

E-Verify User Manual For Corporate Administrators



E-Verify User Manual For Corporate Administrators | Current as of June 2018

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Last Reviewed/Updated: 06/26/2018

1.0 Introduction

This manual provides guidance on E-Verify processes and outlines the rules and responsibilities for corporate administrators enrolled in E-Verify. Users must follow the guidelines set forth in the E-Verify Memorandum of Understanding for Employers (MOU) and rules and responsibilities outlined in this manual.

For purposes of this manual, the term “employer” means a person, company, or other entity that is required to complete Form I-9, Employment Eligibility Verification, including any individual with an E-Verify user account. The term “corporate administrator” means any individual designated by an employer to oversee the use of E-Verify at multiple sites through an administrative account; there is no association to an employer’s legal status as a corporation. Corporate administrator is simply the name for the type of E-Verify account that some companies use to oversee E-Verify at multiple locations.

A corporate administrator account is an optional tool that is useful to an employer that plans to create E-Verify cases from multiple locations and wants to link those sites to a single central account for management and reporting. If an employer has only one location where they will create E-Verify cases that employer may simply enroll in E-Verify with the employer access method, see Section 1.2.1.

This section provides a background and overview and an introduction to participation, user roles, basic website navigation, rules and responsibilities, and the privacy and security guidelines of E-Verify.

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1.1 Background And Overview

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S. Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service, to conduct an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot program. E-Verify is an internet-based system that implements the requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

E-Verify is a voluntary program. However, employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in and use E-Verify as a condition of federal contracting. Employers with employees in states with legislation that require participation in E-Verify, for example, as a condition of business licensing, may also be required to participate in E-Verify. In addition, an employer may be required to participate in E-Verify pursuant to a court order.

NOTE: E-Verify does not provide guidance on state or local E-Verify laws. For help, contact the appropriate state officials, a local Chamber of Commerce, or other legal advisors.

Apart from any state or local law that requires participation in E-Verify, employers are fully responsible for complying with sections 274A (which addresses the requirements of the Form I-9 process) and 274B (which addresses unfair immigration-related employment practices) of the Immigration and Nationality Act. Employers who fail to comply with either section may be subject to penalties.

E-Verify works by electronically comparing the information from an employee's Form I-9 with records available to SSA and/or DHS to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

Employers can verify the employment eligibility of only one person at a time within E-Verify. All cases must be created individually.

E-Verify is free and it is the best means available to confirm the employment eligibility of new hires. E-Verify is currently available in all 50 states, the District of Columbia, Puerto Rico, Guam the U.S. Virgin Islands and Commonwealth of the Northern Mariana Islands.

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1.2 E-Verify Participation: Enrollment Vs. Registration

Significant differences between enrollment and registration which are outlined in the Enrollment vs. Registration Overview. For additional information on enrollment, visit <https://www.e-verify.gov/employers/enrolling-in-e-verify>.

Employers who wish to check their enrollment status or access method should contact:

E-Verify Contact Center Monday through Friday from 8 a.m. – 8 p.m. Eastern time
Telephone: 888-464-4218; Email: E-Verify@uscis.dhs.gov



Employers who have enrolled and you need information about registering additional users, should see Section 2.4.

ENROLLMENT VS. REGISTRATION OVERVIEW

	ENROLLMENT	REGISTRATION
Who	Employers enroll in E-Verify to participate in the program	A corporate administrator registers new users for the employer's verification locations in E-Verify who are then able to create cases. A program administrator may also register new users for his or her location. For more information on user roles, see Section 1.3.
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll . An employer that has enrolled in E-Verify as a corporate administrator may enroll the verification locations with the corporate administrator account	Corporate administrators may register program administrators, general users and other corporate administrators at any time after completing the corporate administrator tutorial and passing the knowledge test. For more information on adding new users, see Section 2.4.

To participate in E-Verify, employers must enroll. You can find information about the system requirements on the E-Verify website under [Enrolling in E-Verify](#).

To enroll in E-Verify, corporate administrators should visit the enrollment website which guides employers through the enrollment process. Additional information regarding enrollment is found at www.E-Verify.gov.

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1.2.1 Access Methods

When employers enroll in E-Verify, they choose an access method. Access methods are types of E-Verify accounts that determine who creates and manages the employer's E-Verify cases. The four access methods include: employer, E-Verify employer agent, corporate administrator, and web services.

The access methods are explained in the Access Method Overview. For more information, visit the Enrolling in E-Verify section at www.E-Verify.gov.

ACCESS METHOD OVERVIEW

ACCESS METHOD	EXPLANATION
Employer Access	<p>Employer plans to use E-Verify to verify its employees</p> <p>This access method allows employers to create and manage their own cases directly in E-Verify. Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method.</p>
E-Verify Employer Agent Access	<p>Employer agent plans to use E-Verify on behalf of its clients to verify the clients' employees.</p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other employers to create and manage the E-Verify cases of the other employers. The E-Verify employer agent may also create cases for its own employees.</p>
Corporate Administrator Access	<p>Employer has a central office that needs to manage E-Verify use for all of its locations that access E-Verify</p> <p>Corporate administrator access is used only to manage multiple employer accounts. Corporate administrators cannot create or manage individual E-Verify cases.</p>
Web Services Access for Employers -or- Web Services Access for E-Verify Employer Agents	<p>Employer plans to develop its own software to access E-Verify</p> <p>The web services access method requires an employer to develop software that interfaces with E-Verify to create and manage cases. The employer's software should extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. Employers who choose this option receive a web services Interface Control Agreement (ICA) which contains the information used to develop and test the software interface. Both employers and E-Verify employer agents can use this access method.</p>



If an employer has enrolled as a corporate administrator in error it may contact the E-Verify Contact Center. You may also email E-Verify at E-Verify@uscis.dhs.gov or send a request to terminate your E-Verify corporate administrator account, see Section 5.4. Once a termination confirmation email is received, the employer may re-enroll with an employer account.

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1.2.2 Link An Existing Employer Account To A Corporate Administrator Account

An employer that has chosen to enroll in E-Verify as a corporate administrator may enroll new verification locations (employer accounts) (see Section 2.2). Existing E-Verify employer accounts must be linked to the corporate account by a program administrator under the existing account. (see Appendix A: Link Employer Account to Corporate Administrator). Linking an employer account means that a corporate administrator may gain administrative access to an existing employer account.

Once an employer account is linked, the corporate administrator account serves as the “umbrella” account; the corporate administrator(s) can manage the verification location and its users and create reports for that location.

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1.3 Overview Of User Roles

Enrolled employers can assign their users with different permissions and functions, depending upon the user’s role. Corporate administrators are the only user role with access to the corporate administrator account. Every verification location (employer account) must have at least one program administrator who provides support for general users and manages the location’s profile. A verification location can choose to have general users in addition to program administrators who will only be able to create and manage all cases. Corporate administrators oversee E-Verify use and provide support to all enrolled verification locations and users at these locations. As a corporate administrator your primary functions are to enroll the employer’s verification locations in E-Verify and to manage the information and users that are linked to your corporate administrator account. The corporate administrator account on its own does not allow you to create, view, or manage cases in E-Verify.

Corporate administrators must successfully complete the online corporate administrator tutorial and pass the knowledge test before privileges to add and manage the employer’s verification locations are granted. The user will be prompted to take the tutorial when he or she logs in to E-Verify for the first time. If a corporate administrator has the need to create or manage E-Verify cases in addition to his or her administrative responsibilities, he or she may also create a program administrator account for his or her use.

Program administrators and general users must successfully complete the online E-Verify tutorial and pass the knowledge test before they can create or manage cases. Users will be prompted to take the tutorial when they log into E-Verify for the first time.

For more detailed instructions on creating and managing cases, refer to the E-Verify User Manual.

Review the permissions of each user role in the User Role Overview below.

USER ROLE OVERVIEW

User Role

Permissions

Every E-Verify account must have at least one program administrator. The program administrator is responsible for following all E Verify program rules and staying informed of changes to E Verify policies and procedures. The program administrator role includes functions of a general user.

Permissions include:

Program Administrator
(at least one required)

- Registering new users
- Creating user accounts for other program administrators and general users
- Creating and managing cases
- Viewing reports
- Updating profile information for other program administrators general users, and themselves
- Unlocking user accounts
- Closing company and user accounts

Employers can have as many or no general users as they desire. The general user is responsible for following all E Verify program rules and staying informed of changes to E Verify policies and procedures.

General User (optional)

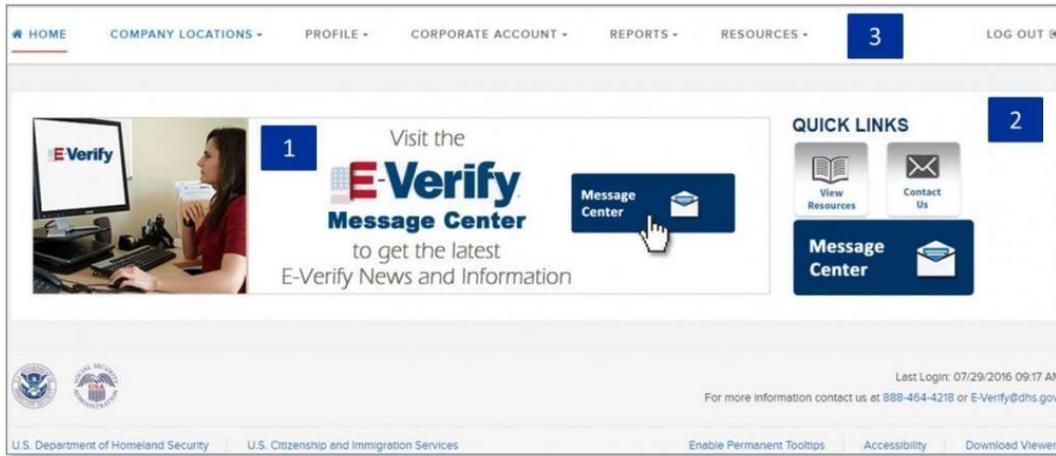
Permissions include:

- Creating and managing cases
- Viewing reports
- Updating their own profile

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1.4 Corporate Administrator Website Navigation

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the corporate administrator user web page.



Area 1 displays the E-Verify Message Center which includes important updates on E-Verify, information affecting employment verification, best practices and current events.

Area 2 contains Quick Links, which includes links to E-Verify contact information and resources.

Area 3 contains E-Verify options which are identified in the Area 3 E-Verify Menu Overview. Selecting a menu option is the first step in accessing a function in E-Verify. Choosing a function displays the first active page where a user enters information.

AREA 3 E-VERIFY MENU OVERVIEW

MENU OPTION	FUNCTIONS
Company Locations	<ul style="list-style-type: none"> ▶ Add New Location ▶ View Existing Locations ▶ Add New User ▶ View Existing Users ▶ Close Company Accounts
Profile	<ul style="list-style-type: none"> ▶ Edit Profile ▶ Change Password ▶ Change Security Questions

MENU OPTION	FUNCTIONS
Corporate Account	<ul style="list-style-type: none"> ▶ Edit Corporate Profile ▶ Add New Administrator ▶ View Existing Administrators ▶ Close Corporate Account
Reports	<ul style="list-style-type: none"> • View Reports
Resources	<ul style="list-style-type: none"> ▶ View Essential Resources ▶ Take Tutorial ▶ View User Manual ▶ Share Ideas ▶ Contact Us

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1.4.1 Essential Resources

View Essential Resources under Resources contains links to important documents and tools for employers who participate in E-Verify. The Essential Resources Overview provides specific information on the resources available to users.

