I-9 and E-verify User Guide
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Accessing I-9 and E-verify Features
HireRight provides access to our system for managing more complex tasks, reporting and account management. Log in to your HireRight account to utilize the full features of the solution.

Note: some customers may initialize the I-9 form and complete from an outside system.

Navigation
Click I-9 Forms on the left.

NOTE:
If your account is used for background checks and I-9 form completion, the Screening Manager dashboard will allow right-click capability to Invite Employee. You will see a blend of Background and I-9 form records here, if you have permission to view both types of records. View the TYPE column to distinguish these records. All other I-9 tasks are done in Manage I-9 Forms.
Click **Manage I-9 Forms** to open the Manage I-9 Forms dashboard.
Inviting the Employee to Complete Section 1 of the Form I-9

NOTE: HireRight can enable up to four features for Form managing your I-9s in one online system.

1. **Invite Employee**: Used to send an emailed invitation to the employee to complete Section 1.
2. **Invite Employee – Remote Order**: Used to send an emailed invitation to the employee to complete Section 1 and queue our vendor, N3, to schedule a face-to-face appointment with your employee to complete Section 2 on your company’s behalf.
3. **Kiosk**: Used when employee either accesses personal email at work or needs to complete the form onsite.
4. **Upload I-9 Form**: Used to upload and store a completed paper I-9. Creates an electronic record which now has the benefit of automated reminders, reporting and storage with your electronic I-9 records.

**Invite Employee**

1. Click the **New** pull-down menu on the Manage I-9 Forms dashboard.
2. Select the Invite Employee.
3. Complete **Required** fields and click **Submit**. Note: Fields are required unless specified as optional.

It is recommended to include the start date enabling HireRight to automatically send additional reminders.

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4. A confirmation message displays indicating the email was sent. Close window.
Invite Employee – Remote Order

1. Click the **New** pull-down menu on the Manage I-9 Forms dashboard.
2. Select the **Invite Employee – Remote Order**.
3. Complete **Required** fields and click **Submit**. Note: Fields are required unless specified as optional.

**Employee Information**

- **First Name**: Enter the employee’s first name, the employee’s first name is his or her given name. Some examples of correctly entered first names include: John, Jane, Raul.
- **Last Name**: Enter the employee’s last name. The employee’s last name is his or her family name or surname. If the employee has two last names or a hyphenated last name, include both names in this field. Examples of correctly entered last names include: De La Cruz, O’Neill, Garcia Espinoza, Smith Johnson, Nguyen.
- **E-mail Address**: Enter the employee’s e-mail address to send an invitation email to. Use one of the valid formats:
  - standard@name.com
  - standard@name.org
  - standard@name.edu
  - standard@first-second.name.com
  - standard@first-second@third-fourth.name.com
- **Phone Number**
- **Country Code**: USA (1)
- **Telephone Number**
- **Employee Start Date**: We cannot accommodate remote orders with less than 5 business days until the start date.
  - **Month**: Select from list
  - **Day**: Select from list
  - **Year**: Select from list
- **Message Template**: Invitation to new hire can be customized, or it can be saved as a template for all users in the account going forward.
  - **Default Remote Invitation Letter HTML**
  - **Print/RECEIPT**

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Employer Business Information

Notification Options
You may select another user to be copied on notifications. By default, the initiator receives Notifications.

An additional Certification remark will need to be checked when you select Remote Order.

Click Submit to send the invitation to the employee.

Confirmation message of email sent.

Click Close to return to the Manage I-9 Forms dashboard. (Note: Remote Order is not currently available with integrations)
Check the **Remote I-9** tab of the I-9 dashboard for the current status of the Employee’s I-9 form. Right-click to Resend to Employee, if applicable.
Invite Employee | Additional Features

Hiring Manager

This feature allows you to designate a non-system user access to complete Section 2 for the employee. If you or another system user will be completing Section 2, leave these fields blank.

NOTE: You may delegate the authority to complete Form I-9 to a responsible agent, however, you will retain liability for any errors.

Notification Options

If you would like to add someone from your account list of users who will receive notifications, you may click the Add Users link and make a selection from the list of users in your HireRight account.
Invite Employee – Upload Documentation

1. Click the New pull-down menu.
2. Select the Invite Employee – Remote Order.

Reassign Requestor
Right-click on record to reassign to another account user. The newly assigned user will receive all further notifications related to the Form I-9.
Kiosk

1) Click the New pull-down menu.
2) Select Kiosk.

The reusable URL can be accessed via a desktop shortcut, browser bookmark or email.

I-9 Employment Eligibility Form

The kiosk link for this account is located below. You may either click on this link to launch the kiosk website, or email the kiosk link to save for future reference.
https://aws01.hireright.com/fb2m?kiosk=2AEDDBAAA52DF4C1D128A5CADAEDABDF

User Information

First Name

Last Name

E-mail Address

Notification

Subject:

I-9 2020 Version Text Employment Eligibility Kiosk Link

Text:

Dear --- NAME ---,

Below you will find a link to the I-9 Employment Eligibility Kiosk page for --- ACCOUNT NAME ---. This kiosk page may be used to allow employees to self-register and complete Section 1 of the I-9 form.

This kiosk link may be emailed, stored in your browser, or opened as a shortcut on your desktop for easy access.

All special links like --- ACCOUNT ID --- will be substituted by the real values.

Send

NOTE: All notifications will be directed to the Super User until another person takes any action with the I-9, such as Section 2 completion.
Employee Experience for Section 1 Completion (Emailed Invite)
The employee fills in the required information, checks the required authorization checkboxes, provides and electronic signature, and submits it to the HireRight system.

Following is an example of what that process looks like.

