

Sterling I-9 User Guide

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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.

USING THIS GUIDE:

Each line in the [Table of Contents](#) can be clicked to go directly to that section of the Guide.

At the bottom of each page, there's a  icon – clicking this will bring you back to the [Table of Contents](#).

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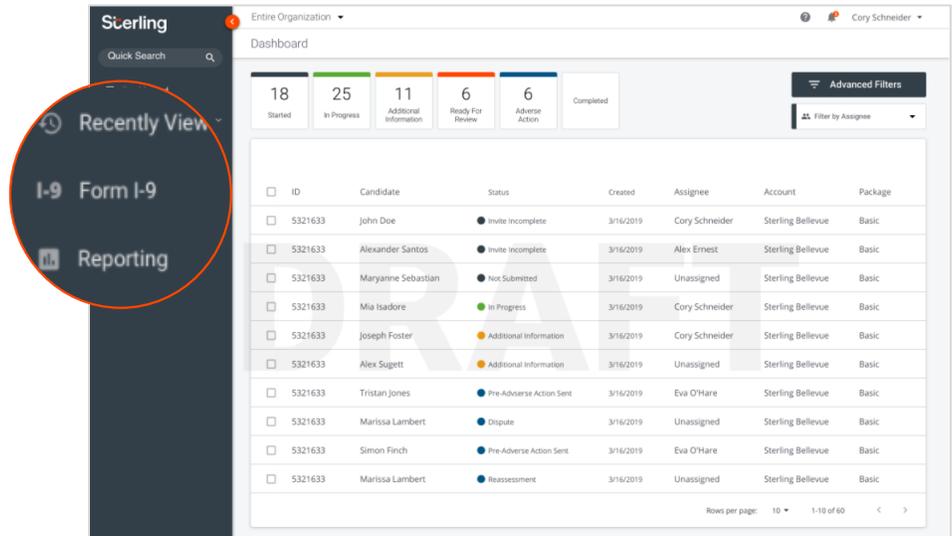
Accessing Sterling I-9

To access Sterling’s I-9 solution, you must determine which Sterling system your organization is utilizing:

- (1) Client Hub
- (2) SterlingONE

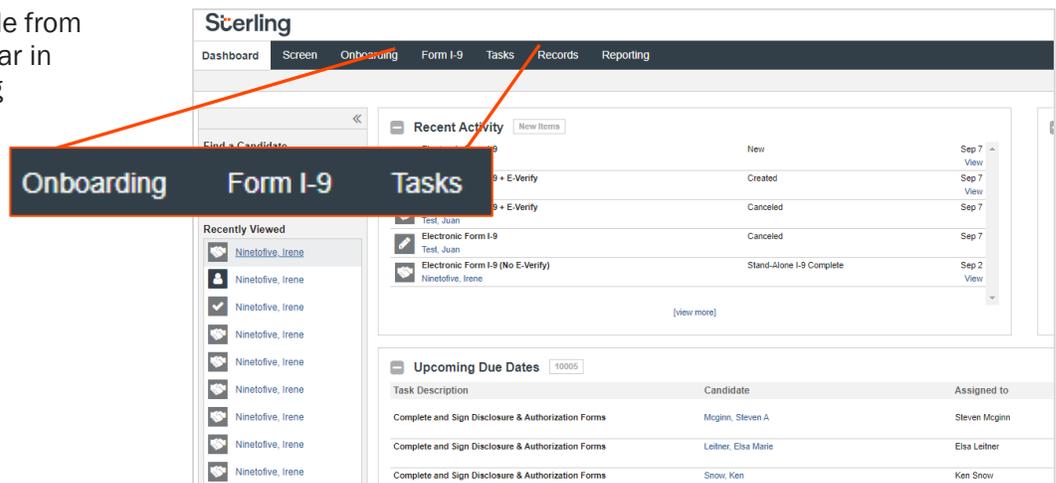
Client Hub

Sterling I-9 is accessible from the left-hand navigation bar in the Client Hub by clicking **Form I-9**.



Sterling I-9 (“SterlingONE”)

Sterling I-9 is accessible from the upper navigation bar in SterlingONE by clicking **Form I-9**.



Initiating Electronic Form I-9/E-Verify

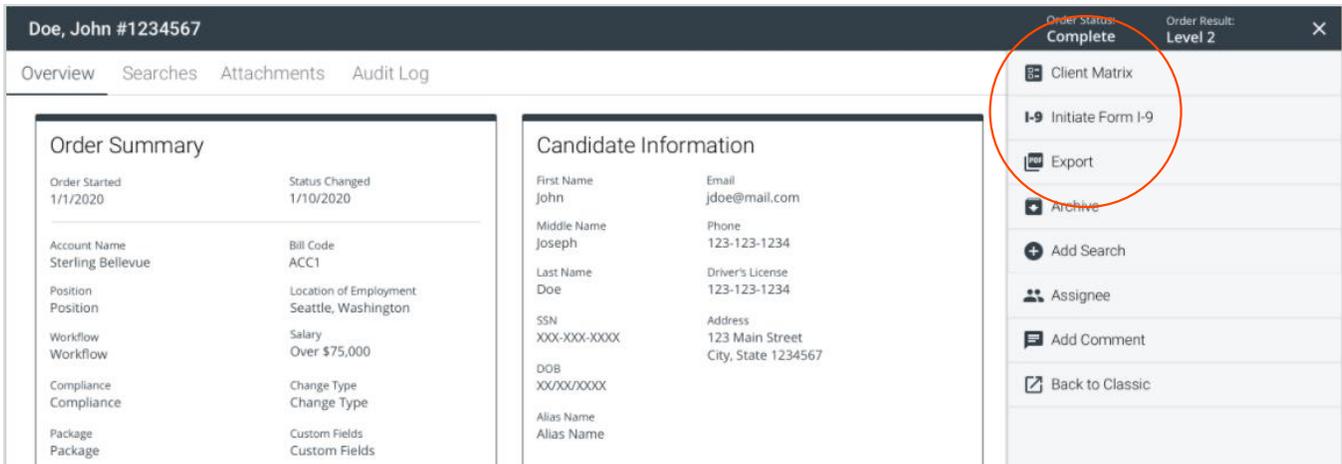
Initiate Task

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 SterlingONE. The 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.

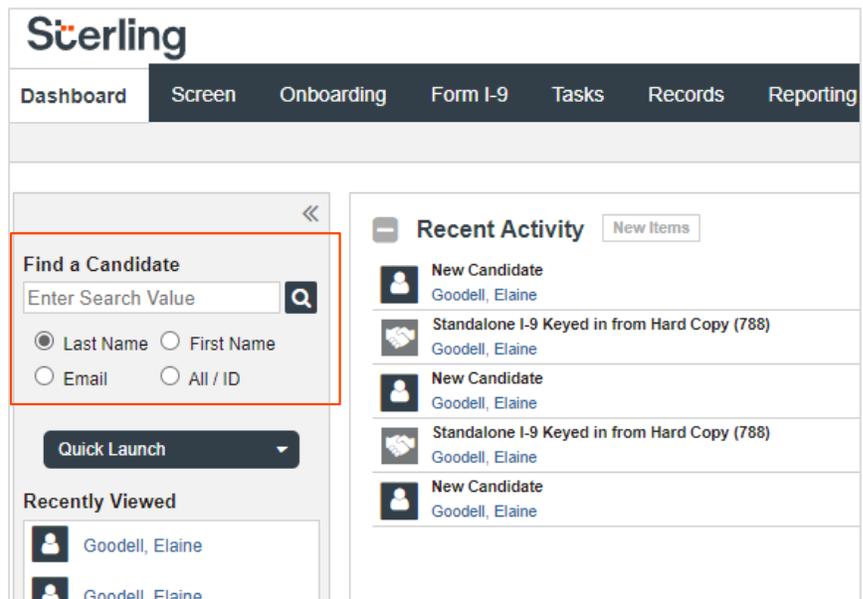
In the right-hand navigation bar, click on the **I-9 icon** or **Initiate Form I-9** link.



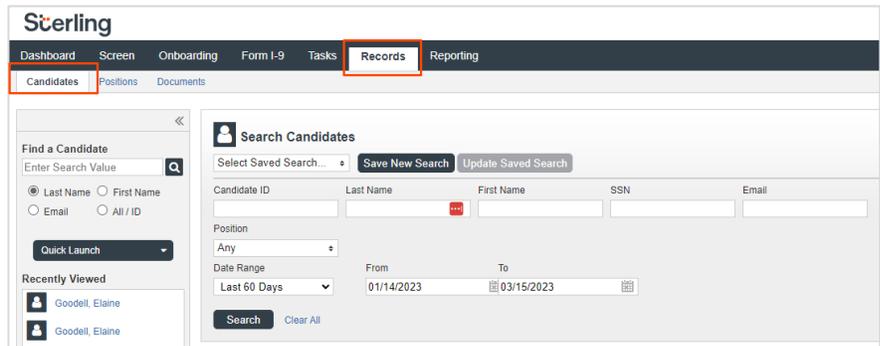
In a new browser tab, you will see a Candidate Record has been created. In the pop-up modal, select the I-9 package you wish to initiate.

2. Initiate from a Candidate Record via SterlingONE

In the left-hand quick-links bar use the **Find a Candidate** search bar.



Or, in the menu bar along the top of the page, click **Records** then **Candidates** for a more detailed search.



In the Candidate Record (Candidate View), find the **Onboarding History** section, and click **Add Onboarding**.

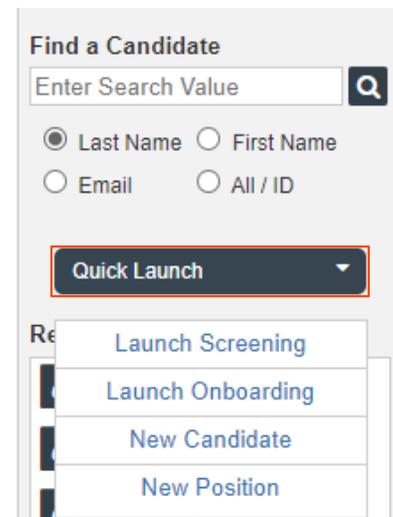


Then, select the appropriate package for ordering.



3. Initiate Without an Existing Candidate Record via Quick Launch on SterlingONE

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



Once the package is launched, you will proceed through the order setup process, and will be asked to create an Employee Profile.

- **Remote:** The employee will complete Section 1 remotely in advance of their first day of work.
- **In Person:** The Verifier will be 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

Create 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 order initiated from the Candidate Record.

Assign the Verifier

In “Verified By” area, 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 Verification user.

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

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**. A confirmation of submission will display.

!!PLEASE NOTE!! Verifier profiles are different from User or Candidate/Employee Profiles – the same email address can be used for User and Verifier account setup.

!!PLEASE NOTE!! To use Sterling's **Verifier** or **Notary Network**, please choose the corresponding Form I-9 package upon order.

!!PLEASE NOTE!! **Employee Selected Verifier** option must be configured for each account. Default account setup has this feature *disabled*.

Completing Section 1

Dependent upon your choice of I-9 Launch/Order – Remote or In-Person – please follow the steps to complete Section 1 of the Form I-9

Remote – Employee Get Started

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

Included in the email will be a link (“**Get Started**” button). If this is their first time accessing SterlingONE, 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 message, the employee will log in with the credentials also provided in the email message.

Portal Sign In

Sign In

Email Address

Password

[Forgot your password?](#)

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.

If the password was not provided in the email notification and the user does not remember their SterlingONE 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 following 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.

My Dashboard

My Profile

- Name: Fonda Compliance
- Email Address: sbctwdemo+JHILLFondaCom...
- Address: Not on File
- Phone: Not on File

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

You have a new task!
 Each time you have a new task, it will appear in your "My Inbox" section. You can also access your tasks by navigating back to your Dashboard by clicking the link in the upper left corner of your portal. [Close this Note](#)

My Inbox

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

Remote – Document Upload

If enabled at the client-level, the user will be presented with a **document upload** portal.

The user should read the **Acceptable Documents** information and click the Acceptable Documents link if needed.

The user 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 user has technical or document challenges, they can choose the last option.

My Dashboard > Electronic Form I-9

- File Upload
- Section 1
- eSign Forms

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 page will prompt you to select and upload their List A document(s).

Then, the user 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 *

5MB size limit

Attach barcode page of U.S. Passport *

5MB 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 of specific documents.

Then, the user must use the drop-down menu to select the title of the List B and List C documents 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 B Documents

List B Document Title *

Select a List B Document

Attach copy of documents *

60MB size limit

List C Documents

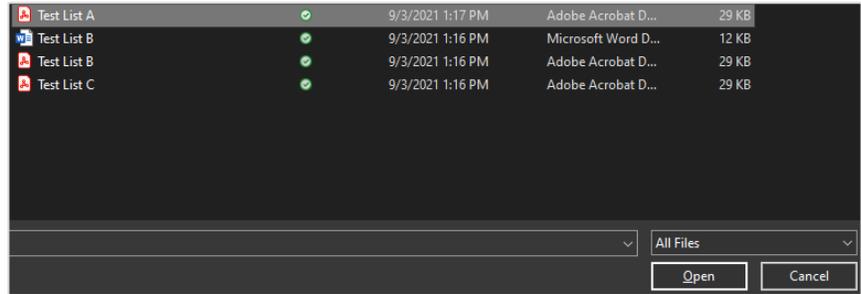
List C Document Title *

Select a List C Document

Attach copy of documents *

60MB size limit

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**.

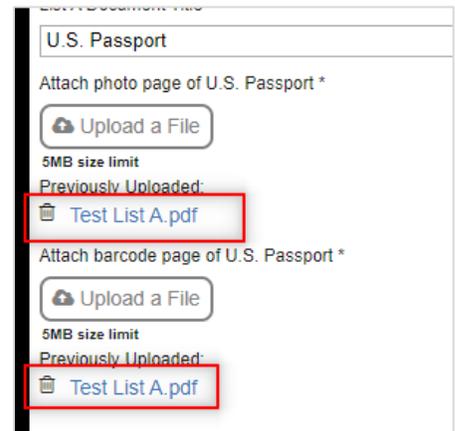


To validate that file has been uploaded, file name(s) should be visible as hyperlink text below the **Upload a File** button.

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!! We allow for most generally acceptable file-formats for document and portable file upload (ex: .jpg, .png, .bmp, .pdf). File size restrictions apply.

Remote – 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**.

My Dashboard > Standalone I9 Package

Document Verifier Information **Document Verifier Information**

File Upload

Section 1

eSign Forms

Welcome to the Form I-9 completion process. This process has 2 specific steps that you must take:

- Step 1 - You must complete the required fields and sign the following pages. Afterwards, you need to schedule time to complete Step 2.
- Step 2 - You must meet with someone to verify your Form I-9 supporting documents. **You are required to identify someone other than yourself to verify your documents - and complete Section 2 of your Form I-9.** This person can be anyone, but it cannot be yourself. This chosen person will need to log in to the Form I-9 portal separately *as they are meeting with you in-person* and physically inspecting your documents. This could be a neighbor, a friend, or anyone that you feel comfortable with reviewing your documents.

Sterling Talent Solutions has asked that you and your designated agent complete and sign your Form I-9 within 3 business days of your first day of employment, on or before 11/30/2022.

Please provide the **full name** and **email** of the person you are choosing to complete Section 2 of the Form I-9 below. This person will receive an email shortly informing them of the need to complete Step 2 with you.

Verifier's First Name * Verifier's Last Name * Verifier's Email *

Next **Save**

Validations

- 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-word for First or Last Names (i.e., “Verifier”)

If employee’s name matches that of their employee selected verifier, they will need to provide additional certification.

Verifier's First Name *	Verifier's Last Name *	Verifier's Email *
<input type="text" value="Irene"/>	<input type="text" value="Sample"/>	<input type="text"/>

Please Note : You must choose someone **other than yourself** to be your Form I-9 Verifier. Please enter the name of the person you're choosing to be your Verifier.

By checking here, I certify that the name of person listed here is real person, and this person is not myself.

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.

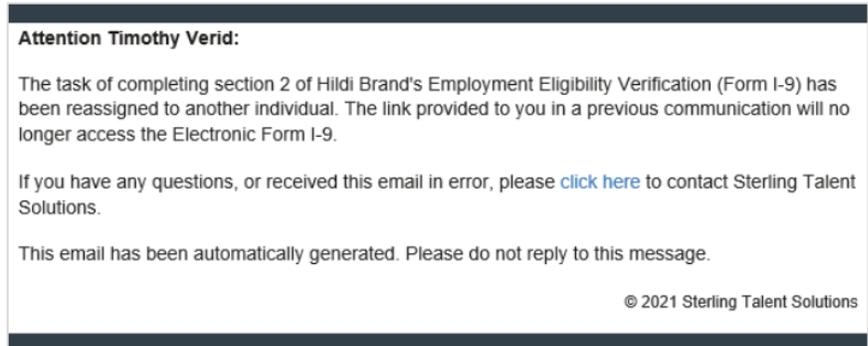
My Inbox

Task	Due Date	Status	
Complete and Sign Form I-9	6/30/21	Complete	<input type="button" value="Change Verifier"/>

My Documents

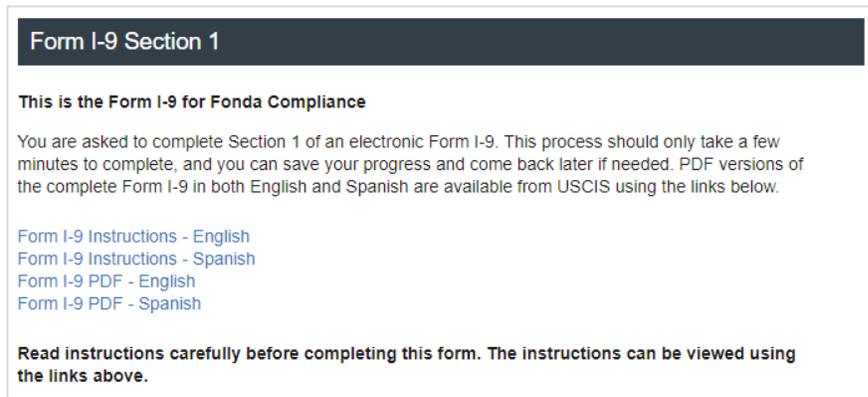
Document Type	Document	Date Signed
Form I-9 Identification Documents	Passport Back .jpg	6/28/21
Form I-9 Identification Documents	Passport Front.jpg	6/28/21

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.



Remote – Section 1 Data Input

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



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 must check **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) *

The employee must enter their current place of residence under **Address**.

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

Address

Address * Apt. Number

No Apt. Number

City * State Zip Code *

The City/State/Zip combination is not valid.

Email ⓘ

Telephone Number ⓘ

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

The employee will be 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
 An alien 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 *

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
 An alien authorized to work

Alien Registration Number?

Document Type * Alien Registration Number/USCIS Number *

If the employee attests to being an alien 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
 An alien 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 alien 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

Remote – Section 1 eSignature

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

If the employee declines to use an electronic signature, the workflow will be halted, 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 act/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.

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

Initials

FC

Fonda Compliance

Or draw your signature

Initials

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.

eSign Forms

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 10/31/2022

▶ **START HERE:** Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

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) Compliance	First Name (Given Name) Fonda	Middle Initial N/A	Other Last Names Used (if any) N/A
Address (Street Number and Name) 1234 North Street St		Apt. Number N/A	City or Town Chicago
Date of Birth (mm/dd/yyyy)		U.S. Social Security Number	Employee's E-mail Address
		Employee's Telephone Number	

If the employee identifies errors, they may click **I need to correct my information before I sign** at the top of the page.

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 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

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport, and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. Native American tribal document
		6. Military dependent's ID card		6. U.S. Citizen ID Card (Form I-197)
		7. U.S. Coast Guard Merchant Mariner Card		7. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		8. Native American tribal document		8. Employment authorization document issued by the Department of Homeland Security
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI				

In-Person – Accessing Section 1

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

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

This workflow commonly entails an employee or new hire 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**

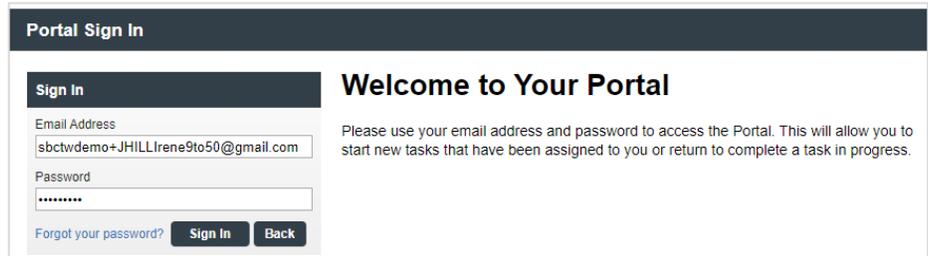
Assigned to: **Anita Verification**

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.



