

NEOGOV

E-Verify Training Guide

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E-Verify

For customers using Onboard, the ability to integrate with E-Verify has been added. Utilizing employee information gathered from the Federal I-9 in Onboard, customers can send this information for verification directly from Onboard.

What is E-Verify?

E-Verify is a web-based system that allows businesses to determine the eligibility of their employees to work in the United States. Specified data is provided by the employer on behalf of the employee, and E-Verify provides an eligibility response after validating with the Social Security Administration (SSA) and the Department of Homeland Security (DHS). The majority of queries are resolved during initial verification.

Am I eligible to use the E-Verify integration?

There are two prerequisites your organization needs in order to use the E-Verify integration:

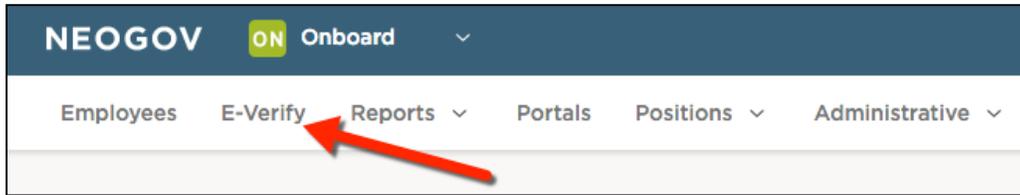
1. You must utilize the Standard Form Tasks checklist, which contains the Standard I9 Form.
2. Each organization that chooses to use our integration must go through the E-Verify registration process. To get set up with NEOGOV as your E-Verify broker, please complete this form [<http://goo.gl/forms/4rl02WMCiQ>] and a member of the NEOGOV Team will contact you to complete the set up.

You will receive a Memorandum of Understanding from NEOGOV, which you will need to sign and return. After NEOGOV submits this document, you will be able to start submitting E-Verify cases. The registration process could take up to five (5) business days once the initial form is returned to NEOGOV.

If you are currently using another E-Verify service, you can discontinue use of that E-Verify system when your account is set up with NEOGOV. There may be some overlap, as any cases you have existing with your old E-Verify system will not transfer over to NEOGOV. If you have any questions, please contact NEOGOV Customer Support.

E-Verify Menu

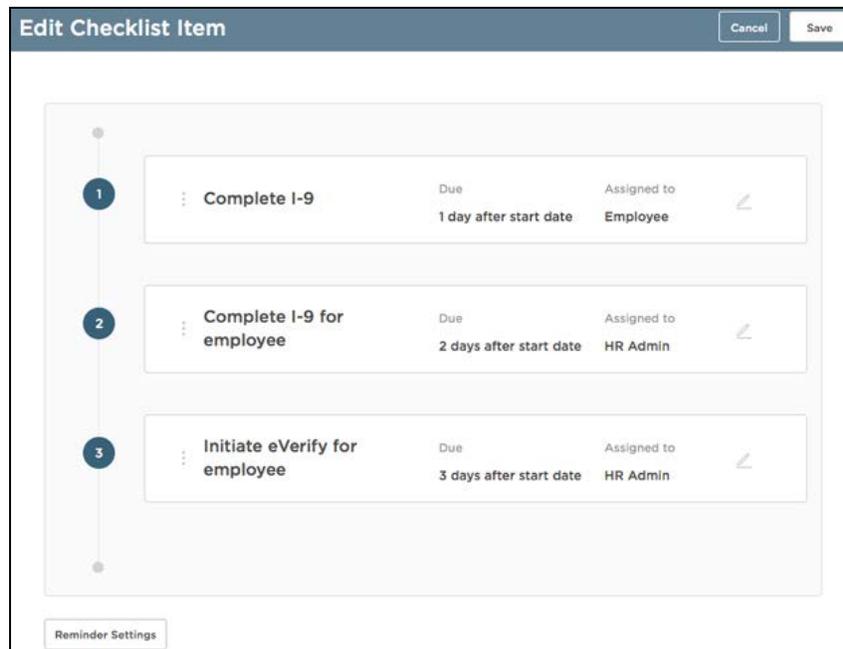
Turning on the integration will add an Onboard menu option for your HR Admins labeled "E-Verify". Note that only HR Admins will be able to initiate the E-Verify process.



