COMPLETING AN ELECTRONIC I-9 WITH A NEW HI RE

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.

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

www.newi9.com
Step 2: Within 3 business days of the date work began, the manager will login to complete Section 2.

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.

**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.**
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.

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.

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.
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.
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.”

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.
• 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.”
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.

- 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 of 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**.