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



Sequence	Role	Signer	Status	Action
Task 1	Employee	Irene Ninetofive	Notified	Launch Form I-9 Section 1
Task 2	Verifier	Anita Verification Sbctwdemo+JHILLAnitaVerification@gmail.com	Notified	

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

Please note: If accessing this link on the same computer, the Sterling I-9 admin user may be logged off and will need to log back in after Section 1 has been completed.

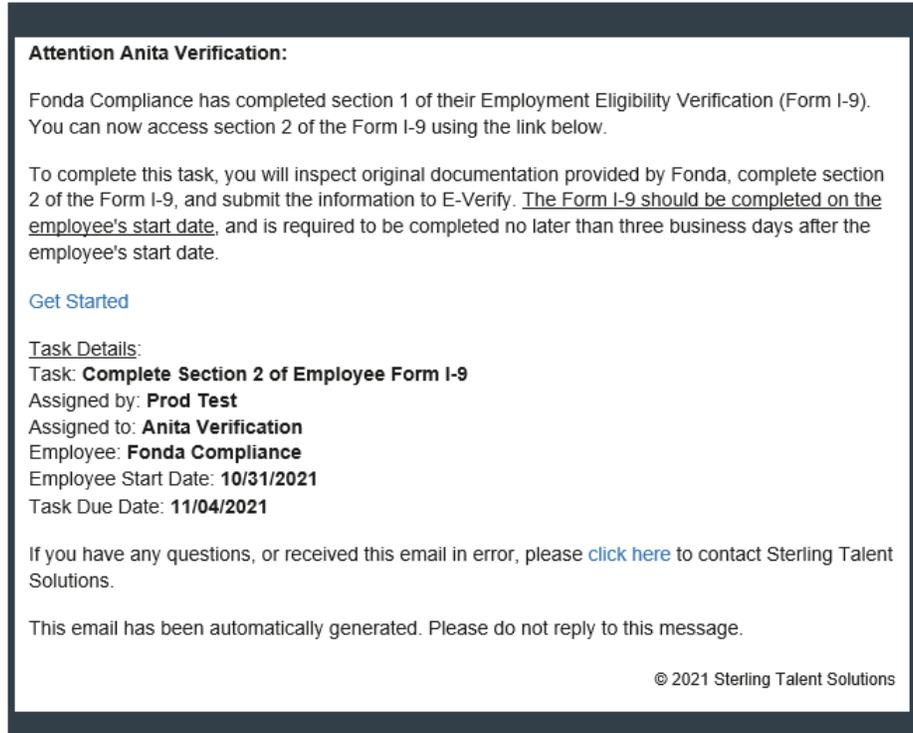
Employee completes Section 1 in same manner as describe for Remote Section 1 completion.

Completing Section 2

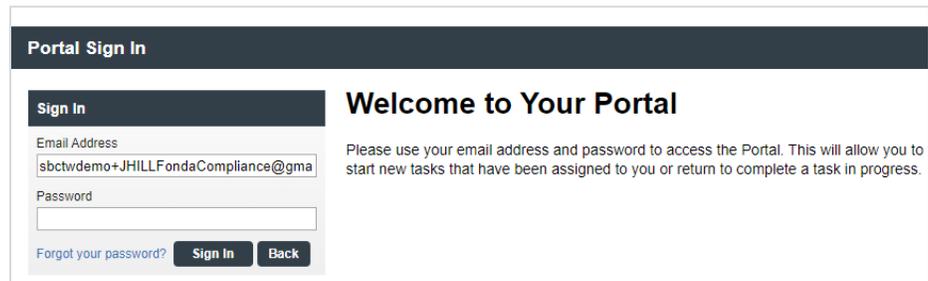
Employer-Selected Verifier

If a specific verifier was chosen by the employer in the launch/order process, the Verifier will receive email notification once Section 1 has been completed.

The verifier may access Section 2 through the verifier portal by clicking **Get Started** in their notification email.



After clicking the **Get Started** button from the email message, Verifier will need to login using the credentials provided in the email message.



If password was not provided in the email notification and user does not remember their SterlingONE password, they should 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 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 Verifier Portal, the Verifier will click **Start** to begin the Section 2 process.

Based on other assigned Form I-9s and Group Assignment preference setting, there might be other assigned Verification tasks available, with options to Reassign or Launch assigned tasks.

My Dashboard

Welcome to the Verifier Portal

Welcome to the Verifier Portal. Any active assigned tasks will be displayed in the list view below.

My Tasks

Task	Candidate	Due Date	Status	
Complete and Sign Section 2	Test Three	1/19/21	In Progress	Launch Task
Complete and Sign Section 2	Fonda Compliance	11/4/21	NEW	Reassign Start
Complete and Sign Section 2	Irene Ninetofive	10/15/21	Pending	Reassign Start

Verifier – Document Review

If enabled, the verifier will be asked to review the documents uploaded by the employee. There will be multiple links showing for each file uploaded by employee.

Verifier should make appropriate choice regarding the documents that were reviewed.

Employee Uploaded Documents

[Form I-9 Support Document Passport Front - List_A1_Test List A.pdf](#)
[Form I-9 Support Document Passport Barcode - List_A1_Test List B.pdf](#)

Verification Method

Please select from the following
(check one of the following) *

- IN-PERSON: I am reviewing the documents **in person** and they MATCH the employee uploaded document(s)
- IN-PERSON: I am reviewing the documents **in person** and they are MISSING or DO NOT MATCH the employee uploaded document(s)
- REMOTE-COVID-19: I am reviewing the documents **remotely** and they MATCH the employee uploaded document(s)*
- REMOTE-COVID-19: I am reviewing the documents **remotely** and they are MISSING or DO NOT MATCH the employee uploaded document(s)*

*NOTE: Remote-COVID-19 document inspection must comply with DHS/USCIS requirements. [Click here for more information.](#)

[Next](#)

If Verifier chooses option that documents do NOT match those uploaded to the I-9, Verifier is provided a document upload option to review, remove or add documents under each document type.

Verifier can click **trash-can** icon to remove previously uploaded document or click **Upload a File** button to add document(s).

Once Verifier has validated that all documents match those being presented, Verifier clicks **Next**.

File Upload

What document(s) have been presented to you by employee? Only include documents that meet the USCIS Acceptable Documents.

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 *

[Upload a File](#)

5MB size limit
Previously Uploaded:
[Test List A.pdf](#)

Attach barcode page of U.S. Passport *

[Upload a File](#)

5MB size limit
Previously Uploaded:
[Test List B.pdf](#)

[Next](#)

!!PLEASE NOTE!! Remote document inspection is an option at this point. Review USCIS guidelines and *Sterling I-9 COVID-19 Workflow Guide* for various inspection options

Verifier – Delegate to another Verifier & Return to Employee

At this phase of the process, Verifier will have an option to **Delegate to another Verifier** or **Return this Form I-9 to the employee**.

Verifier will be required to provide a Return Note

The verifier will not be able to continue with Section 2 until Section 1 has been corrected, indicating why the form was returned.

Form I-9 Section 1

This is the Form I-9 for Fonda Compliance

If you will not be able to complete this task, you may [Delegate to another Verifier](#)

You must review the information the employee provided in Section 1 as displayed to ensure that it was completed properly.

If you identify errors in Section 1, you may [Return this Form I-9 to the employee](#) for correction.

Verifier – Section 1 Review

The verifier will review the employee’s completed Form I-9 Section 1.

This page is read-only, and no corrections/edits can be made on this page. Note that Social Security Number and Date of Birth are masked for data security.

Verifier clicks **Next** to proceed.

Employee information and Attestation

First Name *	Middle Name	Last Name *
Uploading	<input checked="" type="checkbox"/> No Middle Name	Test

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.
 xxx-xx-4444
 Awaiting SSN

Date of Birth (MM/DD/YYYY) *
 06/01/xxxx

Address

Address *		Apt. Number
1234 North Street St		<input checked="" type="checkbox"/> No Apt. Number
City *	State	Zip Code *
Chicago	IL	60606

Verifier – Section 2 Data Input

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

Form I-9 Section 2

If you will not be able to complete this task, you may [Delegate to another Verifier](#)

You must physically examine one document from List A OR examine a combination of one document from List B and one document from List C. For each document you review, record the following information: document title, issuing authority, document number, and expiration date, if any.

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 Verifier chooses whether the employee has provided **List A** or **List B and List C** documents for review.

Employer or Authorized Representative Review and Verification

List A

- U.S. Passport*
- Permanent Resident Card (I-551)*
- Employment Authorization Document (I-766)*
- and other documents...*

List B and C

- Driver's License or ID Card*
- Voter's Registration Card*
- U.S. Military Card or Draft Card*

Social Security Card
Birth Certificate
and other documents...

Document choices appear based on the specific documents selected for review and verification.

The Verifier will enter document information into the required fields, and the form will display alerts if any information appears to be missing or inaccurate.

If the employee presents a receipt for a document that was **lost, stolen, or damaged**, then the Verifier may check the box and enter the receipt details. For Form I-9, a receipt is valid for 90 days from the date of hire, and the system will automatically calculate the due date.

List A Documents

List A Document Title

Receipt for a document that was lost, stolen, or damaged

Issuing Authority *

Document Number *

Expiration Date *

Verifier has opportunity to provide details in the **Additional Information** box.

Additional Information

Use this space to notate any additional information required for Form I-9 such as:

- Employment authorization extensions for Temporary Protected Status beneficiaries, F-1 OPT STEM students, CAP-GAP, H-1B and H-2A employees continuing employment with the same employer or changing employers, and other nonimmigrant categories that may receive extensions of stay
- Additional document(s) that certain nonimmigrant employees may present
- Discrepancies that E-Verify employers must notate when participating in the IMAGE program
- Employee termination dates and form retention dates
- Any other comments or notations necessary for the employer's business process

If the Verifier chose the “*I am reviewing the documents remotely*” option during the document upload review (if applicable), the following information is automatically entered in the Additional Information box: **Remote Inspection completed on MM/DD/YYYY.**

Remote inspection completed on 10/25/2021

Note: “Remote inspection completed on MM/DD/YYYY” will be added to the Additional Information section of the final .pdf version of this form.

The Verifier will enter the employee's first date of employment (pre-populated based on original launch/order value).

Next, the Verifier will enter their name, title, and the employer's business or organization details.

Employer business information may be prefilled based on account configuration.

The Verifier attests via the checkbox and then clicks the **Next** button.

Certification

Employee's first day of employment

Title of Employer or Authorized Representative *

Employer's Business or Organization Name *

Address (Do not provide P.O. Box) *

City * Country/Region * State or Province * Zip *

I attest, under penalty of perjury, that

1. I have examined the document(s) presented by the above-named employee,
2. the above-listed document(s) appear to be genuine and to relate to the employee named, and
3. to the best of my knowledge the employee is authorized to work in the United States.

I Acknowledge *

Verifier – Verifier Uploaded Documents

If account is not setup for Employee document upload, and document retention is required, the Verifier may be prompted to attach a copy of the employee's identification documents.

Attach photo page of U.S. Passport *

No file selected. Max file size is 5MB

Attach barcode page of U.S. Passport *

No file selected. Max file size is 5MB

Simply **Choose File**, **Upload File**, and repeat as necessary for multiple attachments.

If necessary, documents may be removed by clicking the **trash can icon**.

Attach photo page of U.S. Passport *

No file selected. Max file size is 5MB

Previously Uploaded:

[Passport Front.pdf](#)

Attach barcode page of U.S. Passport *

No file selected. Max file size is 5MB

Previously Uploaded:

[Passport Back .pdf](#)

Verifier – Employment Authorization Documents and Auto Extensions

When the Verifier is presented with an Employment Authorization Document (EAD) and/or a proof of an automatic extension to employment eligibility, Section 2 workflow will capture the necessary entries for proper completion of Form I-9 for EAD card (Form I-766)

!!PLEASE NOTE!! Users and Verifiers must follow guidance provided in the M-274 Handbook for Employers (USCIS) for the current procedures and processes of handling EAD auto-extensions.

When the Verifier chooses “*Employment Authorization Document (Form I-766)*” from the List A document menu, they will be asked to confirm whether the employee also qualifies for an **automatic extension** to their current expired/expiring EAD card.

List A Documents

List A Document Title *

Employment Authorization Document (Form I-766) ▼

Receipt for a document that was lost, stolen, or damaged

Issuing Authority *

U.S. Citizenship and Immigration Services

If the Verifier chooses **No**, then Section 2 completion process continues without additional entries.

If the Verifier chooses **Yes**, then the Verifier must provide additional information to confirm the employee qualifies for an EAD auto-extension.

Has the employee indicated that they qualify for EAD auto-extension?

Yes No

I-797 Receipt Number *

WAC1234567890

I-797 Received Date *

08/15/2022

I-797 Eligibility Category

C24 ▼

Depending on the EAD category provided, the Verifier may see validation prompting for an EAD auto-extension expiry date.

If needed, the Verifier can also click the link to open the USCIS EAD auto-extension calculator.

Note: Based on the EAD information provided, this meets USCIS eligibility requirements for EAD automatic extension. Please use the link below to calculate the new EAD expiration date. Then, please enter the new EAD expiry date on Form I-9.

[link to new USCIS EAD calculator](#)

EAD auto-extended until *

02/23/2024

After completion of the EAD auto-extension workflow, the final Form I-9 will show with entered dates and the notes added to Additional Information box

List A Identity and Employment Authorization	OR	List B Identity
Document Title EAD (I-766) C08		Document Title N/A
Issuing Authority U.S. Citizenship and Immigration Services		Issuing Authority N/A
Document Number EAC1234567890		Document Number N/A
Expiration Date (if any) (mm/dd/yyyy) 02/23/2024		Expiration Date (if any) (mm/dd/yyyy) N/A
Document Title N/A		Additional Information EAD EXT 09/05/2022 CS
Issuing Authority N/A		
Document Number N/A		
Expiration Date (if any) (mm/dd/yyyy) N/A		

Verifier – Section 2 eSignature

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

If the Verifier declines to use an electronic signature, the workflow will be halted, and the status set to **eSign Declined**. A paper I-9 will be required at this point.

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 act/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 Verifier will be prompted to either select a signature or draw their own.

Once a signature has been chosen, the Verifier 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 Initials

Sophia Carlson

SC

Or draw your signature Clear Initials Clear

[Proceed to eSign Preview >>](#)

The Verifier will review the form to ensure all fields are complete and click **Confirm and eSign Forms** to sign.

If the Verifier identifies errors, they may return to the form by clicking **I need to correct my information before I sign**.

eSign Forms

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 06/31/2019

START HERE: Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers CANNOT specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

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)	First Name (Given Name)	Middle Initial	Other Last Names Used (if any)	
Employer	Test	N/A	N/A	
Address (Street Number and Name)	Apt. Number	City or Town	State	ZIP Code
123	N/A	Chicago	IL	60531
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number	Employee's E-mail Address		Employee's Telephone Number
05/09/1977	□□□□ - □□ - □□□□	N/A		N/A

Once eSigning is complete, the verifier may **Return to Dashboard** to complete assigned I-9 tasks for other employees or **Logout** of the verifier portal.

eSign Forms

eSigning Complete

You have completed electronically signing your Form I-9.

Return to Dashboard **Logout**

Verifier – Employee-Selected Verifier

If the employee selects their own verifier, that person will receive an invitation via email.

To begin the process, Verifier will click the **Get Started** link in the email notification.

Attention Veronica Verifier:

test test has selected you to complete Section 2 for their Form I-9. You can now access Section 2 of the Form I-9 using the link below.

To complete this task, you must **be present in person to physically inspect** original documentation provided by test and complete Section 2 of the Form I-9 electronically. You must complete this task by 07/04/2021.

[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.

Upon logging in, the verifier will experience a similar Section 2 experience as listed above. On the welcome page, they should select the **Launch Task** button.

Welcome to the Verifier Portal

Welcome to the Verifier Portal. Any active assigned tasks will be displayed in the list view below.

My Tasks

Task	Candidate	Due Date	Status	
Complete and Sign Section 2	Test Test	7/4/21	NEW	Launch Task

The verifier can then review Section 1 and complete Section 2 in the same manner described above.

Verifier – Late I-9 Verification

For accounts enabled with E-Verify, if the verifier completes Section 2 of the Form I-9 more than 3 days after the employee’s first day of employment, the verifier must select an **Overdue Reason** and click **Continue** to complete submission.

eSign Forms

eSigning Complete

You have completed electronically signing your Form I-9.

Your signed documents can be accessed through the links below, or through the My Documents panel on your dashboard.

Form_I9_Goodell_Elaine_2016-03-21_1454PDT.pdf
USPassport.pdf

⚠ This case is considered overdue because it is not submitted within three (3) business days of hire. Please give reason:

Overdue Reason
Select

Continue

Return to Dashboard Logout

Select

- Awaiting Social Security Number
- Technical problems
- Audit revealed that new hire was not run
- Federal Contractor with E-Verify Clause verifying an existing employee
- Other

Verifier – E-Verify Photo Match

If account is enabled with E-Verify, then the Verifier may be asked to complete the **photo match** process.

The verifier selects Yes or No to indicate whether the photo on the screen matches the photo on the physical document the employee provided. After making a choice, the verifier will click the **Continue** button.

eSign Forms

eSigning Complete

You have completed electronically signing your Form I-9.

Your signed documents can be accessed through the links below.

Form_I9_Goodell_Elaine_2015-11-25_1100PST.pdf
USPassport.pdf

Important: Please Verify the Photo Below

Does this photo match the photo on the U.S. Passport or U.S. Passport Card provided by the employee?

Note: If "No Photo on this Document" appears below, select **Yes**.

YES NO

E-Verify has completed with a result of **Employment Authorized - Employee Retained**
The employee continues to work after receiving an Employment Authorized result.

Completing Section 3

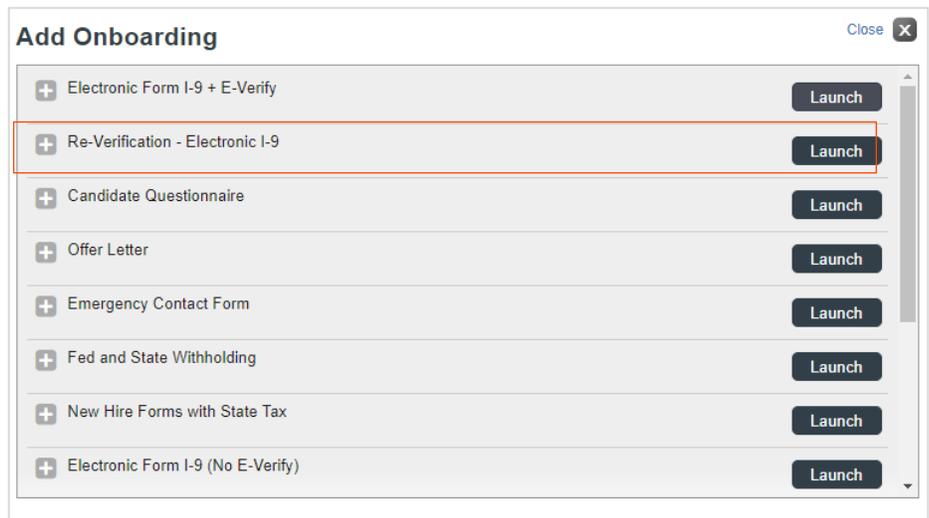
Per USCIS guidance, Form I-9 Section 3 can be used to verify an employee’s continued work authorization, record a legal name change for the employee, or indicate that an employee is a rehire within the defined period.

See [USCIS M-274 – Handbook for Employers](#) for use-cases when it is compliant to use Section 3 or complete a new Form I-9.

Note: Rehire process is handled through a unique Section 3 workflow. See separate **Section 3 – Rehire** section of guide.

Launch Section 3

Like an I-9 order, a **Reverification Electronic Form I-9** task can be launched via the same methods previously described (see **Initiate Form I-9** section).



The reverification tasks may also be launched through the **Form I-9 Expiration Report** by selecting **Reverify Employee** from the **Action** menu.



User will choose which type of Section 3 task will be completed – **Reverification** (work authorization document renewal) or **Update Form I-9** (name change).

User will fill-in or modify all required fields. If **Reverification** was launched for an existing employee record, previously used Name and Expiration Date fields may be prepopulated.

Select the **Assigned Group** and **Assignee**. The assignee is the person inspecting the employee’s original documents to complete and sign Section 3 of the Form I-9.

Click **Continue**, review the order confirmation, and click **Submit**.

Verifier Task for Section 3 - Reverification

The assigned verifier will receive an email with access to complete and sign Form I-9 Section 3.

The verifier may access Section 3 through the verifier portal by clicking **Get Started** in their notification email.

How will Section 3 of the Form I-9 be completed?
Please check one of the options below to begin.