Employee Email Access
Employee uses the emailed information to access and complete Section 1 the Form I-9.
**Login:** Employee will be prompted to create a unique password for security and privacy purposes.

Employee will need to click the link to access the I-9 form.
Employee I-9 Kiosk Access
The kiosk provides the employee access to a registration page.

After completing registration, the employee is directed to the Form I-9 to complete Section 1.

The next page addresses the employee experience for Section 1 completion.
Form I-9 Completion: Section 1

Form Preparation:
Built-in I-9 Form Instructions, List of Acceptable Documents and Information on Receipts can be viewed before completing Section 1.

Indicate if the form is being completed by an individual other than the employee. Click Next to proceed to the Employee Worksheet.
Employee Information Worksheet

Name of Employee

Full Legal Name, including Legal Middle Initial, if applicable. If not, click NO.

Other Last names used, if applicable. If not, click NO.

Employee Home Address

Employee Home (physical) Address.

Date of Birth

Email Address, optional

Phone Number, optional

Click **Next** to continue.
Citizenship or Immigration Status
Employee selects a Citizenship or Immigration Status.
Note: Provision of Social Security Number by an employee is ONLY required for customers who use E-verify. Employee clicks Next to proceed.

Note: If there is flex field(s) configured to be provided by Employee, then they will be shown on an “Additional Information” page after “Citizenship” page.
Employee Upload Documentation Option (must be enabled)

- From a desktop, employee can click **Browse** to upload your document.
  - A mobile device will allow you to capture a document, real-time, and upload

- Supports List A or List B and List C documentation upload of PDF, PNG, or JPEG
Review
Employee then reviews the entered information and can make any edits, if needed, or confirm the information should be inserted into Section 1 of the form. Click NEXT to proceed.
Employee clicks **Review** to review the electronic I-9.

Section 1 of the I-9 opens for final review. Once reviewed, employee can close the viewer and proceed to complete Section 1 of the Form I-9.
Attestation and E-signature

Review and check the boxes to complete the Attestation section, complete e-signature section and click E-sign and Save. Drawn signature is optional.
A confirmation message appears. The employee’s task is complete. The employee can view Section 1 or the List of Acceptable Documents from this screen.

The initiator or designated Section 2 completer will receive an email notification that Section 1 is complete. The employee’s completed Section 1 will now be viewable in HireRight under the Pending Employer tab on the Manage I-9 Forms dashboard of your HireRight account.
Form I-9 Completion: Section 2
Login to your account and click I-9 Forms > Manage I-9 Forms.

Click on the Pending Employer tab.

Click the employee record you wish to access.

Right-click on the employee record and select Verify I-9 Docs from the menu or click on the employee record and select More Options menu on the toolbar above.

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.
Section 2 Worksheet of the Form I-9 Opens

Ensure that any document the employee presents is on the Lists of Acceptable Documents or is an acceptable receipt. HireRight’s form will only show acceptable documents for the Citizenship/Immigration Status indicated by the employee while completing Section 1. Physically examine each document to determine if it reasonably appears to be genuine and to relate to the employee presenting it. Additional guides, including the official I-9 Instructions and the List of Acceptable Documents are available within the form for your convenience.

Review Employee Provided Information to ensure you have accessed the desired employee’s I-9 and it appears to be completed accurately and match provided documentation.

<table>
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<tr>
<th>I-9 Section 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of employee</td>
</tr>
<tr>
<td>Citizenship or Immigration status</td>
</tr>
<tr>
<td>Letterhead, seal, or stamp</td>
</tr>
<tr>
<td>Employees need to review their I-9 Instructions</td>
</tr>
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<td>Employees need to review the List of Acceptable Documents</td>
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<td>Option to send Section 1 back to employee for corrections.</td>
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Enter Employee’s first day of employment.

**Document Selection.** Select the Document Type(s) that most accurately represents the document(s) the employee provided. Use either the pull-down menu or typing in the document name. You will be prompted to select a second document when the system recognizes you have selected a document from List B or List C.

Enter the relevant document information such State, Document Title, Issuing Authority, Document Number(s) and Expiration Date (if any) from the original document(s) presented by the employee. If Other is selected, Document Title and Issuing Authority must be typed exactly as it appears on the face of the document and click **Next**.
**Employer or Authorized Representative.** Enter first name, last name and email as the Authorized Representative completing Section 2.

**Employer’s Business or Organization.**
- Prefilled for users and Remote I-9 completers.
- Hiring Managers: designated representative may need to manually enter this information, depending on how your account has been configured.
- Click NEXT.
The **Additional Information** area is provided for employers to use in documenting any additional notes employers are required to document regarding provided document(s), such as an extension on a work visa.

Click the **Yes** to add additional information, if applicable, or **No**.  
NOTE: Additional fields may appear for customers using flex fields to identify internal information for invoicing and reporting purposes.  
Click **NEXT** to proceed.
Worksheet Review: Employer reviews the entered information and can make any edits, if needed, or confirm the information should be inserted into Section 2 of the form. Click **NEXT** to proceed.

| 1-9 Section 2 |  
| --- | --- |
| **Name of Employee** | John Doe |
| **Citizenship or Immigration Status** | A citizen of the United States |
| **Employee Information** |  
| **Name of Employee** | Legal for hiring/employment in the United States, not otherwise restricted from employment. |
| **Employee Home Address** | County: ALABAMA  
City: TUSCALOOSA  
State: ALABAMA  
ZIP Code: 35405  
Street: 123 Main St  
Apt: Apt 1 |
| **Date of Birth** | March 15, 1970 |
| **Email Address** | Would you like to notify your email address? Yes |
| **Telephone Number** | Would you like to provide your telephone number? Yes |
| **Social Security Number** | Yes, I have a Social Security Number. |
| **E-I-9/I-9** | I-I-9 Verification: not required. |
| **Send Section 3 to Employer** | Location: 123 Main St, Tuscaloosa, AL 35405 |

**Additional Information**

Please verify the information on this section using the checklist below in order to proceed.

