



I-9 Management

User Manual

TALX



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Overview

Before using this manual it is recommended that you review the I-9 Employment Eligibility Verification Form issued by the Department of Homeland Security, U.S. Citizenship and Immigration Services.

The TALX I-9 management service allows a user to perform the following functions:

- Complete a new I-9 using electronic signatures
- Retrieve an electronic I-9
- Access compliance reports
- Reverify (complete Section 3) an existing I-9 online
- Verify an employee's eligibility to work in the United States through E-Verify

The service includes two Web sites that will help you eliminate paper, reduce costs, and maintain compliance with immigration laws and regulations governing the I-9.

The Employee Web site is for an employee to complete Section 1 of their I-9 and sign it electronically. This process creates a Pending I-9 that the employer can complete using the Employer Web site. The Employee Web site is designed for employers who;

- Provide a new hire packet prior to the first day of work and/or
- Onboard multiple employees at a single orientation meeting.

The Employer Web site is designed for HR professionals and hiring managers. This site allows authorized users to complete a Pending I-9, reverify an employee's work authorization, and resolve E-Verify issues. Authorized users can also complete a new I-9, view and print I-9s to respond to audits, and access reports. The functions available depend on the role assigned to the user.

Federal Immigration Laws make it mandatory for employers to verify the employment eligibility of all workers hired after November 6, 1986. This requirement is fulfilled through the completion and storage of an I-9 Employment Eligibility Verification form. **Completed I-9 forms must be maintained by the employer for three years after the date of hire or one year after employment ends, whichever is later.** An individual may not begin employment unless the I-9 form is completed. Failure to comply with the Immigration Reform and Control Act of 1986, as amended, will subject employers to civil or criminal penalties including fines. For more information see:

U.S. DEPARTMENT OF HOMELAND SECURITY

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

Handbook for Employers M-274 (Rev. 04/03/2009) N – Instructions for Completing the Form I-9 (Employment Eligibility Verification Form)

To order more forms or handbooks, call the U.S. Citizenship and Immigration Service (USCIS) toll-free number at 1-800-870-3676. Individuals also can order them by phoning the USCIS National Customer Service Center at 1-800-375-5283, or download PDF versions from the USCIS website at www.uscis.gov.

The TALX I-9 management service is an efficient way to complete, maintain, and retrieve electronic I-9s for every individual you hire. The service also helps eliminate liability and maintain compliance with federal regulations to avoid penalties and fines.

Employee Web Site

The use of the Employee Web site is optional. Your employer will decide if this site will be part of your electronic I-9 process. *Skip this section if you are not using the Employee Web site.*

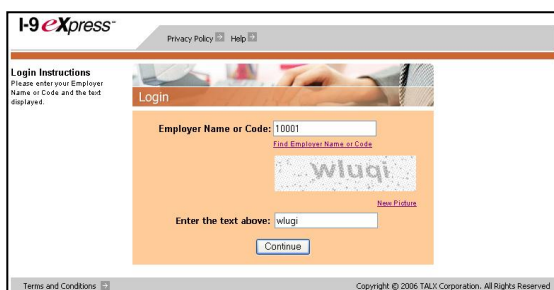
The Employee Web site is designed to be used by employees who receive a new hire packet on or before the first day of work. It is also designed for employers who hire multiple employees at an orientation session. Using this site, an employee can complete Section 1 of the I-9 and sign it with an electronic signature. This creates a Pending I-9. The employer must still complete Section 2 and electronically sign the I-9.

Access

To use the Employee Web site the employee must access the site and enter their Employer Code.

1. Go to: **www.newI9.com**
2. Enter your five-digit **Employer Code 10476**
3. Click **Go**.

The employee is prompted to enter the Employer Code or select the employer's name from the list and click Go. Your Employer Code is assigned by TALX and will be provided to you by your Client Relationship Manager. Next, the employee is prompted to enter the slanted letters in the picture. This picture is called a captcha. The captcha makes sure the user is a person and not a hacker's computer.



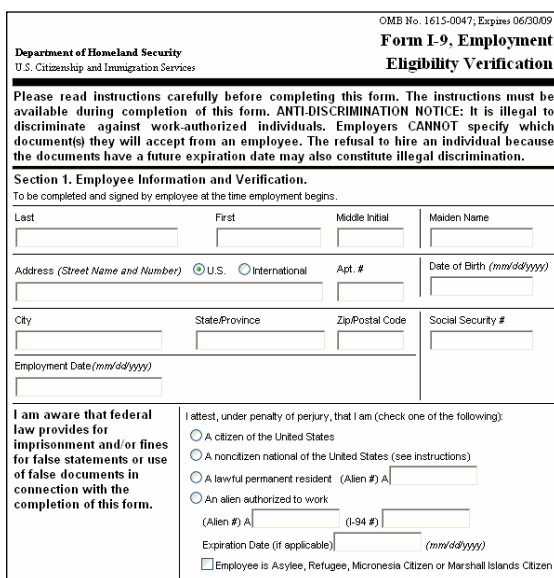
Completing Section 1

After successfully logging in, the employee is presented with a page that resembles Section 1 of the I-9. The employee must complete the form properly before they can continue to the next step. Some of the fields in Section 1 are required and some are optional. For example, fields such as first and last names, address, birth date, SSN, and citizenship status are required. Fields such as middle initial, maiden name, and apartment number are optional.

The Preparer and/or Translator block should only be completed if someone assists the employee in completing the I-9.