Reverification

- Current employee's work authorization or document is about to expire

Update Form I-9

- Employee has changed their name

Employee Profile
Employee Name as entered on original Form I-9

First Name*	Middle Name	Last Name*	Social Security #
Paisley	M	Clark	xxx-xx-6789
Due Date*	Previous Document Expiration Date*	Previous Report ID	
04/29/2016	06/01/2016	62050036	

Verifier
The verifier is the employee or qualified agent who will review the employee's identity documentation to complete Section 3 of the Form I-9. The verifier will be notified by email when the I-9 process is initiated for each employee.

Verified By *

Zone 1

Assignee *

Anita Verification (Sbctwdemo+JHILLAnitaVerification@)

Attention Anita Verification:

You have been designated to complete Section 3 of Irene Ninetofive's Form I-9. To complete this task you complete the required portions of Section 3 and inspect original documentation provided by Irene if the employee's work authorization documents have expired since the completion of their original Form I-9.

[Get Started](#)

Task Details:
 Task: **Complete Section 3 of Employee Form I-9**
 Assigned by: **Prod Test**
 Assigned to: **Anita Verification**
 Employee: **Irene Ninetofive**
 Task Due Date: **11/01/2021**

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 **Get Started** from the email message, Verifier will need to log in using credentials provided in the email message.

Portal Sign In

Sign In

Email Address

Password

[Forgot your password?](#)

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.

If password was not provided in the email notification and user does not remember their SterlingONE password, they should use the “Forgot your password?” link. If temporary password is used, user will be prompted to reset/change their password to meet the 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 Verifier Portal, the Verifier will click **Start** to begin the Section 3 process.

PLEASE NOTE: There might be other assigned Verification tasks available, with options to Reassign or Launch assigned tasks.

My Dashboard

Welcome to the Verifier Portal

Welcome to the Verifier Portal. Any active assigned tasks will be displayed in the list view below.

My Tasks

Task	Candidate	Due Date	Status	
Complete and Sign Section 2	Test Three	1/19/21	In Progress	<input type="button" value="Launch Task"/>
Complete and Sign Section 3	Irene Ninetofive	11/4/21	NEW	<input type="button" value="Reassign"/> <input type="button" value="Start"/>

Verifier may update the employee’s name (if applicable).

Reverification and Rehires

Employee Name from Section 1: Dexter Simpson

A. New Name (if applicable)

Complete Block A if an employee's name has changed at the time you complete Section 3. Enter only the part of the name that has changed.

For example: If the employee changed only his or her last name, enter the updated last name in the Last Name field, then select "Name has not changed" checkbox for the First Name field.

First Name

Name has not changed

Middle Name

No Middle Name or Name has not changed

Last Name

Name has not changed

Next, the Verifier will complete Section 3 based on the employee's original, updated work authorization document and enter the document title, document number, and expiration date (if applicable).

If enabled, Verifier will also need to upload a file containing an image of the document inspected for reverification.

Verifier will attest to and acknowledge the statement shown and click **Next**.

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

If the verifier declines to use an electronic signature, the workflow will be halted, and the status set to **eSign Declined**. A paper I-9 will be required at this point.

C. Reverification (if applicable)
 If the employee's previous grant of employment authorization has expired, provide the information for the document from the List A or List C the employee presented that establishes current employment authorization.
 To complete Block C:
 a. Examine either List A or List C document the employee presents that shows that the employee is currently authorized to work in the United States; and
 b. Record the document title, document number, and expiration date (if any)

List A/C Document Title *

Receipt for a document that was lost, stolen, or damaged

Document Number *

Expiration Date *

This document does not have an expiration date

Attach copy of documents *
 No file chosen Max file size is 60MB

Certification

attest, under penalty of perjury, that
a. this employee is authorized to work in the United States, and
b. if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

I Acknowledge *

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 act/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.

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

Once a signature has been chosen, the verifier will click **Proceed to eSign Preview**.

The verifier will review the form to ensure all fields are complete and click **Confirm and eSign Forms** to complete signing.

If the verifier identifies errors, they may return to the form by clicking **I need to correct my information before I sign**.

Once eSigning is complete, the verifier may **Return to Dashboard** to complete assigned I-9 tasks for other employees or **Logout** of the verifier portal.

Verifier Task for Section 3 - Rehire

In the employee record, click **Add Onboarding** in the Onboarding History section and select **Rehire Electronic Form I-9**. Enter the Employee Rehire Start Date and click **Continue**.

If **more than 3 years** have passed since the original Form I-9, message will direct user to create a new Form I-9. Click **Continue** to launch a new I-9.

Verifier will enter employee's **rehire start date**.

If a rehire qualifies for Section 3 completion, a confirmation message will appear.

Click **Continue** to proceed.

The screenshot shows a window titled "Add Onboarding" with a "Close" button in the top right. A list of onboarding options is displayed, each with a plus icon, a name, a price, and a "Launch" button. The "Rehire Electronic I-9" option is highlighted with a red border.

Item	Price	Action
+ Paper I-9	\$0.00	Launch
+ Paper I-9 with E-Verify	\$0.00	Launch
+ Electronic I-9 with E-Verify	\$0.00	Launch
+ Reverify Electronic Form I-9	\$0.00	Launch
+ Rehire Electronic I-9	\$0.00	Launch
+ Electronic I-9	\$0.00	Launch
+ I-9 Verifier Network Standalone	\$45.00	Launch
+ I-9 Keved in from Hard Copy (Rehire)		

The screenshot shows a form titled "Add Onboarding" with a sub-header "Rehire Electronic Form I-9". Below the sub-header is a text prompt: "Enter the employee's date of rehire below to determine whether a new Form I-9 is required for this rehire." There is a text input field labeled "Employee Rehire Start Date" with a calendar icon to its right.

The screenshot shows a confirmation screen titled "Add Onboarding". It contains a message: "The employee's original Form I-9 qualifies for Section 3 completion. Click Continue to launch an electronic Form I-9 Section 3 for this employee." Below the message is a note: "*E-Verify is not included in this workflow." A table titled "Original I-9" provides details about the employee's previous report and document. A "Continue" button is located at the bottom right.

Original I-9			
Previous Report ID	Original Hire Date	DHS Case Number	Work Authorization Expiration Date
224645545	11/09/2021	No E-Verify Case	2021-10-26
Document Type	Document Number	Document Expiration Date	
Alien Reg Card (I-551)	ABC1234567890	10/26/2021	

Complete the **Employee Profile** information if not prefilled. The due date for the rehire Section 3 task will be automated based on the employee's rehire start date.

Assign the **Verifier**. Click **Continue**, review, and select **Submit**.

Irene Ninetofive Candidate View

Rehire Electronic I-9

Company Information * Indicates required field

Company Profile*

Employee Profile
Employee Name as entered on original Form I-9

<small>First Name*</small>	<small>Middle Initial</small>	<small>Last Name*</small>	<small>Social Security #</small>
<input type="text" value="Irene"/>	<input type="text"/>	<input type="text" value="Ninetofive"/>	<input type="text" value="xxx-xx-4444"/>

Employee Rehire Start Date*

Verifier
The verifier is the employee or qualified agent who will review the employee's identity documentation to complete Section 3 of the Form I-9. The verifier will be notified by email when the I-9 process is initiated for each employee.

Verified By *
 Create New Verifier

Assignee *

Order Tracking

Organization Name*

Billing Code*

Continue

An email notification is sent to the Verifier. To access Section 3, click **Get Started**.

A verifier who has Sterling I-9 user access may access Section 3 from the report.

Attention Anita Verification:

You have been designated to complete Section 3 of Irene Ninetofive's Form I-9. To complete this task you complete the required portions of Section 3 and inspect original documentation provided by Irene if the employee's work authorization documents have expired since the completion of their original Form I-9.

[Get Started](#)

Task Details:
 Task: **Complete Section 3 of Employee Form I-9**
 Assigned by: **Prod Test**
 Assigned to: **Anita Verification**
 Employee: **Irene Ninetofive**
 Task Due Date: **11/01/2021**

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.



The verifier will access Section 3 by clicking **Start** next to the appropriate Form I-9 Section 3 task.

My Dashboard

Welcome to the Verifier Portal

Welcome to the Verifier Portal. Any active assigned tasks will be displayed in the list view below.

My Tasks

Task	Candidate	Due Date	Status	
Complete and Sign Section 2	Test Three	1/19/21	In Progress	Launch Task
Complete and Sign Section 3	Irene Ninetofive	11/29/21	NEW	Reassign Start

The Rehire process will allow for the entry of new name and work authorization details. **Date of Rehire** section is populated with the information provided with the original order.

PLEASE NOTE: As document validation is not required for rehire, document upload section is NOT required, and can be skipped accordingly for the Rehire process.

My Dashboard > Standalone I-9 Section 3

Section 3

eSign Forms

Form I-9 Section 3

If you will not be able to complete this task, you may [Delegate to another Verifier](#)

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.

Reverification and Rehires

Employee Name from Section 1: Irene Ninetofive

A. New Name (if applicable)

First Name
 Middle Name
 Last Name

Name has not changed
 No Middle Name or Name has not changed
 Name has not changed

B. Date of Rehire (if applicable)

Employee's first day of employment

11/20/2021

C. Reverification (if applicable)

If the employee's previous grant of employment authorization has expired, provide the information for the document from the List A or List C the employee presented that establishes current employment authorization.

List A/C Document Title

Receipt for a document that was lost, stolen, or damaged

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

If the verifier declines to use an electronic signature, the workflow will be halted, and the status set to **eSign Declined**. A new I-9 would then need to be completed.

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 act/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 verifier will be prompted to either select a signature or draw their own.

Once a signature has been chosen, the verifier 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

Anita Verification

Initials

A V

Or draw your signature

[Clear](#)

Initials

[Clear](#)

Proceed to eSign Preview >>

The verifier will review the form to ensure all fields are completed correctly and click **Confirm and eSign Forms** to complete sign

Employer's business or organization's address (street number and name), city or town, state, and ZIP Code			
Section 3. Reverification and Rehires (To be completed and signed by employer or authorized representative.)			
A. New Name (if applicable)		B. Date of Rehire (if applicable)	
Last Name (Family Name)	First Name (Given Name)	Middle Initial	Date (mm/dd/yyyy)
N/A	N/A	N/A	N/A
C. If the employee's previous grant of employment authorization has expired, provide the information for the document or receipt that establishes continuing employment authorization in the space provided below.			
Document Title	Document Number	Expiration Date (if any) (mm/dd/yyyy)	
U.S. Passport Card	C12345678	10/31/2027	
I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.			
Signature of Employer or Authorized Representative	Today's Date (mm/dd/yyyy)	Name of Employer or Authorized Representative	
Anita Verification	10/25/2021	Anita Verification	

Form I-9 10/21/2019 Page 2 of 3

Paper Form I-9

Paper Form – Sections 1 & 2

This process can be used to store a paper Form I-9 (Sections 1 & 2) in situations where there is a **previously completed** (historical) paper I-9 OR **technical limitations** prevent completion of Electronic I-9.

Like the process for Electronic I-9 orders, a Paper I-9 can be launched from the Add Onboarding link.

If no candidate record is in the system, click **Launch** next to the **Paper Form I-9 with E-Verify** package on the Sterling I-9 Dashboard tab.

Add Onboarding Close X

+ Paper I-9 Price: \$0.00	Launch
+ Paper I-9 with E-Verify Price: \$0.00	Launch
+ Electronic I-9 with E-Verify Price: \$0.00	Launch
+ Reverify Electronic Form I-9 Price: \$0.00	Launch
+ Rehire Electronic I-9 Price: \$0.00	Launch
+ Electronic I-9 Price: \$0.00	Launch
+ I-9 Verifier Network Standalone Price: \$45.00	Launch
+ I-9 Keved in from Hard Copy (Rehire)	

Choose the version of the Form I-9 that shows on the paper version of the Form I-9. The system can support all past and current versions of Form I-9 template.

Paper I-9 with E-Verify

What version of Form I-9 was completed?

Several versions of Form I-9, Employment Eligibility Verification, have been issued since the form was first introduced in 1987. To determine the version, please review the date printed on the bottom left hand corner of the form, and not the expiration date printed at the top of the form.

Please select the version you are using from the options below:

Current Version of Form I-9 (Rev. 10/21/2019) ▼

Input Section 1 of the completed Form I-9 under Form I-9 Section 1: Employee Information and Verification. If the employee already has an I-9 on file in Sterling, the fields will be pre-filled with data from the most recent I-9.

Enter the employee's start date under Form I-9 Section 2: Employee's First Day of Employment.

Click **Continue**.

Form I-9 Section 1: Employee Information and Verification * Indicates required field

Last Name (Family Name)*	First Name (Given Name)*	Middle Initial	Other Last Names Used (if any)	
Ninetofive	Irene			
Address (Street Name and Number)*	Apt #	City or Town	State/Territory	Zip/Postal Code*
1234 North Street St	N/A	Chicago	Illinois ▼	60606
Date of Birth (mm/dd/yyyy)*	U.S. Social Security #*	Email Address	Phone Number	
June ▼ 1 ▼ 1960 ▼	xxx-xx-7777			

Employee attests to being (check one):*

- A citizen of the United States
- A noncitizen national of the United States (see Form I-9 for instructions)
- A lawful permanent resident
- An alien authorized to work until

Input Section 2 data based on paper I-9 information.

Paper I-9 with E-Verify

Form I-9 Section 1: Employee Information and Verification edit

Name	Ninetofive, Irene
Address	1234 North Street St #N/A Chicago, IL 60606
Date of Birth	6/1/1960
Social Security #	xxx-xx-7777
Eligibility Type	Citizen
Form Version	Form I-9 (Rev. 10/21/2019)

Form I-9 Section 2: Employee's First Day of Employment

Start Date	11/20/2021
------------	------------

Form I-9 Section 2: Employer Review and Verification * Indicates required field

Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of Form I-9, and record the title, number, and expiration date, if any, of the document(s).

Check one:*

List A Document

List B and List C Documents

List B Document Title*

Select
▼

List C Document Title*

Select
▼

The user admin is asked to **Affirm** that information entered matches the paper Form I-9.

Lastly, a scanned copy of the Form I-9 can be attached using the **Choose File** button. All pages (including copies of identification) must be uploaded as a single scanned file.

Click **Continue**.

On the order confirmation page, click **Submit**.

Additional Information

Please use the space below to notate any additional information required for Form I-9.

Certification * Indicates required field

I affirm that the information entered above matches the information shown on the attached image of the original Form I-9, and that the original Form I-9 has been properly completed and signed by all required parties.

Attach I-9 PDF File

Choose File
No file chosen

If order included submission to E-Verify, user may be prompted to take additional steps, such as E-Verify photo matching.

Paper Form – Section 3

This process can be used to store a paper Form I-9 (Section 3) in situations where there is a **previously completed** (historical) paper I-9 Section 3 OR **technical limitations** prevent completion of Section 2 via Electronic Form I-9.

Similar in process for the Electronic I-9 orders, the Paper I-9 can be launched from the Add Onboarding link.

If no candidate record is in the system, click **Launch** next to the **I-9 Keyed in from Hard Copy (Rehire)** package on the Sterling I-9 Dashboard tab.

Add Onboarding Close X

Package Name	Price	Action
+ Paper I-9 with E-Verify	\$0.00	Launch
+ Electronic I-9 with E-Verify	\$0.00	Launch
+ Reverify Electronic Form I-9	\$0.00	Launch
+ Rehire Electronic I-9	\$0.00	Launch
+ Electronic I-9	\$0.00	Launch
+ I-9 Verifier Network Standalone	\$45.00	Launch
+ I-9 Keyed in from Hard Copy (Rehire)	\$0.00	Launch

Choose the situation that applies to this current order:

Reverification: Verifier will complete Section 3 reverification for a current or rehired employee.

Update Form I-9: Verifier will complete Section 3 to update a current employee’s name or an employee that has been rehired (following USCIS guidelines for reuse of previous I-9) who does not require reverification.

I-9 Keyed in from Hard Copy (Rehire)

How will Section 3 of the Form I-9 be completed? * Indicates required field

Please check one of the options below to begin.

- Reverification**
 - Current employee's work authorization or document is about to expire
 - Rehired employee's original work authorization or document has since expired
- Update Form I-9**
 - Employee has changed their name
 - Employee has been rehired within 3 years of original Form I-9 completion

Paper Form – Section 3 Reverification

Go to the [Form I-9 Section 3: Updating and Reverification](#) section.

Enter the employee’s updated List A or List C document title, document number, and expiration date to complete the reverification.

Complete the affirmation and attach a copy of the completed Section 3 reverification document.

Click **Continue**. Review and click **Submit**.

Form I-9 Section 3: Updating and Reverification

Part A. New Name (if applicable)

Last Name(Family Name)	First Name(Given Name)	Middle Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>

Part B. Date of Rehire (if applicable)

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Part C. Employee's previous grant of work authorization has expired. The document information below establishes current employment authorization.

Document Title*

Passport Number *

Expiration Date (if any - m/d/y)

Aug 17 2029

Paper Form – Section 3 Update or Rehire

Go to the [Form I-9 Section 3: Updating and Reverification](#) section.

Enter employees **New Name** and/or **Date of Rehire** (as applicable).

Complete the affirmation and attach a copy of the completed Section 3 rehire document.

Click **Continue**. Review and click **Submit**.

Form I-9 Section 3: Updating and Reverification

Part A. New Name (if applicable)

Last Name(Family Name)	First Name(Given Name)	Middle Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>

Part B. Date of Rehire (if applicable)

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Sterling's I-9 Verifier Network

!!PLEASE NOTE!! This is a Sterling-contracted product only. This option applies only to those clients that are contracted and setup for this particular package option.

The Sterling I-9 Verifier Network solution is designed for remote completion of Form I-9 Section 2 by a partner network with locations in every state in the US. This partner network provides the ability for remote or off-site employees to schedule a session to complete Section 2. The Verifier Network option is available with or without E-Verify. This service comes with an additional fee (see agreement/contract).

Ordering Verification Network I-9

From the candidate record, scroll down to the **Add Onboarding** section, and click **Launch** for the desired "Verifier Network" I-9 package.

Launch Onboarding Close X

Price: \$0.00

- Electronic I-9 with E-Verify
Price: \$0.00 Launch
- Reverify Electronic Form I-9
Price: \$0.00 Launch
- Rehire Electronic I-9
Price: \$0.00 Launch
- Electronic I-9
Price: \$0.00 Launch
- I-9 Verifier Network Standalone
Price: \$45.00 Launch
- I-9 Keyed in from Hard Copy (Rehire)
Price: \$0.00 Launch
- I-9 Verifier Network with E-Verify
Price: \$45.00 Launch

The Form I-9 ordering process is the same as previously described up through the completion of Section 1.

Note: There will be no Verifier choice to make as part of the ordering process. Also, there is no choice for remote/in-person, as all Verifier Network orders are remote (not at organization's workplace).

Review and click **Submit** to order.

Company Information * Indicates required field

Company Profile*
Sterling Talent Solutions

Employee Profile

First Name* Middle Name Last Name*
Irene [] Ninetofive

Employee Email Address*
sbctwdemo+JHILLIrene95@gmail.com

Employee Start Date*
Nov 15 2021

Order Tracking

Organization Name*
Sterling Talent Solutions

Billing Code*
Billing Code 1

Verifier Network – Employee Experience

The notification sent to the Employee will be similar to the standalone Section 1 task assignment notification. There will be a call-out in the notification email indicating the need to schedule an appointment for Section 2 completion.

The employee experience in Section 1 is the same as in the standalone I-9 product. Employee will use secure login portal and complete Section 1 through eSign process.

Following eSignature, the employee is provided with further instructions and a link to **schedule their Section 2 appointment**.

The employee will also receive an email with their scheduling link upon completion of Section 1.

Shall employee fail to schedule their appointment, reminder emails will continue to be sent on a regular basis.

Attention Irene Ninetofive:

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.

Please note that after you complete Section 1 of the Form I-9, you will receive another email requiring you to schedule an appointment for completion of Section 2.

Task	Due Date	Status
Complete and Sign Form I-9	11/20/2021	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.

eSign Forms

eSigning Complete
You have completed electronically signing your Form I-9.

Additional Action Required!

Please click the **Schedule Section 2** button below to schedule a time to have Section 2 of your Form I-9 completed at one of our partner locations. You may complete this task now using the Schedule Section 2 button, or you may use the scheduling task email link that will be sent to you and follow the instructions provided to schedule your Form I-9 Section 2 completion.

You must 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 one of our partner locations, 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.

Schedule Section 2

[List of Acceptable Documents.pdf](#)

LISTS OF ACCEPTABLE DOCUMENTS

Attention Irene Ninetofive:

Please use the button below to schedule a time to have Section 2 of your Form I-9 completed by one of our partner representatives.

The Form I-9 Section 2 must be completed on or before **11/05/2021**.

Once you select the **Schedule Now** button, you will be taken to the partner website to select your location and appointment time.