**I certify that the information that appears above should be inserted into Section 2 of the form.**

**Employer or Authorized Representative**

[Next Button]
If Employee has uploaded documentation, it will be visible in the Employee Provided Information section while completing Section 2.
**Final Review:** Review the **Section 2** electronic I-9 with the inserted worksheet information.

Review for accuracy and close.
Attestation and E-signature

Review and check the boxes to complete the Attestation section, complete e-signature section and click E-sign and Save (I-9 only or Remote Order completion) or E-sign, Save & Run E-Verify (as shown here) button to finish. The Form I-9 is electronically stored in your account.

NOTE: Some accounts will NOT have the mouse signature functionality enabled, however, by clicking the attestation buttons and the E-Sign & Save button, the document will be considered “SIGNED.”
NOTE FOR E-VERIFY CUSTOMERS:

If E-Verify is part of your I-9 solution, the following will also occur:

- Employee data is automatically sent to the E-Verify Check system for verification.
- E-Verify Check will respond with a case number.
- I-9 form will display a unique E-Verify case number and E-verify Report will reflect the status.
- E-Verify Check will typically provide a response within 5 minutes, with one of two types of results:
  i. Authorized (SSA Authorized or Employment Authorized)
  ii. Tentative Non-Confirmation – requires additional steps for verifying employee’s authorization to work

Here’s an interim message that appears, after the Form I-9 is complete, to confirm the E-verify check is in progress.

Within a few moments, a confirmation message appears.

Shortcut buttons can be used to View E-verify Report, View I-9 Form or Upload Documents to store with the employee’s I-9 form.
Additional I-9 Features

Designating a Hiring Manager to Complete Section 2

Federal law requires that the employee completes Section 1 of the Form I-9 on their first day of work for pay. Employees in some states may complete Section 1 at any time between acceptance of a job offer and their first day of work for pay.

The Hiring Manager feature enables an employer to designate a trusted individual to review the employee’s document(s) and complete Section 2 of the Form I-9 within three (3) business days of the first day of work for pay.

EXAMPLE: If the employee begins work on Monday, you MUST complete Section 2 by Thursday.

The term Hiring Manager is used as a generic term for the person who will be validating the employee’s I-9 Section 2 documentation (from Lists A or B and C). When a user invites an employee to complete Section 1, the Hiring Manager option will display, if the permission is enabled for the account.

The Hiring Manager field allows you to grant a non-user direct access to complete a specific employee’s Form I-9.

Enter the first and last name and email address in the Hiring Manager fields; the named person will be sent a notification once the employee has completed Section 1 of the electronic Form I-9. The Hiring Manager will then use the information provided in the email to securely access and complete Section 2 of the electronic I-9.

For user visibility, you can track the status of the I-9 form in HireRight’s I-9 Manager dashboard.

In certain circumstances, a user may wish to designate a Hiring Manager to complete a Form I-9 later after the Form I-9 process has been initiated or change the Hiring Manager, as needed.
If the Hiring Manager needs to be changed, right-click on the employee’s I-9 record in HireRight and select **Set Hiring Manager**. Update with the new hiring manager information and click Submit to send an email to the new designee. The previous email will no longer be valid for access.

**To Set a Hiring Manager:**

5. Right-click on the desired record and select **Set Hiring Manager**.

6. Enter a Hiring Manager name and E-Mail address. If one has been designated, you can update the information to send to another designee. (This will make the previous email inactive for a previous recipient).

7. Click **Submit**.
Hiring Manager Access and Completion of Section 2
The Hiring Manager receives an email that the employee has completed Section 1 of the electronic Form I-9. The Hiring Manager uses the information provided in the email to access and complete Section 2 of the electronic I-9 when they meet with the employee.

Dear Steve Martin,
Test Brett has completed Section 1 of the I-9 Employment Eligibility Form for I-9 2020 Version Test.

Please go to https://waw03.hireright.com/jw_form/entry/key=a671c12775c1e54f45278610a8ac23f7 to log in to the HireRight system to review Section 1 of the I-9 Form and complete and sign Section 2.

Login: brenan@hireright.com
Password: 46791264 (a user-defined password will be established after login)

You will need to view the employee’s work eligibility documents in order to complete Section 1. When you login to the system, you will see instructions on the left hand side that will guide you through completing this form.

Our objective is to complete this process quickly and within the employee’s first 3 days of employment. Please make every effort to accurately provide all of the requested information. If you need support, HireRight Customer Service is available Monday, Tuesday and Thursday 9 a.m. to 4:30 p.m. Pacific Standard Time by phone (toll free in the U.S.) at (866) 521-6995, or by a toll call elsewhere at +1 949-428-5804.

Additional HireRight toll free numbers from many countries: https://www.hireright.com/customer-service

Thank You,
HireRight HireRight Training

The Hiring Manager accesses the form using the login information contained in the email.
The Hiring Manager creates a password to securely access and complete the Employer section of the form.

The Employer Review & Verification Worksheet Opens for Section 2 completion

The Hiring Manager will have access to reference materials and Live Chat, for additional assistance in completion.
Receipts for Lost, Stolen, or Damaged Documents

When an employee is unable to present a live document (or documents), the employee can present an acceptable “receipt” in lieu of a document from the Lists of Acceptable Documents.

