Welcome to Tracker I-9 from Tracker Corp

This user manual provides all the information you need to start using Tracker I-9 to electronically process and manage the Form I-9 Records for your entire organization. Please take the time to read through the topics and familiarize yourself with the features and usage guidelines.

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Introduction

What is Tracker I-9?

Tracker I-9 offers complete management of Form I-9 employment eligibility documentation across your entire organization, ensuring accuracy, consistency, and centralized control. The Tracker I-9 system is accessible within your organization as a secure web application using Microsoft Internet Explorer. Your I-9 Manager staff members can create new and modify existing Form I-9 records and E-Verify cases using a familiar web-based user interface with support for electronic storage and signatures. Out of the box, Tracker I-9 offers direct integration with E-Verify's® work authorization system with one-click access. Other critical features include support for onboarding new hires, a customizable start page, storage of file attachments, employment eligibility reverification, internal auditing, and multiple reporting options. Tracker I-9 can be configured to send out critical reminder email messages to help maintain long-term compliance of your Form I-9 records. The person or group at your organization who is assigned the role of Tracker I-9 Client Admin is responsible for configuring the software application, defining your business and data access hierarchy, and managing I-9 Manager user login accounts for your entire staff.

Welcome!

-The Tracker I-9 Team
About Help

This User Manual assumes that you have already successfully installed Tracker I-9 at your organization and you are ready to take the next step to roll out the web portal system throughout your organization, empowering your staff to manage every aspect of the Form I-9 process electronically. This manual is available from within the Tracker I-9 application under the XXX MENU.

Disclaimers

The information contained in this user manual is accurate as of the date it was written, however Tracker I-9 is continuously being enhanced with new and improved features. Regular updates are made to handle changes to the Form I-9 and related regulations as well as to improve usability and productivity in response to customer feedback. The screenshots included in these help topics may not always match the exact screens you are viewing due to modifications and improvements, but they always reflect the basic functionality to help you visualize and understand each feature.

This document is for informational purposes only. Tracker Corp MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT.

The example companies, organizations, products, people and events depicted herein are fictitious. No association with any real company, organization, product, person or event is intended or should be inferred.

PC Legal Tools, Inc. (Tracker Corp), the company behind Tracker I-9, is not a law firm and does not provide legal advice. Recommendations, guidelines, best practices, and all other information provided by documentation and offered via Tracker and Tracker I-9 software features are a starting point to get your organization thinking about Form I-9 compliance and employment eligibility verifications issues. Please read the license agreement and sales contract for more information on software licensing, proper usage, and limits of liability.

Copyright Notice

The entire Tracker and Tracker I-9 software system (server, client, database, web portals) and contents of this User Manual and all other documentation including all accompanying material, text, and graphics are copyright © 2007-2015 PC Legal Tools, Inc. (d.b.a. Tracker Corp). All rights reserved. The software and user manual are protected by international law and cannot be copied, modified, or redistributed without written approval. See the Trademarks topic for more information.
What’s New

Tracker I-9 has been greatly enhanced with new features and updates to reflect recent changes to the Form I-9 and E-Verify official guidelines. Your company is benefiting from this uniquely powerful enterprise software system that can manage the complete Form I-9 and E-Verify process electronically in one secure easy to use application.

Your Tracker I-9 Client Admin (internal to your organization or service provider) is in charge of making sure the latest updates are made available to all users and communicating major changes. The Form I-9 is a complex employment authorization document that is critical to your organization, the U.S. Citizenship and Immigration Services (USCIS), and the Department of Homeland Security (DHS) alike in enforcing and upholding the law. Since your company has decided to integrate Tracker I-9 into your new employee onboarding process, you can be assured that you are following the most recent Form I-9 and E-Verify guidelines for employment eligibility verification.

Latest Updates (May Release)

New Features:

- Added new search feature for assigning user permissions for clients with over 50 worksites.
- Added Multi-use link for Employee Profile and Form I-9 creation feature. Available to Admin accounts.
- Added link to List A attachments on E-Verify Photo Match page, so that users may view List A attachments, if present, from the Photo Match prompt.
- Added tooltip to "A-Number/USCIS Number" field that is displayed in Section 2 when a List A I-766 EAD card is selected.
- Added option to enable E-Verify all I-9s for specific Employers, option available to Admins only.
- Added ability for Admins to restrict a user’s access to only I-9 records they have been assigned to as the I-9 Manager.
- Updated “N/A” field validation for Section 1, 2, and 3, to not treat “na” (not case sensitive) as it does “N/A”.
- Added ability to move a Form I-9 record from one Employee Profile to another. Available to Advanced Users only.
- Implemented the ability to edit new Section 3 entries to comply with new guidance from USCIS.
- Updated expiration date logic for Foreign Passport with I-94 or I-94 A when the country of issuance is Marshall Island or the Federates State of Micronesia.
• Updated the description for OPT EAD STEM Extensions in the additional documents selector.

**Bug Fixes:**

• Fixed issue that was preventing Internal Notes from populating in Custom Reports results when the I-9 Summary Tab Internal Notes field is included.

• Addressed issue that was allowing Employee Profiles and I-9s to be created when the "Enable Employee Profile/I-9 Feature" checkbox is unchecked.

• Updated the E-Verify Right to Work and Participation Posters on the remote "Form I-9 Section 1 Complete - Next Steps" page.

• Fixed issue that was allowing Basic and Intermediate users to delete Signed Form I-9 records.

• Fixed bug that would sometimes prevent the Section 2/Receipt Due reminder e-mail from being sent for record that were due to receipt reverification.

• Corrected system behavior that would take a user to the Employee Profile page for a record when the Remote I-9 is approved and E-Verify is enabled, instead of taking them to E-Verify.

**API Changes:**

• Refactored “Update Employee Profile” API call to change the assigned I-9 Manager to none if UserID, ExternalUserID, UserName argument is sent empty.

• Fixed bug that was causing update user calls to fail and not update user accounts.

• Removed the ability to update the Start Date for Historical I-9 records via API calls.

**ICIMS Integration Clients Only:**

• NONE
Tracker Corp Privacy Policy

Tracker Corp Privacy Policy
This Privacy Policy governs the manner in which Tracker Corp collects, uses, maintains and discloses information collected from users (each, a “User”) of the Tracker I-9 website (“Site”). This privacy policy applies to the Site and all products and services offered by Tracker Corp.

Personal identification information
We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit the Site, register on the Site, fill out a form on the Site, and in connection with other activities, services, features or resources we make available on the Site. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, with the understanding that it may prevent them from engaging in certain Site-related activities.

Non-personal identification information
We may collect non-personal identification information about Users whenever they interact with the Site. Non-personal identification information may include the browser name, the type of computer, the operating system, and technical information about Users’ means of connection to our Site such as the Internet service providers utilized, and other similar information.

Web browser cookies
The Site may use “cookies” to enhance User experience. The User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information
Tracker Corp may use the information Users provide about themselves only to record I-9 and E-Verify related information. We do not share this information with outside parties except to the extent necessary to provide the service.

How we protect your information
We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of Users’ personal information, username, password, transaction information and data stored on the Site.

Sensitive and private data exchange between the Site and its Users happens over an SSL secured communication channel and is encrypted and protected with digital signatures. The Site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

Sharing your personal information
Any information collected from Users on the Site will not be disclosed without consent, with the exception of the E-Verify website, unless in response to court order, subpoena, or government investigation. We do not sell, trade, or rent Users’ personal identification information to others.
Third party websites
Users may find links to other content on the Site. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from the Site. With the exception of the E-Verify website, no information is shared with third party vendors. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to the Site, is subject to that website's own terms and policies.

Changes to this privacy policy
Tracker Corp has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms
By using the Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use the Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us
If you have any questions about this Privacy Policy, the practices of the Site, or your dealings with the Site, please contact us at:

Tracker Corp
i9support@trackercorp.com
877.TRKR.911 Option 1 then Option 2

This manual was last updated on 06/15/2016
Account Login

The URL to login to Tracker I-9 Complete is: https://www.i9complete.com.

You should have already been provided a Username and Password by your Tracker I-9 Complete Client Admin via an automated email message. Enter your unique Username and Password and click the Login button to validate your account. You will be prompted to change your password on your initial login. The account login box will disappear when you have successfully logged in to Tracker I-9 Complete. The login will fail if the Username and Password combination is not valid. Your account may be locked, if you enter an incorrect Password multiple times.

If you do not remember your Username or Password you can click on the Forgot Username/Password? hyperlink to receive your login credentials via email. For Security purposes, you will be prompted to reset your password every 90 days.
Logout for Safety

When you have completed your work in Tracker I-9 Complete and no longer require access or are at the end of your day, please click the **Logout** button which appears in the top right of every page. If you are idle for approximately 20 minutes, the application will automatically log you out for security purposes and you will be required to log back in to continue using Tracker I-9 Complete.

![Login Screen](image.png)
Dashboard

The Home page is your Dashboard, customized and configured for your User role in the Tracker I-9 Complete web portal. It displays an overview of your action items. The Dashboard also contains the most used features and reports.

The Dashboard layout may vary depending on your I-9 Manager User role.
Dashboard for Advanced User with E-Verify Privileges
### Dashboard for Intermediate User with E-Verify Privileges

#### Form I-9 Task Due

<table>
<thead>
<tr>
<th>Summary</th>
<th>Section 1 Due</th>
<th>Section 2 Due</th>
<th>E-Verify</th>
<th>Revrification</th>
<th>Receipt Reverification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1 Due</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Section 2 Due</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>E-Verify / Pending</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Revrification Due</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Receipt Reverification Due</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Missing Start Date in Section 2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

#### Remote Access I-9 Records Task Due

<table>
<thead>
<tr>
<th>Summary</th>
<th>Section 1 Due</th>
<th>Section 2 Due</th>
<th>Enter Employer Rep Info</th>
<th>Awaiting Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1 Due</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Section 2 Due</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Enter Employer Rep Info</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Awaiting Approval</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Most Recently Visited

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Next Action</th>
<th>Due Date</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALK, Tim</td>
<td>Revrification Due</td>
<td>12/2/2016</td>
<td>6/2/2016</td>
</tr>
<tr>
<td>FORM, Old R</td>
<td>NONE</td>
<td>7/24/2016</td>
<td></td>
</tr>
<tr>
<td>BUTTAUOCO, Joey</td>
<td>NONE</td>
<td>7/24/2016</td>
<td></td>
</tr>
<tr>
<td>THOMAS, Perry</td>
<td>Purge</td>
<td>7/24/2016</td>
<td>7/24/2016</td>
</tr>
<tr>
<td>TEST, Remote</td>
<td>E-Verify Case in Continuance</td>
<td>7/28/2015</td>
<td>7/24/2015</td>
</tr>
<tr>
<td>PARKER, Pasar J</td>
<td>E-Verify -- Close Case</td>
<td>7/28/2015</td>
<td>7/24/2015</td>
</tr>
</tbody>
</table>

#### Latest I-9 & E-Verify News

- Getting your I-9 & E-Verify House in Order – Where to Begin? (Brian M. Derick, 13 days ago)
- E-Verify Enhances Mobile Capabilities – Five Things You Need to Know (Brian M. Derick, 5 days ago)
- USCIS Proposes a New Smart Form I-9 – But is it Enough? (Brian M. Derick, Jan 24)
- What Would Your I-9 Report Card Look Like? (Brian M. Derick, Dec 10)
- Revrification of Permanent Residents can be a Costly Mistake (Brian M. Derick, Dec 1)
- Changes to California E-Verify Legislation (Brian M. Derick, Nov 23)
Dashboard for Basic User with E-Verify Privileges

Form I-9 Task Due
This widget highlights the number of I-9 Records with next actions due with different colors representing urgency. The urgency is based on when the task is due and will differ depending on the task. Red means critical, grey means warning, and green means not yet urgent. The bars are clickable hyperlinks to review the list of records and take action.

- **Section 1 Due** - Counts I-9 Records that have Sign Section 1 as the next action and are due today or overdue, due in the next 7 days, or due at a later date.
• **Section 2 Due** - Counts I-9 Records that have Sign Section 2 as the next action and are due today or overdue, due in the next 7 days, or due at a later date.

• **E-Verify/Pending** - Counts E-Verify cases that have E-Verify as the next action and are due today or overdue, due in the next 7 days, or due at a later date.

• **Reverification Due** - Counts I-9 Records that have Reverify as the next action and are due in the next 7 days or overdue, due in the next 90 days, or due at a later date.

• **Receipt Reverification Due** - Counts I-9 Records that have Receipt Reverification as the next action and are due in the next 7 days or overdue, due in the next 90 days, or due at a later date.

• **Missing Start Date in Section 2** - Counts I-9 Records that need an I-9 Manager to enter a start date (first day the employee works for pay) in order to calculate the next actions and due dates.
Search for Existing Employee

The Search for Existing Employee window can be accessed from most Tracker I-9 pages by clicking on the search bar in the upper right-hand corner.

Tracker I-9 Search Bar Located in the Upper Right Hand Corner

In the Search for Existing Employee window you may locate I-9 Records via a number of search criteria:

- Last Name
- Employee ID
- Social Security Number
- I-9 ID

You may further narrow your search with addition of optional criteria:

- First Name
- Middle Initial
- Worksite
- Date of Birth
Form I-9 Preparation
Tracker I-9 is designed to help your organization quickly and accurately process the Form I-9 for your entire staff. You can create a brand new Form I-9 for a newly hired employee, add a new Form I-9 for a person that was previously employed at your organization, or create a new Form I-9 for a foreign national in Tracker whose employment is beginning. You can also allow a newly hired employee to fill out and sign Section 1 using the Employee Login feature.
**Employee Profile**

The Employee Profile is where basic information about the newly hired employee is entered and validated.

Required fields are marked with an asterisk. They are: **First Name, Last Name, Employer** and **Worksite**.

**Employee ID** - Enter the internally used employee ID for search and tracking purposes. This field is optional and does not appear on the Form I-9.

**Notes** - I-9 Managers at your organization can use the **Notes** field to enter any information about an employee and I-9 record. There is no limitation on the type of information that you can enter and all notes are saved as one large textbox. It is recommended that each I-9 Manager tags notes they entered with their initials and a date for clarity and makes sure not to erase notes entered by other I-9 Managers. This field does not appear on the printed Form I-9.

You can **Save/Create I-9** which will launch Section 1 of an I-9.  
**Save** will save the Employee Profile and allow you to add a new I-9 later or create a New Remote Access Form I-9.  
**Cancel** will cancel your changes.

---

**Duplicate Social Security Number Check**

When you enter a Social Security Number that is already associated with an I-9 record at the same Employer, a warning message will be displayed. You have four options to resolve the situation:
1. Click **View/Edit Selected Record** to cancel saving and proceed with a found I-9 record with the same SSN.

2. Click **Merge Selected Records** to combine two or more records that belong to the same employee.

3. Click **Create New Profile** to disregard the Duplicate Employee Record warning and continue with creating a new employee record.

4. Click **Cancel** to exit the Create New I-9 process.

The purpose of this feature is to prevent duplicate I-9 records from being created in error and to inform I-9 Managers when an employee is rehired and a Form I-9 is already on file.

