



Guardian E-Verify: Processing a DHS TNC Photo No Match with Employee Present

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Getting Started – FAQ

What is a TNC?

A TNC is a Tentative Nonconfirmation issued from E-Verify indicating that the Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS) is unable to verify the information provided for the employee. It does **not** mean that the employee is unauthorized to work.

Why did the employee receive a TNC?

An DHS TNC may be received for a variety of reasons, including a photo no match. The specific reason will be listed on the Manual Processing tab.

Can the employee continue to work after receiving a TNC?

Yes, if a TNC is received no adverse action should be taken against the employee. Employers may not fire, suspend, delay training, withhold or lower pay during the time the TNC is being contested.

Getting Started – FAQ

What is the photo matching tool?

The photo matching tool is an additional tool utilized during the EVerify process to determine authenticity of certain documents presented for I-9 purposes.

How can the user review the photo?

The tool appears during the E-Verify submission process when List A, I-551, I-766, or U.S. Passport documents have been presented in Section 2. Guardian displays a list of all image and PDF files uploaded to the employee's I-9 OnDocs tab to use as a comparison to the photo presented by E-Verify.

Getting Started – FAQ

What is the flow for processing a DHS TNC?

Processing a DHS TNC involves several steps and involves both a representative from the organization and the employee.

Guardian provides screen prompts and instructions for managing this process.

The following image developed by USCIS provides an visual overview:



Getting Started – FAQ

How can the employee be notified of the TNC?

In Guardian the user has three options in notifying the employee of the TNC:

1. Review the notice in person and allow the employee to electronically sign the notice.
2. Print or save the notice and provide it to the employee outside of Guardian for wet signature.
3. Email the employee via Guardian to access and sign the notice remotely.

How does an employee remotely access the notice?

The employee utilizes the normal employee login to review and sign the notice. Login credentials can be created or reset from the employee's **Login Info** tab.

Getting Started – FAQ

How can a TNC be processed for remote employees?

Guardian provides the ability for a remote employee to access the employee interface for purposes of TNC processing (review and electronic signing of the TNC Further Action Notice). This remote processing is incorporated to the interface workflow. To review this process see tutorial *E-Verify: Processing a DHS TNC Photo No Match with a Remote Employee*.

Where else can I obtain information about E-Verify requirements for TNC processing?

USCIS has published information regarding DHS TNCs at the following website: <http://www.uscis.gov/e-verify/employers/tentative-nonconfirmations>

E-Verify Submission Process

Click **Approve This I-9** to lock and submit the data to E-Verify.

[Dashboard](#)[Start I-9](#)[Employee](#)[E-Verify](#)[Reports](#)

I-9 for Goodell, Elaine

[View Employee](#)[Refresh](#)[Update and Go Back](#)[Update Info](#)[Go Back](#)[Delete](#)[Details](#)[OnDocs](#)[Issues](#)[Amendments](#)

Approve I-9

Instructions

Please note:

You are about to approve this *Electronic I-9* for **Elaine Goodell**.

By clicking the **Approve This I-9** button below you will be making sections 1 & 2 of this I-9 form permanent.

Please make sure you have reviewed the I-9 form completely before approving this submission. Compare the information provided to that of the original documents (if you still have them) or review the I-9 documents listed below (if any).

To view the completed I-9 form one last time, [Review the I-9](#).

Click the **Cancel** button below to return to the previous screen if you need to make changes or further review this I-9.

[View I-9](#)

Employee is eligible for E-Verify. (Federal Contract)

[Cancel](#)[Approve This I-9](#)

I-9 OnDocs

| Date Created | Time Created | File Type | Subject Reference | File Size (KB) |
|--------------|--------------|---------------|---|----------------|
| 09/08/2020 | 13:26:08 | Adobe Acrobat | 19 #2657904 Snapshot [Mark Completed] | 408.7 |
| 09/08/2020 | 13:26:00 | Image/JPEG | U.S. Passport-Barcode Page | 9.0 |
| 09/08/2020 | 13:25:48 | Image/JPEG | U.S. Passport-ID Page | 195.0 |

E-Verify Submission Process

Employees subject to **E-Verify** will be automatically submitted. Processing typically takes 30 seconds or less.

[Announcements](#) [Help](#) [Denise Moreno](#) [Log Out](#)

Guardian

[Dashboard](#)

[Start I-9](#)

[Employee](#)

[E-Verify](#)

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E-Verify for: Elaine Goodell



Submission in Progress

A request was submitted to E-Verify and is waiting a response. It may take a few seconds to appear.

Case Verification Number:

E-Verify Summary

Case Status

Status: **Processing**

Initiated By: **Denise Moreno**

Initiated On: **N/A**

Employee Information

First Name: **Elaine**

Last Name: **Goodell**

Date of Hire: **09/08/2020**

Citizenship Status: **U.S. Citizen**

[View More Employee Information](#)

Document Information

Document Type: **U.S. Passport or Passport Card**

Document Number: **441209749**

Document Expiration: **04/06/2027**

[View OnDocs](#)

[Go Back](#)



E-Verify Submission Process

Guardian

[Dashboard](#)[Start I-9](#)[Employee ▾](#)[E-Verify](#)[Reports](#)

A notification stating **Photo Match Required** may prompt the user to review and verify the correctness of the I-9 information submitted. Click the **Continue E-Verify Process** link to proceed.

E-Verify for: Elaine Goodell



Attention Required: Photo Match Needed

E-Verify requests you review and compare the photo returned from E-Verify with the Section 2 document.

