

Sterling I-9 User Guide - Ordering and Completing Section 1

Sterling | September 2023

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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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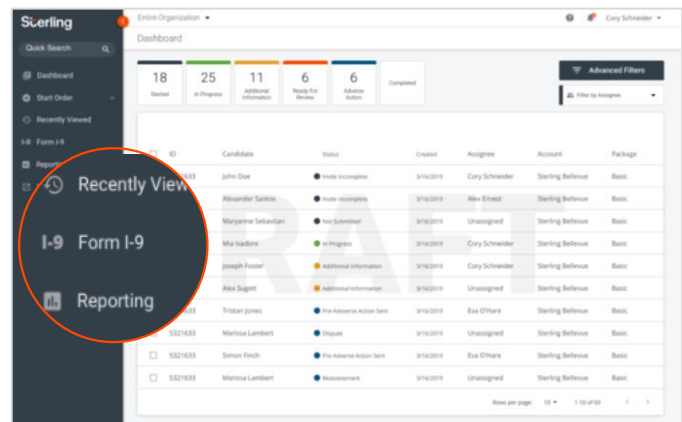
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Accessing Sterling I-9

There are two ways to access Sterling’s I-9 solution. Depending on your organization is set up, you can sign in:

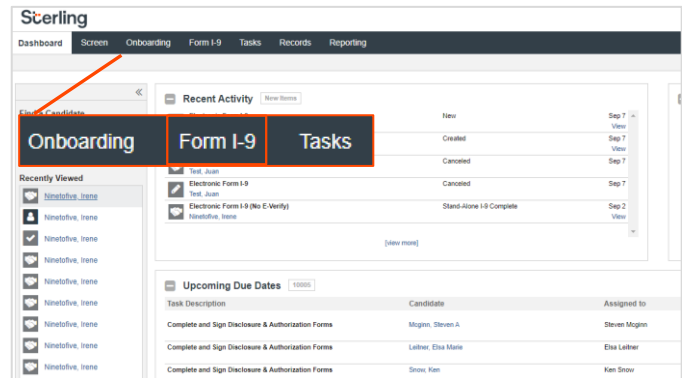
1. Sign in via Client Hub

Sterling I-9 is accessible from the left-hand navigation bar in the Client Hub by clicking [Form I-9](#).



2. Sign in Directly to Sterling I-9 (formerly SterlingONE)

If your organization is set-up to directly log into Sterling I-9, a link is provided to sign in. Enter your credentials and click [sign in](#).



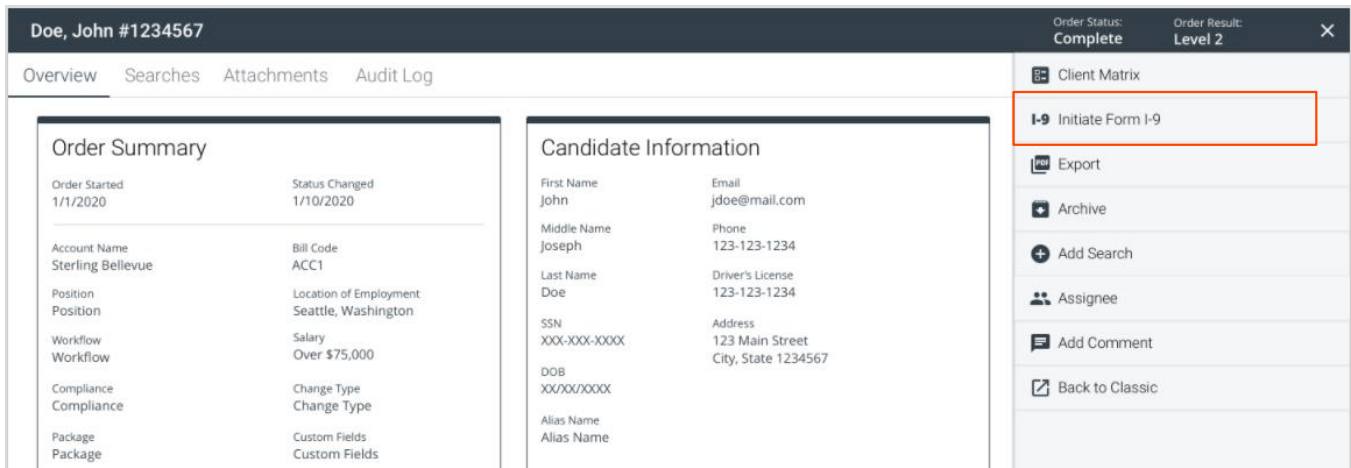
Initiating/Ordering Electronic Form I-9/E-Verify

