Electronic I-9 and E-verify Management

This training addresses employer features and details you may need to manage in HireRight.

2019
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Agenda

- Overview
- Access HireRight I-9 Features
- Initiate Section 1 Completion
- Complete Section 2
- E-verify Check Process
- Additional I-9 Actions
- Additional E-verify Actions
- Update I-9 (Section 3)
- Getting Help
Helping You Remain Compliant & Informed

- Regulatory Changes
- Employment Law
- Webinars
- Compliance Briefings
Simple, Secure and Direct

- Simplifies I-9 Form Completion
- Secure Storage
- Direct connectivity to E-verify
- Program Management Tools
Form I-9 and E-Verify Workflow

1. **Employee** completes Section 1 prior to start.
2. **Employer** completes Section 2 when the employee starts.
3. **E-verify** check process initiates after I-9 form is complete.

- 98% are returned “Authorized to Work”
- 2% require additional steps
Overview of E-Verify Process

- How Does E-Verify Work?
  - Form I-9 information is sent to through the E-verify check system
  - I-9 information is compared to confirm Employment Authorization
  - Results are returned – 98% come back “Employment Authorized”
HireRight I-9 Account Features
Log into HireRight

Enter company ID, user name and password.
  - This information is provided by HireRight via email
Access I-9 and E-verify Tools

- Click on I-9 Forms
- Click on Manage I-9 Forms to open I-9 dashboard
I-9 Forms Dashboard

- Tabs to support process and separate statuses.

I-9 specific status tabs

E-verify status tabs
Email Invite to Employee

1. I-9 Forms for options.
2. Manage I-9 Forms to access menu.
3. Invite Employee for email prompt.
Email Invite to Employee – cont’d.

4. Enter Employee’s First and Last Name, email address.
   *start date is not required but recommended*

5. Notification Options (optional).

6. Click **SUBMIT** to send email.
Email Invite to Employee – cont’d.
Hiring Manager Assignment

4. Enter Employee’s First and Last Name, email address.
   *start date is not required but recommended*

5. Designate Section 2 completer in Hiring Manager fields.

6. Click **Submit** to send email (not shown).
Dear Steve Martin,

James Cobb has completed Section 1 of the I-9 Employment Eligibility Form for ABC Technical, A Sales Demo Company.

Please go to https://aws01.hireright.com/in.html?key=0251AD61D4781AE45FE10B06D190A2F to log in to the HireRight system to review Section 1 of the I-9 Form and complete and sign Section 2.

Login: kari.talmadge@hireright.com
Password: b9f43705 (a user-defined password will be established after login)

You will need to view the employee's work eligibility documentation in order to complete Section 2. When you login to the system, you will see instructions on the left hand side that can assist you in completing this form.

Our objective is to complete this process quickly and within the employee's first 3 days of employment. Please make every effort to accurately provide all of the requested information. If you need support, HireRight Customer Service is available 5 days a week from Sunday 3 p.m. until Friday 7 p.m. Pacific Standard Time by phone (toll free in the U.S.) at (866) 521-6695, or by a toll call elsewhere at +1 (949) 428-5804.

Additional HireRight toll free numbers from many countries: http://www.hireright.com/Contact-Us.aspx#tab2

Thank You,
Kari Talmadge
Email Invite to Employee – cont’d.

- Here’s the confirmation message.
- Click Close to return to the Manage I-9 Forms dashboard.
New Hire Overview

All New Hires should access and complete their I-9 *prior* to their start date.

- Email provides direct, secure access
  - Directions
  - Resources

- Kiosk supports direct access, without email

- Email Notifications tied to optional Start Date
  - Complete Form
  - Bring Documents
New Hire: Directions

- Clear Instructions and Embedded Support
Preparer/Translator Assistance

- Response Required to Document form Completion
Employee Information

Your Last Name: Cobb
Your First Name: James
Your Middle Initial: S

I certify that I have not used any other last names (if checked "N/A" will be displayed in the Other Last Names Used field of Section 1)

Your E-mail Address:
Your Telephone Number: +1 ext
Your Country: USA
Your Address: 123 South Street
Your City: Long Beach
Your State: California
Your Zip/Postal Code: 90807
Your Date of Birth: 12/19/1970
Citizenship or Immigration Status

- SSN is required for E-verify
Citizenship or Immigration Status

- Helpful prompts and link to get I-94 number

A social security number is required on this form and you must provide your number if you have one. If you do not yet have an SSN issued, you will be asked to provide one once it is issued.
## Employee Review and Signature/Submission