Case Verification Number: 2020262223735CM

E-Verify Summary

Case Status

Status: **Photo Matching Required**

Initiated By: **Denise Moreno**

Initiated On: **09/18/2020**

[Continue E-Verify Process](#)

Employee Information

First Name: **Elaine**

Last Name: **Goodell**

Date of Hire: **09/18/2020**

Citizenship Status: **U.S. Citizen**

[View More Employee Information](#)

Document Information

Document Type: **U.S. Passport or Passport Card**

Document Number: **441209749**

Document Expiration: **04/06/2027**

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E-Verify Photo Matching

Documents previously uploaded are available for review.

Click the appropriate link to compare the retained document to the image returned by E-Verify.

Guardian

Dashboard

Start 1-9

Employee ▾

E-Verify

Reports

E-Verify for: Elaine Goodell



Attention Required: Photo Match Needed

E-Verify requests you review and compare the photo returned from E-Verify with the Section 2 document.

Case Verification Number: **2020262223735CM**

E-Verify Photo Match Required



Does the photo displayed match the photo displayed on **Elaine Goodell's** U.S. Passport?

- Yes, this photo matches
- No, this photo does not match
- No photo displayed

Continue

Document Information

Document Type:

[View Elaine's U.S. Passport-ID Page](#)

[View Elaine's U.S. Passport-Barcode Page](#)

Things You Should Know

- Photo must be compared to the document presented (copy or actual document), not the actual employee.
- When comparing, account for slight variations based on the age of the document.
- E-Verify includes a watermark on the photo to prevent unauthorized use. The document being compared should not contain this watermark.

E-Verify Photo Matching

Compare the E-Verify photo to the copy of the retained document.

Note: the returned photo should NOT be compared to the employee.

Guardian

Dashboard Start I-9 Employee E-Verify Report

E-Verify for: Elaine Goodell

Attention Required: Photo Match Needed
E-Verify requests you review and compare the photo returned from E-Verify with the Section 2 document.

Case Verification Number: **2020262223735CM**

E-Verify Photo Match Required



Does the photo displayed match the photo displayed on **Elaine Goodell's** U.S. Passport?

- Yes, this photo matches
- No, this photo does not match
- No photo displayed

Continue



Should Know

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aring, account for slight variations based on the document.

udes a watermark on the photo to prevent use. The document being compared should this watermark.

E-Verify Photo Matching

Following review, click the appropriate response.

Note: A 'No' response will trigger a DHS TNC (Refer to the DHS Photo No Match TNC tutorial for further information).

Guardian

Dashboard

Start 1-9

Employee ▾

E-Verify

Reports

E-Verify for: Elaine Goodell



Attention Required: Photo Match Needed

E-Verify requests you review and compare the photo returned from E-Verify with the Section 2 document.

Case Verification Number: **2020262223735CM**

E-Verify Photo Match Required



Does the photo displayed match the photo displayed on **Elaine Goodell's** U.S. Passport?

- Yes, this photo matches
- No, this photo does not match
- No photo displayed

Continue

Document Information

Document Type:

[View Elaine's U.S. Passport-ID Page](#)

[View Elaine's U.S. Passport-Barcode Page](#)

Things You Should Know

- Photo must be compared to the document presented (copy or actual document), not the actual employee.
- When comparing, account for slight variations based on the age of the document.
- E-Verify includes a watermark on the photo to prevent unauthorized use. The document being compared should not contain this watermark.

Photo No Match

If either of the 'No' options are selected, the user will be asked to select which uploaded file corresponds to the front and back of the provided document.

Guardian

[Dashboard](#)[Start I-9](#)[Employee ▾](#)[E-Verify](#)[Reports](#)

E-Verify for: Elaine Goodell



Attention Required: Document Submission Required

E-Verify requests you transmit a copy of the Section 2 document.

Case Verification Number: 2020262223735CM

Submit Supporting Documentation to E-Verify

Since either the document photo was not provided by E-Verify or did not match the supporting document for **Elaine Goodell**, E-Verify requires you to submit a copy of the U.S. Passport. Please select the appropriate files and submit the images to E-Verify.

Select File For **U.S. Passport ID Page**

U.S. Passport-ID Page [View](#)

U.S. Passport-Barcode Page [View](#)

Select File For **U.S. Passport Barcode Page**

U.S. Passport-ID Page [View](#)

U.S. Passport-Barcode Page [View](#)

Submit Images

[Don't see the document you're looking for?](#)

[Go to OnDocs](#)

Things You Should Know

- E-Verify accepts PDF, PNG, JPEG, or GIF formats. Each document must be smaller than 5MB in size.
- E-Verify expects separate files for the front and back of the document (I-551, I-766, or U.S. Passport Card), or the passport ID page and passport barcode page for a U.S. Passport.
- If you do not see the applicable image listed, return to the employee's I-9 OnDocs tab to upload the applicable copy of the document.

Photo No Match

If needed, click **View** to review the uploaded files.

E-Verify for: Elaine Goodell

Attention Required: Document Submission Required
E-Verify requests you transmit a copy of the Section 2 document.

Case Verification Number: 2020262223735CM

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Select File For **U.S. Passport ID Page**

- U.S. Passport-ID Page [View](#)
- U.S. Passport-Barcode Page [View](#)

Select File For **U.S. Passport Barcode Page**

- U.S. Passport-ID Page [View](#)
- U.S. Passport-Barcode Page [View](#)

Submit Images

Don't see the document you're looking for?

Go to OnDocs



Employee 319 OnDocs tab to upload the applicable copy of the document.

Photo No Match

Click **Submit Images** after confirming the document selections.

Refer to the DHS Photo No Match tutorial for further information on processing the TNC.

Guardian

Dashboard

Start I-9

Employee ▾

E-Verify

Reports

E-Verify for: Elaine Goodell



Attention Required: Document Submission Required

E-Verify requests you transmit a copy of the Section 2 document.

