Deltek

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E-Verify User Guide

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E-Verify User Overview

E-Verify is an online employment eligibility verification system. It is operated by the United States Department of Homeland Security (DHS) in partnership with United States Social Security Administration (SSA). E-Verify allows businesses to check if their US- and foreign-born employees are eligible to work in the US.

E-Verify is an Internet-based system that compares information from the employee's Form I-9, Employment Eligibility Verification to the employee's records with the U.S. Department of Homeland Security (DHS) and with the Social Security Administration (SSA) records. The purpose of the E-Verify system is to confirm that the employee is authorized to work in the United States.

Main Dashboard

When the E-Verify feature is enabled and the user has been given access to create and manage cases, the two options display on the Main Dashboard: **Alerts** and **Widget**.

Alerts

All open cases display an alert in the top area of the Main Dashboard.

It is very important to E-Verify that cases are closed, so this link will display for each individual until the case is closed. These alerts cannot be hidden. Clicking the link will direct the user to the last completed step in the E-Verify wizard.

Widgets

This widget is designed to bring the user's attention to cases that need action.

- **Open Cases to be Closed**: This is a count of all the cases that are ready to be closed but have not yet been.

- **Cases with New Updates**: This displays the number of cases that have had a change in case result. These updates come directly from E-Verify and are sent back to the system depending on the situation with a particular case.

Both counts are linked to the **E-Verify** » **View Cases** screen with the filter pre-set to return only those relevant cases.

Deltek highly recommends that all users utilizing E-Verify have this widget added to their Dashboard. If the user has the E-Verify Case Alert Widget feature enabled for his/her Group, then the option to add this widget is available. To add this widget, click **Get More Widgets** from the **Main Dashboard**.

Accessing E-Verify

Use the E-Verify process to view the current status of a new hire.

To access the E-Verify interface

Click **Recruiting** » **Onboarding** and do one of the following:

- Click **Onboarding Queue**.
- Click **Onboarding Tasks**.

Onboarding

The action to begin the E-Verify process to view the current status of a new hire is accessible from two screens: **Active Onboarding: New Hire in Process** and **Onboarding Details** for that new hire.

> **Note:** The option to begin the E-Verify process is presented once **all** of the sections on the Form I-9 have been completed in the system.

Active Onboarding

On this screen, the Verification Status column displays different information based off where the new hire is in the verification process.

- After all sections of the Form I-9 are completed, an option to verify the employee displays. Clicking the **Verify employee using E-Verify** link will take the user to the first step in the E-Verify process.

    Under this link is the due date for the verification.

    > **Note:** E-Verify requires that the verification process be initiated no later than the **third business day** after the employee starts work for pay. The system calculates this date based off the new hire's start date entered on the I-9.

- After the E-Verify case has been initiated, the new hire's current status in the process displays. The status is linked to the Case Details screen. See Case Details.

Onboarding Details

After all the sections for Form I-9 are completed, the **Verify employee using E-Verify** link displays on this screen as well as the due date.

E-Verify Process

Use the E-Verify Process to view the current status of a new hire.

E-Verify Cases

The E-Verify screen displays all the cases that the user has initiated or, if the user has permission to view all cases, all will display.

Display the E-Verify Cases

Follow these steps to display the E-Verify Cases.

To display this screen:

1. Click **Recruiting**.
2. Under **Onboarding**, click **E-Verify** under.

> **Note:** If the user does not have permission to view all cases, there will be no hyperlinks shown on the cases he/she did not create.

Filtering the Cases Listing

You can filter the cases listing can be filtered based on certain criteria.

The criteria includes:

- Case Verification Number
- Case Status
- Date Submitted From
- Date Submitted to
- First Name
- Last Name
- Submitted By

Clicking the links in the **Quick Filter** area will filter the list to show only those in the status selected.

The **Verification Status** column will reflect the status E-Verify sends back to the system regarding the verification of that person—whether it's a final status such as "Employment Authorized" or an interim status such as "DHS Verification In Process." This is linked to view the Case Details. See Case Details.

The **Case Status** indicates where that case stands, whether open, needs to be closed, or still in process. See below for the Case Status definitions.

The **Case Number** is hyperlinked to the step in the wizard process where the user left off.

> **Note:** If the hyperlink no longer displays, that means the case has been closed or you do not have access to view it.