This functionality only covers a receipt showing that the employee has applied to replace a document that was lost, stolen, or damaged per USCIS guidelines. Please refer to the “Information on Receipts” link within Section 2 or Section 3 for additional guidelines.

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 reverification, 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.

When a receipt is used for completing the I-9, a timer is started. The employee now has 90 days to bring in a hard copy of an original acceptable document.

After 60 days, a reminder email message will be sent to the employer and employee as a reminder to present the live document, once obtained.

Once 90 days is up, the employer will need to Correct the I-9 form, indicating the live document was presented.

NOTE: If your company participates in E-Verify, and if the employee presents a receipt showing that he or she 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.
Upload a paper Form I-9 for Employee

The HireRight I-9 Solution can store scanned images of the Form I-9, however, you must have a completed Form I-9 before uploading the form to your HireRight account.

You will need to scan and save the paper Form I-9 (document) as a PDF, PNG or JPEG in order to upload.

Click the **New** button.

Click **Upload I-9 Form for Employee**. The Upload I-9 Form screen displays.

Enter the associated **Employee Information** data from the paper form in the provided fields.

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Indicate if the upload is for a **New Employee** or **Existing Employee**.

Enter **Employee’s first day of employment**.

Upload a scanned image of the completed paper I-9 form.

Indicate if you want to create an **E-verify case** for the employee.

Click **Next** to continue.
Worksheet Review: Employer reviews the entered information and can make any edits, if needed, or Confirm the information that appears above is correct and matches exactly the uploaded form. Click Submit.

Data and form will be uploaded to your HireRight account. If your account is setup with E-Verify, and you selected E-verify, the employee data will be sent to the DHS for verification. Otherwise, only the I-9 form record is created.
Upload Supporting I-9 Documents

You can store scanned images of I-9 supporting documents. Simply scan the documents and use this feature to upload and store the files with HireRight.

Right-click on the record and select Manage Supporting Docs.

At the Upload Supporting Documents page, click Browse to locate the file on your computer you want to upload.

Select the type of document you are uploading by choosing it from the Document Type menu.

Acceptable file formats for uploading employee documentation to store with the electronic I-9 are PDF, PNG or JPEG. The opportunity to upload documentation will appear in the confirmation message that appears after Section 2 is complete.
If the document type you are uploading is not listed, choose **Other Document** and add a description in the **Document Description** field that appears.

Click the **Upload** button.

When you are finished, click **Close**.

If you would like to see the new document in the list, click the **Refresh** button. Uploaded supporting docs can be viewed by double-clicking the record and click the **Supporting Documents** tab.
Form I-9 Corrections
Corrections to Section 1, Section 2 or Section 3 of the Form I-9

Locate the employee’s record, right-click and select Correct I-9 Form to open the employee’s Form I-9 and document the correction.

![Correct I-9 Form](image)

You will be prompted to indicate which section requires correction. Also, based on account configuration, Hiring Manager may also appear.

![I-9 Employment Eligibility Form](image)

NOTE: Hiring Manager is an outside designee you trust to complete the correction but does not have access to your I-9 account.
Example of I-9 Section 2 Correction

Go to section requiring correction(s) and make the necessary correction(s) and click Next.

Make the appropriate changes. In this example, a Driver's License is replacing the receipt for a Driver's License.
You will be prompted to complete additional fields as relevant for completing the correction.

This example shows the prompts include selection of issuing authority, document number and expiration date.

Review information and continue through the form prompts by clicking **Next**.
Indicate the reason for any updates you’ve made and click **Next**.

Review the corrected information and complete Worksheet Review step to apply information to the I-9.
Click **Review** to review the electronic Form I-9.

The electronic I-9 form will display. Close the I-9 and finalize form.
Complete Attestation, enter your first and last name, drawn signature is optional. Review and indicate your understanding of the presented statements. Click the E-Sign & Save or E-sign, Save and Run E-verify, as applicable.

For E-verify customers

If applicable, such as with corrections for receipts, you will be prompted to indicate why the E-verify Check was not submitted within 3 business days of hire, if applicable.
Confirmation of completion of changes.

Audit Trail will record everything. Double-click the record and click on Audit Trail tab to view.
Updating the I-9 with a Newly Issued SSN and Submitting for E-verify Check

This section only relates to customers who use E-verify and have Employees who do not have a Social Security Number issued to them prior to the start of employment.

Once the I-9 form is complete, the E-verify check process will return a Warning Message. Please note that an SSN is required on the Form I-9 in order to run an E-verify Check. If the employee has indicated on Section 1 that they do not yet have an SSN issued from the SSA (Social Security Administration), a notification will remind the employer and employee the document must be provided. When the employee receives his/her SSN, please use the Correct I-9 Form functionality to update the I-9 Form with the correct SSN value and then submit the E-verify check.

Correct I-9 Form AFTER the SSN is Issued

Once the SSN is issued to the Employee, return to the employee’s record, right-click and select Correct I-9 Form.

Choose to Send Section 1 to Employee to make the correction.

Recommendation: Indicate what the action you need the Employee to take when they receive the Notification for Correction.
You will receive a notification when the Employee has completed the Correction, allowing you to Order E-verify check.

Return to the Completed tab. Right-click on the Employee record and select Order E-verify.

Momentarily, an on screen verification of the E-Verify check status will display. If Authorized is returned, there are no additional steps.
Within a few moments, a confirmation message appears.

Shortcut buttons can be used to View E-verify Report, View I-9 Form or Upload Documents to store with the employee’s I-9 form.