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Select File For **U.S. Passport ID Page**

U.S. Passport-ID Page [View](#)

U.S. Passport-Barcode Page [View](#)

Select File For **U.S. Passport Barcode Page**

U.S. Passport-ID Page [View](#)

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Submit Images

[Don't see the document you're looking for?](#)

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Things You Should Know

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- E-Verify expects separate files for the front and back of the document (I-551, I-766, or U.S. Passport Card), or the passport ID page and passport barcode page for a U.S. Passport.
- If you do not see the applicable image listed, return to the employee's I-9 OnDocs tab to upload the applicable copy of the document.

Photo No Match

Wait for the submission to process.
Processing typically takes less than
30 seconds.

Guardian

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[Denise Moreno](#) ▾

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[Employee](#) ▾

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E-Verify for: Elaine Goodell



Submission in Progress

A request was submitted to E-Verify and is waiting a response. It may take a few seconds to appear.

Case Verification Number:

E-Verify Summary

Case Status

Status: **Processing**

Initiated By: **Denise Moreno**

Initiated On: **N/A**

Employee Information

First Name: **Elaine**

Last Name: **Goodell**

Date of Hire: **09/08/2020**

Citizenship Status: **U.S. Citizen**

[View More Employee Information](#)

Document Information

Document Type: **U.S. Passport or Passport Card**

Document Number: **441209749**

Document Expiration: **04/06/2027**

[View OnDocs](#)

[Go Back](#)



Photo No Match

Guardian

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Step 1: once the I-9 has been reviewed, user may click the **View Further Action Notice (FAN)** link to open & review the **FAN** (English or Spanish version).

E-Verify for: Elaine Goodell



Attention Required: Review Further Action Notice

E-Verify returned a Tentative Nonconfirmation result and needs more information to confirm employment authorization. Review the Further Action Notice and determine next steps.

Case Verification Number: 2020252214402HJ

E-Verify Tentative Nonconfirmation (TNC)

Social Security Administration and Department of Homeland Security were unable to verify employment eligibility during the initial verification.

Do NOT have your employee take action just yet! You need to finish this process, have your employee sign the TNC notice, and complete the E-Verify referral process before any action to resolve the TNC can be taken.

Let's Verify the Information is Accurate and Determine What's Next

Step 1 - Review the I-9 for Errors

- [View Form I-9](#)
- [View Further Action Notice \(FAN\)](#)
 - [FAN \(Spanish Version\)](#)



Why Should I Review This?

Let's make sure there are no clerical errors with this TNC. Review the I-9 for accuracy.

Step 2 - Decide whether to continue processing the TNC

- No, we need to close this case due to a clerical error and resubmit
- Yes, I want to continue processing this TNC and review the Further Action Notice with my employee

[Go Back](#)[Continue](#)

Notifying the Employee

- If the information submitted to E-Verify is correct, notify the employee as soon as possible to continue the TNC process.
- The employee will have 8 federal working days to take action, beginning the day the case is referred to E-Verify.

Things You Should Know

- This does NOT mean that the employee is not authorized to work. You should take no adverse action based on this status.
- Any review of the Further Action Notice with the employee should be done in private.

Photo No Match



Further Action Notice Tentative Nonconfirmation (TNC)

(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

For SSA Field Office Staff: use EV STAR and see POMS RM 10245.005f

| | |
|-----------------------------------|--|
| Goodell, Elaine | 13A-21-3214 |
| Employee's Last Name, First Name | Employee's Social Security Number |
| | 6/1977 |
| Employee's A-Number | Employee's Month/Year of Birth |
| 09/08/2020 | 2020252214402HJ |
| Date of Tentative Nonconfirmation | Case Verification Number |
| Reason for this Notice: | SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records, DHS TNC. The information entered for this employee did not match DMV records. |

Your employer, LawLogix Dev client company, participates in E-Verify. E-Verify compares the information that you provided on your Form I-9 (Employment Eligibility Verification) with Social Security Administration (SSA) and Department of Homeland Security (DHS) records to confirm that you are authorized to work in the United States.

Why you received this notice:

You received this Further Action Notice from LawLogix Dev client company because it appears that some of the information that your employer entered into E-Verify does not match the records that DHS and SSA currently have for you. This does not necessarily mean you gave incorrect information to your employer, or that you are not authorized to work in the United States. There are several reasons why your information may not have matched – you can read more about these reasons online www.e-verify.gov/employees/tentative-nonconfirmation-tnc-overview.

Next, you will need to take a few steps before E-Verify can let your employer know that you are authorized to work in the United States.

What you need to do:

- 1. Review your information at the top of this page.** Let LawLogix Dev client company know if there are any errors. Your employer will be able to close this case and input your information in E-Verify again with the correct information, hopefully resolving this case. If your information is correct, move to step 2.
- 2. Decide if you want to take action to resolve this case.** If your information above is correct, then you can choose to take action to correct your record so that DHS and SSA records reflect that you are authorized to work in the United States.

If you decide not to take action to resolve this case, E-Verify will be unable to confirm that you are authorized to work in the United States and your employer can terminate your employment.



For information on employee rights and responsibilities, www.e-verify.gov/employees/employee-rights-and-responsibilities.

Taking action to resolve a case:

You have **8 Federal Government working days** to take action (visit an SSA field office **AND** contact DHS) from the date your employer sends your case in E-Verify. Your employer must give you a Referral Date Confirmation, which will tell you the date by which you must visit SSA and contact DHS.

Visit SSA Field Office:

To take action to begin to resolve this case, you must visit an SSA field office to update your information. If you live in an area where there is a SSA Card Center, you are **required** to visit the Card Center. To locate an SSA office, visit www.socialsecurity.gov/locator, or call SSA at 800-772-1213 (TTY: 800-325-0778).

Bring this Further Action Notice when you visit SSA. Tell SSA that you have an E-Verify issue.

