February 13, 2024

isolved™

E-Verify

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Introduction

E-Verify is a web-based system that compares information from the Form I-9 to the Department of Homeland Security (DHS), Social Security Administration (SSA), and Department of State (DOS) records to confirm an individual is authorized to work in the United States.

The E-Verify feature in the isolved system allows users to interface with the E-Verify system and submit, monitor, and close E-Verify cases through a dashboard.

E-Verify System Setup

E-Verify Services

E-Verify must be set up as an integration service on the system level which is handled by isolved.

E-Verify Setup

Before setting up, ensure the client's current E-Verify enrollment includes Web Services. If "Use Web Services" is not configured on the My Company setting (found by navigating to **User Name › Company Account › Company Profile** on the E-Verify website), then their current enrollment does not include Web Services. If this is the case, the client must re-enroll in E-Verify.

Note: E-Verify does not issue a Web Services User ID to isolved for the client to submit cases. For isolved to request the Web Services User ID and set up the client, open a case with your Customer Relationship Management (CRM) software (NetSuite or Microsoft Dynamics) and include the following information from your client's E-Verify.gov account:

- Company Name: As listed on the E-Verify government account
- Employer Identification Number (EIN)
- E-Verify Account Company ID: seven-digit number
- E-Verify Program Administrator User ID: Usually a combination of eight letters and numbers
- A description of whether or not the client is registered with E-Verify as an "Employer" or an "Employer Agent"
- The Program Administrator's name, direct telephone number, and email address: This information should be the same as what is used on the government website to prevent fraud

Once isolved receives the Web Services User ID from E-Verify, isolved sends the Web Services User ID back to you with instructions for the client to create the password for the Web Services User ID.

Note: Test employees cannot be set up or sent to E-Verify.

Legal Service E-Verify

E-Verify controls access to the E-Verify menu item for the company. If the service is not turned on, the following message displays on the E-Verify menu item:

> *"Legal Service for E-Verify Integration is not active. To utilize E-Verify, you must add the E-Verify service."*

The client's E-Verify Company ID must be entered in the **Account ID** field.

If a client is set up in E-Verify with an account access of "Web Services – Employer", the **Account ID** in the E-Verify legal service should be blank. If a client is set up in E-Verify with an account access of "Web Services – Employer Agent", the **Account ID** in the E-Verify legal service should be populated with the E-Verify Web Services Company ID.

The user can also set up billing at the client level through the legal service. The billing type is per unit, and the unit-per-count is the number of E-Verify cases submitted.

Access Menu Item-E-Verify

The E-Verify screen in the isolved system is found by navigating to **Employee Admin Tools › Employee Administration › I-9 Management › E-Verify**. It is used by clients to submit, monitor, and close cases with the E-Verify system. Users must be granted access to the menu item through security setup and the rule name is "Access E-Verify."

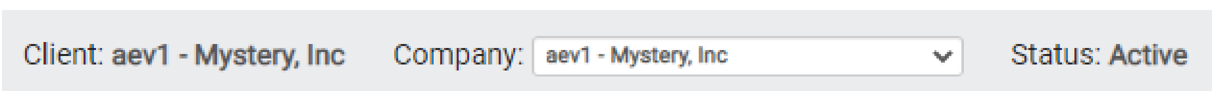
E-Verify Screen

The **E-Verify** screen contains three tabs:

- New Cases
- Open Cases
- Closed Case History

New Cases

This screen is per-legal within a client. The top menu bar allows users to select which legal company to access.



Menu Bar

- The only option available is to **Submit**.
- The user must select one or more employees to submit.
- **Submit** generates the call to the E-Verify system to open the case.