ESSENTIAL RESOURCES OVERVIEW

LINK	INFORMATION
E-Verify Posters	<ul style="list-style-type: none"> ▶ E-Verify Participation Poster ▶ Right to Work Poster

LINK	INFORMATION
Manuals and Guides	<ul style="list-style-type: none"> ▶ E-Verify User Manual ▶ E-Verify Quick Reference Guides ▶ E-Verify Supplemental Guides ▶ Self-Assessment Guides
E-Verify Further Action Notices	<ul style="list-style-type: none"> ▶ Sample Tentative Nonconfirmation (TNC) Further Action Notices available in several foreign languages
Document Reference Library	<ul style="list-style-type: none"> ▶ Guidance on select drivers licenses and state ID cards
Form I-9 Resources	<ul style="list-style-type: none"> ▶ The latest version of Form I-9 in English and Spanish ▶ The Handbook for Employers: Guidance for Completing Form I-9 (M-274) ▶ Link to I-9 Central
Memorandums of Understanding (MOU)	<ul style="list-style-type: none"> ▶ Sample copies of the most recent version of the MOU
Other Resources	<ul style="list-style-type: none"> ▶ Websites and links to web pages of particular interest to employers participating in E-Verify ▶ Sample Referral Date Confirmation available in several foreign languages

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1.5 User Rules And Responsibilities

E-Verify users are bound by the guidelines in the MOU and the rules and responsibilities outlined in this manual.

To ensure proper use of E-Verify and protection of employee workplace rights, you should periodically review all of the program rules and employer responsibilities with their users.

For information on E-Verify rules and responsibilities for federal contractors with the FAR



E-Verify clause, refer to the [E-Verify Supplemental Guide for Federal Contractors](#).

E-Verify users must follow the guidelines specified in the Rules and Responsibilities Overview.

RULES AND RESPONSIBILITIES OVERVIEW

Employers who participate in E-Verify must:

- ✓ Follow E-Verify procedures for each employee for whom an E-Verify case is created.
- ✓ Notify each job applicant of E-Verify participation by clearly display the Notice of E-Verify Participation and the Right to Work posters in English and Spanish. You may also display the posters in other languages provided by DHS.
- ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify.
- ✓ Obtain a Social Security number from each newly hired employee on Form I-9.
- ✓ Ensure that Form I-9 List B identity documents have a photo.
- ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay. Enter the employee's email address in E-Verify if it was provided on Form I-9.
- ✓ Provide each employee with notice of and the opportunity to take action on a Tentative Nonconfirmation (TNC).
- ✓ Download the Further Action Notice before referring the case.
- ✓ Ensure that all personally identifiable information is safeguarded.

Employers participating in E-Verify must not:

- ✗ Use E-Verify to pre-screen an applicant for employment. Specify or request which Form I-9 documentation an employee must use, except to specify that any Form I-9 List B document the employee chooses to present must contain a photo.
- ✗ Use E-Verify to discriminate against any job applicant or employee on the basis of his or her national origin, citizenship, or immigration status.
- ✗ Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU, except in certain instances such as employees of federal contractors with the FAR E-Verify clause.
- ✗ Take adverse action against or terminate an employee because he or she received for receiving a TNC result, unless E Verify issues a case result of Final Nonconfirmation.
- ✗ Share any user ID and/or password.

Upon enrollment, employers are required to clearly display the Notice of E-Verify Participation and Right to Work posters in English and Spanish, both of which appear below. Employers may also display the posters in other languages provided by DHS. After logging in to E-Verify, the posters are found under View Essential Resources.

Display the posters in a prominent place that is clearly visible to prospective employees and all employees that who will have their employment eligibility verified with E-Verify. In order for employees, applicants and the public to have the most recent and complete information regarding E-

Verify, employers should replace their participation posters when updates are provided by DHS. In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

E-VERIFY PARTICIPATION ENROLLMENT NOTIFICATIONS

Notice of E-Verify Participation

This Organization Participates in E-Verify	Esta Organización Participa en E-Verify
 <p data-bbox="184 529 512 553">Sample Only Sólo muestra</p>	
<p data-bbox="121 558 352 613">This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.</p> <p data-bbox="121 613 352 716">If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment.</p> <p data-bbox="121 716 352 760">Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9.</p>	<p data-bbox="359 558 590 613">Este empleador participa en E-Verify y proporcionará al gobierno federal la información de su Formulario I-9 para confirmar que usted está autorizado para trabajar en los EE.UU.</p> <p data-bbox="359 613 590 699">Si E-Verify no puede confirmar que usted está autorizado para trabajar, este empleador está requerido a darle instrucciones por escrito y una oportunidad de contactar al Departamento de Seguridad Nacional (DHS) o a la Administración del Seguro Social (SSA) para que pueda empezar a resolver el problema antes de que el empleador pueda tomar cualquier acción en su contra, incluyendo la terminación de su empleo.</p> <p data-bbox="359 699 590 760">Los empleadores sólo pueden utilizar E-Verify una vez que usted haya aceptado una oferta de trabajo y completado el Formulario I-9.</p>
<p data-bbox="142 764 331 792">E-Verify Works for Everyone</p>	<p data-bbox="380 764 569 792">E-Verify Funciona Para Todos</p>
<p data-bbox="121 797 352 862">For more information on E-Verify, or if you believe that your employer has violated its E-Verify responsibilities, please contact DHS.</p>	<p data-bbox="359 797 590 862">Para más información sobre E-Verify, o si usted cree que su empleador ha violado sus responsabilidades de E-Verify, por favor contacte a DHS.</p>
<p data-bbox="289 867 415 906">888-897-7781 dhs.gov/e-verify</p>  <p data-bbox="268 959 436 976"><small>E-VERIFY IS A SERVICE OF DHS AND SSA This is a high quality poster in English and Spanish. Government use of this poster is strictly prohibited.</small></p> <p data-bbox="520 976 590 992"><small>English / Spanish Poster</small></p>	

Provided by DHS

Right to Work Poster

IF YOU HAVE THE RIGHT TO WORK



DON'T LET ANYONE TAKE IT AWAY

If you have the skills, experience, and legal right to work, your citizenship or immigration status shouldn't get in the way. Neither should the place you were born or another aspect of your national origin. A part of U.S. immigration laws protects legally-authorized workers from discrimination based on their citizenship status and national origin. You can read this law at [8 U.S.C. § 1324b](#).

The Immigrant and Employee Rights Section (IER) may be able to help if an employer treats you unfairly in violation of this law. The law that IER enforces is 8 U.S.C. § 1324b. The regulations for this law are at 28 C.F.R. Part 44.

Call IER if an employer:

- Does not hire you or fires you because of your national origin or citizenship status (this may violate a part of the law at 8 U.S.C. § 1324b(a)(1))
- Treats you unfairly while checking your right to work in the U.S., including while completing the form I-9, or using E-Verify (this may violate the law at 8 U.S.C. § 1324b(a)(1) or (a)(6))
- Retaliates against you because you are speaking up for your right to work as protected by this law (the law prohibits retaliation at 8 U.S.C. § 1324b(a)(5))

The law can be complicated. Call IER to get more information on protections from discrimination based on citizenship status and national origin.

Immigrant and Employee Rights Section (IER)
 1-800-255-7688 TTY 1-800-237-2515
www.justice.gov/ier
ier@usdoj.gov



U.S. Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section, January 2019.

This guidance document is not intended to be a final agency action, has no legally binding effect, and has no force or effect of law. The document may be rescinded or modified by the Department's discretion, in accordance with applicable laws. The Department's guidance documents, including this guidance, do not establish legally enforceable responsibilities beyond what is required by the terms of the applicable statutes, regulations, or binding judicial precedent. For more information, see "Memorandum for All Components: Publication of Immigrant Guidance Documents," from Attorney General Jefferson B. Sessions III, November 16, 2017.



Issued by Department of Justice, Immigrant and Employee Rights Section

Last Reviewed/Updated: 03/18/2022

1.6 Privacy And Security Statement

The use of E-Verify requires the collection of personally identifiable information (PII). Employers must protect the privacy of employees who submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify and the employer/user.

E-Verify protects PII in accordance with the National Archives and Records Administration (NARA) records retention and disposal schedule (N 1-566-08-7) by annually disposing of E-Verify records that are over 10 years old. This minimizes security and privacy risks associated with U.S. government retention of PII.

Failure to properly protect employee information can result in identity theft or fraud and can cause considerable inconvenience, harm or embarrassment to the employees or employer affected.

At a minimum, follow the steps in the Privacy Guidelines Overview to protect personal information and comply with the appropriate requirements.

PRIVACY GUIDELINES OVERVIEW

- ▶ **Allow only authorized users to use E-Verify.**
Ensure that only appropriate users handle information and create cases.

- ▶ **Secure access to E-Verify.**
Protect passwords used to access E-Verify and ensure that unauthorized persons do not gain access to E-Verify.
- ▶ **Protect and store individuals' information properly.**
Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
- ▶ **Discuss E-Verify results in private.**
Ensure that all case results, including Tentative Nonconfirmations (TNCs) and Final Nonconfirmations, are discussed privately with the employee.

REMINDER

- * You must ensure that all personally identifiable information is safeguarded.

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2.0 Company Location Administration

An employer enrolled in E-Verify as a corporate administrator benefits from oversight functions only available to corporate administrators. A corporate administrator account serves to link together the employer's multiple employer accounts. An employer account is the same as a verification location in E-Verify; this is where the employer's users create E-Verify cases. The corporate administrator account alone does not allow you to create E-Verify cases.

Once a verification location is enrolled, program administrators at the verification location can add general users and other program administrators to create E-Verify cases. Program administrators can also update the verification location profile and create reports for that location. Additional information on program administrator and general user functions is available in the E-Verify User Manual for Employers.

This section covers important information for corporate administrators and describes the functions to enroll, manage and update verification locations and users.

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2.1 Verification Locations vs. Hiring Sites

There are two types of company locations in E-Verify: verification locations and hiring sites. It is important to recognize the difference between verification locations and hiring sites to determine how to organize the employer's E-Verify accounts. It is possible for a verification location and a hiring site to be the same. Verification locations and hiring sites are described below.

IMPORTANT: A corporate administrator account does not permit you to create E-Verify cases so you must enroll at least one verification location in E-Verify.

VERIFICATION LOCATIONS

A verification location is where the employer's staff takes the information from an employee's Form I-9 and creates a case in E-Verify. Generally, each verification location has its own employer account (see the Corporate Administrator Organization Overview).

If the employer has staff at each location that uses E-Verify, then each location is considered a verification location. If the employer centralizes the use of E-Verify to certain locations, then only those locations are considered verification locations.