Search Case Status Definitions

- **Open Cases**: Includes all cases that have not been closed, including those pending action by the Employer or Employee and certain cases with new updates

- **Closed Cases**: Includes all cases that have been initiated by a user and closed cases/completed in E-Verify

- **Cases In Process**: Includes cases that are pending government action, such as referred cases

- **Cases with New Updates**: Includes cases that have been updated by the government and may require the employer to take action

- **Open Cases to be Closed**: Includes cases that have been completed and are ready to be closed

All closed cases can be archived so that the main listing contains only open cases. To archive, select the box beside the closed case and click **Archive** at the bottom of the table. Archived cases can be accessed via the E-Verify page title menu.

Creating a Case

An E-Verify case must be created no later than the third business day after the employee starts work for pay.

If the employer learns that the employee has inadvertently failed to create a case by the third business day, the employer should bring itself into compliance immediately by creating a case for the employee.

> **Note:** Do not create a case for an employee hired before the effective date of your memorandum of understanding (MOU).

Step 1: Initiate E-Verify

To create a case, click the **Verify employee using E-Verify** link on either Onboarding screens to begin the first step of the E-Verify Wizard.

Step 1 is mainly a review step. The system pulls in the information entered from the Form I-9 and presents it on this step to confirm.

Review this screen carefully to ensure the data is correct before submitting. If there are any discrepancies, click **Cancel**. The Form I-9 will have to be updated with the corrected information and the E-Verify process should be started anew.

- There will be a few instances where there will be input fields on this form. One instance is when the case is created after the third business day from the start date noted on the I-9. E-Verify will require the selection of a reason:

    - Awaiting Social Security Number

    - Technical Problems

    - Audit Revealed that New Hire Was Not Run

    - Federal Contractor with E-Verify Clause verifying an existing employee

    - Other (If this is selected, then the **Other reason** field is required.)

Click **Submit Employee for Verification**, and click **OK** to send the information directly to E-Verify.

Photo Matching

Photo matching occurs while a case is being created in E-Verify.

It prompts users to compare an employee's List A photo document presented for Form I-9 with a photo displayed on the E-Verify screen. This helps ensure that the document provided matches records available to DHS.

The photo matching step happens automatically when you create a case for an employee who has presented a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551), or Employment Authorization Document (Form I-766) for Form I-9 completion. If the employee's Form I-9 information matches records available to DHS, E-Verify displays the employee's photo from the document presented.

Matching photos is easy—compare the photo displayed by E-Verify to the photo on the employee's actual document or a copy of the employee's document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail between the two photos based upon the age and wear of the employee's document and the quality of your computer monitor.

A watermark has been added to the photo displayed in E-Verify to prevent unauthorized use. The photo on the document presented by the employee will not have a watermark. Absence of a watermark on the document photo does not mean that it is not authentic.

Do not compare the photo displayed by E-Verify to the actual employee. Account for minor variations in shading and detail between the two photos, and select **Yes** or **No**. If "No Photo on this Document" displays, select **Yes**.

> **Note:** If **No** is selected here, then a DHS Tentative Nonconfirmation will be the result.

After a selection is made, one of the following case results will appear:

- Employment Authorized

- DHS Tentative Nonconfirmation

Each case result requires different actions or steps to continue or close the case.

Verify Information

If the information entered does not immediately match SSA and/or DHS records, the Verify Information screen displays so that you can confirm that the information was entered correctly.

The user may either confirm that the information matches Form I-9 or change the information in certain fields if the information was entered incorrectly.

Initial Case Results

E-Verify checks information entered by the employer against records available to SSA and/or DHS. Once a case is created, a result is displayed.

> **Note:** If you make a mistake after creating a case, you must close the case. See Closing a Case.

Step 2: Verification Results

Once the user submits the information from Step 1, E-Verify will send back an Initial Case Result in real-time. There are three possible initial case results:

- **Employment Authorized**: The employee's information matched records available to SSA and/or DHS.
- **SSA or DHS Tentative Nonconfirmation (TNC)**: Information does not initially match records available to SSA and/or DHS. Additional action is required.
- **DHS Verification In Process**: This case is referred to DHS for further verification.

Employment Authorized

Employment Authorized means that the information entered into E-Verify matched records available to SSA and/or DHS and that E-Verify confirmed the employment eligibility of the employee whose information was entered.

However, a case that is Employment Authorized is still considered incomplete until it is closed. See Closing a Case.

Clicking the **View & Print** link from this screen will provide access to the Case Details in PDF format. See Case Details.

Tentative Nonconfirmation (TNC)

A TNC case result means that the information entered into E-Verify from Form I-9 differs from records available to SSA and/or DHS.

E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

There are two types of TNCs:

- **Social Security Administration (SSA)**: An SSA TNC means that the information entered into E-Verify does not match SSA records.