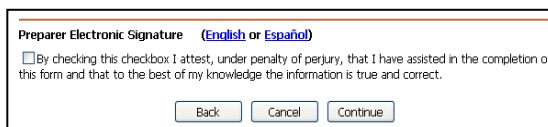
Electronic Signatures

The Employee Web site captures electronic signatures from the employee as well as the Preparer/Translator when applicable.



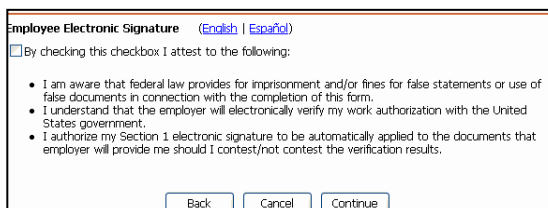
Preparer and/or Translator

Skip this section if the Preparer and/or Translator block is blank. If the Preparer and/or Translator block is completed, the next step after clicking Continue is for the Preparer/Translator to electronically sign the I-9. On the electronic signature page, the individual assisting the employee must first review the information at the top of the page to make sure it is correct. The individual must then sign the I-9 electronically. The electronic signature is a two step process. First, click the checkbox to indicate the individual has read, understands, and agrees with the perjury statement. Next, click Continue to sign the I-9 electronically.



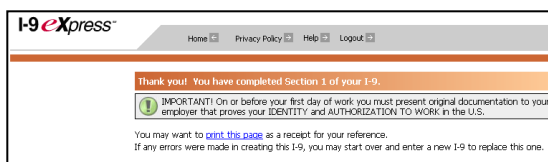
Employee

After the Preparer/Translator signs the I-9 or if the Preparer and/or Translator block is blank, the employee electronically signs the I-9. The employee must review the information at the top of the electronic signature page to make sure it is correct. The employee must then sign the I-9 electronically. The electronic signature is a two step process. First, click the checkbox to indicate the employee has read, understands, and agrees with the perjury statement. (The second and third bullets points in the perjury statement are only included for clients using E-Verify). Next, click Continue to sign the I-9 electronically.



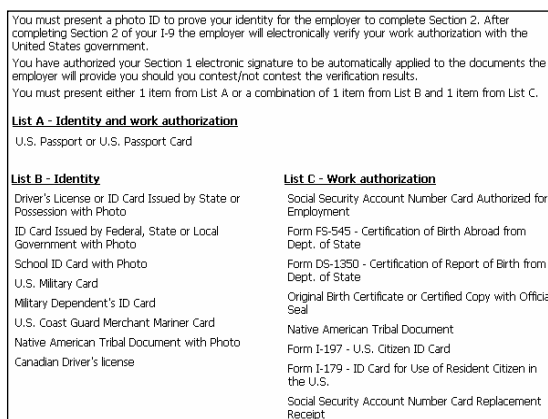
Thank You Page

The Thank You page serves as the employee's receipt and provides instructions for the employee to correct a mistake on their I-9. Completing a new I-9 will replace the old one.



The Thank You page includes a time and date stamp indicating when Section 1 was electronically signed by the employee.

The page also includes a list of documents that pertain to the employee. The employee must present one document from List A or one document from List B and one document from List C to prove identity and work authorization for the United States. The employer must inspect the employee's documentation and complete Section 2 to finish the I-9. Printing this page serves as a reminder to the employee to bring their documents with them when they begin work.

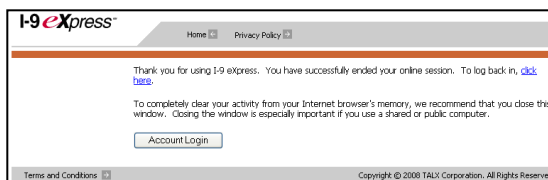


List A - Identity and work authorization	List B - Identity	List C - Work authorization
U.S. Passport or U.S. Passport Card	Driver's License or ID Card Issued by State or Possession with Photo	Social Security Account Number Card Authorized for Employment
	ID Card Issued by Federal, State or Local Government with Photo	Form PS-545 - Certification of Birth Abroad from Dept. of State
	School ID Card with Photo	Form DS-1350 - Certification of Report of Birth from Dept. of State
	U.S. Military Card	Original Birth Certificate or Certified Copy with Official Seal
	Military Dependent's ID Card	Native American Tribal Document
	U.S. Coast Guard Merchant Mariner Card	Form I-197 - U.S. Citizen ID Card
	Native American Tribal Document with Photo	Form I-179 - ID Card for Use of Resident Citizen in the U.S.
	Canadian Driver's license	Social Security Account Number Card Replacement Receipt

Now, close the browser or click Logout.

Account Login

The final page is the Account Login page. This page displays if the employee clicks Logout on the Thank You page. The Account Login page instructs the employee to close their browser to clear their activity from the browser's memory. It also allows the employee to log back in to the Employee Web site.



Errors

If errors are made, a message for each error displays at the top of the page. The fields with errors are highlighted in green. All errors must be corrected before the employee is allowed to continue.

Employer Web Site

The Employer Web site is a separate site for HR professionals and hiring managers. This site allows an authorized user to complete a Pending I-9, reverify an employee's work authorization, and resolve E-Verify issues. You can also complete a new I-9, view and print I-9s to respond to audits, administer users and locations, and access reports. The functions available depend on your role assignment.

