

# COMPLETING AN ELECTRONIC I-9 FOR A NEW HIRE EMPLOYER INSTRUCTIONS

The process for verifying a new hire's employment eligibility has changed. Effective immediately, your location will use **I-9 eXpress**—a Web-based employment eligibility service—to enter, verify, document, and ensure employment eligibility for new hires. As a result of this new **paperless** process, you no longer need to complete paper I-9 forms included in the *New Hire Packet*. The new employment verification process consists of four main steps:

- Step 1:** Have the new hire enter their information in I-9 eXpress. ([www.newi9.com](http://www.newi9.com))
- Step 2:** Login to I-9 eXpress and complete the new hire's I-9. ([www.i9express.com](http://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 Basic Pilot Program.

## **Step 1: Have the new hire complete their information in section 1 of the I-9.**

[www.newi9.com](http://www.newi9.com) (Save to favorites)

## **Step 2: Login to I-9 eXpress and complete & verify the new hire's I-9.**

[www.i9express.com](http://www.i9express.com) (save to favorites) SECTION 2 of the I-9

1. On the **I-9 eXpress Welcome** page, enter NNNNN in the **Employee Name or Code** field and click **Go**.
2. On the **Login** page, complete the **Log on** and **PIN** fields, and then click **Continue**.

**Note:** first time logon, click on **Enroll**, chose a question to answer from the drop down menu, type an answer, click on **Continue**, enter your store email address, click **Submit**.

A thank you page will be email confirming your successful access.

**Note:** If you forgot your PIN, click the **Forgot your PIN?** Link beside the PIN field.

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Get **online access** to your employee's I-9 forms!

**Login to I-9 eXpress**

Enter your employer's name or code number below to access your employee account.

Employer Name or Code:

Remember my ID on this Computer

GO

[Find employer name](#)

**Attention Employees!**

Want to fill out Section 1 of your I-9 form online?

It's simple and fast to manage your employee's I-9 forms online. [Learn More](#)

Want more information about electronic I-9s?

[Go to newi9.com](#)

**Demos and Tutorials**

View step-by-step tutorials on how to use I-9 eXpress.

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I-9 eXpress™

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**Login Instructions**

Please enter your User ID and PIN. This information is only used to identify your account and is protected by industry standard SSL encryption.

[More About Security](#)

**Login**

**Construct Corps**

User ID:

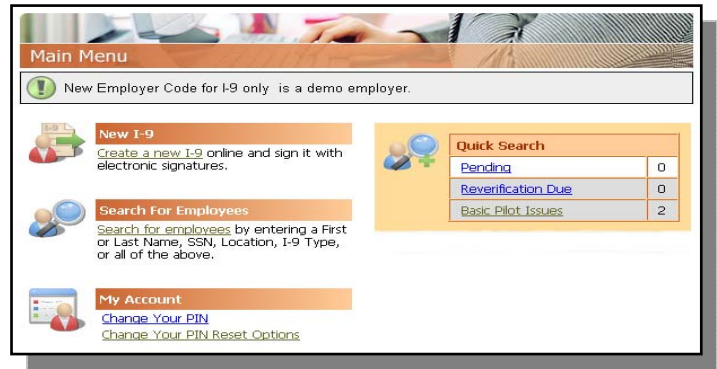
PIN:  [Forgot your PIN?](#)

Continue

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## Open the new hire's I-9.

1. On the **Main Menu** page, click **Search for Employees**.
2. Make sure the employment date is blank.
3. On the **Search for Employees** page, enter the employee's Social Security number in the **SSN** field and click **Search**.
4. Under **Search Results**, click the employee's name.



Note: You may also search for a pending I-9 by clicking on the **Pending** Link

The screenshot shows the 'Search For Employees' page with a header and a search form. The form contains the following fields and options:

- First Name:** [Text input field]
- Last Name:** [Text input field]
- SSN:** [Text input field]
- Type of I-9:** [Dropdown menu with (All) selected]
- Group:** [Dropdown menu with (All) selected]
- Location:** [Dropdown menu with Default selected]
- Employment Date:** [Text input field with 11/6/1986 and (mm/dd/yyyy) format hint]
- Include:**  Active Employees  Terminated Employees
- Search:** [Search button]

## Complete Section 2 of the employee's I-9.

1. From the **Section 2 – Employer Review and Verification** page, complete the **Employment Date** field using today's date or actual hire date (no more than 3 days from today's date.) Location will default to your home store.
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.

**Section 2 - Employer Review and Verification**

Please enter the employment information and the document(s) presented by the employee.

**1** Employment Date: Location:

[Change Information](#)

**3** **Select the set of document(s) presented by the employee:**  
 The employee must prove their identity and authorization to work in the United States by presenting to the employer either 1 List A -OR- 1 List B and 1 List C document.

