

COMPLETING AN ELECTRONIC I-9 WITH A NEW HIRE

Employer Instructions

The process for verifying a new hire's employment eligibility has changed. Effective immediately, your location will use a Web-based I-9 service to enter electronic I-9's and to ensure employment eligibility for new hires. As a result of this new **paperless** process, you no longer need to complete paper I-9 forms. The new employment verification process consists of four main steps:

Step 1: Have the new hire enter their information in the **I-9 Service** (www.newi9.com)

Step 2: Manager logs into the Administrator portion of the I-9 Service and locates the Pending I-9.

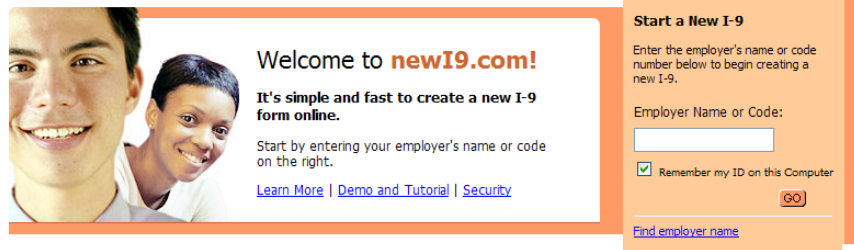
Step 3: Manager completes Section 2 of the I-9 with the new hire.

Step 4: Manager verifies that the employee is legally eligible to work in the U.S. through E-Verify.

Step 1: On or before the first day of employment, the new employee will complete Section 1 of Form I-9.

www.newi9.com

Please review the supplemental guide, *Completing Your Electronic I-9* for additional instruction.



The screenshot shows the newI9.com website interface. On the left, there is a photo of a smiling man and woman. To their right, a text box reads: "Welcome to newI9.com! It's simple and fast to create a new I-9 form online. Start by entering your employer's name or code on the right." Below this text are links for "Learn More", "Demo and Tutorial", and "Security". On the right side of the screenshot, there is a form titled "Start a New I-9". The form contains the instruction: "Enter the employer's name or code number below to begin creating a new I-9." Below this is a text input field labeled "Employer Name or Code:". There is a checked checkbox for "Remember my ID on this Computer" and a "GO" button. At the bottom of the form, there is a link that says "Find employer name".

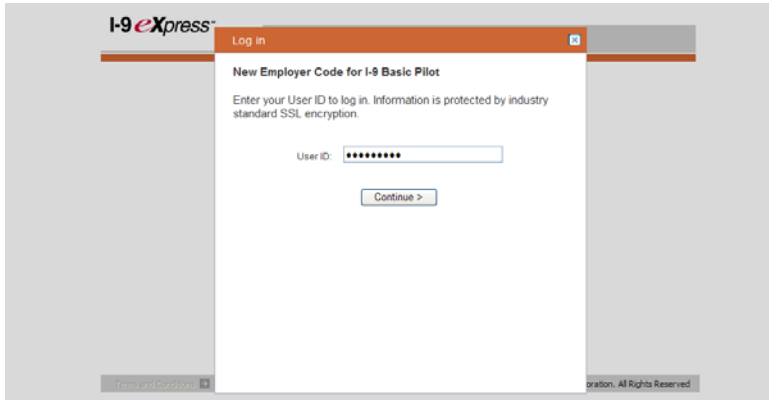
Step 2: Within 3 business days of the date work began, the manager will login to complete Section 2.

www.i9express.com (save to favorites)

1. On the **initial login** page, enter **15249** in the **Employer Name or Code** field and click **Go**.

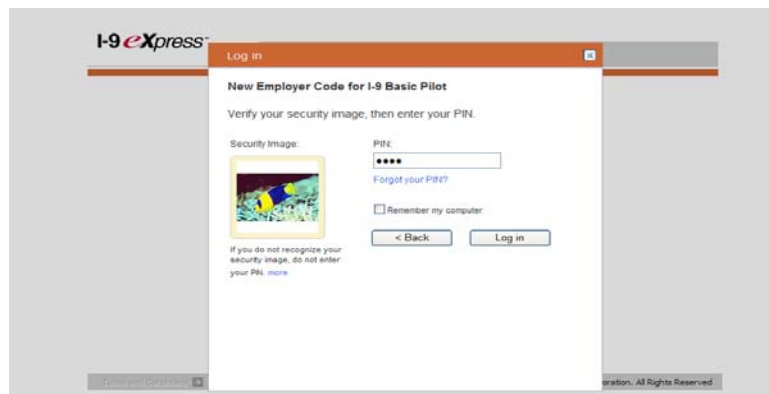


2. On the **Login** page, enter your User ID (SSN) and click continue.
3. You will be prompted on your first login to enroll in our security assessment program. Please select an image, answer the 6 questions and provide a phone number. Please see supplemental PDF document (RBA_Enroll_Info.pdf)