SSA cannot update your record without proof that a change is needed. Below are examples of documents you may need to prove your age, identity, name change, and citizenship status. Bring original documents, not photocopies:

- Proof of your age: a birth certificate or passport
- Proof of your identity: a driver's license or passport
- Proof of a legal name change: a marriage certificate, if you current name is not on your SSN card
- Proof of a U.S. citizenship or work-authorized status:
 - If a U.S. citizen – a Naturalization Certificate, U.S. public birth certificate, or U.S. passport, or
 - If you are not a U.S. citizen – a Permanent Resident Card (Form I-551), Employment Authorization Document (Form I-766), or Arrival-Departure Record (Form I-94) showing work-authorized status.

Contact DHS:

To take action to resolve this case, call DHS at 888-897-7781 (TTY: 800-877-8339). A representative will help you work through the details of your case.

Have this Further Action Notice open when you call DHS, so that you can refer to it. The DHS representative may ask you for additional information or documents to resolve your case. If you need help in another language, be sure to ask for an interpreter.

Contact your State Motor Vehicles Agency (if instructed by DHS):

If you provided your employer a state driver's license or state identification card and DHS cannot resolve your case, you may need to contact the state motor vehicles agency that issued your license or state identification card.

To check on the status of your case, visit myE-Verify at <https://myeverify.uscis.gov/>.



Please indicate below whether or not you intend to dispute this case.

| | |
|---------------------------------|---|
| I choose to: (check one) | |
| <input type="checkbox"/> | I will take action to resolve this E-Verify case. I understand that I have until ____ to take action. |
| <input type="checkbox"/> | I will not take action to resolve this E-Verify case. I understand that if I do not take action E-Verify will be unable to confirm that I am authorized to work in the United States and my employer may terminate my employment. |
| Employee's Signature | Date |

Report Discrimination

To report employment discrimination based upon your citizenship, immigration status, or national origin, contact the Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section (IER) at 800-255-7688 (TTY: 800-237-2515). For more information, visit IER's website at www.justice.gov/ier.

The FAN will provide a reason for the TNC. Employer and employee must review the FAN, although only the employee is required to sign it.

Photo No Match

Guardian

Dashboard

Start 1-9

Employee ▾

E-Verify ▾

Reports

E-Verify for: Elaine Goodell



Attention Required: Review Further Action Notice

E-Verify returned a Tentative Nonconfirmation result and needs more information to confirm employment authorization. Review the Further Action Notice and determine next steps.

Case Verification Number: 2020252214402HJ

E-Verify Tenta

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TNC can be

Let's Verify the

Step 1 - R
o FAN

Step 2 - Deci

No, we need
 Yes, I want to
employee

Go Back

Step 2 - Decide whether to continue processing the TNC

- No, we need to close this case due to a clerical error and resubmit
- Yes, I want to continue processing this TNC and review the Further Action Notice with my employee
- Process the FAN electronically in person with the employee
- Provide the employee an access method to review and electronically sign the FAN remotely
- Review and sign the FAN manually outside of Guardian

Continue

Notifying the Employee

- If the information submitted to E-Verify is correct, notify the employee as soon as possible to continue the TNC process.
- The employee will have 8 federal working days to take action, beginning the day the case is referred to E-Verify.

not authorized to work. You should take no
the employee should be done in private.

Step 2 allows the employer to indicate whether the case will be closed due to a clerical error, or if the TNC processing should continue by reviewing the **FAN**. Select **Yes** if continuing to process the TNC.

Photo No Match

For in-person processing of the TNC, select the option that provides the employee with the in-person access method for employee review and signing of the **FAN**. Click **Continue**.

Guardian

Dashboard

Start 1-9

Employee ▾

E-Verify ▾

Reports

E-Verify for: Elaine Goodell



Attention Required: Review Further Action Notice

E-Verify returned a Tentative Nonconfirmation result and needs more information to confirm employment authorization. Review the Further Action Notice and determine next steps.

Case Verification Number: 2020252214402HJ

E-Verify Tentative

Social Security Administration
Do NOT have the TNC can be

Let's Verify the

Step 1 - Review

- View Form
- View Further Action Notice

Step 2 - Decide

- No, we need to close this case due to a clerical error and resubmit
- Yes, I want to continue processing this TNC and review the Further Action Notice with my employee

Go Back

Step 2 - Decide whether to continue processing the TNC

- No, we need to close this case due to a clerical error and resubmit
- Yes, I want to continue processing this TNC and review the Further Action Notice with my employee
 - Process the FAN electronically in person with the employee
 - Provide the employee an access method to review and electronically sign the FAN remotely
 - Review and sign the FAN manually outside of Guardian

Continue

Notifying the Employee

- If the information submitted to E-Verify is correct, notify the employee as soon as possible to continue the TNC process.
- The employee will have 8 federal working days to take action, beginning the day the case is referred to E-Verify.

not authorized to work. You should take no
the employee should be done in private.

Photo No Match

Click the **Launch Employee Workflow** button to allow the employee to take control of the device to initiate the electronic signature of the FAN.

Guardian

Dashboard

Start I-9


Employee ▾

E-Verify

Reports

E-Verify for: Elaine Goodell

Start Employee FAN Review & Electronic Signature

 The employee must review and sign the Further Action Notice.

Confirm Employee Information

Elaine Goodell

By proceeding, I acknowledge that the employee will be completing the Further Action Review and signature process, and understand that all actions taken will be associated to the employee as documented in the audit trail.

Go Back

Launch Employee Workflow

Employee Processes FAN


The employee confirms their identity and clicks **Continue**.

Guardian

LawLogix Guardian

Hello Elaine,

Employee Identity

 You are being asked to review and sign the Further Action Notice (FAN) from E-Verify.

First & Last Name:

Elaine Goodell

I confirm that I am the employee named above.