Initiate Task

Like background screening processes at Sterling, initiating Form I-9/E-Verify begins with an order. Orders can be launched from various locations in the Client Hub and Sterling I-9. The three primary methods are described here.

1. Initiate from a Background Check Overview via Client Hub

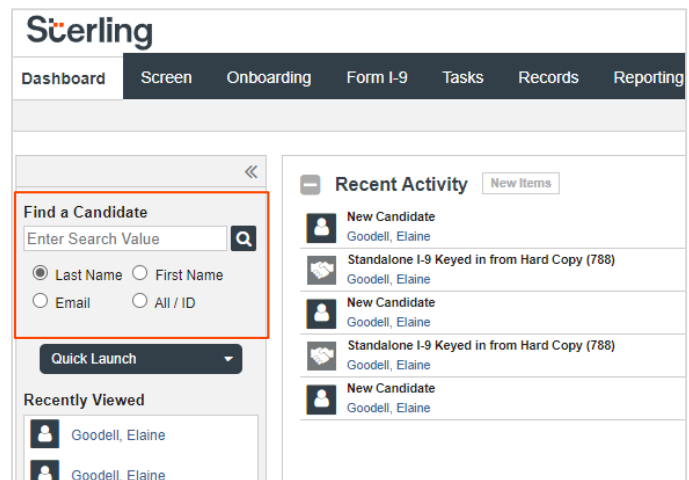
Locate the background check for the employee you want to initiate an I-9 for and click on their name. In the right-hand navigation bar, click on the **I-9 icon** or **Initiate Form I-9** link.



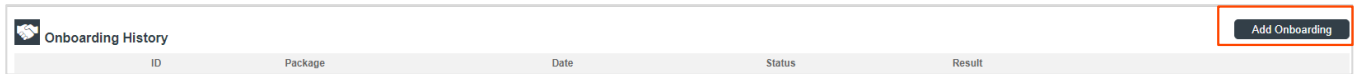
In a new browser tab, a Candidate Record has been created. In the pop-up modal, select the I-9 package you wish to initiate.

2. Initiate from a Candidate Record via Sterling I-9

In the left-hand quick-links bar use the **Find a Candidate** search bar. Enter the candidate's last name, first name or email to locate the candidate record. Click on the candidate record name to navigate to the Candidate View.



Whether starting from the Client Hub or from the Candidate in Sterling I-9, in the Candidate Record (Candidate View), find the **Onboarding History** section, and click **Add Onboarding**.

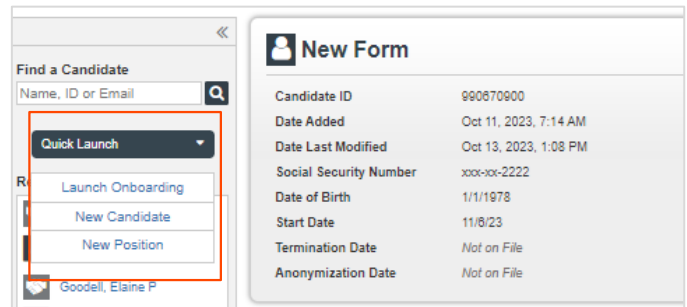


Then, select **Launch** next to the appropriate package.