4. Confirm security image, enter your PIN and click **Log in**.

Default PIN scheme = Last 4 of SSN



Complete Section 2

1. On the **Main Menu** page, click **Search for Employees**.

2. On the **Search for Employees** page, enter the employee's Social Security number in the **SSN** field and click **Search**.

Note: Make sure the Date Range fields are blank

3. Under **Search Results**, click the employee's name.

Note: You may also search for a pending I-9 by clicking on the **Pending** Link.

Main Menu

Demo with E-Verify is a demo employer.

New I-9
Create a new I-9 online and sign it with electronic signatures.

1 Search For Employees
Search for employees by entering a First or Last Name, SSN, Location, I-9 Type, or all of the above.

Quick Search		Refresh
Pending	5	↻
Reverification Due	74	↻
SSN Applied For	3	↻
E-Verify Issues	430	↻
Missing	4	↻

Refresh All

My Account
View and update your personal information and security settings. Change your Password. [more](#)

Administration
Users
Locations
Groups
Invalid SSN Maintenance
Termination Date Maintenance

E-Verify

Status: ✔ Currently Available

▶ Outage Schedule

Step 3: The manager completes Section 2 of Form I-9.

Complete Section 2 of the employee's I-9.

1. On the **Section 2 – Employer Review and Verification** page, enter the **Employment Date** using today's date or actual hire date if the employee didn't present the I-9 documentation on day 1. Select the location the employee will be assigned to.

2. Ask the employee to present their employment eligibility documents.

3. Under **Select the set of document(s) presented by the employee**, select documents from the drop-down fields that correspond to the documents the employee presented to you.

4. Click **Continue**.

5. Enter the required information for each document you selected in Step 3 above, and click **Continue**.

Please enter the employment information and the document(s) presented by the employee.

The employee must provide a photo ID to prove their identity.

1

Employment Date: [Auto-Fill](#) **Location:**

[Change Section 1 Information](#)
[View and Print Employee Receipt](#)

2 **Select the set of document(s) presented by the employee:**
The employee must prove their identity and authorization to work in the United States by presenting to the employer either 1 List A -OR- 1 List B and 1 List C document.
A receipt indicating that an individual has applied for an initial Employment Authorization Document (Form I-766) or for an extension of an expiring Form I-766 is NOT ACCEPTABLE proof of employment authorization for Form I-9. Receipts are NEVER ACCEPTABLE if employment lasts fewer than three business days.

List A
List A proves identity AND work authorization: Replacement Receipt

3 List B and C
List B proves identity: Replacement Receipt
List C proves work authorization: Replacement Receipt

Employee terminated before completing I-9

4

Note:

- Please be aware that a picture ID document is required for list B for employers that use E-Verify.
- To see examples of each type of document listed, click **Sample Document**.
- For Permanent resident card that does not have an expiration date, please check the checkbox indicating the document does not have an expiration date.
- When a Driver's License is presented, you should enter the state as the issuing authority.

List B document - Driver's License Issued by State or Possession with Photo

Issuing Authority:
Choose the State or Territory on the Drivers License... [Sample Document](#)

Document #:
[]

Expiration Date (mm/dd/yyyy):
[]

List C document - Social Security Account Number Card Authorized for Employment

Issuing Authority:
Social Security Administration [Sample Document](#)

Social Security Number (XXX-XX-XXXX):
223-66-4123
 The number on the document is the same

[Back] [Cancel] [Continue]

Note: If an employee is terminated before the I-9 is completed, click on the radio button to indicate on the Section 2 document selection page.

Employee terminated before completing I-9

[Back] [Cancel] [Continue]

Review Your Information

1. On the **Employer Review** page, carefully review the information you entered. If any information is incorrect, click the **Change Information** link.
2. If all of the information is accurate, electronically sign Section 2 by clicking **"I have read and agree with the certification statement above"**, click the check box and enter your **PIN/Password**.
3. Click **Continue**.

