Sterling I-9 User Guide Monitoring Dashboard

Sterling | September 2023

STERLING I-9

Our modern, end-to-end, and integrated I-9 solution helps address the complexity of U.S. employment eligibility with ease and efficiency

At Sterling, we've made it our mission to provide the foundation of trust and safety our clients need to create great environments for their most essential resource, people.

With today's stringent government policies and ever-changing regulations, costly remote hiring, form retention and audit management – an intelligent I-9 solution has never been more important. With investment in our modern, end-to-end I-9 solution, Sterling helps our clients address of complexity of U.S. employment eligibility with ease and efficiency.

HOW STERLING I-9 IS DIFFERENT

- **High Standards of a Single Provider.** We lead the market as an expert in the screening functions with our own end-to-end I-9 solution, allowing us to respond faster to your needs, without relying on additional providers.

- **An Adaptable, Streamlined Solution.** We provide an end-to-end, streamlined screening and I-9 experience – including service, onboarding, and support – that can quickly adapt to changing market and business needs.

- **Modern, Intuitive Experience.** We offer a modern, easy-to-use, mobile-responsive experience for both clients and their employees.

- **Integrated Solution.** Our robust Sterling Integration Platform (SIP) ecosystem streamlines the hiring process with your onboarding and core HR systems.
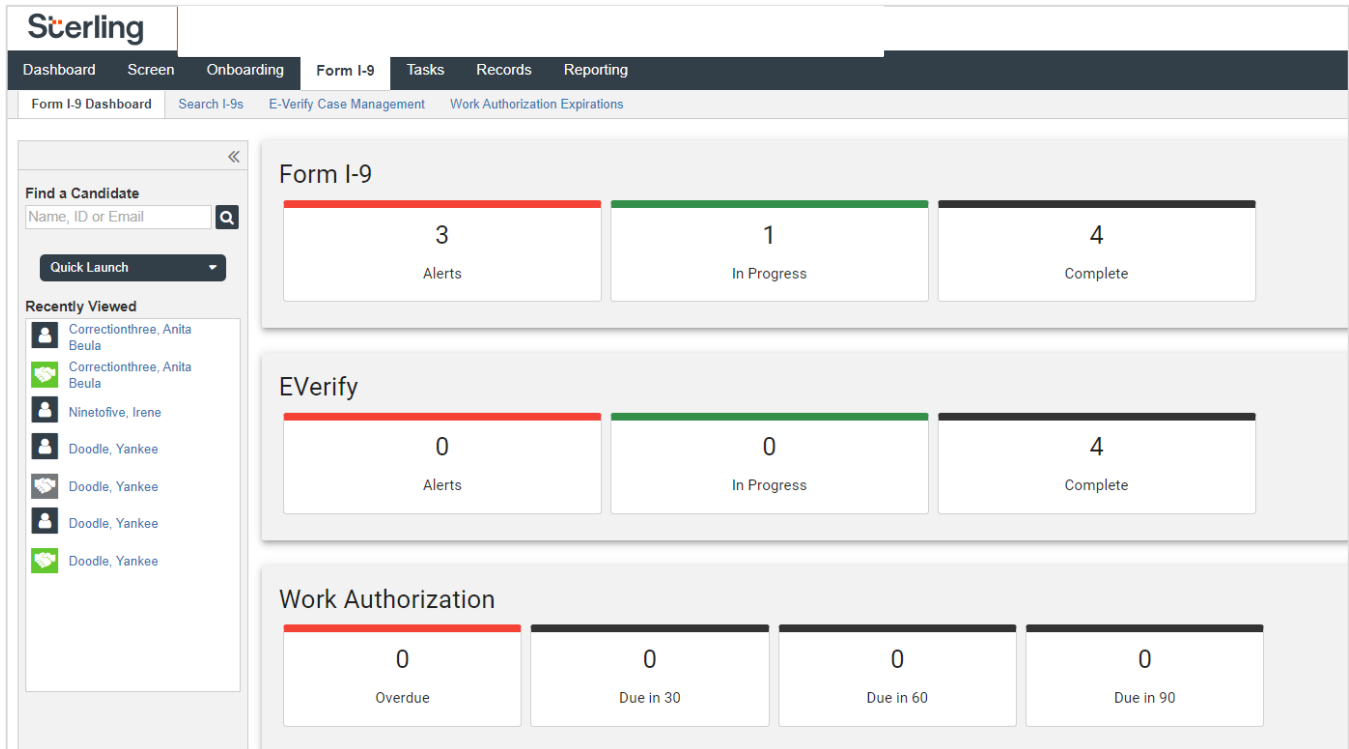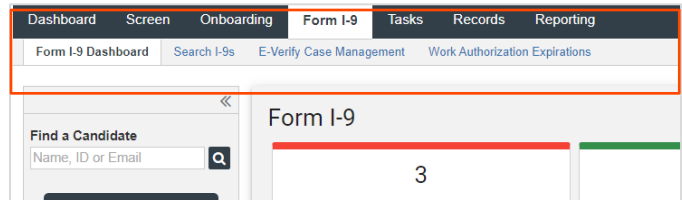
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I-9 Monitoring Dashboard

