Client Training
Resolving E-Verify Messages

Logging into HR WorkCycles (HRWC) E-Verify Solution

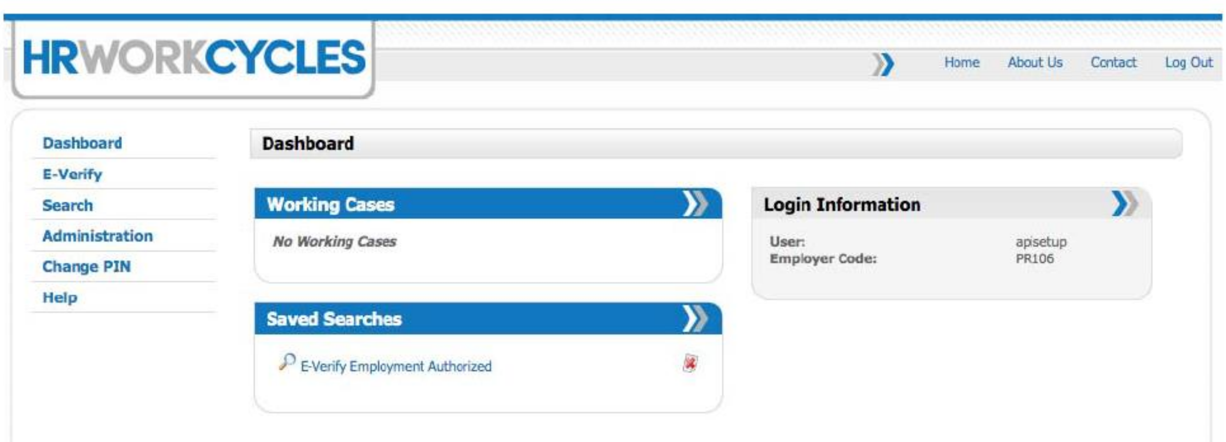
Access the Questco Client Portal to view the case information in the HRWC E-Verify Solution. On the client portal dashboard, select **My Employees** and click on **"E-Verify"**.

NOTE: Your user role will need to have permission to view this link. Your company will also need to be set up through HRWC with an active MOU. Contact your Client Success Manager if you need assistance.

If you click on the link and receive an **"Invalid Token"** error message, then your user ID has not been set up with HRWC or there is an issue with your user information. Please contact your Client Success Manager for assistance.

The HRWC dashboard will open in a new window, allowing you to search, create, work, and close E-Verify cases.

Note: Under the Working Cases section, you will see categories of cases that need action. Click on the **"Calculate"** button to view the number of cases for each category. Click the title of the category to be taken to the list of employee cases that need action.



E-Verify for Rehired Employees

If an employee is a rehire, E-Verify will **not** automatically run.