Here’s an example of a delay from E-verify. This may occur if e-verify is processing a high volume of requests at the time of submission. An emailed Notification is sent to the originator or Section 2 completer.
Form I-9 Duplicate Search

Duplicate Search Criteria

- Duplicate search criteria are common in different flows and pages.
- The system considers all existing forms with form type I-9 Form and I-9 Form Upload.
- List of duplicate search criteria (Employee data):
  - Email address
  - SSN
  - Combination of Name (First Name and Last Name only) & Start Date
  - Combination of Name (First Name and Last Name only) & DOB
  - Combination of DOB & Start Date
- If at least one of duplicate search criteria is matched, then the system shows duplicate search warning.
- User can ignore found duplicates and proceed with the form completion as usual.

Duplicate Search in Invite Dialog
Duplicate Search in Invite Dialog – Review duplicate
E-verify

- E-Verify will respond with a unique Case Number.
- The E-Verify report will display the Case Number and status.
- E-Verify will typically provide a response within 15 seconds.

If information from an employee’s Form I-9 did not match government records, Employee may still be authorized to work and/or is lawfully present in the United States. Common reasons for TNC: SSN did not match, ID document could not be verified, Citizenship or immigration status changed, or Typographical errors.

Results

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 Statuses

- **Final:**
  - ✓ Employment Authorized
  - ✓ DHS/SSA Final Non-Confirmation
  - ✓ DHS/SSA Employment Non-Authorized
  - ✓ DHS/SSA No-Show
- **Temporary:**
  - ✓ DHS/SSA Tentative Non-Confirmation
    - Please reference the “How to Handle a Tentative Non-Confirmation Status” Job Aid for further instructions.
  - ✓ DHS/SSA Tentative Non-Confirmation – Photo Mismatch
    - Please reference the “E-Verify Photo Tool” Job Aid for further instructions.
  - ✓ DHS/SSA Verification in Process
    - Note: 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
    - Note: 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
    - Note: This status means that E-Verify has instituted additional verification procedures to verify the Employee’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.
E-Verify Photo Matching Tool

As mandated by the U.S. Department of Homeland Security, all customers using HireRight’s E-Verify solution are required to conduct an E-Verify Photo Match when certain documents are provided.

What does the E-Verify Photo Matching Tool do?

Using HireRight’s E-Verify Photo Matching Tool, you will be verifying that the photo displayed in E-Verify is identical to the photo on the document that the employee presented to you. Once E-Verify is initiated, a window will appear that prompts users to compare the photo on the employee’s documentation with a photo displayed on HireRight’s E-Verify screen. This helps ensure that the documents provided are valid.

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

- U.S. Passport or U.S. Passport card - active for HireRight customers on 4/29/2011
- Permanent Resident Card (Form I-551) - active for HireRight customers on 12/3/2010
- Employment Authorization Document (Form I-766) - active for HireRight customers on 12/3/2010
When the employee presents one of the documents and the I-9 Form information entered by the employer matches DHS records, the employee’s photo automatically displays on HireRight’s E-Verify Photo Match prompt/screen.

**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 both sides of the document and keep it on file with the I-9 Form.** If you prefer to not keep a paper copy, you may scan and upload to the record 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,
Sample Document Images

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

- U.S. Passport

- U.S. Passport Card

- I-551 (Permanent Resident Card)

- Form I-766 (Employment Authorization Card)
E-Verify Photo Matching Process

In HireRight’s 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 - active for HireRight customers on 4/29/2011
- Permanent Resident Card (Form I-551) - active for HireRight customers on 12/3/2010
- Employment Authorization Document (Form I-766) - active for HireRight customers on 12/3/2010

**NOTE**: As of 12/3/2010, Alien number (#) will no longer be accepted as a Document number (#) for I-551 and I-766 documents that are entered within the HireRight E-Verify system.

An E-Verify Photo Match is activated once you click “E-sign, Save and Run E-verify”.

Once the E-Verify Check is initiated, a screen will return from E-Verify that includes a photograph (usually within 15 seconds). Simply compare the photo displayed by E-Verify to the photo on the employee’s document and determine if the photos are reasonably identical. This means that the photos should be identical, but you should take into account minor variances in shading and detail between the two photos based upon the age and wear of the employee’s document, the quality of your computer monitor, and the watermark on the photo in E-Verify to protect it from unlawful use.

Select **Yes** or **No** to the question: “Does the photograph above match the photograph on the documented presented by the employee?”

8. **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.
9. **No** - the photo on the employee’s document is not identical to the photo displayed in E-Verify.
10. No Photo Displayed.

Do not compare the photo displayed by E-Verify to the employee directly. The direct comparison between the document and the individual happens during Section 2 of the I-9 Form completion, prior to using E-Verify.
Click **Submit** once you have verified that the photograph on the screen matches the photograph given to you.

**What if the Photo Match screen never appears or my browser crashes?**

On occasion, the E-Verify service may be delayed in returning the photo. A message regarding a timeout could appear on the Thank You page, or an email notification may be sent to alert you of a Pending Photo Match that has not yet been completed.

There is a corresponding E-Verify “work queue” tab on the Manage I-9 Forms Dashboard; named **Pending Photo Match**.
Pending Photo Match

In order to continue processing the E-Verify check for the employee, right-click and select **Confirm E-Verify Photo** to complete the Photo Match process.

![E-Verify Photo Matching and Comparison](image)

Click **Submit** to start the E-Verify photo matching response.

- If user selects **Yes**, E-Verify server may respond with either Employment Authorized or TNC status.
- If user selects **No** or **No photo displayed**, E-Verify server will respond with Scan and Upload status.
Scan and Upload – E-Verify Status and Form Action

Scan and Upload status will be received if user selects No or No photo displayed in Photo Match dialog.

User should find the form in the Pending Photo Match tab and select Upload Photo Match Docs action.