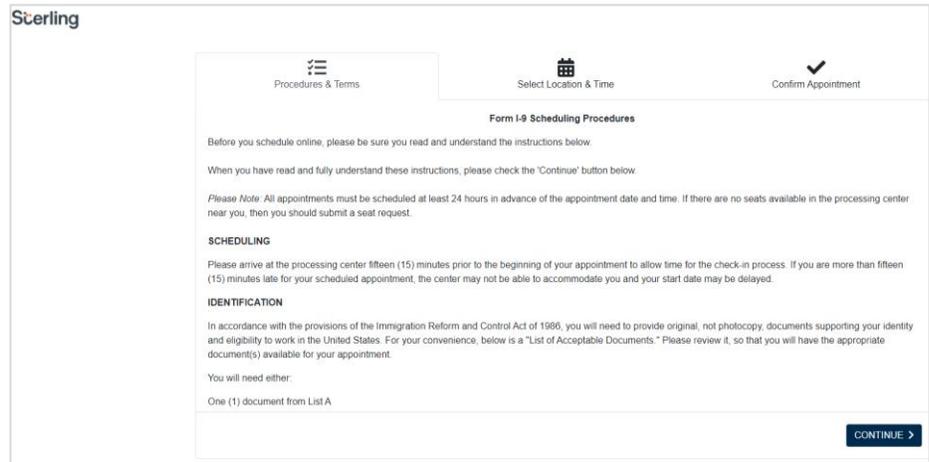
Schedule Now

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

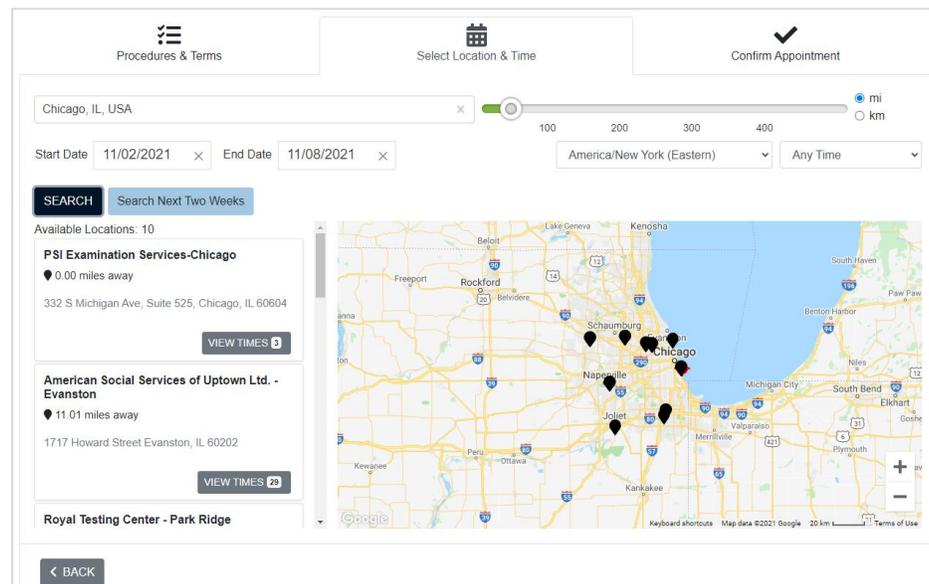
This email has been automatically generated. Please do not reply to this message.

After clicking the **Schedule Section 2** or the **Schedule Now** link, they will be directed to the Sterling Verifier Network scheduling website.

Employee chooses **Continue** to proceed.

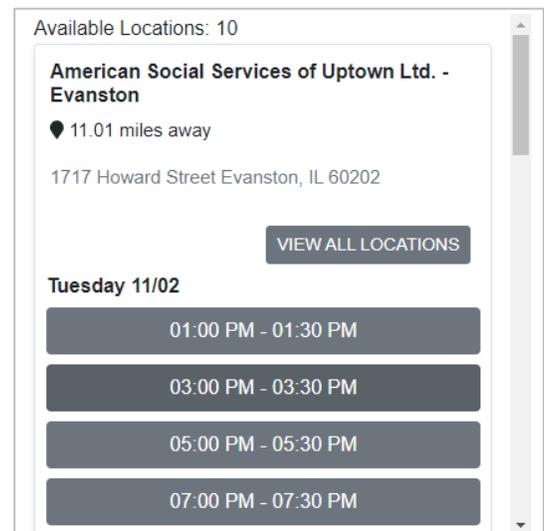


Employee will enter their desired **city/state** of appointment, including the search **radius** slider. Employee must also choose an appointment **date range** and click **Search**.



Employee can scroll through locations, search for times in the next two weeks, and choose to view available times at each location.

Employee chooses their scheduled meeting location and date/time.



Employee will be prompted to enter their phone number, and review/confirm their appointment details. If needed employee can go back and change their appointment request. Employee can also view the specific appointment location on a map. When ready to schedule, employee clicks **Schedule Appointment**.

Employee will be presented with instructions and details for location information, including driving and parking details.

The Employee will have the option to reschedule or cancel the appointment if the appointment is scheduled more than 24-hours in advance. If employee needs to reschedule the appointment, they should use the Schedule link in the email notification previously sent.

Employee will also receive a calendar invitation via email notification. Included will be location, date/time, and specific location information.

Included in the calendar invitation is a button/link to allow for rescheduling.

Reschedule

Hello Irene Ninetofive,

You have been scheduled for an appointment for SterlingTalentSolutionsI9 to participate in Form I-9 Employment Eligibility Verification.

Your appointment details are listed below: **The appointment being added to your calendar is a feature we offer as a courtesy to you. Due to the many variances in email programs and computer time settings, we cannot guarantee the accuracy of the calendar appointment. It is your responsibility to confirm your calendar appointment is correct and adjust your computer or email time zone settings if necessary.**

When:

Tuesday, November 2, 2021 - 5:00 PM America/New York (Eastern)

Where:

American Social Services of Uptown Ltd. - Evanston, 1717 Howard Street Evanston, IL 60202

Driving Directions:

FROM SOUTH CHICAGO GOING NORTH, TAKE WESTERN AVE, TURN LEFT ON HOWARD STREET, DRIVE ABOUT QUARNTER MILE, 1717 HOWARD STREET, WILL BE ON YOUR RIGHT AND PARK ON THE STREET. FROM SOUTH CHICAGO GOING NORTH, TAKE CALIFORNIA AVE, TURN RIGHT ON HOWARD STREET, DRIVE ABOUT QUARNTER MILE, 1717 HOWARD STREET, WILL BE ON YOUR LEFT AND PARK ON THE STREET. COMING FROM DOWN TOWN CHICAGO ON LAKE SHORE DRIVR, EXIST ON HOLLYWOOD TO PETERSON, THEN TURN RIGHT ON WESTERN AVE, TURN LEFT ON HOWARD STREET, DRIVE ABOUT QUARNTER MILE, 1717

Verifier Network – Client Scheduling Confirmation

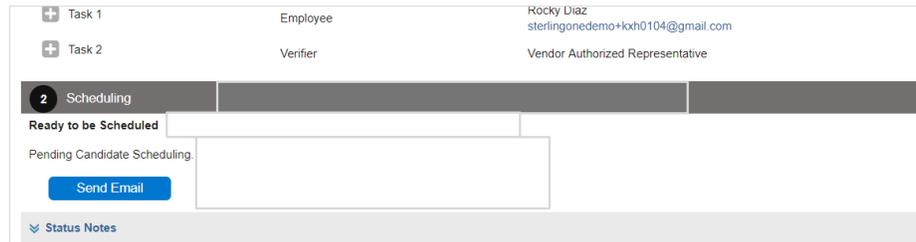
The user can verify appointment scheduling details from within the Sterling I-9 candidate record under **Report View**. Scroll down to the **Scheduling** section of the page for details.

The screenshot shows a candidate record for Irene Ninetofive. The 'Report Contents' table lists 'Form I-9' as 'In Progress' and 'Scheduling' as 'Review Below'. A red box highlights the 'Scheduling' section, which contains the following information:

- 2 Scheduling**
- Scheduled**
- The candidate has scheduled their appointment for 11/02/2021 at 04:00 PM at American Social Services of Uptown Ltd. - Evanston, Evanston , IL, 60202.

Below this, a table shows roles: 'TAX 2' (Verifier), 'Vendor Authorized Representative' (Waiting to be Scheduled), and 'Scheduling' (Scheduled).

If employee indicates that they did not receive or have lost their scheduling email notification, users can resend the scheduling email notification to employee via the Report View.



Verifier Network – Incomplete Status

For I-9 Verifier Network appointments with an **Incomplete** status displayed in the Scheduling area, please read the status description details below and check for any follow-up actions.

For statuses **Incomplete-Canceled**, **Canceled**, and **No Show**, the user will need to cancel the current package and launch a new one.

You will be billed at full cost if the employee does not cancel within the 24-hour notice period or fails to show up to their appointment (No Show).

If for any reason the employee’s appointment cannot be completed due to an employee error (failed to bring documents, made an error in Section 1, etc.), you will be billed for the package and a new package will need to be launched and scheduled.

If for any reason the employee’s appointment cannot be completed due to an error by Sterling or the Verifier Network, you will not be billed for the package. However, a new package will need to be launched and scheduled.

Billing for each transaction will appear on the standard monthly Billing Report.

Status	Client Facing Message	Definition	Action Needed	Client Billed
Incomplete	The employee was unable to complete their appointment due to technical difficulties with our partner. Pending reschedule by the employee. To resend the scheduling email, please click the Send Email button below.	The new hire did not complete the session due to an issue under the test center’s responsibility	Employee needs to reschedule their appointment	The client can be billed upon completion, No Show or late cancel of the I-9 at full cost
Incomplete - Canceled	The employee was unable to complete their appointment upon arrival. Please launch a new Remote I-9 package for this employee from the Candidate Record.	The new hire did not complete due to an issue he/she is responsible for (such as improper ID)	The package needs to be canceled and a new order launched	Yes
Complete	The employee has cancelled their appointment outside of the allowed grace period of 24 hours. Please launch a new Remote I-9 package for this employee from the Candidate Record	The appointment has been cancelled outside of the allowed grace period	The package needs to be canceled and a new worder launched	Yes
No Show	The employee failed to show up for their scheduled appointment. Please launch a new Remote I-9 package for this employee from the Candidate Record	The new hire failed to show up to the proctored center	The package needs to be canceled and a new order launched, if needed.	Yes

Verifier Network – Other Statuses

Status	Client Facing Message	Definition	Action Needed	Client Billed
Scheduled	The employee has scheduled their appointment for <enter date> at <enter time> at <enter location>.	The appointment has been scheduled (or rescheduled) at a specific time and place	None. The employee must arrive at their scheduled appointment time and location	The client will be billed upon completion, No Show, or late cancel of the I-9 at full cost
Awaiting Reschedule	The employee has cancelled their appointment within the allowed grace period of 24 hours. Pending reschedule by the employee. To resend the scheduling email, please click	The appointment has been cancelled within the allowed grace period, but not yet rescheduled	Employee needs to reschedule their appointment	The client will be billed upon completion, No Show, or late cancel of the I-9 at full cost.
Complete	The employee has attached their appointment and Form I-9 Section 2 is now complete	The new hire successfully completed the proctored appointment and has been checked out	None	Yes
Incomplete	The employee was unable to complete their appointment due to technical difficulties with our partner. Pending reschedule by the employee. To resend the scheduling email, please click the Send Email button below.	The new hire did not complete the session due to an issue under PAN's responsibility	Employee needs to reschedule their appointment	The client will be billed upon completion, No Show, or late cancel of the I-9 at full cost
Incomplete	The employee was unable to complete their appointment due to technical difficulties with SterlingONE. Pending reschedule by the employee. To resend the scheduling email, please click the Send Email button below.	The new hire did not complete the session due to a technical issue under Sterling's responsibility	Employee needs to reschedule their appointment	The client will be billed upon completion, No Show, or late cancel of the I-9 at full cost

Verifier Network – Cancellations and Scheduling

- Employees may cancel their appointment at no cost to the client if canceled with at least 24-hours' notice.
- Employee may cancel or reschedule from the scheduling link in the original scheduling email if outside of the 24-hour notice period.
- If the appointment is canceled or rescheduled with less than 24-hours' notice, the account will be charged the full cost of the I-9 Verifier Network Package.
- If the user decides they no longer want to use Verifier Network for an individual Form I-9 that has already been launched and they would prefer to verify Section 2 instead, they will need to cancel the package and launch the applicable core I-9 product instead. If they cancel the package with less than 24-hours' notice from when the employee scheduled their appointment, the account will still be billed.

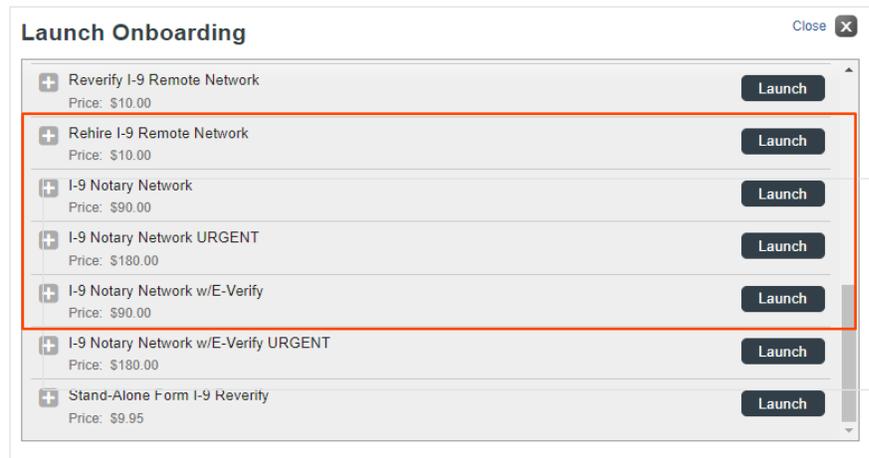
Sterling’s I-9 Notary Network

PLEASE NOTE This is a Sterling-contracted product only. This option applies only to clients that are contracted and setup for this particular package option.

The Sterling I-9 Notary Network solution is designed for remote completion of Form I-9 Section 2, by an agent from Sterling’s network of notary agents throughout the United States. This is a great verification option for completion of Section 2 of Form I-9 for remote or off-site employees. The Notary Network option is available with or without E-Verify and must be selected accordingly at the time of Form I-9 order. This service comes with an additional fee (see agreement/contract).

Ordering Notary Network I-9

From the candidate record, scroll down to the **Add Onboarding** section, and click **Launch** for the desired “Notary Network” I-9 package.

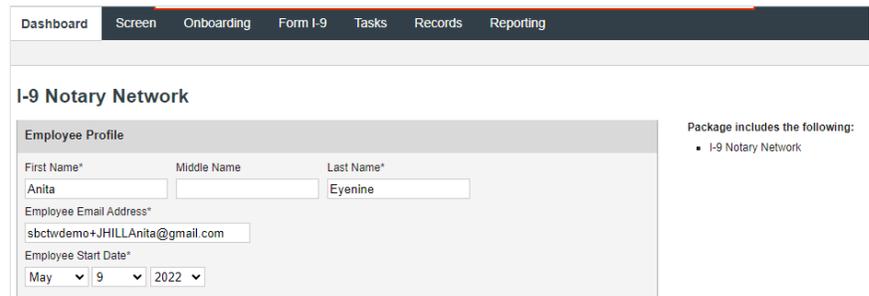


PLEASE NOTE

Notary Network standard orders include agent initial contact with 2-5 business days from date of Section 1 completion. URGENT service can be ordered (additional fees apply) which has 1-2 business time from Section 1 completion to agent contact with employee.

The Form I-9 ordering process is similar for non-Notary orders.

Note: There will be no Verifier choice to make as part of the ordering process. Also, there is no choice for remote/in-person, as all Notary Network orders are remote (not at organization’s workplace).



Review order details and make edits/corrections as necessary. Click **Submit** to order.

Review Information

Package I-9 Notary Network

Please review the package details below. To submit your purchase, click the **Submit** button. To change any information, use the **edit** links.

Order Details [edit](#)

Company Profile: N3 profile

Employee: Anita Eyenine (sbctwdemo+JHILLAnita@gmail.com)

Start Date: 5/9/2022

Reference Code: Central → Yellow Stone → Dept_8

Submit

Employee Experience

The notification sent to the employee is like the standalone Section 1 task assignment notification.

There is a call-out that additional emails are forthcoming to employee to schedule their Verifier appointment.

Attention Anita Eyenine:

Your Email Address for Sign-In: sbctwdemo+JHILLAnita@gmail.com

Your Temporary Password:

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.

Please note that after you complete Section 1 of the Form I-9, you will receive another email requiring you to schedule an appointment for completion of Section 2.

Task	Due Date	Status
Complete and Sign Form I-9	05/09/2022	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.

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The employee experience in Section 1 is the same as in the standalone I-9 product. However, employee is asked to provide specific location information for assigning a Notary Network* agent for Section 2 completion.

[My Dashboard](#) > Standalone I9 Package

Section 1

Section 2 Contact Information

eSign Forms

Section 2 Contact Information

As part of the **next steps** in your Form I-9 process, we will assign an agent to meet with you to review your I-9 supporting documents and complete Section 2 of your Form I-9. In order to match you with an agent close to you, please provide us a location where you can regularly be reached Monday-Friday 8AM-6PM. This location MIGHT BE different than your home address (ex: if you are not typically near your home address during the M-F 8A-6p timeframe).

Please note - actual location of meeting will be discussed with your assigned agent.

PLEASE REVIEW AND MODIFY ALL FIELDS BELOW BEFORE PROCEEDING

City *

State *

Zip Code *

Select State/Territory ▼

Telephone Number *

Email *

Failure to provide accurate information can result in additional charges to your employer as well as delay in expected employment start date.

Previous

Next

Save

Following signature step in Section 1, the employee is provided with further information about the process for **scheduling Section 2 appointment**.

The employee will also receive an email with the same details upon completion of Section 1.

eSign Forms

 **eSigning Complete**
 You have completed electronically signing your Form I-9.

Additional Action Required!

In the next 5 business days, you should be contacted by an Agent to complete Section 2 of your Form I-9. This Agent is from an organization called **N3** and may contact you via phone or text to schedule an appointment. Please note:

- This appointment must be completed in a timely manner - please work with agent to find a time that is agreeable as soon as possible
- Agent will recommend a public meeting location to complete your Form I-9 (ex: coffee shop, public library, etc.)
- You must still bring the original, physical versions (not copies) of **either one selection from List A, or a combination of one selection from List B and one selection 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](#)

Attention Ivana Ninetofive:

Thank you for completing Section 1 of your Form I-9 for Sterling Talent Solutions.

In the next 5 business days, you should be contacted by an Agent to complete Section 2 of your Form I-9. This Agent is from an organization called **N3** and may contact you via phone or text to schedule an appointment. Please note:

- This appointment must be completed in a timely manner - please work with agent to find a time that is agreeable as soon as possible
- Agent will recommend a public meeting location to complete your Form I-9 (ex: coffee shop, public library, etc.)
- You must still bring the original, physical versions (not copies) of **either one selection from List A, or a combination of one selection from List B and one selection from List C** to be inspected by a representative of your employer, who will then complete section 2 of the 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.

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Automated Notary Text Message

After employee completes Section 1, Notary Network will receive the request for a Section 2 Verification appointment. After Notary Network assigns an agent that is close proximity of the location indicated by employee in Section 1, the following automated message is texted to employee by Notary Network:

Text comes from phone number: **414-269-6379**

Sample Message:

John, this is N3 Notary contacting you on behalf of [CLIENT NAME]. Paul has been assigned as your Agent to assist you in completing your I-9. Paul can be reached at 111-222-1234.

You can review Paul's profile page here:

<https://secure.n3notary.net/ReachHire/Agent/AgentProfile.php?OrderID=2396222>

Prior to meeting with the Agent we ask that you complete Section 1 of the electronic I-9. If you have any questions, contact your employer Rep.

Sample Agent Profile Page: <https://secure.n3notary.net/ReachHire/Agent/AgentProfile.php?OrderID=2396222>

Agent Appointment Scheduling

Typically, within 1 to 2 business days, employee will receive text or phone call from a Notary Network agent seeking coordination of a meeting time and location. Notary Network agent will propose meeting in a public location – many times a coffee shop, restaurant, or public library.

Employee is expected to work directly with agent to determine the best possible meeting location and meeting time to complete Section 2 verification. Most appointments last no more than 10 to 15 minutes.

NOTE: Agents are not able to provide advice or recommendations on documents to bring to the Section 2 appointment. Questions should be directed to client representative prior to appointment.

Challenges with Appointments – “Client Action Needed”

There are times when errors and messages are relayed back to the Client from Notary Network. Some of the messages require Client input and response; others require current order cancellation, and a new Notary Network order would be required for completion. When Sterling I-9 receives such *action needed* updates from Notary Network, Form I-9 initiator will receive an email message.

