

# HireRight: Step-by-Step Guide

## Using HireRight for Form I-9 and E-Verify

This guide provides step-by-step procedures for using HireRight to complete the Employment Eligibility Verification Form I-9 and E-Verify check electronically.

Federal law requires employees to complete Section 1 of the Form I-9 by the first day of work for pay. Employees may complete Section 1 at any time between accepting a job offer and their first day of work for pay.

As someone authorized to verify an employee's eligibility, you must ensure that an employee fully completes Section 1 of the Form I-9 on time, review the employee's documents, and fully complete Section 2 of the Form I-9 within three business days of the first day of work for pay. For example, if an employee begins work on Monday, you **must** complete Section 2 by Thursday.

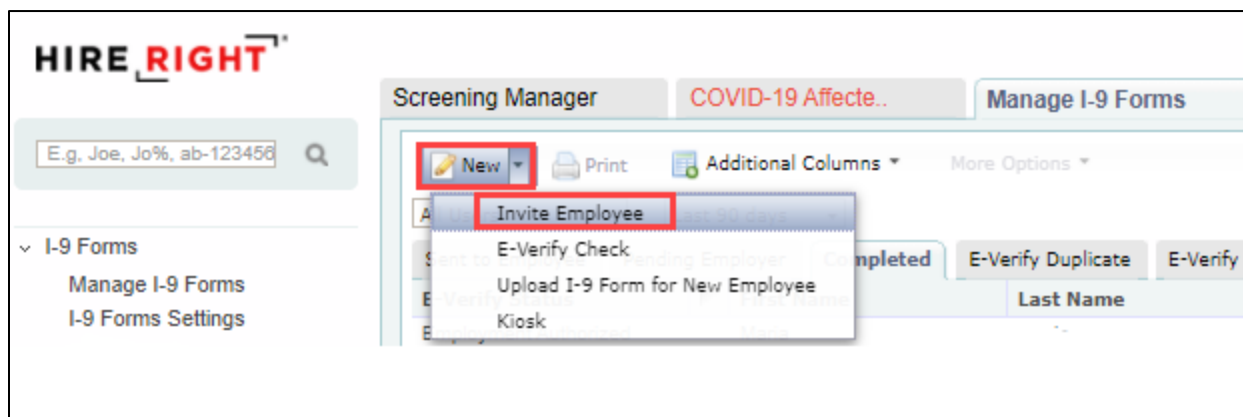
For more information about the Form I-9, acceptable documents, and your responsibilities for verifying an employee's eligibility to work, complete the online course, *CU: Form I-9*, available in the Human Resources folders in SkillSoft.

For additional information about E-Verify refer to the USCIS website: <https://www.uscis.gov/e-verify/employers>.

## Inviting an Employee to Complete the Electronic Form I-9 Section 1

To begin the Form I-9 process, invite the employee using the Invite Employee option in HireRight. This sends the employee an e-mail invitation to fill out the electronic Form I-9:

1. Login to your HireRight account and click **Manage I-9 Forms**.
2. Click the **New** menu.
3. Click **Invite Employee**.



4. Enter the employee's **First Name**, **Last Name**, and **E-mail** address.

**I-9 Employment Eligibility Form**

**Employee Info**

First Name: \*

Last Name: \*

E-mail: \*

Employee Start Date:  /  /  [Use Today's Date](#)

Message Template: \*  [Preview / Edit](#)

Send me a copy

**Note:** While not required, it is a recommended best practice to enter the **Employee Start Date** (highlighted above). This initiates reminder emails to the employee or employer of deadlines and requirements based on status.

Some accounts display text boxes for a Hiring Manager. This lets you designate a non-HireRight system user temporary access to complete Section 2 of this specific Form I-9.

**Hiring Manager**

First Name:

Last Name:

E-mail:

5. If you or another system user will be completing Section 2, leave these boxes blank.
6. Click **Submit**.

**Notification Options**

Initiated by **Samantha Johnson** (automatically receives all notifications)

[Add users](#) who will receive copy of notification letters

HireRight sends the employee an e-mail with an invitation to complete Section 1 of the Form I-9.

## Completing Section 2 – Employer Review & Verification

Before you can complete Section 2 of the Form I-9 in HireRight, the employee must have completed Section 1 electronically.

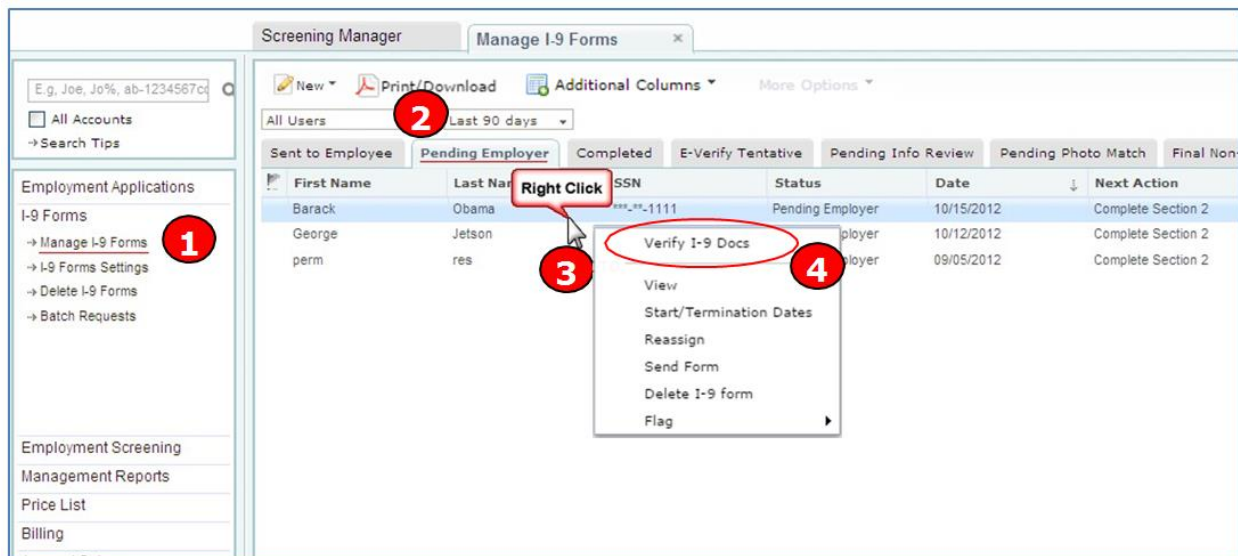
Employees must present unexpired original documentation that shows their identity and employment authorization. Ensure that any document the employee presents is on the List of Acceptable Documents or is an acceptable receipt.