The Monitoring Dashboard is a landing-page and a simple starting place for Sterling I-9 visibility.
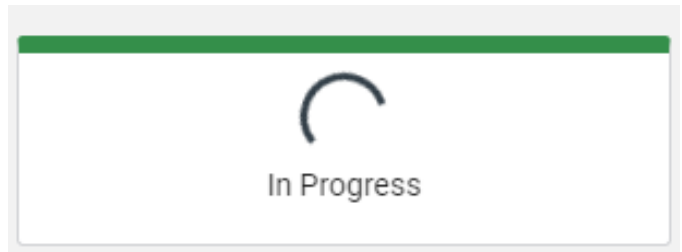
Designed to be intuitive, this Monitoring Dashboard is based on an actionable, to-do list design to help assist in maintaining Form I-9s and E-Verifications (as applicable).

To access the Monitoring Dashboard, click the Form I-9 tab in the upper menu bar. If needed, click the Form I-9 Dashboard sub-tab.
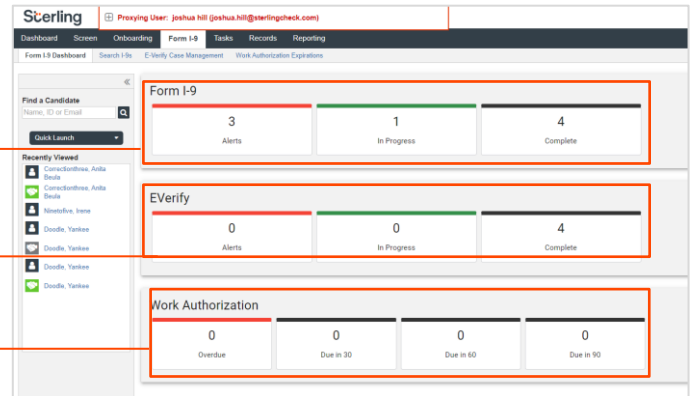