Note: Orders that require cancellation after appointment has been scheduled or appointment has started will be charged to client as billable appointment attempt. New order would incur another charge to client.

Some “trouble” statuses for Notary Network orders include:

- Employee has questions which cannot be answered by Notary Network
- Employee unable to meet at/near location which was provided in Section 1
- Employee no longer requires Notary Network services
- Employee could not provide necessary documents at appointment
- Employee was no-show for scheduled appointment
- Other technical issues prevented completion of appointment
- Employee cancelled appointment after Notary was in transit

Employee Has Questions

2 Scheduling

Notary Network - Client Action Needed

Notary Network has indicated that employee has questions that cannot be answered. Client must contact employee to answer questions before appointment can take place. Please contact employee. Once questions are resolved, please check here and press Submit

I have resolved employee questions. Please proceed with Notary Network appointment.

Submit

Cancel Notary Network Order

The employee has shared with Notary Network agent or service that they do not have any of the necessary information to schedule the appointment. Client needs to contact employee and help answer questions in order for the scheduling process to continue. (Example: Employee is unsure which document to bring to their appointment.)

Available next steps:

- Update Sterling I-9 solution that employee’s questions have been answered and that scheduling process can proceed.
- Cancel Notary Network Order

Employee Unable to Meet at Location

2
Scheduling

Notary Network - Client Action Needed

Notary Network has indicated that employee cannot meet in the originally chosen location. Client must contact employee to determine new area/location before appointment can take place. Please contact employee. Please indicate new desired location (street address, city, state, zip code) and press Submit.

Submit
Cancel Notary Network Order

The employee has shared with Notary Network agent or service that they could not meet based on the original employee-entered desired meeting location (city/state/zip).

Available next steps:

- Update Sterling I-9 solution with employee’s desired city, state, and zip location – which will create a new Notary order.
- Cancel Notary Network Order

Employee Could Not Provide Documents

2
Scheduling

Notary Network - Client Action Needed

Notary Network has indicated that employee did not provide proper identification for completion of I-9. Client must contact employee to advise on proper documentation. Please confirm that you've contacted employee and press Submit.

Employee advised on proper documentation. Please order new Notary Network appointment.

Submit
Cancel Notary Network Order

During the scheduled Notary Network* appointment, employee was unable to provide proper documentation to support the successful completion of Form I-9.

Available next steps:

- Cancel & Reorder Notary Network Order
- Cancel Notary Network Order

Employee No-Show for Appointment

2
Scheduling

Notary Network - Client Action Needed

Notary Network has indicated that employee did not show for scheduled appointment time. Please confirm that you've contacted employee and press Submit.

Employee contacted. Please order new Notary Network appointment

Submit

For the scheduled Notary Network appointment, the employee did not show or contact agent for their scheduled appointment time.

Available next steps:

- Cancel & Reorder Notary Network Order
- Cancel Notary Network Order

Other Technical Issues

2 Scheduling

Notary Network - Client Action Needed

Notary Network has indicated that there were technical issues that prevented the completion of the I-9. Please contact employee and provide an update here and Submit.

Submit

There were technical issues that prevent the Notary Network Agent from successfully completing the Form I-9.

Available next steps:

- Cancel & Reorder Notary Network Order
- Cancel Notary Network Order

Document Review and Upload – Special Note

To help preserve employee confidentiality and support data privacy, Notary Network agents* **will NOT** be able to view or upload electronic documents that were uploaded by employees in Form I-9 Section 1 completion. If client has enabled either the **Retain E-Verify Required Documents only** or the **Retain All Documents** preference setting in Sterling I-9, employee will be *required* to upload their documents in Section 1 completion process.

The noted option will NOT be available for Notary Network Form I-9 orders.

My Dashboard > Electronic Form I-9

File Upload

Acceptable Documents

Section 1
 eSign Forms

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 client is unsure about their current preference setting – or wishes to make changes to preference settings, please contact your Client Success Partner/Associate, or Sterling I-9 Support for Assistance.

Reporting

To help report on the various status and levels of completion for Notary Network* orders, users have multiple tools to review.

Inflight Order Review – Report Page

The user can verify Notary Network order details from within the Sterling I-9 candidate record under **Report View**.

Report: **Fsd Sdfsd** Select ar

Requested by Hpm Test Talentwise Test (206) 111-2222	Report Status Form I-9 Required Request Submitted Apr 27, 2022 7:09 AM
Package Title I-9 Notary Network w/E-Verify URGENT	

Report ID 236759093	Reference Code NorthWest → Bellevue → Dept_2
Name Fsd Sdfsd	Company Profile N3 profile

Report Contents	Complete	Status
1 Form I-9	Complete	In Progress
2 Scheduling		Review Below
3 I-9 Notary Network E-Verify URGENT		Waiting on Form I-9

1 Form I-9

Form I-9 Status In Progress

Initiator Hpm Test (hpm-test@talentwise.com)

Employee Start Date 06/08/2022 [Edit Date](#)

Form I-9 Due Date 06/13/2022

Status Summary

Sequence	Role	Signer	Status
+ Task 1	Employee	candyFirstName CandyFirstName sbctwdemo+JASZ450@gmail.com	Complete
+ Task 2	Verifier	Vendor Authorized Representative	Waiting to be Scheduled

2 Scheduling

In Progress

Search I-9s – Advanced Filtering

Go to **Form I-9** and then **Search I-9s**.

Open/Expand **Advanced Search Options**.

Dashboard Screen Onboarding **Form I-9** Tasks Records Reporting

Form I-9 Dashboard **Search I-9s** E-Verify Case Management Work Authorization Expirations Term & Purge

Find a Candidate

Name, ID or Email

[Quick Launch](#)

Recently Viewed

- Candyfirstname, Candyfirstname P
- Candyfirstname, Candyfirstname P
- Candyfirstname, Candyfirstname P
- Ninetofive, Ivana
- Delaware, Jyoti A
- Delaware, Jyoti A

Search I-9s Show me new and updated reports only

Select Saved Search... [Save New Search](#) [Update Saved Search](#)

Report ID	Last Name	First Name	SSN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Report Date From To

Last 60 Days

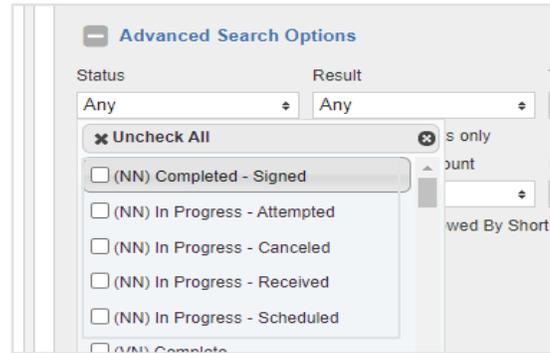
[Advanced Search Options](#) [Search](#) [Clear All](#)

I-9s 1 - 10 of 47

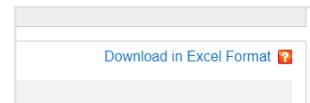
<input type="checkbox"/>	Name	Package	
<input type="checkbox"/>	Teststprod, Tetsst (237013276)	E Verify I9	Ma By

In the pop-down menu for the **Status** filter, choose any of the status choices that **begin with (NN)**.

These are the various Notary Network workflow statuses.



After filtering has located the desired records, use the **Download in Excel Format** link to make a spreadsheet extract.



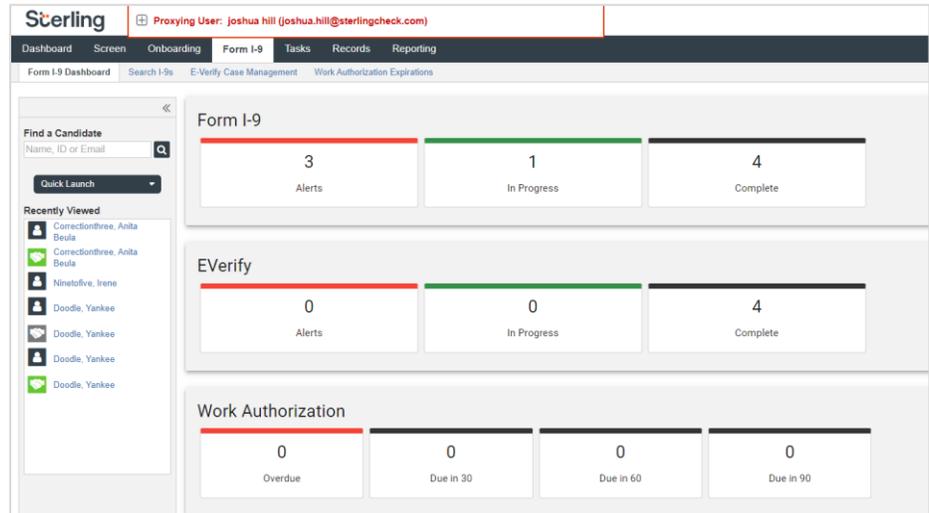
The data extract will include details in the new **Workflow Status** column

D	E	F	G	H
Date Searched	Search By	Status	Workflow Status	Status Date
4/29/2022 3:51	Hpm Test	Canceled	(NN) In Progress - Canceled	
4/29/2022 3:32	Hpm Test	Form I-9 Required	(NN) In Progress - Canceled	
4/29/2022 3:26	Hpm Test	Canceled	(NN) In Progress - Canceled	
4/28/2022 21:08	Hpm Test	Form I-9 Required	(NN) In Progress - Received	
4/27/2022 7:20	Hpm Test	Complete	(NN) In Progress - Attempted	4/27/2022 11:57
4/27/2022 7:19	Hpm Test	Complete	(NN) In Progress - Attempted	4/27/2022 11:56
4/27/2022 7:17	Hpm Test	Form I-9 Required	(NN) In Progress - Received	
4/27/2022 7:11	Hpm Test	Form I-9 Required	(NN) In Progress - Received	
4/27/2022 7:09	Hpm Test	Form I-9 Required	(NN) In Progress - Received	
4/27/2022 4:47	Hpm Test	Form I-9 Required	(NN) In Progress - Canceled	
4/27/2022 4:44	Hpm Test	Form I-9 Required	(NN) In Progress - Canceled	
4/27/2022 4:42	Hpm Test	Form I-9 Required	(NN) In Progress - Canceled	
4/27/2022 4:11	Hom Test	Form I-9 Required	(NN) In Progress - Canceled	

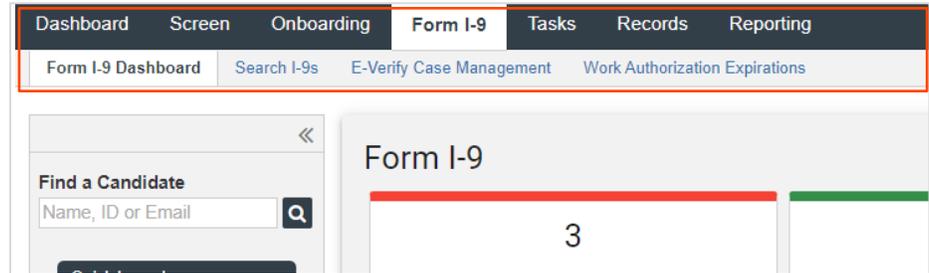
I-9 Monitoring Dashboard

The Monitoring Dashboard is a landing-page and a simple starting place for Sterling I-9 visibility.

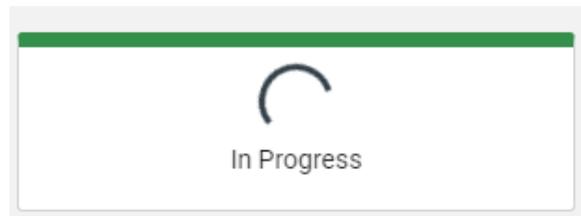
Designed to be intuitive, this Monitoring Dashboard is based on an actionable, to-do list design to help assist in maintaining Form I-9s and E-Verifications (as applicable).



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.



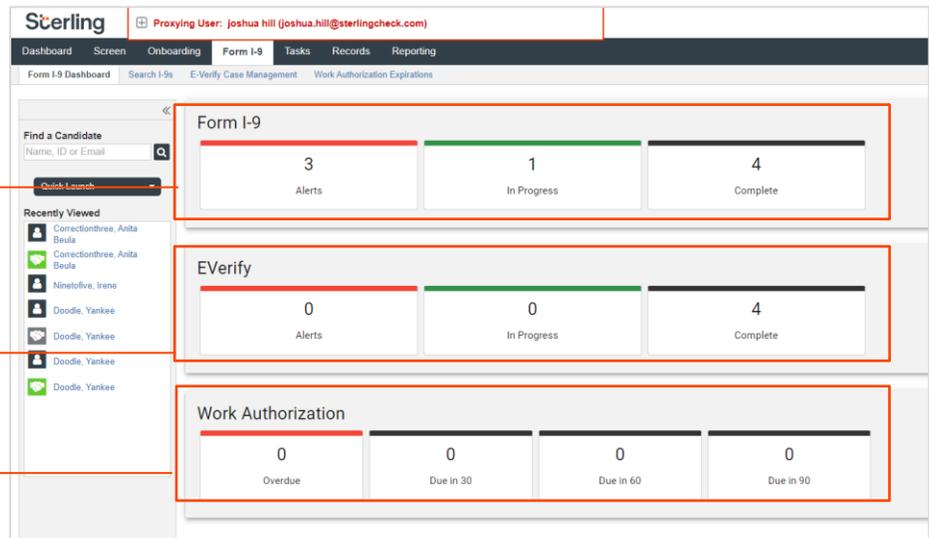
The Monitoring Dashboard is a dynamic tool, which may result in a brief delay while dynamic data populates on the dashboard. Please be patient – the delay is typically 5 to 10 seconds.



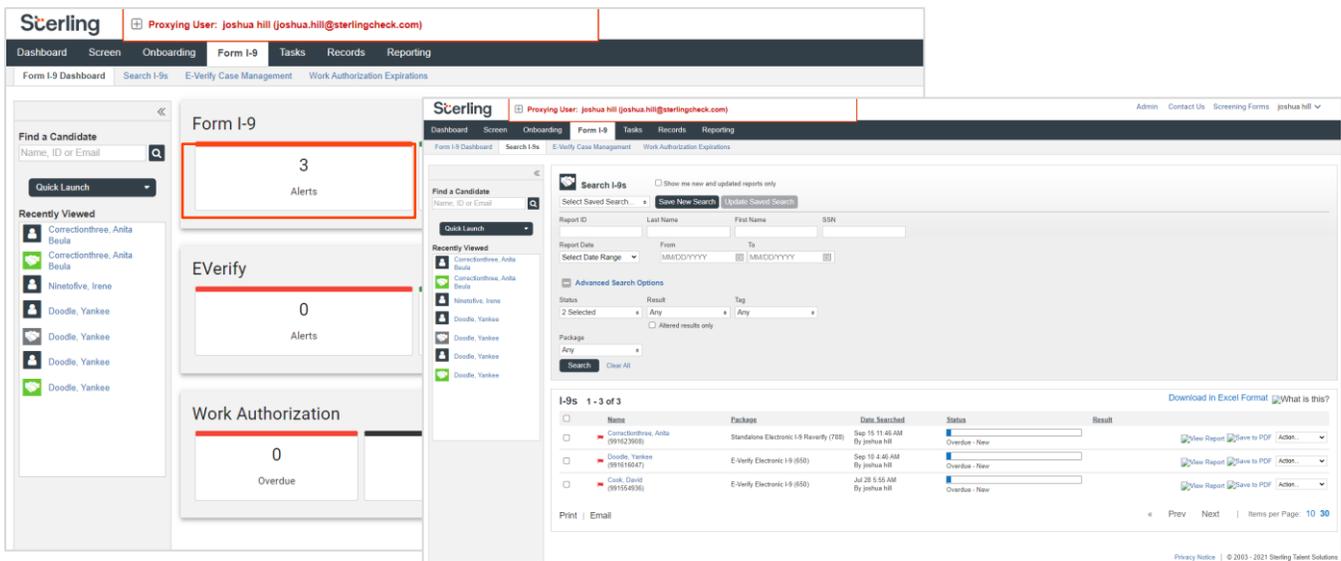
Form I-9 Status area

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
- Pending Name Check
- Pending Overdue Reason
- Pending Photo Verification
- SSA Final Nonconfirmation
- Tentative Nonconfirmation
- Unable to Process
- *In Progress* - Any E-Verify Case with E-Verify Status of:
 - DHS Case in Continuance
 - DHS Referral
 - Initial Verification Complete
 - Referral
 - SSA Case in Continuance
 - SSA Referral
- *Complete* - Any E-Verify Case with E-Verify Status of:
 - Closed
 - Complete
 - Complete – Cancelled
 - Complete – No Show
 - 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)

E-Verify Case Management

You can setup and enroll in E-Verify for seamless integration with Sterling’s I-9 solution. This setup requires assistance from the account management team and requires a new Memorandum of Understanding (MOU) with E-Verify showing Sterling as the client agent. This section refers to the process for those enabled to use Sterling’s integrated E-Verify solution. All information here is designed to support the US E-Verify process. [Review specific guidelines here.](#)

Initial Case Status

Upon completing Form I-9 Section 2, an E-Verify case will be created and will return an initial case result:

- **DHS Verification in Process** The Department of Homeland Security requires additional time to verify the information submitted. Sterling I-9 will automatically update when results are available from E-Verify.
- **Pending Duplicate Case** E-Verify has flagged the case as a potential duplicate because a case with the same SSN was submitted by the same employer in the past 30 days. A Sterling I-9 user must review and resolve (details explained later).
- **Employment Authorized** The information submitted matches DHS/SSA records. Sterling I-9 automatically closes the E-Verify Case as Employment Authorized – Employee Retained.
- **Tentative Nonconfirmation (TNC)** The information submitted does not initially match DHS/SSA records. An E-Verify certified Sterling I-9 user must take action to resolve (details explained later).

The Candidate Profile Report View allows the I-9 admin user to view the E-Verify result and act as needed.

2 E-Verify

Case Verification Number	No E-Verify Case
Result	Employment Authorized - Employee Retained
	The employee continues to work after receiving an Employment Authorized result.

Duplicate Case Status

When a **duplicate case** status is shown, the employer will review the case details and decide whether to continue processing in E-Verify or close the case as a duplicate.

Important: Duplicate Case Found

Carefully review the information below. Under **Take Action:**

- If the information is correct, click **Continue Case**. If the information is NOT correct, update the appropriate field(s) and click **Continue Case**.
- If the information entered is not correct and cannot be updated, click **Close Case**. If you created this case in error or no longer need to continue this verification, click **Close Case**.

The information you entered for this case matches information from another case entered by this employer.

Status	Case Number	Created Date	SSN	Hire Date
Case Incomplete	2017032180841ZQ	02-01-2017	*** ** 123456789	01-31-2017
Duplicate Case	2017032175405ZL	02-01-2017	*** ** 123456789	01-31-2017
Employment Authorized	2017032175153ZF	02-01-2017	*** ** 123456789	03-19-21

Check that the following information is correct.

Last Name	First Name	Middle Initial
<input type="text" value="Doe"/>	<input type="text" value="Jane"/>	<input type="text"/>
Other Last Names Used	Date of Birth	Social Security Number
<input type="text"/>	<input type="text" value="June"/> <input type="text" value="9"/> <input type="text" value="1977"/>	<input type="text" value="123"/> <input type="text" value="45"/> <input type="text" value="6789"/>
Hire Date	Citizenship Status	
02/14/2017	A citizen of the United States	
Document Type	Document Number	Document Expiration Date
US Passport	123456789	04/06/2018

Take Action:

Continue Case
 Close Case

Take Action:

Continue Case
 Close Case

Select the appropriate statement:

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

[Continue](#)

Take Action:

Continue Case
 Close Case

Select the appropriate statement:

The case is a duplicate because the employer created a case with the same data within the past 30 days.
 The case is invalid because the data entered is incorrect.

[Continue](#)



Tentative Nonconfirmation Status

When the case status shows as Tentative Nonconfirmation (TNC), go to the Report View and find the details of the Tentative Nonconfirmation status.

!!PLEASE NOTE!! All Tentative Nonconfirmation should be handled privately and confidentially with the employee. TNC status is a temporary status – and may or may not result in full employment authorization.

2 E-Verify

E-Verify Status	DHS Tentative Non-Confirmation (TNC)
Case Verification Number	2017034131139LB

The information initially entered for the case did not match records available to DHS. This does not necessarily mean that the employee is not authorized to work.

Next Steps:

1. Print the DHS Further Action Notice in either English or Spanish. Confirm that the name and SSN listed at the top of the notice are correct.
 - DHS Further Action Notice - English
 - DHS Further Action Notice - Spanish

If the information printed on the DHS FAN does not match the information on the Form I-9, you must close the case to indicate the case is invalid due to incorrect data, and submit a new case.

