Employer Quick Reference Guide

Completing an Electronic I-9 with a New Hire
Employer Instructions

The process for verifying a new hire’s employment eligibility has changed. Effective immediately, your location will use a Web-based I-9 service to enter electronic I-9’s and to ensure employment eligibility for new hires. As a result of this new paperless process, you no longer need to complete paper I-9 forms. The new employment verification process consists of four main steps:

**Step 1:** Have the new hire enter their information in the [I-9 Management Service](www.newi9.com)

**Step 2:** Manager logs into the Administrator portion of the I-9 Service and locates the Pending I-9.

**Step 3:** Manager completes Section 2 of the I-9 with the new hire.

**Step 4:** Manager verifies that the employee is legally eligible to work in the U.S. through E-Verify.

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**Step 1: The new hire completes Section 1 on or before their first day of work**

Employees can complete Section 1 of the Form I-9 any time after they have accepted a job offer. You must provide your employer specific URL or [www.newi9.com](http://www.newi9.com) plus your employer code to the new hire.

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**Step 2: The employer representative logs in to I-9 Management to complete Section 2**

Go to [www.i9express.com](http://www.i9express.com).

Enter XXXXX in the Employer Name or Code field and click the Go button to log in.
Enter in the User ID and Pin provided to you by your Administrator. The first time you log in, you will go through a validation process. This may include entering in personal information, answering security questions, and/or changing your initial PIN.

If you forget your PIN in the future, you can click the “Forgot your PIN?” link to request a new one. The information you entered during the initial validation process will help you get logged in.

After logging in to I-9 Management, you can locate a pending I-9 by:

1. Searching for the employee (by first name, last name, SSN, date range or location)
2. Clicking on the number in the I-9 Pending Completion box.

After locating the employee you are looking for, click on their name to launch Section 2.
NOTE: Check the checkbox for Receipt if the employee provided a receipt for a lost, stolen, or damaged document only.
Enter the required information for each document you selected in Step 3 above, and click **Continue**.

**List A document - U.S. Passport or U.S. Passport Card**

- **Issuing Authority:**
  - U.S. Department of State
- **Passport #:**
  - 12345678
- **Expiration Date (mm/dd/yyyy):**
  - 08/08/2020

**Tips:**
- Please be aware that a picture ID document is required for list B for employers that use E-Verify.
- To see examples of each type of document listed, click **Sample Document**.
- For Permanent resident card that does not have an expiration date, please check the checkbox indicating the document does not have an expiration date.
- When a Driver’s License is presented, you should enter the state as the issuing authority.
- Do not accept a Social Security card that says “Not Valid for Employment”.

**NOTE:** If an employee is terminated before the I-9 is completed, click on the radio button to indicate on the Section 2 document selection page.
Review Your Information

On the **Employer Review** page, carefully review the information you entered. If any information is incorrect, click the **Change Information** button.

If all of the information is accurate, electronically sign Section 2 by clicking "I have read and agree with the certification statement above", click the check box and enter your PIN/Password. Then click Continue.
Step 4: Take action on E-Verify response to ensure the employee is authorized to work in the United States

**E-Verify Status = Employment Authorized**

Click “Close Case” in the E-Verify History section on the Employee Detail page.

Follow the on screen instructions to close the E-Verify case.

Choose whether or not the employee is currently employed, then the specific case closure option and close the case. Then add the reason for closing out the case.

*The most common response is “Yes”, then “The employee continues to work after receiving an Employment Authorized result.”*

Click **Close Case**.
E-Verify Status = Photo Match

This response will only be returned if the employee presents a I-551 (Permanent Resident Card), I-766 (Employment Authorization Document) or U.S. Passport or Passport Card.

In the E-Verify history section, click Photo Matching.

You will compare the photo on the screen to the photo on the I-551, I-766 or U.S. Passport or Passport Card presented by the employee. Do not compare the photo from E-Verify to the employee directly.

If the photos MATCH, select “Yes.” Employers must retain a copy of the I-551, I-766 or U.S. Passport or Passport Card. After the photo match result, you will receive a new E-Verify status to handle.

If the photos DO NOT MATCH, select “No.” This case status will change to a DHS Tentative Nonconfirmation. Follow the Contest/Not Contest Process for Tentative Nonconfirmations.

Do you have additional questions? Click the Help link on your Main Menu to search for video tutorials on how to handle different E-Verify responses in I-9 Management.
Frequently Asked Questions

Q: Do I need to print information from the I-9 Service or make copies of employment eligibility documents?
   • For E-Verify Photo Matching, you must retain copies of the documents ONLY if the employee presents an I-551, I-766 or U.S. Passport of passport card. For all other documentation, please refer to your internal company policy.

Q: An employee, who was determined Employment Authorized, is appearing in the “reverification due” link. How does this affect their employment eligibility?
   1. You must reverify an employee in the I-9 Service if their work eligibility is about to expire. To reverify, refer to the following steps:
   2. Search for the employee using Quick Search/Reverification Due link, and then click, the employee record.
   3. On the Employee Detail page, click the Section 3 button.
   4. On the Updating and Reverification page, verify that the displayed information is correct and select the appropriate document in the List A or List C Documents field.
      a. Click Continue.
      b. Enter the required information for the document you selected in Step 3 and click Continue.
   5. From the Employer Review page, verify that the employee’s information is correct.
      a. Select “I have read and agree with the certification statement above” check box and complete the PIN field.
   6. Click Continue.

Q: How do I enter a name change?
   • Locate the existing I-9 by searching for the employee by their SSN or previous name. Click on their record to access the employee detail page. Update the name by clicking on the Section 3 button. If there is no I-9 in the system, you will need to create a new I-9 using the original date of hire.

Q: What do I need to do with a rehired employee?
   • If your policy requires a New I-9 for rehires, have the individual complete a new electronic.
   • If the employee already has an I-9 in the electronic database, you will be asked if this is the “Same” or a “Different” employee. If the new I-9 is for the “Same” employee, click SAME, enter REHIRE date, document information, sign the I-9 and click Continue.

Please contact your HR representative for any assistance.