Employer Review

Demo with E-Verify is a demo employer.

Please review the following information as it was entered. You can make changes to the information by clicking on the link below the information.

After verifying that the information is correct, complete the signature block at the bottom of the page.

[C] Corrected field

Name: Test Employee
Maiden Name: 999003333
Social Security #: 654-11-3397
Birth Date: 01/01/1980
Address: 654 Main Street
St. Louis, MO 65656
Employment Date: 08/09/2011
Work Status: A Citizen of the United States
Alien #:
I-94 #:
Alien Work Until Date:
Group: Missouri
Location: St. Louis [Change Information](#)

Document Information Summary

List B document: Driver's License or ID Card Issued by State or Possession with Photo
Issuing Authority: Illinois
Document #: 44444444
Expiration Date (mm/dd/yyyy): 01/01/2016
List C document: Social Security Account Number Card Authorized for Employment
Issuing Authority: Social Security Administration
Social Security Number (XXX-XX-XXXX): 654-11-3397

Employer Electronic Signature ([Enable](#) | [Disable](#))

I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on 8/9/2011 and that to the best of my knowledge the employee is authorized to work in the United States. My electronic signature is my authorization for any change indicated by **[C]** in Section 1.

I also attest to the following:

- I understand the employee's work authorization will be verified electronically with the United States government.
- I authorize my Section 2 electronic signature to be automatically applied to the documents provided to the employee should the employee contest/not contest the verification results.
- I am not using government verifications for pre-screening purposes or discriminating against any employee who receives a tentative nonconfirmation response.

I have read and agree with the certification statement above.

Enter Password: []

[Back] [Cancel] [Continue]


Step 4: Determine if the employee is legally eligible to work.

E-Verify Status = Employment Authorized

1. Click "Close Case" in the E-Verify History section on the Employee Detail page.

E-Verify

Origination Date: 05/09/2011
Reason for Delay: Initial query submitted on time.
FAR E-Verify Status: Covered
Current Status Date: 05/09/2011
Current Status: Employment Authorized.

 This employee has been authorized by E-Verify. To complete the process, click the **Close Case** button below.

[History...](#) [Close Case](#)

I-9 History

Hire/Entry	Type (click to view)	E-Verify	Actions
5/5/2011	Original I-9		@ Attach File

2. Follow the on screen instructions to close the E-Verify case. Choose whether or not the employee is currently employed, then the specific case closure option and close the case. The most common response is "Yes", then "The employee continues to work after receiving an Employment Authorized result."

Select Case Closure Option

E-Verify requires that you confirm that the employee is or is not currently employed before you can close the case.

1. Select **Yes** or **No** to indicate if the employee is currently employed.
2. Select the closure option for this employee.
3. Click **Close Case**.

Is the employee currently employed?

Yes - The employee **IS** currently employed.

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

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

The case is invalid because the data entered is incorrect.

No - The employee **IS NOT** currently employed.

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

Step 4: Determine if the employee is legally eligible to work.

E-Verify Status = SSA or DHS Tentative Nonconfirmation

1. Use the following language to explain to the employee why they are ineligible to work:

"When your information was compared electronically to government records, the Social Security Administration (SSA)/Department of Homeland Security (DHS) could not confirm that you are eligible to work in the United States. As a result, you must contact SSA to resolve the situation within 8 days if you wish to continue pursuing an opportunity with us."

2. Ask employee if they wish to contest or not contest. Click appropriate button.

E-Verify

Origination Date: 01/22/2009
Reason for Delay: Initial query submitted on time.
FAR E-Verify Status: Not Covered
Current Status Date: 01/22/2009
Current Status: SSA Tentative Nonconfirmation.

ACTION REQUIRED!

The Tentative Nonconfirmation Notices on this page are for informational purposes only. They are only provided to help the employee decide to contest or not contest the E-Verify results. When the employee makes their decision you **MUST** click on the appropriate button below. After clicking the appropriate button you **MUST** follow the steps listed on the E-Verify History page to actually refer the employee to SSA or DHS to close this Tentative Nonconfirmation. You **MUST** print the E-Verify documents on the E-Verify History page and provide copies to the employee.