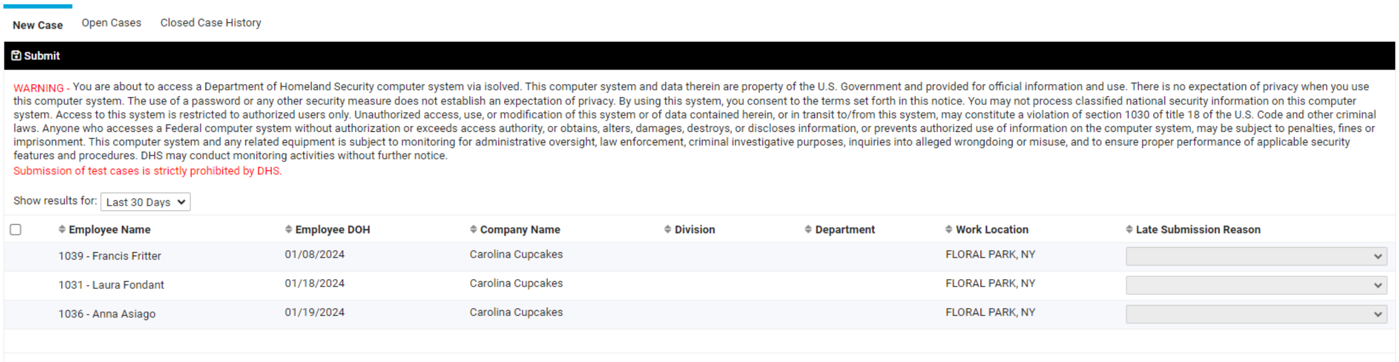
Screen Display

- **Show results for** defaults to display results for "Last 3 days."
- Other options in the drop-down include "Last 7 days" and "Last 30 days."
    - Last '"x" days are calculated to include any employees with a hire/rehire date that falls within today's date minus "x."

Columns

- The first column allows users to select or deselect records.
- Employee Name
- Employee DOH
- Company Name
- Division

- Department
- Work Location
- Late Submission Reason



Note: Employee records with completed I-9 (Employer) display with a check box that can be selected and cleared. Employee records without a completed I-9 (Employer) display, but the check box is disabled.

When hovering over the **EE Name**, the reason for the disabled check box displays. Reasons the check box may be disabled include:

- The ER I-9 section has not been completed.
- Employee record is missing any of the following fields:
  - First name
  - Last name
  - DOB
  - SSN

Employee Name, Employee DOH, Company Name, Division, Department, and Work Location

These fields are populated using data in the isolved system.

Late Submission Reason

The **Late Submission Reason** drop-down menu is enabled if today's date minus the employees' date of hire is over three days. If today's date minus the employees' date of hire is not more than three days, the field is disabled.

When the **Late Submission Reason** field is enabled, the following choices appear in the drop-down:

- Audit revealed that New Hire was not run
- Awaiting Social Security number
- Federal Contractor with an E-Verify clause verifying an existing employee
- Technical problems
- Other
  - When "Other" is selected, a text box appears below the drop-down to allow users to enter free-form text.
  - This field is required when "Other" is selected.
  - Maximum of 200 characters.
  - There is no default selection.