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2.1.1 Hiring Sites

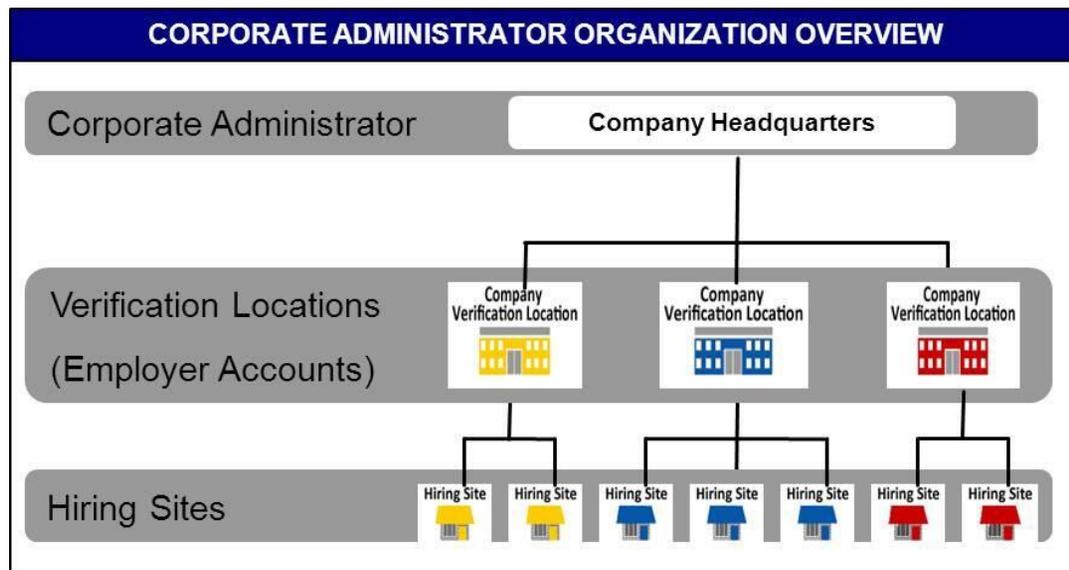
A hiring site is the location where the employer hires employees and they complete Form I-9. If your company creates cases in E-Verify at the same location, it is a verification location and a hiring site.

Employers select which sites participate in E-Verify on a hiring site by hiring site basis. This means that if you decide to have a hiring site participate in E-Verify, you must verify all newly hired employees for that hiring site. If you decide not to have a hiring site participate, you are not permitted to verify any employees at that location.

Corporate Administrators can modify the number of hiring sites that participate in E-Verify in each state, see Section 2.3. A participating hiring site means that the company will create an E-Verify case for every newly hired employee who is hired and completes their Form I-9 at that site. A program administrator at the verification location may also update the hiring site information.

The 'Corporate Administrator Organization Overview' provides an example of the organization for an employer with multiple verification locations and hiring sites enrolled in E-Verify with a corporate administrator account.

CORPORATE ADMINISTRATOR ORGANIZATION OVERVIEW



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2.2 Enroll Verification Locations

Corporate administrators can enroll the employer's verification locations in E-Verify through the corporate administrator account. In addition, an existing employer account may be linked to the corporate administrator account by a program administrator (see Appendix A).

IMPORTANT: A verification location should not be added if an employer account already exists.

To enroll a verification location, the corporate administrator must provide the information for that location in E-Verify. Although, a corporate administrator account does not require an MOU, an MOU must be electronically signed for each verification location that is enrolled in E-Verify.

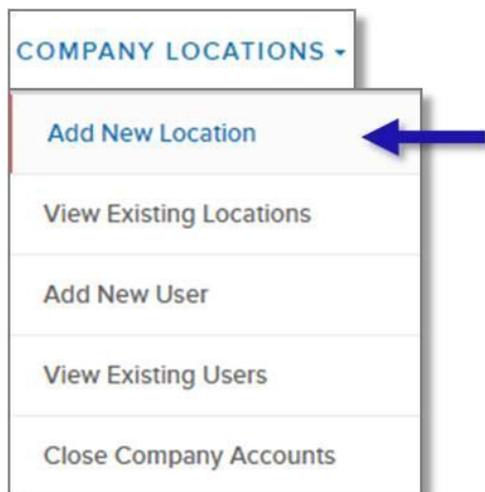
If a verification location no longer needs an E-Verify account, a corporate administrator or program administrator must terminate that account. To terminate a verification location's account, see *Terminate Company Participation – Process Overview* in Section 2.6

To enroll a new verification location in E-Verify, follow the steps in *Enroll Verification Location-Process Overview*.

ENROLL VERIFICATION LOCATION – PROCESS OVERVIEW

1. Enter Company Information

- From Company, select **Add New Location**.



- ▶ The Search Company function may automatically populate some of the company's information for the new company location.
- ▶ To search for the company's information:
 - ▶ From the Company Information tab, enter the company name, city and state. Click, **Search Companies** and scroll down to view the results.
 - ▶ Select the appropriate company and click **Continue**.
 - ▶ If the company information is auto-populated review the information for accuracy and enter the information for any fields that could not be populated.
 - ▶ To enter the company information manually click **Skip Auto-Populate**.

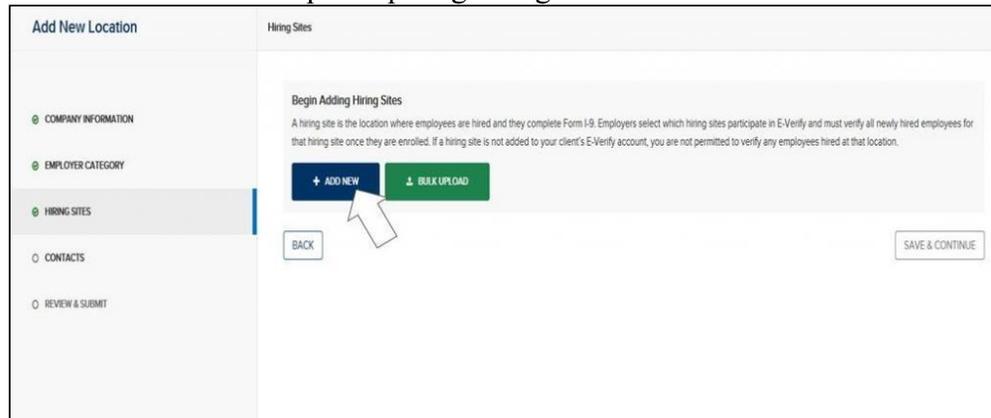
- ▶ Enter the information including company name, Employer Identification Number, total number of employees, physical address and mailing address. A red asterisk (*) indicates a required field.
- ▶ Enter the North American Industry Classification System (NAICS) code and click **Save & Continue**. If you do not have the number, click **Don't Know** to determine the company's NAICS code.

- ▶ To determine the NAICS code, select the appropriate sector and subsector from the drop-down list. The resulting NAICS code will appear.
 - ▶ Click **Save & Continue**.
2. Select Employer Category
- ▶ Select the category that best describes the company.

IMPORTANT: If you indicate Federal Contractor with FAR E-Verify Clause, you will be required to select the federal contractor category that best describes the organization and indicate who will be verified. For additional information, refer to the E-Verify Supplemental Guide for Federal Contractors.

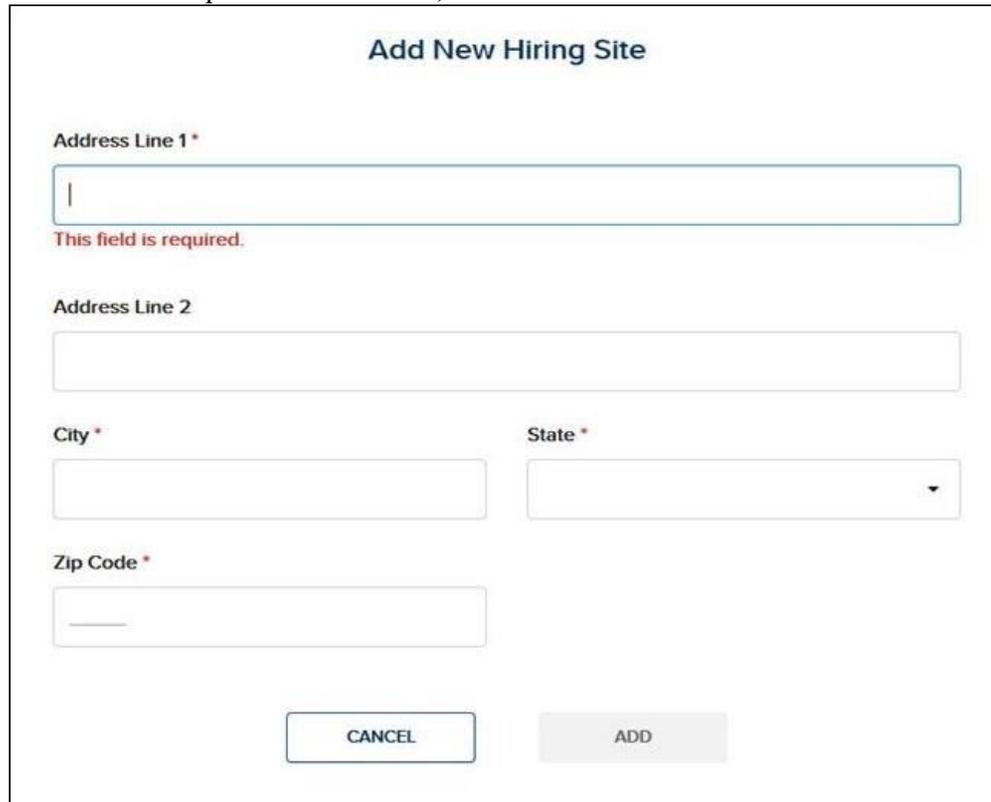
3. Indicate Hiring Sites

- ▶ Click **Add New** to add participating hiring sites.



The screenshot shows a web interface for adding a new location. On the left is a sidebar with navigation options: COMPANY INFORMATION, EMPLOYER CATEGORY, **HIRING SITES** (highlighted), CONTACTS, and REVIEW & SUBMIT. The main content area is titled 'Add New Location' and 'Hiring Sites'. It contains a section titled 'Begin Adding Hiring Sites' with a sub-header and a paragraph of text. Below the text are two buttons: a blue '+ ADD NEW' button and a green 'BULK UPLOAD' button. A white arrow points to the '+ ADD NEW' button. At the bottom of the main content area are 'BACK' and 'SAVE & CONTINUE' buttons.

- ▶ Enter all the required information, and then click **Add**.



The screenshot shows a form titled 'Add New Hiring Site'. The form has the following fields and labels:

- Address Line 1 ***: A text input field with a red error message below it: "This field is required."
- Address Line 2**: A text input field.
- City ***: A text input field.
- State ***: A dropdown menu.
- Zip Code ***: A text input field.

At the bottom of the form are two buttons: 'CANCEL' and 'ADD'. The 'ADD' button is disabled (grayed out).

- ▶ Click **Save & Continue**.