3. Initiate Without an Existing Candidate Record via Quick Launch in Sterling I-9

From the left-hand quick-links bar, click **Quick Launch**. Then choose **Add Onboarding**. **Launch** the appropriate package.



Once the package is launched, you are prompted through the order setup process:

- **Remote:** The employee completes Section 1 remotely in advance of their first day of work.
- **In Person:** The verifier is present when the employee completes Section 1.

How will Form I-9 be completed? * Indicates required field

Please check one of the options below to begin.

Remote – Employee will complete Section 1 remotely; verifier will complete Section 2 (employee email address required)

In Person – Employee will complete Section 1 onsite with the verifier present; verifier will complete Section 2

Creating the Employee Profile

Fill in the **Employee Profile** information:

- Employee Name
- Employee Start Date
- Task Due Date

Employee Profile

First Name* Middle Initial Last Name*

Employee Start Date*

Month ▼ Day ▼ Year ▼

Task Due Date

Month ▼ Day ▼ Year ▼

If Task Due Date is not input, Employee Start Date will be used to calculate Task Due Date.

Task Due Date allows for Form I-9 Sections 1 and 2 notification messages and overdue warnings to be based on this **Task Due Date**, and not the Employee Start Date. The Employee Start Date will show in Form I-9 Section 2.

PLEASE NOTE: Some fields may prepopulate if the order is initiated from the Candidate Record.

Assigning the Verifier

In “Verified By”, select the **Assigned Group** (defaults to Sterling users) and the **Assignee**. The verifier or assignee is the person inspecting the employee’s original supporting documents to complete and sign Section 2 of the Form I-9. If needed, use the “Create New Verifier” option to create a new document reviewer.

To learn more about Sterling’s Verifier Options click [here](#).

Verifier

The verifier is the employee or qualified agent who will review the employee’s identity documentation to complete Section 2 of the Form I-9. The verifier will be notified by email when the I-9 process is initiated for each employee.

Verified By *

Select ▼ Create New Verifier

Select

Sterling Users

Zone 1

The Employee-Selected Verifier

Alternatively, if your organization allows individuals to select their own Form I-9 verifier or authorized representative, select the **Employee-Selected Verifier** option from the drop-down menu below.

Verifier

The verifier is the employee or qualified agent who will review the employee's identity documentation to complete Section 2 of the Form I-9. The verifier will be notified by email when the I-9 process is initiated for each employee.

Verified By *

Employee Selected Verifier
▼

Create New Verifier

Click **Continue**. Review your order and click **Submit**. An order confirmation will display.

PLEASE NOTE: There are special setup stipulations for verifier option selections.

- Verifier profiles are different from User or Candidate/Employee Profiles – the same email address can be used for User and verifier account setup.
- To use Sterling's **Verifier** or **Notary Network**, please choose the corresponding Form I-9 package upon order. For more information, refer to the [Verifier Options Guide](#).
- **Employee-Selected Verifier** option must be configured for each account. Default account setup has this feature *disabled*.

Completing Section 1

Depending on your choice of I-9 Launch/Order option, the employee will either complete Section 1 of the Form I-9 remotely or with the verifier.

Completing Section 1 Remotely

If **Remote** was selected during the form launch, the employee will receive an email from Sterling outlining the task details.

In the email will be a **Get Started** button. If this is their first-time accessing Sterling I-9, they will also receive a **temporary password** for login.

Attention Fonda Compliance:

Your Email Address for Sign-In: sbctwdemo+JHILLFondaCompliance@gmail.com
 Your Temporary Password: xKucDKMX

Please use the button below to begin filling and signing your Employment Eligibility Verification (Form I-9) online. The Form I-9 should be completed before the due date shown below. If you have previously signed in to the Sterling Talent Solutions, you will be able to use the permanent password you previously set, or use the **Forgot your password?** option on the sign-in page to receive a new temporary password.

Task	Due Date	Status
Complete and Sign Form I-9	10/15/2021	New

Get Started

If you have any questions, or received this email in error, please [click here](#) to contact Sterling Talent Solutions.