Access

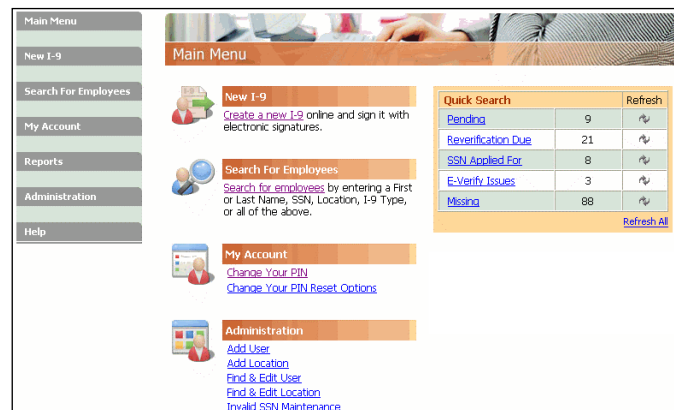
To use the Employer Web site you must access the site and enter your Employer Code.

Go to <https://www.hr.upenn.edu/HRI9eXpress>

1. Enter your PennKey and Password
2. Click on Access I9Express

Main Menu

The options displayed on the main menu depend on your assigned role. You will typically use the Employer Web site for such tasks as completing Pending I-9s, generating new I-9s, completing a Section 3 reverification, viewing and printing an I-9, and resolving E-Verify issues. Let's take a look at the main menu options and navigational features.



Navigation

The navigation links at the top of the Web page are standard throughout the Employer Web site. These links allow you to view the site's Privacy Policy, access Help, and Logout of the application. The navigation link at the bottom of the Web page is also standard throughout the site. It allows you to view the Terms and Conditions of use for the site.



The menu on the left side of the page is standard throughout the site. This menu allows you to jump to any area of the site at any time. The options on this menu may vary based on your role.

Let's take a look at each of the menu options individually and see how they work.

New I-9

You can complete a new I-9 online by filling out the form and signing it electronically. There are three sections on the I-9. Section 1 is for the employee to complete and sign. Section 2 is for the employer to complete and sign. And Section



3 is for the employer to complete and sign to make changes or to reverify an employee's authorization to work in the United States. Section 3 is covered with Reverifications. The application checks the information entered on the I-9 to catch errors. This is to make sure I-9s are completed correctly. You won't be able to continue to the next step until all errors have been corrected.

Let's look at each section of a new I-9.

Section 1

Section 1 is where the employee's information is entered. The blocks in this section are used to enter the employee information necessary to complete the I-9 form.

The first block is for demographic information such as the employee's name, address, birthday, employment date, and Social Security number. There are some specific edits done on the data in this block such as the date of birth. One of the configuration options for the service is a minimum age for an employee. This will typically be 16, but it can be different. You will not be allowed to continue if the date of birth does not satisfy the minimum age requirement. There is also a configuration setting for a maximum age. This will typically be 125, but it can be different. You will not be allowed to continue if the date of birth does not satisfy the maximum age requirement.

The second block is to indicate the employee's citizenship status and is required to complete the I-9. Click the radio button that corresponds to the employee's citizenship status.

- A citizen of the United States – Click this option if the employee is a citizen of the U.S.
- A noncitizen national of the United States – Click this option if the employee is a national of a U.S. territory (see Form I-9 instructions for details).
- A lawful permanent resident – Click this option if the employee is a lawful permanent resident with a “green card” and enter the employee's alien number in the box provided.
- An alien authorized to work – Click this option if the employee is only authorized to work in the U.S. until a specified date. Enter either the employee's alien number or I-94 number in the boxes provided and enter either the employee's work until date or check the available box to indicate that the employee is exempt from the work authorization expiration requirement (see From I-9 instructions for details)..

OMB No. 1615-0047; Expires 06/30/09

Department of Homeland Security
 U.S. Citizenship and Immigration Services

Form I-9, Employment Eligibility Verification

Please read instructions carefully before completing this form. The instructions must be available during completion of this form. **ANTI-DISCRIMINATION NOTICE:** It is illegal to discriminate against work-authorized individuals. Employers CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because the documents have a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Verification.
 To be completed and signed by employee at the time employment begins.

Last	First	Middle Initial	Maiden Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address (Street Name and Number)		<input type="radio"/> U.S. <input type="radio"/> International	Apt. #
<input type="text"/>		<input type="text"/>	<input type="text"/>
City	State/Province	Zip/Postal Code	Social Security #
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Employment Date (mm/dd/yyyy)	Location	<input type="radio"/> SSN Applied For	
<input type="text"/>	<input type="text"/>		

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):

A citizen of the United States

A noncitizen national of the United States (see instructions)

A lawful permanent resident (Alien #) A

An alien authorized to work

(Alien #) A (I-94 #)

Expiration Date (if applicable) (mm/dd/yyyy)

Employee is Asylee, Refugee, Micronesia Citizen or Marshall Islands Citizen

The last block is the Preparer and/or Translator block. It is only necessary to complete this block if an individual other than the employee completes Section 1 or if a translator assists the employee. If this block is used, the individual assisting the employee is required to electronically sign the I-9 in the next step.

Preparer and/or Translator Certification.
To be completed and signed if Section 1 is prepared by a person other than the employee

Preparer/Translator Name

Address (Street Name and Number) U.S. International

City _____ State/Province _____ Zip/Postal Code _____

When Section 1 is filled in, click Continue. The application will not allow multiple employees to have the same Social Security number. If you are trying to enter an I-9 that contains a Social Security number (SSN) already on file, you will be asked if the new I-9 is for the same employee or a different employee. If the employees are the same, you will be allowed to continue. If the employees are different, you will be returned to the I-9 form to correct the SSN. The process is described in greater detail in the Duplicate SSN section of this document.