To add multiple hiring sites, follow the steps outlined in the following Bulk Upload of Hiring Sites – Process Overview.

Bulk Upload of Hiring Sites

The bulk upload function allows you to add multiple hiring sites by uploading a file. To use the bulk upload function, you must create a comma separated value (.csv) file with the hiring site addresses.

BULK UPLOAD OF HIRING SITES – PROCESS OVERVIEW

- From the hiring sites tab, select **Bulk Upload**.

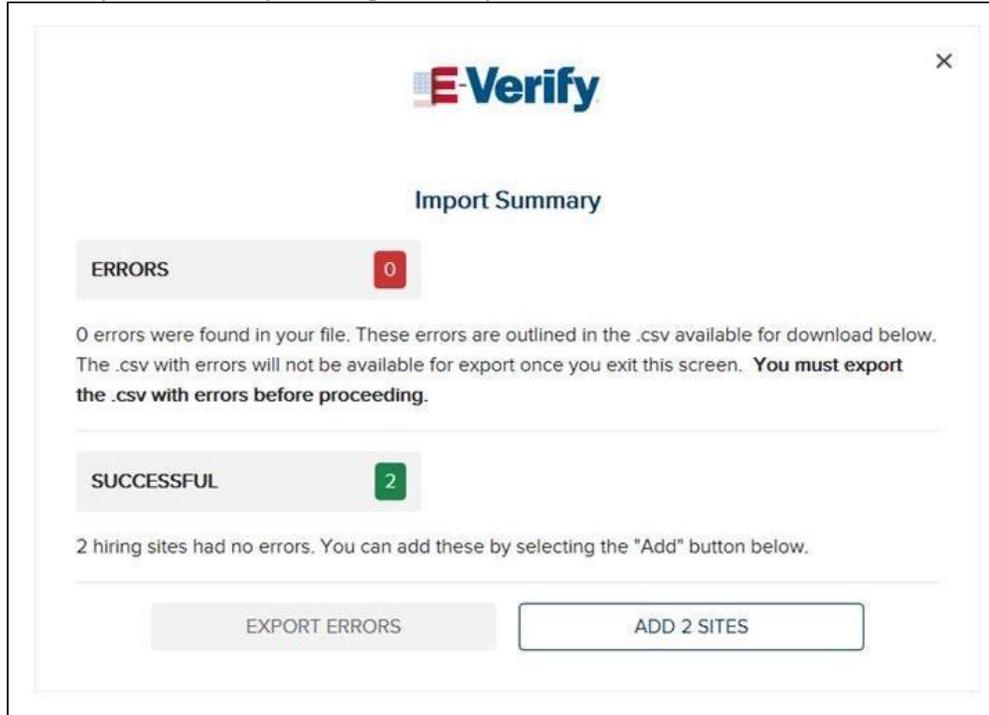
The screenshot shows the E-Verify web interface. The top navigation bar includes 'Home', 'Cases', 'Clients', 'Reports', 'Web Services', and 'Resources'. The user is logged in as 'MOI KOI'. The main content area is titled 'Client Enrollment' and 'Hiring Sites'. On the left, there is a sidebar with navigation options: 'COMPANY INFORMATION', 'EMPLOYER CATEGORY', 'HIRING SITES' (selected), 'CONTACTS', and 'REVIEW & SUBMIT'. The main area displays 'TOTAL HIRING SITES 1' with '+ ADD NEW' and 'BULK UPLOAD' buttons. Below this, there is a text input field for hiring sites and a 'DIST OF COL' section with a dropdown menu showing '123 Main Street', 'Washington', and '20020'. At the bottom, there are 'PREV', '1', 'NEXT', 'BACK', and 'SAVE & CONTINUE' buttons. A mouse cursor is pointing at the 'BULK UPLOAD' button.

- If you need to create a .csv file, click **Download CSV Samples** to open a pre-formatted .csv file. Add the hiring site addresses to the .csv file and save the document. Click **Browse** to locate the file and then click **Upload**.

The screenshot shows the 'Bulk Upload Client Hiring Sites' interface. The top navigation bar is the same as the previous screenshot. The main content area is titled 'Bulk Upload Client Hiring Sites' and has a 'Return to Hiring Sites' link. Below the title, there is a message: 'Make sure your .csv file has column headers for: Address Line 1, Address Line 2 (optional), City, State, and Zip to help ensure a successful upload.' Below this message, there is a 'Download CSV Samples' button. Underneath, there is a 'Select a CSV File*' label and a file selection input field. To the right of the input field are 'BROWSE' and 'UPLOAD' buttons. A mouse cursor is pointing at the 'BROWSE' button.

- Using the drop-down menu, match the columns in the .csv file to the E-Verify fields.

- ▶ Click **Validate Fields**.
- ▶ E-Verify will identify and separate any errors in the .csv file. The errors will be noted on the Import Summary page.

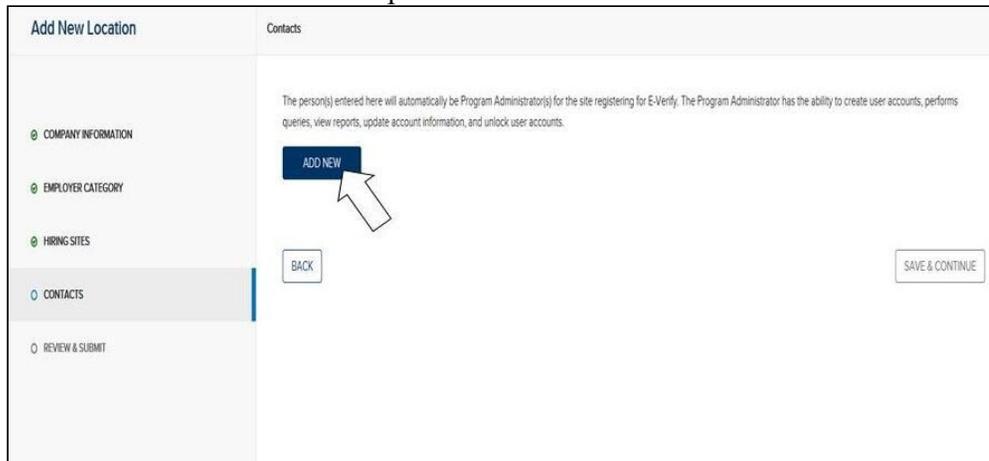


If you encounter errors during the bulk upload process, click **Export Errors** from the Import Summary page.

- ▶ Click **Add “X” Sites** to complete the bulk upload process for hiring sites.

4. Add Contact(s)

- ▶ Click **Add New** to add a new point of contact.



- ▶ Provide the the contact's name, phone number, and email address and click **Add**.

Add Program Administrator

First Name * Last Name *

This field is required.

Characters Left: 25

Phone Number * Ext. Email *

() - - - -

The contact will automatically be a program administrator. Program administrators can add other users, create cases, update the company information, create reports and unlock user accounts.

- ▶ Click **Save & Continue**.

5. Review and Submit Information

- ▶ Review the company information then click **Submit Enrollment**.
- ▶ Click **View MOU** and print a copy of the memorandum of understanding (MOU) you electronically signed.

NOTE: *The registered program administrators usually receive a confirmation email within a few minutes once the enrollment is complete. Instruct the verification locations' program administrator to check his or her email inbox as well as spam or junk mail folders because sometimes these emails are mistakenly marked as spam. If the email is not received within 48 hours, call the E-Verify Contact Center at 888-464-4218 for assistance.*

Last Reviewed/Updated: 06/26/2017

2.3 View Existing Locations

Corporate administrators can view all the verification locations linked to their E-Verify corporate administrator account. View Existing Locations allows you to view, search and maintain the verification locations assigned to your E-Verify corporate administrator account. When you need to complete this action follow the steps in the View Existing Locations – Process Overview.

VIEW EXISTING LOCATIONS – PROCESS OVERVIEW

- ▶ From Company Locations, select **View Existing Locations**.



- ▶ Search for a user by entering criteria requested in any field. You can enter a partial name and a percent sign (%) as a wildcard character.

- ▶ Click **Search**.
- ▶ This displays a list of user accounts. You can view or modify a user account by selecting the User ID link.

Street Address (required)

123 Main

Suite/Other

City (required)

City

State (required)

Virginia

Zip Code (required)

23232

County (required)

Alexandria City

Mailing Address

Mailing Address is the same as Physical Address

Street Address (required)

123 Main

Suite/Other

City (required)

City

State (required)

Virginia

Zip Code (required)

A screenshot of a web form. At the top, there is a text input field containing the number "23232". Below the input field, there are two buttons: a light blue "Cancel" button and a dark blue "Save" button.



The E-Verify company ID number for the verification location is located at top of the Company Information page.

COMPANY INFORMATION FIELDS

A corporate administrator may update the verification location's Company Information page. For additional information on each field, see Company Information – Overview.

To modify any section of the Company Information page, click View/Edit in the section you want to modify (for example, company name and physical location, points of contact, NAICS code, total hiring sites and total points of contact).

NOTE: The verification location information can also be modified by a program administrator at the verification location.



Any information you update will not change your verification location's original electronically signed MOU.

COMPANY INFORMATION – OVERVIEW

Field Name	Description
Company Name	Name of employer enrolled in E-Verify.

Field Name	Description
Physical Location	Location where the employer creates E-Verify cases.
Mailing Address	Employer's mailing address (if this address is different from the physical address).
Additional Information	Additional information about the size of the employer and any associated corporate parent company information, if applicable.
Employer Identification Number	Also known as federal tax identification number. Generally, most employers are required to have an employer identification number and any employer that has employees is required to have one for wage and tax reporting purposes.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries).
Administrator	Employers may link their employer accounts to a corporate administrator account (also called an E-Verify corporate account). This gives your corporate administrator access to your employer or E-Verify employer agent account profile, user administration and reports that contain case information. You should link your account only if you have been instructed to do so by your corporate administrator.
Organization Designation	The category that identifies the employer as a federal, state or local government organization or a federal contractor with the FAR E-Verify clause in their federal contract, if applicable.
Total Hiring Sites	Locations where your company's employees are hired. Typically, a hiring site is where an employee completes Form I-9.

VIEW MEMORANDUM OF UNDERSTANDING (MOU)

Corporate administrators may view the MOU between E-Verify and the employer for each verification location. To view the MOU for a verification location, follow the steps outlined in the View MOU - Process Overview.

VIEW MOU – PROCESS OVERVIEW

- ▶ Follow the steps in View Existing Locations – Process Overview to find the verification location for which you need to view the MOU.
- ▶ From the Company Information page, click View MOU at the bottom of the screen.

Company Information

Company Name Newest CSC Test Account 1	Company ID Number 7533	Doing Business As (DBA) Name Newest Test Emp CSC DBA Comp
DUNS Number 987654321		
Physical Location	Mailing Address	
Address 1 123 ABC Street	Address 1 456 DEF Street	
Address 2 --	Address 2 Suite 5656	
City Los Angeles	City New York	
State CA	State NY	
Zip Code 90012	Zip Code 01234	
County LOS ANGELES		
Additional Information		
Employer Identification Number 123456789	Total Number of Employees 10,000 and over	Parent Organization --
Administrator CSC Test Company - Corp Admin (CA)		
Organization Designation		
Employer Category Federal Contractor without FAR E-Verify Clause		
View / Edit		
NAICS Code 541 - PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES	Total Hiring Sites 96	Total Points of Contact 7
View / Edit	View / Edit	View / Edit
View Original MOU Template		
View MOU		

- ▶ The MOU that was electronically signed for that verification location will appear in a new window. If the MOU does not load, ensure that your pop-up blocker is disabled.

