'Issuing Authority: DHS/USCIS', 'Document Number: AAA111111111', and 'Expiration Date: 07/31/2025'. To the right, 'List A Document Images' shows two thumbnails: 'Front (required)' and 'Back (required)'. A dropdown menu is open on the right side, listing actions: '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 'Submission Date: 07/24/2025' and 'E-Verify Status: Employment Authorized', with a red arrow pointing to the status. 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 with a search bar at the top. Below the search bar, there are three tabs: 'Task Overview', 'The Work Number', and 'Form I-9'. The 'Task Overview' tab is selected. The dashboard is divided into four main sections: 'Past Due' (No Tasks Available), 'Due Today' (Total 1, Onboarding Packet Sent), 'Due Soon' (Total 5, Pending I-9: In-office), and an 'E-Verify' tile (No Tasks Available). The 'E-Verify' tile is highlighted with a red border.

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', 'The Work Number', 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 fourth card, 'E-Verify', is highlighted with a red box and contains a red circle with the number 1 pointing to the 'E-Verify Photo Match' task type. Below the dashboard is the 'Tasks' section, which includes a filter bar with 'Filter Tasks', 'Search Tasks', and an 'Export List' button. The main area shows a table of tasks with columns for Employee Name, Task Type, Due Date, Location, and Actions. The table lists four tasks, all of which are 'E-Verify Photo Match' tasks. A red circle with the number 2 points to the first task row. A red circle with the number 3 points to the 'Export List' button.

My Dashboards

Task Overview The Work Number Form I-9

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

E-Verify

Total 4

E-Verify Photo Match 4

View All

Tasks

Sample Company

Filter Tasks Search Tasks

E-Verify Photo Match Clear All

Export List

Bulk Archive 0 of 4 selected 4 Results | Show Archived

Employee Name	Task Type	Due Date	Location	Actions
Sample Employee	E-Verify Photo Match	08/04/2025	Sample Location 1	>
Example Employee	E-Verify Photo Match	08/05/2025	Sample Location 2	>
Sample Testemployee	E-Verify Photo Match	08/06/2025	Sample Location 1	>
Sample Example	E-Verify Photo Match	08/06/2025	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.

Completing an E-Verify Photo Match Task

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

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

The screenshot shows the E-Verify Tasks interface. On the left, a 'Tasks' panel has a search bar (1) and a table of tasks. The table has columns for Employee Name, Task Type, Due Date, and Location. A task for 'Sample Employee' with 'E-Verify Photo Match' type is highlighted (2). On the right, a 'Task Summary' panel shows details for the selected task, including the employee's name, phone, email, location, and due date. A 'Complete Now' button (3) is at the bottom of the summary panel.

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 employee's name and ID, the E-Verify logo, and the location and due date. The main area contains two images: 'E-Verify Image' (1) and 'Employee Document' (2). Below the images are three buttons: 'Match' (3), '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.

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 employee record 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' with ID 'XX-XX-####' and 'Location: Sample Location' with a 'Due Date: 03/16/2024'. The main area prompts the user to 'Compare the image returned by E-Verify with the documents provided by your employee.' It includes three buttons: 'Match' (thumbs up), 'No Match' (thumbs down), and 'No Photo Displayed' (question mark). Below these are two image placeholders: 'E-Verify Image' and 'Employee Document', both showing a sample U.S. passport card. At the bottom left, a red circle with the number '1' highlights the 'Close Case' button. A modal window titled 'Close E-Verify Case' is open on the right. It asks the user to '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.' A red circle with the number '2' highlights the 'Case Close Reason' dropdown menu. At the bottom of the modal, a red circle with the number '3' highlights the 'Close Case' button.

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 free-form text reason for the case closure.
3. Click the **Close Case** button to close the Photo Match case.

Completing an E-Verify Scan and Upload Task

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

The screenshot shows the 'Tasks' panel on the left and the 'Task Summary' panel on the right. In the 'Tasks' panel, a red box with a '1' highlights the 'Filter Tasks' button. Below it, a table lists tasks. A red box with a '2' highlights the 'E-Verify Scan and Upload' task type in the 'Task Type' column. In the 'Task Summary' panel, a red box with a '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. At the top, it says 'Sample Employee' and 'XXX-XX-1111'. Below this, it says '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.' There are two upload tiles labeled 'Document Front' and 'Document Back'. A red box with a '1' highlights these tiles. Below the tiles, it says 'The accepted file formats are JPEG, JPG, PDF and PNG. Maximum size for PDFs is 4.5 MB.' At the bottom, there are two buttons: 'Close Case' and 'Submit'. A red box with a '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 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 action steps may be required.