This email has been automatically generated. Please do not reply to this message.

© 2021 Sterling Talent Solutions

After clicking the **Get Started** button in the email, the employee will log in with the credentials also provided in the email message.

If the password was not provided in the email notification and the user does not remember their Sterling I-9 password, they may use the **Forgot your password?** link. If a temporary password is used, the user will be prompted to reset/change their password to meet the pictured criteria.

Please update your temporary password. Your new password must:

- **Be at least 8 characters long**
- **Be different from the last 10 passwords**
- **Contain at least one character**
- **Contain at least one number**
- **Contain one of the following characters: ! # \$ % - _ = . +**

Once logged into the candidate portal, the employee will click **Start** to begin the Section 1 process.

Task	Due Date	Status
Complete and Sign Form I-9	10/31/21	NEW

I-9 Document Upload

If enabled as part of the I-9 process, the employee will be asked to upload copies of their documents.

The employee should read the [Acceptable Documents](#) information and click the Acceptable Documents link if needed.

They should choose which documents they wish to upload – One document from List A, or One document from List B and One document from List C.

If they have technical or document challenges, they can choose the last option.

My Dashboard > Electronic Form I-9

File Upload ▶

Acceptable Documents

In order to complete the I-9, an employee must present a document or combination of documents. You will be required to upload copies of the document(s).

From the list below, please identify if you will provide a document from List A (which shows both identity and employment authorization) or one document from List B (which shows identity) and one document from List C (which shows employment authorization).

For a full list of acceptable documents, please visit the [USCIS Acceptable Documents page](#).

File Upload

What document(s) will you be providing for review?

One document from List A

One document from List B -AND- One document from C

I am unable to upload my documents. I understand that I MUST provide my original documents to my assigned Verifier for upload.

Next

Save

If the user chooses **One document from List A**, the instructions will prompt them to select and upload both front and back of their List A document(s).

Then, they must use the drop-down menu to select the title of the List A document(s) they will upload.

File Upload

What document(s) will you be providing for review?

One document from List A

One document from List B -AND- One document from C

List A Documents

List A Document Title *

U.S. Passport

Attach photo page of U.S. Passport *

SMB size limit

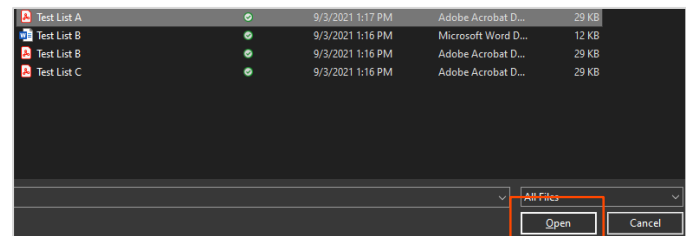
Attach barcode page of U.S. Passport *

SMB size limit

If the user chooses **One document from List B – AND- One document from List C**, the page appears allowing for choice and upload both front and back of their List B and List C documents.

Then, the user must use the drop-down menu to select the title of the documents they will upload.

Next, the user must upload a file by using the **Upload a File** button. Feel free to navigate to your device and choose the file. Then, click **Open**.



To validate that the file has been uploaded, file name(s) should be visible as hyperlink text below the **Upload a File** button.

Click the trash can icon to remove an uploaded file from the page.

Repeat the **Upload a File** process to upload additional supporting documents used to complete the employee's Form I-9.

Click **Next** to proceed.

PLEASE NOTE: Most generally acceptable document file formats can be uploaded (ex: .jpg, .png, .bmp, .pdf). File size restrictions apply.

Choosing an Employee-Selected Verifier

If enabled, the employee will be asked to provide information about their verifier or authorized representative for Section 2 of their Form I-9. They will be required to provide the verifier’s **first name**, **last name**, and **email address**.

The following validations apply for designating an Employee-Selected Verifier:

- Employees will not be allowed to enter their own email address as the verifier’s email address.
- Employees will not be able to enter their own name as verifier.
- Employees will not be able to use common words for First or Last Names (i.e., “verifier”)

If an employee’s name matches that of their Employee-Selected Verifier, they will need to provide additional certification.