Physically examine each document to determine if it reasonably appears to be genuine and to relate to the employee presenting it. If you reject a document, allow the employee to present other documentation from the List of Acceptable Documents. For more information about the Form I-9, refer to the online course, *CU: Form I-9*, available in SkillSoft.

### Verifying Form I-9 Documents

To verify the Form I-9 documents:

1. Login to your account and click **Manage I-9 Forms**.
2. Click the **Pending Employer** tab.
3. Select the employee record.
4. Right-click on the employee record and select **Verify I-9 Docs**.



The employee's Employment Eligibility Verification page of the Form I-9 appears.

- Review the information entered by the employee, and click **Next** at the bottom of the page.

Help | Live Chat | Cancel & Discard

**1** EMPLOYMENT ELIGIBILITY VERIFICATION

✓ Directions

• Employee I-9 Information

Employer Review and Verification Worksheet

Section 2 Review and E-Sign

**I-9 Form Review**

**Employment Eligibility Verification**

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

**USCIS Form I-9**  
OMB No. 1615-0047  
Expires 10/31/2022

**START HERE:** Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

**ANTI-DISCRIMINATION NOTICE:** It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

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

Last Name (Family Name) Cobb	First Name (Given Name) James	Middle Initial N/A	Other Last Names Used (if any) N/A
Address (Street Number and Name) 8400 Normandale Lake Boulevard	Apt. Number A	City or Town Bloomington	State MN
ZIP Code 55438	Date of Birth (mm/dd/yyyy) **/**/****	U.S. Social Security Number ***-**-1111	Employee's E-mail Address karl.tainadge@hireright.com
Employee's Telephone Number N/A			

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following boxes):

1. A citizen of the United States

2. A noncitizen national of the United States (See instructions)

3. A lawful permanent resident (Alien Registration Number/USCIS Number) N/A

← BACK NEXT →

The Employer Review & Verification page appears.

- Ensure that any document the employee presents is on the List of Acceptable Documents or is an acceptable receipt. For more information, see [Accepting Receipts for Lost, Stolen or Damaged Documents](#) on page 9. Physically examine each document to determine whether it reasonably appears to be genuine and relate to the employee presenting it.

Refer to the *CU: Form I-9* online course in SkillsSoft for more information about acceptable documents.

7. Select either the **List A** or the **List B & C** link, depending on which documents the employee provided.

Save Form
Print
Clear Form
Help
Live Chat
Cancel & Discard

**1 EMPLOYMENT ELIGIBILITY VERIFICATION**

- [Directions](#)
- [Employee I-9 Information](#)
- [Employer Review and Verification Worksheet](#)**
- [Section 2 Review and E-Sign](#)

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- [I-9 Handbook for Employers \(M-274\)](#)
- [List of Acceptable Documents](#)
- [Who is Issued This Document?](#)
- [Sample Document Images](#)
- [Information on Receipts](#)

### Section 2 - Employer or Authorized Representative Review and Verification Worksheet

Fields marked with an \* are required

Employee Name:  
Citizenship Status:

Information Required for University of Colorado

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

This employer participates in the federal employment eligibility program called E-Verify. The E-Verify program requires that you may accept List B documents, only if they include a photograph. Please ensure that the new hire shows you a document with a photograph and select below which document they showed to you. Please note that all documents presented by the new hire must be unexpired.

List A
List B & C

Document A

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

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

Document Title:

Issuing Authority:

I certify that the issuing authority entered matches exactly to that of the document presented.

Document #:

Expiration Date (if any):  /  /

Section 2 Additional Information

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

Employment Information

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 and that the information entered above reflects the information that appears on the original document(s) presented by the employee. I certify that the information entered above can be used to complete Section 2 of the I-9 Form.

Employee Start Date:  /  /  [Use Today's Date](#)

Business Name:

Your First Name:

Your Last Name:

Title:

Email Address:

**Business Address \***

Address:

City:

State:

Zip/Postal Code:

Proceed to Form I-9 Completion

8. Select the **Document Type** that most accurately represents the documents the employee provided.
9. Enter the **Document Title, Issuing Authority, Document Number** and **Expiration Date** (if any) that appear on the original documents the employee presented. Document Title and Issuing Authority must be typed exactly as they appear on the face of the document. Repeat steps 8 and 9 for Document C if you chose List B & C in Step 7 above.

**Document B**

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

**Note:** This employer participates in E-Verify. Any List B document presented to an employer participating in E-Verify MUST contain a photo.

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

Document Title:

Issuing Authority:

Document #:

Expiration Date (if any):  /  /

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**Document C**

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

Document Title:

Issuing Authority:

Document #:

Expiration Date (if any):  /  /

The additional information area is provided for employers to use in documenting any additional notes employers are required to document regarding provided documentations, such as an extension on a work visa. Click the checkbox to add additional information.

10. Click the "I attest under penalty of perjury, that I have examined the documents presented by the above-named employee....." box.
11. Enter **Employee Start Date**. Enter or confirm "Employment" information not already prepopulated in the Employment Information area.
12. Click **Proceed to Form I-9 Completion**.

For International Hires/Student Visas:

- **I-20:** Select **Foreign Passport**, then select the **The Employee has presented a Student Visa** box and enter the Student Visa type.
- **I-94:** Select **Foreign Passport**, and the I-94 document section appears. Select **The Employee has presented a Student Visa** box and enter the Student Visa type.

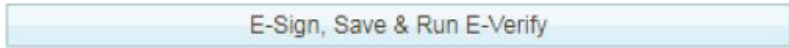
The Visa number can be found in the employee's passport. For further information about Student Visas, refer to the USCIS website: <https://www.uscis.gov/i-9-central/complete-correct-form-i-9/complete-section-1-employee-information-and-attestation/foreign-students>

**Note:** For questions about where to find document information, contact U.S. Citizenship and Immigration Services (USCIS) at 888-464-4218.

13. Enter your Full Name – the email address will be prepopulated and validated upon submission.

14. Read and check the four attestation statement checkboxes.

15. After you ensure all information is populated correctly on the form you can sign electronically. Click the **E-Sign, Save & Run E-Verify** button to finish. The Form I-9 is electronically stored in HireRight.