The **Close Case** button is also available on an 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 shows the 'E-Verify Scan and Upload' interface. At the top, it says 'Sample Employee' and 'Sample Location 1'. Below this, there's a message: '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.' There are two upload areas labeled 'Document Front' and 'Document Back', each with a 'Drag and drop file here or Browse Files' button. At the bottom left, there's a 'Close Case' button (marked with a red circle 1) and a 'Submit' button. On the right, a modal window titled 'Close E-Verify Case' is open. It contains a text area for 'Provide a reason for closing this case...' and a dropdown menu for 'Case Close Reason' (marked with a red circle 2). Below the dropdown is a 'Select...' button. At the bottom of the modal, there are 'Cancel' and 'Close Case' buttons (marked with a red circle 3).

1. Click the **Close Case** button.
2. A popup window is displayed to select a **Close Case Reason**, then click the **Close Case** button.
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 free-form text reason for the case closure.
3. Click the **Close Case** button to close the Scan and Upload case.

Completing an E-Verify Duplicate Cases Task

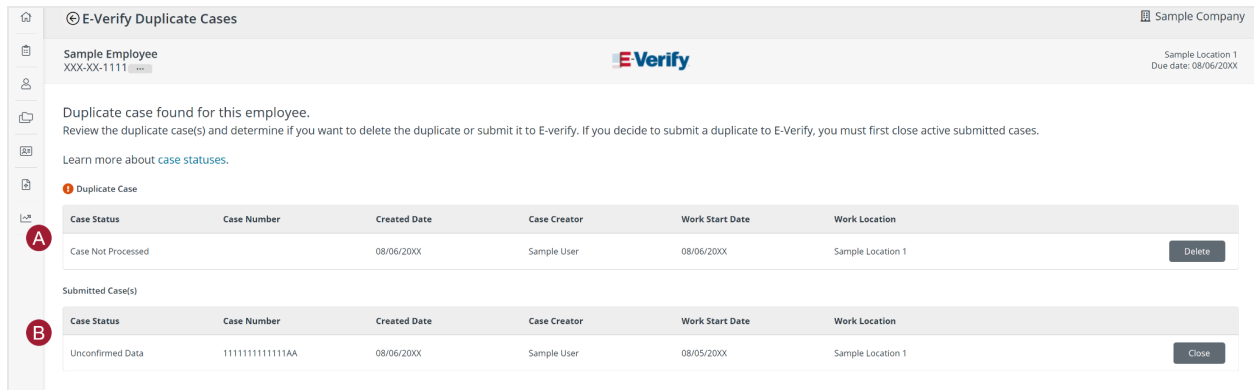
The E-Verify Duplicate Case task is generated when the same information for an individual is submitted to E-Verify twice for processing. When this occurs, it is necessary to determine which case to close and which to proceed with.

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.

×

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.

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.

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

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.

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

Duplicate Case Data Exists

Cancel

Close Case

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

Other

Close Case Description

Enter close case description

Cancel

Close Case

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 **Delete** to delete

E-Verify Duplicate Cases

Sample Company

Sample Employee
XXX-XX-1111

E-Verify

Sample Location 1
Due date: 08/06/20XX

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.](#)

Duplicate 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 Submit

Submitted Case(s)

Case Status	Case Number	Created Date	Case Creator	Work Start Date	Work Location	
Unconfirmed Data	1111111111111AA	08/06/20XX	Sample User	08/05/20XX	Sample Location 1	Closed

the duplicate case or click the **Submit** button to proceed with submitting the duplicate case to E-Verify for processing.

Completing an E-Verify Unconfirmed Data Task

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 task resolution interface. The interface is divided into two main sections: 'Tasks' and 'Task Summary'.

Tasks Section:

- A red box labeled '1' highlights the 'Filter Tasks' button.
- A search bar labeled 'Search Tasks' is present.
- A filter dropdown labeled 'E-Verify Unconfirmed Data' is selected.
- A table lists tasks for 'Sample Employeeone' and 'Sample Employeetwo', both with the task type 'E-Verify Unconfirmed Data'.
- A red box labeled '2' highlights the 'E-Verify Unconfirmed Data' button in the first row.

Task Summary Section:

- The task is for 'Sample Employeeone' (XXX-XX-1111).
- Details include Email: s.employeeone@sampleemail.com and Location: Location 1.
- The task type is 'E-Verify Unconfirmed Data'.
- The description states: 'E-Verify could not confirm the data the employee provided.'
- The due date is 07/11/20XX.
- 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 displays the employee information and the E-Verify status. It shows two sections: Section 1 and Section 2.