Cancel

Continue

Employee Processes FAN

Step 1: Employee reviews the Further Action Notice (FAN).

Guardian

Hello Elaine,

E-Verify Tentative Nonconfirmation (TNC)

E-Verify needs more information to confirm your employment authorization.

Please review the Further Action Notice.

Step 1 - Confirm Receipt of Further Action Notice

[View Further Action Notice \(FAN\)](#)
[FAN \(Spanish Version\)](#)

I have received & Reviewed the Notification

Why Did I Get This?

Some information submitted to E-Verify does not match what is currently on file with Social Security Administration (SSA) or Department of Homeland Security (DHS).

- This could be due to a mistake in the data submitted to E-Verify, or missing information in the data within the SSA or DHS.

Step 2 - Decide If You Will Take Action

- I want to take action to resolve this case
- I do not want to take action to resolve this case and understand my employment may be terminated

What Will Happen If I Do/Do Not Take Action?

- By choosing to take action, you will be given **8 Federal Government working days** to take action on this case. The 8-day deadline will begin once your employer refers the case to E-Verify. Your employer may not take an adverse action against you during this time
- By not taking action, E-Verify will be unable to confirm your employment authorization. This will result in a Final Nonconfirmation, and gives your employer the right to terminate your employment based on the results.

Step 3 - Sign Your Notification

[Sign the Notification](#)

Note: Your employer will be notified of your decision.

What Happens After I Sign?

After signing the notification, your employer will refer your case to the DHS/SSA to begin the process.

- You will have 8 government days to visit an SSA office, or call the DHS directly, to reach a resolution for the TNC.

Things You Should Know

- You can keep working until this is resolved.
- No Negative action, such as termination of employment, can be taken against you while you are going through this process.

Case Verification Number: 2020252214402HJ



Further Action Notice Tentative Nonconfirmation (TNC)

(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

For SSA Field Office Staff: use EV STAR and see POMS RM 10245.005f

| | |
|-----------------------------------|--|
| Goodell, Elaine | 13A-21-3214 |
| Employee's Last Name, First Name | Employee's Social Security Number |
| | 6/1977 |
| Employee's A-Number | Employee's Month/Year of Birth |
| 09/08/2020 | 202052214402HJ |
| Date of Tentative Nonconfirmation | Case Verification Number |
| Reason for this Notice: | SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records, DHS TNC. The information entered for this employee did not match DMV records. |

Your employer, LawLogix Dev client company, participates in E-Verify. E-Verify compares the information that you provided on your Form I-9 (Employment Eligibility Verification) with Social Security Administration (SSA) and Department of Homeland Security (DHS) records to confirm that you are authorized to work in the United States.

Why you received this notice:

You received this Further Action Notice from LawLogix Dev client company because it appears that some of the information that your employer entered into E-Verify does not match the records that DHS and SSA currently have for you. This does not necessarily mean you gave incorrect information to your employer, or that you are not authorized to work in the United States. There are several reasons why your information may not have matched – you can read more about these reasons online www.e-verify.gov/employees/tentative-nonconfirmation-tnc-overview.

Next, you will need to take a few steps before E-Verify can let your employer know that you are authorized to work in the United States.

What you need to do:

- Review your information at the top of this page.** Let LawLogix Dev client company know if there are any errors. Your employer will be able to close this case and input your information in E-Verify again with the correct information, hopefully resolving this case. If your information is correct, move to step 2.
- Decide if you want to take action to resolve this case.** If your information above is correct, then you can choose to take action to correct your record so that DHS and SSA records reflect that you are authorized to work in the United States.

If you decide not to take action to resolve this case, E-Verify will be unable to confirm that you are authorized to work in the United States and your employer can terminate your employment.



For information on employee rights and responsibilities, www.e-verify.gov/employees/employee-rights-and-responsibilities.

Taking action to resolve a case:

You have **8 Federal Government working days** to take action (visit an SSA field office **AND** contact DHS) from the date your employer sends your case in E-Verify. Your employer must give you a Referral Date Confirmation, which will tell you the date by which you must visit SSA and contact DHS.

Visit SSA Field Office:

To take action to begin to resolve this case, you must visit an SSA field office to update your information. If you live in an area where there is a SSA Card Center, you are **required** to visit the Card Center. To locate an SSA office, visit www.socialsecurity.gov/locator, or call SSA at 800-772-1213 (TTY: 800-325-0778).

Bring this Further Action Notice when you visit SSA. Tell SSA that you have an E-Verify issue.

SSA cannot update your record without proof that a change is needed. Below are examples of documents you may need to prove your age, identity, name change, and citizenship status. Bring original documents, not photocopies:

- Proof of your age: a birth certificate or passport
- Proof of your identity: a driver's license or passport
- Proof of a legal name change: a marriage certificate, if your current name is not on your SSN card
- Proof of a U.S. citizenship or work-authorized status:
 - If a U.S. citizen – a Naturalization Certificate, U.S. public birth certificate, or U.S. passport, or
 - If you are not a U.S. citizen – a Permanent Resident Card (Form I-551), Employment Authorization Document (Form I-766), or Arrival-Departure Record (Form I-94) showing work-authorized status.

Contact DHS:

To take action to resolve this case, call DHS at 888-897-7781 (TTY: 800-877-8339). A representative will help you work through the details of your case.

Have this Further Action Notice open when you call DHS, so that you can refer to it. The DHS representative may ask you for additional information or documents to resolve your case. If you need help in another language, be sure to ask for an interpreter.

Contact your State Motor Vehicles Agency (if instructed by DHS):

If you provided your employer a state driver's license or state identification card and DHS was unable to resolve your case, you may need to contact the state motor vehicles agency that issued your driver's license or state identification card.

To check on the status of your case, visit myE-Verify at <https://myeverify.uscis.gov/>.