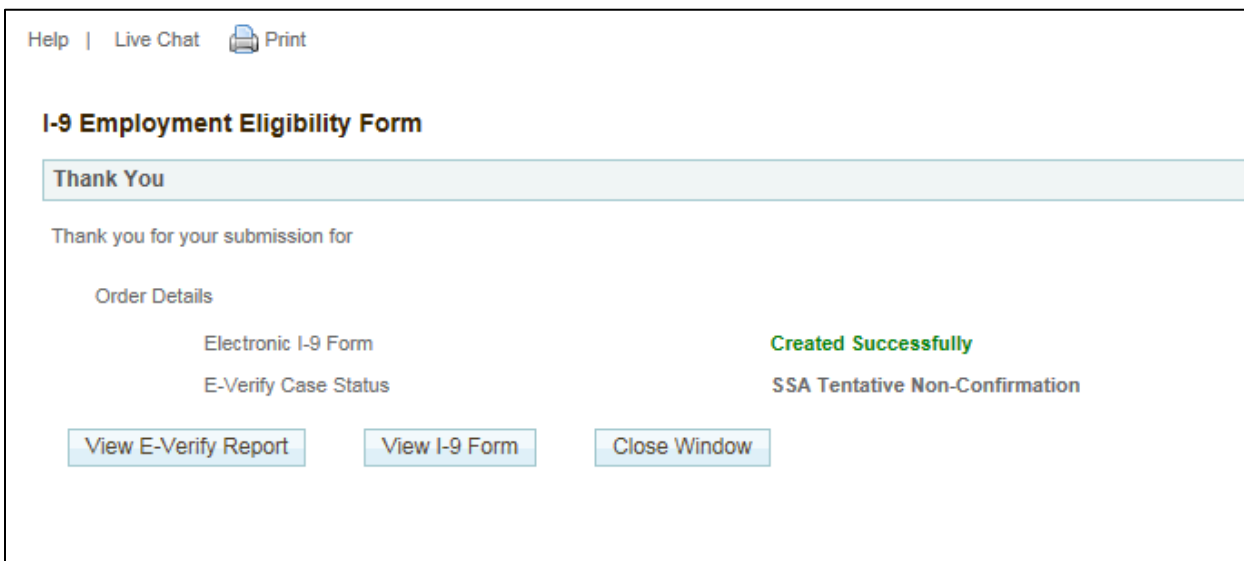


The applicant is required to provide either one document from List A, or a document from each List B and C.

**Note:** After you electronically sign, the E-Verify process begins and the following actions will occur:

- Employee data is automatically sent to the Department of Homeland Security (DHS) for verification.
- The DHS responds with a case number:
  - A report displays a unique DHS case number and status.
  - The DHS typically responds within five minutes with one of the following results:
    - Tentative Non-Confirmation (TNC) – requires additional steps for verifying the employee’s authorization to work.
    - Authorized.

You will see the following screen appear showing the results of the E-Verify check:



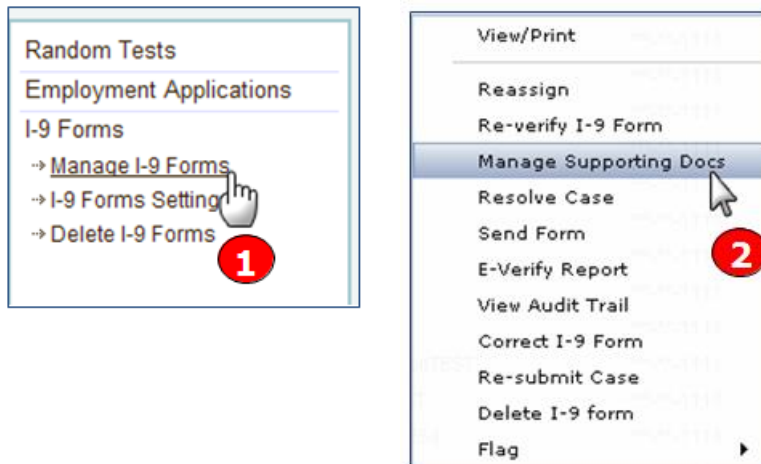
For more information about the results, see the [Receiving E-Verify Results](#) section.

## Uploading Supporting Documents

Scanned images of Form I-9 supporting documents (such as images of Social Security cards) can be stored in HireRight. Check with your campus HR for specific processes and policies.

**Note:** The documents you upload must be PDF documents.

1. Login to your account and click **Manage I-9 Forms**.
2. Right-click on the applicant and select **Manage Supporting Docs**.



The Upload Supporting Documents page appears.

3. Click **Choose File** to locate and select the file you want to upload from your computer.  
**Note:** Only PDF files may be uploaded.
4. From the **Document Type** menu, indicate the type of document you are uploading. (U.S. Passport shown.) If the document type you are uploading is not listed, select **Other Document** and type a description in the Document Description field that appears.
5. Click **Upload**.
6. When you are finished, click **Close**.

**I-9 Employment Eligibility Form**

**Upload Supporting Documents**

Please note that only PDF documents are accepted for upload. The documents you upload will be transferred and stored in our secure document storage. This process may take up to several minutes. As soon as your document is uploaded it will appear in the list.

File To Upload:  No file chosen

Document Type:

**List of Supporting Documents**

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## Accepting Receipts for Lost, Stolen or Damaged Documents

If an employee is unable to present required documents, the employee can present an acceptable receipt in lieu of a document from the Lists of Acceptable Documents.

This option only applies to a receipt that shows the employee has applied to replace a document that was lost, stolen, or damaged per USCIS guidelines. You can click the **Information on Receipts** link displayed on the left side of the page in Section 2 or Section 3 for additional guidelines provided in the [M-274 Handbook for Employers](#).

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

If an employee presents a receipt meeting the above requirements:

1. Select **The employee has presented a Receipt for the replacement of a lost, stolen, or damaged document** check box for the List A, List B, or List C document that was presented by the employee.

The screenshot shows a web form with two tabs: 'List A' and 'List B & C'. Under 'List A', there is a section titled 'Document A'. Below this title is a paragraph of instructions: 'Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR examine a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents" on the next page of this form. For each document you review, record the following information: document title, issuing authority, document number, and expiration date, if any.' Below the instructions is a checkbox with a red circle containing the number '1' next to it. The checkbox is checked and has a tooltip that says 'The Employee has presented a Receipt for a replacement of a lost, stolen, or damaged document. The receipt is valid for 90 days from the date of hire'. Below the checkbox are several form fields: 'Document Type' (dropdown menu with 'U.S. Passport' selected), 'Document Title' (text input with 'U.S. Passport'), 'Issuing Authority' (dropdown menu with 'U.S. Department of State' selected), 'Document #' (text input with '12345678'), and 'Expiration Date (if any):' (date picker with '08/23/2016').