2. Review the DHS Further Action Notice privately with the employee. Instructions are found on page one of the DHS Further Action Notice.
3. Have the employee indicate whether he or she will contest the DHS TNC on page two of the DHS Further Action Notice.
4. Ensure that both the Employer and Employee section of the DHS Further Action Notice are signed and dated. Keep the original signed copy of the DHS Further Action Notice on file.

If you created this case in error or you no longer need to continue this verification, you must close the case.

Click **Manage Case** to take action on the case.

[Manage Case](#)

The Further Action Notices (FANs) will be available in the E-Verify section. These can be downloaded, printed, and sent to employees following confidential/private conversation about the TNC status. The Sterling I-9 solution does NOT automatically send FAN letters to employees; all employee communications must be handled outside of the Sterling I-9 tools.

After sharing the FAN with employee and receiving signed-copy back from employee, the user must update the case using the **Manage Case** button.

3. Have the employee indicate whether he or she will contest the DHS TNC on page two of the DHS Further Action Notice.
4. Ensure that both the Employer and Employee section of the DHS Further Action Notice are signed and dated. Keep the original signed copy of the DHS Further Action Notice on file.

If you created this case in error or you no longer need to continue this verification, you must close the case.

Click **Manage Case** to take action on the case.

[Manage Case](#)

SterlingONE Customer Support can be reached at 1.866.338.1234

The user can make appropriate selection based on FAN process.

Attach a copy of the employee-signed FAN for record keeping.

Manage TNC

Employee Name	E-Verify Status	Case Verification Number
Jane Doe	Tentative Nonconfirmation	2017034131139LB

Indicate whether the employee has been notified. You must notify the employee of the TNC if the information in the Further Action Notice is correct.

I have notified this employee of the TNC
 I have not notified the employee. I have identified errors in the case and will create a new case for this employee

Attach a copy of the signed Further Action Notice (FAN)

Select File

No file chosen

(Formats accepted: PDF, JPG, GIF, PNG)

Take Action

- If the employee chose to contest the DHS TNC, click Refer Case.
- If the employee chose to not contest the DHS TNC, click Close Case.
- If the case was created in error or you no longer need to continue this verification, click Close Case.

If employee has chosen to **contest the initial TNC**, the case will be moved to referred-status. The user will be able to download, print, or send the **referral letter**.

Manage TNC

✔ Case referred successfully!

Employee Name	E-Verify Status	Case Verification Number
Jane Doe	DHS Referral	2017034131139LB

This employee was referred to DHS on 02-03-2017. Print the Referral Date Confirmation and provide this to the employee. Inform the employee that he or she has until 02-15-2017 to contact DHS. The status will be updated when results are received from E-Verify.

DHS Referral Date Confirmation - English
DHS Referral Date Confirmation - Spanish

If an employee has chosen to **not contest the initial TNC**, the E-Verify case will be closed. The user must select the appropriate case closure response.

The case is now processing and will be updated once a response is received from E-Verify.

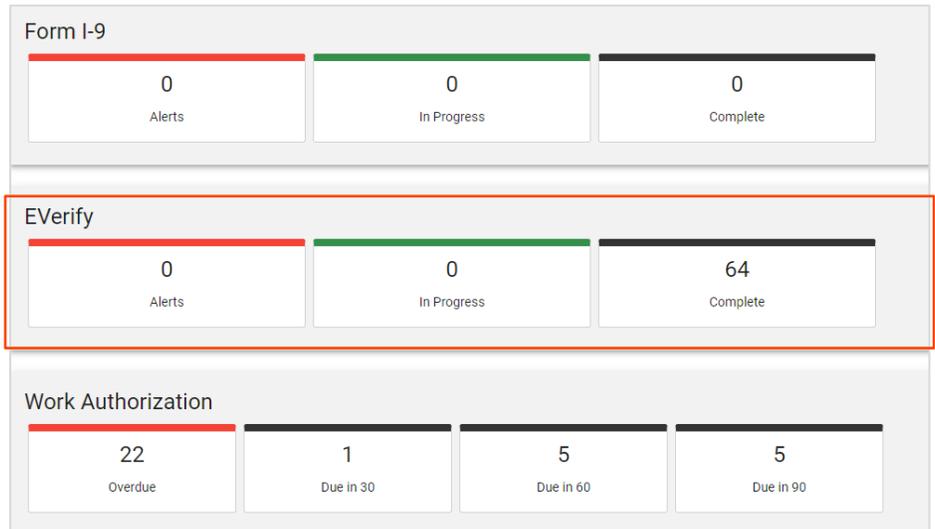
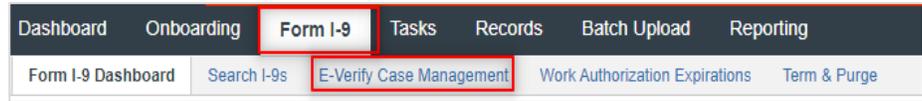
A copy of the Further Action Notice (FAN) and Referral letter can be found in the **Documents** section under the **candidate profile**.

Document	Uploaded	File Size
<input type="checkbox"/> E-Verify DHS Referral Date Confirmation - Spanish	Feb 3 11:15 am By Patty Test	932 KB
<input type="checkbox"/> E-Verify DHS Referral Date Confirmation - English	Feb 3 11:15 am By Patty Test	1008 KB
<input type="checkbox"/> E-Verify DHS Tentative Nonconfirmation - English	Feb 3 11:15 am By Patty Test	36 KB
<input type="checkbox"/> E-Verify DHS Tentative Nonconfirmation - Spanish	Feb 3 11:13 am By Patty Test	1349 KB
<input type="checkbox"/> E-Verify DHS Tentative Nonconfirmation - English	Feb 3 11:13 am By Patty Test	979 KB
<input type="checkbox"/> Form I-9 Form I-9.pdf	Feb 3 11:11 am By Patty Test	533 KB
<input type="checkbox"/> Form I-9 Identification Documents Demo - Passport.pdf	Feb 3 11:10 am By Patty Test	36 KB

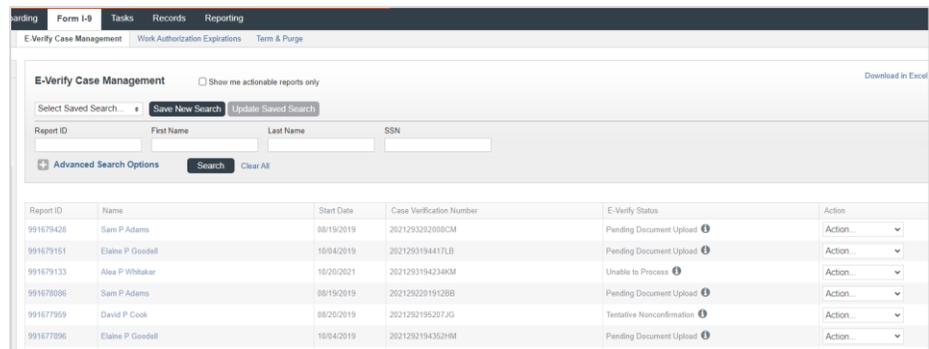
E-Verify Case Management

To help with management of the E-Verification cases that require assistance or monitoring, users can access the Sterling I-9 E-Verify Case Management via the menu bar – **Form I-9** – then **E-Verify Case Management**.

Alternatively, cases that require attention can also be accessed via Monitoring Dashboard – E-Verify section.



By clicking through the Menu Bar or the Monitoring Dashboard, it will bring the user to the E-Verify Case Management page.



Each row that is actionable will provide the ability to either drill into the Candidate View – Report details (by clicking the person’s name) or take action by using the drop-down menu on the right-side of respective row.

Report ID	Name	Start Date	Case Verification Number	E-Verify Status	Action
991679428	Sam P Adams	08/19/2019	2021293202008CM	Pending Document Upload	Action...
991679151	Elaine P Goodell	10/04/2019	2021293194417LB	Pending Document Upload	Action...
991679133	Alea P Whitaker	10/20/2021	2021293194234KM	Unable to Process	Action...
991678086	Sam P Adams	08/19/2019	2021292201912BB	Pending Document Upload	Action...
991677959	David P Cook	08/20/2019	2021292195207JG	Tentative Nonconfirmation	Action...
991677896	Elaine P Goodell	10/04/2019	2021292194352HM	Pending Document Upload	Action...
991676783	Sam P Adams	08/19/2019	2021291204734EB	Pending Document Upload	Manage Case

Form I-9 Management

Edit and Correction of Completed I-9

The Edit I-9 feature allows users to make corrections and modifications to completed I-9 forms, in accordance with the [USCIS guidelines for making corrections](#). Please follow all guidance from Department of Homeland Security (DHS) and United States Citizenship and Immigration Services (USCIS) when making edits to completed Form I-9s.

PLEASE NOTE: Only Form I-9s in the Complete status are available to be edited. If I-9 is not in the Complete status, Edit options will not be available.

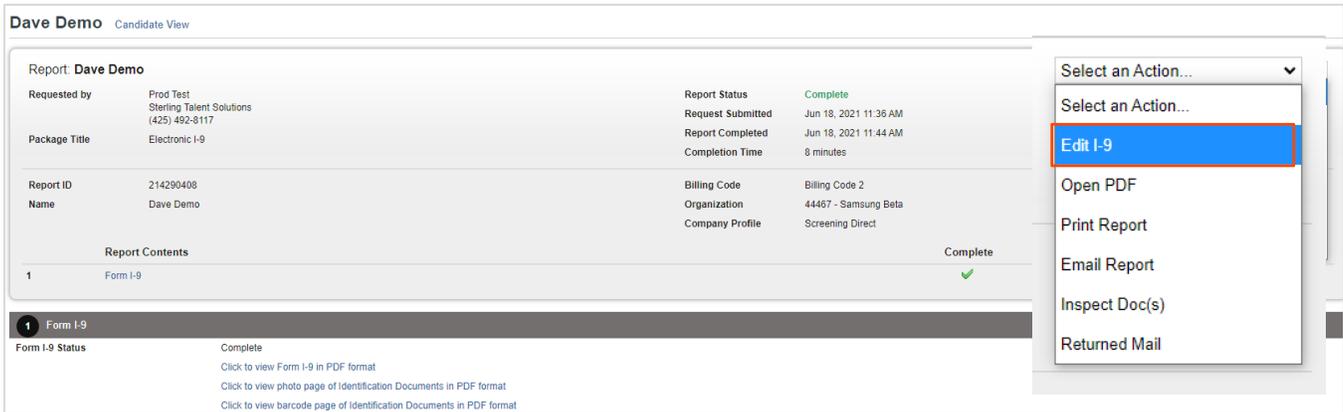
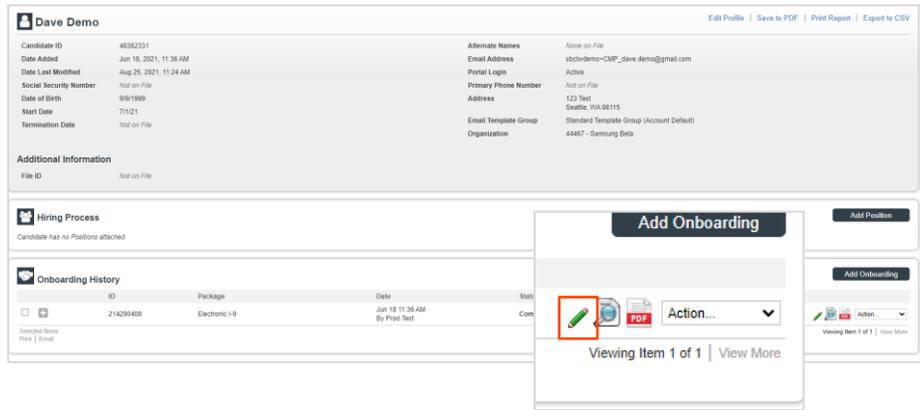
There are multiple methods to access the edit feature.

Candidate Profile

Click the pencil icon

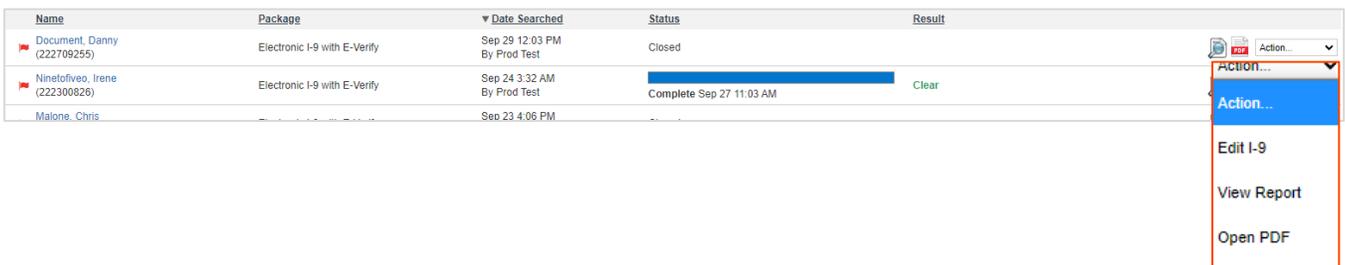
Report Summary Screen

Click Select an Action menu – “Edit I-9”



Search I-9s

Click Action menu – “Edit I-9”



After clicking the Edit I-9 option, user will be presented with a **pop-up** requiring input.

Provide input where requested.

Reason to change: This is an audit tracking note as to why this change/edit is necessary. This information will NOT appear on the Form I-9 but will be available in the Status Notes/Tracking Log.

Initiate new E-Verify Case: (as applicable) If there was an error in original Form I-9 AND original E-verification case has been closed without receiving Employment Authorized, it is possible to execute a new E-Verify Case. Choose Yes or No.

Select which section to edit: You can only choose to edit one section at a time. If both sections require edit/change, choose Section 1 first and follow-through to completion. After Form I-9 is complete, initiate a Section 2 edit and follow-through to completion.

If Section 1 – Due Date: Enter the date by which employee should complete their Section 1 edit. Note: Notification email address is taken from Candidate Profile.

If Section 2 – Due Date: Enter the date by which verifier should complete their Section 2 edit.

If Section 2 – Choose Verifier: Use drop-down menus to choose verification method. If necessary, click button to Create a New Verifier.

There will be an input area for a **custom message** to the Employee (Section 1) or Verifier (Section 2) for making edits/corrections.

Custom message will appear in the notification emails – as well as on the Form I-9 edit workflow page.

Message to Employee

Now that you have received your Social Security Card, please update your Form I-9 with Social Security Number ASAP.

Message to Verifier

Update I-551 Number

Attention Irene Ninetofive:

Please use the button below to begin correcting your Form I-9 online. The correction(s) 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.

Get Started	Due Date	Status
Correct and Sign Form I-9	02/01/2023	New

Correction Note:

Now that you have received your Social Security Card, please update your Form I-9 with Social Security Number ASAP.

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.

© 2023 Sterling Talent Solutions

My Dashboard > Electronic Form I-9

Notification

Update I-551 Number

Section 1
 Section 2
 eSign Forms

Form I-9 Section 1

This is the Form I-9 for Irene Ninetofive

If you will not be able to complete this task, you may [Delegate to another Verifier](#)

Following successful submission, confirmation message appears.

Success

Your Changes/Corrections have been submitted and are processing. Please check I-9 Dashboard or Candidate View to view status.

OK

Section 1 Edit/Correction

Employee should receive notification email to begin their edit.

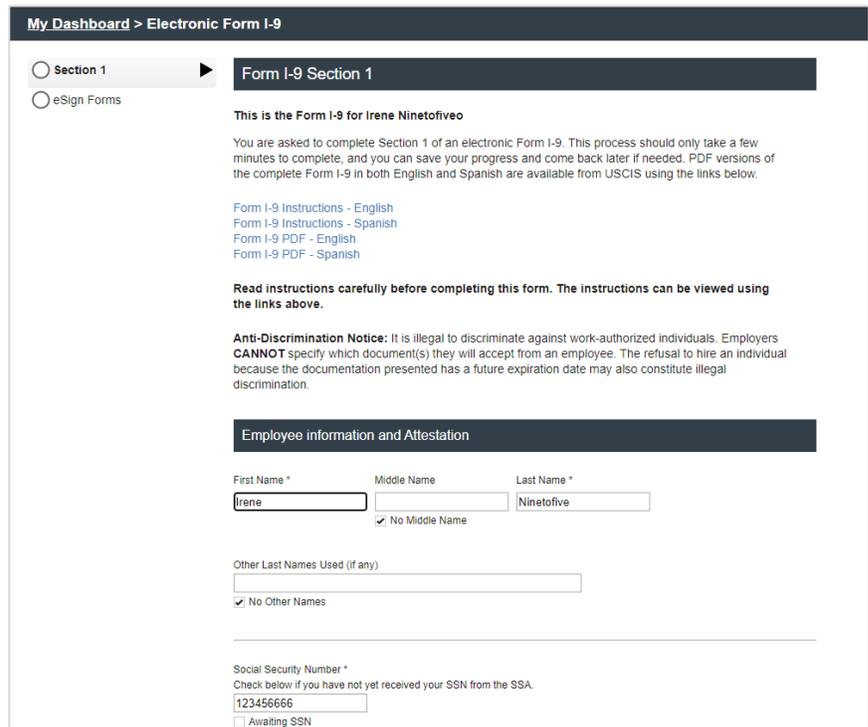
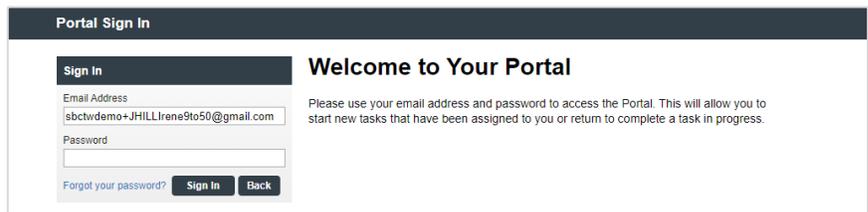
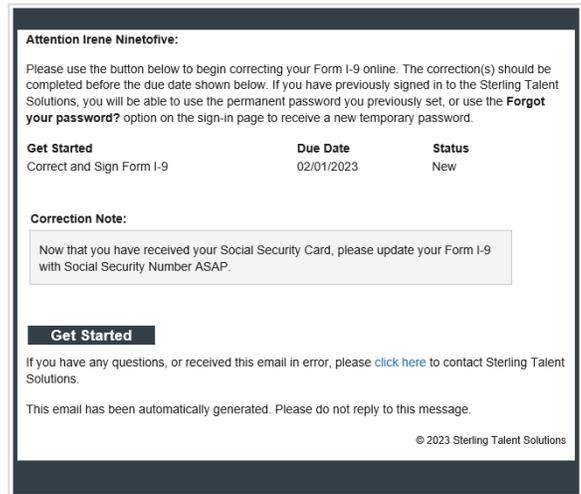
By clicking the **Get Started** button, employee is brought to the Sterling I-9 Portal login page.

Employee logs in using same credentials that were used for the original I-9 submission. If necessary, employee can use “Forgot your password” link to reset their password.

Employee will find their **Correct and Sign Form I-9** Start task in their Inbox.

Like original I-9 completion, an employee will be presented with entry fields for the Form I-9 Section 1. Employee makes necessary changes or corrections to the data that is pre-populated. Upon finishing corrections, employee clicks **Next** button at bottom of page.

PLEASE NOTE: If you have document-upload setting enabled, employee will NOT be able to upload new documentation or view previously submitted documentation. If new documentation needs to be updated, a new Form I-9 should be ordered.



If either Section 1 or Section 2 signatures must be corrected, employee/verifier would choose the appropriate option.

Employees are presented with the eSign instructions and agreement page. Employees should review and indicate agreement to the statement. If the employee declines, a Paper Form I-9 will be required to complete the edit/correction.

Employees have the option to choose standard signature or draw their own. Employee proceeds to preview.

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
 An alien 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 *

Update original Section 1 Signature

Next **Save**

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 act/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

PLEASE NOTE: The changes are noted on the rendering of the Form I-9, with strike-through of the original value, printing of the new value, and digital signature next to each change.

My Dashboard > Electronic Form I-9

eSign Forms

Confirm and eSign Forms | Save and Sign Later | I need to correct my information before I sign

Corrected 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 10/31/2022

START HERE: Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers CANNOT specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

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) Ninetofive		First Name (Given Name) Irene		Middle Initial N/A	Other Last Names Used (if any) N/A	
Address (Street Number and Name) 1234 North Street St 1234 North Avenue		Apt. Number N/A	City or Town Chicago		State IL	ZIP Code 60606
Date of Birth (mm/dd/yyyy) 06/01/1955		U.S. Social Security Number (SSN) 1 2 3 - 4 5 - 6 7 8 9 2 4 4 4		Employee's E-mail Address N/A		Employee's Telephone Number N/A

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

1. A citizen of the United States

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

3. A lawful permanent resident (Alien Registration Number/USCIS Number): N/A

4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy): N/A

Some aliens may write "N/A" in the expiration date field. (See instructions)

Aliens authorized to work must provide only one of the following document numbers to complete Form I-9: An Alien Registration Number/USCIS Number OR Form I-94 Admission Number OR Foreign Passport Number

QR Code - Section 1
Do Not Write in This Space

Employee confirms and e-signs forms. A copy of the corrected Section 1 is now available in the employee Dashboard.