Preparer Review and Signature

If the Preparer and/or Translator block was used, the individual is required to electronically sign the I-9. The process includes three simple steps.

1. Review the information entered on the I-9 to make sure it is correct.
2. Click the checkbox to agree with the perjury statement.
3. Click Continue to complete the electronic signature.

Preparer Review
This information should be reviewed and completed by the person who helped prepare and/or translate your I-9 form.

After verifying that the information is correct, complete the signature block at the bottom of the page. You can make changes to the information by clicking on the link below the information.

Name: John Doe
Maiden Name:
Social Security #: 900-00-0303
Birth Date: 04/01/1970
Address: 123 Main
St. Louis, MO 63146
Employment Date: 09/19/2008
Work Status: A Citizen or national of the United States
Alien #:
I-94 #:
Alien Work Until Date:
[Change Information](#)

Preparer Summary
Preparer Name: Mary Smith
Preparer Address: 890 First Street, St. Louis, MO 63146
[Change Information](#)

Preparer Electronic Signature [English](#) | [Español](#)
 By checking this checkbox I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

Employee Review and Signature

Next, it is the employee's turn to electronically sign the I-9. If the Preparer and/or Translator block was left blank, the application will skip the Preparer and/or Translator electronic signature step and go directly to the employee's electronic signature. The process includes three simple steps.

1. Review the information entered on the I-9 to make sure it is correct.
2. Click the checkbox to agree with the perjury statement.
3. Click Continue to complete the electronic signature.

Employee Review
This information should be reviewed and completed by the employee who prepared the I-9 form.

After verifying that the information is correct, complete the signature block at the bottom of the page. You can make changes to the information by clicking on the link below the information.

You must present a photo ID to prove your identity for the employer to complete Section 2. After completing Section 2 of your I-9 the employer will electronically verify your work authorization with the United States government.

Name: John Doe
Maiden Name:
Social Security #: 900-00-0303
Birth Date: 04/01/1970
Address: 123 Main
St. Louis, MO 63146
Employment Date: 09/19/2008
Work Status: A Citizen or national of the United States
Alien #:
I-94 #:
Alien Work Until Date:
[Change Information](#)

Employee Electronic Signature [English](#) | [Español](#)
 By checking this checkbox I attest to the following:

- 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 understand that the employer will electronically verify my work authorization with the United States government.
- I authorize my Section 1 electronic signature to be automatically applied to the documents that employer will provide me should I contest/not contest the verification results.

Section 2

Section 2 is where the HR professional or hiring manager enters the information on the employee's documentation and electronically signs the I-9. To complete this section, you must list the documents that were presented by the employee to verify identity and employment authorization. There are three lists of documents. The employee can present a List A document to establish both identity and employment authorization. Or, the employee can present one document from List B to establish identity and one document from List C to establish employment authorization. You or your representative/agent must personally inspect the

original documentation that establishes the employee's identity and authorization to work in the United States. Except for a certified copy of a United States birth certificate, or a List C document issued by a state, county, municipal authority, or outlying possession of the United States bearing an official seal, photocopies or numbers representing original documents are not acceptable. First, you should enter or update the employment date. The Auto-fill link is a configurable option that will input the current date. Next, assign the employee to a work location, if necessary, and correct any wrong information in Section 1.

After inspecting the documentation presented by the employee, you must select the appropriate list of documents and then the specific document from the drop-down list. When you are finished, click Continue.

Next, you must enter information from the documentation presented by the employee. The information you are prompted to enter will match the document or documents you selected on the previous page. Enter the information and click Continue.

The last step is for you to electronically sign the I-9. This is done in a similar fashion to the electronic signatures in Section 1, but you may be prompted to enter your PIN or Password as an additional security feature. The process includes four simple steps.

1. Review the information entered on the I-9 to make sure it is correct.
2. Click the checkbox to agree with the perjury statement.
3. Enter your PIN or Password in the box provided.
4. Click Continue to complete the electronic signature.

Duplicate SSN

When you create an I-9 with an SSN in Section 1, a check is done when you start to complete Section 2 to determine if the SSN in Section 1 matches the SSN on an existing I-9. This check is done to prevent two different employees from having the same SSN. If the SSN in Section 1 of the new I-9 matches the SSN of one of your existing employees, a notification page displays. The Duplicate SSN page is also referred to as the Same or Different page.

The same check is also done when you change or add an SSN to an I-9 by

TALX Corporation

completing Section 3. If the SSN you enter in Section 3 matches one of your existing employees, the Duplicate SSN page is displayed.

When you receive the Duplicate SSN page, you need to indicate if the two employees are the same person or different people. If they are the same person you should click the Same button. This will store the new I-9 with any I-9s already on file for that SSN. If they are different people you should click the Different button. This will return you to the Section 1 page to correct the SSN. You will not be allowed to continue unless the SSN in Section 1 of the new I-9 is unique or it matches one of your existing employees. Because an employee's name can change, the SSN is the only unique identifier for an employee. The TALX I-9 service will not allow you to have the same SSN on I-9s for different people. As you know, names are not unique (e.g. John Smith), you can have I-9s with the same name. But, you cannot have multiple employees using the same SSN. Below are explanations for the Same and Different buttons:

- Same – If you click the **Same** button, you are indicating that the new I-9 you are completing is for your existing employee already on file with the SSN. The new I-9 you are completing will be stored with any I-9s already on file for your existing employee. You will be allowed to proceed and complete Section 2 of the new I-9.
- Different – If you click the **Different** button, you are indicating that the new I-9 you are completing is NOT for your existing employee already on file with the SSN. You will be returned to Section 1 of the new I-9 to enter the correct SSN in Section 1.