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.
- Buttons: Proceed with Case, Notify Employee
- A red box labeled '1' highlights the 'Proceed with Case' button.

Section 2:

- No match found for the following fields.
- US Passport Number: AA11111
- Select what to do with this E-Verify case.
- Buttons: Proceed with Case, Edit Fields
- A red box labeled '2' highlights the 'Edit Fields' button.

Bottom:

- Buttons: Close Case, Continue
- A red box labeled '3' highlights the 'Continue' button.

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 Case

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.

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

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. Proceed with Case Notify Employee You must make a selection before continuing.	Select what to do with this E-Verify case. Proceed with Case Edit Fields You must make a selection before continuing.

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.

E-Verify Unconfirmed Data

Sample Employeeone
XXX-XX-1111

E-Verify

Notify employee to review Section 1
Confirm the employee's contact information and send request

Email Address
s.employeeone@samplemail.com

Phone Number (optional)
() - - - - - ☐ Also send by text message ⓘ

Message to Employee (optional)
0/250

Cancel Send Request

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 Employee 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 save the changes.

EQUIFAX Search...

E-Verify Unconfirmed Data Sample Company

Sample Employee
XXX-XX-1111

E-Verify Location: Location 1
Due date: 06/25/20XX

Update the details for your employee's document and send it back to E-Verify.

U.S. Passport or U.S. Passport Card
US Passport Number:
111111

Electronic Signature Need Assistance? ⓘ
I attest, under penalty of perjury, that I have examined the documents presented by the above named employee, the above-listed documents appear to be genuine and to relate to the employee named, and to the best of my knowledge the employee is authorized to work in the United States. The employee's first day of employment: _____
I also attest to the following:
I understand the employee's work authorization may be verified electronically with the United States government. If the employee's work authorization is verified with the United States government, I authorize my Section electronic signature to be automatically applied to the documents provided to the employee should the employee contest/not contest the verification result.
Signature:

Complete Later Submit

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.**

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

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

1

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

2

Select...

3

Close Case

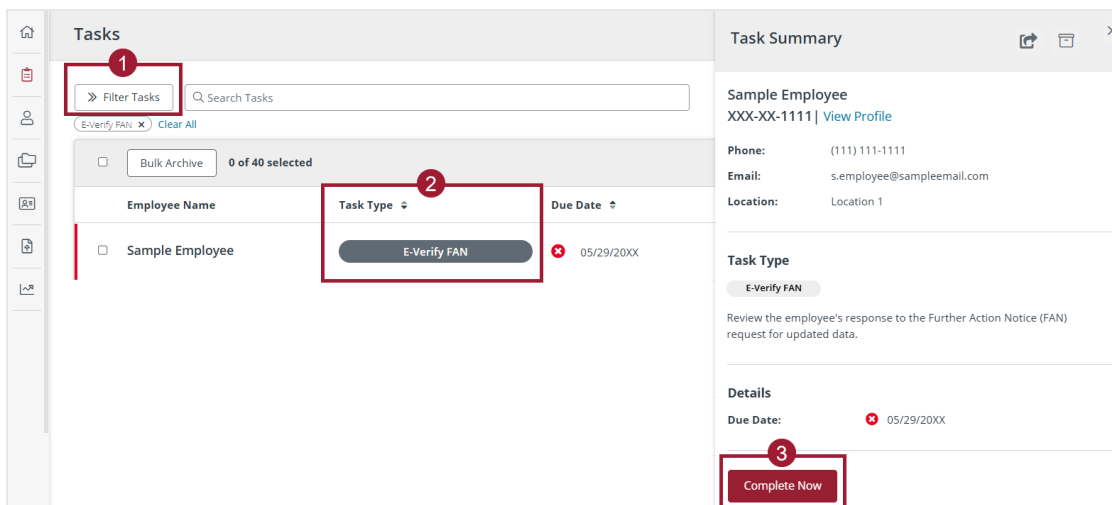
- Click the **Close Case** button.
- A popup window is displayed to select a **Close Case Reason** from the drop-down menu provided.
 - Duplicate Case Data Exists** - Select if another case with the same employee information exists.
 - Other** - Select to enter free-form text reason for the case closure.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