If an individual needs to change their **selected verifier** after completing Section 1, they may log back into their candidate portal with the link in their original email and click the **Change Verifier** button.

My Dashboard

My Profile

Name
Hildi Brand

Email Address
sbctwdemo+CMP_hildibrand...

Address
3235 West Randolph Blvd
Seattle, WA 98115

Phone
(206) 465-8975

Welcome to the Sterling Talent Solutions Candidate Portal. Any active assigned tasks will be displayed in your Inbox below.

My Inbox

Task	Due Date	Status	
Complete and Sign Form I-9	6/30/21	Complete	Change Verifier

My Documents

Document Type	Document	Date Signed
Form I-9 Identification Documents	Passport Back .jpg	6/28/21
Form I-9 Identification Documents	Passport Front.jpg	6/28/21

If the verifier is changed, the **original verifier** will receive an email that they are no longer assigned to Section 2. The newly assigned verifier will receive an email notifying them to complete section 2.

Attention Timothy Verid:

The task of completing section 2 of Hildi Brand's Employment Eligibility Verification (Form I-9) has been reassigned to another individual. The link provided to you in a previous communication will no longer access the Electronic Form I-9.

If you have any questions, or received this email in error, please [click here](#) to contact Sterling Talent Solutions.

This email has been automatically generated. Please do not reply to this message.

Section 1 Data Input

On the next page, the employee will be presented with on-screen instructions, as well as options to download PDF versions of instructions.

Form I-9 Section 1

This is the Form I-9 for Fonda Compliance

You are asked to complete Section 1 of an electronic Form I-9. This process should only take a few minutes to complete, and you can save your progress and come back later if needed. PDF versions of the complete Form I-9 in both English and Spanish are available from USCIS using the links below.

[Form I-9 Instructions - English](#)
[Form I-9 Instructions - Spanish](#)
[Form I-9 PDF - English](#)
[Form I-9 PDF - Spanish](#)

Read instructions carefully before completing this form. The instructions can be viewed using the links above.

The employee will complete the required Section 1 fields under **Employee Information and Attestation**.

If your company is enrolled in E-Verify, the employee must provide their Social Security number. If they have not yet received a Social Security Number (SSN), they should select **Awaiting SSN**.

Employee Information and Attestation

First Name * Middle Name * Last Name *

No Middle Name

Other Last Names Used (if any) *

No Other Names

Social Security Number *

Check below if you have not yet received your SSN from the SSA.

Awaiting SSN

Date of Birth (MM/DD/YYYY) *

Next, the employee enters their current place of residence under **Address**.

The employee may choose to provide personal **Contact Information** to the Department of Homeland Security (DHS) which can be used to contact them regarding their E-Verify status (optional).

Address

Address * Apt. Number *

123 Main Street

No Apt. Number

City * State Zip Code *

Orland Park Illinois 80467

Email

Telephone Number

PLEASE NOTE: Canadian and Mexican addresses are acceptable for cross-border employment. Scroll to the bottom of the “State” listing to view these options.

The employee is then asked to attest to their citizenship status and confirm their acknowledgement of federal law.

I attest, under penalty of perjury, that I am: (check one of the following) *

A citizen of the United States

A noncitizen national of the United States

A lawful permanent resident

A noncitizen authorized to work

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I Acknowledge *

Previous Next Save

If the employee attests to being a lawful permanent resident, they will be prompted to provide additional information.

A link is provided to help the employee identify essential information about their work authorization documents.

I attest, under penalty of perjury, that I am:
(check one of the following) *

A citizen of the United States
 A noncitizen national of the United States
 A lawful permanent resident
 A noncitizen authorized to work

Alien Registration Number?

Document Type * Alien Registration Number/USCIS Number *

Select Document Type ▼

If the employee attests to being a noncitizen authorized to work, they will be prompted to enter additional information.