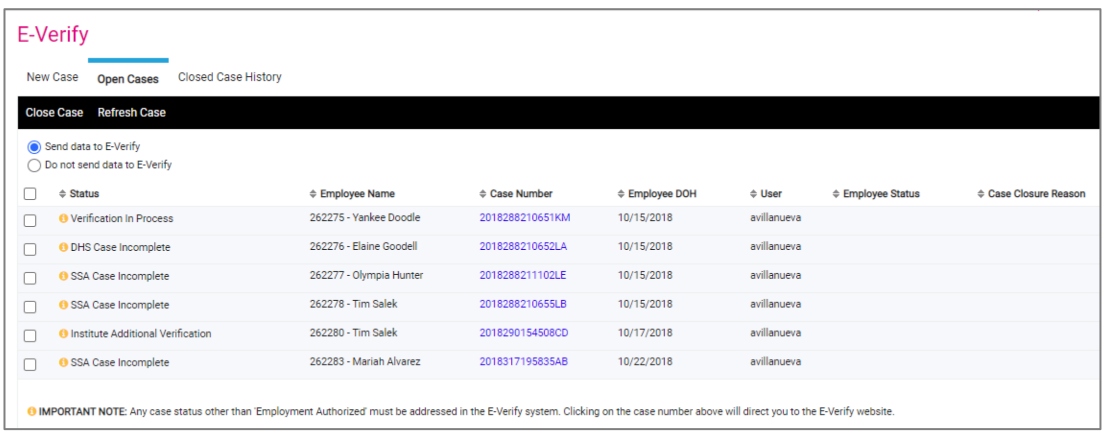
Submit

Selecting **Submit** prompts the user to enter their Web Services ID username and password (via a pop-up box). This pop-up includes a **Cancel** option, which takes the user back to the system E-Verify screen. Users should only be prompted to enter their username and password once per screen session. The username and password entered are used in the call to E-Verify.

Once a record is submitted, it no longer displays on the **New Cases** screen unless it received an error before acceptance. Records accepted by the E-Verify system are displayed on the **Closed Cases** page using information received from the return call from E-Verify. Records partially verified by the E-Verify system display on the **Open Cases** page using the information received from the return call from E-Verify. Records that receive errors on the initial call by the E-Verify system continue to display on the **New Cases** tab. A warning icon displays and, when hovered over, the submission error associated with that record displays.

Only the most recent error is displayed on the screen. For example, "Record A" is rejected for API Error Code 00-00226, "Password must be changed." The user corrects any password issues and submits again, but the attempt is rejected for API error 00-00868. The error message now displays as "Email Address is invalid."

Open Cases



Menu Bar

- Includes options for **Close Case** and **Refresh Case**.
- Users must select one or more employees to close or refresh.

Screen Display

- Includes radio buttons for "Send data to E-Verify" and "Do not send data to E-Verify."
- There is no default option.
- One case must be selected to close cases.
- If the user selects **Close Case** from the action bar and neither radio button is selected, the following message displays:

> *"You must choose 'Send data to E-Verify' or 'Do not send data to E-Verify' to close a case. Sending the data to E-Verify requires an Employee Status and Case Closure Reason. Closing a case without sending data to E-Verify only moves it from the Open Cases into the Closed Case History."*

Columns Included:

- The first column allows users to select and deselect records.
- Status
- Employee Name
- Case Number
- Employee DOH
- User
- Employee Status
- Case Closure Reason

A disclaimer at the bottom reads as follows:

> ***IMPORTANT NOTE:*** *Any case status other than "Employment Authorized" must be addressed in the E-Verify system. Clicking on the case number above will direct you to the E-Verify website.*

Status

This column displays the message returned by E-Verify for the case.

Employee Name and Employee DOH

Data returned from the isolved system.

Case Number

These are returned to the system via the interface. This number is a URL link to the E-Verify website. The link allows users to access the E-Verify website to log in and update cases within E-Verify.

User

Displays the username of the isolved user who submitted the case to E-Verify.

Employee Status

A drop-down menu with three selections.

- The employee continues to work for this employer.
- The employee no longer works for the employer.
- Other

The default selection is "The employee continues to work for this employer."

Case Closure Reason

A drop-down field with selections available is dependent upon the Employee Status selection.

- The employee continues to work for the employer.
- The employee no longer works for the employer.
- Other

Once an option is selected, the user has the following corresponding choices to provide a specific closure reason code.