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EQUIFAX

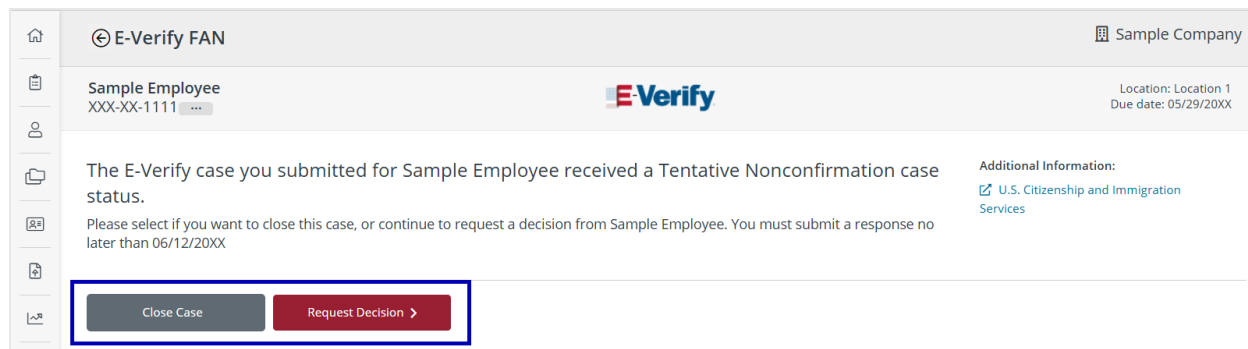
Completing an E-Verify Further Action Notice (FAN) Task

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.

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.

E-Verify FAN Sample Company

Sample Employee XXX-XX-1111 Location: Location 1 Due date: 05/29/20XX

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.

s.employee@sampleemail.com

Further Action Notice (FAN)

Back 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.

E-Verify FAN Sample Company

Sample Employee XXX-XX-1111 Location: Location 1 Due date: 05/29/20XX

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.

Email s.employee@sampleemail.com Cancel Add

Further Action Notice (FAN)

Back Send to Employee

- **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.

E-Verify FAN Sample Company

Sample Employee XXX-XX-1111 Location: Location 1 Due date: 05/29/20XX

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.

s.employee@sampleemail.com

Further Action Notice (FAN)

Back Send to Employee

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 shows the E-Verify FAN interface. The main header is 'E-Verify FAN' with 'Sample Company' on the right. Below the header, there's a section for 'Sample Employee' with ID 'XXX-XX-1111' and 'Location: Location 1' with 'Due date: 05/29/20XX'. The main content area 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'. There are two buttons: 'Close Case' and 'Request Decision >'. A red box labeled '1' is around the 'Close Case' button. To the right, there's a modal titled 'Close E-Verify Case'. 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 dropdown menu labeled 'Case Close Reason' with a red box labeled '2' around it. At the bottom of the modal are 'Cancel' and 'Close Case' buttons, with a red box labeled '3' around the 'Close Case' button.

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.

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 interface. The main header is 'E-Verify Tentative Nonconfirmation' with 'Sample Company' on the right. Below the header, there's a section for 'Sample Employee' with ID 'XXX-XX-1111' and 'Location: Location 1' with 'Due date: 05/29/20XX'. The main content area 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'. There are two buttons: 'Close Case' and 'Request Decision >'. Below these buttons is a checkbox labeled 'Employee Quit or Did Not Take Action within 10 days'. A red box highlights the 'Close Case' button, the 'Request Decision >' button, and the checkbox.

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.

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 and an E-Verify Case Closure Task is created to alert users of the required additional action needed.

E-Verify Case Closure Tasks

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

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

Signature:

[Sign](#)

[Need Assistance?](#)

[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.

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.

Form I-9 Tentative Nonconfirmation Case Status

Hello Sample,

You have received this email because the E-Verify case your employer submitted received a Nonconfirmation case status. Please review the Further Action Notice (FAN) to make sure everything is accurate. You will need to decide whether you want to take action or not.

[Review Now](#)

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.

Form I-9

1 Further Action Notice

E-Verify was unable to confirm Sample's employment and/or identity data and a follow-up from Sample is required.

How do you want to proceed?

2

Take Action

No Action

Why is further action needed?