After clicking **Save/Create I-9**, a new Form I-9 tab will appear. Here the employee can type the information directly onto the page to complete Section 1. After following the data collection rules and saving the required information, Section 1 must be signed by the employee to add the record to the Form I-9 Audit History.
Creating a New Form I-9

There are three ways to create a new Form I-9 record in the Tracker I-9 system.

Please Note: The remote filling of Sections options will not be present if they have not been turned on for your Tracker account.

Steps to Create a New Form I-9

1. Click the green Create New I-9 button or select Create New Form I-9 from the Manage I-9 dropdown menu.
2. Select Create New I-9 for New Employee if the employee does not already have a profile in Tracker, or Create New I-9 for Active or Inactive Employee if they do have a profile in the Tracker I-9 system.
   a. For new employees who do not currently have a profile in Tracker I-9 you will need to fill out a profile for them.
   b. For active or inactive employees who already have a profile in Tracker I-9 you will just need to search for and view their profile.
3. Click Save/Create I-9.
4. Select Create New Form I-9 and click Continue
5. Complete Section 1.
6. Correct any Validation Alerts, if present.
7. Sign Section 1.
8. Complete Section 2.
9. Correct any Validation Alerts, if present.
10. Sign Section 2.
Steps to Create a New Form I-9 with a Remote Section 1 (Employee Completes Section 1 Remotely)

1. Click the green Create New I-9 button or select Create New Form I-9 from the Manage I-9 dropdown menu.
2. Select Create New I-9 for New Employee if the employee does not already have a profile in Tracker, or Create New I-9 for Active or Inactive Employee if they do have a profile in the Tracker I-9 system.
   a. For new employees who do not currently have a profile in Tracker I-9 you will need to fill out a profile for them.
   b. For active or inactive employees who already have a profile in Tracker I-9 you will just need to search for and view their profile.
3. Click Save/Create I-9.
4. Select Create Remote Access Form I-9 – Section 1 Only, enter the employees e-mail address and Start Date, and click Continue
5. An E-mail will be sent to the New Hire to complete Section 1.
6. Once the New Hire completes Section 1 the I-9’s Next Action will become Complete Section 2
7. Complete Section 2.
8. Correct any Validation Alerts, if present.
9. Sign Section 2.
Steps to Create a New Remote Form I-9 with Remote Section 1 and Section 2 (Employee completes Section 1 Remotely, and an Authorized Employer Representative completes Section 2)

1. Click the green Create New I-9 button or select Create New Form I-9 from the Manage I-9 dropdown menu.
2. Select Create New I-9 for New Employee if the employee does not already have a profile in Tracker, or Create New I-9 for Active or Inactive Employee if they do have a profile in the Tracker I-9 system.
   a. For new employees who do not currently have a profile in Tracker I-9 you will need to fill out a profile for them.
   b. For active or inactive employees who already have a profile in Tracker I-9 you will just need to search for and view their profile.
3. Click Save/Create I-9.
4. Select Create Remote Access Form I-9 – Section 1 & Section 2, enter the Employee’s Start Date, Employee and Authorized Employer Representative’s e-mail addresses, and click Continue.
5. An E-mail will be sent to the New Hire to complete Section 1 and an e-mail to the Authorized Employer Representative notifying them that they have been identified as the the representative to handle Section 2 of this remote I-9.
6. Once the New Hire completes Section 1 another e-mail will be sent to the Authorized Employer Representative to complete Section 2.
7. Once the Authorized Employer Representative has completed Section 2 the record the I-9 will update as needing to reviewed and approved by an I-9 manager.
8. Access the I-9, review the information submitted for Section 1 and Section 2, and Accept or Reject the I-9. (Please Note, the remote Form I-9 can not be amended until after it has been Accepted.)
Create a New Form I-9 with Remote Section 1 and Section 2

**Steps to Modify an Existing Form I-9 Record**

1. Search for the Employee or I-9 Record.
2. Click the **Edit** button for Section 1 or Section 2 to enter edit mode for that section data.
3. Make changes to existing data, add new information, or correct other issues.
4. Click the **Save** button to store the updated information in the I-9 Record.
5. For Section 1, have the employee amend to make the changes official and store the updated Section 1 in the Form I-9 Signing History.
6. For Section 2, amend as the I-9 Manager to make the changes official and store the updated Section 2 in the Form I-9 Signing History.
Section 1

Form I-9 Section 1: Employee Information and Attestation

Read This Before Filling Out Section 1 of the Form

Please note that Section 1 of the Form must be completed by the employee or by a preparer/translator if the employee cannot fill out the form on his or her own. If using a preparer/translator, a completed Prepare/Translate Certification will need to be provided.

Also, this part of the Form must be completed no later than the employee’s first day of work for pay.

Please refer to the (i) button for more information on a specific field, or click the Form I-9 Instructions link for assistance.

A. Enter your name, date of birth, and Social Security Number (if applicable).
B. Enter your street address and city, state, and postal code (no PO Boxes).
C. Enter your employment status and, if applicable, authorization expiration date and document information.
D. Sign the form using the electronic process.

The red asterisk (*) denotes a required field. A response must be provided wherever indicated to successfully complete Section 1 of the Form.

Employee Name and Identification

First Name:  
Middle Initial:  
Last Name:  
Other Name Used (if any):  
Social Security Number:  
Date of Birth:  
Required:  
Not Applicable:  

Employee Address and Contact Information

Street Name and Number:  
Street Name and Number:  
City:  
State:  
Zip Code:  
Required:  
Optional:  
Phone Number:  
Email Address:  
Required:  
Optional:  

Employee Employment Status

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):

- A citizen of the United States
- A noncitizen national of the United States
- A lawful permanent resident
- An alien authorized to work
Section 1 Data

Employee Name and Identification

This set of fields is for entering the following information as provided by the employee:

- **First Name** - Enter the first name for the employee. *This field is required in order to save the I-9 record.*
- **Middle Initial** - Enter the middle initial for the employee, if applicable.
- **Last Name** - Enter the last name for the employee. *This field is required in order to save the I-9 record.*
- **Other Names Used (if any)** – Provide all other names used, if any (including maiden name). If the employee has had no other legal names, check the **N/A (Not Applicable)** box. This field is required in order to save the I-9 record.
- **Social Security Number** - The social security number for the employee in the form of ###-##-####. This field is checked to ensure only valid numbers are accepted. Please note that while the SSN is a voluntary field on the Form I-9, it is required for E-Verify and if this I-9 is assigned to a Worksite with E-Verify turned on the system will require it.
- **Date of Birth** - The date of birth for the employee in the format of mm/dd/yyyy. *This field is required in order to save the I-9 record.*

Employee Address and Contact Information

This set of fields is for entering the following information as provided by the employee:

- **Street Name and Number** - Enter the full street address for the employee, not including an apartment number, if applicable. *This field is required in order to save the I-9 record.*
- **Apt Number** - Enter the apartment number (without the "Apt" prefix), if applicable.
- **City** - Enter the city for the address of the employee. *This field is required in order to save the I-9 record.*
- **State** - Select the state or U.S. territory for the address of the employee from the dropdown list of valid choices. *This selection is required in order to save the I-9 record.*
- **Zip Code** - Enter the zip code (5 digits) or the zip+4 code for the address of the employee. *This field is required in order to save the I-9 record.*
- **Phone Number** – Optional field to record the employee’s phone number.
- **Email Address** - Optional field to record the employee’s email address. Data entered into this field is validated to ensure that only a valid email address is entered.
Section 1 Employee Employment Status Fields

**Employee Employment Status**

This set of fields is for entering the following information as provided by the employee:

- **Employee Employment Status** - This field is required in order to save the I-9 record. Select one of the four possible radio buttons:
  - A citizen of the United States
  - A noncitizen national of the United States
  - A lawful permanent resident
  - An alien authorized to work

- **A Number/USCIS Number** - Requires either a nine digit A-Number/USCIS Number or an eleven digit Admission Number (select the matching radio button to choose which document number to add to the Form I-9)

- **Date authorized to work until** – Date that the employment authorization expires, if any. The date should be entered in the format of mm/dd/yyyy. If employment authorization does not expire (ex., refugees, asylees, etc.) then check the **N/A (Not Applicable)** box.

- **A-Number/USCIS Number** – 9 digits, required if no Admission Number

- **Admission Number** – 11 digits, required if no A-Number/USCIS Number
  - **Foreign Passport Number** – if an Admission Number is entered, a foreign passport number is required. In certain circumstances this is not necessary, and the employee can check the **N/A (Not Applicable)** box.
  - **Issuing Country** – if a foreign passport number is provided, choose the country that issued the passport here.
Employee Signature

Section 1 of the I-9 Record must be signed by the employee to store this section of the Form I-9 in the Signing History. Tracker I-9 offers two options for employee signing, electronic signature and paper signature. The electronic signature is the recommended way to process, store, and track your I-9 Records electronically and eliminate the paper form completely from your office. The purpose of the paper signature option is to allow entry of existing paper Form I-9 data into the Tracker I-9 system so those existing employee records can be managed alongside your new hires.

Electronic Signature

Section 1 Electronic Employee Signature Process

Select the Electronic Signature radio button. The first time an employee signs Section 1, they are required to:

1. The Employee Name (First, Last and Middle Initial) textbox will prepopulate with the first, last and middle initial from what was entered in Section 1.

2. If applicable, enter and confirm the answer to the signature question listed. Answers should be entered in the Answer and Confirm Answer textboxes. If there are changes made to the I-9 that warrants Section 1 to be resigned by the employee, they will need to re-enter the same answer they provided for this signature question at that time. Adding a signature question when signing Section 1 is a Tracker I-9 Complete feature that can be configured by Users with a Client Admin role.

3. Check the I Agree box.

4. If applicable, complete the Preparer/Translator Certificate. This should only be completed and signed if Section 1 is prepared by a person other than the employee.

5. Click the Sign Form I-9 Electronically button.
Section 1 Paper Employee Signature Process

Select the **Paper Signature** radio button to change the type of signature used to sign Section 1. The I-9 Manager must record the full name of the employee that signed Section 1 in the **Name of Person Verifying I-9 Signature** textbox and enter the **Date** of the signature from the paper Form I-9. If applicable, complete the Preparer/Translator Certificate. This should only be completed and signed if Section 1 was prepared by a person other than the employee. The **Confirm Paper Signature** button must be clicked to complete the process and store the signed Form I-9.

**Important:** This option should only be used if a paper Form I-9 was already completed and a paper copy is physically stored at the organization and/or attached to the electronic Form I-9 as a digital image.

**Employee Receipt**
At any time after signing Section 1, a .pdf copy of Form I-9 is available under the Audit History section of Form I-9’s Summary page for viewing, emailing, or printing as necessary.
Preparer and/or Translator Certification
This set of fields is used to record the name and address of the person that assisted the employee when filling out Section 1 information. Click the + (plus) button to show the Preparer/Translator Certification to display this optional signing section. Click the – (minus) button if you wish to hide the Preparer/Translator signing section from the Section 1 signature. Please refer to the Form I-9 guidelines and your organization's policies on when to offer assistance and how to store information on the preparer or translator who provided this assistance.

The following fields must be completed by the preparer or translator when completing this certification during Section 1 signing:

- **Last Name** - Have the preparer or translator enter their last name.
- **First Name** - Have the preparer or translator enter their first name.
- **Date** – Date Section 1 was completed by the preparer or translator in the format of mm/dd/yyyy.
- **Answer** and **Confirm Answer** - Have the preparer or translator answer the question and confirm the entry as a way to record their electronic signature.
- **Preparer’s/Translator’s Address** - Have the preparer or translator enter their complete mailing address.
  - **Street Name and Number**
  - **City**
  - **State**
  - **Zip Code**
- **Attestation** – Have the preparer or translator check the attestation box.
Section 1 Electronic Employee Signature with Preparer/Translator Certificate Displayed

Section 1 Paper Employee Signature with Preparer/Translator Certificate Displayed
**Special Placement**
When Preparer/Translator Certificate is expanded a check box will be present to indicate that the employee is a person with a disability, who is placed in a job by a nonprofit organization, association, or as part of a rehabilitation program, cannot present a List A document or List B. When this box is checked 'SPECIAL PLACEMENT' will automatically appear in the 'Print Employee Name' filed and a representative of the nonprofit organization must complete the Preparer and/or Translator Certification in Section 1. Additionally, this will effect what documents are available in Section 2 of the Form I-9, for List B Special Placement will be selected for the document selector and List C document will need to be selected and then entered.

**Removing Incorrectly Complete Preparer/Translator Certificates**
If an employee has incorrectly completed the Preparer/Translator Certificate portion of Section 1, the Preparer/Translator Certificate may be removed via a red Delete button that will be present on the completed Section 1 tab. Deleting the Preparer/Translator Certificate will require an amendment to take effect.

![Section 1 Preparer/Translator Certificate After Completion, with Delete Button.](image)
Under Age 18 Employees

When Tracker I-9 Complete detects that an employee is under the age of 18, a warning prompt appears during the signing process to inform you when to follow special rules. Based on which identity and work authorization documents the employee has will determine how to handle this scenario. Refer to the USCIS I-9 Handbook for Employers (M-274) for more information about the legal requirements.

You cannot use the Remote Hire link from Tracker for Employees under the age of 18.

If the employee is under the age of 18 and cannot produce an acceptable List A or List B document, check the box directly beneath Provide an Electronic Signature. This will require having a parent or guardian sign as the Preparer/Translator in Section 1.
Amend Section 1
If any changes are made to Section 1 after the new hire has signed it, it must be amended electronically in order to make those changes permanent in the Form I-9 Audit History. Tracker I-9 Complete recognizes when a change has occurred to Section 1 and alerts the I-9 Manager that it must be amended through a popup window. The I-9 Manager needs to select who is amending Section 1 from the Editor's Identify dropdown menu and then have the appropriate person check the I Agree checkbox and click Save & Acknowledge Updates. If Employee is selected as the editor, they may be prompted to re-answer the signature question that was posed to them when they initially signed Section 1. This step is only required if this feature has been enabled. USCIS Best Practices states that the Employee should be making any changes needed to Section 1.

The Electronic Amendment will appear at the bottom of the Section 1 tab of Form I-9 and under the Audit History Section of the Summary tab.
Amendment Editor and Date Documented On Section 1 Tab

<table>
<thead>
<tr>
<th>Section</th>
<th>Date</th>
<th>Audit History Event</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>Amended Section 1</td>
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</tr>
<tr>
<td>1</td>
<td>02/03/2014 01:04 PM</td>
<td>Signed Section 1</td>
<td>Test Employee</td>
</tr>
</tbody>
</table>

Section 1 Amendment Recorded Under Audit History on The Summary Page
Section 2

In Section 2 of the Form I-9 the employer is required to enter information related to employment and eligibility. The I-9 Manager requests documentation from the employee and enters the provided information according to a strict set of rules. After following the verification rules and saving required information, Section 2 must be signed by a representative of the organization to store the information in the Form I-9 Audit History.