I attest, under penalty of perjury, that I am:
(check one of the following) *

A citizen of the United States
 A noncitizen national of the United States
 A lawful permanent resident
 A noncitizen authorized to work

Work Authorization Expiration Date *

N/A - Check this box if your work authorization does not expire, such as refugees, asylees, and certain citizens of the Federated States of Micronesia, the Republic of the Marshal Islands, or Palau.

For a noncitizen authorized to work, provide your Alien Registration Number/USCIS Number, Form I-94 Admission Number, or Foreign Passport Number with Country of Issuance.

Select one: *

Alien Registration Number/USCIS Number
 Form I-94 Admission Number
 Foreign Passport Number

Section 1 eSignature

The employee will be asked to consent to use an electronic signature by clicking the **I Agree to Use an Electronic Signature** button.

If the employee declines to use an electronic signature, the workflow will be stopped and the status will be set to **eSign Declined**. A new I-9 (paper copy) will then need to be completed in person.

eSign Forms

You are now ready to electronically sign your documents. After agreeing to use an electronic signature, you will have the opportunity to preview your documents and return to make changes, if necessary. Once you have completed all required signatures, this task will be complete.

Consent and Notice Regarding Electronic Signature

By clicking the "I Agree to Use an Electronic Signature" button, you agree to electronically sign the following forms. You agree your electronic signature is the legal equivalent of your manual signature. You further agree that your use of a key pad, mouse or other device to select an item, button, icon or similar action/constitutes your signature as if actually signed by you in writing. You also agree that no certification authority or other third party verification is necessary to validate your electronic signature and that the lack of such certification or third party verification will not in any way affect the enforceability of your electronic signature.

In order to access, fulfill and retain the following electronic forms, your computer must be equipped and compatible with the most common operating systems and internet browsers.

- Windows, Mac OS X, Linux, Apple iOS, and other major operating systems.
- Microsoft Internet Explorer version 9 and later, Mozilla Firefox - latest version, Safari latest version + tablet versions, Chrome latest desktop version.

If you decline to use an electronic signature by clicking the "I Decline to Use an Electronic Signature" button, you will be asked to enter your reason for declining. You should contact your employer to manually sign your document.

After authorizing the use of your electronic signature you may still withdraw your consent. To do so you must contact the employer for their withdrawal procedures, and to understand any consequences or fees which may apply.

I Agree to Use an Electronic Signature I Decline to Use an Electronic Signature

The employee will be prompted to either select a signature or draw their own.

After choosing their signature method, the employee will click [Proceed to eSign Preview](#).

eSign Forms

[<< View Consent and Notice Regarding Electronic Signature](#)

Select or Draw Your Electronic Signature

Confirm your name: Confirm your initials:

Select your signature

Signature

Fonda Compliance

FC

Or draw your signature [Clear](#)

[Proceed to eSign Preview >>](#)

The employee will review Section 1 to confirm all fields are completed accurately, then click [Confirm and eSign Forms](#) to sign Form I-9. If the employee identifies errors, they may click [I need to correct my information before I sign](#) at the top of the page.

[Confirm and eSign Forms](#)

[Save and Sign Later](#)

[I need to correct my information before I sign](#)

Form I-9

Employment Eligibility Verification

Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9
OMB No. 1615-0047
Expires 07/31/2026

START HERE: Employers must ensure the form instructions are available to employees when completing this form. Employers are liable for failing to comply with the requirements for completing this form. See below and the [Instructions](#).

ANTI-DISCRIMINATION NOTICE: All employees can choose which acceptable documentation to present for Form I-9. Employers cannot ask employees for documentation to verify information in **Section 1**, or specify which acceptable documentation employees must present for **Section 2** or Supplement B, Reverification and Rehire. Treating employees differently based on their citizenship, immigration status, or national origin may be illegal.

Section 1. Employee Information and Attestation: Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.