My Documents

Document Type	Document	Date Signed
Form I-9	Corrected Form I-9.pdf	10/6/21

Section 2 Edit/Correction

Verifier should receive notification email to begin their edit.

By clicking the **Get Started** button, verifier is brought to the Sterling I-9 Portal login page.

Attention Anita Verification:

You have been designated to correct section 2 of Irene Ninetofive's Employment Eligibility Verification (Form I-9). To complete this task, you must inspect original documentation provided by Irene, and make the required corrections to section 2.

[Get Started](#)

Task Details:
 Task: **Correct Section 2 of Employee Form I-9**
 Assigned by: **Prod Test**
 Assigned to: **Anita Verification**
 Employee: **Irene Ninetofive**
 Employee Start Date: **11/01/2022**
 Task Due Date: **02/01/2023**
 Correction Note : **Update I-551 Number**

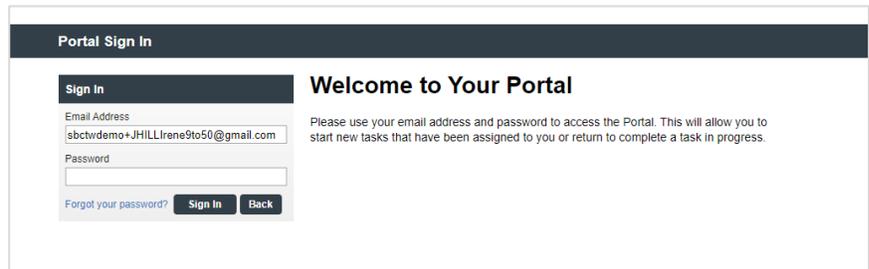
If you have any questions, or received this email in error, please [click here](#) to contact Sterling Talent Solutions.

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

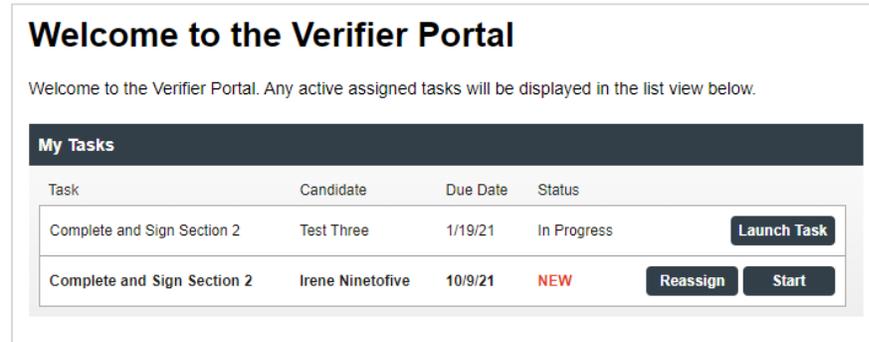
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Verifier logs in using same credentials that were used for the original I-9 verification. If necessary, verifier can use “Forgot your password” link to reset their password.

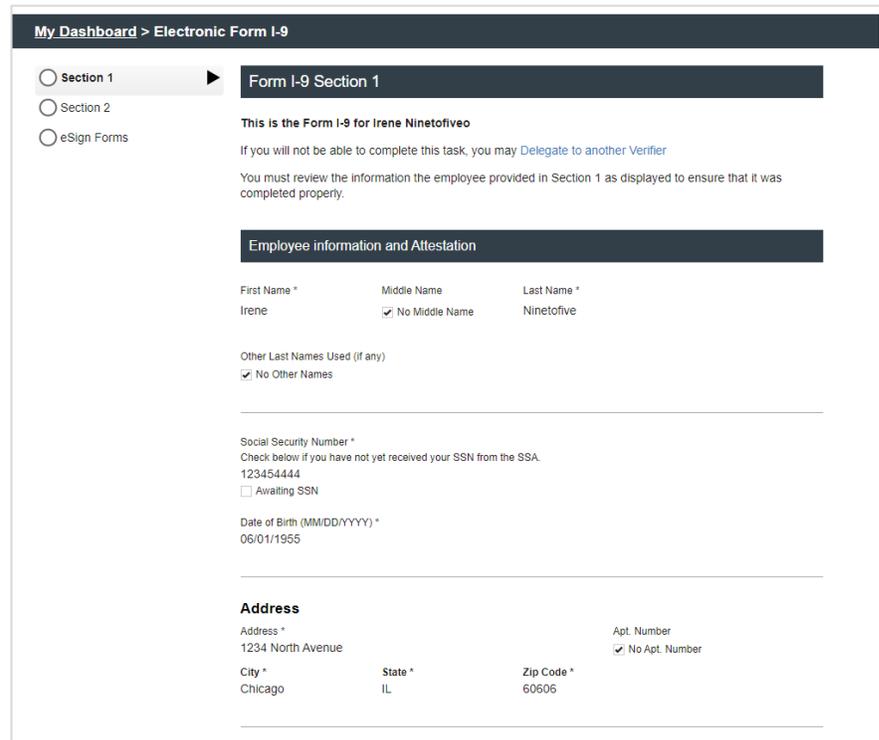


Verifier will find their “Complete and Sign Section 2” Start task in their Inbox.



Task	Candidate	Due Date	Status	
Complete and Sign Section 2	Test Three	1/19/21	In Progress	Launch Task
Complete and Sign Section 2	Irene Ninetofive	10/9/21	NEW	Reassign Start

Like original I-9 Section 2 completion, verifier will be first presented with Form I-9 Section 1 as read-only for review.



After they review Section 1, clicking **Next** will bring verifier to entry fields for the Form I-9 Section 2. Verifier makes necessary changes/corrections to the data that is pre-populated. Upon finishing corrections, verifier clicks **Next** button at bottom of page.

PLEASE NOTE: If you have document-upload setting enabled, verifier will NOT be able to upload new documentation or view previously submitted documentation. If new documentation needs to be updated, a new Form I-9 should be ordered.

Verifier is presented with the eSign instructions and agreement page. Verifier should review and indicate agreement to the statement. If verifier declines, a Paper Form I-9 will be required to complete the edit/correction.

My Dashboard > Electronic Form I-9

Section 1
 Section 2 ▶
 eSign Forms

Form I-9 Section 2

If you will not be able to complete this task, you may [Delegate to another Verifier](#)

You must physically examine one document from List A OR examine a combination of one document from List B and one document from List C. For each document you review, record the following information: document title, issuing authority, document number, and expiration date, if any.

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.

Employer or Authorized Representative Review and Verification

List A
U.S. Passport
Permanent Resident Card (I-551)
Employment Authorization Document (I-766)
and other documents...

List B and C
Driver's License or ID Card
Voter's Registration Card
U.S. Military Card or Draft Card

Social Security Card
Birth Certificate
and other documents...

List A Documents

List A Document Title

U.S. Passport ▼

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 act/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, Chron

If you 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.

You will receive a copy of the following forms.

I Agree to Use an Electronic Signature

I Decline to Use an Electronic Signature

Verifier has option to choose standard signature or draw their own. Verifier proceeds to preview.

The changes are noted on the rendering of the Form I-9, with strike-through of the original value, printing of the new value, and digital signature next to each change.

Viewing Corrected I-9

After edits or corrections have been processed and Form I-9 is in Complete status, it is possible to see an updated/corrected Form I-9. This can be accessed via multiple places.

From Candidate View

Find “Corrected Form I-9” in the Documents panel.

Document	Uploaded	File Size
Corrected Form I-9 Corrected Form I-9.pdf	Oct 6 5:51 AM	628 KB
Form I-9 Form I-9.pdf	Sep 27 8:43 PM By Sterling Talent Solutions	617 KB
Form I-9 Form I-9.pdf	Sep 27 12:00 PM By Sterling Talent Solutions	617 KB

From Report Details

Click on the **“Click to view Form I-9 in PDF Format.”**

1 Form I-9	
Form I-9 Status	Complete
	Click to view Form I-9 in PDF format
2 E-Verify	
Case Verification Number	No E-Verify Case

When opened, corrected items shown with original values struck-through, new values printed, and digital signature next to each correction.

Sample Section 1:

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized employee may present to establish employment authorization and identity. The documentation presented has a future expiration date may also constitute illegal

Section 1. Employee Information and Attestation (*Employment begins on the first day of employment, but not before accepting a job offer*)

Last Name (Family Name) Ninetofive		First Name (Given Name) Irene	
Address (Street Number and Name) 1234 North Street St 1234 North Avenue		Apt. Number N/A	City
Date of Birth (mm/dd/yyyy) 06/01/1955	U.S. Social Security Number 1 2 3 - 4 5 - 6 6 6 6 4 4 4 4		Employee's N/A

I am aware that federal law provides for imprisonment and/or fine in connection with the completion of this form.

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

1. A citizen of the United States

Sample Section 2:

Section 2. Employer or Authorized Representative Review and Verification
 (Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of work. Employers must physically examine one document from List A OR a combination of one document from List B and one document from List C of Acceptable Documents.)

Employee Info from Section 1	Last Name (Family Name) Ninetofive	First Name (Given Name) Irene	M.I. N/A	Citiz N/A
List A	OR	List B	AND	Em
Identity and Employment Authorization				
Document Title U.S. Passport		Document Title N/A	Document Title N/A	
Issuing Authority U.S. Department of State		Issuing Authority N/A	Issuing Authority N/A	
Document Number c15518993		Document Number N/A	Document Number N/A	
Expiration Date (if any) (mm/dd/yyyy) 09/30/2024		Expiration Date (if any) (mm/dd/yyyy) N/A	Expiration Date (if any) (mm/dd/yyyy) N/A	
Document Title N/A		Additional Information		
Issuing Authority N/A				
Document Number N/A				
Expiration Date (if any) (mm/dd/yyyy) N/A				
Document Title N/A				
Issuing Authority N/A				
Document Number N/A				
Expiration Date (if any) (mm/dd/yyyy) N/A				
Certification: I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the employee named above, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge and belief, the employee is authorized to work in the United States. The employee's first day of employment (mm/dd/yyyy): <u>09/25/2021</u> (See instructions for exceptions)				
Signature of Employer or Authorized Representative <i>Luiza Vasiliucian</i>	Today's Date (mm/dd/yyyy) 09/27/2021	Title of Employer or Authorized Representative Workshop		

!!PLEASE NOTE!! In accordance with USCIS guidelines, the PDF-rendering of the Form I-9 will include the most-current corrected version AND the original version(s) of the Form I-9 in a single contiguous file export. This is available as the most current Form I-9 on the Reports page.

In-Flight Edits

!!PLEASE NOTE!! Sterling I-9 restricts candidates from having more than one task open for edit/input at the same time. This includes not having more than one I-9 being Edited or having new Form I-9 and Edit I-9 at the same time. One task must be completed or cancelled to launch another.

When an Edit has been initiated for a particular Form I-9 report, the following places will show that this report has a pending Edit.

Candidate Profile – Onboarding History

In the **Onboarding History** section of the **Candidate Profile**, there is a cycle-pencil icon showing a specific Form I-9 has in-flight (pending) Edit.

ID	Package	Date	Status	
992576115	New Hire Package	Feb 17 12:20 AM By EVerify API	Pending	
992576114	E-Verify Electronic I-9 Reverify (650)	Feb 17 12:13 AM By EVerify API	Form I-9 Req	
992574913	I-9 Verifier Network Stand Alone - 10804	Feb 16 6:37 AM By EVerify API	Complete Feb 7:31 AM	

Clicking on the in-flight Edit icon will present the Cancel/Close Edit dialog box.

Cancel Edit I-9 Task
Close

You are about to cancel the Edit I-9 Task for Irene Fivertoniner.

Please select your reason for canceling this Edit I-9 Task

Why you are canceling this Edit I-9 Task ?*

Select

Briefly describe the issue:

Submit

This action will not void charges associated with the request. For additional information or assistance, please contact your Customer Support representative.

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Form I-9 – Report Page

On the Form I-9 **Report** page, the Report Status fields will include **Edit In-Progress**.

Report: **Fresh One** Select an Action...

Requested by EVerify API Sterling ONE (555) 555-5555	Report Status Complete - Edit In-Progress
Package Title I-9 Verifier Network Stand Alone - 10004	Request Submitted Feb 16, 2023 6:37 AM
	Report Completed Feb 16, 2023 7:31 AM
	Completion Time 54 minutes

Report ID 992574913	Address over the moon mobile, AL 36601
Name Fresh One	Company Profile Ravindra HPM
Date of Birth 1/1/2005	
I-9 Termination Date 07/11/2024	

Report Contents	Complete	Status
1 Form I-9	✔	Complete - Edit In-Progress
2 Scheduling	✔	Review Below

Search I-9 Dashboard

The search results in the **Search I-9** dashboard will include the in-flight pencil icon for any Form I-9s with pending Edits.

I-9s 171 - 180 of 1,553

☐	Name	Package	Date Searched	Status	Result
<input type="checkbox"/>	Test, Test (992582084)	Standalone I-9 Keyed in from Hard Copy (788)	Feb 28 4:08 AM By EVerify API	Complete	Complete Feb 28 4:08 AM
<input type="checkbox"/>	Fivertoniner, Irene (992582062)	E-Verify Electronic I-9 (850)	Feb 28 3:16 AM By EVerify API	Complete	Complete Feb 28 3:27 AM
<input type="checkbox"/>	One, Seeta (992582059)	Standalone Electronic I-9 (788)	Feb 27 11:33 PM By EVerify API	Complete	Complete Feb 27 11:43 PM
<input type="checkbox"/>	Pqr, Xyz (992581587)	E-Verify Electronic I-9 (850)	Feb 23 7:31 PM By EVerify API	Cor	Cor
<input type="checkbox"/>	Pqr, Xyz (992581469)	E-Verify Electronic I-9 (850)	Feb 23 5:02 AM By EVerify API	Cor	Cor
<input type="checkbox"/>	Goodell, Elaine (992581401)	Standalone I-9 Keyed in from Hard Copy (788)	Feb 22 4:22 PM By EVerify API	Cor	Cor
<input type="checkbox"/>	Goodell, Elaine (992581370)	Standalone Electronic I-9 Reverify (788)	Feb 22 3:59 PM By EVerify API	Form I-9 Required	Form I-9 Required

Also, clicking on the “Download to Excel Format” will provide a listing of searched I-9 records. The **Edit In-Progress** column will show a TRUE for any report that is current pending a Form I-9 Edit.

Date	Result	COVID Remote Insp	Edit In-Progress	Ref Co
26/2023 10:10		FALSE	TRUE	
/19/2023 9:04		FALSE	FALSE	
18/2023 14:09		FALSE	FALSE	
12/2023 10:02		FALSE	TRUE	

Action Required – Employee

If the employee had not yet received their Social Security Number (SSN) from the Social Security Administration (SSA) at the time they completed their Form I-9, they will be flagged as **Awaiting SSN**.

The screenshot shows two sections: '1 Form I-9' and '2 E-Verify'. Under '1 Form I-9', the status is 'Complete' with links to view the form in PDF format. Under '2 E-Verify', the status is 'E-Verify Not Submitted - Awaiting SSN'. A note explains that a case could not be created because the employee is awaiting a Social Security Number, and a new E-Verify case must be created upon receiving the SSN. A link is provided to view the Form I-9 Expiration Report for details or to submit a new E-Verify case.

Please note, E-Verify case cannot be submitted until SSN has been captured.

Records awaiting SSN are also viewable in the **Work Authorization Expiration** menu.

The screenshot shows the 'Form I-9 Expiration' report interface. It includes filters for 'View Expiration Date From' (Previous 30 Days) and 'View Expiration Date To' (Next 30 Days), with a 'Go' button. Below is a table with columns: Report ID, Name, Document Type, Expiration Date, and Completed. An 'Action...' dropdown menu is open for the first row, showing options: 'No Longer Employed', 'Complete and Submit E-Verify', and 'View Applicant Report'.

Report ID	Name	Document Type	Expiration Date	Completed
61928648	Ethan J Anderson	Awaiting SSN	03/26/2016	
61620933	Kim Zhang	Receipt	02/09/2016	

To add the SSN, use the **Edit I-9 feature** to order a correction of Section 1 by employee.

For E-Verify enabled accounts, **choose YES** to E-Verify case submission question upon order of Edit.

The screenshot shows the 'eSign Forms' consent screen. It includes a 'Section 1' header and an 'eSign Forms' sub-section. The main text is 'Consent and Notice Regarding Electronic Signature'. It explains that by clicking 'I Agree to Use an Electronic Signature', the user agrees to electronically sign documents. It lists system requirements: Windows, Mac OS X, Linux, Apple iOS, and other major operating systems; and Microsoft Internet Explorer version 9 and later, Mozilla Firefox - latest version, Safari latest version + tablet versions, Chrome latest desktop version. It also states that declining to use an electronic signature will result in manual sign-off. At the bottom, there are two buttons: 'I Agree to Use an Electronic Signature' and 'I Decline to Use an Electronic Signature'.

Document Receipts

If the employee initially submitted a receipt for a document that was **lost, stolen, or damaged** to complete Section 2 of the Form I-9:

- A case will not be created in E-Verify if an employee **provided a receipt** for a document that was lost, stolen or damaged to complete their Form I-9.
- **Employee Provided Form I-9 Document Receipts** are valid until their printed expiration date or 90 days following the employee’s date of hire, whichever is earlier.
- Reports are distributed via email on a weekly basis to identify receipts nearing expiration. Receipts are viewable in the **Work Authorization Expiration** menu.

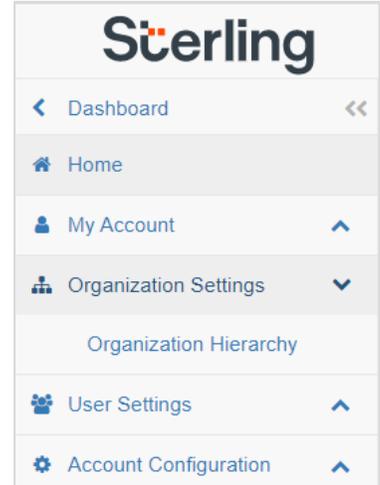
- You can use the **Edit I-9** feature to update Section 2 to show that the actual document (not a receipt) has been provided – and an E-Verify case submission can also be ordered.

Transfer I-9

If your organization is setup with **Organization Settings** or **Organization Hierarchy**, you can transfer an I-9 from one organization or sub-organization to another (under the same parent-account).

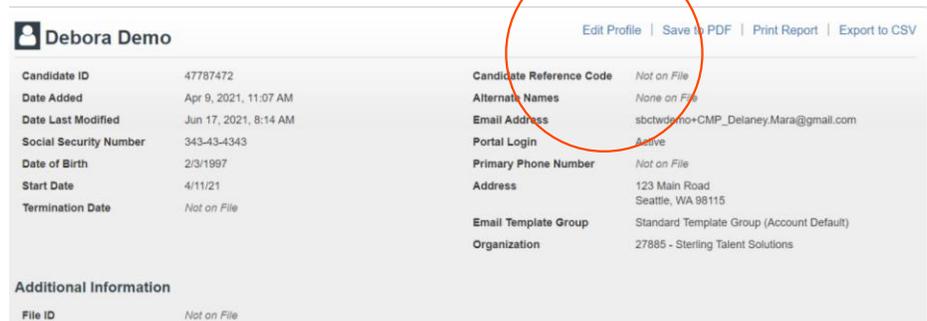
To confirm if your account is setup with Organization Settings, click on the **Admin** tab in the upper right-hand corner of the platform.

If you have **Organization Settings** turned on, they will appear as an option in the left-hand navigation bar.

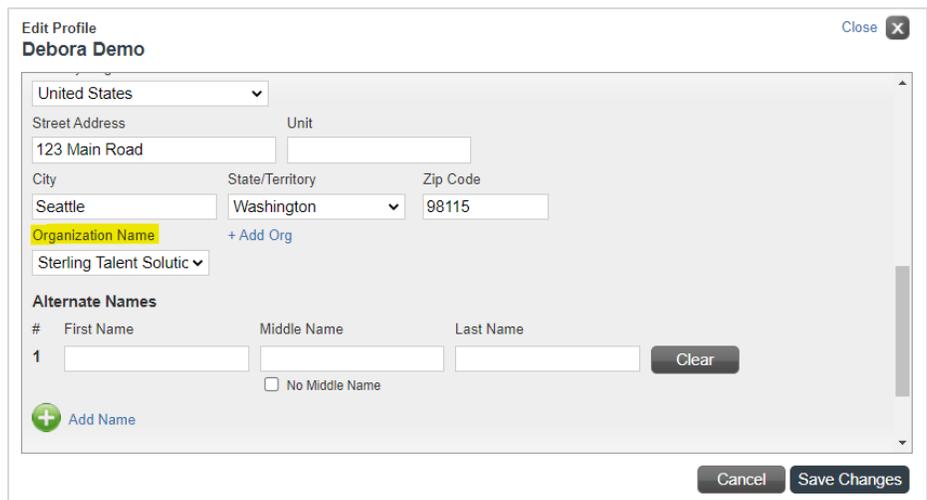


To transfer an I-9, navigate to the **Candidate Profile** by searching for the employee by Name, ID, or Email in the Find a Candidate quick search on the left-hand side.