Exhibit 164: Closure Reason Codes

Closure Code	Description
The employee continues to work for the employer	
EELIG	The employee continues to work for the employer after receiving an Employment Authorized result.
EFNC	The employee continues to work for the employer after receiving a Final Nonconfirmation result.
ENOACT	The employee continues to work for the employer after receiving a No Show result. Employer retains employee
EUNCNT	The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.
TRMFNC	The employee was terminated by the employer for receiving a Final Nonconfirmation result
The employee no longer works for the employer	
EQUIT	The employee voluntarily quit working for the employer.
TERM	The employee was terminated by the employer for reasons other than E-Verify.
NOACT	The employee was terminated by the employer for receiving a No Show result.
UNCNT	The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.
DUP	The case is invalid because another case with the same data already exists.
INCDAT	The case is invalid because the data entered is incorrect.
ENEMPD	The employee is no longer employed by the employer for reasons unrelated to E-Verify and the TNC process could not be completed.
Other	
TECISS	The case is being closed because of technical issues with E-Verify
ISDP	The case is a duplicate because the employer created a case with the same data within the past 30 days.
EARCLS	The case is being closed because DHS or SSA instructed this employer to close the case.
EARNEW	The case is being closed because DHS or SSA instructed this employer to create a new case for this employee.
EDEXPD	The case is being closed because the document is expired.
ENCLNT	The employer is no longer our client.

The **Case Closure Reason** defaults to "The employee continues to work for the employer" for each **Employee Status**.

Employee Status and **Case Closure Reason** cannot be edited until the record is selected.

Close Case

Note: As a best practice, we recommend closing E-Verify cases through E-Verify Web Services.

Selecting **Close Case** with the "Send data to E-Verify" option results in a call to the E-Verify system to close the case using the **Employee Status** and **Case Closure Reason** submitted. Once a case is closed in this manner, it is removed from the **Open Cases** screen.

All users have access to view and edit all cases. However, when a user selects a case to close that they did not submit, a pop-up box alerts them to that fact.

- If the user has already entered the username and password for the session and there is no prompt for that information, the pop-up reads:

  "You have selected to close at least one case you did not open. Do you wish to proceed?"

It includes an option for **Yes**, which prompts the system to close case call(s) to E-Verify, and an option for **No,** which takes the user back to the screen without submitting any data to E-Verify.

- If the user has not yet entered their username and password for the session and the system prompts them for the information, the pop-up includes this statement, along with the username and password fields:

  "You have selected to close at least one case you did not open. If you wish to proceed, enter your username and password and select Submit; otherwise, select Cancel."

  Selecting **Submit** prompts the system to make close case call(s) to E-Verify. **Cancel** takes the user back to the screen without submitting data to E-Verify.

If an error code is returned from E-Verify when submitting a case to close, the case remains on the **Open Cases** screen. When hovering over an employee name, the API error code description indicates why the case could not be closed.

Selecting **Close Case** with the "Do not send data to E-Verify" option removes the case from the screen, and no call is sent to E-Verify. When this option is selected, the following pop-up message displays:

"You have chosen to close this case in the HCM system without closing it in E-Verify. Are you sure you only want to close this case in the HCM system?"

The message includes an option to select **Yes** or **No**. Selecting "yes" moves the case to the **Closed Case History** screen. Selecting "no" leaves the case on the **Open Cases** screen.

If **Close Case** is selected along with "Do not send data to e-verify", the employee must login to E-Verify, perform the necessary action to close the case, and then close the case in E-Verify before closing the case in isolved.

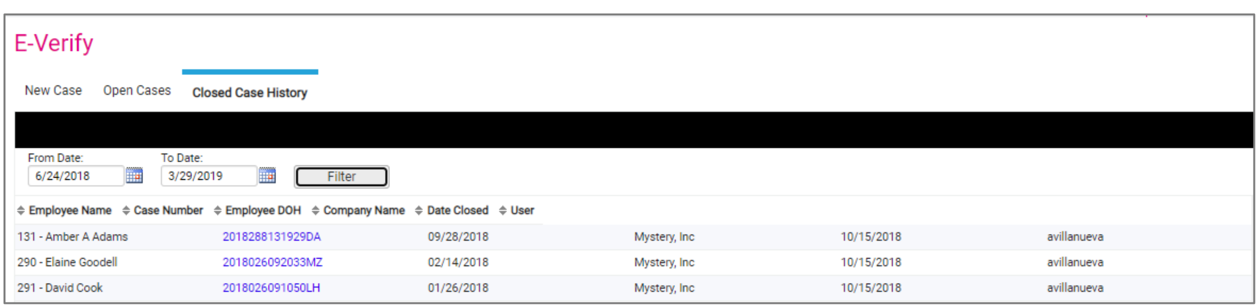
Refresh Case

The user must select at least one case to update the case status. If the user selects **Refresh Case** with no selection, a message displays as follows:

"User must select at least one case to update."