Section 2 Data Entry

Employers must complete Section 2 by examining evidence of identity and employment authorization within three business days of the date employment begins. However, if an employer hires an individual for less than three business days, Section 2 must be completed at the time employment begins. If an employee is unable to present a required document (or documents), the employee must present an acceptable receipt(s) in lieu of an acceptable document(s).

In Section 2 you can enter or modify information in one or more fields. Section 2 is broken up into Employment Verification Documents and Employment Information.
Employment Verification Documents
When Section 2 documents have not yet been selected on the Form I-9, the following is shown. You must click on any of the List A, B or C dropdowns to select the document(s) that has been presented by the employee.

Selecting List A or List B and List C Documents
The popup window that appears when you click on any of the dropdowns to select documents while completing Section 2 is displayed below. In this case the employee is listed as a citizen of the United States according to Section 1 and the available set of documents includes only legally acceptable documents that a citizen of the United States can present.
When a document is selected, a full Description will appear to the right along with Samples and Doc. # Locator and E-Verify Info tabs. Once you have selected the appropriate List A or List B and List C documents, click Continue with Selected Document(s) button to continue.

Enter Document Details
After the I-9 manager has selected the appropriate document types in the document selector and clicked Continue with Selected Document(s) the document select window will close, and Section 2 will refresh to show the selected document types. The I-9 Manager must review the documents in person and enter the Issuing Authority, Document Number, and the Expires date if applicable for selected documents.

Issuing Authority - Enter the federal, state, local, or other entity that issued the document presented by the new hire. The Issuing Authority may have a default value that automatically appears, which should be modified to match the actual document.

Document # - Enter the full document number for the document presented by the new hire.

Expires - Enter the expiration date for the document selected and presented as evidence. For document types that do not have an expiration date like a Birth Certificate, the Expires textbox is disabled. In most cases when the document requires an expiration date, the Expires date must not be in the past. Certain Section 2 documents can have a blank expiration date to account for exception cases (e.g. Washington State Driver's License, legacy Alien Registration Receipt Card). An alert message pop-up appears when a Section 2 document expiration is blank.

Attach File - For organizations that scan all documentation as part of the Form I-9 process, browse to the scanned file on your system to attach it to the record. The document should be scanned copy of the document in GIF, JPG, or PDF format. Upon saving the section, the file is uploaded to the Tracker I-9 Complete web portal and stored with the I-9 record.

Employee presented and acceptable receipt in lieu of an original document - Check this box if the employee provided employment eligibility document receipts so that you can receive reminders when work authorization documents are due.

When the List B document Driver's License or Non-driver's ID Card is presented, a few additional fields are required:

- **Driver license/ID** - Select whether the document is a Driver's License or ID Card from the dropdown.
- **State** – Select the state that issued this document from the dropdown.

When the citizenship status is “alien authorized to work” and the employee presents the List A document Foreign Passport with I-94, additional fields will be displayed which must be entered:

- **Country of Issuance** – Select the country that issued the foreign passport from the dropdown.
- **I-94 Issuing Authority** - This will be pre-populated with 'DHS.'
- **I-94 Document #** - This is also known as the 'admission number.'
- **I-94 Expires** - Enter the expiration date found on the I-94. For some visa holders, the I-94 may be stamped "D/S" for duration of stay. If this is the case, the employee must also present either the Form I-20 or Form DS-2019 (these can be selected from the Additional Documents
dropdown). Selecting either of these will display additional fields to record the **Issuing Authority, Document #**, and **Expires** date. With either choice, the D/S box next to the I-9 Expires field should be checked.

Note: Tracker I-9 Complete displays error messages when invalid data is entered into any of these fields and requires you to correct the information in order to proceed and save Section 2.

Example List B and List C Documents Selected For A U.S. Citizen
Changing Selected Documents
Once document information is entered, a **Click here to Clear Documents** link appears directly above the Employment Verification Documents that were selected. Clicking this link allows you to reset the document selector and start over. It is important to note that clearing the documents also clears any data entered for the previously selected documents such as document number, attachments, and expiration date. Also, as long as an E-Verify case is in progress or completed for the record, the **Click here to Clear Documents** link will not be available in order to avoid unresolvable discrepancies between the I-9 record and the E-Verify case.
Employment Information

Enter the following information:

- **Employer** - Select the correct employer name from the dropdown list, which affects the choices available in the lists that follow. This selection appears on the Form I-9.

- **Worksite** - Select the correct Worksite for the employee from the dropdown list which includes the company headquarters and any affiliated Worksites. This company location address appears on the Form I-9.

- **Business Name** – This field displays the Business Name and Address that will appear in Section 2 of the Form I-9.

- **Date employee began employment** - Enter the date the employee began employment at the company in the format of mm/dd/yyyy. This field is critical and determines various deadlines for signing and processing the Form I-9.

- **Employee hired for three days or less** – Check this box if applicable. This will also determine various deadlines for signing and processing the Form I-9.
Employer Signature
Section 2 of the I-9 record must be signed by the employer representative, for which Tracker I-9 Complete offers two options, electronic signature and paper signature.

Electronic Signature

Section 2 Electronic Employer Signature Process

To sign Section 2 the I-9 Manager is required to:
1. Read the Certification text
2. The **Enter your legal name and title** textbox will already contain the full name of the logged in I-9 Manager User and cannot be edited.
3. The **Title or Position** textbox will already contain the title of the logged in I-9 Manager and cannot be edited.
4. Click the **I Agree** checkbox.
5. Click the **Sign Form I-9 Electronically** button to complete the electronic signature of Section 2.

Paper Signature
Section 2 Paper Employer Signature Process

The purpose of the paper signature option is to give the I-9 Manager the opportunity to use a paper copy of the Form I-9 and input that information into Tracker I-9 Complete afterwards. This can be used for importing historical Form I-9 records into the system or when a staff member works remotely and cannot be given access to the Tracker I-9 Complete web portal. Electronic signatures should be used in all other situations.

Select the Paper Signature radio button to change the type of signature used to sign Section 2. The I-9 Manager must still verify their Name and Title and edit if need be. The Date the paper signature was recorded must also be entered in the format of mm/dd/yyyy. The Confirm Paper Signature button must be clicked to complete the process and store the signed Form I-9.
Amend Section 2

If any changes are made to Section 2 after the I-9 Manager has signed it, you must electronically amend the document to make those changes permanent in the Form I-9 Audit History. Tracker I-9 Complete recognizes when a change has occurred to Section 2 and alerts the I-9 Manager to amend the section through a popup window.

![Popup Window That Appears When a Change Has Been Made To Section 2](image)

Check the I Agree box and click Save & Acknowledge Updates to amend the section. The Electronic Amendment will appear at the bottom of the Section 2 tab of Form I-9 and under the Audit History Section of the Summary tab.

![Amendment Editor and Date Documented On Section 2 Tab](image)
### Audit History

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<tr>
<th>Section</th>
<th>Date</th>
<th>Audit History Event</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
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<td>Amended Section 2</td>
<td>John Smith</td>
</tr>
<tr>
<td>2</td>
<td>02/03/2014 01:30 PM</td>
<td>Signed Section 2</td>
<td>John Smith</td>
</tr>
<tr>
<td>1</td>
<td>02/03/2014 01:21 PM</td>
<td>Amended Section 1</td>
<td>John Smith</td>
</tr>
<tr>
<td>1</td>
<td>02/03/2014 01:19 PM</td>
<td>Amended Section 1</td>
<td>Test Employee</td>
</tr>
<tr>
<td>1</td>
<td>02/03/2014 01:04 PM</td>
<td>Signed Section 1</td>
<td>Test Employee</td>
</tr>
</tbody>
</table>

Section 2 Amendment Recorded Under Audit History Section
Section 3
The most common usage for Section 3 of the Form I-9 is to reverify employees whose employment eligibility is expiring. The updating and reverification of expiring work authorization is a key component of keeping your organization’s Form I-9 records compliant.

Section 3 Tab
The Section 3 tab is accessible from the Form I-9 tab only after both Section 1 and Section 2 have been signed. Once the Form I-9 has been completed, Section 3 information can be added to the I-9 Record by clicking the Create New Section 3 bar at the bottom of the Section 3 tab.

Add Section 3 - New Name
Adding Section 3 information to an I-9 Record can be used to record changes to an employee's name. Updating the name will NOT update the entire I-9 Record, and all previously signed Form I-9 items are preserved for comparison.
To record an employee’s new name,
1. click the Create New Section 3 bar.
2. Enter the new version of the employees name in the Last Name, First Name, and Middle Initial (if applicable) Name Fields under Step A.
3. Review the certification statement in the Employer Electronic Verification Section (Step E), check the I Agree box and sign using electronic or paper signature. Click the Sign Form I-9 Electronically button to complete the process.

Add Section 3 - Rehire Employee
One reason for adding Section 3 information to an I-9 Record is to rehire an employee within three years of the date the initial Form I-9 was originally completed. Consult your organization’s policy manual to determine if Section 3 should be used to rehire a previous employee or if a new Form I-9 should be created instead.

To rehire an employee,
1. click the Create New Section 3 bar.
2. Enter the Date of Rehire under Step 3 and remember that if the termination date was set previously, it will be automatically cleared after this section is signed. For rehired employees that have expired work authorization documents or need to provide new evidence of employment eligibility
3. Fill out the Employment Verification Documents section (Step B) as described in Add Section 3 - Reverification.
   a. The New Name fields (Step A) can be used to update the employee’s name at the same time if applicable. (see Add Section 3 – New Name)
4. Finally, review the certification statement in the Employer Electronic Verification section (Step E) and sign using the electronic or paper signature. Click the Sign Form I-9 Electronically button to complete the process.

Add Section 3 - Reverification
The most critical reason for adding Section 3 information to an I-9 Record is to reverify employment eligibility when work authorization documents are about to expire. An employee must provide new or updated proof of employment eligibility on or before their current employment eligibility document expires.
To reverify an employee:

1. Click the Create New Section 3 bar.
2. Under Employment Verification Documents (Step B) click on the Document Type drop-down menu and select a document from List A or C as shown in the Document Selection pop-up.
   a. **NOTE:** List B documents never require reverification.
3. Next enter the Issuing Authority, Document #, and Expires date similar to filling out document information in Section 2. The employee may also present a receipt in lieu of an original document. The same guidelines apply for Section 3 Receipt Reverification as those for Section 2.
   a. The **New Name** fields can be used to update the employee's name at the same time if applicable. (see Add Section 3 –New Name)
4. Finally, review the certification statement in the Employer Electronic Verification section and sign using electronic or paper signature. Click the Sign Form I-9 Electronically button to complete the process.

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**List A** (Documents both Identity & Employment Eligibility)
- U.S. Passport or U.S. Passport Card
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Temporary I-551 Stamp or Notation

**List B** (Documents Identity)
- Social Security Account Number Card
- OHS Employment Authorization Document
- Native American Tribal Document
- Birth Certificate (U.S.)

**List C** (Documents Employment Authorization)
- Certification of Birth Abroad (Form FS-545)
- Certification of Report of Birth (DS-1009)
- Resident Citizen ID Card (Form I-179)
- U.S. Citizen ID Card (I-977)

---

**Section 3 Reverification Document Selection Pop-Up**

**Delete Section 3**
A Section 3 item can be removed from the I-9 Record at any time if it was added by mistake or if the information entered was not accurate and needs to be re-entered. Click the Delete button on any Reverified section listed on the Section 3 tab to permanently remove it. You will be prompted to confirm the operation which cannot be undone. Section 3 items cannot be edited and can only be added to or
deleted from the I-9 Record. To preserve the Form I-9 Signing History and change report, deleting a Section 3 will update the history to reflect the removal of the signed Section 3.
Form I-9 Section 3 Addendum
Unlike the paper Form I-9 which is limited to one Section 3, Tracker I-9 allows you to add more than one Section 3 to any I-9 Record. In order to support multiple Section 3 items when viewing, saving, and printing the Form I-9 PDF, Tracker I-9 adds an addendum to the end. Each addendum page can display information for up to four Section 3 items associated with the I-9 Record and as many addendum pages can be added as necessary. Section 3 items displayed on the Updating and Reverification Page and on the Form I-9 PDF are always sorted in date signed order, from the earliest to the latest.

Reverification Rules - Expiration Dates
An I-9 Record displays the next action as Reverification Due with a due date for when the employee's authorization will expire. Tracker I-9 follows a number of rules to determine the earliest date that reverification will be required. The rules are in place to ensure reverification alerts are as early as may be necessary given the complexity of many employment eligibility situations and work authorization documents.

When an I-9 Record does not have a Section 3, the due date is calculated as the earliest of the Section 1 employee supplied alien authorized to work date OR the Section 2 expiration date for a List A or List C document.

After at least one Section 3 has been completed with a List A or C document, the due date is calculated as the expiration date of the List A or C document for the most recently signed Section 3.

Notes and Tasks Fields
I-9 Managers at your organization may use the Notes field on the Employee Profile page to enter any information regarding that employee and may use the Notes field on the Form I-9 Summary page to record any special information regarding I-9 Record. There is no limitation on the type of information that you can enter and all notes are saved as one large textbox. It is recommended that each I-9 Manager tags notes they entered with their initials and a date for clarity, and to make sure not to erase notes entered by other I-9 Managers. This field does not appear on the printed Form I-9.

Validation Alerts
The Form I-9 Validation Alerts box appears on the Summary tab of the Form I-9 page, providing error and warning alerts to ensure the Form I-9 is created and signed in a compliant manner. There are three types of Validation Alerts that can be shown based on the problems and issues located.
Form I-9 Validation Alerts Key

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curable Error</td>
<td>Must be fixed before signing either Section 1 or 2.</td>
</tr>
<tr>
<td>Incurable Error</td>
<td>Form I-9 compliance issues that cannot be fixed but can be addressed via an audit.</td>
</tr>
<tr>
<td>Warning</td>
<td>For Form I-9 fields that are not required and for general areas of concern.</td>
</tr>
</tbody>
</table>

Handling Curable Errors
All curable errors listed for a section must be corrected before that section can be signed. When you try to sign or re-sign Section 1 or 2, a red error message will appear if there are curable errors that must be fixed.

Handling Incurable Errors
Incurable errors can arise that cannot be fixed given the existing data in the I-9 record. For example if Section 1 is not signed as of the Start Date and instead signed the next day, an incurable error is listed in the Validation Alerts box. Since it is too late to fix this issue, an incurable error remains with the I-9 record.
Handling Warnings
The Form I-9 Alerts box lists warnings which are general areas to be concerned with, including optional data fields that you might have missed by mistake. Warnings are not a major concern most of the time, but can alert you by providing useful assistance and suggestions.

Terminating I-9 Records
The Employment Status settings for a Form I-9 can be found on the Summary Tab of the I-9 record. To set an I-9 as terminated simply check the Employee is Terminated box and enter their termination date in the Term Date field and then click Submit. The Next Action will recalculate and become Purge with a due date of three years from the start date or one year from the termination date. If you do not know the employee's termination date when you are terminating the record you may leave the date blank and update it later.