### Section 1 Review & E-Sign by Employee

**Fields marked with an * are required**

### Section 1. Employee Information and Attestation (Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.)

<table>
<thead>
<tr>
<th>Last Name (Family Name)</th>
<th>First Name (Given Name)</th>
<th>Middle Initial</th>
<th>Other Last Name Used (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cobbs</td>
<td>James</td>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address (Street Name and Number)</th>
<th>Apt. Number</th>
<th>City or Town</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 South Street</td>
<td>N/A</td>
<td>Long Beach</td>
<td>CA</td>
<td>90807</td>
</tr>
</tbody>
</table>

Date of Birth (mm/dd/yyyy) ***.***.***1111

Employee's E-Mail Address: N/A

Employee's Telephone Number: N/A

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form. I attest, under penalty of perjury, that I am (check one of the following boxes):

- A citizen of the United States
- A noncitizen national of the United States (See instructions)
- A lawful permanent resident (Alien Registration NumberUSCIS Number) N/A
- An alien authorized to work until expiration date, if N/A

Some aliens may write "N/A" in the expiration date field (See Instructions)

Aliens authorized to work must provide only one of the following document numbers to complete Form I-9:

1. Alien Registration NumberUSCIS Number OR
2. Form I-94 Admission Number OR
3. Foreign Passport Number OR

Country of Issuance: N/A

OR Code - Section 1
Do Not Write in This Space

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Employee Review and Signature/Submission

New Hire enters name and month and day of birth

Optional mouse signature

New Hire provides e-signature validation
Employee Confirmation of Success!

Employment Eligibility Verification

Thank You

Thank you for completing Section 1 of your I-9 Form.

Please note your I-9 is still considered incomplete until you have presented the required documents confirming work authorization and identity in person to your employer and they have completed Section 2.

Not sure which documents to present? Please find the List of Acceptable Documents [here](#).

To view Section 1 of your I-9 Form [click here](#).

Close
Overview of Steps to Complete Section 2

*No Later than Third Day of Start Date*

- **Employer Responsibility**
  - Physically examine documents provided by New Hire
  - Access I-9 via HireRight
  - Complete Section 2
  - Automated submission to E-Verify
  - Uploads PDF of Documents in HireRight
Section 2: Employer Completion

1. Click on I-9 Forms
2. Click on Manage I-9 Forms to open I-9 dashboard
Section 2: Employer Completion

3. Click **New Hire** to select that record
4. Use **More Options** or **right-click** to select **Verify I-9 Docs**
Super User | Tip

If you do not see the employee’s name in the Pending Employer tab:

- Adjust filters
- Check Sent To Employee tab
Resend to Employee if I-9 is not Complete

From **Sent to Employee** tab:
- Click employee to select and use choose **Resend**.
Section 2: Employer Completion – Review Section 1

- Review Section 1
  - The Section 2 completer is responsible for ensuring Section 1 is reviewed for accuracy before completing Section 2.

- Click NEXT to complete Section 2
Section 2: Employer Completion

The employee must present original documents, with the exception that the employee may present a certified copy of a birth certificate. The employer must physically examine the actual document or documents presented by the employee and determine if they reasonably appear on their face to be genuine and to relate to the employee presenting them. If the document(s) do not reasonably appear on their face to be genuine or to relate to the person presenting them, the employer must not accept them. In such circumstances, the employee should allow the employee to choose any other document(s) the employee wants to present from the “List of Acceptable Documents” for review and, if appropriate,

**Document A**

Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR examine a combination of one document from List B and one document from List C as listed on the “List of Acceptable Documents” on the next page of this form. For each document you review, record the following information: document title, issuing authority, document number, and expiration date, if any.

The Employee has presented a Receipt for a replacement of a lost, stolen, or damaged document.

- **Document Title:** Form Resistant Card (Form I-951)
- **Issuing Authority:** U.S. Citizenship and Immigration Services
- **Document #:** EAC8970543210
- **Expiration Date:** 08 01 2022

Note the reminders

**Section 2 Additional Information**

- Check here if there is additional information you need to document on the I-9 Form
Section 2: Worksheet

- **Complete the Worksheet**
  - **Confirm** Employee’s Start Date
  - Review your contact information for accuracy
  - **Click** Proceed to I-9 Form Completion
7. Complete the Worksheet | Additional Details

- List A or List B&C documents are entered directly into the form.