**List A**  
 List A proves identity AND work authorization:

**List B and C**  
 List B proves identity:

List C proves work authorization:

**4** Back Cancel Continue

**Note:**

- 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:

505-88-8888

The number on the document is the same

Note:

If an employee is terminated before the I-9 is completed, click on **Employee Terminated** under Pending I-9.

Employee terminated before completing I-9

## Review Your Information

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** field.

### Employer Review

Please review the following information as it was entered. You can make changes to the information by clicking on the link below the information.

After verifying that the information is correct, complete the signature block at the bottom of the page.

[C] Corrected field

**Name:** John A Smith  
**Maiden Name:**  
**Social Security #:** 123-45-6789  
**Birth Date:** 09/14/1969  
**Address:** 147 Main St.  
Lapeer, MI 48446  
**Employment Date:** 08/24/2006 [C]  
**Work Status:** A Citizen or national of the United States ①  
**Alien #:**  
**I-94 #:**  
**Work Expiration Date:**

[↻ Change Information](#)

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**Employer Electronic Signature** ([English](#) or [Español](#))

I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on 08/24/2006 and that to the best of my knowledge the employee is eligible to work in the United States. My electronic signature is my authorization for any change indicated by [C] in Section 1.


②  I have read and agree with the certification statement above.

**PIN:**  ③

## Review Your Information

3. Click **Continue**.
4. The **Employee Detail page** will display (See Below).

**Employee Detail**

 New Employer Code for I-9 Basic Pilot is a demo employer.

**Name:** Sam Aaron  
**Maiden Name:**  
**Social Security #:** XXX-XX-0002  
**Birth Date:** 04/01/1970  
**Address:** 123 Main  
St. Louis, MO 63147  
**Employment Date:** 06/21/2007  
**Work Status:** A Citizen or national of the United States  
**Alien #:**  
**I-94 #:**  
**Alien Work Until Date:**  
**Location:** Default Location for 12191  
**Previous Locations:**  
**Audit Report:** [View/Download](#)

When the **Employee Detail** page displays you'll know you have successfully completed the employee's electronic I-9. **Click on the History link under the E-Verify section.**

You can view the employee's employment eligibility in the **Status** field. If the status indicates *Employment Authorized*, the employee is eligible to work.

Main Menu

Basic Pilot History - Case Number: 070327101409488

New I-9

Search For Employees

My Account

Reports

Administration

Help

**Initial Verification (03/27/2007)**

**Name:** Karen L Jones

**Social security #:** XXX-XX-0003

**Birth date:** 05/01/1977

**Employment date:** 03/27/2007

**Work Status:** A Citizen or national of the United States

**Alien #:**

**I-94 #:**

**Document Type:** List B, C Documents

**Document Expiration Date:**

**Initiated By:** Basic Pilot Windows Service

**Return Name:** Karen Jones

**Status:** Employment Authorized.

**Resolution (03/27/2007)**

**Resolve Option:** Case Resolved. Employment Authorized.

**Resolved By:** Basic Pilot Windows Service

[Back](#)

### **Step 3: Determine if the employee is legally eligible to work.**

If the status **does not** indicate *Employment Authorized*,

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

1. Use the following language to explain to the employee why they are ineligible to work:  
"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."
2. Ask employee if they wish to contest or not contest. Click appropriate button.

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#### **E-Verify**

**Origination Date:** 02/01/2008

**Current Status Date:** 02/01/2008

**Current Status:** SSA Tentative Nonconfirmation.

[View SSA Tentative Nonconfirmation Notice](#)

[View SSA Tentative Nonconfirmation Notice \(Español\)](#)



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

[View SSA Tentative Nonconfirmation Notice](#)

[View SSA Tentative Nonconfirmation Notice \(Español\)](#)

#### **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.  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.

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#### **Select Case Resolution**

- Invalid Query (incorrect data or duplicate request)
- Self Terminated (employee quit or was terminated unrelated to employment authorization)
- Unauthorized Employee Terminated (employment unauthorized so employee terminated)
- Unauthorized Employee Not Terminated (employment unauthorized, but employee was not terminated)





4. If Employee chooses to Contest the E-Verify results.
  - a. Click the Contest button
  - b. Follow steps 1, 2, 3, and 4.
  - c. Click the SSA Referral button.

[View SSA Tentative Nonconfirmation Notice](#)

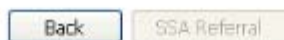
[View SSA Referral Letter](#)

[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.



5. 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.

### **What do I enter in I-9 eXpress if an ineligible employee returns with corrected information within the eight-day timeframe?**

You must **Resubmit** the verification by completing the following steps:

#### **Note:**

Wait at least **24-hours** after receiving updated information from the employee before resubmitting their information. This additional time will ensure the SSA has had enough time to update information in their system before you resubmit the employee's new information for verification. Note that I-9 eXpress enables you to resubmit information only **once**.