Complete the rest of Section 2, electronically sign, and click **Submit**.



At this time, HireRight starts a timer. The employee now has 90 days to bring in a hardcopy of the original acceptable document.



After 60 days, HireRight sends you an e-mail reminding you that the employee has 30 days remaining.



If your company participates in E-Verify, and if the employee presents a receipt showing they applied to replace a document that was lost, stolen or damaged, a case cannot be created in E-Verify. You must wait until the employee presents the actual document for which the receipt was presented before you can create a case in E-Verify for the employee.

- Notice that when you view the Electronic Form I-9 (by clicking the Print/Download button) you'll see the word **RECEIPT** in red, indicating that a receipt was accepted in lieu of an original. The expiration date that appears is the expiration date of the receipt (90 days after the employee's start date).

**Section 2 Review & E-Sign**

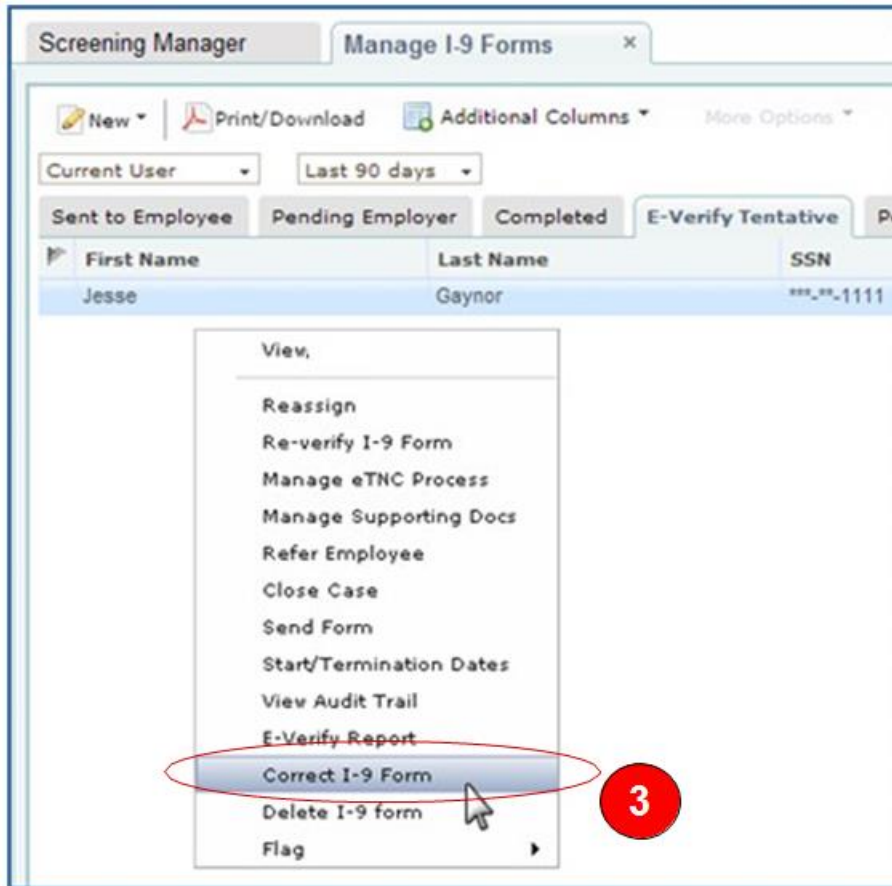
**Section 2. Employer or Authorized Representative Review and Verification**  
*(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")*

<b>Employee Info from Section 1:</b>	Last Name (Family Name)	First Name (Given Name)	MI.	Citizenship/Immigration Status
--------------------------------------	-------------------------	-------------------------	-----	--------------------------------

List A Identity and Employment Authorization	OR	List B Identity	AND	List C Employment Authorization
Document Title U.S. Passport		Document Title N/A		Document Title N/A
Issuing Authority U.S. Department of State		Issuing Authority N/A		Issuing Authority N/A
Document Number B123456 <b>RECEIPT</b> <b>2</b>		Document Number N/A		Document Number N/A
Expiration Date (if any)(mm/dd/yyyy) 01/01/2027		Expiration Date (if any)(mm/dd/yyyy) N/A		Expiration Date (if any)(mm/dd/yyyy) N/A
Document Title	Additional Information QR Code - Sections 2 & 3			

- When the employee presents the actual document, use the **Correct I-9 Form** command to open employee's I-9 Form and correct Section 2.

**Note:** The Corrections User Permission must be enabled.



4. Select the **Actual document presented** check box and enter a new **Document #** (number) and **Expiration Date**. Then click **Next**.

**NOTE:** A red message will initially be displayed, indicating that the system is still waiting for an actual document to be presented.

List A | List B & C

Document A

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

**The employee presented a RECEIPT on Section 2. Please select the checkbox below once the employee presents the actual document.**

Actual document presented **4**

Document Type: \*

Document Title \*

I certify that the document title entered matches exactly to that of the document presented. \*

Issuing Authority \*

I certify that the issuing authority entered matches exactly to that of the document presented. \*

Document #: \*

Expiration Date (if any): \*  /  /

5. Review the information on the Correction Review page, which displays the old value and the new value, indicating your changes.
  - If you need to create an E-Verify case for this employee, click **Save and Run E-Verify**.
  - If an E-Verify case is not needed, then click **Submit Changes**.

### Correction Review

Correction Review

Please review the changes you have made carefully. Once you are sure you want to accept these changes and update this I-9 form, click Submit Changes. If you do not wish to commit these changes, click Cancel.

If you wish to go back to the previous page and update your corrections, click on menu to the left.

Field	Old Value	New Value	Reason/Change Summary*
Document A: Receipt Presented	Receipt	Document	<input type="text"/>
Document A: Expiration Date(U.S. Passport)	08/23/2016	01/02/2025	<input type="text"/>

Submit Changes
5
Save and Run E-Verify
Cancel

The Electronic Form I-9 will also be updated. The red RECEIPT indicator will be removed, and the new expiration date will be included from the actual document.