From the Candidate Profile, click the **Edit Profile** link.



Scroll to the **Organization Name** field, update the drop-down menu to the appropriate organization and click **Save Changes**.



In the Candidate Profile Log, a note will be added indicating the transfer of I-9s from one organization to another. Users assigned to the sending Organization will no longer have access to the I-9, users assigned to the receiving Organization will now have access to the I-9.

Log Entry	User	Date
Candidate Reference Code(s) added [Location 1]	Prod Test	Jun 17 11:19 AM
Electronic I-9 with E-Verify (ID: 214176849) transferred from 27885 - Sterling Talent Solutions to 44235 - Corporate	Prod Test	Jun 17 11:19 AM
Paper I-9 with E-Verify (ID: 188121590) transferred from 27885 - Sterling Talent Solutions to 44235 - Corporate	Prod Test	Jun 17 11:19 AM

Term & Purge I-9s – Overview

Based on USCIS regulations, employers can permanently delete or purge the Form I-9, E-Verify case and supporting documents for terminated employees three years after their date of hire, or one year after the date employment ends, whichever is later. Sterling I-9 provides a **Term & Purge** action area that surfaces I-9s that meet those requirements. Access to this report is given via permission per user, as it is sensitive information.

Sterling I-9 offers the ability to enter a termination date at the **Candidate Profile** level for simple tracking purposes. Using this termination field will have impact on ANY Form I-9 that does NOT have a populated report-level termination date.

Sterling I-9 also offers **Report** level termination date(s). This will allow for each I-9 to track with separate termination dates. If this field is populated for a particular Form I-9, the Candidate Profile data is ignored.

Irene Ninetofive

Candidate ID	49209727
Date Added	Sep 17, 2021, 3:34 AM
Date Last Modified	Jun 7, 2022, 6:39 AM
Social Security Number	xxx-xx-4444
Date of Birth	6/1/1950
Start Date	5/4/22
Termination Date	1/9/22

Additional Information

File ID *Not on File*

Irene Ninetofive

Candidate View

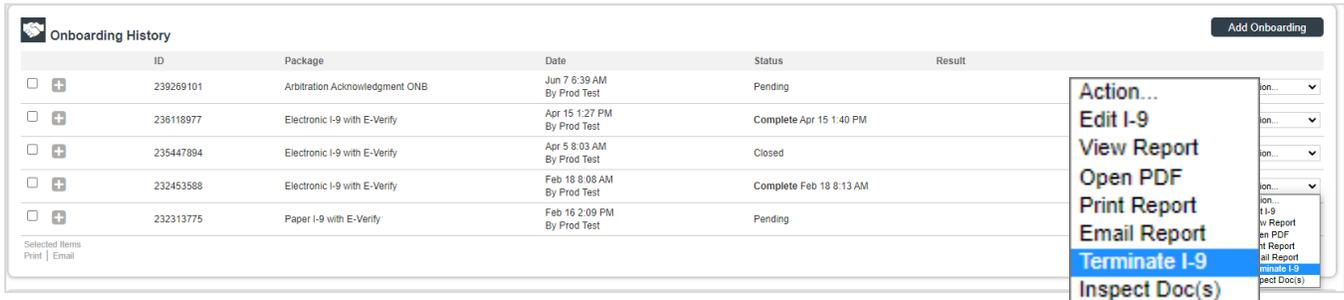
Report: Irene Ninetofive

Requested by	Prod Test Sterling Talent Solutions (425) 492-8117
Package Title	Electronic I-9 with E-Verify

Report ID	236118977
Name	Irene Ninetofive
Social Security Number	xxx-xx-4444
Date of Birth	6/1/1950
I-9 Termination Date	06/05/2022

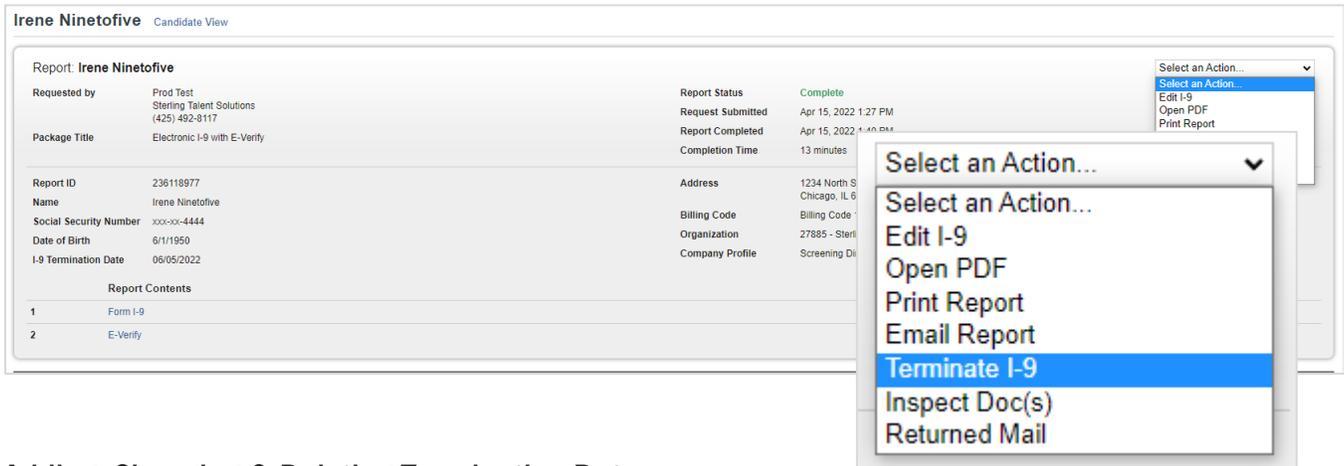
Accessing Termination Date from Candidate View

In the specific employee's candidate view, find the report that requires termination date, use the **Action** menu, and choose **Terminate I-9**



Accessing Termination Date From Report View

In the specific Form I-9 report view, use the **Select an Action** menu, and choose **Terminate I-9**

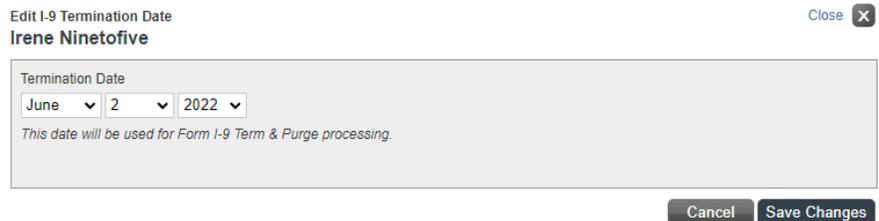


Adding, Changing & Deleting Termination Dates

When presented with pop-up window, enter the Form I-9 Termination Date and click **Save Changes**

This process can be used for changing termination dates. Simply **overwrite** current value and click **Save Changes**.

This process can also be used to delete termination dates by moving all values back to default (**Month, Day, Year**) and click **Save changes**.

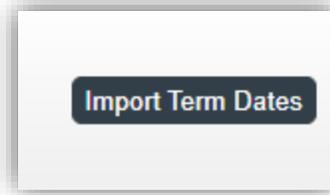


Bulk Upload of Termination Dates (Add, Change, Delete)

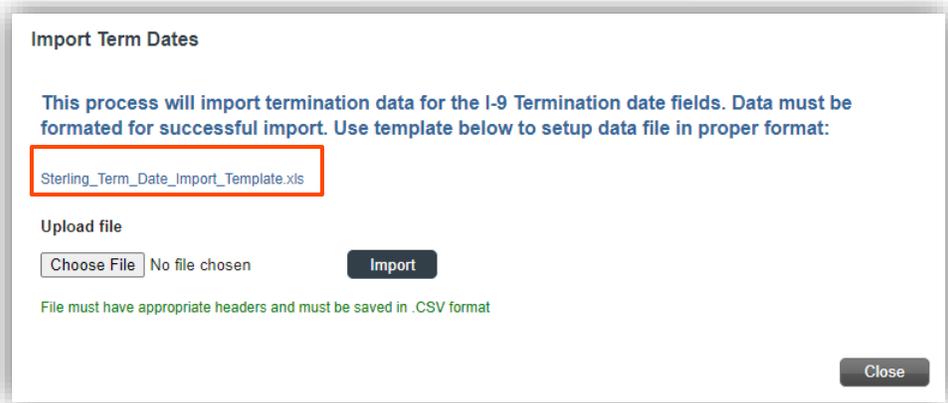
Click on the **Form I-9** link from the menu bar, then the **Term & Purge** sub menu.



Click on the **Import Term Dates** button



In the pop-up menu, there is a Template file for bulk upload – open this template and save to local machine.

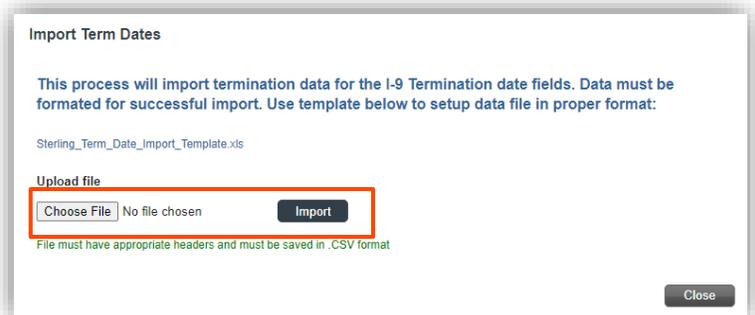


Fill in necessary data for all **Reports** (Form I-9 records) that require termination date update. **Report IDs** can be found in the Form I-9 record, or via various Reports found in Sterling I-9. Report IDs are numeric and are generally 8- or 9-characters long.

Report ID	I-9 Termination Date
<i>Typically 9-digit - numbers only</i>	<i>must be in following format MM/DD/YYYY</i>
<i>Example: 123456789</i>	<i>Example: 06/01/2020</i>
Do NOT REMOVE top 4 rows - Enter date BELOW THIS ROW - Start entering data in ROW 5 - Save as CSV	

Save the file in .CSV format and do NOT delete the 4 header rows. It may be necessary to convert the Termination Date fields to text-type values in order for leading-zeros to be preserved.

Click **Choose File** and navigate to the saved .CSV file location. **Open** the file. Then click **Import**.



Once import has started, a message will appear below the import area.

Process to complete bulk updates could take up to 60-minutes.

Import Term Dates

This process will import termination data for the I-9 Termination date fields. Data must be formatted for successful import. Use template below to setup data file in proper format:

Sterling_Term_Date_Import_Template.xls

Upload file

Sterling_Ter...plate (1).csv

File must have appropriate headers and must be saved in CSV format.
 File has been submitted for processing - email message will be sent with import results once completed.

Similarly, user should also receive an email notification once process has completed.

Dear Hpm Test,

Sterling I-9 Termination Date import process has been complete at 20-06-2022 04:58 am

Total Number of Successful Rows: 3

Total Number of Errors: 0

No Reported Errors

If you have questions or need further assistance , please contact [Sterling Talent Solutions](#)

Thank you,

Purging Form I-9s

Click on the **Form I-9** link from the menu bar, then the **Term & Purge** sub menu.

By default, all I-9s eligible for purge will appear. If you wish to filter through the results, update the drop down menus and click **Search**. Note: Filtering options will vary per client.

Review the employee list for accuracy, then select the I-9s that you wish to purge. To select all I-9s, click the top checkbox to select all.

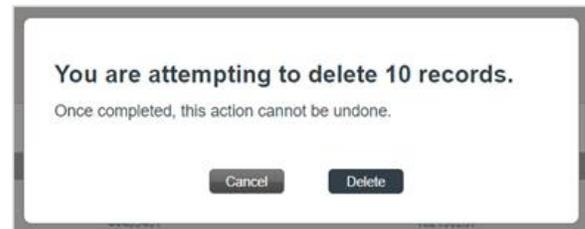
Records 1 - 10 of 19

<input checked="" type="checkbox"/>	Name	CandidateID	Report ID	Hire Date	Termination Date
<input checked="" type="checkbox"/>	Fiona Ranton	44483461	182192608	2020-03-25	2020-02-18
<input checked="" type="checkbox"/>	Fiona Ranton	44483461	182196257	2020-03-25	2020-02-18
<input checked="" type="checkbox"/>	Fiona Ranton	44483461	182183318	2020-03-09	2020-02-18
<input checked="" type="checkbox"/>	Sarah Jones	44181090	177856789	2020-01-18	2020-01-22
<input checked="" type="checkbox"/>	Lara Preston	41649549	162588281	2019-08-07	2019-07-31
<input checked="" type="checkbox"/>	Rupali Dinesh	42328715	162275022	2019-08-02	2020-02-06
<input checked="" type="checkbox"/>	Lara Preston	41649549	161334543	2019-07-23	2019-07-31
<input checked="" type="checkbox"/>	Lara Preston	41649549	158672717	2019-06-14	2019-07-31
<input checked="" type="checkbox"/>	Lara Preston	41649549	158838239	2019-06-14	2019-07-31
<input checked="" type="checkbox"/>	Lara Preston	41649549	157563797	2019-06-11	2019-07-31

◀ Prev Next | Items per Page: 10 30

Click the **Delete** button, the system will open a pop up to confirm the action.

Note: This action cannot be undone.



The selected and deleted I-9s will disappear from the Term & Purge report. After a short processing time, the I-9 reports and associated data will disappear from the Candidate Profile as well.

A status note will be left in the Candidate Profile to document the purged I-9 report.

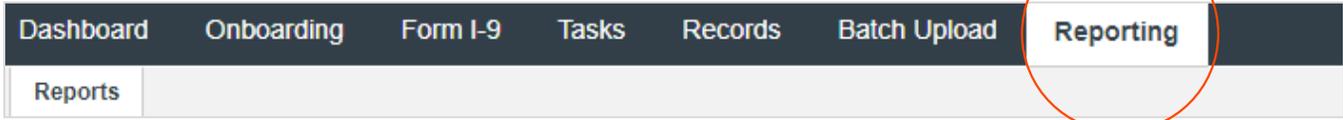
Log (29)

Log Entry	User	Date
Electronic I-9 (ID: 185531979) I-9 Purged Based on USCIS Requirements	Prod Test	Jun 16 4:45 PM

Note: The Candidate record will still remain, even though the Form I-9 report has been deleted.

I-9 Reporting

Sterling I-9 has various reporting choices, mostly dependent upon the data type needed. Standard reporting is available via the [Reports](#) link in the menu bar.



Standard Reporting

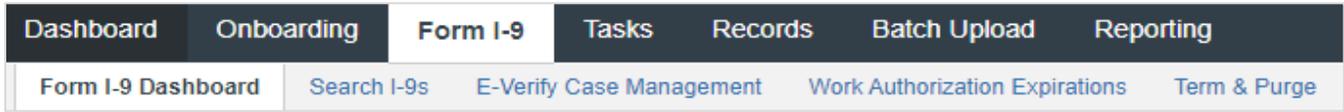
There are five (5) standard reports that provide necessary data for Sterling I-9:

- **Candidate Export:** (requires specific permission setting) This report is a data extract of employee and order information. This report can be configured to report sensitive personally identifiable information.
- **Invoices and Statements:** Data from this report can include details on specific I-9 orders placed in the Sterling I-9 system.
- **Form I-9 Expiration Report:** This data shares work authorization document expiration information based on timeframe, as well as document receipts and those employee’s awaiting social security numbers.
- **I-9/E-Verify:** This is a summary report that shows tasks completed, late submissions, and results by category.
- **Verifier & Notary Network Activity:** This is a summary report of orders assigned to Verifier Network & Notary Network workflow, including sub-statuses.

	Report Name ↑
General	
	Candidate Export
	Enhanced Summary Report
	Invoices and Statements
	On Time Delivery Report
	Open Reports Report
	Ordered Report Summary
	Periodic Comparison Report
	Product Detailed Report
	Product Line Overview
Onboarding	
	Form I-9 Expiration
	Hiring Process Report
	I-9/E-Verify
	Verifier & Notary Network Activity

Search I-9s

Data can also be gained via advanced filtering and listing exports found in the **Form I-9** menu bar.



Choose **Search I-9s** submenu.

Expand the **Advanced Search Options**.

Using the various search fields, build the search upon required data points.

Click **Search**.

In the results pane near the bottom of the screen, find and click the **Download in Excel Format** link to create a spreadsheet extract (.CSV format).

I-9s 1 - 10 of 22						Download in Excel Format ?
<input type="checkbox"/>	Name	Package	Date Searched	Status	Result	
<input type="checkbox"/>	Ninetofive, Irene (225262169)	I-9 Verifier Network with E-Verify	Nov 2 6:24 AM By Prod Test	<div style="width: 20%; background-color: blue;"></div> Form I-9 Required		Action...
<input type="checkbox"/>	Ninetofive, Irene (225256508)	Electronic I-9 with E-Verify	Nov 2 4:43 AM By Prod Test	<div style="width: 100%; background-color: blue;"></div> Complete Nov 2 4:49 AM	Clear	Action...
<input type="checkbox"/>	Ninetofive, Irene (225157314)	I-9 Keyed in from Hard Copy (Rehire)	Nov 1 3:46 AM By Prod Test	<div style="width: 100%; background-color: blue;"></div> Complete Nov 1 3:46 AM		Action...
<input type="checkbox"/>	Ninetofive, Irene (225059721)	I-9 Verifier Network Standalone	Oct 29 9:45 AM By Prod Test	<div style="width: 100%; background-color: blue;"></div> Closed		Action...

E-Verify Case Management

Choose **E-Verify Case Management** submenu.

Expand the **Advanced Search Options**.

Using the various search fields, build the search upon required data points.

Click **Search**.

In the upper right hand corner of the page, find and click the **Download in Excel Format** link to create a spreadsheet extract (.CSV format).

Work Authorization Expirations

Choose **Work Authorization Expirations** submenu.

Expand the **Advanced Search Options**.

Using the various search fields, build the search upon required data points.

Click **Search**.

In the upper right hand corner of the page, find and click the **Download in Excel Format** link to create a spreadsheet extract (.CSV format).



Work Authorization Dashboard – Available Actions

The following actions are available (as applicable) for each entry on the Work Authorization page:

- **View Applicant Report** – This will open the Form I-9 Report Page with details about the Form I-9 order (including visibility of the Form I-9 PDF and document attachments, as applicable)
- **Mark Complete** – This clears the alert for this work authorization expiration and removes it from the work authorization expiration dashboard
- **Reverify Employee** – This will open the “Add Onboarding” process where user can order a Section 3 (Reverification or Rehire) for Form I-9; used for work authorizations that are due to expire
- **Update and Submit** – This will open the “Edit I-9” workflow, allowing for update of the original Form I-9 with new/relevant information; used for situations where receipts or temporary documentation were used for original Form I-9 completion
- **No Longer Employed** – This will trigger a termination date input area so that 1) the work authorization no longer appears on the dashboard, and 2) inputs a termination date for the Sterling I-9 Term & Purge functionality

Reverification Report

Working with your Sterling Client Support team, it is possible to enable the regular email delivery of the Reverification Report to identified users. This report shows those I-9s that require reverification immediately, or within the next 90 days.

Attention Prod Test,
Here is your reverification report.

Report ID	Name	Document Type	Expiration Date	Complete	Billing Code	Reference Code	Location
168203177	Cailland J Pearson	Employment Authorization	01/01/2022		Billing Code 1		Location 1
207551173	Dale Demo	Employment Authorization	01/01/2022		Billing Code 2		
176994795	Delaney Smith	Form I-766	01/01/2022		Billing Code 2		Location 4
207546425	Deshawn Demo	Employment Authorization	01/01/2022	no longer employed	Billing Code 2		
168459017	Sarah E Sterling	Employment Authorization	01/01/2022		Billing Code 2		Location 3
177856789	Sarah Jones	Employment Auth. Doc. issued (DHS) List C #7	01/01/2022	04/01/2021	Billing Code 2		Location 2
222267069		Awaiting SSN	11/03/2021		Billing Code 2		
224645545	Irene Ninetofive	Employment Authorization	10/26/2021	10/25/2021	Billing Code 1		

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