1. On the **Main Menu** page, click **Search for Employees**.
2. On the **Search for Employees** page, enter the employee's Social Security number in the **SSN** field, and click **Search**.
3. Click the employee record.
4. On the **Employee Detail** page, click **History**
5. Click the **Resubmit Verification** button.
6. On the **Updating and Reverification** page, verify that the displayed information is correct, and then click **Resubmit**.

**Note:** If status is anything other than employment authorized, contact HR immediately.

**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**.

**Step 4: Terminate the employee if not legal to work according to the Basic Pilot Program.**

**Please contact your HR representative for any assistance.**

Note: You may terminate an employee immediately if the employee elects not to contest the Basic Pilot finding, or if the employee does not present the documentation for section 2 of the I-9 upon hiring process. Search for the employee under Quick Search/Basic Pilot issues, open the I-9 and click on resolve case.

**FYI**

**Please call The Work Number Client Service Center at 1-800-996-7566**

(Mon- Frid, 7am-8pm CST), if you have any technical questions.

It will prompt the caller to press 1 for English and then to press 3 for employer who needs assistance.

## FREQUENTLY ASKED QUESTIONS

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

- Supply new hires with a copy of *Completing Your Electronic I-9* for step-by-step instructions when entering information in I-9 eXpress. (separate document located on intranet).

### 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 the hire date, and then enter details about the new hire's employment eligibility documents.

For complete information, refer to *Completing an Electronic I-9 for a New Hire*. If you can not locate the Employee I-9, please contact your HR representative.

### What do I do after the new hire enters the required information in I-9 eXpress?

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

For complete information, refer to *Completing an Electronic I-9 for a New Hire*. If you can not locate the Employee I-9, please contact your HR representative.

### 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 hire enter. Unless I-9 eXpress determines that an employee is ineligible to work or you are in the state of Colorado, you do not need to print or copy documents.

**Note:** Instructions for printing documents for ineligible employees are included in Step 3 of this guide. For further assistance, contact your HR representative.

## FREQUENTLY ASKED QUESTIONS (con't)

**An employee, whose I-9 eXpress previously determined was eligible to work, is appearing in the " reverification due" link. How does this affect their employment eligibility?**

- (This is the same process as Signing Section 3 of the I-9)
  - You must **reverify** an employee in I-9 eXpress if their work eligibility is about to expire. To reverify, refer to the following steps:
1. Search for the employee using Quick Search/Reverification Due link, and then click, the employee record.
  2. On the **Employee Detail** page, click the **Reverify** button.
  3. 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.

### **Note:**

- The employee is **required** to present documentation.
  - If your employee has changes his/her name since the original I-9 was submitted, you may use the reverify button to change the name.
4. Click **Continue**.
  6. Enter the required information for the document you selected in Step 3 and click **Continue**.
  7. From the **Employer Review** page, verify that the employee's information is correct. Select the **I have read and agree with the certification statement above** check box, and complete the **PIN** field.
  8. Click **Continue**.

**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.
1. If already in the database, validate name, if OK click Same, employee needs to sign electronically, click continue, enter new hire date, enter document information, sign the I-9, click Continue.
  2. If not in the system, start with step 2.

**What do I do with a rehire?**

- Search the database for existing I-9 using the SS# search. If already existing, click on the employee link and reverify button. Enter new hire date and proceed with the I-9 application. If not found in the I9 database, have the individual complete a new electronic I-9 using I-9 express, refer to step 1.

## FREQUENTLY ASKED QUESTIONS (con't)

### **What do I do if I only need to correct the new hire's information (eg. name, date of birth, social security number), but the I-9 status is SSA Tentative Nonconfirmation?**

- Although you only need to correct the new hire's data, you will still need to follow the steps to resolve SSA Tentative Nonconfirmation in the system (refer to Step 3).
- The new hire does not need to go to SSA since you only need to correct his/her data.
- Next, access the new hire's I9 again and click the **Resubmit Verification** button, which will allow you to correct his/ her information.
- On **the Updating & Reverification** page, you will need to verify the displayed info is correct.

### **How do I enter a name change?**

- Find the I-9 in the system with the old name. Correct the name by clicking on the Reverify 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.

### **I have rehired an employee from last year. Do I have to recreate an I-9?**

- If the original I-9 was processed within 3 years of the new hire date, you will be able to pull up the original I-9 by the social security number. Once you enter the SS#, they system will do a search and ask whether the SS# matches the information in I-9 Express.
- If it is the same person, the system will prompt you to section 3 to complete the rehire information. If it is a different person, the system will take you back to section 1 to correct the SS#.
- If the new hire insists they have the correct SS#, advise them that they need to correct the issue with their local Social Security Administration (SSA) office.
- If the original I-9 is more than 3 years old, the system will force you to create a new I-9.