Starting the E-Verify Process

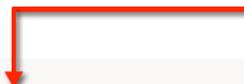
After E-Verify is enabled at the organization, the HR Admin can begin the process of verifying employment eligibility.

An HR Admin will review a completed I-9 form that was assigned to all new employees via the Standard Forms Tasks checklist. An additional task to initiate the integration can be added to the I-9 checklist item. The screenshot below shows the checklist with three tasks:



To initiate the E-Verify integration:

1. In Onboard, the employee completes the I-9 form.
2. In Onboard, the HR Admin opens and reviews the I-9 form for the employee
3. After completing required HR information, the HR Admin clicks on Save and Initiate eVerify:

Section 3. Reverification and Rehires <i>(To be completed and signed by employer or authorized representative.)</i>			
A. New Name <i>(if applicable)</i> Last Name <i>(Family Name)</i> First Name <i>(Given Name)</i> Middle Initial		B. Date of Rehire <i>(if applicable)</i> <i>(mm/dd/yyyy)</i> :	
<input type="text"/>		<input type="text"/>	
C. If employee's previous grant of employment authorization has expired, provide the information for the document from List A or List C the employee presented that establishes current employment authorization in the space provided below.			
Document Title:	Document Number:	Expiration Date <i>(if any)</i> <i>(mm/dd/yyyy)</i> :	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.			
Signature of Employer or Authorized Representative:	Date <i>(mm/dd/yyyy)</i> :	Print Name of Employer or Authorized Representative:	
<input type="text" value="signed"/>	<input type="text" value="10/28/2015"/>	<input type="text" value="John Smith"/>	
Form I-9 03/08/13 N			Page 8 of 9
 <input type="button" value="Save"/> <input type="button" value="Save and Initiate eVerify"/> <input type="button" value="Cancel"/>			

4. Pressing the Save and Initiate eVerify button will launch the Employee Information screen that contains basic data collected from the I-9.

NOTE: You will not be able to edit employee information here. If you need to change any information:

- Close the Employee Information screen
- Open the I-9 form for the employee.
- Change the desired field in the I-9 form.
- Start the process again by clicking on Save and Initiate E-Verify in the I-9 form.

NOTE: If there is a delay in starting the E-Verify process, you can choose a reason in the Case Submission Delay area from the dropdown (such as Awaiting Social Security Number) or you can click on Other Reason and then manually enter a reason. For example:

Case Submission Delay	
Reason	<input type="text" value="Technical Problems"/> <div style="float: right;">▼</div>

5. As part of E-Verify, you will be asked to include the identify verification information that was collected from the employee. Ideally, the Identification Documents area should contain documents the employee provided using Onboard. You can add a new document as follows:

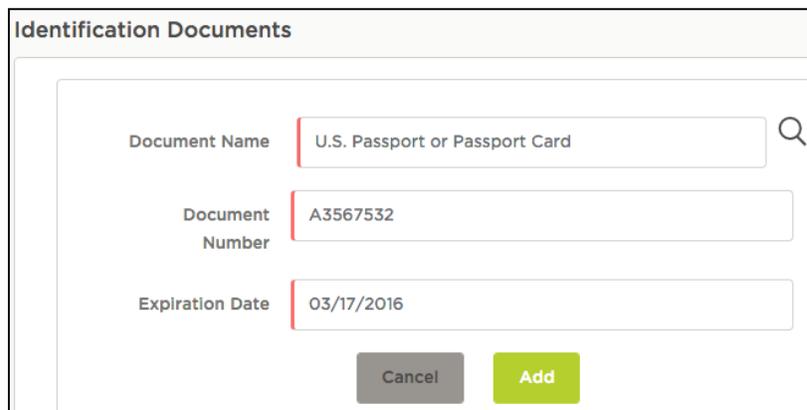
- On the right, select +Add Document.
- For Document Type, use the dropdown to choose the type. You can also type in the search box to quickly locate the relevant type.