Last Name (Family Name) Time	First Name (Given Name) Work	Middle Initial (if any)	Other Last Names Used (if any)
Address (Street Number and Name) 123 Main Street		Apt. Number (if any)	City or Town Orland Park
State IL		ZIP Code 60467	
Date of Birth (mm/dd/yyyy) 01/01/1978	U.S. Social Security Number 1 2 3 4 5 6 7 8 9	Employee's Email Address	Employee's Telephone Number

I am aware that federal law provides for imprisonment and/or fines for false statements, or the use of false documents, in connection with the completion of this form. I attest, under penalty of perjury, that this information, including my selection of the box attesting to my citizenship or immigration status, is true and correct.

Check one of the following boxes to attest to your citizenship or immigration status (See page 2 and 3 of the instructions.):

1. A citizen of the United States

2. A noncitizen national of the United States (See Instructions.)

3. A lawful permanent resident (Enter USCIS or A-Number.)

4. A noncitizen (other than **Item Numbers 2.** and **3.** above) authorized to work until (exp. date, if any) _____

If you check **Item Number 4.**, enter one of these:

USCIS A-Number	OR	Form I-94 Admission Number	OR	Foreign Passport Number and Country of Issuance
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The employee will be presented with a **List of Acceptable Documents**.

The employee may present any document from List A, or a combination of documents from List B and List C, to complete Section 2.

A copy of the List of Acceptable documents can be downloaded by clicking the PDF hyperlink.

Additional Action Required!

You must still bring original versions (not copies) of either one document from List A, or a combination of one document from List B and one document from List C to be inspected by a representative of your employer, who will then complete section 2 of the Form I-9.

A list of acceptable list A, B, and C documents can be viewed as a PDF using the link below.

[List of Acceptable Documents.pdf](#)

Section 1 Completion in Person

For employees who complete I-9 Section 1 at an onsite employer location, the “In-Person” selection will NOT send an email notification to the employee for I-9 Section 1 completion. Instead, the assigned verifier will receive the notification.

The assigned verifier email contains a link to access Section 1 of the form.

This workflow commonly entails the employee using a company-owned device to click the email link to log in and complete Form I-9 Section 1.

The Form I-9 Section 2 completion link is also included in this email.

Attention Anita Verification:

You have been designated to facilitate the completion of Irene Ninetofive's Employment Eligibility Verification (Form I-9). The link below will provide access to the employee portion of the Form I-9, which should be completed and signed by the employee by the end of their first day of work.

[Click here to access the Employee section of the Form I-9](#)

You will be prompted to enter your login and password to allow the employee to access the I-9.

After the employee is complete, the link below will provide access to your portion of the Form I-9. You must inspect original documentation provided by the employee and complete section 2. **The Form I-9 should be completed on the employee's start date**, and is required to be completed no later than three business days after the employee's start date.

[Get Started](#)

Task Details:
 Task: **Complete Section 2 of Employee Form I-9**
 Assigned by: **Prod Test**
 Assigned to: **Anita Verification**
 Employee: **Irene Ninetofive**
 Employee Start Date: **11/20/2021**
 Task Due Date: **11/29/2021**

After clicking the Employee Section 1 link, a page appears which prompts the employee to log in. If a new password is needed, use the **Forgot your password?** link to email a temporary password.

Portal Sign In

Welcome to Your Portal

Please use your email address and password to access the Portal. This will allow you to start new tasks that have been assigned to you or return to complete a task in progress.

Sign In

Email Address

Password

[Forgot your password?](#) [Sign In](#) [Back](#)

Alternatively, the initiator or other permitted Sterling I-9 user admin may click [Launch Form I-9 Section 1](#) on the Report details screen.

Clicking this link will open a new page/tab prompting the employee to login (same as above).



PLEASE NOTE: If the same computer is used to access the employee link, the Sterling I-9 user may be logged off and may need to log back in after Section 1 has been completed

The employee completes Section 1 in same manner as described for Remote Section 1 completion.

Additional I-9 Resources

Looking for something specific? Click on the [Sterling I-9 User Guide Resource Page](#).