- **Department of Homeland Security (DHS)**: A DHS TNC means that the information entered into E-Verify does not match records available to DHS.

DHS Verification In Process

A case result of DHS Verification in Process means that the information did not match records available to DHS.

The case is automatically referred to DHS for further verification. **No action is required by you at this time**. Check E-Verify daily for a response.

DHS will respond to most of these cases within 24 hours, although some responses may take up to three Federal Government working days. After that time, one of the following case results will be returned:

- Employment Authorized

- Tentative Nonconfirmation (TNC)

- DHS Case in Continuance

The user will know that updates have been sent back from E-Verify in a few ways:

- E-Verify Quick Filter: Cases with New Updates will contain a number.

- E-Verify Case Alerts widget: Cases with New Updates will contain a number.

Interim Case Results

An interim case result requires additional action before E-Verify will provide a final case result and you can complete the verification process.

There are four possible interim case results:

- **SSA or DHS Tentative Nonconfirmation (TNC)**: Information did not match records available to SSA and/or DHS. Additional action is required.

- **Review and Update Employee Data**: Review, update, and resubmit the employee's Form I-9 information.

- **DHS Verification In Process**: This case is referred to DHS for further verification.

- **SSA or DHS Case in Continuance**: The employee visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

SSA Tentative Nonconfirmation (SSA TNC)

An "SSA Tentative Nonconfirmation (TNC)" results when the information submitted in E-Verify does not initially match SSA records.

An SSA TNC does not necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.

An SSA TNC 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

When this result is returned, the system displays what reason E-Verify has identified. The employee must be promptly notified of this result. The user must click **Notify Employee** on this screen to proceed to the next step in the process.

After clicking **Notify Employee**, the Notify Employee of TNC screen provides the details on doing so.

From the **Notice/Referral Letter** drop-down list, the user must select a language for the **Further Action Notice**, and click **View & Print**. This will launch the document in PDF format and details what both the employer and employee need to do next.

After following the directions on this screen, the user must then select the **Confirm Employee Notification** check box to indicate that he has notified the employee of this E-Verify result. After doing so, click **Continue**.

> **Note:** The languages that the forms are available in are those that E-Verify provides. These are not reflective of what languages the company has installed in the system.

Once notified, the employee must then choose to either contest or not contest the case result. The user has to enter the employee's decision in the system.

After clicking **Continue** from the Notify Employee of TNC screen, this screen records the employee's decision to contest or not. From this screen, the user will most likely click **Save & Return Later**. When the user gets the answer from the employee, he can access this step in the wizard from the E-Verify View Cases screen.

Clicking Continue on this screen means that the employee is contesting the TNC. The next screen will provide a referral notice that the employee needs to take with him to the SSA office.

> **Note:** If the employee chooses to contest an SSA TNC, it means that the employee must visit an SSA field office within eight Federal Government working days to resolve the TNC.

After clicking **Continue**, the Refer Employee screen displays. On the screen, the user has the option to reprint the Further Action Notice if needed and generate the **Referral Date Confirmation** form that the employee needs.

The user must select the language for the **Referral Date Confirmation** letter, and click **View & Print**. This will launch the document in PDF format and details what both the employer and employee need to do next.

> **Note:** The languages that the forms are available in are those that E-Verify provides. These are not reflective of what languages the company has installed in the system.

Clicking **Continue** from that screen will route the user back to the main E-Verify page.

SSA has 10 Federal Government working days to update the case result in E-Verify. A case referred to SSA is updated with one the following results:

- Employment Authorized

- SSA Final Nonconfirmation
- SSA Case In Continuance
- DHS Verification In Process
- Review And Update Employee Data

Each case result requires different actions or steps to continue or close the case.

DHS Tentative Nonconfirmation (TNC)

A "DHS Tentative Nonconfirmation (TNC)" results when the information submitted in E-Verify does not initially match records available to DHS.

A DHS TNC does not necessarily mean that the employee is not authorized to work in the United States; however, additional action is required to resolve the TNC.

A DHS TNC case result occurs because the employee's:

- Name, Alien number, I-94 number and/or foreign passport number are incorrect in DHS records
- U.S. Passport, Passport Card, driver's license, foreign passport 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

When this result is returned, the system will display what reason E-Verify has identified. The employee must be notified of this result. The user needs to click **Notify Employee** from this screen.

After clicking **Notify Employee**, the next screen provides the details on doing so.

From the **Notice/Referral Letter** drop-down list, the user must select a language for the **Further Action Notice**, and click **View & Print**. This will launch the document in PDF format and details what both the employer and employee need to do next.