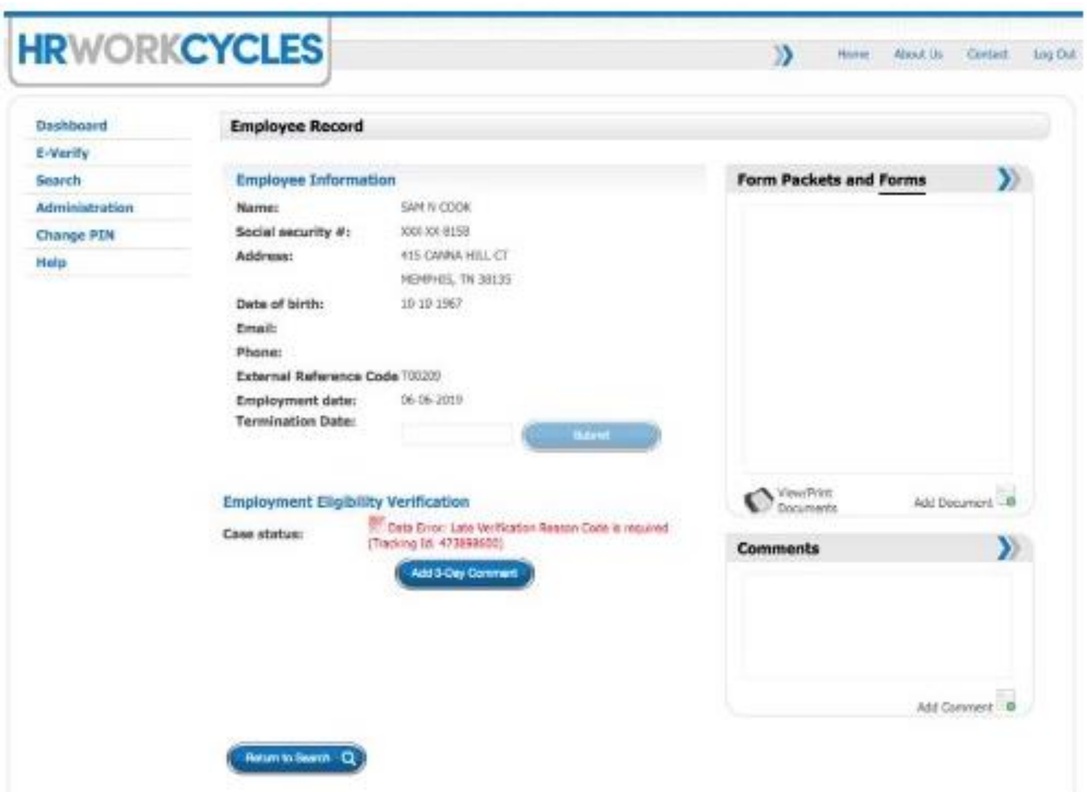
Review the **E-Verify – Rehires.pdf** document to determine if the employee needs to go through the E-Verify process.

If you need to run an E-Verify case on a rehired employee, follow these steps:

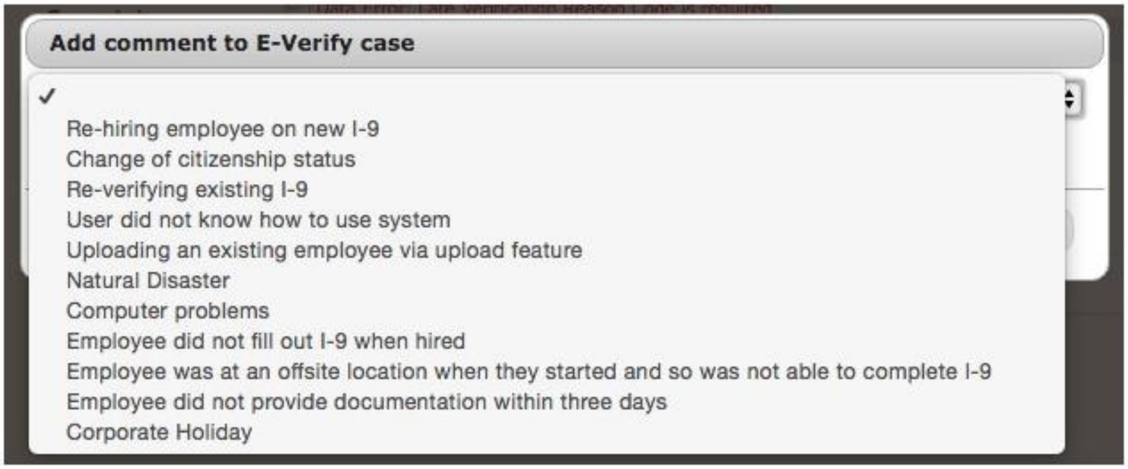
- Open the employee record in the client portal;
- Click on the Personal tab;
- Check the “Submit to E-Verify” checkbox and then save the employee record;
- An E-Verify Case will be created, and any updates will be shown in the E-Verify section.