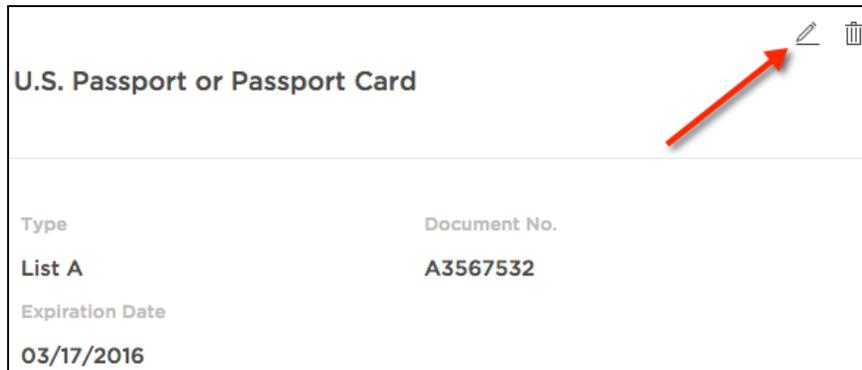
In the next window, select the type from the List A, List B, or List C choices. Click Save. For example, to add a U.S. Passport:



- For Document Number, provide the number for this document.
- For Expiration Date, choose the date when this document expires.
- Click Add.

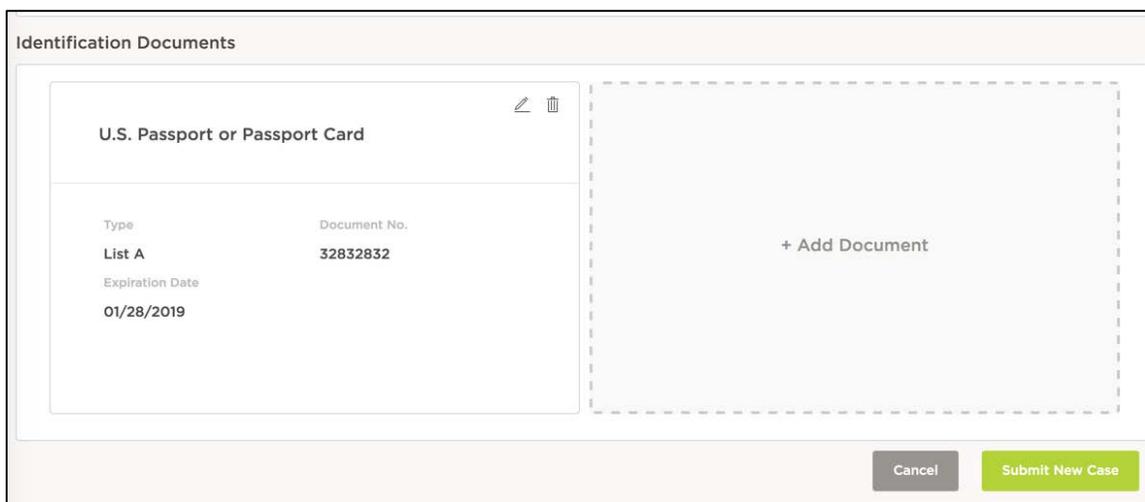


Repeat this process as needed until you have added all required documents. If you need to edit the details of a document (such as the expiration date), click on the pencil icon, make your changes, and then click update:



Type	Document No.
List A	A3567532
Expiration Date	03/17/2016

- When all of your required employee information has been entered and the documents loaded into the Identification Documents section, you are ready to send this employee to E-Verify. To send the info, click Submit New Case:



Type	Document No.
List A	32832832
Expiration Date	01/28/2019

+ Add Document

Cancel Submit New Case

This opens a new case. If you choose the wrong combination of documents, you will receive a warning. You need either a list A document, or a combination of list B and list C documents. See the U.S. Citizenship and Immigration Services (USCIS) for more information.