### Section 2 Review & E-Sign

**Section 2. Employer or Authorized Representative Review and Verification**  
*(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")*

<b>Employee Info from Section 1:</b>	Last Name (Family Name)	First Name (Given Name)	M.I.	Citizenship/Immigration Status
--------------------------------------	-------------------------	-------------------------	------	--------------------------------

List A	OR	List B	AND	List C
Identity and Employment Authorization		Identity		Employment Authorization
Document Title U.S. Passport		Document Title N/A		Document Title N/A
Issuing Authority U.S. Department of State		Issuing Authority N/A		Issuing Authority N/A
Document Number B123456		Document Number N/A		Document Number N/A
Expiration Date (if any)(mm/dd/yyyy) 01/01/2027		Expiration Date (if any)(mm/dd/yyyy) N/A		Expiration Date (if any)(mm/dd/yyyy) N/A
Document Title		Additional Information - QR Code - Sections 2 & 3		

The I-9 Audit Trail will record everything that is required by USCIS to correctly document receipts for lost, stolen, or damaged documents.

19 Form
Annotations/Notes
Audit Trail

### I-9 Employment Eligibility Form

Below you will find the list of actions and any changes made for this I-9 form.

Date	Action	Who
07/27/2016 11:50:45 PST	Section 1 Submitted	John Moore (New Hire) MMDD: 0101 IP Address:
07/27/2016 15:07:35 PST	Section 2 Submitted	Annabelle Lee E-Mail Address: al@demo.email IP Address:
08/01/2016 10:32:40 PST	Form Corrections Section 2	Annabelle Lee E-Mail Address: al@demo.email IP Address:
	<i>Field</i>	<i>Old Value</i>
	Document A: Receipt Presented	12345678 Receipt
	Document A: Expiration Date	08/23/2016
		<i>New Value</i>
		12345678 Actual document
		<i>Reason/Change Summary</i>
		lost document replaced
		new exp. date
08/01/2016 10:33:20 PST	Note added	Annabelle Lee

Print
Close

## Receiving E-Verify Results

This section provides information about the E-Verify process that occurs after the Form I-9 is submitted. Once you complete Section 2 of the Form I-9 and submit it with an electronic signature, this process is initiated automatically.

To complete the E-Verify process you will need to confirm the results that are returned. E-Verify will respond with one of two types of results:

- **Tentative** – requires additional steps for verifying an employee’s authorization to work.
- **Final** – E-Verify has made a final determination status.

## Possible Status Values

- **Final** – Final statuses indicate whether the employee is legally authorized to work in the United States. The employee will either continue to work or be terminated based upon a final status.
  - Employment Authorized
  - DHS/SSA Final Non-Confirmation
  - DHS/SSA Employment Non-Authorized
  - DHS/SSA No-Show
- **Temporary** – A temporary status does not mean the employee is not authorized to work. Temporary statuses require additional action from the employer to address the status with the employee, and the employee must then follow up with DHS or SSA. The employee can continue to work while the temporary status is being resolved.
  - DHS/SSA Tentative Non-Confirmation  
See [Handling a Tentative Non-Confirmation Status](#) for more information.
  - DHS/SSA Tentative Non-Confirmation – Photo Mismatch  
See [Using the HireRight E-Verify Photo Matching Tool](#) for more instructions.
  - DHS/SSA Verification in Process  
This status means that additional time is needed from E-Verify to provide a final status. No action is needed on your part at this time in the process.
  - DHS/SSA Case in Continuance  
This status means that additional time is needed from E-Verify to provide a final status. No action is needed on your part at this time in the process.
  - DHS/SSA Institute Additional Verification  
This status means that E-Verify has instituted additional verification procedures to verify the new hire’s employment eligibility and that resolution of the status may take some extra time. No action is needed on your part at this time in the process.

**Note:** If the status is Temporary, see [Handling a Tentative Non-Confirmation Status](#) and contact your campus HR.

## Using the HireRight E-Verify Photo Matching Tool

As mandated by the U.S. Department of Homeland Security, all users using the HireRight E-Verify solution are required to use the E-Verify Photo Matching Tool to conduct an E-Verify photo match when certain documents are provided. The HireRight E-Verify Photo Matching Tool lets you verify that the photo displayed in E-Verify is identical to the photo on the document that the employee presented to you in Section 2 of the Form I-9. Once E-Verify is initiated, a window will appear that prompting you to compare the photo on the employee's documentation with a photo displayed in the HireRight E-Verify page. This helps ensure that the documents provided are valid.

The photo matching step automatically occurs when an employee presents any of the following documents as proof of employment eligibility

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



The screenshot shows a web form for document verification. At the top, there are two tabs: 'List A' (selected) and 'List B & C'. Below the tabs is a section titled 'Document A'. The text in this section explains that employers must complete and sign Section 2 within 3 business days of the employee's first day of employment. It also states that employers must physically examine one document from List A OR a combination of one document from List B and one document from List C. Below the text are several input fields: a checkbox for 'The Employee has presented a Receipt for a replacement of a lost, stolen, or damaged document.', a dropdown menu for 'Document Title' (U.S. Passport), a dropdown menu for 'Issuing Authority' (U.S. Department of State), a text field for 'Document #' (123456789), and a date field for 'Expiration Date (if any)' (10 / 10 / 2020). At the bottom of the form, a yellow box with a red border contains the text: 'This document is subject to E-Verify Photo Matching. You must retain a copy of the employee's document.' A red arrow points to this box from the left.

When the employee presents one of the above documents and the Form I-9 information entered by the employer matches DHS records, the employee's photo automatically displays on the HireRight E-Verify page after completing Section 2 of the Form I-9.

**Note:** If an employee presents a U.S. Passport (or Passport Card), Permanent Resident Card, or Employment Authorization Document, E-Verify requires that the employer **must make a copy of that document and keep it on file with the Form I-9**. If you prefer to not keep a paper copy, you may scan and upload a PDF file to the HireRight system using the Manage Supporting Documents feature (provided this permission is activated for your account).

### Avoiding Discrimination

Employees have the right to present any acceptable documentation to complete the I-9 Form. Employers may not require an employee to present a specific document. Employers must accept the documents the new employee chooses to present as long as they appear to be genuine and relate to the person presenting them. Otherwise, employers may violate federal law prohibiting discrimination in the verification process.

## E-Verify Photo Matching Process

In the HireRight Form I-9 and E-Verify interface, photo matching may be required when an employee presents one of the following documents in Section 2:

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

**Note:** As of 12/3/2010, Alien number (#) will no longer be accepted as a document number (#) for I-551 & I-766, and you must make and retain a photocopy of the I-766 and I-551 if either of these documents are presented by the employee.