User must upload both front and back of document to complete the E-Verify process and Submit.
Scan and Upload Dialog

User can check the checkbox to save these documents as supporting documents for the form. This is optional. The documents will be shown under the View action > Supporting Documents tab along with other files attached to the form.

Scan and Upload Dialog – Thank You page

After photos submission, E-Verify will update the form status to TNC and it can be found in I-9 Forms dashboard > E-Verify Tentative tab. User can proceed with Refer Employee or Take No Action or Close Case.
Tentative Non-Confirmation Status

If a status of Tentative Non-Confirmation (TNC) is returned on an E-Verify, the employer must speak to the employee about the TNC and provide the Further Action Notice.

The TNC status alone does not indicate that the employee is not authorized to work in the USA. This status indicates that the employee has an issue that needs to be resolved with the Social Security Administration or Department of Homeland Security in order to determine final work authorization status.

If the employee chooses to contest the TNC Status, the employer will refer the employee to the appropriate agency for resolution. At that point, the employee must take action within 8 Federal Government Working Days.

If the employee does not take action within 8 Federal Government Working Days, a Final Non-Confirmation Status will be issued, and the employer may terminate the employment.

Upon Receipt of 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 “Tentative Non-Confirmation” status and right-click.

Before Meeting
- Access the E-verify Report
- Print the Further Action Notice

During the Meeting
- Review the notification with Employee
  - Employee must indicate, in writing, whether or not they will contest
  NOTE: Customers may opt to upload signed original(s) in HireRight

After Meeting, right-click on the record to complete one of the following, as applicable:

Refer Employee: For Employees who Contest:

SSA TNC: Requires VISIT SSA local office to resolve www.ssa.gov/locator
DHS TNC: Requires TELEPHONE DHS to resolve (888-897-7781)
http://www.uscis.gov/e-verify/employees/how-correct-your-immigration-records

Take No Action: For Employees who do not wish to Contest
Refer Employee - E-verify Status and Form Action

Refer Employee dialog
Refer Employee dialog – Processing

Refer Employee dialog – Referral Confirmation letter

Connects to E-Verify and will respond with the Referral Date Confirmation letter with all the needed data prepopulated. Otherwise, this letter can be found under the E-Verify Report action.
Take No Action – E-Verify Status and form action

Take No Action Dialog

Take No Action Dialog - Processing

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**Take No Action dialog – Thank You page**

“Take No Action” will lead to Final Non-Confirmation status. After that, user should close the case.

**Close Case – TNC E-Verify Status and form action**

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Close Case – FNC E-Verify Status and form action

User should indicate the Employee’s Employment Status and wait for the response with Close Case options from E-Verify server.
Close Case dialog – Waiting for Close Case Options

Employment Eligibility Verification

Close Case
All fields are required.

Verification Status
TENTATIVE NONCONFIRMATION

Employment Status
Please select from the options below.

- Employee still works for the employer.
- Employee does not work for the employer.

Processing Request ....
Please wait while your request is being processed

Processing Results

HIRE RIGHT

customerservice@hireright.com
Phone: 866.571.4095, 348.420.0004
Fax: 877.797.5442, 948.224.6023
Close Case dialog – Close Case Options

When “Other” is selected, then user will be asked to provide a free-text custom reason.

Close Case dialog – Thank You page

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Close Case dialog – Updated form status

E-Verify Status will be updated according to the select Close Case reason.

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E-verify Late Reason
The dialog will be auto-shown after the submission of Section 2 with E-Verify ordering for the form with start date more than 3 business days in the past.

E-Verify Late Reason – drop-down options
User must select a reason, otherwise E-Verify will not further process the order.
E-Verify Late Reason - form action

If E-Verify server didn’t respond in time right after Section 2 submission or user occasionally closed the dialog without providing the reason, the form can be found in I-9 Forms > Completed tab.

Selecting Order E-Verify action will open Late Reason dialog again.

![E-Verify Late Reason – Processing Request](image)

E-Verify Late Reason – Processing Request

Clicking the Continue button will trigger Processing Request screen. E-Verify will respond with some E-Verify Case Status.

![Processing Request](image)

If there are duplicates, then E-Verify Duplicate dialog will be shown automatically.
E-Verify Duplicate Search dialog

The dialog will be auto-shown after the submission of Section 2 with E-Verify ordering (and after Late Reason dialog, if any) if user attempts to order one more E-Verify for the same employee within the last 30 days.

User can either cancel the current order (I-9 Form will be submitted anyway w/o ordering) or continue processing it. In this case, reason for continuing should be provided, otherwise E-Verify will not further process the order.

E-Verify Duplicate Search - E-Verify Status and form action

If E-Verify server didn’t respond in time right after Section 2 submission or user occasionally closed the dialog without resolving duplicates, the form can be found in I-9 Forms > E-Verify Duplicate tab.

Selecting Resolve Duplicates action will open Duplicate E-Verify Alert dialog again.
After clicking the Continue button in the dialog, E-Verify will respond with some E-Verify Case Status. For example, Review E-Verify Information dialog can be shown automatically.

**Review E-Verify Information Process**
In some instances, a case status of ‘Review E-Verify Information’ occurs and you will see a screen appear to review and update the employee’s information. This means that a discrepancy was found in the information that was submitted compared to the information that is maintained in the E-Verify database.

11. A ‘Review E-Verify Information’ occurs for reasons including typographical errors and/or incorrect information provided on the I-9 Form. You are required to review the data in the screen provided, correct the information if necessary, and resubmit to E-Verify.
12. The dialog may display after the submission of Section 2 with E-Verify ordering.
Review E-Verify Information - E-Verify Status and form action
If E-Verify server didn’t respond promptly upon Section 2 submission or user occasionally closed the dialog without submitting data, the form can be found in I-9 Forms > Pending Info Review tab.