IMPORTANT: Once the MOU is submitted during enrollment, the information that appears on the MOU cannot be changed. However, you can update the company's information in E-Verify to reflect any changes. If you need to provide proof of the employer's enrollment in E-Verify, you may

print a copy of the employer's information page which will also reflect any changes and updates to their information.

Last Reviewed/Updated: 06/26/2018

2.4 Add New Users

Corporate administrators can add E-Verify users at multiple verification locations. To add an additional user the corporate administrator must provide the user's name, phone number, fax number (optional) and email address. A program administrator at the verification location may also add new users.

If a user leaves the employer or no longer needs access to E-Verify, a corporate administrator or program administrator must delete the user's account. To delete a user account, see Delete User Account – Process Overview in Section 2.5.2.

To add a new E-Verify user, follow the Add New User - Process Overview.

ADD NEW USER – PROCESS OVERVIEW

- ▶ From Company Locations, select **Add New User**.



- ▶ Select the verification location of the new user and click **Next**
- ▶ Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and email address and click **Next**.

Add User - Personal Information

* User Role
General User

* Last Name

* First Name

Middle Initial

* Phone Number

Fax Number

* E-mail Address

Cancel Next

- ▶ Accept the system-generated user ID or create a new user ID.

NOTE: *This is the only opportunity to change the user ID.*

i You may accept the system generated user ID displayed below or create your own.

- ▶ To accept the system generated user ID, click **Submit New User**.
- ▶ To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click **Submit New User**.

Add User - Create User ID

User ID: TTES6019 *

Back Submit New User Cancel

- ▶ Review the information and then click **Submit New User**.
- ▶ The new user will receive their user ID and temporary password by email.

NOTE: *Most new users receive a confirmation email from E-Verify within a few minutes and should check their email inbox as well as spam or junk mail folders. If the email is not received within 48 hours, call E-Verify Contact Center at 888-464-4218 for assistance.*

Last Reviewed/Updated: 06/26/2018

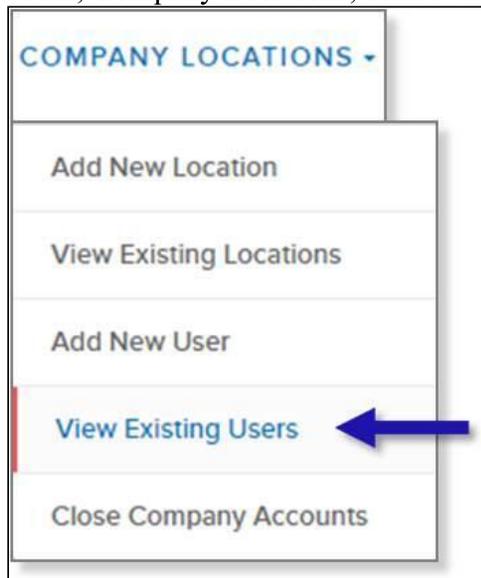
2.5 View Existing Users

Only corporate administrators and program administrators can view user information and reset passwords. View Existing Users allows you to view, search and maintain the general users and program administrators assigned to each verification location. To view existing users, follow the View

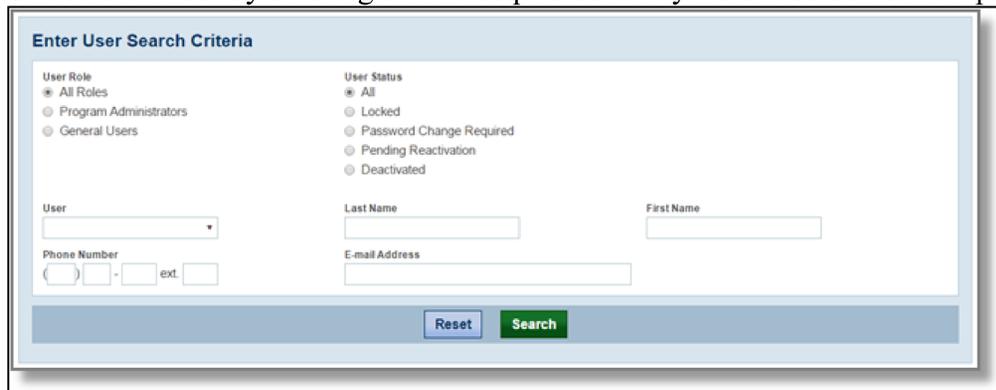
Existing Users – Process Overview.

VIEW EXISTING USERS – PROCESS OVERVIEW

- ▶ From, Company Locations, select **View Existing Users**.



- ▶ Search for a user by entering criteria requested in any field. You can enter a partial name and a percent sign (%) as a wildcard character.

A screenshot of a web application form titled 'Enter User Search Criteria'. The form is enclosed in a light blue border. It contains two columns of radio button options. The left column is labeled 'User Role' and has three options: 'All Roles' (selected), 'Program Administrators', and 'General Users'. The right column is labeled 'User Status' and has five options: 'All' (selected), 'Locked', 'Password Change Required', 'Pending Reactivation', and 'Deactivated'. Below the radio buttons are several input fields: a 'User' dropdown menu, a 'Last Name' text box, a 'First Name' text box, a 'Phone Number' field with a format of '() - ext.', and an 'E-mail Address' text box. At the bottom of the form are two buttons: a blue 'Reset' button and a green 'Search' button.

- ▶ Click **Search**.

- ▶ This displays a list of user accounts. You can view or modify a user account by selecting the User ID link.

The screenshot shows a 'Search Results' page with a table of user accounts. The table has the following columns: User ID, Company, User Role, Last Name, First Name, Last Login Date, Status, Locked, and Logged On. The first row contains the following data: User ID: TTES9099, Company: Newest CSC Test Account1, User Role: Program Administrator, Last Name: Test, First Name: Tester, Last Login Date: 12/19/2017 12:24 PM, Status: Current, Locked: N, Logged On: Y. There is a 'Delete' button next to the user ID. Below the table, there are navigation options: 'Previous', 'Next', 'Page 1 of 1', 'Go to' (with a dropdown set to 1), 'Go', and 'Results per page' (with a dropdown set to 10).

Last Reviewed/Updated: 06/26/2018

2.5.1 Reset User's Password

To reset a user's password, follow the steps outlined in Reset User's Password – Process Overview.

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ Follow the steps in View Existing Users – Process Overview to find the user who needs his or her password changed.
- ▶ Select the link for the appropriate User ID to display the View / Modify User Information page.

The screenshot shows the 'View / Modify User Information' page for user ID TTES9099. The page is divided into two main sections: 'View / Modify User Information' and 'Reset User Password'.
 In the 'View / Modify User Information' section, the following fields are visible:
 - User ID: TTES9099
 - User Role: Program Administrator (dropdown menu)
 - Last Name: Test
 - First Name: Tester
 - Middle Initial: [empty field]
 - Phone Number: (555) 555 - 5555 ext. [empty field]
 - Fax Number: [empty field] - [empty field]
 - E-mail Address: tester@uscis.dhs.gov
 - Force Change Password:

In the 'Reset User Password' section, there are two text input fields:
 - New Password
 - Re-type New Password

At the bottom of the page, there are three buttons: 'Cancel', 'Delete User', and 'Submit'.

- ▶ Assign a temporary password by completing both fields under Reset User Password.
- ▶ Click **Submit**.

NOTE: When resetting a user's password, the user will not receive an email providing the new password. You must provide the new password to the user.

Last Reviewed/Updated: 06/26/2018

2.5.2 Delete User Account

Corporate administrators or program administrators may delete users account by following the steps in Delete Users – Process Overview.

DELETE USERS – PROCESS OVERVIEW

- ▶ First, follow the steps in View Existing Users – Process Overview above to find the user who needs to be deleted.
- ▶ Click **Delete** in the row of the user's account you wish to delete on the User Summary List page.
- ▶ Click **Delete User** on the View/Modify User Information page.

OR

- ▶ Select the link for the appropriate User ID to open the View/Modify User Information page.
- ▶ Click **Delete User** on the View/Modify User Information page.



User Deletion Information		
User ID	User Role	
TTES9099	Program Administrator	
Last Name	First Name	Middle Initial
Test	Tester	L
Phone Number	Fax Number	E-mail Address
(555) 555 - 5555 ext.	--	tester@uscis.dhs.gov
User Status		
Current		

Cancel Close Delete User

In both instances, the User Deletion Information page will open, displaying the information for the user whom you want to delete. Click **Delete User** to delete the user's account.

After you click **Delete User**, changes will be permanent.

Last Reviewed/Updated: 06/26/2018

2.6 Terminate Company Participation

Participation in E-Verify may be terminated voluntarily by employers. To terminate participation, a program administrator, corporate administrator, the signatory of the MOU, or an authorized employer representative must submit a termination request no later than 30 days in advance of the date the employer would like to close its account. Employers may request termination electronically through E-Verify (see Terminate Company Account – Process Overview) or by submitting a written termination notice by email to E-Verify@uscis.dhs.gov. E-Verify employer agents should review the Supplemental Guide for E-Verify Employer Agents for more information on company account termination.

During this 30-day period, employers must resolve all open cases in E-Verify, and they must not use E-Verify to create new cases. Employers are required to close all open E-Verify cases, even after the request to terminate the E-Verify account is made.

IMPORTANT: Once an account is terminated, employers will no longer have access to their account and associated records. To preserve the records from an E-Verify account, see Section 3.0 to create and retain a user audit report before the account is terminated. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

To close a verification location's E-Verify account, complete the steps outlined in Close Company Account – Process Overview.

TERMINATE COMPANY ACCOUNT – PROCESS OVERVIEW

- From Company Location, select **Close Company Accounts**.



- ▶ Type the reason for termination in the Termination Request Reason field.

- ▶ Indicate if you wish to close all or some verification locations.
- ▶ Click **Request Termination**.
- ▶ A message will appear informing you that E-Verify will be notified of your request to terminate participation in the program.
- ▶ You will receive an email confirming that your account is terminated in 30 days.



If you submitted a termination request by mistake, you should contact the E-Verify Contact Center at 888-464-4218 for assistance.

Last Reviewed/Updated: 05/08/2020

3.0 Case Reports

There are eight types of case reports available in E-Verify for corporate administrators. These include: Ad-Hoc Employers Report, Corporate Overview of Pilot Usage, Duplicate Case Report, Historic Records Report List of Active Companies by Fiscal Year, Monthly List of Primary Queries by Active Companies, Quick Audit Report, and User Audit Report. This section provides information on these reports and how to create them in E-Verify.

NOTE: *All reports display only the last four digits of an employee's Social Security number for added security and to protect an employee's privacy.*

A description of each report is provided in the Reports – Overview.