Reviewing Employee Status and Case Results

After submitting the employee's documents and opening a case, a verification results page provides the status information and outlines any additional steps.

Verification Results

The Verification Results area has the following information:

- Case ID – this is a unique ID that is needed for any further actions or inquiries about this case. You can have more than one case open at the same time.
- Date Submitted – the date that the case was created

What To Do Next

The What To Do Next area lets you take any needed actions, or to close the case. If you close the case without taking any required actions, the case is closed and eligibility is not verified.

For example, if you need to verify a photograph, click on Verify, and then click on Yes to indicate that the photograph matches the photograph on Form-776.

Case Details

Click on the Case Details arrow to see more detailed information on this case, such as case status and all documents associated with the case. For example:

Case Details ▾

Case Number : 2015285142333QQ
Last Name : Goodell
First Name : Elaine
Email Address : egoodell@neogovuc.com
Birth Date : 06/09/1977
Hire Date : 10/12/2015
Case Status : DHS Tentative Nonconfirmation (TNC) -Start the DHS referral process.
Case Created Date : 10/12/2015
Case Updated Date : 10/12/2015

Document/s Provided -
Document Type : List A Document Title : U.S. Passport or Passport Card Document Number : 441209794

Below that is an audit trail area that shows a history of all activities associated with this case:

Action	Time
Perform initial verification.	10/12/2015 12:23:35
Retrieve the valid reasons for continuing the duplicate case.	10/12/2015 12:24:26
Continue the duplicate case without any changes in the data.	10/12/2015 12:24:36
Reverify "U.S. Citizen" with passport document.	10/12/2015 12:25:03

Results Examples

A few of the common case statuses and their actions are shown below:

Case Status	Description and Action
Potential Duplicate Case	Verify and resubmit social security number.
Case incomplete, DHS Reverification Needed	Review and resubmit case.
Case incomplete, SSA Tentative Non-confirmation	Information did not match with SSA records. Print and read Further Action Notice (FAN) Letter. Refer Case to SSA.
Error: Close Case and Resubmit	Close this case ID, and open a new case.
DHS Tentative Non-confirmation	Information did not match with DHS records. Print and read Further Action Notice (FAN) Letter. Refer Case. Employer has chosen to take action with DHS.

HR Admins will also have the ability to review the employee status in Onboard by clicking the E-Verify menu option.

From the E-Verify menu option, a list of employees with E-Verify status information appears. The top area summarizes the cases by status and below that is a tabular listing of cases. You can use the top area to filter cases by status.

Case ID	Employee #	Employee Name	Case Start Date	Employee Start Date	Case Status
2016109162047TC	dc0101	David Cook	04/18/2016	04/18/2016	Employee Referred to DHS
2016109170904TP	dj0101	Don Jaque	04/18/2016	04/18/2016	Case Closed
2016109171017TQ	ed0101	Elsine Goodell	04/18/2016	04/18/2016	Case Closed
2016109171416TS	jd0101	Yankee Doodle	04/18/2016	04/18/2016	Case Closed
2016109171646TT	oh0101	Olympia Hunter	04/18/2016	04/18/2016	Case Closed
2016109172000TU	aw0101	Alea Whitaker	04/18/2016	04/18/2016	Case Closed
2016109172155TV	ts0101	Tim Salek	04/18/2016	04/18/2016	Case Closed
2016109172442TW	as0101	Aliana SATA	04/18/2016	04/18/2016	Case Closed
2016109172645TX	ad0101	Amelia Duff	04/18/2016	04/18/2016	Case Closed
2016110171415UF	dc0000	David Cook	04/19/2016	04/18/2016	Case Closed

E-Verify promptly provides an initial case result that can be viewed in Onboard. An initial case result is the first, and sometimes final, case result provided by E-Verify. To view the specifics of a case and see the case result, click on a Case ID number link to open the case details. This shows the preliminary verification results and what steps to take to resolve any issues and authorize employment.