Please indicate below whether or not you intend to dispute this case.

| | |
|--------------------------|---|
| I choose to: (check one) | |
| <input type="checkbox"/> | I will take action to resolve this E-Verify case. I understand that I have until ____ to take action. |
| <input type="checkbox"/> | I will not take action to resolve this E-Verify case. I understand that if I do not take action E-Verify will be unable to confirm that I am authorized to work in the United States and my employer may terminate my employment. |
| Employee's Signature | Date |

Report Discrimination

To report employment discrimination based upon your citizenship, immigration status, or national origin, contact the Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section (IER) at 800-255-7688 (TTY: 800-237-2515). For more information, visit IER's website at www.justice.gov/ier.

Employee Processes FAN

Guardian

Hello Elaine,

E-Verify Tentative Nonconfirmation (TNC)

E-Verify needs more information to confirm your employment authorization.

Please review the Further Action Notice.

Step 1 - Confirm Receipt of Further Action Notice

[View Further Action Notice \(FAN\)](#)
FAN (Spanish Version)

I have received & Reviewed the Notification

Why Did I Get This?

Some information submitted to E-Verify does not match what is currently on file with the Social Security Administration (SSA) or Department of Homeland Security (DHS).

- This could be due to a mistake in the data submitted to E-Verify, or missing information in the data within the SSA or DHS.

Step 2 - Decide If You Will Take Action

I want to take action to resolve this case

I do not want to take action to resolve this case and understand my employment may be terminated

What Will Happen If I Do/Do Not Take Action?

- By choosing to take action, you will be given **8 Federal Government working days** to take action on this case. The 8-day deadline will begin once your employer refers the case to E-Verify. Your employer may not take an adverse action against you during this time
- By not taking action, E-Verify will be unable to confirm your employment authorization. This will result in a Final Nonconfirmation, and gives your employer the right to terminate your employment based on the results.

Step 3 - Sign Your Notification

[Sign the Notification](#)

Note: Your employer will be notified of your decision.

What Happens After I Sign?

After signing the notification, your employer will refer your case to the DHS/SSA to begin the process.

- You will have 8 government days to visit an SSA office, or call the DHS directly, to reach a resolution for the TNC.

Employee clicks the checkbox to confirm receipt of the notification.

Step 2: Employee selects to either **Take Action** or **Not take Action** to resolve the TNC.

Step 3: Employee confirms clicks the **Sign the Notification** button.

Case Verification Number: **2020252214402HJ**

Employee Processes FAN

Employee agrees to the **Electronic Signature** agreement.

Employee is prompted to provide a memorable answer to a question of their choosing (or enter a 4-digit PIN if enabled) and clicks the **Electronically Sign** button.

Note: responses are not validated and will not be referenced or reused during any subsequent employee signatures. However, all responses are recorded, and can be provided in the event of an audit.

Hello Elaine,

E-Verify Tentative Nonconfirmation (TNC)

E-Verify needs more information to confirm your employment authorization.

Please review the Further Action Notice.

Step 1 - Confirm Receipt of Further Action Notice

[View Further Action Notice \(FAN\)](#)
FAN (Spanish Version)

I have received & Reviewed the Notification

Step 2 - Decide If You Will Take Action

I want to take action to resolve this case

I do not want to take action to resolve this case and understand my employment may be terminated

Step 3 - Sign Your Notification

[Sign the Notification](#)

Note: Your employer will be notified of your decision.

Case Verification Number: 2020252214402HJ

Electronic Signature

You, the employee, must sign this E-Verify Further Action Notice as described below. By signing this form, you are electronically signing this E-Verify Tentative Nonconfirmation (TNC) and take steps to resolve the TNC as described in the Notice.

Full Name: **Elaine Goodell**
Date of Birth: **06/09/1977**

I consent to provide an electronic signature in connection with the E-Verify Further Action Notice and understand that my electronic signature will be used to resolve the TNC as described above, providing the requested information below, clicking on the 'I Accept' box, and clicking on the 'Electronically Sign' button. I understand that my electronic signature will be initialed and dated this document by hand.

By checking this box, I attest that I have read, understood, and agree to the statements above.

Please select an identity question from the dropdown list, provide an answer, and click 'Electronically Sign' to complete your signature.

Question: What is the name of the first school you attended?

Answer: ABC School

[Cancel](#) [Electronically Sign](#)

After signing the notification, your employer will refer your case to the DHS/SSA to begin the resolution process.

- You will have 8 government days to visit an SSA office, or call the DHS directly, to reach a resolution for the TNC.

FAQ

What if the employee chooses not to contest the TNC?

If the employee elects to not contest the TNC then the response is considered a Final Nonconfirmation. The employee may be terminated with no civil or criminal liability as noted in The *E-Verify Memorandum of Understanding For Employers (MOU)*, Article II, Section A - Responsibilities of the Employer (#13).

<https://www.e-verify.gov/sites/default/files/everify/memos/MOUforEVerifyEmployer.pdf>

Users may select the appropriate case closure reason on the Close Case tab after notifying E-Verify of the employee's decision.

Employee Processes FAN

Employee clicks the **Close Employee Workflow Window** button and hands the device back to the user.

Guardian

Thank You Elaine,

You Have Signed Your Further Action Notice

✔ You have successfully signed your Further Action Notice. Next, your HR personnel will take over to complete the submission process to E-Verify.

Close Employee Workflow Window

FAQ

What if the employee is not present?

If the employee is not present and the user wishes to have the employee access the document remotely and electronically sign review the tutorial E-Verify: Processing an SSA TNC with a Remote Employee.

Users may opt to print the TNC notice for wet signature (non-electronic completed outside the Guardian system) by following **Option 2**. In this instance, LawLogix recommends that the completed notice be scanned and uploaded to the employee's **I-9 OnDocs** for retention purposes.