REPORTS – OVERVIEW

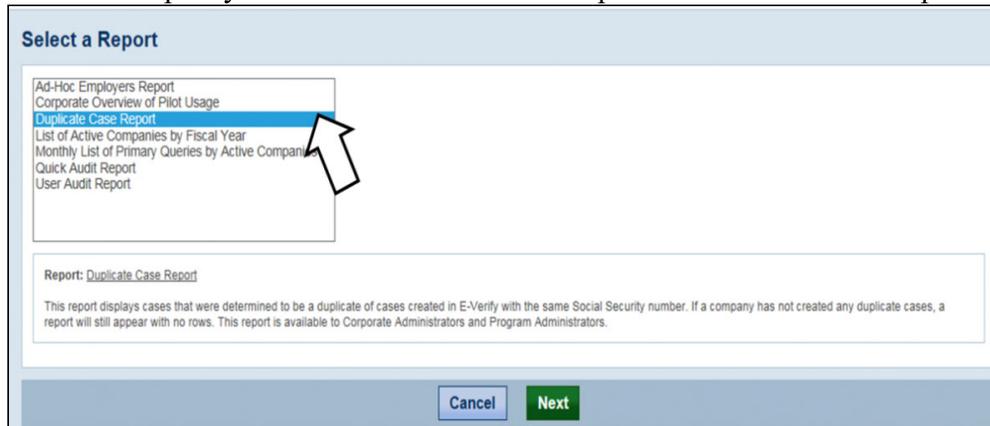
Report	Description
Ad-Hoc Employers Report	The Ad-Hoc Employers Reports displays detailed information for each case that matches the data entered as case search criteria. This allows the corporate administrator the flexibility to create a report based on the needs of their corporate oversight responsibilities.
Corporate Overview of Pilot Usage	This report displays the number of cases created by the employer within a federal government fiscal year, which begins Oct. 1 and ends Sept. 30 of the following calendar year. If the employer has not created any cases during the fiscal year, a report will still appear with a total of zero. The report is available to corporate administrators and program administrators, but not general users.
Duplicate Case Report	This report displays cases that were determined to be a duplicate of cases created in E-Verify with the same Social Security number. If your company has not created any duplicate cases, a report will still appear with no rows. This report is available to corporate administrators and program administrators.
Historic Records Report	This report provides case data about each resolved case that is 10 years or older. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as Social Security number or document number. This report is available to corporate administrators and program administrators for 3 months in the fall of each year.
List of Active Companies by Fiscal Year	The List of Active Companies by Fiscal Year report displays the number of E-Verify cases created by a verification location during the federal government fiscal year. Only verification locations that created one or more E-Verify cases during the fiscal year will appear in this report.
Monthly List of Primary Queries by Active Companies	This report displays a usage count by month for your verification locations during the fiscal year.
Quick Audit Report	This report provides case data about each case that matches the user-entered search criteria in the .csv file format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as SSNs or document numbers. This report was designed to satisfy the requirement of employers to report their E Verify activity to federal, state, or local government entities. Users should note that this report may contain up to 5,000 rows and is populated with the city and state that is associated with their account. This report is available to corporate administrators and program administrators.
User Audit Report	This report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, date the case was submitted, last four digits of the employee's SSN, Alien Number, Form I-94 number, last name, first name, case result, referral information and case closure statement. The report is available to program administrators and general users.

To create a report, see the Report Process Overview.

- ▶ Click the drop-down arrow next to Reports and select **View Reports**.



- ▶ Select the report you want to create from the options available. A description of the report is provided on the Select a report screen.



- ▶ Click **Next**.
- ▶ Determine your report criteria and click **Run Report**.

Last Reviewed/Updated: 06/26/2018

4.0 Account Administration

User account administration provides individual users specific functions and permissions to update their accounts, change their passwords and perform other functions explained in this section.

It is important to distinguish that the user account functions are different for each user role.

Last Reviewed/Updated: 06/26/2017

4.1 User ID And Password Creation

A corporate administrator or program administrators can add users in E-Verify. Upon being initially registered by the program administrator, users receive an email with a user ID and initial password. E-Verify will prompt users to change the initial password for security purposes. Users must not

share their passwords with other users. Each user must have their own user ID and password.

Passwords are case-sensitive and must be between 8-14 characters, different from the assigned user ID, changed every 90 days, and have the following characteristics:

- At least one uppercase or lowercase letter
- At least one number and at least one special character - special characters include: ! @ \$ % * () < > ? : ; { } + - ~
- Contain no more than two identical and consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions

Additionally, passwords should not:

- Contain any dictionary word
- Contain any proper noun or the name of any person, pet, child or fictional character, nor any employee ID number, Social Security number, birth date, phone number or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, such as 'qwerty' or 'xyz123'
- Contain any word, noun or name spelled backwards

An example of an acceptable password is found in the Password Example.

PASSWORD EXAMPLE

This is an acceptable password:

IL!keH2o

- ▶ At least 8 characters in length
- ▶ An uppercase letter
- ▶ A lowercase letter
- ▶ A special character
- ▶ A number

E-Verify automatically prompts users to create a new password every 90 days. However, users who think their password has been compromised should change it immediately. The new password cannot be the same as any of the last six passwords.

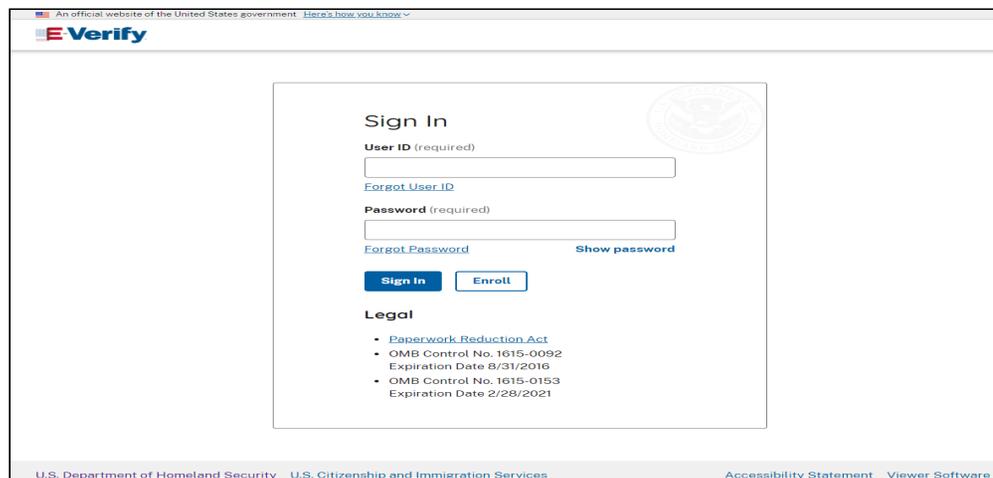
After creating a new password, E-Verify will prompt users to confirm their email address and telephone number, and provide updates, if necessary.

UNLOCK USER ID

To comply with federal security guidelines, USCIS is required to lock any user ID that has not been accessed within the past 270 days. A locked user ID will not affect your E-Verify enrollment or the data in your E-Verify account.

Additionally, if a user attempts to log in with an incorrect password three consecutive times, the user is locked out of E-Verify. E-Verify users can unlock their own user ID by answering the same security questions used to create their account. Users may also contact their program administrator, or call 888-464-4218 for assistance.

If you forget your user ID, you may retrieve it by using the Forgot your User ID? link and providing your email address when prompted. However, if you have more than one user ID associated with your email address and phone number, you must contact E-Verify Contact Center at 888-464-4218 for assistance.



An official website of the United States government [Here's how you know](#)

E-Verify

Sign In

User ID (required)

[Forgot User ID](#)

Password (required)

[Forgot Password](#) [Show password](#)

Sign in **Enroll**

Legal

- [Paperwork Reduction Act](#)
- OMB Control No. 1615-0092
Expiration Date 9/31/2018
- OMB Control No. 1615-0153
Expiration Date 2/28/2021

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services [Accessibility Statement](#) [Viewer Software](#)

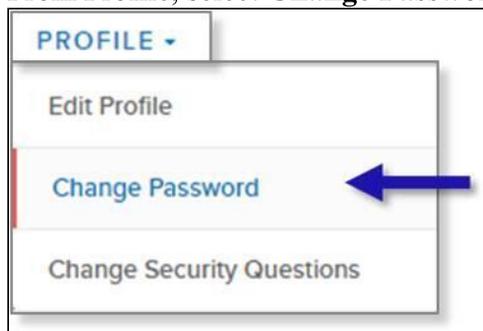
If you are unsuccessful at resetting your password contact another Corporate Administrator. If another Corporate Administrator is not available, contact the E-Verify Contact Center at 888-464-4218.

CHANGE YOUR PASSWORD

Users who know or suspect that their password was compromised should change it immediately. To change a password, follow the steps in Change Password – Process Overview.

CHANGE PASSWORD – PROCESS OVERVIEW

- ▶ From Profile, select **Change Password**.



- ▶ Enter Old and New Passwords page will display.
- ▶ Type current password in the Old Password field.
- ▶ Type new password in the New Password field.
- ▶ Retype new password in the Re-Type New Password field. The new password cannot be the same as any of the last six passwords.

A screenshot of the E-Verify 'Reset Password' page. The page title is 'Reset Password' and the subtitle is 'Choose New Password'. A blue box contains the following password requirements: 'At least 1 letter', 'At least 1 number, not as the first or last character', 'At least 1 special character (!@#\$%^&*)', 'Not identical to the User ID', and 'No more than two consecutive characters from the prior password'. Below the requirements are two input fields: 'New Password (required)' and 'Confirm New Password (required)'. At the bottom of the form are 'Cancel' and 'Change Password' buttons. The footer of the page includes the E-Verify logo, 'U.S. Department of Homeland Security', 'U.S. Citizenship and Immigration Services', 'Accessibility', 'Plug-ins', 'Link 5', 'Link 6', and a 'Provide Feedback' button.

- ▶ Click **Submit Password Change**.

CHANGE SECURITY QUESTIONS

Users can set security questions to allow them to reset their passwords. When you log into your E-Verify account for the first time, E-Verify will automatically prompt you to complete these questions. If you need to change your security questions, follow the steps in Change Security Questions – Process Overview.

CHANGE SECURITY QUESTIONS – PROCESS OVERVIEW

- From Profile, select **Change Security Questions**.



- ▶ Select a question from the drop down list and enter the answer in the field below. Fields with a red asterisk (*) are required fields.

An official website of the United States government [Here's how you know](#)

E-Verify

Security Questions

Set your security questions & answers so you can verify your identity, if needed.

Question 1 (required)
-Select- ▾

Answer (required)

Question 2 (required)
-Select- ▾

Answer (required)

Question 3 (required)
-Select- ▾

Answer (required)

[U.S. Department of Homeland Security](#) [U.S. Citizenship and Immigration Services](#) [Accessibility](#) [Plug-ins](#) [Link 5](#) [Link 6](#)

- ▶ Click **Submit**. A confirmation message will be displayed.