Enter Termination Date field on the Summary tab of the Form I-9.
Reports

Several important reports are available in Tracker I-9 Complete, to help you keep tabs on the I-9 records that you are managing and discover issues before they become problems. Many reports display the employee name as a hyperlink that when clicked, opens the I-9 record. Right click and choose to open the I-9 record in a new browser window or tab (depending upon browser version) inorder to keep the report visible as you investigate specific records.

Important: Some Tracker I-9 Complete User roles may or may not have permission to view and/or generate reports of I-9 records. Check with your Tracker I-9 Complete administrator to find out more about the permissions you have been given.

I-9 Record Summary List

To review I-9 records logon to Tracker I-9 Complete and select the I-9 Record Summary List View from the Reports dropdown.

Accessing the I-9 Record Summary List View

You can filter your results by selecting one or more values from the Next Action Needed, Employer, Worksite and/or I-9 Manager dropdown lists and clicking the Apply Filter button. You can also limit your results by choosing one or more of the radio button options listed on the left hand side of the page and entering a corresponding date or range of dates.
**Employee I-9 Records** displays a spreadsheet-like view of your I-9 records. This list can help you quickly locate employees, check the status of their Form I-9 and access their I-9 Records. You can sort by column and hide and unhide columns. All data is exportable to Excel.

**Purge Report**

Tracker I-9 Complete offers the **Purge Report** to help you quickly find I-9 Records that can be purged and permanently deleted. I-9 Records become eligible for purging three years after the Start Date or one year after the Termination Date, whichever is later. All I-9 Records that are eligible for purging and are accessible to your security role are displayed in this report.

To review the Purge Report logon to Tracker I-9 Complete and select Purge Report from the Reports dropdown.
You can filter the Purge Report by selecting from one or more of the dropdowns shown and clicking on the Filter button. The fields on the report are as follows:

- **Employee Name** - Full name of the employee (Last, First) that is a clickable hyperlink to the I-9 Record.
- **Purge Eligible Date** - The date the I-9 Record became eligible for purging.
- **Term Date** - The employee termination date as listed on the I-9 Record.
- **Start Date** - As listed in Section 2, the “Date employee began employment.”
- **Employer** – The name of the Employer.
- **Worksite** – The name of the Worksite.
- **I-9 Manager** – The first and last name of the I-9 Manager.
- **Employee ID** - The Employee ID.

You can individually choose the I-9 Records you want to purge or check the Select (Deselect) ALL box and click Purge.
Purging is Permanent
The **Start Date** and **Termination** date must be accurate for each I-9 Record in order for Tracker I-9 Complete to know when a purge operation is allowed according to the Form I-9 guidelines and the one year/three year rule. It is recommended that you review the Purge Report carefully before purging a list of I-9 Records (especially a large list) since the process cannot be undone once the records are marked for purging and Tracker I-9 Complete deletes the records.

### I-9 Custom Reports
The **I-9 Custom Reports** feature allows certain I-9 Managers to create custom reports. To access this feature, logon to Tracker I-9 Complete and select I-9 Custom Reports from the Reports dropdown. from the Reporting menu.

![Accessing I-9 Custom Reports](image)

**Step 1 – Choose Worksites and I-9 Information**

The first step is to select an **Employer** (if applicable), and one or more **Worksites** from the **Choose Worksites** list. You can select individual Employers and Worksites by using the checkboxes, as well as the Select All checkbox at the top. On the right hand side are **Choose I-9 Information** filter options to limit the report based on a number of criteria such as:

**Filter by (Date Range)**
This option allows you to view only I-9 Records created within a specific date range or with a start date between a range of dates. Select from the dropdown list of options and enter a From and To date. You can leave one of the date fields blank if you want to specify an open ended range.

**Citizen Status**
The custom report can include employees based on their employment status, whether Citizen, Permanent Resident, Authorized Alien or Noncitizen National. Select one or more from the list or leave the default of all citizen status values.

**Next Action**
The custom report can include I-9 Records based on the calculated Next Action. Check one or more items from the list or leave the default of all next action values.

**Step 2 – Choose Report Fields**

The next step is to choose which Form I-9 and E-Verify fields to output on your custom report. The box on the left is a list of all available fields; the box on the right is the list of fields that will appear on the custom report. You can filter your available fields by using selecting a value from the dropdown menu on the top left of the page. Filter options include All, Section 1, Section 2, Section 3 and E-Verify. By default, the most common fields are pre-selected on the right such as Employee Profile Worksite and Employee Name. To add fields to your custom report, click one of the fields to highlight them in the list on the left and drag them to the list on the right. To remove fields from your custom report, click on a field from the list on the right and drag it to the list on the left. The report will be sorted based on the values in the first three fields selected in the Selected Fields list. To change the field order in your custom report as well as the sort order, click on a field to drag and drop it into another position in the list. You can drag and drop field names in any order to fully customize your report.

**Run Report and Display Results**
After selecting the filter and report field options, click the Run Report button to generate the report and display the results.
Saving and Exporting
You can save any Custom Report by clicking the Save Report button, entering a Save Report As name, a Description, and clicking Continue.

A previously saved custom report can be opened at any time. Simply select Custom I-9 Reports from the Reports dropdown. Then choose the saved report from the Select Report dropdown and click Run Report.

To export the results of the report displayed on screen, click the Export List to Excel Link so you can analyze the data in Microsoft Excel.
E-Verify

For employers that are participating in the E-Verify program and have purchased a license to use this feature in Tracker I-9 (see Licensing), the following topics present detailed information on the E-Verify process from start to finish. Before you can use E-Verify from within Tracker I-9, you must sign an E-Verify Memorandum of Understanding (MOU) and have your system configured to allow Tracker I-9 to communicate with the government E-Verify Web Services securely over the Internet on your behalf.

**IMPORTANT**

Refer to the E-Verify Memorandum of Understanding (MOU) and official User Manual (M-775) to better understand the legal requirements for using E-Verify for your newly hired employees. You can also access our E-Verify Training materials located within the Tracker I-9 Application from the Training menu dropdown. Remember that every time you submit employee information to E-Verify through Tracker I-9, you are sending information to a U.S. government agency to validate work authorization via a live web service.

***You should never send test or invalid data to E-Verify or use the system for any other purpose except as detailed in the MOU***

**E-Verify After Processing a Form I-9**

Once the new employee has filled out and signed Section 1, and the employer representative has filled out and signed Section 2, the Form I-9 is considered complete. Unless the employee has presented a receipt in lieu of an original document in Section 2, an E-Verify tab will open next to the Form I-9 tab and you will land on the E-Verify: Preview and Verify Case Details page. Here you can preview the Form I-9 information, make changes, and/or send immediately to E-Verify by clicking the **Verify and Submit to E-Verify** button. After submitting the Form I-9 to E-Verify, you will typically receive a response within a few moments. Depending upon your configuration and current Federal regulations, E-Verify will be enabled or disabled for this I-9 record based on a number of factors such as whether the employee is a new hire or assigned to a Federal Contract. If the E-Verify tab does not display, that means the current I-9 record is not eligible for E-Verify or your I-9 Manager account has not been granted access to the E-Verify feature. There are a number of reasons why a Form I-9 cannot be submitted to E-Verify for online verification:

- E-Verify has not been configured for your Employer account.
- The Worksite specified in Section 2 has E-Verify turned off (e.g., E-Verify might be turned on only for states that require E-Verify).
- The I-9 Record has a Start Date that is earlier than the date E-Verify began at the listed Worksite.
- The employee presented a receipt for one or more Section 2 documents and has not presented the original(s) yet.
  - An I-9 Record cannot be submitted to E-Verify while the Next Action is Receipt Reverification. E-Verify has stated that the employer must inspect original documentation before beginning the E-Verify process. An Employer must initiate the E-Verify process no later than three days after the Employee presents the actual document for which the receipt was presented. Refer to the help topic on **E-Verify Setup** for descriptions of all configuration options available.
Please note that if the I-9 is affiliated with an Employer who is configured to **Auto submit Form I-9 to E-Verify upon completion**, the employee’s case will be immediately submitted to E-Verify once Section 2 has been signed. You will bypass the **E-Verify: Preview and Verify Case Details** page and you will not have the ability to review or edit the information prior to it being sent to E-Verify.
E-Verify Operating Hours

Please note that the E-Verify online verification services operated by the Department of Homeland Security are not available for submission at all times, including the following exceptions:

- Daily maintenance is scheduled each night from 1 AM to 5 AM Eastern Time, and E-Verify may not be available during this time period.
- Weekly maintenance is performed on the E-Verify system from 6 PM Sunday night to 1 AM Monday morning, Eastern Time.
- The Social Security Administration shuts down its servers the weekend of Columbus Day (the second weekend in October) every year for maintenance.
- Approximately every 3 months, the E-Verify system is taken offline all day on a Sunday to upgrade the software.
- The E-Verify system may be unavailable at other times for brief periods, and announcements are sent out for officially planned downtime. If you receive an E-Verify communications failure error, you may need to try to process the case at a different time to account for scheduled and unscheduled maintenance operations.

E-Verify Training Program

Tracker offers its clients an extensive E-Verify Training Program that includes a focused study of the materials covered in the Tracker E-Verify Interface, E-Verify User Manual, Supplemental Guides and the E-Verify policies and procedures. These training materials can be found on the E-Verify Training page that is accessible from the Help menu dropdown.

The E-Verify training program consists of the following:

- **Tracker E-Verify User Manual** - A replication of the E-Verify Section within this User Manual
- **E-Verify Policy and Procedure Overview** - General guidance on E-Verify processes, procedures, rules, and responsibilities for employers enrolled in E-Verify. All users must follow the guidelines set forth in the Memorandum of Understanding (MOU) and rules and responsibilities outlined in E-Verify User Manual.
- **DHS E-Verify Training Resources** - A list of official E-Verify manuals, guides, brochures, fliers and presentations to help employers learn about E-Verify and proper use of the program. These materials can be found on the official E-Verify website.
- **Tracker E-Verify Training Video** - A flash video that provides an overview of the E-Verify process in Tracker.

The following are the two most common scenarios encountered when using E-Verify. For more detailed information regarding E-Verify actions, automation, troubleshooting, and reporting, please see the full User Manual.

**E-Verify Actions**

The following is a list of all possible actions that can be performed on an active E-Verify case. Once a case has been successfully submitted, the E-Verify Actions box that appears at the bottom of the case details displays a list of options.

Addressing the 3-Day Rule
SSA/DHS ReVerify
SSA/DHS Tentative Nonconfirmation (TNC)
Employee Email Notifications
Photo Match
Close Case

The exact list of action buttons available is based on what happened most recently. For example, if the Initial Verification returns a Case Incomplete result, you will have the option of either to Initiate SSA or DHS ReVerify or Close Case. Refer to the individual help topics under E-Verify for details on the various stages of a case, as well as the official DHS E-Verify User Manual for legal and usage guidelines (see the Tracker E-Verify Training Program for more details).

**Addressing the 3-Day Rule**

If an E-Verify case is not created within 3 federal work days of the employee’s start date, the I-9 Manager must indicate the reason for the delay. Tracker will display an alert letting you know when the explanation is required.
A notification will appear asking that a reason be provided for why the E-Verify case was not submitted within 3 Federal Business Days of Hire.

To proceed with the E-Verify case, the I-9 Manager will select the most appropriate reason for the delay from the dropdown menu, and then click the Continue button.

Select the appropriate reason for the delay, then click Continue.
SSA/DHS ReVerify

If the employee’s Form I-9 information does not match DHS/SSA records when first compared to the DHS/SSA database, the user will be asked to check the information.

SSA/DHS Tentative Nonconfirmation (TNC)

When a case results in a TNC, follow the guidelines on the screen to determine how to proceed.

The Further Action notice must be reviewed with the employee (in private) as soon as possible. To proceed with the TNC review process, click the **Continue** button and follow the additional steps. If the employee was not willing or able to review the notice with you, you may click the **Close Case** button only and select from the case closure options.

*Important*: Employers may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee based on the employee’s decision to contest the TNC or while the case is still pending with SSA or DHS.
As noted in the instructions on screen, the TNC process typically involves the following steps. Note: The instructions for both a SSA TNC and DHS TNC are identical.

1. Select the language you would like for the Further Action Notice.
2. Click the **Print Notice** button.
3. Review the Further Action Notice with the employee.
4. Have the employee check the “I have reviewed the Further Action Notice and have indicated my decision to contest or not contest below. I am signing the Further Action Notice electronically” box.
5. Have the employee select whether they wish to contest the Tentative Nonconfirmation.
6. Check the "I have notified this employee of the Tentative Nonconfirmation and provided the employee with a copy of this Further Action Notice. I am signing this Further Action Notice electronically” box.

7. If the employee chooses not to contest, click Close Case and select the appropriate closure code.

8. If the employee does choose to contest, provide the employee with a copy of the Further Action Notice and click 'Refer Case'.

9. Print the appropriate version of the Referral Confirmation Date Letter and give a copy to the employee.

10. The employee will then have 8 business days to contact SSA or DHS to resolve the TNC.

11. The employer should periodically check the status of the referred case.

Note: After the employee and employer have reviewed and signed the Further Action Notice, employers may retrieve the PDF copies of the electronically signed Further Action Notice and Referral Confirmation Date Letter by clicking the View/Upload File button. Once the E-Verify case has been referred, you will have to wait until a future date to check if the case has been resolved and can move to the next stage.

Important: If the employee chooses not to contest the TNC, the employer may terminate employment with no civil or criminal liability as noted in Article II, Section C – Responsibilities of the Employer (#6) in the MOU.
**Employee Email Notifications**
E-Verify will notify the employee of a Tentative Nonconfirmation (TNC) via e-mail if the employee provided his or her e-mail address on the current version of the Form I-9 (Revision 03/08/13N). In addition, E-Verify will send reminder e-mails if no action to resolve a contested TNC has occurred within four days of the date the employee was referred to SSA/DHS. The emails are not sent from Tracker I-9.

Note: this notification does not replace any part of the TNC process. Employers are still required to notify employees of TNCs and their right to contest, as well as the next steps to take.

**Photo Match**
The photo matching step occurs automatically in Tracker I-9 Complete when you create a case for an employee who has presented a US Passport or Passport Card, Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation.

When photo matching is required, you must 1) acquire and retain a copy of the employee’s document, and 2) fulfill the E-Verify photo matching requirement. Tracker I-9 Complete displays an alert message reminding the User of this requirement in Section 2 when the employee will be subject to E-Verify.

The following screen will appear when a case that has been submitted to E-Verify requires photo matching.
Tracker I-9 Complete instructs the User to select the appropriate radio button indicating whether or not the photo displayed on the page matches that of the document that was provided by the employee.

The photos should be identical, but you should take into account minor variances in shading and detail between the two photos based upon the age and wear of the employee’s document, the quality of your computer monitor, and the watermark on the photo in E-Verify to protect it from unlawful use. **Do not compare the photo displayed by E-Verify to the employee directly.** The direct comparison between the document and the individual should happen when the Form I-9 is completed, prior to using E-Verify.

**IMPORTANT:** If "No Photo on this Document" with the E-Verify watermark appears as the Employee Photo, you should select the **Yes** radio button.

