University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
EMPLOYEE SERVICES

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, 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**.
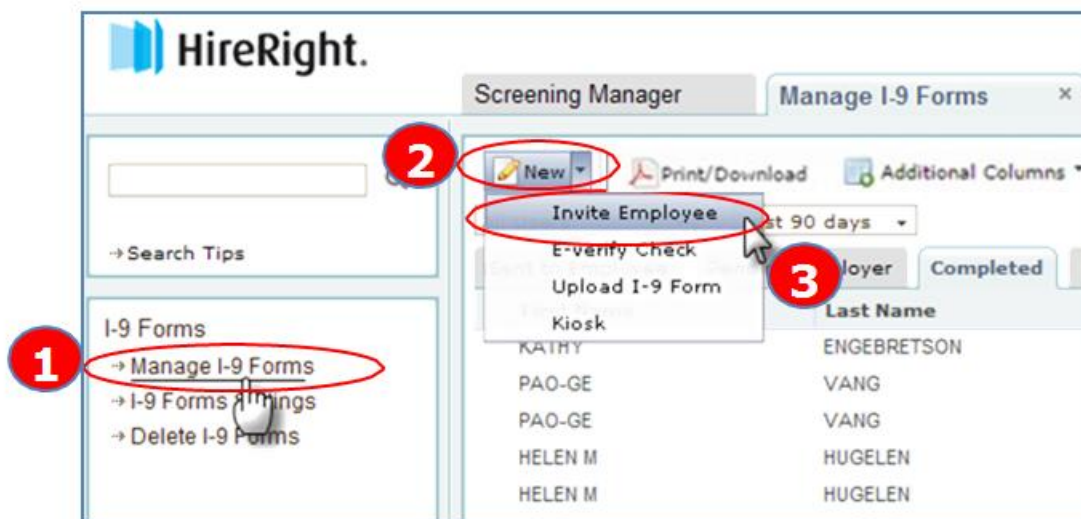
2. Click the **New** menu.

3. Click **Invite Employee**.

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

NOTE: While it is not required, it is a recommended best practice to insert the *Employee Start Date* at this time. This will initiate reminder emails to the employee or employer of deadlines and requirements, based on status.

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

5. Click **Submit**.

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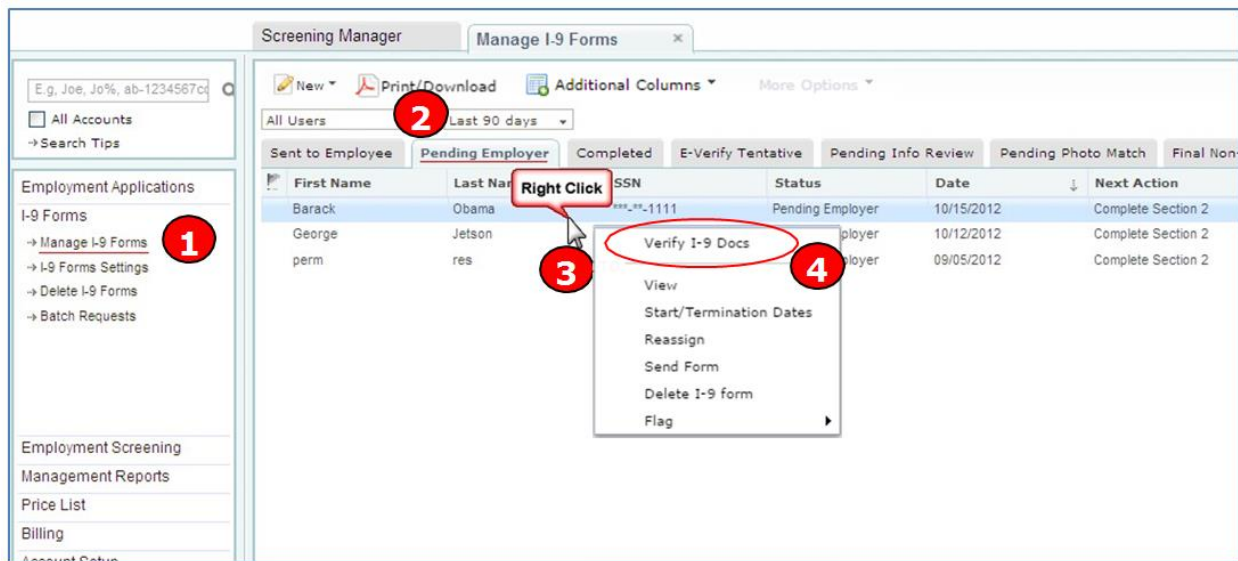
The employee's Employment Eligibility Verification page of the Form I-9 appears.