Last Reviewed/Updated: 06/26/2018

4.2 Update Your User Profile

All E-Verify user have a profile that includes their name, telephone number, fax number (optional) and email address. Users should update this information whenever it changes by using the Edit Profile link. To update this information follow the steps outlined in Edit User Profile – Process Overview.

EDIT USER PROFILE – PROCESS OVERVIEW

- ▶ From Profile, select **Edit Profile**.



- ▶ Add information or edit fields as necessary. Fields with a red asterisk (*) are required fields.
- ▶ Click **Submit**. A confirmation message and your profile information will be displayed.

 A screenshot of a form titled 'Enter User Profile Information'. The form contains several fields:

- User ID: TTES9099
- Last Name: Test
- First Name: Testor
- Middle Initial: [empty]
- Phone Number: (555) 555 - 5555 ext. [empty]
- Fax Number: [empty]
- E-mail Address: testor@uscis.dhs.gov

 At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

- ▶ Review the confirmation message to see whether the request for profile updates was successful. If E-Verify is unable to process the user profile updates, try again later.
- ▶ If the profile change was successful, Click **Close**.

Last Reviewed/Updated: 06/26/2018

5.0 Corporate Administrator Account Administration

Corporate administrators manage the profile of the corporate administrator account. A corporate administrator uses the Corporate Account menu to:

- Change or update the corporate administrator account profile information
- Add other corporate administrators
- View or update the profile information of existing corporate administrators

- Close the E-Verify corporate administrator account

Last Reviewed/Updated: 06/26/2017

5.1 Edit Corporate Administrator Account Profile

To update corporate information in E-Verify, complete the steps in the Edit Corporate Administrator Profile – Process Overview.

EDIT CORPORATE ADMINISTRATOR PROFILE – PROCESS OVERVIEW

- From Corporate Account, select **Edit Corporate Profile**.

- To update any section of the Company Information page, click **View** / **Edit** in the section you want to edit (e.g., company name and physical location, Employer Identification Number, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact).

City (required)

State (required)

Zip Code (required)

County (required)

Mailing Address

Mailing Address is the same as Physical Address

Street Address (required)

Suite/Other

City (required)

State (required)

Zip Code (required)





- ▶ Make the required updates and click **Save & Continue**
- ▶ The updated information should appear in the Edit Corporate Profile page.

IMPORTANT: After clicking **Save & Continue**, the program administrator cannot undo any changes that have been entered without manually re-entering the original information.

Last Reviewed/Updated: 06/26/2018

5.2 Add New Corporate Administrator

Employers may choose to have more than one corporate administrator user at the headquarters location to serve as a backup and/or share corporate oversight responsibilities. Only corporate administrators can view, add and delete other corporate administrator users.

To add an additional corporate administrator, the corporate administrator must provide the user's name, phone number, fax number (optional) and email address.

If a corporate administrator leaves the employer or no longer needs access to E-Verify, another corporate administrator must delete the user's account. To delete a user's account, see Delete Corporate Administrator User Account – Process Overview in Section 5.3.

If you need to add a new corporate administrator, follow the Add New Corporate Administrator - Process Overview.

ADD NEW CORPORATE ADMINISTRATOR – PROCESS OVERVIEW

- ▶ From Company, select **Add New Administrator**.

The screenshot shows a dropdown menu titled "CORPORATE ACCOUNT" with a downward arrow. The menu contains four options: "Edit Corporate Profile", "Add New Administrator" (highlighted with a blue arrow), "View Existing Administrators", and "Close Corporate Account".

- ▶ Provide the person's name, phone number, fax number (optional) and email address and click **Next**.

The screenshot shows the "Add User - Personal Information" form. It includes the following fields:

- User Role:** A dropdown menu set to "General User".
- Last Name:** A text input field.
- First Name:** A text input field.
- Middle Initial:** A small text input field.
- Phone Number:** A form with three input boxes for area code, number, and extension, followed by "ext." and another input box.
- Fax Number:** A form with two input boxes for area code and number.
- E-mail Address:** A text input field.

 At the bottom of the form are "Cancel" and "Next" buttons.

- ▶ Accept the system-generated user ID or create a different user ID.

NOTE: *This is the only opportunity to change the user ID.*

The screenshot shows the "Add User - Create User ID" form. At the top, there is a yellow information box with an 'i' icon and the text: "You may accept the system generated user ID displayed below or create your own." Below this, there are two bullet points:

- ▶ To accept the system generated user ID, click **Submit New User**.
- ▶ To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click **Submit New User**.

 Below the information box is the "Add User - Create User ID" section, which contains a "User ID:" label and a text input field containing "TTES6019". At the bottom of the form are "Back", "Submit New User", and "Cancel" buttons.

- ▶ Review the information and then click **Submit New User**.
- ▶ New users will receive their user ID and password by email.

NOTE: Most new users receive a confirmation email from E-Verify within a few minutes and should check their email inbox as well as spam or junk mail folders. If the email is not received within 48 hours, call E-Verify Contact Center at 888-464-4218 for assistance.

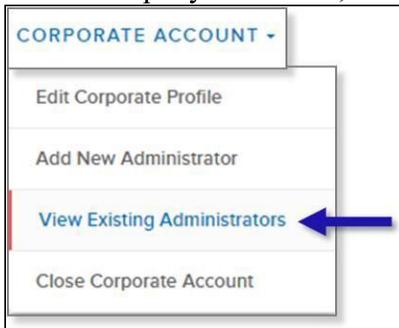
Last Reviewed/Updated: 06/26/2018

5.3 View Existing Corporate Administrators

Only corporate administrators can view the information for other corporate administrators and reset the passwords of other corporate administrators. View Existing Administrators allows you to view, search and maintain the other corporate administrators assigned to the employer, as demonstrated in the View Existing Corporate Administrators – Process Overview.

VIEW EXISTING CORPORATE ADMINISTRATORS – PROCESS OVERVIEW

- ▶ From Company Locations, select **View Existing Administrators**.



- ▶ Search for a user by entering criteria requested in any field. You can enter a partial name and a percent sign (%) as a wildcard character.

- ▶ Click **Search**.
- ▶ This displays a list of user accounts. You can view or modify a user account by selecting the User ID link.

Search Results [Search Again >](#)

You are viewing items 1-1 of 1

User ID	Company	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	
TTES9099	Newest CSC Test Account1	Program Administrator	Test	Tester	12/19/2017 12:24 PM	Current	N	Y	Delete

Previous Next Page 1 of 1. Go to [Go](#) Results per page

Last Reviewed/Updated: 06/26/2018

5.3.1 Reset Corporate Administrator's Password

To reset a corporate administrator's password, follow the steps outlined in Reset User's Password – Process Overview.

RESET USER'S PASSWORD – PROCESS OVERVIEW

- ▶ Follow the steps in View Existing Administrators – Process Overview to find the user who needs his or her password reset.
- ▶ Select the link for the appropriate User ID to display the View / Modify User Information page.

View / Modify User Information

User ID: [TTES9099](#) * User Role: Program Administrator

* Last Name: Test * First Name: Tester Middle Initial:

* Phone Number: (555) 555-5555 ext. Fax Number: () - * E-mail Address: tester@uscis.dhs.gov

Force Change Password

Reset User Password

New Password:

Re-type New Password:

[Cancel](#) [Delete User](#) [Submit](#)

- ▶ Assign a temporary password by completing both fields under Reset User Password.
- ▶ Click **Submit**.

DELETE CORPORATE ADMINSTRATOR ACCOUNT

Corporate administrators may delete the account of another corporate administrator by following the steps in Delete Corporate Administrator – Process Overview.

DELETE CORPORATE ADMINISTRATOR – PROCESS OVERVIEW

- ▶ Follow the steps in View Existing Administrators– Process Overview above to find the corporate administrator whose account needs to be deleted.
- ▶ Click **Delete** in the row of the user’s account you wish to delete on the User Summary List page.
- ▶ Click **Delete User** on the User Deletion Information page.

User Deletion Information

User ID TTES9099	User Role Program Administrator	
Last Name Test	First Name Tester	Middle Initial L
Phone Number (555) 555 - 5555 ext.	Fax Number --	E-mail Address tester@uscis.dhs.gov
User Status Current		

Cancel Close **Delete User**

OR

- ▶ Select the link for the appropriate User ID to open the View/Modify User Information page.
- ▶ Click **Delete User** on the View/Modify User Information page.

View / Modify User Information

User ID TTES9099	* User Role Program Administrator	
* Last Name Test	* First Name Tester	Middle Initial <input type="text"/>
* Phone Number (555) 555 - 5555 ext. <input type="text"/>	Fax Number <input type="text"/> - <input type="text"/>	* E-mail Address tester@uscis.dhs.gov
<input checked="" type="checkbox"/> Force Change Password		

Reset User Password

New Password

Re-type New Password

Cancel **Delete User** **Submit**

Last Reviewed/Updated: 06/26/2018

5.4 Terminate Corporate Administrator Account

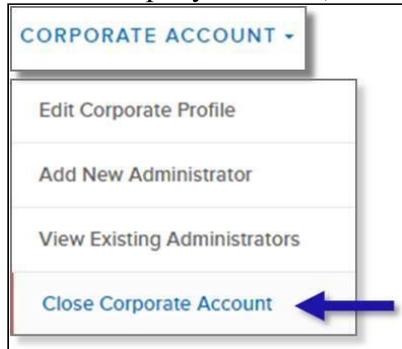
A corporate administrator may request that the employer's corporate administrator access account be terminated in E-Verify. This request will only close the employer's account at the corporate administrator level and will not close any employer accounts linked to the corporate administrator account.

If a corporate administrator needs to terminate certain or all verification locations, see Section 2.6. A program administrator at the verification location can also make the request to close the account.

To request termination of the corporate administrator account in E-Verify, perform the steps outlined in Terminate Corporate Administrator Account – Process Overview.

TERMINATE CORPORATE ADMINISTRATOR ACCOUNT – PROCESS OVERVIEW

- ▶ From Company Account, select **Close Corporate Account**.



- ▶ Type the reason for closing the account in the Termination Request Reason field.

 A screenshot of a web form titled "Termination Request Information". At the top, there is a yellow information banner with an 'i' icon and the text: "Are you sure you want to request termination of your company's access to E-Verify? Once your company has been terminated, your company will no longer have access to E-Verify." Below the banner, the form contains the following fields:

- Company Name: Newest CSC Test Account1
- Termination Request Date: 12/19/2017
- Termination Request Reason: A text input field with a red asterisk icon to its left.

 At the bottom of the form, there are two buttons: "Cancel" and "Request Termination".

- ▶ Click **Request Termination**.
- ▶ A message will appear informing you that E-Verify will be notified of your request to close the corporate administrator account.
- ▶ You will receive an email confirming that your account is terminated in 30 days.



If you submitted a termination request by mistake, contact E-Verify Contact Center at 1-888-464-4218 for assistance.

Last Reviewed/Updated: 06/26/2018

6.0 Resource And Contact Information

The E-Verify public website is the primary resource for all E-Verify information, but do not hesitate to contact us via phone or email. For easy access to online resources, we suggest you bookmark or save the websites as favorites so you'll have easy access to them in the future.