After the selection is made, click **Continue**.

If you indicate "Yes," then employment should be authorized and the case should be closed. If the photo displayed does not match the photo on the document provided by the employee, the No radio button is selected, and the User clicks **Continue** then the DHS TNC process will begin. The User will follow the same steps for the TNC process that are listed out earlier in this guide.
Close Case
All E-Verify cases must be resolved properly in order to officially close each case. Every case is different, and at various stages of an E-Verify case you may be offered the option to close the case. The options available to resolve a pending case are based on the actual details and the employment eligibility responses received by E-Verify. Typically once an employee has been authorized either immediately or after a referral to the SSA or DHS, or has received a final nonconfirmation, you can close the case. Follow the guidelines as described in the E-Verify User Manual to determine when and how to resolve each type of case.

Case Closure Requirement and Statements
Every case created in E-Verify must be closed and you must close every case created in E-Verify. When the Case Closed button is clicked, the following Yes/No question is always asked, “Is the individual currently employed with this company?”
Closing an E-Verify Case requires the I-9 Manager to indicate New Hire is currently employed, or provide Termination date.

If the I-9 Manager indicates that the employee no longer works for the company, a Termination Date must be provided. After clicking OK, E-Verify will then return only those Case Closure statements from the list below that are possible based upon the employment status and the E-Verify case history. In other words, not all of these Close Case statements are available for all case-closing occasions:

1. The employee continues to work for the employer after receiving an Employment Authorized result.
2. The employee continues to work for the employer after receiving a FNC result.
3. The employee continues to work for the employer after receiving a DHS No Show result.
4. The employee continues to work for the employer after choosing not to contest a TNC.
5. The employee was terminated by the employer for receiving a FNC result.
6. The employee was terminated by the employer for receiving a No Show result.
7. The employee was terminated by the employer for choosing not to contest a TNC.
8. The employee voluntarily quit working for the employer.
9. The employee was terminated by the employer for reasons other than E-Verify.
10. The case is invalid because another case with the same data already exists.
11. The case in invalid because the data entered is incorrect.

   a. For example, if the final E-Verify case result was Employment Authorized, and the I-9 Manager indicated that the employee no longer works for the company, then only Case Closure statements 8, 9, 10, or 11 will be available to choose from as shown in the sample image below.
Select the most appropriate Case Closure Code, then click Send to E-Verify.

Select from the Case Closure Statements and click **Send to E-Verify**.

**Important:** When you close the case in E-Verify and select the closure statement option, **The case is invalid because the data entered is incorrect**, you must submit a new case in order to complete the E-Verify process for the employee.

Selecting a Closure Code in **red text** will delete any existing E-Verify attachments.

**Note:** If your System of Record is set up to send a Termination Date to Tracker through an API call, the System of Record Termination Date will override the Termination Date in Tracker that was established during the case closure process if the dates differ. Changing a Termination Date does not require Section 2 to be resigned.

Once the case has been closed you will be prompted by a message stating "E-Verify Case is Closed" and two buttons present, **Return to Employee Profile** and **Done**. Clicking **Return to Employee Profile** will take you to the Employee Profile the I-9 is under and clicking **Done** will return you to the Tracker I-9 dashboard.
Closed Cases

Once an E-Verify case has been resolved the case status changes to **Case Complete** and you will no longer be able to process any E-Verify actions or edit any data. In the situation where you rehire an employee and are required to process E-Verify again, you must create a new I-9 Record for that existing employee.
**E-Verify Batch Close Feature**

Tracker I-9’s E-Verify Batch Close Feature is an optional tool which allows I-9 Managers to close E-Verify cases via batch processing for individuals who continue to work for the company after receiving an Employment Authorized result unless a DHS Name Check is required. You can still close E-Verify cases manually in Tracker.

The Tracker I-9 E-Verify Batch Close workflow consists of the following steps:

Navigate to the tool by selecting the E-Verify Batch Close Feature from the E-Verify Cases dropdown menu.

All approved E-Verify cases will be listed on the screen (up to 100 per page). Cases are listed chronologically based upon the E-Verify submission date.
List of E-Verify cases that are approved (with the exception of certain foreign nationals)

**IMPORTANT:** The tool only shows Employment Approved E-Verify cases.

You may filter your results by Employer, Worksite, Security Group, and/or I-9 Manager.

Clicking the Add/Remove button will add cases to the batch close process when the case checkbox is checked. Unselect a checkbox and click Add/Remove in order to exclude a case from the batch closing process. Closed cases are submitted to E-Verify indicating that the selected employees continue to work for the organization after receiving an authorized result. The E-Verify Batch Close process is not run instantly and is instead scheduled to run every 15 minutes, so you may have to wait up to 15 minutes before the cases you have added to the batch are closed by the system. Click Refresh to reload the list.

In the rare circumstance that you do not want to close an approved case on the list, simply unselect the checkbox to the left of the employee’s name. For example, if a listed individual no longer works for the company, DO NOT use the E-Verify Batch Close Feature to close the case since all cases processed through this tool must be for employees who are still employed. Instead, unselect the checkbox, click the employee’s name to view his or her I-9 Record, set the Terminated Date, click the E-Verify button on the I-9 Record screen and close the case manually.
E-Verify Errors

At times an error may result when submitting a request or data to the E-Verify web service.

An error can happen for the following reasons:
- Data missing from the request
- Data was not of the correct format
- Internet connection problems
- E-Verify down for maintenance

Error Messages

When an error happens after you click the Verify and Submit to E-Verify button to submit a request, a detailed message is displayed at the top of the E-Verify Case Details page. The error text is in red and describes the general nature of the problem. Review the message, fix the problem if possible, and try again.

Examples of Error Messages:
- Last Name can only contain character or hyphens - or apostrophes '
- First Name can only contain character or hyphens - or apostrophes '
- Invalid input field length/format (Middle Initial).
- Other Names can only contain character or hyphens - or apostrophes '
- Please enter a valid Social Security Number (SSN). The SSN should be 9 digits (XXX-XX-XXXX).
- 'Alien/USCIS #' is not in the correct format.
- 'I-94 Document #' is not in the correct format.
- 'Passport #' is not in the correct format.
- 'Card Number' is not in the correct format.
- Invalid Card Number/Citizenship Status/Document Type combination.

Communication Problems

While Tracker I-9 is communicating with E-Verify when you make a request, a graphic appears stating that the E-Verify communications are in progress and should not be interrupted. While this is happening it is highly recommended that you do not use the web browser controls such as Refresh or Back until a response is received. If the E-Verify server is not responding and is down due to maintenance, the password assigned to your organization has expired, or if your Internet connection is experiencing problems, the request will eventually be canceled and the system will report an error on the screen. Try the request again at a later time or ask your Tracker I-9 Client Admin to investigate the situation if you feel that you reached this page in error.
**E-Verify Duplicate Case Workflow**

Tracker I-9 Complete™ performs a duplicate SSN check when creating a new Employee. With the latest version of E-Verify, E-Verify will now also identify and alert the I-9 Manager when a potential duplicate E-Verify case is detected. An E-Verify case will be considered a duplicate case if it contains the same Social Security number (SSN) as a previous case entered for the same employer within the past 30 days.

After submitting a new case to E-Verify, Tracker I-9 Complete™ will display a Duplicate Case Alert page if a duplicate is detected. The list of potential duplicates will include important details about those cases, including the name of the employee, hire date, worksite and other information. The screenshot below shows an example of what to expect when E-Verify detects a duplicate case.

![E-Verify: Verify Employment Authorization for Employee](image)

**Duplicate Case Alert Page**

**IMPORTANT:** The Employee Name will appear as a link to the employee’s record if the I-9 Manager has permission to access the record. While extremely rare, “Unknown” might be displayed in the Employee Name column if the I-9 record has been purged or cannot be identified. Please contact your Tracker I-9 Administrator if additional information in needed regarding an Unknown case.

When the Duplicate Case Alert page appears, the I-9 Manager should evaluate the information displayed and determine which of the following is the most appropriate action to take:
1. Click **Close Case** if the new case is no longer needed or the case was created in error. Follow the onscreen instructions for how to close the case.
2. Click **View Case Details** to view or edit the information submitted for the case that was flagged as the duplicate (see below for more details)
3. Click **Continue** to proceed with the new case. There may be instances when creating a duplicate case for the same employee is required, such as in the case of a rehire, or if the previous case contains incorrect information.

**Duplicate Case - View Case Details**

The **Verify Case Details - Duplicate Case** page displays information about the new case that was flagged as a duplicate. Review the information on the page and make any necessary corrections. It may be necessary to edit the case information, for example, if the SSN was entered incorrectly and needs to be changed.

**IMPORTANT:** If the I-9 Manager notices case information that is incorrect and cannot be changed, the I-9 Manager must close the case and create a new one.

The screenshot below shows an example of the **Verify Case Details – Duplicate Case** page showing the case details.

An I-9 Manager must be assigned to a Security Role that has the edit E-Verify data permission setting enabled inorder for them to be able to change a value on the View Case Details page.
IMPORTANT: Changes made on the View Case Details page will NOT affect the data on the corresponding I-9 Record.

The I-9 Manager should click **Continue** once they are satisfied that the case information on the View Case Details page is correct. After clicking **Continue**, the I-9 Manager should proceed with the onscreen instructions for taking the next action on the case. Clicking **Cancel** will return the I-9 Manager to the Duplicate Case alert page.

**Duplicate Case Alert – Continue**
Receiving a duplicate case alert does not necessarily mean that the new case should be closed. There may be instances when creating a new case for the same employee is required, such as in the case of a rehire, or if the previous case contains incorrect information. If the I-9 Manager clicks **Continue** on the Duplicate Case Alert page without making any changes to the case data, then they must select a reason for continuing with the case. After the I-9 Manager selects a reason, they should click **Continue** and proceed with the onscreen instructions for taking the next action on the case. Clicking **Cancel** will return the I-9 Manager to the Duplicate Case alert page.

The screenshot below shows an example of the **Duplicate Case Alert – Continue** page and the list of available reasons an I-9 Manager will choose from in order to continue with the new case.
E-Verify Case History

Tracker I-9 Complete™ now displays an E-Verify Case History tab on the E-Verify page for a record that has one or more closed E-Verify cases. The E-Verify Case History tab lists all E-Verify cases for the I-9 Record that were closed as either a duplicate or invalid because of incorrect data.

IMPORTANT: Once an E-Verify case is closed it cannot be reopened. This list is for informational purposes only.
Tracker I-9 Complete™ now has an E-Verify case report that displays the specific details about a case in a single page layout. Click the **View Case Details Report** button from any page in the E-Verify workflow to view the report. This report can help an I-9 Manager understand the particulars of an E-Verify case without having to click through each step in the workflow.

### Case Verification number: 2014338171003ZG

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<thead>
<tr>
<th>Case Information</th>
<th></th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>A</td>
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<tr>
<td>Middle Initial</td>
<td></td>
</tr>
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<td><strong>A-000-000</strong></td>
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<tr>
<td>Document Information</td>
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</tr>
<tr>
<td>Lost B Document</td>
<td>Driver's license issued by a Canadian government authority</td>
</tr>
<tr>
<td>Alien Number</td>
<td></td>
</tr>
<tr>
<td>Additional Information</td>
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<td>Date of Birth</td>
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<td>Case Result</td>
<td>Case Complete</td>
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<tr>
<td>Employee Referred to SSA</td>
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<tr>
<td>Case Result from SSA (after SSA TNC)</td>
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<tr>
<td>Case Result Resubmitted to SSA</td>
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<tr>
<td>Case Result from SSA (after SSA Resubmission)</td>
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<tr>
<td>Case Result</td>
<td>Request Name Review:</td>
</tr>
<tr>
<td>Case Result from DHS (after DHS Verification in Progress)</td>
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<tr>
<td>Case Result</td>
<td>Employee Referred to DHS:</td>
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<tr>
<td>Case Result from DHS (after DHS TNC)</td>
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<tr>
<td>Case Result</td>
<td>Photo Matching Result:</td>
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<td>Determination</td>
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<td>Case Result from DHS (after Additional DHS TNC)</td>
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<tr>
<td>Case Result</td>
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</tbody>
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E-Verify View Case Details Report
E-Verify Reporting and Follow-Up

Tracker I-9 includes two E-Verify related reports, one to show which I-9 Records require submission to E-Verify or currently have open E-Verify cases, and another which shows any outstanding Duplicate Cases which require action. Both reports are available from the Reports menu. For organizations that do not have an E-Verify license, these reports will be empty. As with all reports, you can filter the results by the employee Start Date range, with the default being year to date.

View E-Verify Cases
This report shows you a list of all employee I-9 Records that have the Form I-9 completed (Section 1 and Section 2 have been signed). After Section 1 and Section 2 have been signed, the Next Action for the I-9 Record changes to E-Verify if your organization is configured to use the E-Verify feature and the employee works at an E-Verify enabled Worksite.
In order for I-9 Managers and Administrators to keep track of any outstanding Duplicate Cases that require action, Tracker I-9 Complete™ has implemented a new report that displays all active I-9 Records with either an Open or Closed E-Verify case that was flagged as a duplicate. To navigate to the Duplicate Case Report, select E-Verify Duplicate Case Report from the E-Verify Cases menu option.
The report displays key data about Duplicate Cases and provides a link to the E-Verify Case page for each listed record. This report will only list records that the I-9 Manager has permission to access.

E-Verify Duplicate Case Report

An I-9 Manager should complete the E-Verify Duplicate Case Workflow for any open E-Verify cases that are flagged as Open. If the E-Verify case is Closed, then consider deleting the I-9 Record if it is also a duplicate, or submit the I-9 Record to E-Verify, if it is not a duplicate.
Audit Notes
The overview that follows defines an Internal Audit, its potential benefits, scope considerations, and an overview of the new Audit Note enhancements.

Defining an Internal Audit
One important aspect of I-9 best practices is for an employer to conduct an internal “audit” of their Forms I-9 to discern if they have any identifiable compliance issues. If a compliance issue exists, the employer should remediate the issues whenever possible and append an Audit Note to the Form I-9 explaining the issue and any corrective action taken.

Potential Benefits
In the event of a government audit, this best practice is often viewed by an ICE I-9 Inspector a “good faith” effort by the employer towards meeting their responsibility to verify the employment authorization of its employees. If ICE finds an employer to be in good faith, the inspector may reduce fines for some Form I-9 compliance violations.

Defining the Scope of an Internal Audit
An important aspect of an Internal Audit is deciding which Forms I-9 to inspect. An employer’s goals and available resources are key derivers in determining the scope. One way to think about scope is to consider the most common choices: a companywide audit; or, a spot check audit.

Company Wide Audit
An employer could choose to conduct a full company audit of every Form I-9 on file (or all I-9s that have not already been included in a previous Internal Audit). This approach works well when an employer’s I-9 count is low and auditing resources are available, or if the employer is confident that there is widespread issue of non-compliance across their Form I-9 population and the goal is to identify and eliminate as much risk as possible.