After following the directions on this screen, the user must then select the **Confirm Employee Notification** check the box to indicate that he has notified the employee of this E-Verify result. After doing so, click **Continue**.

> **Note:** The languages that the forms are available in are those that E-Verify provides. These are not reflective of what languages the company has installed in the system.

Once notified, the employee must then choose to either contest or not contest the case result. The user has to enter the employee's decision in the system.

After clicking **Continue** from the Notify Employee of TNC screen, this screen records the employee's decision to contest or not. From this screen, the user will most likely click **Save & Return Later**. When the user gets the answer from the employee, he can access this step in the wizard from the E-Verify View Cases screen.

Clicking Continue on this screen means that the employee is contesting the TNC. The next screen will provide a referral notice that the employee needs to take with him to the DHS office.

> **Note:** When an employee chooses to contest a DHS TNC, the employee is responsible for contacting DHS within eight Federal Government workdays.

On this screen, the user will have the option to reprint the Further Action Notice if needed and generate the **Referral Date Confirmation** form that the employee needs.

The user must select the language for the **Referral Date Confirmation** letter, and click **View & Print**. This will launch the document in PDF format and details what both the employer and employee need to do next.

> **Note:** The languages that the forms are available in are those that E-Verify provides. These are not reflective of what languages the company has installed in the system.

Clicking **Continue** from that screen will route the user back to the main E-Verify page.

After 10 Federal Government working days, E-Verify will provide one of the following case results:

- Employment Authorized
- DHS Final Nonconfirmation
- DHS Case In Continuance
- DHS No Show

Each case result requires different actions or steps to continue or close the case.

Review and Update Employee Data

In some instances, a case result of Review and Update Employee Data occurs, and you will receive a prompt to review and update the employee's information.

This means that SSA found a discrepancy in the information it received in the E-Verify referral.

This case result occurs for reasons including typographical errors and/or incorrect information provided on Form I-9.

Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on the form, correct and update. If necessary, modify the employee's information in the fields displayed on screen.

> **Warning:** You may update a case one time. Ensure that the changes are correct before updating the case.

A case that is resubmitted to SSA is updated with one of the following case results:

- Employment Authorized
- DHS Verification In Process
- DHS Tentative Nonconfirmation (TNC)
- SA Final Nonconfirmation

Each case result requires different actions or steps to continue the case.

SSA/DHS In Continuance

An SSA or DHS Case in Continuance indicates that the employee has visited an SSA field office and/or contacted DHS, but more time is needed to determine a final case result.

The reason SSA or DHS needs more time varies with each situation.

The user will know that updates have been sent back from E-Verify in a few ways:

- E-Verify Quick Filter: Cases with New Updates will contain a number
- E-Verify Case Alerts widget: Cases with New Updates will contain a number

Once SSA or DHS has updated E-Verify, one of the following case results displays:

- For DHS Case In Continuance:
    - Employment Authorized
    - DHS Final Nonconfirmation
- For SSA Case In Continuance:
    - Employment Authorized
    - SSA Final Nonconfirmation
    - Review And Update Employee Data
    - DHS Verification In Process

Each case result requires different actions or steps to continue or close the case.

Duplicate Case

A duplicate case displays for a case that contains the same Social Security number of a previous case entered by you or another user of the same employer account.

A duplicate case can occur for several reasons and does not necessarily mean that you should close the new case. There may be instances when you need to create a new case for the same employee, such as in the case of a rehire or if the previous case contains incorrect information. You should review the situation and decide whether to continue with the case.

After submitting the case to E-Verify in Step 1, any duplicates found will display immediately in Step 2.

On this screen, you will need to select an option in the **Continue E-Verify duplicate case process** field or click **Close Case** if it's appropriate to do so.

If you select the **With changes to the details submitted** option, the next screen displays a form to make the necessary changes.

Click **Continue** after you made the changes.

If you select the **Without changing the details submitted** option, the next screen displays a list of statements from which to select.

If you selected **Save & Return Later** to a duplicate case, those will have a Verification Status of **E-Verify Duplicate Case** displayed in the View Cases listing.

To continue the case, click the **Case Number**. To view the Case Details, click the **Verification Status**.

Final Case Results

To complete the E-Verify process, every case must receive a final case result and then be closed.

There are four results possible:

- **Employment Authorized**: The employee's information matched records available to SSA and/or DHS.

- **SSA or DHS Final Nonconfirmation**: 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 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.

Employment Authorized

"Employment Authorized" means that the information entered into E-Verify matched records available to SSA and/or DHS and that E-Verify confirmed the employment eligibility of the employee whose information was entered.