[View SSA Tentative Nonconfirmation Notice](#)
[View SSA Tentative Nonconfirmation Notice \(Español\)](#)

[History...](#) [Contest](#) [Not Contest](#) [Close Case](#)

- If the employee chooses “Not Contest” click the “Not Contest” button, follow the on screen instructions and resolve the case.
- If the employee chooses “Contest” click the “Contest” button and follow the steps. The employee is allowed to work their schedule while contesting a Tentative Nonconfirmation.
- The employee will have 8 Federal Government workdays to resolve the E-Verify issue.

What happens next?

Once the data has been updated in the SSA database, the case will be released. This usually occurs within 10 government working days. The I-9 Service will automatically search the SSA database for any updated information every day. The E-Verify status is then updated in the I-9 Service.

It is your responsibility to monitor the status of I-9s that are in “E-Verify Issues.”

What do I do if an employee never returns the corrected information within the 8 day timeframe?

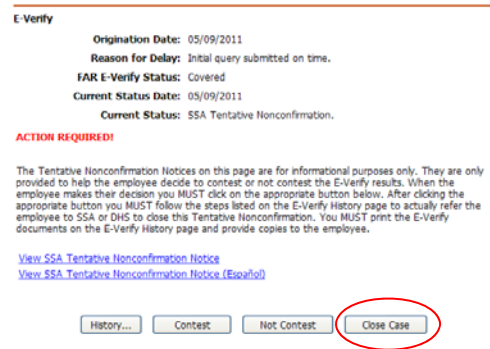
Speak with the HR Professional within your organization for instructions on handling this situation.

You must resolve the case and terminate the employee.

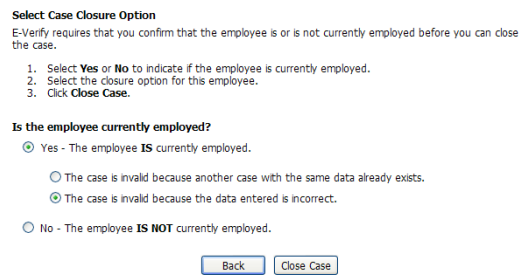
1. If an employee quits or is terminated for refusal to choose whether they will contest or not contest, you should click the **Close Case** button.

Note: Do **NOT** use the Section 3 button to correct any information if the employee data is incorrect. You must invalidate the query and begin again with Section 1 (complete a new I-9). See #1 & #2 below for instructions.

1. Click the “Close Case” button.



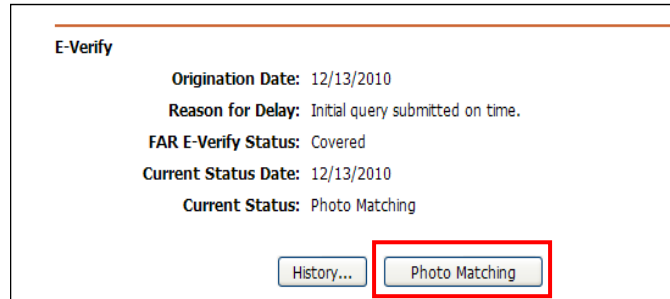
2. Select “Yes” then “The case is invalid because the data entered is incorrect.”



Step 4: Determine if the employee is legally eligible to work.

E-Verify Status = Photo Match

1. This response will only be returned if the employee presents a I-551 (Permanent Resident Card), I-766 (Employment Authorization Document) or U.S. Passport or Passport Card.
2. In the E-Verify history section, click "Photo Matching."



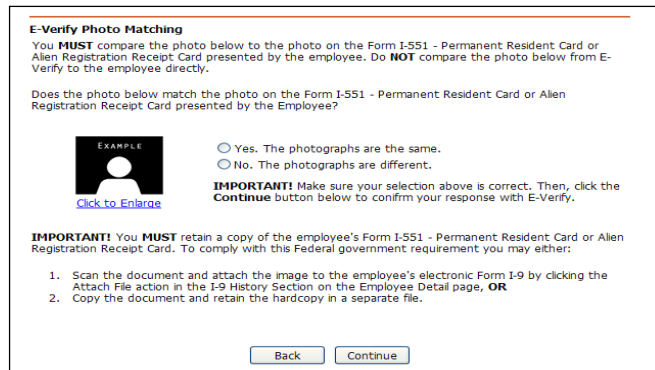
The screenshot shows the E-Verify status page. The status is 'Photo Matching'. The 'Photo Matching' button is highlighted with a red box.