Issuer confirmation

Note the reminder
Section 2: Review & E-sign

- Review and E-sign
  - Enter Your First and Last Name
    Drawn signature is preferred
  - Read and check off attestation statements
  - Click E-sign, Save and Run E-verify
Section 2: Confirmation of Completion

- E-verify Check process begins
  - Completion of Section 2 instantly sends Employee data to E-Verify
  - E-Verify will typically respond instantly
Section 2: Confirmation of Completion

- Form I-9 completed successfully
- E-verify Case Status

- Upload Documents and then Close Window to return to HireRight
I-9 Form Process and Reminders

- All New Hires and Rehires must complete the I-9 prior to or on their first day
- Section 2 completion requires you to physically examine documents to prove both identity and proof of work authorization
- All I-9s must be completed no later than the third day of employment
- Reminders:
  - Upload a PDF of the documents after completing Section 2, if applicable
  - Review and Take Action on Emailed Notifications, as needed
This is only done in cases where the Electronic I-9 could not be filled out to support a timely on-boarding process.
Paper I-9 Form Process

After a paper I-9 form is completed

- Use Upload a Paper I-9 form to store the electronic image of the I-9 in HireRight and initiate the E-verify check, in one step.

  - Reminder: Scan and save I-9 as a PDF so that it can be uploaded for electronic storage.
  - Then, click NEW from the Manage I-9 Forms dashboard and select Upload I-9 Form for New Employee.
Paper I-9 Form Process: Create an E-verify Case

1. Upload the PDF of the completed I-9 form.

2. Employee Information: Complete fields using the information from Section 1 of the completed I-9 form.

You must have a fully completed I-9 form in order to complete this process.
Upload Paper I-9 Form

- You must upload the completed paper I-9 form
  - Don’t forget to upload documents
3. Citizenship and Immigration Status: Complete fields using the information from Section 1 of the completed I-9 form.

4. Employer Review: Complete fields using the information from Section 2 of the completed I-9 form.

5. Click Submit I-9 Verification.
Manage Supporting Documents

1. Return to Manage I-9 Forms dashboard
2. Locate the employee’s record and click to select
3. Use Manage Supporting Docs to ‘Upload’ documents after the I-9 process is complete
I-9 Email Notifications

- Section 1 is Complete
- Reminder to Complete I-9 Form (if Start Date is indicated)
- Upload Supporting Docs, if required for E-verify
- I-9 Form Modification/Correction Complete (Section 1)
- Work Authorization Expiration
- Reminder to Get Actual Document
- Update SSN
Additional I-9 Tasks
Correcting I-9 Forms

- Corrections may be made for the following reasons:
  - Section 1 errors must be corrected by the New Hire
    - Update an I-9 with newly issued SSN
    - Make necessary correction to Section 1 such as misspelled name
  - Section 2/3 errors must be corrected by Employer
    - Correct adjusted Start Date on Section 2/3
    - Correct Document information
    - Enter live document information (receipts)
Receipts

- Receipts for a replacement of lost, stolen, or damaged documents
- A receipt fulfills the verification requirements of the document for which the receipt was issued (can be List A, List B, or List C)
- A receipt is valid 90 days from date of hire or, for reverification, the date employment authorization expires.
- At the end of the receipt validity period, the actual document must be presented
Receipts (Continued)

- I-9 forms tracks if receipt was used and provides a reminder to collect actual document.
Receipts (Continued)

- Use Correct I-9 Form to open the I-9 Form and correct Section 2.
- Check the box next to Actual document presented, enter a new document number and expiration date.  
  - Then click Next.
- If an E-Verify case is not needed, then click Submit Changes.
- For E-Verify Users: If you need to create an E-Verify case for this employee, click Save and Run E-Verify.  
  - In most cases, this would have already been done in onboarding.
Making Corrections

1. Locate the I-9, right-click, and select Correct I-9 Form.
2. Click Submit.
3. An email is sent to the New Hire with a link to access the Form I-9.
No SSN on Start Date

- **Start Date**
  - New Hire completes section 1 marking they have not been issued SSN yet.
  - Employer completes section 2, but E-Verify doesn’t run due to lack of SSN in section 1.

- **After SSN Card Is Issued**
  - Employer sends Section 1 back to the New Hire to correct once the SSN card is issued.
  - New Hire corrects section 1 to include SSN.
  - Employer right-clicks on the corrected I-9 record in HireRight and selects “Order E-Verify”.
  - E-Verify runs its normal course.
No SSN on Start Date

- E-verify will not occur without an SSN

- Email reminder is sent to Section 2 Completer as a reminder to Update I-9 with newly issued SSN and initiate E-verify Check
Making Corrections

1. Locate the I-9, right-click, and select Correct I-9 Form.
2. Click Submit.
3. An email is sent to the New Hire with a link to access the Form I-9.
No SSN on Start Date

- Form Initiator receives a Notification to update Section 1 of the I-9 form with live SSN information
  - You may wish to advise the new hire why the correction is being requested, as shown here

Dear James Cobb,

You completed an I-9 Employment Eligibility form online and submitted that form on 07/10/2008. You may now review your completed form and make any edits or corrections to the form as necessary.