List A
List B & C

Document A

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

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

Document Title:

Issuing Authority:

I certify that the issuing authority entered matches exactly to that of the document presented. \*

Document #:

Expiration Date (if any):  /

This document is subject to E-Verify Photo Matching. You must retain a copy of the employee's document.

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HCM HireRight Step-by-Step Guide | hcm\_sbs-HireRight-FormI-9-E-Verify.docx  
 Revised: January 14, 2022 | Prepared by: Employee Services



An E-Verify Photo Match is activated once you click **E-Sign, Save & Run E-Verify**.

Electronic Signature of Employer

First Name: \* Kari

Last Name: \* Smith

E-mail Address: smithk@abcco.com

Hold down left mouse button and draw your signature below

Clear

CERTIFICATION - I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed documents(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States. \*

I certify that the information that appears above on the Form I-9 is exactly as I entered it in the Employer Review and Verification Worksheet. \*

I understand that I am using electronic means to sign this document, and I consent to signing this document electronically. \*

I understand that by typing my information above, I am certifying that I am the person identified by this information, and that my providing this information and clicking the "Electronically Sign" button below will constitute my electronic signature. \*

Back E-Sign, Save & Run E-Verify Decline

Once the E-Verify check is initiated, a screen will return from E-Verify that includes a photograph (usually within 15 seconds).

1. Compare the photo displayed by E-Verify to the photo on the employee's document and determine if the photos are reasonably identical.

**SAMPLE RETURNED MESSAGE FROM E-VERIFY (USUALLY WITHIN 15 SECONDS.)**

**I-9 Employment Eligibility Form**

**E-Verify Photo Matching and Comparison**

E-Verify has returned a photograph of your new employee edede3 edede

Please compare the photo displayed below from E-Verify to the photo on the document the employee presented in Section 2 to determine if the photos are reasonably identical. The photos should be identical but you should take into account minor variances in shading and detail based upon the age and wear of the document and the quality of your computer display.

**Please Note:** Do NOT compare the photo displayed by E-Verify to the employee directly - this step was already completed during Section 2.

Does the photograph above match the photograph on the document presented by the employee?

Yes

No

No photo displayed

Submit

2. Select **Yes** or **No** to the question:

“Does the photograph above match the photograph on the documented presented by the employee?”

- **Yes** - the photo on the employee’s document matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.
- **No** - the photo on the employee’s document is not identical to the photo displayed in E-Verify.
- **No Photo Displayed.**

**Important:** Do not match the photo on the screen to the person; match it to the photo presented.

3. Once you have verified the photograph on the screen matches the photograph given to you, click **Submit**.

## Expecting the E-Verify Response

Employee data is automatically sent to E-Verify:

- E-Verify will respond with a unique Case Number.
- The E-Verify report will display the Case Number and status.

**Note:** E-Verify usually provides a response within five minutes.

# Troubleshooting E-Verify

This section provides information about how to handle certain situations that may arise using E-Verify.

## What If the Photos Don't Match?

In the cases when the photo that is returned to you from E-Verify doesn't match the photo that was given to you by the employee, you must select **NO** when prompted "Does the photograph above match the photograph on the documented presented by the employee?"



In these cases, E-Verify usually returns a Tentative Non-Confirmation (TNC) for this employee. When you refer the employee through the TNC process, you will be prompted to send photocopies of the employment documents and physically mail them to E-Verify. Information regarding what to send, who to send it to, and by when, is automatically displayed for you when you refer the employee within the HireRight system.

## Looking for Document Number vs. Alien Number

The Document Number (shown as Card # on the Employment Authorization Card) is displayed below the Alien Number. The Document Number should be three letters followed by ten 10 numerals, and the Alien Number is a nine-digit numeral typically found on the card as A#. As of 12/3/2010, Alien Number will no longer be accepted as a Document Number for I-551 & I-766.



**Note:** Images may vary from documents shown here based on document issue date.

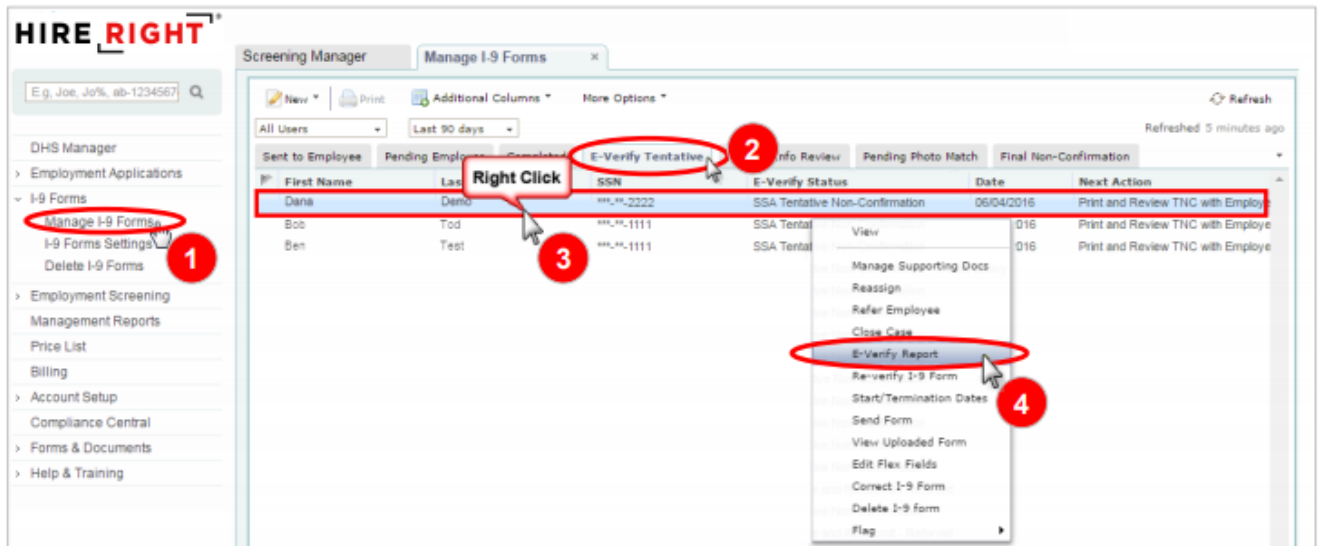
# Handling a Tentative Non-Confirmation Status

**Before Moving Forward:** Identify your campus process for handling Tentative Non-Confirmations.

Most of the time, E-Verify checks come back from the DHS and the Social Security Administration (SSA) with a status of Employment Authorized. On some occasions, a check will be returned with a status of Tentative Non-Confirmation (TNC), in which case the employee's information could not be verified against what was provided by the employee.