E-Verify

EMPLOYEE INFO VERIFICATION RESULTS

Verification Results

CASE STATUS
DHS Tentative Nonconfirmation (TNC)

CASE ID: 2015285142333QQ DATE SUBMITTED: 11/12/2015

What To Do Next...

Print FAN Letter
Print the DHS TNC Further Action Notice, and review the DHS TNC Further Action Notice privately with the employee. Print

Confirm Employee Notification
Confirm that you and the employee sign and date the DHS TNC Further Action Notice. Confirm

An overview of the initial case results can be found below:

Initial Case Results	Overview
Tentative Non-confirmation (TNC)	Information does not initially match with SSA or DHS records. Additional action is required.
Employment Authorized	The employee's information matched with DHS and/or SSA records.

DHS Verification in Process	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
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If E-Verify catches any issues with the employee's information, they will pass interim information over that displays in Onboard. These can be viewed in the UPDATES tab of the E-Verify grid. An interim case result requires additional action before E-Verify can provide a final case result. An overview of the interim case results is listed in the table below:

Interim Case Results	Overview
SSA or DHS Tentative Non-confirmation	Information did not match with SSA or DHS records. Additional action is required.
Review and Update Employee Data	A prompt to review, update and resubmit the employee's Form I-9 information.
DHS Verification in Process	This case is referred to DHS for further verification. No action is required until further notice from E-Verify.
SSA or DHS Case in Continuance	The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

For cases that are marked Tentative Non-confirmation (TNC), a Further Action Notice (FAN) will appear for that employee's case. The Further Action Notice explains the reason for the TNC and the employee's right to contest it. It will include the employee's information as it was entered into E-Verify. The employer must print and give the notice to the employee and should review the document together to ensure the employee's information is accurate

If an employer wants to print a Further Action Notice:

- Under What to Do Next, click Print FAN Letter. The FAN letter may also be available in the Related Documents area of a case.
- Depending on your browser settings, the letter downloads as a PDF file or displays in your browser. Part of a sample letter is shown below:




Further Action Notice

U.S Department of Homeland Security Tentative Nonconfirmation (DHS TNC)

Goodell, Elaine	0007
Employee's Last Name, First Name	Last Four Digits of Employee's Social Security Number
	U.S. Passport: 441209794
Employee's A-Number	Employee's Document Number
09/10/2015	2015251124916KQ
Date of DHS Tentative Nonconfirmation	Case Verification Number
Reason for this Notice:	DHS TNC. The information entered for this employee did not match DHS records.

EMPLOYER INSTRUCTIONS:

- Review this Further Action Notice in private with the employee as soon as possible.
IMPORTANT: If the employee does not speak English as his or her primary language or has a limited ability to read or understand the English language, also provide the employee with a translated version of this Further Action Notice. Translated versions are available in the "View Essential Resources" section of E-Verify. If the employee cannot read this document for some other reason, provide the information in an alternative format.
- Check that all of the information at the top of this Further Action Notice is correct. If this information is incorrect, close this case in E-Verify and create a new case with the correct information.

When a case is ready to be closed, the employee will be given a final case result. Every case has to be closed to complete the E-Verify process. You can use the TO BE CLOSED filter on the E-Verify grid to quickly identify these cases. An overview of the final case results is listed in the table below:

Final Case Results	Overview
Employment Authorized	The employee's information matched with DHS and/or SSA records.
SSA or DHS Final Non-confirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within the eight Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

Resolving Common E-Verify Problems

If you run into any issues while submitting cases, please check this section for common E-Verify problems and suggested solutions. If you are still unable to resolve after taking these troubleshooting steps, please contact NEOGOV Customer Support at 1-877-204-4442.