Selecting Review E-Verify Information action will open Review E-Verify Information dialog again.

Review E-Verify Information – Thank You page

After clicking the Continue button in the dialog, Thank You page will show updated E-Verify Case Status.

Lately, E-Verify will respond with TNC or Photo Matching Required or Scan and Upload status. User can find the form in the corresponding tab – E-Verify Tentative or Pending Photo Match.
Monitoring Status

HireRight automatically checks the E-Verify system for an updated status of the record on an hourly basis. Once the DHS/SSA has updated the record, it will be reflected in your account in either the **Completed (Authorized)** tab or the **Final Non-Confirmation** tab.

**Employment Authorized Status = No Further Action Required**

![Employment Authorized Screen Capture]

**Final Non-Confirmation Status = YOU must “Close the Case” – See previous instructions for “Closing a Case”**

![Final Non-Confirmation Screen Capture]
Form I-9 Completion: Section 3 (Reverification and Rehires)

To update a Form I-9, you will use the “Re-verify I-9 Form” function. You may update a Form I-9 in the following instances:

- An employee has a legal name change
- Work authorization documentation has expired and needs to be updated
- An employee is rehired within 3 years from when the Form I-9 was originally completed.

**NOTE:** If the Form I-9 was not initially completed electronically, the paper form may be imaged and uploaded to the HireRight system. Once complete, you have the ability to perform an electronic re-verification as shown below.

**To Re-verify a Form I-9**

1. Use the “Search” feature to locate the employee’s Form I-9 you need to update.
2. Right-click on the employee record and choose **Re-Verify I-9 Form**.

**NOTE:**

Some accounts will display an option box at this time, asking whether you wish to send the form to a Hiring Manager or Update Myself. This feature displays for customers with Hiring Manager enabled. After you make your selection, and complete Hiring Manager fields if applicable, click **Submit**.

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3. Section 3 completer will select the purpose of the reverification, then enter the updated information. (Check all that apply.)

<table>
<thead>
<tr>
<th>Section 3. Reverification and Rehires (To be completed and signed by employer or authorized representative)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Name (if applicable)</td>
</tr>
<tr>
<td>Last Name (Family Name)</td>
</tr>
<tr>
<td>First Name (Given Name)</td>
</tr>
<tr>
<td>Middle Initial</td>
</tr>
<tr>
<td>Date of Rehire (if applicable)</td>
</tr>
<tr>
<td>Last Name (Family Name)</td>
</tr>
<tr>
<td>First Name (Given Name)</td>
</tr>
<tr>
<td>Middle Initial</td>
</tr>
<tr>
<td>Date (mm/dd/yyyy)</td>
</tr>
</tbody>
</table>

4. Follow prompts to make the necessary updates. A confirmation appears after changes have been submitted to the record.

Information will appear in Section 3 of the employee’s Form I-9.

<table>
<thead>
<tr>
<th>Employee Name from Section 1:</th>
<th>Last Name (Family Name)</th>
<th>First Name (Given Name)</th>
<th>Middle Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 3. Reverification and Rehires</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Name (if applicable)</td>
<td>Last Name (Family Name)</td>
<td>First Name (Given Name)</td>
<td>Middle Initial</td>
</tr>
<tr>
<td>Last Name (Family Name)</td>
<td>First Name (Given Name)</td>
<td>Middle Initial</td>
<td>Date (mm/dd/yyyy)</td>
</tr>
</tbody>
</table>

C. If the employee's previous grant of employment authorization has expired, provide the information for the document or receipt that establishes continuing employment authorization in the space provided below.

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Document Number</th>
<th>Expiration Date (if any) (mm/dd/yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Passport</td>
<td>0123456</td>
<td>03/01/2024</td>
</tr>
</tbody>
</table>

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

<table>
<thead>
<tr>
<th>Signature of Employer or Authorized Representative</th>
<th>Today's Date (mm/dd/yyyy)</th>
<th>Name of Employer or Authorized Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samantha Johnson</td>
<td>02/04/2017</td>
<td>Samantha Johnson</td>
</tr>
</tbody>
</table>

To confirm re-verification was completed, you can right-click and select View and go to the Audit Trail tab.

**NOTE:** If it is necessary to perform an additional re-verification, the edited information will appear on section 3 of a blank Form I-9 attached to the bottom of the original Form I-9. Be sure to continue to scroll down to view your edits.

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Designating a Hiring Manager to Complete Section 3

To Designate a Hiring Manager to Complete Section 3:

1. Right-click on the employee record and choose **Re-Verify I-9 Form**.

13. Enter first name, last name, email address and select a reason for reverification to be made and click **Submit**.
Start/Termination Date Batch

Click I-9 Forms in the left menu.

Click Start/Termination Date Batch.

You will now be on the Start/Termination Date Batch dashboard.

1. Select New to be taken to the Start/Termination Batch page.
2. Download the batch file template by selecting Download Batch File Template button.

3. Open downloaded file I9batchTemplate.xls.
4. Input the data into the template and save.
Click I-9 Forms in the left menu.

Click Start/Termination Date Batch.

You will now be on the Start/Termination Date Batch dashboard.

Click New.

Enter a Project name in the provided field.

Indicate if the batch contains ONLY termination updates, if applicable.

Use Browse to locate the batch file you want to upload.

For Terminations ONLY, click Submit.
For **Start and/or Termination Date** updates, scroll down the page and input your **First and Last Name**, draw your signature, and check the certification/acknowledgement boxes.

Click **Submit**.

You will be taken to the **Start/Termination Date Batch** page. Click **Refresh** at the top right of the dashboard.