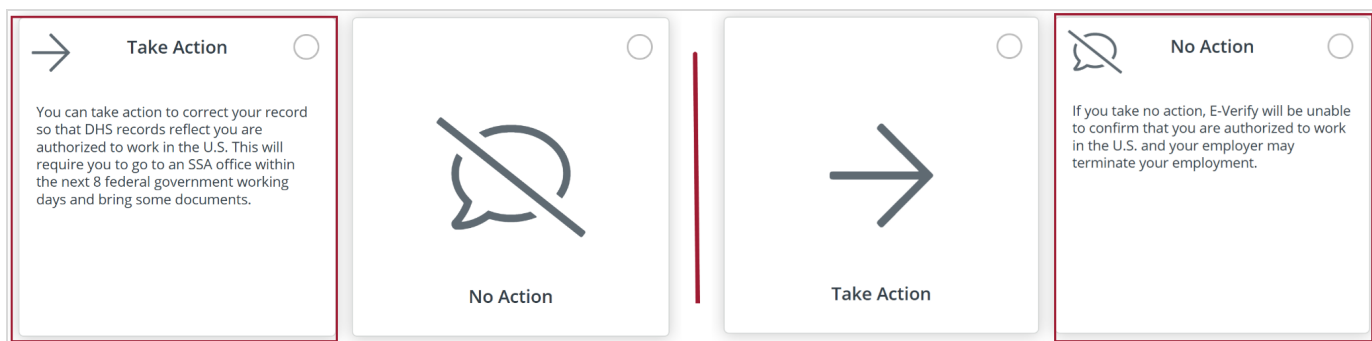
An employee who chooses to take action to resolve a Social Security Administration (SSA) Tentative Nonconfirmation (TNC) must visit an SSA field office within 8 federal government working days to begin resolving the TNC. [Show More](#)

Continue >

3

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: If the employee hovers their cursor over the decision tiles, they will have additional instructions displayed:



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

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.

The screenshot shows the 'Form I-9' interface for reviewing a 'Further Action Notice (FAN)'. The left pane, titled 'Review the Further Action Notice (FAN)', instructs the user to submit their response to E-Verify. It features a checkbox for 'I will take action to resolve this E-Verify case.' and another for 'Use the information I provided to fill in the FAN document.' Below this is an 'Electronic Signature' section with a warning about federal law, a signature line, and a 'Sign' button. A 'Need Assistance?' link is also present. At the bottom are 'Back' and 'Submit' buttons. The right pane, titled 'Further Action Notice', displays the E-Verify logo and the title 'Further Action Notice'. It includes a 'Why You Received This Notice' section explaining that the employee's information does not match records available to the Social Security Administration (SSA), resulting in a mismatch, also called a Tentative Nonconfirmation. Below this is a 'Reason for Your Mismatch' section with a dropdown menu for 'Mismatch Date' and a dropdown menu for 'E-Verify Case Number'. At the bottom are fields for 'Last Name', 'First Name', 'Social Security Number', and 'Document Number'.

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 screenshot shows a web interface for 'Form I-9'. At the top, a red box labeled 'Take Action Decision Confirmation' has an arrow pointing to a green checkmark icon. Below the icon, the text reads: 'Your information was sent to your employer!'. A subtext explains: 'Once your employer sends your case to the Social Security Administration (SSA) and/or the Department of Homeland Security (DHS) you will be emailed a Referral Date Confirmation that gives you instructions of how to proceed.' Below this, a red box labeled 'Email Confirmation' has an arrow pointing to the word 'Success!'. The email body text says: 'Hello, Sample. 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 the content of an email titled 'Referral Date Confirmation (RDC)'. The body text reads: 'Hello, Sample. You have received this email because your E-Verify Case was referred to the Social Security Administration and/or the Department of Homeland Security. For instructions of how to proceed, login to review your Referral Date Confirmation letter. 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 a web interface for 'Form I-9'. The main heading is 'Please download the Further Action Notice (FAN) and E-Verify Referral Date Confirmation (RDC) letter.' Below this, there are two download buttons: 'Further Action Notice (FAN)' and 'Referral Date Confirmation (RDC)'. A link 'Find a Social Security Administration office' is also present. On the right, there is a preview of the 'Referral Date Confirmation' document. The document header includes the 'E-Verify' logo and the text 'Referral Date Confirmation'. It displays 'E-Verify Case Number: 8888888888888888' and 'Employee Name: Employee, Sample'. The document body contains sections: 'Why You Received This Document' (explaining the referral), 'Begin Resolving the Mismatch by' (with a deadline of 04/06/2025), and instructions on how to resolve the mismatch. The footer of the document shows 'Page 1 of 1 | Revision Date APR 2022' and the 'www.E-Verify.gov' link.

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.

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

U.S. DEPARTMENT OF JUSTICE
E-VERIFY IS A SERVICE OF ICE AND DHS

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: _____ Social Security Number: _____
First Name: _____ Document Number: _____
Month and Year of Birth: _____ A-Number or USCIS Number: _____