Spot Check Audit
Alternatively, an employer can choose to conduct random spot check audits, whereby an employer reviews a subset of the Form I-9s created over a period of time, at a particular worksite, within a particular business unit, or by a specific hiring manager. This approach works well when an employer’s I-9 volume is especially high and auditing all Form I-9s is not practical given available resources. If a problem area is uncovered, where an abnormally high number of compliance issues are identified within a group Form I-9s, then the employer could choose to focus in on the potential source of the compliance risk (a particular, worksite, I-9 Manager, training document, etc.) and expand the scope of the audit accordingly.
Enhancements Overview

Prior to the release of this feature, a note could be added to the Notes section of an I-9 Record on the Summary Tab. The enhanced Audit Notes feature has significant improvements over this existing functionality. Specifically, the new Auditing feature is made up of two components: Audit Management and Audit Notes.

Audit Management is a set of tools where Internal Audits activities can be organized into Audit Batches. An Audit Batch is a way for clients to manage a group of audited records. Audit Batches are useful when a client wants to compartmentalize I-9 records that have been, or will be, audited by worksite, business unit, manager, or time. The Audit Management feature includes reports that return a summary of the audit results. See below for more information about Audit Management.

Audit Notes is where I-9 Managers can enter audit result in an Audit Note that is associated to the I-9 Record. The new Audit Notes feature supports two Audit Note types:

- Custom Audit Note: An I-9 Manager with privileges can add a Custom Audit Note at any time to any record. See below for more information about Custom Audit Notes.

- System Recommended Audit Note: When certain compliance issues exist, the Tracker I-9 system prompts the I-9 Manager to add a predefined Audit Note specifically designed to address the issue detected. Adding a System Recommended Audit Note is the fastest and easiest way to reduce some of the more common compliance risks. System Recommended Audit Note are designed to address compliance issues related to timeliness and completeness. See below for more information about System Recommended Audit Notes.

With these new enhancements, auditing your electronic records in Tracker I-9 is now easier than ever. Below is a more detailed description of how the Audit Notes and Audit Management features work.

Creating Audit Notes

I-9 Managers that are assigned to the Advanced or Intermediate security roles will have the ability to create Audit Notes for the I-9 Records that they have access to. I-9 Managers with Basic permissions will only be able to view existing Audit Notes.

The Audit Notes feature is located on the Summary Tab of the Form I-9 Record. The Summary Tab can be reached by navigating to an Employee Profile, accessing the Form I-9 page, and then selecting the “Summary Tab” that is furthest to the left.
Custom Audit Notes

A Custom Audit Note can be created at any time for any I-9 record by clicking the Create Custom Audit Note button. There are no limits to the number of Custom Audit Notes that can be added to an I-9 Record. Custom Audit Notes can be useful when conducting an Internal Audit, or when it is necessary to annotate why a change was made to a record.

When the I-9 Manager clicks the create button, the Custom Audit Note interface is displayed.
Take the following steps to complete the Custom Audit Note:

1. Select the correct Audit Batch from the dropdown list or accept the default selection.
2. Select an audit result radio button, either Audited Without Correction or Audited Correction Needed.
   - Select Audited Without Correction if no changes were made to the Form I-9.
   - Select Audited Correction Needed if changes are needed to one or more Form I-9 fields.
3. If Audited Correction Needed was selected and the corrections have been made, click the “Check if Corrected” checkbox (see example below).
4. Enter an Internal Note that describe the action taken or circumstances surrounding the audit. These notes appear on the Audit Batch report and can be used to explain why a Form I-9 had issues and the steps taken to address those issues.
5. Click the Save button.

As an example, if an employer conducts a random spot-check audit of a record, the I-9 Manager should create a Custom Audit Note when they have completed the compliance assessment. In most cases, the I-9 Manager would not expect to identify any compliance issues. However, if – for example - the expiration date for the List A Document was not entered correctly in Section 2 and the I-9 Manager can verify the correct expiration date because they have a copy of the Section 2 document, then the I-9 Manager should amend the Section 2 document expiration date field, select that a correction was needed, and indicate that corrective action taken in the Internal Notes field.
Once an Audit Note is saved, it will appear in the existing Audit Note table (see Figure 3 below). The Audit Type column reflects that a “Custom” Audit Note was added and the user’s name will appear in the “Audited By” column. Click the View link in the Action column to display the existing Audit Note.
System Recommended Audit Notes

In addition to Custom Audit Notes, the Tracker I-9 system will recommend an Audit Note when specific compliance issues exist (e.g. late signatures). These recommendations will appear in the **System Recommended Audit Note** section of the Audit Notes feature that appears on the Summary Tab.

NOTE: If the system does not detect a compliance issue, then “No Recommendations” will appear in the System Recommended Audit Note Section.

![Figure 4: No Recommendations Detected](image)

When a **System Recommended Audit Note** exists, the Audit Notes section on the Summary Tab will describe the recommendation and display a corresponding create audit note button. In Figure 5 below, one or more Sections of the Form I-9 was signed after the compliance deadline. Therefore, the system is prompting the I-9 Manager to create a **Late Signature Audit Note** to acknowledge the error.

![Figure 5: Late Signature Audit Note Recommended](image)

Note: Only I-9 Complete Record types can have a System Recommended Audit Note. This means that System Recommended Audit Notes will note appear for Historical I-9 Records.

When the I-9 Manager clicks the create button, the **System Recommended Audit Note** interface is displayed.
Take the following steps to complete the System Recommended Audit Note:

1. Select the correct Audit Batch from the dropdown list or accept the default selection.
2. Select the button that best describes the reason for the compliance issue.
3. The Tracker I-9 will auto-populate the Internal Notes with text that has been configured for your system. The I-9 Manager and add or edit this text as necessary. NOTE: An Internal Note is required. If “Other” is selected, the I-9 Manager must manually enter an explanation.
4. Click the Save button.

Once a System Recommended Audit Note is saved, it will appear in the existing Audit Note table (see Figure 7 below). The Audit Type column reflects that a “Late Section 1/2 Signature” Audit Note was added and the user’s name appears in the “Audited By” column. Click the View link in the Action column to display the existing Audit Note. Notice that “No Recommendations” now appears since the system does not detect an unacknowledged compliance issue.
Accessing Audit Notes: Dashboard, Risk Alerts, and Incomplete I-9s Reports

In addition to being able to view and create System Recommended Audit Notes on the Form I-9 Summary Tab, an I-9 Manager assigned to the Advanced or Intermediate security role will be prompted to view and take action on I-9 Records that have an unacknowledged System Recommended Audit Note when the Audit Risk Exposure Dashboard module is in view.

Specifically, a Form I-9 Record that has an unacknowledged System Recommended Audit Note will appear on the I-9 Manager’s Dashboard in the Risk Alerts or Incomplete I-9 count on the Audit Risk Exposure module. Once the System Recommended Audit Note is complete, the I-9 Record will be removed from the dashboard count.
Clicking the **Take Action Now** button on the Audit Risk Exposure module will prompt the I-9 Manager to select which risk category they wish to act upon (see Figure 7). Selecting “Risk Alerts” or “Incomplete I-9s” will present a list of I-9 Records with unacknowledged System Recommended Audit Notes.

The Risk Alerts page displays a count and list of all records with one or more late signatures, or a late receipt reverification (see Figure 8). The I-9 Manager can create system recommended audit notes from the Risk Alerts or Incomplete I-9s page. Alternatively, click the Employee’s Name to navigate to the Summary Tab of the Form I-9.

Click to the **Audited Records** tab to view a list of Form I-9 Records with Incurable Errors that have Audit Note that seeks to remediate the Incurable Error.

Top of Form

Bottom of Form
The **Incomplete I-9s** page is similar to the Risk Alerts page. Incomplete I-9s with a Termination Date will appear on the **Audit Recommendations** tab.
Both the Risk Alerts and Incomplete I-9 pages can be access via the Audit Management menu dropdown.
Audit Management

The Audit Management page has a set of tools that add the ability Internal Audits activities can be organized into Audit Batches. An Audit Batch is a way for clients to manage a group of audited records. Audit Batches are useful when a client wants to compartmentalize I-9 records that have been, or will be, audited by worksite, business unit, manager, or time. The Audit Management feature includes reports that return a summary of the audit results. See below for more information about Audit Management.

Navigation

Users assigned to the Client Admin or Advanced Security Role will have permission to access the Audit Management page from the Audit Batch Management menu dropdown.

Audit Batch Management page

The Audit Management page has two tabs: Audit Batch Management and Audit Batch Report. By default the Audit Batch Management tab will be displayed. The Audit Batch Management page displays a list of all existing Audit Batches.
A user can take the following actions on the Audit Batch Management page.

- Click **View/Edit** in the Action column to view or edit an existing batch.
- Change the Status of an Audit Batch by selecting a new dropdown value in the Status column. Batches with an Inactive status do not appear in the Audit Note Interface (see Figure 1).
- Click the **View Report** link in the Report column to view the Audit Batch Report.

By default, each Employer will have an “(Unassigned)” Audit Batch. When an I-9 Manager creates a new Audit Note the Unassigned Batch is preselected as the Audit Batch value, the Unassigned Batch is inactive. The (Unassigned) Audit Batch cannot be edited or deleted, except that its status can be changed between Active and Inactive.
Create a New Audit Batch
Take the following steps to create a new Audit Batch:

1. Click the Create New Audit Batch button to create new Audit Batch.

2. Enter an Audit Batch Name

3. Change or accept the Begin Date, which by default is set to the current date. An Audit Batch with a future Begin Date will not be available until the Begin Date become current.

4. Change or accept the Status, which by default is set to Active.

5. Enter a Description of the Audit Batch. This textbox is optional.

6. Click the Save button.

When the Audit Batch is saved, the new Audit Batch will appear on the Audit Batch list.

Audit Batch Report
Clicking the View Report link in the Report column on the Audit Batch Management tab will load the Audit Batch Report for the selected batch. A report generated for an Audit Batch will display an Audit Batch Report Results section that provides a statistical summary for the selected batch.
The Audit Batch Report Results includes the following details about the batch:

- **Audit Batch Name** - The Audit Batch Name value that was selected.
- **Description** - The text (if any) that was saved to the Audit Batch Description textbox.
- **Audit Status** - Active or Inactive. If Inactive, the date a batch was inactivated is displayed.
- **I-9 Record Count** - The total number of unique I-9 Records that are included in the batch.
- **Audit Note Count** - The total number of unique Audit Notes that are included in the batch.

From the Audit Report, selecting the Employee Name link will navigate an I-9 Manager to the Employee Profile (NOTE: this link will be disabled for a Client Admin, since that security role does not have access to I-9 Records). Select the View Audit Note link in the Action column to view the Audit Note for the corresponding record.
The user can change the filter criteria to expand or reduce the scope of I-9 records to be included in the Audit Report. For example, if Employer is the only selection criteria, the Audit Report will display all I-9 Records for the Employer that have an Audit Note.

**Admin Configurations**

*I-9 Audit Notes - System Message and Instructions Settings*

The Internal Note textbox will auto-populate when a specific reason is selected (see Figure 6). The text that auto-populates is configurable and can be edited by a Client Admin in the System Configurations -> Feature section.

To edit the auto-populated content:

1. Login to the Tracker I-9 application as a Client Admin.
2. Select System Configurations from the Admin Control Panel.
3. Select the Features tab and scroll to the bottom of the page.
4. Select the I-9 Audit Note that you want to edit.
5. Click Save after the changes have been made.
Impact to Audit Notes when changing the Employer associate to the Employee Profile page
When an Employer value for the Employee Profile changes any existing Audit Notes will be moved to the new Employer's (Unassigned) Audit Batch. For example, if an Audit Note was created and assigned to an Audit Batch that belonged to Employer A, if the Employee Profile Employer value changes from Employer A to Employer B, then the Audit Batch for the existing Audit Note will change to the “(Unassigned)” batch for Employer B.

Security Role Permission Defaults
The table below details which Security Roles will have permission to Create, View, Edit, or Delete an Audit Notes, and which roles have access to the Audit Management page.

<table>
<thead>
<tr>
<th>Security Role</th>
<th>Audit Management menu options</th>
<th>View</th>
<th>Create</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Admin</td>
<td>• Audit Batch Management sub-menu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced with E-Verify</td>
<td>• Risk Alert Report</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Incomplete I-9 Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Audit Batch Management sub-menu</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced</td>
<td>• Risk Alert Report</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>------</td>
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<td>-------------------</td>
</tr>
<tr>
<td>Basic</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Basic with E-Verify</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

Tracker I-9 Account Administration

The first thing you will want to do in Tracker I-9 Complete is to create and configure your employers, worksites, and security groups. This will be completed by your organization’s Tracker I-9 Complete Administrator.

**IMPORTANT:** The Administrator for your company’s Tracker I-9 account must verify information about your organization and its structure in Tracker I-9 Complete before launch and after any migration imports.

**Manage Employers**

To manage Employer information, logon to Tracker I-9 Complete at [https://www.i9complete.com](https://www.i9complete.com) with the Client Admin Username and Password, provided to you by your Implementation Project Manager at Tracker Corp. On the Home page existing employers, if any, will be displayed under Employer List View. You may export a list of current employers by clicking on the Export List to Excel link above the list. You may also use the Filter By tools to manage your Employer List View. New employers can be created by clicking on the Create New Employer.
Home Page
After clicking on Create New Employer from the Home page, you will be taken to a blank Employer Setup page where you will enter the information below (fields marked with a red asterisk are required):

**Employer Information**
- Employer Name
- Time Zone.
- External Employer ID – Only required if there is going to be integration between your software system and Tracker I-9 Complete using standard API calls. Please consult with your Tracker Corp. Implementation Project Manager or Support Team for guidance on populating this field.
Required Worksite
- **Worksite Name**
- **Business Name**
- **External Worksite ID** – Only required if there is going to be integration between your software system and Tracker I-9 Complete using standard API calls. Please consult with your Tracker Corp. Implementation Project Manager or Support Team for guidance on populating this field.
- Worksite address information - **Street Address 1, Street Address 2, City, State, and Zip Code**

Internal Notes
Client Admin’s may use the **Internal Notes** field to enter any information about an Employer. There is no limitation on the type of information that you can enter and all notes are saved as one large text box. It is recommended that you tag notes that you enter with your initials and a date for clarity. Make sure to not erase notes entered by other Client Admin Users. This field does not appear on the printed Form I-9.

Click the **Save** button when you are finished. The new Employer is now added to the database and can be found under the **Employer List View** on the **Home** page. If appropriate, the Client Admin will need to create additional Worksites, setup Security Groups and Configure Email Alerts.

**Edit Employer**
To edit an existing Employer navigate to the **Home** page and click on the name of the Employer that you wish to edit under the **Employer List View**.
Here you will be able to make changes to any of the fields under the Employer Information, Feature Options and Internal Notes sections. Click Save to store you changes.

Delete Employer
You may only delete an Employer that is not in use. In other words Employers can only be deleted if they do not currently have any active Worksites, Security Groups, or Employees associated with it. If
you try to delete an Employer that does not meet this criteria, you will receive an error message and the Employer will not be deleted.

To delete an Employer follow the steps below.