Data Error: Late Verification Reason Code is Required

If the E-Verify case was created over three (3) days from the hire date, you will need to select a 3-day comment from the drop-down menu that pops up when you click the **“Add 3-Day Comment”** button.



The available 3-Day Comment options are below. Choose the best option for this particular case. Once an option is selected, the E-Verify case will be submitted, and a result will be presented.



Tentative Nonconfirmation (DHS and SSA)

If the case status is in "Tentative Nonconfirmation (DHS and SSA)" status (TNC), then the employee's information submitted does not match with Social Security Administration or Department of Homeland Security.

SSA TNC may be issued because the employee's:

- Citizenship or immigration status was not updated with SSA;
- Name change was not reported to SSA;
- Name, Social Security Number, or date of birth is incorrect in SSA records;
- SSA record contains another type of mismatch; or
- Information was not entered correctly by the employer.

DHC TNC may be issued because the employee's:

- Name, A-number, I-94 number and/or foreign passport number were recorded incorrectly in DHS records;
- US Passport, Passport Card, driver license or state ID card information could not be verified;
- Information was not updated in the employee's DHS records;
- Citizenship or immigration status changed;
- The record contains another type of error; or
- Information was not entered correctly by the employer.

SSA/DHS TNC

- Both Section 1 and 2 of Form I-9 may be incorrect.

Click on the **Work Record** button. The **Work E-Verify Record** screen will appear. Click to print either the English or Spanish version of the Tentative Nonconfirmation letter.

Print the letter and follow the instructions found on the letter.

- The unsigned version of the letter will automatically be saved in the employee's HRWC record.
- The employee and manager will need to sign the letter. (The signed version can be uploaded back into the employee's HRWC record via the Add Document button found under the Form Packets and Forms section.)

Select the appropriate option regarding the employee's decision regarding the TNC. The Referral Date Confirmation letter will pop up in a new window. This will automatically be saved to the employee's HRWC record.

The information will be sent to DHS/SSA. Once the employee corrects information at DHS/SSA, the case status will be updated in HRWC.

Employee Referred

If the case status is returned as **"Employee Referred"**, you will need to wait for it to be released from DHS or SSA. No further action is required. The case status will be updated once a decision has been made.

Scan and Upload front and back of Employee's document

If the case status is returned as **"Scan and Upload front and back of Employee's document"**, then you will need to click on the "Scan and Upload" button.

The next page will ask to upload both the front and back of the document and click "Continue".

- File Types accepted: .jpg, .png, and .pdf
- File Size Limit: 3MB (if the file size is larger than 3MB, an error message will be received)
- Documents typically requested: US Passport/Card, I-551 Permanent Resident Card, I-776 Employment Authorization Card

The data will be sent to E-Verify and the case status will update.

Review of Case Data Required Record

If the case status is returned as **"Review of case data required"**, click on the **"Review Case"** button. **The next screen will allow you to review and correct the employee's information.**

Review the information displayed to make sure it matches the data entered on Form I-9 and update the information as needed.

Click on **"Continue"**. The data will be sent to E-Verify and the case status will update.

Photo Matching

If the case status is returned as **"Photo Matching is required"**, you will need to click on the **"Photo Matching"** button.

A small window will pop up asking to verify if the photos are the same. Select Yes, No, or No Photo Displayed.

The selection will be sent to E-Verify and the case status will be updated once reviewed.

Duplicate Record Resolution Required Status

If the case status is returned as **"Duplicate Case resolution is required"**, click on the **"Work Duplicate Case"** button.

The Work Record screen will appear, and you will see a list of the previous cases submitted for the employee.

You can choose to "Continue This New Case" and select an option from the dropdown menu:

- The employee is a rehire and I am required to create a new case;
- The previous case is invalid because of incorrect data; or
- Other.

Or you can choose to "Close This New Case" and select an option:

- This case is a duplicate because the employer created a case with the same data within the past 30 days; or
- This case is invalid because the data entered is incorrect.

Depending on the selection, the case status will be updated.