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

The Employer Review & Verification page appears.

6. 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 8. Physically examine each document to determine whether it reasonably appears to be genuine and to relate to the employee presenting it.

Refer to the *CU: Form I-9* online course in SkillSoft 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.

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 appears on the original documents the employee presented. Document Title and Issuing Authority must be typed exactly as it appears on the face of the document. Then click **Proceed to i-9 Form 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.

10. 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:

Help | Live Chat 🖨 Print

I-9 Employment Eligibility Form

Thank You

Thank you for your submission for

Order Details

Electronic I-9 Form	**Created Successfully**
E-Verify Case Status	**SSA Tentative Non-Confirmation**

[View E-Verify Report]   [View I-9 Form]   [Close Window]

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**.

Random Tests

Employment Applications

I-9 Forms
→ Manage I-9 Forms
→ I-9 Forms Setting
→ Delete I-9 Forms
1

View/Print

Reassign
Re-verify I-9 Form
Manage Supporting Docs
Resolve Case
Send Form
E-Verify Report
View Audit Trail
Correct I-9 Form
Re-submit Case
Delete I-9 form
Flag ▶
2
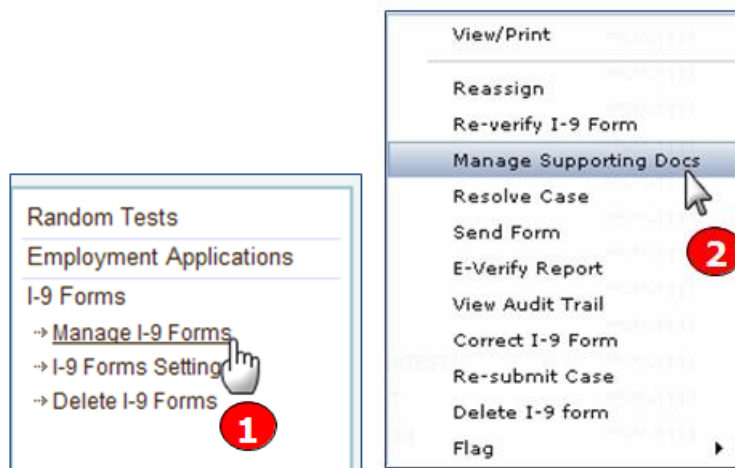
The Upload Supporting Documents page appears.

3. Click **Browse** 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**.

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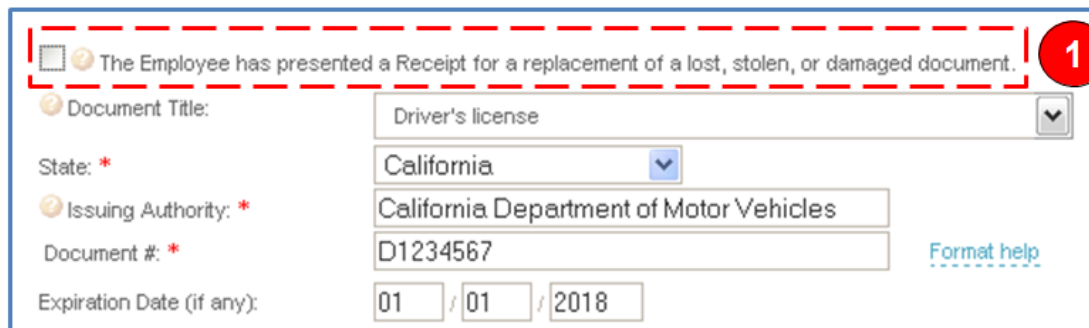
This option only applies to a receipt that shows the employee has applied to replace a document that was lost, stolen, or damaged per USCIS guidelines. You can click the **Information on Receipts** link displayed on the left side of the page in Section 2 or Section 3 for additional guidelines provided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