- Locate the Employer you wish to edit in the Employer List View and click on the name of the Employer.
- On the Employer Setup page click the Delete button that appears above and to the right of the Employer Information box.
- Agree to the confirm popup by clicking Yes.
Worksites
The next Tracker I-9 Complete configuration step after creating an Employer is to add Worksites for each location that will be accessing the system. Section 2 of Form I-9 requires that you select the correct Worksite for an employee, so it is essential that you add all your Worksites at this stage. In addition, I-9 Manager User Accounts are granted access to employee records based on Employer and Worksite, so this is the time to determine how to group Worksites to match the security requirements of your organization. This setup can only be completed by the Tracker I-9 Complete Client Admin at your organization or service provider, if applicable.

Go to the Tracker I-9 Complete website and login with your Tracker I-9 Complete Client Admin Username and Password and navigate to the Employer that you want to add Worksites to and click on the Worksites tab.

Create Worksites
To create a new Worksite, click on Add New Worksites under the Worksites tab.
Add New Worksites

Create Worksite Page
A blank form appears prompting you to enter the following information (fields marked with a red asterisk are required):

- **Place Name** - Worksite name or description that will distinctly identify the Worksite. This will appear throughout the Tracker I-9 Complete application in Worksite dropdown lists.
- **Business Name** – If this field is populated, it will appear on any Form I-9 assigned to this Worksite as the Business Name is Section 2. If this field is left blank, the Employer Name will appear instead.
- Worksite address information: **Street Address 1, Street Address 2, City, State**, and **Zip Code**
- **External Worksite ID** - Only required if there is going to be integration between your software system and Tracker I-9 Complete using standard API calls. Please consult with your Tracker Corp Implementation Project Manager or Support Team for guidance on populating this field.
- **Turn on E-Verify at this Worksite as of** – E-Verify must be enabled in the Worksite settings in addition to the Employer settings to fully activate the feature. Check this box to turn E-Verify on at this particular Worksite and input an effective date.

**Note:** Electronic I-9’s designated to the specified Worksite with a hire date earlier than this specified date will not allow an E-Verify query to be performed.

Click the **Save** button when you are finished. The new Worksite will be added to the database and you will be ready to create additional Worksites. If applicable, data input errors will be reported back to you and must be corrected before you can successfully save the Worksite.

You can click on the **Export All Records to Excel** link if you want to export all previously created Worksites to Excel. If you have Security Groups created, you can also use the **Filter By** feature to manage your view.

**Edit/View Worksites**

You can click on any existing Worksites to view or edit. They will be listed under the Worksites tab for the selected Employer. After editing, you can Save/Cancel your changes. The Worksite status can also be set to **Closed** or **Open**.

**Hints and Tips**

- Be sure to give your Worksites a clearly identifying name so they can be reliably assigned to managers and employees, especially when you have multiple Worksite addresses in the same city.
- The **Place Name** is visible under the Employee Profile or when editing Section 2 under the Worksite dropdown. The address of the **Place Name** will appear in Section 2 of Form I-9.
- If a **Business Name** is entered it will override the Employer Name in Section 2 of the I-9.
Security Groups

Security Groups are used to group Worksites and simplify the process of granting access to I-9 Managers. The purpose of Security Groups is to mimic the organization hierarchy or structure at your organization such as a division, subsidiary, or independent corporate entity. For example, all Worksites located in the Southwest region can be put into an aptly named Security Group called "Southwestern Division". A User that oversees all Worksites in this division can be granted access to the Security Group as opposed to every individual Worksite that exists now or is added in the future.

If your organization does not have many locations or does not need to grant data access rights to multiple Worksites at once, there is no reason to define Security Groups.

In this example, a User assigned to Security Group A would have access to the Form I-9 records for the Worksite in Security Group A plus all the Worksites in Security Group B and Security Group C, but they would not be able to see the two Employer level Worksites and the Worksites in Security Group D.

Manage Security Groups

In order to access the Security Group interface, log onto the Tracker I-9 Complete portal using your Client Admin Username and Password. From the Home page, select an Employer and click on the Security Groups tab.
Creating, Managing, and Attaching Security Groups to an Employer in the example below, we will show you how to create, add Worksites, and attach a Security Group to a newly created Employer. Through this same interface, you can always edit, move, and delete Security Groups at a later time.

We have just selected Test Employer, a new Employer we just added to Tracker I-9 Complete, and we want to create a Security Group that consists of the East Region so we can assign Users to oversee the I-9 management of locations within this region. After selecting an Employer that does not have any Security Groups, the interface will appear as follows.

Manage Security Groups Page for an Employer with No Existing Security Groups
In order to create a new Security Group, you must first give it a name. Enter a **Security Group Name** in the **Add New Security Group** section on the upper left hand side of the page and click **Save**. **External ID** is only required if there is going to be integration between your software system and Tracker I-9 Complete using standard API calls. Please consult with your Tracker Corp Implementation Project Manager or Support Team for guidance on populating this field.

The newly created Security Group will appear on the righthand side of the page under **Manage Security Groups**.

![Image of page with Security Group creation interface]

You can click on the **Export All Records to Excel** link if you want to export all previously created Worksites to Excel. If you have Security Groups created, you can also use the **Filter By** feature to manage your view.

Next, we need to add at least one Worksite to our newly created Security Group. Select the Worksite that you want to add from the **Unassigned Worksites** section and then drag/drop it under the appropriate Security Group listed under the **Manage Security Groups** section. If you move a Worksite in error, you can simply drag/drop it from the Security Group to the **Unassigned Worksites** section.
Unassigned Worksites

The worksites listed below do not belong to a Security Group. Click and drag a worksite to a Security Group on the left to assign it.

- Atlanta, GA
- New York, NY
- San Francisco, CA
- Seattle, WA

Selecting a Worksite to Assign to a Security Group

Manage Security Groups

Drag & Drop a Security group or Worksite to move it to another Security Group. To remove a worksite, select it and press Delete on your keyboard or Drag & Drop it to the Unassigned Worksite section on the left.

- East Region
  - Atlanta, GA
  - New York, NY

Worksite Assigned to a Security Group
Configure Email Alerts

The purpose of email reminders is to offer an additional option to help ensure that I-9 Managers at your organization are completing and following up on I-9 Records according to Form I-9 guidelines and deadlines. Email reminders can be configured to notify an I-9 Manager that a deadline is approaching as well as offer oversight capability for I-9 Administrators.

Only the Tracker I-9 Complete Client Admin User can access the Configure Email Alerts page. To navigate to this page, simply select an Employer from under the Employer List View on the Home page and click on the Configure Email Alerts tab.

Configuration Email Alerts Options

The first time you view the Configure Email Alerts page, you will see a series of 9 different alert types that can be configured. The reminder types that can be configured are defined in the table below. In most cases you will have the ability to configure Users and Alert Types, Time Send, Standard Time Interval and Escalated Time Interval.
<table>
<thead>
<tr>
<th>Reminder Type</th>
<th>Why Sent</th>
<th>Email Sending Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1 Due (Employer)</td>
<td>For I-9 Records where Section 1 has not been signed at least once.</td>
<td>Sent at the time specified on the alert Start Date or within the designated time interval after the current time, whichever is later. For example, if the time interval is set as 1 hour and the employee is starting today, the system sends the email one hour later.</td>
</tr>
<tr>
<td>New Hire Signed Form I-9</td>
<td>A new hire has used the Employee Login screen to complete and sign Section 1 electronically.</td>
<td>Sent immediately after a new hire accesses the New Hire Login Page to Complete Section 1 and sign his or her I-9 Form electronically.</td>
</tr>
<tr>
<td>Section 2/ Receipt Due (Employer)</td>
<td>For I-9 Records where Section 2 has not been signed at least once.</td>
<td>Sent at the specified time three business days after the Start Date. A Second email will be sent if Receipt Provided is checked, for a document in Section 2 the specified number of days before the 90 day deadline to receive original verification documents.</td>
</tr>
<tr>
<td>Section 3 Due (Reverification)</td>
<td>For I-9 Records that specify a work eligibility expiration date.</td>
<td>Sent at a specified hour a set number of days before the next employment eligibility expiration date is reached, considering Section 1 authorized to work until date and Section 2 and Section 3 List A and List C document Expires dates.</td>
</tr>
<tr>
<td>E-Verify Submit I-9 Due</td>
<td>For I-9 Records where the Next Action is E-Verify and an E-Verify initial verification has not been performed.</td>
<td>Sent at a specified hour three business days after the Start Date, in accordance with E-Verify rules and the Form I-9 is ready to be submitted to E-Verify. For new hires only.</td>
</tr>
<tr>
<td>E-Verify Action Required</td>
<td>For an E-Verify case that requires prompt attention to proceed to the next step.</td>
<td>Sent immediately when E-Verify Automation has run and flagged an E-Verify case that requires attention to proceed to the next step. This includes a Tentative Nonconfirmation (TNC) response received by the SSA or DHS, Auto-Verify failure and when an open E-Verify case is ready to be resolved.</td>
</tr>
<tr>
<td>E-Verify Resolve Case Due</td>
<td>For an E-Verify case that has been started and requires follow-up to resolve and close the case.</td>
<td>Sent at a specified time 8 days after the date the E-Verify case was opened and still not been resolved and closed (no other actions pending). The case may still be waiting for a response from SSA or DHS or the case might be waiting for the I-9 Manager to follow-up with the employee to resubmit or resolve the case.</td>
</tr>
<tr>
<td>I-9 Purge Due (Retention)</td>
<td>For I-9 Records that list a date of termination for the employee.</td>
<td>Sent at a specified time on the first day purging is allowed after the Termination Date, in accordance with Form I-9 retention rules.</td>
</tr>
<tr>
<td>I-9 Manager Created Via the API</td>
<td>For when a new I-9 Manager is created via the API</td>
<td>Sent immediately when an I-9 Manager is created via the API.</td>
</tr>
</tbody>
</table>
Section 2 Remote Access Completed
For Remote Access I-9 records where the Employer Representative has completed Section 2
Sent immediately when Section 2 of a Remote Access I-9 is electronically signed by the Employer Representative.

Section 2 Remote Access Declined
For Remote Access I-9 records where the Employer Representative has declined to complete Section 2
Send immediately when an Employer Representative declines to serve as the Employer Agent and sign Section 2.

IMPORTANT: Depending upon how your Tracker I-9 Complete web portal and email server is configured and where it is physically located, emails may not arrive at the exact hour specified. Emails may be sent out only on the half hour, hour, or larger interval, so make sure to consult with your Tracker I-9 Complete Implementation Project Manager or Support Team to ensure your installation is configured properly. In addition, the email send times are determined by the clock on the application server which may be in a different time zone than your particular worksite.

Every Email Alert must be configured to send the email message to one of the following Users:
- **I-9 Manager** - The I-9 Manager listed in Section 2 for each I-9 Record will receive emails as configured.
- **All Advanced Users** – Every Advanced User with access to this I-9 Record will receive the email reminder. You can specify whether you want the email to go out to an Advanced User with or without E-Verify.
- **All Intermediate Users** – Every Intermediate User with access to this I-9 Record will receive the email reminder. You can specify whether you want the email to go out to an Intermediate User with or without E-Verify.
- **All Basic Users** - Every Basic User with access to this I-9 Record will receive the email reminder. You can specify whether you want the email to go out to a Basic User with or without E-Verify.

![Configuring an Email Alert for Section 1 Due (Employee)](image-url)
Configuring an Email Alert for New Hire Signed Form I-9 via Single/Multi Use Link

Configuring an Email Alert for Section 2/Receipt Due (Employer)
Configuring an Email Alert for Section 3 Due (Reverification)

Configuring an Email Alert for E-Verify Submit I-9 Due
Configuring an Email Alert for E-Verify Action Required

Select Users and Alert Type
- Send To I9 Manager
- Escalation Send To I9 Manager
- Advanced User Without E-Verify
- Intermediate User Without E-Verify
- Basic User Without E-Verify
- Advanced User With E-Verify
- Intermediate User With E-Verify
- Basic User With E-Verify

Select Escalated Time Interval
- Send: 1 Day after flag, until action completed
  - 2 Days
  - 3 Days
  - 4 Days
  - 5 Days
  - 6 Days
  - 7 Days

Configuring an Email Alert for E-Verify Close Case Due

Select Users and Alert Type
- Send To I9 Manager
- Escalation Send To I9 Manager
- Advanced User Without E-Verify
- Intermediate User Without E-Verify
- Basic User Without E-Verify
- Advanced User With E-Verify
- Intermediate User With E-Verify
- Basic User With E-Verify

Select Escalated Time Interval
- Send: 1 Hour
  - 6 Hours
  - 1 Day
  - 2 Days
  - 3 Days after the due date has passed until action completed
Configuring an Email Alert for I-9 Purge Due (Retention)

Configure an Email Alert for I-9 Manager Created Via the API

Configure an Email Alert for Section 2 Remote Access Completed
The configuration for Email Alerts can be changed at any time. Simply modify any of the Users, Alert Types, Time Sent, Standard Time Intervals and Escalated Time Intervals and click **Save**.
**System Configurations**

Client Admin Users of Tracker I-9 Complete also have the ability to edit any of the System Configurations. System Configurations can be accessed from the Admin Control Panel menu on the Home page. System Configurations impact all Employers and Worksites that are setup.

Under System Configurations there are up to five different areas that can be configured. These include:
- Email
- Features
- Training
- Users
- Integration (May or may not be visible. Please consult with your Tracker I-9 Implementation Project Manager or Support Team.)
## Training

Under the **Training** tab you may view the trainings available to currently available to users and run reports showing the current status of user’s trainings.

### System Configurations

#### System Trainings

This list displays the trainings that have been configured for this system. Some Trainings require a Knowledge Test as a measure to verify that the User has retained sufficient knowledge of the Training. New Trainings may be added as US government agencies with jurisdiction over Form I-9 and E-Verify rules add or update compliance requirements, especially for E-Verify.

<table>
<thead>
<tr>
<th>Training</th>
<th>Training ID</th>
<th>Available On</th>
<th>Required By</th>
<th>Test Required</th>
<th>Passing Score</th>
<th>Features Disabled</th>
<th>Feature Disabled On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial E-Verify</td>
<td>everify_train_07-30</td>
<td>07/22/2014</td>
<td>All Users with E-Verify</td>
<td>Yes</td>
<td>70%</td>
<td>E-Verify</td>
<td>12/23/2014</td>
<td>Active</td>
</tr>
<tr>
<td>FAR Training (v2)</td>
<td>everify_train_07-31</td>
<td>07/22/2014</td>
<td>All Users with E-Verify</td>
<td>Yes</td>
<td>70%</td>
<td>E-Verify</td>
<td>07/23/2014</td>
<td>Active</td>
</tr>
</tbody>
</table>
User Training Report

The User Training Report allow Client Admin’s to review the current status of User’s trainings, and if necessary reset their training status. The report defaults to show the status of all active users with required trainings. However, the results can be filtered by the Training, Employer, Worksite, and Security Group. You may also choose whether to hide or include Inactive Users, Not Required Trainings, and Passing Test Scores. As with other reports within the Tracker I-9 Complete system you may export the result of this report to an Excel file.
Email
Under the Email tab you can customize some of the attributes of emails that are distributed out of the Tracker I-9 Complete portal. These are system generated Reminder, User Account and Login related emails. Here you can customize the From Address and Subject line of these emails. In cases where your Company Name is referenced within the body or in the signature of an email, you can customize how you want your Company Display Name and Company Signature to appear. You can also set the Priority (High, Med, Low) and Format (HTML, Text) of the emails. Simply edit any of the text boxes, select your options from the dropdowns and click Save. You can modify your Email Settings at any time.
Features
Under the Features tab there are various configurable areas that impact the employee and User experiences.