There are two scenarios where you will encounter the Duplication SSN page. It can happen when you try to complete Section 2 of a new I-9 and when you add or change a SSN by completing Section 3 of an existing I-9.

It is important to note that anytime you click the Different button you are indicating that there is a SSN mismatch situation. Resolving this issue may be a simple process (typo) or it may require some research to determine which person is the rightful owner of the SSN. If you are using E-Verify it can help eliminate the possibility of having I-9s on file with incorrect SSNs.

After you determine which employee rightfully owns the SSN, follow the necessary steps to complete the process.

1. Entering a new I-9 when the SSN already exists
 - a. If the new I-9 is for the employee already on file
 - i. Click the Same button on the Duplicate SSN page.
 - ii. Continue the normal process to complete Section 2 for this I-9.
 - iii. When you electronically sign Section 2 of the I-9 the process is complete.
 - b. If the new I-9 is for someone other than the employee already on file
 - i. The SSN in Section 1 of the new I-9 is incorrect.
 1. Click the Different button on the Duplicate SSN page.
 2. You will be returned to Section 1 of the new I-9.
 3. Review the Section 1 data with the employee and update the SSN to the correct value.

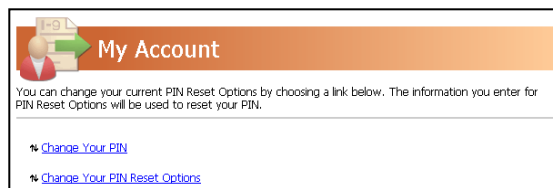
4. Follow the normal process for signing Section 1 and Section 2 to complete the new I-9.
- ii. The SSN on the existing employee's I-9 is incorrect.
 1. You must correct the SSN on the existing I-9 or mark it invalid.
 2. Click the Search for Employees link on the menu on left side of the page.
 3. Perform a search to find the existing I-9.
 4. Click the employee's name in the search results to access the employee's Employee Detail page.
 5. Click the Section 3 button and enter the correct SSN for the existing employee or mark the SSN as invalid.
 6. Return to the Pending I-9 with the correct SSN. Follow the normal process to complete the Pending I-9.
2. Completing Section 3 – changing the SSN or entering an SSN for a SSN Applied For I-9 when the SSN already exists
 - a. SSN already exists and the new I-9 is for the existing employee on file
 - i. Click the Same button on the Duplicate SSN page.
 - ii. Continue the normal process to complete Section 3 for this I-9.
 - iii. When you electronically sign Section 3 of the I-9, the process is complete.
 - b. Completing Section 3 to enter or change a SSN and the employee on file is not the same person
 - i. The SSN you are attempting to enter in Section 3 is incorrect.
 1. Click the Different button on the Duplicate SSN page.
 2. Confirm the SSN with the employee.
 3. Enter the employee's correct SSN in Section 3. Follow the normal process for completing Section 3.
 4. When you electronically sign Section 3 of the I-9, the process is complete.
 - ii. The SSN on the existing I-9 is incorrect
 1. You must correct the SSN on the existing I-9 or mark it invalid.
 2. Click the Search for Employees link on the menu on the left side of the page.
 3. Perform a search to find the existing I-9.
 4. Click the employee's name in the search results to access the employee's Employee Detail page.
 5. Click the Section 3 button and enter the correct SSN or mark the SSN as invalid.
 6. When you electronically sign Section 3 of the I-9, the process is complete.
 7. When you obtain the existing employee's correct SSN you can return to the employee's Employee Detail page and click the Section 3 button to update the employee's I-9 with the correct

SSN. When you electronically sign Section 3 of the I-9, the process is complete.

My Account

The My Account section allows you to perform maintenance on your login PIN for the Employer Web site. My Account allows you to:

- Change your PIN and
- Change your PIN Reset Options.



Reports

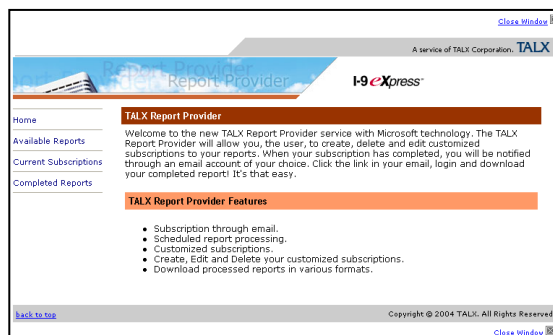
To access the report feature you need to have an appropriate role assignment. There are Standard Reports that are available to all clients. In addition to the Standard Reports, Compliance Reports are available to clients that provide payroll data to The Work Number. The following is a description of the available reports.

Standard Reports:

- All I-9 – includes data for all completed I-9s on file.
- I-9 Statistics – provides a list of all I-9 activity during a defined period of time.
- Employee Search Exports – allows you to generate a report using the same Employee Search criteria available in the I-9 service, however, the report includes additional information not displayed in the online search results.
- Export all invalid SSNs – provides a list of all SSNs marked as invalid via the Invalid SSN Maintenance feature. This feature and report are only available to employer that subscribe to The Work Number service.