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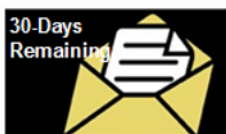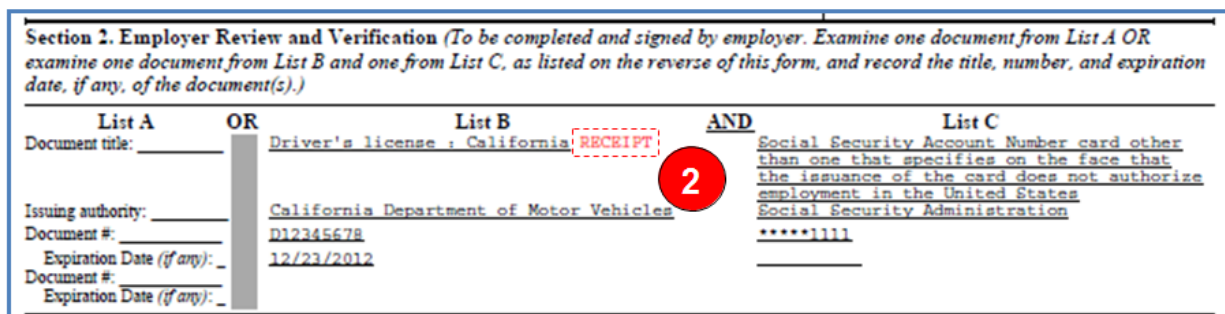
After 60 days, HireRight sends you an e-mail reminding you that the employee has 30 days remaining.

If your company participates in E-Verify, and if the employee presents a receipt showing 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.

2. 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).

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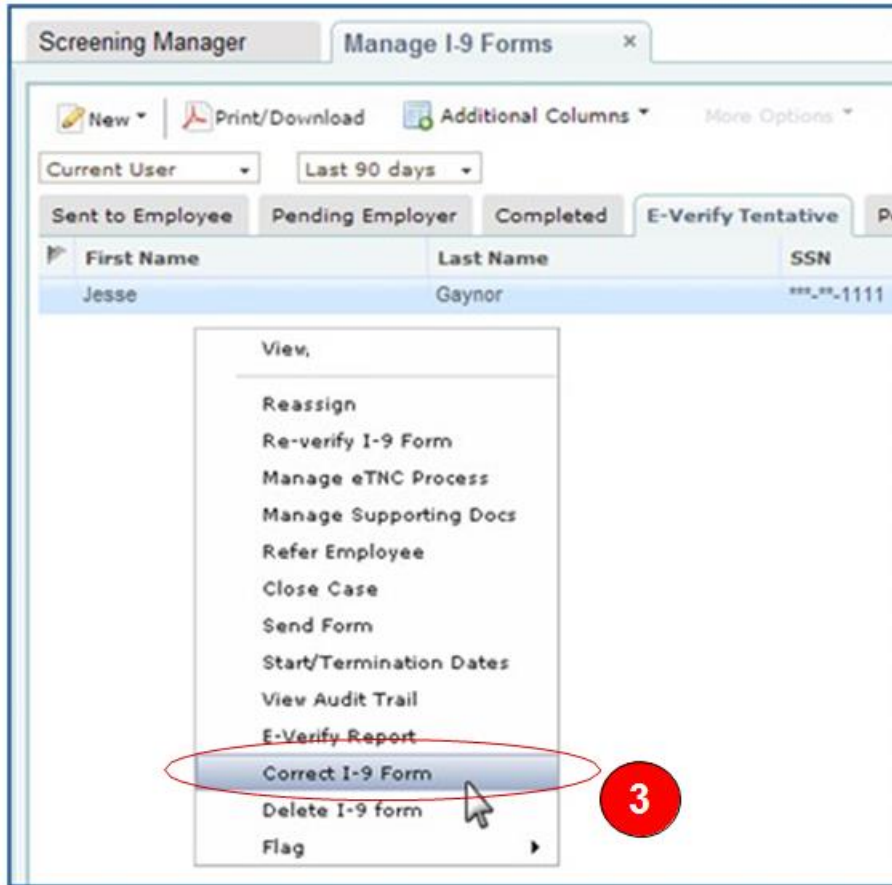
4. Select the **Actual document presented** check box and enter a new **Document #** (number) and **Expiration Date**. Then click **Next**.

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**.

Employment Eligibility Verification - 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
Document B: Receipt Presented	Receipt	Document
Document B: Expiration Date		12/12/2023

Submit Changes   Save and Run E-Verify   Cancel

5

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. Employer Review and Verification *(To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number, and expiration date, if any, of the document(s).)*

List A	OR	List B	AND	List C
Document title: _____		Driver's license ; California		Social Security Account Number card other than one that specifies on the face that the issuance of the card does not authorize employment in the United States
Issuing authority: _____		California Department of Motor Vehicles		Social Security Administration
Document #: _____		A9999999		*****1111
Expiration Date *(if any)*: _		01/01/2018		12/23/2012
Document #: _____				
Expiration Date *(if any)*: _				

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

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 Statuses

- **Final –** Final statuses indicate whether or not 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.

    o Employment Authorized

    o DHS/SSA Final Non-Confirmation

    o DHS/SSA Employment Non-Authorized

    o DHS/SSA No-Show

- **Temporary –** A temporary status does not mean that the employee is not authorized to work. Temporary statuses require additional action from the employer to address the status to the employee and the employee has to then follow up with DHS or SSA. The employee can continue to work while the temporary status is being resolved.

    o DHS/SSA Tentative Non-Confirmation
       See *Handling a Tentative Non-Confirmation Status* for more information.

    o DHS/SSA Tentative Non-Confirmation – Photo Mismatch
       See *Using the HireRight E-Verify Photo Matching Tool* for more instructions.

    o 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.

    o 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.

    o 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, refer to *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. 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)

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).

Using Photo Matching for Lawful Permanent Resident or Alien Authorized to Work

1. In the HireRight Form I-9 and E-Verify interface, the Photo Matching Tool may be activated for the Section 2 signer when an employee selects **Lawful Permanent Resident** or **Alien Authorized to Work** in the Citizenship Status area of the E-Verify process and provides an I-551 Permanent Resident Card or I-766 Employment Authorization document.

2. In either of these cases, if the employee provides an *I-551 Permanent Resident Card or I-766 Employment Authorization Document* to verify their authorization to work (from List A documents of the I-9 form), an E-Verify photo verification will be required.

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.

3. An E-Verify Photo Match is activated once you click **Submit I-9 Verification**.

4. Once the E-Verify check is initiated, a reply returns from E-Verify, usually within 15 seconds, that includes a photograph.

   Compare the photo on the screen to the photo that was delivered to you in the document the employee presented. Do not compare to the person.

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

   "Does the photograph above match the photograph on the documented presented by the employee?"

   Note: If **No Photo on this Document** appears, select **Yes**. If the photo does not match, see *Troubleshooting E-Verify*.

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

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

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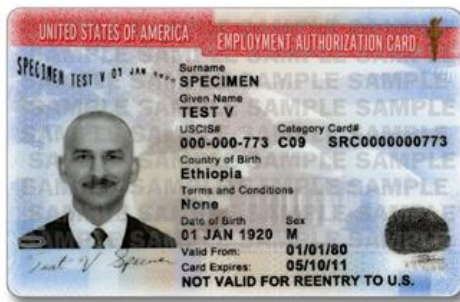
Note: Images may vary from documents shown here based on document issue date.

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.
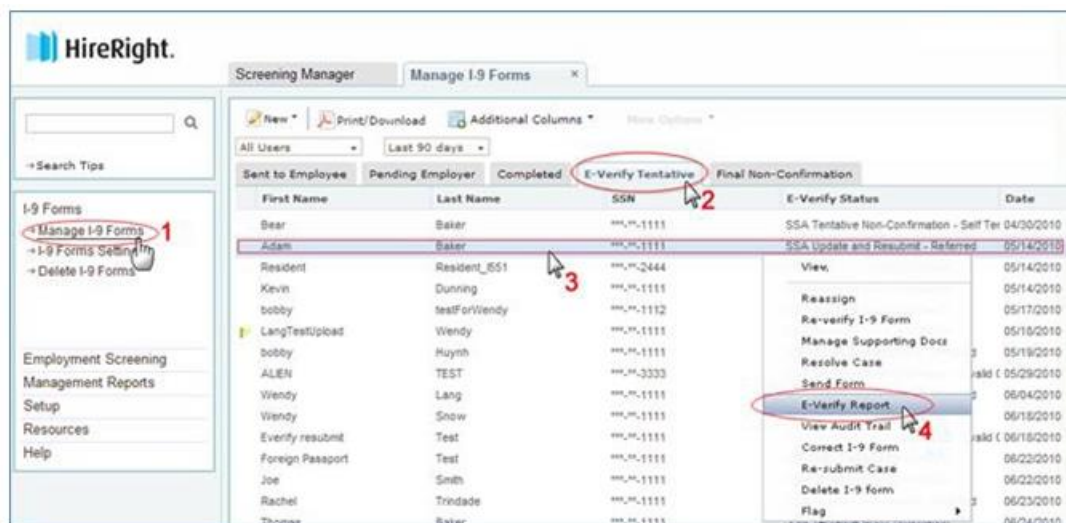
From this page you can review:

- 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 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 **TNC Letter** 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. Click the **Refer** button. The timeline for resolution is monitored automatically. The employee must take action within eight business days.
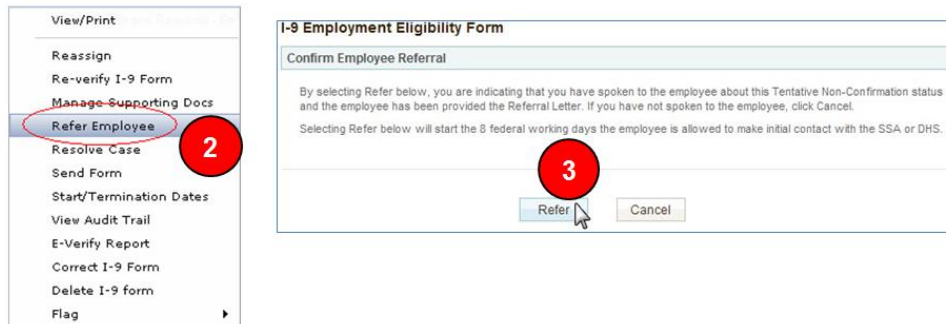
From this point, HireRight automatically checks the status of the record on an hourly basis. Once the DHS/SSA has updated the record, it will be reflected in your account in either the Completed (Authorized) tab or the Final Non-Confirmation tab.

## 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**.
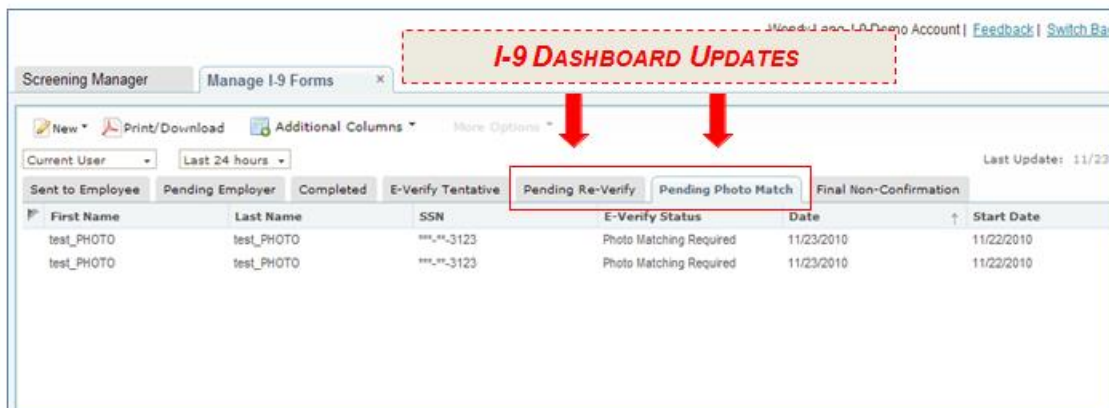
Pending Re-Verify

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.
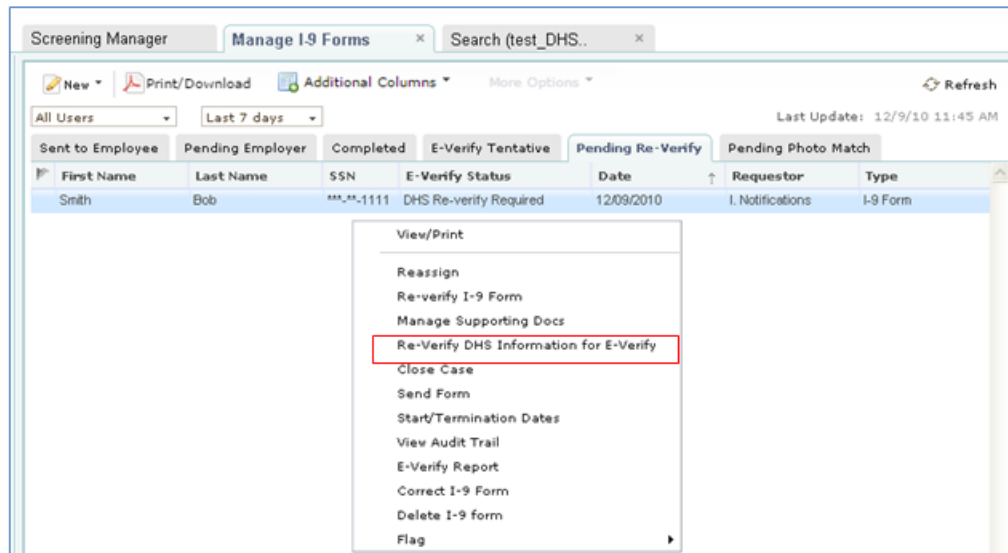
Pending Photo Match

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.

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.