Initiate TNC Referral to SSA

E-Verify for: Elaine Goodell

Attention Required: Refer Case to E-Verify
The employee signed the Further Action Notice and indicated they will Take Action to resolve the Tentative Nonconfirmation. Please refer the case to E-Verify.

Case Verification Number: **2020252214402HJ**

Employee has successfully signed the Further Action Notice

Further Action Notice Signed

Your Next Step - Refer Case To E-Verify

This case is now ready to be referred to E-Verify. Once referred, the employee can take action to resolve the TNC and will have **8 federal government work days** to do so.

[Refer Case to E-Verify](#)

Things You Should Know

- Federal government work days exclude weekends and holidays.
- The 8 days the employee has to take action begin the day the case is referred to E-Verify

What Your Employee Completed:

- Reviewed Further Action Notice
- Chose To Take Action To Resolve This Notice
- Signed Further Action Notice
- Notified You of Their Signed Notice

What's Remaining For Your Employee To Do:

- Receive Their Referral Date Confirmation Letter
- Follow Directions On Their Letter For Resolution

Employee Dates & Documents

This case is pending referral to E-Verify. Resolve By TBD

Your Employee Should Receive The Following Documents:

- Signed Further Action Notice (FAN)**
[View Further Action Notice \(FAN\)](#)
- Referral Date Confirmation**
Processing...

Following the employee's review and signature of the FAN letter, click the **Refer Case to E-Verify** button.

The employee will have 8 federal government workdays from the date of the referral to contact SSA.

No Longer Need to Process the TNC?

[Go Back](#) [Close Case](#)

Took A Second Look

We took a second look at the Further Action Notice and realized we had a

Initiate TNC Referral to SSA

Guardian

[Dashboard](#)[Start I-9](#)[Employee ▾](#)[E-Verify ▾](#)[Reports](#)

E-Verify for: Elaine Goodell



The Employee Has Been Referred To E-Verify

The employee must follow the instructions on the Further Action Notice. Then E-Verify will provide a final determination. Communicate to your employee.

Case Verification Number: **2020252214402HJ**

✓ You have successfully referred this case to E-Verify


Tentative Nonconfirmation Documents

This case has been referred to DHS and SSA on September 9, 2020. To proceed, download the Referral Date Confirmation & the signed Action Notice below.



Ready to Send your employee to resolve this case. Print the following documents and have your employee take them with them when contacting the DHS or SSA office.

Referral Date Confirmation & Signed Further Action Notice

 [Download/Print Referral Date Confirmation](#)

 [Download/Print Signed Further Action Notice](#)

AND/OR

[E-mail Your Employee Referral Date Confirmation Letter Is Ready](#)

After the case is referred, the user may download/print copies of the **FAN** and **RDC** letters (not required, as the letters are automatically stored in OnDocs within Guardian).

If needed, click the **Email Your Employee Referral Date Confirmation Letter Is Ready** button to send an email prompting the employee to log back in to the employee portal to access the **Referral Date Confirmation (RDC)** letter.

from E-Verify before you take any negative actions on this employee.

Initiate TNC Referral to SSA

Click **Send Email** to prompt the employee to log back in to the employee portal to access the **Referral Date Confirmation (RDC)** letter.

Guardian

Dashboard

Start I-9

Employee

E-Verify for: Elaine Good



The Employee Has Been Referred To E-Verify

The employee must follow the instructions on the Further A

Case Verification Number: **2020252**

✓ You have successfully referred this case to E-Verify

Tentative Nonconfirmation Documents

This case has been referred to DHS and SSA on September 1, 2020. Action Notice below.



Ready to Send your employee to resolve this case. Please contact the DHS or SSA office.

Referral Date Confirmation



Download



Download

E-mail Your Employee

E-Verify Referral Date Confirmation - Employee

To: Egoodell@test.com

Subject: Important: E-Verify Referral Instructions Now Available

B I U Normal x_2 x^2 Sans Serif

Hello Elaine,

As discussed previously, E-Verify returned a Tentative Nonconfirmation (TNC) response to us and requires more information to determine your authorization to work in the United States. You have chosen to take action to resolve this item and we have notified E-Verify of your decision.

In response, E-Verify has provided a document that provides further instructions and the deadline by which you must take action.

Please follow the link below to login to our system and retrieve the documents you will need to resolve this item.

https://uat1.lawlogix.com/4DCGI/WEB_Log_Login/emp/57fa6f62-1551-405d-ab2b-640c96ec57800000003625/RMLNM

Sincerely,

Denise Moreno

Cancel

Send Email

resolve this Tentative Nonconfirmation.

Should Know

NOT indicate that the employee is not authorized

your 8 working day time limit has begun.

do not wait until notification is received on this case before you take any negative actions on this


Employee Reviews RDC

The employee portal will refresh automatically providing the employee with the **Referral Date Confirmation (RDC) Letter**.

LawLogix Guardian

Hello Elaine,

Your Case Summary & Documentation

 Your case has been referred to E-Verify. You have 8 government work days to take action on your case.

Referred On
9/9/20

Print the Following Documents To Reference When Taking Action To Resolve This Case:

[Signed Further Action Notice](#)  [View Further Action Notice \(FAN\)](#)

[Referral Date Confirmation](#)  [Referral Date Confirmation](#)

Summary of What You Have Completed

- ✓ Reviewed Further Action Notice
- ✓ Chose To Take Action To Resolve This Notice
- ✓ Signed The Further Action Notice
- ✓ Notified Your Employer of Your Decision
- ✓ Received Your Referral Date Confirmation Letter

Summary of What You Have Left To Complete

- ✓ Followed Directions On Your Letter For Resolution

Your Referral Date Confirmation Letter

Your employer has referred your case to E-Verify. Your Referral Date Confirmation letter has been generated.