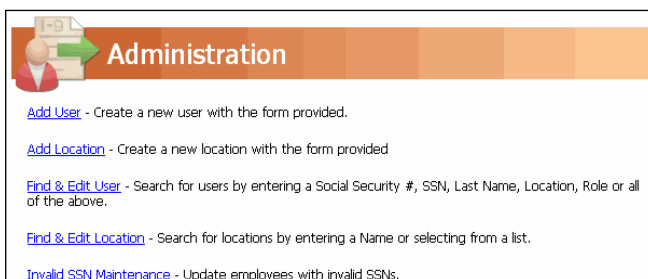
Compliance Reports:

- I-9 Compliance Summary – provides a summary of overall compliance status including a breakdown by location.
- Missing I-9 – provides a list of records on The Work Number that do not have a matching I-9 on file.
- Missing Payroll – provides a list of I-9s that do not have a matching record in The Work Number.



Administration

To access the Administration functions you need to have an appropriate role assignment. Most of the time the Administrative functions will be handled via electronic file transfers from your HR/Payroll system to the service. However, if you have only a few users and locations,



you may find it easier to use this online tool. Otherwise, you may decide to only use this online tool when a change needs to be made immediately.

The functions available (based on user role and employer configuration):

- Add User – add a new user to the service. This is for adding a user that is not already in your database on The Work Number. For example, you would use this function to enable a new assistant store manager to use Employer Web site before a file is submitted to The Work Number containing their record. If you do not subscribe to The Work Number employment verification service, all new I-9 users will be enabled using this function or by submitting a separate user file to the service.
- Add Location – add a new location to the service.
- Find & Edit User – make changes to the fields describing a user. You can change a user’s assigned role, authorize a user to access information for a specific location, block or unblock the user’s access to the service, and reset the user’s Password to the default.
- Find & Edit Location – make changes to the fields describing a location.
- Invalid SSN Maintenance – mark SSNs migrated from The Work Number to the I-9 service as invalid (Only available to clients that subscribe to The Work Number service from TALX).

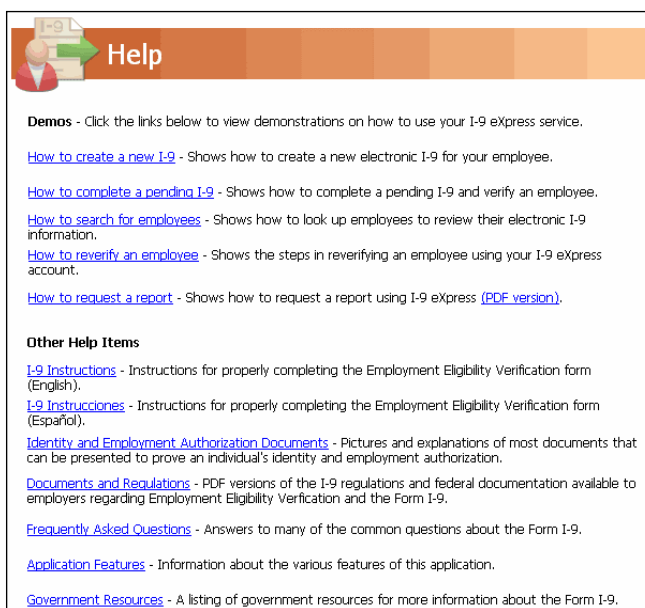
The online Administration, Add User, Add Location, Find & Edit User, and Find & Edit Location functions are not available to clients using the multi-location or hierarchical location configuration. All changes to locations and users for hierarchy clients must currently be done via file transfers.

Help

Access to the Help feature is only available after you have logged in to the service. Help is provided for educational purposes and to assist you in completing I-9s that are compliant with applicable law and regulations.

Help includes the following.

- Demos – Instructional videos to help educate users on using the application.
- I-9 Instructions – View and print a PDF of the I-9 instructions. English & Spanish.
- Identity and Work Authorization Documents – You can access pictures and explanations of most documents that can be presented to prove an employee's identity and work authorization.
- Documents and Regulations – View and print PDFs of the I-9 regulations.
- Frequently Asked Questions – Answers to many questions about I-9s and the service.
- Application Features – A summary description of the service’s features.
- Government Resources – Other government resources for more I-9 information.



Help

Demos - Click the links below to view demonstrations on how to use your I-9 eXpress service.

- [How to create a new I-9](#) - Shows how to create a new electronic I-9 for your employee.
- [How to complete a pending I-9](#) - Shows how to complete a pending I-9 and verify an employee.
- [How to search for employees](#) - Shows how to look up employees to review their electronic I-9 information.
- [How to reverify an employee](#) - Shows the steps in reverifying an employee using your I-9 eXpress account.
- [How to request a report](#) - Shows how to request a report using I-9 eXpress ([PDF version](#)).

Other Help Items

- [I-9 Instructions](#) - Instructions for properly completing the Employment Eligibility Verification form (English).
- [I-9 Instrucciones](#) - Instructions for properly completing the Employment Eligibility Verification form (Español).
- [Identity and Employment Authorization Documents](#) - Pictures and explanations of most documents that can be presented to prove an individual's identity and employment authorization.
- [Documents and Regulations](#) - PDF versions of the I-9 regulations and federal documentation available to employers regarding Employment Eligibility Verification and the Form I-9.
- [Frequently Asked Questions](#) - Answers to many of the common questions about the Form I-9.
- [Application Features](#) - Information about the various features of this application.
- [Government Resources](#) - A listing of government resources for more information about the Form I-9.