1) Case incomplete due to DHS verification error - Check if incorrect data was sent over. You can change incorrect fields and resubmit to DHS as follows:

- Under What to Do Next, click Verify.
- The fields that need corrections are marked in red. Enter the new values. For example, to enter a new document number and date of birth:

The screenshot shows the 'DHS Reverification' form. The fields are as follows:

Field	Value
Document Number	441209794
Document Type	List A
Document Description	U.S. Passport or Passport Card
Expiration Date	2018-04-06T00:00:00
Date of Birth	1/15/1961

The 'Date of Birth' field is highlighted in red. A calendar dropdown is open, showing 'January 1961' with the date '15' selected.

- Click Re-verify.

2) Case incomplete due to Social Security Administration verification error - Check if an incorrect Social Security Number was sent over. You can correct the SSN and resubmit to SSA as follows:

- Under What to Do Next, next to SSA Re-verify Case, click Verify.
- Enter the new values for your Social Security Number, and any other fields that you want to update. For example:

SSA Reverification
Cancel Reverify

Last Name	Jane
First Name	Smith
Middle Initial	C
Other Name Used	
Date of Birth	10/13/1976
Social security	054-62-0789

- Click Re-verify.

3) Employee Referred to SSA - This case has been referred to the Social Security Administration. You may close the case if a reason warrants, but otherwise no actions are required until further notice.

- Under Related Documents, you can open and print any related documents, such as a SSA Referral Date Confirmation Letter:

Referral Date Confirmation
Social Security Administration Tentative Nonconfirmation (SSA TNC)

E-Verify Case Verification Number: 2015282162301CS

Employee Name: pista, kaju

Your employer referred your E-Verify case to SSA after you decided to contest (take action to resolve) an SSA Tentative Nonconfirmation (SSA TNC). This document confirms that your case was referred to SSA.

What you should do

Visit an SSA field office **within 8 Federal Government working days**, by 10/22/2015 (MM/DD/YYYY), to begin to resolve the SSA TNC. If you have not received the SSA TNC Further Action Notice from your employer, contact your employer immediately to obtain this notice.

The SSA TNC Further Action Notice includes information about your E-Verify case and which documents you need when you visit SSA. You must have the SSA TNC Further Action Notice when you visit SSA.

If you do not take action **within 8 Federal Government working days**, by 10/22/2015 (MM/DD/YYYY), a Final Nonconfirmation will be issued and your employer may terminate your employment. Employers must allow you to contest an SSA TNC and may not take adverse action against you because of the SSA TNC while you are contesting the SSA TNC and your E-Verify case is pending.

For More Information

If you have questions about what to do, contact E-Verify at 888-897-7781 (TTY: 877-875-6028) or email E-Verify@dhs.gov. If you need assistance in a language other than English, you may ask the E-Verify customer representative for an interpreter. For more information on E-Verify, including our privacy practices and program rules, visit the E-Verify website at www.dhs.gov/E-Verify.

4) Case incomplete due to problems with documents - To address, you can change incorrect fields, such as updating the document number and country of issuance, and resubmit to DHS or SSA as follows:

- Under What to Do Next, select Verify.
- Enter the new values for the document. For example:

The screenshot shows a web form titled "DHS Reverification" with a "Cancel" button and a "Reverify" button. The form contains the following fields:

Alien Number	965788697
I94 Number	
Document Type	List A
Document Description	Foreign Passport with Arrival/Departure Record (Form I-94)
Expiration Date	2020-12-03T00:00:00
Document Number	09863-102
Country Of Issuance	ANTIGUA AND BARBUDA - ATG

- Click Re-verify.

5) DHS Tentative Non-confirmation (TNC) - The information entered in E-Verify does not initially match DHS records. This case result may occur because the employee's:

- Name, A-number, I-94 number, and/or foreign passport number were recorded incorrectly in DHS records.
- U.S. Passport, Passport Card, driver's license, or state ID card information could not be verified.
- Information was not updated in the employee's DHS records.
- Citizenship or immigration status changed.
- Record contains another type of error.
- Information was not entered correctly by the employer.

You can take the following actions:

- Under What to Do Next, next to Print FAN Letter, click Print.
- After reading the FAN letter, next to Confirm Employee Notification, click Confirm.