SSA or DHS Final Nonconfirmation

An "SSA or DHS Final Nonconfirmation" case result is received when E-Verify cannot verify an employee's employment eligibility after an employee has visited a SSA field office or contacted DHS during the TNC referral process.

After an "SSA or DHS Final Nonconfirmation" has been provided, you must close the case.

The employer may terminate employment based on a case result of "SSA or DHS Final Nonconfirmation" with no civil or criminal liability as noted in Article A, Section II, paragraph 8 – Responsibilities of the Employer in MOU.

DHS No Show

A "DHS No Show" indicates that the employee did not contact DHS within eight Federal Government working days.

A "DHS No Show" case result is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be closed in E-Verify.

An employer may terminate employment based on a case result of "DHS No Show" with no civil or criminal liability as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in the MOU.

Error: Close Case and Resubmit

If the expiration date you entered for the employee's U.S. Passport, Passport Card, or driver's license is incorrect, E-Verify prompts an "Error: Close Case and Resubmit" case result and you will not be able to continue the case.

Because document information for a case that has already been submitted cannot be changed, you must close this case and create a new one with correct information. Select the closure statement option **The case is invalid because the data entered is incorrect**, and close this case. Now you can create a new case for this employee using the correct document expiration date.

> **Note:** This does not mean that the employee is not authorized to work. E-Verify will confirm the employment eligibility of this employee once you create a new case and enter the correct document expiration date.

Closing a Case

To properly complete the E-Verify process, employers must close every case created in E-Verify.

Step 3: Close Case

There are 11 possible case closure statements.

To assist you in making the correct choice and to reduce the number of options, E-Verify requires you to state whether the employee is still employed. Select the appropriate answer, and click **Continue**.

Then, select one of the case closure statements and click **Continue**.

> **Note:** E-Verify will present only those statements that are relevant to each case.

Record the Case Number on the employee's Form I-9, or print the Case Details and file it with the employee's Form I-9.

Click **View & Print** to access the Case Details in PDF. Then, click **Finish** to complete the closing process.

Case Closure Statements

There are 11 possible case closure statements.

E-verify presents only those relevant to the current case.

The employee continues to work for the employer after receiving an Employment Authorized result.

E-Verify has verified that the employee is eligible to work in the United States and the employee continues to work for the employer.

The employee continues to work for the employer after receiving a Final Nonconfirmation result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but was unable to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee continues to work for the employer after receiving a No Show result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation. The employer chooses to exercise its legal right to allow the employee to continue to work.

The employee was terminated by the employer for receiving a Final Nonconfirmation result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation, but was unable to resolve it. The employer terminated the employee because of the final nonconfirmation result.

The employee was terminated by the employer for receiving a No Show result.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer terminated the employee because of the No Show result.

The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.

E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation (TNC). The employer terminated the employee because the employee chose not to contest the TNC.

The employee voluntarily quit working for the employer.

The employee chose to stop working for the employer.

The employee was terminated by the employer for reasons other than E-Verify.

The employer terminated the employee for reasons unrelated to E-Verify.

The case is invalid because another case with the same data already exists.

An E-Verify case with the same data was already created for this employee. This is a duplicate case.

> **Note:** If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

The case is invalid because the data entered is incorrect.

The data entered for this employee was not correct.

> **Note:** If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

Case Details

This screen provides all the details of the E-verify Case in one, easy-to-view format.

- To print the Case Details, click **View & Print**. The output will be in PDF format.

- To return to the E-Verify wizard, click the linked **Case Number**. The user will be taken to the last completed step in the process.

  > **Note:** If the Case Number is not linked, that means either the Case has been closed or the user does not have permission to access it.

Acronyms

There are several acronyms used within the E-Verify feature:

- SSA: Social Security Administration

- DHS: Department of Homeland Security

- DOS: Department of State

- TNC: Tentative Nonconfirmation

- FNC: Final Nonconfirmation

- SVS: Status Verification System

E-Verify Resources

This screen provides links to the E-Verify site and to additional E-Verify information.

- E-Verify's web site: http://www.uscis.gov/e-verify

- E-Verify's user guide for their online system and program: http://www.uscis.gov/sites/default/files/USCIS/Verification/E-Verify/E-Verify_Native_Documents/E-Verify%20Manuals%20and%20Guides/EVerify_User_Manual_Employer.pdf

- Reports in E-Verify: https://e-verify.uscis.gov/emp/ReportSelector.aspx (Access to this page requires you to log using your E-Verify credentials.)

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