Quick Search

The Quick Search feature serves two main purposes. First, it gives you a real-time view into the number of I-9s on file that require follow-up of some kind. Second, it gives you one-click access to specific listings of I-9s. The next sections describe the different categories listed in the Quick Search.

Quick Search		Refresh
Pending	9	
Reverification Due	21	
SSN Applied For	8	
E-Verify Issues	3	
Missing	88	

[Refresh All](#)

Pending

A Pending I-9 is one with Section 1 completed, but not Section 2. There are two ways a Pending I-9 is created. First, all I-9s completed using the Employee Web site are Pending I-9s. This is because the employee has completed Section 1, but needs to present documentation for you to complete Section 2. Second, you can create a Pending I-9 through the Employer Web site by completing Section 1 and then stopping short of completing Section 2. This can happen if the employee does not have the necessary documentation to complete Section 2. A Pending I-9 is only retained for a short period of time such as 30 days. This retention period is defined when the service is configured. Location entry in Section 1 is also a configuration option. If the location is entered in Section 1, the Pending I-9s will be listed by location. If the location is not entered in Section 1, the Pending I-9s are assigned to the default location and can be seen by all users with access to the default location.

Click the Pending link in the Quick Search box to display the list of Pending I-9s. Next, click the employee name to complete Section 2 of the I-9.

Reverification Due

An I-9 is counted as a Reverification Due if the employee's work authorization is expiring. When the service is configured, the window for reverification notices is defined. For example, you may want to be notified that an I-9 needs to be reverified 90-days before the employee's work authorization expires. When the I-9 enters the window, it is listed in the Quick Search box and a notification e-mail is sent, if that feature is used. I-9s listed in this category are specific to your assigned location, if the Location feature is used.

Updating and Reverification
Enter a new name, SSN, rehire date, or select a document.

Name: Ander E. Anderson
Address: A1 Apt 15B
St. Charles, MO 63301
Birth Date: 1/1/1944

Last Name: Anderson First Name: Ander Middle Initial: E
Social Security #:
 Marked as Bad Edit SSN
 Mark SSN as bad
Rehire Date: (mm/dd/yyyy)
List A and C Documents:

Clicking the Reverification Due link in the Quick Search box displays the list of I-9s due for reverification. Next, click the employee name to access the Employee Detail page for this employee. From there you can click the Section 3 button to complete a reverification for this employee.

SSN Applied For

This list of I-9s had the SSN Applied For radio button clicked in Section 1 when the I-9 was completed through the Employer site. This radio button should be clicked if the employee has applied for a Social Security number and the SSN has not been issued yet. The employee should provide their SSN to you within 90 days. The application tracks these I-9s for you.

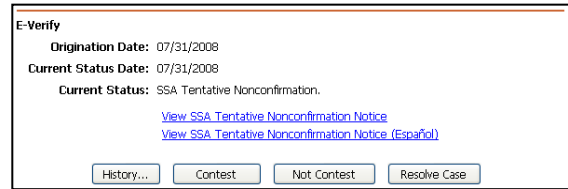
Clicking the SSN Applied For link in the Quick Search box displays a list of I-9s that have applied for a SSN. Next, click the employee name to access the Employee Detail page for this employee. From there you can click the Section 3 button and enter the employee's SSN to satisfy the SSN Applied For status.

Social Security #

 SSN Applied For

E-Verify Issues

E-Verify verifies the information on an eligible employee's I-9 with the Social Security Administration (SSA) and the Department of Homeland Security (DHS). If you are using the E-Verify feature, the I-9s listed in this category were returned with a status code other than EMPLOYMENT AUTHORIZED.



The screenshot shows the E-Verify interface with the following details:

- E-Verify**
- Origination Date:** 07/31/2008
- Current Status Date:** 07/31/2008
- Current Status:** SSA Tentative Nonconfirmation.
- Two links: [View SSA Tentative Nonconfirmation Notice](#) and [View SSA Tentative Nonconfirmation Notice \(Español\)](#)
- Four buttons: **History...**, **Contest**, **Not Contest**, and **Resolve Case**

These E-Verify issues need to be resolved within 10 government work days. The first step in resolving an issue is to inform the employee that their I-9 data did not match the government databases. The employee will likely do one of two things:

1. Work with you, SSA, and DHS to resolve the issue, or
2. Leave and not come back to work.

If the employee wants to correct the problem, you will refer the employee to the SSA by clicking the Contest button in the E-Verify section of the Employee Detail page. Follow the instructions on the E-Verify History page to provide the appropriate documentation to the employee and complete the referral.

Missing

The Missing I-9 feature is available to clients that provide payroll data to The Work Number. The quick search box will display the number of employees who require an I-9 but do not have one on file. This is done by comparing SSNs in The Work Number database with the SSNs in the I-9 service.

Click the Missing I-9 link in the Quick Search box to display a list of employees who have a payroll record in The Work Number but do not have a matching I-9 on file. Next, click the employee name to access the Employee Detail page for this employee. From there you can click the New I-9 button to complete an I-9 for this employee.