Correction Reason:
- Please enter your social security number you recently received

Please review and correct this form as soon as possible by going to the website listed below. Enter the login and password, and Sign in to review and edit your I-9 Form.

Web Address:
https://aus001.hireright.com/arc.htm?key=00340BB9B1CC340BB8BBF008C3

Login: kari.talmadge@hireright.com
Password: (use the password you created at the first login) (a user-defined password will be established after login)

Our objective is to complete this process quickly. Please make every effort to accurately provide all of the requested information. If you have any questions in completing the online I-9 Form, please contact HireRight Customer Service. Customer Service is available 24 hours a day, 5 days a week beginning Sunday 5 p.m. through Friday 9 p.m. Pacific Time (GMT-8). You can call them at:
- (866) 525-6905 (within the U.S. and Canada)
- +1 (949) 429-5894 (outside the U.S. and Canada).
No SSN on Start Date

- Once Section 1 has been updated with the SSN, order the E-verify
Additional E-Verify Tasks Overview
E-verify Email Notifications

- Photo Match
- Reminder to Complete E-verify
- Referral Required
- Resubmission
- Action Required: SSA/Admission Number Mismatch
- Tentative Non-Confirmation
- TNC Final Status
Delayed E-Verify Status

- If the E-Verify status is not returned immediately, it remains in the *Pending Employer* tab. The pending status is most likely due to incorrect formats or insufficient data.

- For cases pending more than 10 federal workdays with no update, reach out to HireRight for assistance at 866-521-6995.

- E-Verify results are returned back to the HireRight account. The Section 2 completer should also be notified. Temporary and final status information is provided in the E-Verify Status column.
Pending Information Review

- Why: I-9 form information differs from what is on file for E-verify

**Actions:**
- Review the information for data entry errors, transposed numbers, etc.
- Correct any errors
- Click Continue to submit to E-Verify check
Pending Information Review

- There are two possible outcomes:
  1. Review for Errors
     a) **ACTION:** Correct the E-Verify information and Continue to submit to E-verify.
     b) Review the information. If no obvious errors are found, click Continue.
        a) If a tentative non-confirmation is returned, follow the process of notifying the New Hire.
  2. No Errors, a TNC will be returned
     a) **ACTION:** Meet with New Hire regarding TNC
        • Referral steps are referred to later in this training
Duplicate E-Verify Cases

- Why: A duplicate record was recognized within your account and requires resolution
  - Close E-verify Case
  - Ignore and Continue with E-verify
Photo Match

- Why: Certain List A documents are subject to photo matching, in accordance with E-verify requirements.
  - U.S. Passport, U.S. Passport Card, Permanent Resident Card, Employment Authorization Card

Action:
- Compare the Photo on the document to the Photo on the Photo Match prompt and indicate whether it is a match
Sample List A Photo Matching Documents

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

Document Imaging:
1. Scan the documents and save as a **PDF**
2. Review the image to make sure the image is clear

Document Retention:
1. Upload the **PDF** after completing Section 2
2. Delete the image once it has been uploaded
Photo Match Upload Required

- The system will prompt you if the photo requires uploading
Photo Match: Referral

- If the Photo does not Match, an email notification will remind you of the need for Referral and prompt the Refer prompt in the message.

  - Referral process requires New Hire to contact the document issuer and resolve the issue in order to continue employment

    Check the Photo Match tab for any additional steps

    Referral steps are referred to later in this training
E-verify Tentative Status: SSA or DHS TNC

- TENTATIVE E-verify Case Status requires you to provide Notification within 3 days

Click shortcut link to View E-verify Report to access notification templates.
E-Verify Status Tabs

No action required for Authorized status
Tentative Confirmations

- If a status of Tentative Non-Confirmation (TNC) is returned on an E-Verify, the employer must speak to the New Hire about the TNC and provide the Further Action Notice within 3 days of receiving status.

- The TNC status alone does not indicate that the New Hire is not authorized to work in the USA. This status indicates that the New Hire has an issue that needs to be resolved with the Social Security Administration or Department of Homeland Security in order to determine final work authorization status.

- If the employee chooses to contest the TNC Status, the employer will Refer the employee to the appropriate agency for resolution. At that point, the employee must take action within 8 Federal Government Working Days.