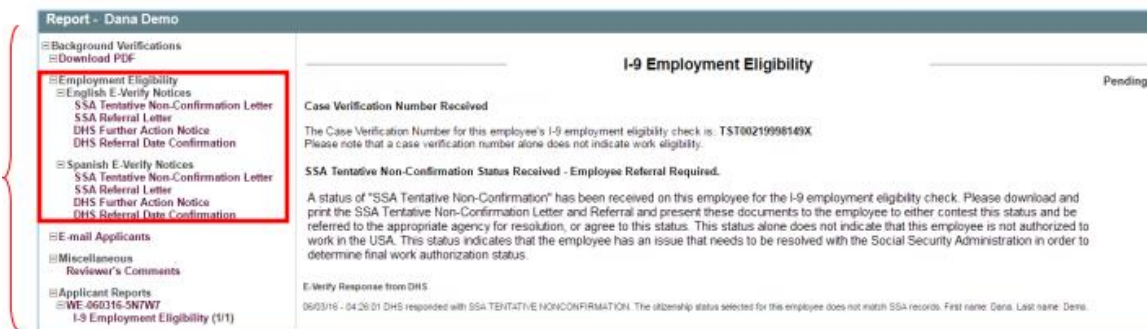
## Receiving a Tentative Non-Confirmation Status

1. Login to your account and click **Manage I-9 Forms**.
2. Click the **E-Verify Tentative** tab.
3. Select the employee that has the status of Tentative Non-Confirmation and **right-click**.
4. **Select E-Verify Report** from the drop-down menu.



From this page you can review:

- The applicant's report.
- Details about the DHS/SSA status.
- Instructions for resolving the status.
- Copies of the letters that need to be reviewed with the employee.



5. Print the DHS or SSA Further Action Notice letters.
6. Review the DHS/SSA Tentative Non-Confirmation letter with the employee to determine and document whether the employee wants to contest.
7. Both the employee and employer must sign and date the letter.
8. Keep the signed original on file and give the employee a copy.
9. If the employee **does not** contest, file the signed **Further Action Notice** in the employee's file and close the case.

## Closing the Case

1. From Manage I-9 Forms, select the record and right-click to open the Actions menu.
2. Click **Close Case**.
3. Select the option indicating whether the employee still works for your company.
4. Click **Close Case**.

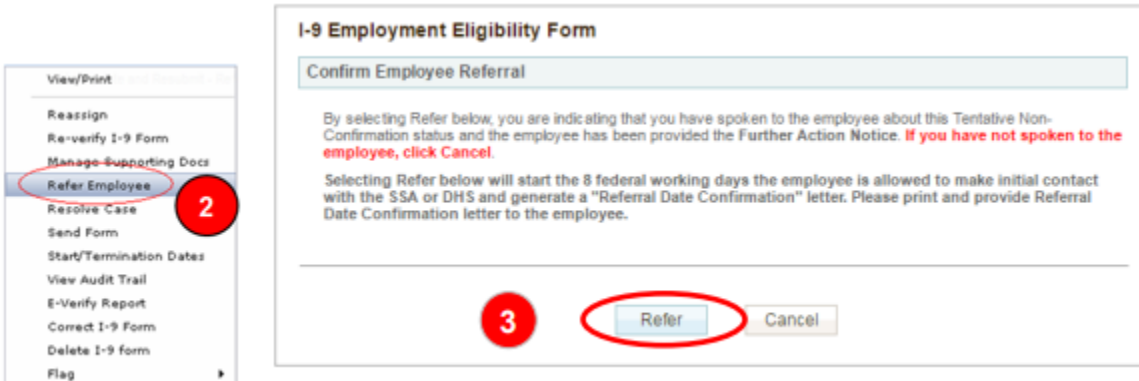
This formalizes the employee's choice not to contest, therefore terminating employment.



5. If the employee does contest, give the employee the SSA/DHS Referral Letter. The letter includes instructions for resolution steps. You must then refer the employee from your HireRight account.

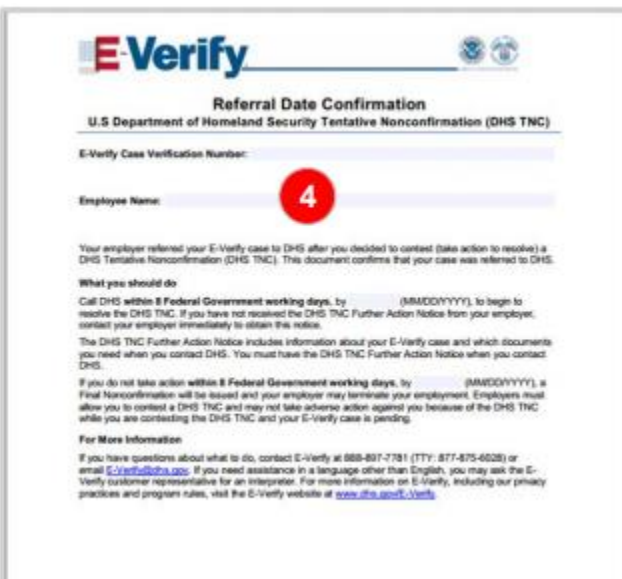
## Referring an Employee

1. From Manage I-9 Forms, select the record and right-click to open the Actions menu.
2. Click **Refer Employee**.
3. If you have spoken to the employee about the TNC and provided the Further Action Notice, click the **Refer** button. The timeline for resolution will now be monitored automatically. At that point, the employee must take action within eight business days.