General Site Settings
- **Mark Sensitive Private Date While Reviewing** – If this field is set to True, the employees Date of Birth and SSN in Section 1 and Document Number in Section 2 will either be completely or partially masked with asterisks.
- **Enforce Unique Email at the User Group Level** – If this field is set to True, then a User’s email address must be unique across all User levels within a Client.
- **Only Show Last 4 of SSN** – If this field is set to True, only the last 4-digits of the employees Social Security Number will appear in Section 1 of Form I-9. The first 5-digits will be masked with asterisks.
- **Enable Section 2 Hired for Three Days or Less Feature** – When enabled, a checkbox will appear in Section 2 that allows the user to indicate that the employee was intentionally hired for three days or less. Section 2 of the Form I-9 must be completed no later than the employee’s first day of work is the employee is hired for three days or less.
- **Display Signature Password Flag** – If this field is set to True, the **Section 1 Signature Instructions** will appear when the employee signs Section 1 electronically. The employee will need to Answer and Confirm Answer to the signature question that they are presented with.
- **Enable Section 1 Prepopulation** – If checked, the Employee Profile data will be automatically populated in Section 1 of the Form I-9. This must be enabled in order to and I-9 Record with Section 1 data via an integration.
- **Logout Landing Page** – Users will be navigated to the Logout Landing Page upon Logging out of Tracker I-9. This is an optional feature that is most useful for clients who use Singel Sign-On (SSO) as a means of accessing Tracker I-9. SSO clients may want users to logout to a different landing page that the default Tracker login page since their users would no be familiar with the Tracker I-9 login page.
- **System Access Page** – The System Access Page will be used as the link that is included in the Email Alerts. This is an optional feature that is most useful for clients who use Single Sign-On (SSO) or an integration to access Tracker I-9. SSO clients may want users to be directed to login to a different system than logging into Tracker I-9 directly via the default Tracker I-9 login page.

Create Form I-9 Options
- **Enable Historical I-9 Options** – When checked the option to create Historical Form I-9 records will be available to Users.
- **Enable Remote Access Form I-9 Feature – Section 1 Only** – When checked the option to create a Remote Section 1 only Form I-9 will be available to Users.
- **Enable Remote Access Form I-9 Feature - Section 1 & Section 2** - When checked the option to create a Remote Section 1 and Section 2 Form I-9 will be available to Users.
- **Enable I-9 Resolve Feature** - When checked (Only present if your company has licensed the I-9 Resolve product)
- **Enable Mobile Device Access for I-9 Managers** - When checked your I-9 Managers will be able to Access and completed Section 2 of Form I-9 record via a mobile device. (Only present if your company has requested that Mobile access be enabled for your account)

Remote Access Form I-9 Settings
Remote Access Form I-9’s are sent to employees via personalized welcome emails with a link to complete and sign Section 1. Here you have the ability to configure a couple of areas within that experience.

- **Section 2 Document Selector Options** – Select the Off, Optional or Required radio button to determine if you want your new hire to provide Section 2 document information as part of completing and electronically signing Section 1.
- **Section 1 Confirmation Message** – Here you can configure a custom confirmation message to be presented back to the new hire after they have completed and electronically signed Section 1.

Remote Access Form I-9 Settings

Section 1 & Section 2 Remote Access Settings

- **Support Email** - Enter an Email that you want to appear in the messages that are sent to the employee and employer representative during the Remote Access – Section 1 & Section 2 workflow.

- **Support Phone Number** - Enter a Phone Number that you want to appear in the messages that are sent to the employee and employer representative during the Remote Access – Section 1 & Section 2 workflow.

- **Employee Attachment when Remote Access I-9 is for Section 1 & Section 2** - The file that can be uploaded here will be attached to the email sent to the employee when the Remote Access I-9 is Section 1 & Section 2.

- **Employer Representative Attachment when Remote Access I-9 is for Section 1 & Section 2** - The file that can be uploaded here will be attached to the email sent to the employer representative when the Remote Access I-9 is Section 1 & Section 2.

- **Force Employer Representative Title** - Enabling this feature will enable the Title field below and prepopulate the Employer Representative Title field on all Remote Access Section 1 & 2 forms.
Section 1 & Section 2 Remote Access Settings

Upload Client Logo
Here you can upload your company logo. This logo will be displayed in the upper left-hand corner of every Tracker I-9 Complete web page post login and will be visible by all Users. The image file should be 200-400 pixels wide and 100-150 pixels high with a transparent background.

System Message and Instructions Settings
- **Section 1 Signature Instructions** – If the Display Signature Password Flag is set to True, then the custom text entered here will appear when the employee signs Section 1 electronically. The employee will need to Answer and Confirm Answer to the signature question that they are presented with.

- **Section 1 Resigning Instructions** – Here you can enter custom text that will be displayed to the employee when resigning Section 1 electronically.

- **Global Message** – Here you can enter custom text that will be displayed back to all Users on the top of every Tracker I-9 Complete web page post login.
### Section 1 Signature Instructions

<table>
<thead>
<tr>
<th>Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Signature Instructions</td>
<td>Instruction</td>
</tr>
</tbody>
</table>

**Description:**
Instructions to display to employee when signing Section 1 electronically. Default is to create a random password from 5 to 25 characters.

**Text:**
Please enter the father's birthplace.

### Section 1 Resigning Instructions

<table>
<thead>
<tr>
<th>Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Resign Instructions</td>
<td>Instruction</td>
</tr>
</tbody>
</table>

**Description:**
Instructions to display to employee when re-signing.

**Text:**
To re-sign, enter the previously provided answer to the security question. Alternatively, click Reset.
Users

Under the Users tab you can create/edit/view Users, change their Status, set Security Roles and Usernames, grant Permissions and send login information via email. You also have the ability to Export All Records to Excel if you wish to view/download/save/print a listing of Users.

Create/Edit Users
To create a new User, simply select the Create New User bar which will expand to show the various sections that need to be completed. If you wish to edit an existing User, simply click on the User bar that you wish to edit.
Profile Information
Under the Profile Information section, enter the following information:

- **Profile Information** – Select Active or Inactive from the dropdown. For new Users, select Active. If you have an existing User who no longer needs access to Tracker I-9 Complete, select Inactive from the dropdown.

- **First Name** – Enter the first name of the User. This field is required and will appear in various areas within Tracker I-9 Complete and on Form I-9 if this user is a signer.

- **Middle Name** – Enter the middle name of the User.

- **Last Name** – Enter the last name of the User. This field is required and will appear in various areas within Tracker I-9 Complete and on Form I-9 if this User is a signer.

- **Title** – Enter the title of the User. This field is required and will appear on Form I-9 if this User is a signer.

- **Email Address** – Enter the email address of the User. This field is required. The User’s email address will be used for User Account and Login related messages and Email Alerts (if configured to receive).

- **Phone Number** – Enter the phone number of the User.

- **Ext.** – Enter the phone number extension of the User.

- **Employee ID** – Enter the Employee ID of the User.

- **Time Zone** – Enter the Time Zone the User is located in. Time Zone is taken into consideration if the User is setup to receive Email Alerts.
Create New User or Edit Existing User

User Account Settings

- **Username** – Select a **Username** for the User. This field is required and will be used to access the Tracker I-9 Complete web portal.

- **Security Role** – Select the appropriate role for the User. This field is required. Please see the matrix below that outlines the access levels for the 3 roles.
  
  o Advanced User Without E-Verify
  
  o Intermediate User Without E-Verify
  
  o Basic User Without E-Verify
  
  o Advanced User With E-Verify
  
  o Intermediate User With E-Verify
  
  o Basic User With E-Verify

<table>
<thead>
<tr>
<th>Tracker I-9 Complete Feature</th>
<th>Advanced User</th>
<th>Intermediate User</th>
<th>Basic User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Form I-9 Task Due</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Audit Risk Exposure</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Organization Wide Summary</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latest I-9/E-Verify News</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Manage I-9</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Create/Edit Employee Profile</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Function</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Create New Form I-9</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Historical I-9 (If enabled)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review/Edit Historical Data (If enabled)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Remote Access Section 1 (If enabled)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Remote Access Section 1 and 2 (If enabled)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Section 3 Entrees</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Section 3 Entrees</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edit Existing Form I-9</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upload Attachments</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purge I-9 Records</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete I-9 Before Section 1 Signed</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete I-9 After Section 2 Signed</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access Employees Assigned to Other Managers</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Manage E-Verify**

(If Given E-Verify Access)

<table>
<thead>
<tr>
<th>Function</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process E-Verify Cases</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View E-Verify Cases</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View E-Verify Case Report</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batch Close E-Verify Cases</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View E-Verify/I-9 Discrepancies</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Verify Duplicate Case Report</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create New E-Verify Cases for I-9’s that have been identified as duplicates.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Audit Notes/Audit Management**

<table>
<thead>
<tr>
<th>Function</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit Management menu option</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Alerts Report</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incomplete I-9 Report</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Batch Management</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create New Audit Note</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Existing Audit Note</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edit Existing Audit Note</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete Existing Audit Notes</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Resolve (If enabled)**

<table>
<thead>
<tr>
<th>Function</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolve Errors</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View/Edit Error Table</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create new Resolve Records in UI</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Permissions

To assign permissions to a User simply:

- Click on the **Permission** box, a **User Permission** popup will appear.
- Select the Employer from the **Select Organization** dropdown.
- Check one or more of the Security Group(s) or Worksite(s) that you want the User to have access to and click **Save**. In the screenshot below, Group 1 is a Security Group that includes Worksites named Headquarters for Jimmy’s Car Wash and South San Francisco car wash. Palo Alto Car Wash is a standalone Worksite that is not setup under a Security Group.

**Security Roles**

<table>
<thead>
<tr>
<th>Reports</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-9 Record Summary List View</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>I-9 Custom Report Tool</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Purge Report</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Trail</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Help</th>
<th>X</th>
<th>X</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Manual</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>E-Verify Training (If Given E-Verify Access)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>External Resources</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Support Options</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
After saving your selections you will be taken back to the User. In this example, since the User was granted permissions to all Worksites affiliated with the Employer, the Employer name shows under the **Employers** area within the **Permission** section.

The last step in creating a new user is to send them their **Username** and temporary **Password** to access Tracker I-9 Complete. Simply click on the **Send Email** button and the User will receive two emails, see samples below. Once the User logs into Tracker I-9 Complete using their **Username** and temporary **Password**, they will be prompted to create a new **Password**.

**Re-Activate/Deactivate User Accounts**

It may be necessary for an Administrator to reactivate or deactivate as user's account, if for example a user leave your company you may choose to deactivate the account, or a user's account may have been deactivated due to the incorrect password being entered too many times and you need to reactivate their account, these are both easily addressed in the user's account profile. At the top of the user's account profile, next to where is says "Profile Information" and Above the user's last name field, there is a drop-down menu with two options "Active" and "Inactive", simply selecting whether you want the account to be active on inactive and then clicking the green Save button at the bottom of the profile will activate or deactivate the user's account.
Frequently Asked Questions (FAQ)

1. How do I find the document number on an I-551 permanent resident card?
   a. The Permanent Resident Card document number should be 3 letters followed by 10 numbers.

1. My new hire is a refugee and is presenting a Form I-94 with out a Foreign Passport, how do I completed Section 2 for them
a. Select Foreign Passport with I-94 or I-94A as their List A Document. Click Additional Documents, indicate that the employee is a refugee, and click Continue with Selected Document(s). The required fields for the Section 2 document will not be updated to reflect that the employee is a refugee and does not have a Foreign Passport.

3. My account is locked how do I unlock it?
   a. Contact your company’s Administrator for your Tracker I-9 system and they will be able to unlock your account.

4. What are the deadlines for Section 1 of the Form I-9?
   a. Section 1 of the Form I-9 must be completed and signed on or before the employee’s Start Date. The employee will still be able to sign Section 1 after the Start Date, but the signature will be out of compliance.

5. What are the deadlines for Section 2 of the Form I-9?
   a. Section 2 must be completed and signed within three business days of the employee’s Start Date. The employer will still be able to sign Section 2 more than three days after the Start Date, but the signature will be out of compliance.

6. Can an employee fill out an I-9 if he or she hasn’t started yet but has accepted an offer?
   a. Yes, an employee may complete and sign Section 1 of the Form I-9 prior to their Start Date. However, it must not be completed prior to their acceptance of a job offer.

7. How do I change the start date on a record after Section 2 is completed?
   a. On Section 2 of the Form I-9 in subsection B directly below the Employer, is the Date employee began employment, field, the date in this field may be changed. Once you have changed the date the Save/Validate button will appear, clicking this will save the change and record it as an amendment to Section 2 of the Form I-9.

8. How do I note a name change on the Form I-9?
   a. You are not required to update Form I-9 when your employee has a legal change of name. However, it is recommended that you maintain correct information on Forms I-9 and note any name changes in Section 3. In the Tracker I-9 system this is done by navigating to Section 3 of the Form I-9, selecting Create New Section 3, entering the employee’s new name in the provided name fields, and saving and signing Section 3.

9. How do I search for a compound last name?
   a. You may search for employees with compound last names by one or more of their last names. Please note that if you search using more than one of the employee’s last names they must be in the correct order for the system to be able to locate the employee. For this reason it can be easier to search by only one of their last names.

10. How do I fill out the I-9 and submit an E-Verify Case if my employee doesn’t have an SSN?
    a. USCIS E-Verify requires a Social Security Number be provided to every E-Verify case. For this reason the Tracker I-9 system requires a Social Security Number be provided in Section 1 of the Form I-9 for all I-9 records assigned to E-Verify enabled Worksites and have E-Verify turned on for the Form I-9. Turning E-verify off on the Summary page of the Form I-9 will allow the Form I-9 to be completed without a Social Security Number, but it will still not be possible to submit to E-Verify until E-Verify is turned back on and a social Security Number is provided in Section 1.

11. How do print a copy of the Form I-9?
    a. PDF copies of Form I-9 records can be found in the Audit History portion of the Summary tab of Form I-9 records. You may click the PDF icon to open the Form I-9 and then print or save a copy.
11. I have a question for USCIS, how do I reach them?
   a. USCIS Form I-9 and E-Verify Support can be reached by the methods below:
      - USCIS Form I-9 & E-Verify Support Phone:
        - 888-464-4218
        - 877-875-6028 (TTY)
      - USCIS Form I-9 Support E-Mail:
        - I-9Central@dhs.gov
      - USCIS E-Verify Support E-Mail:
        - E-Verify@dhs.gov
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