The Monitoring Dashboard is a dynamic tool, which may result in a brief delay while dynamic data populates on the dashboard. Please be patient – the delay is typically 5 to 10 seconds.
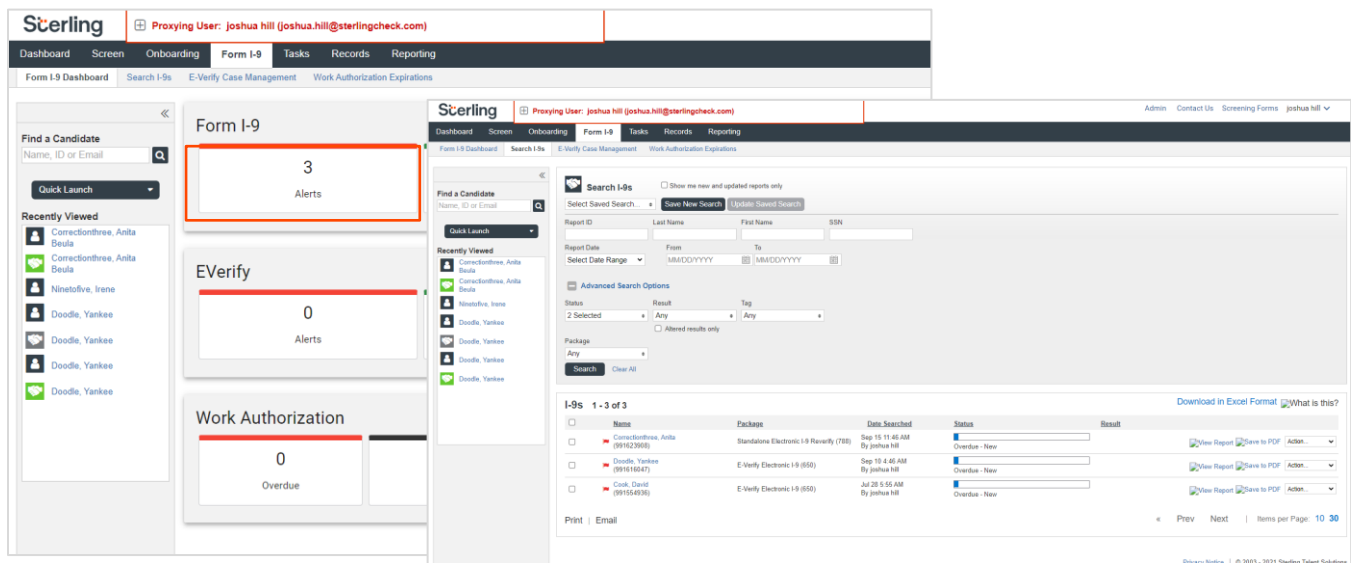
Form I-9 Status area

E-Verification Status area
(as applicable by client – row will not be shown for non-E-Verify clients)

Work Authorization Expiry area

Click-thru any tile on the Monitoring Dashboard to find a page of actionable items.

Each tile accumulates an actionable list of information for the user. These are the definitions of each tile.

FORM I-9 Area

- *Alerts* - Any Form I-9 with a Status of "Overdue – In Progress" or "Overdue – New"
- *In Progress* - Any Form I-9 with a Status of "Form I-9 Required"
- *Complete* - Any Form I-9 with a Status of "Closed" or "Complete"

E-Verify Area (visibility of this section requires E-Verify and E-Verify Case Management enablement)

- *Alerts* - Any E-Verify Case with E-Verify Status of:
    - Close Case or Resubmit Case
    - DHS Final Nonconfirmation
    - DHS No Show
    - Final Nonconfirmation
    - Pending Duplicate Case
    - Pending Info Check

- o Pending Name Check
- o Pending Overdue Reason
- o Pending Photo Verification
- o SSA Final Nonconfirmation
- o Tentative Nonconfirmation
- o Unable to Process

- *In Progress* - Any E-Verify Case with E-Verify Status of:
  - o DHS Case in Continuance
  - o DHS Referral
  - o Initial Verification Complete
  - o Referral
  - o SSA Case in Continuance
  - o SSA Referral

- *Complete* - Any E-Verify Case with E-Verify Status of:
  - o Closed
  - o Complete
  - o Complete – Cancelled
  - o Complete – No Show
  - o Employment Authorized

Work Authorization Expiration Area

- *Overdue* – Any Work Authorization Expiration with Due Date prior to Today that is not Completed

- *Due in 30, Due in 60, and Due in 90* – Any Work Authorization Expiration with Due Date after today for the respective amount of days (30, 60, and 90)

Additional I-9 Resources

Looking for something specific? Click on the Sterling I-9 User Guide Resource Page.