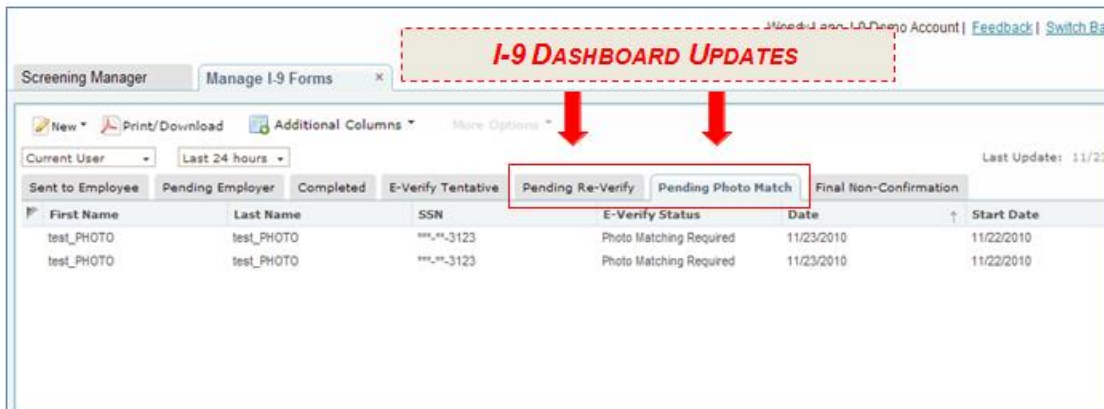
The E-Verify generated "Referral Date Confirmation" letter will appear in a new window.

HireRight prepopulates the Referral Date Confirmation letter with the employee information. Make sure that you and the employee receive a copy. If the information is not prepopulated, be sure to enter the information requested before printing.



Upon successful completion of the referral process (clicking the Refer button), the Referral Date Confirmation letter will be available alongside the Further Action Notice on the E-Verify report. Checking Your E-Verify Work Queue in HireRight

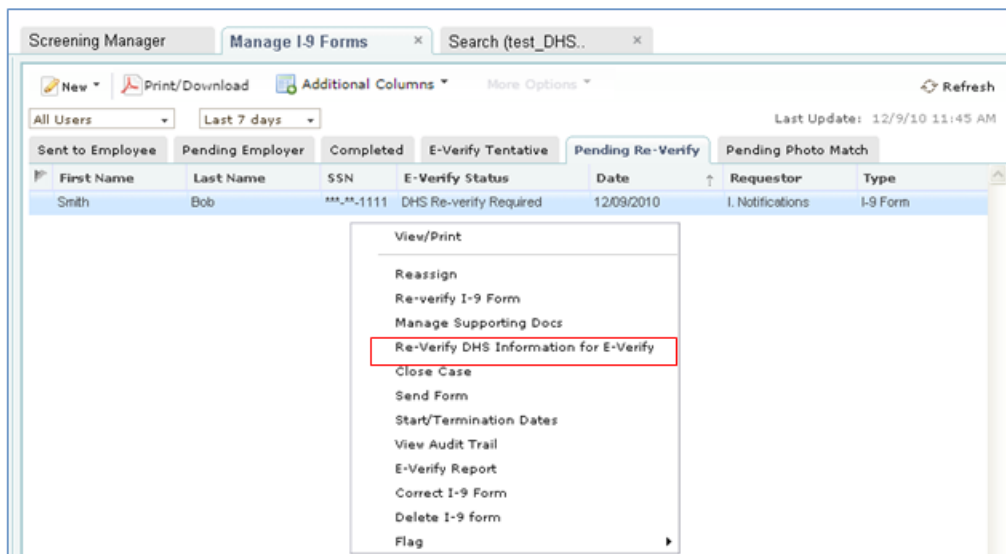
There are two tabs in E-Verify, on the Manage I-9 Forms Dashboard, from which you can check your pending verifications: **Pending Re-Verify** and **Pending Photo Match**.



## Pending Re-Verify

E-Verify may require you to review and confirm an employee’s data in order to continue processing the E-Verify check for the employee. This does not occur on every submission, however if it does occur:

1. Login to HireRight and select the **Pending Re-Verify** tab.
2. Select **Re-Verify DHS Information from E-Verify**. You are required to review and correct any data errors and resubmit back to E-Verify.



## Pending Photo Match

Uploading large documents can cause an upload to timeout and E-Verify may experience problems returning the photo. A message regarding the timeout is displayed on the Thank You page. In order to continue processing the E-Verify check for this employee, right click and select **Confirm E-Verify Photo** to view the photograph and confirm whether the photo matches the photo your employee presented on his/her documentation.

## Receiving a Photo Tentative Non-Confirmation

Sometimes you may get a status of **SSA TNC/DHS TNC – Photo Mismatch** from E-Verify. Follow the same steps as any other TNC. In addition, you will need to mail a copy of the employee documents to E-Verify.

**I-9 Employment Eligibility Form**

**Confirm Employee Referral**

By selecting Refer below, you are indicating that you have spoken to the employee about this Tentative Non-Confirmation status and the employee has been provided the Referral Letter. If you have not spoken to the employee, click Cancel.

Selecting Refer below will start the 8 federal working days the employee is allowed to make initial contact with the SSA or DHS.

**Mail Copy of Employee Documents to E-Verify**

Express mail a copy of documents to send to DHS if TNC is due to photo mismatch. Do NOT send original documents to USCIS.

**EXPRESS MAIL:** Send a copy of the photo document along with a copy of the employee's referral letter to:  
 U.S. Citizenship and Immigration Service  
 10 Fountain Plaza, 3rd Floor  
 Buffalo, NY 14202  
 Attn: Status Verification Unit - Photo Tool

Inform all hiring sites of the USCIS shipping information. USCIS will not pay for any shipping costs. Participants are free to choose an express shipping carrier at their own expense.

Employee has eight federal government workdays to contact DHS via instructions on the Referral Letter.  
 Designated Agent checks E-Verify for case updates and follows steps to close case.

**IMPORTANT:** The employer may not ask the employee for additional evidence or confirmation that DHS resolved his or her case.

## Using Resources from the USCIS Website

A photo displayed in E-Verify should be compared with the photo in the document that the employee has presented and not with the face of the employee.

### Following Photo Matching Requirements (Employer's Responsibility)

If an employee presents a Permanent Resident Card, Employment Authorization Document as the verification document, you must make a copy of that document and keep it on file with Form I-9.

If the photo displayed on the E-Verify screen does not match the photo on the employee's document, the employee will receive a DHS Tentative Non-confirmation (TNC) and must be given the opportunity to correct the problem. If the employee chooses to contest the TNC, the employer must mail a copy of the employee's document to DHS via express mail at the employer's expense.

### Avoiding Discrimination

Employees have the right to present any acceptable documentation to complete Form I-9. Employers may not require an employee to present a specific document. Employers must accept the documents the employee chooses to present as long as they appear to be genuine and relate to the person presenting them. Otherwise, employers may be in violation of federal law prohibiting discrimination in the verification process.