E-Verify

Origination Date: 12/13/2010
Reason for Delay: Initial query submitted on time.
FAR E-Verify Status: Covered
Current Status Date: 12/13/2010
Current Status: Photo Matching

History... Photo Matching

3. You **MUST** compare the photo on the screen to the photo on the I-551, I-766 or U.S. Passport or Passport Card presented by the employee. Do **NOT** compare the photo from E-Verify to the employee directly.




The screenshot shows the E-Verify Photo Matching screen. It asks the user to compare the photo on the screen to the photo on the Form I-551, I-766 or U.S. Passport or Passport Card presented by the employee. The user must select 'Yes' or 'No'. The 'Continue' button is highlighted.

E-Verify Photo Matching

You **MUST** compare the photo below to the photo on the Form I-551 - Permanent Resident Card or Alien Registration Receipt Card presented by the employee. Do **NOT** compare the photo below from E-Verify to the employee directly.

Does the photo below match the photo on the Form I-551 - Permanent Resident Card or Alien Registration Receipt Card presented by the Employee?

 Yes. The photographs are the same.
 No. The photographs are different.

IMPORTANT! Make sure your selection above is correct. Then, click the **Continue** button below to confirm your response with E-Verify.

IMPORTANT! You **MUST** retain a copy of the employee's Form I-551 - Permanent Resident Card or Alien Registration Receipt Card. To comply with this Federal government requirement you may either:

1. Scan the document and attach the image to the employee's electronic Form I-9 by clicking the Attach File action in the I-9 History Section on the Employee Detail page, **OR**
2. Copy the document and retain the hardcopy in a separate file.

Back Continue

- If the photos **MATCH**, click "Yes." Employers must retain a copy of the I-551, I-766 or U.S. Passport or Passport Card
- If the photos **DO NOT MATCH**, click "No." This case will move to a DHS Tentative Nonconfirmation. Follow the Contest/Not Contest Process for Tentative Nonconfirmations.

Please contact your HR representative for any assistance.

Note: You may terminate an employee immediately only if:

- The employee elects to **NOT CONTEST** the E-Verify finding
- The employee does not present the documentation for section 2 of the I-9 within 3 business days of the date they began work.

For technical questions, please contact TALX Solutions Support at:

- **1-877-664-8778**
- **TALXSolutionsSupport@talx.com**
(Monday- Friday, 7am-7pm CST)

FREQUENTLY ASKED QUESTIONS

Q: What do I do after the new hire enters the required information in the I-9 Service?

- After the new hire enters their information, login to the I-9 Service, select the new hire's pending I-9, enter the hire date, and then enter details about the new hire's employment eligibility document information (List A or List B & C documents).

Q: Do I need to print information from the I-9 Service or make copies of employment eligibility documents?

- For E-Verify Photo Matching, you must retain copies of the documents ONLY if the employee presents an I-551, I-766 or U.S. Passport or passport card. For all other documentation, please refer to your internal company policy.

Q: An employee, who was determined Employment Authorized, is appearing in the "reverification due" link. How does this affect their employment eligibility?

- You must **reverify** an employee in the I-9 Service if their work eligibility is about to expire. To reverify, refer to the following steps:
 1. Search for the employee using Quick Search/Reverification Due link, and then click, the employee record.
 2. On the **Employee Detail** page, click the **Section 3** button.
 3. On the **Updating and Reverification** page, verify that the displayed information is correct and select the appropriate document in the **List A or List C Documents** field.
 4. Click **Continue**.
 3. Enter the required information for the document you selected in Step 3 and click **Continue**.
 4. From the **Employer Review** page, verify that the employee's information is correct.
Select "**I have read and agree with the certification statement above**" check box and complete the **PIN** field.
 5. Click **Continue**.

Note:

- The employee is **required** to present documentation.
- If your employee has changed his/her name since the original I-9 was submitted, you may use the **Section 3** button to change the name.

Q: How do I enter a name change?

- Find the I-9 in the system with the old name. Update the name by clicking on the **Section 3** button. If there is no I-9 in the system, you will need to create a new I-9 using the original date of hire.

Q: What do I need to do with a rehired employee?

- Have the individual complete a new electronic I-9 using the I-9 Service.
 - If the employee already has an I-9 in the electronic database, you will be asked if this is the "Same" or a "Different" employee. If the new I-9 is for the "Same" employee, click **SAME**, enter **REHIRE** date, document information, sign the I-9 and click **Continue**.