E-VERIFY RESOURCES

E-Verify Public Website

- General information about E-Verify
- Program information and statistics
- E-Verify user manuals
- E-Verify quick reference guides
- E-Verify Questions and Answers
- Information about employee rights and employer obligations

www.E-Verify.gov/

E-Verify Enrollment Application

- Website for initial employer enrollment

<https://e-verify.uscis.gov/enroll>

E-Verify Access for Employers and Corporate Administrators

- User access to E-Verify

<https://e-verify.uscis.gov/emp>

E-Verify Access for E-Verify Employer Agents

- User access to E-Verify

<https://e-verify.uscis.gov/esp>

E-VERIFY CONTACT INFORMATION

The E-Verify Contact Center is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8:00 a.m. to 8:00 p.m. ET., except when the federal government is closed. For users with hearing and speech impairment, TTY phone is available from 8:00 a.m. to 5:00 p.m. ET.

For E-Verify Employer Agents

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-VerifyEmployerAgent@uscis.dhs.gov

For Clients

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-Verify@uscis.dhs.gov

For Employees

Phone: 888-897-7781

TTY: 877-875-6028

Email: E-Verify@uscis.dhs.gov

U.S. Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section (IER)

IER is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

For Employers

Phone: 800-255-8155

TTY: 800-237-2515

Email: ier@usdoj.gov

Website: <http://www.justice.gov/ier>

For Employees

Phone: 800-255-7688

TTY: 800-237-2515

Email: ier@usdoj.gov

Website: <http://www.justice.gov/ier>

Last Reviewed/Updated: 06/26/2017

Appendix A: Link An Existing Employer Account To A Corporate Administrator

A program administrator for the verification location that needs to link to a corporate administrator account should follow the Link Existing Employer Account to Corporate Account - Process Overview in the E-Verify User Manual.

NOTE: *For security reasons, a corporate administrator cannot link a verification location to his or her corporate administrator account; only a program administrator can perform this task.*

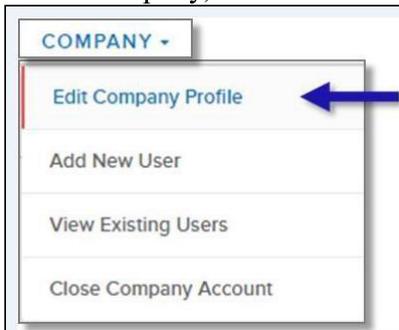
LINK EXISTING EMPLOYER ACCOUNT TO CORPORATE ACCOUNT– PROCESS OVERVIEW

If you need to add a new corporate administrator, follow the Link Existing Employer Account to Corporate Account - Process Overview.

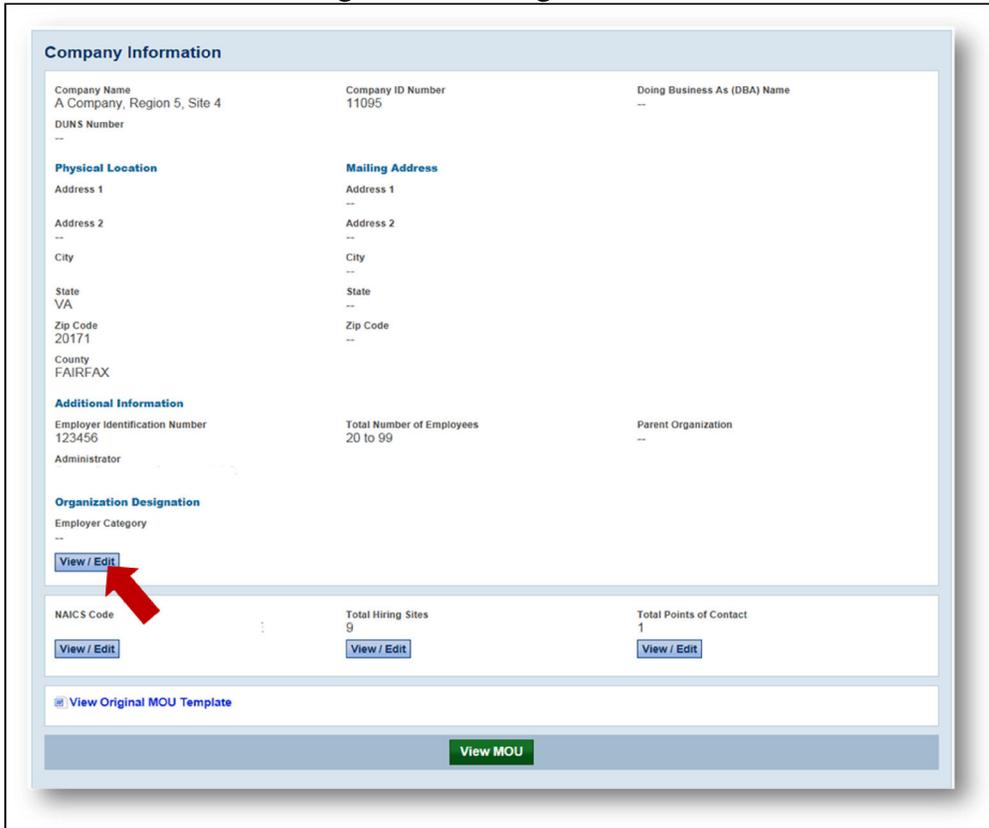
LINK EXISTING EMPLOYER ACCOUNT TO CORPORATE ACCOUNT – PROCESS OVERVIEW

- ▶ The program administrator logs into E-Verify with his or her program administrator user ID and password.

- ▶ From Company, select **Edit Company Profile**. The Company Information page appears.



- ▶ Click **View/Edit** under Organization Designation.

A screenshot of the 'Company Information' page. The page is divided into several sections: 'Company Information' (Company Name: A Company, Region 5, Site 4; Company ID Number: 11095; Doing Business As (DBA) Name: --; DUNS Number: --), 'Physical Location' (Address 1, Address 2, City, State: VA, Zip Code: 20171; County: FAIRFAX), 'Mailing Address' (Address 1, Address 2, City, State, Zip Code), 'Additional Information' (Employer Identification Number: 123456; Total Number of Employees: 20 to 99; Parent Organization: --), and 'Organization Designation' (Employer Category: --). A red arrow points to the 'View / Edit' button under the Organization Designation section. Below this section are three more sections: 'NAICS Code' (NAICS Code: ; Total Hiring Sites: 9; Total Points of Contact: 1), each with its own 'View / Edit' button, and a 'View Original MOU Template' link. At the bottom of the page is a green 'View MOU' button.

- ▶ Enter the corporate administrator account name and click **Search**.

NOTE: It is not necessary that the corporate administrator account name be entered correctly. E-Verify will conduct a search and display a list of the corporate administrator account names that come close to matching your entry.

Additional Information

* Employer Identification Number (also known as Federal Tax ID Number) ?
987654321

* Total Number of Employees (including full-time, part-time, and seasonal employees of the site(s) being verified for)
10,000 and over

Parent Organization ?
dhs

Administrator ?
[Text Box] **Search** **Clear**

Organization Designation **Edit**

Employer Category: Federal Contractor with FAR E-Verify Clause
Federal Contractor Category: None of these categories apply
Employees Being Verified: Entire workforce (all new hires and all existing employees throughout the entire company)

i Search for the Administrator by entering the full company name or a portion of the company name in the text box. Select the 'Search' button and review the results. If the Administrator is in the list, select the radio button to the left of the company name.

* Administrator ?
TEST x
Search

Please select one from the list below as the Administrator.

You are viewing items 1-10 of 77

Company Name
<input type="radio"/> ALLWEST Testing and Engineering (Hayden, ID, 690 W. Capstone Ct)
<input type="radio"/> Applied Foundation Testing, Inc. (Green Cove Springs, FL, 4035 J Louis Street)
<input type="radio"/> Automotive Testing & Development Services, Inc. (Ontario, CA, 400 Etiwanda Avenue)
<input type="radio"/> Averna Test Systems Inc (Roswell, GA, 1011 Mansell Road Suite B)
<input type="radio"/> Aviation Technical Testing, Inc. (West St. Paul, MN, 245 Marie Ave East)
<input type="radio"/> B&V, Testing Inc. (Waltham, MA, 86 West Street Street)
<input type="radio"/> Big Six Torque & Test (Hallettsville, TX, 7366 FM 318)
<input type="radio"/> Central Testing Laboratory, Inc (Leesburg, FL, 130 Satellite Court)
<input type="radio"/> Cincinnati Testing Laboratories (Cincinnati, OH, 1775 Carrilon Boulevard)
<input type="radio"/> Citco Test (Fort Lauderdale, FL, 5900 N Andrews Ave)

Previous **Next** Page 1 of 8. Go to **Go** Results per page

Back **Next**

- ▶ Select the appropriate corporate administrator account by clicking the radio button to the left of the name, then click **Next**.

NOTE: Names that do not have an address in parentheses are not a corporate administrator account and you should not link to those names.

- ▶ The Company Information page will reappear with the selected corporate administrator account name in the Administrator field.

Company Information

* Company Name
Newest CSC Test Account2

Doing Business As (DBA) Name
Newest Test Emp CSC DBA

* DUNS Number
987654321

Physical Location
(This is not the mailing address. This is the location where the verification queries will be performed.)

* Address 1
123 EGE St

Address 2

* City
Omaha

* State
NEBRASKA

* Zip Code
90012

* County / Parish
DODGE

Mailing Address
(Provide if different from physical location.)

Address 1
456 DEF Street

Address 2
Suite 1616

City
New York

State
NEW JERSEY

Zip Code
01234

Additional Information

* Employer Identification Number
(also known as Federal Tax ID Number)
987654321

* Total Number of Employees
(including full-time, part-time, and seasonal employees of the site(s) being verified for)
10,000 and over

Parent Organization
dhs

Administrator
ALLWEST Testing and Engin

Organization Designation

Employer Category
Federal Contractor with FAR E-Verify Clause

Federal Contractor Category
None of these categories apply

Employees Being Verified
Entire workforce (all new hires and all existing employees throughout the entire company)

- ▶ Click **Save & Continue**.
- ▶ Once the accounts are linked, the corporate administrator will be able to view, update and create reports for this account.

Last Reviewed/Updated: 06/26/2018

Appendix B: Acronyms

Acronym	Definition
DHS	U.S. Department of Homeland Security
DOS	U.S. Department of State
FAR	Federal Acquisition Regulation
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act of 1996
INA	Immigration and Nationality Act of 1952
IRCA	Immigration Reform and Control Act of 1986
MOU	Memorandum of Understanding

Acronym	Definition
NAICS	North American Industry Classification System
IER	U.S. Department of Justice, Immigrant and Employee Rights Section
PDF	Portable Document Format
SEVIS	Student and Exchange Visitor Information System
SEVIS ID number	Student and Exchange Visitor Information System identification number
SSA	Social Security Administration
SSN	Social Security number
TNC	Tentative Nonconfirmation
USCIS	U.S. Citizenship and Immigration Services

Last Reviewed/Updated: 10/08/2021