Search for Employees

The Search feature in the I-9 service serves several purposes. First, use the Search feature to find a specific employee and access the employee's Employee Detail page. Second, the Search results indicate I-9s that need attention. The Type field on the results page is color coded. A red letter indicates a problem and a bold red letter indicates an urgent problem. You can also export the Search results as a Comma Separated Value (CSV) file that is compatible with Microsoft Excel and other third party software tools. This will allow you to manipulate the data to create custom reports. The export function is a configuration option.

There are a variety of criteria you can use to complete a search. If you are using the Location feature and you only have authorization for one location, the criteria will default to your authorized location. You must enter at least one specific criteria. For example, the default Search page may show (All) as the criteria for both Location and Type of I-9. A search for all types of I-9s in all locations with no other criteria is not permitted. Clients, who provide payroll data to The Work Number, also have the ability to indicate whether they would like the search results to include active employees, terminated employees only or both.

Type of I-9

The search field labeled “Type of I-9” allows the user to narrow the search to return results that include only I-9s with the status selected. While the statuses of Pending, E-Verify Issues, Reverification Due, and Missing include only I-9s with those specific statuses, the Completed and All categories actually include I-9s in multiple status categories. This is because it is possible for an I-9 to satisfy more than one status. For example, a Reverification Due I-9 and an E-Verify Issues I-9 are also Completed I-9s. Below is a description of the Completed and All category contents.

- Completed – The Completed status includes I-9s that have both Section 1 and Section 2 signed. This includes I-9s with a status of E-Verify Issues and Reverification Due because these I-9s are also Completed. Therefore, E-Verify Issues and Reverification Due I-9s will appear in the results when Completed is selected as the Type of I-9.
- All – The results returned for the All category are dependent on the other search criteria selected.
 1. If you specify a First Name, Last Name, or SSN in your search criteria and you select All as the Type of I-9, the results returned will include any I-9s that satisfy the search criteria (e.g., name and SSN) entered. The search results will include all Pending, Missing, Reverification Due, Completed, and E-Verify Issues I-9s that satisfy the search criteria. The purpose for this search is to find an employee’s I-9 when you know who the employee is but you do not know the status of the employee’s I-9.
 2. If you do NOT specify a First Name, Last Name, or SSN in your search criteria and you select All as the Type of I-9, the search results will NOT include Pending I-9s. The search results will include all other possible I-9s types except for Pending I-9s.

Search For Employees

Select one or more search criteria below to search for employees.

First Name: Last Name: SSN: Type of I-9: Completed

Group: (All) Location: Cleveland

Employment Date: (mm/dd/yyyy)

Search Results: Completed

Type: E=E-Verify, C=Complete, P=Pending, R=Reverification, S=SSN Applied For, M=Missing (R=Problem, B=Urgent)

Type	Name	Location	SSN	Employment	E-Verify Status
E	Jones, Sally	Cleveland	3232	08/26/2008	DHS TNC
C	Smith, Bill	Cleveland	0003	08/26/2008	Resolved: Authorized
C	Test, John	Cleveland	0008	09/18/2008	Resolved: Self Terminated
C	Test, Ray	Cleveland	1005	08/18/2008	
C	Test, Ron	Cleveland	0003	09/15/2008	Resolved: Authorized
C	Williams, Raymond	Cleveland	0003	09/02/2008	Resolved: Authorized

Employee Detail

The Employee Detail page is your view into an employee’s current I-9 status and history. There are two ways to access the Employee Detail page.

1. Sign Section 2 of the I-9 and click continue.
2. Perform an Employee Search and then click on the name in the search results. This will take you to the Employee Detail page for the employee unless the search result is a Pending I-9. Clicking on the name for a Pending I-9 will take you to Section 2 to allow you to complete Section 2 for this I-9.

Employee Detail

Name: Mary J. Williams
 Maiden Name: Andrews
 Social Security #: XXX-XX-8772
 Birth Date: 01/02/1978
 Address: 123 Main St. Apt 5B
 Cleveland, OH 44111
 Employment Date: 07/30/2008
 Work Status: A Citizen or national of the United States
 Alien #: _____
 I-94 #: _____
 Alien Work Until Date: _____
 Location: St Louis
 Previous Locations: Cincinnati
 Audit Report: [View/Download](#)

E-Verify

Origination Date: 07/31/2008
 Current Status Date: 07/31/2008
 Current Status: SSA Tentative Nonconfirmation.
[View SSA Tentative Nonconfirmation Notice](#)
[View SSA Tentative Nonconfirmation Notice \(Español\)](#)

I-9 History

Date	Type (click to view)	E-Verify
07/31/2008	Original I-9	History
07/31/2008	Original I-9	History

Comments

Date	Short Description	Username
<input type="button" value="Add Comment"/>		

There are four sections to the page. The employee's most current information is displayed at the top. If using the E-Verify feature, the next section displays the information for the most recent E-Verify verification. The third section shows the employee's I-9 history. If you use the Comments feature, the last section allows you to read existing comments or add new ones. From the Employee Detail page you can perform a number of functions depending on your assigned role. The full list of functions available from the Employee Detail page includes:

- Complete Section 3 to reverify this employee.
- Create a new I-9 for this employee.
- Change this employee's current location, if using the Location feature.
- View and print an I-9 for this employee.
- Resolve E-Verify issues for this employee and view E-Verify history.
- View or add comments, if using the Comments feature.
- View or download the Audit Report which provides a list of everyone who has accessed this Employee Detail page and what they did.