Your batch displays including the batch request number and status: **In Progress**.

Once the batch request is finished, the request status will update to **Complete** (as shown above). The changes you've included in the batch will be reflected in the employees I-9 Forms. Double-click I-9 to view **I-9 Form, Annotations/Notes** and **Audit Trail**.
Sample Annotations/Notes

Sample I-9 Form with updates
Sample Audit Trail

Please note, you will receive a prompt during Upload step if there are errors found on the page and/or the batch update form that will prevent a successful upload.
Delete I-9 Forms

HireRight automatically will generate a list of all Form I-9s that qualify for deletion based on federal government Form I-9 retention rules, however not ALL users will have the ability to delete them. Only those users who have this permission enabled will be able to do so.

Go to Delete I-9 Forms and select each record you would like to delete by clicking the checkbox next to the user’s name or check the top box to select all records.

NOTE: Change filter to ALL USERS.

If you would like to delete all records simply click the Select All checkbox at the top of the column.

Then click Delete Selected.
Management Reports
Your HireRight account provides you access to various reports you can run any time, send to a user, schedule for automated delivery and export.

From the left menu, click Management Reports.

A new Management Reports tab opens to the right of Screening Manager:
To Run a Management Report

Click the name or description of the report you want to run.

In the Report Settings section:

a. **Select Users** who have created the records that will be included in the report.

b. **Timeframe** defaults to last week. Change the timeframe the report will cover, if desired.

Select Users:

Click **Select Users** to make specific user or account selections.

Click **Include All Records from Current/All Accounts** for running reports on all users and/or all accounts.

Note: Parent Account must be used to run reports from multiple accounts, if multiple accounts are set up.
Example of prompt for selecting specific Users and/or accounts.

Double arrow for selection of all users.
**Option A:** Specify the statuses of I-9 or E-verify records you want included in the report, if applicable. Default is all forms/statuses.

**Option B:** Filter fields (by specifying individual fields and values).

In the Report Execution section, click **Run Report**.
The report opens in a new window.

Choose to **Send** to other users, **Schedule** for automated future delivery, or **Export**. Underlined columns can be clicked on for sorting.

---

**Exporting Management Report Data**

- **Click Export.**
- **Choose file type.**
- **Click OK.**
- The report data is saved to your designated drive.

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To Schedule Reports

Click **Schedule** in the report execution area.

**Schedule Report Delivery** setup options appear.

Complete the start date, time, recurrence, and recipient details.

Click **OK** to complete scheduling.

A message appears to confirm Schedule created successfully.
To Edit, Delete or View Scheduled Reports

Reports that are scheduled can be viewed or modified, by the report creator, by clicking Delivery Settings.

Options include Edit recipients, run date or interval, Delete report, or view Generated Reports.
Sample I-9 Management Report images
This section contains a short description and screenshot of the available I-9 management reports.

Deleted I-9 Forms
This report shows all I-9 forms that have been deleted within a specific timeframe, the date each form was deleted and which user deleted the form(s).

I-9 Alien Re-verification Report
This report displays a list of all alien employees that are authorized to work in the United States and therefore will require their work authorization to be re-verified.

I-9 Audit Trail
This report will display a log of when an I-9 Form is created, updated, or corrected for an employee, the date the action was taken, and the system user who performed the action.
I-9 Change Tracker

This report shows all of the I-9 Forms that is pulled for the notification called "Notice of I-9 Form Modification (I-9 Section 1)"

I-9 Completion Review Report

This report to review I-9 section completion dates relative to the employee start date, and help identify ones that may be out of compliance.
I-9 Document Details

This report to review I-9 section completion dates relative to the employee start date and help identify ones that may be out of compliance.

I-9 Document Expiration Dates

This report shows all completed employee I-9's supporting document expiration dates.
I-9 Document Receipts

This report shows all of the employees who have completed I-9 forms and provided receipts for documents and therefore will require documents update through I-9 form correction.

I-9 Uploaded Supporting Documents

This report indicates which employees do and don't have Supporting Document(s) uploaded.
I-9 Forms Details

This report shows all of the I-9 Forms that have been initiated and/or completed in a specific timeframe, the employee name including which manager they are assigned to, the status of the form, the status of the I-9 verification, initiation and submission dates as well as information noted in the Additional Information area of the Form I-9.

Pending E-Verify Cases

This report lists all E-Verify cases that are currently in progress and may require employer action for resolution.
In the Case of a Government Audit

A government I-9 Audit can require that employers provide I-9 forms to an auditor as soon as within 3 business days after receiving a Notice of Inspection (NOI). Contact HireRight Customer Service immediately so we can assist in providing the necessary records.

1. **Inform HireRight Customer Service** that you have received an I-9 Notice of Inspection (NOI) from ICE. Include your Account Manager on any communications, if applicable.
   a. Be prepared to provide:
      i. Date of the Notice of Inspection
      ii. Identify the Account(s) where the I-9 forms are located
      iii. Which I-9 forms are needed (specific locations, date range, list of names, etc.)
      iv. Point of Contact for additional questions and who the HireRight will direct the information

2. **HireRight will confirm** if we have a Masking Waiver on file for your account(s). This allows us to send the I-9 Forms unmasked (displaying SSN, DOB.)
   a. If there is no waiver on file, we will send a waiver to sign and send back to us.

3. **HireRight will then transfer** the I-9s in a secure digital manner. This is usually done within 48 hours of the request.

4. Designee for your company must contact HireRight to retrieve a password in order to view the information.

Customer Service is available 24 hours a day, 5 days a week Sunday 5 pm through Friday 7 pm Pacific Time (GMT-8). Reach us at (866) 521-6995 (within the U.S. and Canada) or click here for other contact information.

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