Selecting **Refresh** sends the get case details call to E-Verify and displays any new case results on the screen.

Closed Case History



The date range format at the top of the screen allows the user to select a date range for displaying closed cases. The date range defaults to the current date (**To Date**) minus thirty days (**From Date**).

Only cases closed through isolved display on this screen. Any cases completed directly through the E-Verify website do not display.

Columns included:

- Employee Name
- Case Number
- Employee DOH
- Company Name
- Date Closed
- User

Employee Name, Employee DOH, and Company Name

Data returned from the isolved system.

Case Number

Returns to the system via the interface. The number is a URL link to the E-Verify website. The link allows the user to access the E-Verify website to log in and update cases within E-Verify.

Date Closed

Displays the date and time of when the case was closed in isolved.

User

Displays the username of the user who closed the case.

Additional Notes:

- Deleting an employee deletes records in the **New Case**, **Open Cases** and **Closed Case History** screens.
- Users are responsible for maintaining their passwords through E-Verify once the initial Web Services username and password are issued.
- Anything other than "Employment Authorized" requires the user to access the case via the E-Verify website for additional handling. This includes updates on the **Corrections** tab on the **Employee Admin Tools > Employee Administration > I-9 Management > Form I-9** screen.
- For documentation on the initial setup process for adding web services, refer to the E-Verify - Enroll Webservices article in the University Library.

Troubleshooting

Common E-Verify Errors

Alien Number Error

This error reads as:

> *INVALID VALUE FOR "ALIEN NUMBER" must conform to the pattern /A Id(9)$/. (alien_number=XXXXXXXXX*

The Alien Number must be ten characters, with an "A" entered at the beginning of the **Alien Registration Number** field.

Use the following process to correct Alien Number errors:

1. Go to **Employee Management › Employee Maintenance › Employer I-9 Verification**.
2. Click **Edit.**
3. Enter the number Axxxxxxxxx in the **Alien Registration Number** field.
4. Click **Save.**

Case Creator and Phone Number

The **Case Creator Name** field, employee information, and the isolved person that initiated the case are passed on to E-Verify. The phone number sent to E-Verify comes from the user contact information, so the person creating the case must have a primary phone number associated with their user name. Depending on the user type, the **Case Creator Name** comes from one of the following places:

- Service Bureau Users
- SB User Contact Name
- Partner Users
- Partner Name
- Client User
- Associated Client Contact Name

Invalid Client Company ID

This error reads as:

[ATTRIBUTE_REQUIRED] Invalid value for "client_company_id," client_company_id is required.

For the user to submit cases to E-Verify, they must complete the following:

1. Add their Web Services Account ID XXXXXX to the **Account ID** field on the legal service in isolved.
2. Try to submit a case again.

This error indicates this client is registered with Web Services with "Employer Agent" account access rather than having "Employer" account access. If a client is set up with E-Verify as an "Employer Agent," the **Account ID** in the E-Verify legal service should be populated with the client ID.

Extraneous Field

If the error the client receives mentions an Extraneous Field, like the example below, the error is related to the **Account ID** field on the legal service. If a client is set up in E-Verify with Web Services "Employer" account access, the **Account ID** in the E-Verify legal service should be removed. If a client is set up in E-Verify with Web Services "Employer Agent" account access, the **Account ID** in the E-Verify legal service should be populated with the client ID.

Example of an extraneous field error:

[ATTRIBUTE_EXTRANEOUS_FIELD] This field is unnecessary for this case and should not be provided.