You will need to print your letter and follow the directions on your letter to resolve your case.

Case Verification Number: 2020252214402HJ





Referral Date Confirmation Tentative Nonconfirmation (TNC)

(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

E-Verify Case Verification Number: 2020252214402HJ

Employee Name: Goodell, Elaine

Your employer referred your E-Verify case to SSA and DHS after you decided to take action to resolve a Tentative Nonconfirmation. This document confirms that your case was referred to SSA and DHS.

What you should do

Visit an SSA field office and call DHS within 8 Federal Government working days, by 09/18/2020 (MM/DD/YYYY), to begin to resolve the TNC. If you have not received the E-Verify Further Action Notice from your employer, contact your employer immediately to obtain this notice.

The E-Verify Further Action Notice includes information about your E-Verify case and which documents you need when you visit SSA and contact DHS. Have the E-Verify Further Action Notice when you visit an SSA field office and contact DHS.

If you do not take action within 8 Federal Government working days, by 09/18/2020 (MM/DD/YYYY), a Final Nonconfirmation will be issued and your employer may terminate your employment. Employers must allow you to take action to resolve a TNC and may not take adverse action against you because of the TNC while you are contesting the DHS TNC and your E-Verify case is pending.



For More Information

For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at www.e-verify.gov.

Employee Reviews RDC

The **RDC** letter provides instructions for the employee and specifies the deadline by which to take action.

The employee must print copies of both the signed **FAN** letter and **RDC** letter to bring to a local SSA field office.



Referral Date Confirmation

Tentative Nonconfirmation (TNC)
(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

E-Verify Case Verification Number:

Employee Name:

Your employer referred your E-Verify case to SSA and DHS after you decided to take action to resolve a Tentative Nonconfirmation. This document confirms that your case was referred to SSA and DHS.

What you should do

Visit an SSA field office and call DHS **within 8 Federal Government working days**, by (MM/DD/YYYY), to begin to resolve the TNC. If you have not received the E-Verify Further Action Notice from your employer, contact your employer immediately to obtain this notice.

The E-Verify Further Action Notice includes information about your E-Verify case and which documents you need when you visit SSA and contact DHS. Have the E-Verify Further Action Notice when you visit an SSA field office and contact DHS.

If you do not take action **within 8 Federal Government working days**, by (MM/DD/YYYY), a Final Nonconfirmation will be issued and your employer may terminate your employment. Employers must allow you to take action to resolve a TNC and may not take adverse action against you because of the TNC while you are contesting the DHS TNC and your E-Verify case is pending.

For More Information

For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at www.e-verify.gov.

Page 1 of 1 | Referral Date Confirmation SSA - DHS TNC | Revision Date 12/27/17 www.e-verify.gov

FAQ

What is the purpose of the Referral Date Confirmation?

The Referral Date Confirmation provides information about the tentative non-confirmation including the reason for the case result and actions the employee and employer must perform. This letter also includes the E-Verify case number which SSA will utilize to update the case status with E-Verify.

How long does the employee have to visit SSA?

The employee has eight federal government workdays from the date of the referral to visit the field office. The date the employee must visit SSA by is included in the referral date confirmation. An E-Verify final case result of SSA No Show results when the employee does not visit the SSA field office within this time.

Monitoring Case Statuses

The case status reflects that the TNC has been referred.

Guardian

Announcements

Help ▾

Denise Moreno ▾

Log Out

Dashboard

Start I-9

Employee ▾

E-Verify ▾

Reports

E-Verify for: Elaine Goodell



The Employee Has Been Referred To E-Verify

The employee must follow the instructions on the Further Action Notice. Then E-Verify will provide a final determination. Communicate to your employee the 8 working day timeframe to resolve this Tentative Nonconfirmation.

Case Verification Number: 2020252214402HJ

E-Verify Summary

Case Status

Status: **TNC Referred**

Initiated By: **Denise Moreno**

Initiated On: **09/08/2020**

[Continue E-Verify Process](#)

Employee Information

First Name: **Elaine**

Last Name: **Goodell**

Date of Hire: **09/08/2020**

Citizenship Status: **U.S. Citizen**

[View More Employee Information](#)

Document Information

Document Type: **Driver's license or ID card issued by a U.S. state or outlying possession**

Document Number: **123456789**

Document Expiration: **10/10/2020**

Document Type: **Social Security Card**

Document Number: **132-21-3214**

Document Expiration: **N/A**

[View OnDocs](#)

E-mail Summary

Sent By

Sent To

Subject

Date / Time Sent

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Monitoring Case Statuses

Guardian

Dashboard

Start I-9

Employee ▾

E-Verify ▾

Reports

Employee Group

Western US > Portland

Refresh All

Location

Top Pending E-Verify Actions

| Date Started | Current Status | Location | Employee Name | Date Initial Verification |
|--------------|---|-----------|-----------------|---------------------------|
| 09/08/2020 | Pending Further SSA/DHS Action [SSA Referred, waiting for Resolution] | Portland: | Goodell, Elaine | 09/08/2020 |
| 09/04/2020 | On Hold, waiting for user interaction [SSA Case Incomplete] | Portland: | Smith, John | 09/04/2020 |

Top I-9s Needing Appr

| Date I-9 Created |
|------------------|
| 08/26/2020 |

The Dashboard is effective for E-Verify Case status updates. The **Top Pending E-Verify Actions** panel reflects the current case status.

Monitor the case status and take action if prompted.

If the employee is eventually confirmed **Work Authorized** no additional action is required.

For Additional Assistance

- Select **Help** from the top toolbar to access other Guardian tutorials.
- For additional assistance contact your in-house Guardian expert.

Confidential User Guide

Please do not distribute this document outside of your organization without our written permission.

Thank you.