- Confirm that the employee was notified:



Confirm Employee Notification

I have notified the employee

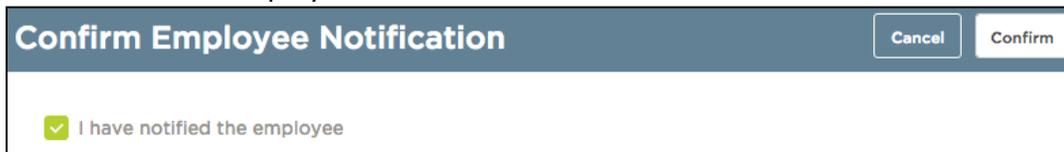
- To reopen the case with DHS, next to Refer Case to DHS, click Refer.
- If you do not want to contest the TNC status with the DHS, click Close Case.

6) SSA Tentative Non-confirmation (TNC) - The information entered in E-Verify does not initially match Social Security Administration records. This case result may occur because the employee's:

- Citizenship or immigration status was not updated with SSA.
- Name change was not reported to SSA.
- Name, Social Security number, or date of birth is incorrect in SSA records.
- SSA record contains another type of mismatch.
- Information was not entered correctly by the employer.

You can take the following actions:

- Under What to Do Next, next to Print FAN Letter, click Print.
- After reading the FAN letter, next to Confirm Employee Notification, click Confirm.
- Confirm that the employee was notified:



Confirm Employee Notification

I have notified the employee

- To reopen the case with SSA, next to Refer Case to SSA, click Refer.
- If you do not want to contest the TNC status with the SSA, click Close Case.

7) Duplicate case - The information entered matches information for another case entered by this employer. For example, if the Social Security Number is a duplicate you can change it and resubmit the case as follows:

- Under What to Do Next, next to Verify SSN, click Verify.
- Click Change SSN.
- Verify all information (including name, birth date, and social security number).
- Click Resubmit.

8) Invalid case due to duplicate records or invalid data - E-Verify is detecting a duplicate of an open case. You can close the duplicate case as follows:

- Under What to Do Next, click Close Case.

- For "Is employed with your company?", select Yes.
- Use the dropdown to specify a reason:

- Click Save.

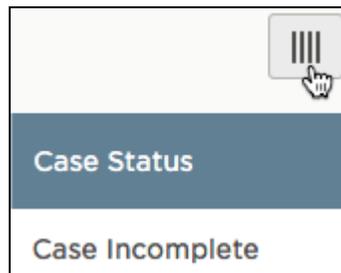
9) Problem with imported passport - In many cases the nationality of the passport may not be set. Edit the passport, and choose a country from the dropdown.

10) Problem with imported document - Often seen with imported driver's licenses because the state may not be set. Edit the document and choose a state from the dropdown.

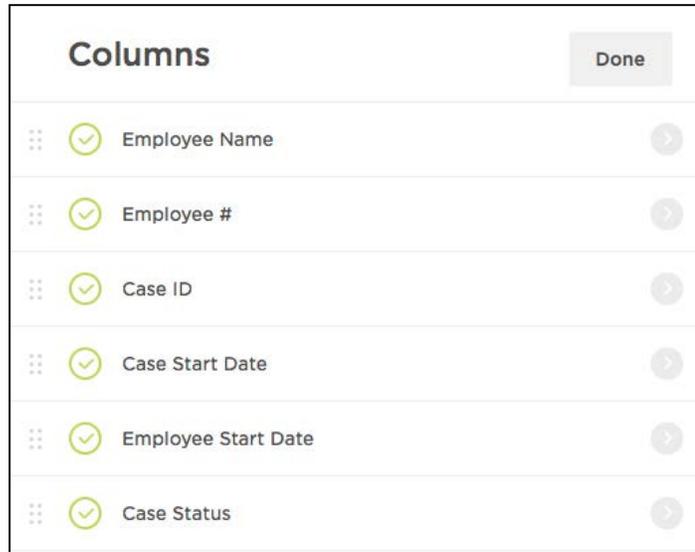
Updating E-Verify Columns and Filtering

In the E-Verify menu, customers have the ability to customize the visible columns or search for a specific sub-set of employees. There are few options available:

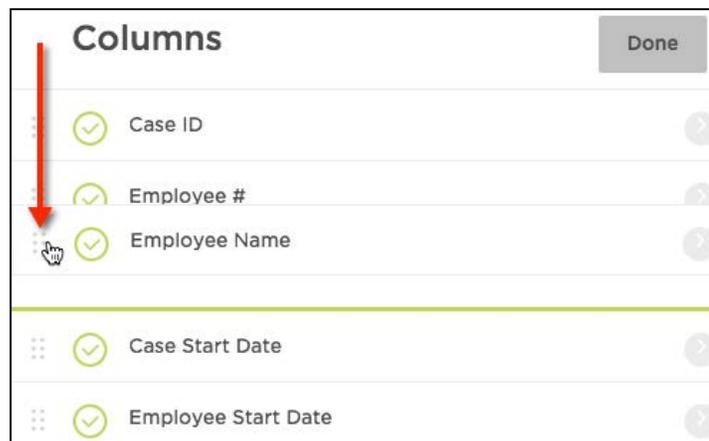
1. You can change the columns as follows:
 - Click on the columns icon on the top right:



- Select each column that you want to display. Included columns are shown with a green checkmark next to them, for example:

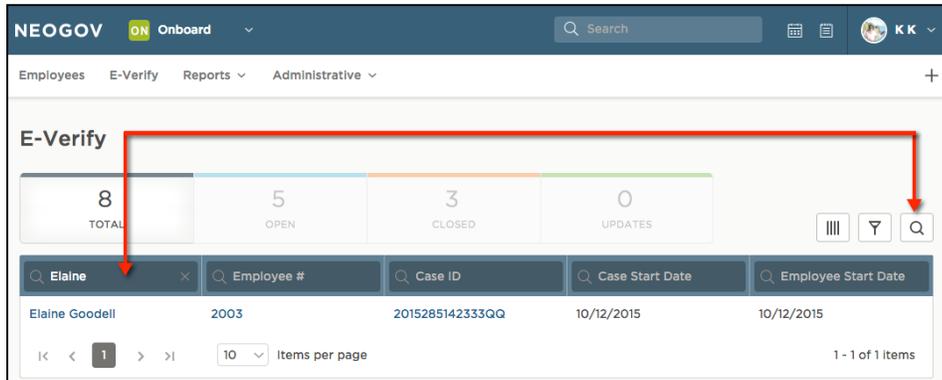


- You can change the order of columns by clicking on the column and then dragging and dropping it to its new location:



- When you are finished configuring columns, click Done.

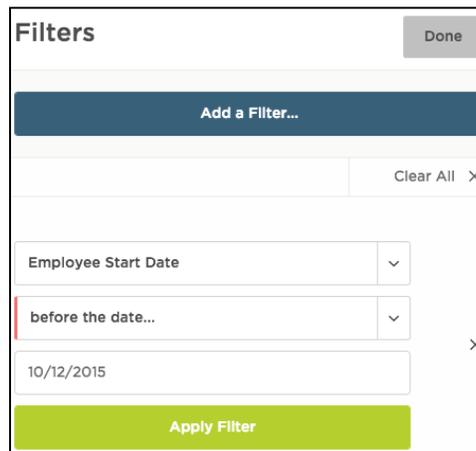
2. You can filter column data using a string. Only results that match this string are included. First click on the search icon on the top right, and then type the search text in the column. The following example limits the cases to those where the employee name includes *Elaine*:



3. You can also create more powerful custom filters that limit cases using a variety of criteria as follows:

- Click on the filter icon on the top right.
- Click Add a Filter.
- Choose a field name, an operator, and a value.
- Click Apply Filter.

The following filter limits cases to those with an employee start date prior to 10/12/2015:



When a filter is applied a number is shown next to the filter icon as a reminder that you are not viewing all cases:

