### Online I-9 & E-Verify Process

<table>
<thead>
<tr>
<th>Offer accepted</th>
<th>Before employee’s 1st day of work</th>
<th>1st day of work</th>
</tr>
</thead>
</table>
| • Send link to online I-9 site and Online I-9 Employee Reference Guide. (See sample Letter to employee regarding I-9 process) | • Employee completes Section 1 of I-9 electronically at employee self service site.  
• Employee reviews list of documents to bring on 1st day of work. | • Employee presents acceptable identity and work authorization documents to I-9 Administrator for review and completion of I-9 Section 2 (If employee is Foreign National, they must report to Donhowe or WBOB to complete I-9 & e-Verify process).  
• I-9 Administrator completes I-9 Section 2.  
• Information is submitted to Social Security Administration and Department of Homeland Security through e-Verify.  
• Real-time employment authorization response received.  
• If response is “Employment Authorized”, process is complete.  
• If a different response is received, resolution may take several days (refer to Online I-9 Administrator User Guide).  
| Note: If employee has not previously completed Section 1 of the I-9, the I-9 Administrator may assist employee in completing on the first day. |
Online I-9 & E-Verify Process

- Send new employee link to online I-9 site
  - [http://hrss.umn.edu/](http://hrss.umn.edu/), see I-9 form for new employees

- Send employee the Online I-9 Employee Reference Guide (in appendix).

- See sample Letter to employee regarding I-9 process in the appendix
Online I-9 & E-Verify Process

Before employee’s 1st day of work

- Employee completes Section 1 of I-9 electronically at employee self service site.
- Employee reviews list of documents to bring on 1st day of work. See the Online Employee Reference Guide for the list of acceptable documents.
Employee presents acceptable identity and work authorization documents to I-9 Administrator for review and completion of I-9 Section 2 (If employee is Foreign National, they must make an appointment and visit Donhowe or WBOB to complete I-9 & e-Verify process).  
I-9 Administrator completes I-9 Section 2.  
Information is submitted to Social Security Administration and Department of Homeland Security through e-Verify.  
Real-time employment authorization response received.  
If response is “Employment Authorized”, resolve the case and process is complete.  
If a different response is received, resolution may take several days (refer to Online I-9 Administrator User’s Guide).  

Note: If employee has not previously completed Section 1 of the I-9, the I-9 Administrator may assist employee in completing on the first day.
ONLINE I-9 ADMINISTRATOR USER GUIDE
Completing an electronic I-9

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The University of Minnesota uses I-9 eXpress—a Web-based employment eligibility service—to enter, verify, document, and ensure employment eligibility for new employees. As a result of this new paperless process, you should no longer complete paper I-9 forms. The new employment verification process consists of four main steps:

**Step 1:** Have the new employee enter their information in I-9 eXpress. (www.newi9.com)

**Step 2:** Login to I-9 eXpress and complete the remaining portions of the new employee’s I-9. (www.i9express.com)

**Step 3:** Determine if the employee is legally eligible to work in the U.S.

**Step 4:** Terminate the employees if not legal to work according to the E-Verify Program.

**Step 1:** Have the new employee complete their information on Section 1 of the I-9.

A link will be available through Employee Self Service for new hires to access the online I-9 web site. Please direct them to hrss.umn.edu and have them select the link entitled “I-9 form – new employee”. They will be directed to the I-9 eXpress site and will enter the University of Minnesota’s Company Code. Please see Online I-9 Employee Reference Guide for further instructions.

hrss.umn.edu > I-9 Form – New employee Company Code: 13636

**Step 2:** Login to I-9 eXpress to complete & verify the new employee’s I-9.

A link will be available on the OHR Manager’s Tool Kit Employment page as well as on the Staff One Stop page.

www.i9express.com Company Code: 13636 SECTION 2 of the I-9

1. On the I-9 eXpress Welcome page, enter 13636 in the Employee Name or Code field and click Go.

2. On the Login page, complete the Login and PIN(Password) fields, and then click Continue. U of M users of I-9 Express will use their EMPLID as their USER ID and the initial PIN will be the last 4 digits.
of your social security number, followed by the 4 digit year of your birth.

NOTE: On your first login, click on Enroll, to complete the security enrollment process. Choose a question to answer from the drop down menu, type an answer, and choose a personal security image from the gallery. **Click on “Log in”**.

**Note:** If you forgot your PIN, click the **Forgot your PIN?** link beside the PIN field.
Check for Pending I-9s

A pending I-9 is one where Section 1 (Employee) has been completed, but Section 2 (Employer) has not.

1. On the Main Menu page, click Refresh All under the Quick Search Window.

2. Click on the Pending link to show all employee I-9s that have had Section 1 completed and are awaiting completion of Section 2.

3. Under Search Results, click the employee’s name.

NOTE: You may also search for a pending I-9 by selecting the Search for Employees link and entering search criteria such as name, I-9 status of Pending, and/or employee start date.
Creating a new I-9

If the employee hasn't completed Section 1 of the I-9 prior to reporting to the I-9 Administrator to present employment eligibility documents, the Administrator can create a “New I-9” to allow the employee to complete Section 1 at that time.

1. On the Main Menu page, click the Create new I-9 link located under the New I-9 heading.
2. Section 1 of the Form I-9 will open and the employee can complete and electronically sign. (For more detailed instructions, see Step 3 of the On-line I-9 Employee Reference Guide)
3. If the I-9 Administrator types in the information on behalf of the employee, the I-9 Administrator must complete the Preparer and/or Translator Certification section.
Complete Section 2 of the employee’s I-9.

1. From the **Section 2 – Employer Review and Verification** page, complete (or correct) the **Start Date** field using today’s date or the employee’s actual hire date. The Location field will identify the employee’s home College or Administrative Unit.

2. Ask the employee to present their employment eligibility documents.

3. Under **Select the set of document(s) presented by the employee**, select documents from the drop-down fields that correspond to the documents the employee presented to you.

**NOTE:**
- Employees who are foreign nationals must have Section 2 completed at either WBOB or the Donhowe Building.
- Please be aware that a picture ID document is required for list B.
- To see examples of each type of document listed, click **Help**.
- For Permanent resident card that does not have an expiration date, please check the checkbox indicating the document does not
have an expiration date.

- State is the issuing authority for Driver’s License.

4. Click **Continue**.

5. Enter the required information for each document you selected in Step 3 above, and click **Continue**.

List B document - Driver’s license or ID card issued by a state

- **Issuing Authority:** 

  - **Document #:**

  - **Expiration Date (mm/dd/yyyy):**

List C document - U.S. Social Security card issued by SSA (not stating not valid for employment)

- **Issuing Authority:** 

  - **Social Security Number:** 505-86-8888
    - The number on the document is the same

**Employee terminated before completing I-9**

NOTE: If an employee is terminated before the I-9 is completed, click on **Employee Terminated** under Pending I-9.
1. If the employee presents any of the eligibility documents listed below, e-Verify requires the I-9 Administrator to match the photo with the one on file with USCIS.
   - U.S. Passport or card
   - I-551 Permanent Resident card (green card),
   - I-766 employment authorization document (EAD)

2. Copies of the documents requiring photo matching must be retained electronically or with hard copies.

   - E-Verify message will show the current status as Photo Matching
   - Click Photo Matching
     To complete the photo match, click the Photo Matching button.
Clicking this button takes the user to the E-Verify History page where the photograph that should be on the employee's document is displayed.

- Compare the document's photo with the one shown on E-verify.

- Indicate Yes if the photo matches, or No if it does not; Click Continue.
• Follow the instructions to upload the electronic copy for check that you have printed a hardcopy to retain.

• Electronic copies
If you choose this option, the system will prompt the user to scan and attach a copy of the employee’s document.

• Hardcopies
If you choose this option, a hardcopy of the document MUST be submitted to Payroll Services [Payroll Services, Room 545 WBOB, 7534 (campus delivery code)] within 3 days of the I-9 completion. On the hardcopy you must include the following information:
  o Employee’s Name
  o Employee’s PeopleSoft ID
  o Employee’s start date

Note: If the photo display on the photo matching page is blank, choose the YES option and click Continue. Copies of the document MUST still be retained, either electronically or hardcopies. For more detailed instruction, see the Online I-9 – Photo Matching Job-Aid.
Information Review

1. On the Employer Review page, carefully review the information you entered. If any information is incorrect, click the Change Information link. Validate that the name and Social security number entered matches the info on the employee social security card.

2. Click on Spanish for Spanish language, if needed. Select the I have read and agree with the certification statement above check box and complete the PIN (password) field, to complete your electronic signature.

3. Click Continue.

4. The Employee Detail page will display. See the final steps under Finalizing the I-9 – Close the Case.
E-Verify requires that the employee's SSN be included in Section 1 of the I-9. If the employee has applied for a Social Security Number and the SSN has not been issued yet, this must be indicated in Section 1 by clicking the **SSN Applied For** radio button. The employee **MUST** provide their SSN to you within 90 days.

Section 1 SSN Applied For button.
The employee **MUST** show an application receipt for SSA.

Clicking the **SSN Applied For** link in the Quick Search box on the Main Menu displays a list of I-9s that have applied for a SSN. Next, click the **employee name** link to access the Employee Detail page for this employee. From here click the **Change SSN** link and enter the employee's SSN to resolve the SSN Applied For status.

When you enter the employee's SSN, the I-9 will automatically submit the employee's information to E-Verify, if the employee was eligible for E-Verify when the original I-9 was completed.

**Section 2**

If the employee is eligible for E-Verify, completing Section 2 of the employee's I-9 automatically initiates the E-Verify transaction, to submit the employee's information to E-Verify to verify their eligibility to work in the United States.

Signing Section 2 includes four simple steps.

1. Review the information entered on the I-9 to make sure it is correct and enter the document information provided by the employee.
2. Click the checkbox to agree with the perjury statement.
3. Enter your PIN or Password in the box provided (Optional configuration, used as an additional security feature).

Click Continue to complete the electronic signature.
Note: You **MUST** update the SSN to the employee's personal data in **PEOPLESOF**T!
For more information, see the appendix, SSN Applied For, or the job aid on the Payroll or Hiring web sites.

**Why edit the SSN?**

There are several scenarios in which you may need to edit an SSN on an employee's Form I-9.

- **Incorrect SSN Entered** - an employee mistyped their SSN (clerical error).
- **SSN Not Entered** - an employee indicates that they have applied for an SSN but it has not yet been assigned when completing Section 1.

There are two options for users when editing an SSN. Below are descriptions of each.

- **Edit SSN** - You can edit an existing SSN, or add an SSN if there is no SSN on the I-9.
- **Mark SSN as Bad** - You can mark an existing SSN on an I-9 as bad. This removes the SSN from the employee record. **This option is used if an employee is no longer working for the employer, but they have reason to believe that the SSN does not belong to the employee.** Contact the Human Resources Call Center at 612-625-2016 before using this option.
Finalizing the I-9 - Close the case

U.S. Citizenship and Immigration Services (USCIS) requires users to manually close E-Verify cases with the status Employment Authorized.

- **Note** that this page includes the case status and a banner message alerting you that further action is required.

- Click **Resolve Case** button
- Select the resolution by clicking the appropriate radio button and then clicking Resolve.
### Note: Banner messages are no longer displayed on the Employee Detail page, as shown here.

- Case is resolved (closed).
Step 3: Determine if the employee is legally eligible to work.

When Section 2 is signed and the I-9 information is automatically submitted to E-Verify, the E-Verify system assigns a unique case number and returns an initial status response to the I-9 service. The steps necessary to complete the E-Verify verification process and close the case are dependent on the current status of the E-Verify case.

There are 10 possible initial responses that could be returned upon submitting the I-9 to the Social Security Administration and the Department of Homeland Security. You should receive one of these responses within a few seconds of submitting the I-9.

- Employment Authorized
- Initial Verification Not Processed – The I-9 application will continue trying to process the transaction.
- SSA or DHS Tentative Nonconfirmation
- Employment Authorized - With Additional Verification Optional
- Employment Authorized - With Additional Verification Requested Automatically
- DHS Verification in Process
- SSA or DHS Continuance
- DHS Referral to SSA
- SSA/DHS Case Incomplete
- Photo Matching

Employment Authorized

This response means that the employee is authorized to work in the United States. Employment Authorized is the most common initial response received from E-Verify. The E-Verify response is displayed in the banner at the top of the page. As well as in the E-Verify section of the Employee Detail page. While the case will display a status of “Employment Authorized”, further action is required in order to close the case.

First, you must click the “Close Case” button in the E-Verify section on the Employee Detail page. This will take the user to the E-Verify History page, where they must select the appropriate closure option, and then click Close Case.

Initial Verification Not Processed

This informational message indicates that the I-9 has been completed, but a response has not yet been received from E-Verify. Check the I-9 application frequently for updated results. Click the Refresh button to check for an update to the E-Verify status.

SSA or DHS Tentative Nonconfirmation

A response of SSA Tentative Nonconfirmation simply means that the information on the employee's I-9 did not match the information on file at the Social Security Administration (SSA). It DOES NOT mean the employee is not authorized to work. The employee may choose to contest (correct the problem) or not contest (forfeit & terminate employment).
A response of **DHS TENTATIVE NONCONFIRMATION (DHS TNC)** means that the Department of Homeland Security could not verify employment eligibility. You may not receive this as a response from E-Verify. DHS TNC could be received after the DHS Verification in Process status, if information at DHS does not match.

**Note:** A response of **DHS TENTATIVE NONCONFIRMATION (DHS TNC)** means that the Department of Homeland Security could not verify employment eligibility. You may not receive this as a response from E-Verify. DHS TNC could be received after the DHS Verification in Process status, if information at DHS does not match.

**Informing the employee of the TNC:** Inform the employee of the reason for the tentative result by using the guide below. You should help the employee understand what documentation he/she will need to take to the local SSA office or use to call the DHS to correct the issue. Instruct the employee to ensure the SSA or DHS verifies ALL of the employee’s information.

**Note:** Before clicking the **Referral** button, review the data on the I-9 with the employee to make sure all the data was entered correctly. Common mistakes include typos for SSN, employee name, and date of birth on the I-9. If a data entry error is found, **DO NOT CLICK REFER.** You should click **Close Case,** as invalid data. You should then complete a new I-9 with the employee immediately with the correct information.

See the appendix (page  ) for more detailed information on how to resolve a Tentative Nonconfirmation.

**Employment Authorized - With Additional Verification Optional**
This response from E-Verify indicates that the employee has been determined to be Employment Authorized. However, the DHS can perform a more in-depth verification on this employee. The decision to request an additional verification is at the discretion of the employer. Please contact the HRMS Call Center if there is a question about whether additional verification should be requested.

**Employment Authorized - With Additional Verification Requested Automatically**
This response indicates that the employee has been determined to be Employment Authorized. However, the DHS can perform a more in-depth verification on this employee. The additional verification is automatically requested. No action is required by you. The status will be updated to “DHS Verification in Process”. The DHS will respond within 3 government work days. Check back daily on the status for the response.

**DHS Verification in Process**
This response means a definitive answer is not yet available. DHS responds to most of these cases within 24 hours, but has up to 3 government business days to respond. Check back daily on the status for the response.

**SSA or DHS Continuance**
E-Verify returns the status of SSA or DHS Case in Continuance when the respective agency needs more time to research the case. These statuses indicate that the employee received an SSA or DHS TNC and opted to contest the result. The employee then visited SSA or contacted DHS within 8 government workdays to update his or her record, but the government needs more time to confirm employment eligibility.
You should check the I-9 service daily for updated results. Possible responses include:

- Employment Authorized
- SSA Final Nonconfirmation
- Review and Update Employee Data then Resubmit
- DHS Verification in Process
- DHS Final Nonconfirmation

The case remains open in E-Verify and your employee should continue to work. You must wait until the government provides an updated response through E-Verify before taking action on the case. You may not terminate or take adverse action against the employee unless E-Verify returns an updated response of SSA Final Nonconfirmation or DHS Final Nonconfirmation.

- No action is required from you or the employee at this point
- Check the I-9 service daily for updates
- When E-Verify updates the status, follow the steps accordingly based on the E-Verify status as outlined in this document.

**Note:** There is no definitive timeline for E-Verify providing an updated status for a DHS/SSA Case in Continuance. In some case we have seen cases remain in this status for months and in extreme situations over a year.

**DHS Referral to SSA**

The SSA Referral Resolution interaction has a possible E-Verify response that will result in the status of “DHS Referral to SSA”. There are no user options for a case with this status. The user must wait until E-Verify updates the status.

**SSA/ DHS Case Incomplete**

The status codes of SSA Case Incomplete and DHS Case Incomplete were created to help reduce the burden on employers and employees by reducing the number of Tentative Nonconfirmation (TNC) responses from E-Verify. These new status codes act as precursors to a TNC. E-Verify returns the status of “case incomplete” if there are minor discrepancies in the data submitted and the data on record for the employee at SSA or DHS. The employer/employee is then given a second chance to review/edit the data to confirm accuracy. This helps reduce the burden on the employer and employee by avoiding TNCs caused by data entry errors.

- When E-Verify returns the status of SSA or DHS Case Incomplete, you can click the Review/ Edit Case button to review the data submitted to E-Verify, confirm it is accurate and edit if necessary.
- Review the data entered and make any necessary corrections. Click Continue to submit the information to E-Verify.
- After the SSA or DHS Case Incomplete status, the case will be updated by E-Verify to one of the following statuses:
  - Employment Authorized
  - SSA or DHS Tentative Nonconfirmation
  - Photo Match
**Photo Matching**

**Photo Matching** is the status regarding the E-Verify Photo Matching tool. The status of **Photo Matching** may be returned as an initial response by E-Verify. The **Photo Matching** status requires you to compare the photograph on the employee’s Section 2 document to the picture displayed by E-Verify. You must then indicate if the photograph on the employee’s document matches the photograph displayed by E-Verify. The only documents included in the Photo Matching tool for E-Verify are the U.S. Passport and U.S. Passport Card, I-766, and I-551. The US Passport and US Passport Card were added to the Photo Matching in April 2011 with E-Verify Web Services Version 22.

There is an additional step added to the DHS Tentative Nonconfirmation CONTEST process when Photo Match is encountered. This step is prior to the “Referral” step in the CONTEST wizard. You have the ability to upload an image of the employee’s document which is stored with the I-9 and submitted to E-Verify, or may choose to send (mail) a copy of the employee’s document to E-Verify. If you choose this option, a hardcopy of the document MUST be submitted to Payroll Services [Payroll Services, Room 545 WBOB, 7534 (campus delivery code)] within 3 days of the I-9 completion. On the hardcopy you must include the following information:

- Employee’s Name
- Employee’s PeopleSoft ID
- Employee’s start date

If a hardcopy of the Photo documentation is required to be mailed to E-Verify, contact the Human Resources Call Center at 612-625-2016 for instruction.

Submitting the document copy to E-Verify is only necessary if all of the following are true:

1. The employee presented a document included in the Photo Matching tool feature. Currently these are U.S. Passport and U.S. Passport Card, I-766, and I-551.
2. You indicated that the photograph on the employee’s document and the photograph returned by E-Verify do NOT match.
3. The employee chooses to Contest the DHS Tentative Nonconfirmation.
**Monitoring E-Verify Issues**

It is important that you monitor E-Verify issues to insure that you are proactively processing the cases when action is required by you and/or the employee, as well as to be aware of all open E-Verify cases that are awaiting a response from E-Verify.

Click the E-Verify Issues link in the Quick Search box on the main menu to open E-Verify issues, this must be constantly monitored to comply with the Online I-9 and E-Verify regulations.

<table>
<thead>
<tr>
<th>E-Verify Case Status</th>
<th>Search Page Display Message</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Authorized</td>
<td>Current Status: Employment Authorized. E-Verify case is currently open and requires further action</td>
<td>Resolve Case, select resolution and click Resolve</td>
</tr>
<tr>
<td>Employee referred to SSA</td>
<td>SSA Referred</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>SSA Final Nonconfirmation</td>
<td>SSA FNC</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>DHS Tentative Nonconfirmation</td>
<td>DHS TNC</td>
<td><strong>Contest or Not Contest</strong>, if contest employee will call DHS to resolve. Check I-9 eXpress for updated results</td>
</tr>
<tr>
<td>SSA Tentative Nonconfirmation</td>
<td>SSA TNC</td>
<td><strong>Contest or Not Contest</strong>, if contest employee will visit SSA in-person to resolve. Check I-9 eXpress for updated results</td>
</tr>
<tr>
<td>This case is currently in DHS continuance</td>
<td>DHS Continuance</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Employee referred to DHS</td>
<td>DHS Referred</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Employee was a No Show at DHS</td>
<td>DHS No Show</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>DHS Final Nonconfirmation</td>
<td>DHS FNC</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>This case is currently in SSA Continuance</td>
<td>SSA Continuance</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Review and update employee data and resubmit</td>
<td>Resubmit to SSA</td>
<td>Review I-9 for accuracy, <strong>Resubmit Verification</strong></td>
</tr>
<tr>
<td>Case Resolved. Employment Authorized</td>
<td>Resolved: Authorized</td>
<td>No Action Required</td>
</tr>
</tbody>
</table>
Step 4: Terminate the employee if not legal to work, according to the E-Verify program.

Terminate an employee immediately if the employee elects not to contest the E-Verify finding.

You may terminate an employee if they do not present the documentation for section 2 of the I-9 within 3 days of hire or they refuse to furnish a social security number for E-Verify purposes.

FREQUENTLY ASKED QUESTIONS

How do new hires enter their information in I-9 eXpress?


What if the new hire hasn’t completed Section 1 of the I-9 prior to meeting with our I-9 Administrator?

You can “create a New I-9” through the employer site. See Step 2, “Creating a New I-9”.

How do I resolve issues the new hire is experiencing?

If the new hire cannot submit their information, read any messages displayed at the top of the page that might indicate the nature of the problem. Also, be sure to look for any fields that were highlighted green. This highlighting indicates fields that are incomplete or entered incorrectly (e.g., the date format is incorrect).

What happens when the new hire finishes entering their information?

After the new hire enters their information, login to I-9 eXpress, select the new hire's record, enter or update the start date (if necessary), and then enter details about the new hire's employment eligibility documents.

If you cannot locate the Employee I-9, please contact the HRMS Call Center at 612.625.2016.

Do I need to print information from I-9 eXpress or make copies of employment eligibility documents?

I-9 eXpress automatically retains information that you and the new employee enter and a copy of the electronic version of the I-9 can be printed, if required, for audit purposes.

**NO copies** of employee eligibility documents should be taken in this process. Original documents should be reviewed by the person entering Section 2 of the I-9 as they are presented by the employee.

An employee, who I-9 eXpress previously determined was eligible to work, is appearing in the “reverification due” link. What do I need to do?

This means that the documents presented by the employee are about to expire. The process of reverifying documents for this employee will be handled centrally through Payroll Services.

What do I do when I get a “Duplicate SSN” message?

This means that there is already an individual who has a valid I-9 on file with that same social security number. It may be that employee, whose I-9 is currently being completed, has incorrectly entered their social security number.
number, or it may be that this individual is already an employee of the University, or has previously worked for the University and their I-9 is still valid.

1. Review the employee information. If the information entered is correct and the new employee is the same individual as that already on file, select the “Same” button.
2. Select the “Cancel” button. A new verification is not required.

What do I do when we are re-hiring an individual who previously worked at the University?

If you are uncertain about whether they still have a valid I-9 on file, have the employee complete Section 1 of the I-9.

If, when reviewing the Pending I-9, you receive a “Duplicate SSN” message, you should:
1. Review the employee information. If the information entered is correct and the new employee is the same individual as that already on file, select the “Same” button.
2. Select the “Cancel” button. A new verification is not required.

What do I need to do when a former employee, who was terminated due to an I-9-related issue, re-applies to work?

Have the individual complete a new electronic I-9 using I-9 eXpress. They may now be authorized to work.

How do I enter a name change?

No entries in I-9 eXpress are required for making name changes, once an I-9 has been validated.

Follow your normal HRMS entry procedures for updating the employee name in the HRMS system, noting that the employee’s new name must match the name on their new social security card.

SSA/ DHS Final Nonconfirmation. What does this mean and does it require any additional action?

This indicates that the SSA (or DHS) could not verify the furnished information. You should close the case indicating that the employee is no longer working as a result of the E-Verify response. To end the verification process, you should terminate the employee.

Employee was a No Show at DHS. What does this mean and does it require any additional action?

This response indicates that the employee did not contact DHS within 8 government workdays after being referred to DHS. This response is considered a Final Nonconfirmation, and if received, you should close the case indicating that the employee is no longer working as a result of the E-Verify response. To end the verification process, you should terminate the employee.

What if the employee presents a U.S. Passport/ Passport Card, I-766, or I-551 and the E-Verify Photo Matching displays no photograph or a blank photograph?

The E-Verify guidance is, if no photograph is returned, the employer (User) should select ‘Yes’ to indicate that the photograph on the document matches that photograph on the employee document.
APPENDIX

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Letter to employee regarding I-9 process:

Name
Address1
Address2
Date

Dear (Name)
In order to complete the hiring process for your new position, you will need to complete Section I of the online I-9 form and sign it with an electronic signature. This can be completed prior to your first day of work.
Please review the enclosed Online I-9 Employee Reference Guide and access the University of Minnesota’s employee self-service web site at:

- hrss.umn.edu
- Click on the link I-9 form - new employee
- The Employer Code for the University of Minnesota is 13636

You will be asked to enter information on the I-9 form including your start date of ________ and choose the location of ___________ from the drop down menu.
Please review the enclosed list of acceptable documentation to bring with you on your first day of work. Please contact me at__________ to schedule a time for completing the employer section of the I-9 form or if you are unable to complete Section I of the I-9 form before your first day of work.
Sincerely,

(Name)
ONLINE I-9 EMPLOYEE REFERENCE GUIDE
Completing your electronic I-9

Step 1: Access the online I-9 Web site.

1. Access the online I-9 through the University of Minnesota Employee Self Service site at hrss.umn.edu.
2. Click on the link labeled: I-9 form – new employee. You will then be directed to the I-9 eXpress website login page.
4. Click Go.

Step 2: Login.

2. In the Enter the text above field, enter the characters displayed in the picture above the field.
3. Click Continue.
Step 3: Complete the I-9 information.

1. In the fields provided, enter your name, address, date of birth, University location (as provided in your I-9 instruction letter), start date, and your Social Security number.
   
   **NOTE:** Name on the Social security card must match what is entered in the Last, First and Middle Initial field.

2. Select the appropriate citizen status option, and enter the required information in the appropriate fields.

3. Click **Continue**.
   
   **NOTE:** A message will display with the applicable fields highlighted in green if there are mistakes you need to correct.

Step 4: Review your information.

1. **CRITICAL!** Carefully review your information. If any information is incorrect, click the **Change Information** link.

2. Sign your I-9 electronically by selecting the check box.
   
   **NOTE:** To change the language to English or Spanish, click the appropriate link.

3. Click **Continue**.
Step 5: Review and Logout.

1. Review your information in the **Employee Summary** section.

2. Review the list of employment eligibility documents you will be asked to present on your **start date**.

   **NOTE:** The list of documents varies according to the citizen status you entered in Section 1 of the I-9.

3. Click **Logout**.

---

Step 6: Close the Web browser.

1. When this page opens, close the Web browser to ensure your information is cleared from the browser's memory.
Steps to resolving a Tentative Nonconfirmation (TNC)

What do I do when the Current Status for an employee is SSA Tentative Nonconfirmation?

1. Review the submitted information with the employee to ensure that there were no errors in the information entered.
2. If there was an error, submit a new I-9. See Section 2 “Creating a New I-9”
3. If the employee agrees that all the information submitted was correct, use the following language to explain to the employee what this status means:

   “When your information was compared electronically to government records, the Social Security Administration (SSA) could not confirm that you are eligible to work in the United States. As a result, you must contact SSA to resolve the situation within 8 days if you wish to continue pursuing an opportunity with us.”

4. Ask employee if they wish to contest or not contest. Click appropriate button.

5. If Employee chooses to Not Contest the E-Verify results,
   a. Click the Not Contest button
   b. Follow steps 1, 2, 3, and 4 on the screen (see below).
   c. Click the correct Resolution and then the Resolve button.

   View SSA Tentative Nonconfirmation Notice
   View SSA Tentative Nonconfirmation Notice (Español)

   History... Contest Not Contest Resolve Case

   IMPORTANT! Follow the instructions below to remain compliant and complete the verification for this employee.
   1. Print the SSA Tentative Nonconfirmation Notice and give it to the employee.
   2. □ Click this checkbox to indicate that the employee has received copies of the SSA Tentative Nonconfirmation Notice.
   3. Select the resolution below.
   4. Click the resolve button below to continue.
6. If Employee chooses to Contest the E-Verify results.
   a. Click the Contest button
   b. Follow steps 1, 2, 3, and 4 on the screen (see below).
   c. Click the SSA Referral button.

   View SSA Tentative Nonconfirmation Notice
   View SSA Referral Letter
   View SSA Tentative Nonconfirmation Notice (Español)
   View SSA Referral Letter (Español)

   IMPORTANT! Follow the instructions below to remain compliant and complete
   the verification for this employee.
   1. Print the SSA Tentative Nonconfirmation Notice and give it to the
      employee.
   2. Print the SSA Referral Letter and give it to the employee. Instruct the
      employee to follow the instructions in the letter.
   3. Click this checkbox to indicate that the employee has received copies
      of the SSA Tentative Nonconfirmation Notice and the SSA Referral Letter.
   4. Click the SSA Referral button below to continue.

7. Reinforce with the employee they have **8 Government working days** to resolve the
   issue displayed in the **Reason** field with the SSA. If the employee cannot resolve the issue
   within this timeframe, inform them that we cannot proceed with their employment at this
   time.

   Once the data has been updated in the SSA database, the case will be released. This
   usually occurs within 10 government working days. The I-9 eXpress system will
   automatically search the SSA database for any updated information every day. The
   status of any I-9s that are found in this search will be updated in I-9 eXpress.

   It is your responsibility to monitor the status of I-9s that are not Employment
   Authorized. E-verify may require that the I-9 be resubmitted if it is found that incorrect
   information had been submitted.
What do I do if an employee never returns the corrected information within the 8 day timeframe?

I-9 eXpress will automatically resubmit the employee’s information to be verified.

If the employee's information at SSA has not been updated, a Final Nonconfirmation status will be received.

**You must resolve the case and terminate the employee.**

1. In I-9 eXpress, search for the employee in question, click the Resolve Case button. Under Select Case Resolution, select the Self Terminated option, and click Resolve.
SSN Applied For
- Job – Aid -

I-9 Administrators are responsible to follow-up and secure the social security number from employees working in their location, who have applied for a number. Besides the Online I-9 process, the University of Minnesota participates in e-Verify. The e-Verify process requires a social security number so that the I-9 data proceeds through the Social Security Administration and Department of Homeland Security databases for employment verification.

Internal Revenue codes §31.6011(b)-2 and §301.6109 requires employees to show their social security cards, or provide their numbers to employers. Those same regulations require employees who do not have SSNs to apply for a card and show the number to the employer. The University of Minnesota is required by the same regulations to report the social security number to the Social Security Administration and Internal Revenue Service with the year-end wage and tax reporting.

New employees without social security numbers will need to apply for a number with the Social Security Administration and then proceed to the OHR Job Center at the Donhowe Building, or Payroll Services at the West Bank Office Building to complete the Online I-9 process.

When completing Section 1 of the Online I-9, the employee will use the start date and department location supplied in the new employee memo sent by the department. The I-9 Administrator will follow-up with the employee to update the SSN in the Online I-9 system.
On the Main Menu page, click Refresh All under the Quick Search Window.

Click the SSN Applied For link to show all the employees in your location who have applied for, but not yet shown their number for complete the e-Verify process.

<table>
<thead>
<tr>
<th>Quick Search</th>
<th>Refresh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>2</td>
</tr>
<tr>
<td>Reverification Due</td>
<td>3</td>
</tr>
<tr>
<td>SSN Applied For</td>
<td>2</td>
</tr>
<tr>
<td>E-Verify Issues</td>
<td>12</td>
</tr>
</tbody>
</table>

Under Search Results, you can view all the employees in your department with I-9s showing a SSN Applied For status.
Click on the employee’s name to bring up the Employee Details page so you can add the SSN to the employee’s new SSN to the I-9. Click on Change SSN.

Check the box next to the appropriate option, **Edit SSN** or **Mark SSN as bad**.
After selecting **Edit SSN**, enter the correct SSN in the Social Security # field provided, and then click **Continue** to save the change.

![Image](image1.png)

You are returned to the Employee Detail page, and a message is displayed confirming the change was saved.

![Image](image2.png)

A new I-9 PDF image named SSN Update is added in the I-9 History section.

![Image](image3.png)

**Note:**
- The PDF image displays the original SSN crossed out, the updated SSN as well as the name of the user and date/time of the change.
- The SSN Update is added to the I-9 Audit Trail for the employee.

**Last Step:** **Update the employee’s SSN in PeopleSoft!** The employee’s social security number MUST be updated in both Online I-9 and PeopleSoft.
Updating the SSN in Section 3 of the Online I-9
Recent guidance from USCIS and the Office of Special Counsel (OSC) indicated that while SSN edits could be recorded in Section 3, it was more appropriate to capture the edit in Section 1, as an employee is not required to present a document that confirms the SSN.
Quick Reference Guide for I-9 Administrators

Log-in to Online I-9

New employee:
Complete I-9 Section 1
Employee Self Service: [http://hrss.umn.edu/](http://hrss.umn.edu/)
See: I-9 form for New Employee
Company code: 13636

Administrators
Complete I-9 Section 2
Staff One Stop:
[http://onestop.umn.edu/staff/index.html](http://onestop.umn.edu/staff/index.html)
See: Hiring>Online I-9 System
[http://www.i9express.com/](http://www.i9express.com/)
Company Code: 13636

Check for Pending I-9
On the Main Menu page, click Refresh All under the Quick Search Window.
Click on Pending
Click on Employee’s name

Search for Employees
On the Main Menu page, search for an I-9 by selecting the Search for Employees link and entering search criteria such as name, I-9 status of All, Pending, E-Verify Issues, etc, and/or employee start date.

Create New I-9
If Section 1 of the I-9 hasn’t been completed, you can create a “New I-9” and help the employee to complete Section 1. Click the Create New I-9 link under the New I-9 heading on the Main Menu.
Complete Section 2

Select the set of documents present by the employee and select documents from the drop-down fields that correspond to the ones presented to you. You can also correct the employee’s start date or location from this page.

Note: A picture ID is required for list B

Photo Matching

Photo matching is required when these documents are presented:
- U.S. Passport or card
- I-551 Permanent Resident card (green card),
- I-766 employment authorization document (EAD)

On Employee Detail page, Click the Photo Matching button to the E-Verify History page where the photograph that should be on the employee’s document is displayed.
- Compare the document’s photo with the one shown on E-verify.
- Indicate Yes if the photo matches, or No if it does not; Click Continue
- If the photo display on the photo matching page is blank, choose the YES option and click Continue.

Copies MUST be retained electronically or by hardcopy.

It can be scanned and uploaded to the I-9 or send hardcopy to Payroll Services at 545 WBOB, attention I-9.
Edit/ Update SSN

To edit or update a SSN Applied For status, click on Change SSN on the Employee Detail page.

Update or change the SSN, check the Edit SSN box and click Continue.

There are two options for users when editing an SSN. Below are descriptions of each.

- **Edit SSN** – You can edit an existing SSN, or add an SSN if there is no SSN on the I-9.
- **Mark SSN as Bad** – Use this option only if the employee is no longer working for the employer, but you have reason to believe that the SSN does not belong to the employee. Contact the Human Resources Call Center at 612-625-2016 before using this option.

Close Case - Finalize Employment Authorized I-9

USCIS requires that Employment Authorized I-9s be manually resolved, or closed, even though the current status states Employment Authorized.

On the Employee Detail page, click Resolve Case.

Select the resolution by clicking the appropriate radio button (e.g. Employment Authorized button) and then clicking Resolve.

E-Verify Issues
There are 10 possible initial responses that could be returned upon submitting the I-9 to the Social Security Administration and the Department of Homeland Security. You should receive one of these responses within a few seconds of submitting the I-9.

<table>
<thead>
<tr>
<th>Response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Authorized</td>
<td>This response means that the employee is authorized to work in the United States. Employment Authorized is the most common initial response received from E-Verify. First, you must click the “Close Case” button in the E-Verify section on the Employee Detail page. This will take the user to the E-Verify History page, where they must select the appropriate closure option, and then click Close Case.</td>
</tr>
<tr>
<td>Initial Verification Not Processed</td>
<td>This informational message indicates that the I-9 has been completed, but a response has not yet been received from E-Verify. Check the I-9 application frequently for updated results. Click the Refresh button to check for an update to the E-Verify status.</td>
</tr>
<tr>
<td>SSA or DHS Tentative Nonconfirmation</td>
<td>A response of SSA Tentative Nonconfirmation means the information on the employee’s I-9 did not match the information on file at the Social Security Administration (SSA). The employee may choose to contest (correct the problem) or not contest (forfeit &amp; terminate employment). A response of DHS TENTATIVE NONCONFIRMATION (DHS TNC) means that the Department of Homeland Security could not verify employment eligibility. DHS TNC could be received after the DHS Verification in Process status, if information at DHS does not match. Inform the employee of the reason for the tentative result and the Contest and Not Contest options. Help the employee understand what documentation he/she will need to take to the local SSA office or use to call the DHS to correct the issue. Instruct the employee to ensure the SSA or DHS verifies ALL of the employee’s information. Note: Before clicking the Referral button, review the data on the I-9 with the employee to make sure all the data was entered correctly. If a data entry error is found, <strong>DO NOT CLICK REFER.</strong> Instead, click Close Case, as invalid data. You should then complete a new I-9 with the employee immediately with the correct information.</td>
</tr>
<tr>
<td>Employment Authorized – With Additional Verification Optional</td>
<td>This indicates the employee has been determined to be Employment Authorized. But, DHS can perform a more in-depth verification on this employee. Please contact the HRMS Call Center if there is a question about whether additional verification should be requested.</td>
</tr>
<tr>
<td>Employment Authorized – With</td>
<td>The employee is Employment Authorized. But, the DHS will</td>
</tr>
<tr>
<td><strong>Additional Verification Requested Automatically</strong></td>
<td>perform a more in-depth verification on this employee. The additional verification is automatically requested. <strong>No action is required by you.</strong> The status will be updated to “DHS Verification in Process”. The DHS will respond within 3 government work days. Check back daily on the status for the response.</td>
</tr>
<tr>
<td><strong>DHS Verification in Process</strong></td>
<td>This response means a definitive answer is not yet available. DHS responds to most of these cases within 24 hours, but has up to 3 government business days to respond. Check back daily on the status for the response.</td>
</tr>
</tbody>
</table>
| **SSA or DHS Continuance** | SSA or DHS Case in Continuance means the agency needs more time to research the case. These statuses indicate that the employee received an SSA or DHS TNC and opted to contest the result. The employee then visited SSA or contacted DHS within 8 government workdays to update his or her record, but the government needs more time to confirm employment eligibility.

No action is required from you or the employee at this point, but check the I-9 service daily for updates.

When E-Verify updates the status, follow the steps accordingly based on the E-Verify status as outlined in this document. |
| **DHS Referral to SSA** | The SSA Referral Resolution interaction has a possible E-Verify response that will result in the status of “DHS Referral to SSA”. There are no user options for a case with this status. You must wait until E-Verify updates the status. |
| **SSA/DHS Case Incomplete** | When E-Verify returns the status of **SSA or DHS Case Incomplete**, you can click the **Review/Edit Case** button to review the data submitted to E-Verify, confirm it is accurate and edit if necessary.

Click **Continue** to submit the information to E-Verify.

After the **SSA or DHS Case Incomplete** status, the case will be updated by E-Verify to one of the following statuses:

- Employment Authorized, SSA or DHS Tentative Nonconfirmation, or Photo Match |
| **Photo Matching** | The **Photo Matching** status requires you to compare the photograph on the employee’s Section 2 document to the picture displayed by E-Verify. |
Monitor E-Verify Issues

Click the E-Verify Issues link in the Quick Search box on the main menu to open E-Verify issues; this must be constantly monitored to comply with the Online I-9 and E-Verify regulations.

<table>
<thead>
<tr>
<th>E-Verify Case Status</th>
<th>Search Page Display Message</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Authorized</td>
<td>Current Status: Employment Authorized. E-Verify case is currently open and requires further action</td>
<td>Resolve Case, select resolution and click Resolve</td>
</tr>
<tr>
<td>Employee referred to SSA</td>
<td>SSA Referred</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>SSA Final Nonconfirmation</td>
<td>SSA FNC</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>DHS Tentative Nonconfirmation</td>
<td>DHS TNC</td>
<td><strong>Contest or Not Contest</strong>, if contest employee will call DHS to resolve. Check I-9 eXpress for updated results</td>
</tr>
<tr>
<td>SSA Tentative Nonconfirmation</td>
<td>SSA TNC</td>
<td><strong>Contest or Not Contest</strong>, if contest employee will visit SSA in-person to resolve. Check I-9 eXpress for updated results</td>
</tr>
<tr>
<td>This case is currently in DHS continuance</td>
<td>DHS Continuance</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Employee referred to DHS</td>
<td>DHS Referred</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Employee was a No Show at DHS</td>
<td>DHS No Show</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>DHS Final Nonconfirmation</td>
<td>DHS FNC</td>
<td><strong>Resolve Case</strong> and terminate employee</td>
</tr>
<tr>
<td>This case is currently in SSA Continuance</td>
<td>SSA Continuance</td>
<td>Check I-9 eXpress daily for updated results</td>
</tr>
<tr>
<td>Review and update employee data and resubmit</td>
<td>Resubmit to SSA</td>
<td>Review I-9 for accuracy, <strong>Resubmit Verification</strong></td>
</tr>
<tr>
<td>Case Resolved. Employment Authorized</td>
<td>Resolved: Authorized</td>
<td>No Action Required</td>
</tr>
</tbody>
</table>

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