- If the employee does not take action within 8 Federal Government Working Days, a Final Non-Confirmation Status will be issued and the employer may terminate the employment.
Resolving Tentative Non-Confirmation (TNC)

- Meet with the New Hire within 3 days of receiving the status
  - Before Meeting
    - Access the E-verify Report
    - Print the Further Action Notice
  - During the Meeting
    - Review the notification with New Hire
      - New Hire must indicate, in writing, whether or not they will contest
      - Option to upload signed originals in HireRight
  - After Meeting
    - Refer Employee: For New Hires who Contest:
      - SSA TNC: Requires VISIT SSA local office to resolve www.ssa.gov/locator
      - DHS TNC: Requires TELEPHONE DHS to resolve (888-897-7781)
      - http://www.uscis.gov/e-verify/employees/how-correct-your-immigration-records
    - Close Case: For New Hires who do not wish to Contest
Further Action Notice Location

**SSA Tentative Non-Confirmation Status Received - Employee Referral Required.**

A status of "SSA Tentative Non-Confirmation" has been received on this employee for the I-9 employment eligibility check. Please download and print the SSA Tentative Non-Confirmation Letter and Referral and present these documents to the employee to either contest this status and be referred to the appropriate agency for resolution, or agree to this status. This status alone does not indicate that this employee is not authorized to work in the USA. This status indicates that the employee has an issue that needs to be resolved with the Social Security Administration in order to determine final work authorization status.
Resolving Tentative Non-Confirmation (TNC)

- For **No Contest**, upload or store the signed Further Action Notice Letter with the I-9/E-verify record and *Close the Case*. (see next slide)

- For **Contest**, you will need to select *Refer the Employee*.
  - To refer, select the record, right-click, and select *Refer Employee*. 
To Close Case

1. Go to E-verify Tentative tab
2. Right-click on New Hire
3. Select Close Case
To Close Case

- Follow prompts to indicate the reason for Closing Case
  - New Hire is not contesting the status or taking recommended resolution steps
- Other Close Case Reason
  - I-9 had errors and needs to be redone
To Refer Employee

1. Go to E-verify Tentative tab
2. Right-click on New Hire
3. Select Refer Employee
To Refer Employee

- You will receive a prompt before referring employee.
- This is to ensure you have spoken to the New Hire prior to referral.

The timeline for resolution will now be monitored automatically. At that point, the New Hire must take action within 8 Federal Working days.
CONTEST: Referral Letter

Instructions for Employer

Instructions for New Hire
Resolving Tentative Non-Confirmation (TNC)

Referral Date Confirmation Letter

- The E-Verify generated “Referral Date Confirmation” letter will appear in a new window with prepopulated instructions for New Hire.
Referral Process for Tentative Non-Confirmation (TNC)

- Referral Process
  - New Hire continues to work during contest period
    - *Employer cannot take adverse action during contest stage*
  - New Hire has 8 government work days to initiate first contact
    - Referral allows HireRight to automatically track this time frame
    - HireRight continues to ping E-verify system for final/updated status
- Email Notification advises when Final Status is returned
E-Verify Interim and Final Statuses

**Interim Statuses:**
- **DHS Verification in Progress:** DHS is still processing the initial E-Verify check.
- **SSA/DHS in Continuance (Institute Additional Verification):** Indicates that the DHS needs more than 10 Federal Government workdays to resolve the case. The E-Verify report will update automatically when DHS has more information to provide.

**Final Statuses:**
- **Authorized/Employment Authorized:** Authorized for employment
  No action required.
- **SSA/DHS Final Non-Confirmation:** Referral process complete but employment eligibility could not be verified.

**Required Action:** Employee may be terminated. You must Close Case.
- **DHS No Show:** Referred but Future New Hire did not contact the agency within the 8 government business days.

**Required Action:** Employer must decide if the Future New Hire will be terminated. Close Case action must be taken. I-9/E-verify record will remain in final status tab that was issued prior case closure.
Section 3: I-9 Form Re-Verifications
Section 3 Completion

1. Name Change
2. Rehire
3. Expired Work Authorization
   - *New documentation has to be provided by the employee for continued employment.*
Use Search to find an Existing I-9 form

- Click result to select
- Be sure it is the I-9 Form, not the E-verify or Background Report record type.
- Right-click for the menu.
Section 3 Completion

- Complete Required Information fields, as needed, to document the update.
- Click Proceed to Form I-9 Completion and employee’s applicable I-9 information is updated.
Start/Termination Dates

- You can change the Start Date up until Section 2 completion.
- Termination date can be manually entered or submitted in large batches for upload by your organization.
Self-Support Resources

Click Help & Training for Live Help and Training Materials.
Getting Help

Customer Service Hours of Operation
Sunday 5:00pm Pacific - Friday 7:00pm Pacific

• Live Chat
• Email
• Phone
Thank you!